**Slide 1**

Social Economy and
Sustainability Research Network

Partenariat sur l'économie
sociale et la durabilité

Bridging, Bonding, and Building / Renforcement des liens et des capacités

**Good Luck with That:**

**Collaboration in Online Communities**

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Sub Node 6 (Communications)

SES Research Network

www.envision.ca

**Slide 2**

Social Economy and
Sustainability Research Network

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- Who we are
- What we set out to do
- What we found
- What we think about that: Discussion

**Slide 3**



COMMUNICATIONS IN THE SOCIAL ECONOMY...

**Slide 4**

Social Economy and
Sustainability Research Network

Partenariat sur l'économie
sociale et la durabilité

Bridging, Bonding, and Building / Renforcement des liens et des capacités

- Who we are

  - One of Six Sub Nodes
  - Focused on Communications
  - University-community based

**Slide 5**

Social Economy and
Sustainability Research Network

Partenariat sur l'économie
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Bridging, Bonding, and Building / Renforcement des liens et des capacités

- What we set out to do
  - Research Needs (in a complex network)
  - Model New Communications (vs traditional ones) Strategies
  - Determine Engagement (i.e. collaboration)

**Slide 6**



Community Services Council,
Newfoundland and Labrador host of www.enVision.ca and
www.voluntarygateway.ca

Social Economy Sub Node Six (6)
Online Communications Questionnaire
Halifax February 2008

| Ranked Preference for Tools | Agree | Do Not Know | Disagree |
|---|---|---|---|
| File sharing (storing and retrieving files on the web) | 31 (100.0%) | 0 (0.0%) | 0 (0%) |
| Public event calendars (publishing a calendar on the web) | 28 (90.3%) | 2 (6.5%) | 1 (3.2%) |
| Web-based discussion forums | 25 (80.6%) | 4 (12.9%) | 2 (6.5%) |
| Creation of web-based surveys | 23 (74.2%) | 6 (19.4%) | 2 (6.5%) |
| Collaborative editing of documents | 21 (67.7%) | 8 (25.8%) | 2 (6.5%) |
| Project management tools (to track timelines, critical paths and costs) | 19 (61.3%) | 9 (29.0%) | 3 (9.7%) |
| Listservs (email discussion lists) | 19 (61.3%) | 5 (16.1%) | 7 (22.6%) |
| Voice over Internet Protocol (VOIP) | 15 (48.4%) | 11 (35.5%) | 5 (16.1%) |
| Video conferencing | 15 (48.4%) | 9 (29.0%) | 7 (22.6%) |
| Calendars using a personal calendar tool (e.g. Exchange, iCalendar) | 11 (35.5%) | 12 (38.7%) | 8 (25.8%) |
| Remote access to my email | 11 (35.5%) | 9 (29.0%) | 11 (35.5%) |
| Shared desktop (viewing what is on the desktop of a remote computer) | 9 (29.0%) | 12 (38.7%) | 10 (32.3%) |
| Chat (such as instant messaging and Internet Relay Chat (IRC)) | 8 (25.8%) | 16 (51.6%) | 7 (22.6%) |

- Basic wants
- No Bells and Whistles
- Strong Agreement on Features

- Did not examine Prior Experience
- Did not collect Age Data
- Did not discuss any Constraints

## Slide 1

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Social Economy Sub Node Six (6)
Online Communications Questionnaire
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## Slide 2

**Welcome to Gateway Communities Online**

www.voluntarygateway.ca

About Us Notes — no postings
Events — no postings
Discussions — no postings
Working Document Folders — no postings
Final Document Folders — no postings
Team Logistics — no postings
Library Article Folders — no postings
Image Folders — 1 postings

## Slide 3

Social Economy and
Sustainability Research Network — Partenariat sur l'économie sociale et la durabilité

Bridging, Bonding, and Building / Renforcement des liens et des capacités

- What we found

  - Benefits
    - File Repositories are the major benefit
    - Most useful, therefore, to project administrators
  - Usage
    - About half our 'users' actually signed in and signed on
    - Tutorials help (to boost usage, and, are  assessed by users as contributing to their usage)
    - Leaders attract users
  - Design
    - Navigating (clicking) is thought to be time-consuming
    - No interest in 'designer' services like chat
    - The 'comments' feature was virtually unused
    - Most users wanted the communities to be "more like email"
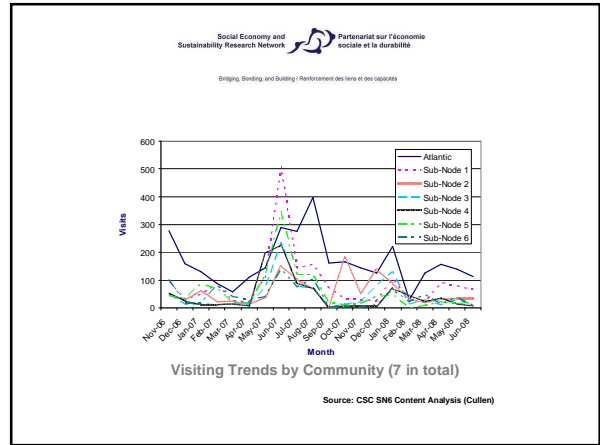
## Slide 4

Social Economy and
Sustainability Research Network — Partenariat sur l'économie sociale et la durabilité

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**Visiting Trends by Community (7 in total)**

Source: CSC SN6 Content Analysis (Cullen)

## Slide 5

Social Economy and
Sustainability Research Network — Partenariat sur l'économie sociale et la durabilité

Bridging, Bonding, and Building / Renforcement des liens et des capacités

- What we think about that: Discussion

  - Did the functionality fit the need(s)?
  - Was community-building needed in advance?
  - Would more instruction have helped?
  - Is 50% usage an 'okay' finding?

## Slide 6

Visit Us: www.enVision.ca