

# Main Results of the VE-Forum User Feedback Spring 2006

Some 50 members of the community have responded to the on-line survey giving us highly valuable feedback and suggestions to make VE-Forum even better and easier to use. We are happy that 85% of the respondents find VE-Forum highly or quite valuable which is a strong motivation to take action on the responses.

We can summarize the key results as follows:

## ***Motivation and easiness to use VE Forum:***

- “Access to knowledge” is the number one reason (~80%) to visit and become member of VE Forum, but collaboration and exchange in projects (50%) and interest groups (25%) are also highly relevant for users. Half of the respondents find VE-Forum also the key place to find information about events, news and projects in the domain
- Whereas the web site is considered easy to find, use, with efficient “my desk” navigation and information functionality, many find the help overview and FAQ difficult to use or insufficient. The editor’s team is working on a new “First Steps” and FAQ section to improve on this.

## ***Accessibility and quality of knowledge***

- The knowledge domains currently covered are well appropriate, with some new focus to be considered in the future on the more “human-centred” perspective like: competencies, soft skills, cultural issues, coordination, and trust.
- When looking for specific information, VE Forum shall still improve the search functionality, offering a wider data-base and more structured links to related sites.
- Whereas the “projects section” is offering good quality and valuable information, editors of the project sites could better structure information, to make it easier to find and access, but also use the possibilities for more interaction with interested members.
- The information delivered in the “library section” is seen of good quality and quite relevant, but users would appreciate if more conferences and other sources of knowledge would make their documents available here. The current categorisation used is seen as not yet very useful to drill down and find documents. We will work on this by using more keywords and related search facilities

## ***Community support for networking:***

- The most appreciated Special Interest Groups (SIG) are (in ranking order):
  - Collaboration tools
  - Virtual Organisation
  - Knowledge & communities
  - Innovation clusters
- The SIGs are considered as quite interesting for knowledge, ideas, opinions exchange and members networking, but the respondents would appreciate more active participation and interaction.
- Interesting suggestions for improving interaction have been raised such as: making more transparent to other members the personal interest in the interest

group, better alerting of new discussion contributions and other new content, better facilitation of the discussion groups ...

**Conclusion:**

Even if the portal still can be improved to bring more value to the community, VE Forum is considered highly valuable by the community as an open platform for knowledge dissemination and exchange and for collaboration in the wider field of networks and VO.

We thank all who have participated in the survey.

Simona Barresi, Hermann Loeh, Bernhard Katzy, and Olivier Rerolle

***The winners of the prizes set for participating in the draw are:***

Marina Sheresheva: Virtual Organizations – Systems and Practices

Markus Lemberger: Managing Technology and Innovation

Jean-Pierre Lorre: The Future Workspace