

Atlas User Questionnaire Results

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General Information

- 7 Questions
- Distribution: n=32
- Response Success: n=19
 - Europe
 - USA
 - Caribbean
 - Indian Ocean

Q1a. Prior to developing your atlas, did you engage in a discussion about the utility of a CWA with your user community?

Yes n=16

Yes/No n = 1

No n = 2

Q1b. If yes, was the concept positively received?

Yes	94%
Yes/No	6%

Q1c. Summary of Comments

- General need for portal or communication instrument;
- General need for information access; interest in tools and data
- Atlas was conceptualized/requested by the user community;
- Concept positively received despite ambiguity in final product development;
- Atlas evolved over years but wasn't originally scoped out with user input. This has changed
- Some concerns over sustainability
- Indifferent reception; not a lot of interest

Q2a. Prior to developing your atlas, did you consult with your user audience to gather information about their needs and priorities?

- Yes n=17
- Yes/No n=2
- No n=0

Q2b. If Yes, how was this consultation carried out?

- Workshop: n=14
- E-mail: n=6
- Telephone: n=1
- All of the above: n=1
- Other: personal interviews/discussion, public forums, user group meetings, online comment database, public surveys, user needs surveys; task and finish groups, surveys; developed as part of an EU project

Q3a. Do you gather information about your atlas users?

- Yes n=15
- No n=4

Q3b. If Yes what key pieces of information do you gather?*

- Number of visitors n=12
- Who are the visitors n=2
- How they come to the site n=6
- How many and which pages they visit n=8
- All of the above n=2
- Other: country of origin; info also gathered through presentation and at meetings; activity is planned; institutional users, geography of users, data files downloaded; peak hours of use and duration of use;

Q3c. If Yes, is the information analyzed

- Yes n=11
- No n=2
- No response n=2

General comments: analyzed for grant reporting, specific use case scenarios, marketing initiatives, annual reporting, monitor general use; ensure tool use and peak hours of use; provide info back to data developers on data use, performance indicator; track effectiveness of outreach; # downloads (tools and data) that are made by visitors; general monitoring

Q4a. Have you received feedback on the atlas?

- Yes n=17
- No n=2

Q4b. If Yes, how?

- Face to Face n=4
- Email n=6
- Telephone n=2
- All of the above n=6
- Other: user testing, meetings; formal evaluation; via website

Frequency of Feedback

- Varied
 - Several times per week
 - Several times per month
 - Sporadic
 - Only once
 - Every 6 months

Q5. What are the key issues identified in the feedback?

- Data and information quality n=3
- Seeking additional data or information n=5
- General atlas comments n=6
- All of the above n=9
- Other: Accessibility, Atlas Interface

Q6. To what extent do suggestions from users result in a change in the atlas?

- Corrections are made, new data are pursued, future enhancements are planned
- Data are added if available
- Whenever feasible
- Prioritize improvements based on records of suggestions and funding allowance
- Prioritizes new layers, data updates, enhancements
- Still to early to say
- Funding and resources may be a limiting factor to initiating request;
- Comments contribute significantly to the design and structure of this developing atlas

Q7. What means of publicity do you use for your atlas? How frequently do you have public events?

- Presentations/posters at conferences and meetings
- User meetings/Outreach Events
- Newspapers /Press Releases
- Website
- Emails notices
- Research papers
- Marketing campaigns
- Social Networks

Summary Points

- Consultation with user groups, primarily via workshops, occurred prior to developing the CWA in most cases with positive reception
- Stakeholder interest driven by need and access to data and information
- Most developers monitor some level of atlas use for varied reasons – often for grant reporting

Summary Points (continued)

- Feedback largely focuses on data quality and new data needs
- Developers seem responsive to data problems but not to new requests/changes/additions since resources don't often allow for these more intensive activities to occur.
- Developers use a variety of venues to publicize their CWAs including: presentations, newspaper/newsletters; social networks; papers