

End of phase-2 Cloudworks user survey May to June 2010

About this survey

An email was sent on 18th May 2010 to 299 randomly selected registered Cloudworks users inviting them to participate in an end of phase online survey about their experience of using the site ([Appendix 1](#)). 22 people responded to the email between 18th May and 21st June 2010. The response rate at 7.4% was lower than anticipated so it was decided to cross reference the survey responses with publically available profile and activity data on the site. This will enable us to explore similarities and differences in experience against patterns of activity. A further 4 people completed the survey after following a link from the Cloudworks Evaluation Cloud. A copy of the survey is available in [Appendix 2](#). As this survey uses publically available data to augment the survey data, particular care has been taken to present the information in such a way as to ensure that no respondents are identifiable in this report.

Of the 26 respondents, 3 said that they did not want us to use their responses for reporting purposes and 1 questionnaire was significantly incomplete – this data has therefore not been taken into consideration in this report. Of the remaining 22 respondents, 20 came from the email request and 2 followed the web-link.

This survey sought to elicit data which will help the development team discover how far the site is achieving the critical success factors laid out in the OULDI-JISC project plan which relate to Cloudworks:

Critical success factor 1: *A body of evidence sufficient to demonstrate that the Cloudworks website has created real enhancement in the professional knowledge and understanding of participants and increased their sense of belonging to a community of practice.*

Critical success factor 4: *Resources and guidance that are regarded by users as clearly and effectively supporting them in the intended task/ skills/ knowledge acquisition.*

In addition it is hoped that the survey might enable recommendations to be made about future development and facilitation of the site, and the development of guidance and support materials.

Section 1: About the sample

Of the original randomly selected group of 299, 13.7% had Open University email addresses. Although it is recognised that not all internal OU respondents will have used their OU email address to register, especially Associate Lecturers, it is assumed that this figure is broadly indicative of the percentage of OU staff registered on the site. Given that the original sample was quite large, we would expect the percentage of people with OU email addresses in the sample to be a fairly reliable indicator of the numbers of users with OU email addresses across the site as a whole. However, of those who responded to the survey, 31.8% used an

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Open University email address which suggests that OU staff are more likely to respond to a survey such as this, and therefore be a significantly over represented group in this survey.

The graphs below show how many of the respondents have been active on the site since registering, and how active they have been.

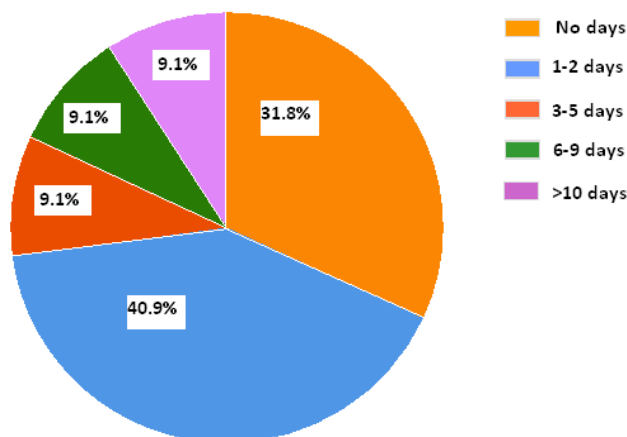


Figure 1 Number of days of activity on the site in total

The pie chart above shows that of the sample of 22, 31.8% of respondents have not been active at all and a further 40.9% have only been active for one or two days (total 72.7% no, or short duration of activity). 27.3% were active over a period of days. These findings broadly align with other research on the site (Cross, 2010) where it was found that, in a random sample of 250 registered users, 61% did not contribute, 16% made 1 contribution only (77% no, or short duration of activity), 15% made 2 contributions within 28 days only, 4% contributed 5 or less times over more than 28 days and 4% contributed more than 5 times over more than 28 days.

We thought it possible that the people most likely to respond to the email, and complete the survey, would be those with strong views about the site, and that respondents may have polarised between those that had visited once and had not come back, or frequent users. We were pleased to discover therefore that there is a good spread of respondents in terms of when they were last active on the site, and when they last visited (see fig. 2 below and [fig. 8](#)).

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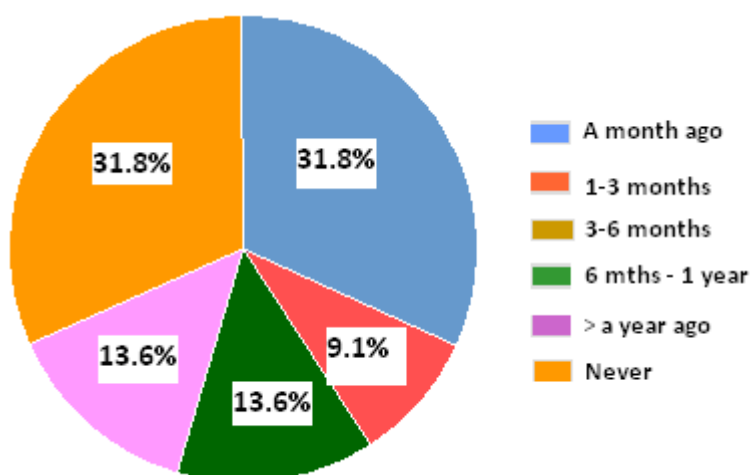


Figure 2 Last instance of activity

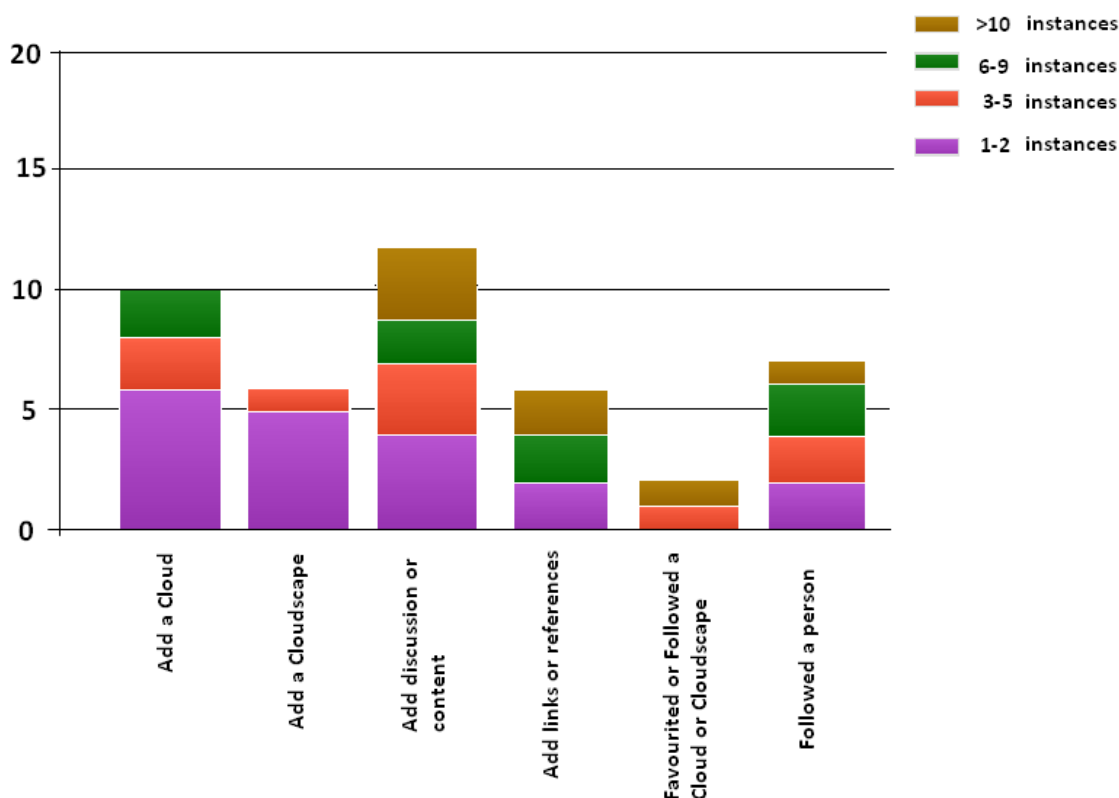


Figure 3 Number of instances of types of activity since registration

As can be seen in the graph above, the most popular activity is 'adding discussion or content', with 'adding a Cloud' coming second. Surprisingly the activities which could be seen as requiring lower levels of commitment (such as following a Cloud or Cloudscape, or adding a link) are less popular. This finding challenges the belief that people are likely to

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move progressively from lurking, to low commitment activities, to activities requiring greater commitment, but a larger sample would be needed to confirm this.

The first part of the survey also sought information relating to the respondents themselves and this will be used to filter the data later in the report when we look in more detail for emerging patterns and themes both in terms of experience and use. This section was mandatory and was therefore completed by all 22 respondents:

Question 1: Which part of the education sector is of primary interest to you?

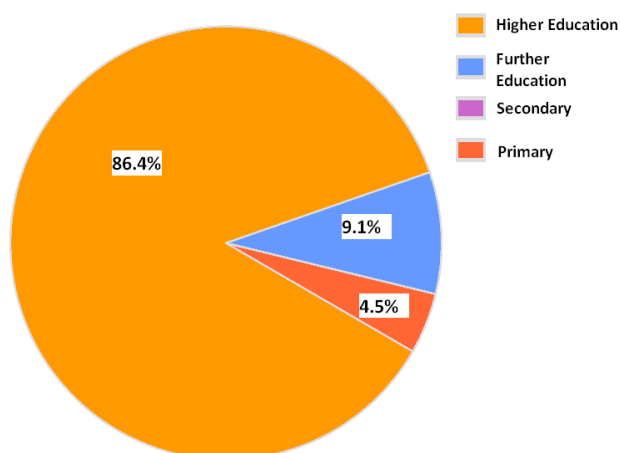


Figure 4 Which part of the education sector is of primary interest to you?

As anticipated a significant majority of respondents said that their primary interest was in the HE sector. Cloudworks has been principally introduced to this sector, although it is hoped that use by people interested in FE and secondary education will increase over the next year. Three people said that they had multiple interests (multiple interests have not been recorded in the chart) - two of the HE people said they had multiple interests (one in Lifelong Learning and the other added both Primary and Secondary) the one person interested in the Primary sector said that they were also interested in special needs.

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Question 2: In which country are you based?

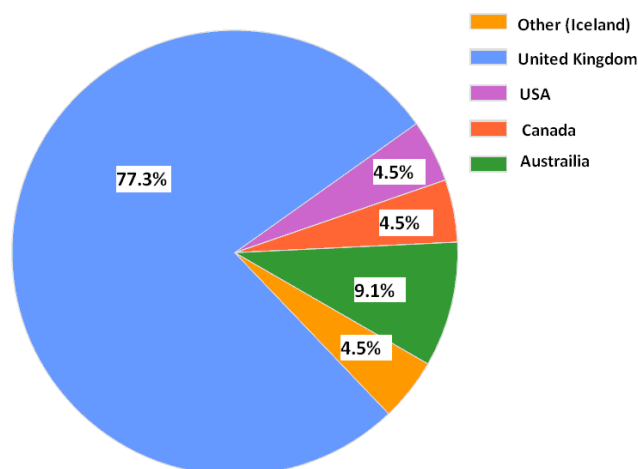


Figure 5 In which country are you based?

The majority of respondents were based in the UK with a total of 5 participants out of the 22 based in other countries. The Google analytics report from July 2009 to end June 2010 shows a similar spread of locations visiting the site with some exceptions: the UK is over represented in the survey by 23.9%, Australia is slightly over represented and the USA slightly under represented (see table below).

	United Kingdom	USA	Canada	Australia	Other
Survey	77.3%	4.5%	4.5%	9.1%	4.5%
Google analytics	53.4%	10%	4.3%	3.6%	28.7%

Given that this is a small survey we are happy that this sample is broadly representative of all visitors to the site in terms of location.

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Question 3: What is your age?

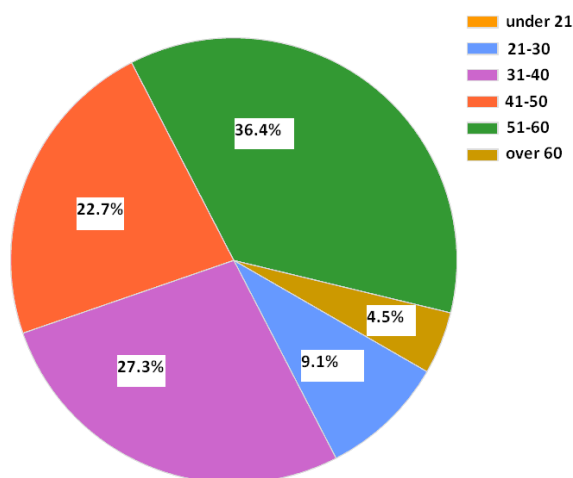
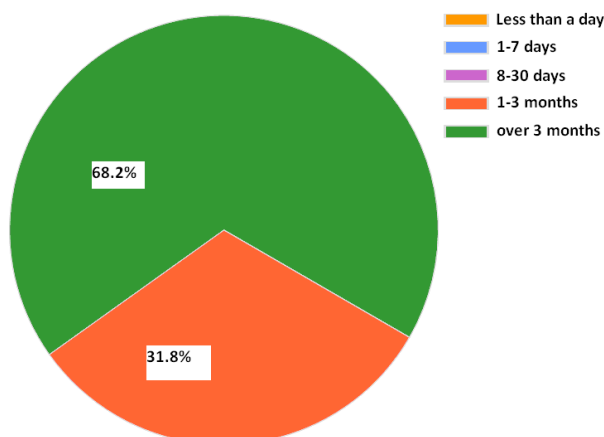


Figure 6 What is your age?

The data shows that the majority of users responding to this survey were over 30 (86.4%). This is not unexpected given that the site is a professional social network. What is perhaps surprising is that the largest group at 36.4% are those aged 51-60. This is the first data that we have collected with regards to age (and we do not ask for age at registration) so it is not possible to discover how far this is representative of the site but this figure does share some similarities with other professional networking sites, and especially LinkedIn where the average user is 44 (data source: .Google Ad Planner, United States demographics data. Study available at <http://royal.pingdom.com/2010/02/16/study-ages-of-social-network-users/>) Of course it is also possible that older Cloudworks users are more likely to respond to a survey than younger users, and more investigation should be done if we are to more reliably establish the age demographic of users of the site.

Question 4: How long have you been registered with Cloudworks?



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Figure 7 How long have you been registered with Cloudworks?

There was a two week delay between the generation of the email sample and the email being sent and this is likely to have influenced the sample. However we have a good split between fairly new users and those that have been registered some time.

Question 5: When did you last visit Cloudworks?

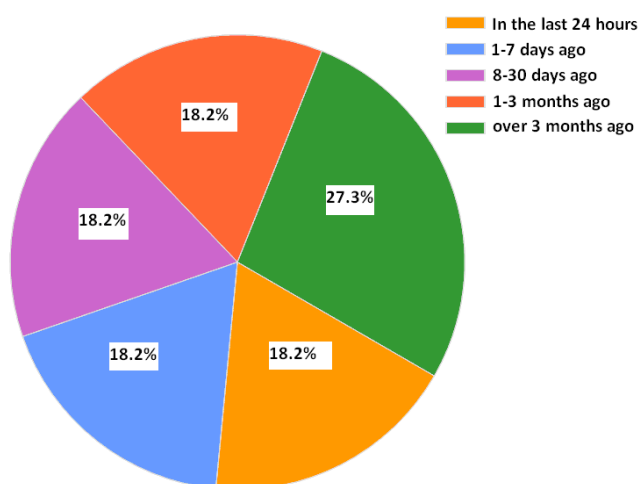


Figure 8 When did you last visit Cloudworks?

Most respondents accessed the survey through an emailed link so they did not have to visit the site. This data should therefore be a good indication of when they last chose to visit. The data shows that there is a good spread between those who had visited the site recently and those who had not done so for a significant time. It was hoped that we would be able to track differences in experience between these groups because we believe that we have made significant improvements to the usability of the site in that time. Unfortunately the sample size is unlikely to be big enough to establish whether this has indeed been the case.

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Question 6: Which of these other types of social networking have you contributed to in the last month?

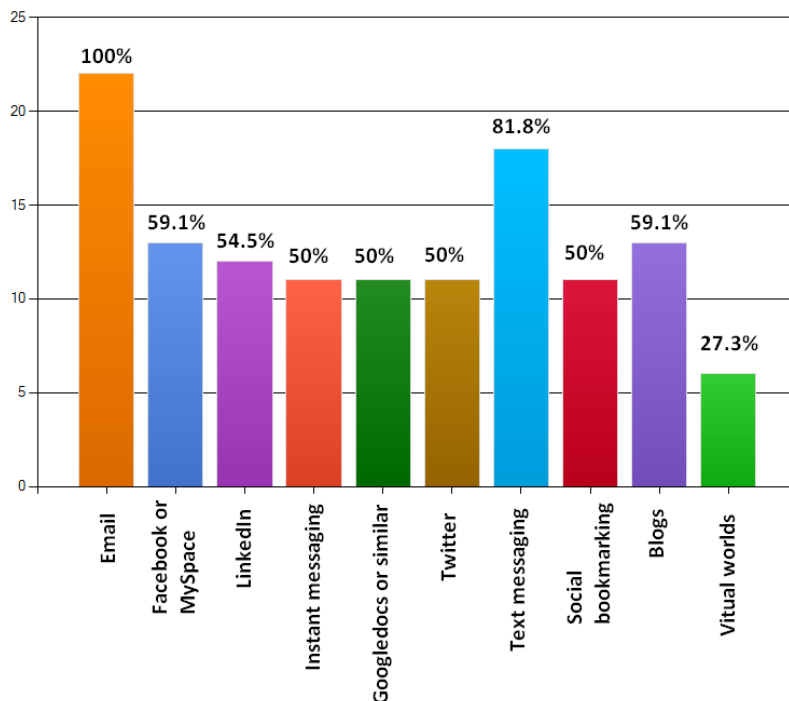


Figure 9 % of respondents using each of the tools listed

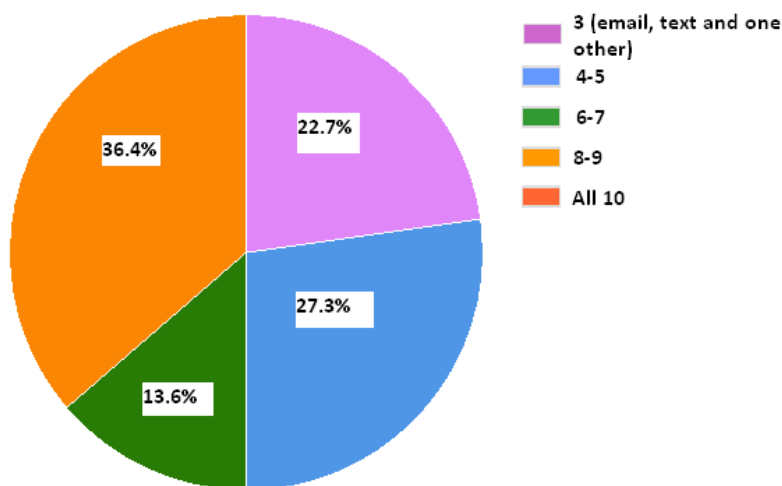


Figure 10 Number of types of tools used (out of a maximum of 10)

It is not possible to set up a Cloudworks account without email (and most respondents accessed the survey via an emailed link) so it is not surprising that 100% of users had used email in the last month. What is interesting is that each of the tools had been used by 50% of



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the respondents in the last month, except Virtual Worlds which still scored highly at 27.3%. Although 22.7% of respondents used just email, text and one other, 50% of respondents used six or more of the tools listed. Cloudworks was only launched a year ago so it is anticipated that many of the people using the site will be 'early adopters' and quite technologically aware, it is therefore expected that these levels will fall as wider groups of educators are introduced to the site over the next year and this will have implications for the development of support materials on the site. Later in this report we will see how far experience of other social networking sites impacts on user experience of Cloudworks.

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Section 2: User perceptions

This section forms the main body of the survey and explores the experience of users, their views on the support and guidance available on the site and their perceptions of how the site might fit (or not) into their professional lives.

Question 7: To what extent do you agree, or disagree, with these statements about Cloudworks?

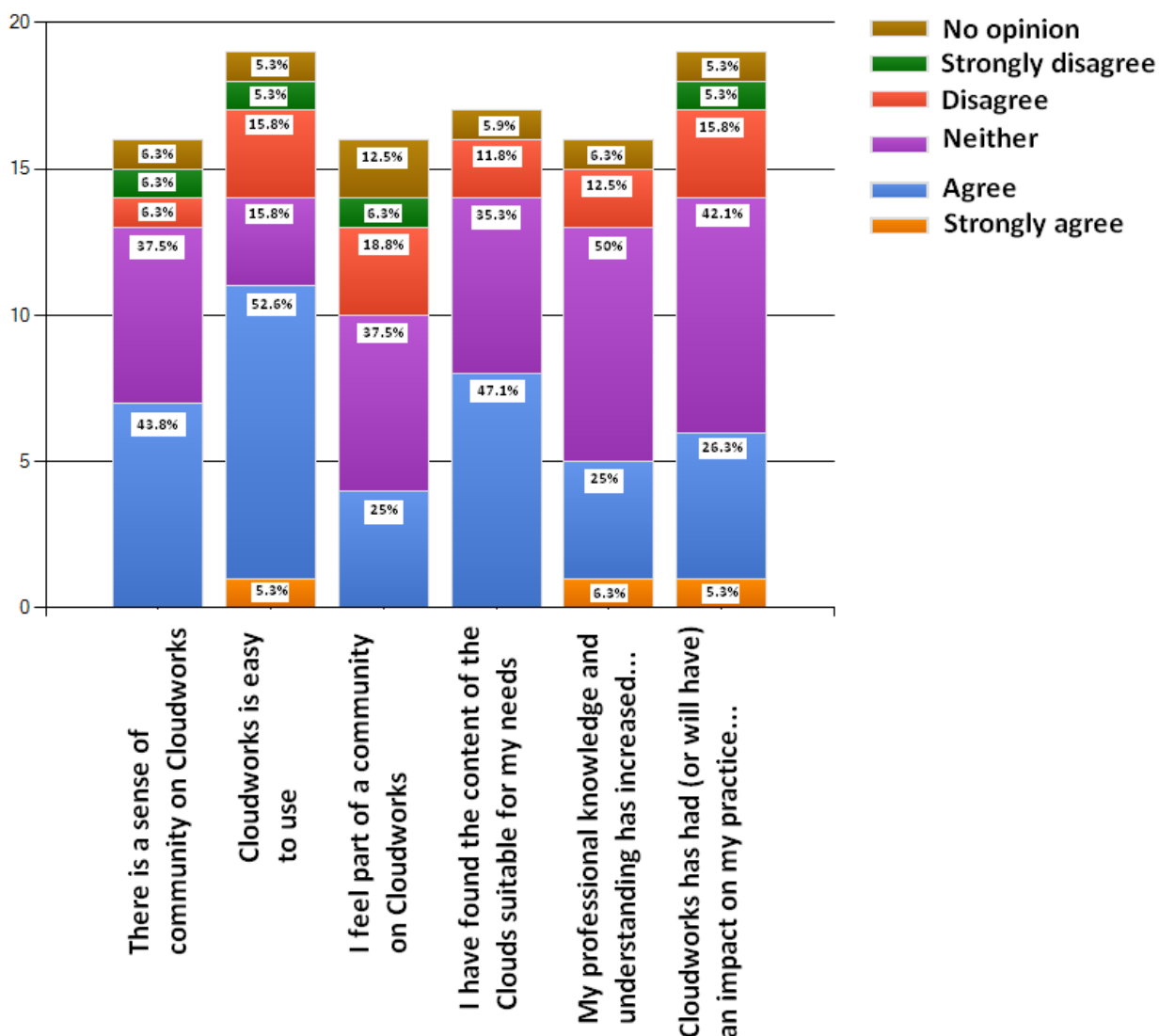


Figure 11 Q. 7 To what extent do you agree, or disagree, with these statements about Cloudworks?

Quite a high percentage of respondents chose the option to ‘neither agree nor disagree’ in response to five of the six statements. The exception to this was the second statement “Cloudworks is easy to use” where 57.5% of respondents agreed or strongly agreed with the statement.

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It was anticipated that it might be possible to see a correlation between experience of a variety of social networks and response to the questions in this section so the data was filtered accordingly to produce the following results. It is recognised that the sample is already small and filtering it reduces the size of each category further however the results are considered interesting enough to take into consideration. The sample size for each category is included in the key (in brackets).

“There is a sense of community on Cloudworks”

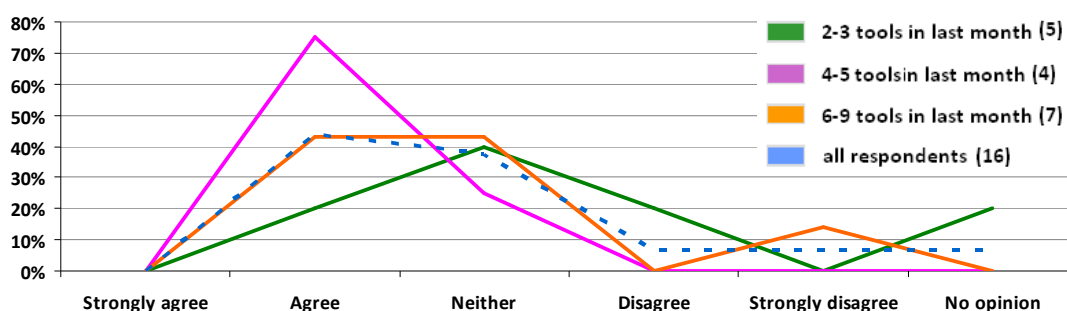
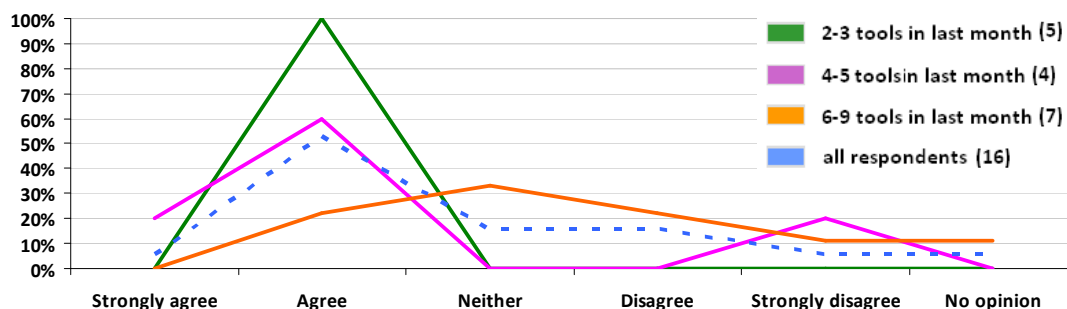


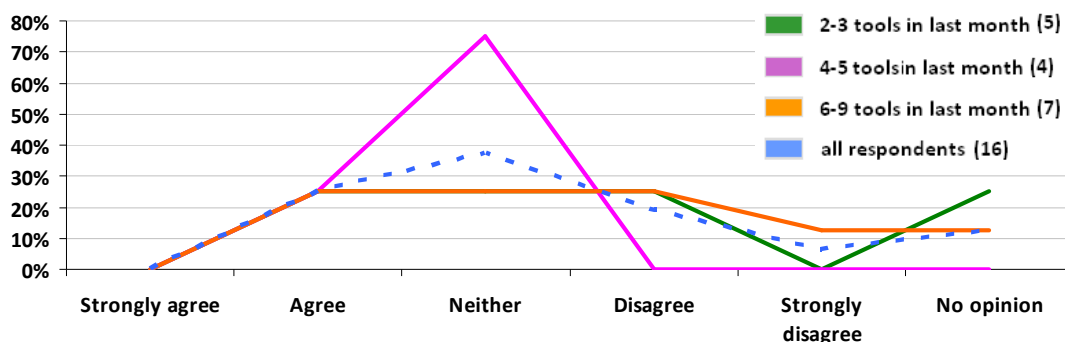
Figure 12 Response to Q7a: “There is a sense of community in Cloudworks” filtered against the number of social networking tools participants have said that they have used in the last month.

“Cloudworks is easy to use”

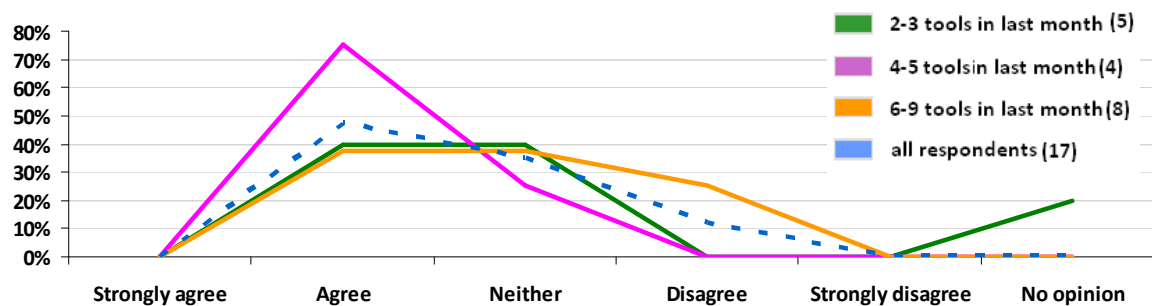


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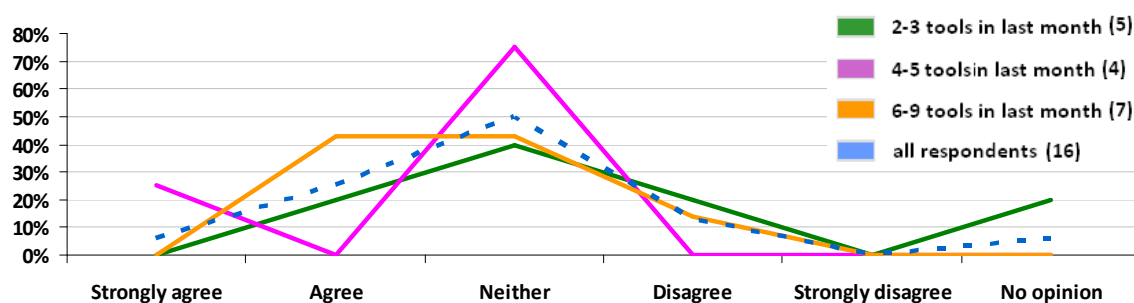
“I feel part of a community on Cloudworks”



“I have found the content on the Clouds appropriate for my needs”



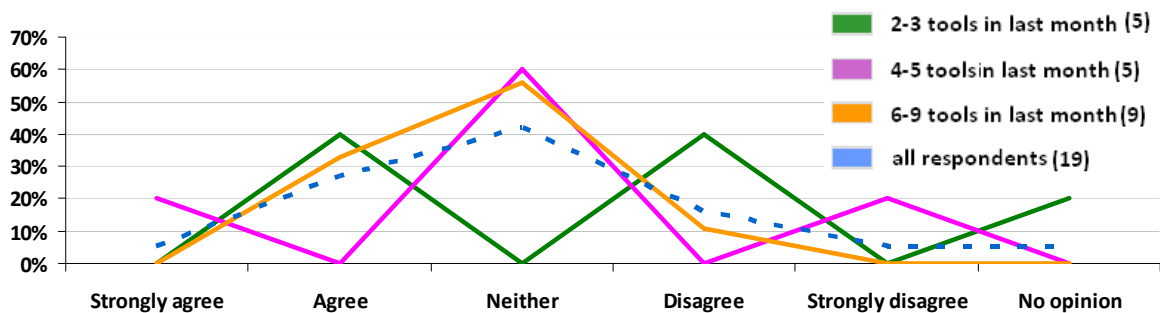
“My professional knowledge and understanding has increased as a consequence of using Cloudworks”





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“Cloudworks has had (or will have) a positive impact on my practice”



As noted, these samples are very small and the results not significant enough to draw any clear conclusions however, these graphs suggest that contrary to expectations there seems to be a slight negative correlation between experience in using a number of social networking tools and positive perceptions of Cloudworks. For example respondents who used fewer social networking tools in the month preceding the survey were more likely to say that they found Cloudworks easy to use than other groups, and respondents who used 4-5 tools in the month preceding the survey were more likely to say that they found the content of the site appropriate to their needs than respondents who used more than this, or fewer. Respondents that used the most social networking tools in the month preceding the survey were however more likely to agree that their professional knowledge and understanding had increased as a result of using the site.

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Question 8: Which of the following have you done on Cloudworks?

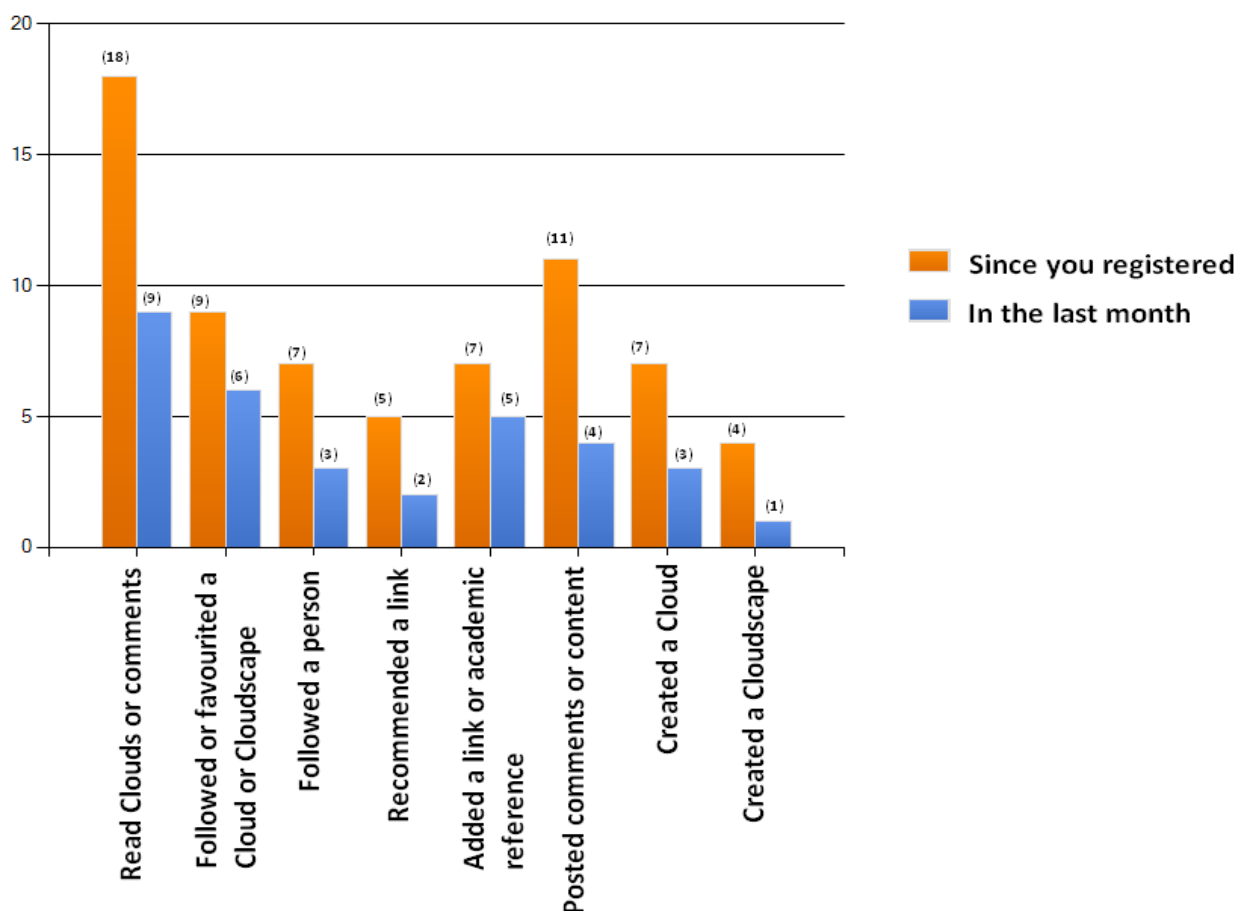


Figure 13 Q.8 Which of the following have you done on Cloudworks?

The responses from this question tell us that 9 of the 22 respondents (40.9%) of respondents had read material on Cloudworks in the month prior to completing the survey. This compares with 7 out of 22 (31.8%) who have made some sort of active contribution in that time (see [fig.2](#)). This suggests that the difference between those ‘lurking’ (reading material without contributing) and those contributing within a given time is only 9.1% which seems very low. This finding is at significant odds with Hill’s early study into ‘participation inequality’ (Hill et al, 1992) which led to Neilson’s commonly cited [90-9-1 rule](#) which suggests that 90% of users will not contribute, 9% will occasionally contribute and 1% will be heavy contributors.

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Question 9: What do you think of the guidance and support on Cloudworks?

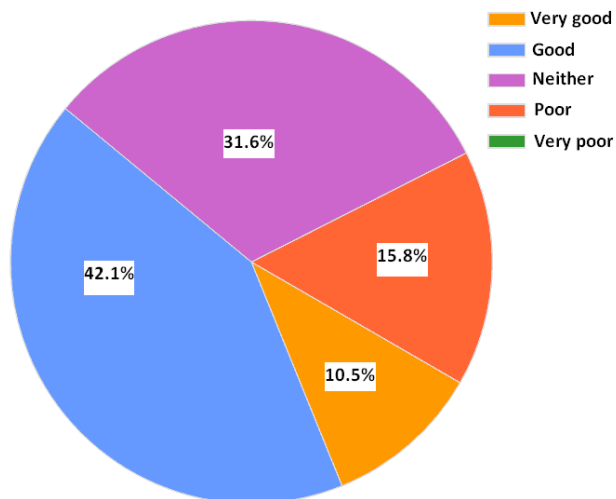


Figure 14 Q.9 What do you think of the guidance and support on Cloudworks?

52.6% of respondents (10) thought that the guidance and support on the site was good or very good with a further 31.6% (6) with no strong feelings either way. 15.8% of participants (3) thought the support and guidance poor (no one thought it very poor). Only one of the respondents who thought it poor explained their reason for saying so. That person wrote that they would find simple tutorials for how to get started useful, “as well as tutorials for how to consider using it for other purposes”. They stated that they were not clear how to use the site to access content that was not immediately available. This participant disagreed or strongly disagreed with all the statements in the previous question and in answer to questions 10 and 11 below, citing navigation issues as the reason for this. This individual had used 7 different social networking tools in the last month so was in no way new to the concept of navigating through such spaces. Three other respondents also added an open comment to their answers:

Response to Q.9	Open comment
Very good	<i>“Make new users aware that they can search for a cloud re. whatever issue (obvious when you find out but less so when you don't know).”</i>
Good	<i>“Guidance for setting up clouds, linking clouds, linking cloudscapes and set up project cloudscapes.”</i>
Neither good nor	<i>“Not really used it”</i>

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poor	
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Question 10: Have you found using Cloudworks enjoyable?

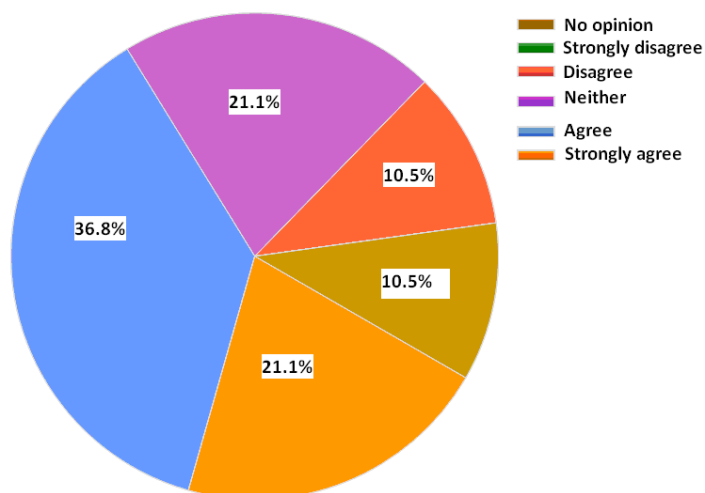


Figure 15 Have you found using Cloudworks enjoyable?

This question was asked because the a review of the literature has suggested that enjoyment or fun is a key indicator of whether a community will develop to support sustained and productive activity, and ‘enjoyment’ has therefore been included in our framework for building and evaluating ‘community’ on Cloudworks (see Galley et al. 2010). In this survey, 57.9% of participants (11) agreed or strongly agreed that they found using Cloudworks enjoyable, a further 31.6% (6) had no strong view or no opinion at all, and 10.5% (2) disagreed (again, no one strongly disagreed). The two that disagreed also responded negatively to the previous question about the quality of guidance and support on the site. One explained their negative response:

“There is so much content available in Cloudworks, but it is not easy / intuitive to navigate”.

Two other participants also explained their response with open comments the first of these agreed strongly that Cloudworks was enjoyable to use and the second agreed:

“Ease of use and range of ways in which to use it have been great. Being able to search is fantastic. I would like to see a list of the clouds that I have marked ‘follow’ but am not sure how this is possible. Or what this means - I expected updates of changes/additions to clouds/people to be emailed or ?[something]”

“Just the sheer serendipity of finding/stumbling across interesting works.”

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Question 11: Have you found Cloudworks useful?

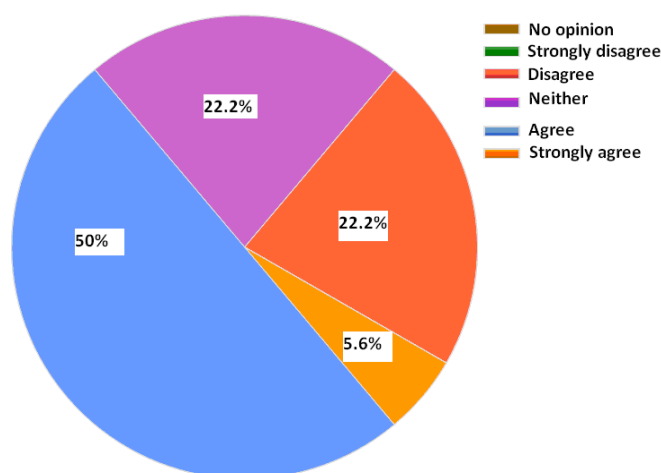


Figure 16 Have you found Cloudworks useful?

Again, purposefulness or usefulness has emerged as one of the key factors promoting sustained engagement so this question was asked to discover how far the site was perceived as being 'useful'. 55.6% of respondents (10) agreed or strongly agreed that they found it useful, 22.2% (4) had no strong views either way and 22.2% (4) disagreed (no one strongly disagreed). When asked for an open comment about what ways Cloudworks had proved useful to them, 6 people responded:

Response to Q.11	Open comment in response to "In what ways have you found Cloudworks useful?"
Strongly agree	<i>"Quick access to interesting research topics; good to see what is going on; good for linking research(ers)".</i>
Agree	<i>"Some hesitancy about how to best use it in my work"</i>
Agree	<i>"As a place to 'start looking'. Still haven't quite grasped some of the terminological subtleties, tho'..."</i>
Neither agree nor disagree	<i>"Good to see where people are at - a useful tool for benchmarking"</i>
Disagree	<i>"There isn't much activity in the area I'm registered with."</i>
Disagree	<i>" For articulating ideas in a short and concise way"</i>

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Question 12: How useful do you think Cloudworks will prove to you in the future?

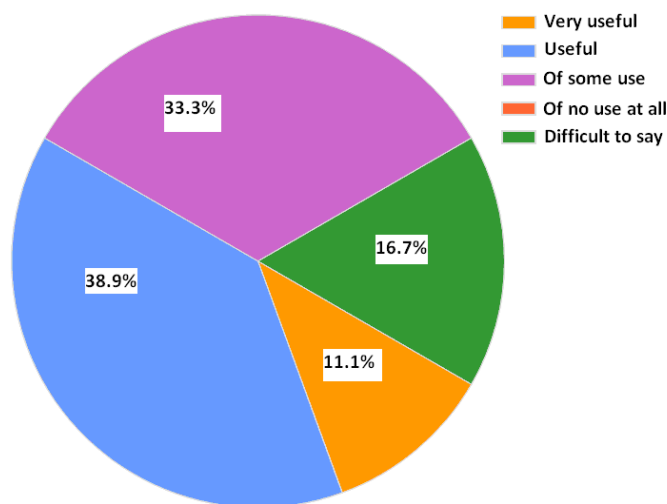


Figure 17 How useful do you think Cloudworks will prove to you in the future?

We asked this question to discover how far users might be considering using Cloudworks when planning future work. Of those participants that responded 50% said that the site would be useful or very useful. A further 33.3% thought the site would be of some use and 16.7% could not say. No one said that they thought it would be of no use at all. Four people explained their response with an open comment:

Response to Q.12	Open comment
Of some use	<i>"It is good to see what people are up to and then find their publications to find further detail"</i>
Of some use	<i>"It hasn't really got going yet to be useful. I don't see any practitioners using this other than techies".</i>
Difficult to say	<i>"It depends on the amount of activity".</i>
Difficult to say	<i>"Unless I figure a way to readily navigate the site, I will not feel part of a community. Without feeling a part of a community, I am unlikely to add to it or eventually to even return to it".</i>

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Section 3: Using Cloudworks at conferences

Cloudworks has been used increasingly for conferences since the launch of the alpha version of the site in July 2009. We are beginning to see that the promotion of Cloudworks at conferences is a key way people find out about the site, and we can see from the site statistics that a proportion of these will continue to be active on the site once the conference finishes (approximately 5-7% although this figure varies significantly between conferences, and no clear patterns have yet emerged to suggest what factors promote continued use). We are therefore keen to promote the use of Cloudworks at conferences and discover how effective users find this tool for this use.

Question 13: Have you used Cloudworks during an event i.e. a conference, workshop or online event such as an e-conference?

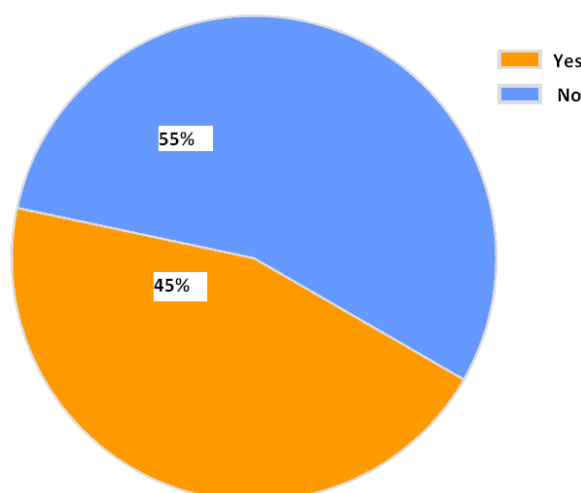


Figure 18 Have you used Cloudworks during an event i.e. a conference, workshop or online event such as an e-conference?

Of the 20 people responding to this question, 9 (45%) had used the site at a conference. It should be noted that the term 'used' is purposefully unspecific and it is understood that participants may not have been active Cloudworks users at a conference but may have been non-participatory users.

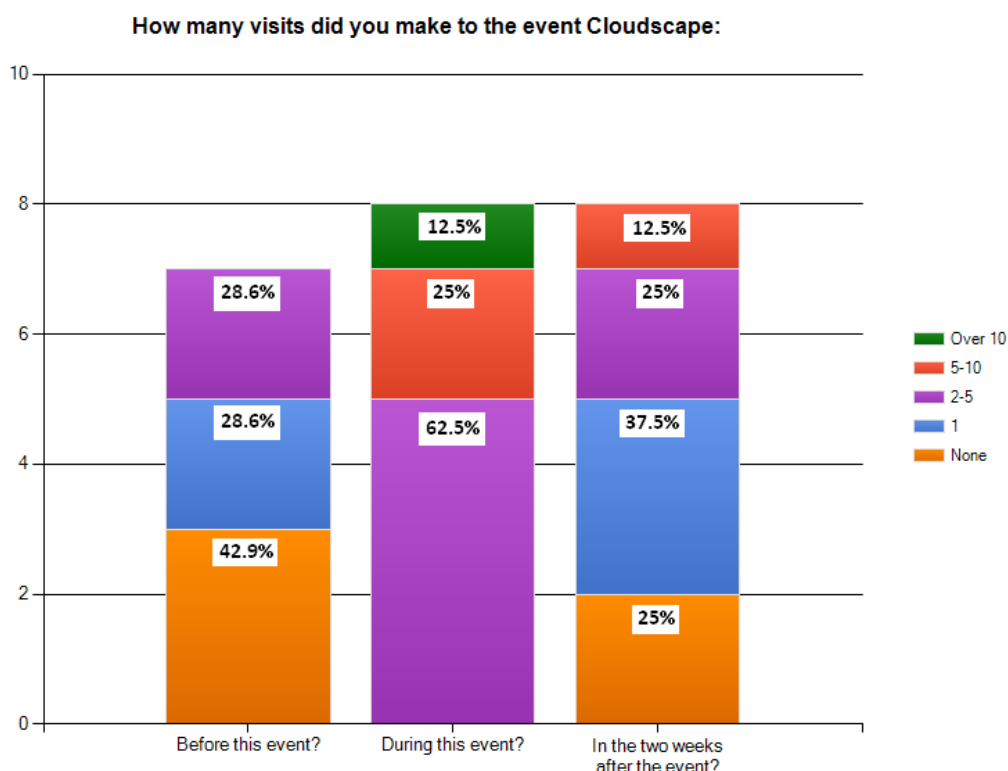
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Question 14: What was the name of the conference, workshop or other event where you most recently used Cloudworks? If you do not know the name, describe the event?

7 of the 9 who had used Cloudworks at a conference told us which conference they had last used it at:

1. The Open University LearnAbout Fair
2. Networked Learning Conference
3. ELESIG, Oxford
4. Open University Annual Learning and Technology Conference
5. Open University Annual Learning and Technology Conference
6. JISC Online Conference
7. CSEET 2010

Question 15: How many visits did you make to the event Cloudscape?



The Cloudworks team believe that one of the benefits of using Cloudworks at an event is that the site creates both opportunities to visit and engage in discussion and materials before an event, and an archive of resources, presentations and discussions which can be added to and updated over time. We believe that this should promote ongoing learning and

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a collaborative development of ideas. However, in our evaluation of workshops using Cloudworks we have been disappointed to find that although participants say that they value the emerging resource on the site, in practice, very few people look at the event Clouds before or after the event. We were curious to discover how far this was the case with conferences as well. As can be seen from the graph above, although 42.9% of respondents (3) did not visit the site before the conference, 57.2% (4) said that they visited at least once. All respondents visited the site more than once during the conference and 75% said that they visited at least once in the two weeks after the event.

Question 16: How did Cloudworks add to the event for you?

5 respondents answered this open comment question:

"Expanded context and information"

"I think this was a missed opportunity to use it, but since it is not readily navigable, I did not make optimum usage. However, I believe it may have a lot of potential".

"Enabled me to follow an event remotely"

"Will act as a very helpful repository for this special interest group (via Ning.com)"

"Allowed me to keep colleagues informed about the content of the conference"

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Section 4: Open comments and feedback

At the end of this survey we gave respondents the opportunity to comment more broadly on the site and their use of it. 7 people took this opportunity to contribute. Where possible these comments have been quoted in their entirety although anything that might identify the contributor has been amended. Where this has been done this has been indicated with square brackets.

Question 17: Have you any other comments or suggestions for the development of Cloudworks?

*"One amazing strength of CW is the ability to network on a scale like this - to simply browse, find something interesting and start a conversation (sometimes).
At the [institutional event] a lot of discussion focused on how [tutors] could contribute to research (or rather, how [tutors] could avoid taking the practical research they do every day to their graves...). CW could perhaps be a tool in helping to tackle this.
So, how about :*

- How about a noticeboard area - "Are you interested in helping with some initial investigations into pedagogic vectors? Then call me "*
- Or a better user profiles that advertise research interests / areas (or even linked to cloud tags ...)*
- CW could be a really very useful incubator for new research, new researchers, DIFFERENT research vectors or shapes - especially for [tutors] (dare I use the mode 2 thought phrase ...)*
- Research speed dating facility required :)*
- A few other navigation paths to clouds might help to find relevant clouds (the number of clouds is definitely going to be a problem eventually).*
- Self similar clouds will also eventually be a big problem - time limit on clouds?*
- Visualising clouds (using tags better, graphical cloudscapes, better data handling). Imagine being able to see clouds floating on a blue background and sticking together based on tags or author or subject and then being able to move these around and seeing what research sticks to what ideas ...*
- Improving the comment facility - a bit more space (left-right) would actually help a lot (you can get some very loooooong pages in CW).*
- The additional and embedded content facilities are excellent - how about adding google apps ... ! (maybe not).*
- Add a chat room / who's on list ?*
- Add citation functionality - or even better, a find it at [university library] button (I know, not fair on those unfortunate enough to work elsewhere)*
- Set up a weather system for the clouds - Cumulonimbus are probably a bit down to earth - cirrus are in a less dense atmosphere".*



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"We need to think of a way of extending its use to a wider community. At present its used by techies mostly.... which is a shame".

"Keep up the good work!"

"I think it will benefit from some usability testing".

"I envisage it will become more useful when discussing relevant issues or following events I am interested in but can't attend".

"Would like to have a 'special strand' for specific groups but realise it is OPEN - a Good thing... dilemma!"

"I'm only a recent user, and have a lot to learn about what's going on here, but as long as the interface is simple and clear, I think I'll be able to make most use of the functionality available. I need to have another look through the FAQ, mind".

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Summary of findings

About the users

- A significant majority of respondents said that their primary interest was in the HE sector.
- The data shows that the majority of users responding to this survey were over 30 (86.4%). The largest group at 36.4% are those aged 51-60. More investigation needs to be done to discover whether this sample is representative of the site as a whole.

About user activity and behaviour

- Survey data suggests that of those registering it is likely that 72.7% will not actively contribute, or only contribute for a short time. Approximately 27.3% will remain active over a period of time. These findings are supported by other research looking at user activity patterns (Cross, 2010)
- The most popular activity is 'adding discussion or content', with 'adding a Cloud' coming second. This finding challenges the belief that people are likely to move progressively from lurking, to low commitment activities, to activities requiring greater commitment, but a larger sample would be needed to confirm this.
- 9 of the 22 respondents (40.9%) of respondents had read material on Cloudworks in the month prior to the survey. This compares with 7 out of 22 (31.8%) who have made some sort of active contribution in that time. This suggests that the difference between those 'lurking' (reading material without contributing) and those contributing within a given time is only 9.1% which seems low.
- 42.9% of respondents (3) who had used the site at a conference said that did not visit the site before the conference, 57.2% (4) said that they visited at least once. All respondents visited the site more than once during the conference and 75% said that they visited at least once in the two weeks after the event.

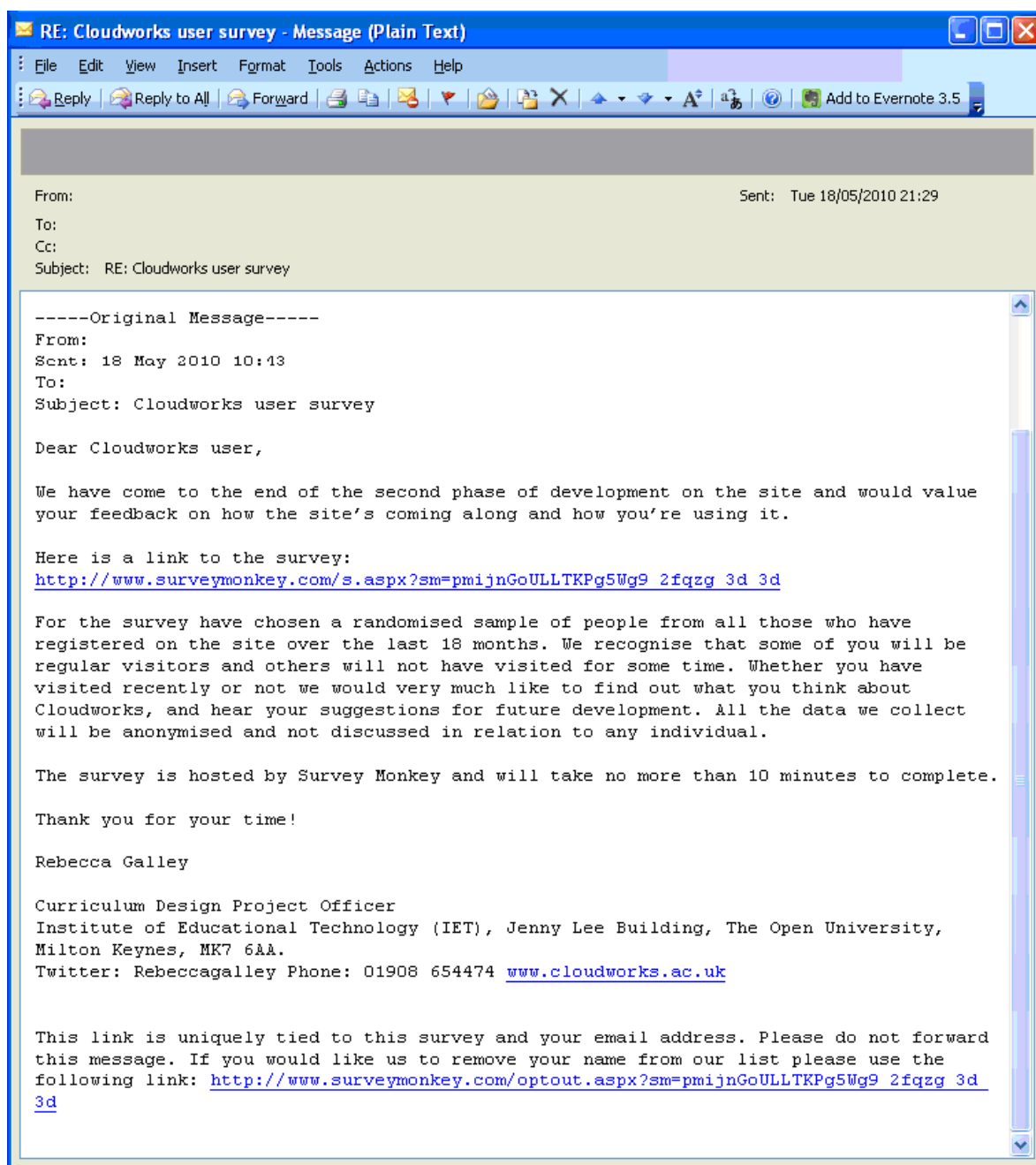
User perceptions

- 43.8% of respondents agreed that there is a sense of community on Cloudworks but only 25% felt part of a community.
- 57.9% of respondents agreed or strongly agreed that Cloudworks is easy to use. Respondents who used fewer social networking tools in the month preceding the survey were more likely to say that they found Cloudworks easy to use than other groups
- 47.1% found the content suitable for their needs. Respondents who used 4-5 tools in the month preceding the survey were more likely to say that they found the content

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of the site appropriate to their needs than respondents who used more than this, or fewer.

- 31.3% agreed or strongly agreed that their professional knowledge and understanding had increased as a result of using the site and 31.6% thought that their use of the site had impacted positively on their practice. Respondents that used the most social networking tools in the month preceding the survey were more likely to agree that their professional knowledge and understanding had increased as a result of using the site.
- 52.6% of respondents (10) thought that the guidance and support on the site was good or very good with a further 31.6% (6) with no strong feelings either way. 15.8% of participants (3) thought the support and guidance poor (no one thought it very poor).
- In this survey, 57.9% of participants (11) agreed or strongly agreed that they found using Cloudworks enjoyable, a further 31.6% (6) had no strong view or no opinion at all, and 10.5% (2) disagreed (again, no one strongly disagreed).
- 55.6% of respondents (10) agreed or strongly agreed that they found it useful, 22.2% (4) had no strong views either way and 22.2% (4) disagreed (no one strongly disagreed).
- Of those participants that responded 50% said that the site would be useful or very useful. A further 33.3% thought the site would be of some use and 16.7% could not say. No one said that they thought it would be of no use at all to them in the future.

End of phase-2 Cloudworks user survey May to June 2010**Appendices****Appendix 1: Email to 299 randomly selected people registered with Cloudworks**

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Appendix 2: Survey

1. About you

Welcome to the Cloudworks user survey. We have come to the end of this phase of development and would value your feedback on the site. We will use the information you give us to inform future development and for reporting purposes. All data will be anonymised and not discussed in relation to any individual. Thank you for taking the time to complete the survey - it should take no more than 10 minutes!

The questions marked with an asterisk on this first page require an answer - these questions will help us fully analyse the data we collect.

*** 1. Which sector of education is of main interest to you?**

Higher Education
 Further Education
 Secondary
 Primary
 Other (please specify)

*** 2. Which country are you based in?**

Other
 United Kingdom
 United States of America
 Canada
 Australia
 Other (please specify)

*** 3. What is your age?**

under 21
 21-30
 31-40
 41-50
 51-60
 over 60

*** 4. How long have you been registered with Cloudworks?**

less than 1 day
 1-7 days
 8-30 days
 1-3 months
 over 3 months

*** 5. When did you last visit Cloudworks?**

In the last 24 hours
 1-7 days ago
 8-30 days ago
 1-3 months ago
 over 3 months ago

*** 6. Which of these other types of social networking have you contributed to in the last month?**

Email
 Facebook or My Space
 LinkedIn
 Instant Messaging (e.g. MSN, Yahoo, Skype)
 GoogleDocs or similar
 Other (please specify)

Twitter
 Text messaging (using a mobile phone)
 Social bookmarking (e.g. Delicious)
 Blogs
 Virtual Worlds



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2. About Cloudworks

1. To what extent do you agree, or disagree, with these statements about Cloudworks?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	No opinion
There is a sense of community on Cloudworks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cloudworks is easy to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel part of a community on Cloudworks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have found the content of the Clouds appropriate for my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My professional knowledge and understanding has increased as a consequence of using Cloudworks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cloudworks has had (or will have) a positive impact on my practice i.e. efficiency, flexibility and innovation in my learning design	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Which of the following have you done on Cloudworks? (tick all that apply)

	Since you registered	In the last month
Read Clouds or comments	<input type="checkbox"/>	<input type="checkbox"/>
Followed or Favourited a Cloud or Cloudscape	<input type="checkbox"/>	<input type="checkbox"/>
Followed a person	<input type="checkbox"/>	<input type="checkbox"/>
Recommended a link	<input type="checkbox"/>	<input type="checkbox"/>
Added a link or academic reference	<input type="checkbox"/>	<input type="checkbox"/>
Posted comments or content	<input type="checkbox"/>	<input type="checkbox"/>
Created a Cloud	<input type="checkbox"/>	<input type="checkbox"/>
Created a Cloudscape	<input type="checkbox"/>	<input type="checkbox"/>

3. What do you think of the guidance and support on Cloudworks?

Very good
 Good
 Neither good nor poor
 Poor
 Very poor

What further guidance or support would be useful to you?

4. Have you found using Cloudworks enjoyable?

Strongly agree
 Agree
 Neither agree nor disagree
 Disagree
 Strongly disagree
 No opinion

Which aspects of Cloudworks have you found most and/ or least enjoyable?

5. Have you found using Cloudworks useful?

Strongly agree
 Agree
 Neither agree nor disagree
 Disagree
 Strongly disagree
 No opinion

In what ways has Cloudworks been useful?

6. How useful do you think Cloudworks will prove to you in the future?

Very useful
 Useful
 Of some use
 Of no use at all
 Difficult to say

Comments

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* 7. Have you used Cloudworks during an event i.e. a conference, workshop or online event such as an e-conference?

Yes
 No

3. Using Cloudworks at an event

1. What was the name of the conference, workshop or other event where you most recently used Cloudworks? If you do not know the name, describe the event.

2. How many visits did you make to the event Cloudscape:

	None	1	2-5	5-10	Over 10
Before this event?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
During this event?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the two weeks after the event?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. How did Cloudworks add to the event for you?

a
 b

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4. Thank you for completing this survey. Final comments or suggestions

1. Have you any other comments or suggestions for the development of Cloudworks?

2. The development of Cloudworks is supported by the Open University and JISC. We intend to use the survey data in reports to these organisations. All data will be anonymised and not discussed in relation to any individual. We hope that you will allow us to use your data for this project, however, if you would prefer that your responses are NOT included in this reporting please tick here Do not use my responses

3. We plan to undertake follow-up work based on these survey responses. Could we contact you in respect to this research?
If yes, please give your name
and your email address

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References

Cross, S., (2010) Blog post: *Exploring spheres of sharing: Analysis of contributions to Cloudworks – Part 1* Available online at

<http://latestendeavour.wordpress.com/2010/03/07/exploring-spheres-of-sharing-analysis-of-contributions-to-cloudworks-part-1/> [accessed 15th October 2010]

Galley, R., Conole, G.C. and Alevizou, P. (2010) *Community Indicators: A Framework for building and evaluating community activity on Cloudworks* (under peer review)

Hill, William C., Hollan, James D., Wroblewski, D. and McCandless, t. (1992): "Edit wear and read wear," *Proceedings of CHI'92, the SIGCHI Conference on Human Factors in Computing Systems* (Monterey, CA, May 3-7, 1992), pp. 3-9