Communico at Exact

Thanks for using Communico. We hope you take the time to fill in this survey as it is very important to us and our research (note: most open questions are optional). The goal of this survey is to evaluate the Virtual Open Conversation space paradigm and the use of Communico within Exact in general. An Open Conversation space is a space in which it is possible to both have and overhear conversations. A well-known example is the traditional office setting and with Communico we have attempted to create one that is applicable in a distributed setting as well.

The survey was created based on data gathered from a focus group held within Exact with 8 users of Communico and interviews with 4 people working physically dislocated form the Exact office in Delft. In the survey it is made clear which questions to answer when you have not used Communico and which to answer when you have. Both these viewpoints are important to us. You are free to answer the questions in this survey in Dutch or in English. Your answers will be kept confidential. Thank you for your participation.

Personal Information

Providing the following information is optional.

First Name: _____ Last Name: _____

Address: _____

City: _____ ZIP Code: _____

Telephone: _____ Gender: _____ Age: _____

General Information

G1 What is your current function within Exact?

_____

G2 How many years have you worked in your current field of expertise (i.e. Software Engineering)?

_____

G3 Do you work physically dislocated from some of your direct colleagues?

   ○   ○

  Yes   No

G4 If so, please explain the situation. For example how many of your direct colleagues are dislocated from you and how often is this the case?

_____

_____

G5 How often have you used Communico?

○	○	○	○	○
Never	Rarely	About one week	Several weeks	Several months

G6 Why did you either use or not use Communico?

_____

_____

_____

_____

G7 When you used Communico, how many hours a day would you generally use it?

_____

_____

Conceptual Questions

Now we turn to the concept of an Open Conversation Space. In such a space (i.e. traditional office setting) people are able to both have and overhear conversations of each other.

Overhearing Conversations

A1 Please rate how important you think the following <u>advantages</u> of overhearing conversations are in collaborative work:

Advantages	--	-	-/+	+	++	No opinion
Access to the technical knowledge of colleagues						
Acquiring involvement (Dutch: betrokkenheid) with your colleagues						
Enjoying your work (e.g. overhearing a joke)						
Acquiring insight in the communication structure (e.g. If someone you are looking for is absent you can contact someone he often speaks with)						
Being able to join a conversation						

A2 Comments

_____

_____

A3 Please rate how important you think the following <u>disadvantages</u> of overhearing conversations are in collaborative work:

Disadvantages	--	-	-/+	+	++	No opinion
It can be distracting from the current work activities						
The context of the conversation can be unclear						
The information is volatile (Dutch: vluchtig) (e.g. when you are busy you can miss important conversations)						
A lack of control for the people whose conversations are overheard (e.g. people can unintentionally spread sensitive information)						

A4 Comments

_____

_____

Conversations

A conversation can be overheard, listened to and participated in. In these three levels of involvement different information types are important. Here we ask you to rate the importance of a number of information items for each of these levels.

B1 What information about a conversation is important when:

a) you overhear a conversation:

Information	--	-	-/+	+	++	No opinion
Participants						
Viewers						
Location						
The complete factual content						
Commitment of a participant (i.e. how much someone is paying attention)						
Contribution of a participant						
Tone (e.g. angry, jovial, sarcastic)						
Type (i.e. work related/non-work related,						

company related/team related)						
Subject						
Phase (e.g. initiating, wrapping up)						
Accessibility (i.e. a private conversation)						

b) you listen to a conversation:

Information	--	-	-/+	+	++	No opinion
Participants						
Viewers						
Location						
The complete factual content						
Commitment of a participant (i.e. how much someone is paying attention)						
Contribution of a participant						
Tone (e.g. angry, jovial, sarcastic)						
Type (i.e. work related/non-work related, company related/team related)						
Subject						
Phase (e.g. initiating, wrapping up)						
Accessibility (i.e. a private conversation)						

c) you participate in a conversation:

Information	--	-	-/+	+	++	No opinion
Participants						
Viewers						
Location						
The complete factual content						
Commitment of a participant (i.e. how much someone is paying attention)						
Contribution of a participant						
Tone (e.g. angry, jovial, sarcastic)						
Type (i.e. work related/non-work related, company related/team related)						
Subject						

Phase (e.g. initiating, wrapping up)						
Accessibility (i.e. a private conversation)						

B2 Comments

_____

_____

B3 Please rate how important you think the following <u>actions</u> which can be performed in relation to conversations are in collaborative work:

Action	--	-	-/+	+	++	No opinion
Joining a conversation						
Inviting someone to join a conversation						
Listening to a conversation						
Dismissing other participants						
Dismissing viewers						
Acquiring the attention of the participants (i.e. increasing their commitment)						
Notifying others (not involved in the conversation) of the conversation						

B4 Comments

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_____

Finished Conversations

In a traditional office setting, people only have access to finished conversation based on what they recall and only when they either participated in those conversations or listened to them.

C1 Please rate how important you think the following <u>advantages</u> of having access to finished conversations are in collaborative work:

Advantages	--	-	-/+	+	++	No opinion
Having access to knowledge you might otherwise forget						
Access to the technical knowledge of colleagues						
Acquiring involvement (Dutch:						

betrokkenheid) with your colleagues					
Enjoying your work (e.g. overhearing a joke)					
Acquiring insight in the communication structure (e.g. If someone you are looking for is absent you can contact someone he often speaks with)					

C2 Comments

_____
_____

C3 Please rate how important you think the following <u>disadvantages</u> of having access to finished conversations are:

Disadvantages	--	-	-/+	+	++	No opinion
It can be distracting from the current work activities						
The context of the conversation can be unclear						
A lack of control for the people whose conversations are overheard (e.g. people can unintentionally spread sensitive information)						

C4 Comments

_____
_____

Group distribution

In Exact the distribution of the Exact Online group is not homogenous. The majority of the people work in the Delft office while several people work in Belgium, the US and from home as well. Because of this heterogeneous distribution the knowledge about others, their activities and the state of the project is not evenly distributed as well.

D1 How big an issue are the problems caused by this non-homogenous distribution?

_____
_____

[This concludes the survey for people that have not actively used Communico]