Documentation Workshop Survey Results   7/2/09
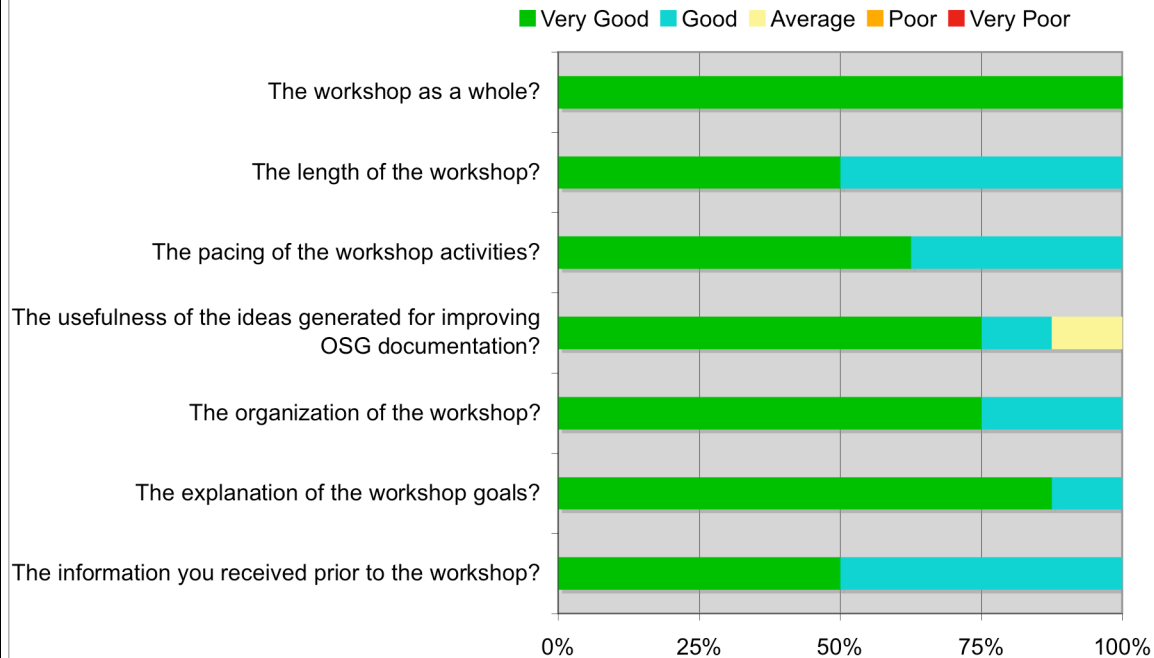
1. How you you rate each of the following with regard to this workshop?

■ Very Good ■ Good ■ Average ■ Poor ■ Very Poor

(Chart rows, top to bottom)
- The workshop as a whole?
- The length of the workshop?
- The pacing of the workshop activities?
- The usefulness of the ideas generated for improving OSG documentation?
- The organization of the workshop?
- The explanation of the workshop goals?
- The information you received prior to the workshop?

(X-axis: 0%, 25%, 50%, 75%, 100%)

2. What was the ONE best thing about this workshop?

1   It convinced me, that we can make a difference to the documentation.
2   That Jim and Anne were able to engage and challenge all participants to think critically about the documentation in OSG.
3   The best thing about the workshop is that we set forth a series of concrete steps that, if taken, should really improve OSG documentation and training.
4   Most of the time was focused and productive. Nice ideas came out from the discussions.
5   Engagement of every and each participant
6   Interacted with technical people genuinely interested in this complex activity.
7   Much was accomplished in the workshop. I like that there was prior research done that allowed us to break down specific issues.
8   the collaborative (face-to-face) nature.

3. What is the ONE suggestion you have for improving this workshop?

1   Seriously, more coffee and some fruits perhaps.
2   I think the starting point of the workshop was too abstract and removed from potential solutions - too much time spent on usability studies. I would have preferred we (also) discuss technical solutions, systems in use by peer organizations, etc.
3   Nothing leaps to mind about the workshop itself, but the location was less than ideal — the spaces we had to work were (too) warm and cramped, and Hyde Park was pricey and lacked nearby hotels.
4   Have some deliverable and some plan of actions
5   None
6   Record the meeting. Possibly invite remote people.
7   Have more meetings that are more focused on fixing certain issues.
8   not a biggie, but the U of C location was a little difficult to get to.

4. A year from now, what would indicate to you that this workshop had been successful?

1. This is same as asking what would be an objective measure for the success of high quality documentation? I don't know, perhaps we will hear less often from users that were frustrated by the documentation.

2. A well organized: 1) core documentation for systems admins and developers of applications to be run on OSG. 2) a very good content management system/framework that organizes all the various information repositories in use for OSG.

3. If we surveyed end users now and in a year, and could show that the documentation and training had perceptibly improved.

4. A good documentation workflow and an effective core documentation for OSG.

5. Understood and appreciated changes to the OSG content across the web

6. Many of these documents clarified and delivered.

7. A working, fluid document set that is easy to use and users are confident going through.

8. A better-organized, better-presented documentation system.

5. Please share any other comments you might have.

1. Excellent workshop! Thanks Ann and Jim!

2. Overall a very good workshop! thanks!

3. I agree with others that this workshop was very well prepared.