

Online Collaborative Authoring Satisfaction Survey Results 2021-11

Author: Shannon Kiernan

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1 Introduction

This report summarises the results of a satisfaction survey run with users of pilot groups of the CEN and CENELEC Online Collaborative Authoring project. More information about the project can be found on the [CEN project page](#) or [CENELEC project page](#).

The survey was opened on 2021-11-09 and closed on 2021-11-30. All users of the 9 pilot groups that were active as at the date the survey was opened were invited to respond. There were two variants of the survey: one for leaders and authors, which contained all questions, and another for contributors, which contained a subset of the questions; these can be seen in the annexes.

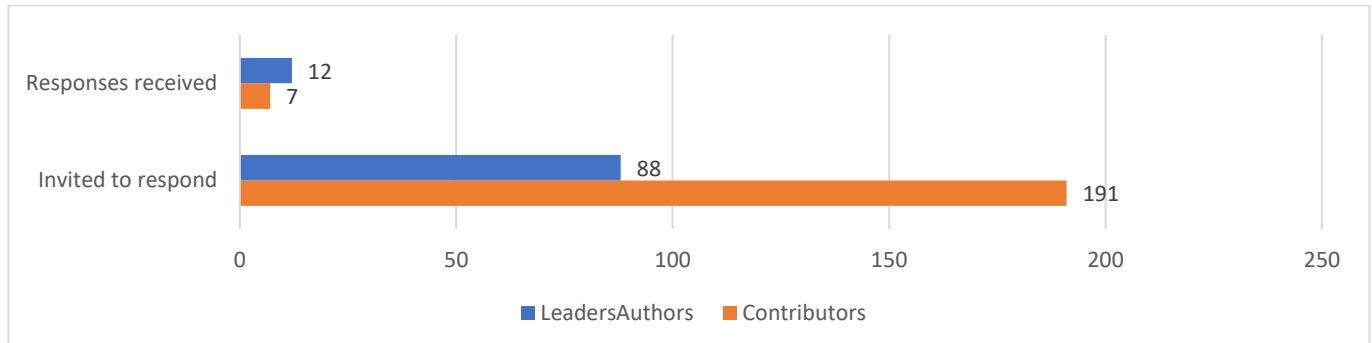
These survey results will be used to help shape the future development of the platform. The project team thanks all respondents for their input.

These survey results will also form a baseline against which future survey results can be compared, and thus measure progress.

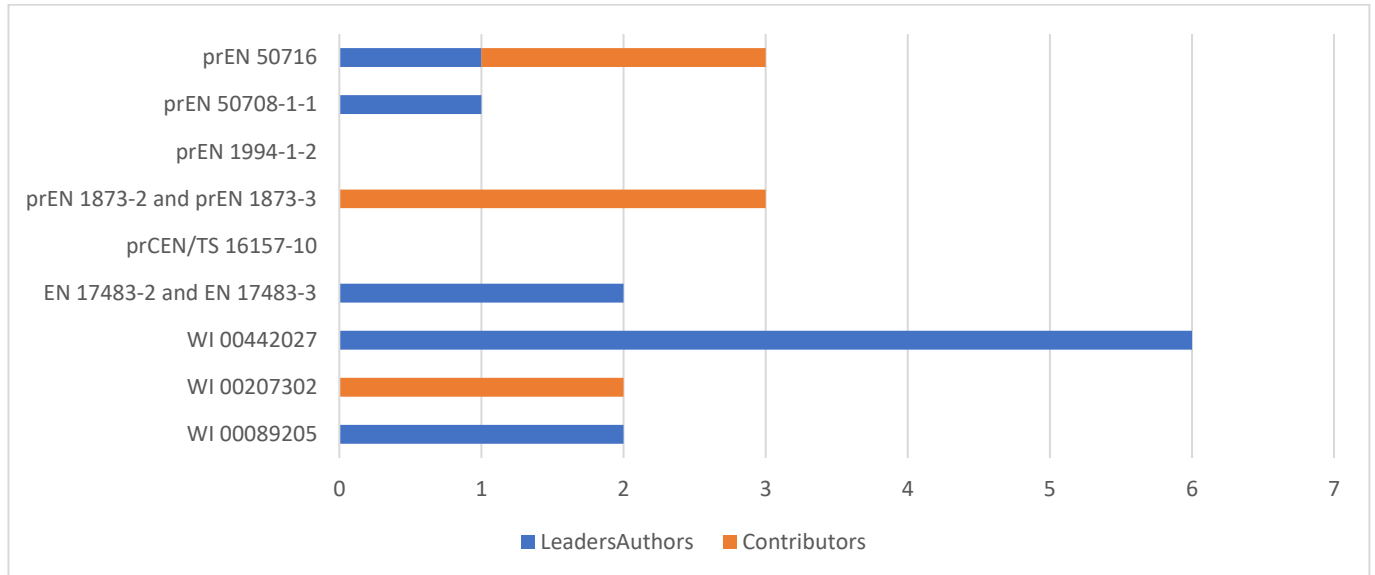
2 Results

2.1 Respondents

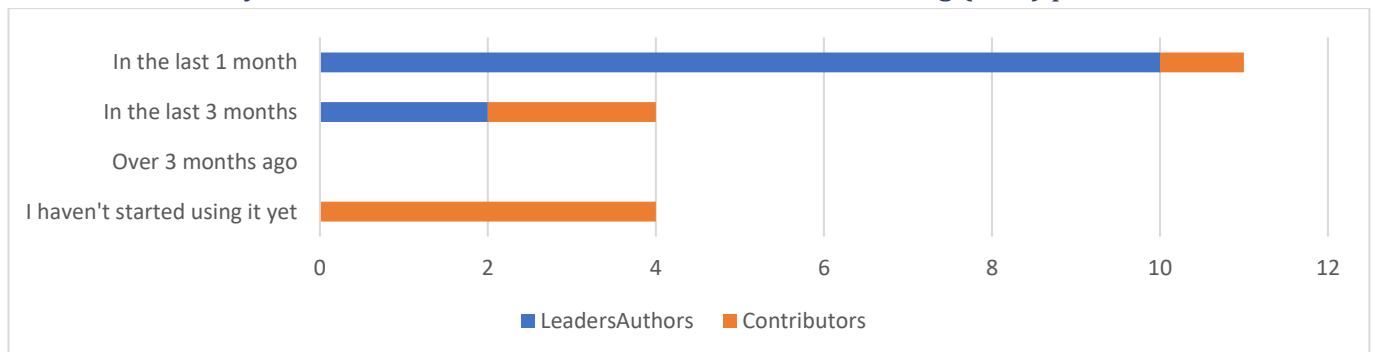
2.1.1 Response rate



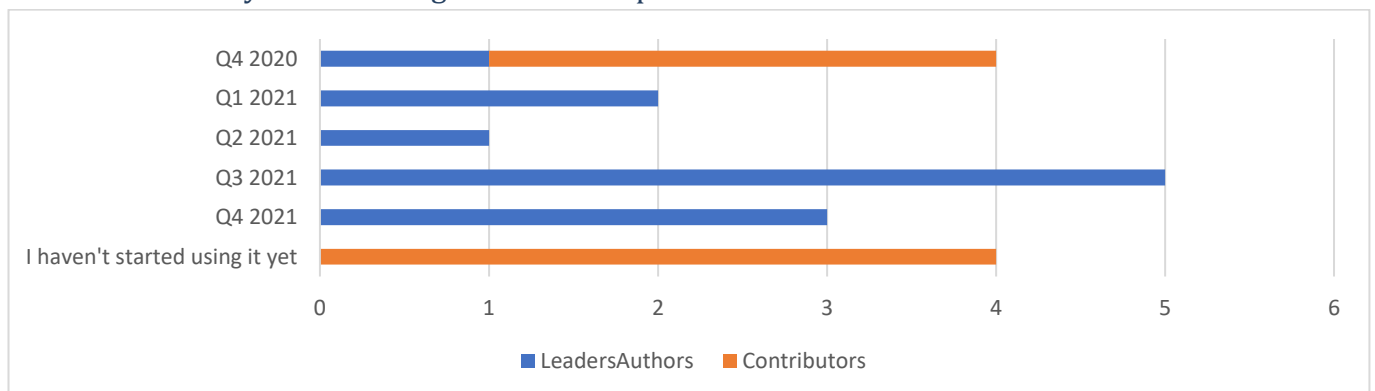
2.1.2 Your work item(s)



2.1.3 When did you last use the new Online Collaborative Authoring (OCA) platform?



2.1.4 When did you start using the new OCA platform?



2.1.5 Analysis & response

Response rates were low overall, although considerably higher for leaders and authors than for contributors, likely reflecting the interest and activity in the platform. The small number of responses means that the data should be interpreted with caution.

Responses were fairly evenly distributed over the different pilot groups, which signifies a fair diversity of contexts for use of the platform.

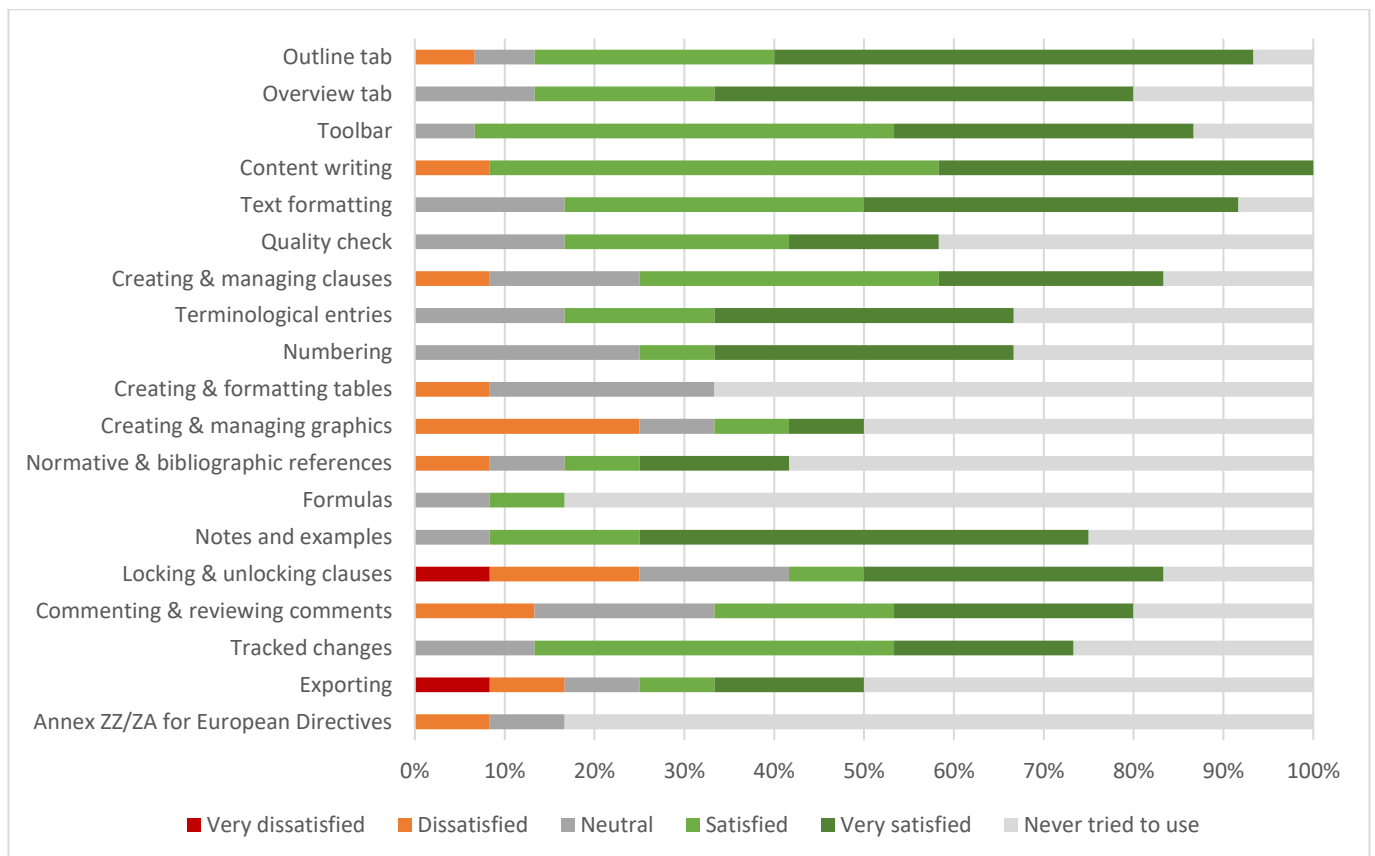
Of those who have started using the platform, most had used it within the last month, which signifies that responses are likely based on the latest version of the platform.

Some respondents had not started using the platform yet. This is probably because the leader asked for the document to be set up in advance of the work getting started. These respondents mostly indicated “neutral” scores for the remaining questions and commented that they haven’t formed an opinion yet, and have therefore been excluded from the results from some questions (noted for each question).

2.2 Features

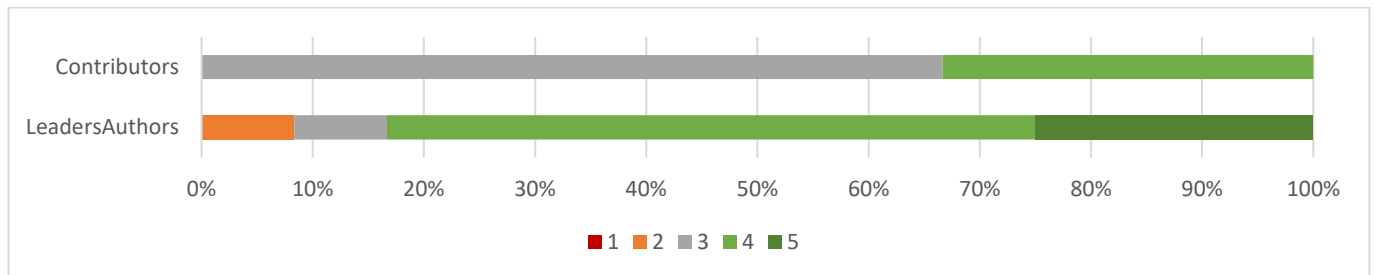
2.2.1 How satisfied are you with each of the below features?

Excluding those who answered they haven't started using it yet.



2.2.2 Overall, how satisfied are you with the features of the new platform?

Star rating. Excluding those who answered they haven't started using it yet.



2.2.3 What are your favourite features that make your life easier?

Verbatim as far as possible. Edited lightly for clarity.

- Leaders and authors:
 - Commenting & reviewing comments
 - Commenting & reviewing comments, Content writing
 - Having one central reference for all Working Group contributors.
 - Locking and unlocking clauses.
 - Overview tab
 - The collaborative nature helps us to get more involvement and ownership among the experts. Working through the comments is laborious since the comments "seem to move" and one will find himself searching for the right spot in the document to continue. Overall pretty satisfied. Almost there.
 - The fact that we are working on the same document.
 - To add: Notes, footnotes, references, terms and definitions
 - Work together with the experts at the draft. Easier formatting of text/clauses.
- Contributors:
 - Comments tracking
 - Track change, but this is not available anymore when enquiry version start

2.2.4 What do you think are the main areas for improvement in terms of features/functionality?

Verbatim as far as possible. Edited lightly for clarity.

- Leaders and authors:
 - Can't think of any.
 - Export function. Handling of figures.
 - Going through comments can be tricky as the comments visible are not always related to the content visible, and it is not obvious that a section of content has a comment assigned. The comment pane should scroll in parallel with the text pane.
 - Have no particular suggestions.
 - Have previous versions of the draft, e.g. by generating a version history that can be manually used. E.g. an author can create a version prior and after a commenting phase of the experts on the draft. This could also be used for official stages like prEN, FprEN.

- Having pop ups indicating what is next - I was not aware about locking / unlocking and users generally don't have time / patience to follow a tutorial. Assistance while editing would be more useful.
- It is important that the tool is and feels stable. I have had issues with scrolling through the document and ending up where I started. I guess even small bugs can significantly lower the confidence in a new tool.
- Tables: 1) change from portrait format to landscape format, 2) change the direction of writing from horizontal to vertical. Figures: including subfigures and reference them. References: change a dated to an undated reference and vice versa. Locking: it would be useful if leaders can lock clauses ""forever"" so that content that was agreed on during a WG meeting cannot be changed at all.
- Yes, a lot of them (see table).
- Contributors:
 - Consistency between the online html version and the extracted text in a Word version, for example.
 - Print version, not only html print, print with line numbers for offline preparation during drafting document. Track changes available at any time, easy follow if changes are rejected.
 - The problem at the moment is that I currently only have "read" rights on the platform, although the "Contributor" role has been assigned. Therefore, the tool could not be tested yet.

2.2.5 Analysis & response

The feedback is largely positive.

Note that a bug emerged and was quickly resolved during the survey period whereby Contributors could not view or add comments; this skewed the results and explains some of the comments.

Points of attention which are already being addressed include:

- Locking and unlocking clauses – partly addressed by the new function for leaders only to unlock clauses locked by other users; also considering how to alert each user that they currently have clauses locked
- Exports – there are known issues that are being worked on
- Tracked changes – partly addressed by the plan to take snapshots when transitioning between stage codes
- Table formatting – progressively being improved

Other points of attention include:

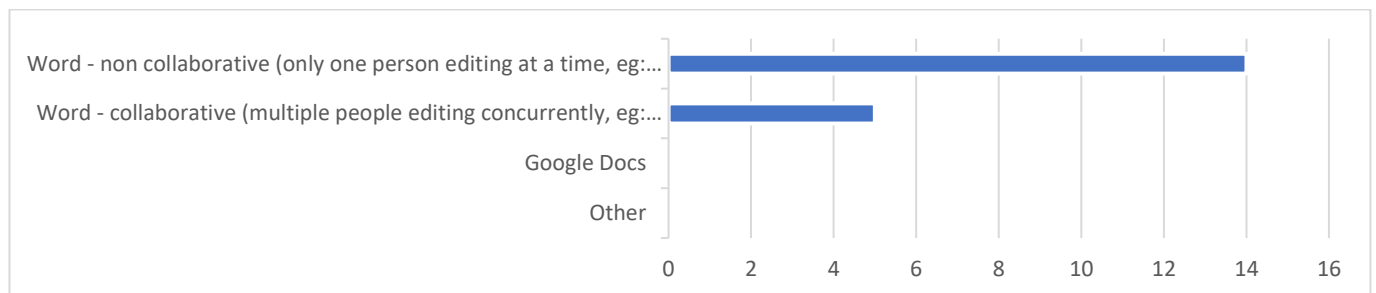
- Graphics – satisfaction is generally low but the only specific comment was about the desire for sub-figures; more feedback is needed
- Some training/change management issues are also highlighted – users not being aware of existing (sometimes new) functionality. Alternative communication methods should be considered.
- Synchronised view of text and the comments associated with it
- Desire to work offline

- Landscape vs portrait orientation

Very few respondents have tried to use formulas or Annexes ZZ/ZA for the link to EU directives. Perhaps an effort should be made to recruit pilot groups that will have the opportunity to test these features.

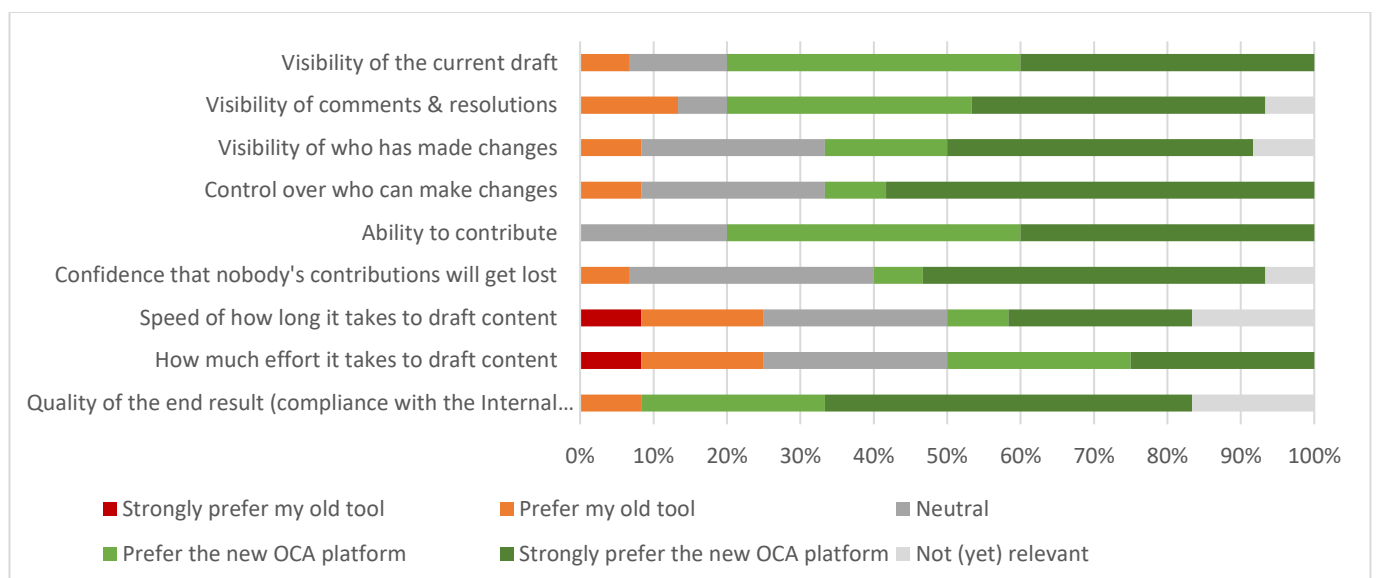
2.3 Benefits

2.3.1 What tool did you usually use before the Online Collaborative Authoring platform was available?



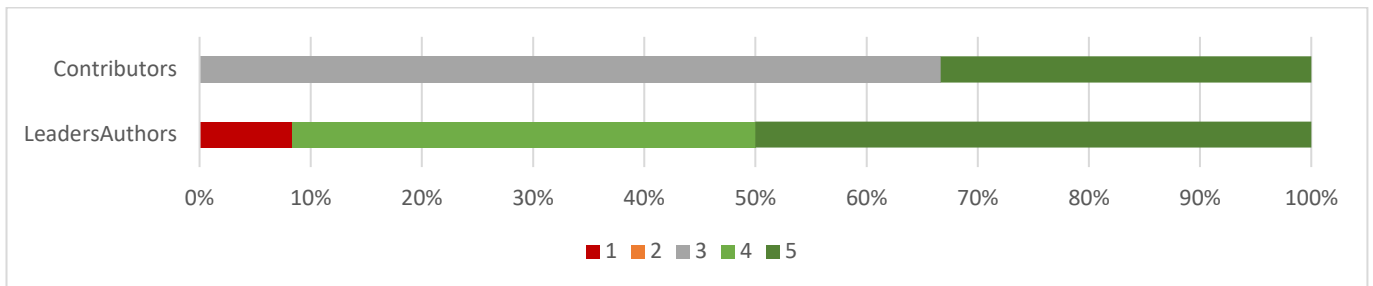
2.3.2 Which tool do you prefer in each of the following regards?

Excluding those who answered they haven't started using it yet.

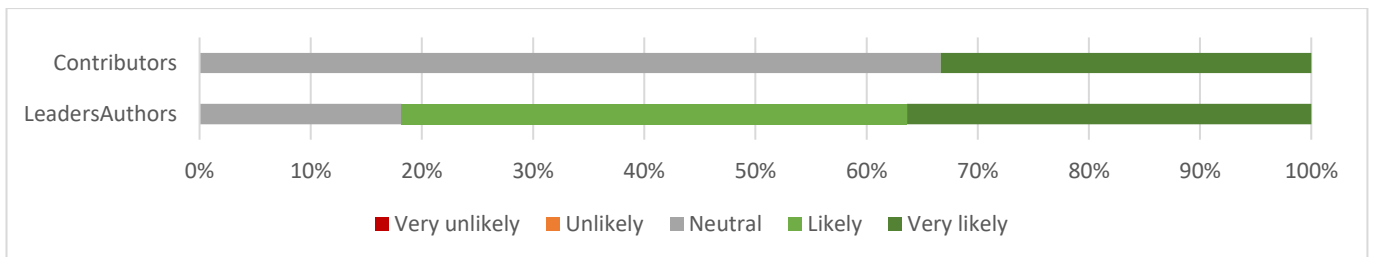


2.3.3 Overall, how beneficial do you think the new Online Collaborative Authoring (OCA) platform is?

Star rating. Excluding those who answered they haven't started using it yet.



2.3.4 How likely are you to recommend the OCA platform to other prospective pilot groups? Excluding those who answered they haven't started using it yet.



2.3.5 Do you have any other comments?

Verbatim as far as possible. Edited lightly for clarity.

- Leaders and authors:
 - I just wish I had the same tool within my organisation :-)
 - I would like to be able to apply background colour to individual cells in tables.
 - Nothing more.
 - The OCA tool does not help to concentrate in the merit content of the standards and add some editorial burden to the group. The group should be kept concentrated only on the content. If somebody forget to unlock a section nobody can work on it. OCA would be helpful only if NCs' comments would be directly managed inside it (NCs comment directly by OCA and not by the actual tables).
 - Well done on this initiative, which I anticipate will help groups to be more effective in their work.
- Contributors:
 - At the moment there is not enough experience in working with the platform. A tutorial would be helpful. At the moment I seem to have read-only rights.
 - Improvements are still needed for a consistent extraction of the html online version to a Word version. Tools for editing the figures should be improved also.
 - The problem at the moment is that I currently only have "read" rights on the platform, although the "Contributor" role has been assigned. Therefore, the tool could not be tested yet.
 - This platform is the first time for drafting standards in a more traceable way than until today.

2.3.6 Analysis & response

All users usually used Word in the past, most of them in a non-collaborative way (one person editing at a time).

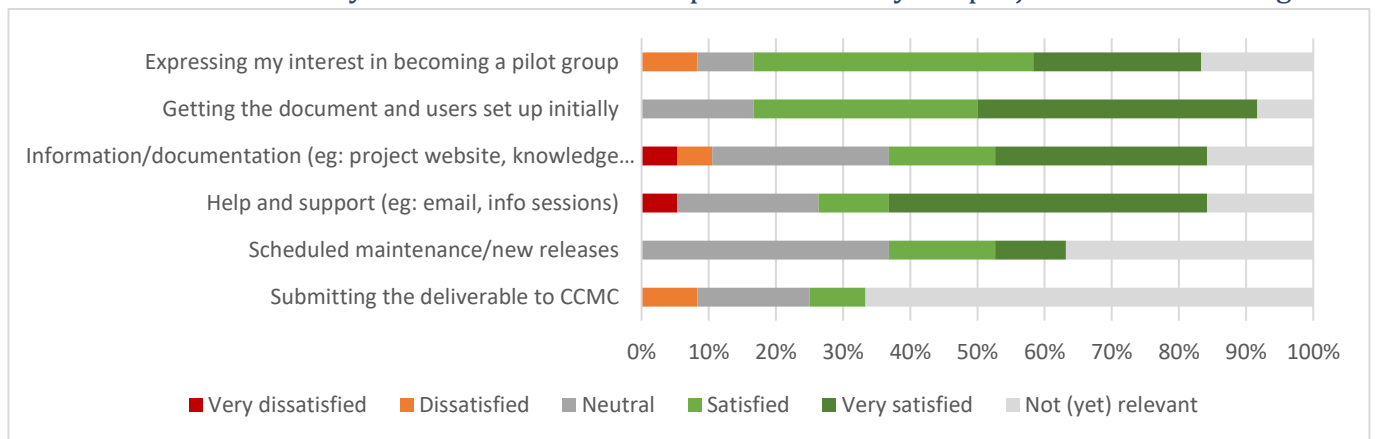
The feedback is overall very positive – most users prefer or strongly prefer the new platform in most regards; this is one indicator that supports that the project objectives are being met. There was one user who preferred their old tool in most regards and gave a one-star rating for how beneficial the platform is; their comments indicated an increased administrative burden.

There is one point of attention highlighted: speed and effort for drafting content.

All respondents were either neutral or positive about recommending that other groups become pilot groups.

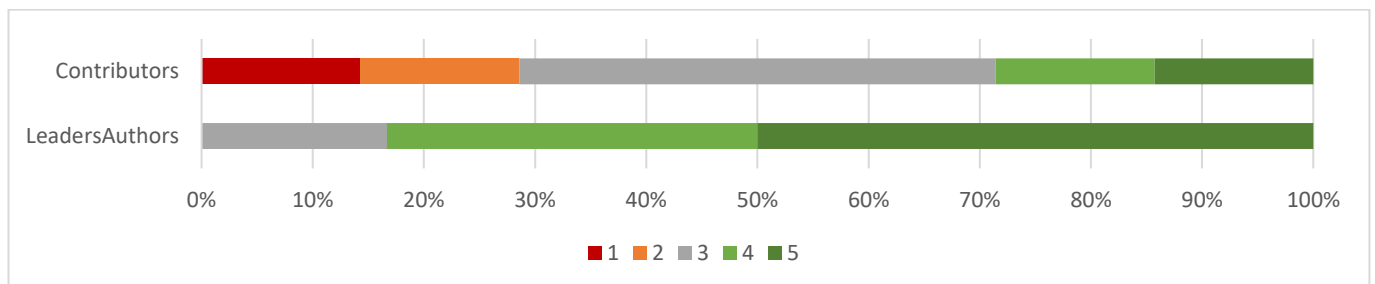
2.4 Project management

2.4.1 How satisfied are you with each of these aspects of the way the project has been managed?



2.4.2 Overall, how satisfied are you with the way the project has been managed?

Star rating.



2.4.3 What should we continue doing? What have we been doing well?

Verbatim as far as possible. Edited lightly for clarity.

- Leaders and authors:
 - A tutorial while using the tool (pop ups or info boxes) would be great; as indicated above, people don't have (or take) the time to follow a separate, e.g. video, tutorial.
 - Close contact to the pilot groups, is very well done, please continue this good overview of changes after a release.
 - Continue reminding authors of the good support available to them.

- Excellent support
- No comments beyond good work!
- The communication and follow-up have been amazing. Thank you.
- The support is really quick and good.
- We appreciated the support during our meetings and the swift responses whenever we encountered trouble regarding access and such things. All in all, good work.
- Contributors:
 - Continuing to improve the tool.
 - Give information.
 - Implement whole lifecycle of a document and adopt official enquiry results. OSD is the approach to become better quality and traceability.
 - The problem at the moment is that I currently only have "read" rights on the platform, although the "Contributor" role has been assigned. Therefore, the tool could not be tested yet. Therefore, the correct write permissions must first be assigned to the "Contributor" role.

2.4.4 What do you think are the main areas for improvement in terms of project management?

Verbatim as far as possible. Edited lightly for clarity.

- Leaders and authors:
 - Can't think of any.
 - Changes of links for the OCA tool shouldn't occur anymore to avoid confusion of experts in future. I was applying via an ISO form for the pilot at CEN, If this have not changed, CEN should provide an own form or CEN should be better integrated in the form of ISO.
 - Future updates and planned new features could be useful information.
 - It would be helpful to have assistance directly during the first meetings with the WG (real work).
 - None.
 - Nothing comes to mind, really.
 - Visibility for other WGs.
- Contributors:
 - No ideas
 - Try to involve more experts and enlarge functions limited to authors at the moment. As a contributor with limited rights it is not easy to see what the OSD can provide: in my opinion, everybody should see everything, only limit the application depending on the role within the project.

2.4.5 Analysis & response

The feedback regarding project management was largely positive, especially around support.

Points of attention include:

- The feedback was less positive for Contributors – this suggests that more focus needs to be given to Contributors
- New features – potentially consider alternative ways of notifying users

- Changing URLs – consider avoiding the problem of changing URLs by implementing an appropriate integration, eg: with CEN Documents
- Potential support from the project team during drafting body meetings

Only one group has thus far submitted their deliverable to CCMC, which explains the responses to the satisfaction with that process.

Note that a bug emerged and was quickly resolved during the survey period whereby Contributors could not view or add comments; this skewed the results and explains some of the comments.

Online Collaborative Authoring: Satisfaction Survey - Q4 2021 - Leaders & Authors

For more info, see:

<https://experts.cen.eu/key-initiatives/online-collaborative-authoring/> (<https://experts.cen.eu/key-initiatives/online-collaborative-authoring/>), or

<https://experts.cenelec.eu/key-initiatives/online-collaborative-authoring/> (<https://experts.cenelec.eu/key-initiatives/online-collaborative-authoring/>).

Feedback from pilot groups will be invaluable in shaping the future of the new platform. We therefore invite you to complete this survey by 2021-11-30.

The survey will take approximately 8 minutes to complete.

* Required

Your details

1. Your work item(s) *

- WI 00089205
- WI 00207302
- WI 00442027
- EN 17483-2 and EN 17483-3
- prCEN/TS 16157-10
- prEN 1873-2 and prEN 1873-3
- prEN 1994-1-2
- prEN 50708-1-1
- prEN 50716

2. Your email address (optional)

3. Would you like to us to email you a copy of the survey results when they are published? *

Yes

No

4. When did you last use the new Online Collaborative Authoring (OCA) platform? *

You personally, not the rest of your drafting body

In the last 1 month

In the last 3 months

Over 3 months ago

I haven't started using it yet

5. When did you start using the new OCA platform? *

You personally, not the rest of your drafting body

Q4 2020

Q1 2021

Q2 2021

Q3 2021

Q4 2021

I haven't started using it yet

Features

6. How satisfied are you with each of the below features? *

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Never tried to use
Outline tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overview tab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Toolbar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Content writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text formatting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality check	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creating & managing clauses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Terminological entries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Numbering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creating & formatting tables	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creating & managing graphics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Normative & bibliographic references	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Formulas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Notes and examples	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Locking & unlocking clauses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Commenting & reviewing comments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tracked changes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exporting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Annex ZZ/ZA for European Directives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Overall, how satisfied are you with the features of the new platform? *



8. What are your favourite features that make your life easier?

9. What do you think are the main areas for improvement in terms of features/functionality?

Benefits

10. What tool did you usually use before the Online Collaborative Authoring platform was available? *

- Word - non collaborative (only one person editing at a time, eg: stored on your PC, or in LiveLink, etc)
- Word - collaborative (multiple people editing concurrently, eg: stored in OneDrive or Teams)
- Google Docs
-
- Other

11. Which tool do you prefer in each of the following regards? *

	Strongly prefer my old tool	Prefer my old tool	Neutral	Prefer the new OCA platform	Strongly prefer the new OCA platform	Not (yet) relevant
Visibility of the current draft	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visibility of comments & resolutions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visibility of who has made changes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Control over who can make changes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to contribute	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Confidence that nobody's contributions will get lost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed of how long it takes to draft content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much effort it takes to draft content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of the end result (compliance with the Internal Regulations/drafting rules)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Overall, how beneficial do you think the new Online Collaborative Authoring (OCA) platform is? *



13. How likely are you to recommend the OCA platform to other prospective pilot groups? *

Very unlikely

Unlikely

Neutral

Likely

Very likely

14. Do you have any other comments?

Project management

15. How satisfied are you with each of these aspects of the way the project has been managed? *

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Not (yet) relevant
Finding out that the platform was available for pilot groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expressing my interest in becoming a pilot group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting the document and users set up initially	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information/documentation (eg: project website, knowledge base, training videos)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help and support (eg: email, info sessions)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scheduled maintenance/new releases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Submitting the deliverable to CCMC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Overall, how satisfied are you with the way the project has been managed? *



17. What should we continue doing? What have we been doing well?

18. What do you think are the main areas for improvement in terms of project management?

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.

 Microsoft Forms

Online Collaborative Authoring: Satisfaction Survey - Q4 2021 - Contributors

For more info, see:

<https://experts.cen.eu/key-initiatives/online-collaborative-authoring/> (<https://experts.cen.eu/key-initiatives/online-collaborative-authoring/>), or

<https://experts.cenelec.eu/key-initiatives/online-collaborative-authoring/> (<https://experts.cenelec.eu/key-initiatives/online-collaborative-authoring/>).

Feedback from pilot groups will be invaluable in shaping the future of the new platform. We therefore invite you to complete this survey by 2021-11-30.

The survey will take approximately 8 minutes to complete.

* Required

Your details

1. Your work item(s) *

- WI 00089205
- WI 00207302
- WI 00442027
- EN 17483-2 and EN 17483-3
- prCEN/TS 16157-10
- prEN 1873-2 and prEN 1873-3
- prEN 1994-1-2
- prEN 50708-1-1
- prEN 50716

2. Your email address (optional)

3. Would you like to us to email you a copy of the survey results when they are published? *

Yes

No

4. When did you last use the new Online Collaborative Authoring (OCA) platform? *

You personally, not the rest of your drafting body

In the last 1 month

In the last 3 months

Over 3 months ago

I haven't started using it yet

5. When did you start using the new OCA platform? *

You personally, not the rest of your drafting body

Q4 2020

Q1 2021

Q2 2021

Q3 2021

Q4 2021

I haven't started using it yet

Features

6. How satisfied are you with each of the below features? *

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Never tried to use
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Commenting & reviewing comments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tracked changes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Overall, how satisfied are you with the features of the new platform? *



8. What are your favourite features that make your life easier?

9. What do you think are the main areas for improvement in terms of features/functionality?

A large, empty rectangular box with a thin black border, intended for the user to provide their feedback on areas for improvement in terms of features and functionality.

Benefits

10. What tool did you usually use before the Online Collaborative Authoring platform was available? *

- Word - non collaborative (only one person editing at a time, eg: stored on your PC, or in LiveLink, etc)
- Word - collaborative (multiple people editing concurrently, eg: stored in OneDrive or Teams)
- Google Docs
-
- Other

11. Which tool do you prefer in each of the following regards? *

	Strongly prefer my old tool	Prefer my old tool	Neutral	Prefer the new OCA platform	Strongly prefer the new OCA platform	Not (yet) relevant
Visibility of the current draft	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visibility of comments & resolutions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to contribute	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Confidence that nobody's contributions will get lost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Overall, how beneficial do you think the new Online Collaborative Authoring (OCA) platform is? *



13. How likely are you to recommend the OCA platform to other prospective pilot groups? *

Very unlikely

Unlikely

Neutral

Likely

Very likely

14. Do you have any other comments?

Project management

15. How satisfied are you with each of these aspects of the way the project has been managed? *

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Not (yet) relevant
Information/documentation (eg: project website, knowledge base, training videos)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help and support (eg: email, info sessions)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scheduled maintenance/new releases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Overall, how satisfied are you with the way the project has been managed? *



17. What should we continue doing? What have we been doing well?

18. What do you think are the main areas for improvement in terms of project management?

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