Mechanisms for Community Input

Feedback from DUG membership
Outline

The need for feedback
Brainstorming
Anatomy of a feedback process
Discussion
Next steps
Outline

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The Need for Feedback

When DataONE users speak, we listen

- Be responsive
- Avoid surprises
- Manage reputation and expectations
The Need for Feedback

Anticipate questions, problems, needs

• How do I...
  • Start depositing?
  • Find and reuse?
  • Contribute software?
  • Connect my repository?
  • Report a bug?
  • Request an enhancement?
  • Meet other users?
  • Keep in the loop?
  • Know my datasets are safe?
  • Report an authorization problem?
Outline

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Brainstorming

1. What kinds of questions / ideas / concerns do you anticipate will flow between MN/users and DataONE?
2. What categories or themes summarize the questions / ideas / concerns we just identified?
Outline

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→ Anatomy of a feedback process
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Anatomy of a Feedback Process

DataONE Internal Feedback Processes

Announcements

Suggestions

Response

Problems

Response

Enhancement

Help!

Response
Outline

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Q. Which communications mechanisms do you anticipate will work best for various kinds of questions / ideas / concerns?

Handout: list of communications mechanisms

Add communications mechanisms
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Next Steps

DataONE response to DUG

- Summarize results of this session
- Action plan and timetable
  - prior to public release
  - after public release
  - not planned
- Describe DataONE internal feedback process