

ENeL Survey on Online Dictionaries, Dictionary Portals and their Users

Survey short title: COST ENeL Dictionary Use
Survey

Survey long title: ENeL Survey on Online
Dictionaries, Dictionary Portals and their Users

Question number: 53

Survey was not activated yet.

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Q1 - Please provide your name(s) and surname(s) - separated by semi-colons if more respondents are providing answers together:

Q2 - Please provide the name of the country where you work:

- Click and write
- Austria
- Belgium
- Bulgaria
- Croatia
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- FYR Macedonia
- Germany
- Greece
- Hungary
- Iceland
- Ireland
- Israel
- Italy
- Latvia
- Netherlands
- Norway
- Poland
- Portugal
- Romania
- Serbia

- Slovakia
- Slovenia
- Spain
- Sweden
- Switzerland
- United Kingdom
- Other:

Q3 - Please provide the name(s) of the institution(s) where you work (e.g. Institute of the Estonian Language, Jozef Stefan Institute etc.):

Q4 - Please provide the description of your position(s) (e.g. lexicographer, software developer, manager etc.):

Q5 - Please provide the name of the project you are working on, a URL and/or bibliographic reference of the project.

Q6 - Who are the intended users for this project?

Q7 - PART 1 METHODS TO ANALYSE THE USE OF DICTIONARIES, DICTIONARY PORTALS, AS WELL AS THEIR USERS

Q8 - Do you use any kind of method to track/study user behaviour in your dictionary (portal) project (e.g. log files, questionnaires, etc.) or have you used any such method in the past?

- Yes
- No

IF (2) Q8 = [2] (No)

Q9 - Please describe why you have not used/are not using user studies (e.g. lack of expertise, hasn't occurred to us, lack of time, resources, ...).

Multiple answers are possible

- Lack of expertise
- Lack of time
- Lack of resources
- Has not occurred to us
- Other:

IF (3) Q8 = [1] (Yes)

Q10 - Do you use a form of questioning (i.e. written questionnaires or spoken interviews) to study user behaviour?

- Yes
- No

IF (5) Q10 = [1] (Yes)

Q11 - What form of questioning do you use (including references if available)?

IF (5) Q10 = [1] (Yes)

Q12 - Which software do you use for questioning? (survey software, recording software)

IF (5) Q10 = [1] (Yes)**Q13 - Please specify the results of your user research:****IF (3) Q8 = [1] (Yes)****Q14 - Do you use a form of observation (e.g. thinking aloud, protocol sheets, log files, eye-tracking, video recording, screen recordings) to study user behaviour?**

- Yes
- No

IF (6) Q14 = [1] (Yes)**Q16 - Do you use log files?**

- Yes
- No

IF (7) Q16 = [1] (Yes)**Q19_2 - Which software do you use (e.g., Google Analytics, PIWIK)?****IF (7) Q16 = [1] (Yes)****Q15 - Please specify the kind of data that you log**

Multiple answers are possible

- sessions
- users
- page views
- search queries
- other:

IF (7) Q16 = [1] (Yes)

Q17 - Do you analyse the search queries?

- Yes
- No

IF (8) Q17 = [1] (Yes)

Q18 - Please summarise your results:

IF (6) Q14 = [1] (Yes)

Q19 - Do you use eye-tracking?

- Yes
- No

IF (9) Q19 = [1] (Yes)

Q20 - What equipment and software do you use (e.g. SMI, Tobii, EyeLink, GazePoint, ...)

IF (9) Q19 = [1] (Yes)

Q21 - Please summarise your results:

IF (6) Q14 = [1] (Yes)

Q22 - Do you use screen recorders?

- Yes
- No

IF (10) Q22 = [1] (Yes)

Q23 - What software do you use?

IF (10) Q22 = [1] (Yes)

Q24 - Please summarise your results:

IF (6) Q14 = [1] (Yes)

Q25 - Do you use a form of self-observation (e.g. thinking aloud, self-recorded protocols, commentaries on dictionary use)?

- Yes
- No

IF (11) Q25 = [1] (Yes)

Q26 - What specific form of self-observation do you use?

IF (11) Q25 = [1] (Yes)

Q27 - Please summarise your results:

IF (3) Q8 = [1] (Yes)

Q28 - To what extent have the results of your user studies shaped the development of your dictionary/dictionary portal?

- In a major way
- Significantly
- Somewhat

-
- Sporadically
- Not at all

Q29 - PART 2 CONTEXTS OF USE

Q30 - Can your dictionary (portal) be adapted to the demands of a particular activity and/or to the needs of an individual user?

- Yes
- No

IF (12) Q30 = [1] (Yes)

Q31 - Do you have a customized user interface (to facilitate access to relevant personal information, the user interface automatically adapts to the user's preferences depending on the item classes used in the previous search requests, cf. homepages of mail-order companies such as Amazon, which change according to the user and his previous shopping preferences)?

- Yes
- No

IF (13) Q31 = [1] (Yes)

Q32 - Please specify details:

IF (12) Q30 = [1] (Yes)

Q33 - Does your dictionary (portal) allow users to create a personalized user view of the dictionary (portal), e.g. by choosing between different item classes (definitions, sense relations etc.) to be displayed (Müller-Spitzer 2014; 175)?

- Yes
- No

IF (14) Q33 = [1] (Yes)**Q34 - Please specify details:****IF (12) Q30 = [1] (Yes)****Q35 - Does your dictionary/portal allow users to choose between different profiles that optimally adjust the content according to the user's needs?****(This means that the user can choose between different user types and/or situations, and - based on these - certain defaults are set in terms of content representation, as described in Müller-Spitzer 2014; 175.)**

- Yes
- No

IF (15) Q35 = [1] (Yes)**Q36 - Please specify details:****Q37 - Do you analyze the profiles of individual users or groups of registered users?**

- Yes
- No

IF (16) Q37 = [1] (Yes)**Q38 - Please specify details:****Q39 - Has your project probed its users' awareness level with respect to dictionaries?**

- Yes
- No

IF (17) Q39 = [1] (Yes)

Q40 - What methods have you employed for this purpose?

Q41 - PART 3 USER CONTRIBUTIONS

Q42 - Which of the following types of direct user contributions do you employ in your project?

Multiple answers are possible

- Users can add, modify, and delete articles directly
- Users can add parts of an article directly (e.g. additional example sentence)
- Users' contributions are checked before publishing

Q43 - You have stated above that "#Q42#". Please give more details on that:

Q44 - Which of the following types of explicit user feedback (e.g., error corrections, supplementary material, suggestions) do you use in your dictionary project?

Multiple answers are possible

- We incorporate feedback
received by e-mail, phone, letters, etc.
- We provide an online form to submit feedback

**IF (19) Q44 = [Q44a] (We incorporate feedback
received by e-mail, phone, letters, etc.:)**

Q45 - Tell us more about the feedback by e-mail, phone, letters, etc: what exact form does it take?

IF (20) Q44 = [Q44b] (We provide an online form to submit feedback)

Q46 - Give the URL of the feedback form:

(e.g. <http://www.google.com>)

Q47 - Do you integrate user-generated content from external sources in your dictionary project (e.g., images from Flickr) ?

- Yes
- No

IF (21) Q47 = [1] (Yes)

Q48 - Give details of the external sources and the way in which they are integrated:

Q49 - What types of interaction with dictionary users are possible in your dictionary project?

Multiple answers are possible

- We promote communication between dictionary users and dictionary makers (e.g., using a blog)
- We promote communication between dictionary users (e.g., using a forum or allowing user comments on articles)
- Other (specify below)

IF (22) Q49 = [Q49a] or Q49 = [Q49b] or Q49 = [Q49c] (We promote communication between dictionary users and dictionary makers (e.g., using a blog))

Q50 - Please give details on the interaction that is possible in your project:

Q51 - User contributions have multiple strengths and weaknesses. As expert lexicographers, we are interested to maximize the usefulness of user contributions and thus benefit from their strengths. Please share your suggestions as to how to benefit more from user contributions.

Q52 - Do you have any general comments?