

# TERENA Community Satisfaction Survey 2013



« *networking the networkers* »

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## **Introduction**

As in previous years the TERENA Community Satisfaction Survey (CSS) was launched during the spring 2013 General Assembly (GA) meeting. There were 43 responses for which the Secretariat staff is very grateful. Analysis was undertaken over the summer.

### **Analysis of Complete Responses**

<b>Membership Sector</b>	<b>n</b>	<b>% of sector responded</b>
NREN members	31	78%
Commercial Associate members	4	31%
User Group Associate members	3	100%

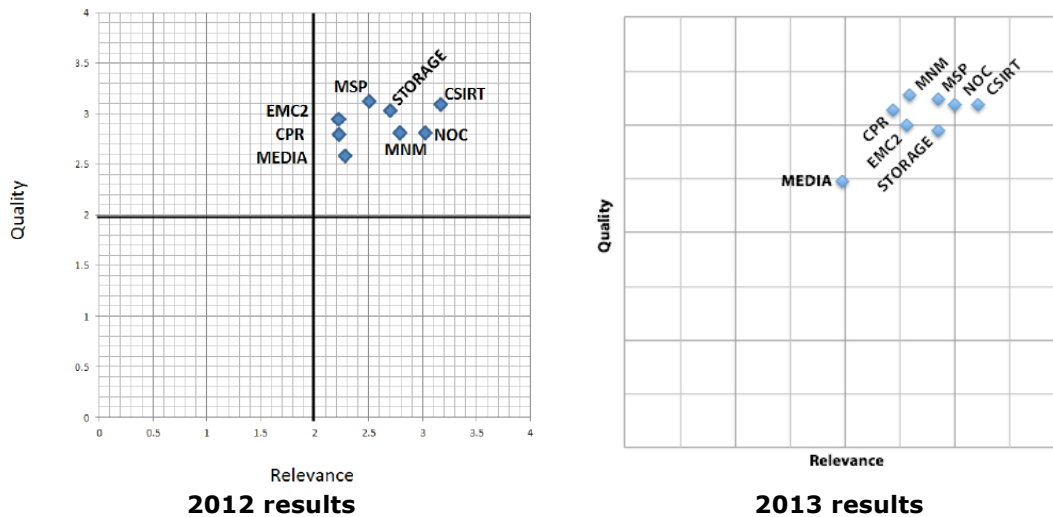
## **How TERENA responded to subjects highlighted in the 2012 CSS**

- More interaction between task forces: Around 50% of all task force and technical meetings in the last 12 months have been physically co-located with others to encourage interactions. Examples include REFEDS/MNM/EMC2; STORAGE/CSIRT/CSO meeting. The majority of meetings were equipped for participation using video-conference facilities. A joint session of TERENA task forces and members of the GN3plus project is planned to take place during the GN3 symposium in Vienna, October 2013
- Greater involvement of user groups in work of TERENA: This is a major objective for TERENA and the research and education networking community. Its importance has been underlined by the GEG; e-IRG; European Commission and is mentioned in the ASPIRE (A Study on the Prospects of the Internet for Research and Education 2014-2020) report. TERENA has been making contact with user groups during the year with the objective of increasing their active participation and membership of the association.
- Best practice & sharing cloud experiences in the area of clouds and brokerage: Extensive information and guidance has been produced by members of TF-STORAGE including practical piloting through the Filesender and the TERENA Trusted Cloud Drive facility.
- The coverage and adoption use of eduroam should be broadened: According to the official figures eduroam growth is currently 300% per annum and is now available in 66 territories world-wide.
- More security training: During the last 12 months four TRANSITS training courses for Computer Security and Incident Response Teams have been run by TERENA.

## Analysis of the 2013 CSS Data

As in previous years the responses were used to compute a Quality and Relevance score for each of the task forces. These have been plotted and are shown alongside the 2012 CSS findings.

### Relevance and Quality of TERENA task forces



As can be seen from the graphs above, all TERENA task forces are thought to be relevant or highly relevant to the community. The quality of all task forces remains above average or excellent.

### Additional topics areas that would be beneficial to the community

Most common suggestions for areas where the community thought new work should be focused included: Legal issues for NRENS; sustainability for NRENS including financial sustainability & portfolio management and such tasks as brokerage of services. There was also a suggestion that TERENA should venture into support for e-Learning and another that TERENA should once again target lower layer technologies.

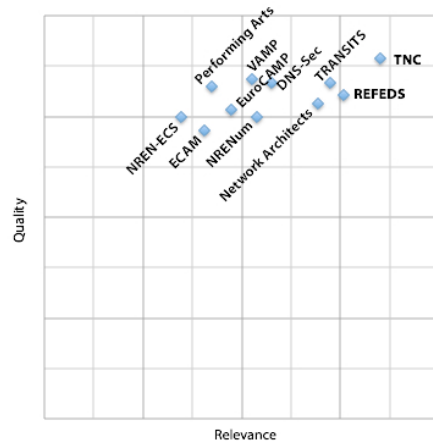
### Structure & Organisation of Task Forces

The community is happy with the way that TERENA task forces continue to work on exchanging knowledge; experiences and best practice and documentation.

A suggestion was made that TERENA should do more to encourage cross-fertilization between task forces, a suggestion reinforced by members of the Technical Advisory Council and TERENA Technical Committee.

We are pleased to report that a task force stream has been included in the GN3+ symposium programme and will take place on Wednesday 9 October 2013. The all-day workshop will provide an opportunity for all eight TERENA task forces to meet and discuss with members of GN3+ activities and tasks how to collaborate more closely.

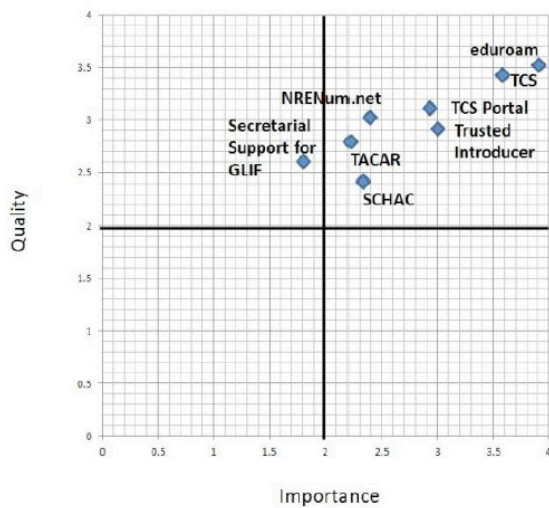
### TERENA Events and Training



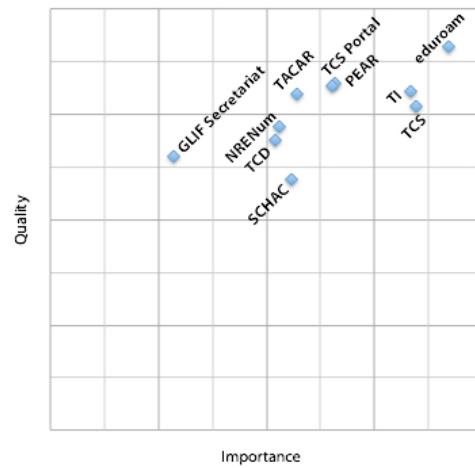
**2013 results**

The quality of all TERENA training and events are above average or excellent with TNC remaining highest scoring activity in the portfolio. There is growing scatter in the opinion on relevance, however this most likely results from the specialist nature of some activities and small sample size.

**TERENA Supported Community Services**



**2012 Results**



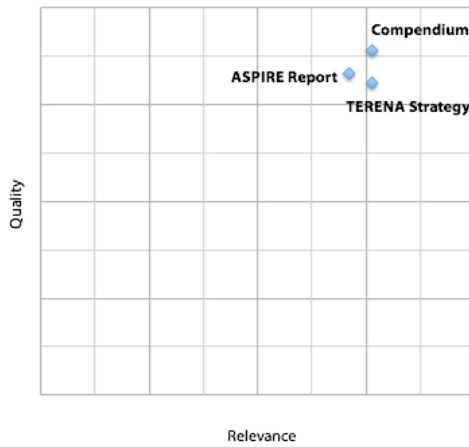
**2013 Results**

The assessment of all TERENA Supported Community Services is above average or excellent. There is a perceived reduction in the relevance of GLIF to the community as a whole. However, technical work in GLIF is of increasing importance to end-to-end high quality connectivity and our being disseminated/incorporated in GN3+ SA2 work as well as in the Network Architects Workshop series.

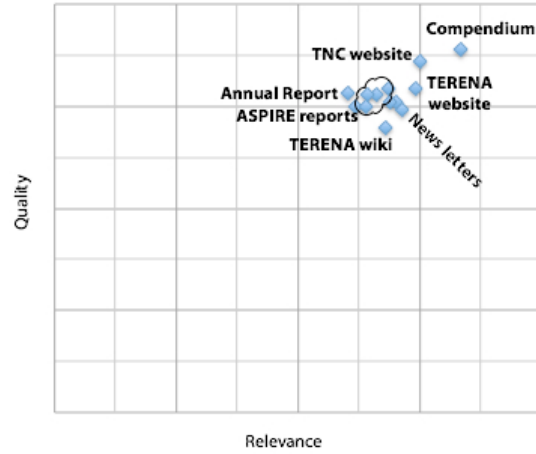
**Additional Services**

Suggestions for additional future services related to cloud services, in particular brokerage in the area of joint activities primarily among project partners and users behind the NRENs

**TERENA Publications**



**2013 Printed Publications**



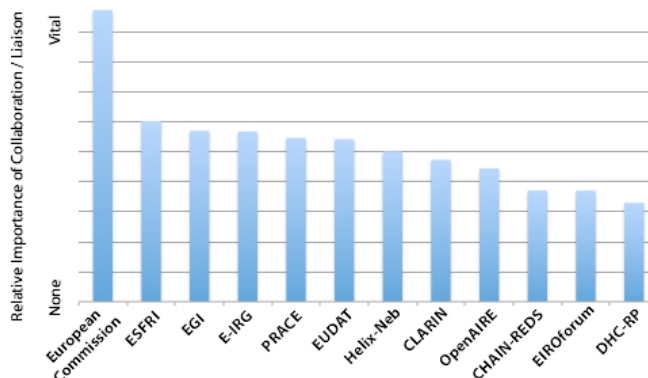
**2013 Online Publications**

Publications remain a major vehicle for disseminating information regarding TERENA activities. As in previous years there has been an increasing trend to move to online publications. All publications, either printed or online received high quality and relevance scores.

**Collaboration with others outside of the TERENA community**

TERENA is an open collaborative organisation and makes links beyond the immediate constituency of NRENs and GÉANT partners. This has become increasingly important as the need to engage large user groups and projects becomes more relevant. The 2013 survey asked respondents to indicate the relative importance of collaboration and/or liaison with a number of external groups.

By a very large margin the community regard the European Commission the most important external body. The graph below shows the relative priority for working with other groups.



**Suggestions for improving collaboration with others outside of the traditional TERENA community**

Responses suggested organizing workshops and or conference streams to encourage more active collaboration with large user groups and other important bodies such as the European Commission; Internet2 and EUNIS. The objective should be to develop a better collaborative understanding and encourage cross-fertilization leading to common projects possibly through responding to European Commission or other calls.

### **Biggest challenges for NRENs in supporting a global user community**

The biggest challenges for NRENs fall generally into three categories:

#### Technical Challenges

The challenges mentioned included the need to end-to-end high quality connectivity; providing a comprehensive and inclusive AAI system that will preserve users privacy and the need to adhere to standards.

#### Social Challenges

The major challenge is to provide seamless international services whilst providing local support to a diverse and distributed constituency of users. This will also include improving collaborative links and providing training.

#### Governance

Sustainability of services including governance representation and funding was suggested as a challenge to be addressed.

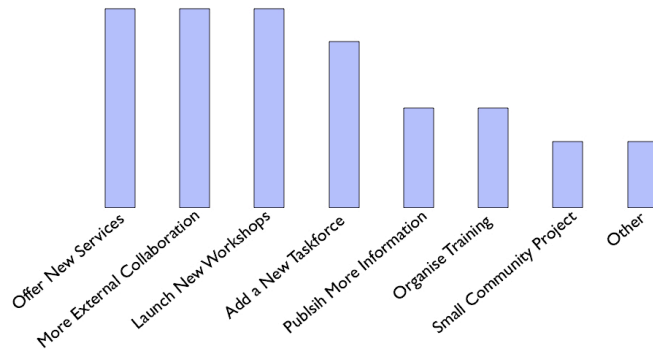
### **The biggest challenges facing the global user community**

The biggest challenges foreseen for the global user community included:

- Long-term preservation and curation of data
- Privacy & access control through the provision of an AAI system providing coherent cross-discipline service
- Finding the right partners
- Sustainable funding issues

### **New Initiatives**

The survey asked members which new initiatives TERENA should undertake, if any. The following bar chart provides an indication of the relative importance attached to each. The precise nature of each suggestion is shown in the table.





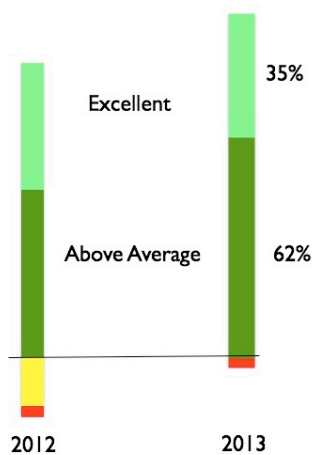
<b>New Initiative</b>	<b>Specific Suggestions</b>
New Services	Academic Cloud; Journal Access; e-Learning Platforms
More External Collaboration	e-IRG; EGI; PRACE; RDI; DANTE NREN-PC; Campuses
New Workshops	Biological Data Challenges; Brokerage; CEF; Cloud
New Taskforces	Training Tools; Customer Care; Health sector; Financial sustainability; Cloud
Publish Information	User Compendium; CEF/BB4PA
Training	Data Challenges; eduGAIN; Network Security
Community Project	Finance; Costs & Business Modeling
Other	Map the landscape of International Research Projects

### **Working with TERENA**

The 35 respondees that expressed an opinion believed that it is simple and convenient to get involved in TERENA activities. No one disagreed.

Suggestions on how to make this even better included a re-vamp of the TERENA website so as to make it easier for newcomers to orient themselves more easily. It was also suggested that some introductory material be made available for the same purpose.

### **Keeping Members Informed**



Respondents were asked how well TERENA had kept them informed about TERENA events, membership services and activities in the last 12 months.

As in previous years, the ambition was to achieve excellent or above average as a target. The 2012 and 2013 graphs shown to the left have been normalized to this value.

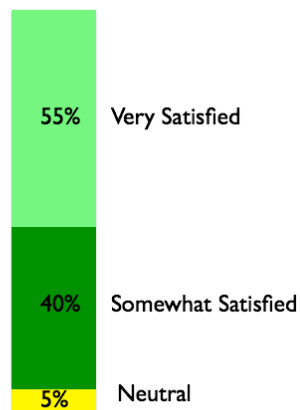
As can be seen the secretariat has improved its performance during 2013 with 97% of all responders agreeing that the secretariat performance is above average or excellent.

More than 10% of respondees reported that they had noticed a great deal of improvement in this respect in the last year.

The survey questions asked for either *AGREEMENT* or *DISAGREEMENT* on a number of statements regarding aspects of TERENA and its work:



Respondees were asked to rate their overall experience in working with TERENA over the past three years.



In the 2013 survey the number of neutral responses has dropped to 5% in comparison with the 2012 survey.

The percentage of those reporting very satisfied is similar to 2012 with a rating of 55%. The main change is that the 5% neutral responses have now become somewhat satisfied.

As in previous years no respondents reported their experience with TERENA as unsatisfactory.

### Additional Feedback

There has been greater than 20% drop in the level of responses from 53 (2012) to 43 (2013) despite a determined campaign to encourage responses. Anecdotal evidence suggests that the community is becoming saturated with surveys from TERENA (Compendium and CSS) and GÉANT both through the DANTE satisfaction survey and other surveys issued by GN project tasks and activities. This issue must be addressed jointly between DANTE and TERENA.

There were some suggestions that TERENA should use social media channels including the creation of a LinkedIn group more actively. This could provide an effective channel for communicating with large user projects traditionally outside of the TERENA constituency.

A few respondents mentioned closer cooperation and collaboration between TERENA, the NRENs and DANTE. The work by the Reykjavik and other related groups should make progress in addressing this issue. There were comments in respect of this topic, some cautionary suggesting that no additional organisation should be created, and the good elements of DANTE and TERENA should be preserved.