NBN Gateway User Review

The NBN Trust is continually looking at how it can improve the NBN Gateway in terms of data upload, data access, data visualisation and data use. The purpose of this survey is to help us better understand your current experiences of the NBN Gateway and to identify where we can make improvements. Included in this is the UK Species Inventory which is a core part of the UK's biological recording infrastructure.

Information from this survey will be used to inform both future changes to the NBN Gateway and discussions at the forthcoming NBN Gateway User Needs Analysis workshops to be held in London on 20 November 2014. The results of the survey will be summarised and circulated to all participants and members of the NBN.

This survey is split into nine sections, each taking no more than five minutes to complete. We recommend reading through the questions first so you are clear what we are asking and so that you can ensure you have enough time to complete the survey. You can also download a hard copy of the survey here http://bit.ly/1qI30vC .

There is space at the end of each section for you to add any additional comments. If you would like to discuss anything further please do not hesitate to contact Rachel Stroud (r.stroud@nbn.org.uk).

Please send all completed surveys by the end of Friday 14th November.

All personal information will be treated in accordance to the Data Protection Act 1998. We will only use your details for providing you with further opportunities to influence the NBN Gateway development. We will not pass your information on to other parties.

Many thanks in advance for your time completing this survey, we appreciate your comments and look forward to working with you into the future.

Who are you?

These questions are about you,where you are from and who you represent.

The contact details are not compulsory but will be useful to us to ensure you are informed and involved in any NBN Gateway development over the coming months. We will only use your details to keep you informed in this respect and will not pass your information on to other parties.

1. **What is your surname?**

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2. **What is your first name?**

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3. **Where do you live?**
   Mark only one oval.

   ( ) England

   ( ) Scotland

   ( ) Wales

   ( ) Northern Ireland

   ( ) Not in the UK - International

4. **What is your contact address?**

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5. **What is your phone number?**

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6. **What is your email?**

   ....

7. **Is your submission personal or on behalf of an organisation(s)**
   Mark only one oval.

   ( ) Personal

   ( ) Organisation

   ( ) Both

8. **If your submissions is on behalf of an organisation, what is the name of your organisation(s)**

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9. **Are you a member of the NBN**
   Mark only one oval.

   ( ) Yes

   ( ) No

   ( ) Not sure

10. **Additional Comments**
    If you have any additional comments please the space below

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Providing your data to the NBN Gateway

This section is about your experience loading data to the NBN Gateway. If you do not send data to the NBN Gateway then you can skip this section.

11. **Why do you provide data to the NBN Gateway?**
    Tick all that apply.

    ☐ To enable more efficient data sharing between our partner organisations

    ☐ We are required to do it by the people that fund us

    ☐ We want to be able to see our data in the context of everyone elses

    ☐ To provide data for the common good and to advance our understanding of biodiversity

    ☐ To signpost our organisation and show people what data we hold

    ☐ We want our data to be available for education

    ☐ We want to inspire people to care about the environment around them

    ☐ To enable our data to be made available globally through GBIF

    ☐ We want our data to be available for scientific research

    ☐ It is what we have always done

    ☐ Other: ....

12. **What is the most important reason for providing data to the NBN Gateway**
    Mark only one oval.

    ◯ To enable more efficient data sharing between our partner organisations

    ◯ We are required to do it by the people that fund us

    ◯ We want to be able to see our data in the context of everyone elses

    ◯ To provide data for the common good and to advance our understanding of biodiversity

    ◯ To signpost our organisation and show people what data we hold

    ◯ We want our data to be available for education

    ◯ We want to inspire people to care about the environment around them

    ◯ To enable our data to be made available globally through GBIF

    ◯ We want our data to be available for scientific research

    ◯ It is what we have always done

    ◯ None of the above

13. **If you answered 'None of the Above'
    please tell us the most important reason
    for providing data to the NBN Gateway**

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14. **As a general rule how often do you submit updates to the NBN Gateway?**
    Mark only one oval.

    - ( ) Monthly
    - ( ) Quarterly
    - ( ) Annually
    - ( ) Biannually
    - ( ) Less frequently than once every two years
    - ( ) On an 'as and when' basis
    - ( ) Updates are sent automatically via the Indicia warehouse

15. **How long does it take for a record captured by you, your staff or volunteers in your organisation to arrive on the NBN Gateway?**
    Mark only one oval.

    - ( ) 1 week
    - ( ) 1 month
    - ( ) More than 1 month but less than 3 months
    - ( ) More than 3 months but less than 6 months
    - ( ) More than 6 months
    - ( ) It never arrives
    - ( ) I don't know

16. **Do you feel that this "time to market" is acceptable? (i.e. the time it takes for the data to arrive on the NBN Gateway)**
    Mark only one oval.

    - ( ) Yes
    - ( ) No

17. **Please explain why**

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18. **Additional Comments**
    If you have any additional comments please the space below

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Your user experience

We would like to better understand how you use the NBN Gateway, for what purposes and the ease of access to the information.

19. **Why do you use the NBN Gateway?**

    Mark only one oval.

    ◯ Work

    ◯ Personal interest

    ◯ Both

    ◯ Other: ....

20. **Please expand on your use of the NBN Gateway**

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21. **How long have you been using the NBN Gateway?**

    Mark only one oval.

    ◯ This is my first time visiting the NBN Gateway

    ◯ Less than a year

    ◯ Over a year

    ◯ More than five years

    ◯ Since the start of the NBN

22. **How often do you visit the NBN Gateway?**

    Mark only one oval.

    ◯ This is the first time

    ◯ Daily

    ◯ Weekly

    ◯ Monthly

    ◯ On a 'need to' basis

23. **What type of device do you generally use to access the NBN Gateway?**

    Mark only one oval.

    ◯ PC/Laptop

    ◯ Tablet

    ◯ Phone

24. **Additional Comments**

If you have any additional comments please the space below

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Accessing Data

This section is about your experiences accessing data through the NBN Gateway

25. **Do you know how to search the NBN Gateway?**

Mark only one oval.

◯ Yes

◯ No

26. **Could the search functionality be improved?**

Mark only one oval.

◯ Yes

◯ No

27. **If the search functionality could be improved please explain how, and what changes you would like to see**

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28. **Have you used the access controls to access restricted data?**

Mark only one oval.

◯ Yes

◯ No

29. **If you have not used the access controls, why is this?**

Tick all that apply.

☐ I didn't know they exist

☐ I don't know how to use them

☐ I have not been granted access before

☐ The time taken for data provider to respond is often too long

☐ Other: ....

30. **How could the access controls be improved?**

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31. **Additional Comments**

If you have any additional comments please the space below

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NBN Gateway Functionalities

This section is about the functionalities of the NBN Gateway. We would like to know if they currently meet your needs, and how the functionality could be improved.

Which functionalities of the NBN Gateway are most useful to you?

Please rank on a scale of 1 to 10 (where 1 is useless and 10 is extremely useful)

32. **Download data about a species distribution**

Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
Useless	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	Extremely Useful

33. **Download a specific dataset**

Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
Useless	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	Extremely Useful

34. **Download data for a given area**

Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
Useless	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	Extremely Useful

35. **Download data for a designation**

Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
Useless	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	Extremely Useful

36. **Learn about a local area**

Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
Useless	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	Extremely Useful

37. **Learn about a species**

Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
Useless	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	Extremely Useful

38. **Contact an organisation**

Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
Useless	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	Extremely Useful

39. **Documentation from the NBN Trust**

Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
Useless	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	Extremely Useful

40. **Forum**

Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
Useless	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	Extremely Useful

41. **Other**

Please specify and expand here

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42. **Additional Comments**

If you have any additional comments please the space below

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Which functionalities would you most like to see improved on the Gateway?

Please rank on a scale of 1 to 10 (where 1 is 'does not matter' and 10 is 'very valuable')

43. **Download data about a species distribution**

Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
Does not matter	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	Very valuable

44. **Download a specific dataset**

Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
Does not matter	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	Very valuable

45. **Download data for a given area**

Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
Does not matter	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	Very valuable

46. **Download data for a designation**

    Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
Does not matter	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	Very valuable

47. **Learn about a local area**

    Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
Does not matter	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	Very valuable

48. **Learn about a species**

    Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
Does not matter	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	Very valuable

49. **Contact an organisation**

    Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
Does not matter	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	Very valuable

50. **Documentation from the NBN Trust**

    Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
Does not matter	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	Very valuable

51. **Interactive mapping tool**

    Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
Does not matter	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	Very valuable

52. **Forum**

Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
Does not matter	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	Very valuable

53. **Other**

Please specify and expand here

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54. **Additional Comments**

If you have any additional comments please the space below

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55. **Are there any reasons preventing you using the NBN Gateway information?**

Tick all that apply.

☐ The information I need is unavailable

☐ Uncertainty about whether I am allowed to use it

☐ Information is restricted on the NBN Gateway and I cannot gain enhanced access

☐ I cannot find the information because I don't know how to navigate around the NBN Gateway

☐ The type of device/operating system I use is not supported

☐ I am uncertain of the quality of the information

☐ Other: ....

56. **On your most recent visit to the NBN Gateway were you able to complete your task?**

Mark only one oval.

◯ Yes

◯ No

57. **If you were unable to complete your task, please tell us why not?**

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58. **After your last experience would you recommend the NBN Gateway to others?**
Mark only one oval.

( ) Yes

( ) No

59. **Please expand on your answer if you wish to give more detail.**

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60. **Additional Comments**
If you have any additional comments please the space below

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Other sources of biodiversity data
This section is about the additional sources and routes you use to gain access to biodiversity data and information

61. **Do you use other information data portals to access UK biodiversity data?**
Mark only one oval.

( ) Yes

( ) No

62. **If you answered Yes, which portals do you use? Please list and include a link where possible.**

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63. **What other (additional) routes do you use to access UK biodiversity data? How often do you use these additional routes - please expand .**
Mark only one oval per row.

	For most datasets I need	Occasionally	Rarely	Never
Local Record Centre	◯	◯	◯	◯
MapMate	◯	◯	◯	◯
Recording Scheme	◯	◯	◯	◯
County Recorders	◯	◯	◯	◯
Conservation NGOs	◯	◯	◯	◯

64. **Other routes**

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65. **Why do you use these additional routes to access UK biodiversity data?**

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66. **Additional Comments**
If you have any additional comments please the space below

Future development of the NBN Gateway

67. **Does the NBN Gateway currently meet all your biodiversity data needs by providing access to species and habitat distribution data, designations and datasets?**
Mark only one oval.

◯ Yes

◯ No

68. **If you answered No above, please give details as to why**

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69. **Are there additional features that would add value to your experience of the NBN Gateway, for example:**
We would welcome web links to other organisations or sites which have functionality that you would like on the NBN Gateway.
Tick all that apply.

☐ Photos of species

☐ Habitat/ecosystem layers

☐ Education resources for schools etc

☐ Summary data about what is available through the NBN Gateway

☐ Improved visualisation system for mapping data

☐ Phenology graphs showing expected emergence/flowering/arrival times for species in your area

☐ Additional information about species/ecosystems/habitats

☐ Project ideas surrounding datasets for Undergraduate/MSc students

☐ Identification keys for species and ecosystems

☐ Easier links to organisations providing data and Local Record Centres etc

☐ Improved design of user interface

☐ Ability to compare species distribution

☐ Other: ....

70. **Is the current display and interpretation of data on the NBN Gateway maps adequate for your purposes?**
This covers species distribution maps, species hotspot maps & the interactive mapping tool
Mark only one oval.

◯ Yes

◯ No

71. **If No, then please explain why.**
    Have you seen other systems which display data in alternative ways to the NBN Gateway (please give examples and weblinks).

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72. **Which mapping method on the NBN Gateway is the most useful to you?**
    Mark only one oval.

    ◯ Interactive mapping tool

    ◯ Grid Map

73. **Please explain why?**

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74. **Additional Comments**
    If you have any additional comments please the space below

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UK Species Inventory

The Natural History Museum maintains the taxonomy that underpins the NBN Gateway, Recorder6 & iRecord and is also used by many organisations around the UK.

75. **Were you aware that the UK Species Inventory was maintained by the Natural History Museum?**
    Mark only one oval.

    ◯ Yes

    ◯ No

76. **Currently you can submit suggestions for new names/taxa and amendments via email (c.raper@nhm.ac.uk) and via the NBN Forum. Do you find it easy enough to submit changes and additions to the UK Species Inventory?**
Mark only one oval.

◯ Yes

◯ No

77. **If No, then please give details**

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78. **If you are a checklist owner would you like to be able to maintain your checklist online or at least suggest changes using a simple web application?**
Mark only one oval.

◯ Yes

◯ No

79. **If No, then could you give your reasons:**
Tick all that apply.

☐ You feel that you do not have enough technical knowledge?

☐ You do not have the time to make suggestions?

☐ You prefer the existing system of updating complete versions as and when they become available

☐ Other: ....

80. **Additional Comments**
If you have any additional comments please the space below

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Final Questions

81. **Do you have anything else you would like to tell us about your experience using the NBN Gateway?**

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