Can you fix it? Yes, you can!: Supporting users

Richard Wiseman

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What we will cover

• background
• screencasts
• webinars
• user consultation
What is the UK Data Service?

- a comprehensive resource funded by the ESRC
- a single point of access to a wide range of secondary social science data
- support, training and guidance
Background…

UK Data Service

Census Support (CS)

[Diagram showing connections between CENSUS.AC.UK, CDU, UKBORDERS, CIDER, SARs, ESODS, and other related services.]

UK Data Service
Welcome to the UK Data Service

Your resource for quality social research data

A unified point of access to data from ESDS, Census Programme, Secure Data Service and others

International Monetary Fund Government Finance Statistics now on UKDS.Stat
http://t.co/fP7OhSkDjK

Check it out! There are now several ways to get to know our service

What people say - hear from data professionals including the Office for National Statistics and the Royal Statistical Society

Case studies - search our library of over 100 articles demonstrating how data are being used in research and teaching

Join the online community of data users, producers and stakeholders via Twitter, Facebook, Google+
Updating and creating new content

- prioritisation
- level of effort
- content needed to reflect new branding and voice
  - guides/tutorials
  - FAQs
  - materials
  - screencasts
- creating new content too!
Screencasts: Why?

- online video that records actions performed on a computer screen
- good way of demonstrating software
- user demand
- different channels
- way into the data
Screencast: technicalities

- software
- plan/storyboard
- script
- test settings (e.g. audio)
- record (screen/audio at same time)
- edit
- add effects
- publish
- embed in site
Screencasts: Our requirements

- screen size
- clean screen (remove bookmarks, close email notification, skype etc)
- display browser url
- standard start and end screen
- short - 2 or 3 mins
- start at the main website
- captions
- publish on youtube
Tutorials

"Can you show me how to do that?"

View our growing range of training videos covering a variety of topics. Our online tutorial videos provide an engaging, self-paced and easily accessible alternative to our traditional written guides.

View the videos in HD for optimal quality - click on the cog at the bottom right of the video and change the setting. It will take a few seconds to adjust and become clear.

- Citing data
- How to download UK survey data
- How to log in to the Secure Lab
- How to download a subset of survey data using Nesstar
- How to use weights in Nesstar
- How to access census aggregate data in InFuse
- How to match and convert data using GeoConvert
Data by theme

UK Data Service has web pages to aid researchers looking specifically for data on particular themes:

Ageing
Ageing is the accumulation of a wide range of changes experienced by a person over time, including physical, psychological, and social factors. In particular, given the rise in life expectancy, there has been increasing focus on the social factors of ageing e.g. longer working hours, pensions, issues related to health and quality of life. Equally, social inequalities caused by increasing longevity also raise a complex set of challenges for policy makers. The UK Data Service holds a variety of data collections related to ageing, from key government and longitudinal surveys to international indicators and qualitative historical interviews.

Labour market
Employment is a fundamental feature of social life. At the macro level, labour costs, employment rates and industrial and occupational patterns have considerable impact on the character and prosperity of nations. At the micro level, individual workers sell labour in markets according to their personal capital and circumstances. In turn, their relationship to the labour market affects their movements, time use, resources available to them, and their well-being. The UK Data Service holds a full range of
Webinars

“seminar or other presentation that takes place on the Internet, allowing participants in different locations to see and hear the presenter, ask questions”

• save on travel/time/money
• reach more/different audience
• supplement traditional presentations
Successful webinars

- equipment
- practice with same setup
- familiarise yourself with software
- include interactivity (polls, surveys)
- if not using video, have a photo of presenters
- record webinar for future use
Webinars: possible issues

- technical issues
  - audio
  - Computer
- practice with the same setup
- high no show rate
  - email reminders
- participants distraction
Webinars: Have help

- someone to look after the admin
- someone nearby listening in
- multiple presenters
Webinars: on the day

- have a list of what to do:
  - sign on door
  - mute/divert phones
  - close down email/skype, hide bookmarks, unneeded applications etc
  - click record
  - click broadcast!
  - explain how dealing with questions
  - explain that participants are on mute
Participant quotes

• “Really helpful, informative and friendly. One of the more enjoyable webinars I've attended in the last few months”

• “Can you stop moving your mouse, it’s really irritating”
Repurpose!

UK DATA SERVICE: AN INTRODUCTION TO DATA ON AGEING
Recording of webinar held on 30 April 2014

This webinar showcased data on the topic of ageing that is available from the UK Data Service and highlighted the research potential of the data.

NEW AND EASIER WAYS OF WORKING WITH AGGREGATE DATA AND GEOGRAPHIES FROM UK CENSUSES WEBINAR
Recording of webinar held on 13 February 2014

This webinar focused on aggregate outputs from the UK 2011 Census and demonstrated how new methods of managing and providing access to them have made it much easier to work with them and exploit the valuable information they contain.
User consultation

- detailed feedback
- focus groups / interviews (44 users)
- just some of the recommendations:
  - “Increase our offering of webinars, with topics and timings informed by ongoing user needs”
  - “Extensively increase the collection of video tutorials and ensure that further development of these videos is informed by the feedback received during the consultation”
Teaching bundle

• screencast – ways to access find data in UKDS
  1. Key data
  2. Data by theme
  3. Search by Discover
  4. Variable and Question bank

• exercises to go with it
Slide packs

- series of slides, with notes
- teachers can just pick them up and go!
- don’t have to rely on us for training
- can tailor them for their own needs
Questions

Richard Wiseman

richard.wiseman@manchester.ac.uk