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Listening to our data users: A qualitative study to better know their perception of our data and metadata

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Listening to our data users: A qualitative study to better know their perception of our data and metadata

Quentin GALLIS

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13th Annual European DDI User Conference (EDDI2021)

Program

- The CDSP and its context
- The past work
- The present study
- And the future...

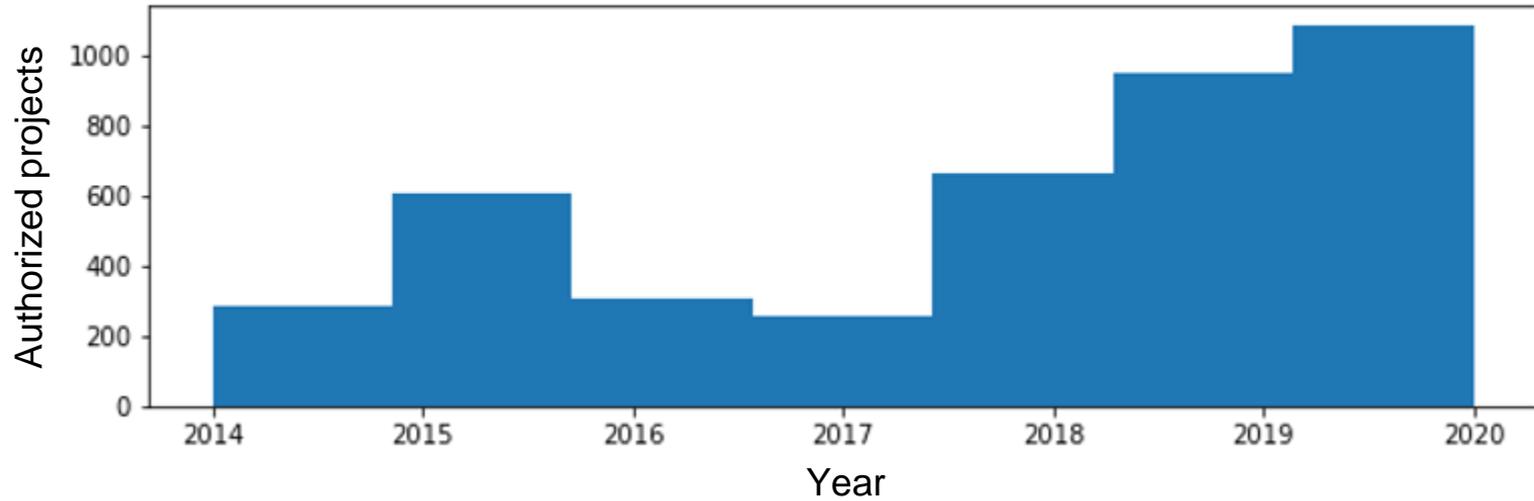
The French Center for Socio-Political Data (CDSP)

- Created in 2006, Sciences Po and CNRS
- Provides 350 databases in social sciences on the Quetelet-Progedo Diffusion portal (CESSDA provider)
 - Elections results
 - Qualitative and quantitative studies
- About 20 engineers in 3 teams :
 - Data collection
 - Data sharing
 - Digital projects

Secondary use of our data

- A growing demand :

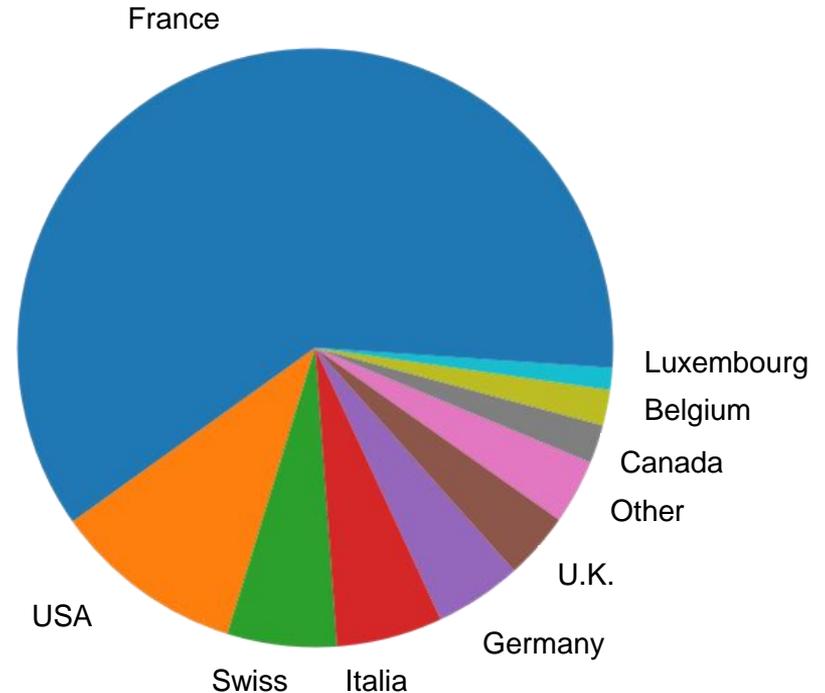
Evolution of the authorized projects by year



Secondary use of our data

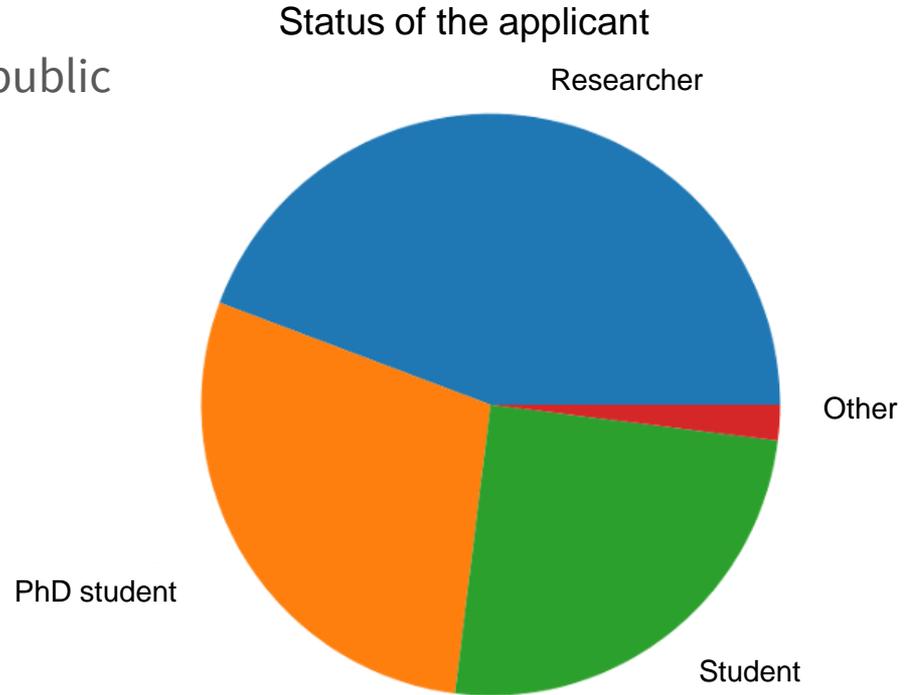
- Demands :
 - 60% in France
 - Rest is mostly from Europe and North America
 - 25 countries in total

Project distribution by country



Secondary use of our data

- Almost exclusively academic public
 - Universities
 - Research organization



The past work

- A satisfaction study (2019):
 - In collaboration with PROGEDO, Ined and Adisp
 - Quantitative survey
 - 362 responders (10,3% of the portals users)
- Results
 - 91% satisfied or very satisfied of the service
 - 86% find the documentation useful or very useful
 - 25% have difficulties to find the data they want
 - Almost 70% have heard about the services by coworkers or in classes

The present study

- The idea:
 - Explore further the user experience
 - Qualitative methodology => interviews
 - Focus on the FAIR problematics : metada, accessibility

UX

The present study

Goals:

- **Evaluate survey's reusability**
 - Data
 - Metadata
 - Usability
- Understand the use of our tools:
- Discover unknown needs



The present study

Goals:

- Evaluate survey's reusability
- **Understand the use of our tools:**
 - Question base
 - BeQuali
 - Data.sciencespo (dataverse)
- Discover unknown needs



The present study

Goals:

- Evaluate survey's reusability
- Understand the use of our tools:
- **Discover unknown needs...**



The present study

Methodology :

- First wave launched at spring 2021
- Target : users who have downloaded one or more studies in 2020/2021
 - 9 responders at the end of summer
 - 6 interviews finished
- Semi-directive survey
 - List of questions to ask, with large freedom of response
 - Recoding in several variables

The present study

Results:

- Variety of users and projects
- Confirmation of the satisfaction
 - Quality of data
 - Quality of metadata standards that make a second use possible and as easy as possible
- Other expectations
 - Better communication on the existence of the data centers :
 - Accessibility is also about knowing that the data exists
 - Databases oriented toward education

And the future



- What we have already done:
 - Production of pedagogic databases, focused on learning how to manipulate data
 - Diffusion and communication about our services : Mate-SHS network, Dataweek Progedo, ponctual presentations
 - Partnership with other french universities through the 14 Academic Data Platforms (*Plateformes Universitaires de Données*)
 - Provide our metada in free access on our new dataverse
- What we are going to do:
 - A second wave of interviews
 - More pedagogic databases...
 - More partnerships...
 - And more communication !

Thank you !

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