The primary aim of the survey was to get a 'snapshot' of the status of Alliance, its usage and comfort levels amongst ANU students and staff. The Alliance Development Team hopes to use the information gathered from survey responses to understand the uptake of Alliance and develop mechanisms to provide support to users.

Survey synopsis
- Survey was open to any ANU student/ staff member (via ANUBIS/ ISIS login)
  Survey respondents had to have a valid ANU id, thereby restricting anonymous responses.
- Survey had 12 questions in all, 6 of which were mandatory
- Survey was open between 1\textsuperscript{st} and 30\textsuperscript{th} of December 2007
- Survey was advertised mainly using email messages to Alliance super-users (with whom we had had previous contact and rapport)
  key Alliance communities (CPAS, Purple Shin, PARSA, etc)
  Students and staff who had attended Alliance training sessions
  the seven ANU Colleges

Results and statistics
- Total of 190 responses, out of which 30% were Postgraduate Research students, 29% General staff and 21% Academic staff.
- Email messages and word-of-mouth (combined tally of \sim~78\%) are the top two mechanisms by which most respondents learnt of Alliance.
- Almost all respondents spent upto 2 hours on average every day on Alliance.
- Primary roles of existing Alliance users showed an indistinct split between those just managing sites, actively participating in sites, both managing and visiting sites and just visiting sites.
- Half of the survey respondents used Alliance for professional networking. Running individual projects, graduate research projects, social networking and collaborative research were some of the other popular uses.
  About 8\% of respondents used Alliance for undergraduate research projects. However, since Alliance has only been piloted amongst graduate students and staff, this may be considered significant.
- Amongst the tools provided by Alliance, the most popular are the Resources tool and the Announcements tool which were used by 63\% and 53\% of Alliance users respectively. Wiki, Schedule and Discussions tools were also used by the survey respondents.
- 'Asking a colleague' was the most common mechanism to seek support with Alliance users followed by accessing the 'Help Menu'. Clicking the 'Blue Question Mark' and 'Alliance Support' site ranked lower.
● Amongst Alliance users, there was a satisfaction rating of 3.3 (with 5 being very satisfied and 1 being very unsatisfied).

Feedback and comments
● 'It shows potential, great idea, but it is too hard for time-poor-computer-skill-poor collaborators.' – David Philp, NCEPH.
● 'Good to see support for collaboration tools.' – Robin Collins, CEDAM.
● 'Great tool. More people need to know about it.' - Ross Wilkinson, Psychology.

Concerns
● The primary concern amongst users was that of storage limits.
● Another issue raised by respondents was that of advertising and there not being enough information about Alliance.

Recommendations (to address concerns arising out of the user survey)
● The present limits are set at 20MB file uploads and 200MB site storage space, both of which can be changed upon individual requests. A more definite policy on size and storage limits will be conceived keeping in mind evolving user needs and university policy.
● Alliance has been run as a pilot program in 2007 with the official launch scheduled for February 2008. In the lead up to the launch, Alliance will be advertised extensively amongst ANU students and staff.
● Alliance training for beginner users have been planned and will be advertised on the 'Learn How' booklet and through Alliance brochures. As Alliance is highly adaptable and its uses are varied amongst the different academic groups at ANU, it is proposed that Alliance training is provided for small groups, upon indication of sufficient interest, at their request.