

D7.7

ELEXIS impact survey

Author(s): Tanja Wissik, Anna
Woldrich, Iztok Kosem, Teja Goli,
Ondřej Matuška

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Author(s): **Tanja Wissik, Anna
Woldrich, Iztok
Kosem, Teja Goli,
Ondřej Matuška**
Contributor(s): **Špela Arhar Holdt**



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D 7.7 ELEXIS Survey

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1. Executive Summary

In a Research Infrastructure Project, such as ELEXIS, community building is a key factor. Therefore, it is important to assess the community's experience and opinion of the project's intermediate outcomes. This way, we can reflect on the work done so far as well as fine-tune the project's final outcomes to respond best to the needs of the community. In order to do this we have launched the ELEXIS impact survey as a questionnaire with 16 questions regarding different aspects of the technical and social infrastructure ELEXIS provides. The survey was open from April 29th 2020 to May 26th 2020. The survey was opened by 255 people, we received 123 fully completed survey responses, and 16 partially completed answers. The relatively high response rate shows that our communication channels, where we disseminated the survey, are working and targeting the right communities. Furthermore, the results have also shown that our outreach and dissemination activities in general are quite successful: 79% of the respondents already knew ELEXIS or were following ELEXIS activities actively. From the responses of the ELEXIS Impact Survey we can draw conclusions for our dissemination and outreach strategy. Some feedback can be translated into immediate outreach and dissemination activities and campaigns, others need a more in-depth analysis and more strategic planning over the rest of the ELEXIS project and beyond.

2. Introduction

This document focuses on the direct experience the ELEXIS community is having with the ELEXIS project. Being a Research Infrastructure Project, community building is a key factor for ELEXIS. Thus, we have conducted a survey for assessing the project's intermediate outcomes. This will help us reflect on the work done so far as well as fine-tune the project's final outcomes by considering the concrete needs of the community. The assessment is concerned with the technical infrastructure, such as tools and services, as well as with the social infrastructure ELEXIS is providing, such as communication and community building activities.

In order to assess the community's experience and opinion of the project's intermediate outcomes, we have created an ELEXIS impact survey as an online questionnaire, which will be described in detail in the sections below.

3. Methodology and Survey

For the ELEXIS Impact Survey creation we choose the tool 1KA (one Click Survey)¹, which is an open-source tool that offers services for online questionnaires. It is developed by the Centre for Social Informatics at the Faculty of Social Sciences (University of Ljubljana) and was recommended by an ELEXIS partner.

Within WP7, we drafted 16 questions and then we had a test run with a third person who was not involved in the drafting to get feedback and fine-tune the survey.

The survey was published on April 29th 2020 and was active online until May 26th 2020, meaning it was online for 28 days.

4. Survey Dissemination

To disseminate the ELEXIS impact survey widely, we used our own ELEXIS channels (website, social media, mailing lists, newsflash), our consortium partners' channels and third party channels. We sent out the survey via different mailing lists and via private contacts, and research infrastructures such as DARIAH and CLARIN (re)posted the survey link on their social media channels etc.

The survey was also posted to Sketch Engine's social media channels: Twitter, Facebook and LinkedIn. Furthermore, the survey was emailed to Sketch Engine users taking advantage of the ELEXIS-funded access. Only those that gave permission to be emailed could be included.

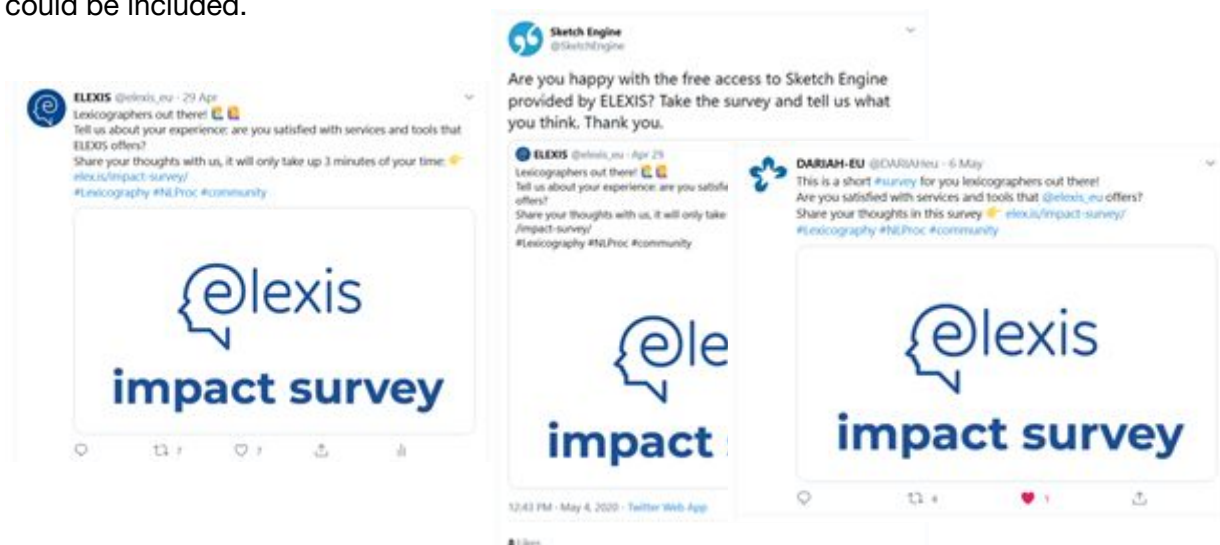


Figure 1: Advertising the Survey on Social Media

¹ <https://www.1ka.si/>

5. Results Analysis

Our survey was opened by 255 respondents, 123 respondents completed the survey in its entirety, and 16 respondents completed the survey partially. In the following, we provide an overview of the analysis of the 123 fully completed responses.

5.1 General Information (Q1 - Q4)

Q1 to Q4 contained questions regarding the institutional background and field of expertise of the respondents. In question Q1, we asked for the name of the institution, where the respondent is based. A full list of institution names can be found in the appendix. Nearly all respondents are based in institutions from Europe (one respondent was based in the USA). From Germany, Spain and the UK we had several respondents (see Figure 2). Most of our respondents were senior researchers with more than 10 years of experience (51%), followed by early-stage researchers (20%), students (11%), teachers (10%), administrative staff (1%) and others (8%) as shown in Figure 3. In the category “others”, we received the following answers: retired, project manager, lexicographer, retired senior lecturer, technician, translator, lecturer & phd supervisor; research librarian, dean. Besides their role in the institution we also asked for their field of expertise (see Figure 4). In this question, multiple answers were allowed: 64% had expertise in linguistics, 49% in lexicography, 31% in digital humanities, 28% in translation and terminology, 22% in computational linguistics, 12% in NLP and 19% ticked “other” which included the following fields: machine learning, information management, neology, (foreign) language teaching, IT management, (applied) corpus linguistics, applied linguistics, russian language and literature, intellectual history, survey engineering, data modelling, comparative literature, second language acquisition, teaching, psychology and computer science.

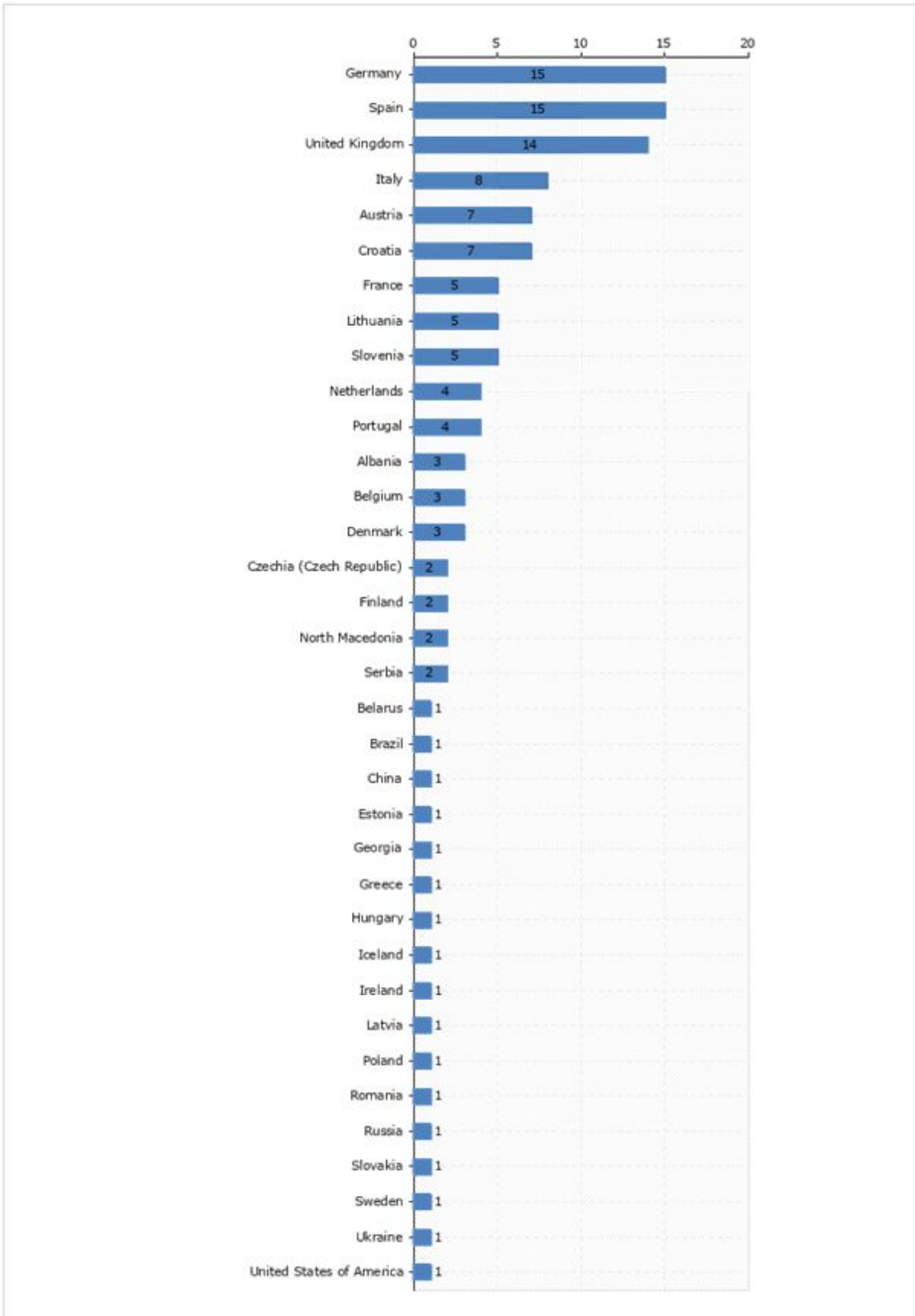


Figure 2: Countries where institutions are based (Q2, N=123)

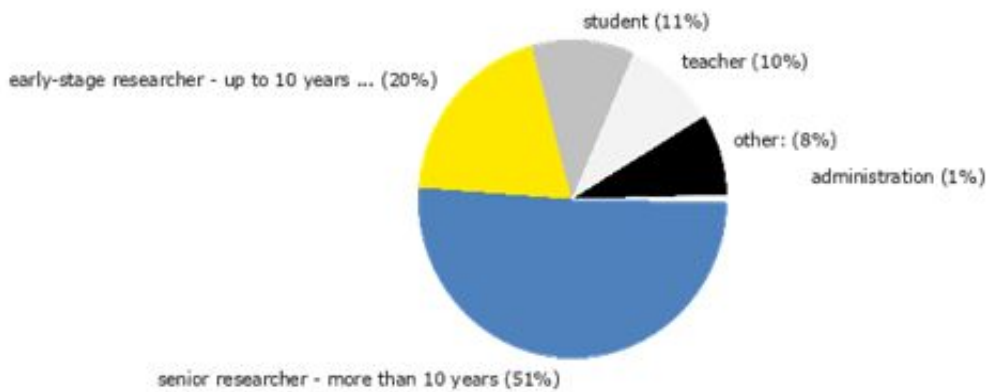


Figure 3: Role within the institution (Q3, N=123)

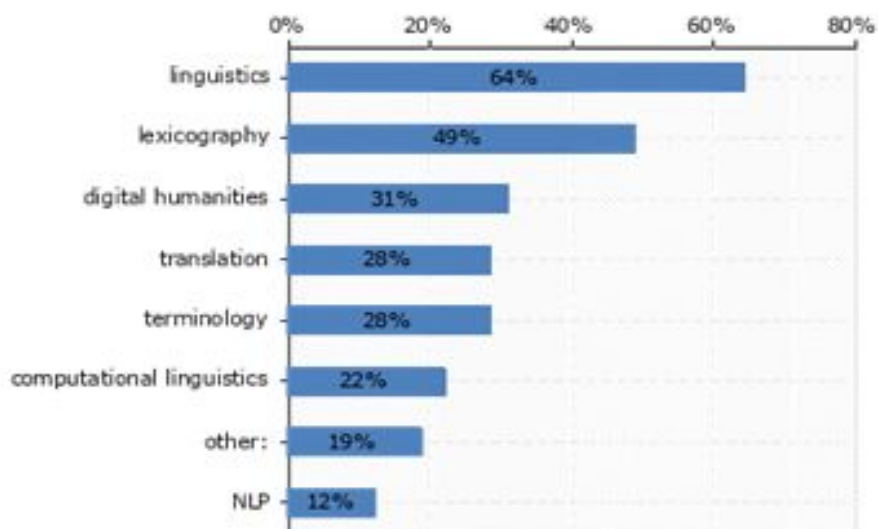


Figure 4: Field of expertise (Q4, N=123)

5.2 Specific Information (Q5 - Q16)

In Q5 to Q16, we asked for specific information related to ELEXIS.

5.2.2. Familiarity with ELEXIS in general

In Q5, we asked if the survey respondents know ELEXIS, the European Lexicographic Infrastructure. 61 respondents of the 123 were actively following ELEXIS activities, 36 respondents have heard about ELEXIS and only 26 have not heard about ELEXIS.

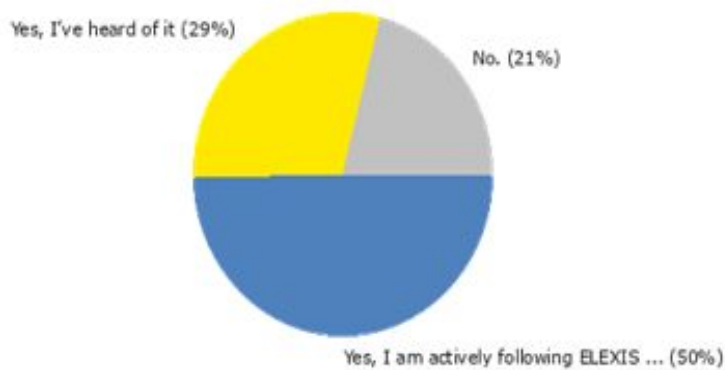


Figure 5: Familiarity with ELEXIS (Q5, N=123)

Those who knew ELEXIS were asked whether their institutions were involved in one way or another: 35% were not involved, 25% were not sure, 24% were involved as Observers and 16% as members of the consortium.

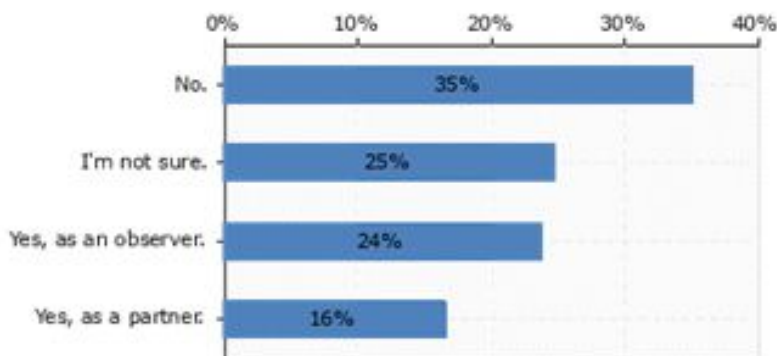


Figure 6: Institutional Involvement (Q8, N=97)

5.2.2 Usefulness of ELEXIS (Q6 and Q12)

The 26 respondents, who did not know ELEXIS were directed to Q6 and those who were familiar with ELEXIS were directed to Q12.

Although some respondents did not know ELEXIS, we were interested to find out how useful specific aspects of the infrastructure might be for them. The most important features were access to the corpus query tool Sketch Engine, open data and open access, as well as knowledge exchange, and training and education. The aspects of community building in lexicography and defining standards in lexicography were somewhat less important to these respondents.

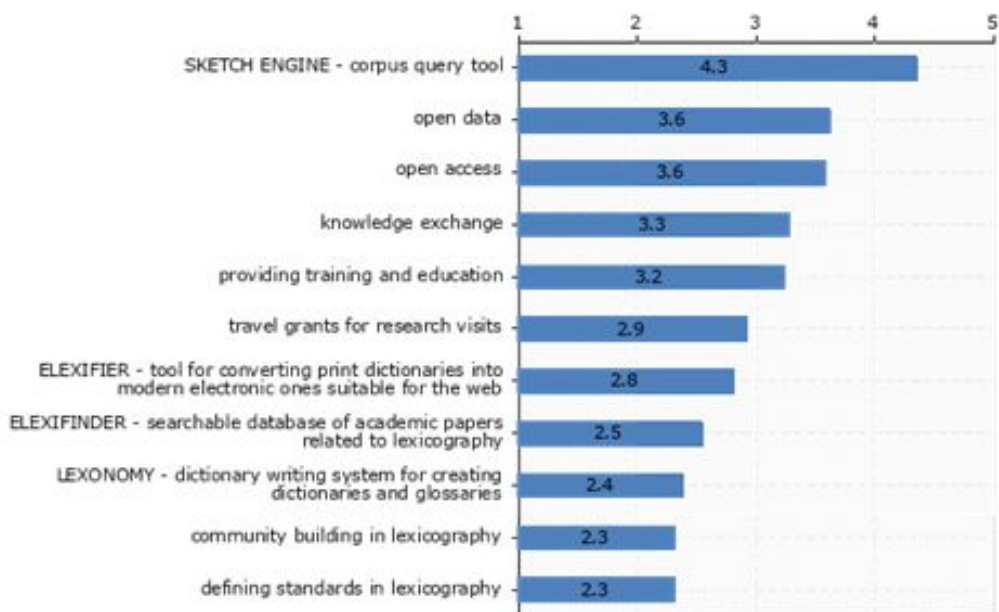


Figure 7: Potential usefulness of ELEXIS services for those who don't know the network (Q6, N=26)

In Figure 8, we can see a similar question, directed at those who were already familiar with ELEXIS. Most respondents found the tools and services, open access, open data the most useful and the most important, followed by training and education and knowledge exchange and community building. Less important was the aspect that ELEXIS is offering travel grants for research visits. It seems that tools and services, open access, and open data seems to be very important for the community in general as well as training and education and knowledge exchange.

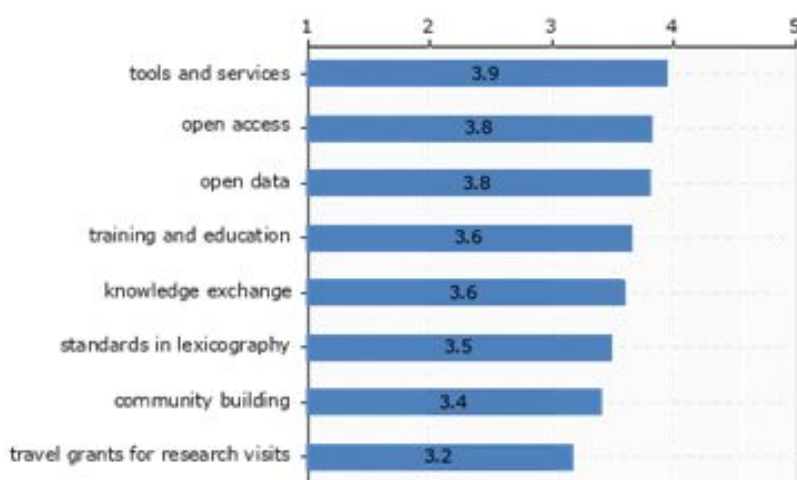


Figure 8: Usefulness of ELEXIS services for those who know the network (Q12, N=97)

5.2.3 Familiarity with and use of specific ELEXIS Tools (Q13, Q14, Q15)

The most used and familiar tools are Sketch Engine and Lexonomy, while Elexifinder and Elexifier are less familiar or unknown. This comes to no surprise, since the first two tools,

Sketch Engine and Lexonomy were available in the infrastructure already at the very beginning of the project. Elexifinder was added to the ELEXIS tool family later on and Elexifier was only published recently as a beta version on our website. An online demo of the tool was organised for our Observer community as recently as May 14th 2020. In the upcoming month, these (and some additional) tools will be promoted more specifically with cross-platform campaigns.

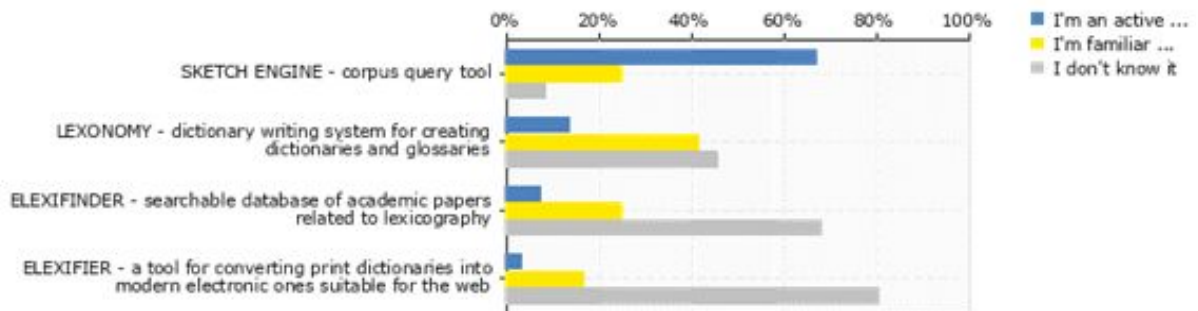


Figure 9: Familiarity with specific ELEXIS tools (Q13, N=97)

Furthermore, we asked our respondents if the use of ELEXIS tools and services resulted in publishing a research paper (after February 2018) (Q14). More than a third (33%) answered with yes. Those with a positive answer were also asked to specify the tools and services (see Figure 11). Most of them used Sketch Engine (94%), followed by Lexonomy (28%) and Elexifier (9%).

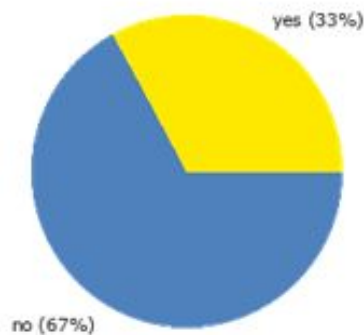


Figure 10: Research Papers related to ELEXIS Tools and Services (Q14, N=97)

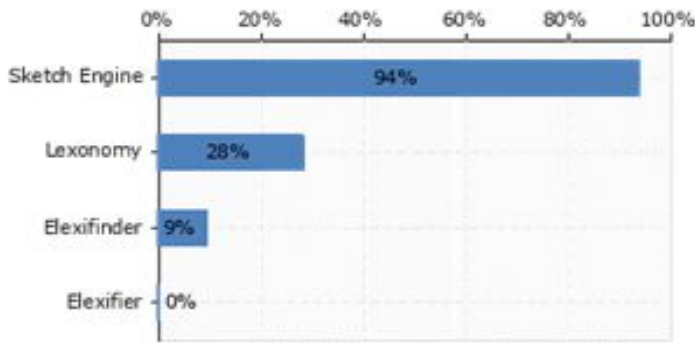


Figure 11: Research Papers related to specific ELEXIS tools and services (Q15, N=32)

5.2.4 ELEXIS Communication Channels (Q7, Q9)

In the ELEXIS Impact Survey, we were also interested in how different ELEXIS Communication Channels are used or might be used. The respondents who answered they don't know ELEXIS in Q5 were asked in Q7 if there were interested in following ELEXIS activities on one of the following channels (multiple answers were allowed): 27% would follow ELEXIS via Twitter, 15% via Facebook, 81% via the ELEXIS website, 65% via the ELEXIS Newsletter and 54% via ELEXIS mailing lists.

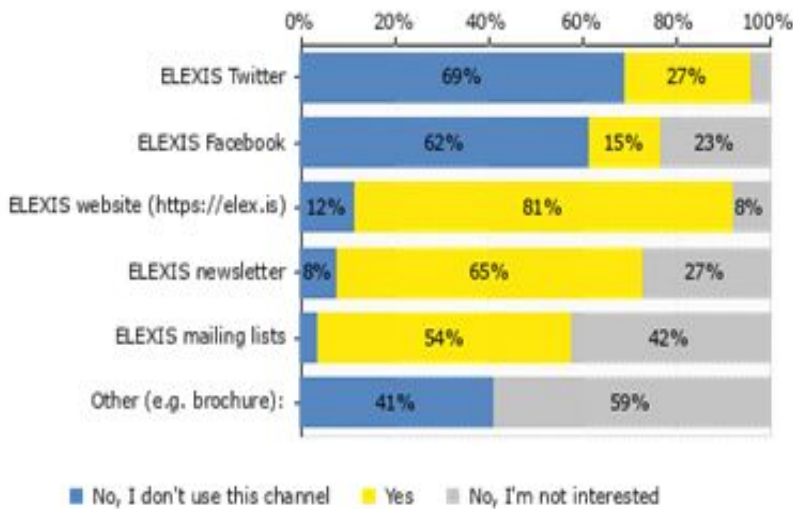


Figure 12: Interest in following ELEXIS Communication Channels (Q7, N=26)

Respondents familiar with ELEXIS were asked on which channels they follow the ELEXIS activities (multiple answers were allowed): 39% follow ELEXIS activities on Twitter, 44% on Facebook, 81% via the ELEXIS website, 56% via the ELEXIS Newsletter, 53% via ELEXIS mailing lists and 13% via other channels.

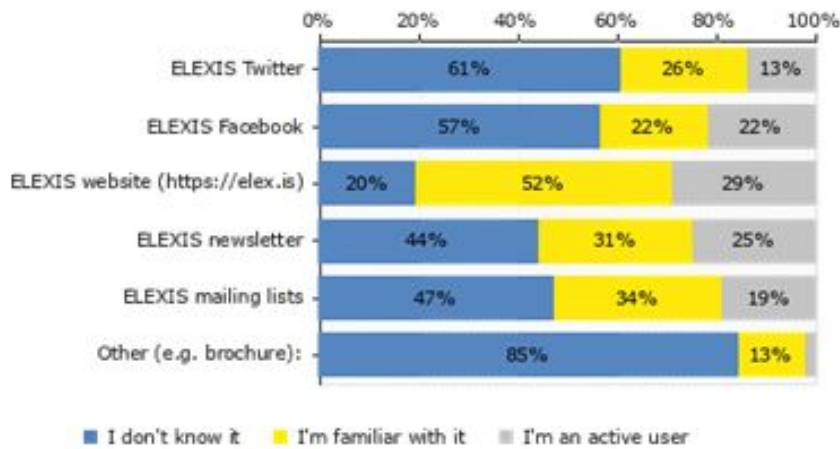


Figure 13: Familiarity with ELEXIS Communication Channel (Q9, N=97)

5.2.5 Attendance of ELEXIS events or events where ELEXIS was presented (Q10, Q11)

Those respondents, who were familiar with ELEXIS, were also asked if they have already attended an ELEXIS Event or an Event where ELEXIS was presented (e.g. as a paper or as a project booth). 40% of the respondents have already attended an ELEXIS event or event where ELEXIS was presented. However 60% have not had the opportunity to meet ELEXIS members face to face at an event.

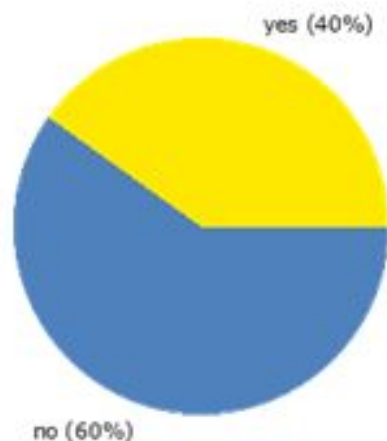


Figure 14: Attendance of ELEXIS events or events where ELEXIS was presented (Q10, N=97)

Those who attended ELEXIS-related events were asked to specify the events in Q15 (multiple answers were allowed): The most mentioned events were eLex with 64%, the ELEXIS Observer Event in Vienna with 46%, and EURALEX with 44%. Other events mentioned were LREC, ASIALEX, GLOBALEX, TOTh, Workshop on eLexicography between DH and AI and the DSN conference. Furthermore, the following training events were mentioned: Lisbon Summer School in Linguistics, ESSLLI Summer School, Lexical Masterclass and LiSeH Spring School. In the category “other”, the LDK Conference,

Datathon on Linguistic Linked Open Data, Workshop on “the future of academic lexicography” and meetings during travel grant visits were mentioned.

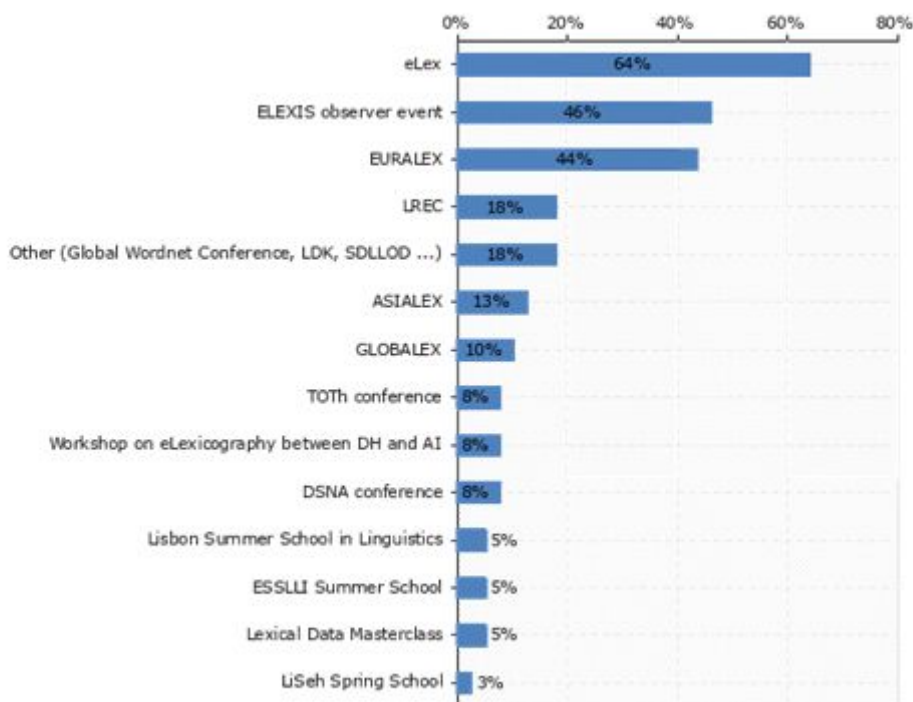


Figure 15: Attended events related to ELEXIS (Q11, N=39)

5.2.6 General Feedback (Q16)

In Q16, the respondents had the opportunity to give us comments and feedback. 31 respondents used this opportunity. The most prominent topic mentioned in the comments was the access of Sketch Engine through the free institutional account via ELEXIS. Furthermore, the following topics were mentioned multiple times: the possibilities and opportunities travel grant visits can open up (e.g. through networking and collaboration) as well as general comments that ELEXIS is doing a good job. Moreover, the training aspect was mentioned: e.g. training opportunities for Observers with covered travel expenses by ELEXIS would be beneficial, as well as the provision of an introduction to ELEXIS. There were also some critical comments, e.g. that specific tools and services could be made more visible within the ELEXIS infrastructure (see Conclusion) or that non-EU Observers are not allowed to apply for ELEXIS travel grants. Regarding the latter comment, these are rules that are not made by ELEXIS, these are rules we have to follow in the framework of H2020.

6. Conclusions

Since community building is a key factor in a Research Infrastructure Project, we have assessed the community’s experience with the intermediate outcomes of the ELEXIS

project. Through this, we will be able to adjust and improve the project’s final outcomes while taking the actual needs of the community into account.

The ELEXIS impact survey was opened by 255 people and we got 123 fully completed surveys and 16 partially completed surveys. In order to do this we have analysed the 123 fully completed responses of the ELEXIS impact survey on a general level here in this deliverable. Even at this general level, some conclusions can be drawn. First of all, our communication channels used for disseminating the survey are working and targeting the right communities, because the response rate was quite successful. Furthermore, the results have shown that our outreach and dissemination activities are quite successful since 79% of the respondents already know ELEXIS or were following ELEXIS activities actively. However, there is still room for improvement in our dissemination strategy. Some of the feedback and conclusions from the survey can be immediately translated into new dissemination campaigns: For example, the fact that certain ELEXIS tools are not so well known as others (see section 5.2.3) and the feedback “Make elexfinder and elexifier more visible online”. The lesson we have learned here is that we have to start advertising and disseminating the new tools in the infrastructure earlier, even though they might be only available in their beta version. Therefore, we already started a new ELEXIS Tool cross platform campaign, updating the website and publishing regular tool posts on social media.



Figure 16: Example post from ELEXIS tool campaign

Furthermore, through the survey, we gained additional subscribers to our newsletter, which is an additional positive side effect.

Finally, the time between the closure of the survey (25 May 2020) and the due date of the deliverable was too short to make an in depth analysis of the responses, especially those who do not know ELEXIS and who have not attended any ELEXIS events yet. This analysis will be carried out over the next month in order to further fine-tune our dissemination and outreach strategy during the project and beyond.

Annex I: Survey

ELEXIS impact survey

Survey short title: ELEXIS D7.7 Impact Survey

Survey long title: ELEXIS impact survey

Question number: 18

Survey is active

Active from: 28.04.2020

Active until: 28.07.2020

Author: TejaG

Edited: TejaG

Date: 17.04.2020

Date: 14.05.2020

Description: We would love to know what you think of ELEXIS (European Lexicographic Infrastructure)!

We kindly ask you to take this short survey in order to help us improve our services.

Q1 - What is the name of your institutio

- Name:
- Other (eg. I'm a freelancer):

Q2 - Where is your institution base

- Afghanistan
- Albania
- Algeria
- Andorra
- Angola
- Antigua and Barbuda
- Argentina
- Armenia
- Australia
- Austria
- Azerbaijan
- Bahamas
- Bahrain
- Bangladesh
- Barbados
- Belarus
- Belgium
- Belize
- Benin
- Bhutan
- Bolivia
- Bosnia and Herzegovina
- Botswana
- Brazil
- Brunei
- Bulgaria
- Burkina Faso
- Burundi
- Côte d'Ivoire
- Cabo Verde
- Cambodia
- Cameroon
- Canada
- Central African Republic
- Chad
- Chile
- China
- Colombia
- Comoros
- Congo (Congo-Brazzaville)
- Costa Rica
- Croatia
- Cuba
- Cyprus

- Czechia (Czech Republic)
- Democratic Republic of the Congo
- Denmark
- Djibouti
- Dominica
- Dominican Republic
- Ecuador
- Egypt
- El Salvador
- Equatorial Guinea
- Eritrea
- Estonia
- Eswatini (fmr. "Swaziland")
- Ethiopia
- Fiji
- Finland
- France
- Gabon
- Gambia
- Georgia
- Germany
- Ghana
- Greece
- Grenada
- Guatemala
- Guinea
- Guinea-Bissau
- Guyana
- Haiti
- Holy See
- Honduras
- Hungary
- Iceland
- India
- Indonesia
- Iran
- Iraq
- Ireland
- Israel
- Italy
- Jamaica
- Japan
- Jordan
- Kazakhstan
- Kenya
- Kiribati
- Kuwait
- Kyrgyzstan
- Laos
- Latvia
- Lebanon
- Lesotho
- Liberia
- Libya
- Liechtenstein
- Lithuania

- Luxembourg
- Madagascar
- Malawi
- Malaysia
- Maldives
- Mali
- Malta
- Marshall Islands
- Mauritania
- Mauritius
- Mexico
- Micronesia
- Moldova
- Monaco
- Mongolia
- Montenegro
- Morocco
- Mozambique
- Myanmar (formerly Burma)
- Namibia
- Nauru
- Nepal
- Netherlands
- New Zealand
- Nicaragua
- Niger
- Nigeria
- North Korea
- North Macedonia
- Norway
- Oman
- Pakistan
- Palau
- Palestine State
- Panama
- Papua New Guinea
- Paraguay
- Peru
- Philippines
- Poland
- Portugal
- Qatar
- Romania
- Russia
- Rwanda
- Saint Kitts and Nevis
- Saint Lucia
- Saint Vincent and the Grenadines
- Samoa
- San Marino
- Sao Tome and Principe
- Saudi Arabia
- Senegal
- Serbia
- Seychelles
- Sierra Leone

- Singapore
- Slovakia
- Slovenia
- Solomon Islands
- Somalia
- South Africa
- South Korea
- South Sudan
- Spain
- Sri Lanka
- Sudan
- Suriname
- Sweden
- Switzerland
- Syria
- Tajikistan
- Tanzania
- Thailand
- Timor-Leste
- Togo
- Tonga
- Trinidad and Tobago
- Tunisia
- Turkey
- Turkmenistan
- Tuvalu
- Uganda
- Ukraine
- United Arab Emirates
- United Kingdom
- United States of America
- Uruguay
- Uzbekistan
- Vanuatu
- Venezuela
- Vietnam
- Yemen
- Zambia
- Zimbabwe

Q3 - What is your role at the institution?

- senior researcher - more than 10 years
- early-stage researcher - up to 10 years of experience
- student
- teacher
- administration
- other:

Q4 - What is your field of study/expertise? Multiple answers are possible

Multiple answers are possible.

lexicography

- NLP
- computational linguistics
- translation
- terminology
- linguistics
- digital humanities
- other:

Q5 - Do you know ELEXIS (European Lexicographic Infrastructure)?

- Yes, I am actively following ELEXIS activities.
- Yes, I've heard of it
- No.

IF (1) Q5 = [3] (No.)

Q6 - Please rank how useful/important the following services of ELEXIS would be to you.

	I don't know	not useful	useful	very useful	essential
travel grants for research visits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
community building in lexicography	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
knowledge exchange	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
open access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
open data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
providing training and education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
defining standards in lexicography	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SKETCH ENGINE - corpus query tool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LEXONOMY - dictionary writing system for creating dictionaries and glossaries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ELEXIFINDER - searchable database of academic papers related to lexicography	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ELEXIFIER - tool for converting print dictionaries into modern electronic ones suitable for the web	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

IF (1) Q5 = [3] (No.)

Q7 - Would you be interested in following ELEXIS activities via the listed communication channels?

	Yes	No, I'm not interested	No, I don't use this channel
ELEXIS Twitter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ELEXIS Facebook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ELEXIS website (https://elex.is)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ELEXIS newsletter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ELEXIS mailing lists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (e.g. brochure):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

IF (2) Q5 = [1, 2]

Q8 - Is your institution involved in ELEXIS?

- Yes, as a partner.
 Yes, as an observer.
 No.
 I'm not sure.

IF (2) Q5 = [1, 2]

Q9 - Which communication channels of ELEXIS are you familiar with?

	I don't know it	I'm familiar with it	I'm an active user
ELEXIS Twitter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ELEXIS Facebook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ELEXIS website (https://elex.is)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ELEXIS newsletter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ELEXIS mailing lists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (e.g. brochure):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

IF (2) Q5 = [1, 2]

Q10 - Have you attended any events organised by ELEXIS or where ELEXIS has been presented?

- yes
 no

IF (2) Q5 = [1, 2]

IF (3) Q10 = [1] (yes)

Q11 - Which event(s) have you attended?

Multiple answers are possible

- EURALEX
 ASIALEX
 GLOBALEX
 ELEXIS observer event
 LiSeh Spring School
 Lisbon Summer School in Linguistics
 ESSLLI Summer School
 Lexical Data Masterclass
 TOTh conference
 LREC
 eLex
 Workshop on eLexicography between DH and AI
 DSNA conference
 Other (Global Wordnet Conference, LDK, SDDL0D ...)

IF (2) Q5 = [1, 2]

Q12 - Please rank how useful/important the following services of ELEXIS are to you.

	I don't know	not useful	useful	very useful	essential
travel grants for research visits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
community building	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
knowledge exchange	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
open access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
open data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
training and education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
standards in lexicography	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
tools and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

IF (2) Q5 = [1, 2]

Q13 - Which ELEXIS tools are you familiar with?

	I don't know it	I'm familiar with it	I'm an active user
SKETCH ENGINE - corpus query tool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LEXONOMY - dictionary writing system for creating dictionaries and glossaries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ELEXIFINDER - searchable database of academic papers related to lexicography	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ELEXIFIER - a tool for converting print dictionaries into modern electronic ones suitable for the web	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

IF (2) Q5 = [1, 2]

Q14 - Has your use of ELEXIS tools and services resulted in publishing a research paper (after February 2018)?

- yes
 no

IF (2) Q5 = [1, 2]

IF (4) Q14 = [1]

Q15 - Which tools and services?

Multiple answers are possible.

- Sketch Engine
 Lexonomy
 Elexifinder
 Elexifier

Q16 - Do you have any other thoughts or comments about ELEXIS?

email - If you wish to receive updates about this survey, please enter your e-mail.

IF (5) emaila "

gdpr - Consent to collect personal data in the surveyThis survey is collecting the following personal data (GDPR): e-mail address.

As we will collect above listed personal information along with your answers, we kindly ask you to agree to the collection of your personal information before completing the survey. The conciliation of survey and personal data is voluntary and a condition for participation in the survey. If you do not provide the information, you cannot continue to complete the survey. Details about collecting, storing and processing your information in this survey can be found here. Privacy policy and general terms are available on this link.

Please indicate whether you agree with collecting your personal information:

- No, I do not agree with collecting my personal information
- Yes, I agree with collecting my personal information