

**CONFERENCE OF EUROPEAN STATISTICIANS**

**Joint UNECE/EUROSTAT Work Session on Electronic Data Reporting**  
(Geneva, Switzerland, 13-15 February 2002)

Topic (iv): Users' experience with online modes

**USERS' EXPERIENCE WITH ONLINE MODES:  
Questions for discussion**

The following are crucial issues and many questions can be asked with basis in the items listed below. Basically there are two different ways of EDR, offline and online reporting.

- Offline can be defined as electronic reporting where the reporting locally is carried out disconnected from internet (or other networks) and where the respondent is connected only during transmission of the data.
- Online can be defined as reporting where the respondent is logged on to a remote web server and need to have internet connection during the whole reporting procedure.

Questions:

- Experience with building up a helpdesk and performing support and guidance?
- Experience with survey management.
- Number of respondents - and how to distribute the forms. How does this influence on the final solution?
- What kind of security is needed?
  - ?? password
  - ?? encryption
  - ?? authentication
  - ?? electronic signature
  - ?? ...
- Experience in using metadata.
- Depending on offline or online reporting I believe there will be different experience connected to the following:
  - ?? thick or thin clients? Client server technology or three layer architecture?
  - ?? cost?
  - ?? response times and bottlenecks?
  - ?? functionality, ease of use and ease of installation?
  - ?? maintenance - also over the years. How to handle new versions of software in different local environments.
  - ?? software and hardware requirements
    - ~~??~~ memory, disk space, processor
    - ~~??~~ operating system, version of windows (or others), browsers ...
  - ?? security?
  - ?? Where to perform verifications on input data and how to maintain the checks?
- Type of data input. Either from filling in forms or from extracting data from databases.
- Experience with feedback to the respondent? Both status information during reporting and useful figures and statistics from the result of the data collection.
- Experience in producing electronic forms - designing electronic forms.
- Experience with "intelligent questionnaires"?