TWT Data Analysis

44 respondents. 15 respondents failed to answer any questions, or only one question. These responses were excluded from the data analysis. There were 29 respondents included in the analysis. N=29

# Q2: Do you believe your team cooperates, or exhibits elements of cooperation?

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| --- | --- |
| Yes | No |
| 27 | 2 |

# Q3: What makes you say that?

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| --- | --- |
| Support for cooperation | Barriers to cooperation |
| Trust  Constructive conflict  Pro social orientation  Shared understanding of task  Shared understanding of process  Effective communication  Divergent thinking  Planning | Lack of trust  Lack of shared understanding  Pro self orientation  Personality conflict  Apathy  Cultural differences  Lack of leadership |

# Q3: What technologies/tools did your team use to support team work?

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| Category | Brand/Type | Number of Responses |
| **Social media**  24 mentions | Facebook | 12 |
| Slack | 5 |
| WeChat | 3 |
| Google Chat | 2 |
| WhatsApp | 1 |
| Social media | 1 |
| **Word Processing**  22 mentions | Google Docs | 21 |
| MS Word | 1 |
| **Computers**  17 mentions | Laptop | 13 |
| Personal computer | 3 |
| Computer | 1 |
| **VoiP**  15 mentions | Skype | 8 |
| Google Hangouts | 7 |
| **Email**  10 mentions | Email | 10 |
| **Presentation**  10 mentions | MS Powerpoint | 5 |
| Prezi | 4 |
| Cowtoon | 1 |
| **Cell phones/Tablets**  6 mentions | Cell phone | 4 |
| iPad | 2 |
| **Online storage/file sharing**  4 mentions | Google Drive | 3 |
| Dropbox | 1 |
| **Texting**  4 mentions | Texting | 3 |
| iMessage | 1 |
| **Collaboration software**  4 mentions | Collaborate | 4 |
| **LMS**  3 mentions | Moodle | 3 |
| **Spread sheet**  1 mention | MS Excel | 1 |
| **Other** | Doodle polls | 1 |
| Whiteboards | 8 |
| Breakout rooms | 2 |
| Summon | 1 |
| Dual display | 1 |
| Large screen | 1 |
| Innovation in a Box (Juice Inc) | 1 |

# Q4: How did you determine what technology was required?

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| **We chose technology based on familiarity**  17 mentions  12/29 | Familiarity | “… just doing what we know” [4]  “…no process – we had all used them before and they were all assumed to be the right choice.”[15]  “We looked at who had access to what.” [ 21]  “… personal preferences” [34]  “…relying on what we would normally use on a regular basis.” [41] |
|  | Competency | “…abilities of each team member would determine the technology used.” [6]  “… and all use.” [ 31]  “…Cohort knowledge of applications.” [34] |
| **We chose technology based on the demands of our assignments**  16 mentions  10/29 | Communicating/  Meeting | “Mutually agreed that were the efficient ways to communicate when team members were not in the same location.”[8]  “… so that we could have a better connection to each other.” [ 31]  “We wanted an open communication experience…”[9]  “… virtual meeting.” [44]  “… held meetings.” [33] |
|  | Sharing information | “… knowing that we needed some way to share information.” [10]  “… something that we can all access and all use.” [31] |
|  | Public space | “…common place to put our work.” [10] |
|  | Scheduling | “… Arranging meetings.” [ 33] |
|  | Needs based assessment | “… when something came up, we would then seek that technology out.” [1]  “… depending on what the project called for.” [6] |
| **We chose technology based on its efficiency**  5 mentions  5/29 |  | “…easy and time efficient.” [23]  “… simple and effective to use.” [24]  “… easiest way to connect and share…”[11]  “…convenience” [12]  “…based on [what tech everyone had] we chose what would be the most efficient for sharing information…” [ 21] |
| **We chose technology based on team consensus**  3 mentions  3/29 |  | “…discussion.” [19]  “… consensus.” [35]  “…mutually agreed…”[8] |
| **We chose technology that allowed transparency in our work.**  3 mentions  3/29 |  | “… we could all see and track changes.” [9]  “… so everyone can see what is being done.” [1] |

# Q5: In what ways did technology support you in your team process?

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| **Technology helped teams Work on tasks**  32 mentions  19/29 | Sharing information | “…sharing information.” [1]  “… share information, resources, documents, data.” [ 21]  “…same access to everything.” [31] |
|  | Aggregating work | “… ability for everyone to work a single project while still providing some cohesiveness to the final document.” [6]  “…assemble written work.” [ 11]  “…develop and store our work.” [ 35] |
|  | Editing | “…access to editing.” [10]  “…edit.” [15]  “… editing and revising.” [23] |
|  | Producing final product | “… creation of the final product.” [39]  “… putting presentations together.” [43]  “…build our assignment.” [33]  “…compile all parts of the assignment.” [23] |
| **Technology helped teams develop processes and plan work**  21 mentions  17/29 |  | “… collaboration.” [4]  “…sharing on Google Docs allows me to review my team members’ work.” [6]  “… brainstorm together.’ [21]  “… clarify questions.” [6]  “…exchanging ideas.”[27]  “…build consensus.” [ 35]  “…[does not help] with building trust.” [43]  “…collaboration during planning, execution, and editing.” [44]  “…exchanging ideas.” [27]  “…fostering prototyping and revising.” [29]  “…ability to work on the project whenever we wanted.” [29]  “…productivity tools for breaking down the assignment, scheduling and setting reminders.” [33]  “…chatting about process and progress.” [25] |
| **Technology helped teams members build relationships and**  **Foster psychological safety**  9 mentions  10/29 |  | “… building camaraderie.” [12]  “… exposing group members to other facets of their teammates personalities.” [12]  “…better understand their perspective.” [6]  “…took away some trust [because of the power one member had over the document.” [9]  “… building trust.” [25]  “…social interaction.” [24] |
| **Technology helped teams create a public space for their work**  10 mentions  9//29 | Transparency/  Accountable | “… making work visible.” [14]  “…allowed us to see who had worked on material.” [ 29]  “… make work visible to everyone.” [41]  “…didn’t have to worry that someone was making changes that we can’t see.” [31]  “… collaborative space.” [10]  “…public space to discuss and edit.” |
| **Technology helped team members Communicate**  11 mentions  9/29 | Communicating | “…communicate effectively.” [ 6]  “… allowed us to see/hear each other.” [21]  “… complicates expectations… too many ways of communications [sic] sometimes leads to miscommunications [sic].” [43] |

# Q6: What specific roles did technology play in your team’s process?

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| **Technology created a shared space for the team to work**  25 mentions  17/29 | Shared space | “… provided a public space where we could all view the work.” [1]  “…shared public space.” [10]  “… common space.” [24]  “…accessible to all.” [34] |
|  | Accountability/ Transparency | “…made work visible and transparent.” [9]  “…making work visible.” [10], [14], [15]  “… allowed us to make our work visible to our team members.” [ 44] |
| **Tehnology helped teams complete task**  7 mentions  5/29 |  | “…assemble written work.” [11]  “…group ideas/work could be added easily.” [4]  “…visually keep tract of ideas/deadlines/categories/designing.” [4]  “…edit final documents.” [6]  “…acquiring and processing data.” [ 23] |
| **Technology supported team processes**  5 mentions  4/29 |  | “... fostering prototyping and revising.” [10], [29]  “…productivity tools for breaking down the assignment.” [33]  “…help answer questons.” [4]  “…build consensus.” [35]  “…fostered creativity.” [24] |
| **Technology fostered communication within the team**  3 mentions  3/29 |  | “…streamlining communication.” [ 8]  “…communicate.” [ 35] |
| **Technology encouraged relationships between team members**  1 mention  1/29 |  | “… group cohesion.” [24]Tech |

# Q7: In what ways did technology influence and foster cooperation?

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| **Supported process**  12 mentions  7/29 | Communication | “…allowed us to communicate and work together without having physical meetings.” [ 14]  “… allows us the ability to instantly get in touch.” [ 10]  “…hindered because we were able to do work separately.” [15]  “…helped foster communication |
| **Created a public space**  9 mentions  5/29 | Transparency | “…everyone had a copy of what was discussed.” [ 6] |
|  | Shared understanding | “…kept us in a space where everyone was always on the same page.” [9]  “… within minutes we can all be on the same page about specific information.”[21]  “…clarify any misunderstandings.” [6] |
| **Supported tasks**  4 mentions  3/29 |  | “… assign tasks.” [ 10]  “…share information.” [43]  “..technical work putting presentations together.” [43]  “…made research easier.”[23] |
| **Supported relationships/**  **psychological safety**  3 mentions  3/29 |  | “…fostered trust.” [8]  “…can only foster cooperation if there is [trust] already there.” [ 43]  “… being able to see each other … built trust and allowed us to ask questions in a more open way than a conference call.” [33] |

# Q8: In what ways did technology impede cooperation?

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| **Interfered with effective communication**  16 mentions  8/29 | Velocity | “…people become so reliant on one another for quick responses that people don’t work independently quite as much.”[12] |
|  | Currency | “… and is each team member doesn’t frequently check their messages, this can delay group work.” [10]  “…not everyone reading emails at the same time.”[41] |
|  | Volume | “…too many messages, or over collaboration.” [12] |
|  | Veracity/ inference | “… lack of face to face group work causes friction or misunderstanding with written communication.”[24]  “…misinterpreted messages.” [4]  “… a lot of context is lost in digitial communication and technology… sometimes led to misunderstanding or disagreements.” [10] |
| **Technical issues disrupted team process and tasks**  9 mentions  7/29 |  | “…incompatible software versions.”[21]  “…technology cannot always be relied upon to reach people.”[10]  “… I cannot hook my laptop up because my laptop does not have HDMI.” [1]  “… when tech didn’t work well, we scrambled to hold our meetings on any medium that would work.” [25]  “… internet reliability.” [33] |
| **Human variables also played a role**  7 mentions  6/29 | Individual competency | “… not all members are comfortable or able to connect.” [34]  “…in some instances, the person strongest and most comfortable with the technology… may have had to contribute slightly more.” [34]  “…different levels of comfort relying on technology.”[41] |
|  | Behavioural | “…someone simply not participating in a technology for personal reasons.” [21]  “…People begin to hold expectations for group members and their online behaviour.” [6]  “…easy to ignor/claim that you did not see [message].”[ 4] |
| **No issues with technology and team cooperation**  3 mentions  3/29 |  | “… I haven’t found it to have impeded any cooperation yet.” [31]  “… I cannot think of a way it impeded our team cooperation.” [29]  “… I did not find that technology impeded cooperation in our team.” [44] |