**1. Have you used a Wiki to access information related to your role?**

| | Have you edited/added content to a Wiki as a part of your role? | | | |
| --- | --- | --- | --- | --- |
| | **Yes** | **No** | **Unsure** | **Response Totals** |
| Yes | 100.0% (6) | 50.0% (1) | 0.0% (0) | 87.5% (7) |
| No | 0.0% (0) | 50.0% (1) | 0.0% (0) | 12.5% (1) |
| Unsure | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) |
| *answered question* | 6 | 2 | 0 | 8 |
| | | | *skipped question* | 0 |

**2. Have you edited/added content to a Wiki as a part of your role?**

| | Have you edited/added content to a Wiki as a part of your role? | | | |
| --- | --- | --- | --- | --- |
| | **Yes** | **No** | **Unsure** | **Response Totals** |
| Yes | 100.0% (6) | 0.0% (0) | 0.0% (0) | 75.0% (6) |
| No | 0.0% (0) | 100.0% (2) | 0.0% (0) | 25.0% (2) |
| Unsure | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) |
| *answered question* | 6 | 2 | 0 | 8 |
| | | | *skipped question* | 0 |

**3. How frequently do you either access or contribute to Wikis in your role?**

| | Have you edited/added content to a Wiki as a part of your role? | | | |
| --- | --- | --- | --- | --- |
| | **Yes** | **No** | **Unsure** | **Response Totals** |
| Never | 0.0% (0) | 50.0% (1) | 0.0% (0) | 12.5% (1) |
| A few times | 0.0% (0) | 50.0% (1) | 0.0% (0) | 12.5% (1) |
| 1-4 times a month | 50.0% (3) | 0.0% (0) | 0.0% (0) | 37.5% (3) |
| 1-3 three days of the week | 33.3% (2) | 0.0% (0) | 0.0% (0) | 25.0% (2) |
| 4-7 days of the week | 16.7% (1) | 0.0% (0) | 0.0% (0) | 12.5% (1) |
| *answered question* | 6 | 2 | 0 | 8 |
| | | | *skipped question* | 0 |

**4. Please provide your current level of confidence in accessing information on a Wiki:**

| | Have you edited/added content to a Wiki as a part of your role? | | | |
| --- | --- | --- | --- | --- |
| | **Yes** | **No** | **Unsure** | **Response Totals** |
| Not confident | 0.0% (0) | 50.0% (1) | 0.0% (0) | 12.5% (1) |
| Somewhat confident | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) |
| Confident | 33.3% (2) | 50.0% (1) | 0.0% (0) | 37.5% (3) |
| Very confident | 66.7% (4) | 0.0% (0) | 0.0% (0) | 50.0% (4) |
| *answered question* | 6 | 2 | 0 | 8 |
| | | | *skipped question* | 0 |

**5. Please provide your current level of confidence in adding to and editing information on a Wiki:**

| | Have you edited/added content to a Wiki as a part of your role? | | | |
| --- | --- | --- | --- | --- |
| | Yes | No | Unsure | Response Totals |
| Not confident | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) |
| Somewhat confident | 16.7% (1) | 100.0% (2) | 0.0% (0) | 37.5% (3) |
| Confident | 33.3% (2) | 0.0% (0) | 0.0% (0) | 25.0% (2) |
| Very confident | 50.0% (3) | 0.0% (0) | 0.0% (0) | 37.5% (3) |
| answered question | 6 | 2 | 0 | 8 |
| | | | skipped question | 0 |

**6. Which of the following reasons keep you from being more active on a Wiki: (Please check all that apply.)**

| | Have you edited/added content to a Wiki as a part of your role? | | | |
| --- | --- | --- | --- | --- |
| | Yes | No | Unsure | Response Totals |
| Lack of interest in the content | 16.7% ~~33.3%~~ (1)* ~~(2)~~ | 50.0% (1) | 0.0% (0) | 25% ~~37.5%~~ (2)* ~~(3)~~ |
| Lack of access to the site | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) |
| Lack of knowledge about the site | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) |
| Lack of skill in using the site | 16.7% (1) | 50.0% (1) | 0.0% (0) | 25.0% (2) |
| None of the above (please comment below) | 66.7% ~~50.0%~~ (4)* ~~(3)~~ | 0.0% (0) | 0.0% (0) | 50% ~~37.5%~~ (4)* ~~(3)~~ |
| Other (please specify) | 3 💬 view | 0 💬 view | 0 💬 view | 3 |
| answered question | 6 | 2 | 0 | 8 |

*See survey note in Cycle Report.                    skipped question    0

**7. Please provide any additional comments regarding your use of Wikis:**

| | Have you edited/added content to a Wiki as a part of your role? | | | |
|---|---|---|---|---|
| | **Yes** | **No** | **Unsure** | **Response Count** |
| | 4 🗨 view | 0 🗨 view | 0 🗨 view | 4 |
| *answered question* | 4 | 0 | 0 | **4** |
| *skipped question* | | | | **4** |

**1. Please indicate to what extent you agree or disagree with the following statement: "My team collaborates in solving problems."**

| | Have you edited/added content to a Wiki as a part of your role? | | | |
|---|---|---|---|---|
| | **Yes** | **No** | **Unsure** | **Response Totals** |
| Strongly Disagree | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) |
| Disagree | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) |
| Neither Agree or Disagree | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) |
| Agree | 50.0% (3) | 100.0% (2) | 0.0% (0) | **62.5% (5)** |
| Strongly Agree | 50.0% (3) | 0.0% (0) | 0.0% (0) | 37.5% (3) |
| *answered question* | 6 | 2 | 0 | **8** |
| *skipped question* | | | | **0** |

**2. Please indicate to what extent you agree or disagree with the following statement: "My team proactively shares informal knowledge with other teams to help them do their job."**

| | Have you edited/added content to a Wiki as a part of your role? | | | |
|---|---|---|---|---|
| | Yes | No | Unsure | Response Totals |
| Strongly Disagree | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) |
| Disagree | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) |
| Neither Agree or Disagree | 33.3% (2) | 0.0% (0) | 0.0% (0) | 25.0% (2) |
| Agree | 33.3% (2) | 100.0% (2) | 0.0% (0) | 50.0% (4) |
| Strongly Agree | 33.3% (2) | 0.0% (0) | 0.0% (0) | 25.0% (2) |
| answered question | 6 | 2 | 0 | 8 |
| skipped question | | | | 0 |

**3. Please indicate to what extent you agree or disagree with the following statement: "I am encouraged to share knowledge I learn in my role with others on my team."**

| | Have you edited/added content to a Wiki as a part of your role? | | | |
|---|---|---|---|---|
| | Yes | No | Unsure | Response Totals |
| Strongly Disagree | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) |
| Disagree | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) |
| Neither Agree or Disagree | 0.0% (0) | 50.0% (1) | 0.0% (0) | 12.5% (1) |
| Agree | 50.0% (3) | 50.0% (1) | 0.0% (0) | 50.0% (4) |
| Strongly Agree | 50.0% (3) | 0.0% (0) | 0.0% (0) | 37.5% (3) |
| answered question | 6 | 2 | 0 | 8 |
| skipped question | | | | 0 |

**4. Please indicate to what extent you agree or disagree with the following statement: "I have tools available in my role that allow me to quickly share my knowledge with all of SBG Customer Care."**

| | Have you edited/added content to a Wiki as a part of your role? | | | |
| --- | --- | --- | --- | --- |
| | Yes | No | Unsure | Response Totals |
| Strongly Disagree | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) |
| Disagree | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) |
| Neither Agree or Disagree | 16.7% (1) | 0.0% (0) | 0.0% (0) | 12.5% (1) |
| Agree | 66.7% (4) | 100.0% (2) | 0.0% (0) | 75.0% (6) |
| Strongly Agree | 16.7% (1) | 0.0% (0) | 0.0% (0) | 12.5% (1) |
| answered question | 6 | 2 | 0 | 8 |
| skipped question | | | | 0 |

**5. Please indicate which one of the following items would be the most important to you as a motivation to sharing your knowledge with others using a tool such as a Wiki:**

| | Have you edited/added content to a Wiki as a part of your role? | | | |
| --- | --- | --- | --- | --- |
| | Yes | No | Unsure | Response Totals |
| Having my name associated with the information I share for others to see. | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) |
| Having my name and photo associated with the information I share for others to see. | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) |
| My own satisfaction in being able to contribute to the success of the "bigger team." | 83.3% (5) | 50.0% (1) | 0.0% (0) | 75.0% (6) |
| Being included in a drawing for a prize. | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) |
| Being considered for a new position based on contribution quality. | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) |
| Other (please specify) | 16.7% (1) 💬 view | 50.0% (1) 💬 view | 0.0% (0) 💬 view | 25.0% (2) |
| answered question | 6 | 2 | 0 | 8 |
| skipped question | | | | 0 |

**6. Please provide any additional comments regarding collaboration:**

| | Have you edited/added content to a Wiki as a part of your role? | | | |
|---|---|---|---|---|
| | **Yes** | **No** | **Unsure** | **Response Count** |
| | 1 <br> view | 1 <br> view | 0 <br> view | 2 |
| *answered question* | 1 | 1 | 0 | **2** |
| | | | *skipped question* | **6** |

**1. Additional comments:**

| | Have you edited/added content to a Wiki as a part of your role? | | | |
|---|---|---|---|---|
| | **Yes** | **No** | **Unsure** | **Response Count** |
| | 2 <br> view | 0 <br> view | 0 <br> view | 2 |
| *answered question* | 2 | 0 | 0 | **2** |
| | | | *skipped question* | **6** |