

2016-2018

Documenting of the experiment Using Slack

OBJECTIVE: To make internal communications in the TRY OUT! project easier and more efficient and to reduce unnecessary use of email.

EXECUTION: A dedicated Slack channel was created for the entire project consortium, and all the people working in the project were invited. Everybody was encouraged to use Slack.

COOPERATION: The experiment was carried out in cooperation with all the participating organizations. Demos Helsinki was responsible for the administration of the Slack channel.

VARIABLES: The experiment measured the activity and functionality of discussion in Slack.

EXPECTATIONS: A low-threshold discussion platform reduces email inflow and lowers the threshold of communication on the project's internal communication channel.

END RESULTS: The experiment was a success, as all project organizations used Slack very actively and email use was scarce. Virtual meetings in Slack usually worked well.

CONCLUSIONS: Slack is a well-functioning communication channel for internal communications in joint projects of multiple organizations. At first, some encouragement and guidance is needed for people who are not familiar with Slack. There should be a common strategy for internal communications with guidelines as to which messages are to be sent primarily through Slack and which via email.

TRY OUT!

#TryOutFi
tryout.turkuamk.fi

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