# THE USES AND ANALYSIS

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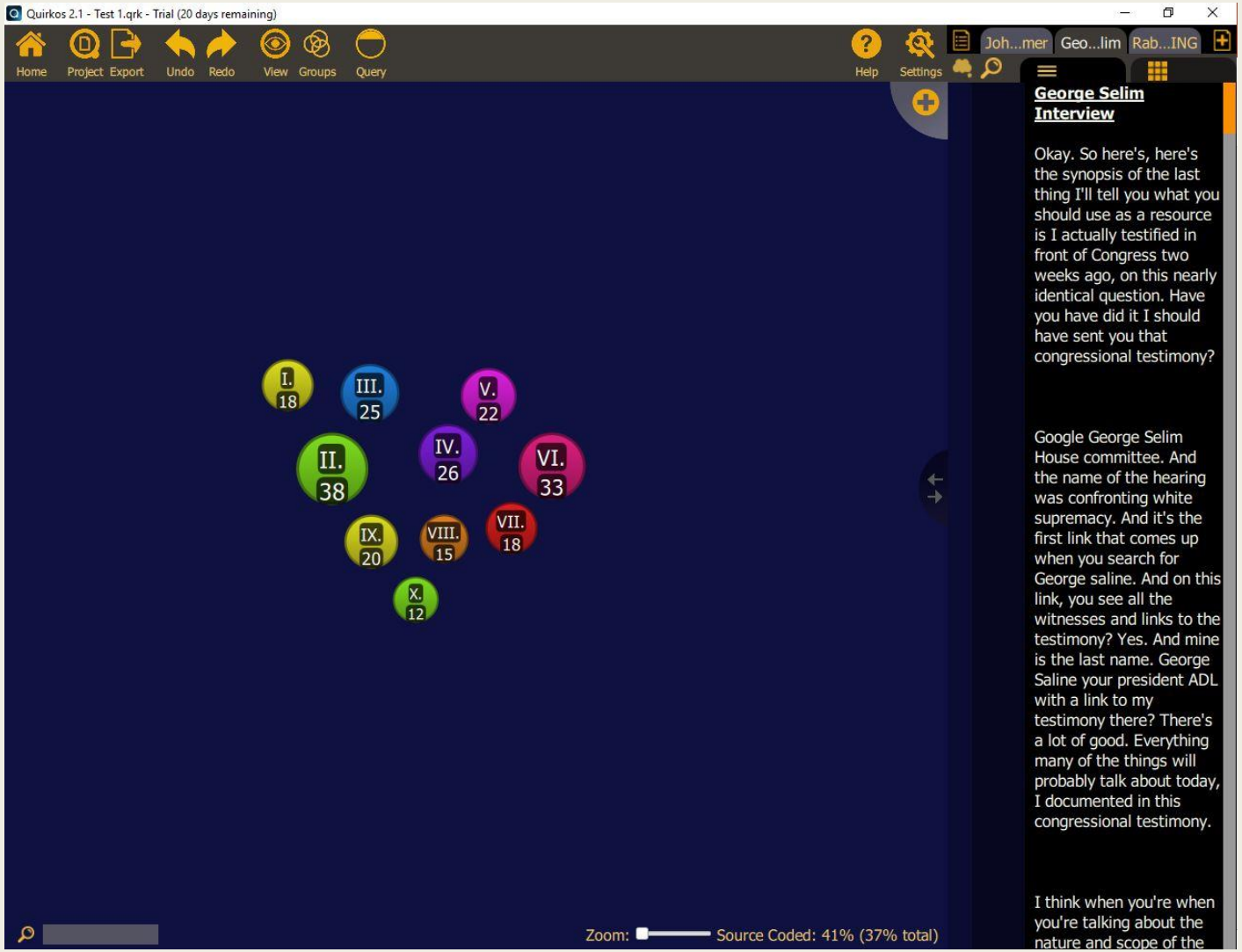
# PROS/CONS AND FEATURES

Can we use Quirkos in the future?

# Why should or should we not use it

- Pros:
  - *We can easily visualize the codes and number of mentions*
  - *We can see overlap between codes*
  - *It's cheap and the free trial is 20 days ($340 total for academic work)*
  - *We can export it as a Word document… but we might not need it as we already have coded transcripts*
- Cons:
  - *It's fairly difficult to use (especially with the query and groupings; however, they may be unnecessary for this project)*
  - *There aren't many visualizations available (except Word Cloud)*
  - *There might not be real-time collaboration available*
  - *No timelines, audio, or video file analysis*

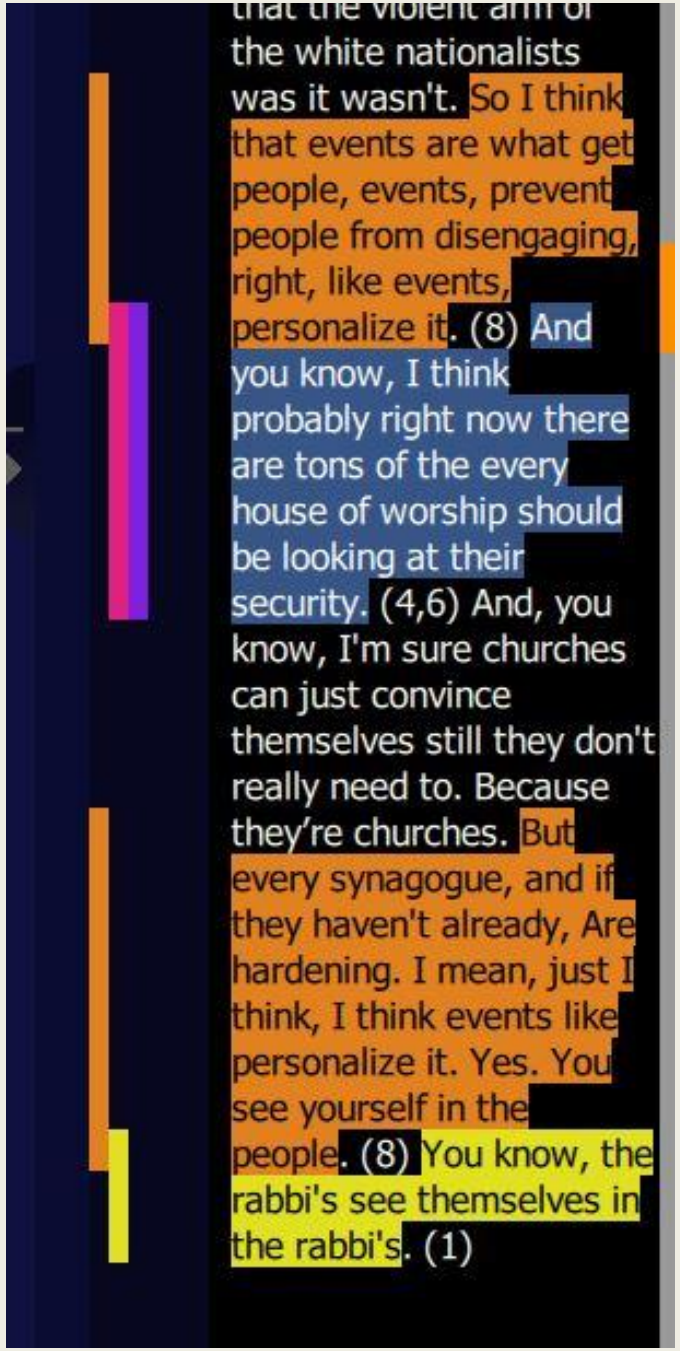
# Home Page



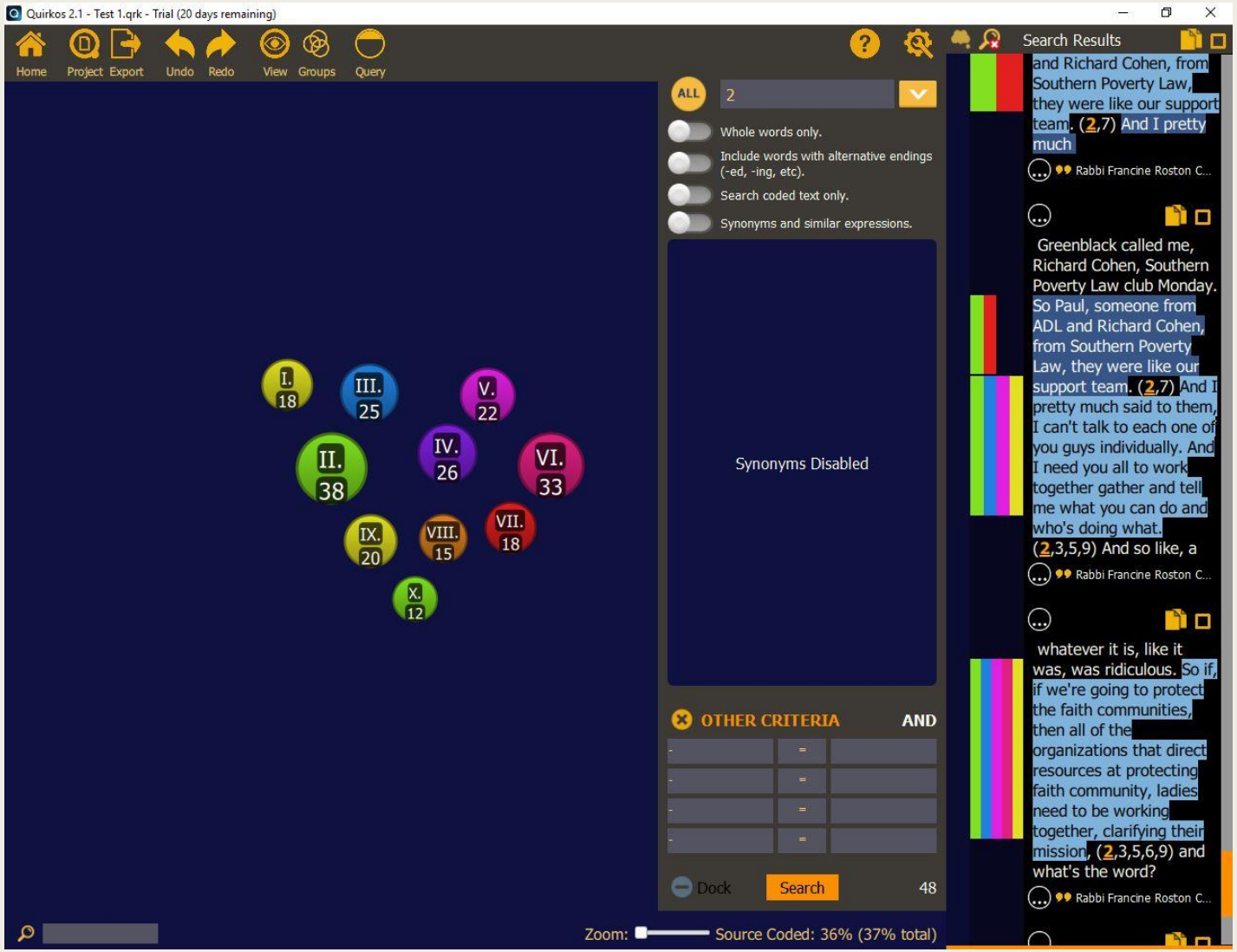

- The image shows the home page with three interviews coded.
- The codes are on the main screen (with number of mentions) and you can arrange them however you want (click-and-drag).
- The interviews are on the side and you can drag the text over to the codes.
- The + on the upper right corner can add more files.
- The “Export” button on the top left can allow you to either export the coding as a Word document, Report, or Word Cloud.

# Transcript Coding

- Here‘s an example of a coded transcript! Unfortunately, you would have to re-code everything. However, there is an option to do a word-search and find the numbers to highlight them.
- I found it easier to go through each source and code the text by interviewee. That way, I could re-code the text to multiple pillars in one go.
- The text can be coded to an unlimited number of properties.



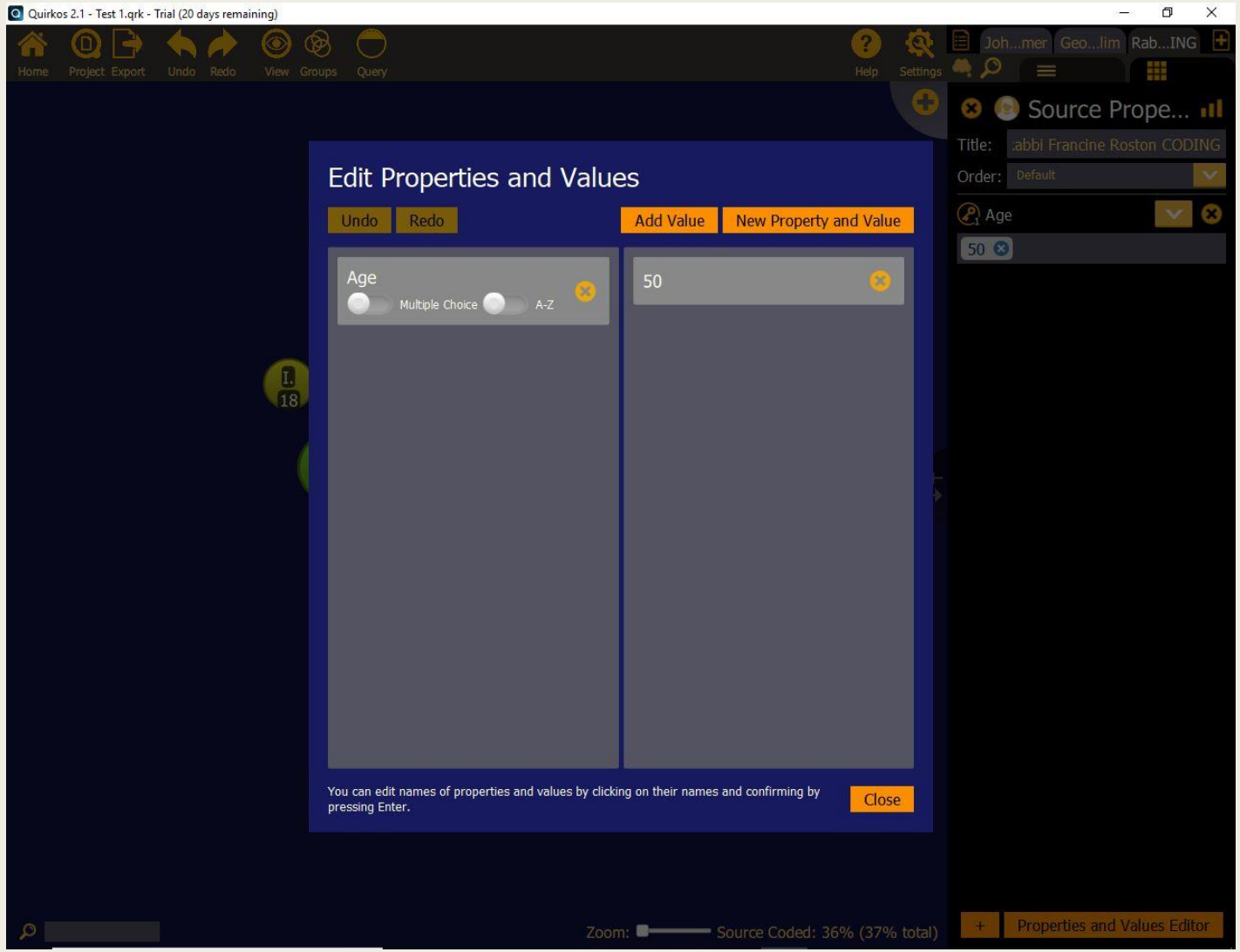
# Word Search



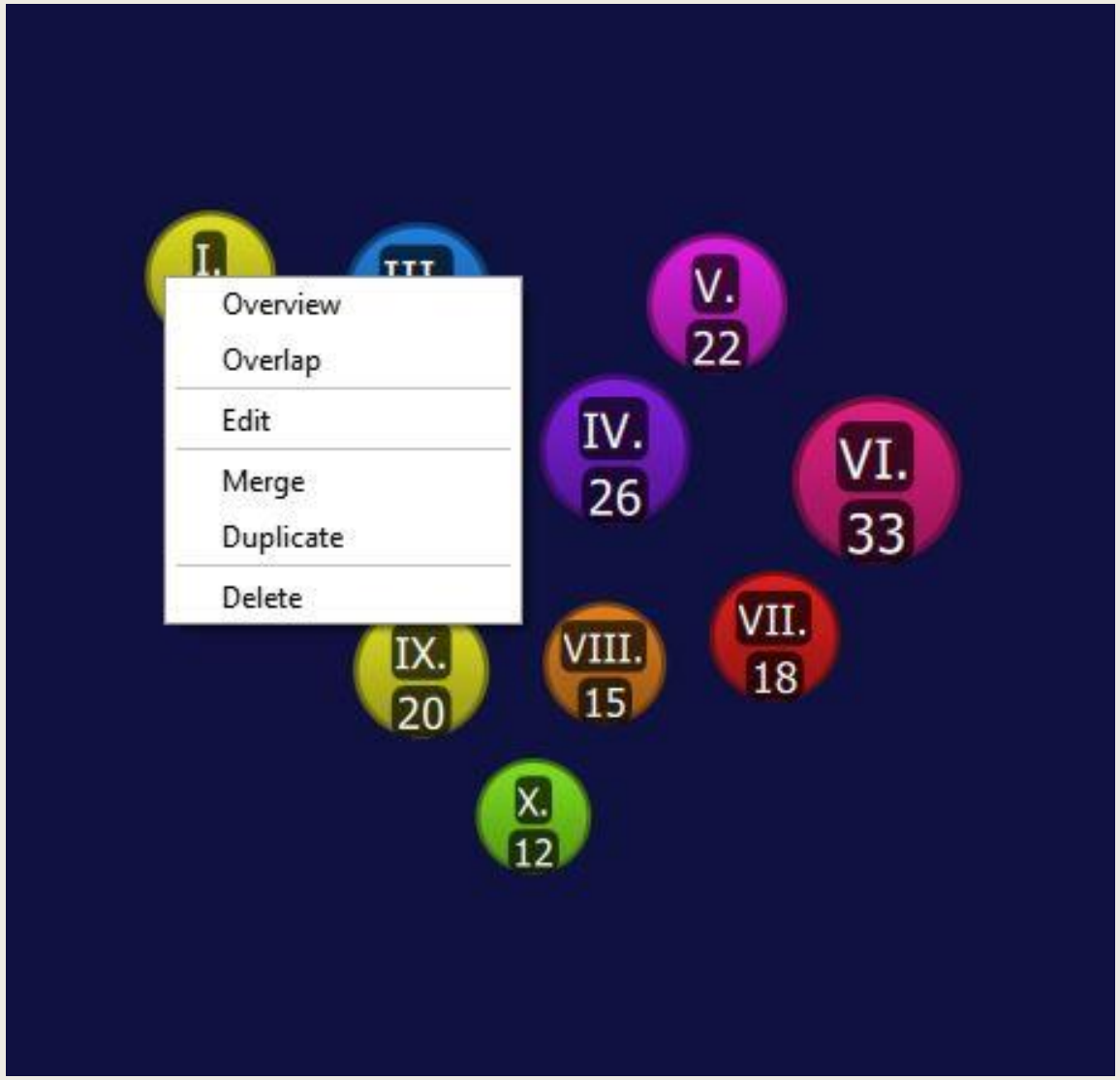

- Here is an example of searching the number “2” in ALL the transcripts uploaded.
- If you want to search for words, you can also choose other options, such as synonyms.

# Sources and Properties

- You can also edit the source properties. You can add gender, age, etc. They can be specific values or multiple choice options.
- Because the interviewees were mostly male, this feature might not be necessary for this project.
- One negative is that you cannot visualize the most mentions of one code from one source. For example, I will not be able to figure out that John Doe mentioned Pillar 1 the most out of the rest of the pillars during his interview.



# Right Click Options




- These are the options available when right-clicking on a specific code.
- In the “Edit” option, you can add a description, change the color, or add it to a specific group. However, for this project, groups seem unnecessary.

# Overview of One Code

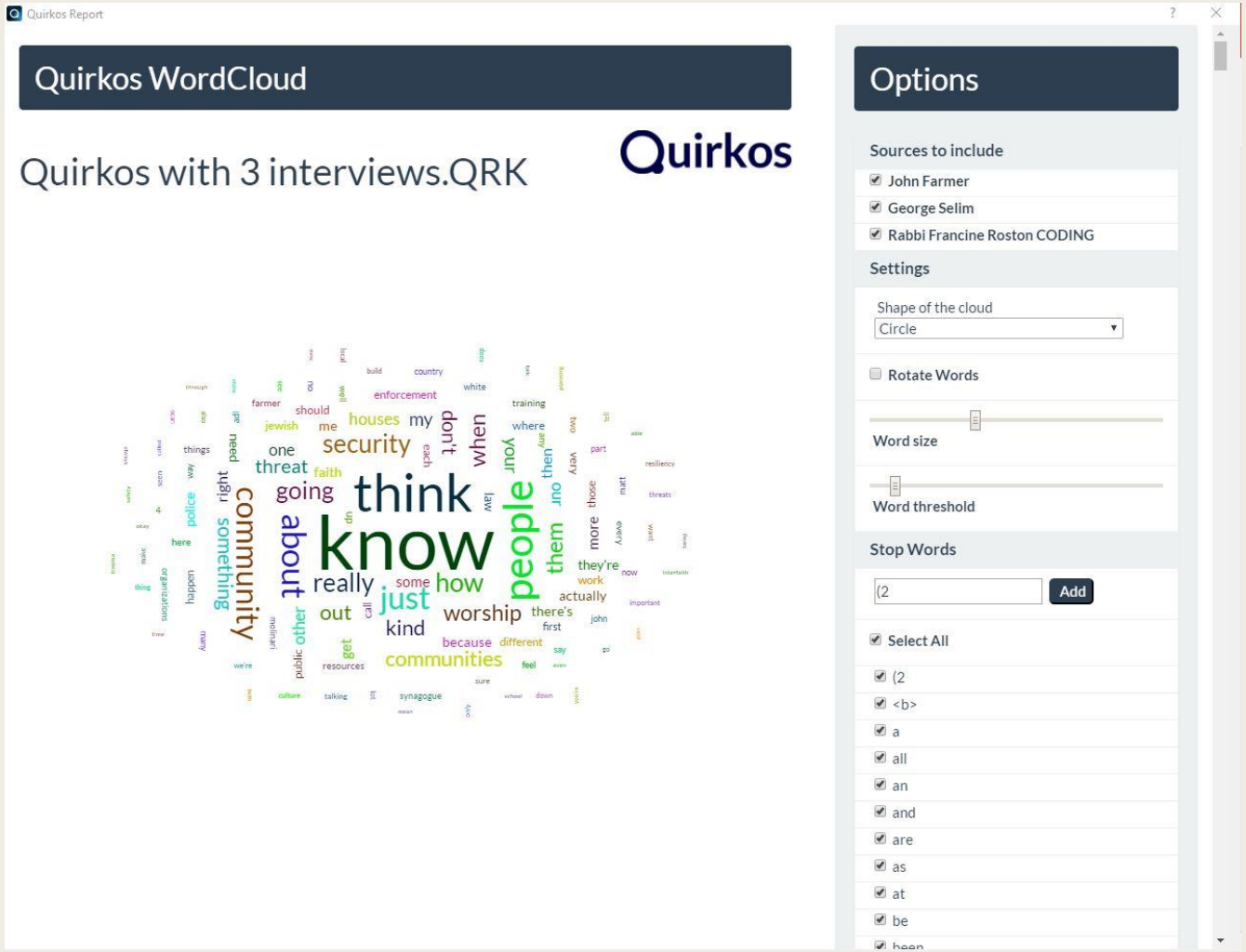
- This is an overview of the first pillar code. It shows the bubble, as well as all the coded transcript on the side.
- It also includes overlaps with other codes on the side panel.

# Overlap of Codes

- This is an overlap with Pillar 2 (using three interviews). It shows which other pillars were coded with Pillar 2 (i.e. 3 and 6).
- If you hover over one of the bubbles, it shows how many overlaps it has with Pillar 2, as well as the number of mentions from each source.
- However! Once more sources are added, you cannot scroll through and see how many times each source mentioned that specific pillar (as shown in the black box).

# Word Cloud

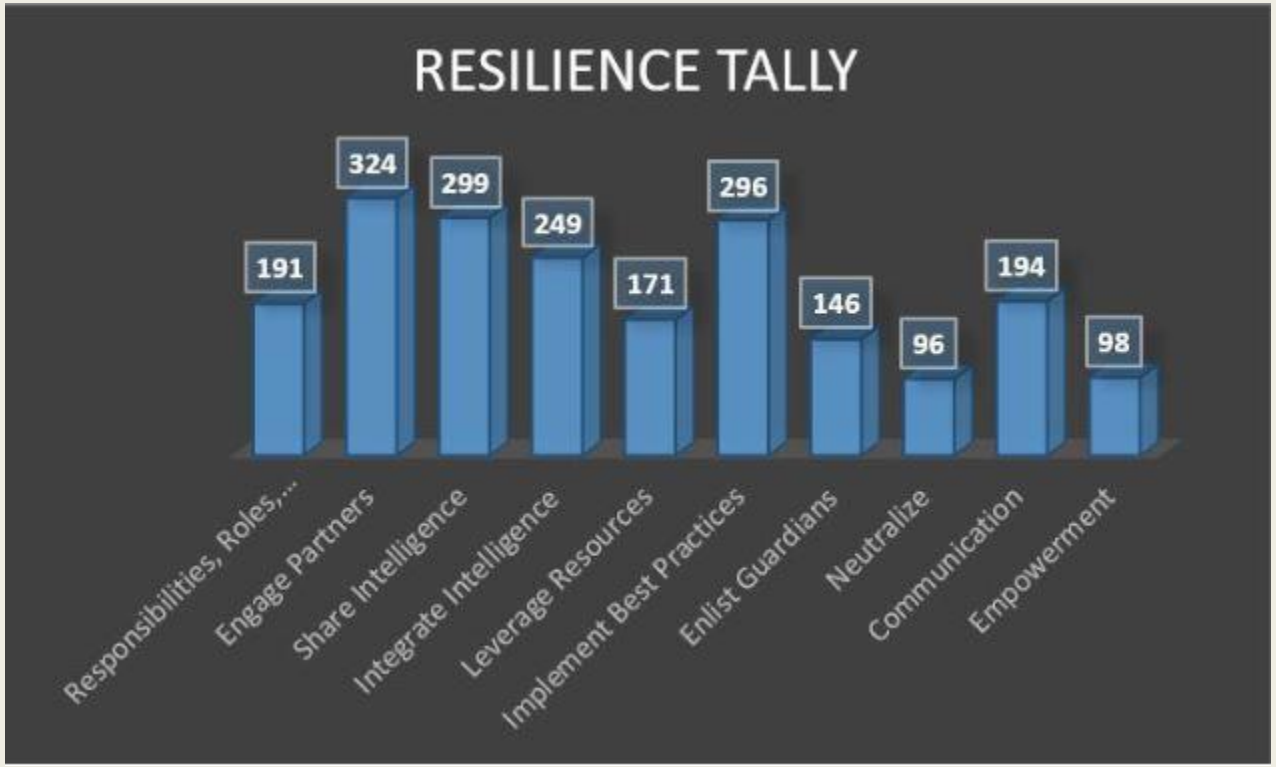
- Click the “Export” button on the home page, then select “Create Word Cloud”
- You can include/remove sources.
- You can change the shape of the cloud: circle, diamond, star, or triangle.
- You can increase/decrease the word threshold (or the number of words seen in the cloud).
- You can also increase/decrease the word size.
- Most importantly, you can remove certain words from the cloud by adding them to the “Stop Words” list.



# ANALYSES

What did the visuals show?

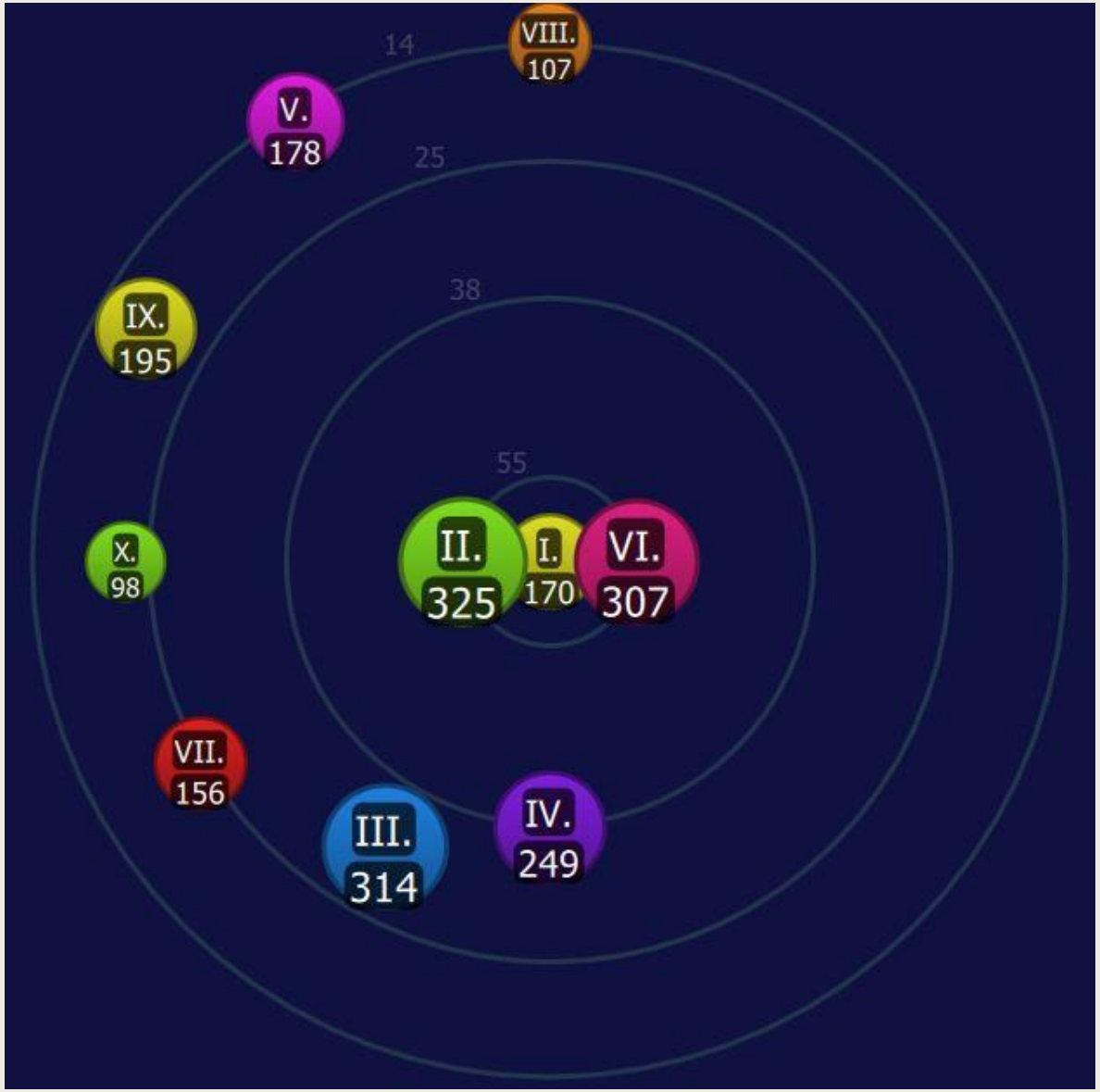
# All 31 Interviews Coded



There seems to be a large difference between the original tallies and the new ones from Quirkos. Pillar 1 has fewer counts, and Pillars 3, 6, 7, and 8 all have significantly more than the original. This could either be due to error in re-coding on Quirkos or an original miscount.

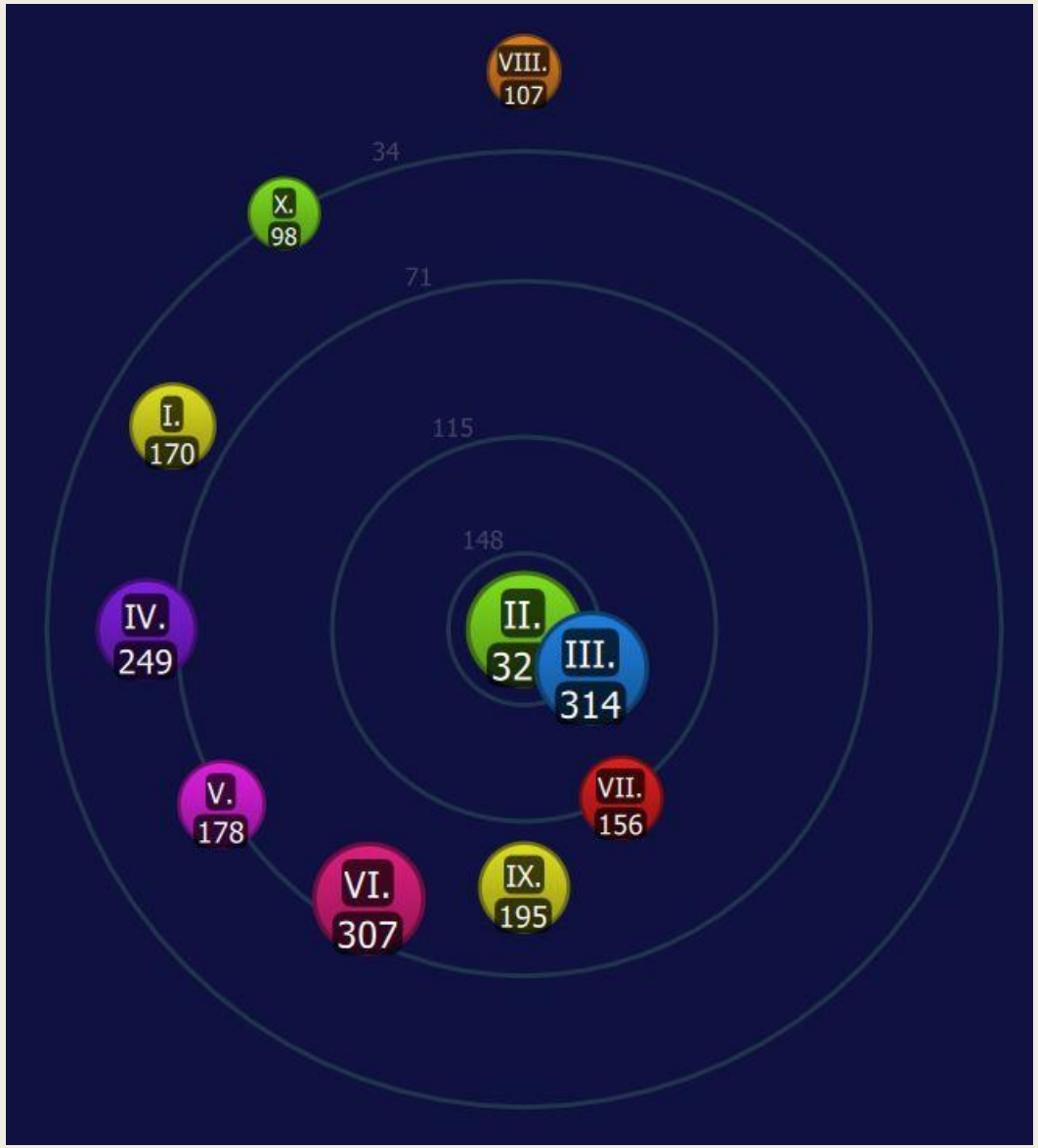
# Overlap with Pillar 1
## Resilience: R3

- Pillar 2: 55
- Pillar 3: 32
- Pillar 4: 38
- Pillar 5: 15
- Pillar 6: 55
- Pillar 7: 25
- Pillar 8: 14
- Pillar 9: 19
- Pillar 10: 23



# Overlap with Pillar 2
## Engage Partners

- Pillar 1: 55
- Pillar 3: 148
- Pillar 4: 63
- Pillar 5: 71
- Pillar 6: 82
- Pillar 7: 115
- Pillar 8: 12
- Pillar 9: 97
- Pillar 10: 34

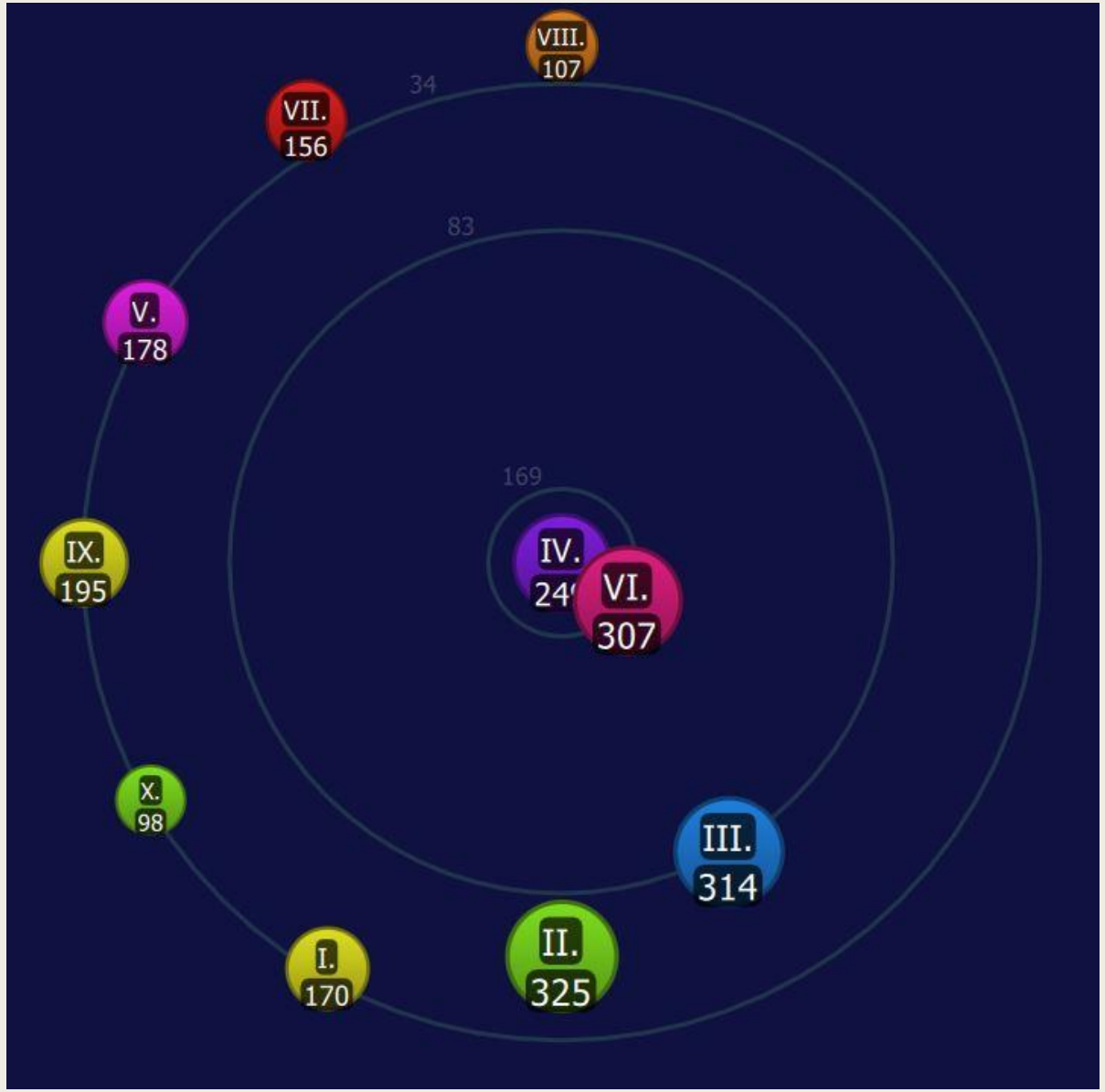


# Overlap with Pillar 3
## Share Intel & Info

- Pillar 1: 32
- Pillar 2: 148
- Pillar 4: 83
- Pillar 5: 50
- Pillar 6: 94
- Pillar 7: 49
- Pillar 8: 22
- Pillar 9: 132
- Pillar 10: 33

# Overlap with Pillar 4
## Integrate Intelligence

- Pillar 1: 48
- Pillar 2: 63
- Pillar 3: 83
- Pillar 5: 34
- Pillar 6: 169
- Pillar 7: 24
- Pillar 8: 22
- Pillar 9: 35
- Pillar 10: 36

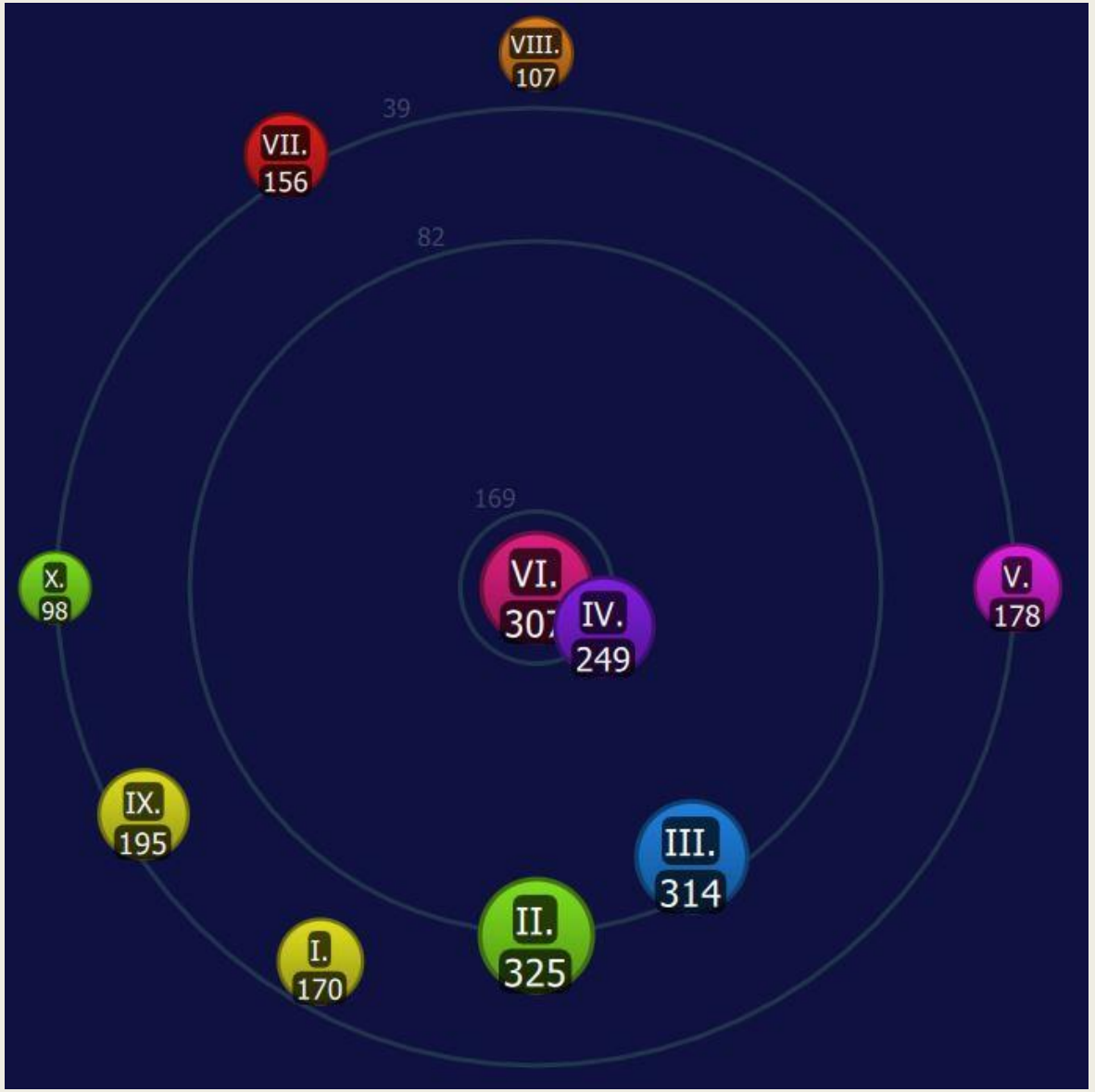


# Overlap with Pillar 5
## Leverage Resources

- Pillar 1: 15
- Pillar 2: 71
- Pillar 3: 50
- Pillar 4: 34
- Pillar 6: 39
- Pillar 7: 50
- Pillar 8: 8
- Pillar 9: 22
- Pillar 10: 21

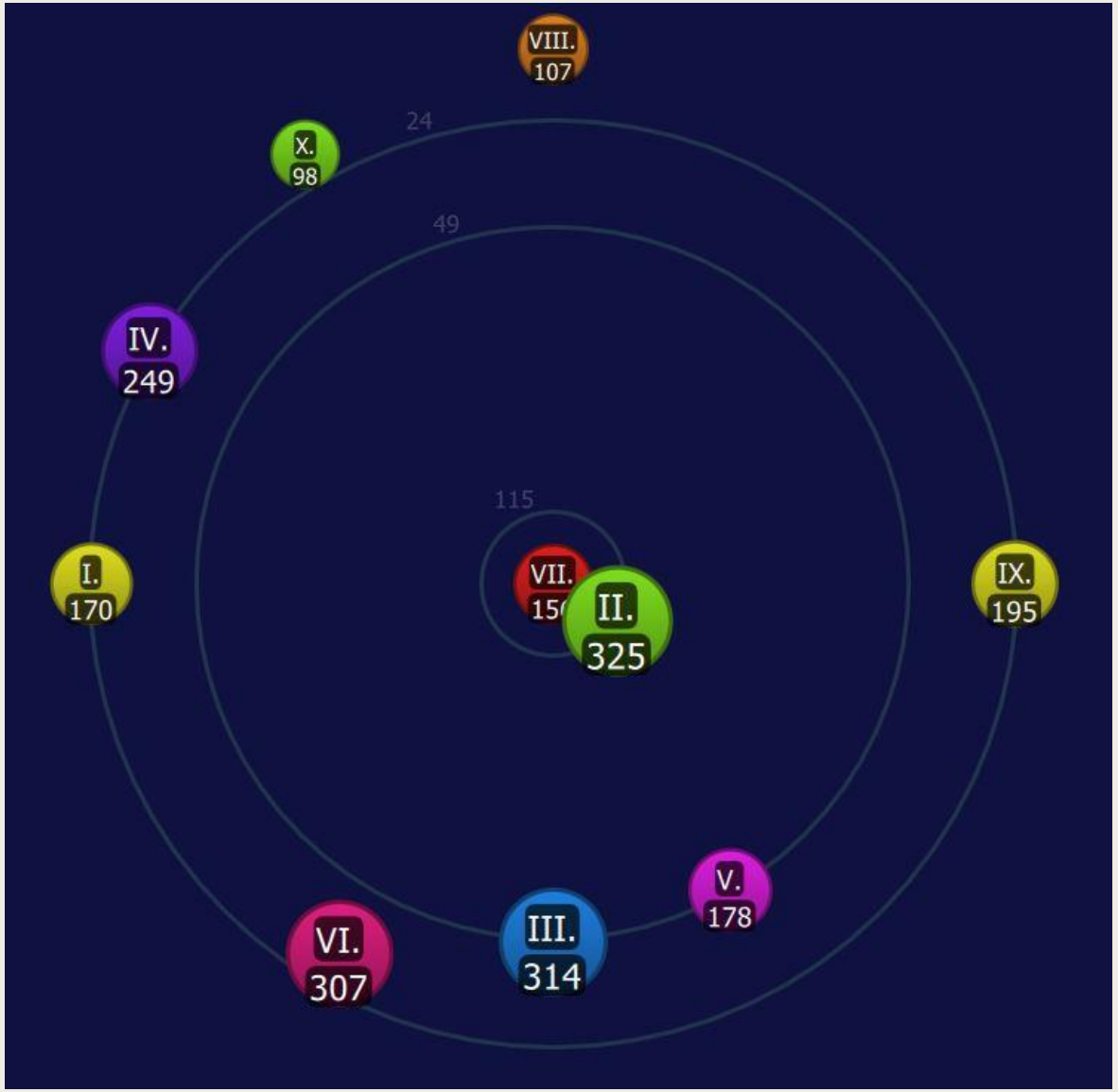
# Overlap with Pillar 6
## Implement Practices

- Pillar 1: 55
- Pillar 2: 82
- Pillar 3: 94
- Pillar 4: 169
- Pillar 5: 39
- Pillar 7: 33
- Pillar 8: 22
- Pillar 9: 48
- Pillar 10: 39



# Overlap with Pillar 7
## Enlist Guardians

- Pillar 1: 25
- Pillar 2: 115
- Pillar 3: 49
- Pillar 4: 24
- Pillar 5: 50
- Pillar 6: 33
- Pillar 8: 8
- Pillar 9: 25
- Pillar 10: 17

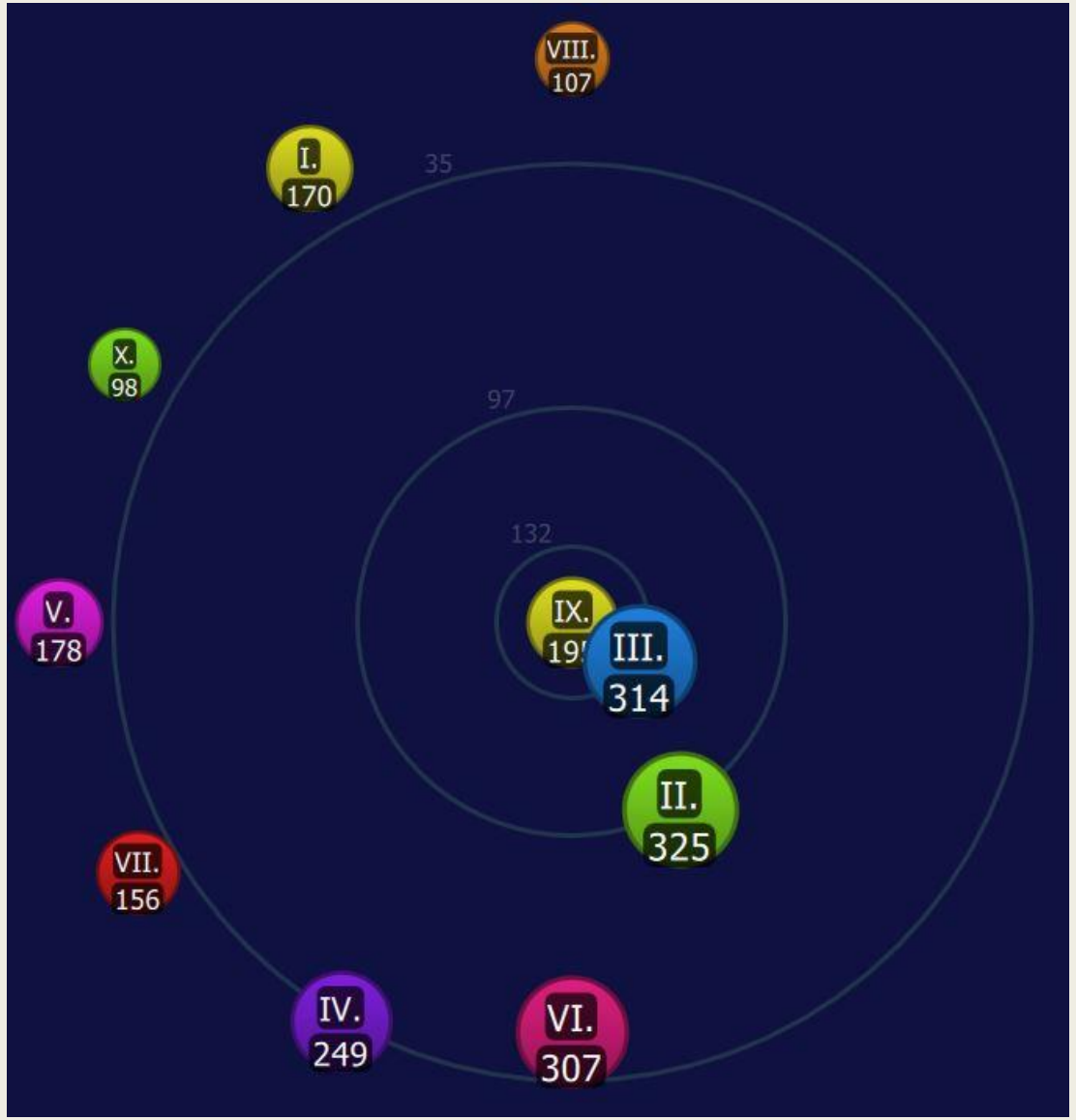


# Overlap with Pillar 8
## Neutralize Negatives

- Pillar 1: 14
- Pillar 2: 12
- Pillar 3: 22
- Pillar 4: 22
- Pillar 5: 8
- Pillar 6: 22
- Pillar 7: 8
- Pillar 9: 9
- Pillar 10: 14

# Overlap with Pillar 9
## Constant Communication

- Pillar 1: 19
- Pillar 2: 97
- Pillar 3: 132
- Pillar 4: 35
- Pillar 5: 22
- Pillar 6: 48
- Pillar 7: 25
- Pillar 8: 9
- Pillar 10: 21



# Overlap with Pillar 10
## Empowerment

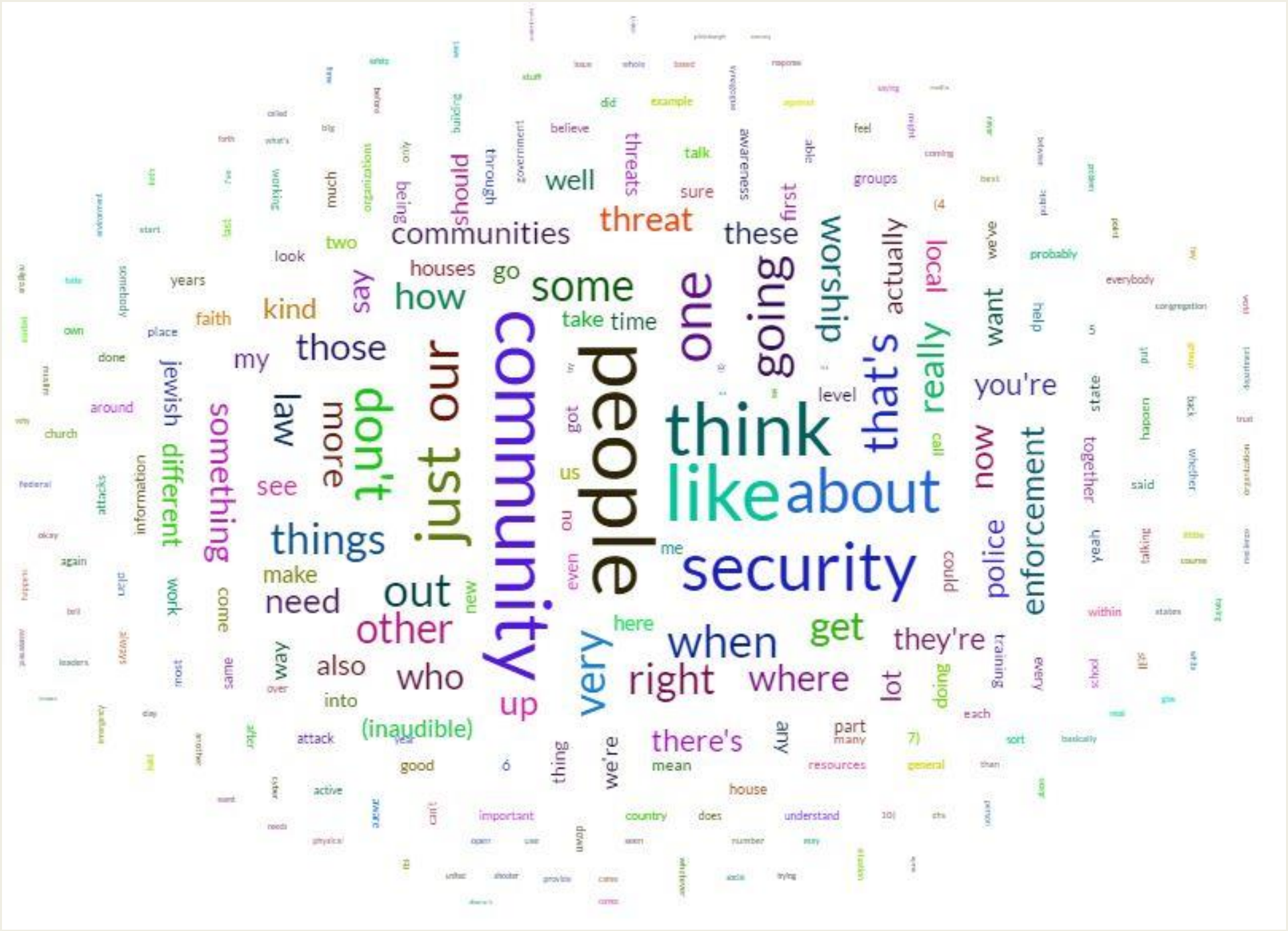
- Pillar 1: 23
- Pillar 2: 34
- Pillar 3: 33
- Pillar 4: 36
- Pillar 5: 21
- Pillar 6: 39
- Pillar 7: 17
- Pillar 8: 14
- Pillar 9: 21

# Overview of Overlaps:

| Pillar | High | Low |
|---|---|---|
| 1. Resilience | 2. Engage partners (55)<br>6. Implement best practices (55) | 8. Neutralize negative mindsets (14) |
| 2. Engage partners | 3. Share intel & info (148) | 8. Neutralize negative mindsets (12) |
| 3. Share intel & info | 2. Engage partners (148) | 8. Neutralize negative mindsets (22) |
| 4. Integrate intelligence | 6. Implement best practices (169) | 8. Neutralize negative mindsets (22) |
| 5. Leverage resources | 2. Engage partners (71) | 8. Neutralize negative mindsets (8) |
| 6. Implement best practices | 4. Integrate intelligence (169) | 8. Neutralize negative mindsets (22) |
| 7. Enlist guardians | 2. Engage partners (115) | 8. Neutralize negative mindsets (8) |
| 8. Neutralize negative mindsets | 3. Share intel & info (22)<br>4. Integrate intelligence (22)<br>6. Implement best practices (22) | 5. Leverage resources (8)<br>7. Enlist guardians (8) |
| 9. Constant communication | 3. Share intel & info (132) | 8. Neutralize negative mindsets (9) |
| 10. Empowerment | 6. Implement best practices (39) | 8. Neutralize negative mindsets (14) |

# What do the overlaps mean?

- Pillar 8 (Neutralize Negative Mindsets) overlapped with the other pillars the least.
  - *While important in RESILIENCE, it did not fit in with the other pillars and is more stand-alone. It was also mentioned the second fewest at 107.*
- Pillars 2 and 3, as well as 4 and 6, overlapped with each other the most.
  - *Engage Partners and Share Intelligence & Information are highly similar*
  - *Integrate Intelligence … and Implement Best Practices are highly similar*
- Pillar 2 (Engage Partners) and Pillar 6 (Implement Best Practices) were the highest overlaps in four pillars each. Pillar 3 (Share Intelligence & Information) was the highest overlap in three pillars.
  - *All three pillars are the highest mentioned: Pillar 2 at 325, Pillar 3 at 314, and Pillar 6 at 307.*
  - *Because they are the highest mentioned, they overlap the most with the other pillars and are probably the most important of the ten.*



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# Word Cloud Analysis

- As shown in the Word Cloud on the previous page, the words “people,” “community,” “think,” and “security” show up the most often in all 31 interviews.
- It shows how important it is that the community works together with its people and think about security in Houses of Worship.
- The RESILIENCE model can use these words to emphasize certain pillars (such as community with Engaging Partners or Enlisting Guardians).
- This Word Cloud is important in showing what the interviewees find most important about protecting Houses of Worship from targeted violence.

# New Ideas and Insights

- As shown in the overlaps, there are definitely many connections and similarities between each pillar. The current RESILIENCE model visualization shows a wheel with each pillar being a part of the whole, as well as one pillar being carried out throughout the whole process of resilience. Instead of having each pillar as its own separate part of the wheel, we can show these overlaps and have them more integrated with each other. Pillars 2, 3, and 6 overlapped the most with the others, so there should be some kind of visualization that shows their importance. Pillar 8 had the fewest number of overlaps, so it can be more standalone.

# Finally… is Quirkos a good software?

- In short, it will not be that useful for this project.
- It is good for coding transcripts and viewing overlaps; however, our interviews had already been coded and it was tedious re-coding them for this software.
- The shining star in this software is really the Word Cloud option.
- Besides overlaps and the Word Cloud, Quirkos does not have any other visualizations available.