

APPENDIX 1: Survey content.

Welcome to the FabLab Amsterdam survey!

This survey is part of a research project of Waag Society and VU University Amsterdam. The results of this survey will be processed anonymously to understand how the FabLab is being used.

It takes less than 5 minutes to complete it, but you need to answer all the questions. Respondents have the chance of winning a free day of work in the FabLab Amsterdam.

If you fill in this survey and your answers are particularly relevant, we may invite you to participate in a second phase through a single e-mail.

If you have questions about the research, please send them to **irene@waag.org**.

Thank you very much for your time and help!

Irene, embedded researcher VU University/ Waag Society

YOUR PROFILE

1. E-mail:

2. Age

0-19

20-29

30-39

40-49

50-59

60 +

3. Gender

- Female
- Male
- Other

4. Profession/ Background (keywords)

YOUR ACTIVITY IN THE FABLAB

(the questions in this section allow multiple answers)

5. How did you know about the FabLab Amsterdam?

- It was mentioned during my studies
- Someone I know told me about it
- I found it in the Internet
- Through Waag Society
- Through the FabLab network / association
- Other

6. How many times have you worked at the FabLab?

- 1-3
- 3-5
- 6-10
- 11 +

7. What has been your role at the FabLab?

- User
- Expert user (in digital fabrication)
- Volunteer
- Intern
- Other. Please specify:

8. What motivated your visits?

- Participate in a workshop
- Work for a particular project
- Learn about digital fabrication
- Other. Please specify:

9. When did you work?

- During open days
- During reserved (paid) days
- Workshops

10. What was the origin of the blueprints/files you used?

- They were provided in the FabLab
- Created by you
- Done by someone you know

- Done by someone you don't know
- Other. Please specify:

RESULTS

(the questions in this section allow multiple answers)

11. What was the result of your work?

- Pieces of art
- Objects (decorative or functional)
- Mock-ups
- Other. Please specify:

12. What was this result for?

- For my own use
- To give someone as a present
- To commercialize
- Just experiments
- Other. Please specify:

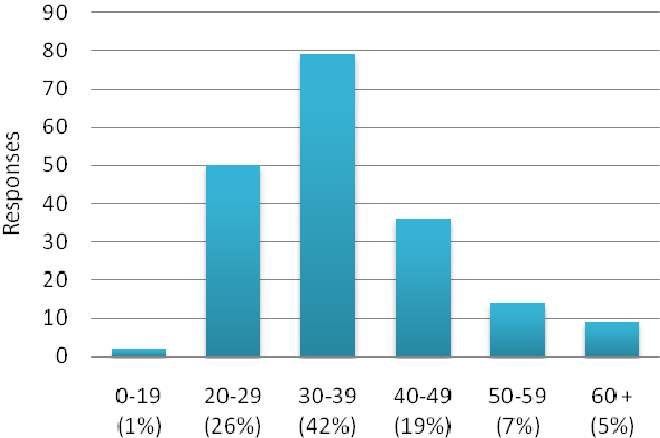
13. Would you like to receive the results of this survey?

- Yes
- No

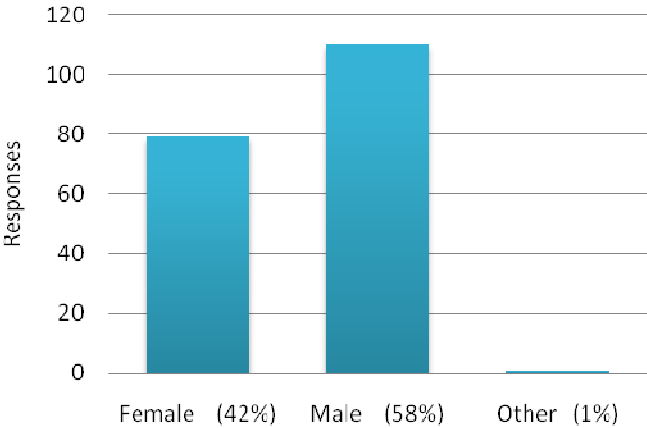
14. Do you have further comments about your use of the FabLab or this survey?

APPENDIX 2: Raw data collected through the survey (excluding e-mail address of respondents)

2) Age



3) Gender



4) Profession/ Background (keywords)

Designer
designer
Visual artist
project manager
Product designer
Product designer

Photographer / Graphic Designer
product designer
Photography/ communication/ social
industrial designer
Student/Product Designer
Jewellery design
Design for Relevant Purposes
visual artist
Software developer
Creative developer
artist
newly graduated fashion design
design architecture
designer
User Experience/ Industrial Design
designer/writer
Graphic designer
Education Advice
Industrial Design
Jewellery Designer
3D Visual Artist
Visual Art/ determine
Product Designer
Technical Theatre/ Computer Science
architecture student
product designer
Design/ animation/ media history
engineer
Master in Physics
industrial design
gallerist
artist designer
CAD tekenaar
computer scientist
Game Developer
lecturer artist musician

product designer
artist / civil engineer
product designer
jewelry designer
Designer
designer and builder
art
artist
designer
Manager Retailer NGO expert
designer
ICT Infrastructure Architect
Freelance software developer
Programmer
graphic designer
fashion design
Administrator/Professor
Student
architect
(Interaction)Designer
Designer
Market researcher
Product designer
creative director/designer
graphic design
Urban designer
interaction designer/ visual artist
Artist/ teacher
product designer
Sculptor/ artist/ technician
Photographer
Entrepreneur
Artist
multimedia design
artist cgi painter
Illustrator

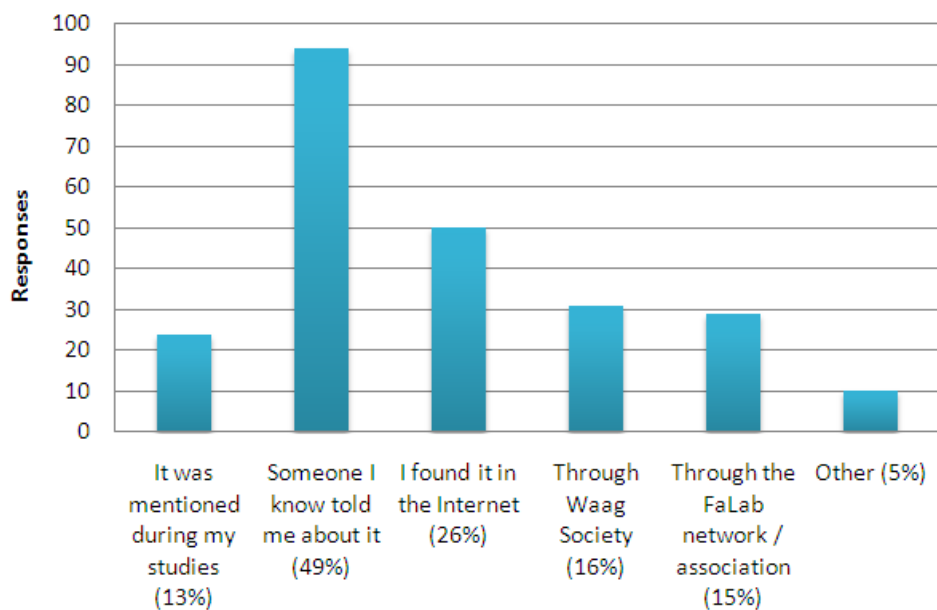
Product Designer
art architecture theater
Electronics and IT
Designer
cultural organizer
Financieel Directeur
MA fashion student
artist
Banker and publisher
Designer
Technician
designer artist
Designer
architect
political science/ programming/ internet development
Artist/ shop owner
Civil Engineer
Design Choreographer/ MSc Industrial Design Engineering
design
Artist (Printing techniques/ illustrations/ design)
designer
Artist/designer
fashion/product designer
Artist
material designer
designer
Teacher/ Tutor/ Inventor/ Manager
Building engineering/ architecture/ IT
landscape architect
3D Visualizer / Architect
graphic designer / artist
artist
Student Graphic Design
Web developer / 3D-printing pioneer
fashion designer
artist

Designer/ research assistant/ algorithmic design / information visualization/ information design/ fabber/ maker/ open government/ open data.
creative
exhibition developer
hands-on project manager/ Industrial Design
architecture
architect
graphic designer
Goldsmith/ designer
Strategy consultant
designer
designer/teacher/researcher
artist
designer
Manager/ IT systems integrator
it
designer accessories bags
Creative/ electronics/ computer/ hci/ interfaces/ android
architect
Mechanical/ metallurgical/ computer engineer/ artist/ teacher
sound researcher / designer
Web developer
ontwerper
designer
Industrial design engineer
artist / theatre maker
new media/ art/ design/ technology
Conservator in training
Designer
Freelance stylist / prints
design
Motion Graphics designer
stylist
visual artist/ video artist
Architect
Product Designer

industrial designer
Architect
Database marketing/ producer of classical music/ teacher
culture
Architect and interested in medialisation
architect
Video Installation Artist
product design
Artist/ Gerrit Rietvelds Academie
designer
multimedia designer
R&D engineer/ Dental/ materials/ processes
Sr. Mechanical Engineer
leisure manager
Restorer
Engineering/ md
IT/ bio-art/ media-art
film editor
Student (liberal arts & science)
Visual artist/ sculptor
Entrepreneur
industrial designer/ textiles materials trend fashion accessories
TU Delft IO
Architecture/ 3D modeling/ Consultant
bnm
education librarian
Law/ hotel owner/ art/ interior styling/ vintage dealer
architect
Building engineer
finance
Artist/ writer of children books
Psycholoog/ knutselaar
designer
artist
architect
software developer

Engineer
designer
graphic designer
Chauffeur/ Hobbys Design/ C4d and Photoshop
designer
Information Design
Designer/ photographer/ teacher
grafisch ontwerper
Fashion/ design/ concepting/ branding/ marketing/ retail/ graphic design
artist - architect

5) How did you know about the FabLab Amsterdam?

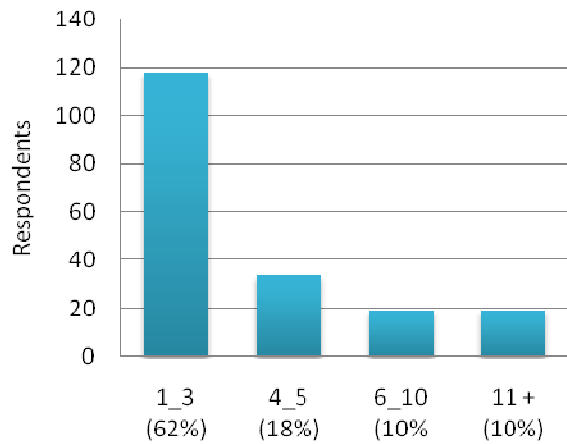


5. a) Other: Please specify

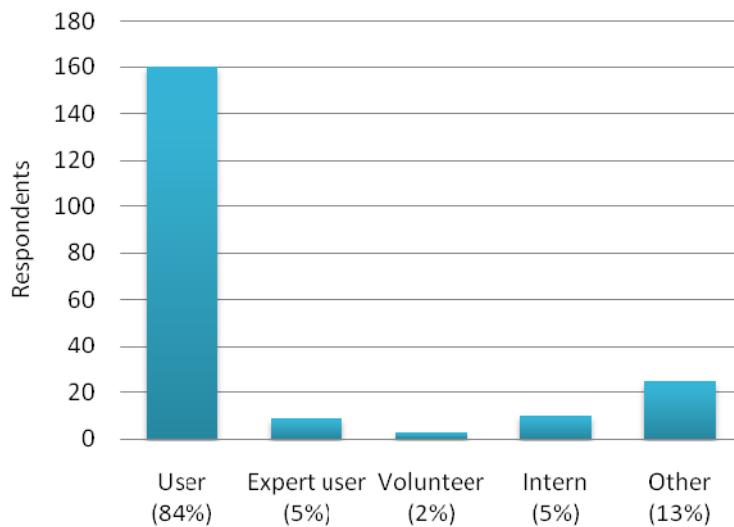
met the Fablab Manager in Indonesia
Newspaper

actively searched for a fab lab in Amsterdam
I did an internship there
I do not know how I got to know Fablab exactly, sorry..
It was mentioned during the opening of the Kamermaker in the Tolhuistuin
at the innovation beurs in Utrecht
fablab connected to exhibitions or events

6) How many times have you worked at the FabLab?



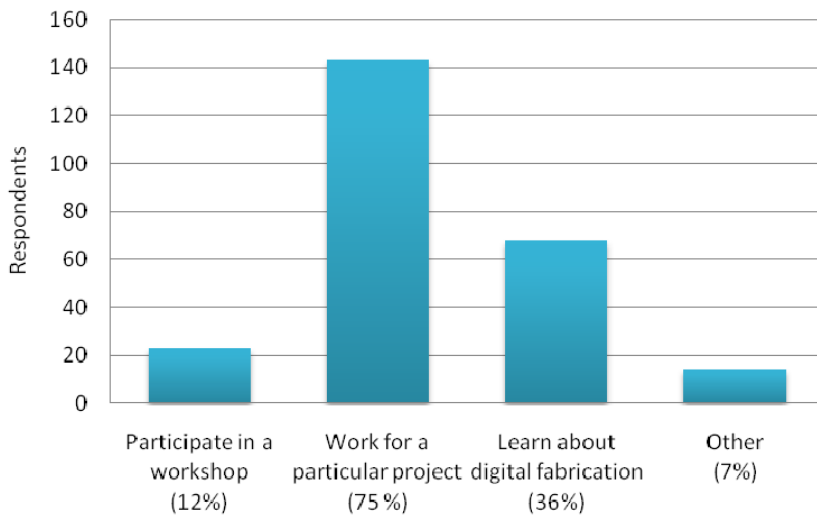
7) What has been your role at the FabLab?



7.a) Other: Please specify

Have never used it yet
haven't worked yet at the FabLab, but there is no option for that in the survey....
student, listener
the first initiation of under \$50 prosthetic workshop
Cooking
I participated a workshop
I used to work for Waag Society and I did some projects involving the use of Fablab
Skilled observer
visitor
non technical expert workshop leader making fermentation tanks
Interested in setting up a new fablab in Germany
Not been there yet.
learning about FabLab and 3D printing
guest
Trainee
helped put together fablab Helsinki
collaborator in workshop
collaboration cine gird
Didn't used it yet, go next month
office tea
visitor
Just interested in development, never worked at Fablab (question 1cannot handle that!), 3D printer at my work :-)
Bert brought me here to do the laser cutting

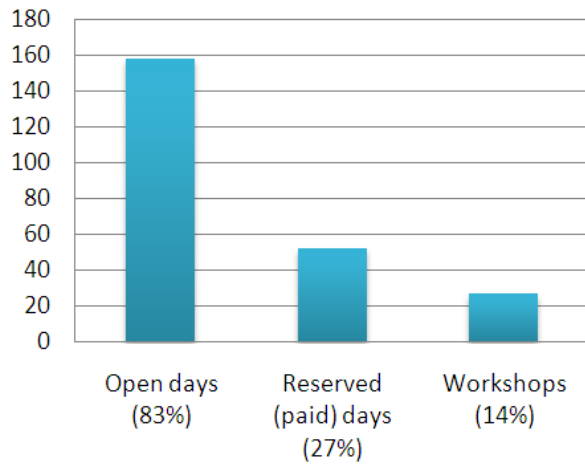
8) What motivated your visits?



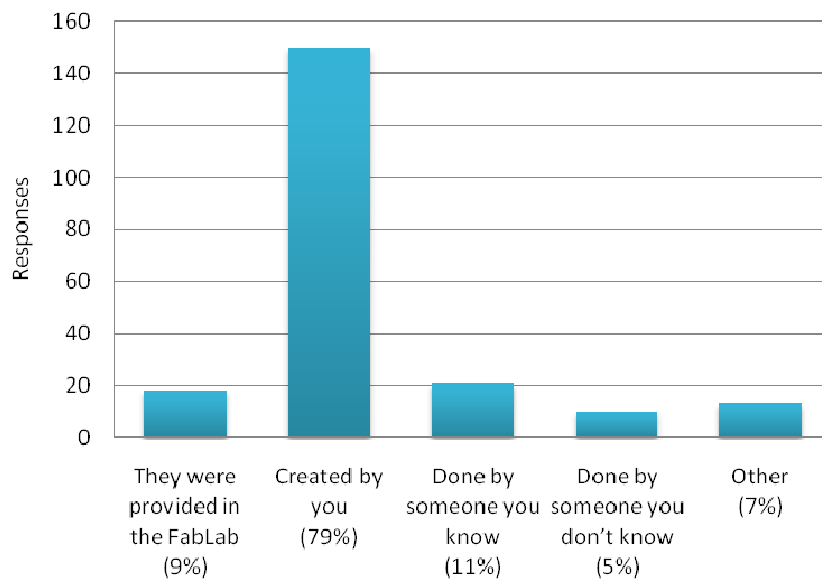
8.a) Other: Please specify

Never visited the fablab
I love making things. I am called an idea factory and it was like a dream come true to be able to make those things myself :)
Being part of a creative group
use facilities
contribute my skill and energy to this great idea of fablabs
interested in innovation
na
getting to know the machines and technology
curious about new technical developments, eg 3d printer
Traineeship
hanging around
only virtual, internet
advanced machinery

9) When did you work?



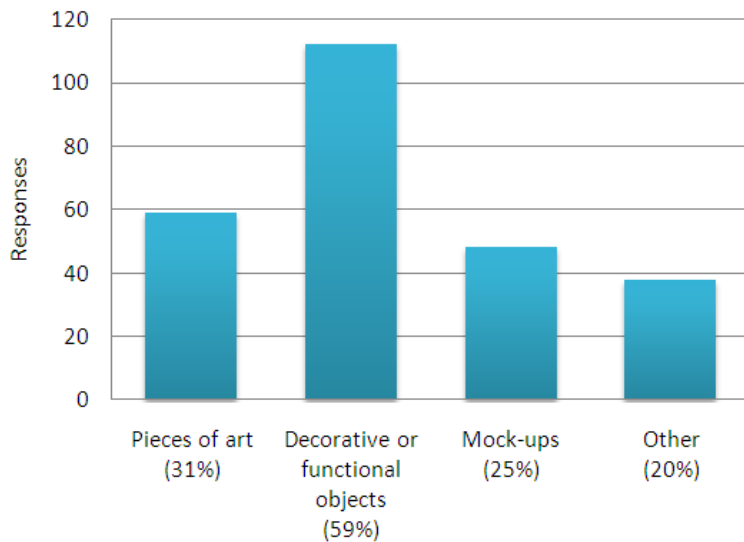
10) What was the origin of the blueprints/files you used?



10.a) Other: Please specify

have not used any blueprints yet
haven't worked yet at the FabLab, but there is no option for that in the survey....
we build the ideas together and then fablab makes it into reality
Cooking
none
both via open sources online and 'inverted' by workshop participants
Have not worked, I was shown around and discussed how the fablab is managed
na
I'm a teacher...
Don't know yet
none of the above
nothing

11) What was the result of your work?

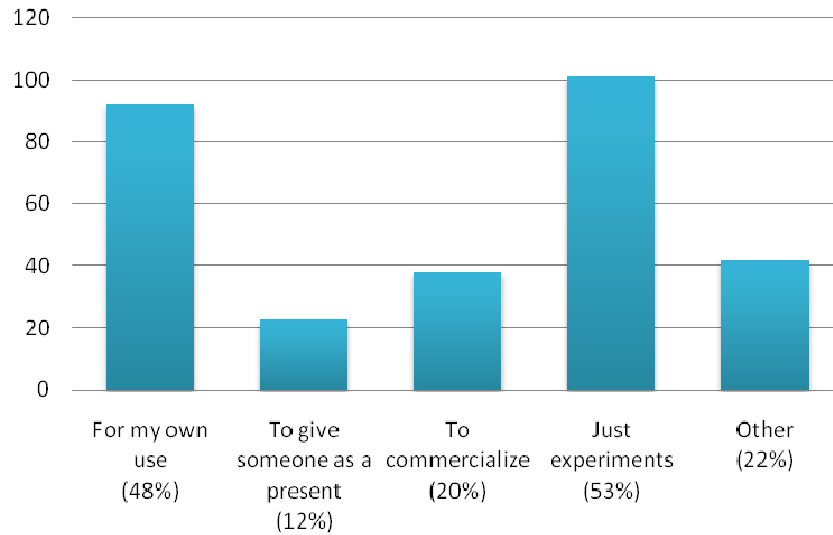


11.a) Other: Please specify

not yet any result
Experimentations/try outs

3d printer
signage and communication material (done on snijplotter)
knowledge, and meeting other people with the same interests
proto-types
Tool
Prototype components
Laser cutted mold pieces
experimental business cards
The prototype of a product we developed in part at the FabLab, for what's now becoming a viable business
I did not make anything yet
assisting design projects therefore never finishing my own
Circuit boards
none
working part
prototype'ish' objects
Ideas on how to setup received, lots of food for thought, inspiration, ththat is what I got ou of it
Try-outs
na
testing parts of a sculpture
electronics
reworked keyboard
no parts made, only learning what is possible by seeing pre-made parts
maquettes
3D printing, Google Sketchup
labels
artistic research
experiments, details for other bigger pieces
film
For my graduation I had to design fabrics.
writings
nothing
Lamp, table, circuit boards, other
working prototypes
prototypes for reproductions used in lessons and workshops, pieces for accessories

12) What was this result for?

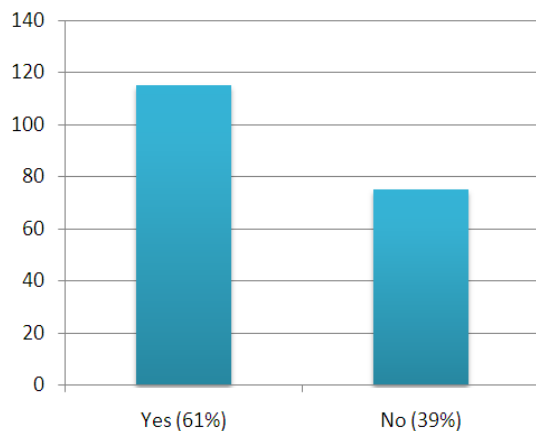


12. a) Other: Please specify

We created ornaments to use as decoration during an event
School Project
Projects for Creative Care Lab (Waag Society)
design experimentation
To improve the Fablab, Crafts
school
Graduation
exhibit
For communication during the exhibition of "opendag" at school
a prototype for the project
non commercial exhibition
exhibition
live event / exhibition in fablab
one was the 3D text for an award (given present) the other to make a digital machine work, and succeeded.
For use as a communication tool
Sharedmy experienc with a friend who is pursuing a business in digital fabrication
Commitment by museum in Hasselt.BE (z33)
na
for project communication

for use in large box with large buttons
for work
tests for an art piece, produced for the artist I work for
a test for an assignment for a private client.
Sign for exterior of music venue
competition art in public space
To teach students the possibilities of FabLab
public sculpture for cinekid festival
for an Artist-in-Residency project
prototype exhibition
exhibitions
study
project
sharing
prototypes for a primary school
the exhibition In de Rarekiek, presented by Foam and Soledad Senlle Art Foundation
prototype
Learning objects,
To learn and as stepping stones to other things
studies
prototypes used in workshops,
Study

13) Would you like to receive the results of this survey?



14) Do you have further comments about your use of the FabLab or this survey?

<p>I was visiting the website to see if I could just drop in - having found the Fablab at an earlier date when I was seeking out possibilities to use a laser cutter. That is now in the past, I am interested in 3d printing now and would love to visit Fablab on an open afternoon to check out the possibilities and see what is needed to operate such a printing device.</p>
<p>We were working together with 3 people and we got a lot of help from the people working at FabLab, I would definitely recommend it!</p>
<p>This is a nice space for everyone that wants to know more about digital process and production, getting used to the machine and creating amazing works.</p>
<p>I would really like to spend a day at the fablab for sure!</p>
<p>It is a little unclear where you are allowed to be, because the people that work there mostly seem uninterested to help you/ don't know what the machines do or how they work.</p>
<p>Like Alex says : People don't realize enough that a FabLab can be used to produce 'products' (and not only try outs).</p>
<p>Fantastic the Fablab can be used for experimenting.</p>
<p>I basically follow the FabLab because I'm interested in the workshops, but haven't been able to join yet due to work / time.</p>
<p>great opportunity for artists to experiment with technology and design</p>
<p>Open days are crowded. It would be great if there could be a max of people or something.</p>
<p>Very nice and friendly staff, very beautiful facilities. Some more information about the 3D-milling machine could be made available online, specifically that the possible depth (15 cm) does not include the drill and extraction and that a 15 cm block cannot be milled from 0 to 15 cm in one complete cycle.</p>
<p>The spelling of the word researcher on the front page of this survey makes me laugh ;-)</p>
<p>No...</p>
<p>After three times using the Fablab it was impossible to make another reservation. Not because the spaces were taken by others, but simply because the website seemed not to allow me to make a new reservation on any day. Even after phoning the Fablab, there was no way to finish the experiment I was working on. The in the first three working sessions so exiting experience was turned into a very disappointing experience. I never went back, with my half finished project.</p>
<p>Sometimes the laser cutter doesn't do the job very well. I haven't found out yet what the reason is. Is it the file I make or is it the machine. It would be nice if someone could explain that to me.</p>
<p>Nice and helpful personnel.</p>
<p>FabLab simply rocks.</p>
<p>fablab is great</p>
<p>I enjoy having Fablab available to me but I would like it better if there were more than just 2 days/wk when it could be used for free. I also would like a different method of reserving online. The system you use now has so many flaws I don't know where to begin. Also, it would be better if you limited the amount any one person can use the machines and that way more people can get to use it. I noticed that</p>

the machines tend to get monopolized.
I really needed and wanted to utilize the FabLab much more, but the schedule was very busy so I often needed to find alternative solutions.
all my answers are for using the Protospace FabLab, Utrecht. I never go to the Waag (I live in Amsterdam) because if I want to make a reservation for the laser cutter, the first moment will be in January!!!! (today is 6-11-12) It is ridiculous that somebody can make a reservation from 10.00-17.00 taking up a whole day. Most of the time using a laser cutter the machine is not constantly at work, because of preparing/changing drawings, cleaning up, preparing materials etc. If I go to Utrecht I have to wait but everybody gets their turn on the machine. If you want to use a machine for a longer time, go for the paid section.
Fantastic
thanks!
Fablab is an amazing place to try out new techniques and learn new ways of working. It's great that it has open days, i am very happy I found out about the fablab and that a place like this exist and is not only there for commercial gain. thanks!
I would advise that the Fablab be opened on Saturdays to allow more access for working individuals
I would like it to be more accessible outside office hours for non-commercial use. The reservation fee is high for non-Commercial use and there is no alternative way to make a day-off effective. Availability of paid suitable materials would be great.
There is a huge waiting list for some of the equipment (i.e. laser cutter), and when I went there earlier it seemed it was used for production work. All is fair of course, but if someone is able to block several days months in advance to produce a commercial item, the purpose is a bit at stake, imho.
I think paid days are too expensive and open days are too cheap
you are great!
no
just that FabLab is great!
The fablab does an excellent job of providing research opportunities in the name of creating. I was really struck by the quote I found on the door(a wood cutout) and the overall atmosphere at the fablab(Amsterdam). I was glad there actually are people who think the same about sharing and progression as I do. Really inspiring and motivating.
Curious about the survey's purpose...
The system with the reservations doesn't work perfectly. If a person with an appointment (you have to make a reservation really early in advance) doesn't show up the time is not used. This is a pity.
I really did not understand the embroidering machine and no one did. Expert help would be a great addition! Still great place, great idea!
excellent place, i always talk about it and recommend it to people interested in making something. it would be fantastic if there was more space in fablab to facilitate larger projects and not be so squeezed
No
Because the fablab now has a huge waiting list to use the machines I think the lab could be bigger. I also think that a small fee for the 'free days' can be paid by everyone so that investments on new machines

can be made.
The FabLab rocks! You should explore the possibility of opening the Lab on Tuesday and Thursday NIGHTS as well :) There's sooooo much machine time and creativity going to waste by abiding to old school working hours.. But maybe that wouldn't be commercially viable in terms of manpower..
The Fablab is a wonderful project. I hope it continues!
I love Fablab :-))
I need more technical and pragmatical information.
Keep the professionals as target group. Too early for the consumer.
I understood in my intern period only fragmented work is possible, because open source and commercial domain is switched over in a severe malfunction in the lab of Amsterdam
No
None
Lack of clear help. Cabfablab in den Haag provided more guidance for a novice user such as myself.
I would very much keep track of the developments of the lab
It was very insightful and interesting. My interest in fur definitively increased.
It's a nice place. The reason that i use it very little is that I did not build up social contacts around the fablab.
The staff of Fablab Amsterdam are very professional and supportive. I was very satisfied from the result but the machine was not good condition (technical problem of milling machine). Would be great, if they can get newer machine.
It would be great if the opening hour was more flexible. Specially for us who work full time and want to use FabLab for personal projects. Maybe it could be arranged by taking some sort of certificate so that you guys know that the user can handle the machine. And hence can work on his/her own. So basically you could hold a course that leads to a license that would also include insurance.
Totally happy that FabLab is around the corner, right mix of people and equipment helped me finish this project
To me working at Fablab felt a bit awkward. What is my relation to the lab; guest, client, colleague. This made me a bit uncertain about what I could and could not do. I think this is because Fablab introduces a new kind of work-relation. I wonder if it would be interesting to focus on developing that feel more explicitly... maybe it could enhance its functioning?
no
FabLab is very important for designers and artists
very good experience when I was there, and I learned a lot
The Fablab could be used by more people; it now looks like a workspace for (Art) academies and could expand in the field of private designers, inventors and entrepreneurs and thereby increase interaction with young academics.
Fantastic way of getting to know digital fabrication techniques. Keep up the good work!
The atmosphere was very pleasant, enthusiastic people / workers, I support the system of open source

and the idea of open work-days the idea of open days, that a low threshold for experimentation and innovation and technology accessible to everyone / artists
No
I did follow the Masterclass Ultimaker 7 in Utrecht. I am very content about the way it was given and the result.
i love fablab
it's great it's _open_
it is a great place !
it's great for any creative mind, designer and people who want to bring further any ideas
great that it exists!
FabLab is great!
I love the idea of having a fablab in the area, I think it supports innovation in a very accessible way
keep on going with fablab its great!
Thank you for the opportunity to work in the FabLab!
not so far.
Keep up the good work!!
It's fantastic a place like this exists! Accessible, low threshold, easy access, for free, open for experiments and even encouraging trying things out! No high eyebrows, supervision, or other crap. Just make your stuff and share the knowledge and experience. Fab!
wish it was less busy so that you can use the fablab more often.
I very much appreciate the opportunities the FabLab offers for experimentation. I intent to make use of the facilities more often. I really enjoyed the atmosphere and the willingness to help each other.
The survey is not working because I never used fab lab before, I do have a workshop planned though.
Not more than purely positive experience. And thankfulness for great support
I love the FABLAB, should be further integrated into all kinds of education. Making things is an extremely enriching process that too few people get to enjoy. Good Luck. Hope government will help fund expansion of FABlab concepts throughout the country.
great place great people (most of the time)
Nice opportunity to learn about new manufacturing possibilities. Thanx
The FabLab is a very good institution, it broaden enormous my horizon about the possibilities made by digital fabrication.
I think it is great that Fablab offers the opportunity for everybody to try out new ways of digital production themselves. There really is no other way of experimenting with it!!
I am very happy about the fablab and its open structure, it really stimulates the creative process and makes possible for me as a creative to develop fluently my ideas.
The survey is impossible to fill in correctly for just an interested person who has not (yet) worked with FabLab.
I got really great support from the staff members at the Fablab.

My primary goal (for now at least) is to learn as much as I can about digital fabrication and working with the different machines. So I try to hang out at the FabLab as much as I can, which is usually only a couple of hours (alas) in the afternoon on the open days. Other people doing their projects are a great source of inspiration for me and I like to watch when a machine is explained to them so that it won't be all new to me when I finally get around to using that machine. In that aspect I guess you could say I'm somewhat of an opportunistic fablabber. Now this may sound a bit odd, but I have found that visiting the FabLab helps me challenge the final remainder of my social anxiety. Probably because of the friendly atmosphere and the likeminded people. It's not the reason why I go, but you won't hear me complain about it either. ;)

no

it was a great experience to work with the shopbot.

Great that you exist!!

Love the FabLab!