



## CaMEO

Work Package 3

Deliverable 3.7

# [EVALUATION REPORT]

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## E-Platform evaluation report

### About this document

This is a summary report of the process will be written, documenting the key stages in the development of the product as well as the feedback from the two focus group sessions.

### Development stages

E-Platform development was done in several stages incrementally improving functionality, usability and content of the platform.

Main development stage can be divided into such parts:

1. Initial development – initial prototype development trying to reach the best possible result implementing ideas as stated in project proposal. Implementation method, way and provided content based on project partners' personal experience.
2. Development after pre-piloting test – unofficial idea, functionality, usability and content check with focus groups. Purpose was to check solutions and make changes if necessary even before official piloting with focus groups.
3. Development after piloting with focus groups.

### Amendments of product after pre-piloting and piloting test with focus groups

Stage 2 – pre-piloting test.

Comment from Piloting	Changes made
Not familiar with the EQF levels and how it works. Thus, the model should be explained. For instance whether it is 1 or 8 that is the "most competent".  Knowledge/skill/comp level: it should be made much clearer how these levels are defined. E.g. how does the scale work? Is 1 the highest or the lowest?	The explanatory text was added to the form of label tooltip informing about which level is lowest and which highest.
Why are there "boxes" in front of some of the descriptions? Are these supposed to be "bullet points"?	The default was changed. Now boxes are checked by default and employee needs to uncheck what does not fit his/her experience.
[e-platform learning material] needs scrolling up and down and left and right, which is not user friendly and uncomfortable.	Adjusted learning material embeds and scrolling is not needed.
On the print screens above you can see that there	This is fixed. No more multiple fields

are multiple fields, they appear several times.	appearing several times.
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## State 3 – changes after piloting with focus groups

Comment from Piloting	Changes has been made.
<p>"To improve, the fonts need to be increased.",            "I did not understand what I was supposed to do with the embedded slides in the beginning or how to read them. They are tiny and impossible to read.",            "Window is too small - too many scrollbars.",            "Sometimes there was too much text in the screen and too small."</p>	<p>It was improved.</p> <ol style="list-style-type: none"> <li>1. Increased tutorial iframe size so content fonts now become about 30% larger.</li> <li>2. User interface texts increased by 2px (from 16px to 18px) in most of cases</li> </ol>
<p>"Navigation" pane - where it says welcome etc., should be the first pane on the margin to the right. Followed by My Jobs. Help and administrations panes should be at the bottom."</p>	-
<p>"Enrollment in a course should be clearer. Not self-evident that you need to press "enroll" in a course.</p> <ul style="list-style-type: none"> <li>- I just started the course without "enrolling" and noticed only afterwards.</li> <li>- I was not able to enroll in the course (the button with the door). I did the courses, but I am not sure it was registered. I realized only after this has to be done under "administration" button on the side pane.</li> <li>- There should be an explanatory text saying what are the recommended steps on how to use the portal - on the home page, or the first time when you enter. Or is it not really necessary to "enroll"? What is the point? What is the difference between taking the course with or without enrollment? In both cases you are able to take and complete the course... If you dont enroll, it wont be registered that you have taken the course.</li> <li>- Suggestion: Make clear that one is just "view the course" / "go through the course", and ENROLL means it is registered to your profile?"</li> </ul>	<p>The auto enrollment feature was added, so user will never be asked to press button to be enrolled to course.</p>
<p>"Visual attractiveness of the e-platform: This site is very cluttered. It needs to be more streamlined and intuitive. Especially if this site is targeting my age group. Even though I have many years of experience within IT I still felt at times lost trying to find something as easy as creating a user. "</p>	<p>Unimportant learning platform features were removed and only most essential features were left. User interface reorganized to make things more clear.</p>
<p>"The site does have a lot of irrelevant subsystems (forum, messages, archive)."</p>	<p>That was improved. Most of not directly related features were hided.</p>

The links are not hyper-linked. Nor can you copy them. So you really cannot visit the websites from these links.	All links are now hyper-linked. They are all tested, up and running.
In Module 1, there is something that looks like it's a test but it's not clear. It should be clearly stated if it's a test.	The text was changed, so that the user can clearly see that this is a test.
There are some grammatical errors.	All grammatical errors were corrected.
When you get a wrong answer, you should be able to try again, or get the right answer! In Module 1, it just tells you that you got it wrong.	Now, when you get the wrong answer, you can either go back, reread something and try the test again, or just skip the test and move on.
In Module 1, when you get to the end of the Module and click Next, nothing happens.	At the end of all of the modules the links were added to go straight to the next module after completing the previous module.
In Module 2, some of the font is just too small and hard to read!	All fonts were increased to 14pt. If there were no possibilities to increase the font to 14pt, it was increased to the largest font available to fit in the slide.
In module 2 Slide 23, as soon as you click one answer it tells you that you got it wrong, even though it says 'check all that apply.'	The quiz was made as a multi-choice instead of single-choice quiz.
In module 2 several quizzes it gives you a response before you click 'submit'.	All the quizzes were changed to wait for the user to click submit before submitting.
In 'My Skills' Activity, after clicking 'review', it says 'incorrect' even though it is a self-assessment, and when I do a print-out, it says 'incorrect' and that I've failed. Given that this is supposed to be a positive exercise and self-assessment, this looks poorly.	The quiz was made survey like, so the answers are all correct and accepted. If you print-out, now it prints the chosen answers.
In module 5 the picture looks mean at the beginning slide	The picture was taken from module 2 beginning slide and put into module 5 beginning slide
In module 5 the picture in the next slide is too blurry	All blurry and unreadable images were removed from the modules.
Module 1 Slide 10 - Says 'all above'; This option should be put at the bottom	The option for randomizing the answers were disabled and now the button "all above" is always on the bottom.

Module 1 Slide 26 says 'this figure highlights' but there is no figure. Please delete that sentence.	This sentence was removed from the slide.
Module 1 Slide 43 - the answer is wrong. The correct answer should be 1. Geographic mobility.	The answer is now "Geographic mobility" as it should be.
<p>Module 2 Slide 11 Please change the message for an incorrect response to say:</p> <p>A better answer might be:  The ability to design websites- Practical skills  The ability to identify new solutions to complex problems -Thinking skills  Designing a new program, and teaching others how to use it - Competence  Understanding how a hard drive works - Knowledge</p>	<p>Changed the response text, when the answer is incorrect, to the text below:</p> <p>A better answer might be:  The ability to design websites  Practical skills  The ability to identify new solutions to complex problems - Thinking skills  Designing a new program, and teaching others how to use it - Competence  Understanding how a hard drive works - Knowledge</p>
Module 2 Slide 13 - the box on the left is too big and interferes with the text on the left	All text blocks which interferes with the text on the right, are now all custom sized to fit in the slide and not interfere with other objects.
<p>Module 2 Slide 18 - the two links do not work on the bottom. Please delete them and instead include this one:</p> <p><a href="http://relaunch.ecompetences.eu/e-cf-overview/">http://relaunch.ecompetences.eu/e-cf-overview/</a></p>	<p>Those two links were deleted and replaced with <a href="http://relaunch.ecompetences.eu/e-cf-overview/">http://relaunch.ecompetences.eu/e-cf-overview/</a></p>
<p>Module 2 Slice 20 - please change the message for an incorrect response to say:</p> <p>The correct answers are:</p> <p>Business Analyst -Business Development Manager  Developer - Programmer  ICT Security Manager - Security Service Personal  Service Desk Agent - Helpdesk Professional  Systems Administrator - Enterprise Administrator  Test Specialist- Software Tester</p>	<p>Changed the response text, when the answer is incorrect, to the text below:</p> <p>The correct answers are:</p> <p>Business Analyst -Business Development Manager  Developer - Programmer  ICT Security Manager - Security Service Personal  Service Desk Agent - Helpdesk Professional  Systems Administrator - Enterprise Administrator  Test Specialist- Software Tester</p>
Module 2 Slide 28 Answer should not be case sensitive. Please add as additional correct answers:	Answers changed to be not case sensitive. Also the additional correct answers were added.

<p>european e-competence framework the european e-competence framework European e-competence framework</p>	
<p>Module 2 Slide 23, Can you change the 'incorrect' message to say:</p> <p>Incorrect. Your proven ability to program a computer is an example of skill.</p>	<p>Changed the response text, when the answer is incorrect, to the text below:</p> <p>Incorrect. Your proven ability to program a computer is an example of skill.</p>
<p>Module 4 Slide 4 - Can you add an option 'All of the above' (please put this option on the bottom) change the incorrect message to say: 'These are all examples of soft skills'</p>	<p>Added an option below "All of the above". Also changed the incorrect message to say: 'These are all examples of soft skills'</p>
<p>Module 4 Slide 18 Please change the 'incorrect' message to say</p> <p>The Correct Choices are:  Communication skills  Customer service skills  Being proactive and taking initiative  Inter-cultural skills</p>	<p>Changed the incorrect message to say:</p> <p>The Correct Choices are:  Communication skills  Customer service skills  Being proactive and taking initiative  Inter-cultural skills</p>
<p>Module 4 Slide 19 Please change the 'incorrect' message to say</p> <p>You did not select the correct response. Suggested answers are: Communication skills, HR Management, Pro-activity, Being customer-oriented, Leadership, Teamwork, Decision-making, Management capacity, Capacity of analysis, and Management skills</p>	<p>The incorrect message was changed to say:</p> <p>"You did not select the correct response. Suggested answers are: Communication skills, HR Management, Pro-activity, Being customer-oriented, Leadership, Teamwork, Decision-making, Management capacity, Capacity of analysis, and Management skills"</p>

## Conclusion

Piloting of e-Platform was extremely useful. Platform was improvement according to real needs of real users and now seems to be much more robust, friendly and useful for target users.