

# PRO-STRATEGY GUIDE

## Verification report

Project / Pro-Strategy Guide, LLP, Leonardo da Vinci, TOI  
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Work package leader / PROFES -Poland  
Deliverable / 20 – Verification report

Project partners /



Kaunas Science and  
Technology Park



# Introduction to the verification report

## 1. Background and overview on the PRO-STRATEGY GUIDE project

PRO-STRATEGY GUIDE is a transfer of Innovation Leonardo Da Vinci (LDV) project based on the Strategy Train project results and products.

The project is built around the idea that clear strategic planning is the most important indicator for innovation and development processes, for a balanced growth and strengthening the company profile.

Planning strategically provides a competitive advantage to enterprises and allows not only reacting to market fluctuations but to analysing and developing medium and longer term concepts for entering new markets and developing new business models. It is also a requirement for being innovative enterprise and to safeguard jobs.

While in big enterprises setting up and implementing strategic development processes is very well handled as it is considered as an important area, it is not always the case in SMEs. Although it is true that they do have business plans, there is less evidence of strategic thinking in comparison to larger businesses. This observation is also supported by studies about training needs in SMEs.

Hence, the goal of PRO-STRATEGY project is to develop innovative learning models including innovative learning environments and learning contents in order to address the specific needs of the target group (e.g. time and place flexibility), is adoptable and modular (e.g. different backgrounds, sectors) and reflects the practical needs of the end users.

The learning models and contents will consider strengths of on-site and e-learning (blended learning) and will include facilities for transnational virtual collaboration (virtual learning groups, study cycles and coaching as a tool for teachers and trainers). The main products will be available in five languages (EN, LT, ES, PL, IT).

### **Tangible Outcomes**

- Implementation of PRO-STRATEGY GUIDE contents.
- Tutorial of implementation learning culture in organization, qualitative learning system.

### **Intangible Outcomes**

- Insights and knowledge sharing.
- More innovative and productive staff members and trainers.
- Wider dissemination through extensive networks of local and international partners.

In the future the prime impact would be for the target group beneficiaries who become more productive and competitive in the local region. That means more innovative human and knowledge capital, more technological society.

## 2. Verification report procedure

The aim of this report is to present progress that has been made on the platform regarding conclusions derived from implemented testing procedures.

In this report testing procedures will be reminded and described very shortly in order to present the logic of those actions and achieved effects. Three testing procedure that were implemented during the project allowed to see the results from different perspectives - especially, opinions of target groups representatives were important. Due to conducted research authors of the PRO-STRATEGY Guide platform could notice areas for further development and improvements. After testing procedures implemented among SMEs and trainers/consultants final reports were prepared with list of potential improvements. In this report those list will be the reference point for presenting the modifications that were implemented on the platform throughout the project - the verification report will be mostly dedicated to present the improvements implemented on the PRO-STRATEGY Guide platform as it is the place where all main results are collected.

## Testing procedures - summary and effects

### 1. What procedures were introduced in the project?

Throughout the project we implemented three testing procedures:

- 1) **Internal testing procedure - the objective was to verify the content of the Flashcards. Following procedure was accepted and implemented by all Partners:**

- a) *Stage 1: Peer Review*

Authors of Flashcards (Hominem, KRIC, Euroform and PROFES) give each other a feedback. In some organization not only authors were engaged in this procedure.

PROFES as WP7 leader created a template accepted by all Partners. This template was used as a standard for providing the feedback (it is attached in this report). Moreover, MERIG as internal Quality Assurance expert also provided the peer-review. Each Flashcard has been reviewed by at least 4 person from other organisations which all together gives the result of 120 feedbacks uploaded on on-line internal communication platform.

- b) *Stage 2: Improvement (round 1)*

After receiving all feedbacks, authors incorporated the most important and crucial suggestions and uploaded the improved versions on the on-line platform.

- c) *Stage 3: Final verification*

MERIG as project evaluator expert was responsible for conducting the final quality review of provided final Flashcards versions. The goal of this procedure was to check whether the most important suggestions were implemented by authors. The feedback was provided on standardized form and uploaded on the on-line platform.

- d) *Stage 4: Improvement (round 2)*

In case more improvements were necessary to achieve high quality of Flashcard, authors were asked to include amendments. After that all Flashcards (the content) were ready to start being translated and digitalized.

- 2) **Testing procedure conducted among SMEs - the objective was to verify main results (Pro-Strategy Guide content - Flashcards, innovative formats and e-learning environment) by representatives of SMEs (owners, managers). Following procedure was implemented:**

- a) *Stage 1: Preparation of unified questionnaire, translation to national languages*

All Partners were engaged in preparing questionnaire with testing questions. Questions referred to main results of the project. Then questionnaire was translated into 4 national languages.

- b) *Stage 2: Conducting research in 4 countries: Poland, Italy, Lithuania and Spain*

By using on-line tool research was conducted in 4 countries. MERIG acted as Quality Assurance Manager. The goal was 100 respondents (SMEs representatives).

- c) *Stage 3: Preparing testing report*

After collecting required number of answers data was carefully analysed in order to prepare the testing report. The report contained conclusions that would be necessary to implement improvements.

3) Testing procedure conducted among trainers/consultants working with SMEs - the objective was to verify main results (Pro-Strategy Guide content - Flashcards, innovative formats and e-learning environment, Tutorial for building and implementing innovative learning culture) by trainers/consultants working with SMEs. Following procedure was implemented:

a) *Stage 1: Preparation of unified questionnaire and case test template, translation to national languages*

All Partners were engaged in preparing questionnaire with testing questions. Questions referred to main results of the project. Then questionnaire was translated into 4 national languages. Additionally, in order to identify potential technical and user experience troubles, case test template was prepared and distributed among respondents.

b) *Stage 2: Conducting research in 4 countries: Poland, Italy, Lithuania and Spain*

By using on-line tool research was conducted in 4 countries. MERIG acted as Quality Assurance Manager. The goal was 50 respondents (SMEs representatives). Also case test templates were collected.

c) *Stage 3: Preparing testing report*

After collecting required number of answers data was carefully analysed in order to prepare the testing report. The report contained conclusions that would be necessary to implement improvements.

## 2. Testing procedure: SMEs - general opinion about the platform

### PRO-STRATEGY Guide

This section presents general perception of the platform. In order to examine the general opinion respondents had to ask following questions. To identify what they would like to see improved they were also asked an open questions. Their answers are presented below.

**Overall, how satisfied are you with the PRO-STRATEGY Guide learning formats as well as the e-learning environment?**

Answer	Overall	Percentage	Italy	Poland	Lithuania	Spain
Very satisfied	9	10,23%	3	2	4	0
Satisfied	52	59,09%	17	12	15	8
Neutral	21	23,86%	3	8	7	3
Dissatisfied	2	2,27%	0	0	0	2
Very dissatisfied	1	1,14%	1	0	0	0
No answer	3	3,41%	2	1	0	0

#### Comments

- SP: Very quick and straight forward but at the beginning it is not clear how to access
- SP: The contents are very well elaborated and the formats too. May be they need to go a little bit deeper.

#### Conclusions:

- 59,09% respondents were satisfied with the PRO-STRATEGY Guide platform and 10,23% were very satisfied
- 23,86% respondents remained neutral
- In Italy, Poland, Lithuania and Spain the majority of respondents were satisfied

**Overall, how satisfied are you with the PRO-STRATEGY Guide learning system (the course as whole)?**

Answer	Overall	Percentage	Italy	Poland	Lithuania	Spain
Very satisfied	8	9,09%	2	3	3	0
Satisfied	53	60,23%	18	12	17	6
Neutral	22	25,00%	5	6	5	6
Dissatisfied	2	2,27%	1	1	0	0
Very dissatisfied	1	1,14%	0	0	1	0
No answer	2	2,27%	0	1	0	1

#### Comments

- It's complicated to switch between the various sections . The platform is not very user-friendly and it has some conceptual bugs.
- The word cloud is a good idea in itself but in my opinion, with only 6 entries, it doesn't make sense.
- The Good Practice Catalogue looks like a nice idea, but it seems too concise: you should deepen the examples provided (v. Starbucks).

- The summary, as it is, for location and content, does not convince me.
- Excellent tool. However, the topics should be made through shorter descriptions. It could be that, combined with animations, they become difficult to read.

### Conclusions:

- Overall, 60,23% respondents were satisfied with the PRO-STRATEGY Guide course and when taking those satisfied and very satisfied the result is 69,32%.
- 25% respondents were neutral and 3,41% were not satisfied with the platform
- In Italy, Poland and Lithuania most respondents chose "satisfied" and in Spain the same number were "satisfied" and "neutral"
- Respondents advised to work on words cloud, good practice catalogue and summary as well to improve navigation.

### 1. How likely are you to:

#### Return to this website?

Answer	Overall	Percentage	Italy	Poland	Lithuania	Spain
Very likely	31	35,23%	5	7	16	3
Somewhat likely	42	47,73%	18	11	7	6
Somewhat unlikely	11	12,50%	2	3	3	3
Not at all likely	2	2,27%	1	1	0	0
No answer	2	2,27%	0	1	0	1

#### Recommend this website?

Answer	Overall	Percentage	Italy	Poland	Lithuania	Spain
Very likely	28	31,82%	7	6	13	2
Somewhat likely	47	53,41%	16	14	8	9
Somewhat unlikely	7	7,95%	2	1	3	1
Not at all likely	4	4,55%	1	1	2	0
No answer	2	2,27%	0	1	0	1

### Conclusions:

- 82,95% respondents would like to return on the platform (35,23% said that they were very likely to return and 47,73% somewhat likely)
- 85,23% respondents would like to recommend the platform (31,82% were very likely to recommend the platform and 53,41% somewhat likely)
- In Italy, Poland and Spain most respondents were "somewhat likely" to return to the platform, while in Lithuania were "very likely" to return
- In Italy, Poland and Spain most respondents were "somewhat likely" to recommend the platform to others, while in Lithuania most respondents were "very likely" to recommend it

## What would you like to see improved in the future on the PRO-STRATEGY Guide e-learning platform?

### Response

- IT: More variety and layering of contents, in order to allow you to address both to junior and senior profiles. The interaction between users, in the current state, is only potential. We must consider how will be the level of interaction in the forum, when work will be finished.
- IT: Registration mode
- IT: The structure of the units
- IT: The registration should be simplified
- PL: Larger font or possibility to enlarge it
- PL: Maybe it will be also a good idea to put the materials off-line - prepare them as pdf ready for downloading
- PL: Maybe it would be a good idea to make the interface more attractive (in terms of colours)
- PL: Improve the navigation between Flashcards
- PL: Create modern graphics, improve the content structure
- PL: The most important - graphics as it is on a very base level. More attractive interface will attract users. It is also advisable to add the results in activities and enabling users to fill the answers direct in the activity (and not download the pdf files)
- SP: A menu that shows where I´m while learning.
- SP: A space where I can see the % of the content viewed, the time spent and the level of success.
- LT: Greater variety of topics.
- LT: Install of more practical tasks .
- LT: To choose case studies from each country.
- LT: User interface.
- LT: To decompose theoretical part, in order to make it more clear and concentrated.
- LT: More practical tasks
- LT: Constant course development, additional information, that it would be interesting to read periodically. I would like to receive information about the changes by e-mail.

**After analysing survey results provided by 4 countries, following conclusions could be drawn:**

- Most of respondents were satisfied with interface, navigation and structure as good, however it seems those elements should be analysed carefully and improved to make the platform as user friendly as possible. Respondents' opinions will be very helpful as they gave precise information what had to be changed.
- In general, respondents are satisfied with almost all Flashcard elements and perceived them as useful for SMEs training (words cloud, introduction, tool description, activity for user, videotutorial, good practice catalogue, summary, bibliography, glossary). Respondents were neutral with forum and other flashcards recommendation and also perceived them as least useful for SMEs.
- Overall, 60,23% respondents were satisfied with the PRO-STRATEGY Guide course and when taking those satisfied and very satisfied the result is 69,32%. Nearly 83% respondents would like to return on the platform and 85,23% respondents would like to recommend the platform to others.
- Overall, respondents were satisfied with the content of Flashcards provided for testing. Flashcards referred to different areas of knowledge presented on the platform. In comments respondents pointed that it is necessary to verify if all elements of Flashcards work properly.
- In general, respondents assessed particular features of the PRO-STRATEGY Guide platform as satisfactory. None of the feature was assessed as dissatisfactory or very dissatisfactory by majority of respondents. However, they pointed in comments that particular things could be improved (language, activities). Respondents pointed also that some of the features are not so necessary for them: forum, possibility of printing and sending email, getting help.
- Respondents choose 5 features thanks to which they would like to recommend to the platform: the on-line availability of the course, the range of themes, quality of the content, activities for users, the differentiation of learning formats. Although respondents were asked to choose 5 features they liked the least, except for 3 indications (the language of the content, the possibility of sending email, the length of content), answers were distributed equally. This refers also to summary per country.

**When analysing respondents opinion on what could be improved, we can see that they expect:**

- a) more user-friendly navigation (this refers also to top menu)
- b) registration mode that functions properly
- c) more attractive graphics and enhancement of visual aspects
- d) more practical tasks, content

### 3. Testing procedure: trainers/consultants - general opinion about the platform PRO-STRATEGY Guide

This section presents general perception of the platform. In order to examine the general opinion respondents had to ask three following questions. To identify what they would like to see improved they were also asked an open questions. Their answers are presented below.

**Overall, how satisfied are you with the PRO-STRATEGY Guide learning formats as well as the e-learning environment?**

Answer	Overall	Percentage	Italy	Poland	Lithuania	Spain
Very satisfied	5	10,20%	1	0	2	2
Satisfied	36	73,47%	13	3	10	10
Neutral	7	14,29%	0	3	2	2
Dissatisfied	0	0,00%	0	0	0	0
Very dissatisfied	0	0,00%	0	0	0	0
No answer	1	2,04%	0	0	1	0

**Conclusions:**

- 73,47% respondents are satisfied with learning formats and e-learning environment
- 83,67% respondents are satisfied or very satisfied with learning formats and e-learning environment
- There are no respondents who are dissatisfied or very dissatisfied with learning formats and e-learning environment

**Overall, how satisfied are you with the PRO-STRATEGY Guide learning system (the course as whole)?**

Answer	Overall	Percentage	Italy	Poland	Lithuania	Spain
Very satisfied	10	20,41%	3	1	4	2
Satisfied	30	61,22%	10	2	8	10
Neutral	7	14,29%	1	3	2	1
Dissatisfied	0	0,00%	0	0	0	0
Very dissatisfied	0	0,00%	0	0	0	0
No answer	2	4,08%	0	0	1	1

**Conclusions:**

- In most cases respondents are satisfied with PRO-STRATEGY Guide course (61,22% chose the answer "satisfied")
- 81,63% respondents are satisfied or very satisfied with the course, while nobody is dissatisfied or very dissatisfied

**How likely are you to:**

a) Return to this website

Answer	Overall	Percentage	Italy	Poland	Lithuania	Spain
Very likely	24	48,98%	6	2	7	9
Somewhat likely	21	42,86%	8	4	5	4
Somewhat unlikely	1	2,04%	0	0	1	0

Not at all likely	1	2,04%	0	0	1	0
No answer	2	4,08%	0	0	1	1

b) Recommend this website

Answer	Overall	Percentage	Italy	Poland	Lithuania	Spain
Very likely	26	53,06%	7	4	6	9
Somewhat likely	19	38,78%	7	1	7	4
Somewhat unlikely	1	2,04%	0	1	0	0
Not at all likely	1	2,04%	0	0	1	0
No answer	2	4,08%	0	0	1	1

**Conclusions:**

- 48,98% respondents are very likely to return to PRO-STRATEGY Guide course, 42,86% are likely to visit the platform once again
- Only 4,08% respondents do not want to visit the platform once again
- Respondents who are very likely to come back are from all countries, however in Lithuania and in Spain they are more eager to do that than in Italy or Poland
- 53,06% respondents strongly would like to recommend the platform to others and 38,78% are likely to do that
- Respondents from Italy, Poland and Spain are more eager to recommend the course than respondents from Lithuania

**What would you like to see improved in the future on the PRO-STRATEGY Guide e-learning platform?**

Lithuania:

- Window with question is not looking good. It should be more developed technically.

Italy:

- Access and identification of contents . The menu texts more visible.
- The section devoted to the learning evaluation

Poland:

- For less experienced users (in terms of using different methods of learning, including e-learning), there should be a Guidebook how to use the platform
- Navigation system showing where you could go and how
- Remove from the top menu possibility to enter flashcards - leave only icons
- Generally, I am satisfied with substantial side of the course as it is useful for building SMEs knowledge. But there is a strong need to improve graphical side of the course, structure, because it does not encourage to use the platform.

Spain:

- The visual aspect of the platform can be boring and monotonous when you have spent some time reading.
- Well-structured contents concise and clear. Although in some aspects, I miss in depth. Generally speaking the platform needs to be more lively.
- The section "How can I apply this knowledge to my company?" can be improved to make more practical.
- Add more information to the Diagnosis tool
- The order of the information can be improved
- More practical exercises in some modules.

**Conclusions:**

- Respondents in their comments advised to prepare material (guidebook) that would help users to use the platform in most effective way
- Respondents communicated the need to change the structure to clearer and make navigation easier and obvious (especially menu needs to be improved)

- Respondents would like to have more sophisticated graphics on the platform
- Some areas need to be completed (like diagnosis tool section for example) according to respondent

## 4. General conclusions from surveys and case tests analysis

After analysing surveys results and case tests provided by 4 countries, following conclusions could be drawn:

1. Overall, the interface, navigation and structure were assessed as suitable. Moreover, most respondents did not have problem with accessing and understanding how to use the platform. Therefore, we could acknowledge that platform is generally user friendly.
2. Respondents asked about usefulness of particular Flashcard elements in strategic management training, on average assessed them for "4" or "5" on 1-5 scale, which proves that the Flashcard is structured in a suitable for SMEs way.
3. Regarding content of the platform represented by 7 Flashcards, respondents were most often satisfied. Also they were rather satisfied with features of the platform such as on-line availability, range of themes etc.
4. Respondents also agreed that the tutorial would be helpful with building innovative learning culture and that the idea of Flashcard is easy adaptable and transferable. Respondent as most useful for training SMEs recognized the section with cases studies.
5. Generally, respondents were happy with the platform as a whole (81,63% are satisfied or very satisfied with the whole course), they want to return to it (91,84% want to return to the course) and would like to recommend it to others (91,84% would recommend the course to others).

At the same time, we could observe few areas where some improvements could be done in order to make the platform more user-friendly. Those observations are collected in tables presented in next section.

## Modifications implemented - summary

After finishing research both among SMEs and trainers, results were carefully analysed. Each country prepared separate summary based on the previously agreed scheme. Comments provided by respondents were gathered in more general groups like for example: graphics, navigation, content, menu, functionalities etc. For each group Partners formulated proposals of improvements and discussed them in order to make final decisions whether implement or reject comments. Of course, it was impossible to implement all respondents' comments. Criteria used by Partners were following:

- a) repeatability – if comment/remark appeared often in all comments, Partners accepted it
- b) influence on convenience usage – if implementation of comment/remark would possibly lead to more convenient usage of the platform for wider group of potential users, it was accepted
- c) time and cost effectiveness – if implementation/remark would cost more time and money than envisaged, it was rejected.

Below is presented a table with comments and proposals of modification that were implemented and explanations what was done in order to make the platform better.

Element to be improved	How it could be improved?	How it was changed?
<p>1. Method of the navigation throughout the platform and its structure - for some of the respondents not intuitive and cause problems with using the platform</p>	<ul style="list-style-type: none"> <li>main menu should be reconfigured (number of content level should be minimalize, numeration of units should be unified)</li> <li>words cloud should be changed to be more user-friendly (it should be clear for user how what is the goal of it) or should be replaced by another, more intuitive solution</li> </ul>	<ul style="list-style-type: none"> <li>main menu was reconfigured in such way that only one main level of content is presented. Thanks to that is more clear for users (please see screens below)</li> <li>finally word cloud was removed as it was very difficult for decipher and was not user friendly. At the moment if users want to use Diagnostic Tool, they could enter the tab "Diagnostic Tool" directly (they are informed about that in the introduction). Thanks to removing the Word Cloud the star page became more transparent (please see screens below)</li> </ul>
<p>2. Interface and graphics</p>	<ul style="list-style-type: none"> <li>visual aspects of the platform should be improved</li> <li>they should be more modern, easy to read, connected with themes and facilitate the usage of the platform</li> </ul>	<ul style="list-style-type: none"> <li>all graphic on the start page were changed - the list of 10 icons presenting the 10 units were added. Big flags icons were removed and the language menu is now in the right upper corner (which is according to user experience rules). Main colours were also modified - originally white and blue were replaced by modern white - black combination (please see screens below)</li> </ul>
<p>3. Accessing the platform (registration procedure, accreditation, re-logging and accessing content)</p>	<ul style="list-style-type: none"> <li>as those elements do not depend from the platform settings itself, but rather from user's browser settings and speed of internet connection, a clear information that those elements should be checked before start using the platform could be provided</li> </ul>	<ul style="list-style-type: none"> <li>there is a tab "FAQ" added into top menu containing most frequently asked questions (based on provided respondents queries). Users may find there answers. Also tab "Contact" provides contacts to national administrators of the platform (please see the screens below)</li> </ul>
<p>4. Using the platform - some respondents have problems with understanding how to use the platform</p>	<ul style="list-style-type: none"> <li>clear instruction on how to use the platform should be provided (information on how to use particular elements of the platform should be presented)</li> <li>the platform should be verified in terms of user experience rules</li> </ul>	<ul style="list-style-type: none"> <li>video instruction on how to use platform was prepared in English language (language of international communication) to make it easier to start using the platform. It contains most important information showing how to work with main elements and functionalities. Partners are free to decide if they want to have it in their languages (please see screens below)</li> </ul>

5. Diagnostic Tool	<ul style="list-style-type: none"> <li>• There should be an instruction explaining how to use this section. It could be provided at the Diagnostic Tool page at the very top</li> <li>• Questions have to be verified</li> </ul>	<ul style="list-style-type: none"> <li>• Instruction has been prepared and translated into all languages (please see screens below)</li> </ul>
6. More practical information	New cases could be provided in order to show users interesting solutions	<ul style="list-style-type: none"> <li>• Partners from Spain, Italy, Poland and Lithuania prepared additional cases in national languages to enrich the practical dimension of the platform (please see screens below)</li> </ul>

Moreover, following activities were undertaken to make the platform better:

- a) all activities from section “Activity for user” were carefully checked once again to make sure they function properly
- b) trainers/consultant cooperating with Partners red the content of the Flashcards to make sure it is going to be understandable for final users
- c) Tutorial for trainers/consultants was completed with additional section “Instructions on how to use the platform” to make it easier to use the platform
- d) functionalities like printing and sending by mail were checked

## Screens presenting changes in top menu:

### Before

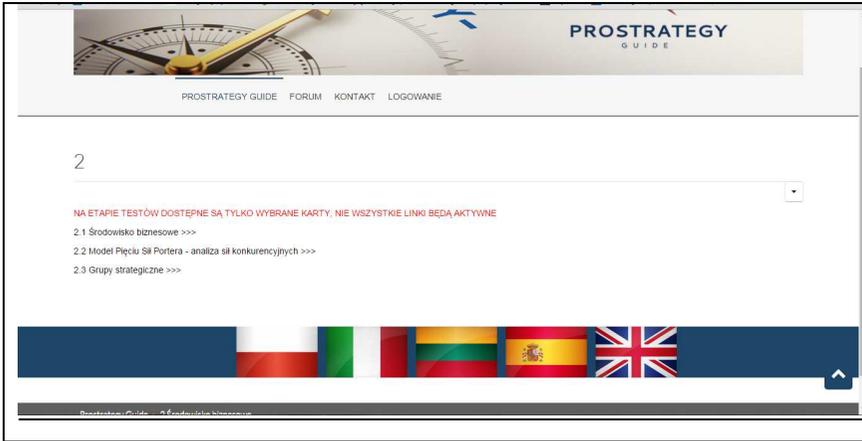
### After

## Screens presenting changes in Word Cloud:

Before	After

## Screens presenting changes in interface and graphics:

Before	After



PROSTRATEGY GUIDE FORUM KONTAKT LOGOWANIE

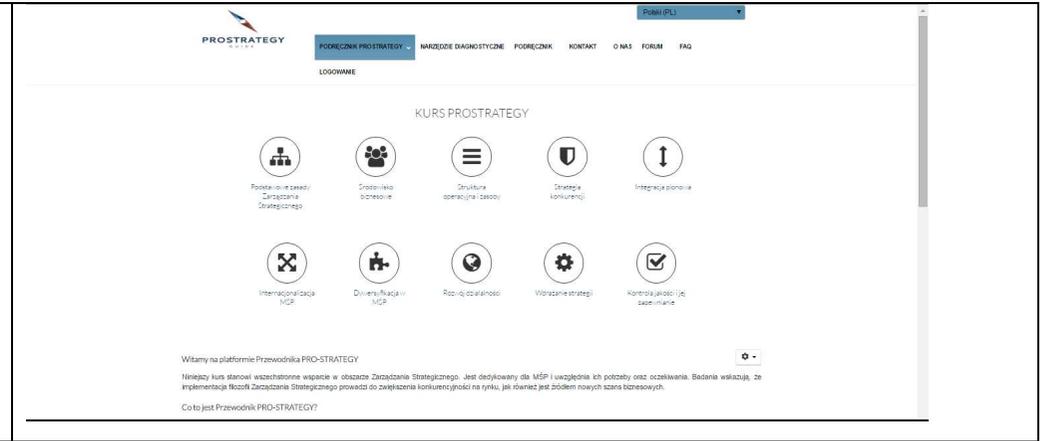
2

NA ETAPIE TESTÓW DOSTĘPNE SĄ TYLKO WYBRANE KARTY. NIE WSZYSTKIE LINKI BĘDĄ AKTYWNE

- 2.1 Środowisko biznesowe >>>
- 2.2 Model Pięciu Sił Portera - analiza sił konkurencyjnych >>>
- 2.3 Grupy strategiczne >>>



ProstrategyGuide #prostrategyguide



PROSTRATEGY GUIDE

PODRECZNIK PROSTRATEGY - NARZĘDZIA DIAGNOSTYCZNE PODRECZNIK KONTAKT O NAS FORUM FAQ

LOGOWANIE

### KURS PROSTRATEGY

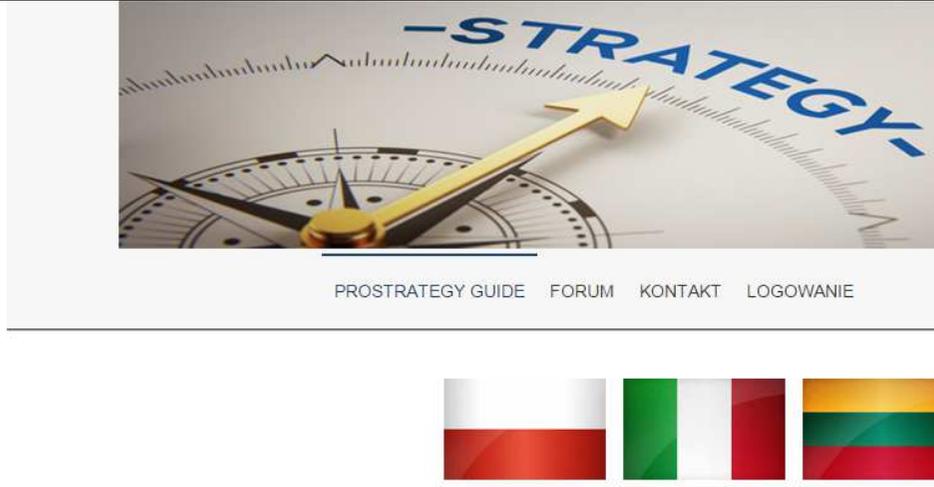
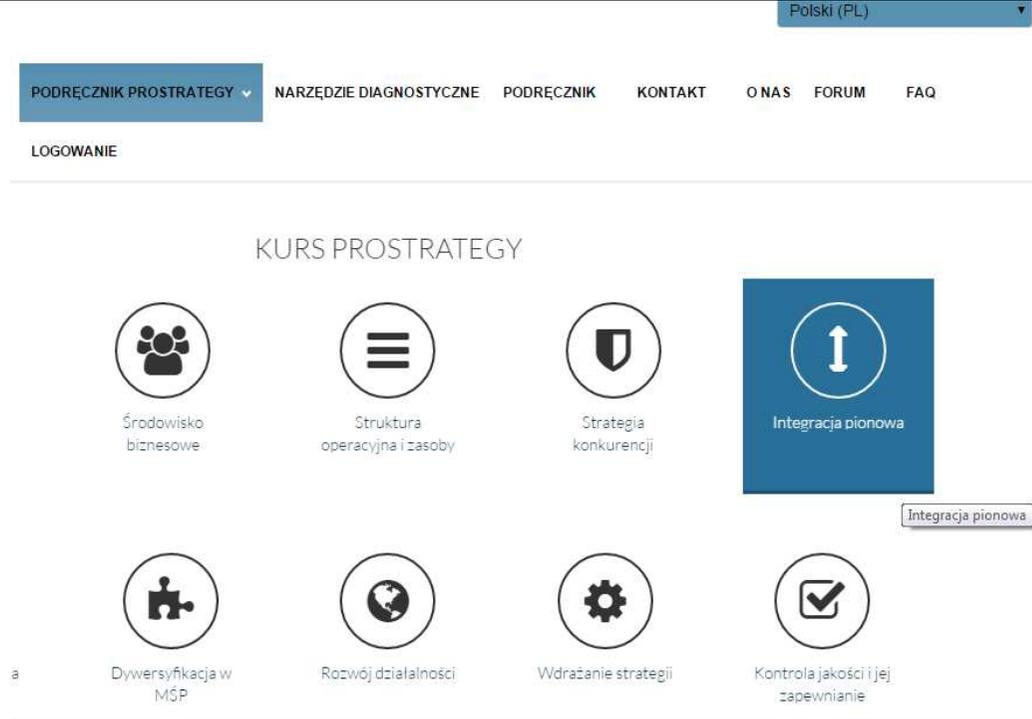
-  Podstawowe zasady zarządzania strategicznego
-  Środowiska biznesowe
-  Struktura operacyjna zespołu
-  Strategia konkurencyjna
-  Integracja pionowa
-  Internacjonalizacja MŚP
-  Divergentność w MŚP
-  Rozwoj ocalalności
-  Wzrostanie strategii
-  Kontrola jakości i jej samowzrost

Witamy na platformie Przewodnika PRO-STRATEGY

Niniejszy kurs stanowi wszechstronne wsparcie w obszarze Zarządzania Strategicznego. Jest dedykowany dla MŚP i uwzględnia ich potrzeby oraz oczekiwania. Badania wskazują, że implementacja filozofii Zarządzania Strategicznego prowadzi do zwiększenia konkurencyjności na rynku, jak również jest bodźcem nowych szans biznesowych.

Co to jest Przewodnik PRO-STRATEGY?

### Screens presenting changes main menu tabs:

Before	After
	

## Screens presenting FAQ tab:

PODRĘCZNIK PROSTRATEGY

NARZĘDZIE DIAGNOSTYCZNE

PODRĘCZNIK

KONTAKT

O NAS

FORUM

FAQ

LOGOWANIE

# FAQ

### 1. Gdy wchodzę na stronę jest ona w innym języku niż mój ojczysty.

Obecnie platforma Pro-learning jest dostępna w pięciu językach: angielskim, hiszpańskim, litewskim, włoskim i polskim. Jeżeli po wejściu na platformę stwierdzisz, że jest ona w innym języku niż twój ojczysty, sprawdź koniecznie ustawienia preferowanego języka w jakim mają być wyświetlane strony w twojej przeglądarce i ustaw wybrany przez siebie język. Możesz również użyć przełącznika języków, który jest zlokalizowany w prawym górnym rogu strony głównej.



### 2. Nie widzę, albo nie mam dostępu do żadnej z Kart.

Żeby uzyskać dostęp do wszystkich elementów platformy musisz być zarejestrowanym i zalogowanym użytkownikiem.

### 3. Zarejestrowałem się, ale nie dostałem e-maila aktywacyjnego.

Czasami może upłynąć nawet 20 minut zanim e-mail aktywacyjny dotrze do twojej skrzynki. Warto również sprawdzić folder SPAM.

### 4. Mam problem natury technicznej i nie umiem sobie z nim poradzić.

Możesz uzyskać pomoc techniczną korzystając z adresu e-mail zamieszczonego w sekcji KONTAKT w górnym menu.

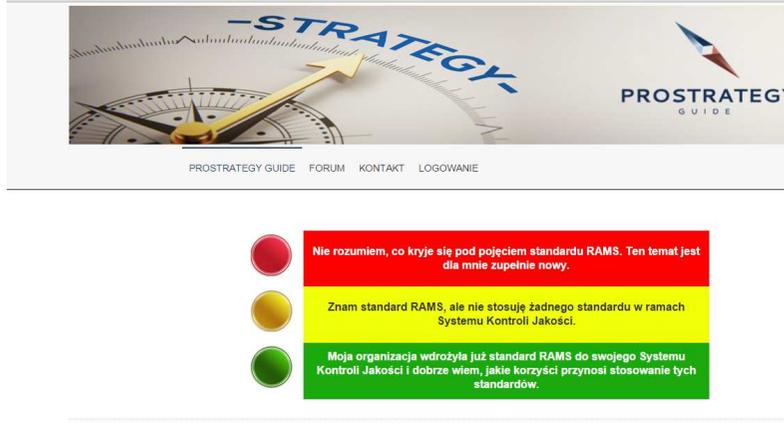
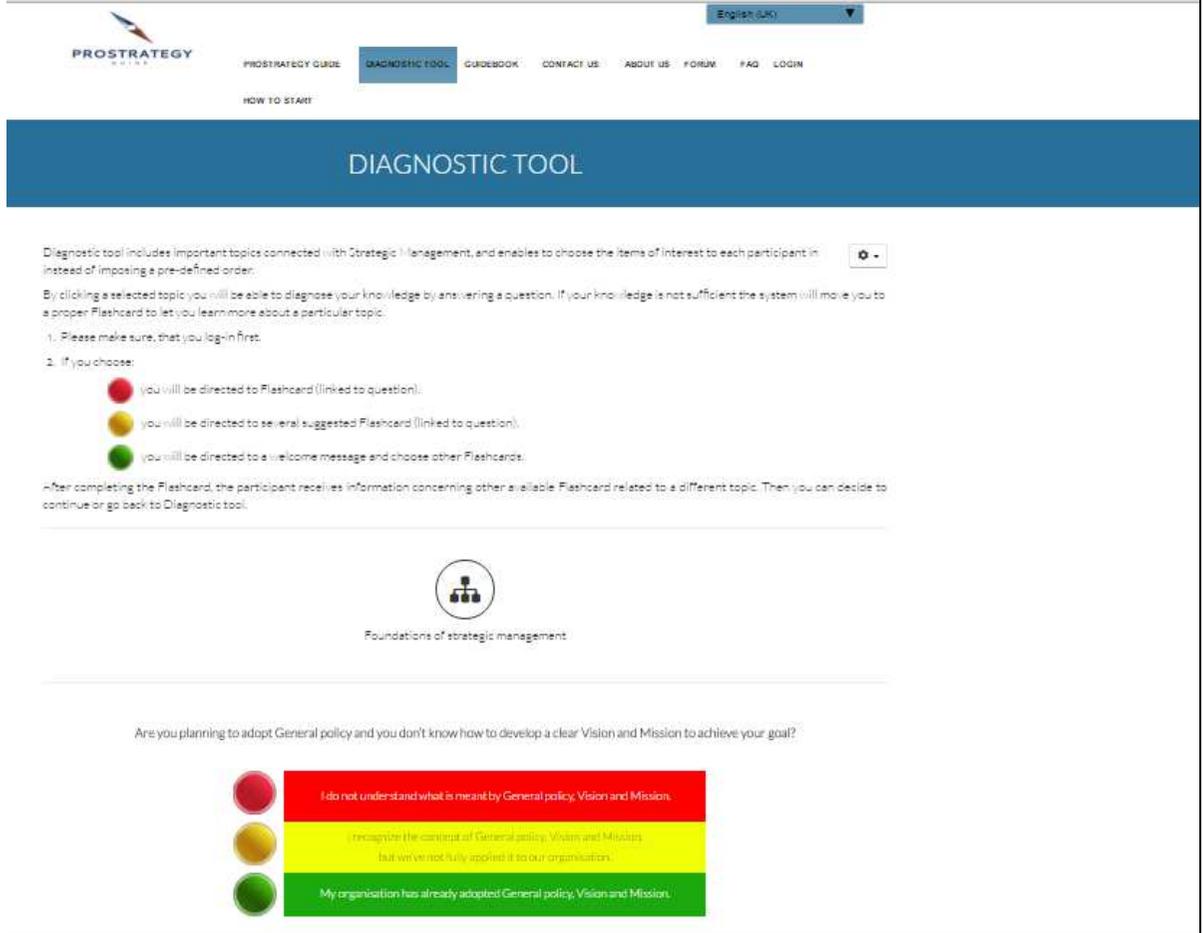


## Screens presenting video instruction:

# HOW TO START

The screenshot shows the landing page of the PROSTRATEGY Guide platform. At the top, there is a navigation menu with the following items: PROSTRATEGY GUIDE, GUIDEBOOK, CONTACT US, ABOUT US, FAQ, LOGIN, and HOW TO START (which is highlighted). The main content area features a large banner with a background image of dice on a circuit board. The banner text reads: "PROSTRATEGY GUIDE" and "Welcome to PROSTRATEGY Guide platform!". Below this text are two buttons: a green "Login" button and a blue "Register" button, with the word "or" centered between them. At the bottom of the page, there is a notification bar with the text: "Vuoi memorizzare la tua password per pro-learning.pl? Causa del messaggio". To the right of the notification bar are two buttons: "SI" and "Non per questo sito".

## Screens presenting changes in Diagnostic Tool:

Before	After
 <p>PROSTRATEGY GUIDE FORUM KONTAKT LOGOWANIE</p> <p><b>Nie rozumiem, co kryje się pod pojęciem standardu RAMS. Ten temat jest dla mnie zupełnie nowy.</b></p> <p>Znam standard RAMS, ale nie stosuję żadnego standardu w ramach Systemu Kontroli Jakości.</p> <p>Moja organizacja wdrożyła już standard RAMS do swojego Systemu Kontroli Jakości i dobrze wiem, jakie korzyści przynosi stosowanie tych standardów.</p>	 <p>English (UK)</p> <p>PROSTRATEGY GUIDE <b>DIAGNOSTIC TOOL</b> GUIDEBOOK CONTACT US ABOUT US FORUM FAQ LOGIN</p> <p>HOW TO START</p> <p><b>DIAGNOSTIC TOOL</b></p> <p>Diagnostic tool includes important topics connected with Strategic Management, and enables to choose the items of Interest to each participant in instead of imposing a pre-defined order.</p> <p>By clicking a selected topic you will be able to diagnose your knowledge by answering a question. If your knowledge is not sufficient the system will move you to a proper Flashcard to let you learn more about a particular topic.</p> <ol style="list-style-type: none"> <li>Please make sure, that you log-in first.</li> <li>If you choose: <ul style="list-style-type: none"> <li>you will be directed to Flashcard (linked to question).</li> <li>you will be directed to several suggested Flashcard (linked to question).</li> <li>you will be directed to a welcome message and choose other Flashcards.</li> </ul> </li> </ol> <p>After completing the Flashcard, the participant receives information concerning other available Flashcard related to a different topic. Then you can decide to continue or go back to Diagnostic tool.</p> <p>Foundations of strategic management</p> <p>Are you planning to adopt General policy and you don't know how to develop a clear Vision and Mission to achieve your goal?</p> <p><b>I do not understand what is meant by General policy, Vision and Mission.</b></p> <p>I recognize the concept of General policy, Vision and Mission, but we've not fully applied it to our organisations.</p> <p>My organisation has already adopted General policy, Vision and Mission.</p>

## Screens presenting new case studies:

## Italy

Nazwa
 EN. Crisis management_The case of Brevio
 EN. The Internationalization of Tecnap Group
 EN_ Case study Forte
 EN_ Case study Forte_Business Process Reengineering
 EN_Internationalization Valuetech
 IT. Crisis management_II Caso Brevio
 IT. Internazionalizzazione del gruppo Tecnap
 IT_Internazionalizzazione Valuetech

## Lithuania

 LYDERIS IR VADOVAS-atvejis_Leadership
 PLANUOTI PROCESO POKYCIAI-atvejis_Change management
 PROCESU VALDYMO STRATEGIJA-atvejis_Process Management

## Spain

 PSG -1st case study_FAMOSA
 PSG -2nd case study_ELECTRONICOS ELCO
 PSG -3rd case study_ALHAMBRA INTERNACIONAL

## Poland

 Barlinek Inwestycje Sp. z o.o._Leadership
 Firmy produkcyjne MŚP
 Monier Braas Polska Sp. z o.o_Core skills
 UM Wrocław_Core skills
 Vattenfall_Change management
 Wago Elwag_Core skills