



IO4 Online learning environment

Online Portal evaluation survey 2 results



exemplar

Young Migrant Integration Leaders

An online evaluation survey was circulated with key stakeholders, by all project partners to evaluate the website and online learning environment developed for the EXEMPLARS project two times within the duration of the project.

The IO4 Survey was structured in three parts to collect feedback about 1) the landing page, 2) the registration process and 3) the learning environment. They had claims for qualitative evaluation of the different aspects on a scale of 1 to 5, and open fields for written feedback and suggestions. In addition, the respondents were asked about the technical environment they used for trying out the website, to be able to better relate the responses and pinpoint possible issues.

In the first iteration, it could be seen that the chosen numerical scale for the qualitative questions was not ideal – as the written feedback would often not match the numerical evaluations; An aspect could be given a very poor numeric rating by a respondent, but in the open feedback section it could be given a very positive note, or response saying that nothing to be improved was found. For this second survey, the scale was flipped, with a higher number meaning a more positive answer or agreement to the claim made.

Respondents also provided feedback in the open fields of the first survey about possible user experience issues, which were then tested and improved or fixed by the project team.

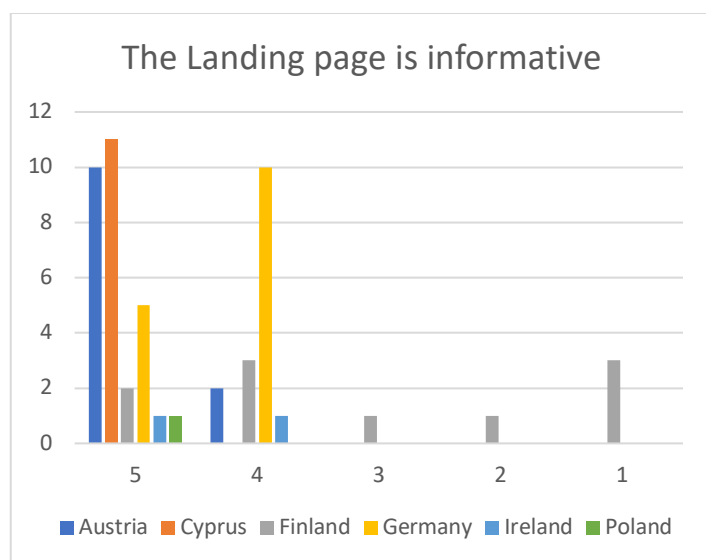
A total of 51 responses were received for the second survey; 15 from Germany, 12 from Austria, 11 from Cyprus, 10 from Finland, and only 2 from Ireland and 1 from Poland. ALK did not provide any responses from the Czech Republic for this survey.

On the scale of 1 – 5 the average of all responses given to the claims in this survey was 4,12, which shows a very positive perception of the Online Learning Environment by the respondents. Of the different claims, the lowest average (3,5) was received for the claim ‘I can understand why creating an account is required’, which would indicate room for improvement in informing the learners of this aspect.

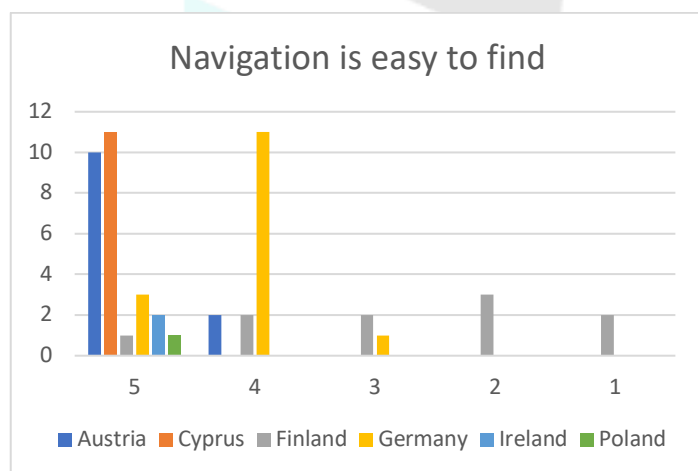
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Part 1 - The website Landing page

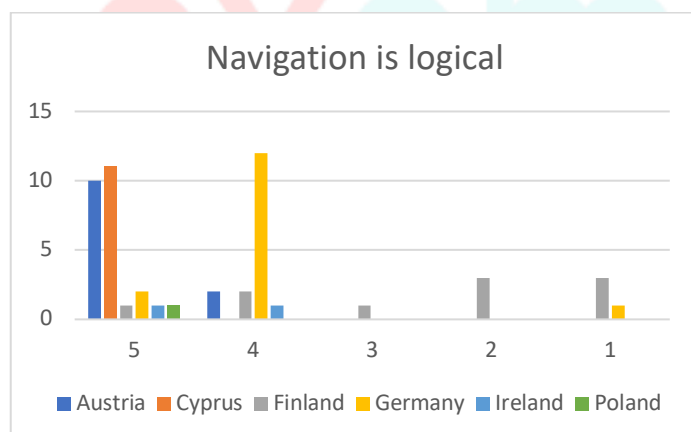
Part 1 of the survey included claims about the Online learning environment landing page and navigation, to measure the overall perception of the landing page and ease of navigation. Most respondents fully agreed to the claims made.



Answer	N
5	30
4	16
3	1
2	1
1	3
Average 4,3	Total answers 51
Survey 1 average 2,8	
Change +1,5	



Answer	N
5	28
4	15
3	3
2	3
1	2
Average 4,3	Total answers 51
Survey 1 average 2,9	
Change +1,4	



Answer	N
5	26
4	17
3	1
2	3
1	4
Average 4,1	Total answers 51
Survey 1 average 2,7	
Change +1,4	

Open text questions for Landing Page

Open text question answers also reflected a very positive view of the Landing page and navigation; Answers were received for the open text parts, with very small suggestions for changes:

In your opinion, is there something missing from the landing page?

- No (AT/DE), (CY/EN), (CY/GR), (DE/DE)
- No, all clear. (DE)
- No, it's a nice page. (CY/EN)
- It seems to be ok (CY/EN)
- No. The landing page looks modern and informative at the same time. (CY/EN)
- In my opinion, it would be nice to guide the reader's experience on the landing page a little bit more (e.g. by highlighting the subheadings : Goal, To Whom, Activities, etc.) (DE)
- It is missing instruction on how the website is functioning. Here is the question I have: is the website existing as to present the project or to be an online platform that provides learning resources? (DE/EN)
- The main page looks informative at the first glance. It states the purpose of the project and gives information about the audience. Direct link to facebook page is also good idea to show there since people can enroll in the group. Project partners are also described in detail, and this is a nice way of representing the goals of the organizations. Intellectual Outputs are categorized well and having the option of downloading the documents is really good so that people can save those documents for further use. (DE/EN)
- It could be a little more dynamic (DE/EN)
- No I like it very much. (DE/EN)
- No, the information and presentation is complete. (DE/EN)

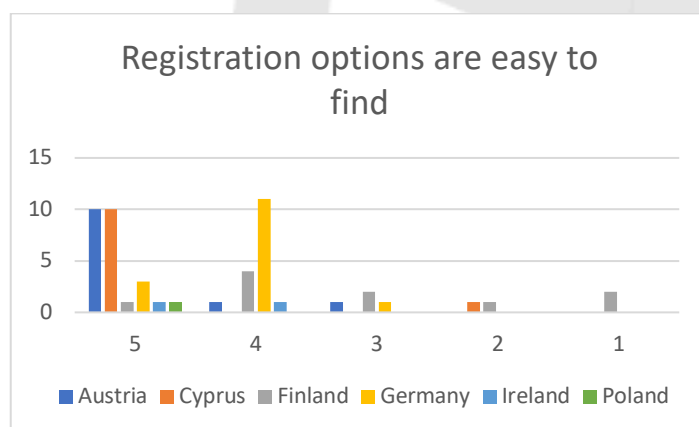
Was there something unnecessary on the page that you would relocate or remove?

- No (AT/DE), (CY/EN), (CY/GR), (DE/DE), (IE/EN)
- No, everything makes sense (AT/DE)
- No, the page is nice. (CY/EN)
- I don't think so. (CY/EN)
- Maybe the "Contact" button at the bottom of the page? As it mainly only refreshes the home page. Also, there's another button to "Send us feedback". (CY/EN)
- I think that the bottom part looks a bit expanded when accessing from a mobile phone. Partners' names are overlapping with each other. (CY/EN)
- no, all seemed to be fine. (CY/EN)
- No. The bottom of the page -partner list- was not displayed very nicely. (CY/GR)
- Maybe the newsletters could be arranged so that the most recent one is the first on the list. (CY/EN)
- The menu 'Outputs' is a bit misleading, I didn't understand so easy that there are the learning resources. (DE/EN)

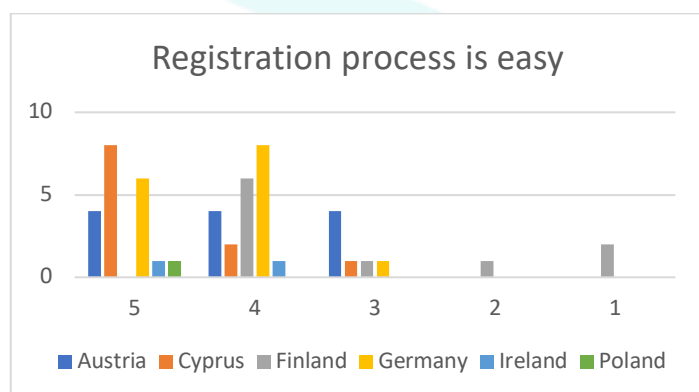
- Registration to the website and signing-in to the portal is unclear. For example, a “sing-up” button can be located at the main page directly around the exemplar logo so that people can see it easily. (DE/EN)
- not really (DE/EN)

Part 2 - The registration process

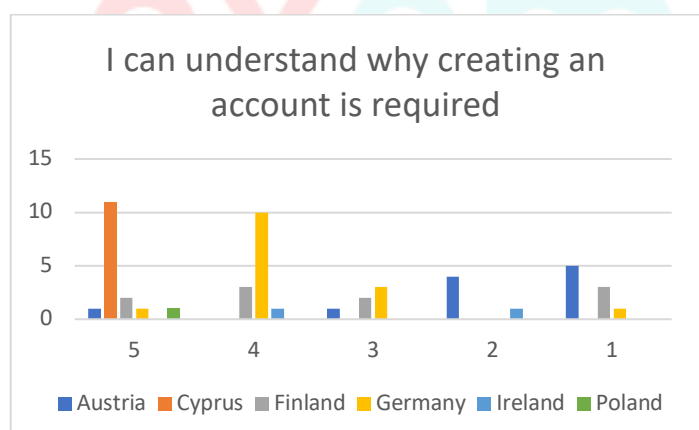
Part 2 of the survey measured the ease of registration process, and the user’s understanding of why creating an account is required for the Online learning Environment, although the resources are free and openly available; Both the numerical and text answers suggest there is room for improvement in informing the users that registration is only required for the purpose of their learning, as without technically identifying the user, it is not possible to track the learning process.



Answer	N
5	26
4	17
3	4
2	2
1	1
Average 4,2	Total answers 51
Survey 1 average 2,7	
Change +1,5	



Answer	N
5	20
4	21
3	7
2	1
1	2
Average 4,1	Total answers 51
Survey 1 average 2,9	
Change +1,2	



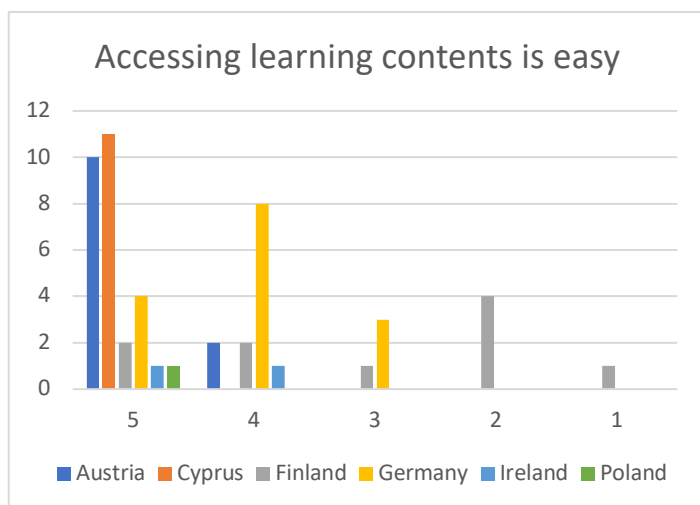
Answer	N
5	16
4	14
3	6
2	5
1	9
Average 3,5	Total answers 50
Survey 1 average 2,7	
Change + 0,8	

Open text questions for Registration process

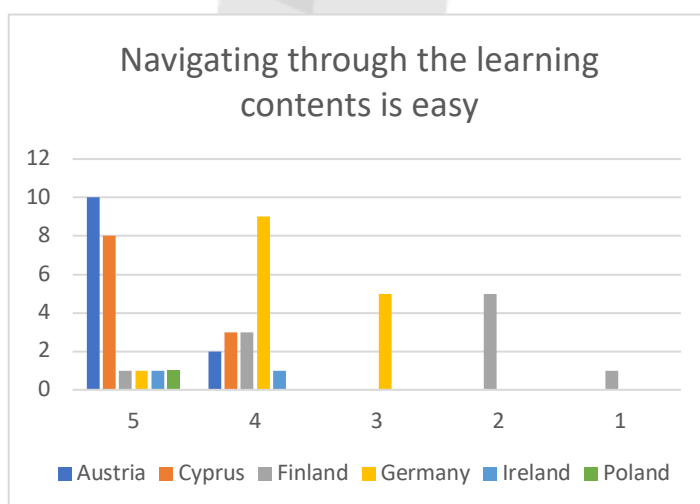
If you had any issues in the registration process, please tell us about it here

- I did not want to (AT/DE)
- did not register (AT/DE)
- I did not register, because I had access to everything without it. (AT/DE)
- no (AT/DE), (CY/GR),
- Registration was not necessary to have access (AT/DE)
- I did not want register (AT/DE)
- No issues (CY/EN)
- Again, as accessing from mobile, login/signin options are down the whole menu list, so it's a bit frustrating to scroll it all. (CY/EN)
- It was very easy to register. (CY/EN)
- It would save time if it was mentioned that we have to activate a newly created account from the email. (CY/GR)
- When I registered and tried to log-in, it said that my password was not valid even though I am sure it was correct. Then when I tried to enter the password the second time it said "invalid account". I then went to my email and activated it from there, but I am not sure if after signing up I had to go activate it immediately from email. There was no info about that. (CY/EN)
- When registering, it didn't mention on the page that I had to activate the account from my email. So I have tried to log in after registering and could not. While the error message stated "invalid password". (CY/EN)
- For all the potential learners who find EXEMPLAR's website "accidentally" and without participating in one of our trainings, it might be hard to understand that you need to register before you are allowed to use the e-learning portal. I would suggest to create something like a pop-up which appears as soon as somebody clicks on the title of an e-learning module without being registered. (DE/DE)
- The registration link in the automatic email was not clickable. Also the password was not hidden, that is not safe. (DE/DE)
- Der Link zur Registrierung ist spät gekommen (DE/DE)
- Link in der email kann nicht geklickt. Besser direkte link (DE/DE)
- Der Registrierungslink könnte nicht geklickt werden, das sollte angepasst werden (DE/DE)
- On the main page, a person can only realize he/she can sign-in to the portal if he/she scrolls down to the end of the website and checks the right-bottom of the website to see there are options such as "log-in, sign-up, search". Also, this is possible through using the Options button at the top right corner of the website; but I do not think that it is evident enough to let people find this option. (DE/EN)
- Ich hatte keine Schwierigkeiten (DE/DE)
- I don't think registration should be necessary, especially considering the target group is young migrants. Young people don't generally like to "sign-up" to websites, especially not ones for educational purposes. To remove this barrier, I would recommend to remove the registration. Otherwise I imagine it will be very hard for you guys to reach the people you intend to i.e. young migrants. Also the need to 'activate your account' - it does not make the registration process very user-friendly or accessible to young people, in my opinion. (IE/EN)

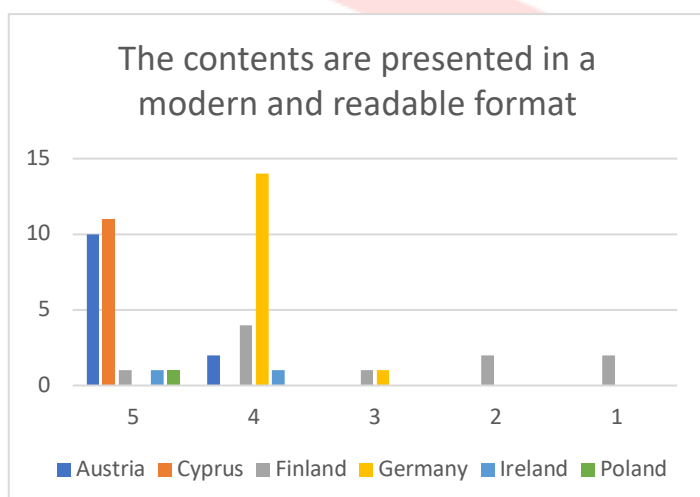
Part 3 – the learning environment



Answer	N
5	29
4	13
3	4
2	4
1	1
Average 4,3	Total answers 51
Survey 1 average 2,8	
Change +1,5	



Answer	N
5	22
4	18
3	5
2	5
1	1
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Survey 1 average 2,8	
Change +1,3	



Answer	N
5	24
4	21
3	2
2	2
1	2
Average 4,2	Total answers 51
Survey 1 average 2,7	
Change +1,4	

Open feedback

How easy was it to use our website? Did you have any problems?

- No problems (AT/DE)
- It was easy to find everything. I had no problems. (AT/DE)
- easy (AT/DE)
- very easy (AT/DE)
- The page is user-friendly, everything was easy to find. (CY/EN)
- No issues (CY/EN)
- No problems, all easy and clear. (CY/EN)
- It was easy, but some material appeared to be in other languages than English (e-learning portal). (CY/EN)
- The website in general was easy to use. (CY/EN)
- It was easy to use, did not encounter any problems. (CY/GR)
- I have used the English language platform, but some resources in Self direct learning were in German. And some handbooks in IO2 were in Finnish, so I could not read them, for example: 1. https://exemplars.eu/en/e-learning-portal/io2-toolbox-of-integration-resources/:elearning_action/open/coursepageid/95 (CY/GR)
- It is easy to use the website, however, I have had some issues with the e-learning portal.
 1. In Self Directed Learning, after opening the lesson and the material provided, the lesson is not marked as completed anyway.
 2. IO2 many vidoes were not playing as the message said: Insufficient privileges for video content Being heard in a new community GR (0). (CY/GR)
- The website was easy to use in general. I had issues with signing up and when following content on the e-learning portal, there was an option for Discussions after every course, but I got a message "You have insufficient privileges to view this page" In this case, as I am a logged-in user, I don't know if it's needed to have those "Discussions" at all if I cannot access them. (CY/EN)
- It was very easy. (CY/GR)
- It was easy to use the website, except for some registration issues I have mentioned in one of the previous questions. (CY/EN)
- There is not a very clear order of the resources based on the feedback of the participants of the IO3 and IO1 testings. It is hard to find this evaluation form and the evaluation form for the micro-networks (DE/DE)
- I really appreciate the general navigation system as well as the short and engaging video introductions. Although, I would kindly ask you to revise the uploaded German material:
 - In Module 1, 3 to 7 of IO1, the introducing videos are missing.
 - In Module 2, 4, 6, 9, 11, 12 of IO2, the introduction videos are missing, too.
 - In Module 2, 4, 11 of IO2, there is no possibility to open the digital Handbook in the German version. The only thing you see is a small icon showing an 'unknown document'. (DE/DE)
- In case one participates in a module, the "more options" field changes the size of the field for that module and throws the arrangement of all the modules into disarray. When the name of a module is very long, the "stars" of the user-assessments overlap. An index is missing that would allow easy navigation between the IO's. The user experience in general is only medium level. (DE/DE)

- I didn't understand so easy where are the resources I could use as a trainer, also how the system for online training working. Far more it does not explain why I should register, what are the badges and how I get them and how can I use them. (DE/EN)
- Keine Probleme (DE/DE)
- Es ist nicht kompliziert (DE/DE)
- Der Inhalt der Lektionen ist gut, es könnte übersichtlicher gestaltet werden (DE/DE)
- In Apple ios system, the website works without any bugs or problems. Same suggestion with the sign-in and log-in button also applies here because it is hard to find it in the mobile version as well. Videos can be played without any problems and the website seems to work well with iOS system. (DE/EN)
- I think the content of the e-learning should be better organised, some of the resources are not in a precise order (DE/EN)
- Ich hatte keine Schwierigkeiten (DE/DE)
- Very easy, no problems at all (IE/EN)
- No problems, everything was easy. (IE/EN)



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Is there anything missing on this page? If you could change one thing about our website, what would it be?

- No (AT/DE)
- I don't think so (AT/DE)
- Nothing (AT/DE)
- I am not sure if I would change anything. The page is nice. (CY/EN)
- Nothing (CY/EN)
- I think that the navigation buttons on the e-learning portal are a bit big when accessing from phone. (CY/EN)
- Nothing missing (CY/EN)
- It's a nice website in general. (CY/EN)
- All clear (CY/EN)
- On the e-learning portal, I could see my progress while in a resource. Not only on a course list. (CY/EN)
- Get a (or another) UX-professional to have a look and propose a better way to present the modules etc. of the IOs. (DE/DE)
- Ein Index für die gesamte Lerninhalte wäre nicht nützlich (DE/DE)
- Ich würde die Inhalte der IO1 bzw. die darin enthaltenen Video versuchen besser anzuordnen, es kommt mir so vor als die Struktur etwas zufällig ist (DE/DE)
- Navigation on the website is easy and quick. There is no problem navigating through different categories and the website works fast. When videos are opened, it fits into the frame and there are no technical problems. Video quality could be a bit better though. There is no option to select video quality or arranging the pace of the video. (DE/EN)
- a navigation menu for the content could be usefull (DE/EN)
- Nein (DE/DE)
- No (IE/EN)
- I would change the need to register for sure. I would just provide all materials through the website. I would also rename the section 'Outputs' - this seems a bit mechanical a term. Education materials might be better? (IE/EN)

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Technical environment

Devices used

Computer	36 (71%)
Smart Phone	11 (22%)
Tablet	2 (4%)
Other	2 (4%)
No answer	1 (2%)

Operating systems (Mobile device)

Android	12
iOS	4
Other / I don't know	7

Operating system (Computers)

Windows	35
OsX	2
Other / I don't know	6

Browser software

Chrome	21
Firefox	18
Safari	4
Internet Explorer or Edge	2
Other / I don't know	7

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Young Migrant Integration Leaders

INNEO



JUGEND- &
KULTURPROJEKT E.V.



HUBKARELIA

The Rural
Hub

SUSTAINABLE EDUCATION
SEAL
CYPRUS
ACTIVE LEARNING



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