Erasmus+ Project Results Platform

Report on the 2023 Users Survey

09/2023

Content

1. Introduction

In the framework of continuous improvement, the European Commission conducted a user satisfaction survey for the <u>Erasmus+ Project Results Platform</u>, in order to gather valuable feedback and insight from users. The evaluation covers information about user profiles, their needs, and satisfaction following the fully revamped version of the platform.

The survey was online for a month from 16 of May to 16 of June 2023. Additionally to banners and news items on Erasmus+ portal, the survey was published as news items on the EACEA website, disseminated through National Agencies contact lists, published on the European Commission intracomm, featured in the COMM Playbook newsletter and different Teams channels available for each platform.

In total, the user survey on the Erasmus+ Project Results Platform gathered 865 contributions. Where possible, a comparison with the data from the previous edition of the user suvey (2019) is presented.

2. Summary of findings

- Respondents **rated their overall satisfaction with the platform with an average score of 4** out of 5, compared to 2019 when it was 3,7 out of 5.
- **60.46% of respondents claimed that they found what they were looking for**.
- **Searching for project results** is the first reason to vist the platform. Uploading project results – by beneficiaries - is the second most frequent reason (results are mandatory for some actions while highly recommended for all beneficiaries as public results increase the visibility of projects).
- The largest share of respondents are **either coordinator or partner organisation (33.8%) of Erasmus+ project**.
- **84% of respondents answered that they were currently involved in an Erasmus+ project** (vs. 79% in the 2019 survey).
- The main field of work of respondents is **school education (42%)**, with a small decrease (-4%) compared to 2019 while the percentage for **higher education** dropped to **13,1%** compared to 2019 (33%) resulting in a 20% decrease. **Vocational**

Education and Training (VET) represents **10.3%** (vs 27% in 2019), **youth 5.1%** (vs 28% in 2019) **while 2.3% of respondents are working in VET and youth combined**.

- 88% of respondents were located **in the EU,** which is higher compared to the 2019 survey edition (76%). **Greece (47.4%), Slovakia (9%)** and **Italy (4.9%)** are among the top three countries.
- 28% of respondents visit the platform at least **once a month**, which is stable compared to 2019 (29%) while 11% of them come back **once a week** (12% in 2019) and 4% **every day**. However, 35% of respondents visit the platform once a year, this number was down to 26% in 2019. This year, 22% of them were first timers (20% in 2019).
- **National Agencies** contacts are the highest **referrers** (44% of answers similar to the 2019 survey) playing a significant role in driving traffic to the Erasmus+ Project Results Platform. **The European Commission is the second referral of choice** with 15.14% followed by the **National agencies websites** and **emails** (7.75% of answers in 2023).
- **Half of respondents used the booklet feature (49.60%)** while 23.70% did not know the option and 26.71% did not know the functionality in general when browsing the Erasmus Project Results Platform.
- The **majority of respondents did not use the map functionality (40.46%)** or did not know the feature (27.51%). Only one third of users answered positively (32.02%).
- **The majority of respondents used the option to look for coordinators/partners (58.50%)** while 13.99% did not know this filter and 27.51% answered 'no' to the question.

Respondents were asked to **select from a list the new features that they would like to see the most on the Erasmus+ Project Results Platform in the future**. The top rated features are:

1. Publish / view project results during the project lifetime
2. Show updated organisation contact details after the completion of the projects
3. Packs of results on specific topics or fields
4. Suggested keywords when typing a search

3. Analysis

## 3.1 Profile of the respondents

3.1.1. Occupation

The largest share of respondents are **currently working on an Erasmus+ project as coordinator or partner organisation (33.8%)**. The next two largest groups of users by occupation are those who describe themselves as **teacher/trainer** and **coordinator** of an Erasmus+ project as a teacher/trainer (multiple choices were possible). Then, respondents

are working for a **National Agency** (5%) or participating in an Erasmus+ project as a teacher/trainer (4.4%). Among respondents, 1.2% are working for a local/national government, 1.2% are working for an NGO and 1% are students/learners

Proportions have changed compared to 2019 survey bearing in mind that some options changed between the survey in 2019 and 2023. Both survey results show that **coordinators/partners are the largest group** of respondents to the survey. Compared to 2023, more respondents were working in the non profit sector (identified as NGO in the 2023 survey), then students/learners represented a bigger share (7% in 2019) than the 2023 survey (1%).

In 2019, there was **a large share of users actively participating in Erasmus+ projects (identified as partipants)**. The number of respondents working in private sector and government sector was higher in the ranking in 2019 with 6% (this number represents 0.35% in 2023).

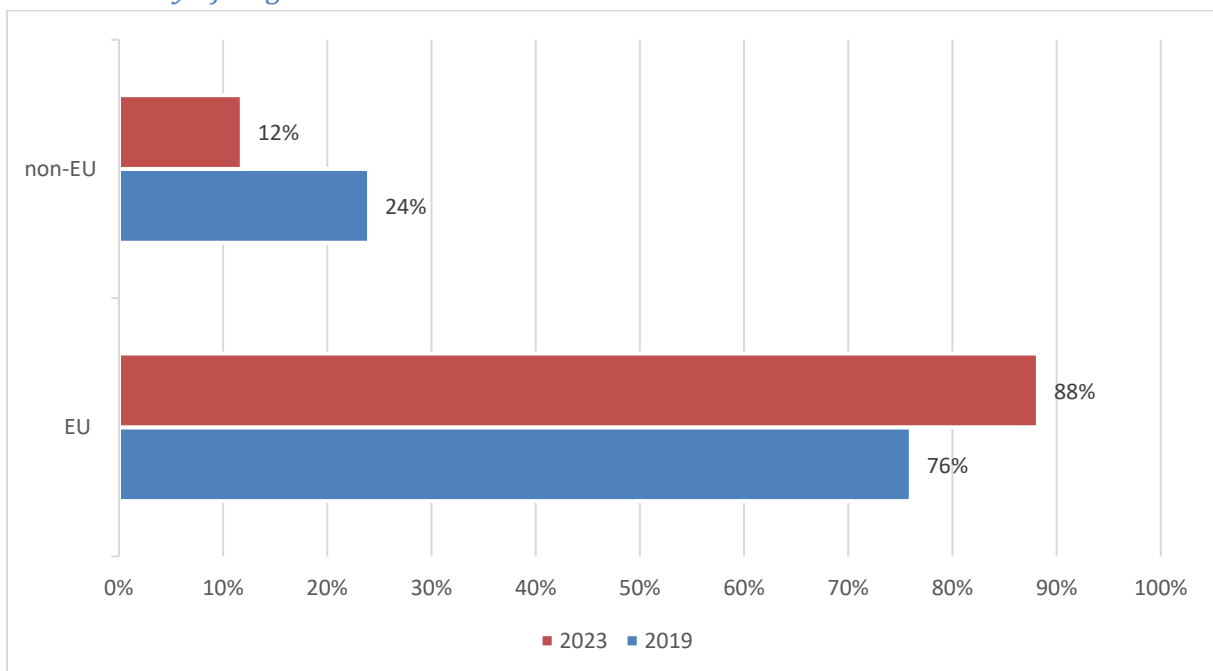## 3.1.2. Involvement in an Erasmus+ project
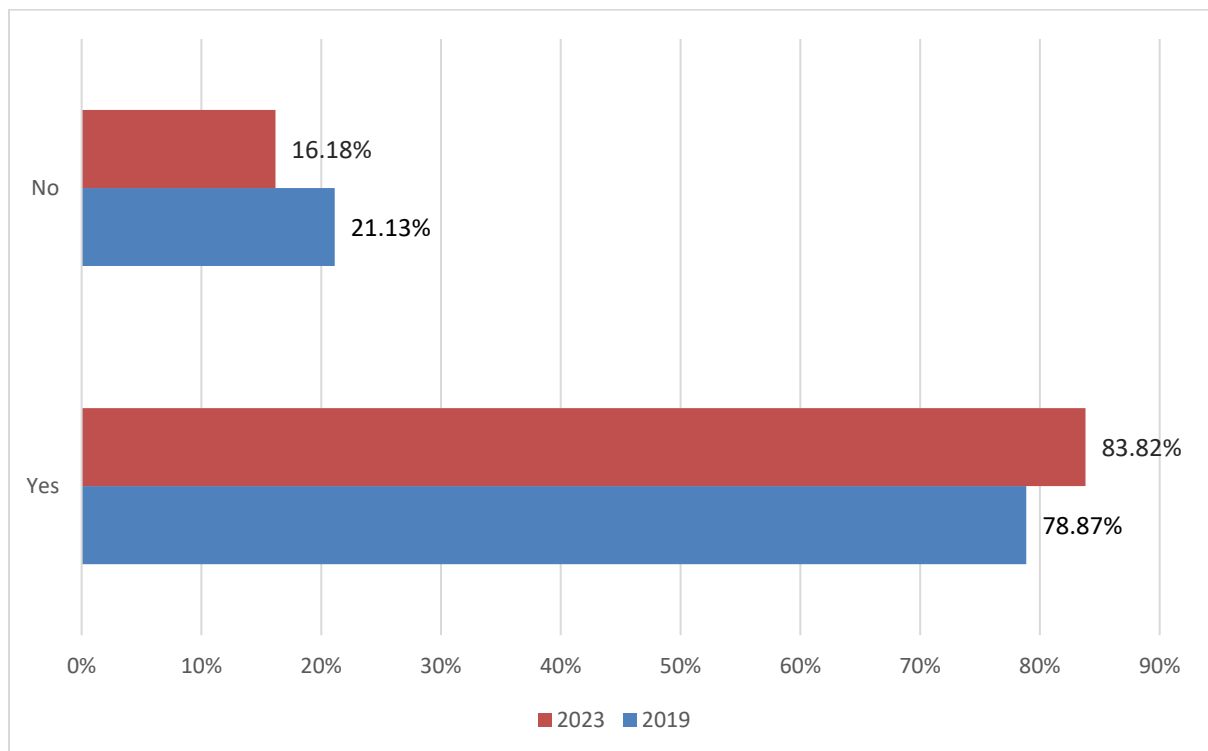
To the question whether they are currently involved in an Erasmus+ project (as a coordinating or partner organisation, as a participant, or as a project officer), **84% of respondents answered 'Yes'** (vs. 79% in the 2019 survey). These results support previous findings about an increase in users participating in Erasmus+ projects (+4,95% between 2019 and 2023).

3.1.3. Field of work
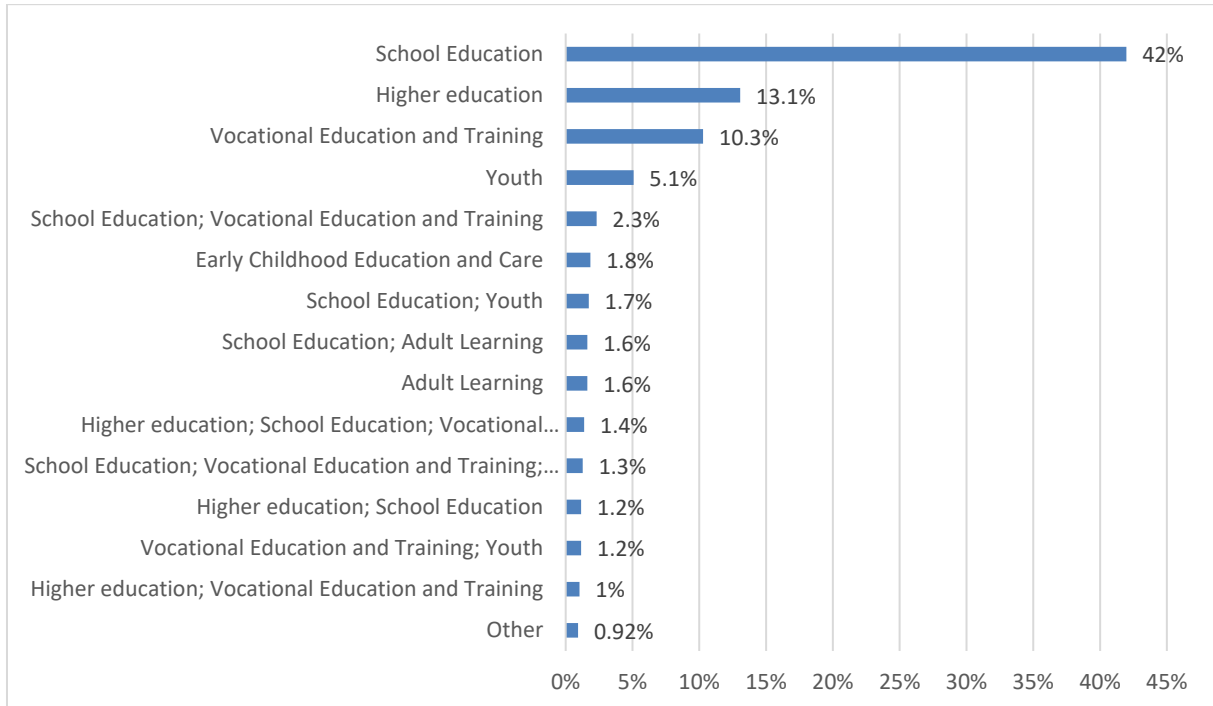
The main field of work of respondents is **school education (42%)**, with a small decrease (-4%) compared to 2019 while the percentage for **higher education** dropped to **13,1%** compared to 2019 (33%) resulting in a 20% decrease. **Vocational Education and Training** (VET) represents **10.3%** (vs 27% in 2019), **youth 5.1%** (vs 28% in 2019) **while 2.3% of respondents are working in VET and youth combined**. Most respondents answered with a combination, for example: higher education, school education, vocational education and training besides adult learning.

3.1.4. Country of origin

The chart shows a bar graph comparing 2019 and 2023 survey responses by country, with the y-axis showing percentages from 0% to 50%. Countries listed along the x-axis: Greece, non-EU, Slovakia, Italy, Cyprus, Germany, Spain, Netherlands, Portugal, Belgium, France, Bulgaria, Austria, Czechia, Latvia, Ireland, Romania, Poland, Malta, Slovenia, Estonia, Finland, Sweden, Lithuania, Croatia, Hungary. A bracket labeled "Less than 1% of answers" spans from Austria to Hungary. Legend: ■ 2019 ■ 2023.

88% of respondents were located **in the EU,** which is higher (+12%) compared to the 2019 survey edition (76%). **Greece (47.4%), Slovakia (9%)** and **Italy (4.9%)** are among the top three countries.

National Agencies were part of the dissemination strategy for the 2023 survey and shared the survey link with their list of contacts.

Respondents based in non-EU countries correspond to approximately 12% of the total of answers ('non-EU' bar in the second chart). Among non-EU respondents, **Türkiye** represented the biggest number of non-EU countries with 8,7% followed by **Norway** (0.46%), **Iceland** (0.35%), **Serbia** (0.35%) and **North Macedonia** (0.23%). These are all counties participating in the Erasmus+ programme.

3.1.5. Frequency of visits

Overall, the shares of frequency in visiting the platform **remained stable** compared to 2019.

28% of respondents visit the platform at least **once a month**, which is a slight decrease compared to 2019 (29%) while 11% of them come back **once a week** (12% in 2019) and 4% **every day**. However, 35% of respondents visit the platform once a year, this number was down to 26% in 2019. This year, 22% of them were first timers (20% in 2019).

3.1.5. Frequency of visits
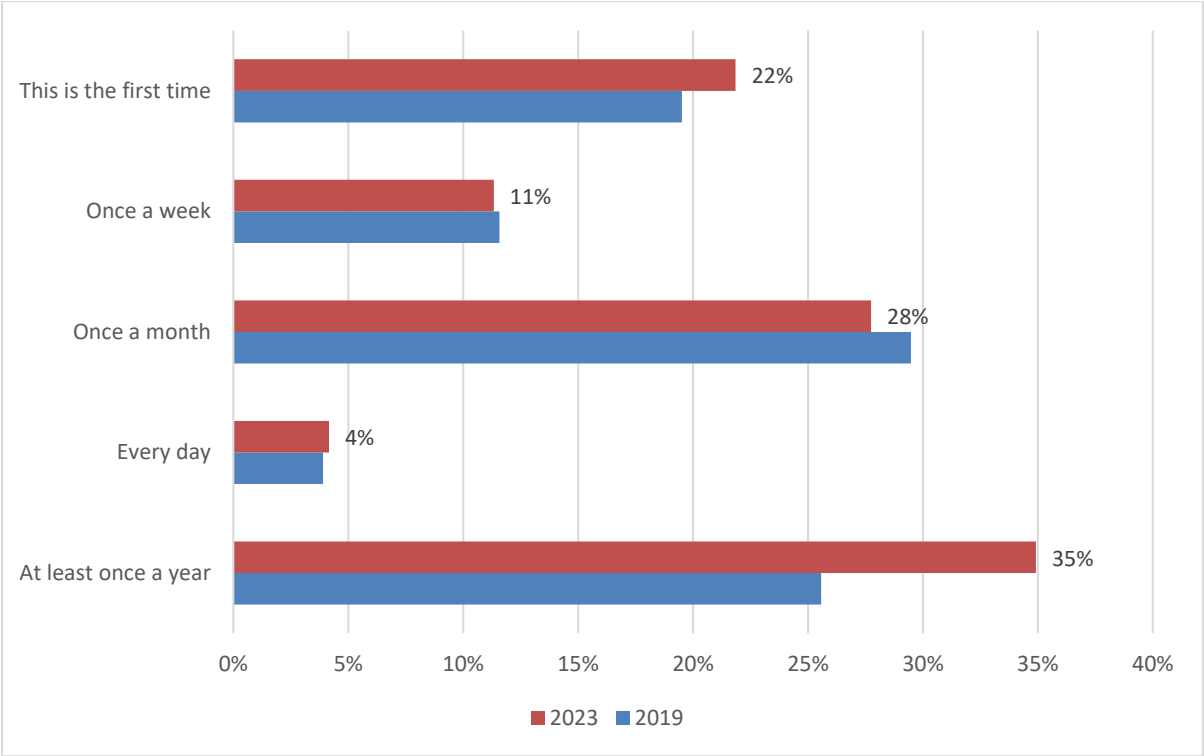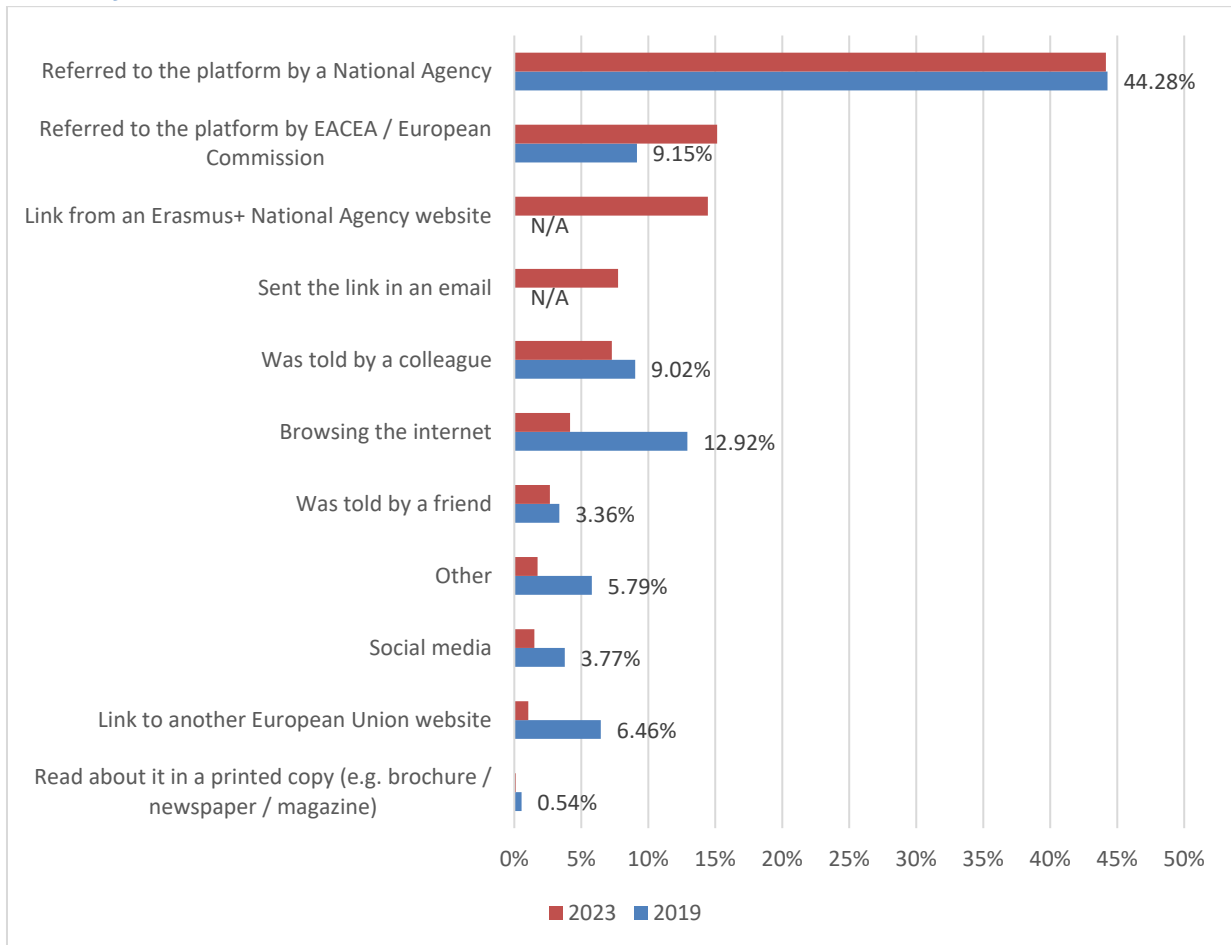
3.1.6. Referrers

Note: data for 'sent the link in an email' and 'link from an Erasmus+ National Agency website' were not available in 2019

National agencies contacts are the highest **referrers** (44% of answers similar to the 2019 survey) playing a significant role in driving traffic to the Erasmus+ Project Results Platform. **The European Commission is the second referral of choice** with 15.14% followed by the **National agencies websites** (new option compared to the 2019 survey) and **emails** (7.75% of answers in 2023). **Word of mouth by colleagues and friends** plays a role for respectively 7.28% and 2.66% of respondents. Organic traffic or paid campaigns represent 4.16% of answers ('browsing the internet') this number decreased compared to 2019 where this option represented 12.92% of answers in 2019. Social media correspond to 1.5% of answers and printed copies (brochures, news, magazines) come last with 0.12%.

3.2 Reasons to visit

3.2.1. What were you looking for when arriving on the platform?
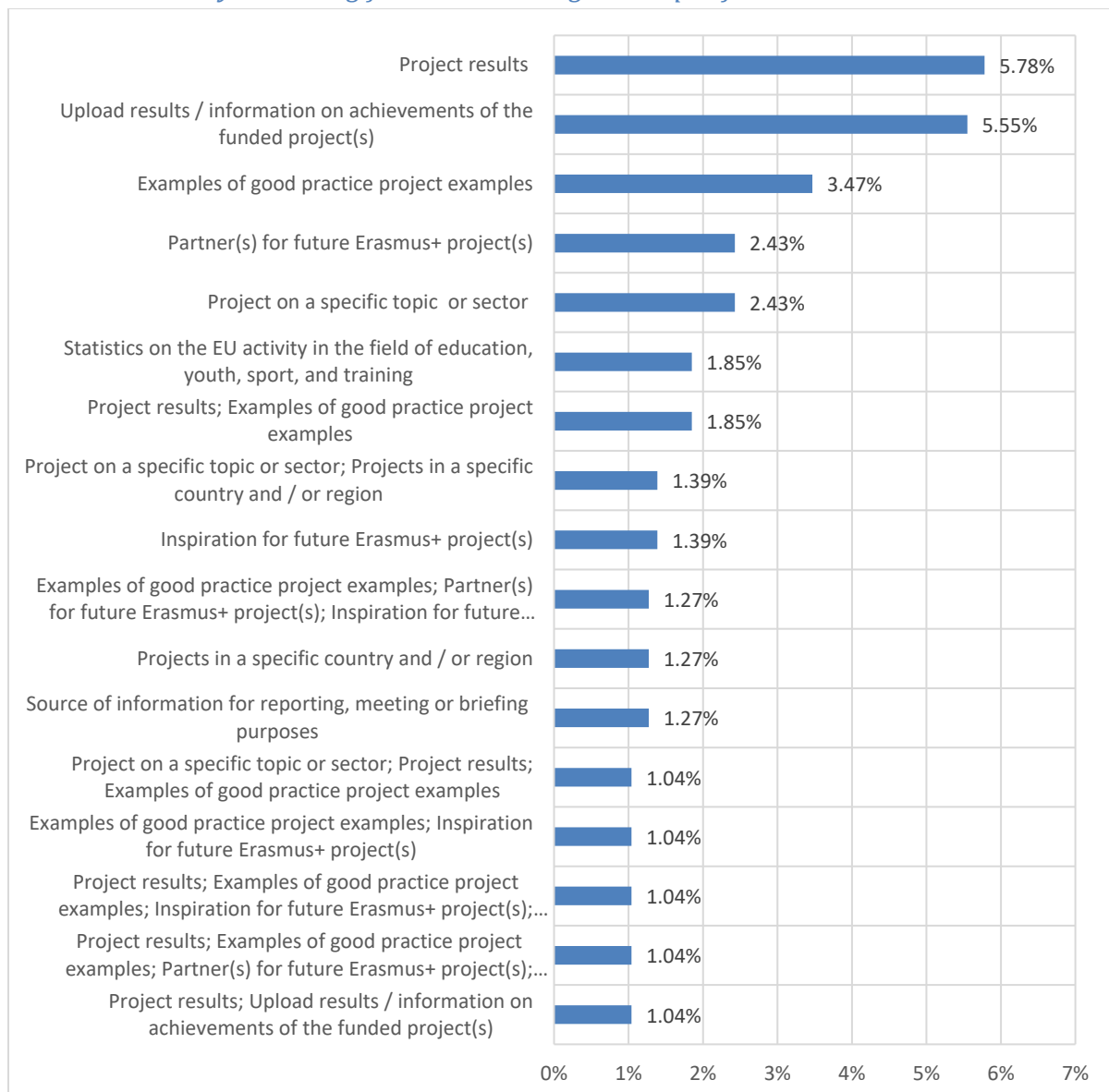
Note: Multiple choices were available for this question so the chart above represents the result of the top answers and is not an exhaustive list of all the answers from respondents. The survey options were different from the 2019 survey therefore results are presented separately.

Exploring project results is the first reason to vist the platform, **uploading results** – by beneficiaries - the second (results are mandatory for some actions while highly recommended for all beneficiaries as public results increase the visibility of projects).

The **label 'good practice'** is an indicator showing the quality of projects and represents one of the top reasons to visit and search the platform. In order to select 'good practice' projects, a filter is available in the left filter bar. The publication of projects and project

results seem to **inspire users** to review projects and project cards as this choice was in the top reasons to visit the platform.

Most users come to the platform looking for a **specific topic or sector** which is available through the filters in the left bar of options on the platform. With various categories of documents available and factsheets, users are also primarily looking for **statistics on the EU activity in the field of education, youth, sport and training.**

One option of the project results platform is to **look for partners** thanks to the filters allowing visitors to identify partners per countries, regions or accredited organisations.

In 2019, the top reasons for using the platform were also **to explore results of projects funded by Erasmus+** (55% of respondents) or **to find inspiration for an Erasmus+ project** (52% of respondents). The next most selected reasons for using the platform were **to find partners for future Erasmus+ projects** and **to upload results/information on achievements** of the funded projects.

3.2.2. Did you find what you were looking for?
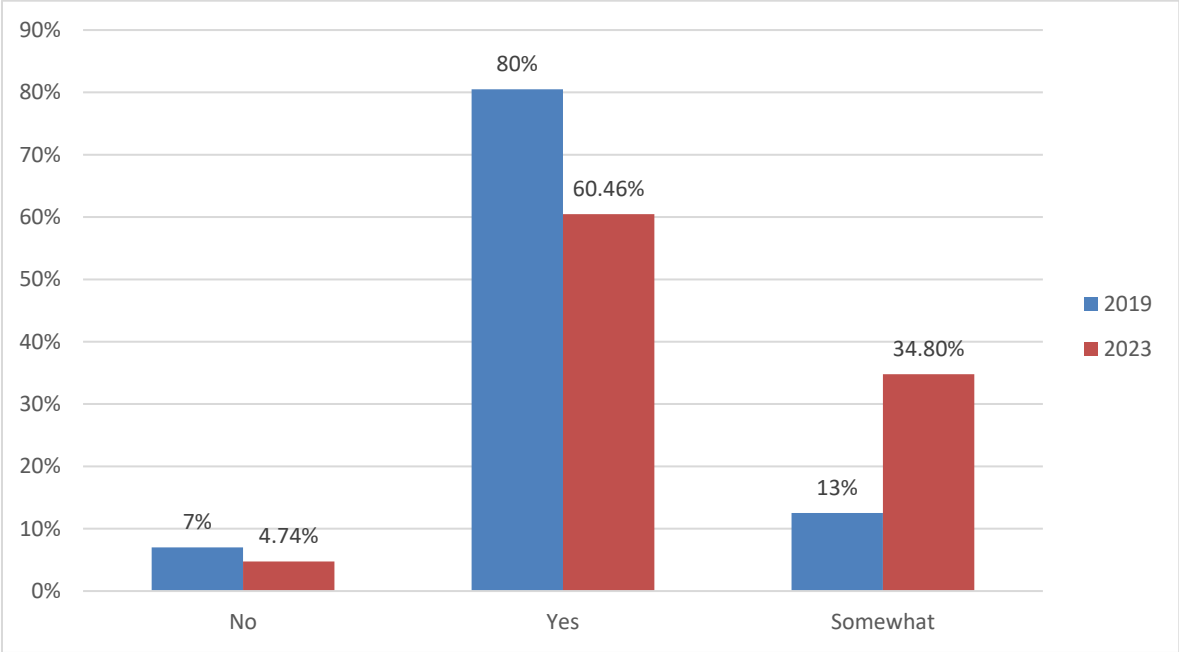
60.46% of respondents answered positively to the question 'Did you find what you were looking for?'. This number decreased by 20% compared to 2019 while 34.4% answered 'somewhat' (13% in 2019). Only 4.74% could not find the information they were looking for when visiting the Project Results Platforms (this number was 7% in 2019).
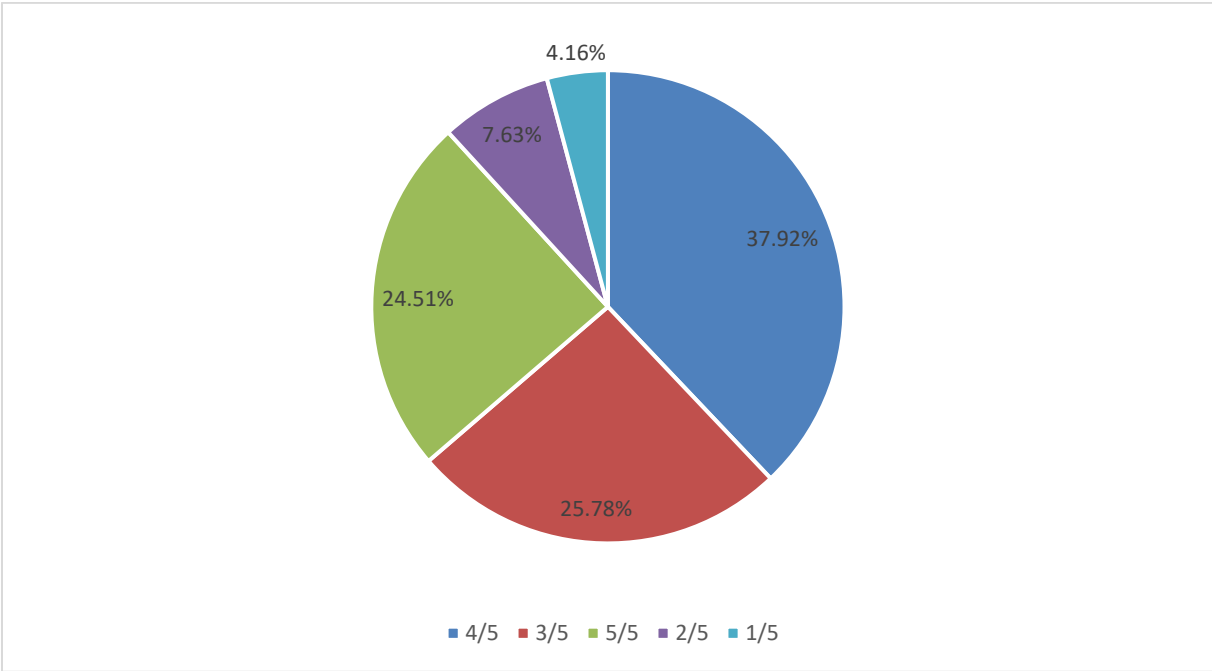
3.3 Satisfaction rate

3.3.1. How quickly did you find the information you were looking for?
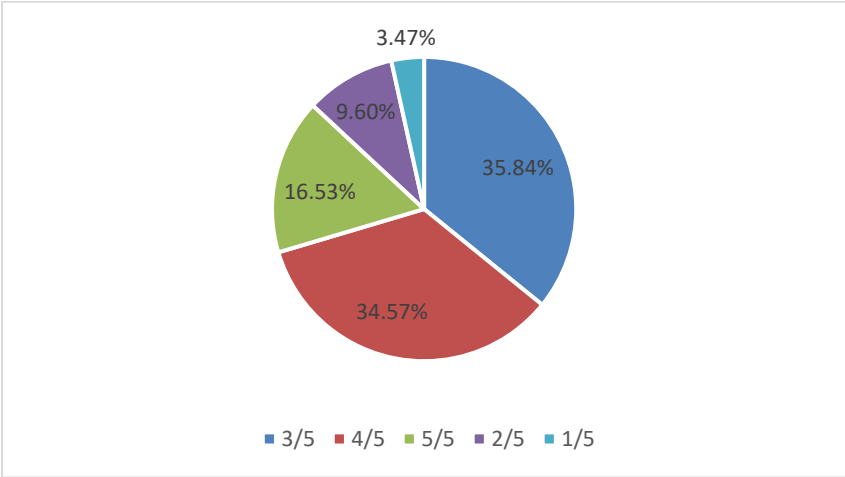
Respondents were asked to rate *how quickly they could find information on the platform* from a scale from 1 to 5 stars, 1 star meaning 'I did not find it at all', 3 stars 'quite quickly' and 5 'instantly'.

The **majority of users found this information fairly quickly or quickly as alsmot 87%** answered with 3 and above, thus **the satisfaction rate for this question was positive for the vast portion of respondents.**

### 3.3.1. Overall satisfaction with the platform

Respondents were asked to **rate their overall satisfaction with the platform**. It translated into a score ranging from 1 (very unsatisfied) to 5 stars (very satisfied), the **average score is 4 out of 5 in 2023 followed by 3/5 (25.78%) and 5/5 (24.51%)**. **The overall number of respondents scoring 4 or above was 62%**

In the 2019 survey edition**, 70% of respondents scored the platform 4 or above**, the decrease being possibly explained with the difficulty to grasp yet the fully revamped user interface. Additionally, 18% of them were neutral in 2019. Overall, results remain positive compared to the answers from 2019.

3.4 Utilisation of features

### 3.4.1. Utilisation of the booklet functionality
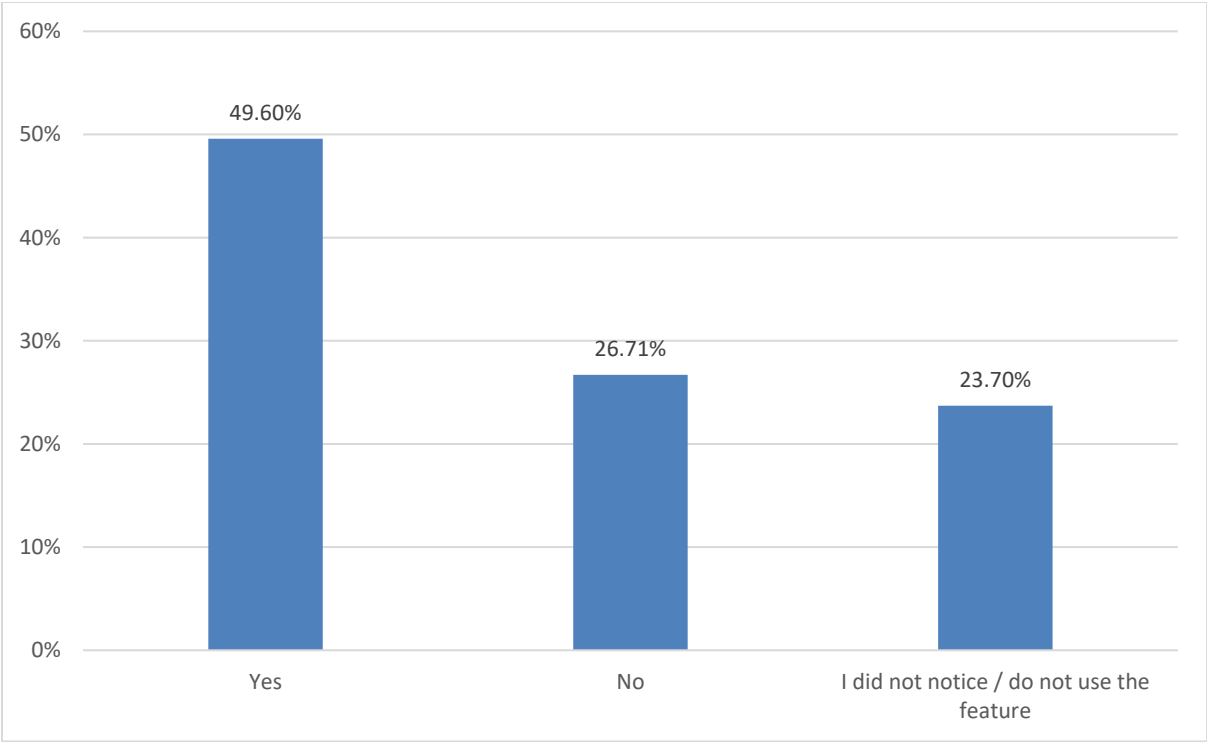
Note: this question is new

The booklet functionality gives users the possibility to download multiple project cards as a collection/booklet of PDFs as opposed to the list of projects in an excel format ('download results XLS').

Respondents were asked if they used the **booklet functionality** ('save in my booklet' option), they had three options from 'yes' to 'no' or the fact that they did not know that this feature was available on the platform.

Half of respondents used the booklet feature (49.60%) while 23.70% did not know the option and 26.71% did not use the functionality in general when browsing the Erasmus+ Project Results Platform.

## 3.4.2. Utilisation of the map functionality
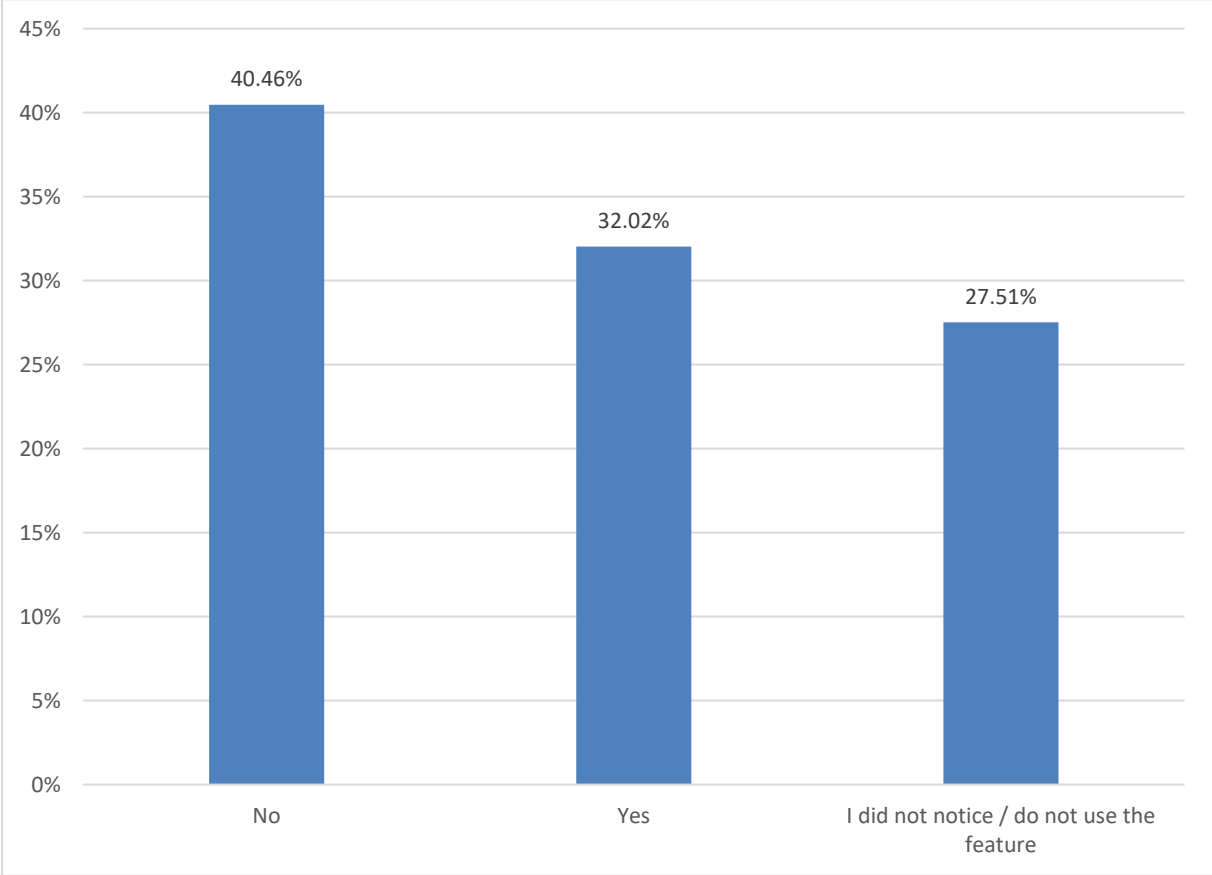
Note: this question is new

The map functionality allows visitors to visualise projects on a zoomable map instead of a list of projects. When visitors click on a project card, a map is also available showing the participating organisations per country.

Respondents were asked if they used the map feature. **The majority of respondents did not use the map functionality** (40.46%) or did not know the feature (27.51%). **Only one third of users answered positively** (32.02%).

3.4.3. Utilisation of the coordinator/partner filter

Figure: Bar chart showing utilisation of the coordinator/partner filter: Yes 58.50%, No 27.51%, I did not notice / do not use the feature 13.99%.
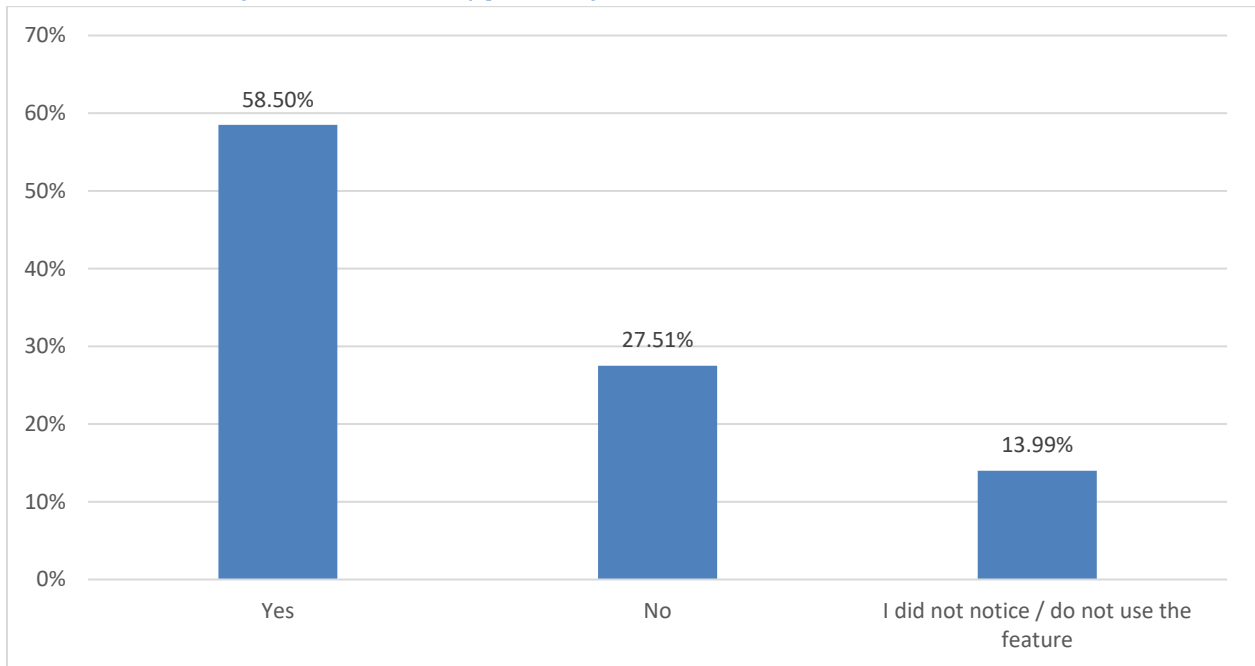
Respondents were asked whether they knew and used the filter coordinator/partner. An advanced filter was introduced with the revamped version of Erasmus+ Project Results Platform allowing visitors to look for coordinators and/or partners filtering the options by regions, countries, organisation names and types (e.g. schools, non profit, etc).

The majority of respondents used this option (58.50%) while 13.99% did not know this filter and 27.51% answered 'no' to the question.

3.5 Suggested new features

Respondents were asked to **select from a list the new features that they would like to see the most on the Erasmus+ Project Results Platform in the future**. The top rated features are:

1. Publish / view project results during the project lifetime
2. Show updated organisation contact details after the completion of the projects
3. Packs of results on specific topics or fields
4. Suggested keywords when typing a search

Among other suggestions this year, there is:

- Combine a search for coordinator and partners
- Cross results
- Advanced functionalities in keyword search
- Title search accuracy

- How to use the Beneficiary Dashboard
- Improve the search for partners and communication
- Accessibility: Immersive screen reader for visually impaired users, description of images (accessibility), user friendly fonts and good contrasts
- Clickable contact details
- How to update project details (e.g. website)
- More surveys
- Visual navigation through the platform
- Countries by alphabetical order

In 2019 respondents requested to include the possibility to filter projects by field, improved accuracy of keyword searches, statistics on funding across field / region / countries, results packs on a specific topic. These features were implemented during the revamping of the platforms in 2022 and are therefore available to the public.

3.6 Additional comments and feedback

Additional comments referred mostly to the uploading of project results which was described as lengthy and complex, with slow upload speeds. Visitors also highlighted the importance of user-friendliness, noting that the current platform navigation can be challenging due to the less intuitive use of filters and its positioning as well as the length of some filters. Respondents are also pointing out that they would like to see all projects published, as well as project results.