D6.3 External Evaluation Interim Report

Document Info	
Project reference	**618768/2020**
Deliverable	**D6.3 External Evaluation Interim Report**
Dissemination level	**Public**
Date	**13/12/2022**
Document version	**Draft**
Status	
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618768-EPP-1-2020-1-EL-EPPKA2-CBHE-JP

Contents

Introduction

The External Evaluation Interim Report was prepared by Associazione ValIda the entity contracted to provide the external evaluation of the ICT-INOV project.

The responsibility of the external evaluation in ICT-INOV is to support the project activities and provide opportunities for improvement of both project processes and the results generated.

This report reflects the outcomes of the external evaluation, and is part of the Quality Plan (WP6) of ICT-INOV, fulfilling 6.3.

It is intended to serve as a summary of the project's work with a view to future reflection.

The objective of the external evaluation is to provide the coordinator and the partnership with analytical information about the project implementation by assessing project's relevance, impact, effectiveness, efficiency, sustainability, project management and partners' cooperation.

In addition, the project and its results and outcomes are being evaluated against the original work plan and the project's objectives.

Evaluation has addressed the key strengths of the project, but at the same time, it has also given recommendations about weaknesses for further development and sustainability.

The coordinating organisation and the partner organisations are provided with further development needs and concrete recommendations based on the general view constructed during the evaluation.

The activities related to drafting this report were conducted in November and December 2022, according to the Evaluation Plan elaborated by the project Steering Committee.

Given that other quality-related processes were involved in the project's management, the external evaluator's role in ICT-INOV was largely to complement this work, working in collaboration, without prejudice to the need to provide an independent perspective on the work being carried out.

2. Project summary

ICT-INOV is funded by the Capacity Building in Higher Education Erasmus+ program and is implemented in Greece, Malaysia, Vietnam, Pakistan, Nepal, Portugal, Italy, and Estonia.

It aims to enrich ICT higher education in Asia, specifically Malaysia, Vietnam, Nepal, and Pakistan, to promote innovation. Implementation in South Asia is important due to the region's high growth. While educational objectives in these partner countries may differ, they all converge on the need to enrich higher education as a vehicle of innovation and growth.

ICT-INOV aims to introduce a technology-enhanced, design-thinking learning intervention for contributing to the development of an ICT workforce highly capable of innovation.

The project mainly targets educators, students and higher education institutions. Educators and students benefit from the added value of ICT-INOV methodologies and digital tools for building skills for employment. Higher education institutions also benefit from a holistic strategical approach towards promoting innovation in ICT education in a specific unit at partner universities.

3. Evaluation Plan

This evaluation aims at providing practical information on the project's progress and suggestions for further improvement. The evaluation system is kept compact but competently aimed at revealing the most important factors in the project partnership and cooperation processes.

The role of this evaluation in the project is to point out the strengths and opportunities and to encourage and show how the project could be further developed.

According to the *Quality Assurance Plan*, this Interim Report is focused on the assessment of the:

1. *Project management and coordination*, specifically coordination, level of involvement and participation in the making decision and management process and in the realisation of the project results.
2. *Partnership communication and collaboration*.
3. *Dissemination and sustainability*.
4. *Results and Products*, specifically the relevance regarding the work plan, the contents in line with the needs that emerged, the quality and the target group addressed.

4. Data gathering and analysis

The evaluator was admitted to the online project documentation found on the project website: http://ictinov-project.eu/, including the private area.

The Quality Assurance Plan and the results of the evaluation questionnaires issued by the partner responsible for the internal evaluation provided a good baseline for project activities, partnership, general progress and communication.

However, the external evaluator gathered further information through an online survey. The survey was sent to the members of the Steering Committee.

Afterwards, the feedback received was compared to the project objectives and aims.

Finally, the recommendations were made based on the survey results and comparisons.

5. Evaluation Methodology

The survey (Annex 1) issued to the members of the Steering Committee aimed at collecting feedback on the following:

⇒ project process

⇒ project deliverables

The survey was anonymous to comply with the survey's confidentiality and the need to obtain sincere opinions.

The questions related to the evaluation of the process were designed with a mix of open questions and a five-level linear scale, where the scale from 1 to 5 is meant to rate several statements organised in 5 dimensions:

1. Participation Flow and Communication;
2. Effectiveness, Efficiency and Working methods;
3. Work plan: Relevance, Adaptability, Timing, Responsiveness;
4. Partnership Collaboration and Communication;
5. Dissemination and sustainability.

The questions related to the project deliverables were designed with a five-level linear scale and multiple choice.

Criteria identified as relevant for the validation were:

Table - 1 – Validation criteria

Key external evaluation criteria	Focus of the Evaluation
Relevance	The consistency and validity of the project results against the initially proposed objectives
Level of Partners Commitment	Partners' contribution to the production of the results according to its specific expertise
Efficiency	Measuring the resource used both from economic and time perspectives in the project activities to achieve the project results
Impact	Examination of the changes produced by the project results. The changes could be positive or negative,

	direct or indirect, intended or unintended.
Sustainability	Whether or not project results can be adopted and implemented beyond the completion of the project – short/medium/long-term sustainability
Diversity	Involvement of different stakeholders from those originally foreseen

A specific section of the survey, including multiple choice questions, was dedicated to evaluating the project platform. Criteria identified as relevant for the evaluation were:

⇒ Accessibility;
⇒ Lay out;
⇒ Responsive design;
⇒ User friendly and intuitive;
⇒ East and effective administration.

4. Findings and analysis – Project Process

The partners expressed overall satisfaction with all the aspects considered in the questions.

4.1 Management and Coordination

As for the *General Coordination – Participation flow and communication,* the average satisfaction is quite high for clarity of instructions, objectives and contents (Overall Mean 4.83 out of 5) as shown in the following Figure:

Fig. 1 – The clarity of objectives and contents in coordinator/WP leader instructions *(The results are expressed in percentage).*

In the same way, participation in decision-making ranked a significantly positive average (Overall Mean 4.67 out of 5), as shown in the following Figure.

Fig. 2 – The level of all partners' involvement and participation in the decision-making process (The results are represented in percentages).

Moreover, the communication and participation are very proactive and positive among partners both during face-to-face meetings (as reported by the related internal evaluation) and virtual meetings. This is also reflected in the meetings' internal evaluation results.

The same positive results were achieved regarding the perception of all partners' involvement and participation in the management process (Overall Mean 4.67 out of 5) and in the realisation of the results and products (Overall Mean 4.75 out of 5).

In synthesis, in the dimension "management and coordination", the final score of the "Participation flow and communication" has obtained an overall mean 4.73 out of 5 as shown in the following Figure with the results expressed in percentage:
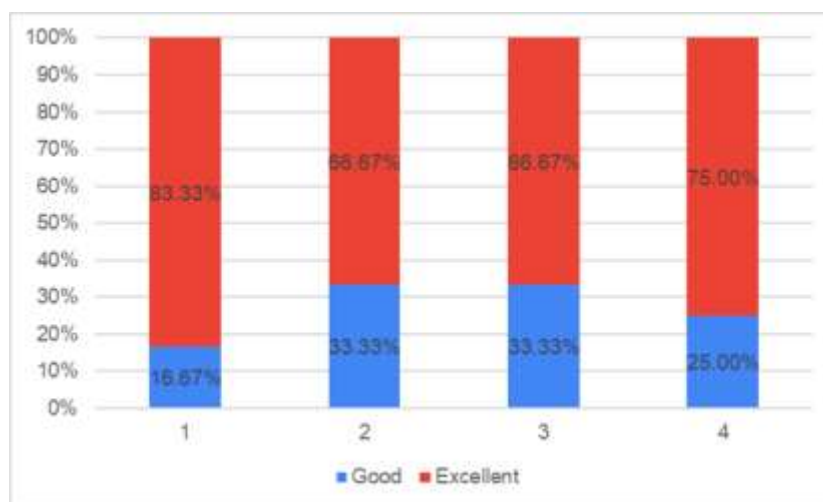
Fig. 3 – The total score of the "Participation flow and communication " in the "Management and Coordination" dimension

T   1.   Clarity of objectives and contents in coordinator/WP leader instructions.   *s*

e   2.   Level of all partners' involvement and participation in the decision making process.   d

th   3.   Level of all partners' involvement and participation in the management.

                 4.   Level of all partners' involvement and participation in the realization of the project results.

The work process efficacy and the planned activities' effectiveness have been evaluated in the set of statements related to the *Work plan: Relevance, Adaptability, Timing, and Responsiveness.*

In line with the previously obtained results the partners are highly satisfied regarding the efficiency/effectiveness of the teamwork (Overall mean 4.67 out of 5) established to carry out the project activities and products, as represented in the following Figure:

Fig. 4 – The perception of the efficiency/effectiveness of the teamwork by partners.

This result is also confirmed in the delivery of project results, where deadlines are generally accomplished (Overall mean 4.58 out of 5).

In addition, the level of satisfaction of team working is also proven by the satisfaction of the distribution of the tasks between the project partners (Overall mean 4.50 out of 5) and the relevance of knowledge, expertise and experiences of the partners with respect to project goals and assigned tasks (Overall mean 4.83 out of 5).

In this regard, the survey data outlined the competence and the high qualification of all the partners in accomplishing the scope and objectives of ICT-INOV. Finally, the consistency level of the proposed activities with the objectives and expected results achieved a high average (Overall mean 4.75 out of 5) as shown in percentage in the following Figure.
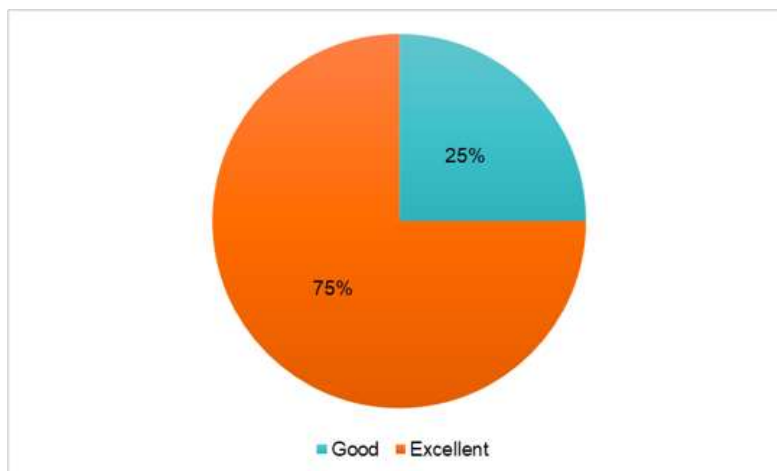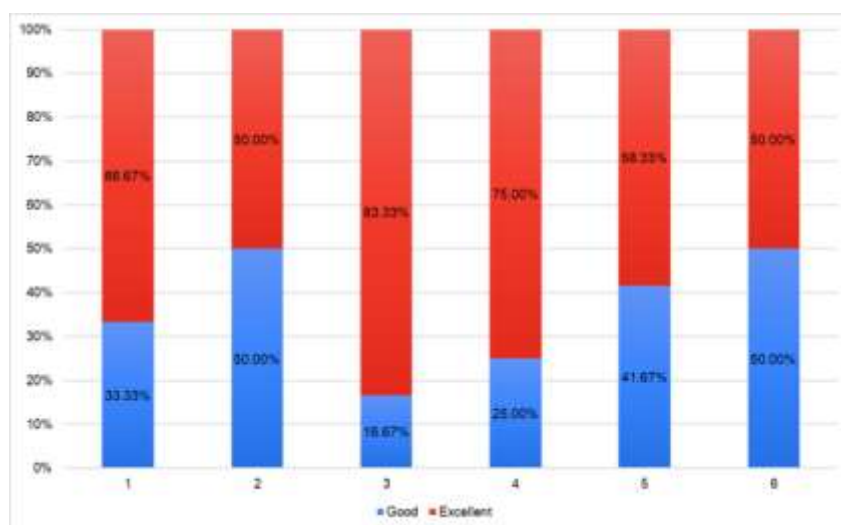
Fig. 5 – The consistency level of the proposed activities with the ICT_INOV objectives and expected results.

In addition, the rate regarding the quality of the regular and complete reports and documents of meetings are evaluated with a high score (Overall mean 4.50 out of 5).

In synthesis, in the dimension "management and coordination", the final score of the "Effectiveness, Efficiency and Working Methods" is an overall mean of 4.64 out of 5, as shown in the following Figure with the results expressed in percentage:


Fig. 6 – The total score of the "Effectiveness, Efficiency and Working Methods " in the "Management and Coordination" dimension

⇒ The perception of the efficiency/effectiveness of the teamwork by partners.

⇒ The distribution of the tasks between the project partners.

⇒ The relevance of knowledge, expertise and experiences of the partners with respect to project goals and assigned tasks.

⇒ The consistency of the proposed activities with the ICT_INOV objectives and expected results.

⇒ The level of adherence to the work plan and internal deadlines.

⇒ The regular and complete report and documents of meetings.

4.2 Partnership communication and collaboration

The participation and communication among the Partners and the external communication with the target groups have been evaluated in the set of statements *Partnership Collaboration and Communication*. In this case it has been recorded a high average too, mainly in internal communication where the efficacy recorded the highest value (Overall Mean 4.83 out of 5) and the regularity of communication between the coordinator/WP leader as well (Overall Mean 4.83 out of 5).
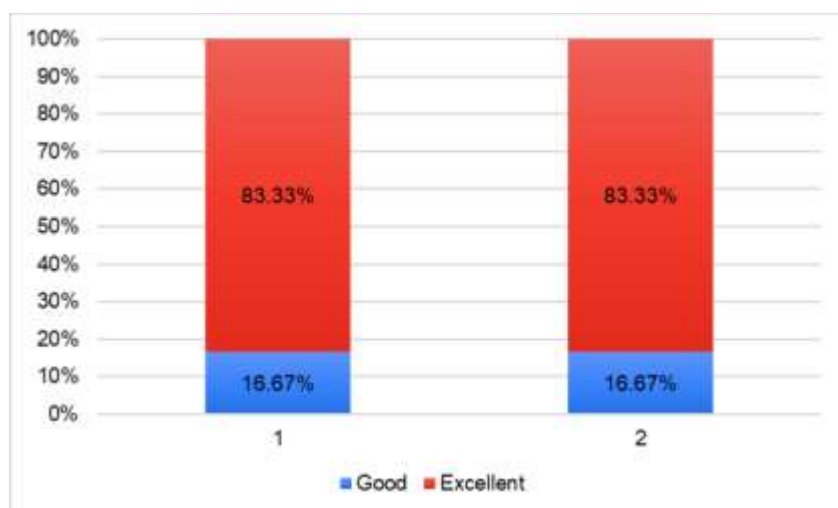
Fig. 7 – The level of participation and communication among partners – internal process.

1. The efficacy of the internal communication.
2. Regularity of communication between the coordinator/WP leader and partners.

Regarding the communication with the external target groups (instructors/educators and students in higher education), the average is 4.42 out of 5.

In the same way, the level of consultation and communication with relevant stakeholders was evaluated with an average of 4.42 out of 5.
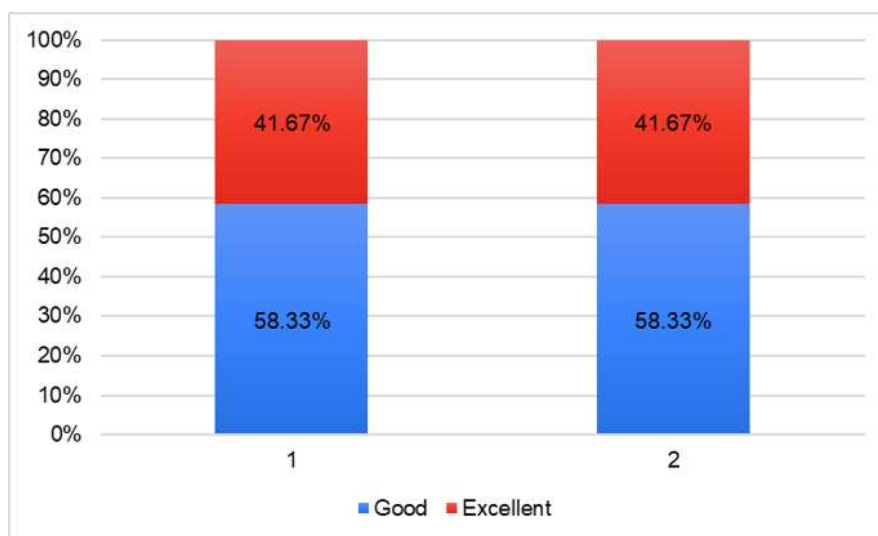
Fig. 8 – The level of consultation and communication – external process.

1. The level of the consultation and communication with the target group.
2. The level of the consultation and communication with relevant stakeholders.

In particular, regarding the dissemination and sustainability of the project, the respondents recognised the adequacy of the project visibility outside the consortium. The reception on the project objectives, activities and outcomes from the stakeholders is positive. However, it should still be encouraged and promoted.

The positive factor is that some partner organisations have already an implementation plan to assure future project sustainability, such as maintaining the cooperative network of the partners and promoting the use of the platform as well as the methodology in future projects. In fact, integrating the proposed method into courses could supply innovative educational offers based on the design thinking approach.

In general, according with the feedback gathered, the partners have succeeded in project dissemination management both in European and Asian countries. It is considered a good example of Asian and European collaboration for the teamwork and outcome realised up to now.

Regarding the conditions for an effective sustainability for some partners is bit early to speak on this issue, but the actual impact and the learning activities are being performed. While others state that the results are sustainable with minimum funding requirements because the instructor training and community building foreseen in the ICT_INOV activities can contribute to effective exploitation of results.

5. Findings and analysis – Project results and products

The second part of the survey was centered on the collected data related to the partners' perception of the project results and products. In particular, six dimensions were checked as follows:

⇒ Relevance;
⇒ Level of partners' commitment;
⇒ Efficiency;
⇒ Impact;
⇒ Sustainability;
⇒ Diversity.

5.1 Relevance

This element describes how efficient the project's outcome is expected to be with respect to a given goal as specified in the project proposal. It is an essential element of the evaluation because its positive establishment opens the doors to the project's sustainability. In this case, the questions were addressed to evaluate the efforts spent in relation to the achievements and the overall results in relation to the target groups' needs and expectations.
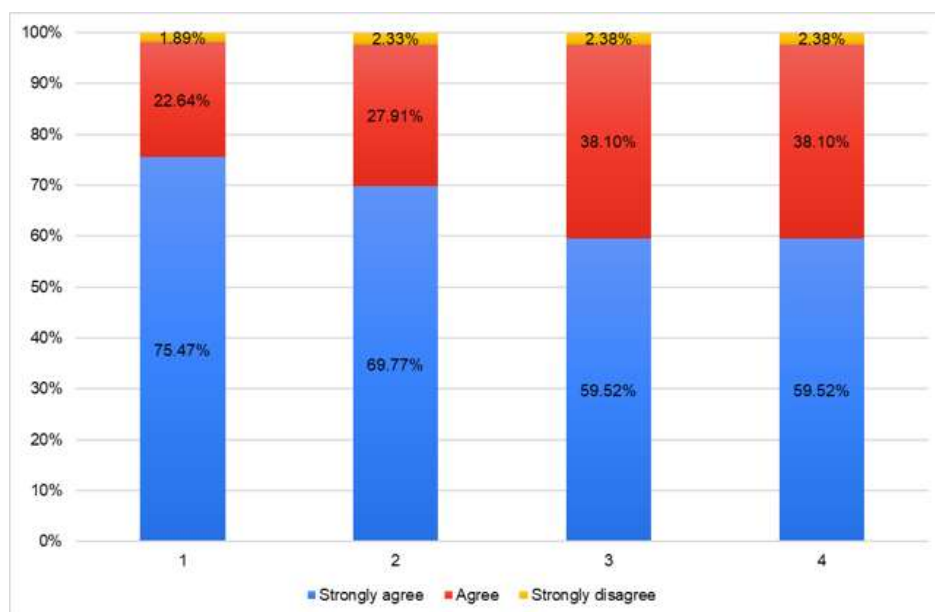
In particular, the project results and product relevance have been analysed according to the work plan; the needs that the project aims to tackle, the quality level and the correctness of the target group addressed.

The results show a high perception (Overall Mean 4.28 out of 5) in each element considered, as shown in the following Figure:

Fig. 9 – The perception of the "relevance" in the project results and products.

As

1. Relevance of the project results and products according to the work plan.
2. The coherence of the relevance of the project results and products with the needs that the project aims to tackle;
3. Relevance of the project results and products according to the expected quality level.
4. Relevance of the project results and products according to the correctness of the target group addressed.

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partnership, this might be the dimension to be improved in the future.

5.2 Level of partners' commitment

The level of partners' commitment can guarantee that they perform specific activities and initiatives towards the project results to be achieved and can contribute to reinforcing the project's impact and sustainability. A high level of their commitment can favour the project's success thanks to an increased feeling of ownership.

The results achieved with the survey show a high perception of the partners' commitment level to the ICT_INOV results and products (Overall Mean 4.20 out of 5) as shown in the following Figure:
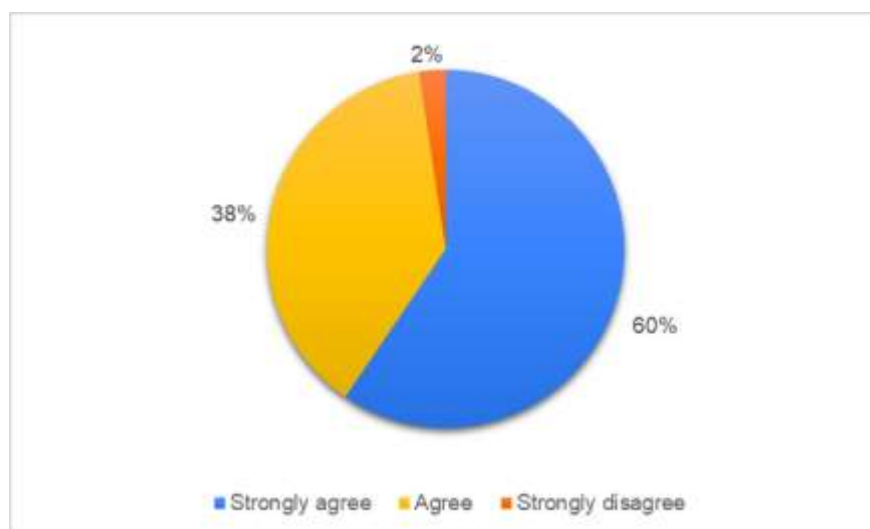
Fig. 10 – The perception of the "level of partners' commitment" to the project results and products.

Also, for this dimension, only one person selected the "strongly disagree" answer in all the items related to the level of partners' commitment. As in the previous dimension, being negligible with respect to the whole partnership, the results can be improved.

5.3 Efficiency

This question was addressed to notice the consistency of the Work Plan to the effective effort spent by each partner. The respondents in general, excluding the single "strongly disagree" option checked, declared that the effort planned was consistent with the work carried out so far and that, in general work plan was appropriately detailed and deadlines coherently defined (Overall Mean 4.25 out of 5) as shown in the following Figure:
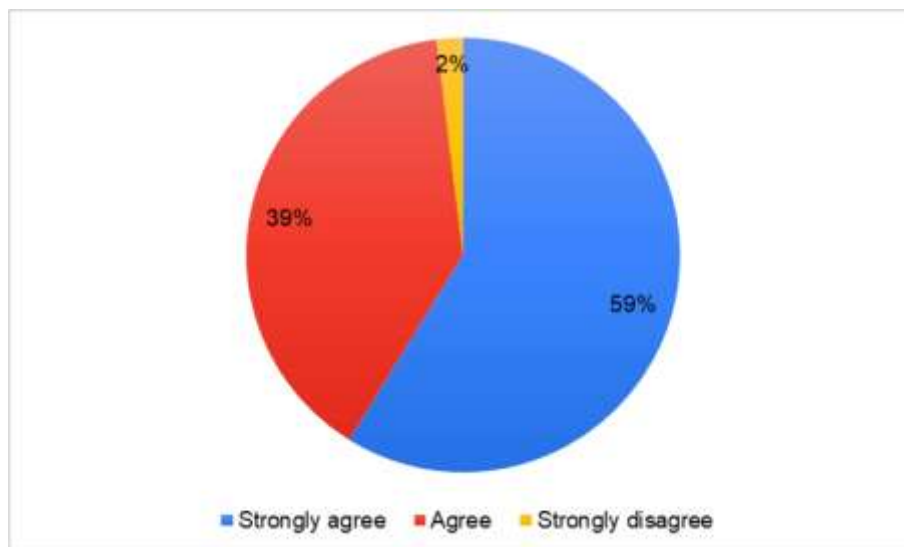
Fig. 11 – The perception of the "efficiency" in the project results and products.

5.4 Impact

Each partner addressed the question in this dimension to understand the perception of the project's impact. Although the high score (Overall Mean 4.83 out of 5), some weaknesses appeared in the external communication toward target groups and stakeholders. This critical point reflects the general weakness of the project in relation to the *level of consultation and communication towards the target grou*p and the *potential stakeholders* (as discussed above). The Figure below shows in percentage the results gathered.
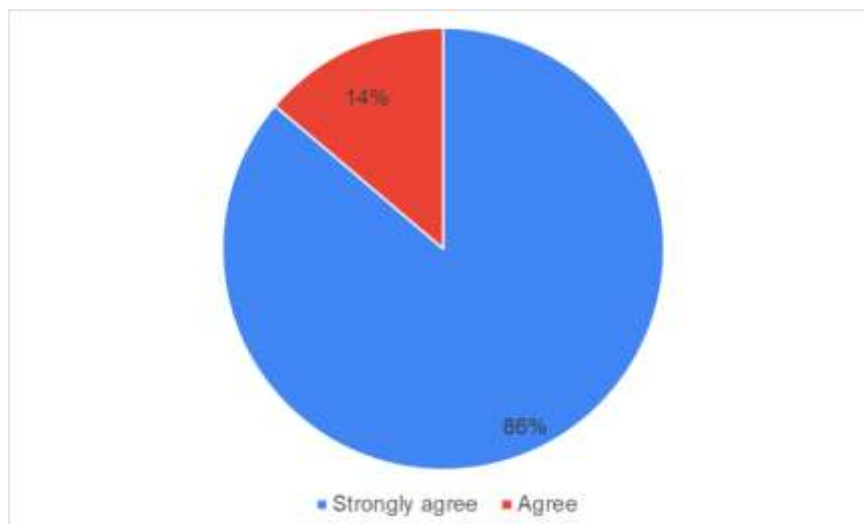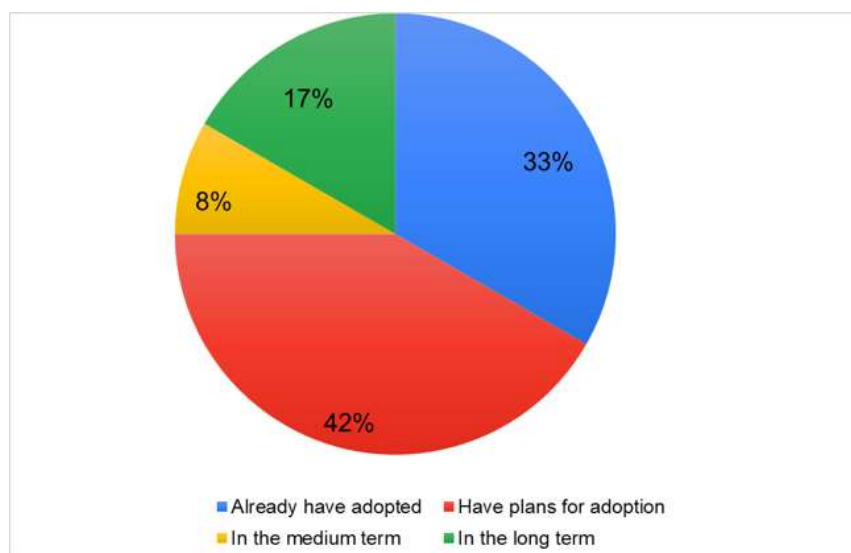
Fig. 12 – The perception of the "impact" in the project results and products.

5.4 Sustainability

All the partners agreed on the continuation of the activities also after the end of the project implementation. It is confirmed that some partners have already adopted (33%) or have plans for its adoption (42%) the project results and products in the organisation, while the rest of the percentage of the respondents (25%) are planning to adopt them in medium (8%) or long term (17%) as shown in the following Figure:
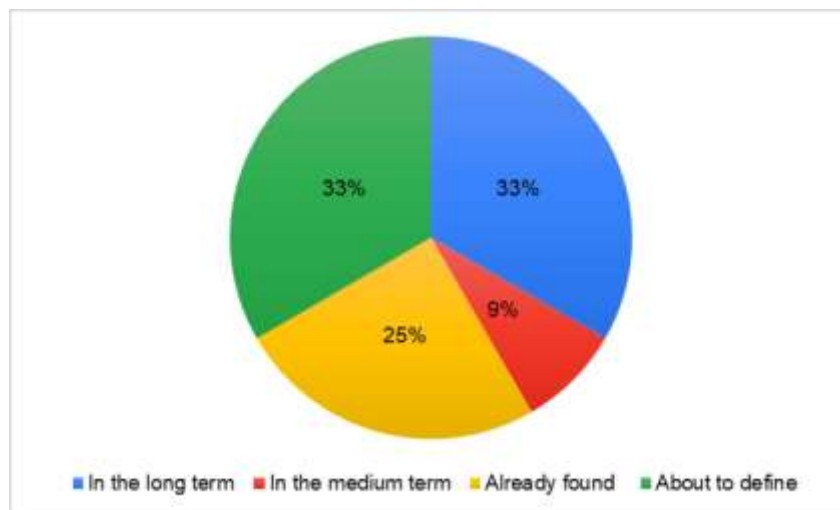
Fig. 13 – The perception of the "sustainability" in the project results and products.

5.5 Diversity

This dimension aimed to understand how far different stakeholders from those originally foreseen could be reached and included in the ICT_INOV. One-third of the respondents (33%) stated that the partner organisation is about to define a strategic plan to involve different stakeholders from those originally foreseen. The other 33% are in favour of the same strategy but in the long term. 25% have already found a good strategy to guarantee this diversity in the target groups and possible stakeholders to be involved. In comparison, the resting 9% are ready to go ahead with this strategy in the medium term, as shown in the following Figure.

Fig. 14 – The perception of the "diversity" in the project results and products.

5.1 Project online platform evaluation

The ICT_INOV online platform was evaluated through the analysis of the usability feedback, in particular accessibility, layout, responsive design, user friendly and intuitive, easy and effective administration.

As for respondents' opinion on the platform's accessibility, the results gathered show absolute unanimity of the opinion, all the twelve respondents have agreed that the login and logout are easy to do. The same insights have been shown on the design of the platform's layout and responsiveness. The feedback gathered unambiguously proves that the users were experiencing no difficulties in the platform's use since the design of the interface has been found intuitive and, therefore, easy to use. The basic components of interaction with the platform, i.e. the menu, editing tools, sections, and navigating between the pages, are also straightforward. The same positive feedback has been revealed regarding the ease and agility of the content upload. No difficulties have been reported neither on access to the platform from different devices.

These elements are undoubtedly an essential factor in the platform's feeling and future adoption.

6. SWOT Analysis

SWOT analysis presents the strengths, weaknesses, opportunities and threats of the ICT-INOV project as results of the survey described above.

Table 2 – Strengths and Weakness revealed by the survey's results

Strengths	Weakness
• Effective management	• Communication between partners outside meetings.
• Effective meetings	• Availability of partners.
• Proactive approach of the partners	• Project lifetime too short for its implementation.
• Motivation and activeness	• Implementation of the dissemination activities.
• Quality of main products	• Under-estimated resources and undervalued efforts.
• Adequate resources	
• Learning experiences	
• Partners commitment	
• Good cooperation level	
• International network	

Table 3 – Opportunities and Threats revealed by the survey's results

Opportunities	Threats
• International collaboration • Use of ITC-INOV outputs for dissemination purposes • Research and work with other institutions • Establishment of a strong partnership for future cooperation • Learning new things	• Collaboration between partners will not continue after the project • Partners' engagement with the project ends • Limited funding and resources

7. Conclusions

As a whole, the ICT_INOV is a good example of a well-prepared and planned project: when the planning has been thorough, the project and its aims and activities are logical and highly relevant to the target groups. The main factors in the success of this project have been the identified needs and relevance, the definition of the project's scope, the clear objectives, and the open way of action and continuous monitoring throughout the implementation phase.

The project has generally proceeded well according to the project plan, and all the foreseen outputs have been delivered and validated through internal evaluation tasks.

According to the feedback analysed, the quality level of all the deliverables is very high. Partners have demonstrated to be very satisfied with the project management and the regular monitoring and evaluation of the project's progress. The quality of cooperation between the partners, being positive and fruitful in many ways, constitutes the project's strength as well as the core outputs in-time delivery.

At the time of this evaluation, the consortium is strongly committed to increasing the target groups' participation and involvement and where they were reached, the impacts are good.

A further commitment of the ICT-INOV partnership should focus on effective communication and exploring new channels for reaching both the target groups and the stakeholders, including those who have not been foreseen before, to enhance the project's transferability and sustainability further.

8. Recommendations

ICT-INOV consortium has achieved a good level of satisfaction concerning the management and coordination activities. In addition, the project coordinator has supplied a serviceable and regularly updated reference project planning. Thanks to the last, all the partners can easily check the output progress and forthcoming deadlines and activities.

Nevertheless, a keen need for more coordinating activities was claimed by some partners in receiving more instructions, accomplishing deadlines and, generally speaking, in coordinating the WP leaders.

The consortium generally achieved an adequate level of cooperation and communication, and hopefully, the partners will continue working with each other in many ways in the future, too.

The developed materials and output are of high quality, and their future accessibility and availability should be guaranteed for expanding the project audiences.

In future, it could be interesting to expand the network by including more Asian and European countries to exchange information and thus disseminate ICT-INOV experiences and cooperation opportunities.

It is recommended to start thinking and planning as soon as possible a sustainability strategy to ensure future implementation even after the end of the action.

The development of three directions of the sustainability strategy is strictly linked to the dissemination and valorisation activities and, therefore, to an addressed communication strategy. For example, under the Dissemination work package, a considerable effort has been deployed for realising several databases, but as a suggestion, a clear description of the work done, and the strategy adopted for the different stakeholders could be beneficial to valorise the effort deployed. This could be fixed by:

- Organising the dissemination activities;
- Producing targeted communication towards stakeholders;

- Reporting the feedback from contact activities.

The recommendation expressed above is based on the observation that a report clarifying approaches/activities/results could be especially important for evaluating the project by the EACEA.

Annex 1 – ICT_INOV Steering Committee's Survey

This form has been created by Associazione ValIda of Rome, responsible for the ICT-INOV external evaluation.

It intends to solicit feedback from the ICT - INOV Steering Committee members to assess the quality, relevance, effectiveness, impact and sustainability of the project process and deliverables.

Data collected will be used for the drafting of the External Interim Report.

1. MANAGEMENT AND COORDINATION

Participation flow and communication

1. **How would you rate the clarity of objectives and contents in coordinator/WP leader instructions*?***
   (1 Not Sufficient; 2 Almost Sufficient; 3 Sufficient; 4 Good; 5 Excellent)

1	2	3	4	5
○	○	○	○	○

2. *How would you rate the level of involvement and participation of all the partners in the* **decision-making process**?
   (1 Not Sufficient; 2 Almost Sufficient; 3Sufficient; 4 Good; 5 Excellent)

1	2	3	4	5
○	○	○	○	○

3. **How would you rate the level of involvement and participation of all the partners in the management?**
   (1 Not Sufficient; 2 Almost Sufficient; 3 Sufficient; 4 Good; 5 Excellent)

1	2	3	4	5
○	○	○	○	○

4. **How would you rate the level of involvement and participation of all the partners in realising the project results?**
(1 Not Sufficient; 2 Almost Sufficient; 3 Sufficient; 4 Good; 5 Excellent)

1	2	3	4	5
○	○	○	○	○

Effectiveness, efficiency and working methods

5. **How would you rate the efficiency/effectiveness of the teamwork?**
(1 Not Sufficient; 2 Almost Sufficient; 3 Sufficient; 4 Good; 5 Excellent)

1	2	3	4	5
○	○	○	○	○

6. **How would you rate the distribution of the tasks between the project partners?**

(1 Not Sufficient; 2 Almost Sufficient; 3 Sufficient; 4 Good; 5 Excellent)

1	2	3	4	5
○	○	○	○	○

7. **How would you rate the relevance of the knowledge, expertise and experiences of the partners with respect to project goals and assigned tasks?**

(1 Not Sufficient; 2 Almost Sufficient; 3 Sufficient; 4 Good; 5 Excellent)

1	2	3	4	5
○	○	○	○	○

Work plan: Relevance, timing, responsiveness

8. **How would you rate the consistency of the proposed activities with the objectives and expected results?**

   (1 Not Sufficient; 2 Almost Sufficient; 3 Sufficient; 4 Good; 5 Excellent)

1	2	3	4	5
◯	◯	◯	◯	◯

9. **How would you rate the respect of the work plan and internal deadlines?**

   (1 Not Sufficient; 2 Almost Sufficient; 3 Sufficient; 4 Good; 5 Excellent)

1	2	3	4	5
◯	◯	◯	◯	◯

10. **How would you rate the regular and complete report and documents of meetings**

    (1 Not Sufficient; 2 Almost Sufficient; 3 Sufficient; 4 Good; 5 Excellent)

1	2	3	4	5
◯	◯	◯	◯	◯

2. PARTNERSHIP COMMUNICATION AND COLLABORATION

11. **How would you rate the efficacy of communication among partners?**

    (1 Not Sufficient; 2 Almost Sufficient; 3 Sufficient; 4 Good; 5 Excellent)

1	2	3	4	5
◯	◯	◯	◯	◯

12. **How would you rate the regularity of communication between the coordinator/WP leader and partners?**

(1 Not Sufficient; 2 Almost Sufficient; 3 Sufficient; 4 Good; 5 Excellent)

1	2	3	4	5
○	○	○	○	○

13. **How would you rate the consultation and communication with target groups?**

(1 Not Sufficient; 2 Almost Sufficient; 3 Sufficient; 4 Good; 5 Excellent)

1	2	3	4	5
○	○	○	○	○

14. **How would you rate the consultation and communication with relevant stakeholders?**

(1 Not Sufficient; 2 Almost Sufficient; 3 Sufficient; 4 Good; 5 Excellent)

1	2	3	4	5
○	○	○	○	○

3. DISSEMINATION AND SUSTAINABILITY

15. **In your opinion, did the project achieve adequate visibility?**

_____

_____

_____

_____

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16. **Out of dissemination and valorisation activities performed, did you recognise the initiative's positive reception from the stakeholders?**

_____

_____

_____

_____

17. **Which is the implementation plan envisaged by your organisation in order to ensure the future sustainability of the project?**

_____

_____

_____

_____

18. **In your opinion, did the project manage to disseminate the results and have an impact on the European and Asian dimensions?**

_____

_____

_____

_____

19. **In your opinion, did the project create the conditions for effective sustainability of results after the funding period?**

_____

_____

_____

_____

4. RESULTS AND PRODUCTS

RELEVANCE: Project results and products have been produced according to the work plan.

○ Strongly agree

○ Agree

○ Neutral

○ Disagree

○ Strongly disagree

RELEVANCE: The content of the results and products are in line with the needs that the project aims to tackle.

○ Strongly agree

○ Agree

○ Neutral

○ Disagree

○ Strongly disagree

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RELEVANCE: Project results and products have been produced with the expected quality level.

○ Strongly agree

○ Agree

○ Neutral

○ Disagree

○ Strongly disagree

RELEVANCE: The project products and results address the right target groups.

○ Strongly agree

○ Agree

○ Neutral

○ Disagree

○ Strongly disagree

LEVEL OF PARTNERS COMMITMENT: All the partners have been involved in the delivery of the projects results and products.

○ Strongly agree

○ Agree

○ Neutral

○ Disagree

○ Strongly disagree

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EFFICIENCY: The budget expenditure and the time foreseen for the production of the project's results and products are in line with the prevision.

○ Strongly agree

○ Agree

○ Neutral

○ Disagree

○ Strongly disagree

IMPACT: How would you rate the reception of project results and products by the project target group and stakeholders?

○ Strongly agree

○ Agree

○ Neutral

○ Disagree

○ Strongly disagree

SUSTAINABILITY: Do you see the prospect of adoption of the project's results?

○ no, not immediately

○ yes, in the medium term

○ yes, in the long term

○ yes, we already have plans for adoption

○ yes, it is already part of our system

DIVERSITY: How far could different stakeholders from those originally foreseen be reached and included?

○ no, not immediately

○ yes, in the medium term

○ yes, in the long term

○ yes, we already have plans for adoption

○ yes, it is already part of our system

5. ICT-INOV Platform

These are specific questions dedicated to the evaluation of the project platform.
YES positive, NO negative, 0 is neutral

ACCESSIBILITY: The login and logout are easy to do *(including the steps to recover credentials)*

○ YES

○ NO

○ 0

LAYOUT: The layout of the platform *(buttons and colours, maps are attractive and help the user understand the message the design is conveying).*

○ YES

○ NO

○ 0

RESPONSIVE DESIGN: The platform is accessible from different devices. There are minimum requirements for connection

○ YES

○ NO

○ 0

USER FRIENDLY AND INTUITIVE: The menu is easy and friendly to navigate *(i.e. access to the different tools and sections, return to the previous page etc...)*

○ YES

○ NO

○ 0

EASY AND EFFECTIVE ADMINISTRATION: It is quick and easy to upload content to the system, manage roles and access levels and report back on how users are accessing and using the platform

○ YES

○ NO

○ 0