Erasmus+ and Creative Europe Project Results Platform

Report on the 2019 Users' Survey

4ᵗʰ December 2019

Contents

1. Introduction

In the framework of continuous improvement the European Commission conducted the 2019 edition of the annual user survey on the Erasmus+ Project Results Platform (E+ PRP) and the Creative Europe Project Results Platform (CE PRP) in order to gather valuable feedback and insight from users. The evaluation includes insights on user profiles, on their needs, and on their satisfaction with the current state of the platform. The survey was online between September 20th and November 12th 2019, and addressed all users on the platform. Additionally to a banner on the platform homepage, the survey was disseminated via the IntraComm, Yammer and notifications sent to beneficiaries. **743 responses** were received for the Erasmus+ PRP and **34 responses** were received for the CE PRP user survey as of November 12th. Compared to previous year, the survey was published longer for 20 days but we have received 206 responses less (-22%) for Erasmus+ PRP and 25 responses less (-42%) for Creative Europe PRP.

2. Summary of findings

E+ PRP

- The top reasons for using the platform remain to **explore results of projects funded by Erasmus+** (55% of respondents) or **find inspiration for an Eramusm+ project** (52% of respondents), with stable values - although in reverse order – when compared to 2018.

- The **overall average satisfaction rate with the platform is 3,7** out of 5 (exactly the same rate in 2018). 70% of respondents score the platform 4 or above (76% in 2018).

- A vast majority of respondents (80%) **found what they were looking for on the platform** . This is exactly *the same value as in 2018*.

- The **average satisfaction score with the search for projects functionality is 3,8** out of 5 (3,9 in 2018). 67% of respondents score the search function 4 or above (70% in 2018). *There is a slight decrease in user satisfaction compared to the 2018 survey*.

- The **average satisfaction score with the new search for results functionality is 3,7** out of 5. 61% of respondents score the search function 4 or above. There are no comparative data from 2018 survey as this is a new function implemented in 2019.

- Overall, there is an **increase in the share of users actively participating in Erasmus+ projects** and decrease in users working in private sector and government sector.

- Overall, the shares of frequency in visiting the platform **remained stable** compared to 2018.

- The considerable increase in users referred by a National Agency (+38%) compared to 2018 highlights the **significant role played by the Erasmus+ National Agencies** in directing people to the results platform

- The top requested new features, compared to those of the 2018 survey are summarised in following table.

	2019	2018
1.	Possibility to filter projects by field (**52%**)	Possibility to filter projects by field (**41%**)
2.	Improved accuracy of keyword searches (**25%**)	More structured summaries of projects (**40%**)
3.	Possibility to manage dissemination of projects and results via social media (**22%**)	Possibility to search by organisation (coordinating or partner) and see a list of their projects (**34%**)
4.	Improved content for good practice projects (**21%**)	Categorization of results and results search function (**26%**)
5.	Statistics on funding across fields / regions / countries (**20%**)	Contact details of coordinating / partner organisations (**25%**)

CE PRP

- The top reasons for using the platform is **to explore results of projects funded by Creative Europe** (62% of respondents), followed by **to find inspiration for a Creative Europe project** (38%) and **to source information for reporting purposes** (26%). These values are stable compared to the 2018 survey.

- The **overall average satisfaction rate with the platform is 3,4** (3,7 in 2018) out of 5. 53% of respondents score the platform 4 or above (65% in 2018). *These values are slightly lower (-18%) compared to the 2018 survey.*

- 70% of respondets **found what they were looking for on the** platform (66% in 2018). *This values are stable compared to the 2018 survey.*

- The **average satisfaction score with the search for projects function is 3,1** out of 5 (3,5 in 2018). 47% of respondents score the search function 4 or above (51% in 2018). *The average satisfaction score and amount of respondents that scored the search function 4 or above is slightly lower compared to the 2018 survey.*

- The **average satisfaction score with the search for results function is 3,1** out of 5. 44% of respondents score the search function 4 or above. There are no comparative data from 2018 survey as this is a new function implemented in 2019.

- Overall, the shares of frequency in visiting the platform **remained stable** compared to 2018.

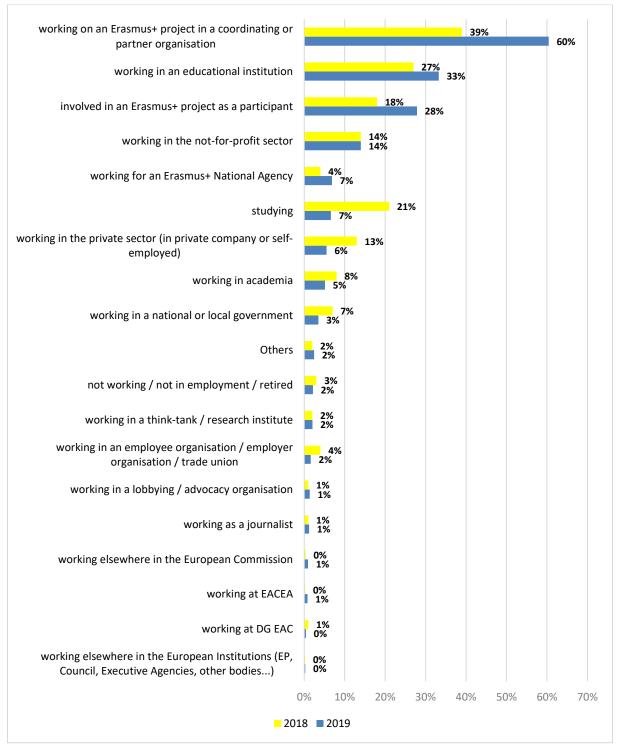- The top requested new features, compared to the 2018 survey are summarised in following table.

	2019	2018
1.	Possibility to filter projects by field (**65%**)	Possibility to search by organisation (coordinating or partner) and see a list of their projects (**44**%)
2.	Statistics on funding across fields / regions / countries (**44%**)	More structured summaries of projects (**35%**)
3.	A link between projects and EC political priorities (**35**%)	Categorization of results and results search function (**33%**)
4.	Multilingual platform (**35**%)	Possibility to filter projects by field (**31**%)
5.	Intermediary results for long-term projects (**32**%)	Statistics on funding across fields / regions / countries (**23**%)

3. Analysis

3.1 Profile of the respondents

3.1.1. Occupation

E+ PRP

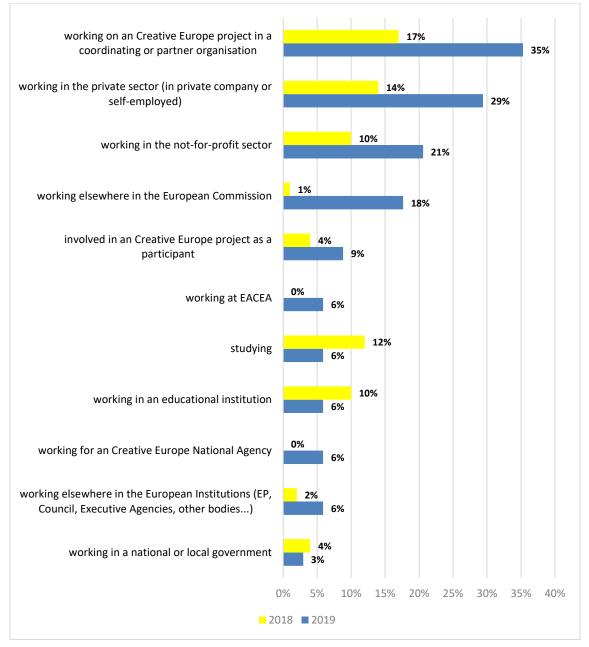| Occupation	2018	2019
working on an Erasmus+ project in a coordinating or partner organisation	39%	60%
working in an educational institution	27%	33%
involved in an Erasmus+ project as a participant	18%	28%
working in the not-for-profit sector	14%	14%
working for an Erasmus+ National Agency	4%	7%
studying	21%	7%
working in the private sector (in private company or self-employed)	13%	6%
working in academia	8%	5%
working in a national or local government	7%	3%
Others	2%	2%
not working / not in employment / retired	3%	2%
working in a think-tank / research institute	2%	2%
working in an employee organisation / employer organisation / trade union	4%	2%
working in a lobbying / advocacy organisation	1%	1%
working as a journalist	1%	1%
working elsewhere in the European Commission	0%	1%
working at EACEA	0%	1%
working at DG EAC	1%	0%
working elsewhere in the European Institutions (EP, Council, Executive Agencies, other bodies...)	0%	0%

The largest share of respondents are **currently working on an Erasmus+ project in a coordinating of partner organisation (60%)**. The two next largest groups of users by occupation are those who describe themselves as working in an **educational institution (33%)** or **involved in an Erasmus+ project as a participant (28%)**. 14% of respondents report working in the not-for-profit sector, which is the same as in 2018 survey.

Proportions have changed compared to 2018 survey. There are more respondents working on an Erasmus+ project in a coordinating of partner organization (+54%), working in an educational institution (+22%) and more respondents involved in an Erasmus+ project as a pariticipant (+56%). In comparison with 2018 survey, there is a decrease in participants studying and working in academia, working in a private sector (in private company or self-employed) and working in an employee organisation / employer organisation / trade union and working in a national or local government.

The main occupation of users is the same as in 2017 (+33% in 2019), but in 2017 the second biggest group of respondents were working in the non-profit sector or working in academia.

Overall, there is an **increase in the share of users actively participating in Erasmus+ projects** and decrease in users working in private sector and government sector.
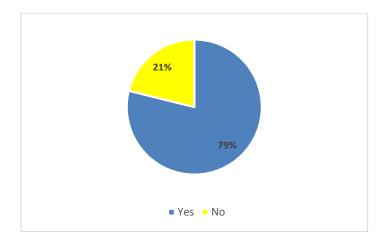
CE PRP

The largest share of respondents **(35%) work on an Creative Europe project in a coordinating or partner organization** (17% in 2018). The next largest group (29%) of users by occupation are those who describe themselves as working in the private sector (14% in 2018). 21% are working in the non-profit sector (10% in 2018), while 18% are working elsewhere in the European Commision (1% in 2018). 6 % of respondents are students (12% in 2018).

The biggest share of respondents (22%) in 2017 was working for a Creative Europe Desk and the next largest group (15%) was working in a private sector. 12% or respondents were working in non-profit organization and working at European Commision/EACEA.

Overall, there is a 50% **increase in the share of users actively participating in Creative Europe projects** and users working in private and non-profit sector and 100% decrease in the share of users working for an Creative Europe Desk (28% in 2018).
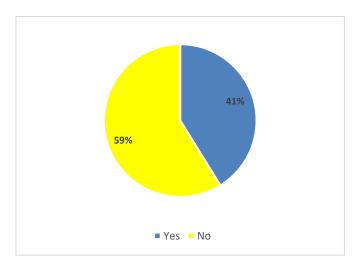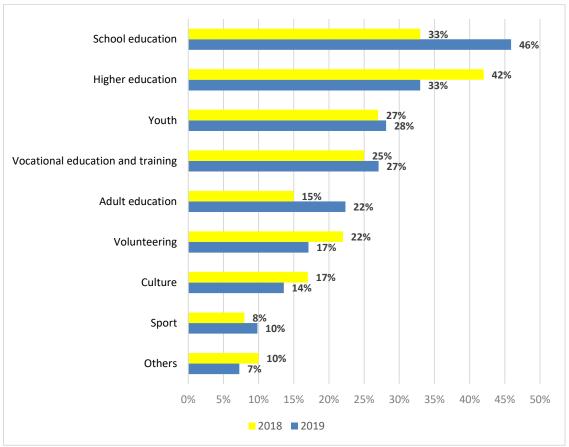
3.1.2. Involvement in an Erasmus+ project

E+ PRP

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), **79% of respondents answered 'Yes'** (vs. 56% in the 2018 survey). These results support previous findings about increase in users participating in Erasmus+ projects (+41%).

CE PRP

To the question whether they are currently involved in an Creative Europe project (as a coordinating or partner organisation, as a participant, or as a project officer), **41% of respondents answered 'Yes'** (27% in 2018). This reflects an increase in the share of users actively participating in Creative Europe projects (+52%)**.**
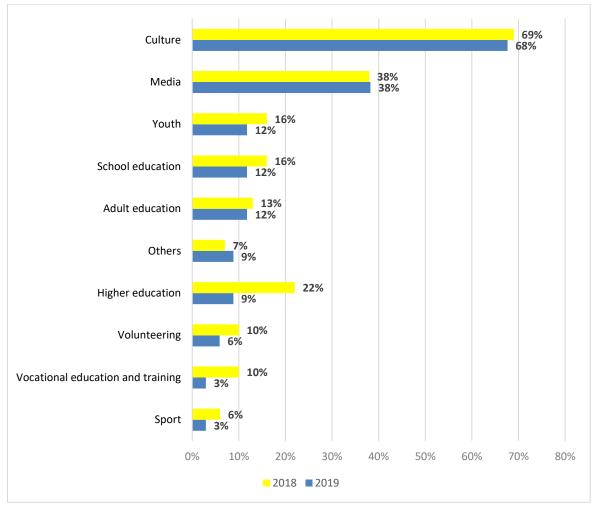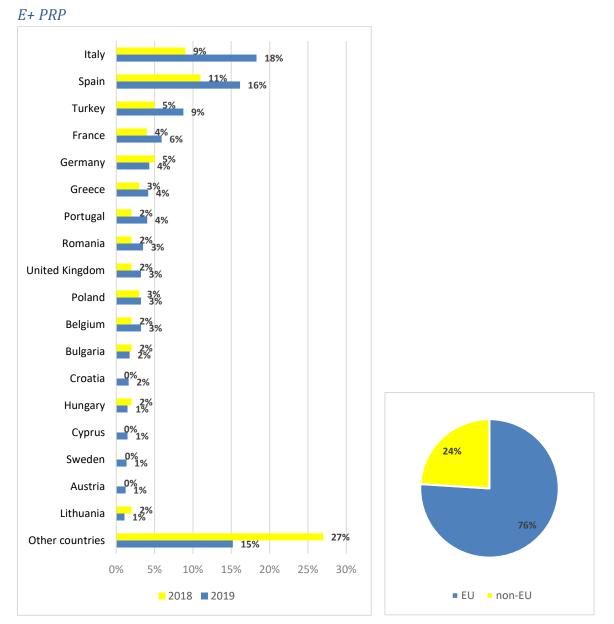
3.1.3. Field of work

E+ PRP

The main field of work of respondents is **school education (46%)**, with a significant increase (+40%) compared to 2018, **higher education (33%)**, with a decrease (-21%), **youth (28%) and VET (27%)**, both remaining stable . There is also a seizable decrease in respondents with field of professional occupation in volunteering (-23%) and culture (-18%).
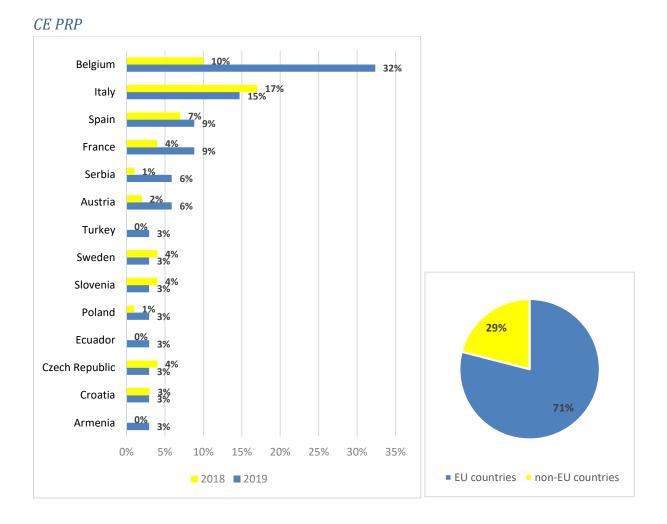
Field	2018	2019
Culture	69%	68%
Media	38%	38%
Youth	16%	12%
School education	16%	12%
Adult education	13%	12%
Others	7%	9%
Higher education	22%	9%
Volunteering	10%	6%
Vocational education and training	10%	3%
Sport	6%	3%

■ 2018 ■ 2019

Main field of work of respondents is **culture (68%)**, followed by **Media** (**38**%) and **Youth** (**12**%). There is a significant decrease compared to 2018 in users engaged in higher education (-59%), volunteering (-40%), vocational education and training (-70%) and sport (-50%).

3.1.4. Country of origin

E+ PRP

76% of respondents were located **in the EU,** which is higher (+31%) compared to the 2018 survey edition (58%). Amongst the top three countries, **Italy (+100%) and Turkey (+80%) significantly increased their users** compared to the 2018 survey, while Spain also increased by (+45%). Among other countries (with less than 1% of responses) are 8 countries from Africa (1,3%), 12 countries from Asia (2,4%), 19 countries from Europe (10,2%), 5 countries from North America (0,8%) and 2 countries from South America (0,4%).

71% or respondents are from **EU-country**, which is lower (-23%) compared to 2018 survey edition (92%). The majority of responses (32%) is from users in Belgium and this amount is significantly higher compared to 2018 survey (+220%). Another top tree countries are Italy (-12% compared to 2018), Spain (+29% compared to 2018) and France (+125% compared to 2018). There is a significant increase in users from Turkey (+300%), Poland (+200%) and Austria (+200%) compared to 2018 survey.

3.1.5. Frequency of visits

E+ PRP

29% of respondents visit the platform at least once a month, which is a slight decrease compared to 32% of 2018 survey. 26% of respondents visit the website once a year, which is slightly higher compared to the 2018 survey (22% of respondents). 20% of respondents visited for the first time, which is stable compared to 21% of 2018. Values for daily visitors of the platform remains stable in comparison with 2018 survey (4%), as well as respondents visiting platform every two weeks (11%) and once a week (10%).

Overall, the shares of frequency in visiting the platform **remained stable** compared to 2018.
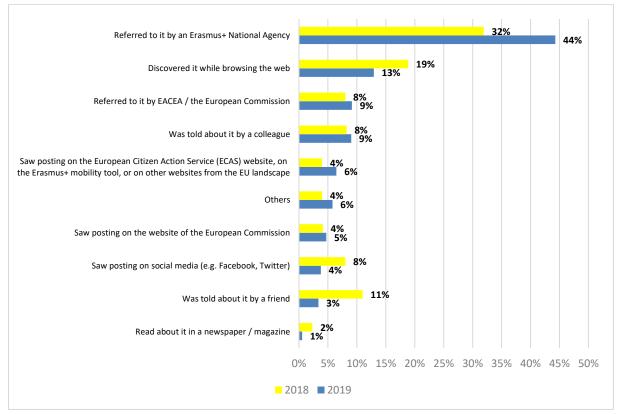
32% of respondents visited the platform for the first time, which is exactly the same number as in 2018. 26% of respondents visit the platform once a month, which is a slight decrease compared to 29% in 2018. 18% of respondents visit the platform once a week, which is 50% higher than in 2018 (9% of respondents). 15% of respondents visit platform at least once a year, which is slightly lower than in 2018 (18% of respondents). 6% of respondents visit the platform every two weeks, which is slightly lower than in 2018 (10% of respondents). Values for daily visitors of the platform remains stable in comparison with 2018 survey (3%).
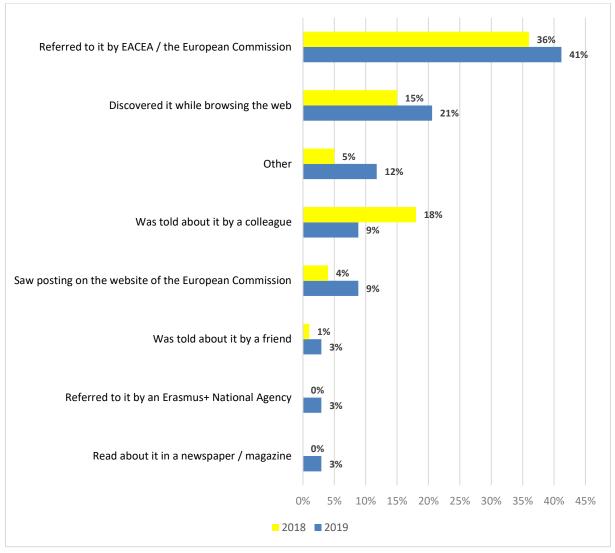
Overall, the shares of frequency in visiting the platform **remained stable** compared to 2018, except for the users that visit the platform once a week (+50%).

3.1.6. How did you find out about the platform?
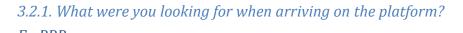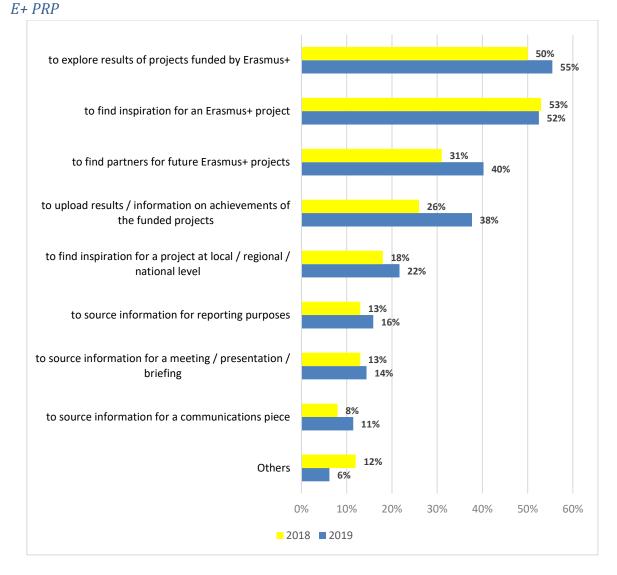
E+ PRP

The considerable increase in users referred by a National Agency (+38%) highlights the **significant role played by the Erasmus+ National Agencies** in directing people to the results platform. 13% of respondents found the platform by chance while browsing the web (slight decrease compared to 2018) and results suggest a referral rate of circa 9% by the Commission / EACEA (stable values compared to 2018). The share of respondents having discovered the platform through social media has decreased by 50% compared to 2018. The results from 2017 also reflect the importance of National Agencies as a significant source of information about the platform (53%). The values for EACEA/European Commision as the source of the information about the platform has decreased (-47%) compared with 2017 survey.
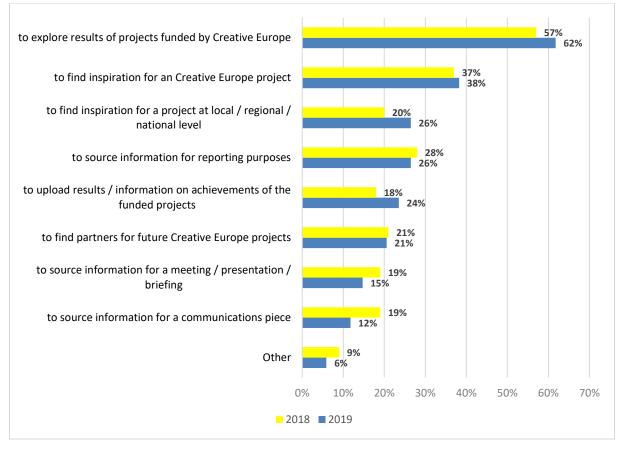
The most important source of information about the platform is EACEA/European Commision (+14% compared to 2018 but -28% compared to 2017). The share of respondents having discovered the platform while browsing the web has increased by 40% compared to 2018. (+75% compared to 2017). The other sources of reference has increased by 140% compared to 2018 (+20% compared to 2017).
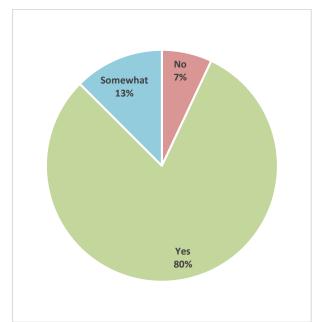
3.2 Reasons to visit

3.2.1. What were you looking for when arriving on the platform?

E+ PRP

For the Erasmus+ users, the top reasons for using the platform remains **to explore results of projects funded by Erasmus+** (55% of respondents vs. 50% in 2018) or **to find inspiration for an Erasmus+ project** (52% of respondents, stable compared to 2018 survey). The next most selected reasons for using the platform are **to find partners for future Erasmus+ projects** (+30% increase compared to 2018 survey) and **to upload results/information on achievements** of the funded projects (+46% increase compared to 2018 survey). Values representing respondents using the platform to source information for a meeting / presentation / briefing are stable compared to 2018. The top reasons to use platform remains the same compared to 2017 survey.
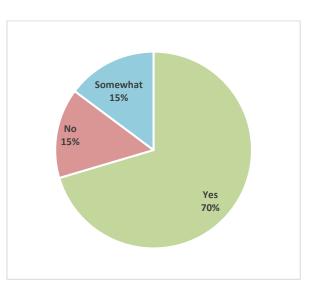
CE PRP

For the Creative Europe users, the top reasons for using the platform remains **to explore results of projects funded by Creative Europe** (+9% compared to 2018) or **to find inspiration for a Creative Europe project** (+3% compared to 2018). The next most selected reasons for using the platform are **to find inspiration for a project at a local / regional / national level** (+30% compared to 2018) and **to source information for reporting purposes** (-7% compared to 2018 survey). The top reasons to use platform remains the same compared to 2017 survey.

3.2.2. Did you find what you were looking for?

E+ PRP

Respondents were asked whether they found what they were looking for on the platform. **A very large majority (80% of respondents) answered positively**, while 13% responded that they "Somewhat" found what they were looking for. 7% did not find what they were looking for. *These values are stable compared to 2018.*
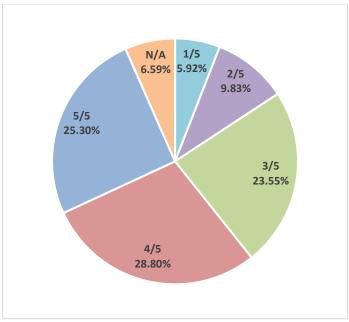
CE PRP

A very large majority (70% of respondents) answered positively (+6% increase compared to 2018), while 15% responded that they "Somewhat" found what they were looking for (-44% decrease compared to 2018). 15% did not find what they were looking for (+114% increase compared to 2018). *In general there is an increase in positive and also negative responses compared to 2018, but the increase in negative response is more dominant.*

3.3 Satisfaction rate

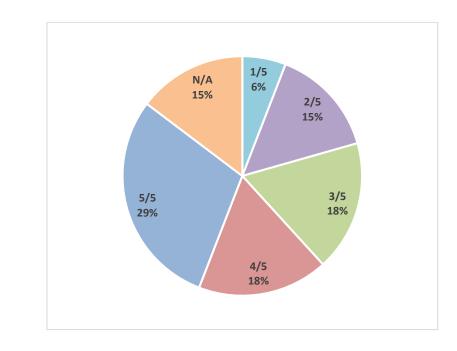### 3.3.1. Satisfaction with the Excel export functionality

E+ PRP

Respondents were asked to rate the extent to which the Excel export functionality meets their needs, on a scale from 1 (does not meet my needs at all) to 5 (meets all of my needs). The **average score is 3,4** out of 5. *This represent a slight decrease compared to 2018* (average score in 2018 was 3,8).

While in the 2019 survey edition, 54% of respondents score the Excel export function 4 or above, this was the case for 65% of respondents in 2018.

Additionally, 22% of respondents were neutral in 2018, while 24% of them are neutral in 2019 survey.

Lastly, while in the 2019 survey, 16% of respondents score the Excel export function 2 or less, this was the case for 13% of respondents in 2018.

Respondents were asked to rate the extent to which the Excel export functionality meets their needs, on a scale from 1 (does not meet my needs at all) to 5 (meets all of my needs). The **average score is 3,1** out of 5. *This represent a slight decrease compared to 2018* (average score in 2018 was 3,5).
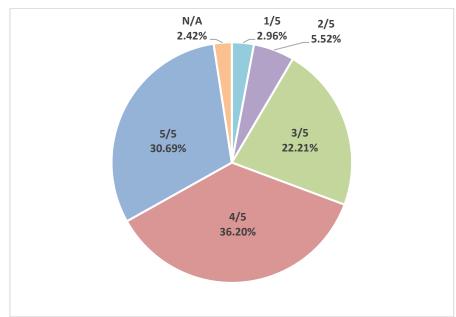
While in the 2019 survey edition 47% of respondents score the Excel export function 4 or above, this was the case for 51% of respondents in 2018.

Additionally, while in the 2019 survey, 18% of respondents were neutral, this was the case for 28% of respondents in 2018.

Lastly, 21% of respondents score the Excel export function 2 or less in 2019, which is exactly the same as in 2018.

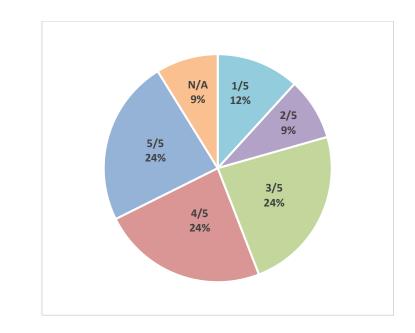### 3.3.2. Satisfaction with the search for projects functionality

E+ PRP

Respondents were asked to rate the extent to which the search for projects functionality meets their needs, on a scale from 1 (does not meet my needs at all) to 5 (meets all of my needs). The **average score is 3,8** out of 5, which is **slightly higher compared to 2018** survey (3,6 in 2018).

The satisfaction rate with the search function slightly decreased compared to 2018. While in the 2019 survey edition, 47% of respondents score the search function 4 or above, this was the case for 57% of respondents in 2018. The satisfaction rate with the search function slightly decreased compared to 2018.

Additionally, 20% of respondents were neutral in 2018, while 22% of them are neutral in the 2019 survey.

Lastly, while in the 2019 survey, 9% of respondents score the search function 2 or less, this was the case for 10% of respondents in 2018.
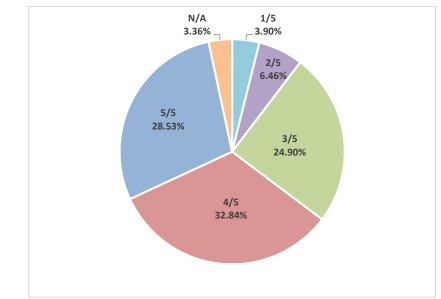
Respondents were asked to rate the extent to which the search for projects functionality meets their needs, on a scale from 1 (does not meet my needs at all) to 5 (meets all of my needs). The **average score is 3,1** out of 5, which is **slightly lower compared to 2018** survey (3,6 in 2018).

The satisfaction rate with the search function slightly decreased compared to 2018. While in the 2019 survey edition, 48% of respondents score the search function 4 or above, this was the case for 57% of respondents in 2018.

Additionally, 26% of respondents were neutral in 2018, while 24% of them are neutral in the 2019 survey.

Lastly, while in the 2019 survey, 21% of respondents score the search function 2 or less, this was the case for 18% of respondents in 2018.

3.3.3. Satisfaction with the new search for results functionality
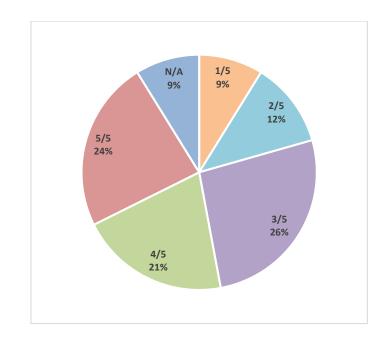
E+ PRP

Respondents were asked to rate the extent to which the new search for results functionality meets their needs, on a scale from 1 (does not meet my needs at all) to 5 (meets all of my needs). The **average score is 3,7** out of 5, which is similar to the search for project functionality.

61% of respondents score the search function 4 or above, which is slightly less than search for project functionality score (67%).

Additionally, 25% of respondents were neutral, which is slightly more than search for project functionality score (22%).

Lastly, 10% of respondents score the search function 2 or less, which is almost the same as search for project functionality score (9%).

There are no comparative data as this new search functionality was introduced in 2019.

Respondents were asked to rate the extent to which the new search for results functionality meets their needs, on a scale from 1 (does not meet my needs at all) to 5 (meets all of my needs). The **average score is 3,1** out of 5, which is the same as the search for project functionality.

44% of respondents score the search function 4 or above, which is less than search for project functionality score (48%).
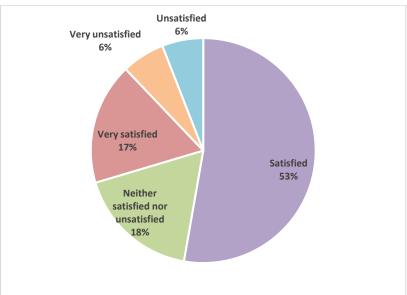
Additionally, 26% of respondents were neutral, which is slightly more than search for project functionality score (24%).
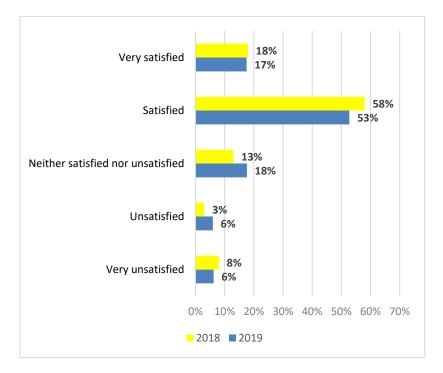
Lastly, 21% of respondents score the search function 2 or less, which is the same as search for project functionality score.

There are no comparative data as this new search functionality was introduced in 2019.

3.3.4. Overall satisfaction with the platform

E+ PRP

Respondents were asked to rate their overall satisfaction with the platform. If translated into the score ranging from 1 (very unsatisfied) to 5 (very satisfied), the **average score is 3,7** out of 5 in 2019, which **is the same as in 2018**.

While in the 2019 survey edition, 70% of respondents score the platform 4 or above, this was the case for 76% of respondents in 2018.

Additionally, 13% of respondents were neutral in 2018, while 18% of them are neutral in 2019.

Lastly, while in the 2019 survey, 12% of respondents score the platform 2 or less, this was the case for 11% of respondents in 2018.

The results are stable compared to 2017 survey. (13% respondents scored the platfor 2 or less, 63% scored the platform 4 or above).
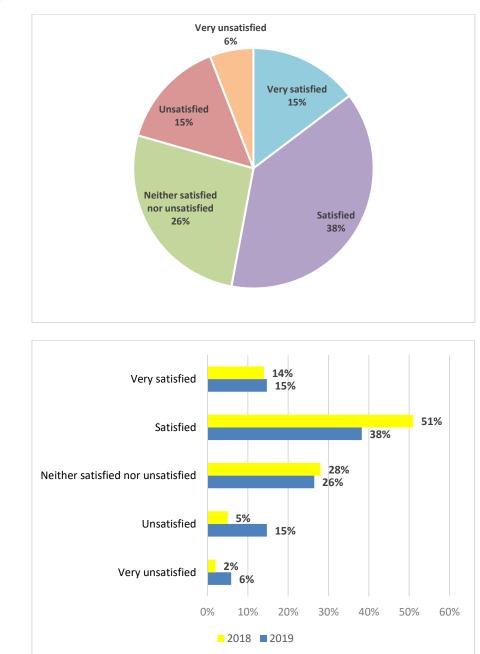
CE PRP

Respondents were asked to rate their overall satisfaction with the platform. If translated into the score ranging from 1 (very unsatisfied) to 5 (very satisfied), the **average score is 3,4** out of 5. (3,7 in 2018)

While in the 2019 survey edition, 53% of respondents score the platform 4 or above, this was the case for 65% of respondents in 2018.

Additionally, 28% of respondents were neutral in 2018, while 26% of them are neutral in 2019.
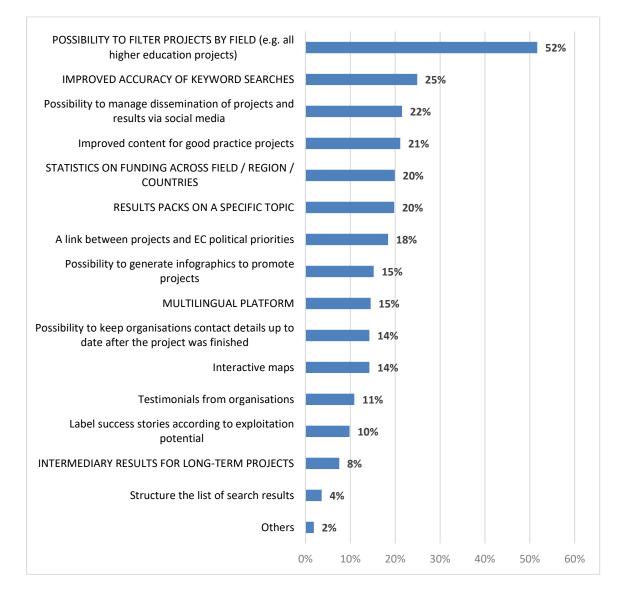
Lastly, while in the 2019 survey, 21% of respondents score the platform 2 or less, this was the case for 7% of respondents in 2018.

According to these results, there is a decrease in satisfaction of users compared to 2018 as well as for 2017 (10% users scored the platform 2 or less, 68% users scored the platform 4 or above).

3.4 Suggested new features

E+ PRP

Respondents were asked to select the top 3 new features that they would like to see on the platform. Features that are planned to be implemented in 2020 are presented in capital letters.
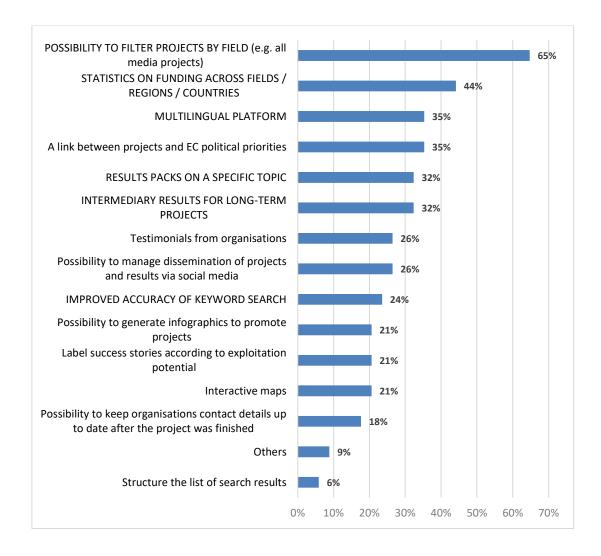
The most requested new features are **the possibility to filter projects by field** (requested by 52% of respondents, 41% in 2018), and **improved accuracy of keyword searches** (requested by 25% of respondents, 18% in 2018). Other top asked-for features are the possibility to manage dissemination of projects and results via social media (22%), improved content for good practice projects (21%) and statistics on funding across fields / regions / countries (requested by 20% of respondents, 18% in 2018). The 3 next most requested new features are results packs on a specific topic (20%), a link between projects and EC political priorities (18%), and the possibility to generate infographics to promote projects (15%). 3 out of five most asked-for new features will be implemented in 2020. Those features include: possibility to filter projects by field, improved accuracy of keyword searches, statistics on funding across field / region / countries, results packs on a specific topic.

When respondents were asked how would they like the list of search results to be structured they suggested ordering them by end date of the project, dissemination indicators (e.g. of conference attendees) and result indicators (e.g. number of learners / organizations reached).

Other suggested new features are the following: :

- Allow users to upload files in different formats(apps, zip files, etc.)
- Create subpages on the platform tailored for the needs of NAs or sectors Statistic analyse with specific choice of project / partners
- Greater focus on outcomes and changes achieved
- Possibility to see other projects by the same organisation (already implemented in the second half of 2019)
- An admin account for national agencies to facilitate access for beneficiaries and solve access problems generating many issues (IMT)
- Have a direct link from mobility tool

CE PRP

Respondents were asked to select the top 3 new features that they would like to see on the platform. Features that are planned to be implemented in 2020 are presented in capital letters.

The most requested new features are **the possibility to filter projects by field** (requested by 65% of respondents, 31% in 2018), and **statistics on funding across field / regions / countries** (requested by 44% of respondents, 23% in 2018). Other top asked-for features are multilingual platform (35%), a link between projects and EC political priorities (35%), results packs on a specific topic and intermediary results for long-tem projects (32%). 4 of the top five asked-for new features are planned for development in 2020 (possibility to filter projects by field, statistics on funding across field / region / countries, multilingual platform, results packs on a specific topic).

As for 'Other features', respondents suggested visuals (high quality images of the projects, free for use with the corresponding caption).

3.5 Additional comments, feedback or remark

The word cloud below was created based on the comments of the respondents. The bigger the word, the more frequently has been mentioned.

E+ PRP

Selected additional comments from the survey respondents are the following:

- We recommend the platform to beneficiaries to help with finding potential partners. For that, more information on the involved organisations would be helpful, or at least the possibility for organisations to update their contact details for already finished projects, so that interested users can get in touch with them.
- Perhaps "Success Story" and "Good Practice Example" could each have their own page with an explanation of the label and a list of the projects that have earned it (or some highlights)? As it is, if I want to mention that a project has been labeled a success story and/or a good practice example in a promotional article, I have nowhere to link to.
- You can work more on spreading and sharing knowledge and experiences of project. Bringing together the official agencies and stakeholders in the countries who deal with integration, including ministries, boards, official agencies, local authorities, regional authorities, practitioners, experts and civil society supporting ongoing integration work in the Nordic countries
- Make the landing page show Good Practice projects by default for the country of the browser. Make the Good Practice label clickable so it goes the the list of good practice projects respecting the filters in place.Have the option to save search/filter settings so they can be reused. Give the option for users to rate the project fiches (add the rating into the search criteria).
- It would be great if it had a link to EPALE partner searcher or school gateway course searcher.

- The platform should have an option for reviewing projects by participants and partners, a little bit like LinkedIn endorsements or service reviews.
- The results-search function could be improved. Results are now integrated in the search function, and this is a good thing. But I feel many projects lack results, or it is hard to estimate what concrete results will be uploaded. Expected results could be listed upon allocation and imported into the database, so one gets a better view over expected results and the diversity of results projects aim to publish.
- The platform on a laptop or desktop works really good, however, in phones, the links to certain information doesn't open at all and it should be improved, knowing that nowdays, most people find it easier to search for information in their phones or have no time to log into a computer.
- It's not obvious what each function does, more clear labels next to my project would be useful. Platform is not very well known, more promotion is needed. Various social media sharing (e.g. after update) would be nice.
- There are no instructional videos.

CE PRP

Selected additional comments from the survey respondents are the following:

- Mapping the project events by project/city/country, clear instructions for beneficiaries of what material can be uploaded for publication or for final report analysis, possibility to validate material for publication during the implementation of the project not only at the end in particular for large scale projects (duration of 4 years), etc
- We have to be very cautious. For Video Games (but not only), MEDIA is receiving a lot of confidential material. Most beneficiaries do not want to disclose anything until the publisher makes a public announcement. Supported projects are at very early stage and do not need publicity yet.