Deliverable 4.1
Report of beta testing of tool

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CO	Confidential, only for members of the consortium including the Commission/IEEA Services (only in exceptional cases)	

Deliverable Administration & Summary					
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3	2010-10-26	IDEC S.A.	Updating of bugs		
4	2010-11-27	IDEC S.A.	Updating of report, inclusion of piloting technical data and google analytics data		

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1 INTRODUCTION

One of the main parts of the RES COMPASS project is the web based tool. This is an online tool which includes a self assessment test of interests and skills that allows the categorisation of the tool users in different groups of renewable energy occupations. At the same time it provides to the users the opportunity to explore different job profiles and several courses on renewables all over Europe.

The tool related objectives of the RES COMPASS project are to:

- Provide vocational orientation to high school and university students on RES occupations

- Provide information about RES job profiles

- Provide information about RES related training courses currently offered in EU-27

- Facilitate recruitment and planning of conversion courses needed for integration of new personnel by RES industry

- Boost mobility and employment in RES sector

The current report summarizes the work done for the development of the tool and more particularly the beta testing of it from the first days of its building till the end of the pilot sessions. Responsible for the reporting of all the activities done and the technical evaluation of the tool is IDEC. The rest of the partners reported any problems or improvements identified for the tool. All requirements identified in this report will be the base for the further development and the improvement of the tool.

The report is divided into 6 parts:

- Analysis of components – Which are the main parts of the tool and how they interfere between each other?

- Overview of tool – Which actions can the user do in each part of the tool?

- Privacy issues – How the personal data of the tool's users are ensured?

- Bugs report – What is the methodology and the forms used to report problems and propose improvements of the tool? Which are these bugs?

- Technical data of beta testing: ease of use, content quality, personalisation, graphic design, speed, system help and user guides – How these issues handled by the RES Compass tool?

- Technical data from the pilot testing – What did the pilot participants think about the tool?

- Suggestions for future development – What are the possible improvements that can be made on the tool?
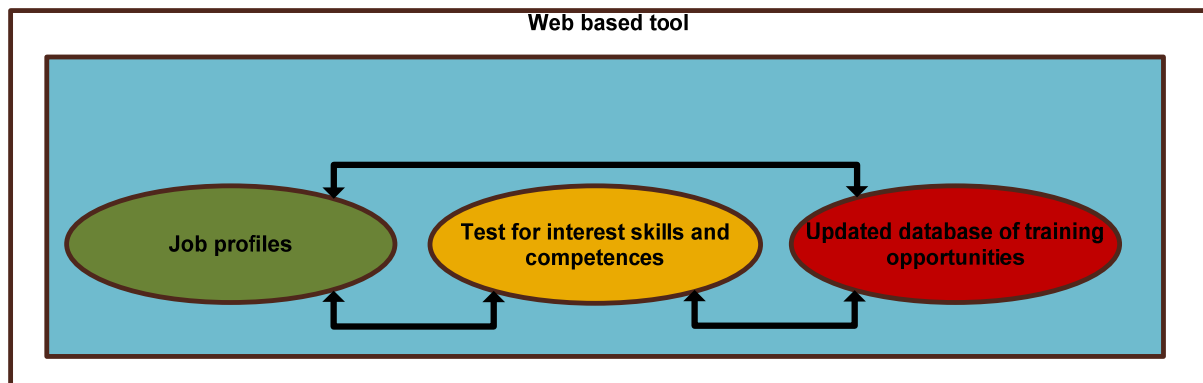
2 ANALYSIS OF COMPONENTS

The RES Compass website allows the use of a **decision tool** (the 'compass') to help direct students who may be interested in a career in the renewable energies sector. The results of the questionnaire point students to the career categories they may be most suited to and find most interesting. The site has over 40 **job profiles** related to specific careers in the renewable energy sector. The site also includes a **searchable database** of over 700 vocational and higher education courses related to renewable energy across Europe.

The next figure shows the possible connections between the different products and activities of the project and shows the overall methodology.
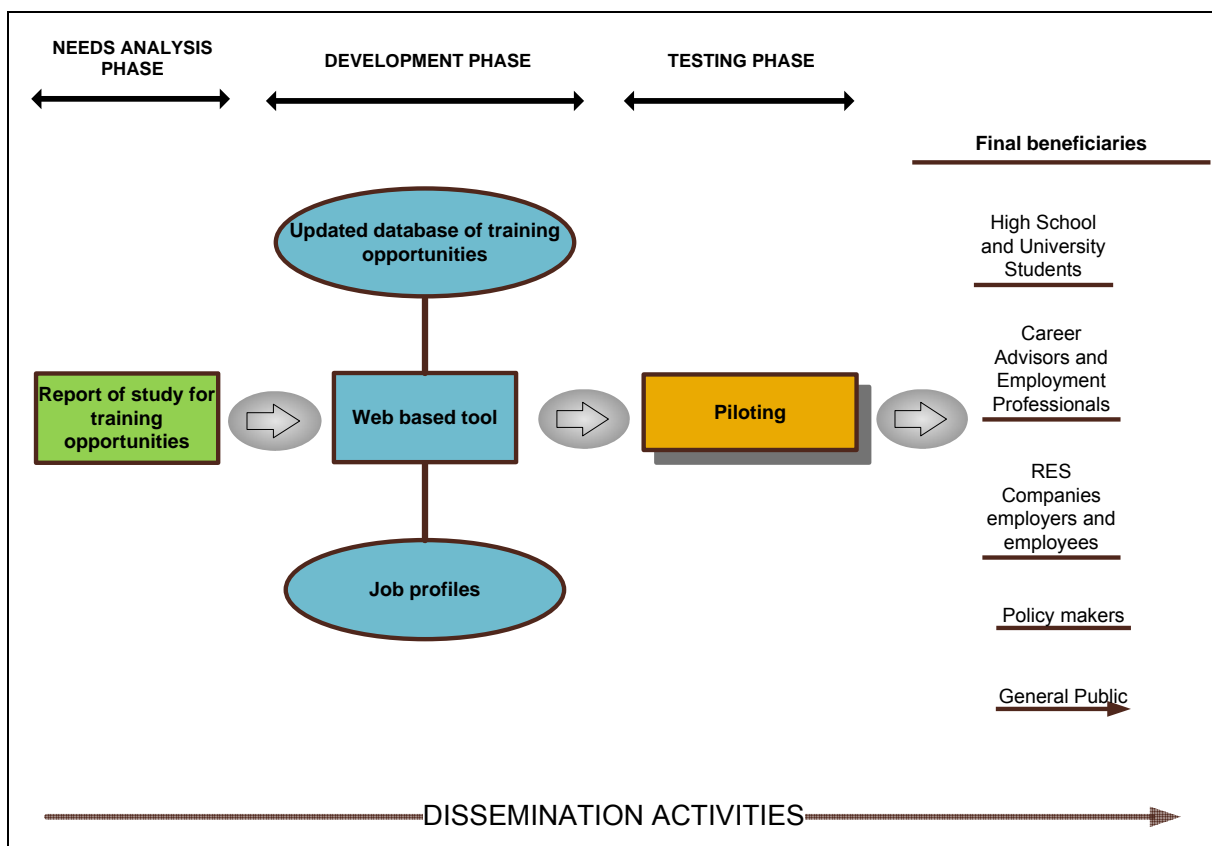
As far as the web based tool is concerned, it consists of three different parts: 1) The test of interests, skills and competences, 2) the job profiles list and contents and 3) the updated database of training opportunities.

The users are first asked to answer a set of 30 questions (the test) in order to be guided into one (or two) of the 4 different groups of occupations. Each group consists of approximately 10 different occupations (the Job profiles). For each job profile there is the possibility to explore different training courses all over Europe (the database of training opportunities) that can be followed in order to have all the needed skills to work in the field.

A deeper analysis of these components and how they interact between each other:

- **The test for interest, skills and competences:** This is a self assessment test of interests and skills that allows the categorisation of the tool users in different groups of renewable energy occupations. The test is based on the fact that all job profiles are divided into four different job sectors (groups):

  - Technicians (Manufacturing & Construction and Operation & Maintenance),

  - Technical Design Consultants & Researchers (Technical Consultancy/Design and R&D),

  - Energy & Regulation Advisors & Trainers (Policy/Planning advice and Energy Management & advice/training) and

  - Business Development Executives (Business Development & Sales and Marketing & Media).

  Target group of the test are students in secondary, vocational or high education (high schools, vocational centres, technical schools, colleges and universities) as well as recent graduates.

  The RES Compass tool is the core of the RES Compass project. For this reason the RES Compass team devoted extra time and man resources for its development and testing. The result was more than satisfining since it proved to meet the expectations and needs of the final users (review from the evaluation questionnaires).

- **The Job profiles:** Purpose of the job profiles is to give a concise description of what each job is likely to entail in order to encourage students to consider a career in the emerging and important field of renewable energy.

  The Job profiles section is one of the parts that had major impact on the overall development and progress of RES Compass, as it required a lot of time and effort to be developed. In this framework any content or time deviation had a clear effect on the other activities and especially on the development of the e-tool and the pilot sessions, as everything is interrelated. Therefore the RES Compass team decided to first publish them online and have them available for the tool and the pilot sessions and only after that to publish them in a book format. This allowed the partnership to devote extra time, which was essential, to the development of the entire tool and the beginning of the piloting and also to ensure a higher quality of the final published book as it contained the changes that came from the pilot participants' feedback.

- **Updated database of training opportunities:** The purpose of the database is to present the offered courses for RES in the EU in order to help young people to find all the needed

information for the RES related educational offers. Furthermore, together with the test of interest and the job profiles it can guide teenagers and young people to choose the best and the most suitable for them career path in the RES sector. Below is the template developed by the consortium and used for the database of training offers in RES related subjects. The template is available in all languages of the portal. Verbal free text information though is available only in English, except of the name of the course, which is available in English and in original language.

Name of institution		
Name of training program		
English name of training program		
Description		
Renewable Energy Field		
Job sector reference		
Job profile reference		
Type of qualification		
Other information		
Pre-requirements		
Duration		
Language		
Fees		
EQF level		
Contact Details	Address	
	Telephone	
	e-mail	
	Website	

The existence of such a large training offer data base on the portal is very important for several reasons, namely:

- It adds usefulness to the users, because they can search and find the course that better suits them from the point of view of content, level, language etc.

- It is directly connected to the orientation tool and the job profiles section, providing courses that are suitable for each job profile.

- It adds to dissemination taking into consideration the number of contacts effectuated to build the database.

- It is a very strong asset for potential exploitation/commercialisation, hence sustainability, of the project results as some of the institutions offering the training courses may be interested in being advertised through the RES Compass portal.

3 OVERVIEW OF TOOL

For a user to enter the tool, he/she can click on either the first banner or the text link from the horizontal navigation menu.

Once the user accesses the tool, he/she is transferred to an introduction page, which contains general information about the contents of the career test and advice on the best way to answer the questions.

The text is presented in the current language of the website. So if for example the user was previously viewing the website in Spanish, then the career test will also be in Spanish.

If the user wishes to change the language of the texts he/she can click at the top drop down list and choose one of the available language versions.

To continue to the career test, he/she must click on the "Proceed to the Test!" button at the bottom of the page.

The question pages are the heart of the career test. Based on the answers the user gives to the questions, the tool will suggest the renewable energy sector(s) that best suit(s) the user, along with the related job profiles.

The user will be presented a set of 30 questions. If, based on the answers, the system identifies more than one suitable sector, then 5 more questions will be presented. The questions are chosen from a pool of 116 questions, so a user can take the test more than once and answer different questions each time.

The questions are of multiple choice type and the user has the possibility to choose only one answer out of the two options provided.

In order to continue the user has to click on the "Next" button.

If the user wishes to change an answer, he/she can navigate to that question by clicking on the "Previous" button.
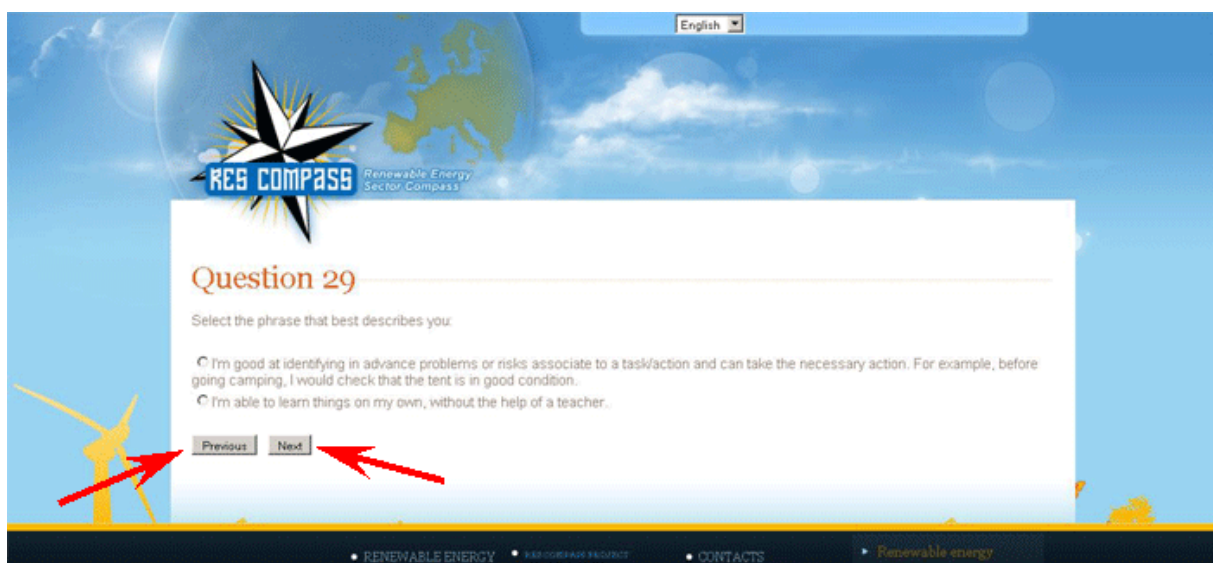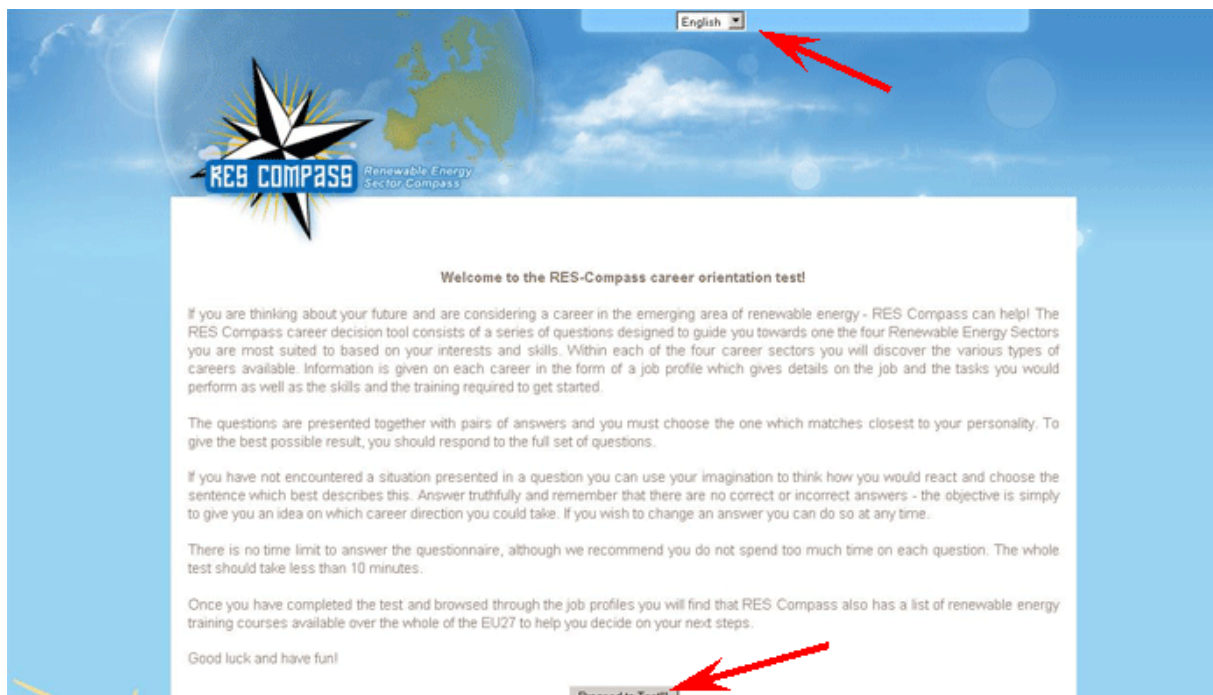
The results are presented in both graphical and textual way:
- A compass points to one or two suggested sectors out of the four different sectors.
- Text stating which sector(s) is/ are the most suitable for you.

In this page the user can also find the list of the job profiles that this sector includes.

The user can click on the profiles in order to be transferred to the job profile page.

If the user wants to print the results, he/she has to click on the printer icon at the top right of the results page.
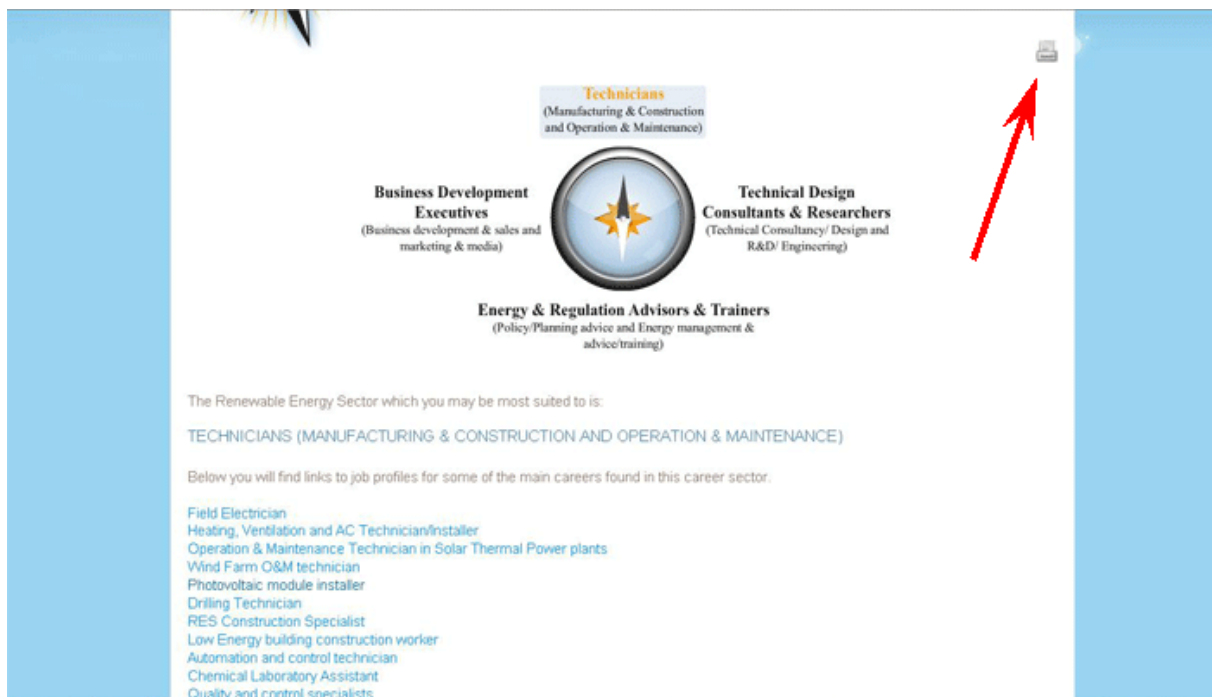
In order to view the contents of a certain job profile the user has to click on the corresponding link in the results page of the career test.

He/she will then be transferred to the job profile page. This contains information about the specific profile (overview, tasks, interests & skills, education/ training) as well as a list of the relevant training course options available from the training database.

If the user wants to print the job profile and the list of the training offers, he/she has to click on the email or printer icon at the top right of the job profile page.

If the user wishes to view a training offer out of the list that is provided below each job profile, he/she will need to click on the link. This will transfer the user to the training offer page.

4 PRIVACY ISSUES
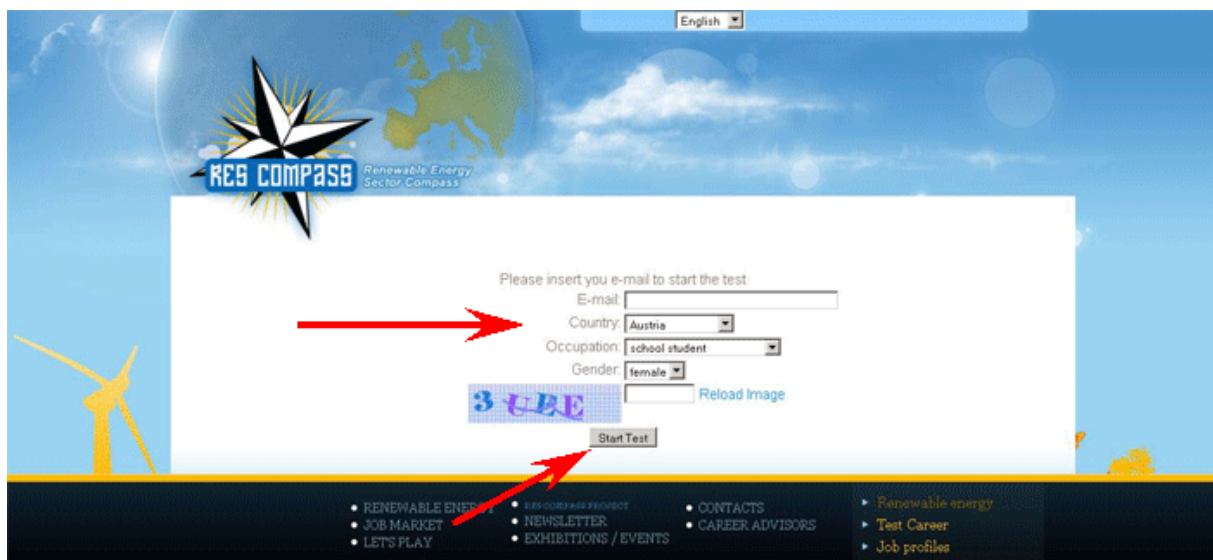
When starting the test the user is asked to enter some basic information about his/her self:
- Email
- Country
- Occupation
    a. School student
    b. University student
    c. Employment professional
    d. Career advisor
    e. Other
- Gender
    a. Male
    b. Female

This information is used for 2 reasons:

1) To allow a user that has started a test, but did not manage to finish it, to continue at a later date without losing any data.

2) For statistical reasons within the framework of the RES Compass project.

After the user has entered the required data, he/she is also asked to type 4 alphanumerical characters. This is for security reasons. In case the characters are unclear, the user can click on the "Reload Image" to get a new set of security character to type.

The above mentioned procedure is the simplest method to keep some statistical data for the tool and ensure the protection of user's data. The data are available only to the tool technical coordinator and are not used for advertising reasons (not even to disseminate the RES Compass project) since the users have not be asked if they agree on it.

5 BUGS REPORT

In order to identify any technical or implementation problems connected to the RES Compass web based tool, a specific form was used. This form was prepared by IDEC and was used by all partners in order to report any bug, improvement or change they wanted to. The form was online (using google docs technology) and was everyday checked by IDEC. IDEC had the responsibility to gather all the reporting and provide the needed technical solutions. Every activity or task made was reported again in the same form. In this framework all partners are aware of the progress of the tool and its improvements. The bugs report is available below:

ID	Tool	Section/ Page	Description	Reported by	Technical feedback	Implementation status
1	job profiles	Ecrire - job profiles list	Job profiles are normally 47 but at the end of the list 6 more appear. The first one appears at the beginning of the list as well, and the other 5 are just the repetition of one job profile. Is it a problem with spip articles or can we erase them from the database?	IDEC	Problem with query in programming. Every extra record is the same record but in different language	Fixed
2	job profiles	Ecrire - job profiles edit	When I click on a job profile in a language (e.g. Greek) I cannot choose a sector, I do not get a list.	IDEC	The list is presented if you click on the sector	
3	job profiles	Ecrire - job profiles edit	Update: Works on Internet Explorer but not with Mozilla	IDEC		Fixed
4	job profiles	Ecrire - job profiles edit	When I try to link a job profile to a spip article I get a list of all the articles we get only the greek ones and not all the articles in all the languages to choose from.	IDEC	Query problem	Fixed
5	job profiles	Ecrire - job profiles edit	Update: Can we have in the list only the articles in the language that we choose in the first drop down field?	IDEC	Yes	Fixed
6	job profiles	Ecrire - job profiles edit	When I press Save I remain at the same page, I am not automatically transferred to the main list of job profiles (I have to press the Back button from the explorer)	IDEC		Fixed
7	training offers	Ecrire - training offers list	Make listed trainings appear sorted by the english name	IDEC		Fixed

8	training offers	Ecrire - training offers edit	I am not allowed to change country (drop down list does not include any choices)	IDEC	Problem with a parameter as functions are called	Fixed
9	training offers	Ecrire - training offers edit	I am not allowed to add any course field (drop down does not appear at all)	IDEC	Which type of browser is used?	Fixed
10	training offers	Ecrire - training offers edit	I am not allowed to add another job sector reference	IDEC	This is only used to refine the drop down below it, about job profiles reference. You don't have to add any sector.	Fixed
11	training offers	Ecrire - training offers edit	I am not allowed to add another job profile reference	IDEC	There was an extra field that threw an error. Now it should work	Fixed
12	training offers	Ecrire - training offers edit	Remove button in job profile reference is not working	IDEC	There was an extra field that threw an error. Now it should work	Fixed
13	training offers	Ecrire - training offers edit	Update: tried removing in IE but removed all selected ones not just the one that I wanted to remove	IDEC		Fixed
14	training offers	Ecrire - training offers edit	I am not allowed to add Type of qualification	IDEC	There was an extra field that threw an error. Now it should work	Fixed
15	training offers	Ecrire - training offers edit	I am not allowed to add Course Language	IDEC	There was an extra field that threw an error. Now it should work	Fixed
16	training offers	Ecrire - training offers edit	Last Update of training is not working. I entered a training and it did not change	IDEC	There was an extra field that threw an error. Now it should work	Fixed
17	career test	job profiles	I get an error page whenever I click on a job profile (screen attached)	IDEC		Fixed
18	career test	job profiles	All trainings that appear below each job profile are presented in national language and not in English	IDEC		Fixed
19	career test	job profiles	Article title is presented 2 times.	IDEC		Fixed
20	career test	job profiles	Email works but pdf gives an error	IDEC		Fixed
21	career test	job profiles	Integration problem with template: In the left menu I only get one menu option, while normally there should be more.	IDEC		Fixed
22	career	job profiles	Can we make trainings appear always below the job profiles?	IDEC		Not yet available

	test					
23	career test	job profiles	Print job profiles: contents of the job profiles but with the layout of the book + make links of training offers appear like links on pdf (otherwise it has not meaning) + page xx/xx + logo of project + disclaimer	IDEC		Fixed
24	training database	search page	I get an error page whenever I click on a training (screen attached)	IDEC		Fixed
25	training database	search page	Integration problem with template: In the left menu I only get one menu option, while normally there should be more.	IDEC		Fixed
26	training database	search page	Integration problem with template: fonts appear larger	IDEC		Fixed
27	training database	search page	When I change the search criteria and click on Save the results do not change	IDEC	Correct, programming mistake	Fixed
28	training database	search page	With I.E. 6.0.29, pop up search and compare do not work	IDEC		Fixed
29	training database	search page	The list is presented in national language and not in english	IDEC		Fixed
30	training database	search page	When I compare trainings I get an empty page	IDEC		Fixed
31	training database	search page	We tried 2 different searches for Greece and we got this message:):[{"name»:» Environmental Sciences","id":"398"},{"name»:» Environmental and Natural Resources Management","id":"399"},{"name»:» Atmospheric Sciences and the Environment ","id":"400"},{"name»:» Environmental Studies","id":"401"},{"name»:» Environment and Development","id":"415"}]	IDEC		Fixed
32	training database	search page	We need to add titles on each column	IDEC	Send me titles	Fixed
33	training database	search page	Search results do not get updated. Problem with Chrome	IDEC		Fixed
34	training database	search page	Appearance should be improved: add borders, fix alignment	IDEC		Fixed
35	training database	search page	When you click once on the compare button in a training and then you take it out of the list, the checkbox remains deactivated and the user cannot reselect it	IDEC		Fixed

36	training database	comparison page	Restrict number of training offers that the user can compare to 5, due to template size	IDEC		Fixed
37	training database	comparison page	Make all fields appear in the comparison page apart from info ID	IDEC		Fixed
38	training database	comparison page	I get an empty page in the comparison page	IDEC		Fixed
39	training database	comparison page	Restrict number of training offers that the user can compare to 3	IDEC		Fixed
40	training database	comparison page	In the comparison page only the fields: info id, name, name in english, country and institute name appear. All fields should appear even if some of them are empty.	IDEC	Was waiting for input on which fields and in which order to include	Fixed
41	training database	search page	Change tick boxes with other type of buttons	IDEC	Tick boxes are used as the user can choose which trainings to compare and not loose them even if he refines the search.	Fixed
42	training database	search page	Czech job profiles do not appear	IDEC	Czech translations have not been inserted yet	Fixed
43	training database	search page	When a user adds a search criteria, the elements that have been selected appear as "any" instead of appearing in each national language	IDEC	Fixed, the string to be translated is info_any	Fixed
44	training database	search page	Words that have to be multilingual: (1) button Add (2) button Cancel (3) button Save	IDEC		Fixed
45	training database	search page	Multilingual: search criteria	IDEC	info_search_criteria	Fixed
46	training database	search page	Multilingual: Compare list	IDEC	info_compare_list	Fixed
47	training database	search page	Title of offer has to appear in the following way: English name, Level of Qualification, Country	IDEC		Fixed
48	training database	search page	Level and country must appear in each national language	IDEC		Fixed
49	training database	search page	Make Save and Cancel button bigger and move them to the bottom of the pop up	IDEC		Fixed
50	training database	search page	Change compare buttons with checkboxes	IDEC		Fixed

51	training database	search page	When first entering in the training database, make it present only the results of the country whose language the user is using. So just have as default when entering the page the current local language.	IDEC		Fixed
52	training database	search page	Eliminate pop up and handle all refining of search criteria in the column	IDEC	Change of way of appearance of search. Now it is not pup up but integrated inside the page	Fixed
53	training database	comparison page	Group the contact details and move them at the end, group the country with the delivery language	IDEC		Fixed
54	training database	comparison page	Update: It was not written correctly, by grouping we meant to present one field below the other one. Contact details are ok, but country and delivery language should be changed	IDEC		Fixed
55	training database	comparison page	Add print functionality	IDEC		Not yet available
56	training database	comparison page	Increase the spacing between each row	IDEC		Fixed
57	training database	training page	I get an error page whenever I click on a training (screen attached)	IDEC	Some parts of the code were accidentally erased.	Fixed
58	training database	training page	Field names should appear bold	IDEC		Fixed
59	career test	general	Does not work, I get this page (see screen 3)	IDEC		Fixed
60	career test	intro page	I get an internal right slider which is not nice. Better to present all text.	IDEC		Fixed
61	career test	registration page	Background of text is blue and user cannot read easily. Change to white	IDEC		Fixed
62	career test	question page	Footer goes to high because there is not enough text in the question pages.	IDEC	Defined min-height	Fixed
63	career test	question page	Text background should be white	IDEC		Fixed
64	career test	question page	' are presented as ?.	IDEC		Fixed
65	career test	results page	Erase internal right sliders	IDEC		Fixed

66	career test	question page	Total number of questions does not appear	IDEC	That's because we have 30 and then we might or might not have 5 or 10 more questions	
67	career test	question page	Some translations do not appear	IDEC	Check language files for missing translations	Fixed
68	career test	results page	Algorithm does not work, we get the same results	IDEC		Fixed
69	career test	results page	When the title of the sector appears, make it clickable with a link to the relevant spip article	IDEC		Fixed
70	career test	results page	Print function should be improved in terms of appearance. A blank page appears in the beginning.	IDEC	See page http://www.rescompass.org/greek,79/?page=job_profile_print&id=1. Let me know what to change on this	Fixed
71	career test	question page	Problem with algorithm, we got twice the following message: failed to initialise question 35	IDEC		Fixed
72	career test	registration page	When I enter my email I get that no existing test has been found even though I have done more than one	IDEC	The query works as follows: I find the last test chronologically and I check if it has been completed. Completion means that the user has reached the results page. If the user has finished the test and seen the results page, then there is nothing that needs to be continued, therefore you will get the message that no existing test has been found	
73	career test	registration page	Words that have to be multilingual: (1) button proceed to Test (2) button Start Test (3) Question	IDEC	You need to send me the translation in order to put them in big Ifs as the multilingual functionality is not yet fully implemented.	Fixed
74	career test	intro page	Put the buttons in the introductory page above the "Notice	IDEC		Fixed

75	career test	registration page	Fields to appear: email, country (EU27), occupation (school student, university student, employment professional, career advisor, other), gender (male/female)	IDEC		Fixed
76	career test	registration page	If the schools that will take part give the general email of the school (because some students might not have an email address) will it be a problem?	IDEC	No, only for unfinished questionnaires	Fixed
77	career test	question page	Inside questions, increase the space between the two answers	IDEC		Fixed
78	career test	question page	Inside questions, change the position of the Previous and Next buttons to be below the question and the answers.	IDEC		Fixed
79	career test	question page	Update: You had marked it as done but the buttons appear on the centre and not left	IDEC		Fixed
80	career test	results page	bug in algorithm: when taking the test you are presented with the general true false questions inside the 30 first questions. The algorithm dictates that these questions must be presented to the user when the 30 questions finish and no sector is found to correspond to their needs.	IDEC		Fixed
81	career test	results page	In english, a text is presented below the sector. What is this text?	IDEC		Fixed
82	career test	results page	In czech not all links appear with the proper titles	IDEC		Fixed
83	career test	results page	Move the compass a little but up because currently there is too much white space.	IDEC		Fixed
84	career test	results page	French text has to be slightly changed	IDEC	Check test/smarty/test/lang/smarty _fr.php	Fixed
85	career test	all	If you press on the logo you end up in the hope page but in the english version. You should be redirected to the national version that you are taking the test	IDEC		Fixed
86	career test	results page	Printing - Data to include: datestamp (date and time of taking the test), picture of compass, results (sector+text+related job profiles), page number (no xx/xx), logo of project+ disclaimer). Questions and answers will not be included but keep the code because partners might change their minds	IDEC		Fixed

87	career test	all	Take information about which language to use in the career test from the website. Allow though user to change language is he/she wishes to (keep the drop down list)	CLER		finished
88	training database	search page	All drop down lists to begin with "Please select" and not with the first option	IDEC	Added translation tag option_please_select on plugins/test/lang/ test_en.php, must be added to other test_*.php translated.	finished
89	career test	registration page	Drop down list to begin with "Please select" and not with the first option (add validation check if not selected with error message)	IDEC		finished
90	training database	Ecrire - training offers edit	Add the possibility to erase a training offer.	IDEC		Not yet available
91	career test	User info page	Finnish email addresses ending with .fi are not accepted	VTT	checked and working with .fi emails	finished
92	career test	results page	The compass graphic is only in English	VTT		finished
93	career test	results page	The list of suggested professions is only in English	VTT		finished
94	training database	search page	If one clicks compare with no selection, the system throws an error page. Replace with a message explaining that the user has to make at least 2 choices first (this message has to be multilingual)	VTT	Added translation tag info_please_select_error on plugins/test/lang/ test_en.php, must be added to other test_*.php translated.	finished
95	training database	training page	Names of job profiles are in English and not in Finnish	VTT		finished
96	career test	all	Change buttons to be more appealing	all		finished
97	training database	search page	Change buttons to be more appealing	all		finished
98	career test	results page	Change compass to something more appealing	BDSP		finished
99	career test	questions page	Inside question page, if I click to change from one question to another a black line appears at the top with the following message: getQuestionId(es, Array)	IDEC		finished

100	website	job profiles	Make trainings always appear below each job profile (not only after test)	VTT		Not feasible
101	career test	job profiles	When clicking on a job profile from the career test results, on the page add same information about course as in training database (country, level)	IDEC		Not yet available
102	career test	results page	HTML printing to include: Datestamp (date and time of taking the test), Picture of compass pointing to the relevant sector, Results (as these are presented in the page = sector + text + related job profiles - with same information as in training database), Page Number (no x/x), Logo of project + disclaimer	all		Not yet available
103	career test	job profiles	HTML printing to include: Contents of job profile but with the layout of the book	all		Not yet available
104	training database	comparison page	Add HTML printing functionality	all		Not yet available
105	training database	comparison page	Add button to view the compared training offers in full screen	all	impossible -> press F11	finished
106	training database	training offer page + comparison page	make available a "last updated on.." field so that users can know how old is each training offer's information	IDEC	added translation tag info_last_update	finished
107	career test	questions page	make available a progress bar	CLER	are you sure you want this? because the progress changes dynamically in case the user takes the extra 5 questions. note: http://docs.jquery.com/UI/Progressbar	
108	training database	search page	add a first row where the following information appears: 1) Number of results, 2) Pages (1,2,3 etc) 3) No of results per pages (20,50,100) [δες link http://ieea.erba.hu/ieea/page/Page.jsp?op=project_list&searchtype=3 - εκεί έχει και sorting functionality αλλά δε χρειάζεται κάτι τέτοιο]	IDEC		finished
109	training database	search page	Can we "left justify" at the text in the Search Criteria and "Type of Qualification"? See email to George dated 18 Nov	BDSP		finished

110	training database	search page	Can we have the Search Criteria boxes big so we can see what is written inside. The "click to compare column could be moved to the right a little to make room	BDSP	Not possible due to website template	
111	Career Test	registration page	Can we please have UK as default country for career test is you are in looking at the site in English	BDSP		finished

6 TECHNICAL DATA OF BETA TESTING

In order to carry out the beta testing,certain indicators had to be set, making sure that all aspects of the tool would be tested and taken into consideration. The indicators established were based on common web usability evaluation and review practice and methodologies and consisted of the following:

- Ease of Use
  - Goal of the tool
  - Structure & Navigation
- Content Quality
  - Relevance
  - Use of Media
  - Extent
  - Languages
- Personalization
- Graphic design
- Speed
- System help and user guide

Beta testing was mainly carried out by IDEC personnel but all project partners contributed. The analysis below was also enriched by pilot participants' feedback, when this became available.

6.1 Ease of use

This indicator is used to test if the user knows what to do in each screen of the tool and also how to do it without putting any special effort into it.

6.1.1 Goal of the tool

Scope: To provide users with clear goals and expectations from the tool.

Analysis: The RES Compass tool has a very specific theme which is stated from the very beginning, in the introductory page of the career test. The relevance to the user is made very clear by explaining the target groups that it addresses and the steps that the user has to follow in order to get the results.

6.1.2 Structure & Navigation

Scope: To provide a simple and clear structure so at to allow the users to easily navigate through the tool.

Analysis: The tool structure is very simple, consisting of basic point and click steps. The user is provided with clear sets of instructions, mainly through texts but also graphics in order to

navigate through the questions to the results and from there to the job profiles and the training offers.

Each object is named in way that the user can immediately understand the consequences of his/her action:

▪ All buttons have texts that describe the action that will be performed (e.g. Proceed to Test button, Previous – Next buttons etc).

▪ All questions are titled as Question + Number of question, so the user can monitor his/ her progress

▪ All job profiles are uniquely titled with the name of the occupation

▪ Trainings have as title the name of the training. As this was not sufficient because different trainings can have the same name, two more attributes were added to the title, the country of the training and the level of the training program.

In order to navigate through the tool the user has to perform a very limited amount of actions, making his/her experience easier. In more detail:

▪ Test of interests - Introduction page: Maximum 2 clicks, one to change language (which normally is not necessary as the user has already done that before entering the tool – it detects automatically the language that the website is viewed) and one to click on the "Proceed to test" button.

▪ Test of interests - Question page: Maximum 2 clicks, one to choose the answer and one to click on the Next or Previous buttons.

▪ Test of interests - Results page: Maximum 1 click in order to choose the job profile that the user wishes.

▪ Job profiles: Maximum 1 click per training offer, in order to choose it and view the training.

▪ Training database: This is the only section were the user can perform more actions but this was necessary in order to have higher search functionalities. So the user will have to make 2 clicks per search criteria.

Special attention has been given in order to eliminate scrolling, which is not user friendly.

Content pages are organised so as to present one conceptual unit of content. So the tool presents one question per page, one job profile per page and one training offer per page.

When the navigation choices are more (list of training offers, list of job profiles) the user can easily identify to which one to go and also how to return to the starting page if he/she has left it.

In general the navigation elements (buttons, menus) remain at the same position always, following the main website navigation in order to provide to the users a fully integrated tool that builds in their already gained experience of the users from using the portal.

The final statistics from the pilot also support the above results of the beta testing (see "Technical data from pilot testing" section).

6.2 Content Quality

This indicator was used in order to assess the quality of the tool contents, namely test questions, job profiles and training offers.

In terms of <u>relevance</u>, the texts used for each section are simple and geared directly towards the target audience. Jargon has been minimised where possible although some details the user may not understand (e.g. software used by certain individuals etc) have been included to allow the student to investigate more should they find a particular profile interesting. The tone of the texts is encouraging. For example in the job profiles, in 'Interests and Skills' the phrases aim to engage the student by making the section quite personal (i.e. including the word 'you'). Also, in the Overview section, phrases are used to state why the job is important – again, in order to engage the student.

The contents are well structured in terms of paragraphs and headings and there is a common structure for each content group, meaning that job profiles are presented in a common way, same for questions and training offers. The <u>extent</u> of the contents is good, keeping job profiles, questions and training offer details to reasonable sizes for online reading.

In terms of <u>usage of media</u> (images and photos), these are not heavily used in the tool in order to keep it simple and light. When necessary, images have been included to make the contents more appealing (photos of people working in job profiles). It would be beneficial for the users and the presentation of the contents to add more pictures in the job profiles but this has been problematic as not many exist for each different occupation and the ones that exist are subject to copyrights.

All contents are available in the 6 <u>languages</u> of the project (Greek, Spanish, French, Czech, Finnish and English)

6.3 Personalisation

The RES Compass tool offers the following features of personalisation:

▪ The test of interest automatically appears in the language that the user has already chosen when viewing the website.

▪ Through the registration data given, a user can continue an unfinished test from the point he/she left it.

▪ When entering the training database, the user gets a list of the training offers from the country that corresponds to the language that he/she has chosen to view the site (training offers from Finland if the user is viewing the Finnish version of the site)

6.4 Graphic design

The graphic design is based on the overall website theme and follows the same font type and colours. The main theme is based in blue and orange, colours that did not cause beta testers and pilot participants any problems.

The compasses that demonstrate the results in the test of interests went through different improvements, in order to end up with the final version, which was reported to be modern, descriptive and meaningful (in the sense that the entire concept is based on the compass).

The compasses constitute the only graphics, along with the homepage banners that are based on flash. This was decided as flash is considered poor in terms of accessibility. Special

attention has been given when flash graphics are used to also provide textual navigation or content description in order to enhance accessibility and user friendliness.
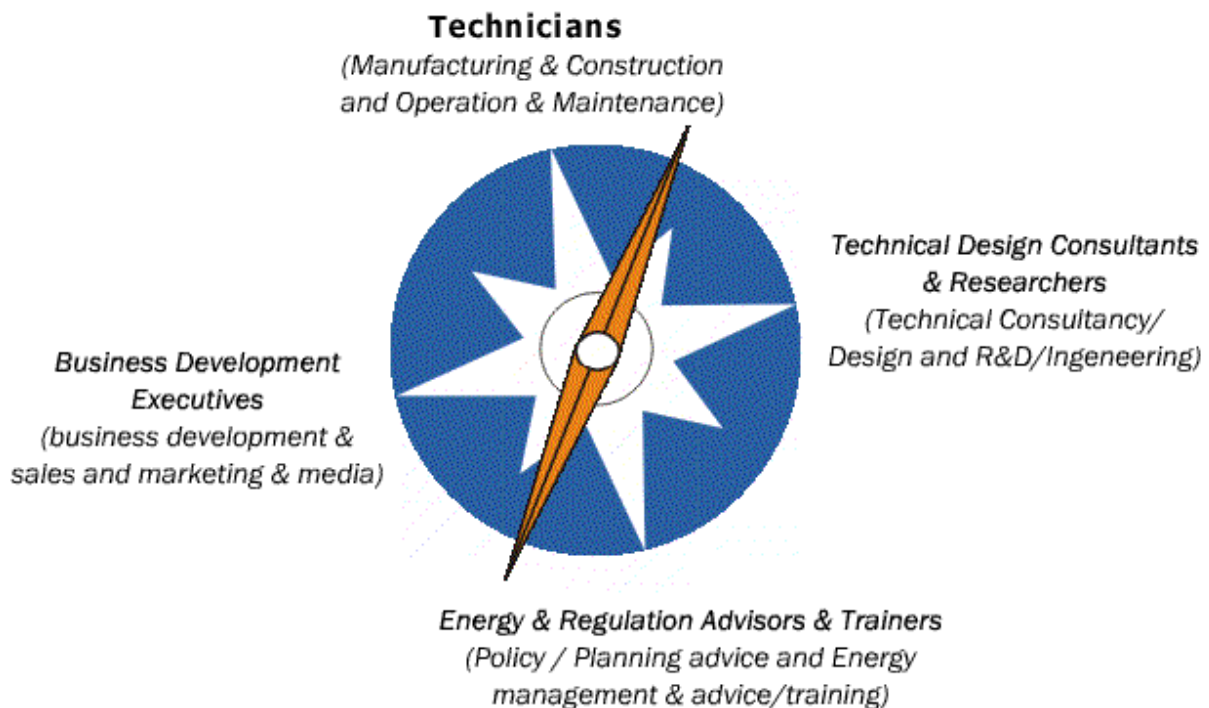
First Version of Compass flash in the results page of the test of interests

Final Version of Compass flash in the results page of the test of interests

6.5 Speed

The website speed was measured using online speed metrics. The average speed and load time that was reported for the tool is demonstrated below.

Test of Interests

Average speed: 0,7 sec

Estimated load time

Modem	UMTS	DSL 768	T1	T3
0,27 sec	1,83 sec	0,13 sec	0,10 sec	0,03 sec

Speed and Load time Data taken from http://rapid.searchmetrics.com/en/seo-tools/site-analysis/website-speed-test,46.html

Job profiles

Average speed: 2,3 sec

Estimated load time

Modem	UMTS	DSL 768	T1	T3
0,94 sec	6,44 sec	0,47 sec	0,36 sec	0,12 sec

Speed and Load time Data taken from http://rapid.searchmetrics.com/en/seo-tools/site-analysis/website-speed-test,46.html

Training database

Average speed: 1,1 sec

Estimated load time

Modem	UMTS	DSL 768	T1	T3
0,44 sec	3,01 sec	0,22 sec	0,17 sec	0,06 sec

Speed and Load time Data taken from http://rapid.searchmetrics.com/en/seo-tools/site-analysis/website-speed-test,46.html

Based on usability theory, load times below 1 second give users the feeling of navigating freely and seamlessly (they are taking the action and are not waiting for a computer to perform something).

As it is evident from the above metrics, all parts of the tool respect this rule, thus maximising its usability.

This can be further backed up by the Google Analytics (state of the art free tool for monitoring site usage) data that map the connection speed of the RES Compass website and tool visitors. According to this report the majority (46,32%) of the users have DSL connection, so they access everything in less that 0,5 seconds.

6.6 Help and user guides

The partnership has developed an extensive user guide that covers the entire RES Compass website and the tool plus answers to frequently asked questions.

The user manual is written in simple language and uses annotated pictures in order to clearly demonstrate to the users the actions that have to be performed in order to fully experience the tool.

The user guide is always available for downloading from the website from a dedicated menu on the left navigation menu.

Apart from the user guide, the tool provides system messages (informative or error) in order to assist them in using it. These are the following:

- Registration screen of the test of interests

System message about incomplete registration data

- Training database

System message for limit of training offers that can be compared

All system messages are multilingual.

7 TECHNICAL DATA FROM PILOT TESTING

In order to check the user friendliness of the tool, the RES Compass team also asked some specific questions the pilot participants in order to further identify particular problems. Answers express the degree to which users like the site, whether they find the site pleasant to use. It measures:

- Efficiency of the web sites: degree to which users feel that the site has the information they are looking for, that it works at a reasonable speed and is adapted to their browser.

- Controllability of the web sites: degree to which users feel "in charge"', whether the site allows them to navigate through it with ease, and whether the site communicates with them about what it is doing.

- Helpfulness of the web sites: how the users feel that the site enables them to solve their problems with finding information and navigating.

The specific questions of the evaluation questionnaire concerning the above mentioned topics are the followings. Together there is a presentation of the answers in order to show that the overall satisfaction of the users concerning the user-friendliness of the tool.

Question 10: Were you able to find suitable answers to your questions while browsing the website?

Answers	No. of respondents
YES	1643
NO	194
No answer	69
Total	**1906**

Question 13a): The content is presented in an attractive way.

Answers	No. of respondents
Strongly agree	231
Agree	1179
Neutral	407

Disagree	69
Strongly disagree	14
No answer	6
Total	**1906**

Question 13b): This website is easy to navigate.

Answers	No. of respondents
Strongly agree	175
Agree	1201
Neutral	395
Disagree	100
Strongly disagree	33
No answer	6
Total	**1906**

8 SUGGESTIONS FOR FUTURE DEVELOPMENT

The planned improvements/ modifications that will be performed to the RES Compass tool in the near future are the following:

1) **Job profiles:** enhancement of the job profile contents with more photos and with interactive keywords when difficult words are used.

   Planned date of completion: April 2011

2) **Search of training database:** modification of the search functionality of the training database in order to:

   a. Group the search criteria

   b. Provide more space so that the texts of the search criteria can be fully visible

   Planned date of completion: April 2011

3) **Training offer:** modification of the presentation of each individual training offer so as to include:

   a. Logo of training institution (if they have expressed their interest to add it)

   Planned date of completion: May 2011

4) **Online form for training offers submission:** This is already available for administrators but it is planned to be made publically available also for the website users.

   Planned date of completion: May 2011.

5) **Training offers list:** modification of the presentation of the list of training offers (outcome of search criteria):

   a. Presentation of training offers in priority order (if the organisations have paid)

   b. Addition of training institution logo (if they have expressed their interest to add it)

   Planned date of completion: June 2011

6) **Training providers' area:** Creation of section for training providers: management of own training programmes, updating of information, payment for advertisement.

   Planned date of completion: December 2011

7) **Users area:** Creation of My Favourites section for students that will allow the addition of favourite job profiles and training offers

   Planned date of completion: December 2011