

eNOTICE

European Network Of CBRN Training Centres

D5.9 eNOTICE evaluation report on the functioning of the information and communication platform Y3

Leading Author: Maximilian Kiehl¹

Internal Reviewers: Elizabeth Benson², Sylvia Pratzler-Wanczura³, Nicolas Raulin⁴, Wolfgang Reich⁵, Olga Vybornova⁶

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¹ SIC

² WMP

³ FDDO

⁴ SDIS77

⁵ JCBRND COE

⁶ UCL

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Executive Summary

This deliverable presents qualitative and quantitative monitoring results for the eNOTICE information and communication platform. The results, based on the previously established methodology (D5.3 and D5.6), are also compared to previous monitoring periods whenever possible.

In general, both the qualitative and quantitative indicators indicate a high quality of the eNOTICE information and communication platform but also identify some areas for improvement.

The potential improvements will be implemented and re-evaluated in the successor to this deliverable, D5.13.

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1 Introduction

This chapter provides a short overview of the underlying context and overall objectives, the motivation to perform regular evaluations, and the approach for this deliverable.

1.1 Context and overall objectives

eNOTICE is a H2020 funded project and aims at building a European network of CBRN Training Centers - TCs. The key activities and consecutive steps in building this network consist of 1) the identification and mapping of CBRN TCs, including the inventory of their capabilities (thematic expertise areas) and infrastructure for testing, demonstration, serious gaming and simulations (Task 2.1.1 and D2.1, May 2018); 2) creation of visibility for these Centers, their capabilities and expertise. The latter will mainly be done through publication of information on these TCs' organization and their activities on a dedicated web-based platform, the so-called "eNOTICE Community Centre" (ECC). Note that the terms "web-based platform", "information and communication platform", "eNOTICE Community Centre" and "eNOTICE website" are used analogously for the sake of consistency with the grant agreement and the relevant task and deliverable names.

One critical feature of the eNOTICE Community Centre is the TC Catalogue, which allows safety and security stakeholders to find a TC that matches their needs for research, training, exercises, testing, demonstration, simulation, and serious gaming.

The web-based platform will also create visibility for the eNOTICE activities that are chosen to make this network dynamic. These activities include: the organization of so-called "Joint Activities" (i.e. field exercises, table tops, simulation and serious gaming exercises, combined with testing, validation or demonstration on new tools, technologies, etc.); and best practices, identified or provided by the eNOTICE activities, such as guidelines and templates to organize CBRN field exercises, table top exercises, simulations and serious gaming (Task 4.1); policy recommendations and recommendations to optimize resources (Task 4.4).

The mapping and other activities to build the network are part of WP2 (Framework for a sustainable European CBRN TC network) and WP4 (Integration, optimization and joint activities), the developments of the web-based platform and applications are covered by WP3 (Information and communication platform and dissemination). To ensure continuous improvement during the whole duration of the project and beyond, a substantial part of WP5 (Project management) has been dedicated to quality monitoring and continuous internal evaluation and improvement.

1.2 Links to other tasks

The following section presents a brief overview of the tasks related to the evaluation of the web-based platform conducted in Task 5.2.2.

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1.2.1 Task 3.2: Development of a web-based platform to share information and encourage communication

Task 3.2 developed a web-based application (the ECC) to enhance sharing of information and encourage communication, such as shared good practices, the search function based on the TC capacity label, an event calendar, a discussion forum, etc.

The application developed is the main subject of the evaluation in this deliverable.

Task 3.2 ended in Month 24.

1.2.2 Task 3.3: Further development and maintenance of the web-based platform

Task 3.3 is the second stage of development of the ECC and will maintain and enhance the basic platform developed in Task 3.2. It will also extend the ECC with content mapping against broader policy objectives of the European Commission EU security agenda, such as DG HOME Community of Users, DG DEVCO CBRN CoE initiative, collaborative ongoing R&D and networking projects, EU/NATO training cooperation, etc.

Potential enhancements to the ECC proposed in this deliverable will be implemented in the context of Task 3.3.

Task 3.3 started in Month 25.

1.2.3 Task 3.4: Integration of platforms and interfaces

Appropriate websites with identical, similar, or complementary goals and with identical, similar, or complementary target groups have been identified in Task 2.3 in search of lessons learnt from existing initiatives (see D2.4). Collaboration with those networks and platforms was initiated and links between them were implemented, by means of integration or interfaces.

These links can also be subject to quantitative or qualitative indicators when evaluating the ECC.

Task 3.4 started in Month 13.

1.2.4 Task 5.2.1: Quality Management

Task 5.2.1 monitors the overall quality and continuous improvement in the eNOTICE project. This deliverable can provide valuable input for the ongoing quality monitoring by identifying potential problems and obstacles.

1.2.5 Task 5.2.4: Evaluation of the quality label, web-based search function and recommendations for certification

As Task 5.2.4 evaluated the web-based search function for TCs, its goals overlap with the goal of this deliverable. Therefore, results can be combined and used for both Task 5.2.2 and 5.2.4.

1.3 Approach

The previous deliverable D5.3 (eNOTICE evaluation report on the functioning of the information and communication platform Y1) already established a general methodology for the evaluation, a draft questionnaire to evaluate the ECC, an overview of tools used to monitor

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visibility and a preliminary analysis of monitoring results. D5.6 (eNOTICE evaluation report on the functioning of the information and communication platform Y2) continued this work by providing updated quantitative figures on the usage of the ECC. The task of acquiring new quantitative figures has since been transferred to the deliverable series D3.10-D3.14, the “Semestrial reports on the use of the eNOTICE information and communication platform”.

Therefore, this deliverable will focus on qualitative indicators obtained using an online user survey (Chapter 2). In the second step, the quantitative indicators will be analyzed and compared to previous figures. Finally, a short summary and an outlook on future work will be presented in Chapter 4.

2 Qualitative evaluation survey

A qualitative evaluation survey is used to assess the overall quality of the ECC. The questionnaire developed will be presented in Section 2.1 and select result indicators in Section 2.2. A Follow-up methodology will be described in Section 2.3.

2.1 Questionnaire

Although an earlier version of the questionnaire was already presented in the preceding deliverable D5.3, the questions were revised to better align with the ECC's developments over the past two years.

The questionnaire starts with general questions on the usage of the ECC as shown in Figure 1. This first section also includes questions on the general design of the website and the responder's background.

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How did you first learn about the eNOTICE website?

- At an eNOTICE Joint Activity or Project Meeting
- Via a related project
- Search using a search engine
- In social media
- Other

Please specify

For which purpose do you use the eNOTICE website?

- Use the Catalogue of Training Centers
- Use the Catalogue of Joint Activities
- Get general information on the eNOTICE project
- Get news on the latest developments of the eNOTICE project
- Read publications (i.e. deliverables) of the eNOTICE project
- Use the tools available to registered users (i.e. forum)
- Get information on the eNOTICE project partners
- Other

Please specify

How easy is it to find the content you are looking for? (1 = very easy, 4 = very hard)

- 1 2 3 4

How would you rate the visual design of the eNOTICE website? (1 = very attractive, 4 = very unattractive)

- 1 2 3 4

Which of these roles describes you personally?

- Practitioner
- Researcher
- Representative of a commercial company
- Other

Please specify

Figure 1: The general questions section

In the second part of the questionnaire, the user is asked specific questions about the catalogue of training centers (Figure 2). The questions concern the overview page (which includes filters and shows only brief information about each TC) and the TC profile page (which contains detailed information on a single TC). Analogous questions are asked about the Joint Activities catalogue and profile page (Figure 3)

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Overview page

The following questions apply to the Catalogue of Training Centers page available at <https://www.h2020-enotice.eu/static/catalogue.html>

How easy is it to use the filter function? (1 = very easy, 4 = very hard)

1 2 3 4

Are you missing any filters which you would like to use but which are not available?

Are there any filters available which you find unnecessary?

Training Center Profile

The following questions apply to the profile page of a specific Training Center, i.e. <https://www.h2020-enotice.eu/static/profile.html?id=4fa884818c49cdd586ecb498e060e2982ae2bd02ad374499d81b37013f1ab736>

Are you missing any information on the Training Center profile page?

Is there any information available on the Training Center profile page which you find unnecessary?

Figure 2: Questions regarding the catalogue of training centers

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Overview page

The following questions apply to the Catalogue of Joint Activities page available at <https://www.h2020-enotice.eu/static/ja-catalogue.html>

How easy is it to use the filter function? (1 = very easy, 4 = very hard)

- 1 2 3 4

Are you missing any filters which you would like to use but which are not available?

Are there any filters available which you find unnecessary?

Is the level of details shown for for each Joint Activity on the overview page appropriate? (1 = too coarse/too few details, 3 = just the right amount, 5 = too fine/too many details)

- 1
 2
 3
 4
 5

The following questions apply to the profile page of a specific Joint Activity, i.e. <https://www.h2020-enotice.eu/static/ja-profile.html?id=7>

Are you missing any information on the Joint Activity profile page?

Is there any information available on the Joint Activity profile page which you find unnecessary?

Figure 3: Questions on the catalogue of Joint Activities

Figure 4 shows the questions available to users who have a personal account registered on the ECC. This personal account allows access to additional features, such as the Forum and a Cloud which can be used for collaborative document editing and online meetings.

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Do you have a personal account on the eNOTICE website?

- Yes
 No

Are you missing any functionality on the eNOTICE Forum (<https://forum.h2020-enotice.eu/>) ?

Does the eNOTICE Forum provide any functionality which you find unnecessary?

Are you missing any functionality on the eNOTICE Cloud (<https://cloud.h2020-enotice.eu/>)?

Does the eNOTICE Cloud provide any functionality which you find unnecessary?

Figure 4: Questions for registered users

The final questions are shown in Figure 5. They provide the respondent with an opportunity to share thoughts on general improvements or wanted features.

Is there any other feature which you would like to see incorporated into the eNOTICE website?

Do you have any other suggestions on how to improve the website?

Figure 5: Closing questions

2.2 Survey execution and results

The questionnaire presented in the previous chapter was disseminated via the eNOTICE project internal mailing list, the eNOTICE Twitter account and via Twitter embedding on the frontpage of the eNOTICE website. The amount of recipients of the questionnaire was intentionally kept low for the first iteration of the evaluation in order to validate the concept of the questionnaire itself. Future iterations will also be disseminated via more channels to a larger audience, see Section 2.3.

11 answered questionnaires were collected and will be analyzed in the following sections.

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2.2.1 General questions

Table 1 shows the number of mentions for each core functionality of the ECC. Notably, the majority of functions are used fairly evenly while the tools only available to registered users are used less often. This trend is also reflected in the answers to the questions specific to functionality available to registered users (Section 2.2.4) and will need to be addressed.

Figure 6 provides an overview of the role with which the respondents identify. The answers show that the survey was answered by a well-balanced mix between practitioners and researchers, the two main target audiences of the ECC.

Function	Number of mentions
Get general information on the eNOTICE project	6
Use the Catalogue of Training Centers	6
Use the Catalogue of Joint Activities	6
Get news on the latest developments of the eNOTICE project	6
Read publications (i.e. deliverables) of the eNOTICE project	5
Get information on the eNOTICE project partners	5
Use the tools available to registered users (i.e. forum)	3

Table 1: Number of mentions for functions used on the ECC

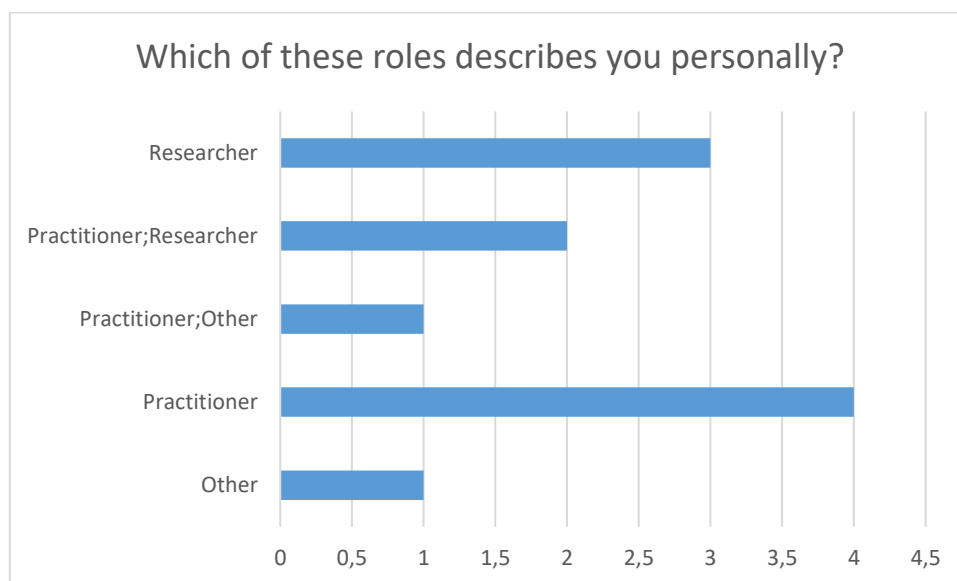


Figure 6: Which of these roles describes you personally?

Figure 7 and Figure 8 display the answers to the general questions regarding the ECC's structure and design. Both are perceived very positively in general and might only need minor improvements.

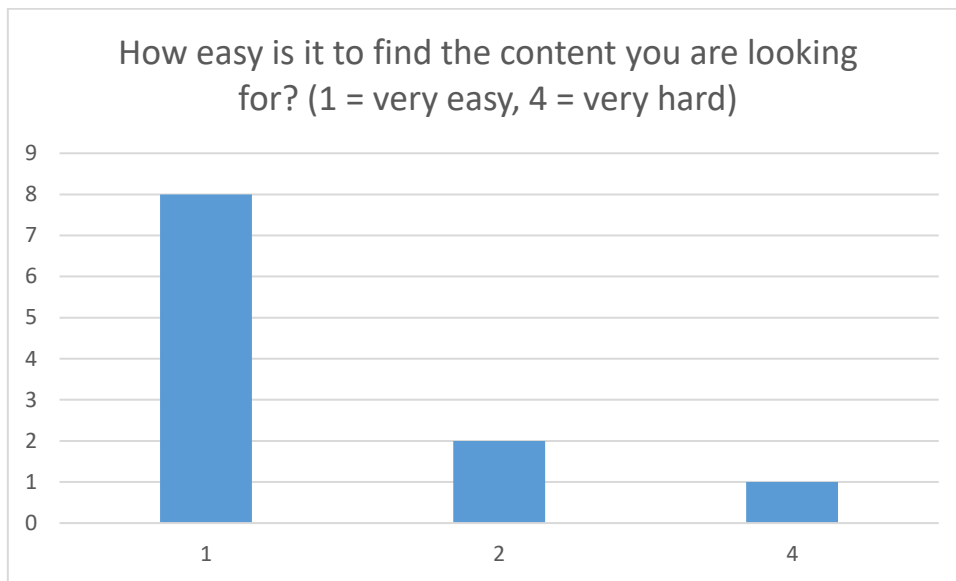


Figure 7: How easy is it to find the content you are looking for?

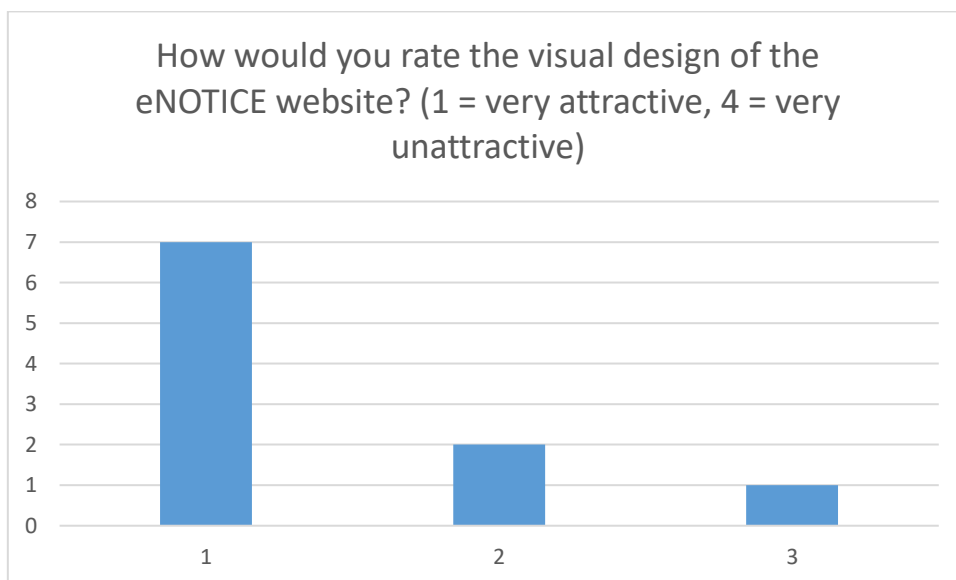


Figure 8: How would you rate the visual design of the eNOTICE website?

2.2.2 Catalogue of Training Centers

The question “How easy is it to use the filter function? (1 = very easy, 4 = very hard)” was answered with an arithmetic average of 1.6. While still a good result, this indicates that the filter function’s usability could be improved.

The following suggestions were made regarding filter for the catalogue of Training Centers:

- A search function should be on the top of each web page to integrate the filter function.
- It should be useful add a filter to differentiate between: Public, Private and Military Training Centers
- a training standard or certification. web based training, virtual/distance learning.

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- Under 'expertise' it could be added 'consequent management'
- Maybe a filter if a TC is more related to 'training' and/or 'research'

The following suggestions were made regarding individual Training Center profiles:

- Maybe the website and email could be larger, easy to miss perhaps?
- As this webpage is updated and new designed recently including a video and a detailed description of the trainings.

Overall, the feedback is understandable and can be incorporated in the further development of the ECC.

2.2.3 Catalogue of Joint Activities

The question “How easy is it to use the filter function? (1 = very easy, 4 = very hard)” was answered with an arithmetic average of 1.8. This is similar to the answers regarding the filters in the catalogue of TCs and also highlights some room for improvement.

The following suggestions were made regarding filter for the catalogue of Joint Activities:

- Under 'exercise types' it could be added 'courses'
- Under 'thematic areas' it could be added 'consequence management'

All respondents indicated that the level of detail shown for each Joint Activity on the overview page is just the right amount.

The following suggestions were made regarding individual Joint Activity profiles:

- Possibly the next 2 JA to see ahead a little more
- The link shows only a general overview on the TC but no specific information regarding the JA itself nor the Policy meeting

These suggestions are also reasonable and can be addressed during the further development of the ECC.

2.2.4 Registered users

The following missing functionality was indicated for the eNOTICE Forum:

- only active contents is necessary
- The functionality is ok but we might advertise more this forum - maybe with an introducing video on the homepage

These answers reflect the low usage of the Forum already identified in Section 2.2.1 and reflects a point which needs to be addressed.

The following missing functionality was indicated for the eNOTICE Cloud:

- Is it possible to have a link to the JA photos in our documents?

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2.2.5 Closing questions

The following additional features were suggested for the eNOTICE website:

- a social media page, add the facebook page link under "contact" in the colophon (bottom page) is a mistake.
- It would be useful create a youtube channel, there are many video available at this point. Collect it in a dedicated space is useful
- As already mentioned a lead-in video introducing eNOTICE (and the partners?) and advertise the forum.
- A button on the homepage leading to the forum

These comments already include suggestions on how to further activate the forum and will be included in the further development of the ECC.

No other suggestions for improvements were given.

2.3 Follow-up

The potential improvements identified in the previous section will be implemented in the ECC. Following this, the website evaluation survey will be conducted again to measure the impact of the improvement. Additionally, it will be distributed to a wider audience, e.g. via the eNOTICE newsletter. The results of this second iteration will be presented in D5.13, the follow-up to this deliverable.

3 Quantitative indicators

Although the primary publication and interpretation of quantitative indicators has shifted to the deliverable series D3.10-D3.14, some indicators are presented here in order to identify trends and compare them to the figures presented in the previous deliverable, D5.6.

The time period of all indicators presented here extends from the 1st of April 2019 to the 31st of March 2020.

3.1 Visits per week

The number of visits per week is shown in Figure 9. Compared to the previous monitoring period, a steady increase in the numbers can be observed. While previously the week with the biggest number of visits had 90 visits, now several weeks have over 100 visits with one even reaching more than 145.

Similar to the previous monitoring period, peaks can be observed mainly around Joint Activities (e.g. July 2019 in Birmingham, September 2019 in Dortmund, February 2020 in Ankara), with a period of less activity around Christmas. Increased interest and the peaked number of visits in January is related to the issue of the 2nd newsletter by eNOTICE consortium. The very informative newsletter was distributed to the whole network of training centers, as well as all dissemination contacts of other categories of stakeholders. This new information pushed the ECC attendance.

And on the contrary, starting from the mid-March 2020 when COVID-19 crisis stroke Europe, and attention of the majority of practitioners was diverted to the crisis response, the website attendance rate fell.

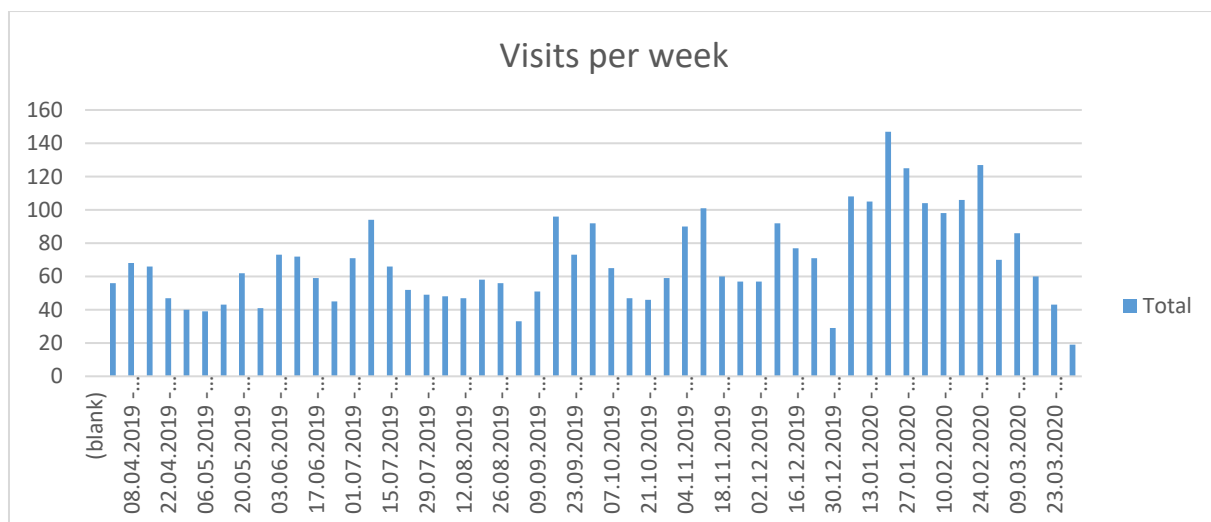


Figure 9: Number of visits per week

3.2 Geography

While during the previous monitoring period eNOTICE received visits from 82 countries, this could be expanded to 93 countries in the current monitoring period.

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The countries with most visits are presented in Table 2. Compared to the previous monitoring period, the relative and absolute number of visits from the United States has increased. The reason for this is currently unknown. The eNOTICE website has also received more visits from Turkey and France, presumably due to the Joint Activities conducted in these countries.

Figure 10 visualizes the overall geographic coverage of eNOTICE. The most notable change is the increased coverage in South East Asia and South America, indicating an increased interest in eNOTICE in these regions.

Country	Visits
Belgium	524
United States	496
Germany	341
France	262
Turkey	257
Others	1766

Table 2: Number of visits per country

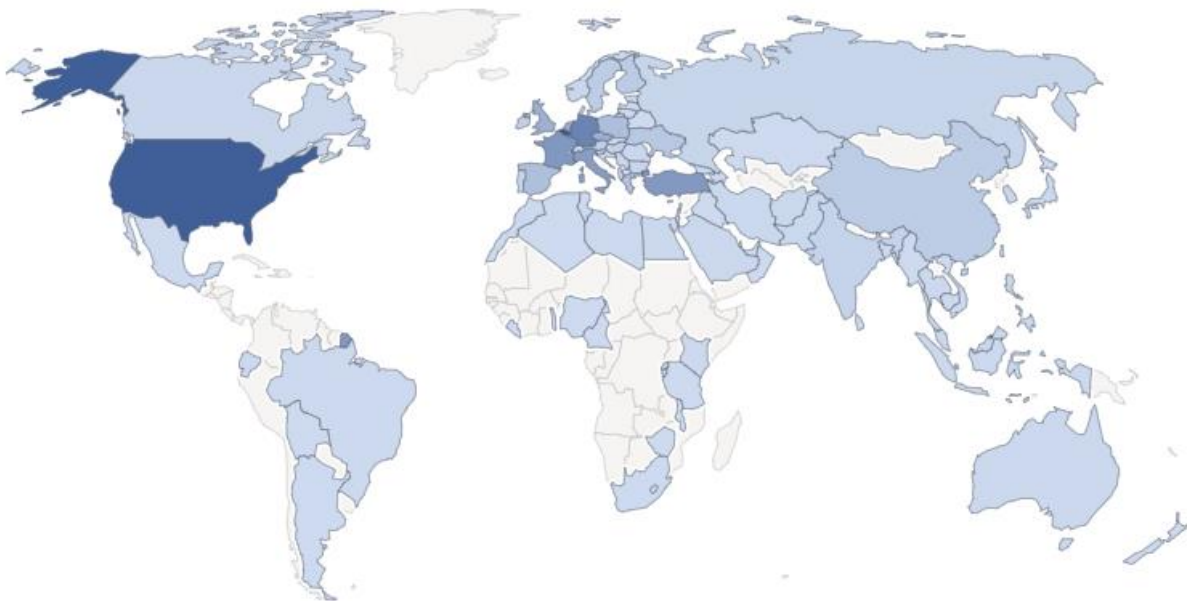


Figure 10: Geographic distribution of countries

3.3 User Acquisition

The distribution of user acquisition channels is shown in Figure 11. The biggest change in comparison to the previous monitoring period is the increase access to the website via direct entries. This could mean that an increasing number of visitors are returning to the eNOTICE website, which would be a positive trend. However, the change is currently not significant

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enough to draw strong conclusions. This development should therefore be monitored in the future.

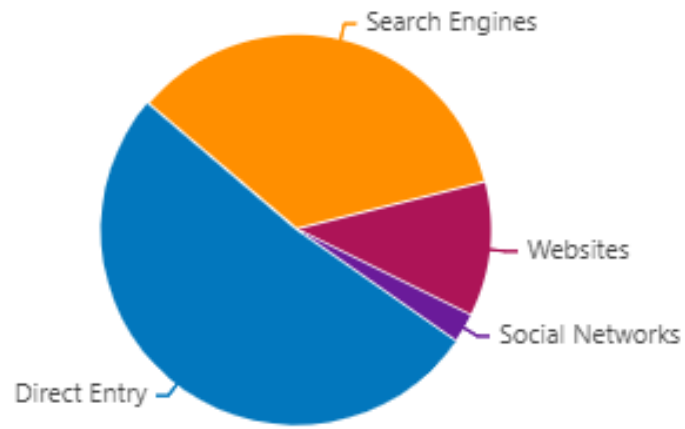


Figure 11: Distribution of different acquisition channels

4 Summary and future work

This chapter will present a short summary of this deliverable and an outlook on future work.

4.1 Summary

A qualitative website evaluation survey was presented, and its results analyzed in Chapter 2. The survey results indicate a high quality of the eNOTICE website but identify some potentials for improvement.

Additional qualitative indicators were presented in Chapter 3. They also indicate a high number of visits and rising usage of the ECC.

4.2 Future work

In the future, the improvements identified will be implemented. The effect of this implementation will be monitored through subsequent evaluation surveys and an ongoing monitoring of the quantitative indicators.

The results of the continuous monitoring will be presented in D5.13 (June 2021).