REPORT FROM PLATFORM TESTING

Developed by:
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2019-1-IE01-KA202-051410
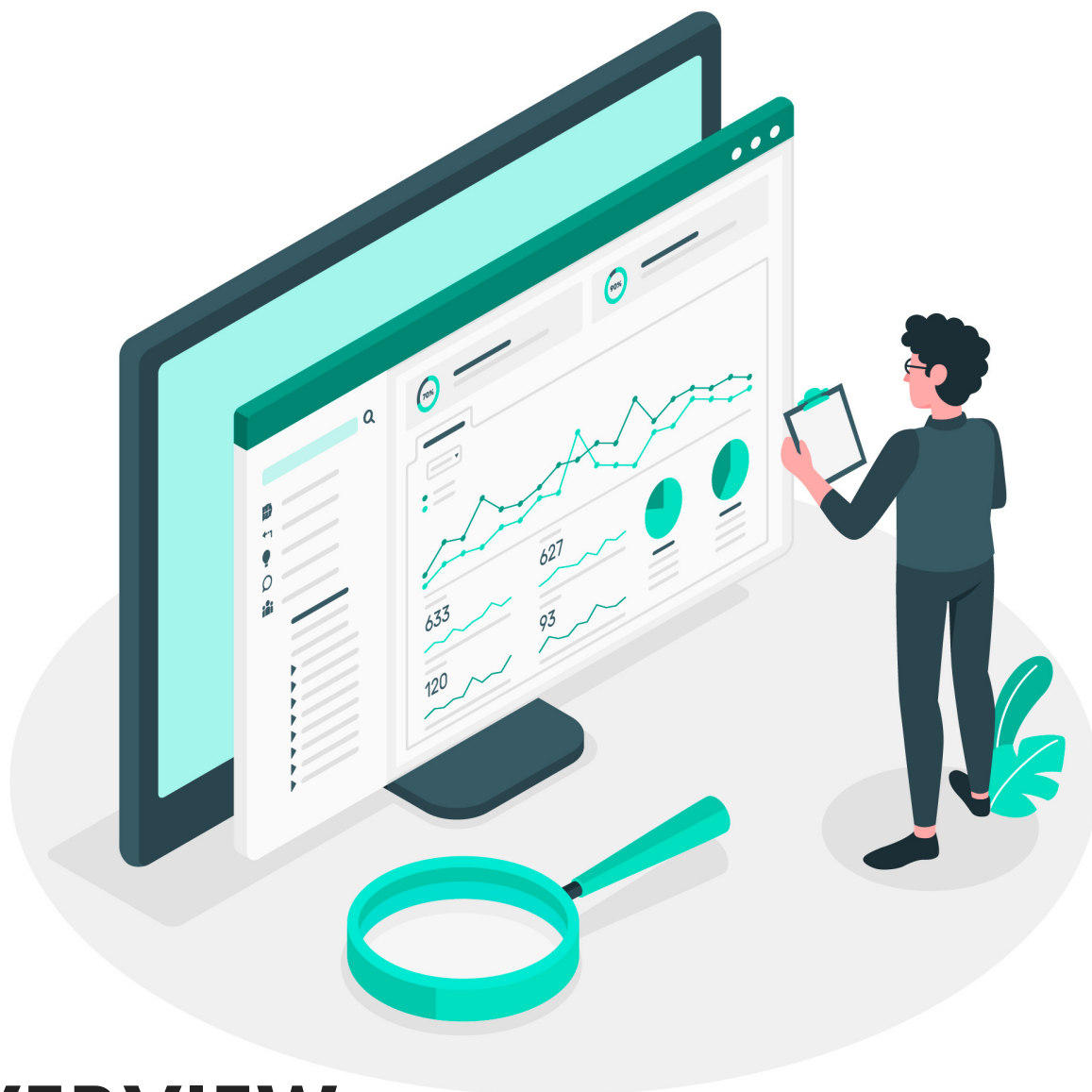
OVERVIEW

At the end of the project, a pilot session was held by each of the project partners. The session focused on the evaluation of the tool itself: the e-learning platform, containing the materials produced in previous outputs.

The pilot session took place in 4 countries: Ireland, Poland, Greece and Spain.

Its aim was to evaluate the result and find errors and ambiguities that could be fixed by the developers in order to increase the satsfaction of using the platform.

Thanks to the feedback from the target group, we were able to improve and enhance our materials.

Testing took place online due to the global epidemiological situation, but we managed to get enough feedback to understand what we can improve in the game.

TARGET GROUP

152

OF THE ANSWERS RECEIVED

RESPONDENTS STATUS:

64 **ENTREPRENEUR**

63 **YOUTH / UNEMPLOYED**

**25** **OTHERS**

The OTHERS group included:

- Chamber representatives,
- VET providers,
- VET Teachers,
- Educational providers,
- VET stakeholders,
- Self-employed trainers,
- IT specialists,
- HR managers,
- Teachers, Training Organizations,
- Local trainers working with youths,
- NGOs,
- Development Agnecy,
- Learning Centers,
- Project Managers from IT and Retail sectors

The project partners conducted their pilot sessions in their respective countries, which allowed for a wide range of responses and suggestions for adapting the game and correcting existing bugs.
Within the testing process we have identified two main groups of respondents, i.e: Entrepreneurs and Youth/unemployed.

We obtained a total of **152** responses.

The original plan was to reach 120 respondents in the 4 partner countries of the project. However, the group was eventually expanded to 152.

Greece
14.5%

Ireland
28.9%

Spain
27%

Poland
29.6%
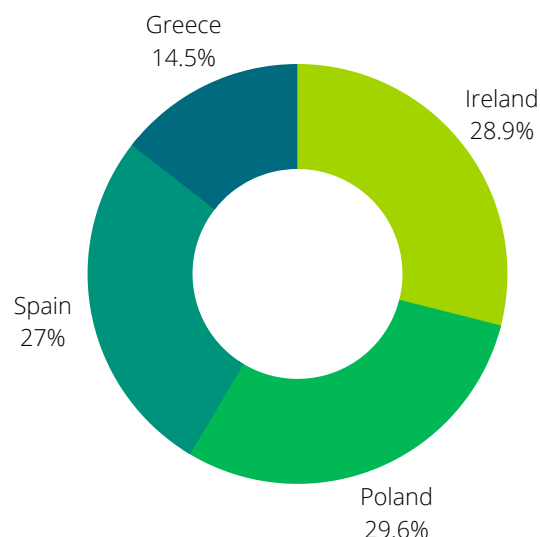
TESTING AND RESULTS

Piloting took place in an online format. It began with the preparation of a survey in the form of an online questionnaire available at: https://docs.google.com/forms/d/13DKndKnLDU7MKIxcJU7lyIMyieK4K7B4wlyae0 YL-mg/viewform?edit_requested=true

Each partner chose its own method to reach the target group of the project.

The participant, after getting acquainted with the platform and working with it (O4), had to answer a questionnaire, consisting of 9 questions.

The first two questions (answered on the previous page) were intended to identify the country and status of the person completing the survey.

Next **question - 3** - ask about overall evaluation on the functionality of e-learning tool:

3. How do you evaluate the functionality of the RETAL e-learning tool? *

152 responses
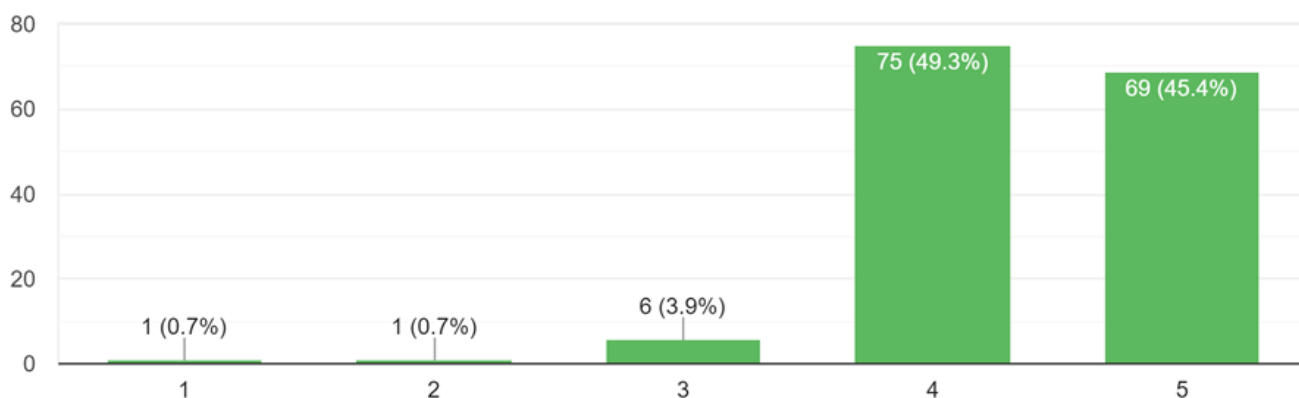
Participants were given a choice of responses on a 5-point scale where 5 meant Excellent and 1 meant Weak.

Classifying answers 4 and 5 as positive (3 as neutral and 1 and 2 as negative) we can see that the platform received **~95% positive responses**. Based on this, we can conclude that overall, the platform was helpful for most people.

TESTING AND RESULTS

4. Provide an evaluation of the following aspects of the RETAIL e-learning tool: *
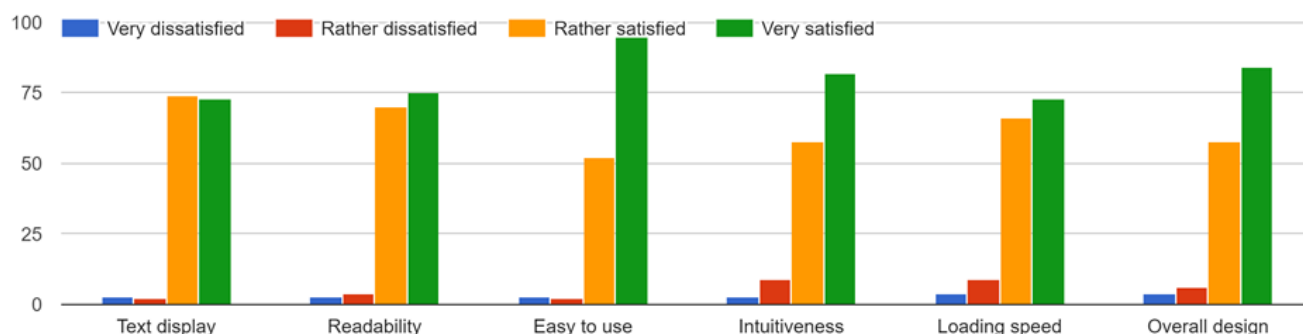
Question 4 "Provide an evaluation of the following aspects of the RETAIL e-learning tool" was Likert scale question, in which participants had to assess 6 aspectst (Text display", "Readability", "Easy to use", "Intuitiveness", "Loading Speed", "Overall design") by using scale consistent of 4 asnwers "Very dissatisfied", "Rather dissatisfied", "Rather satisfied", "Very satisified".

And so:
- **Text diplay** received ~97% positive responses
- **Readability** received ~95% positive responses
- **Easy to use** received ~97% positive responses
- **Intuitiveness** received ~92% positive responses
- **Loading speed** received ~91% positive responses
- **Overall design** received ~91% positive responses

Generally, the responses were very positive, but the most negative received were those related to the deisgn of the platform and its loading speed.

Question 5 asked survey participants whether they had encountered any bugs/errors while working with the platform.

Most people - 85.5% marked NO, 14.5% marked YES

5. Have you encountered any bugs / errors when using the platform?
152 responses
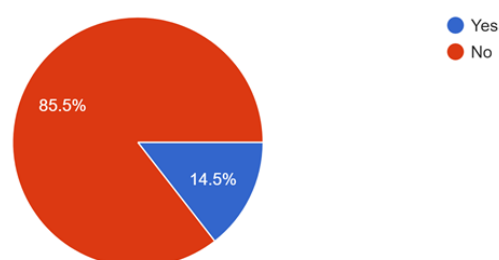
TESTING AND RESULTS

Question 6 was an extension of question 5 where participants specified what kind of errors they encountered. We can divide them all into several groups:
- Problems with loading the site (images, platforms in general)
- Language errors (single sentences in English instead of the national language, non-functional button to change the language, difficulty in finding national languages)
- Quizzes errors (bugs, problems with choosing the correct answer)
- Broken links
- Spelling errors

The next question was also a two-part question.
Question 7 was "Is there anything you would improve? (i.e. other structure, missing information etc.)?*"

7. Is there anything you would improve? (i.e. other structure, missing information etc.)?*
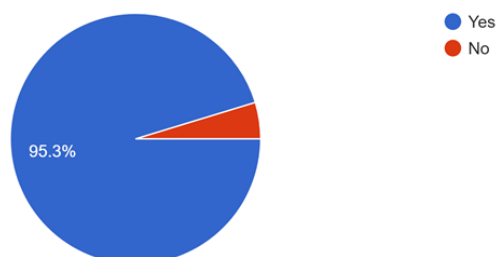152 responses
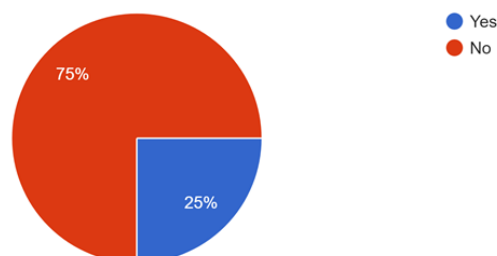
Question 8 was an extension of question 7 where participants specified what they will improve. We can divide them all into several groups:
- Problems with presentations (opening full screen);
- Missing translations;
- Text (too much text in modules, lack of introduction);
- Loading speed;
- Cookies policy;
- Changes in WordPress plug-ins for viewing the photos;
- Problems with using the platform on smathphones.

9. Would you recommend the platform?
149 responses

The last **question - 9** - asked participants whether they would recommend the platform.

Over 95% of the responses were positive.

THE MAIN CHANGES

During the testing in the different partner countries, it was possible to identify some particularly frequently repeated changes that the target group would expect. Some changes were also received directly from the partners who were contacted by the project participants. They were provided to the platform developers. The changes introduced included, among others:

- Improving language and syntax errors;
- Improving the display of the platform on mobile devices;
- Enhanced cookie policy on the website;
- Fix bugs and errors inside quizzes;
- Changed the way images are displayed (new plug-in);
- Replacement of broken links;
- New subpage with instructions on how to use the platform;
- Button to change languages.

All the above changes have been made in the English version of the game as well as in the national versions.
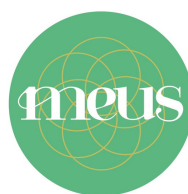
CONCLUSIONS

The testing process was successful and allowed the consortium to build better results thanks to the feedback we received from the target group.

All partners managed to reach an adequate number of participants and to carry out testing despite unfavourable conditions (COVID-19 pandemic). In the end, we managed to test 152 respondents (assumed target was 120).

The testing was discussed by the partners in an online meeting, and further work steps were agreed to improve the learning environment and adapt it to the needs of future users.

The comments/feedback that the partnership found relevant have been implemented in the learning environment. We believe that now the e-learning platform we have prepared will be even more interactive and enjoyable to use in learning by target group.