

European Union's Horizon 2020 Programme
European Commission
Directorate General for Communications Networks, Content and Technology
eInfrastructure



Magic

Middleware for collaborative Applications
and Global virtual Communities

Deliverable D3.5
**Evaluation of pilot and services, user perception, and
implementation effort**

Progress Report

MAGIC Deliverable: D3.5 Evaluation of pilot and services, user perception, and implementation effort

Document Full Name	MAGIC WP3 D3.5 Evaluation of pilot and services, user perception, and implementation effort
Date	30-12-2016
Activity	Cloud Provisioning and Groupware Standards
Lead Partner	CLARA
Document status	Final
Classification Attribute	Public
Document link	

Abstract: After making the integration of application services across domains and with group features, the work package 3 has conducted an end-user survey with the project related communities. This report contains the results of this evaluation of the services, including those that are part of the WP3 pilot such as the communities portal, FileSender, SIVIC, and others.



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MAGIC (Middleware for collaborative Applications and Global virtual Communities – Project number: 654225) is a project co-funded by the European Commission within the Horizon 2020 Programme (H2020), Directorate General for Communications Networks, Content and Technology - eInfrastructure. MAGIC began on 1st May 2015 and will run for 24 months.

For more information on MAGIC, its partners and contributors please see <http://www.magic-project.eu>.

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1. INTRODUCTION

The work package 3 has the goal to evaluate users' perception of the services involved in the scope of the project. The evaluation was done through a survey that asked questions about knowledge of the service, perception of usability, response time and overall qualification. The services evaluated were the communities service (Colaboratorio), the File Transfer (Filesender), the Wiki service, and the Funding&Partners system.

2. DOCUMENT AMENDMENT PROCEDURE

Requests for amendments to this document must be made to the editor, Gustavo Garcia (RedCLARA), and copied to the Management of the MAGIC project.

3. GLOSSARY

AARNet	Australian NREN
BELNET	Belgium NREN
CEDIA	Ecuadorian NREN
CKLN	Caribbean Knowledge and Learning Network
CONARE	Costa Rica's NREN
EC	European Commission
EU	European Union
EU-LAC	Europe, Latin America and the Caribbean
DNS	Domain Name System
HEAnet	Ireland NREN
NgREN	Nigerian Research and Education Network
NREN	National Research and Education Network
RENATA	Colombian NREN
SURFnet	The Netherlands NREN
UNINETT	Norway NREN
WACREN	West and Central Africa Research and Education Network



4. REFERENCES

[R1] MAGIC Website <http://www.magic-project.eu>

5. EXECUTIVE SUMMARY

In this deliverable, the work package 3 shows the results of the carried out survey regarding the Collaboration tools. The results of the survey shows that the most used service was the “Funding and partners” with 50% of positive results, followed by the “File Transfer” service with 30%. The lowest score was obtained by the Wiki service with only 18% usage. There is a room for improvement in service promotion area to increase the usage numbers for all the services. In the timing space, the File Transfer service was very well rated what means that the service is fast in all its functions. The Colaboratorio usability results were good, nevertheless, 24% of the users mentioned “Too complicated” so it is a good focus to work on simplicity and training. The service with more usage frequency was the Funding and Partners, what shows the potential of this service. In most services, with the only exception of the Wiki, there is a very high probability that users recommend the service to a colleague. In the usability space, all ratings were mostly in “easy” and “very easy to use” with the only exceptions of the “creating your own profile and selecting the scientific areas of interest” in Colaboratorio, and “Uploading images”, and “Creating content” in the wiki service.

6. QUESTIONS ABOUT THE FILE TRANSFER SERVICE

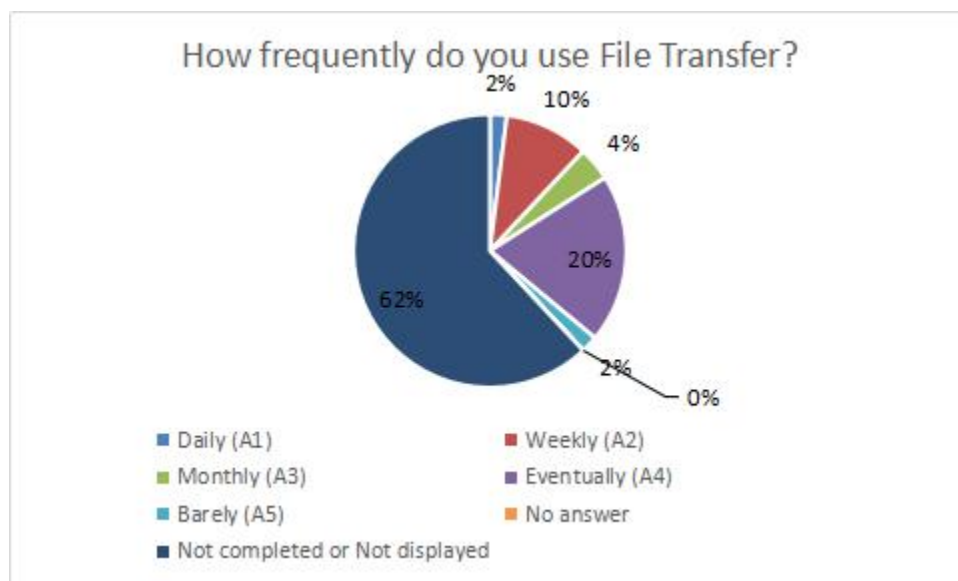
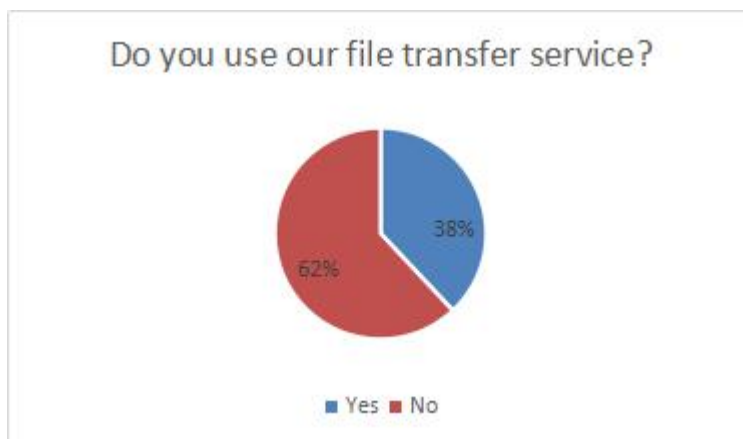
The first question for the participants was if they use the File Transfer service. The result was that 38% of the people have used the service. Furthermore, the frequency was declare mostly in eventually and weekly that scored 30%. It is recommended to work on the promotion of this service.



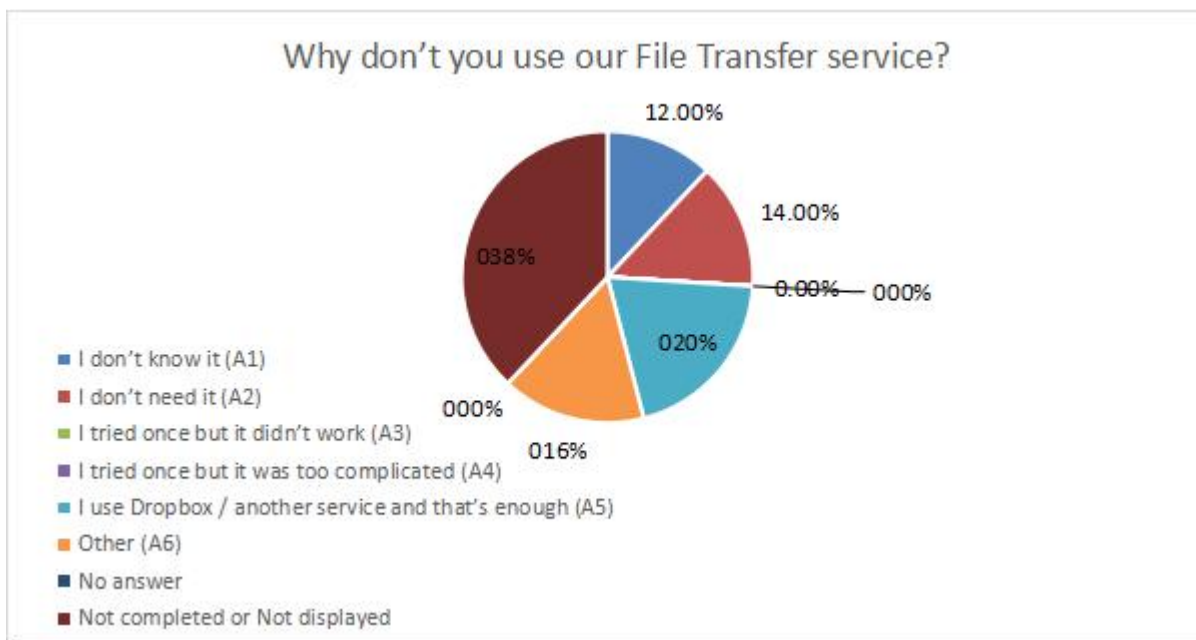
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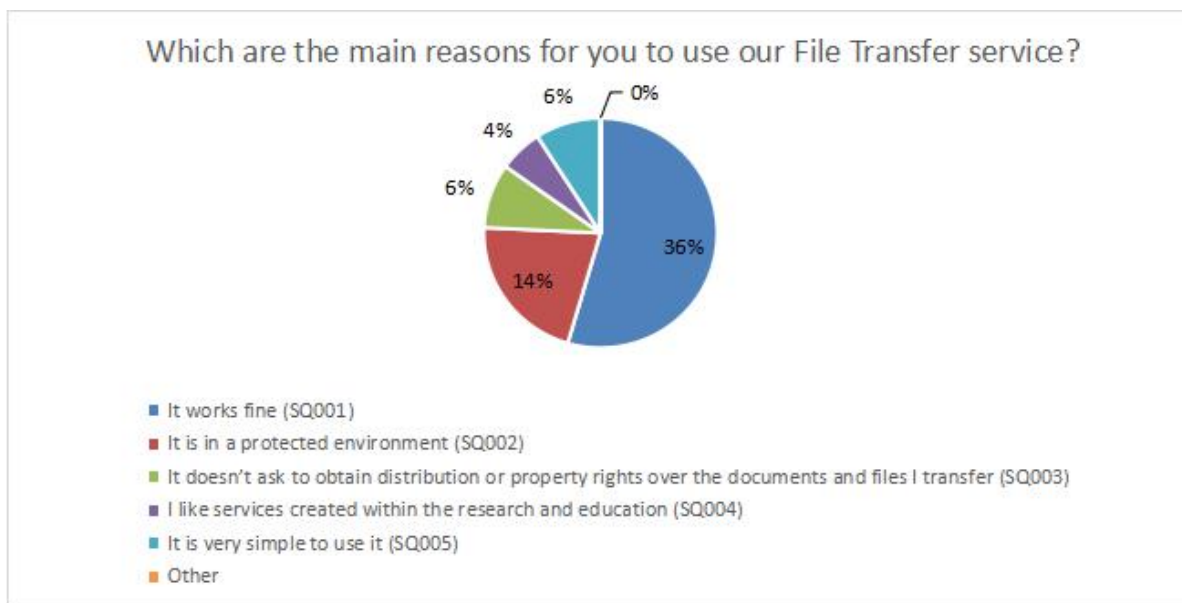
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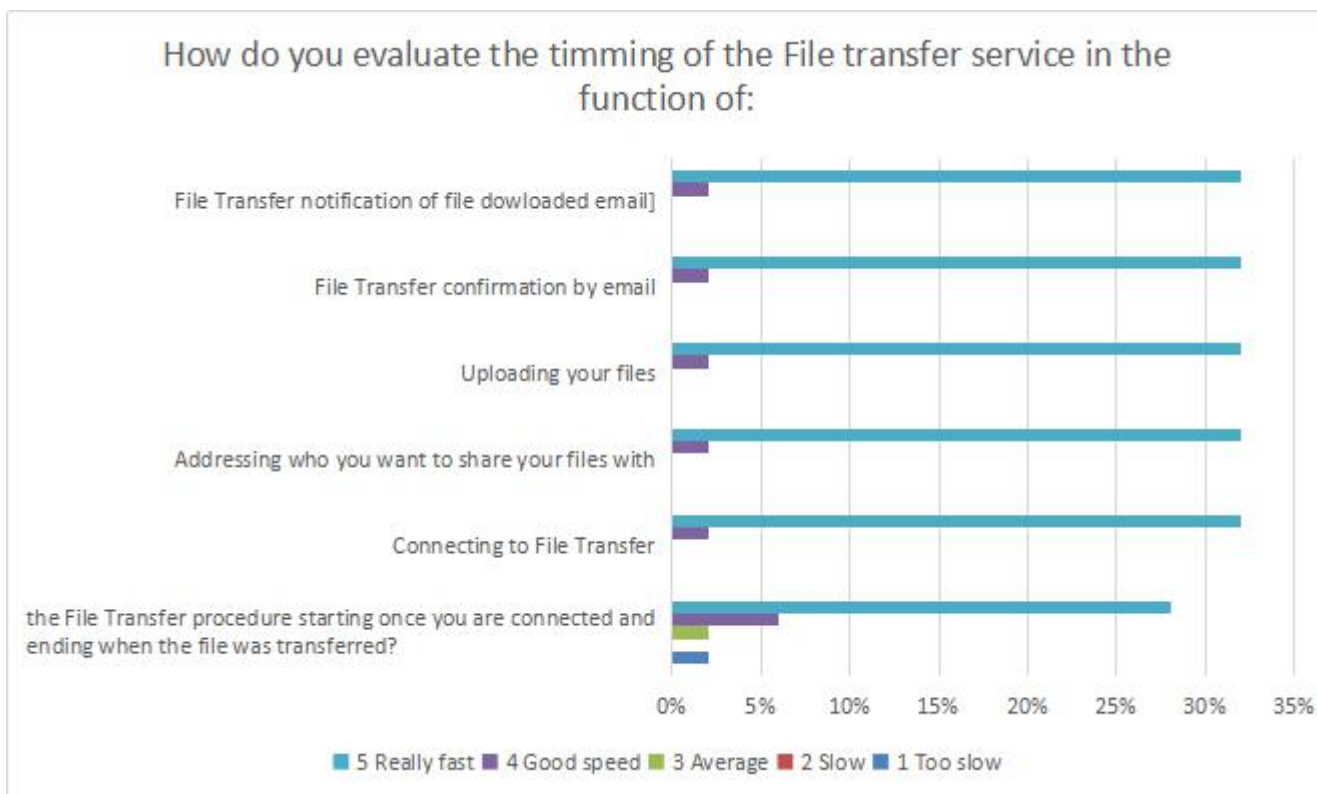
The main arguments for not using the File transfer were: a) the use of Dropbox or another software (20%); the users do not need it (14%), and the users do not know it (12%). The first and third answers that sum 32% can be addressed with product marketing.



34% of the users mentioned that they use the File Transfer service because it is in a protected environment. These shows the increasing need and requirements for privacy.

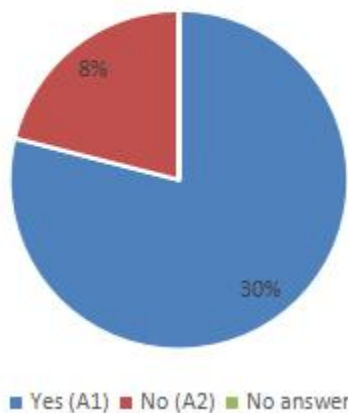


Regarding the timing of the functions of the application like entering, uploading, addressing destinations and the notifications, the File Transfer service have good evaluations. All functions were rated mostly as really fast, more than 30% over 38% of the users who have actually used the application. The point that can be improved is the “File transfer once you are connected until the transfer is finished”, most users considered very good or good, nevertheless, this is the only point that obtained a couple of regular and bad qualifications.

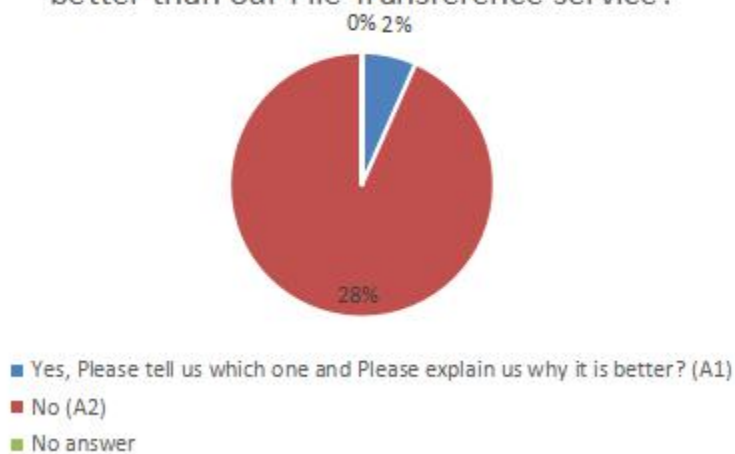


A good portion of the users know other File Transfer services, nevertheless, only a low percentage (2%) consider that these services are better than the MAGIC File Transfer service. Another real good result is that almost all users will extremely likely recommend the service to other users.

Do you know or use other file transference
services?



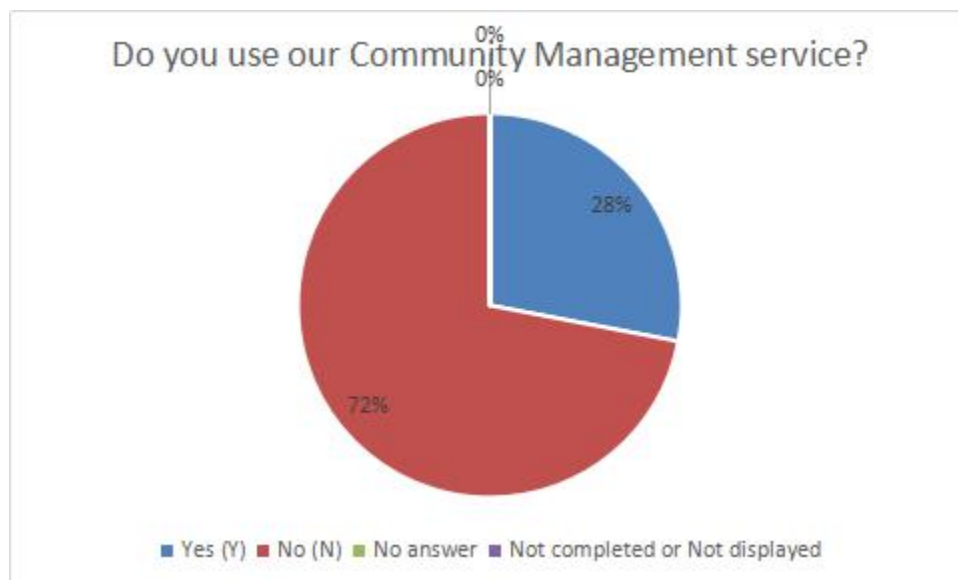
Is any of those services that you mentioned
better than our File Transference service?





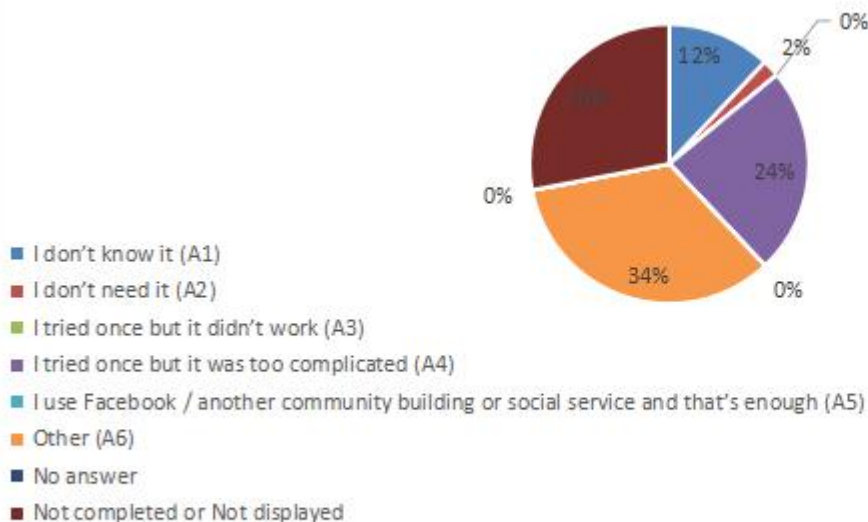
7. QUESTIONS ABOUT THE COMMUNITIES MANAGER SERVICE

The usage of the communities service is not as expected with only 28% of the people that use it.

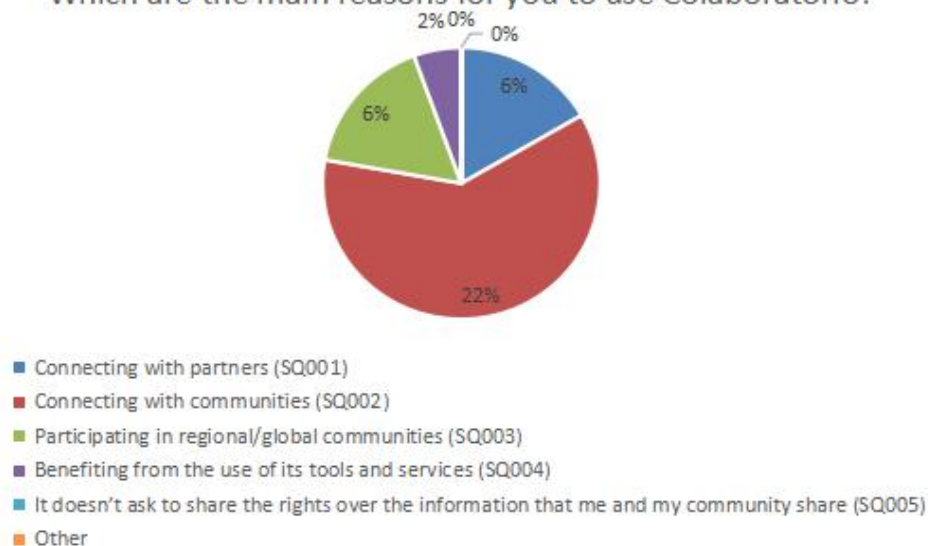


The main identified reason for not using Colaboratorio was that it is too complicated (24%). It is recommended to work on usability and training. In contrast, the main argument for using Colaboratorio was for connecting with communities.

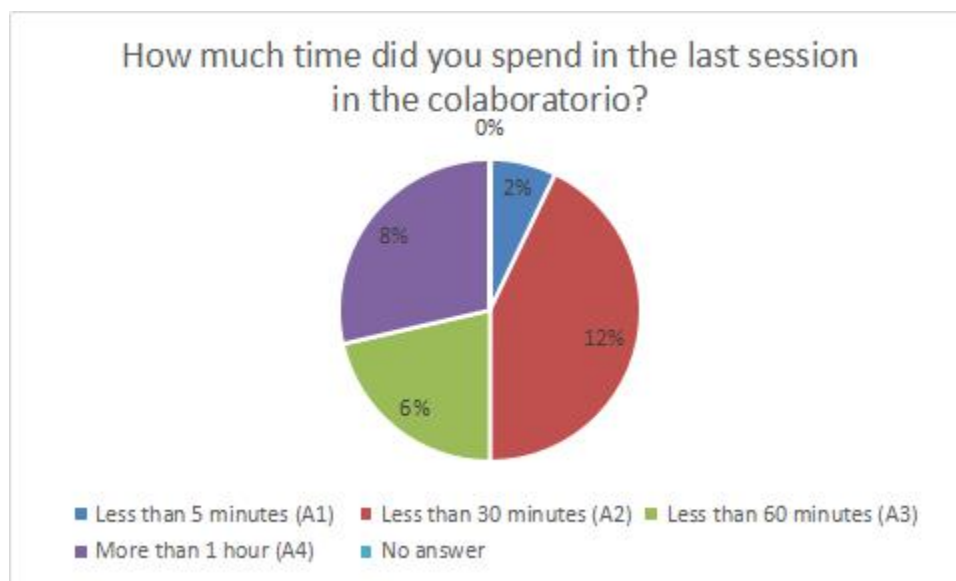
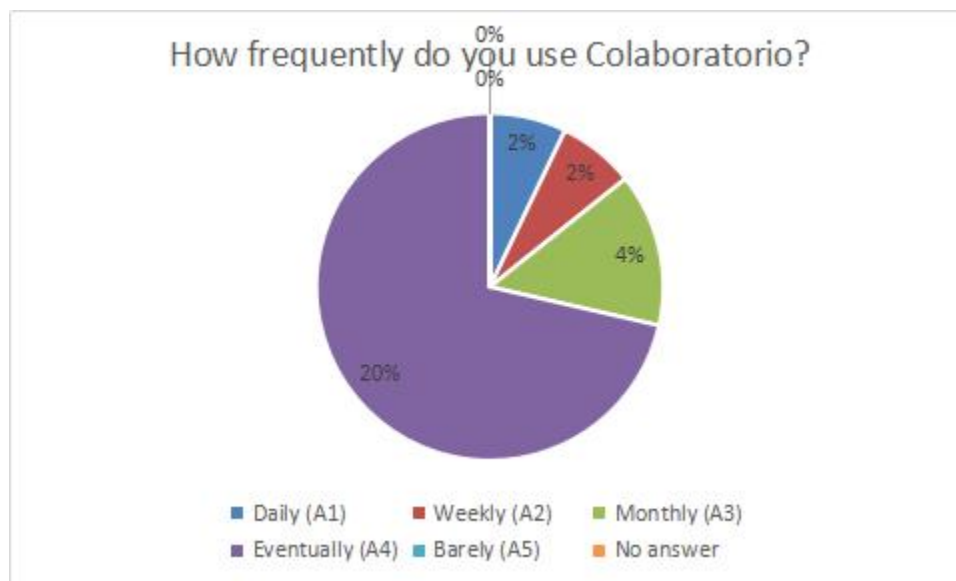
Why don't you use Colaboratorio?



Which are the main reasons for you to use Colaboratorio?

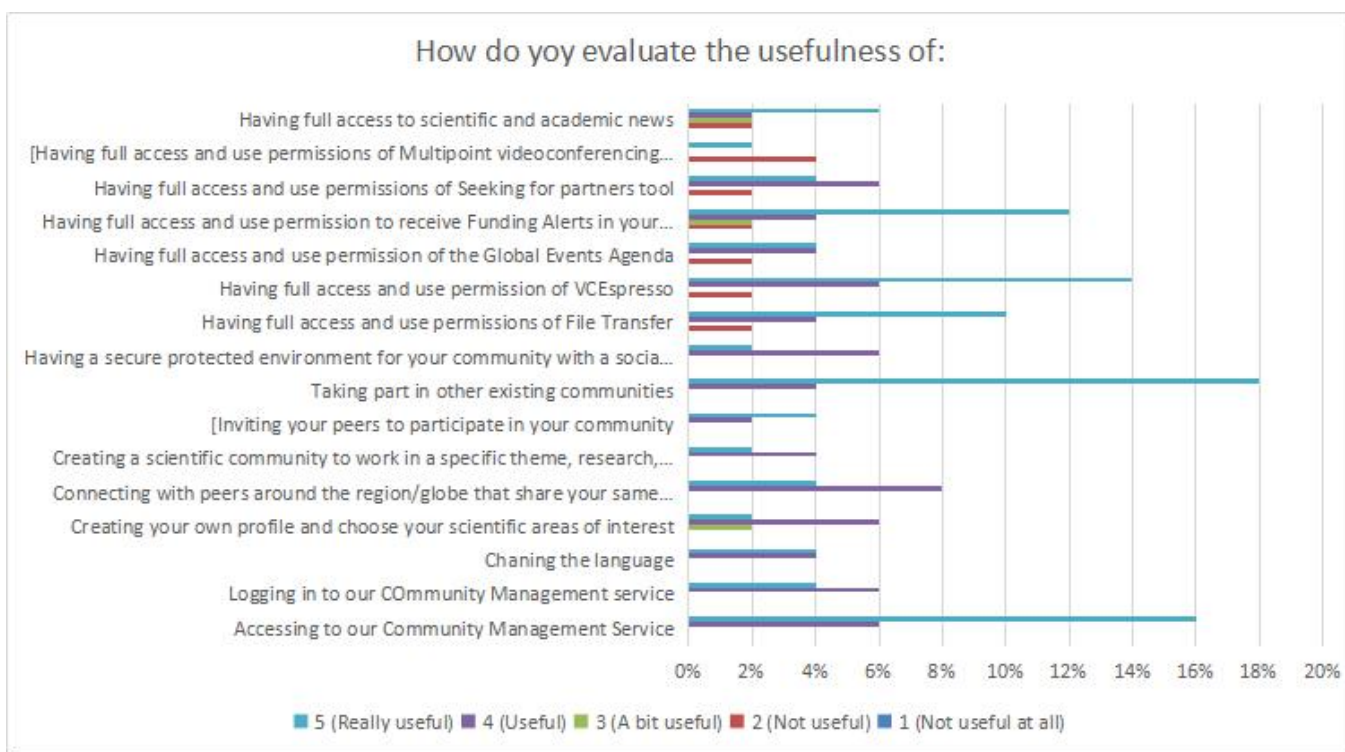


The frequency of using Colaboratorio is eventually. This could match the main use reason because connecting with communities is not a periodic activity. Furthermore, the connection time is mostly less than 30 minutes.

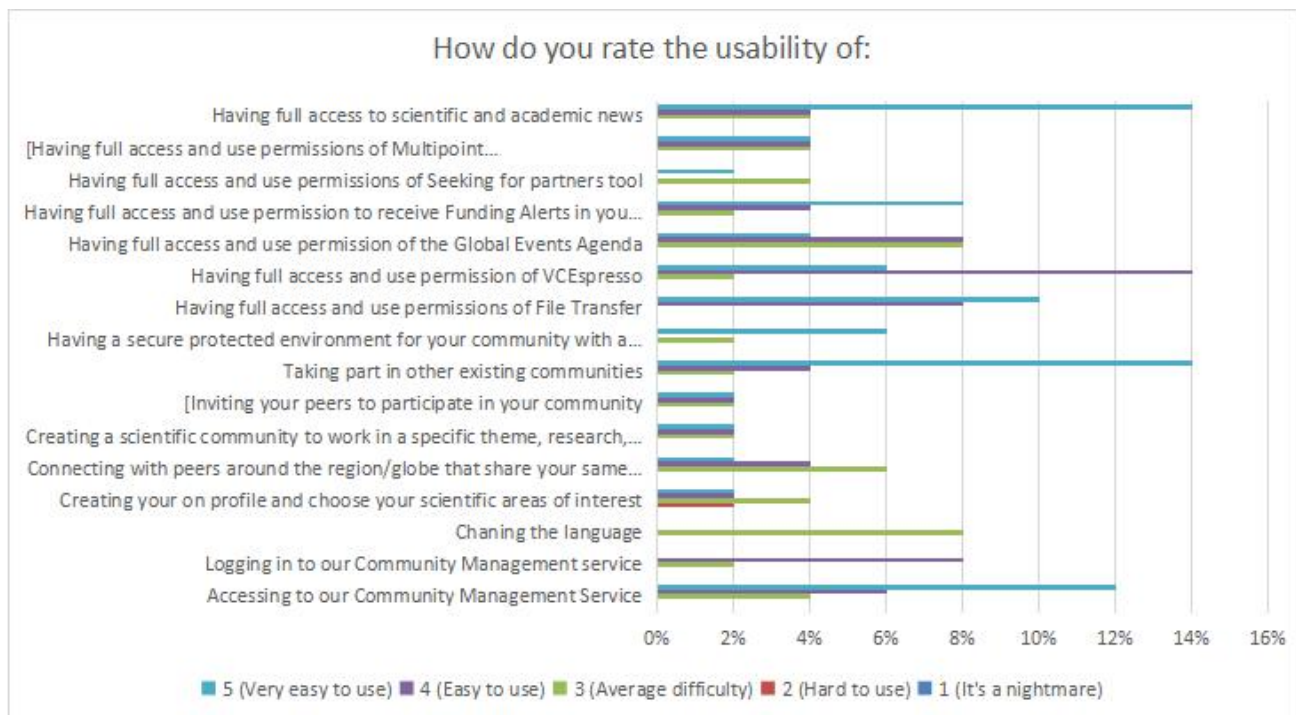


Regarding the usefulness of the Colaboratorio features, the most well rated characteristic was “Taking part on existing communities” with 22% of good evaluations (4 and 5). The above shows that end-users found joining communities as the most valuable asset in the system. The following item rated higher in usefulness was “Having full access and use permission for VCEspresso” with 20% of good qualifications. VCEspresso (the webconference) was seen as a very important service.

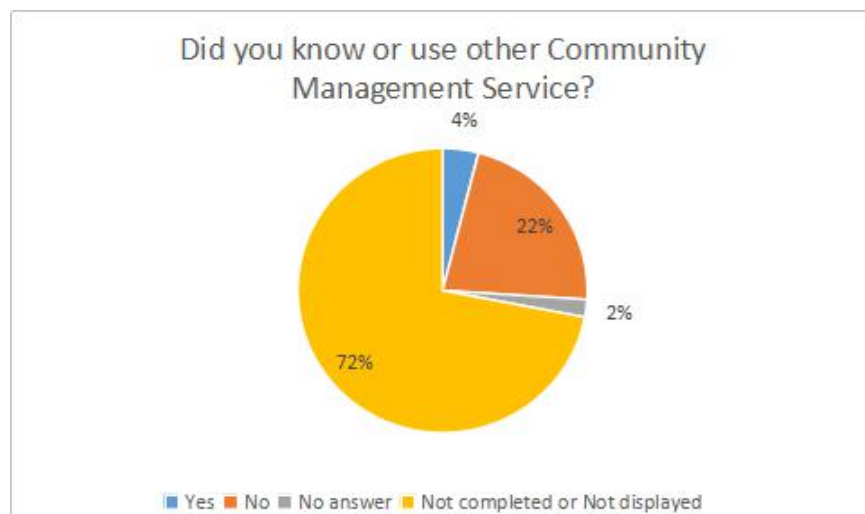
The usefulness of accessing Colaboratorio was rated between 4 and 5 among the 22% of the people. It is a High percentage due 28% of the people answered. In a very similar fashion, the 4 and 5 qualifications in the logging in to Colaboratorio feature were done by 10% of the people.



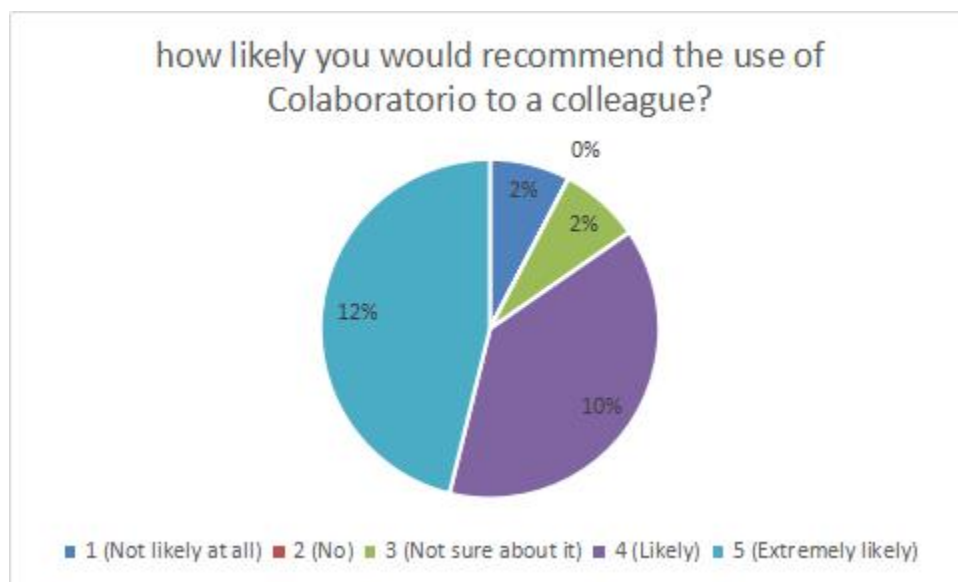
The usability of the system had a very good ratings, with only one exception, the “Creating your own profile and choose your scientific areas of interest” that obtained 6% between regular and bad usability scores. The above can be due to the profile is associated to the initial registration to Colaboratorio, and is not clear how to changed or administering it. It certainly have room for improvement.



Use of other Community Management services is not common at all. This shows the low service offer of this kind of services in academic communities and remarks the importance of this work..

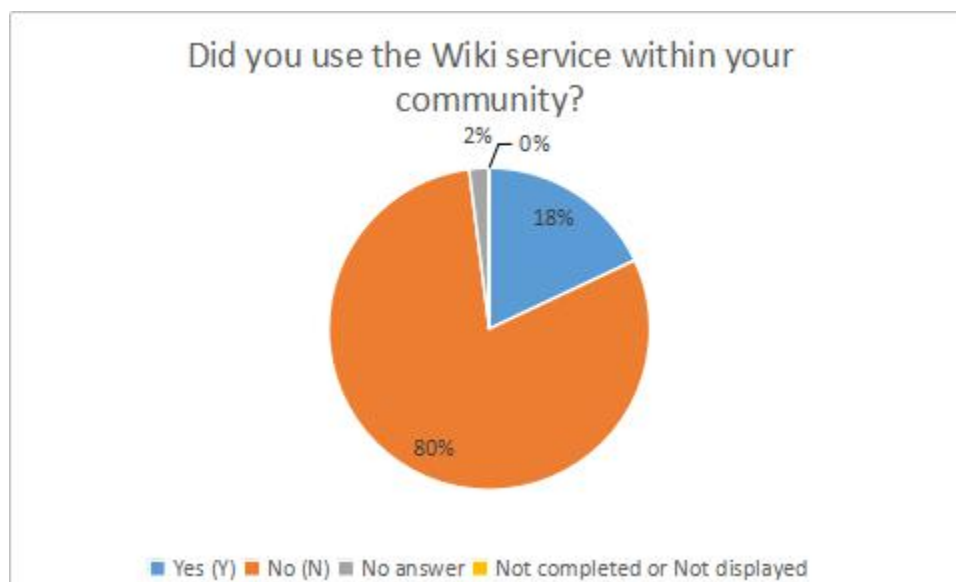


A very nice result is that 22% of the people will “likely” or “extremely likely” recommend Colaboratorio to a colleague.

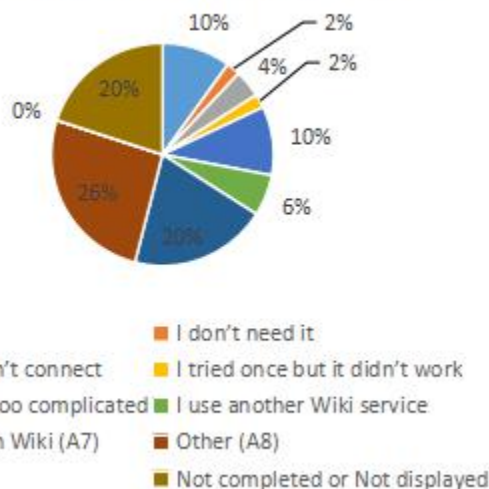


8. QUESTIONS ABOUT THE WIKI SERVICE

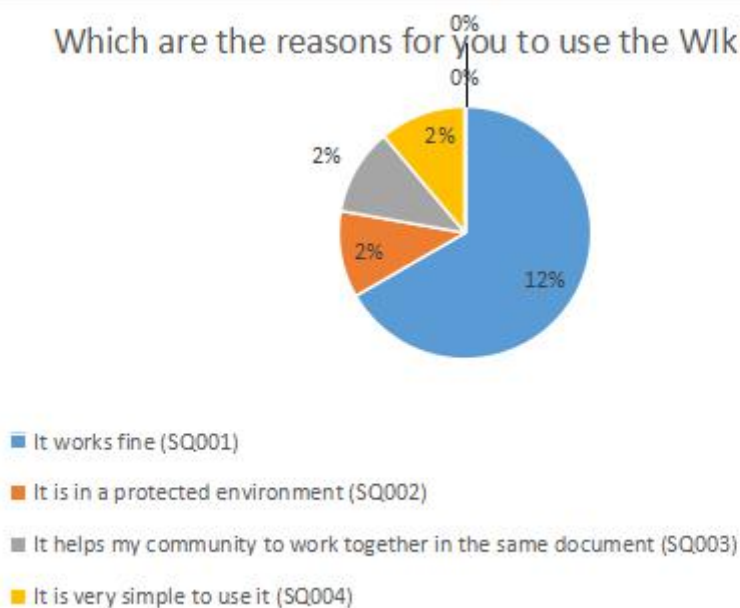
The Wiki service is the most low qualified service. The usage of the service itself is quite low compared to the other services. The low usage is justified with four main reasons: a) Do not like to work with wiki services (20%), b) Don't know it (10%), and c) Tried once but was too complicated (10%), d) Other reasons (26%). In contrast, the main reason for using the Wiki service was: "It works fine". The about can be seen as that, the service works nevertheless it is not attractive.

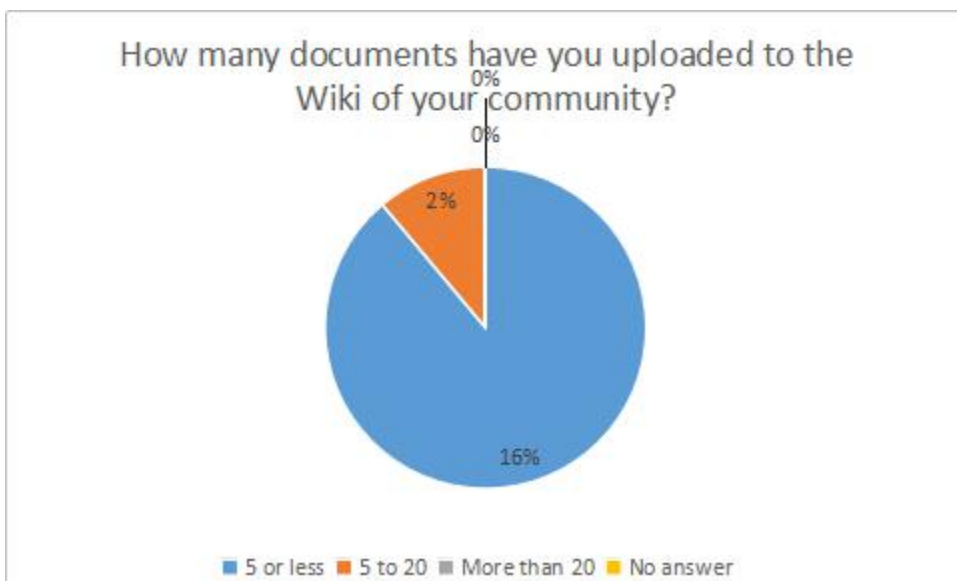
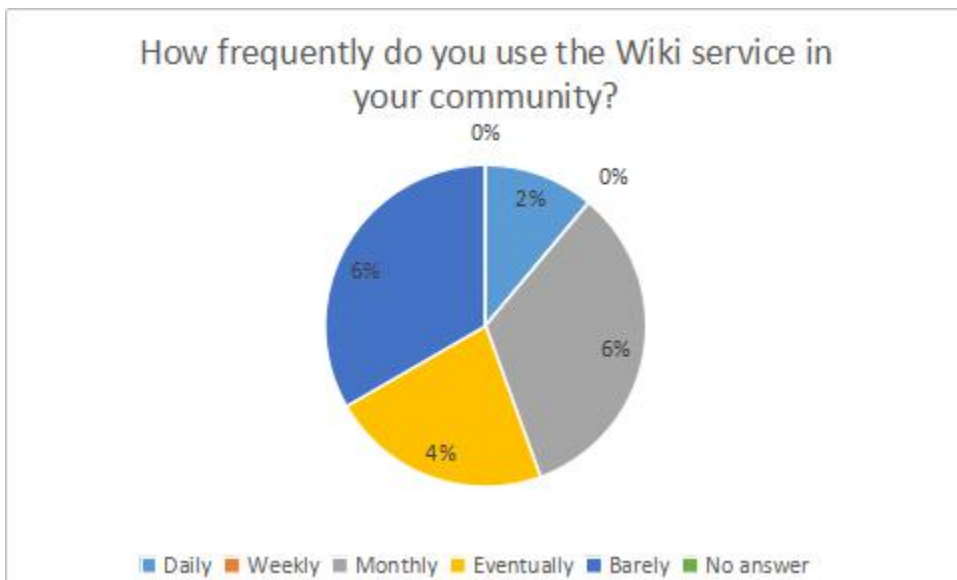


Why don't you use the Wiki service?

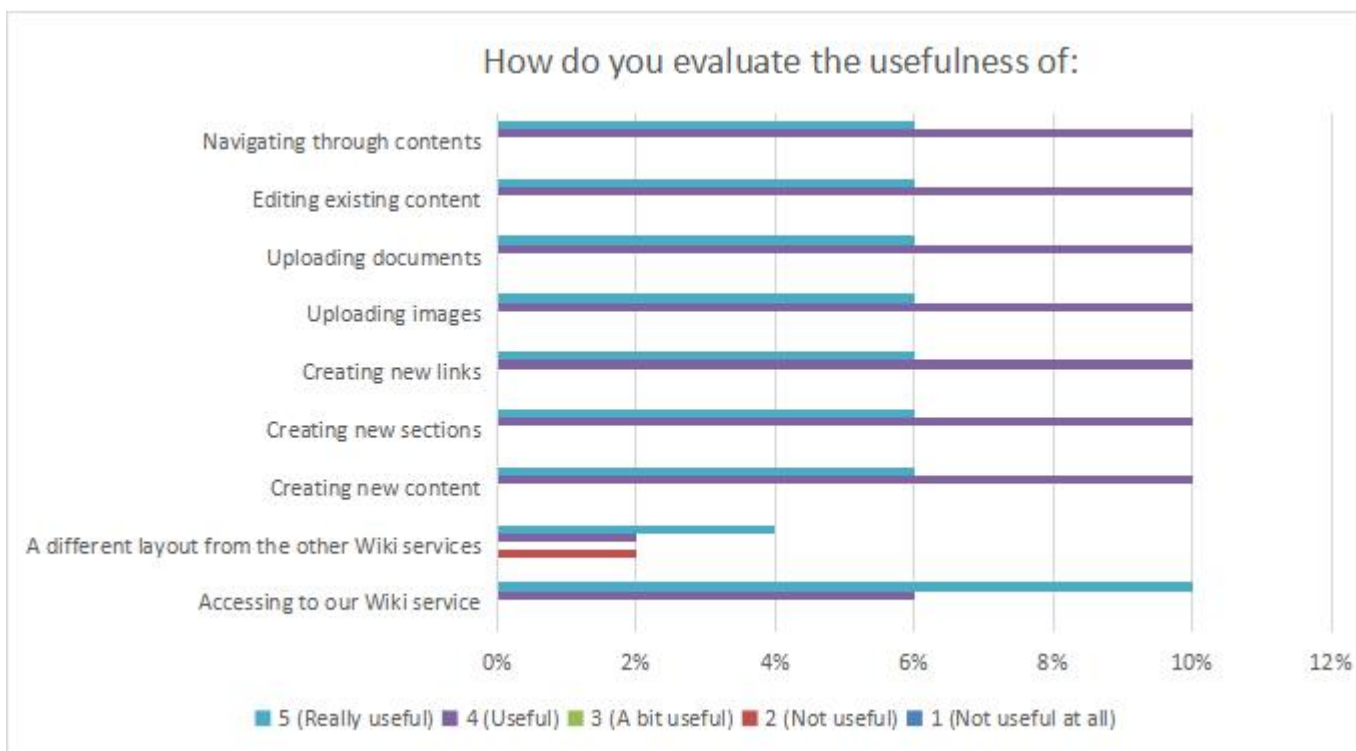


Which are the reasons for you to use the Wiki service?

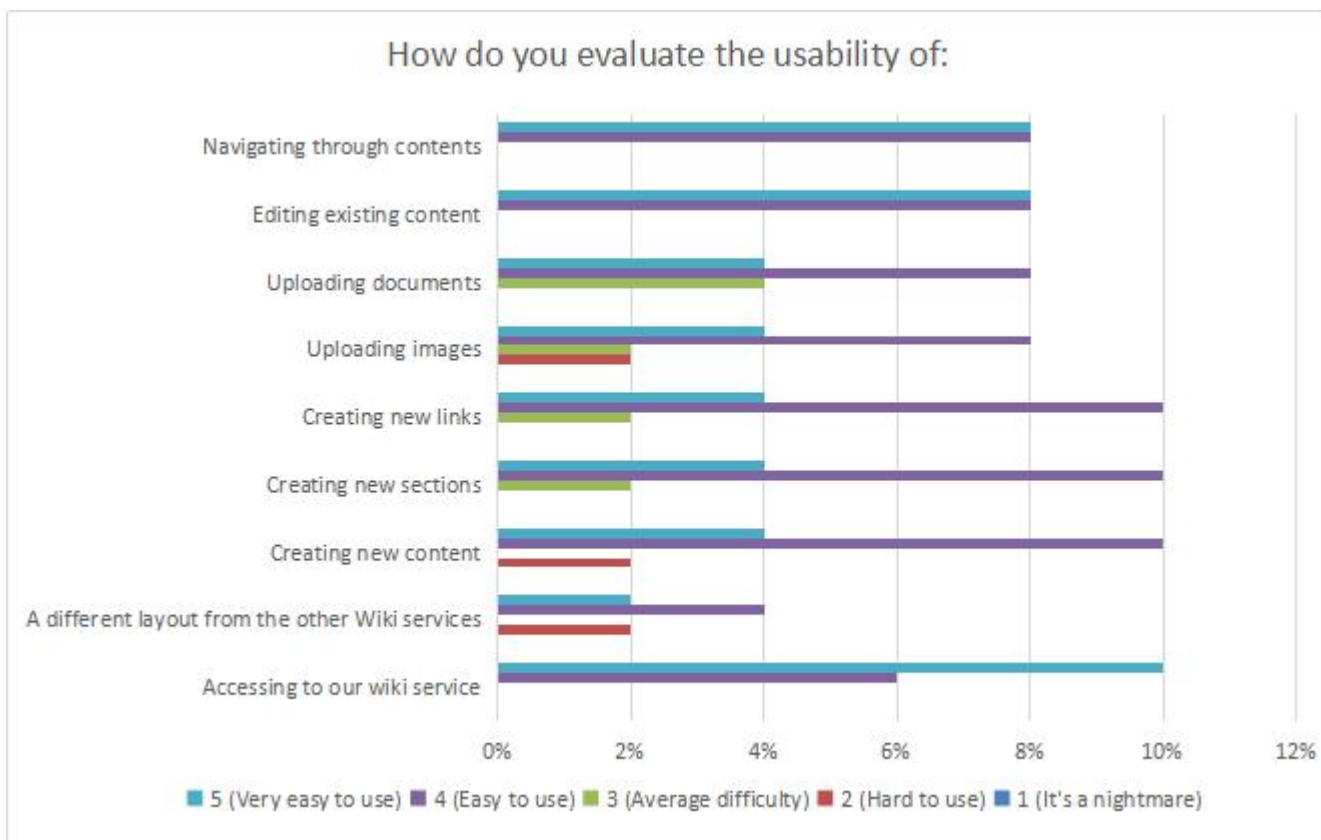




In the usefulness of the Wiki service, the lowest importance was gave to the “A different layout from other Wiki services”.

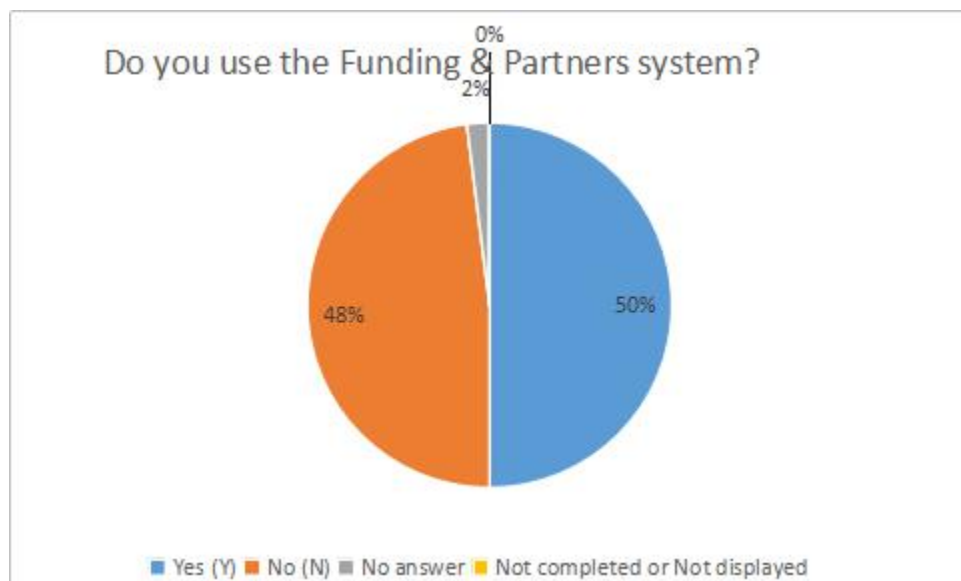


The usability have several low qualifications in items like “Creating new content”, “Uploading images” and “A different layout from other wiki services”. This result can indicate that users do not see the Wiki as “easy to work”, what can have relation with the amount of people that not use it.

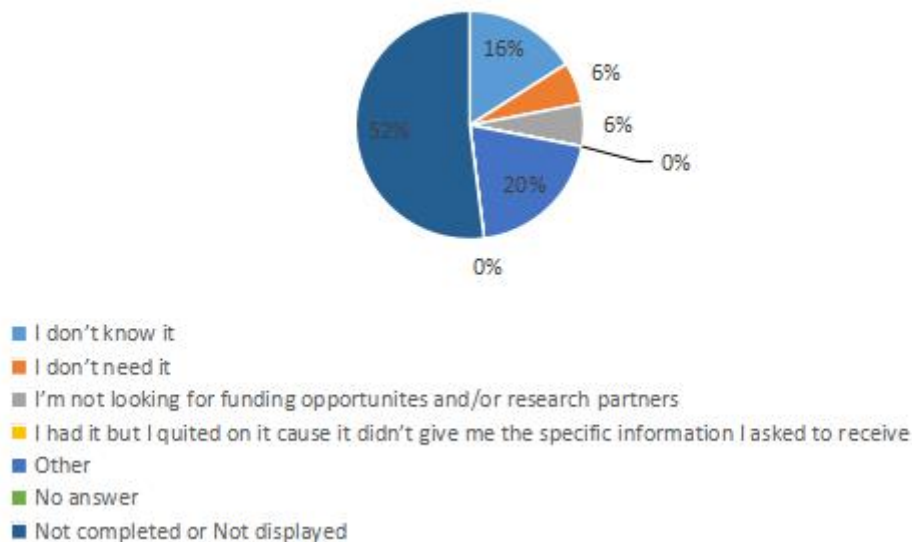


9. QUESTIONS ABOUT FUNDING AND PARTNERS SYSTEM

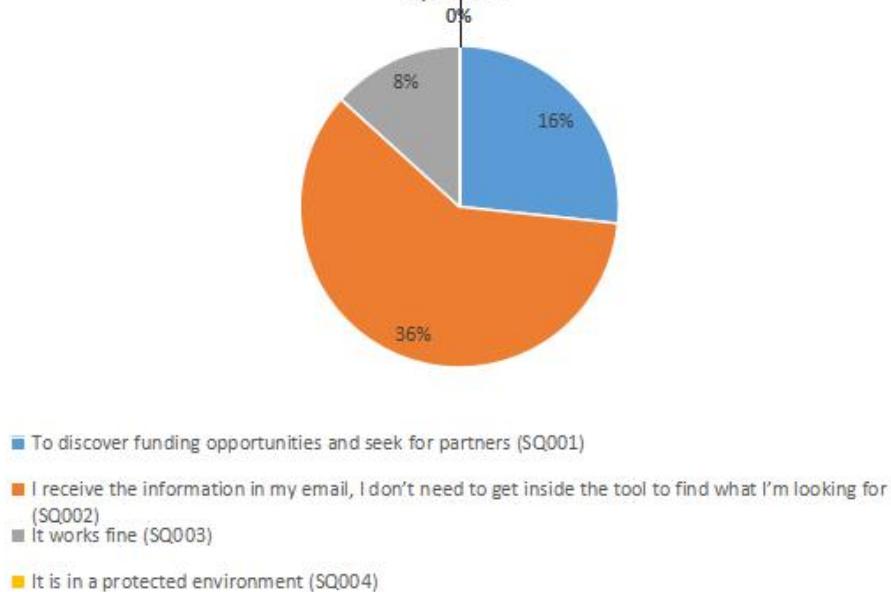
The Funding and Partners service usage is divided almost in half with 50% of the that actually use the service. The main reason for not using it was “I don’t know it”, and “Other”. The above shows that service have a potential to be promoted and have more users on it. In the reason for using it, we found the “Receive information by email ...” with 36%, and “To discover funding opportunities” with 16%.



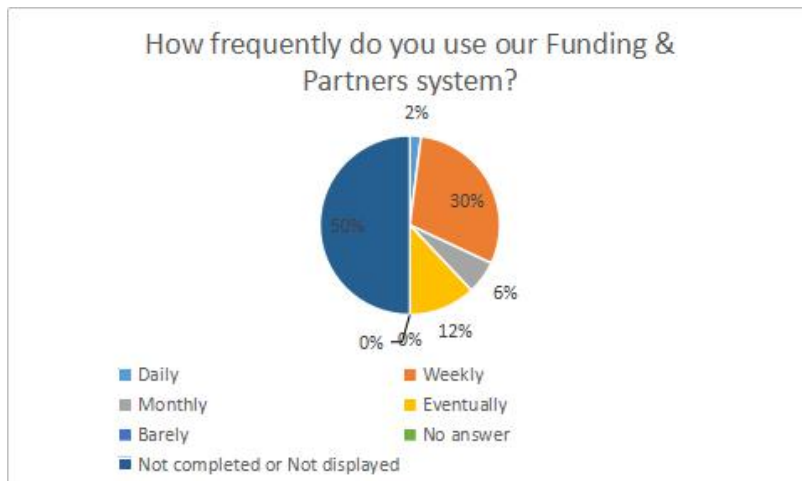
Why don't you use the Funding & Partners system?



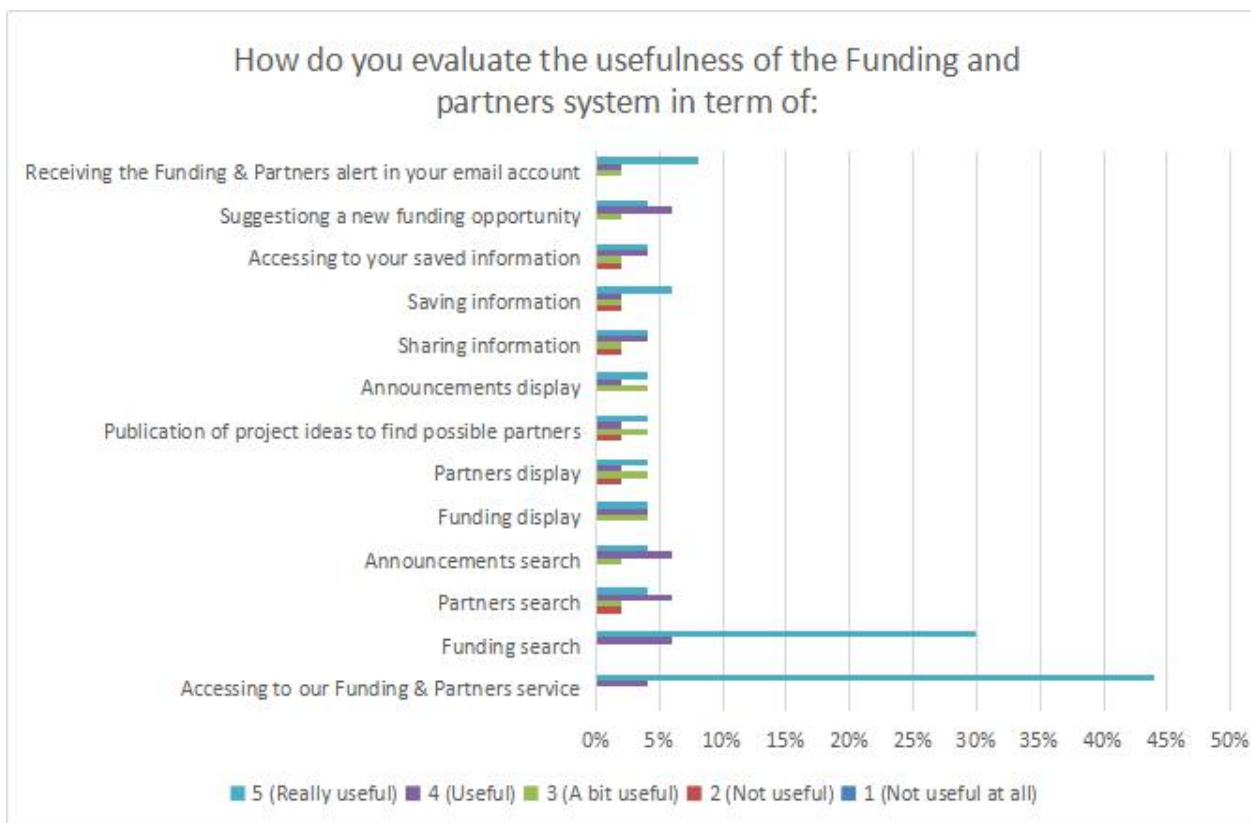
Which are the main reasons for you to use the Funding & Partners system?

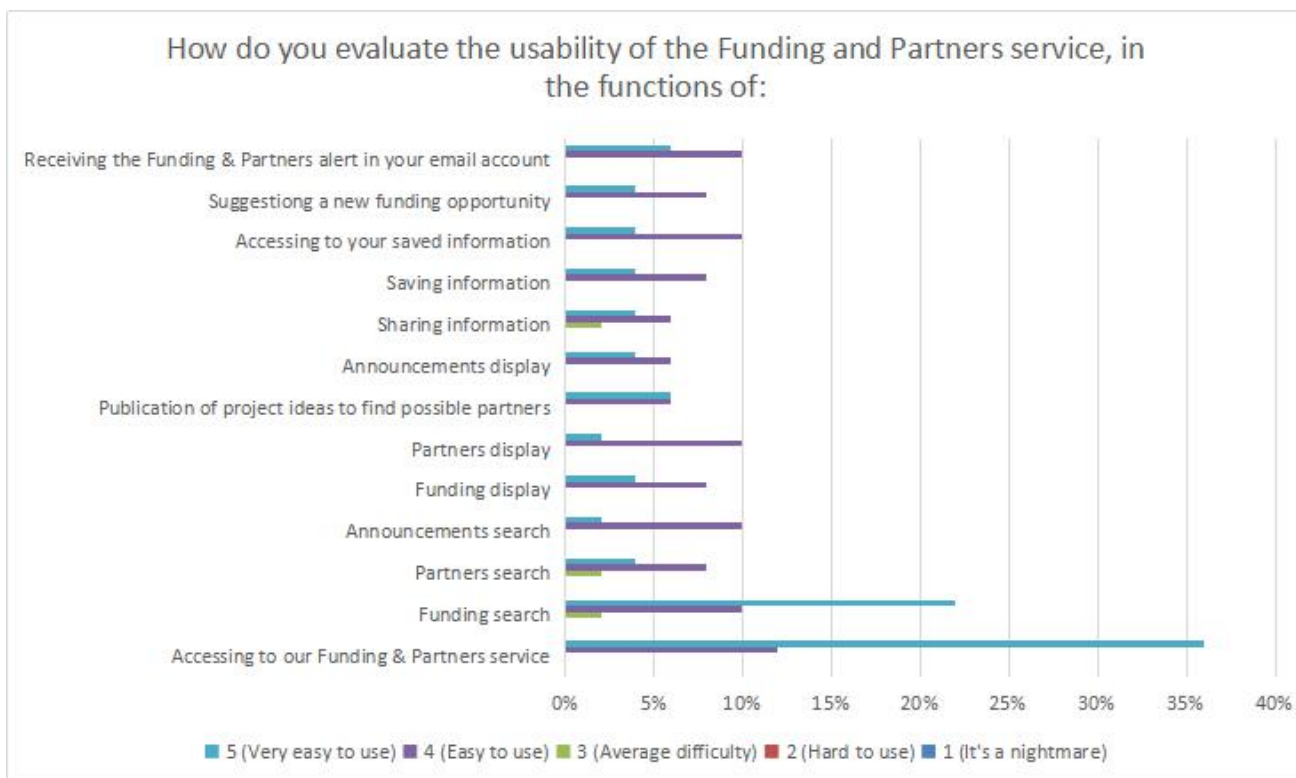


The frequency of use is an interesting result. 30% of the users stated that they use it “Weekly”, and it is the best result among all the services. The results speaks very well about the service, because very few services have this frequency of use, and it can be a nice tool for keep users coming back.

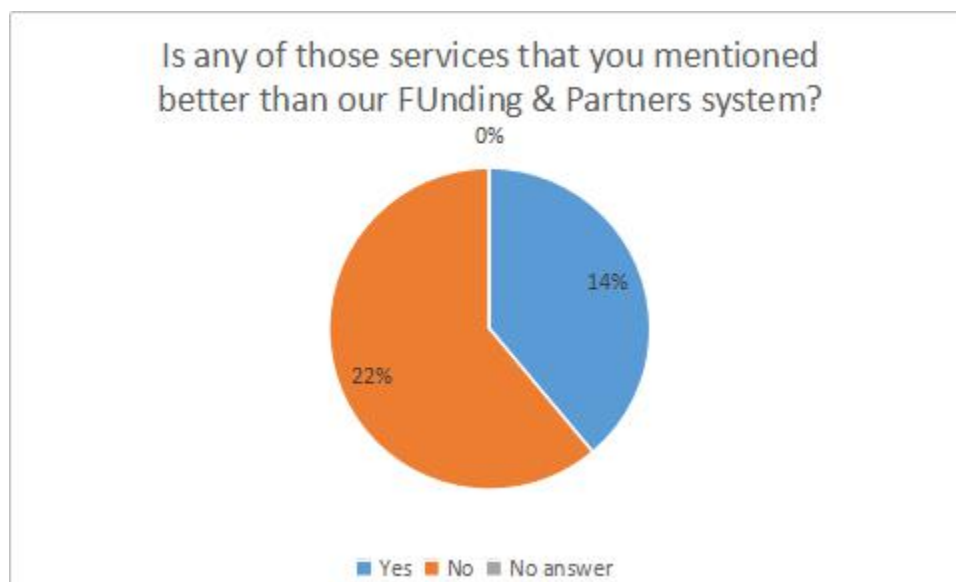
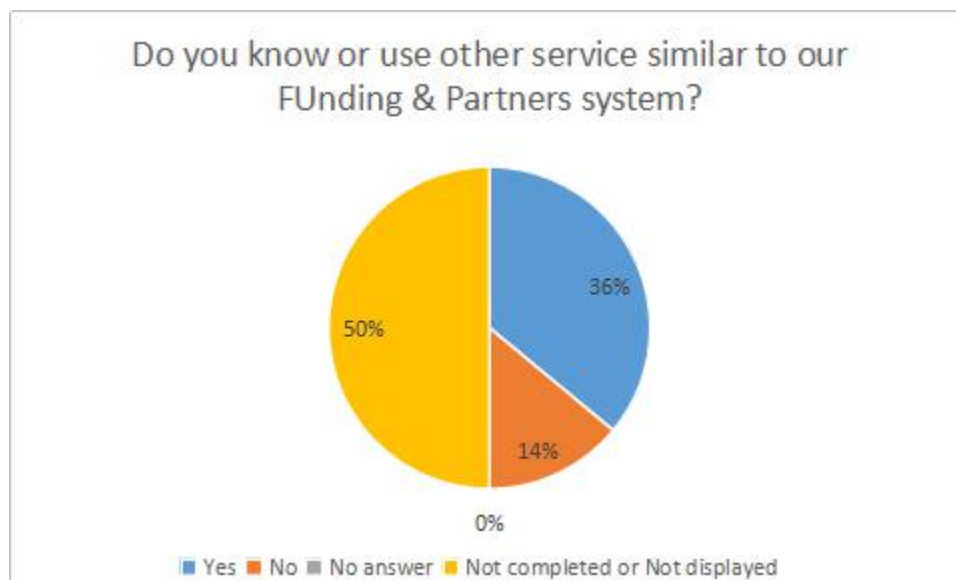


In the usefulness qualification, it is shown the interest of the users in the tool. The main point to highlight is the “Funding search”, what shows that people found it useful for the main purpose of the service.

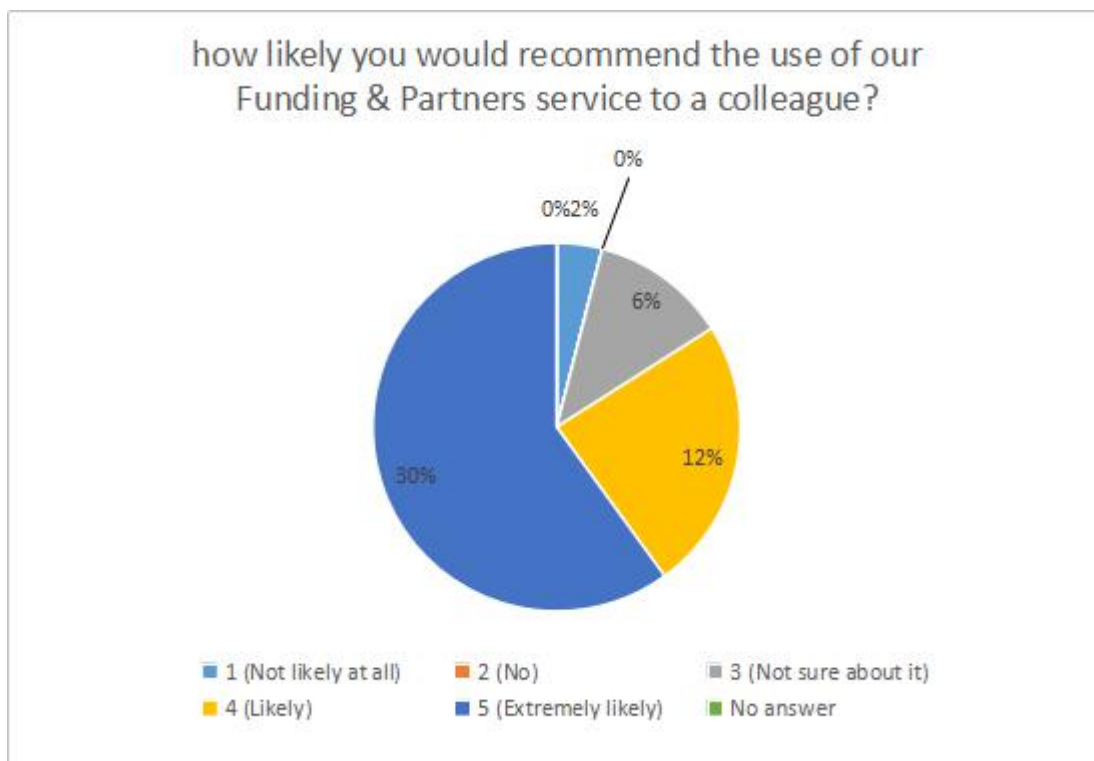




A good percentage (36%) mentioned to know other services like our Funding and Partners service. Nevertheless, only 14% considered the other services better.



One of the best results in recommendations likeliness with 40% that will “likely” or “really likely” recommend the service to a colleague.



10. CONCLUSIONS

There is a lot of good results in the service potential area, highlighting that the Funding&Partners service was the best. Its usage level (50%), likeliness of recommendation (42%), and frequency of use shows that this has a lot of value for the user communities. In the usability the results were good in most, highlighting that is required some work in simplicity and training in the Colaboratorio service. The wiki service shall be re-evaluated because it has the lowest qualifications, showing that users do not value this service at it should.

The File Transfer service needs to be promoted, because it has nice qualifications as service and usefulness, but the usage percentage is not as expected.