



Deliverable D2.1.3

Third Customer Satisfaction Survey – Part 2

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Version 1

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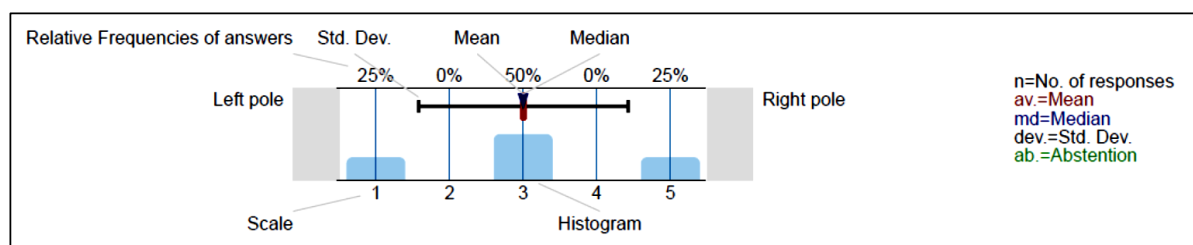
CONTENTS

CONTENTS	2
1 Procedure.....	3
2 Results	4
3 Data.....	6
4 Questionnaire	15

Glossary of Terms

ECHORD++: The European Coordination Hub for Open Robotics Development (E++ for short)

Legend



1 Procedure

The First Partner Satisfaction Survey was open for participation on 26 July 2016. It was an online survey hosted on TUM's default evaluation platform EVASYS.

On 27 July 2016 55 partners from all experiment applications were sent the notification via mail with the link to the online questionnaire. The feedback was anonymous.

On 17 August 2016 a reminder was sent to the same set of recipients.

2 Results

2.1. Survey participants

Almost 33% of the invited partners participated in the survey. The majority of the participants (67%) were involved as experiment coordinators, whereas the other part (33%) acted as experiment partners.

Half of the participants (almost 56%) were affiliated in a university or research organisation, about 28% identified as SME, and around 17% identified as large industry.

The majority of the respondents (72%) reported to be senior researchers, whereas almost 6% identified as administrative staff. The other 22% reported to belong to other spheres.

2.2. Experiments and monitoring

Overall, experiments and monitoring process received positive feedback from coordinators. Regarding the frequency and workload of the monitoring, 33,3% percent of the coordinators think that they were excellent, whereas 41,7% percent consider them good. Only 25% percent think that these aspects of the monitoring were poor.

On average, the majority of the coordinators received excellent (41,7%) or good (33,3%) guidance during the monitoring process. Most of the coordinators rated their communication with moderators as Excellent (41,7%) or Good (50%). In the open feedback section they stated that the communication was direct, effective, correct, useful and motivating despite the high workload. The rest coordinators rated the guidance (25%) and interaction with moderators (8,3%) as Poor and commented that the feedback was not always prompt and useful.

A vast majority of the respondents (88,9%) considered the kick-off meeting in Paris-Saclay to be very helpful for their project.

2.3. ECHORD++ monitoring platform

Overall, the content of the ECHORD++ evaluation platform received good feedback, with 76,5 % of the partners participating in the survey rating it as either Excellent (41,2%) or Good (35,3%). In the open comment section, the evaluation platform was described as clear and relevant, containing all needed information with milestones and deliverables. However, 23,5% of the respondents thought that the content was poor, stating in the comments that the information was not sufficient and wrong. The most common negative remark was difficulty to upload documents, videos and images.

The evaluation platform's usability received mixed feedback as half of the respondents assessed it as either Good or Excellent (53%), whereas the other part (47,1%) rated it as Poor. Although in the open comment section the platform was described as useful and easy to use, most of the respondents pointed out that the platform was difficult to browse. A frequent complaint was problems with text box and difficulty in uploading documents, videos and pictures.

2.4. Support by the ECHORD++ team

A vast majority of the partners (82,4%) had direct contact with the ECHORD++ team regarding the monitoring process. 80% of the respondents reported that the ECHORD++ team replied to their problems within two business days, gave competent answers (93,3%), and was capable of solving their problems (93,4%).

The majority of the respondents (83,3%) indicated that they were aware of all the basic information before and during the experiment. A small percent of the respondents (5,6%) indicated that they missed some information. In the open feedback section they stated that the information about the compulsory Story Board deliverable was missing. Moreover, some of the respondents complained that the information about the presence at the RIF was too fast.

2.5. Public relations and outreach

Although 52,9% of the partners reported to have a PR department in their organisation, most partners (68,8%) rated the session on public relation during the kick-off meeting as useful and helpful. The same rating was attributed to PR handbook and PR references with 71,4% of the respondents rating them as useful.

In the open feedback section such specific fairs or conferences as AUTOMATICA, IROS, ICRA have been recommended for the ECHORD++ participation.

2.6. Website and social media

On the whole, ECHORD++ website received high evaluation from experiment partners who considered that the website with a new design (re-launch in 2016) addresses a broader public (80%) and experiment partners' needs (81,3%).

On average, ECHORD++ YouTube Channel received a positive evaluation from the respondents rating it as Excellent (18,2%) and Good (72,7%).

The majority of the respondents (80%) did not report to follow ECHORD++ on Twitter. However, the Twitter ECHORD++ account was rated as Excellent (50%) or Good (50%) by the respondents, which follow it.

Almost half of the respondent (44, 4%) reported to be the members of the ECHORD++ LinkedIn Group, whereas the rest (55,6%) do not participate in the ECHORD++ LinkedIn Group. In the open feedback section, Facebook was recommended to be useful as another source of social media. Some respondents also mention that social media channels cannot be of any help for industrial research.

2.7. RIF interaction

Fewer than half of the respondents (31,3%) already stayed at a RIF during the experiments, whereas the remaining part (68, 8 %) did not do it. For the majority of the respondents (85,7%) the RIF visit was valuable for the process of their experiments. Half of the respondents (41,7%) who did not participated at a RIF intended to stay at a RIF during the course of experiments, whereas the other half (41,7%) did not plan to do it due to either specific limitations, restrictions or peculiarities of the project.

2.8. General feedback

In the general feedback section, several responses contain positive feedback about the monitoring process or ECHORD++ project, indicating that the ECHORD++ project was very useful in bringing the gap between research and market/society and stressing an excellent job of an administrative department of the project.

One comment assures that the administrative and communication processes was not always easy.

3 Data

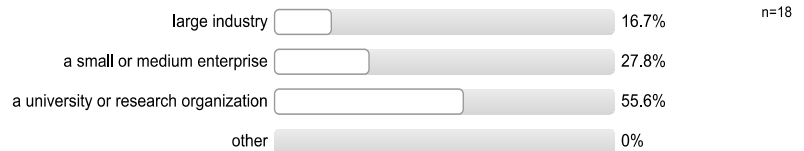
3.1. Participants

3.1.1. Response rate

18 of the invited 55 partners (33%) participated in the survey.

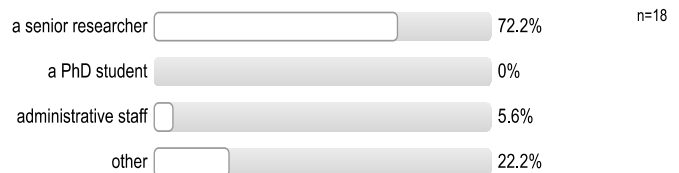
3.1.2. Organisation

Are you affiliated with...?



3.1.3. Status

Are you ...?



3.1.4. Role

In the experiment proposal you submitted, is your organisation/institution/company a(n) ...?



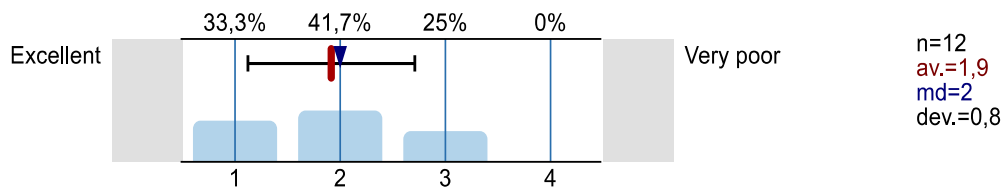
3.1.5. Country

In which country are you located?

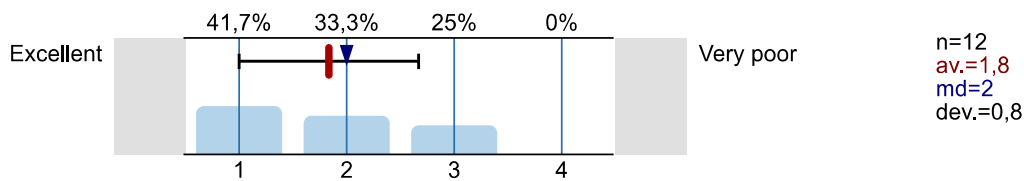


3.2. Experiments and monitoring

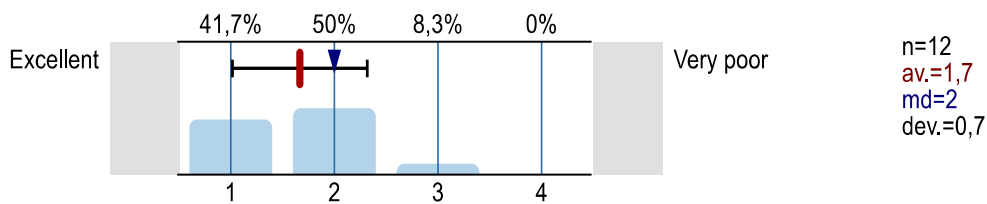
3.2.1. How would you rate the frequency and workload of the monitoring?



3.2.2. How would you rate the received guidance for the monitoring?



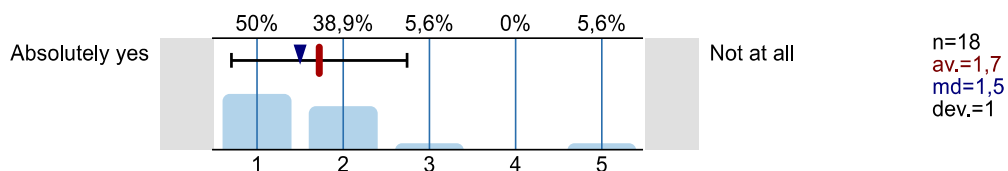
3.2.3. How would you rate the interaction with your moderator?



3.2.4. Please, explain why you gave the interaction with your moderator this rating.

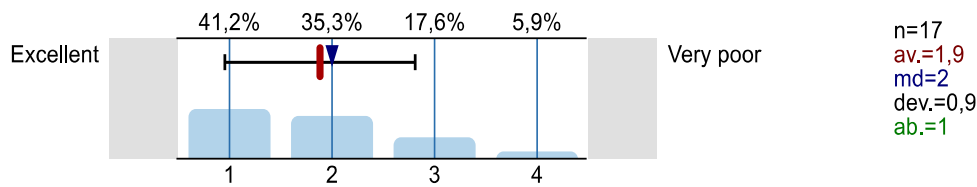
- Direct, familiar and effective.
- Interaction with our moderator is correct in every moment. We often receive useful guidance and support when necessary.
- Not always responses were prompt. Sometimes they had to be solicited.
- We always got a very quick feedback to all monitoring related questions or problems. Also the feedback to our reports has been helpful and motivating. Only the frequency and workload was too high. A four-monthly reporting period could solve this issue.
- We did not get useful feedback through the monitoring process.

3.2.5. Do you think the kick-off meeting in Paris-Saclay was helpful for your project?



3.3. ECHORD++ monitoring platform

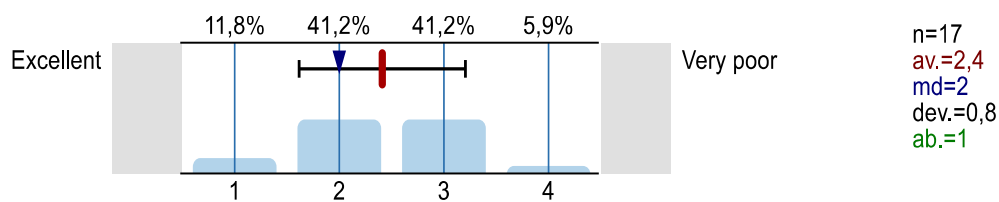
3.3.1. How would you rate the overall content of the ECHORD++ Monitoring Platform?



3.3.2. Please explain why you gave the Monitoring Platform's content this rating.

- - Everything is included
- - There should be a free upload area for documents, videos which are not mainly related to the milestones since use sometimes you'd like to upload documents but there is no selection condition there
- All relevant milestones and deliverables were listed.
- Editing monitoring reports is complicated: copy and paste from word document to text input boxes is needed. Including images in the report is complicated: downloading images on external servers (like dropbox) and linking images are needed. Uploading pdf file would be much more simple and fast.
- It contains all the necessary information
- Never missed any further information.
- The content is clear and all relevant information is obtained at a glance
- We experienced some problems in filling the blog during time. And there where no way to upload documents different from the expected deliverables.
- You can find on it all the information.
- it is good to have a central point with all info
- nothing missing
- poor and wrong information

3.3.3. How would you rate the overall usability of the ECHORD++ Monitoring Platform?



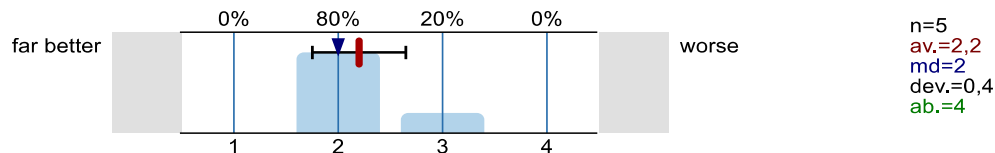
3.3.4. Please explain why you gave the Monitoring Platform's usability this rating.

- - The possibility to insert pictures and videos in the reports is tricky. They have to be uploaded somewhere and the link must be included.
- - mainly good structure but sometimes difficult to find correct options here
- It is hard to browse among the different sections and to properly visualize the information. Furthermore I could not upload videos and images.
- It is quite useful and clear.
- It's not always clear how to upload deliverables and reports (old version)
- No problems in using the platform.
- Some minor editing problems have been encountered.
- The text box for writing the two-monthly report has crashed many times, which is especially annoying when typing long reports.
- The things were not where expected.
- The usability is sufficient, but is not useful for a small project like this.
- We experience problem in uploading documents, problems with dates, problem with unexpected file
- it was simple to use but not very useful
- not well programmed

3.3.5. Did you have opportunity to use the new monitoring platform (launch July 2016)?



3.3.6. How does the new monitoring platform compare to the previous version?

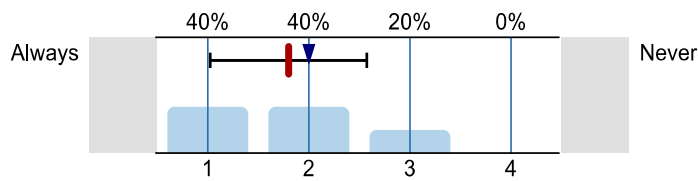


3.4. Support by the ECHORD++ team

3.4.1. Did you have the contact with the ECHORD++ team regarding the monitoring process (I.E. via email, phone, face-to-face)?

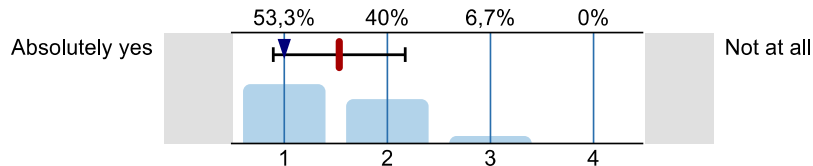


3.4.2. Were your questions answered within two business days?



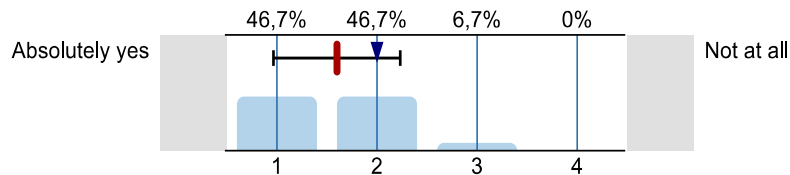
n=15
av.=1,8
md=2
dev.=0,8
ab.=3

3.4.3. Did the ECHORD++ team give competent answers to your questions?



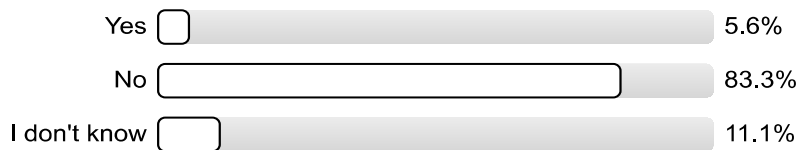
n=15
av.=1,5
md=1
dev.=0,6
ab.=3

3.4.4. Was the ECHORD++ team capable of solving your problems?



n=15
av.=1,6
md=2
dev.=0,6
ab.=3

3.4.5. Did you miss any basic information before or during your experiment?



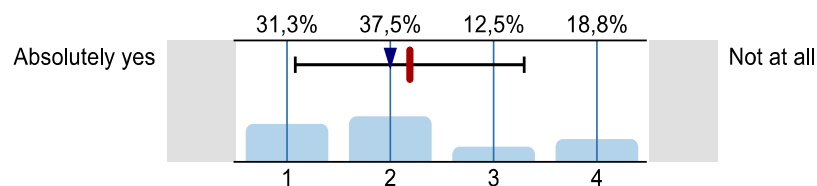
n=18

3.4.6. (if yes) which information was missing?

- - We are looking for details about the compulsory Story Board deliverable but no one answered in the last days.
- Details about how to manage the presence at the RIF for the demonstration was not very fast and we had to send again a document we already sent before the beginning of the project.

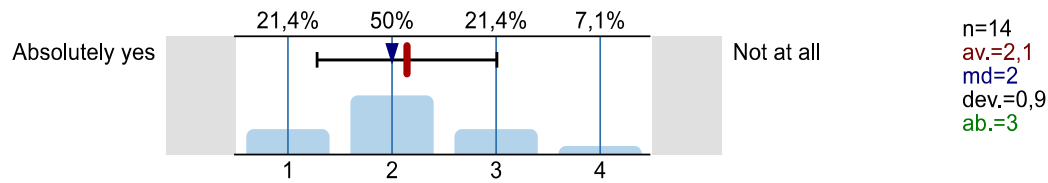
3.5. Public relations (PR) and outreach

3.5.1. Was the session on public relations during the kick-off meeting helpful for your own public relations efforts?

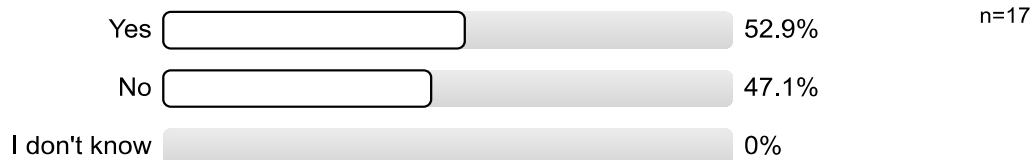


n=16
av.=2,2
md=2
dev.=1,1
ab.=1

3.5.2. Was the *public relations references* and *PR handbook* helpful for your public relations efforts?



3.5.3. Does your organisation has a PR department supporting your PR activities?

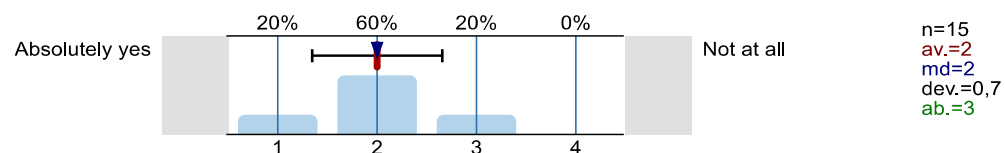


3.5.4. Would you recommend any specific (industrial) fairs where ECHORD++ should have a booth or hold a workshop at?

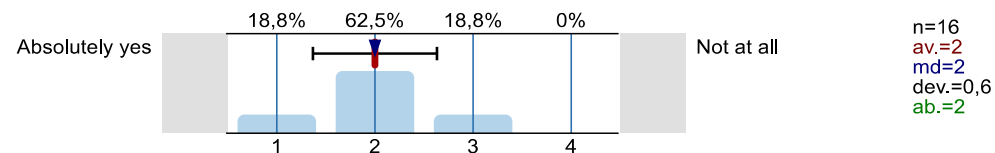
- AUTOMATICA, IROS, ICRA
- Automatica
- don't know

3.6. Website and social media

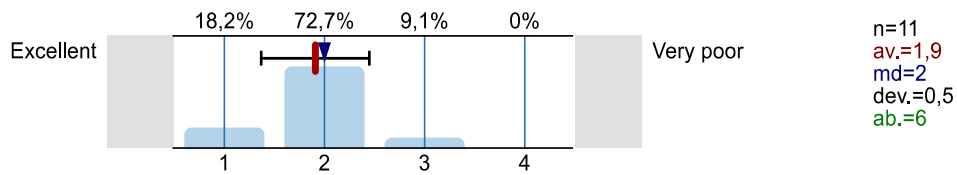
3.6.1. Do you think the new website *echord.eu* addresses a broader public with its new design (re-launch in January 2016)?



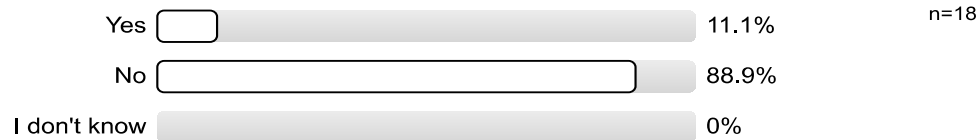
3.6.2. Does the ECHORD++ website *echord.eu* addresses the Experiment Partners' needs?



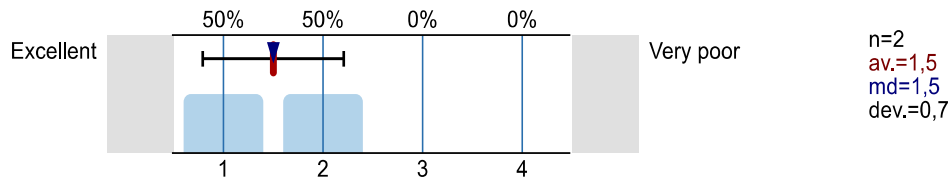
3.6.3. How would you rate the ECHORD++ YouTube Channel?



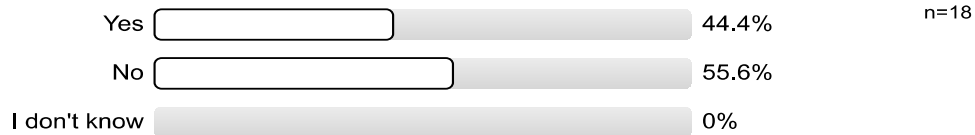
3.6.4. Do you follow the ECHORD++ on Twitter?



3.6.5. (if yes) How would you rate the ECHORD++ Twitter profile?



3.6.6. Are you a member of the ECHORD++ LinkedIn Group?



3.6.7. Which other social media channels should ECHORD++ use and why?

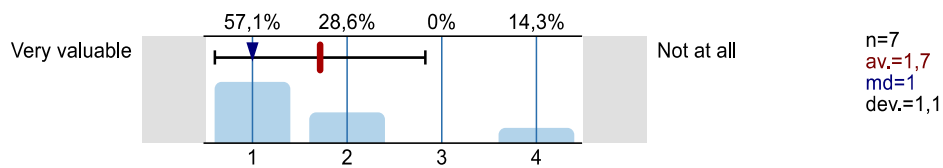
- Facebook: it's easy to use and can reach more people
- Not too much interested on social media channels.
- Youtube.
- facebook, to reach a wide public
- for industrial research social media channels a far over estimated with respect to their effectiveness. No need to have them

3.7. RIF interaction

3.7.1. Did you already stay at a RIF in the context of your experiment?



3.7.2. (if yes) How valuable was the RIF visit for the process of your experiment?



3.7.3. (if no) do you plan to stay at a RIF during the course of your experiment?



3.7.4. (if no) Why not?

- Due to optimization of the available resources: it needs quite an effort to move the experiment and the infrastructure and hence profit is very limited
- Due to the very specific task in an agricultural environment, the locally available testing facilities (e.g. fields) and a very ambitious time schedule, no visits to a RIF were planned.
- It was not possible because of space restrictions.
- This experiment does not include a stay at a RIF because of the projects' particular nature and needs. This was accepted during the evaluation of the experiment proposal.
- experiment portability issues

3.8. Additional feedback

3.8.1. Do you have any additional feedback concerning the monitoring process of the ECHORD++ project as a whole?

- No, it is OK.
- Thanks to the administration in TUM => excellent job
- The ECHORD++ project is very useful initiative to bridge the gap between research and market/society
- no
- the administrative aspect and the communication was not always easy.

1. Welcome to the ECHORD++ Experiment Partner Satisfaction Survey

Dear ECHORD++ Experiment Call 1 Partner,

We at the ECHORD++ service centre are striving to make the administrative processes within the project as smooth as possible. This is why we would like to ask you for your opinion on the ECHORD++ monitoring procedures.

Please take a couple of minutes to complete this anonymous survey. Your feedback is very valuable to us!

Thank you very much for your support!

If you have any questions regarding this survey please contact weisenbu@in.tum.de

2. Experiment Partner Information

- 2.1 Are you affiliated with...? ☐ large industry ☐ a small or medium enterprise ☐ a university or research organization
- 2.2 Are you ...? ☐ other ☐ a senior researcher ☐ a PhD student ☐ administrative staff
- 2.3 In the experiment proposal you submitted, is your organisation/institution/company a (n) ...? ☐ other ☐ experiment coordinator ☐ experiment partner ☐ I don't know
- 2.4 In which country are you located?
- | | | |
|--|--|--------------------------------------|
| <input type="checkbox"/> Albania | <input type="checkbox"/> Austria | <input type="checkbox"/> Belgium |
| <input type="checkbox"/> Bosnia & Herzegovina | <input type="checkbox"/> Bulgaria | <input type="checkbox"/> Croatia |
| <input type="checkbox"/> Cyprus | <input type="checkbox"/> Czech Republic | <input type="checkbox"/> Denmark |
| <input type="checkbox"/> Estonia | <input type="checkbox"/> Faroe Islands | <input type="checkbox"/> Finland |
| <input type="checkbox"/> Former Yugoslav Republic of Macedonia | <input type="checkbox"/> France | <input type="checkbox"/> Germany |
| <input type="checkbox"/> Greece | <input type="checkbox"/> Hungary | <input type="checkbox"/> Iceland |
| <input type="checkbox"/> Ireland | <input type="checkbox"/> Israel | <input type="checkbox"/> Italy |
| <input type="checkbox"/> Latvia | <input type="checkbox"/> Liechtenstein | <input type="checkbox"/> Lithuania |
| <input type="checkbox"/> Luxembourg | <input type="checkbox"/> Malta | <input type="checkbox"/> Montenegro |
| <input type="checkbox"/> Netherlands | <input type="checkbox"/> Norway | <input type="checkbox"/> Poland |
| <input type="checkbox"/> Portugal | <input type="checkbox"/> Republic of Moldova | <input type="checkbox"/> Romania |
| <input type="checkbox"/> Serbia | <input type="checkbox"/> Slovakia | <input type="checkbox"/> Slovenia |
| <input type="checkbox"/> Spain | <input type="checkbox"/> Sweden | <input type="checkbox"/> Switzerland |
| <input type="checkbox"/> Turkey | <input type="checkbox"/> United Kingdom | |

3. Experiments and monitoring

- 3.1 (Only for coordinators) How would you rate the frequency and workload of the monitoring? Excellent ☐ ☐ ☐ ☐ Very poor ☐ I don't know
- 3.2 (Only for coordinators) How would you rate the received guidance for the monitoring? Excellent ☐ ☐ ☐ ☐ Very poor ☐ I don't know
- 3.3 (Only for coordinators) How would you rate the interaction with your moderator? Excellent ☐ ☐ ☐ ☐ Very poor ☐ I don't know
- 3.4 (Only for coordinators) [Optional] Please explain why you gave the interaction with your moderator this rating.

- 3.5 Do you think the kick-off meeting in Paris-Saclay was helpful for your project? Absolutely yes ☐ ☐ ☐ ☐ ☐ Not at all ☐ I don't know

4. ECHORD++ Monitoring Platform

- 4.1 How would you rate the overall **content** of the ECHORD++ Monitoring Platform (www.echord.eu/portal/)? Excellent ☐ ☐ ☐ ☐ Very poor ☐ I don't know

- 4.2 Please explain why you gave the Monitoring Platform's **content** this rating.

- 4.3 How would you rate the overall **usability** of the ECHORD++ Monitoring Platform (www.echord.eu/portal/)? Excellent ☐ ☐ ☐ ☐ Very poor ☐ I don't know

- 4.4 Please explain why you gave the Monitoring Platform's **usability** this rating.

- 4.5 Did you have the opportunity to use the new monitoring platform (launch July 2016)? ☐ Yes ☐ No ☐ I don't know

- 4.6 [If yes] How does the new monitoring platform compare to the previous version? far better ☐ ☐ ☐ ☐ worse ☐ I don't know

5. Support by the ECHORD++ team

- 5.1 Did you have contact with the ECHORD++ team directly regarding the monitoring process (i.e. via email, phone or face-to-face)? ☐ Yes ☐ No ☐ I don't know
- 5.2 Were your questions answered by the ECHORD++ team within two business days? Always ☐ ☐ ☐ ☐ Never ☐ I don't know
- 5.3 Did the ECHORD++ team give you competent answers to your questions? Absolutely yes ☐ ☐ ☐ ☐ Not at all ☐ I don't know
- 5.4 Was the ECHORD++ team capable of solving your problems? Absolutely yes ☐ ☐ ☐ ☐ Not at all ☐ I don't know
- 5.5 Did you miss any basic information before or during your experiment? ☐ Yes ☐ No ☐ I don't know
- 5.6 [If yes] Which information was missing?

6. Public relations (PR) and outreach

- 6.1 Was the session on public relations during the kick-off meeting helpful for your own public relations efforts? Absolutely yes ☐ ☐ ☐ ☐ Not at all ☐ I don't know
- 6.2 Were the *public relations references for your experiment* and the *PR handbook* helpful for your own public relations efforts? Absolutely yes ☐ ☐ ☐ ☐ Not at all ☐ I don't know
- 6.3 Does your organisation have a PR department supporting your PR activities? ☐ Yes ☐ No ☐ I don't know
- 6.4 [Optional] Would you recommend any specific (industrial) fairs or conferences where ECHORD++ should have a booth or hold a workshop at?

7. Website and social media

- 7.1 Do you think the website **echord.eu** addresses a broader public with its new design (re-launch in January 2016)? Absolutely yes ☐ ☐ ☐ ☐ Not at all ☐ I don't know
- 7.2 Does the ECHORD++ website **echord.eu** address the Experiment Partners' needs? Absolutely yes ☐ ☐ ☐ ☐ Not at all ☐ I don't know

7. Website and social media [Continue]

7.3 [Optional] Do you have any ideas for improving the ECHORD++ website?

7.4 How would you rate the ECHORD++ YouTube Channel? (www.youtube.com/user/RoboticsEurope)

Excellent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Very poor	<input type="checkbox"/>	I don't know
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7.5 Do you follow ECHORD++ on Twitter? ☐ Yes ☐ No ☐ I don't know

7.6 [If yes] How would you rate the ECHORD++ Twitter profile?

Excellent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Very poor	<input type="checkbox"/>	I don't know
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7.7 Are you a member of the ECHORD++ LinkedIn group? ☐ Yes ☐ No ☐ I don't know

7.8 Which other social media channels should ECHORD++ use and why?

8. RIF interaction

8.1 Did you already stay at a RIF in the context of your experiment? ☐ Yes ☐ No ☐ I don't know

8.2 [If yes] How valuable was the RIF visit for the process of your experiment?

Very valuable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not at all	<input type="checkbox"/>	I don't know
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8.3 [If no] Do you plan to stay at a RIF during the course of your experiment? ☐ Yes ☐ No ☐ I don't know

8.4 [If no] Why not?

9. Additional feedback

9.1 Do you have any additional feedback concerning the monitoring process or the ECHORD++ project as a whole?

Thank you very much for your participation!
