



## Deliverable D2.1.3

### *Third Customer Satisfaction Survey – Part 1*

- Call 2 Applicant Satisfaction Survey
- PDTI Applicant Satisfaction Survey

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**Version 1**

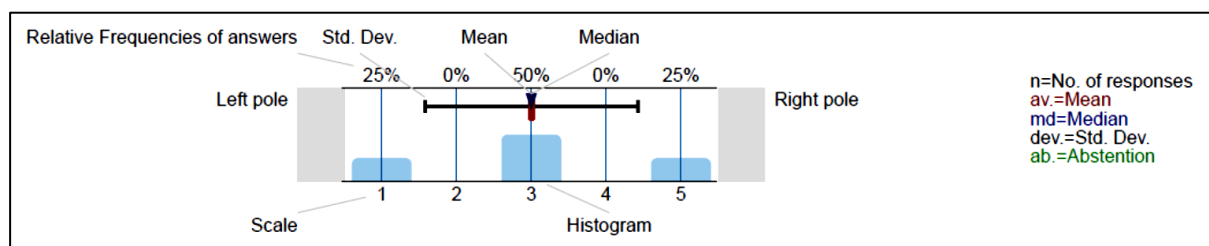
**Delivery date: 30. Sep. 2016**

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## Glossary of Terms

**ECHORD++:** European Clearing House for Open Robotics Development Plus Plus (E++ for short)

## Legend



## **1 Call 2 Applicant Satisfaction Survey**

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### **1.1 Procedure**

The first Applicant Satisfaction Survey was open for participation from 7 July 2015 to 22 July 2015. It was an online-survey hosted on TUM's default evaluation platform EVASYS.

On 7 July 2015 all 375 applicant contacts from all 113 experiment applications were sent the notification email with the link to the online questionnaire. The feedback was anonymous.

On 21 July 2015 a reminder email was sent to the same set of recipients.

## **1.2 Results**

### **1.2.1 Overview**

#### **1.2.1.1 Survey participants**

One fourth of the invited applicant contacts participated in the survey. About half of the participants (52%) were involved in their proposal as experiment coordinator.

More than half (57%) were affiliated with a university or research organization, 29% identified as SME, and 13% as large industry.

Most of the survey participants were located in Italy (35%), followed by France (27%), Spain (12%) and the United Kingdom (10%).

The majority of participants (83%) had not only already applied for, but also participated in an EU-funded project before. At the time of the survey, more than half (62%) were involved in an EU-funded project.

Less than a quarter of the survey participants had applied for the previous ECHORD project (22%), and a little more than a third had also applied for the first experiment call of ECHORD++ (36%). A small group of applicants had also submitted a PDTI proposal in ECHORD++ (18%).

#### **1.2.1.2 First contact with E++**

Most had first heard about the ECHORD++ project by word of mouth (44%), via online media (mailing list 29%, research community websites 17%, EU website 12%), in the context of the previous ECHORD project (20%), or at an ECHORD++ Info Day (19%). Also those choosing the option “other” all reported personal contacts and word of mouth as their first source of information about ECHORD++ (23 mentions). Interestingly, only very few found E++ via the call publication in a newspaper (5%), and none via a press release.

#### **1.2.1.3 Reasons for application**

The participants’ main reasons for submitting a proposal to E++ can roughly be assigned to four categories: Many named as their reason for application the application-oriented focus of ECHORD++, including its closeness to industry, and the possibility to test technology for the real world (26 mentions). The next most frequently mentioned reasons were the possibility of funding for very focused projects (22 mentions) and the small required consortium size (11 mentions). Frequently mentioned were also the easy application procedure with a short proposal (14 mentions) and the support of technology transfer and industry-academia cooperation (10 mentions). Only three participants named the RIF infrastructure as a reason for application.

#### **1.2.1.4 E++ Website**

The overall content and usability of the ECHORD++ website was well received. The website content was rated as Excellent or Good by 86% of the participants. This is also reflected in the participants’ open comments. The majority described the website content as clear and useful (23 mentions) and stated that all necessary information was available (24 mentions). The websites’ usability was rated as Excellent or Good by 83%. Again, this is reflected in the participants’ open comments. Most replied that the website was easy to use and navigate (23 mentions). Some applicants reported that they had trouble with navigation or finding specific pieces of information (8 mentions).

Most participants reported that the Guide for Applicants was easy to find on the website (88%), contained all the information needed (94%), and was helpful for the successful completion and submission of their proposal (95%). This is reflected in the respondents’ open comments. Most described the Guide for Applicants as “concise” “easy to use”, or “helpful”. Some would have needed more detailed information about the budget.

Almost 87% of the participants stated that the Budget Calculator was helpful for the successful completion and submission of their proposal. Their additional comments confirm this rating. The tool was described as useful (15 mentions) and easy to use (15 mentions), saving the applicants time in the budget planning. Some experienced technical issues with the calculator.

#### **1.2.1.5 Application process**

Only 18% of the participants stated they missed any crucial information before or during the application process. Of those, most missed either more detailed advance information about the application procedure or feedback whether the proposal submission was successful.

The application process received very positive feedback: 91% of the survey participants rated it as Excellent or Good and 89% described it as better than the application process of other EU-funded projects they applied for.

#### **1.2.1.6 Support by the E++ team**

About half of the survey participants (52%) had direct contact with the ECHORD++ team regarding the application process. The support provided by the team received very positive feedback. 89% reported that their questions were answered by the ECHORD++ team within two business days. 86% confirmed that they received competent answers and that the ECHORD++ team was capable of solving their problems. Almost all participants (91%) rated the general assistance via the ECHORD++ team as Excellent or Good.

#### **1.2.1.7 LinkedIn**

The majority of participants (80%) reported to have a LinkedIn profile, and to actively use it at least weekly (38%) or monthly (29%). However, most (84%) did not know about the ECHORD++ LinkedIn group, and only 14% had already joined. 66% of those who hadn't joined yet were interested in joining.

#### **1.2.1.8 RIF interaction**

Most of the participants (85%) reported to be interested in interacting with a RIF. 30% even would be interested outside of a funded experiment.

#### **1.2.1.9 General feedback**

In the overall feedback section, a frequent request was to receive feedback whether proposal submission was successful, and updates about the evaluation timeline.

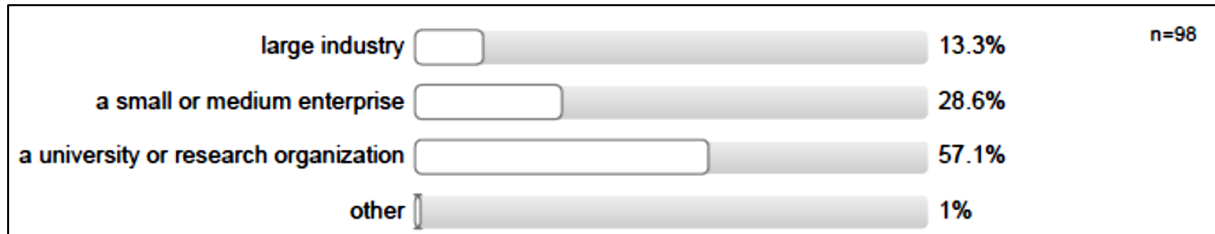
## 1.2.2 Data

### 1.2.2.1 Participants

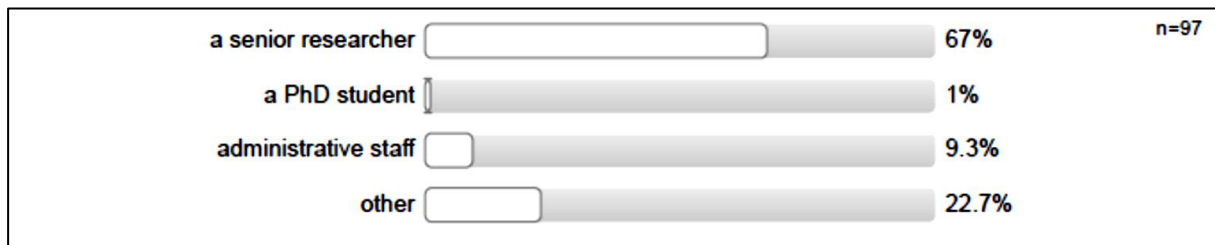
#### 1.2.2.1.1 Response rate

98 of the 375 invited applicant contacts (26%) participated in the survey.

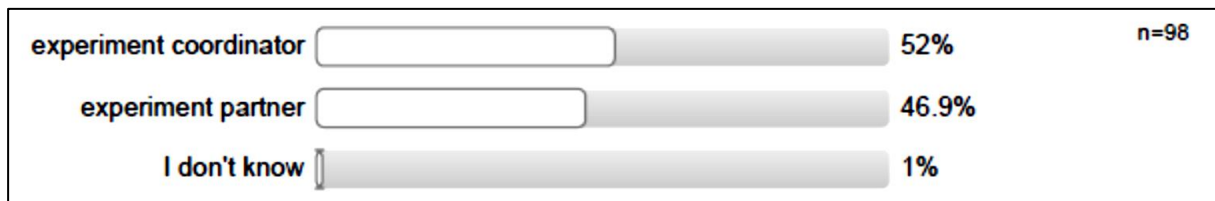
#### 1.2.2.1.2 Organization



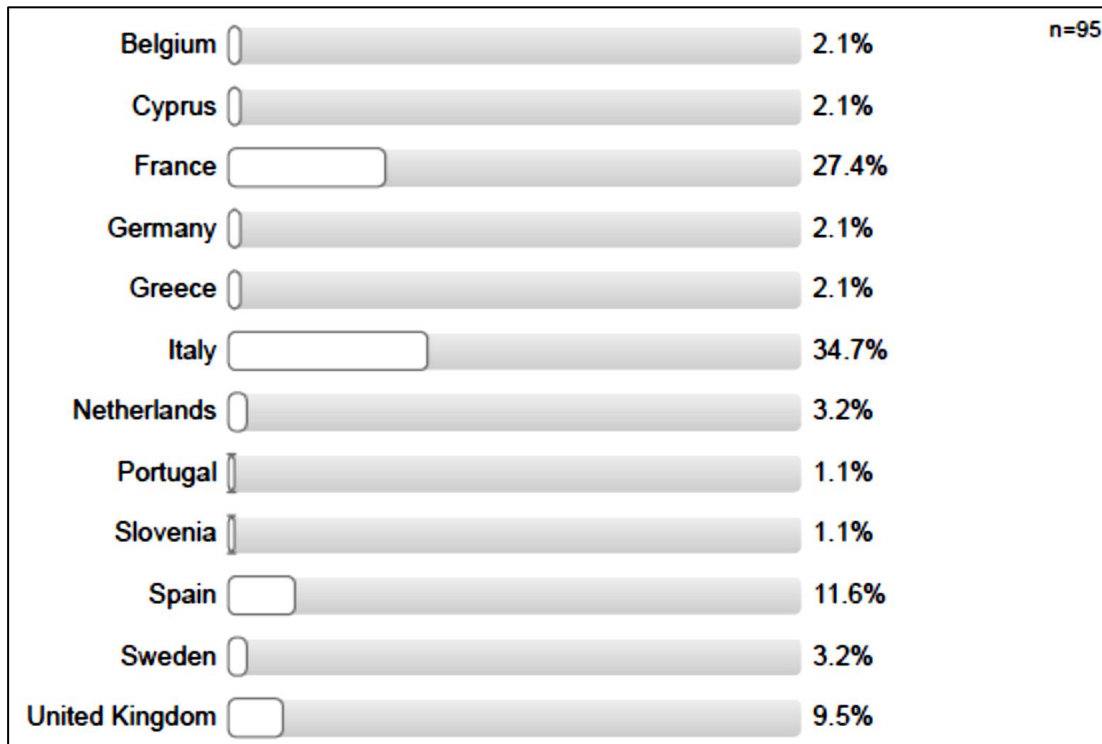
#### 1.2.2.1.3 Status



#### 1.2.2.1.4 Role

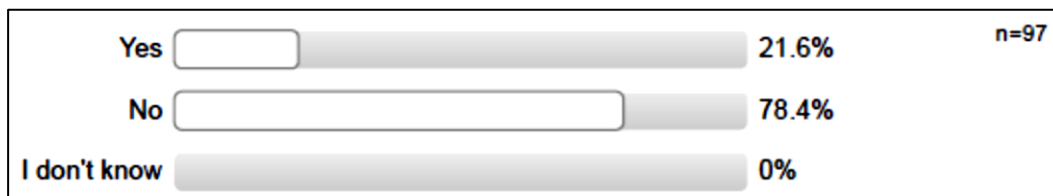


#### 1.2.2.1.5 Country

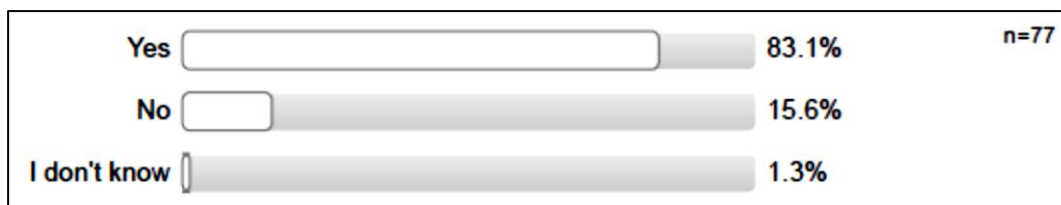


#### 1.2.2.2 EU-funded Projects

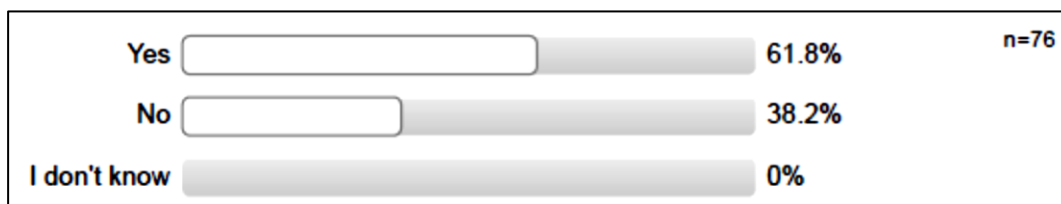
##### 1.2.2.2.1 Is ECHORD++ the first EU-funded project you are applying for?



##### 1.2.2.2.2 Have you participated in (= successfully applied to) an EU-funded project before?

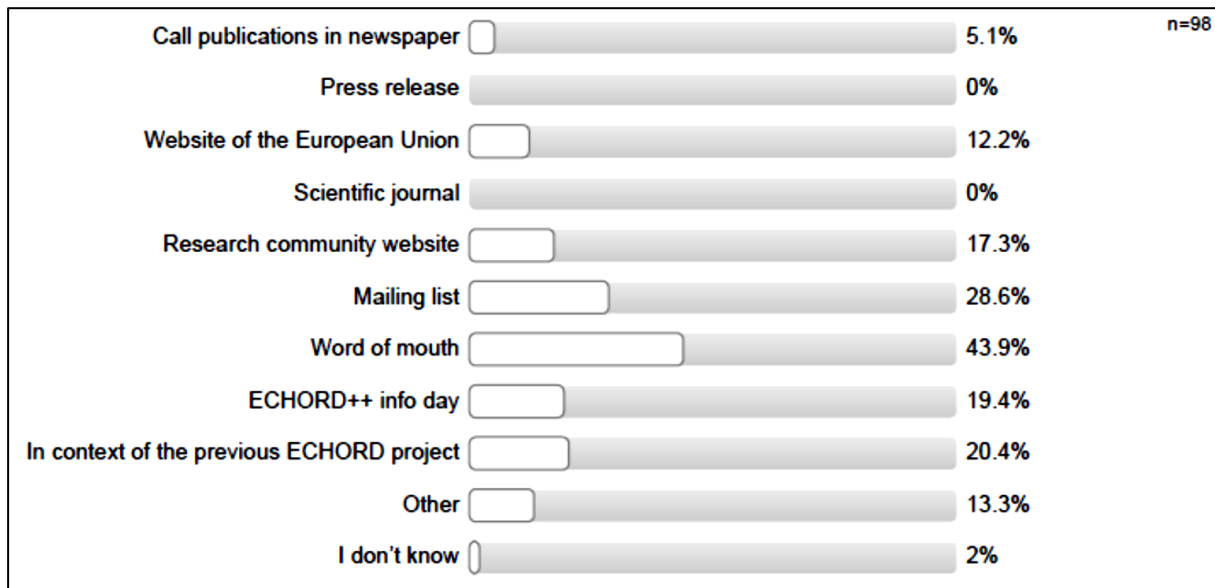


##### 1.2.2.2.3 Are you currently participating in an EU-funded project?



### 1.2.2.3 ECHORD++

#### 1.2.2.3.1 Where did you first hear about ECHORD++?



#### Other:

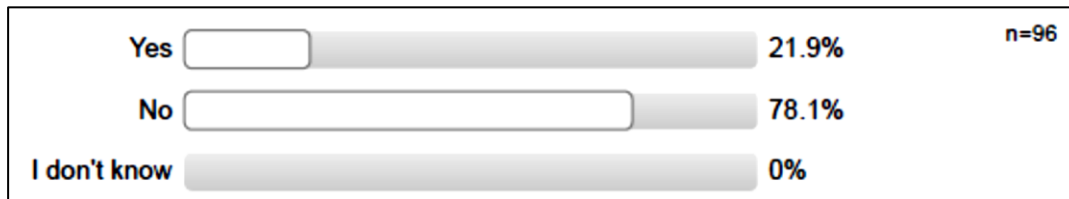
- From colleagues / Word of mouth (23x)
- Mailing list (8x)
- Experiment partner (6x)
- University (5x)
- Conference (4x)
- Previous ECHORD project (4x)
- ECHORD++ info day (3x)
- EMC2 competitiveness cluster (2x)
- RIF Peccioli (2x)
- Research community website (2x)
- Point de Contact National TIC de Horizon 2020
- H2020 Info Day in Luxemburg
- RIF Saclay Opening
- Networking meeting
- Echord ++ Website
- EU Website

#### 1.2.2.3.2 Why did you apply? What about the ECHORD++ project format is interesting for you?

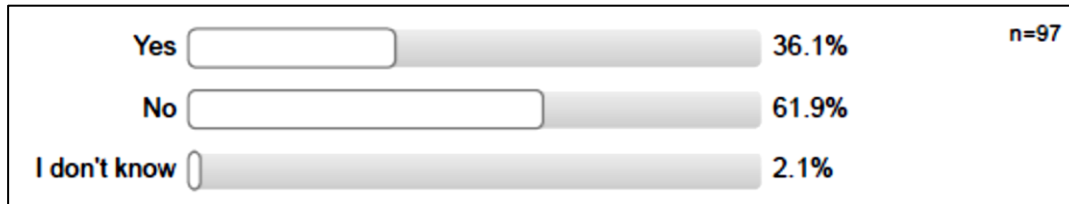
- Industry/application orientation (26x)
- Small/focused/short project (22x)
- Short proposal / easy application (14x)
- Small consortium (11x)
- Opportunity for industry-academia collaboration / Tech transfer (10x)
- Fits current research activities (7x)
- RIF access (3x)
- Opportunity for Innovation (2x)



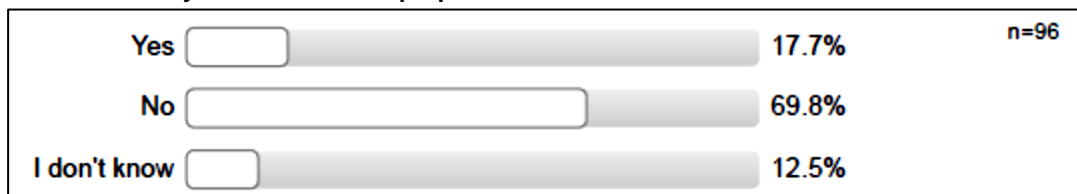
#### 1.2.2.3.3 Did you apply for the previous ECHORD project?



#### 1.2.2.3.4 Did you apply for the Experiment Call 1 of ECHORD++?



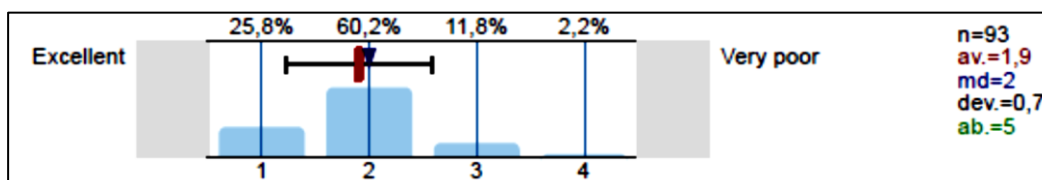
#### 1.2.2.3.5 Did you submit a PDTI proposal in ECHORD++?



#### 1.2.2.4 ECHORD++ website

##### 1.2.2.4.1 Website content

##### 1.2.2.4.1.1 How would you rate the overall content of the ECHORD++ website (www.echord.eu)?



##### 1.2.2.4.1.2 Please explain why you gave the website's content this rating.

###### Positive feedback:

- All required information available (24x)
- Simple/easy/clear/concise (23x)

###### Negative feedback:

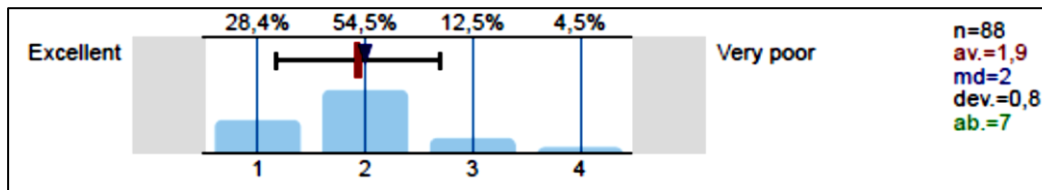
- Information missing (4x)
- Some information difficult to find (7x)
- Too much material / irrelevant info (2x)

###### Requests:

- RIF descriptions could be improved (2x)
- Info about funded Call 1 experiments (2x)
- More frequent new regarding deadlines and timeline (2x)
- More frequent updates of content
- Announce calls earlier
- Could be more “vulgarized” for EU “newbies”

#### 1.2.2.4.2 Website usability

##### 1.2.2.4.2.1 How would you rate the overall usability of the ECHORD++ website (www.echord.eu)?



##### 1.2.2.4.2.2 Please explain why you gave the website's usability this rating.

###### Positive feedback:

- “The portal is so simple to use and understand what has to be filled that I think it's actually the best website of its kind.”
- Clear/concise/easy to use (23x)

###### Negative feedback:

- Some information difficult to find (3x)
- Navigation difficult (5x)
- Portal difficult to access (e.g. from main website) (3x)
- Has trouble inviting partners (2x)
- Some links to working
- Had trouble entering personal data
- No possibility to remove proposals (2x)
- Technical issues during submission phase (but solved quickly)
- Bugs that make being a partner in several proposals difficult
- Not possible to change coordinator of a project

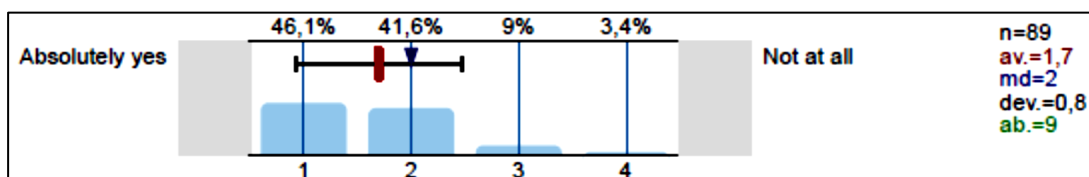
###### Requests:

- Submission confirmation (3x)

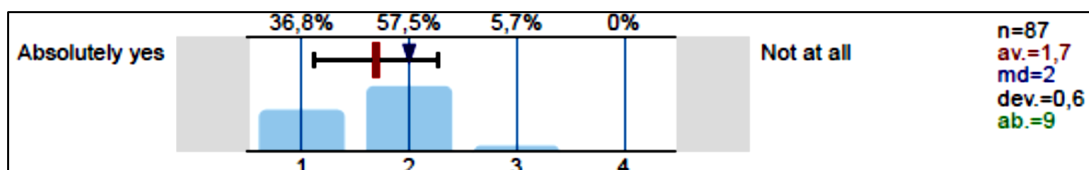
#### 1.2.2.5 Application process

##### 1.2.2.5.1 Guide for Applicants

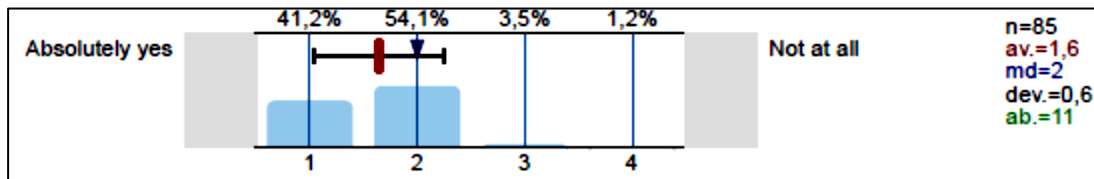
##### 1.2.2.5.1.1 Was the Guide for Applicants easy to find on the ECHORD++ website?



##### 1.2.2.5.1.2 Did the Guide for Applicants contain all the information you needed for the successful completion and submission of your proposal?



#### 1.2.2.5.1.3 Was the Guide for Applicants helpful for the successful completion and submission of your proposal?



#### 1.2.2.5.1.4 Please explain why you gave the Guide for Applicants this rating.

##### Positive feedback:

- Clear/simple/efficient/concise/easy to use (12x)
- Needed information available (15x)
- Template helpful (3x)

##### Negative feedback:

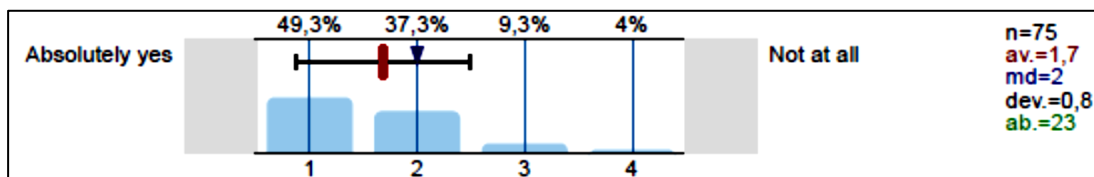
- Difficult to find
- Missing information about funding/budget (3x)
- Experiment description could be better (2x)
- Not clear whether use of budget calculator is mandatory
- For interpretation of some rules and contradictory formulations we had to contact the RIFs in order to ask for consultation of practice.
- Scientific foci not fully orthogonal. Leave some ambiguity about which one is mainly addressed by proposal.

##### Requests:

- More information about timeline/process (4x)
- Glossary / definitions (e.g. of Person Months) (2x)

#### 1.2.2.5.2 Budget Calculator

#### 1.2.2.5.2.1 Was the Budget Calculator helpful for the successful completion and submission of your proposal?



#### 1.2.2.5.2.2 Please explain why you gave the Budget Calculator this rating.

##### Positive feedback:

- Easy to use/simple/intuitive (15x)
- Helpful/useful/practical (15x)
- Saves time (2x)
- Makes application easier (2x)
- Minimizes the possibility of supplying the wrong information
- Helped each partner focus on hours and costs.

##### Negative feedback

- Had some bugs in the formulas. / Not working correctly. (4x)
- We didn't find it on the website (2x)
- Cannot find explanations for all categories

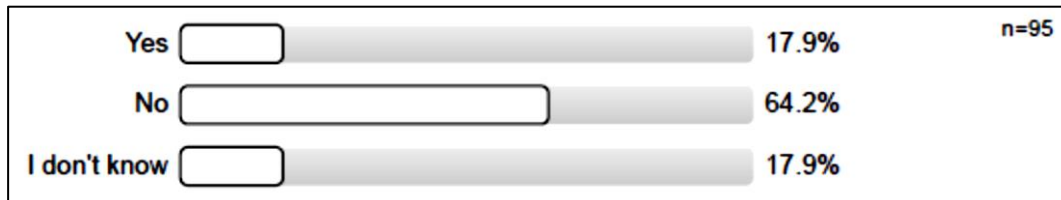
- Flat rates and reporting of subcontract are not correct. (Flat rates have to be calculated manually and subcontract disappeared in the final document.)
- Sometimes a sign appears for cost capping, but there is no explanation
- It is a little awkward to understand the funding calculations. What is reported in the rules need to be a bit interpreted to understand what happens in the application form when you put the figures in.
- It is hard to synchronise the results of the budget calculator with the budget calculator of my home institution.
- In some cases, you need to calculate overhead by yourself. It was not possible to set a specific %.
- It was not easy to understand which type of institution and rate was required.
- I had to guess for depreciation but have no idea if what I entered was good.
- The calculation of equipment costs causes confusion.
- Problems with Internet Explorer.
- Usually as administrative information I have the year cost of a person and not a month cost (this imply small changes because of the division).
- Some difficulties with several options for the SME (VAT, rate of indirect costs).
- Not helpful.
- Not clear.
- Not user friendly.

**Requests:**

- Additional explanation about the rules applied for cost capping.
- Should be available prior to open a new submission.

### 1.2.2.5.3 Missing information

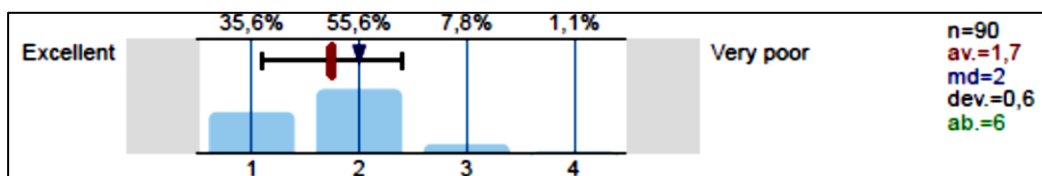
#### 1.2.2.5.3.1 Did you miss any crucial information before or during the application process?



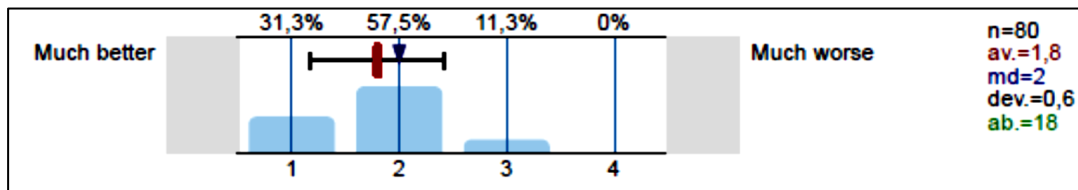
#### 1.2.2.5.3.2 Which information did you miss before or during the application process?

- Submission confirmation (8x)
- More in advance information about application process and evaluation timeline (4x)
- Glossary / definitions (e.g. of Person Months) (3x)
- Info about funded Call 1 experiments (2x)
- More info about RIFs (2x)
- More frequent news regarding deadlines and timeline (2x)
- How to submit support letters.
- It was hard to find the themes of the call.
- PIC number on europa platform
- More info about different types of experiments
- Where to find the submit button.

### 1.2.2.5.4 How would you rate the application process as a whole?

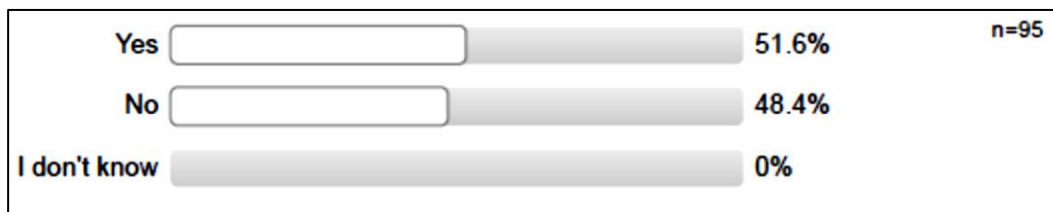


1.2.2.5.5 How would you rate the application process of ECHORD++ compared to other EU-funded projects you applied for?

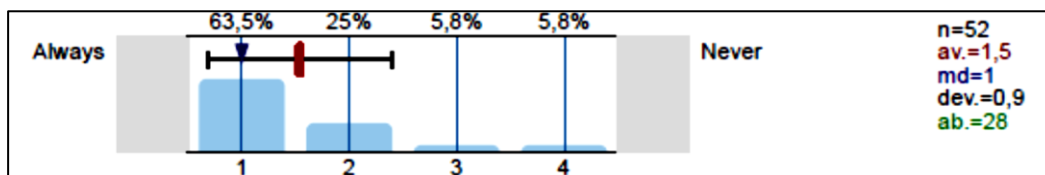


1.2.2.6 Support by the ECHORD++ team

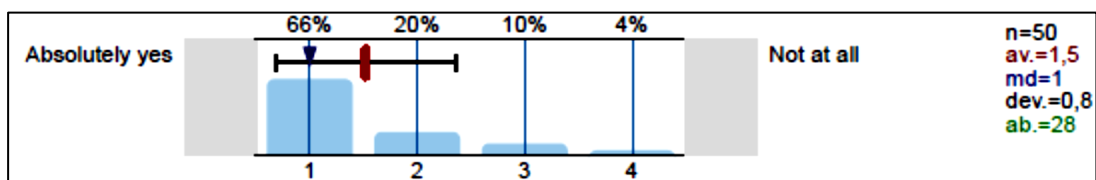
1.2.2.6.1 Did you have contact with the ECHORD++ team directly regarding the application process (i.e. via email, phone or face-toface)?



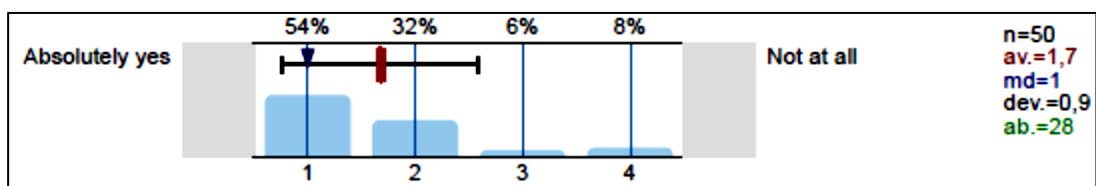
1.2.2.6.2 Were your questions answered within two business days?



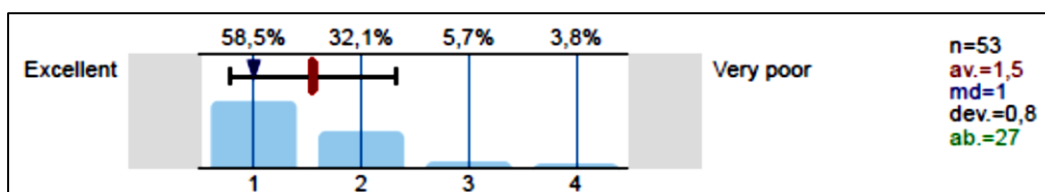
1.2.2.6.3 Did the ECHORD++ team give you competent answers to your questions?



1.2.2.6.4 Was the ECHORD++ team capable of solving your problems?

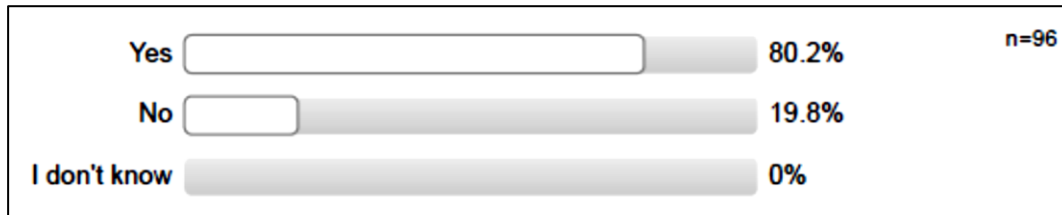


1.2.2.6.5 How would you rate the general assistance via the E++ team during your application?

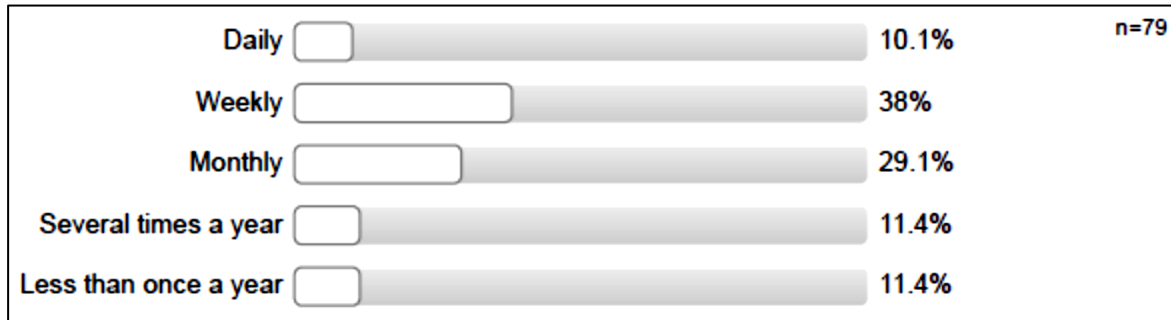


### 1.2.2.7 LinkedIn

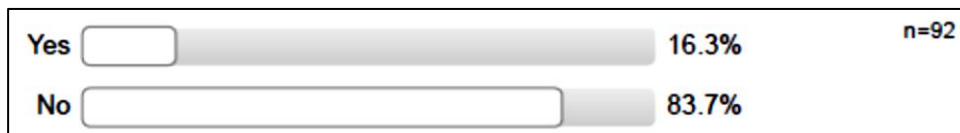
#### 1.2.2.7.1 Do you have a LinkedIn profile?



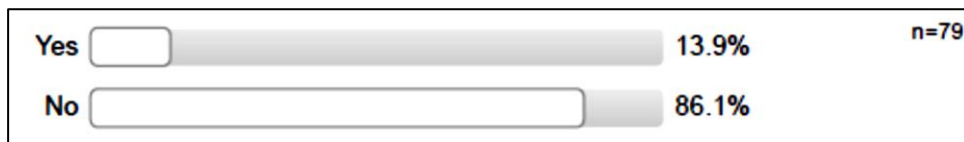
#### 1.2.2.7.2 How often do you actively use LinkedIn?



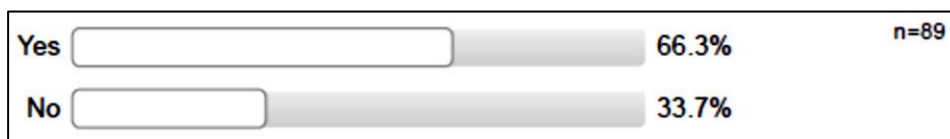
#### 1.2.2.7.3 Did you know that there is an ECHORD++ group on LinkedIn?



#### 1.2.2.7.4 Have you already joined the E++ LinkedIn group?

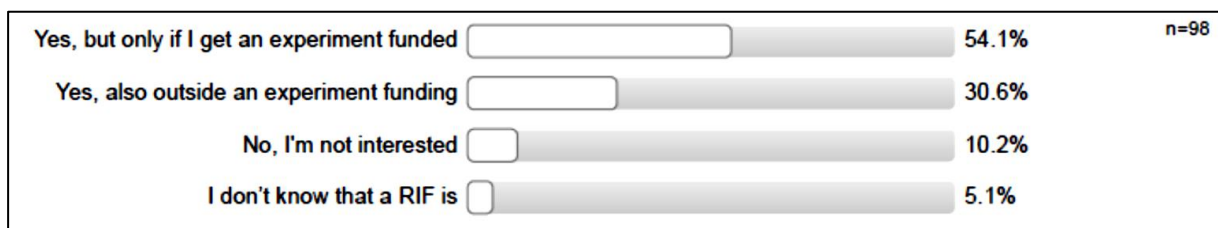


#### 1.2.2.7.5 Would you be interested in joining the ECHORD++ LinkedIn group?



### 1.2.2.8 RIF Interaction

#### 1.2.2.8.1 Are you interested in interacting with a RIF?



### 1.2.2.9 Additional Feedback

#### 1.2.2.9.1 Do you have any additional feedback concerning the application process or the ECHORD++ project as a whole?

##### Website/portal

- There was no budget calculator. The whole thing was like a bad joke, really.
- I had a problem in accessing the application. Sent a request of help in solve the problem and in a question of 1/2 I had a reply with the solution. The proposed solution was not immediately the right one but the IT consultant provided also is direct telephone number which I have used and I solved my problem on the phone.
- I was not happy with the whole portal thing. I asked a question to the staff, and I am still awaiting an answer. I finalized a project (I assume that is how you submit), but I could still change things.
- The submission server collapsed at peak submission timeframe (last day): very disappointing. // Proposal database was scrambled (mixed access to other people proposals): very disappointing, serious flaw.

##### Application process

- It would be interesting to communicate a precise timeline for the next steps of the process (evaluation, decisions on selected projects,...)
- Overall good experience, easy proposal management, but the lack of confirmation and feedback worried us a bit - as we technically don't know if our submission was complete
- The main thing for me was not getting a feedback for my pre-proposal, even a simple "sorry, you are over the deadline for this service...". // Didn't get reply do pre-proposal
- There is no confirmation whether or not the application has been successfully submitted. It would be great to receive such confirmation email. // We would like to receive a confirmation of our application for the ECHORD ++ 2nd call. This questionnaire is the first feedback that we received as applicant
- Overall, ECHORD++ is very clear and it was actually pleasing to fill.

##### Proposal

- The page limits were the main difficulty... it's very hard to write a decent proposal with such restricted number of pages.
- The template for proposals could improve a little bit being more clear about what could/should be put in it. All the rest was simple and great!
- The application form had a lot of methodical mistakes. We would suggest its revision in order to avoid misleading instructions, pleonastic formulations or repeating recommendations under different chapters.

##### RIFs

- I think RIFs are a good thing, but we already have put in place our process of evaluation and we have our own technological partners. Also, as we are close to Marseille, RIFs are a bit too far for us if we want to bring our prototype because we must take the car.
- Not enough indication on what REALLY at our disposal in the RIF
- RIF information was improved from Call 1 to Call 2

##### Other

- Thank you for this survey!
- Thank you for your support.

### 1.3 Questionnaire

#### 1 Welcome to the ECHORD++ Applicant Satisfaction Survey

Dear ECHORD++ Experiment Call 2 Applicant,

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++ experiment application procedures.

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

The survey is completely anonymous and will not in any way influence the review of your ECHORD++ proposal.

Thank you very much for your support!

If you have any questions regarding this survey please contact [Laura.Voss@in.tum.de](mailto:Laura.Voss@in.tum.de).

#### 2 Applicant Information

2.1	Are you affiliated with...?	<input type="radio"/> large industry <input type="radio"/> a small or medium enterprise <input type="radio"/> a university or research organization <input type="radio"/> other
2.2	Are you...?	<input type="radio"/> a senior researcher <input type="radio"/> a PhD student <input type="radio"/> administrative staff <input type="radio"/> other
2.3	In the experiment proposal you submitted, is your organization/institution/company a(n) ...?	<input type="radio"/> experiment coordinator <input type="radio"/> experiment partner <input type="radio"/> I don't know
2.4	In which country is your organization/institution/company located?	Bitte wählen...

#### 3 EU-funded projects

3.1	Is ECHORD++ the first EU-funded project you are applying for?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> I don't know
3.2	Have you participated in (= successfully applied to) an EU-funded project before?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> I don't know
3.3	Are you currently participating in an EU-funded project?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> I don't know

#### 4 ECHORD++

4.1	Where did you first hear about ECHORD++?	<input type="checkbox"/> Call publications in newspaper <input type="checkbox"/> Press release <input type="checkbox"/> Website of the European Union <input type="checkbox"/> Scientific journal <input type="checkbox"/> Research community website <input type="checkbox"/> Mailing list <input type="checkbox"/> Word of mouth <input type="checkbox"/> ECHORD++ info day <input type="checkbox"/> In context of the previous ECHORD project <input type="checkbox"/> Other <input type="checkbox"/> I don't know
4.2	Where did you first hear about ECHORD++?	<input type="text"/>
4.3	Why did you apply? What about the ECHORD++ project format is interesting for you?	<input type="text"/>
4.4	Did you apply for the previous ECHORD project?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> I don't know
4.5	Did you apply for the Experiment Call 1 of ECHORD++?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> I don't know
4.6	Did you submit a PDTI proposal in ECHORD++?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> I don't know

#### 5 ECHORD++ website

5.1	How would you rate the overall <b>content</b> of the ECHORD++ website ( <a href="http://www.echord.eu">www.echord.eu</a> )?	Excellent   <input type="radio"/>   <input type="radio"/>   <input type="radio"/>   <input type="radio"/>   Very poor   <input type="radio"/> I don't know
5.2	Please explain why you gave the website's <b>content</b> this rating.	<input type="text"/>
5.3	How would you rate the overall <b>usability</b> of the ECHORD++ website ( <a href="http://www.echord.eu">www.echord.eu</a> )?	Excellent   <input type="radio"/>   <input type="radio"/>   <input type="radio"/>   <input type="radio"/>   Very poor   <input type="radio"/> I don't know
5.4	Please explain why you gave the website's <b>usability</b> this rating.	<input type="text"/>



6 Application process									
6.1	Was the <b>Guide for Applicants</b> easy to find on the ECHORD++ website?	Absolutely yes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Not at all	<input type="radio"/>	I don't know
6.2	Did the <b>Guide for Applicants</b> contain all the information you needed for the successful completion and submission of your proposal?	Absolutely yes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Not at all	<input type="radio"/>	I don't know / I'm not familiar with this document
6.3	Was the <b>Guide for Applicants</b> helpful for the successful completion and submission of your proposal?	Absolutely yes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Not at all	<input type="radio"/>	I don't know / I'm not familiar with this document
6.4	Please explain why you gave the <b>Guide for Applicants</b> this rating.	<input type="text"/>							
6.5	Was the <b>Budget Calculator</b> helpful for the successful completion and submission of your proposal?	Absolutely yes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Not at all	<input type="radio"/>	I don't know / I didn't use the Budget Calculator
6.6	Please explain why you gave the <b>Budget Calculator</b> this rating.	<input type="text"/>							
6.7	Did you miss any crucial information before or during the application process?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> I don't know					
6.8	Which information did you miss before or during the application process?	<input type="text"/>							
6.9	How would you rate the application process as a whole?	Excellent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very poor	<input type="radio"/>	I don't know
6.10	How would you rate the application process of ECHORD++ compared to other EU-funded projects you applied for?	Much better	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Much worse	<input type="radio"/>	I don't know / I haven't applied for an EU-funded project before
7 Support by the ECHORD++ team									
7.1	Did you have contact with the ECHORD++ team directly regarding the application process (i.e. via email, phone or face-to-face)?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> I don't know					
7.2	Were your questions answered by the ECHORD++ team within two business days?	Always	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Never	<input type="radio"/>	I don't know
7.3	Did the ECHORD++ team give you competent answers to your questions?	Absolutely yes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Not at all	<input type="radio"/>	I don't know
7.4	Was the ECHORD++ team capable of solving your problems?	Absolutely yes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Not at all	<input type="radio"/>	I don't know
7.5	How would you rate the general assistance via the ECHORD++ team during your application?	Excellent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very poor	<input type="radio"/>	I don't know
8 LinkedIn									
8.1	Do you have a LinkedIn profile?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> I don't know					
8.2	How often do you actively use LinkedIn?	<input type="radio"/> Daily	<input type="radio"/> Monthly	<input type="radio"/> Less than once a year	<input type="radio"/> Weekly	<input type="radio"/> Several times a year			
8.3	Did you know that there are ECHORD++ groups on LinkedIn?	<input type="radio"/> Yes	<input type="radio"/> No						
8.4	Have you already joined one or both of the ECHORD++ LinkedIn groups?	<input type="radio"/> Yes	<input type="radio"/> No						
8.5	Would you be interested in joining the ECHORD++ LinkedIn groups?	<input type="radio"/> Yes	<input type="radio"/> No						
9 RIF interaction									
9.1	Are you interested in interacting with a RIF?	<input type="radio"/> Yes, but only if I get an experiment funded <input type="radio"/> Yes, also outside an experiment funding <input type="radio"/> No, I'm not interested <input type="radio"/> I don't know that a RIF is							
10 Additional feedback									
10.1	Do you have any additional feedback concerning the application process or the ECHORD++ project as a whole?	<input type="text"/>							

## 2 PDTI Applicant Satisfaction Survey

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### 2.1 Procedure

Urban Robotics	Healthcare
<p>The PDTI Urban Robotics Applicant Satisfaction Survey was open for participation from 7 April 2015 - 20 April 2015. It was an online-survey hosted on TUM's default evaluation platform EVASYS.</p> <p>On 7 April 2015 all 76 applicant contacts were sent the notification email with the link to the online questionnaire.</p>	<p>The PDTI Healthcare Applicant Satisfaction Survey was open for participation from 7 July 2015 - 22 July 2015. It was an online-survey hosted on TUM's default evaluation platform EVASYS.</p> <p>On 7 July 2015 all 54 applicant contacts were sent the notification email with the link to the online questionnaire</p> <p>On 21 July 2015 a reminder email was sent to the same set of recipients.</p>

## **2.2 Results**

### **2.2.1 Overview**

#### **2.2.1.1 Survey participants**

Almost half of the contacted Healthcare challenge applicants, but less than 1/5<sup>th</sup> of the Urban Robotics challenge applicants took part in the survey. For both challenges, most survey participants were senior researchers (Urban Robotics 85%; Healthcare 58%). On average both coordinating and non-coordinating partners equally took part in the survey (Urban Robotics 62% coordinators; Healthcare 50%).

#### **2.2.1.2 EU-funded Projects**

Over 80% of the survey participants had applied to an EU-funded project before. Of those, all of the Urban Robotics applicants and 81% of the Healthcare applicants, not only had applied to, but also participated on an EU-funded project before. At the time of the survey 82% of the Urban Robotics applicants and 54% of the Healthcare applicants were currently participating in an EU-funded project.

#### **2.2.1.3 Pre-Commercial Procurement**

Most of the Urban Robotics applicants taking part in the survey were familiar with Pre-Commercial procurement. Most (77%) stated to know PCP, 15% had heard of it (but did not know exactly how it works), and only 8% had never heard of it. Of the Healthcare applicants only 35% stated to know what PCP is. Most (46%) had heard of it but did not know exactly how it works, and 19% never even had heard of PCP.

#### **2.2.1.4 ECHORD++**

Most survey participants had first heard of ECHORD++ via word of mouth (39%), a mailing list (27%), a website of the EC (19%), or in the context of the previous ECHORD project (17%).

When asked for the reasons of their application in an open question, most survey participants stated that the call was in line with their current activities (17 mentions). Many also liked that the challenge was close to market, application-oriented and end-user driven (7 mentions).

#### **2.2.1.5 ECHORD++ website**

The content of the ECHORD++ website received generally positive feedback. 71% rated it as excellent or good. In the open comments section many participants explicitly added that it contained relevant and/or useful information (12 mentions). However, several also commented that the website was complicated (2 mentions) and contained only limited information (2 mentions). There were several requests for more frequent updates (4 mentions) and more information about previous and current activities in ECHORD++ (2 mentions).

The website's usability received very good feedback. 94% rated it as excellent or good. Many commented that it was intuitive and easy to use (14 mentions). Nevertheless, some participants also found it complicated or had trouble finding certain information (4 mentions), or experienced technical problems (2 mentions).

#### **2.2.1.6 Application process**

Most survey participants thought that the Guide for Applicants was easy, or even very easy to find on the website (87%), contained all the information needed for the successful completion and submission of their proposal (80%), and was overall helpful for the successful completion and submission of the proposal (84%).

In the open comments section several participants explicitly stated that the Guide for Applicants was clear and well structured (5 mentions) and contained all the relevant information (3 mentions).

However, a number of participants mentioned that they had missed some information – especially on the evaluation process (6 mentions) and the budget (6 mentions).

The Challenge Brief was easy to find on the website for all Urban Robotics applicants taking part in the survey. Most thought that it contained all the information needed for the successful completion and submission of their proposal (92%), and was overall helpful for the successful completion and submission of the proposal (100%).

The Healthcare participants were not quite as happy with their Challenge Brief. 68% found it easy to find on the website, but 18% explicitly did not find it easy to find at all. 73% thought that it contained all the information needed for the successful completion and submission of their proposal and was overall helpful for the successful completion and submission of the proposal (76%). In the comments section it was generally described as clear, simple, and easy to use (5 mentions).

The budget calculator received positive feedback from the Urban Robotics applicants and 75% rated it as (very) helpful. The Healthcare applicants' feedback was mixed: 57% rated it as (very) helpful, 43% as not helpful (at all). The feedback in the open comments section gives some insight in this. While the budget calculator was frequently described as easy to use, clear, helpful and straightforward (10 mentions), many participants missed certain information on how to enter the budget (8 mentions), were confused because only the first project phase could be entered (4 mentions) or encountered technical problems (3 mentions).

Most survey participants did not miss any crucial information before or during the application process (77%).

The application process as a whole received very positive feedback and was rated by 86% as excellent or good. 67% of the Urban Robotics applicants and even 83% of the Healthcare applicants taking part in the survey rated the ECHORD++ application process as (much) better than that of other EU-funded projects.

#### **2.2.1.7 Support by the ECHORD++ team**

The support by the ECHORD++ team received excellent feedback. Of those applicants who had contact with the team regarding the application process (57%), most reported that their questions were answered within two business days (81%), that they received competent answers from the ECHORD++ team (89%), and that the team was capable of solving their problems (85%).

The general assistance by the ECHORD++ team during the application process was rated by 89% as excellent or good.

#### **2.2.1.8 LinkedIn**

94% of the survey participants reported to have a LinkedIn profile, 67% of them using it at least weekly. Only 29% of those with a LinkedIn profile knew that there is an ECHORD++ LinkedIn group, and 21% had already joined it. Of those who weren't already a member of the group, 81% were interested in joining.

#### **2.2.1.9 Additional Feedback**

The most frequent feedback was that the application process had been perceived as unfair by several applicants (8 mentions). Especially the short submission period and the extension of the deadline was perceived as unprofessional, seemingly giving some proposers an unfair advantage. Other participants complained that they did not receive a proposal submission confirmation and that there was no information available about the timeline of the evaluation process.

## 2.2.2 Data

### 2.2.2.1 Participants

#### 2.2.2.1.1 Response rate

Urban Robotics	Healthcare
13 of the 76 invited applicant contacts (17%) participated in the survey.	26 of the 54 invited applicant contacts (48%) participated in the survey.

#### 2.2.2.1.2 Status

Urban Robotics	Healthcare
a senior researcher <input type="text"/> 84.6% n=13 a PhD student <input type="text"/> 0% administrative staff <input type="text"/> 0% other <input type="text"/> 15.4%	a senior researcher <input type="text"/> 57.7% n=26 a PhD student <input type="text"/> 3.8% administrative staff <input type="text"/> 3.8% other <input type="text"/> 34.6%

#### 2.2.2.1.3 Role

Urban Robotics	Healthcare
coordinator <input type="text"/> 61.5% n=13 partner <input type="text"/> 38.5% I don't know <input type="text"/> 0%	coordinator <input type="text"/> 50% n=24 partner <input type="text"/> 50% I don't know <input type="text"/> 0%

### 2.2.2.2 EU-funded Projects

#### 2.2.2.2.1 Is ECHORD++ the first EU-funded project you are applying for?

Urban Robotics	Healthcare
Yes <input type="text"/> 15.4% n=13 No <input type="text"/> 84.6% I don't know <input type="text"/> 0%	Yes <input type="text"/> 19.2% n=26 No <input type="text"/> 80.8% I don't know <input type="text"/> 0%

#### 2.2.2.2.2 Have you participated in (= successfully applied to) an EU-funded project before?

Urban Robotics	Healthcare
Yes <input type="text"/> 100% n=11 No <input type="text"/> 0% I don't know <input type="text"/> 0%	Yes <input type="text"/> 80.8% n=26 No <input type="text"/> 19.2% I don't know <input type="text"/> 0%

#### 2.2.2.2.3 Are you currently participating in an EU-funded project?

Urban Robotics	Healthcare
Yes <input type="text"/> 81.8% n=11 No <input type="text"/> 18.2% I don't know <input type="text"/> 0%	Yes <input type="text"/> 54.2% n=24 No <input type="text"/> 45.8% I don't know <input type="text"/> 0%

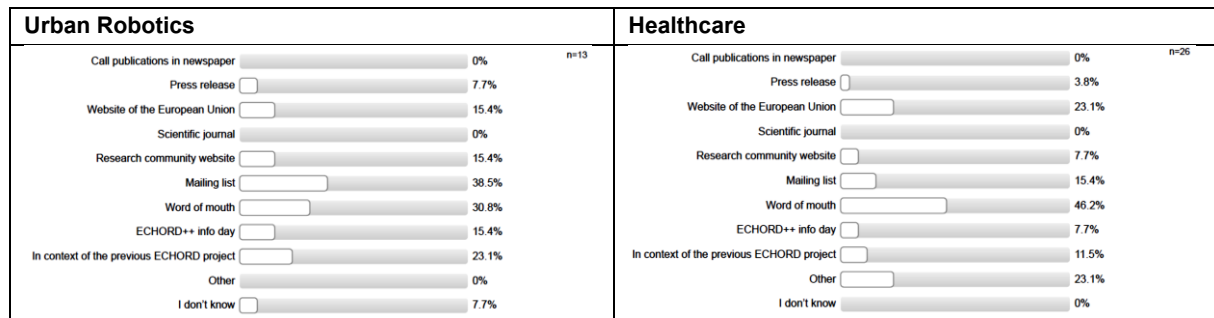
### 2.2.2.3 Pre-Commercial Procurement

#### 2.2.2.3.1 Are you familiar with Pre-Commercial Procurement (PCP)?

Urban Robotics	Healthcare
Yes, I know what PCP is. <input type="text"/> 76.9% n=13 I have heard of PCP, but I don't know exactly how it works. <input type="text"/> 15.4% No, I have never heard of PCP. <input type="text"/> 7.7%	Yes, I know what PCP is. <input type="text"/> 34.6% n=26 I have heard of PCP, but I don't know exactly how it works. <input type="text"/> 46.2% No, I have never heard of PCP. <input type="text"/> 19.2%

## 2.2.2.4 ECHORD++

### 2.2.2.4.1 Where did you first hear about ECHORD++?



#### Other:

- Colleague (7x)
- Proposal partner (4x)
- Internet (2x)
- CORDIS
- Common research evaluation meeting
- ICT proposers day Florence, october 2014
- IROS
- Roboic seminar
- Robotics worldwide

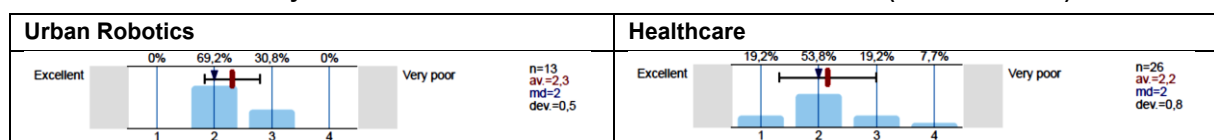
### 2.2.2.4.2 Why did you apply? What about the ECHORD++ project format is interesting for you?

Urban Robotics	Healthcare
<ul style="list-style-type: none"> <li>– In line with current activities (8x)</li> <li>– Close to market / End user-driven (5x)</li> <li>– Application-orientation</li> <li>– Possibility for industry-academia collaboration</li> <li>– Creation of business opportunities for EU SMEs</li> </ul>	<ul style="list-style-type: none"> <li>– In line with current activities (9x)</li> <li>– Interesting topic (6x)</li> <li>– Want to launch a new product // Want to add new component to existing product (3x)</li> <li>– Networking opportunities with other companies // Opportunity for cooperative research (2x)</li> <li>– Close to market / End user-driven</li> </ul>

## 2.2.2.5 ECHORD++ website

### 2.2.2.5.1 Website content

#### 2.2.2.5.1.1 How would you rate the overall content of the ECHORD++ website (www.echord.eu)?



#### 2.2.2.5.1.2 Please explain why you gave the website's content this rating.

##### Positive feedback:

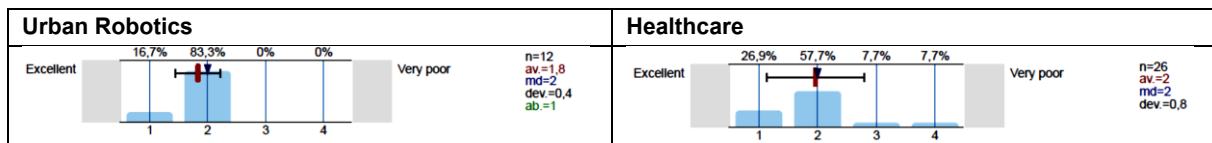
- Contains the relevant/useful information (12x)
- Clear / well explained (5x)
- Intuitive interface / Felt comfortable using it (2x)
- "I like the way how ECHORD++ community is trying to attract attention of general R&D community and "grow" through cooperation with external partners."

**Negative feedback:**

- Complicated (2x)
- Very limited information (2x)
- Some fields/pages unclear
- Difficult to find information
- *“Even now that I know what ECHORD++ is about, Its structure (calls, funding oportunities, ...) are not clear for me and the web does not help to solve this issue”*
- *“The difference between the Public end-user Driven Technological Innovation (PDTI) and the small-scale research projects was confuding, in terms of which fits better in our research group.”*

**Requests:**

- More frequent updates (4x)
- Information about results achieved already, e.g. in former PDTIs. / More information about previous/current echord projects. (2x)
- More information about events and calls
- More information about call management in other projects
- More information about evaluation procedure
- Twitter account
- *“More useful content”*

**2.2.2.5.2 Website usability****2.2.2.5.2.1 How would you rate the overall usability of the ECHORD++ website (www.echord.eu)?****2.2.2.5.2.2 Please explain why you gave the website's usability this rating.****Positive feedback:**

- (Very) intuitive / Easy to find information / Easy to use (14x)
- Fine/usable/adequate (5x)

**Negative feedback:**

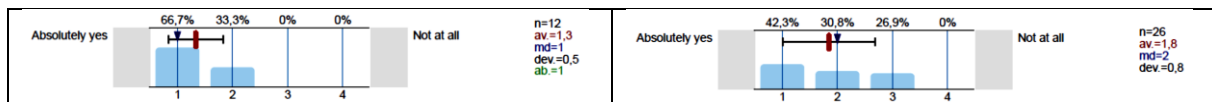
- Complicated / Confusing / Too complex (3x)
- Not always intuitive to find content
- Technical problems during account creation and data upload (2x)

**Requests:**

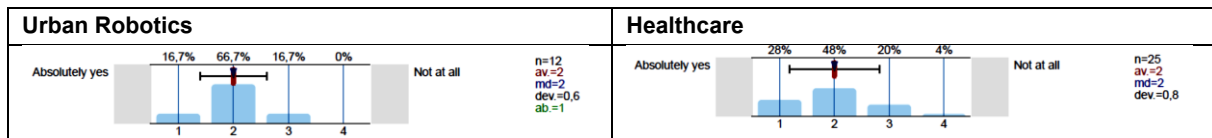
- Option to delete proposal

**2.2.2.6 Application process****2.2.2.6.1 Guide for Applicants****2.2.2.6.1.1 Was the Guide for Applicants easy to find on the ECHORD++ website?**

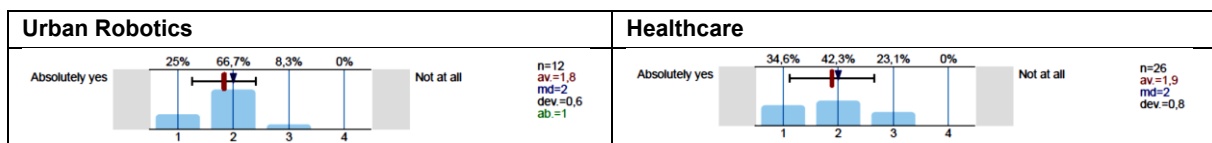
Urban Robotics	Healthcare
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#### 2.2.2.6.1.2 Did the Guide for Applicants contain all the information you needed for the successful completion and submission of your proposal?



#### 2.2.2.6.1.3 Was the Guide for Applicants helpful for the successful completion and submission of your proposal?



#### 2.2.2.6.1.4 Please explain why you gave the Guide for Applicants this rating.

##### Positive feedback:

- Easy / clear / well structured (5x)
- All relevant information available (3x)
- OK

##### Negative feedback:

- Missing information on evaluation process (6x)
  - When to expect results of proposal evaluation
  - Starting date in case of acceptance
  - What happens in the wo 2-month evaluation periods
  - *“The role of Phase1 and Phase2 and 3 were not completely clear. So each consortium will have its own Interpretation of what to deliver at the end of Phase1”*
  - Not sufficiently clear what is expected at the end of each period and how it will be evaluated. (Will we do a demo or just a report?)
  - Not clear whether always both teams will go till the end
- Missing information on budget (6x)
  - More specific details (3x)
  - How to distribute costs between phase 2 and 3
  - Maximum reimbursement of items: Do the 100 % cap already include the possible Overhead?
  - How to include the cost of materials
- Guide was difficult to find / Bad visibility on the web (2x)

##### Requests:

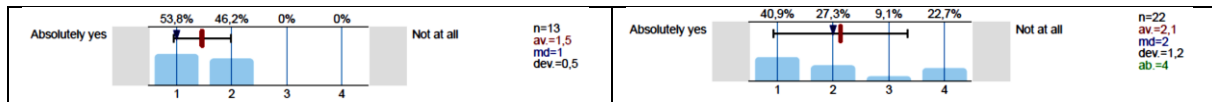
- The information needed for the submission (such as PIC for all partners, budget calculator tool) should be explained in the guide

#### 2.2.2.6.2 Challenge Brief

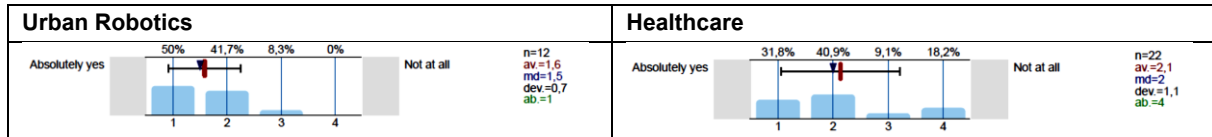
##### 2.2.2.6.2.1 Was the Challenge Brief easy to find on the ECHORD++ website?

Urban Robotics	Healthcare
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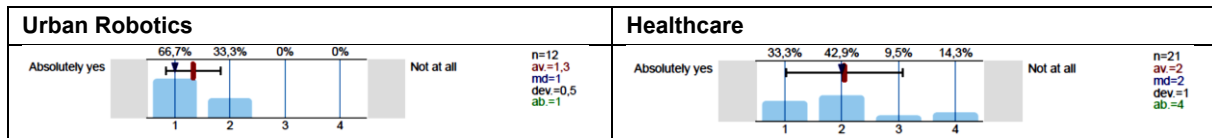




**2.2.2.6.2.2 Did the Challenge Brief contain all the information you needed for the successful completion and submission of your proposal?**



**2.2.2.6.2.3 Was the Challenge Brief helpful for the successful completion and submission of your proposal?**

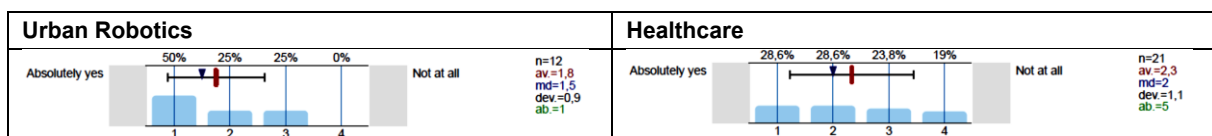


**2.2.2.6.2.4 Please explain why you gave the Challenge Brief this rating.**

Urban Robotics	Healthcare
<p><b>Positive feedback:</b></p> <ul style="list-style-type: none"> <li>All relevant information provided (4x)</li> <li>Well explained</li> </ul> <p><b>Negative feedback:</b></p> <ul style="list-style-type: none"> <li>Some information was too detailed and maybe too restrictive.</li> </ul> <p><b>Requests:</b></p> <ul style="list-style-type: none"> <li>"I would suggest to have clearly separated the relevant information for each challenge (although it may require to repeat documents on different places) for clarification."</li> </ul>	<p><b>Positive feedback:</b></p> <ul style="list-style-type: none"> <li>Comprehensive / detailed (2x)</li> <li>Clear / simple / well explained / easy to use (5x)</li> </ul> <p><b>Negative feedback:</b></p> <ul style="list-style-type: none"> <li>Arrived late</li> <li>Content not very explicit</li> <li>Some information was not matching the one provided in the info days</li> <li>The rules for passing to one phase to another was not very clear (criteria etc.)</li> <li>It did not consider problems related to safety regulations requested in hospital setting</li> </ul> <p><b>Other:</b></p> <ul style="list-style-type: none"> <li>Don't know what the challenge brief is (2x)</li> </ul>

**2.2.2.6.3 Budget Calculator**

**2.2.2.6.3.1 Was the Budget Calculator helpful for the successful completion and submission of your proposal?**



**2.2.2.6.3.2 Please explain why you gave the Budget Calculator this rating.**

<p><b>Positive feedback:</b></p> <ul style="list-style-type: none"> <li>(Extremely / very) helpful (3x)</li> <li>Easy to use (5x)</li> <li>Straightforward / clear (2x)</li> <li>All the information is available and easily reachable</li> </ul>
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- “Ensures the use of the same tool for the budget calculations for all proposals. This means objectivity in evaluation.”

#### Negative feedback:

- You are supposed to make an overall calculation for the whole project, but in the web tool only the first phase was allowed to be entered. (4x)
- It is accessible just at the moment of the submission.
- Information missing (3x)
  - Not clear what flat rate to choose
  - Not clear how to calculate the depreciation (with a project in 3 phases)
  - Not clear what is the person/month price (are the social security charges included, or not?)
  - Not clear what is the limit for consumables
  - Not clear what work exactly could be subcontracted
- Technical problems (3x) (solved by E++ on time, but made us loose time)
- The calculation of the amortization is too complex (Estimating the full budget up front for 3 years is very uncertain) (2x)
- The results of the Budget calculator didn't match the normal calculation.
- Not enough examples

#### Other:

- “For clarity it would be better to have contribution calculated at the end on the total cost (including indirect cost) and not item by item”

### 2.2.2.6.4 Missing information

#### 2.2.2.6.4.1 Did you miss any crucial information before or during the application process?

Urban Robotics	Healthcare
Yes <input type="checkbox"/> 7.7% n=13	Yes <input type="checkbox"/> 11.5% n=26
No <input type="checkbox"/> 76.9%	No <input type="checkbox"/> 76.9%
I don't know <input type="checkbox"/> 15.4%	I don't know <input type="checkbox"/> 11.5%

### 2.2.2.6.5 How would you rate the application process as a whole?

Urban Robotics	Healthcare

### 2.2.2.6.6 How would you rate the application process of ECHORD++ compared to other EU-funded projects you applied for?

Urban Robotics	Healthcare

### 2.2.2.7 Support by the ECHORD++ team

#### 2.2.2.7.1 Did you have contact with the ECHORD++ team directly regarding the application process (i.e. via email, phone or face-toface)?

Urban Robotics	Healthcare
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Yes <input type="checkbox"/>	69.2%	n=13
No <input type="checkbox"/>	30.8%	
I don't know <input type="checkbox"/>	0%	

Yes <input type="checkbox"/>	44%	n=25
No <input type="checkbox"/>	56%	
I don't know <input type="checkbox"/>	0%	

#### 2.2.2.7.2 Were your questions answered within two business days?

Urban Robotics	Healthcare
<p>Bar chart for Urban Robotics (n=9) showing responses to 'Were your questions answered within two business days?'. The x-axis represents ratings from 1 (Always) to 4 (Never). The y-axis shows percentages. The data is: 1: 66.7%, 2: 22.2%, 3: 11.1%, 4: 0%. Summary statistics: n=9, av=1.4, md=1, dev=0.7.</p>	<p>Bar chart for Healthcare (n=11) showing responses to 'Were your questions answered within two business days?'. The x-axis represents ratings from 1 (Always) to 4 (Never). The y-axis shows percentages. The data is: 1: 72.7%, 2: 0%, 3: 18.2%, 4: 9.1%. Summary statistics: n=11, av=1.6, md=1, dev=1.1, ab=7.</p>

#### 2.2.2.7.3 Did the ECHORD++ team give you competent answers to your questions?

Urban Robotics	Healthcare
<p>Bar chart for Urban Robotics (n=9) showing responses to 'Did the ECHORD++ team give you competent answers to your questions?'. The x-axis represents ratings from 1 (Absolutely yes) to 4 (Not at all). The y-axis shows percentages. The data is: 1: 66.7%, 2: 11.1%, 3: 11.1%, 4: 11.1%. Summary statistics: n=9, av=1.7, md=1, dev=1.1.</p>	<p>Bar chart for Healthcare (n=10) showing responses to 'Did the ECHORD++ team give you competent answers to your questions?'. The x-axis represents ratings from 1 (Absolutely yes) to 4 (Not at all). The y-axis shows percentages. The data is: 1: 70%, 2: 30%, 3: 0%, 4: 0%. Summary statistics: n=10, av=1.3, md=1, dev=0.5, ab=8.</p>

#### 2.2.2.7.4 Was the ECHORD++ team capable of solving your problems?

Urban Robotics	Healthcare
<p>Bar chart for Urban Robotics (n=8) showing responses to 'Was the ECHORD++ team capable of solving your problems?'. The x-axis represents ratings from 1 (Absolutely yes) to 4 (Not at all). The y-axis shows percentages. The data is: 1: 87.5%, 2: 0%, 3: 12.5%, 4: 0%. Summary statistics: n=8, av=1.3, md=1, dev=0.7, ab=1.</p>	<p>Bar chart for Healthcare (n=11) showing responses to 'Was the ECHORD++ team capable of solving your problems?'. The x-axis represents ratings from 1 (Absolutely yes) to 4 (Not at all). The y-axis shows percentages. The data is: 1: 72.7%, 2: 9.1%, 3: 9.1%, 4: 9.1%. Summary statistics: n=11, av=1.5, md=1, dev=1, ab=6.</p>

#### 2.2.2.7.5 How would you rate the general assistance via the E++ team during your application?

Urban Robotics	Healthcare
<p>Bar chart for Urban Robotics (n=8) showing responses to 'How would you rate the general assistance via the E++ team during your application?'. The x-axis represents ratings from 1 (Excellent) to 4 (Very poor). The y-axis shows percentages. The data is: 1: 75%, 2: 12.5%, 3: 12.5%, 4: 0%. Summary statistics: n=8, av=1.4, md=1, dev=0.7, ab=1.</p>	<p>Bar chart for Healthcare (n=10) showing responses to 'How would you rate the general assistance via the E++ team during your application?'. The x-axis represents ratings from 1 (Excellent) to 4 (Very poor). The y-axis shows percentages. The data is: 1: 70%, 2: 20%, 3: 10%, 4: 0%. Summary statistics: n=10, av=1.4, md=1, dev=0.7, ab=8.</p>

### 2.2.2.8 LinkedIn

#### 2.2.2.8.1 Do you have a LinkedIn profile?

Urban Robotics			Healthcare				
Yes	<div><div></div></div>	92.3%	n=13	Yes	<div><div></div></div>	96%	n=25
No	<div><div></div></div>	7.7%		No	<div><div></div></div>	4%	
I don't know	<div><div></div></div>	0%		I don't know	<div><div></div></div>	0%	

#### 2.2.2.8.2 How often do you actively use LinkedIn?

Urban Robotics			Healthcare				
Daily	<div><div></div></div>	33.3%	n=12	Daily	<div><div></div></div>	20.8%	n=24
Weekly	<div><div></div></div>	33.3%		Weekly	<div><div></div></div>	45.8%	
Monthly	<div><div></div></div>	16.7%		Monthly	<div><div></div></div>	12.5%	
Several times a year	<div><div></div></div>	16.7%		Several times a year	<div><div></div></div>	8.3%	
Less than once a year	<div><div></div></div>	0%		Less than once a year	<div><div></div></div>	12.5%	

#### 2.2.2.8.3 Did you know that there is an ECHORD++ group on LinkedIn?

Urban Robotics			Healthcare				
Yes	<div><div></div></div>	33.3%	n=12	Yes	<div><div></div></div>	24%	n=25
No	<div><div></div></div>	66.7%		No	<div><div></div></div>	76%	

#### 2.2.2.8.4 Have you already joined the E++ LinkedIn group?

Urban Robotics			Healthcare				
Yes	<div><div></div></div>	25%	n=12	Yes	<div><div></div></div>	16%	n=25
No	<div><div></div></div>	75%		No	<div><div></div></div>	84%	

## 2.2.2.8.5 Would you be interested in joining the ECHORD++ LinkedIn group?

Urban Robotics	Healthcare
Yes <input type="checkbox"/> 91.7% n=12 No <input type="checkbox"/> 8.3%	Yes <input type="checkbox"/> 70.8% n=241 No <input type="checkbox"/> 29.2%

## 2.2.2.9 Additional Feedback

## 2.2.2.9.1 Do you have any additional feedback concerning the PDTI application process or the ECHORD++ project as a whole?

Urban Robotics	Healthcare
<b>Positive feedback:</b> <ul style="list-style-type: none"> <li>– PDTI format is attractive and challenging. I am looking forward to see its results.</li> </ul> <b>Negative feedback:</b> <ul style="list-style-type: none"> <li>– I think that the submission tool should be improved a little more, be more intuitive.</li> <li>– I still don't know why the Sewer call was extended two weeks. It was not fair for the teams that were ready for the original deadline. It gave more chances to other teams to improve their proposal.</li> <li>– Dates for resolution of application process are not available, which would be very helpful indeed.</li> <li>– The extension of the deadline was totally unprofessional. It ruined the whole process.</li> </ul>	<b>Positive feedback:</b> <ul style="list-style-type: none"> <li>– "Only thanks the ECHORD team for their work."</li> <li>– "I think this is a very important topic that needs more marketing."</li> <li>– "Congratulations for the call !!! "</li> </ul> <b>Negative feedback:</b> <ul style="list-style-type: none"> <li>– "The submission period was too short."</li> <li>– "I miss some more feedback after submitting the proposal, statistics, when will the evaluations be published, etc."</li> <li>– "Application process was not very good. Too much time passed between proposals were submitted and feedback was obtained."</li> <li>– "The two topics, Urban and Health were not equally treated, while for the Health one there was the possibility of re-submitting the proposal having received some (very poor) feedback this was not the case for the Urban one."</li> <li>– "The feedback received from reviewers is really poor and this should be improved, as it gives the image that a non transparent review process with particular interests occurred."</li> <li>– "It is hard to plan and organize a project without knowing if all the phases will be really done."</li> <li>– "Having a project spanning over 3 years is a big mistake. As the overall trend is to go for a fast track innovation, building consortium for 3 years really reduce the chance to build a sound product at the end"</li> <li>– "I found the call too much oriented to Spain. Even Spain is a great country with fantastic people, comparing to other EU call, there is already a lack of openness from the beginning!"</li> </ul>

## 2.3 Questionnaire

### 1 Welcome to the ECHORD++ PDTI Applicant Feedback Survey

Dear ECHORD++ PDTI applicant,

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++ PDTI proposal procedures.

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

The survey is completely anonymous and will not in any way influence the review of your PDTI proposal.

Thank you very much for your support!

If you have any questions regarding this survey please contact [Laura.Voss@in.tum.de](mailto:Laura.Voss@in.tum.de).

### 2 Applicant Information

2.1 Are you...?	<input type="radio"/> a senior researcher <input type="radio"/> administrative staff	<input type="radio"/> a PhD student <input type="radio"/> other	
2.2 In the PDTI proposal you submitted, is your organization/institution/company a(n) ...?	<input type="radio"/> coordinator	<input type="radio"/> partner	<input type="radio"/> I don't know

### 3 EU-funded projects

3.1 Is ECHORD++ the first EU-funded project you are applying for?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> I don't know
3.2 Have you participated in (= successfully applied to) an EU-funded project before?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> I don't know
3.3 Are you currently participating in an EU-funded project?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> I don't know

### 4 Pre-Commercial Procurement

4.1 Are you familiar with Pre-Commercial Procurement (PCP)?	<input type="radio"/> Yes, I know what PCP is. <input type="radio"/> I have heard of PCP, but I don't know exactly how it works. <input type="radio"/> No, I have never heard of PCP.
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### 5 ECHORD++

5.1 Where did you first hear about ECHORD++?	<input type="checkbox"/> Call publications in newspaper <input type="checkbox"/> Press release <input type="checkbox"/> Website of the European Union <input type="checkbox"/> Scientific journal <input type="checkbox"/> Research community website <input type="checkbox"/> Mailing list <input type="checkbox"/> Word of mouth <input type="checkbox"/> ECHORD++ info day <input type="checkbox"/> In context of the previous ECHORD project <input type="checkbox"/> Other <input type="checkbox"/> I don't know
5.2 Where did you first hear about ECHORD++?	<input type="text"/>
5.3 Why did you apply? What about the ECHORD++ PDTI format is interesting for you?	<input type="text"/>

### 6 ECHORD++ website

6.1 How would you rate the overall <b>content</b> of the ECHORD++ website (www.echord.eu)?	Excellent   <input type="radio"/>   <input type="radio"/>   <input type="radio"/>   <input type="radio"/>   Very poor   <input type="radio"/> I don't know
6.2 Please explain why you gave the website's <b>content</b> this rating.	<input type="text"/>
6.3 How would you rate the overall <b>usability</b> of the ECHORD++ website (www.echord.eu)?	Excellent   <input type="radio"/>   <input type="radio"/>   <input type="radio"/>   <input type="radio"/>   Very poor   <input type="radio"/> I don't know
6.4 Please explain why you gave the website's <b>usability</b> this rating.	<input type="text"/>

7 Application process									
7.1	Was the <b>Guide for Applicants</b> easy to find on the ECHORD++ website?	Absolutely yes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Not at all	<input type="radio"/>	I don't know
7.2	Did the <b>Guide for Applicants</b> contain all the information you needed for the successful completion and submission of your proposal?	Absolutely yes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Not at all	<input type="radio"/>	I don't know / I'm not familiar with this document
7.3	Was the <b>Guide for Applicants</b> helpful for the successful completion and submission of your proposal?	Absolutely yes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Not at all	<input type="radio"/>	I don't know / I'm not familiar with this document
7.4	Please explain why you gave the <b>Guide for Applicants</b> this rating.	<input type="text"/>							
7.5	Was the <b>Challenge Brief</b> easy to find on the ECHORD++ website?	Absolutely yes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Not at all	<input type="radio"/>	I don't know
7.6	Did the <b>Challenge Brief</b> contain all the information you needed for the successful completion and submission of your proposal?	Absolutely yes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Not at all	<input type="radio"/>	I don't know / I'm not familiar with this document
7.7	Was the <b>Challenge Brief</b> helpful for the successful completion and submission of your proposal?	Absolutely yes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Not at all	<input type="radio"/>	I don't know / I'm not familiar with this document
7.8	Please explain why you gave the <b>Challenge Brief</b> this rating.	<input type="text"/>							
7.9	Was the <b>Budget Calculator</b> helpful for the successful completion and submission of your proposal?	Absolutely yes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Not at all	<input type="radio"/>	I don't know / I didn't use the Budget Calculator
7.10	Please explain why you gave the <b>Budget Calculator</b> this rating.	<input type="text"/>							
7.11	Did you miss any crucial information before or during the application process?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> I don't know							
7.12	Which information did you miss before or during the application process?	<input type="text"/>							
7.13	How would you rate the PDTI application process as a whole?	Excellent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very poor	<input type="radio"/>	I don't know
7.14	How would you rate the application process of ECHORD++ compared to other EU-funded projects you applied for?	Much better	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Much worse	<input type="radio"/>	I don't know / I haven't applied for an EU-funded project before
8 Support by the ECHORD++ team									
8.1	Did you have contact with the ECHORD++ team directly regarding the application process (i.e. via email, phone or face-to-face)?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> I don't know							
8.2	Were your questions answered by the ECHORD++ team within two business days?	Always	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Never	<input type="radio"/>	I don't know
8.3	Did the ECHORD++ team give you competent answers to your questions?	Absolutely yes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Not at all	<input type="radio"/>	I don't know
8.4	Was the ECHORD++ team capable of solving your problems?	Absolutely yes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Not at all	<input type="radio"/>	I don't know
8.5	How would you rate the general assistance via the ECHORD++ team during your application?	Excellent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very poor	<input type="radio"/>	I don't know