



## Deliverable D2.1.4

*Fourth Customer Satisfaction Survey*

ECHORD++ Experiment Partner Satisfaction Questionnaire – Call2

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Authors: Elena Efimova (TUM)  
Sebastian Weisenburger (TUM)

**Version 1**

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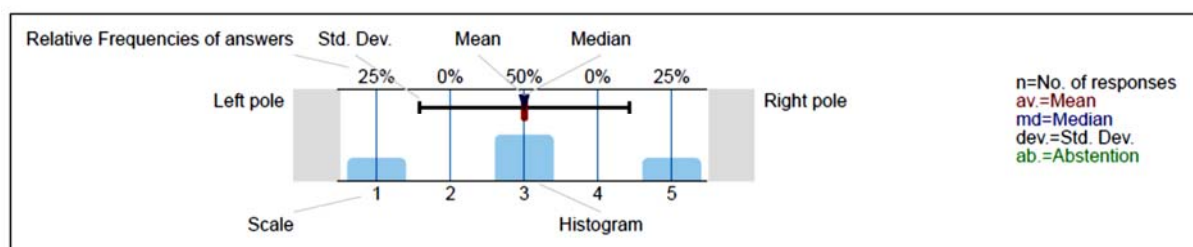
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## Glossary of Terms

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

### Legend



## **1 Procedure**

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The ECHORD++ Experiment Partner Satisfaction Survey for call 2 experiments was open for participation from 9 August 2017 to 15 September 2017. It was an online survey hosted on TUM's default evaluation platform EVASYS.

On 9 August 2017 the 47 partners from all 16 experiments selected from call 2 were sent the notification via email with the link to the online questionnaire. The feedback was anonymous.

On 5 September 2017 a reminder was sent to the same set of recipients.

## 2 Results

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### 2.1. Survey participants

Almost 66% of the invited partners participated in the survey. The majority of the participants (61.3%) were involved as experiment partners, whereas the other part (38.7%) acted as experiment coordinators.

Half of the participants (almost 55%) were affiliated with a university or research organisation, about 36% identified as SME, and around 10% reported to be from large industry.

The majority of the respondents reported to be either senior researchers (almost 52%) or administrative staff (about 32%), whereas almost 3% identified as PhD students. The rest 13% reported to belong to other spheres.

More than half of the respondents came either from Italy (35.7%) or Spain (21.4%). Almost 18 % of the respondents reported to be from France, whereas about 7% of the respondents came from the UK. The rest reported to be either from Czech Republic, Greece or Sweden with 3,6% correspondingly.

### 2.2. Experiments and monitoring

Overall, the experiment monitoring received positive feedback from *the coordinators*. Regarding the frequency and workload of the monitoring, 41.7% percent of the coordinators thought that they were excellent, whereas 41.7% percent considered them as good. Only 16.7 % thought that these aspects of the monitoring were poor.

On average, the majority of the coordinators received either excellent (16.7%) or good (66.7%) guidance during the monitoring process. Most of the coordinators rated their communication with the experiment moderators either as excellent (33.3%) or good (50%). In the open feedback section they stated that the communication was constructive, effective, appropriate, useful and supportive. Only a minor part of the coordinators rated the guidance (16.7%) and interaction with moderators (16.7%) as poor explaining that either they had limited interactions or issues with the workload and the role of the moderator.

A vast majority of the respondents (84.2%) considered the kick-off meeting in Palma de Mallorca to be helpful or very helpful for their project.

However, despite the positive feedback for the monitoring by the coordinators, almost half of the whole group of respondents including also the other partners (44%) would like to see changes in the monitoring process. In the open feedback section there were frequent negative comments about the two-month reporting period, which was seen as impractical and stressful. Three partners suggested extending the assessment period to 3 months, one partner asked for more oral rather than written communication, both is believed by the experiment partners to be more efficient and less bureaucratic.

Interestingly enough, only 26% of the non-coordinating partners asked for changes in the monitoring process, whereas 50% of the coordinators shared that opinion. This might be caused by the increased responsibility and workload on the coordinator's side compared to the role of "mere" partners.

### 2.3. Financial Management and Administration

A new part of the questionnaire compared to the one for the experiment partners from call 1 concerned questions on the financial management and administration of ECHORD++. Overall, a prevailing part of the respondents (83.3%) has been in contact with the ECHORD++ management team because of questions concerning the financial management or the administration of the project. More than two thirds of those who had questions regarding the financial management

and the administration (69.2%) were satisfied with the contact, whereas the rest (30.8%) reported room for improvement.

Although the majority of the respondents rated the communication with the ECHORD++ management team either as excellent (22.2%) or good (40.7%) and reported to have been provided with all relevant information regarding the financial/legal procedures (72%), the rest assessed the communication as poor (29.6%) and very poor (7.4%). 28% of the respondents reported not to have received all relevant information. In the open feedback section few participants complained that financial/legal procedures of ECHORD++ were different from the ones of other European projects, which caused problems. Besides, two respondents mentioned a delay in the start of the project funding. One participant claimed missing information concerning actual dates for financial approval and pre-funding arrival.

Two thirds of the respondents (65.4%) did not experience any problems with the cost claim procedures, whereas 34.6% reported some issues. In the open feedback section most of the complaints were connected with the problems of the form C being unavailable. The other remark was about double reporting to the ECHORD++ platform and the EU portal, which turned out to be confusing for some of the participants.

## **2.4. ECHORD++ monitoring platform**

On average, the content of the ECHORD++ monitoring platform received good feedback from the respondents with the vast majority of partners (73.1%) rating it as either excellent (15.4%) or good (57.7%). In the open feedback section these respondents pointed out that the platform contained all helpful information and that it served its purpose. The rest of the respondents gave the content of the ECHORD++ monitoring platform either poor (15.%) or very poor (11.5%) ratings. Despite asking the participants to rate the *content* of the platform, in the open comment section negative feedback concerning the monitoring platform was mainly focused on its usability (see also below).

The ECHORD++ monitoring platform's usability received mixed feedback as half of the respondents assessed it as either good or excellent (50%), whereas the other half (50%) rated it as poor or very poor. Although in the open comment section the platform was frequently described as easy to use and quite good, several of the respondents pointed out that the platform was also complicated to manage and to browse. Several participants experienced difficulties in making changes to their reports and with uploading documents and videos.

## **2.5. Support by the ECHORD++ team**

A vast majority of the partners (80.6%) had direct contact with the ECHORD++ administration team regarding the monitoring process. As in previous surveys the personal support by the ECHORD++ team has received excellent feedback. 77.7% of the respondents reported that the ECHORD++ team usually replied to their problems within two business days, gave competent answers (85.8%), and was capable of solving their problems (88.8%).

More than two thirds of the respondents (67.7%) indicated that they did not miss any basic information before and during the experiment. A small part of the respondents (9.7%) indicated that they still missed some information. A strangely high number of 22.6% indicated that they did not know whether they had all necessary information or not.

## **2.6. Public relations (PR) and outreach**

Almost half of the respondents (46.4%) reported not to have a PR department in their organisation. Three quarters of the partners (75.1%) rated the session on public relations during the kick-off meeting as helpful or very helpful for their own public relations efforts. A similar rating was attributed to the PR references and the mandatory PR plans with 66.7% of the respondents rating them as helpful or very helpful.

In the open feedback section the partners who reported to have a PR department in their organisation commented that they (PR department) managed most of the PR activities (press releases, website, printed material, videos and other dissemination activities through social media). The PR departments also organised and supported the participation in fairs.

## **2.7. Website and social media**

On the whole, the ECHORD++ website received positive evaluation from experiment partners who expressed that the website addresses the Experiment partners' needs well or very well (75%). However, 25% believed that the website does not address the needs to the full extent. In the open feedback section about the website, the participants mentioned that the link between the ECHORD++ reporting and EU reporting was missing, however, these particular respondents might have confused the public website with the portal, since the reporting does not concern the public website. Moreover, two participants asked for more detailed information regarding the RIFs. One participant asked to establish a connection tool between the experiments to facilitate joint dissemination actions.

On average, the ECHORD++ YouTube Channel received a very positive evaluation from the respondents rating it as excellent (20%) and good (73.3%).

Half of the respondents (51.7%) did report to not follow ECHORD ++ on Twitter. However, by those following ECHORD++, the project's Twitter profile was rated as excellent (10%) or good (90%).

The majority of the respondents (61.3%) reported not to be members of the ECHORD++ LinkedIn group. Only 22.6% confirmed that they take part in the ECHORD++ LinkedIn group. In the open feedback section, among the reasons why the participants are not members of the ECHORD++ LinkedIn group, half of the respondents stated that they did not know about the existence of the group, whereas the other half reported that they are not LinkedIn users.

## **2.7. RIF interaction**

Three quarters of the participants (77.4%) reported not to have stayed at a RIF in the context of their experiment. The three participants with a RIF engagement found the RIF visit valuable or very valuable for the process of their experiments.

Among those who did not stay at a RIF, yet, around one third was planning to still visit a RIF during the course of their experiment (35.7%), whereas an equal share of 35.7% did not plan to go to a RIF, mainly because the needs of their experiments could not be met by the RIFs. The rest of the respondents (28.6%) were not sure about their plans.

## **2.8. General feedback**

Only two participants used the possibility to give additional feedback. One mentioned that it was sometimes difficult to answer the ECHORD++ questions without any direct contact with an EU officer. No further details were given. The other commentor asked to assign more staff to the administrative management to deal with the large number of the participants and would have been happy to receive more details on the financial reporting during the kick-off meeting.

### 3 Data

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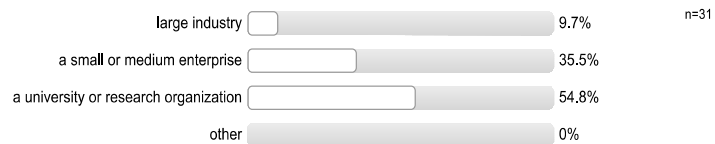
#### 3.1. Participants

##### 3.1.1. Response rate

66% of the invited partners participated in the survey.

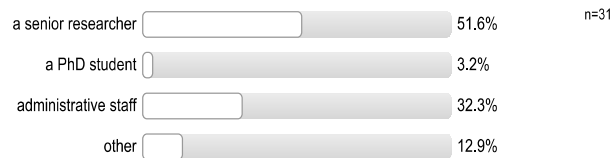
##### 3.1.2. Organisation

Are you affiliated with...?



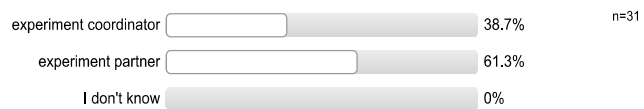
##### 3.1.3. Status

Are you ...?



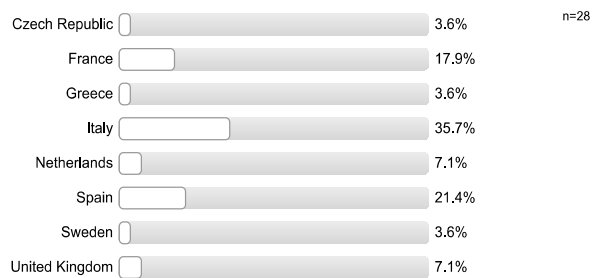
##### 3.1.4. Role

Is your organisation/institution/company a(n) ...?



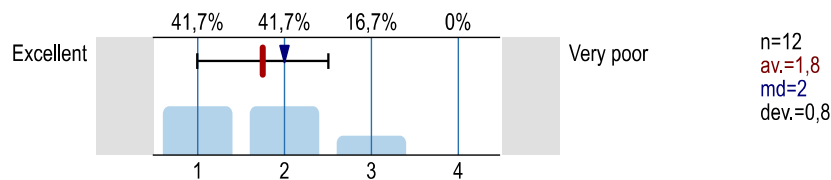
##### 3.1.5. Country

In which country are you located?

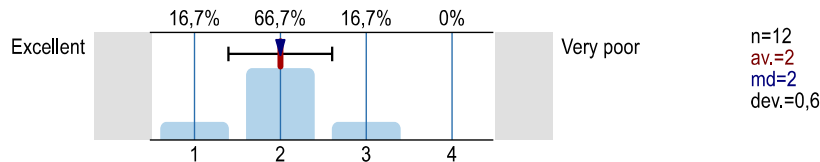


#### 3.2. Experiments and monitoring

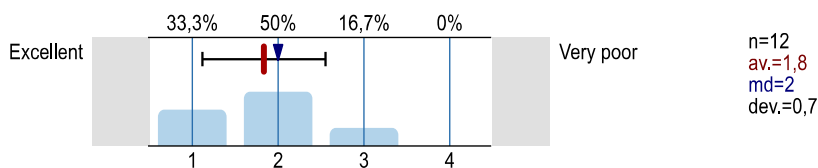
##### 3.2.1. (Only for coordinators) How would you rate the frequency and workload of the monitoring?



### 3.2.2. (Only for coordinators) How would you rate the received guidance for the monitoring?



### 3.2.3. (Only for coordinators) How would you rate the interaction with your moderator?

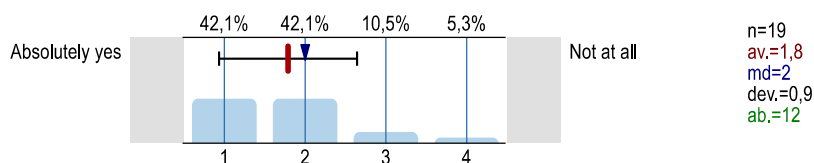


### 3.2.4. (Only for coordinators) Please, explain why you gave the interaction with your moderator this rating.

- 3.1 - The workload is high in terms of reporting for a 18-month experiment: In addition to the normal project management mechanisms establish by the proposal (milestones, deliverables), Echord++ proposed the establishment of: monitoring reports, technical KPIs, impact KPIs, dissemination KPIs, plus intermediate reviews. While some of the mechanisms and indicators complements the established by the proposal, some other are redundant and only creat unnecessary workload, for instance, some milestones overlap with Technical KPIs and deliverables.
- 3.3 - It is not clear the role for the moderator: project manager, reviewer, technical advice... now is a mix of everything and maybe more roles.

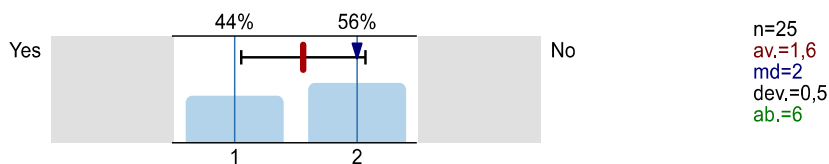
- All the recommendations and requests were very useful and most of the criticisms were constructive.
- Contacts with the moderator(s) were always very fast and profitable. Remarks, suggestions, and request were always appropriate and actually useful for the project success.
- Depending on the workload, the 2 months monitoring report is too often and a bit waste of time that could be invested in the project development itself.
- Good communication and resolution of doubts
- I had few interactions with the technical moderator, my good rating comes mainly from the E++ moderators from TUM that have been always responsive and supportive.
- In my opinion, there are too many reports to be delivered, : 9 bi-monthly report, > 10 deliverables, >10 tKPI + iKPI.
- Just few limited interactions have occurred.
- They are very helpful

### 3.2.5. Do you think the kick-off meeting in Palma de Mallorca was helpful for your project?



### 3.2.6. Would you change anything about the monitoring process?



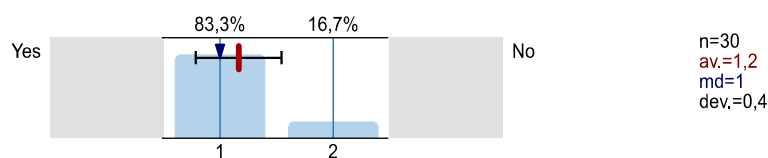


### 3.2.7. [if yes] What would you change?

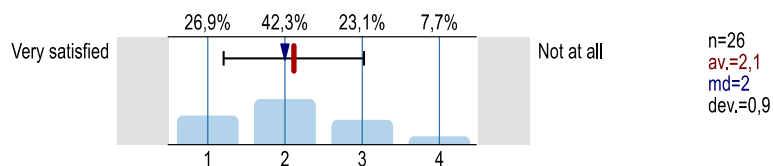
- A report each two months is too close. I think that 3 months is better.
- Extend the assessment period from 2 to 3 months
- I like the two-months reporting but find it not so practical. I would prefer a schedule linked to milestones as checkpoints
- I would reduce the number of monitoring periods because the preparation reports is time consuming. In general, a control every 3 months should suffice for controlling the project advances.
- In the beginning we often had different people doing the monitoring sessions, which didn't help (got better now)
- Please read comment above, Question 3.4.
- The ECHORD++ platform is not very intuitive to complete.
- The frequency of the monitoring reports.
- The monitoring process is too stressful, we have on average a deliverable every 2 months, and the progress report, and the "mentoring" pressure ... overall it is a bureaucratic overload which is subtracting resources to the research part of the experiment.
- To many different people are managing the same things. It would be more comfortable for us to have a unique point of entry specifically for all administrative features
- less written and more oral communications: Is more efficient for moderators and experimenters.

## 3.3. Financial Management and Administration

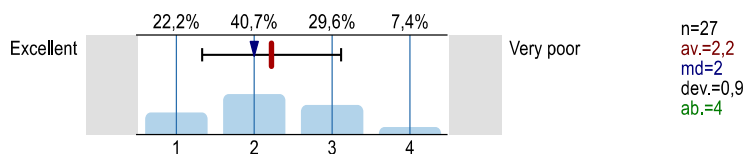
### 3.3.1. Have you been in contact with the ECHORD ++ management team because of the questions concerning the financial management / the administration of the project?



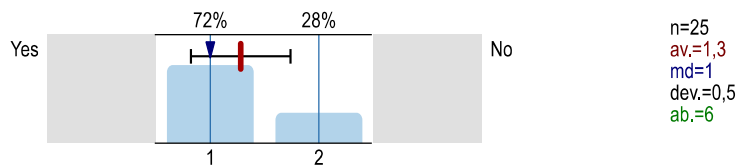
### 3.3.2. [if yes] How satisfied were you with the contact?



### 3.3.3. How would you rate the communication of the ECHORD ++ management team regarding the administrative and financial process?



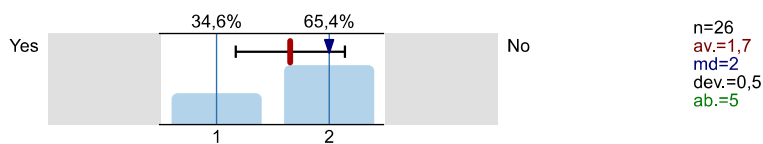
### 3.3.4. Were you provided with all relevant information regarding the financial / legal procedures (example: accession to grant agreement, cost claim, etc.)?



### 3.3.5. [if no] Which information was missing?

- Actual dates for financial approval and pre-funding arrival
- Besides my requests, I still did not receive any official communication about the end of the experiment, causing some troubles to my administrative office.
- Financial/legal procedures for the ECHORD++ project were slightly different from those adopted for other European projects: my administration had problems in understanding/following the procedures or to acquire all the required documents.
- Particular conditions not covered by the standard procedures or due to some previous mistakes: support requests had not been satisfied in time and in a complete way
- Partners with no experiences in European projects may have some troubles to understand where to find and how to complete the financial reports, etc...: they should receive more help to accomplish these tasks.
- There was a significant delay in the start of the project funding and it was not clear when and how this would have been solved.

### 3.3.6. Have you experienced any problems with the cost claim procedures?

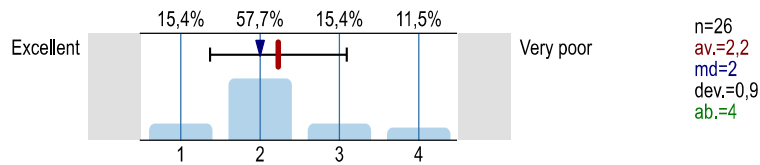


### 3.3.7. [if yes] Which problems did you experience?

- Double reporting between Echord++ platform and H2020 website, which takes a lot of time. Moreover, reporting periods are not the same between the two websites.
- Non reachable forms in the EU portal
- The form C was made available several months after the due date. There was a lot of problems in logging in to the portal, filling in the form, above all as far as indirect costs are concerned. Only the timely assistance of Federica Peponi at Technische Universität München and of the EC RESEARCH IT HELPDESK allowed us to upload our costs in due time.
- Very difficult to follow the financial reporting. We receive too many emails and it's quite difficult to detect the most important ones
- the platform was difficult to accede and I had to try a lot of times before my data were correctly acknowledged
- the portal was never working
- the question of indirect costs
- we had problems for validate form C
- we were a bit confuse between echord reporting on echord website and form C to fill on EU website

## 3.4. ECHORD++ Monitoring Platform

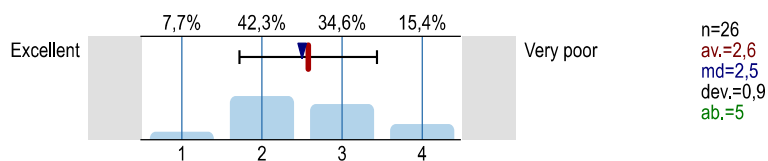
### 3.4.1. How would you rate the overall content of the ECHORD ++ Monitoring Platform ([www.echord.eu/portal](http://www.echord.eu/portal))?



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

- too many hidden boxes
- All information, deadlines and steps of the project are reported in a complete way
- Does the job for reporting
- Generally good
- I don't like the portal very much, the way in which information and interaction is structured is not very helpful in my eyes. It would be better to have a clear timeline where the work plan is clearly visible, as from the proposed gantt
- In some cases, the content meaning of the tables is not really clear. A guide should be provided to show what kind of information the ECHORD++ Team expect to see in the tables.
- It contains all information necessary for a good monitoring of the experiment.
- It is so complicated to report information, never seen anything so poor before
- Pretty good, but seems to be a big confusing to navigate at times
- Sometimes it should be necessary to add new contents during the experiment development in order to cover new needs, or to apply changes: this is practically impossible.
- The information available is poor. Most related with the design of the portal and the usability. I think that this portal should be a center of all information related with the project and nowadays is hard to use it.
- The monitoring platform works well most of the time.
- The platform is enough for the purpose. The content is right, but its usability is poor and not clear for some sub-menus (deliverables, milestones, KPIs, etc.).
- The platform is not very intuitive to complete
- see point 4.7
- there is a good amount of content/information
- you have all the information related to your experiment and it's helpful to monitorize

### 3.4.3. How would you rate the overall usability of the ECHORD ++ Monitoring Platform ([www.echord.eu/portal](http://www.echord.eu/portal))?



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

- Difficult to make modifications when you have made a mistake or entered a non complete answer
- Feels very basic
- Generally easy to use, it miss some features like the possibility to upload files in some sections Not so clear how to insert the financial information.

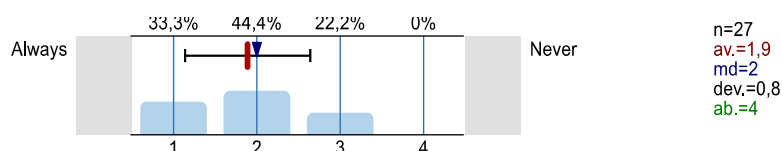
- I think the portal should be re-built again. There is no https encryption, which is extremely bad. The usability is very poor and sometimes doesn't work properly.
- I would have preferred to be able to upload a pdf for the bi-monthly updates. instead it's text/HTML to be edited/laid out directly in the browser
- Not comfortable in browsing and look for information and lists of deliverables, milestone, etc....  
Chronological order and reduced number of dialog box and popups would be preferable
- Pretty good, but seems to be a big confusing to navigate at times
- SAmE, to complicated for users as not is used to the system, it could be OK if you Work with it on a daily level
- See Question 5.2.
- The graphical interface could be improved.
- The portal shows several problems that make its use not particularly friendly. It is probably a problem of configurations, but after one year they are still there. Just to mention one of them, our moderator cannot assign us the green light at the end of each monitoring period! The list longer
- The usability of the platform is quite good. However, it was difficult sometimes to find things.
- The usability of the web interface could be in some way improved. In particular, the interface for writing the periodic reports is too small, it could be useful to have it full screen.
- The windowing system with popups requires non-intuitive navigation. I had difficulties to include videos in the reports. The file server is not very usable, names of the uploaded files gets lost and it's difficult to retrieve the uploaded information
- hard to manage
- idem

### 3.5. Support by the ECHORD ++ team

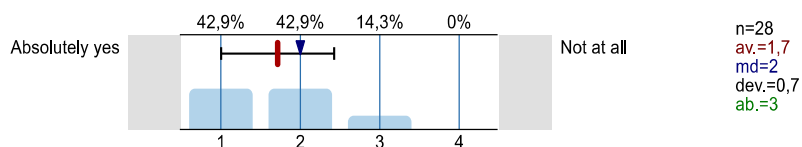
#### 3.5.1. Did you have contact with the ECHORD ++ administration team directly regarding the monitoring process (I.E. via email, phone, face-to-face)?



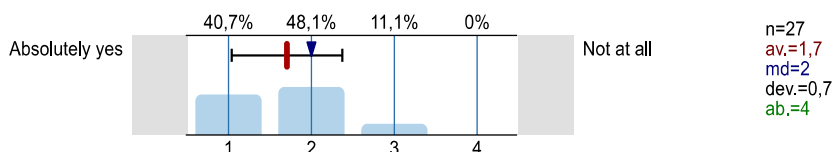
#### 3.5.2. Were your questions answered by the ECHORD++ team within two business days?



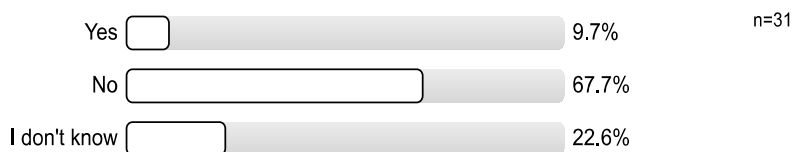
#### 3.5.3. Did the ECHORD++ team give you competent answers to your questions?



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



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

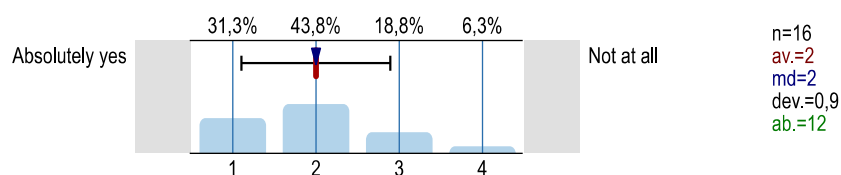


### 3.5.6. [if yes] Which information was missing?

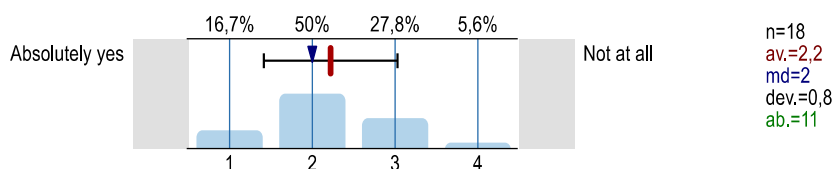
- Actual dates for financial approval and pre-funding arrival
- Besides my requests, I still did not receive any official communication about the end of the experiment, causing some troubles to my administrative office.  
Also the access to the RIF is not really clear and the procedure reported in the website is not effective.
- The information about the reporting period  
We thought the reporting periods indicated on the ECHORDD++ platform were the same as the H2020 periods.

## 3.6. Public relations (PR) and outreach

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



### 3.6.2. Were the public relations references for your experiment and the mandatory PR plans helpful for your own public relations efforts?



### 3.6.3. Does your organisation have a PR department supporting your PR activities?

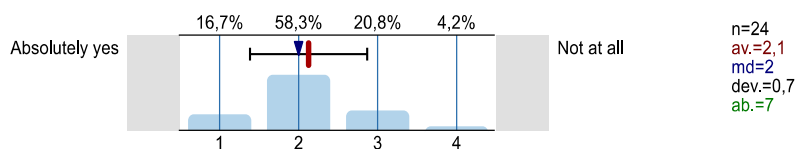


### 3.6.4. [if yes] How did the PR department help you?

- By getting in contact with local news
- Elaborating dissemination material, press releases, supporting to video elaboration and dissemination activities through social media.
- I did not participate in the kick - off.
- Manage all PR actions (article, press, ...)
- Only with the diffusion of a press release, so far
- Organization and participation to fairs, support for dissemination in local media and specialized magazines, production of fliers
- Spread the press release
- They have made the website of the project.  
They publish news and videos on social media.
- They helped me to distribute press releases by contacting newspapers and media operators.
- they organize TV crews, interviews, newspapers etc. to cover our projects. Help with logo, printed matters, websites, etc.

### 3.7. Website and social media

#### 3.7.1. Does the ECHORD++ website [echord.eu](http://echord.eu) address the Experiment Partners' needs?



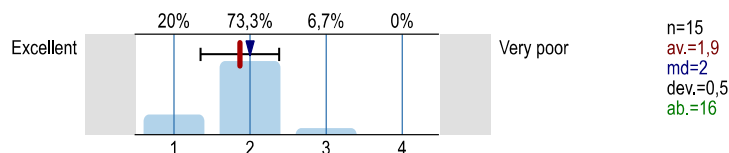
#### 3.7.2. [if no] What is missing on [echord.eu](http://echord.eu)?

- Link between echord reporting and EU reporting
- The access to the RIF is not really clear and the procedure reported in the website is not effective.
- We basically used the website to refer to our experiment webpage. When we intended to find information about the equipment, spaces and, in general, resources of the RIFs the information was scarce.

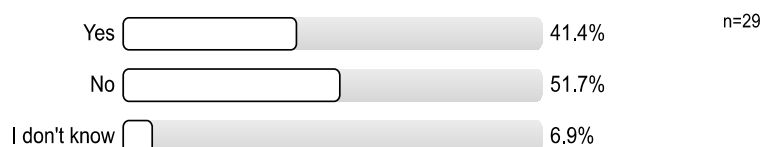
#### 3.7.3. [Optional] Do you have any ideas for improving the ECHORD++ website?

- Connection tool between experiments to make bigger projects and to organise joint dissemination actions.
- I think that Echord++ should improve the social media impact (youtube, facebook and twitter)
- More user friendly platform
- Open a Facebook page

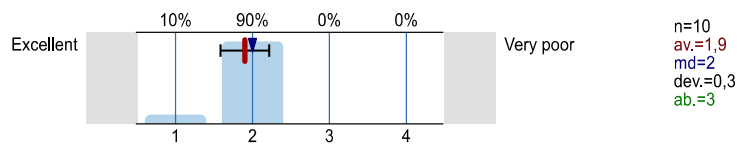
#### 3.7.4. How would you rate the ECHORD ++ YouTube Channel ([www.youtube.com/user/RoboticsEurope](http://www.youtube.com/user/RoboticsEurope))?



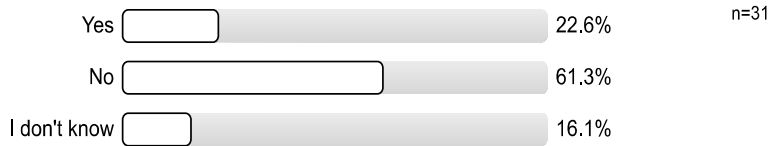
#### 3.7.5. Do you follow ECHORD++ on Twitter?



### 3.7.6. [if yes] How would you rate the ECHORD ++ Twitter profile?



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



### 3.7.8. [if no] Why not?

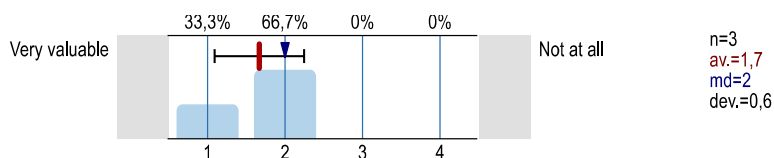
- .
- Did not know about it. Will join now.
- Didn't know about it, but signed-up now
- I do not have a LinkedIn account.
- I don't have a LinkedIn account
- I haven't a linkedin account
- I wasnot aware of this group.
- I'm not a LinkedIn user
- Never heard about it
- no time for this. I am already registered in too many social networks.

## 3.8. RIF Interaction

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



### 3.8.2. [if yes] How valuable was the RIF visit for the process of your experiment?



### 3.8.3. [if no] Do you plan to stay at a RIF during the course of your experiment?



#### 3.8.4. [if no] Why not?

- Because our experiment requires a setup that cannot be replicated in the RIFs because of space need and costs. Our industrial partner own a demo plant that is used for the experimental validation.
- I'm an administrative
- It is difficult to schedule crop growth. Also flight regulations differ.
- The experiment requirements cannot be satisfied by a RIF
- We've got all the hardware we need for the experiment



#### 3.9. Additional feedback

##### 3.9.1. Do you have any additional feedback concerning the monitoring prcess of the ECHORD++ project as a whole?

- It is sometimes difficult to answer to the Echord's questions without any dircet contact with UE officer.
- My only concern regards the administrative management: more people should have been involved in this task due to the high number of participants.  
Concerning the financial reporting, more details (or, even, a mini course) should have been provided during the kick-off meeting.



#### 4 Questionnaire

EvaSys	ECHORD++ Experiment Partner Satisfaction Questionnaire - Call 2	
<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="font-weight: bold;">ECHORD++</div> <div style="text-align: right;">  </div> </div>		
Mark as shown: <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
Correction: <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>		

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

**Dear ECHORD++ Experiment Call 2 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++ project management.**

**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](mailto: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 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<br><input type="checkbox"/> Bosnia & Herzegovina<br><input type="checkbox"/> Cyprus<br><input type="checkbox"/> Estonia<br><input type="checkbox"/> Former Yugoslav Republic of Macedonia<br><input type="checkbox"/> Greece<br><input type="checkbox"/> Ireland<br><input type="checkbox"/> Latvia<br><input type="checkbox"/> Luxembourg<br><input type="checkbox"/> Netherlands<br><input type="checkbox"/> Portugal<br><input type="checkbox"/> Serbia<br><input type="checkbox"/> Spain<br><input type="checkbox"/> Turkey | <input type="checkbox"/> Austria<br><input type="checkbox"/> Bulgaria<br><input type="checkbox"/> Czech Republic<br><input type="checkbox"/> Faroe Islands<br><input type="checkbox"/> France<br><input type="checkbox"/> Hungary<br><input type="checkbox"/> Israel<br><input type="checkbox"/> Liechtenstein<br><input type="checkbox"/> Malta<br><input type="checkbox"/> Norway<br><input type="checkbox"/> Republic of Moldova<br><input type="checkbox"/> Slovakia<br><input type="checkbox"/> Sweden<br><input type="checkbox"/> United Kingdom | <input type="checkbox"/> Belgium<br><input type="checkbox"/> Croatia<br><input type="checkbox"/> Denmark<br><input type="checkbox"/> Finland<br><input type="checkbox"/> Germany<br><input type="checkbox"/> Iceland<br><input type="checkbox"/> Italy<br><input type="checkbox"/> Lithuania<br><input type="checkbox"/> Montenegro<br><input type="checkbox"/> Poland<br><input type="checkbox"/> Romania<br><input type="checkbox"/> Slovenia<br><input type="checkbox"/> Switzerland |
|--|--|---|

### 3. Experiments and monitoring

### 3. Experiments and monitoring [Continue]

- 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 Palma de Mallorca was helpful for your project? Absolutely yes ☐ ☐ ☐ ☐ Not at all ☐ I don't know
- 3.6 Would change anything about the monitoring process? Yes ☐ ☐ ☐ No ☐ I don't know
- 3.7 [If yes] What would you change?

### 4. Financial Management and Administration

- 4.1 Have you been in contact with the ECHORD ++ management team because of questions concerning the financial management / the administration of the project? Yes ☐ ☐ ☐ No ☐ I don't know
- 4.2 [If yes] How satisfied were you with the contact? Very satisfied ☐ ☐ ☐ ☐ Not at all ☐ I don't know
- 4.3 How would you rate the communication of the ECHORD++ management team regarding the administrative and financial process? Excellent ☐ ☐ ☐ ☐ Very poor ☐ I don't know
- 4.4 Were you provided with all relevant information regarding the financial / legal procedures (example: accession to grant agreement, cost claim, etc.)? Yes ☐ ☐ ☐ No ☐ I don't know
- 4.5 [If no] Which information was missing?

#### 4. Financial Management and Administration [Continue]

4.6 Have you experienced any problems with the cost claim procedures? Yes ☐ No ☐ I don't know ☐

4.7 [If yes] Which problems did you experience?

#### 5. ECHORD++ Monitoring Platform

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

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

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

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

#### 6. Support by the ECHORD++ team

6.1 Did you have contact with the ECHORD++ administration team directly regarding the monitoring process (i.e. via email, phone or face-to-face)? ☐ Yes ☐ No ☐ I don't know

6.2 Were your questions answered by the ECHORD++ team within two business days? Always ☐ ☐ ☐ ☐ Never ☐ I don't know ☐

6.3 Did the ECHORD++ team give you competent answers to your questions? Absolutely yes ☐ ☐ ☐ ☐ Not at all ☐ I don't know ☐

6.4 Was the ECHORD++ team capable of solving your problems? Absolutely yes ☐ ☐ ☐ ☐ Not at all ☐ I don't know ☐

6.5 Did you miss any basic information before or during your experiment? ☐ Yes ☐ No ☐ I don't know

6.6 [If yes] Which information was missing?

#### 7. Public relations (PR) and outreach

### 7. Public relations (PR) and outreach [Continue]

- 7.1 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
- 7.2 Were the *public relations references for your experiment* and the *mandatory PR plans* helpful for your own public relations efforts?      Absolutely yes    ☐   ☐   ☐   ☐   Not at all    ☐   I don't know
- 7.3 Does your organisation have a PR department supporting your PR activities?      ☐ Yes                      ☐ No                      ☐ I don't know
- 7.4 [If yes] How did the PR department help you?

### 8. Website and social media

- 8.1 Does the ECHORD++ website [echord.eu](http://echord.eu) address the Experiment Partners' needs?      Absolutely yes    ☐   ☐   ☐   ☐   Not at all    ☐   I don't know
- 8.2 [If no] What is missing on [echord.eu](http://echord.eu) ?

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

- 8.4 How would you rate the ECHORD++ YouTube Channel? ([www.youtube.com/user/RoboticsEurope](http://www.youtube.com/user/RoboticsEurope))      Excellent    ☐   ☐   ☐   ☐   Very poor    ☐   I don't know
- 8.5 Do you follow ECHORD++ on Twitter?      ☐ Yes                      ☐ No                      ☐ I don't know
- 8.6 [If yes] How would you rate the ECHORD++ Twitter profile?      Excellent    ☐   ☐   ☐   ☐   Very poor    ☐   I don't know
- 8.7 Are you a member of the ECHORD++ LinkedIn group?      ☐ Yes                      ☐ No                      ☐ I don't know
- 8.8 [If no] Why not?

### 9. RIF interaction

- 9.1 Did you already stay at a RIF in the context of your experiment?      ☐ Yes                      ☐ No                      ☐ I don't know
- 9.2 [If yes] How valuable was the RIF visit for the process of your experiment?      Very valuable    ☐   ☐   ☐   ☐   Not at all    ☐   I don't know
- 9.3 [If no] Do you plan to stay at a RIF during the course of your experiment?      ☐ Yes                      ☐ No                      ☐ I don't know

**9. RIF interaction [Continue]**

9.4 [If no] Why not?

**10. Additional feedback**

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

**Thank you very much for your participation!****Please click on the [Absenden] button to submit your answers.**