

# **IST PROGRAMME**

**Action Line: IST-2002-8.1.2**



**End-User Development - Empowering people to flexibly employ advanced information and communication technology**

**Contract Number IST-2001-37470**

## **D4.1 Evaluation report**

Editor:

Maria Francesca Costabile

University of Bari, Italy

### **Summary:**

This document constitutes EUD-Net Deliverable D4.1 "Evaluation report", due at Month 6. The report outlines the activities and techniques adopted to evaluate the work carried out within the network. As described in the technical annex, evaluation will focus on two aspects of the network: the process adopted by the network for ensuring high quality of the work and of the deliverables generated, and the overall results obtained.

**30 December 2002**

## Table of contents

<i>Executive summary</i> _____	3
<i>1. Introduction</i> _____	4
<i>2. Quality assurance process of produced documents</i> _____	4
<i>3. Questionnaires for activity evaluation</i> _____	4
<i>4. Quantitative indicators of network results</i> _____	6
<i>5. Qualitative indicators of network results</i> _____	6
<i>6. Evaluation results of the Workshop in Pisa</i> _____	7
<i>Conclusions</i> _____	8
<i>Acknowledgements</i> _____	8
<i>Appendix A: 1<sup>st</sup> EUD-Net Workshop Questionnaire</i> _____	9

## Executive summary

This document represents EUD-Net Deliverable D4.1 “Evaluation report”.

As described in the technical annex, evaluation will focus on two aspects of the network: the process adopted by the network for ensuring high quality of the work and of the deliverables generated, and the overall results obtained.

The various evaluation activities adopted in the EUD-NET are described in this deliverable.

As reported in Section 2, we have agreed upon a process to ensure quality of produced documents, including all outcomes produced during the activity of the network: deliverables, announcements, call for papers, questionnaires, etc. Each document is reviewed by an internal evaluation committee, comprising an individual from each member organisation. This committee has the responsibility to review draft outcomes and provide detailed comments on their improvement before they are submitted to the European Commission or become public documents. A format to be used for all paper deliverables has been also defined by the project coordinator and the members of the managing nodes.

In order to evaluate some activities performed within the project, it has been decided to use questionnaires, as described in Section 3. More specifically, a questionnaire for evaluating each workshop organized by EUD-Net has been designed by people of University of Bari and reviewed by the internal evaluation committee. The questionnaire for evaluating the first EUD-Net workshop, held in Pisa last September, is reported in Appendix 1. It is filled by each person participating to the workshop. A similar questionnaire has been prepared to be distributed to the participants to the second EUD-Net Workshop, organized in January 2003 in Eindhoven, The Netherlands.

Sections 4 and 5 describe the quantitative and the qualitative indicators of network results we have defined.

The analysis of the questionnaires collected at the end of the first EUD-Net workshop in Pisa is reported at the end of this deliverable in Section 6.

Finally, Section 7 provides the conclusion.

## 1. Introduction

Evaluation of the work carried out within the network is a very important aspect of the EUD-Net activity, to which workpackage 4 is devoted. In the Technical Annex of the EUD-Net contract, it is established that evaluation will focus primarily on the process adopted by the network for ensuring high quality of the work, of the deliverables generated, and of the overall results obtained.

The various evaluation activities adopted in the EUD-NET are described in this deliverable.

## 2. Quality assurance process of produced documents

The network has set up an internal evaluation committee (IEC), comprising an individual from each member organisation. The internal evaluation committee is formed by the individuals indicated in Table 1. This committee has the responsibility to review draft outcomes and provide detailed comments on their improvement before they are submitted to the European Commission or become public documents. Outcomes, which will be subject for this internal quality assurance process, include deliverables, but also other materials produced during the course of the project (e.g., announcements, special calls for participation in conferences or workshops, etc).

The internal quality assurance process is articulated as in the following. Phase 1: the responsible (lead partner) for a certain deliverable or other outcome sends, quite in advance to the delivery deadline (about one month), a draft version to all project participants. Phase 2: each individual of the internal evaluation committee, on behalf of his/her member organisation, sends detailed comments back to the responsible for the specific deliverable/outcome. Phase 3: the responsible incorporates the feedback appropriately, and sends the improved deliverable/outcome to the co-ordinator. Phase 4: the coordinator submits the deliverable/outcome to the European Commission at the fixed delivery deadline.

The project coordinator and the members of the managing nodes have also defined the following format to be used for all paper deliverables.

- Cover page (programme identifier, deliverable identifier and title, editors, summary / abstract, date);
- Table of contents;
- Executive summary;
- Main body of report (including header and footer);
- References and Acknowledgements;
- Appendices, each constituted by title and body.

## 3. Questionnaires for activity evaluation

Some activities performed within the project will be evaluated by using questionnaires. More specifically, for evaluating each workshop organized by EUD-Net, such as the one that we had in Pisa last September, we have designed the questionnaire that is reported in Appendix 1. This questionnaire is filled by each person participating to the workshop. The questionnaires are collected by persons working with the University of Bari, they are analysed, and appropriate statistics are computed, which summarize the

overall results. The results of the analysis of the questionnaire for evaluating the Pisa workshop are reported in Section 6. The questionnaire also includes open questions, whose answers might provide suggestions for successive workshops and for better focusing the network activities.

<b>Member Node</b>	<b>ICE member</b>	<b>e-mail</b>
Blekinge Institute of Technology - Sweden	Yvonne Dittrich	yvonne.dittrich@bth.se
Centre d'Etudes de la Navigation Aérienne – France +	Stephane Chatty	chatty@cena.fr
Fraunhofer-Institut für Angewandte Informationstechnik FIT – Germany	Volker Wulf	Volker.Wulf@fit.fraunhofer.de
HCI group at LRI, Université Paris-Sud - France	Catherine Letondal	letondal@pasteur.fr
ISTI Istitute - Consiglio Nazionale delle Ricerche - Italy	Fabio Paternò	fabio.paterno.cnuce.cnr.it
LIHS-IRIT University Paul Sabatier Toulouse - France	Philippe Palanque	palanque@irit.fr
Paderborn University, Dept. of Computer Science - Germany	Stefan Sauer	sauer@upb.de
Philips Research PR Department, Eindhoven - The Netherlands	Boris de Ruyter	boris.de.ruyter@philips.com
Siemens Business Services GmbH & Co. OHG - Germany	Karl Hettling	karl.hettling@siemens.com
Telecom Italia Lab - Italy	Aldo Reolon	Aldo.Reolon@TILAB.COM
Think 3	Isella Vicini	isella.vicini@think3.com
Università di Bari, Dipartimento di Informatica - Italy	Maria Francesca Costabile	costabile@di.uniba.it
Università di Brescia - Italy	Daniela Fogli	fogli@ing.unibs.it
University of Cambridge – UK	Alan Blackwell	Alan.blackwell@cl.cam.ac.uk
University of Manchester Institute of Science and Technology- UK	Darren Lee	darren.lee@umist.ac.uk
University of Oslo - Norway	Anders Morch	anders.morch@intermedia.uio.no

Table 1. Members of the internal evaluation committee (IEC).

At the time of writing this deliverable, EUD-Net members are also working to set up a questionnaire that will be distributed to various organizations that might have interest in EUD. The questionnaire will consider various aspects of EUD: the concept itself, the features of EUD environments, the EUD market, and the technology for EUD. Terms of the EUD glossary should also be included in the questionnaire, asking to give feedback on the proposed definitions. Such questionnaire helps the net to reach various

objectives: 1) to provide feedback about the EUD concept itself; 2) to get information about current and future interests in EUD in Europe, thus contributing to the state of the art in industry and academia and possibly providing suggestions for improving the roadmap and the research agenda; 3) to get feedback on the terms of the glossary. Considering the latter objective, we could get from the questionnaire a kind of evaluation of an important network activity that consists in setting up a common vocabulary for increasing the communications among organizations that, even having a common interest in EUD, are not aware of it due to a lack of a shared language.

The questionnaire should be submitted also to industry, therefore it could be a joint activity with the Industrial Action Plan. We are also considering the possibility of providing the questionnaire on the EUD-Net web site, in order to increase the number of organizations that may be interested in filling it, and speed up the process of collecting it.

#### **4. Quantitative indicators of network results**

A great interest of the EUD-Net members who really believe in the potential of EUD is the increase of awareness of both academia and industry researchers on this topic. A considerable amount of the network activity will be devoted in organising activities to this purpose. As a consequence, possible quantitative indicators of this activity are: 1) the number of events organised in order to disseminate EUD activities; 2) the number of publications on EUD and related topics presented at various international (and also national) conferences, for dissemination purposes; 3) the number of collaborative projects carried out or started among EUD members; 4) the size of the on-line community that EUD-Net will be able to set up, which could be possibly measured by the traffic on EUD-Net Website.

At the time of writing this deliverable, a number of such quantitative indicators is available, and it is provided in the progress report. In particular, beside the two workshops organised by EUD-Net in Pisa and Eindhoven, the two following events are worth mentioning:

1. Special Session on EUD, organised by Fabio Paternò for the UAHCI 2003 conference that will be in Crete in June 2003;
2. Workshop on Perspectives in End User Development, organised in conjunction with the ACM CHI 2003 Conference by Henry Lieberman of MIT MediaLab, Cambridge, USA, Fabio Paternò of ISTI-C.N.R., Italy, Alexander Repenning of University of Colorado, USA, and Volker Wulf of University of Siegen and Fraunhofer FIT, Germany.

#### **5. Qualitative indicators of network results**

The main purpose of the network of excellence is to help the European Commission to create a research agenda in this area for the VI Framework. In particular, there is a great interest in increasing the awareness of the potential of EUD in industry. To this purpose, the network composition includes since the beginning a good proportion of industrial members. Their feedback about all the important issues of EUD that may have an impact in the products to be developed in Europe in the near future is of great value.

The industry partners are very appropriate to judge the concrete applicability in the European research of methodologies, techniques, tools that will be indicated in the

course of the EUD-Net development. For this reason, we have set up a forum formed by all industry members in the network, which will review the activities carried out within the network in order to provide some qualitative indicators of EUD-Net results.

In the EUD-Net proposal, we also devised the possibility of having some scientific experts, external to the network, who could evaluate the quality of the produced results. As soon as the EU officers will indicate such experts, we will be pleased to send them all the documents necessary to allow them to produce their evaluation.

## 6. Evaluation results of the Workshop in Pisa

This section reports the results of the evaluation questionnaires for the workshop held in Pisa last September. The questionnaire is shown in Appendix 1.

Thirty people attended that workshop, including persons belonging to the organizations that are member of EUD-Net, invited speakers, other people interested in EUD. University of Bari collected 26 questionnaires, and analysed them. The results of this analysis are here summarised.

People attending the workshop work in academia or in industry, primarily in Europe, but three invited speakers are from USA. 18 of the collected questionnaire were filled by people coming from academia, 6 from industry.

At Question N. 3 “Motivation for attending the Workshop”, almost all participants answered that they wanted to learn more about EUD, some said also that they wanted to present their ideas on EUD.

The average of the results of question N. 4, which is meant to give the participant’s overall judgment of the workshop by asking opinion on programme, timetable, discussions, etc., are shown in Figure 1. The results are all positive.

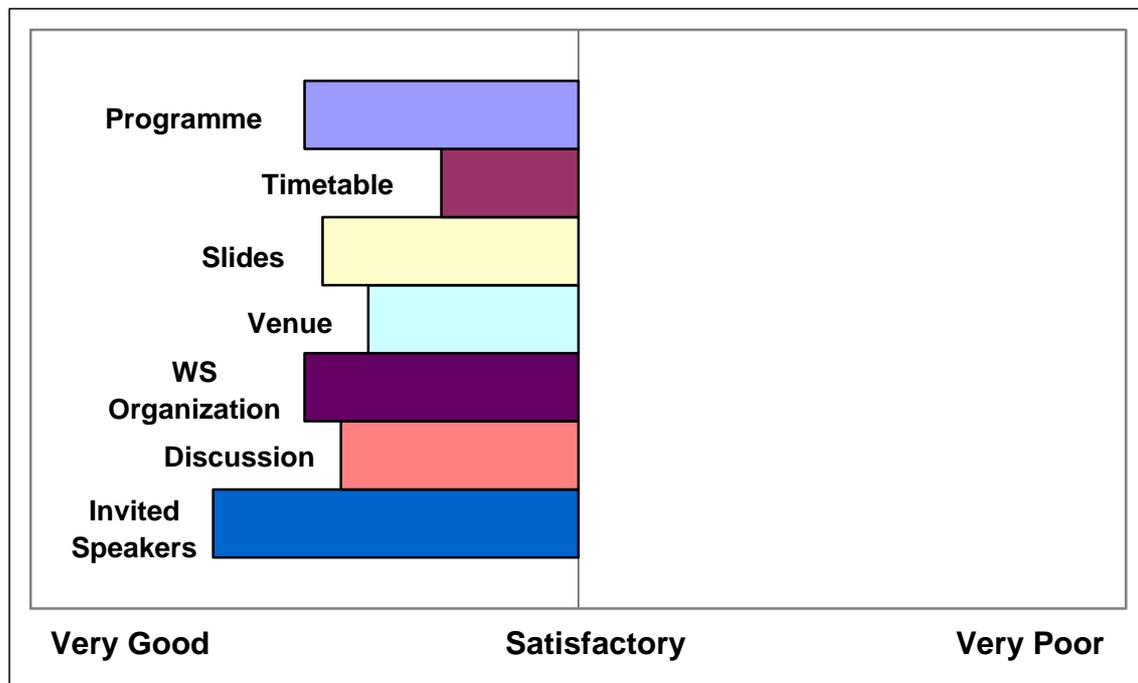


Figure 1. Answers to question 4 about participants’ overall judgment of Workshop.

Question N. 5 asks about “Best parts of the Workshop”. Most people appreciated the presentations as well as the discussions.

No participant provided an answer to Question N. 6 “Material to leave out”, and all participants but one said Yes to Question N. 7 “Was the Workshop worth the time spent?”.

To Question N. 8. “Benefits for attending the workshop” most people answered: “to know other ideas”, “to meet other partners” and other similar answers.

One of the answers to Question N. 9 “Other comments (things you liked or you did not like, suggestions for improvement)” was “More time for discussion”. This is a good suggestion to take into account for other workshops.

In summary, the results reported above show that the participants evaluated the workshop very positively and appreciated the presentations and the discussions.

## **Conclusions**

This deliverable has described the activities and techniques that have been adopted to evaluate the work carried out within EUD-Net. It also includes in Appendix 1 the questionnaire for evaluating events organised by the network. The results of the analysis of this questionnaire administered to the participants of the first EUD-Net workshop held in September 2002 are also included.

The results of other evaluation activities will be reported in the project progress reports.

## **Acknowledgements**

All EUD-Net members are acknowledged for their important comments and suggestions that were extremely useful for improving this document.

# Appendix A: 1<sup>st</sup> EUD-Net Workshop Questionnaire



## 1st EUD-Net Workshop Evaluation

1. Are you from?

- Industry       Academia       Other .....

2. In which country do you work? .....

3. What was your main motivation for attending this Workshop (check one or more)?

- To know more about End User Development (EUD)
- To know more about EUD-Net
- To present your ideas on EUD
- To listen to the invited speakers
- Other .....

4. What is your opinion on the following?      *Very Good*      *Good*      *Satisfactory*      *Poor*      *Very Poor*

Programme (content & presentations)	<input type="checkbox"/>				
Timetable (length, timing, breaks)	<input type="checkbox"/>				
The slides/overhead transparencies and other presentation materials	<input type="checkbox"/>				
Venue (comfort, accessibility)	<input type="checkbox"/>				
Overall Workshop organization	<input type="checkbox"/>				
Discussions at the Workshop	<input type="checkbox"/>				
Invited speakers	<input type="checkbox"/>				
Other comments .....					

5. Which was the best part of the workshop?

.....  
 .....

6. What material should have been left out?

.....  
 .....

7. Was the Workshop worth the time spent?       Yes       No

8. Please, indicate the benefit for you after having attended the Workshop:

.....

9. Other comments (things you liked or you did not like, suggestions for improvement)

.....

**Thank you for taking part in the Workshop and for completing the form**