



## WP 5 - Dissemination and Exploitation of Project Results

### Report for Project's Website Assessment

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## 1 Executive Summary

This document presents the analysis of results collected through a questionnaire aimed to assess the quality of the MSIE 4.0 project website. The questionnaire was filled by 24 participants, representing 8 project partners and 4 other organisations. The analysis indicated that project's website had a certain quality, but also that were specific areas that can be improved.

## 2 Introduction

The project website includes the project description, presentations of project partners, aims, and objectives.

The website is the main interface of the online infrastructure of the project which will also include:

- a) Section of news and events related to the project activities;
- b) Social network (Facebook) account that helps disseminate the MSIE 4.0 project.

The website has also a password-protected area for use by project partners for internal communication, along with confidential project information.

The main project website also functions both as a promotional tool for project dissemination and as a channel for internal project communication. It was developed and maintained by AIT with the consultation from UPB and the provision of materials from all other partners.

AIT is in charge of the regular website updating, preparation of regular newsletters that provide information to the consortium members as well as to the wider community in such a way that the project website is not only useful for academic and research community but for businesses and society as well. After each Project Executive Committee meeting, the project coordinator is responsible for uploading the activity report onto the project website.

In order to ensure a proper quality for the MSIE 4.0 project's website, an assessment questionnaire was designed by partners AIT and UPB and improved using the input from project partners.

## 3 The Assessment Questionnaire Structure

The assessment questionnaire was designed to cover all the relevant aspects of the website, but also to be brief enough to avoid respondents' boredom. The questionnaire had the following questions:

1. What is your opinion of the general user friendliness of the website?
2. What is your opinion about the quality and sufficiency of the information provided by the database?
3. Did you find the use of the website and the database useful?
4. Evaluate the ease of navigation of project's website.
5. To which extent did the use of the database and website live up to your expectations?



6. Evaluate the website aesthetics (graphics, colors, fonts, etc.).
7. Evaluate the uniqueness of the project’s website.
8. How valuable was your visit to the website for your professional growth?
9. Would you recommend visiting the website to somebody else?

The responses to the first 8 questions were recorded using a 5-point Likert scale. The last question implied 3 options for answer: Yes, No and N/A. Also, the last section of the questionnaire was dedicated to comments and recommendations.

## 4 Analysis of Questionnaire Results

The questionnaire was filled by 24 participants, representing:

- Chiang Mai University (1 participant);
- King Mongkut's University of Technology North Bangkok (1 participant);
- Czestochowa University of Technology (2 participants);
- Prince of Songkla University (4 participants);
- Thammasat University (1 participant);
- University of Minho (5 participants);
- POLITEHNICA University of Bucharest (5 participants);
- Asian Institute of Technology (1 participant);
- Taipei University (external) (1 participant);
- Sritranggroup (1 participant);
- Xunthai Parawood Co. (1 participant);
- TU (external) (1 participant).

Unfortunately, 4 project partners did not respond to the questionnaire.

The statistical results are displayed in Table 1.

Table 1

Question	Mean [max. 5]
What is your opinion of the general user friendliness of the website?	4.46
What is your opinion about the quality and sufficiency of the information provided by the database?	3.71
Did you find the use of the website and the database useful?	3.75
Evaluate the ease of navigation of project’s website.	4.33
To which extent did the use of the database and website live up to your expectations?	3.67
Evaluate the website aesthetics (graphics, colors, fonts, etc.).	4.08
Evaluate the uniqueness of the project’s website.	3.63
How valuable was your visit to the website for your professional growth?	3.54

The variance of the results was between 0.25 – 0.61, which indicated that the mean expressed quite accurately the results.



The best results were obtained for the friendliness (4.46) and ease of navigation (4.33), which indicated very good ergonomic features of the website.

Good results were obtained for website aesthetics (4.08) and met expectations (3.67), which suggested a good user experience. Also good results were obtained for usefulness (3.75) and quality and sufficiency (3.71), which indicated good functional features. Also, the website uniqueness scored good (3.63).

The perceived contribution to the professional growth was at an average level (3.54), but this was normal considering that the project was just at its beginning and valuable information and experiences will be displayed on the website in the following months.

The question “Would you recommend visiting the website to somebody else?” received 12.5% negative responses which was at the limit and only 70.83% positive responses (Fig. 1).

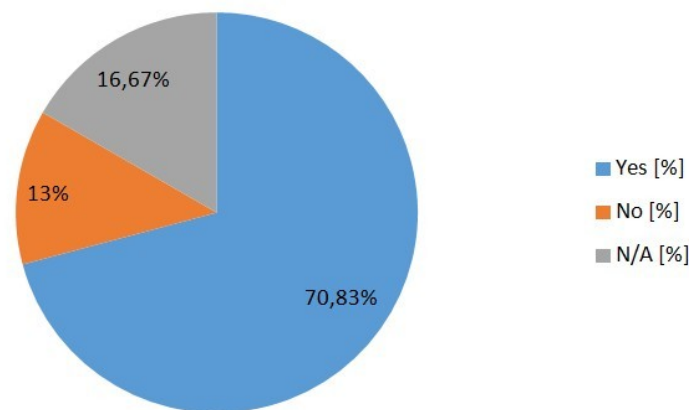


Fig. 1 – Responses to “Would you recommend visiting the website to somebody else?”

There were recorded several comments which were grouped according to their subject.

#### Comments regarding content:

- “The site should provide more information on project’s activities, partners’ team members etc.”
- “Might provide some useful information to potential readers.”
- “The website should have been demonstrated how modernise of IE4.0 web e.g. learning capabilities, face/sound/gesture recognition etc.”
- “The website should feature information in favor of The industrial partners too. The front page should be kept alive and up to date.”
- “It works with one who know what CBRE is and want to know update from CBRE.”
- “Website content is superficial and only one way communication - just want to present what CBRE is & roughly about what CBRE is doing.”
- “But, for one who accidentally get into the website, it does not provide much information.”
- “There were suggestions to enlarge the information base about Industry 4.0, to include relevant results obtained during the project’s lifespan and to ensure more interactivity.”
- “The website is informative in regards to the project’s goals, its members and the background. However, as a third-party user (not part of the project’s team), I am not sure exactly what the website provides for me, what kind of information will I be able to access (i.e. as a student, professional/business)? Is this website made only for the members of the project or also outside users who are looking more information on industrial engineering? Now it seems like the website is



only informative towards the existing members, so I would be unsure if I recommend to others as I am not sure what the website would provide for others.”

### Comments regarding website organisation:

- “The design website is done very professionally.”
- “The project website is user friendly and information is quite easy to find.”
- “Website looks simple.”
- “The resource menu is very importance. However general user will not be able to distinguish this from other menu. May be if we can somehow put a special remark to inform this for other users.”
- “The website elements of the site should be made more attractive, highlighted.”
- “Please insert the Project logo on a footer with a lighter color, not Grey.”
- “The background used for presenting the project details could be more friendly, instead of a simple white one.”
- “Add more detail such as pictures of each team members.”
- “The detail of each university is not necessary. Need more information about the partner companies.”
- “A direct link to partners’ websites could be useful for further information.”

### Comments regarding website functionality:

- “Must click links too many times to download a document.”
- “When I am in some pages, I can't find my way back to the main page.”
- “There is an error message on the homepage.”

### Comments regarding updating:

- “Each task should be updated then participles can follow up the activities.”
- “More information about the project activities and results are expected, according to its progress.”

## 5 Conclusions

A questionnaire for assessment of MSIE 4.0 project’s website was designed and run. 24 participants from 8 partners and 4 other organisations filled the questionnaire. The results indicated that the website possessed very good ergonomic features, offered good user experience and possessed good functional features.

The general recommendation was to include more information about Industry 4.0, to update the website with project’s achievements and to ensure more interactivity.