DANUBE
COMPASS

Danube Compass provides information for migrants living and working in the Danube region.

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Analysis of peer reviews and recommendations to improve Danube Compass

Deliverable D 4.2.4

DRIM
Danube Region Information Platform for Economic Integration of Migrants

Compiled by GS

Contents

1. General information on Pilot Actions

Pilot actions followed the completion of the Danube Compass information platform beta version with three specific aims: (1) to increase the visibility of project's activities, (2) to improve the quality of the project's main tool Danube Compass and (3) to engage into learning interactions with stakeholders who were through these activities directly involved in the creation of project's outputs. The pilot actions took place in 4 different locations: Ljubljana, Zagreb, Munich and Graz. During this Pilot Actions, the 4 organizations (Employment Service of Slovenia, Centre for Peace Studies, City of Munich and Caritas Academy Diocese Graz-Seckau) organized activities where external participants belonging to one of the target groups could test the Danube Compass information tool and give specific feedback and recommendations on the tool. The main objective was to detect possible short-comings and technical problems as well as the possibility to offer their suggestions/recommendations on how to raise its quality and user-friendliness. Additionally, each Project Partner visited two Pilot Action locations and carried out an evaluation (Peer Review) of the Pilot Action, the beta version of the Danube Compass and collected their own findings and recommendations in a report. These main outputs of these reports along with the feedback of the participants in the Pilot Actions are collected in this document.

1.1. Guidelines on Pilot Actions

In the frame of Work Package 4, the "Guidelines for Implementation of Pilot Action and Peer Review Methodology" were sent to all project partners prior to the start of the pilot actions period. In the guidelines, partners could find specific recommendations and a concrete methodology in order to implement the pilot actions and peer reviews most effectively. The guidelines also included templates to document all the activities in an appropriate way and to collect feedbacks and recommendations from participants in the pilot actions. The guidelines were structured into two main parts: Information for Hosting Partners and Information for Peer Reviewers.

1.1.1. Information for Hosting Partners

The hosting partners received the following step-by-step recommendations in order to organize and implement the pilot activities. All four hosting partners (Caritas Academy of Diocese Graz-Seckau, Centre for Peace Studies, Employment Service of Slovenia and Labour Department of the City of Munich) planed, performed and evaluated pilot actions in their respective territories. During this process, they were asked to carefully prepare activity logs in order to monitor the process of pilot implementation (and making it easier to be followed by other partners later on) aiming to improve the usability of the tool, especially in terms of its achieving the project´s specific objectives, its users-friendliness and technological capabilities. Main recommendations are summarized as follows:

1) **Define the basic information for each pilot action:**

Define the four target groups (which organisations do you want to involve) within the partners' possibilities, name them and describe a to-do list in order to realize tasks chronologically within the time given. One info-sheet per target group needed to be prepared prior to the implementation of the activities.

2) **Arrangements for logistics:**
Afterwards, partners needed to contact target groups and convince them of taking part in the pilot testing, asking them for their availability and possible commitment so to define the most suitable location, format, dates and duration of the pilot testing phase.

3) **Analysis of the specific target groups' needs and expectations, creation of synergies for PR and communication activities:**
Prepare a personal meeting or interview with them in order to find out what are their main motivation, needs and expectations towards the project. These activities should also be used in order to create a local network of cooperation partners for our PR and communication activities, with the aim of increasing awareness about DC and project DRIM. Consider the publicity elements like posters and flyers. The roll-up can also be sent by post in order to be used during the evaluation of the pilot actions.

4) **Preparation and design of the tailored pilot activity content and implementation tools:**
Once completed the steps above, design in detail each pilot setting. There are many possibilities in formal or non-formal environments. It is very important to have face-to-face experience. Online questionnaires or quiz were just recommended as additional tool to increase the number of pilot testers. You are free to choose your preferred method as long as you can guarantee meaningful feedback and results by involving a maximum number of test persons from your target groups.

5) **Documentation, evaluation, procedure and feedback:**
The hosting partners will prepare activity logs that serve as protocols for each step to be easily followed by other partners and to make the process transparent and visible. The activity logs are our main tool for documenting the process. Furthermore in order to prove that pilot actions have been realized you need to prepare also invitation e-mail, agenda, participants list (with signatures) photos and feedback forms.

1.1.2. Peer Reviewers

Each project partner organization invited two experts in the field of migration, IT-solutions and/or public management or any thematic field of expertise related to the DRIM project to take part in the peer reviews of the pilot actions. The peer reviewers could be project partner staff, external experts and/or associated partners and they formed the Transnational Review Team. The tasks of this team were:

• Analysing the info and preparatory materials such as the country profile as well as the preliminary activity logs and other additional information provided by the host region before starting the transnational review activity.

- Producing a report with main findings and a series of recommendations on how to improve the implementation of the DC in the host region.
- Applying the acquired knowledge and experience on his/her own country's situation and put the lessons learned into practice whilst implementing the national DC.

These reports were then analysed in order to prepare recommendations for adjusting the tool for transnational use (i.e. to be used in all partner countries and in languages that are needed in particular country).

The peer reviews were designed to be a friendly audit and took place in an atmosphere of mutual learning, understanding and trust. After the peer review, the peers prepared reports with recommendations on the basis of which the national implementation of the DC info tool could be developed or adjusted, following the structure for main points of interest that were: lessons learned, highlights, recommendations and steps for further activities etc.

The members of the team chose to take responsibility for preparing the different sections of the report, as they were working at a distance – the Transnational Review Coordinator was responsible for arranging the process, and collecting the different parts of the report. However, they were asked to reach consensus on the contents of the final review report.

The host region was asked to send any comments back to the Transnational Review Coordinator by the end of a one-week period. The Transnational Review Coordinator sent the final report to ERDF PP4 Gain&Sustain maximum 4 weeks after the pilot action had taken place. The report had to be produced in English.

1.2. Methodology to process the information

1.2.1. Feedback from Peer Reviewers (Transnational Coordination Review)

In order to obtain the most feedback from the visit to the Pilot Actions, the Peer Reviews and the production of the Report were structured in a systematic way. Each Project Partner visited two Pilot Action settings (except for ERDF PP4 Gain&Sustain as coordinators of Pilot Actions, ZRC SAZU as Lead Partners of the project and ERDF PP6 Centre for Peace Studies as responsible partner for the AV material, which visited all the PA settings). After the implementation of the pilot actions, each peer reviewer had a week to produce a short report with the main findings, highlights and recommendations. An evaluation of the pilot actions setting was also asked in order to improve the upcoming Pilot Actions activities. All project partners received the

Calendar of reporting of the Peer Reviews					
Pilot Action		First Review Report sent to Transnational Review Coordinator.	Summarized Review Report sent to GS and Host partners.	Report for any misunderstandings reviewed.	Host Partner suggestions incorporated and final report produced.
Where	When				
Ljubljana	29-30/11/17	7/12/17	14/12/17	21/12/17	5/01/18
Zagreb	14-15/12/17	21/12/17	5/01/18	12/01/18	19/01/18
Munich	24-25/01/18	2/02/18	9/02/18	16/02/18	23/02/18
Graz	13-14/02/18	23/02/18	2/03/18	8/03/18	15/03/18

following calendar with deadlines in order to produce the reports on time.

In order to ensure that all partners know their role and have a systematic frame to implement this part of the project they were contacted personally by GS to go through the guidelines. Additionally, the visits to the different Pilot Action settings were agreed in advanced with all partners. The conclusions collected in the reports produced after each peer review are collected and included with the recommendations collected with the participants in the pilot actions.

Calendar of Peer Reviews and Members of the Transnational Review Teams			
Date Location	29-30/11/17 Ljubljana	14-15/12/17 Zagreb	24-25/01/18 Munich	13-14/02/17 Graz
Host	ERDF PP5 Employment Service of Slovenia	ERDF PP6 Center for Peace Studies	ERDF PP7 City of Munich	ERDF PP1 Caritas Academy of Diocese Graz-Seckau
Transnational Review Team	• ERDF PP4 Gain&Sustain • LP Research Centre of the Slovenian Academy of Science and Arts • ERDF PP6 Centre for Peace Studies • ERDF PP7City of Munich • ERDF PP3 SPF Group	• ERDF PP4 Gain&Sustain • LP Research Centre of the Slovenian Academy of Science and Arts • ERDF PP6 Centre for Peace Studies • ERDF PP5 Employment Service of Slovenia • IPA PP1 Lawyers Committee for Human Rights • ERDF PP8 Central Transdanubian Regional Innovation • ERDF PP1 Caritas Academy Diocese of Graz-Seckau	• ERDF PP4 Gain&Sustain • LP Research Centre of the Slovenian Academy of Science and Arts • ERDF PP6 Centre for Peace Studies • ERDF PP2 Institute of Ethnologic, Slovak Academy of Science • ERDF PP1 Caritas Academy Diocese of Graz-Seckau	ALL PARTNERS
Transnational review Coordinator	ERDF PP3 SPF Group	ERDF PP8 Central Transdanubian Regional Innovation Agency	ERDF PP2 Institute of Ethnologic Slovak Academy of Science e	IPA PP1 Lawyers Committee for Human Rights

1.2.2. Feedback from participants of Pilot Actions (target groups)

The guidelines included templates of feedback sheets to be filled by the participants of the Pilot activities. In order to implement those activities successfully, each project partner could choose the setting according to their possibilities and their access to the different target groups. After realizing the activity that most often comprised of answering a questionnaire using the content of the Danube Compass, the participants were asked to fill in a feedback sheet evaluating the tool and stating the improvements to be made in the Danube Compass according to their experience. These feedback sheets were gathered by the Hosting Partners and summarized in the activity logs. ERDF PP4 Gain&Sustain collected all activity logs of each pilot action implemented in the four different regions and summarized the main recommendations/suggestions.

2. Outputs from testing

The outputs included in this report were collected between November 2017 and March 2018. The organizations in charge of implementing the Pilot Actions were the ERDF PP5 Employment Service of Slovenia, ERDF PP6 Centre for Peace Studies, ERDF PP7 Labour Department of the City of Munich and ERDF PP1 Caritas Academy of Diocese Graz-Seckau. Each organization implemented different activities in different ways accommodating their own resources. A total of 294 people took part in the different Pilot activities. From those, 142 participants were migrants and 152 were "stakeholders" (in this group there are included volunteers who work with migrants, members of NGOs and members of public authorities). During this same period, each Project Partner visited two Pilot Actions acting as Peer Reviewer and produced a report with recommendation and suggestions to increase the quality and user-friendliness of the Danube Compass.

The outputs collected in the reports of the peer reviewers were crucial in order to implement some improvements to the information tool while the Pilot Actions were still taking place. This enabled the consortium to test again those changes and implement new changes if needed. The entire Pilot Action period was very dynamic because the objective pursued was to implement those recommendations/suggestions while there was still time to test the information tool and see if there was need of additional changes or not. In consequence, some of the recommendations/suggestions stated during the Peer Reviews of November and December are not included in this final analysis because their content is either obsolete or/and the issue has been already resolved.

One example of improvement during the pilot action period is the search engine. During the first peer review, that took place in Ljubljana on the 30th of November 2017, the participants realized that the search engine established through the same content manager system did not included many key words included in the content of the Danube Compass. For example, it was possible to find entries with the word "registration" but not with the word "register". Considering the amount of information included in the information tool, it is crucial that the search engine has a wide scope of vocabulary, especially for those users who are using Danube Compass for first time. We also suggested that the search engine should be able to distinguish typos or misspellings of key words. This issue was improved by the time the second peer review (Zagreb 15th of December) took place but partners and participants in that specific activity considered that the search engine was still too limited for the Danube Compass: search engine would not find words misspelled or key words belonging to specific entries. Finally, it was suggested to use a Google based search engine, which clearly improved the results because all the key words were included and the search engine could disregard typos or misspellings. Partners had the chance to test this search engine during the peer reviews in Munich and Graz. The Consortium agreed during the Project Management Meeting in Graz that the Google based search engine was definitely more useful for the information tool.

Another aspect that was improved was the user-friendliness for mobile phone version users. Given the great amount of information, the mobile version of the Danube Compass includes a lot of scrolling and it was not comfortable for users to go back to the home page or return to the page before. This specific problem was solved by adding a button that allows the users to see the content of the section without leaving the page they are currently navigating. The participants seemed to be satisfied with this solution and made the experience of going through the webpage much smoother.

The outputs included in this report will be divided into three main categories: technical aspects, content related findings and other aspects. The content of each category is divided into different related subcategories. In the section three of this document, these recommendations will be analysed and divided according to their content. It needs to be noted that some of the recommendations and suggestions, however useful, might be impossible to be implemented within the DRIM project due to financial and/or technical reasons. Nevertheless, we decided that they need to be collected and taken into account considering possible follow-up projects.

2.1. Technical aspects

- Search engine:
    - o It should be able to find key words and words contained in text in the Danube Compass info tool.
    - o It should also recognise typos.
    - o Google based engine: it works very well but the ads disturb the search.
    - o Basic search engine: it is very limited, does not consider typos and/or all the words contained in the texts of the Danube Compass. If the consortium decides to use this basic engine, some information about this tool should be included on the Danube Compass.
- Links:
    - o Creation of links between categories (related content) to increase the user friendliness. The usage should be made more intuitive – related info, hyperlinks, the most searched topics should pop out.
    - o All links in Danube Compass should be tested.
    - o Links should open in another tab instead of leaving the Danube Compass page.
    - o Add a link to Google translate (or Google translate application) for those languages which do not have translation yet.
- Mobile version:
    - o There is too much scrolling and that reduces the user-friendliness.
    - o The working of the platform on IOS devices was not optimal.
    - o The installation of a "back-button" at the top or bottom of the webpage would be useful
- Entries:

- o Date of the updating should be visible so that a user knows when the content was updated.
        - o The Download PDF file option is not working.
        - o Add additional social media usage should be connected to Danube Compass for easier reach among target groups.
- Visual aspects:
        - o Drop-down menu when putting the mouse over the names of the categories.
        - o Visualize the entries from the same category on the left side of the webpage (under Institutions Directory)
- App:
        - o An App could be useful to reach different profiles of target group.
        - o It should offer additional functions to the user, otherwise it is just like the Danube Compass in the browser.

2.2. Content related findings

- Management of information:
        - o Ensure that the provided information is for the users (e.g.: regarding the work permit: which documents are needed in order to obtain it, explain the whole procedure).
        - o Be aware of the most important information (e.g. length of a residence permit).
        - o The content is very informative, but not too detailed. The important information and links must be well emphasized.
        - o It could be useful to show the date of creation/modification of an entry.
        - o Some of the information is only from the legal point of view and it might work differently in practice (e.g. in practice some kind of services/benefits are not available, or it is really difficult to get them). It was suggested to include a sentence about this problem, but without blaming public institutions, because it could jeopardize the bridge-building goals of the project.
- Language:
        - o Administrative and legal terminology should be avoided in order to facilitate the comprehension of the content when users do not have an advanced level of education.
        - o Use bullet points or numbering when there is too much information in order to make the content easier to read.
        - o The key words and names of institutions should include in parenthesis the translation into local language to facilitate the connection between the content and the user.
        - o Include elements of gender equality in the terminology of the Danube Compass.

- o A certain level of basic knowledge (i.e. further education) needs to be presumed to be able to find the information searched for. The focus should be more on those who need the information. It needs to be lower threshold.
  - o Use carefully the abbreviations; they can be unclear or misleading for the users.
- Structure:
  - o List of subcategories should be arranged according to their priority. For example, general working permits go first on the list and specific working permits and au-pairs, researchers or blue card should go at the end of the list.
  - o Maybe the subject of "Housing/Accommodation" should be put in the section "Arrival and stay".
  - o Add a contact point (e.g. email or contact form) in order for the users to report on mistakes or updated information.
- Visual form:
  - o Graphic, charts and tables could improve user-friendliness and some information could be better clarified by graphical representations. In this case, the mobile version of the webpage needs to be considered.
  - o Add icons, words in bold, different fonts and/or colours to remark important information.
  - o Use of pictures beside the text.

2.3 Other aspects of the Danube Compass

- Unofficial sources of information:
  - o Videos developed by migrants in the hosting community might be useful to give additional information on certain topics. However, it needs to be clarified that the source of information is not official.
- . Other suggestions:
  - o Include instructions and/or short description about how to use the Danube Compass.
  - o Short introduction on the project, the partners and the main aim of the project.
  - o Creation of a section of "Frequently asked questions".
  - o Add an organisational chart with the categories and entries. Also a map of the webpage could be a possibility.
  - o Specify in each case the different target groups (e.g. information for refugees, for asylum seekers, third-country nationals,…).
  - o Add more links to official webpages to ensure that the content is up to date.

3. Specific recommendations to be applied to Danube Compass

The specific recommendations are taken directly from the section 2 and they are divided into the same three categories. In order to select the specific recommendations that should be implemented before the official launch of the Danube Compass, we took into account the following factors:

- Recommendations made by more than one target group and/or in more than one region hosting a pilot action
- Time needed to implement the improvement
- Financial resources available
- Use of external services (some of the technical issues need to be implemented by expert external services given their complexity).

After considering the factors and balancing needs, expectations and real possibilities of implementing those changes, we recommend the following improvements:

3.1. Technical aspects

The technical aspects are the most complicated, given that in many cases the changes need to be implemented by an external expert, which affects directly to the financial resources that the consortium has available at the moment and in the frame of the project.

- Search engine:
  - It should be able to find key words and words contained in texts in all the languages of the national Danube Compass version.
  - It should also recognise typos in all the languages of the national Danube Compass.
  - Google based engine: it works very well but the ads disturb the search. *Comment: In general, there is a high satisfaction with the Google based engines but maybe a short explanation can be added for the users.*
- Links:
  - Creation of links between categories (related content) to increase the user friendliness. The usage should be made more intuitive – related info, hyperlinks, the most searched topics should pop out. *Comment: this is a crucial feature that needs to be improved.*
  - All links in Danube Compass should be tested. *Comment: before launching all partners should check that the links included in the entries are working and that the content of the linked webpages is adequate.*
  - Links should open in another tab instead of leaving the Danube Compass page.

- Mobile version:

- o The installation of a "back-button" at the top or bottom of the webpage would be useful.
- Entries:
  - o Date of the updating should be visible so that a user knows when the content was updated.
  - o The Download PDF file option is not working.
  - o Add additional social media usage should be connected to Danube Compass for easier reach among target groups.
- Visual aspects:

Comment: in order to implement these recommendations we need the service of external technical experts and at the moment this is not feasible. These recommendations can be bearded in mind for follow-up projects.

- App:

Comment: in order to implement these recommendations we need the service of external technical experts and at the moment this is not feasible. These recommendations can be useful for follow-up projects.

3.2. Content related findings

- Management of information:
  - o Ensure that the provided information is concrete and avoid general terminology and descriptions (e.g.: regarding the work permit: which documents are needed in order to obtain it, explain the whole procedure).
  - o Be aware of the most important information (e.g. length of a residence permit).
  - o It could be useful to show the date of creation/modification of an entry.
  - o Some of the information is only from the legal point of view and it might work differently in practice (e.g. in practice some kind of services/benefits are not available, or it is really difficult to get them). It was suggested to include a diplomatic sentence about this problem.
- Language:
  - o Administrative and legal terminology should be avoided in order to facilitate the comprehension of the content when users do not have an advanced level of education.
  - o Use bullet points or numbering when there is too much information in order to make the content easier to read.
  - o The key words and names of institutions should include in parenthesis the translation into local language to facilitate the connection between the content and the user.
  - o Include elements of gender equality in the terminology of the Danube Compass.

- o A certain level of basic knowledge (i.e. further education) needs to be presumed to be able to find the information searched for. The focus should be more on those who need the information. It needs to be lower threshold.
  - o Use carefully the abbreviations; they can be unclear or misleading for the users.
- Structure:
  - o List of subcategories should be arranged according to their priority. For example, general working permits go first on the list and specific working permits and au-pairs, researchers or blue card should go at the end of the list.
  - o Add a contact point (e.g. email or contact form) in order for the users to report on mistakes or updated information.
- Visual form:
  - o Add icons, words in bold, different fonts and/or colours to remark important information. *Comments: words in bold are a good idea, different fonts and too many colours can make the layout unappealing and/or uncomfortable to use.*

3.3. Other aspects of the Danube Compass

- Unofficial sources of information:

Comment: not all the partners will have available these sources of information. In order to keep the transnational approach of the Danube Compass, it would be better to keep these unofficial sources of information out. However, if partners consider the source is verifiable and trustworthy, this recommendation can be reconsidered. Partner must always keep in mind that it should be explained and extensively clarified that it is not an official source of information.

- Other suggestions:
  - o Include instructions and/or short description about how to use the Danube Compass.
  - o Add more links to official webpages to ensure that the content is up to date.

4. General evaluation of Pilot Action period

All Project Partners realized of the importance of implementing the pilot actions adequately. The feedbacks provide very valuable information that will enable the consortium to raise the quality of the Danube Compass and increase its user-friendliness, by following the recommendation and suggestions done by external users. The evaluation and feedback of external users was extremely useful, given that they did not have used the Danube Compass previously. Therefore, it was recommended that the Hosting Partners include the different target groups in the Pilot activities, in order to obtain feedback from the different profiles of users that the Danube Compass might have. The contact with the target group helped us to realize that the needs and expectations of the different target groups are really different and that developing an information tool that suffices for all of them is practically impossible. With this in mind, the consortium focused on making the Danube Compass comprehensive for migrants and useful for the rest of target groups, meaning that the information tool can improve the communication flow among them.

The general implementation of the pilot action proved to be very valuable. The feedback received during this period has helped the Consortium to raise the quality of the information tool and solve those issues before the official launch happens. Testing the tool was also very relevant for the subsequent phases of the project such as the organization of workshops to train stakeholders and decision makers or in the dissemination and visibility of the project as whole.