



## O 4.1. TESTING DANUBE COMPASS

**Lessons learned testing  
information platform for  
migrants**

**DRIM**  
Danube Region  
Information Platform for  
Economic Integration of  
Migrants

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# INTRODUCTION

DRIM's pilot action was devised as a practical implementation of the newly developed transnational information platform Danube Compass. Since this type of information platform has not yet been developed transnationally in the Danube region, the aim of pilot action was to test the beta version of the information platform in the limited scope of four locations. Locations (Ljubljana, Zagreb, Munich and Zagreb) were selected as representative of different structural environments regarding the migrants' integration and access to information:

- ❖ Zagreb: a location where the information infrastructure for migrants is very much in the nascent form and can thus quickly adapt to new solutions;
- ❖ Ljubljana: a location with some existing information services for migrants that could be improved through better user experience and increase in services;
- ❖ Munich: quite developed information services, but also a wide variety of target groups among which some find access to information hindered;
- ❖ Graz: locally well organized infrastructure and where new services have to be competitive and especially well designed to attract users.

This output describes the process of devising and executing pilot action as well as the process of receiving and analysing feedback as well as forming conclusions and recommendations how to set up and information platform for migrants on the basis of all the experiences in making and testing Danube Compass.

In this vein, this document is organized in the following way. Firstly, we present the guidelines how to organize such pilot action that were developed by one of DRIM partners. Secondly, we detailed the

planning and the execution of the pilot action among stakeholders as well as reporting on the pilot action by the partners that carried out the actions. Lastly, the whole process is presented in a form of a handbook<sup>1</sup> that may support other organizations and institutions in their attempts at forming (transnational) information platform intended to improve access to information for migrants.

That said, this document is not intended to provide the whole documentation on pilot action that can be accessed at DRIM website at <http://www.interreg-danube.eu/approved-projects/drim/outputs>.

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<sup>1</sup> This part has been made into an independent publication intended to institutions within and beyond Danube region with the aim of supporting them in their endeavours to improve access to information for migrants.

<sup>2</sup> You can find tools to develop the PA through non-formal methodologies here: [www.salto-eu.org](http://www.salto-eu.org) 5  
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**THE STEP BY  
STEP  
GUIDELINES  
FOR PILOT  
ACTION**

## **Step-by-step guidelines for pilot action for hosting partners**

Testing DANUBE COMPASS information platform beta version will be in this activity tested in situ in four locations: Graz, Ljubljana, Munich and Zagreb. Following the guidelines for the pilot action all four Project Partners will plan, perform and evaluate pilot actions in their respective territories. During this process, that will last 4 months (November 2017- February 2018), they will carefully prepare Activity Logs (see template annexed) in order to monitor the process of pilot implementation (and making it easier to be followed by other partners later on in the dissemination stage) aiming to improve the usability of the tool, especially in terms of its achieving the projects' specific objectives, its users-friendliness and technological capabilities. Be aware to fill the activity log for each step of your activities in order to make the process transparent (see template activity log).

### **Define the basic information for each pilot action setting by using the info-sheet**

First think of your four target groups (which organisations do you want to involve related to each setting), name them and describe your to-do list in order to realize your tasks chronologically within the time given (1 info-sheet per target group, see template annexed).

### **Arrangements for logistics, defining the time frame of testing**

Contact your target groups and convince them of taking part in the pilot testing, ask them for their availability and possible commitment so to define the most suitable location, format, dates and duration of the pilot testing phase.

## Analysis of the specific target groups' need and expectations, creation of synergies for PR and communication activities

Once you know, who is going to participate, make a personal meeting or interview with them in order to find out what is their main motivation, needs and expectations towards the project. Ask them if they are interested in “spreading the news” by being part of our newsletter community or send them flyers to be shared in their offices. We should invite them to be cooperation partners also for our PR and communication activities, so we can increase already the awareness about the DC (see template annexed). Please consider the publicity elements like posters and flyers. The roll-up can also be sent by post in order to be used in during the evaluation of the Pilot Actions.

## Preparation and design of the tailored Pilot Activity content and implementation tool

Once you have completed the steps above, you are ready to “design” in detail each pilot setting. There are many possibilities in formal or non-formal<sup>2</sup> environments; you can organize it for example as a treasure hunt or a game in order to make it more attractive for your target groups. You can also think of combining it with a topic-related event or a workshop in order to increase the number of participants. It is very important to have face-to-face experience. Online questionnaires or quiz is 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 that will help to improve the

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<sup>2</sup> You can find tools to develop the PA through non-formal methodologies here: [www.salto-youth.net/tools/toolbox/](http://www.salto-youth.net/tools/toolbox/)



comprehensive version of the DC. All observations will be recorded and reported to other partners.

According to the application form; we need to reach 14000 migrants during the project, the Pilot Action are the perfect setting to reach migrants on one hand; and to obtain feedback from the Danube Compass, on the other.

### **Documentation, evaluation, procedure and feedback**

The hosting partners will prepare activity logs that serve as protocols for each step to be easily followed by others partners and to make the process transparent and visible. See an example of activity log in Annexes.

The activity logs are our main tool for documenting the process. Furthermore in order to prove that your pilot action has been realized you need to prepare the following:

- Invitation e-mail
- Agenda/plan for the pilot activity's implementation
- Participants list (with signatures if possible)
- Photos
- Feedback forms (use the communication material template to respect the publicity requirements of DRIM)
- Summary of each setting including date, location, number of participants and main findings.

One of your pilot settings will be recorded as audio-visual material; if possible this should be combined with the peer review.

The partners carrying out the Pilot Actions will be hosts for the reviews. Review Activity shall consist of two days programme of visit (see suggestion for programme structure below).

During the Peer Review, the Host Region has the main obligation to ensure the smooth running of the Programme. In addition, it is very valuable for the Peers if the hosts share their expectations and draw their attention to potential specific topics of interest.

At least 3 weeks prior to the Peer Review the Host Region should provide the Peers with a detailed Programme of the rundown of the 2 days visit. The Peer Review Team will then familiarize with the proposed schedule and ask for additional information if needed.

The Peer Review should be organized with the duration of 2 days (arrival day – introduction and piloting evaluation and feedback and farewell day-summarizing the main findings, defining next steps for improvement). It is very important that you plan the dates for the Peer Review in order to combine a real pilot setting with the reviewers of other partner organization, so they can see the pilot action being implemented “in situ” which will give significantly better insight and help to improve the quality of the recommendations. The respective partners will organise Peer Reviews, during which Pilot Action implementation will be evaluated by at least 10 Peer Reviewers. Each Project Partner will visit at least two pilot action locations and prepare a report on each location.

### **Know-how transfer, handbook preparation**

On the basis of these recommendations a handbook will be prepared on how to set-up tool for transnational use with the aim of making the tool transferable to other territories or sectors. Finally, based on AV material recorded during the course of pilot actions

four short AV documentations of pilot action will be made and put on the information portal.

Additionally, the project sustainability is been constantly pursued through the commitment and involvement of additional decision makers and local stakeholders´ networks and through the development of a Handbook ads part of a broader transferability plan.

## **Information for reviewing partners**

The Transnational Review Teams will consist of 2 or 3 Experts in the field of migration, IT-solutions and/or public management or any thematic field of expertise related to the DRIM project. The Experts acting as Reviewers could be:

- 1 PPs Staff
- 2 External experts
- 3 Associated partners

Project Partners must refer to their own budget in order to decide among internal or external experts. The Transnational Review Team should:

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

Send the Final Transnational Review Report to activity leader maximum 4 weeks after the peer review.

Each Transnational Review Team has a coordinator member who will elaborate the Transnational Review Report. The Transnational Review Coordinators have the role to collect all feedback forms and main findings and summarize them in the Transnational Review Report. With this method we can enhance the learning outcomes for transferability and enhance the mutual involvement and transnational added value. The nominated organization has to send the report to GS for the further elaboration of the handbook.

These reports will be 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). Further instructions and templates for the peer review can be found below in the annex.

Peer Review is supposed to be a friendly audit and should take place in an atmosphere of mutual learning, understanding and trust. After the Peer Review, the Peers will prepare Reports with recommendations on the basis of which the national implementation of the DC info tool can be developed or adjusted, as well as provide information on the following main points of interest:

- 1. • Gained experience**
- 2. • Lessons learned**
- 3. • Highlights**
- 4. • Missed links**
- 5. • Recommendations and steps for further activities etc.**

All Peers should be actively involved into the process of elaboration of the report. For each Peer Review of Pilot Action, one partner has been selected to coordinate the elaboration of the Report. The team of Reviewers will jointly produce a Transnational Peer Review Report to be handed over for a clarification round with the Host Region and GS maximum 15 days after the review activity had taken place.

This Report will focus on regional existing strengths and weaknesses and suggest recommendations for elaborating further mechanisms to improve the quality of our transnational output.

The members of the team may choose to take responsibility for preparing the different sections of the report, as they will be working at a distance – the Transnational Review Coordinator will be responsible for arranging the process, and collecting the different parts of the Report. However, they should still reach consensus on the contents of the Final Report.

The Host Region should send any comments back to the Peer Review Coordinator by the end of a one-week period. The Peer Review Coordinator should send the final report to GS maximum 4 weeks after the pilot action had taken place. The Report must be produced in English.

The Transnational Peer Review Report will be produced according to the following schedule:

Pilot Action	Week 1	Week 2	Week 3	Week 4
Who	Transnational Review Team	Transnational Review Coordinator	Activity leader and Host partners	Transnational Review Team
What	Writing a Review Report and sending it to the Transnational Review Coordinator	Collecting and summarizing all the information. Send it to activity leader and Host partners	Review the Report for any factual inaccuracies or misunderstandings. Send it back to Reviewing Partners and Transnational Review Coordinator.	Incorporate the Host Partner suggestions and produce the final report

#### Additional suggestions to the reviewing Partners

- Help the host in respecting the calendar/schedule (e.g. be punctual for scheduled visits and meetings) and in improving the impact and quality of the DC.
- Be and open and sensitive listener.
- Reflect on how to transfer interesting inputs into your own territorial context.

**EXECUTION OF  
PILOT ACTIONS  
IN FOUR  
LOCATIONS**



## Before the pilot action: Info-sheet on potential pilot action executions

The info-sheet was prepared by each Project Partner that hosted a Pilot Action activity, before actually organizing and implementing the activity. The main objective of this info-sheet was to systematize the organization of such activities and make the process run smoothly. They were asked to send the info-sheet to the activity leader who checked that the prepared description was in line with the Pilot Action activities as well as the Guidelines for Implementation of Pilot Actions and Peer Review and is useful in order to obtain meaningful feedback.

### Template

<b>Project Partner name Contact information</b>		
<b>Location</b>		
<b>Title of Pilot Action</b>		
<b>Focus/Target group(s) (A. Local public authorities; B. National public authorities; C. Sectorial Agencies, NGOs advisors/consultants for migrants; or D. Migrants involved strategic partners)</b>	<b>Who and how many?</b>	<b>Comments</b>

<p><b>Short description of each pilot action related to the specific target group (A or B or C or D) to be implemented including how stakeholders will be involved, main goals, elements of sustainability, possible synergy effects for PR and transferability elements Formal or non-formal? (max. 500 words)</b></p>		
<p><b>Planned activities with tasks and to-do list including timetable (add more lines if necessary)</b>  <i>Please keep in mind the planned timeframes/ milestones of the AF (earliest start in October 2017 and finish by February 2018)</i></p> <p><b>Risk management</b></p>	<p>Name of the action</p>	<p>Timing (until is finished)</p>
<p><b>Expected results (please include also sources of verification)</b></p>	<p>Task 1</p> <p>Task 2</p> <p>Task 3</p>	<p>XXX</p> <p>XXX</p> <p>XXX</p>

## Examples of info-sheets by pilot actions hosts

<b>Project Partner name Contact information</b>	<b>Employment Service of Slovenia</b>	
<b>Location</b>	Employment Service of Slovenia, Ljubljana Regional Office	
<b>Title of Pilot Action</b>	Peer review pilot activity	
<b>Focus/Target group(s)</b>	<b>Who and how many?</b>  C. Sectoral Agencies;	<b>Comments</b>  Employees at the Employment Service of Slovenia (employment counsellors, professionals in call centre) who are in regular contact with migrants.
<b>Short description of each pilot action related to the specific target group (A or B or C or D) to be implemented including how stakeholders will be involved, main goals, elements of sustainability, possible synergy effects for PR and transferability elements</b>	The main goal of peer review activity was to test DC (Arrival and Stay and Work) in English version. Comments and recommendation of participants were collected in order to improve not just content of the DC, but also usability of the platform. We wanted to ensure for the DC to be perceived as useful tool in their work; and in case it was not, we wanted to hear about their ideas what needed to be changed in order for them to use DC at their work. Thus, sustainability of the platform will be ensured. A representative from the Ministry of Labour, Family, Social Affairs and Equal Opportunities of Republic of Slovenia was invited at peer review pilot activity (stakeholders).	
<b>Planned activities</b>	<b>Name of the action</b>	<b>Timing (until is)</b>

<b>with tasks and to-do list including timetable (add more lines if necessary)</b> <i>Please keep in mind the planned timeframes/ milestones of the AF (earliest start in October 2017 and finish by February 2018)</i>		<b>finished)</b>
	Introduction of DRIM with emphasis on DC; information about the content	30 min
	Testing activity - questions and answers	60 min
	Feedback on DC, recommendations	30 min
<b>Risk management</b>	Internet connection problems (bad Wi-Fi signal), thus we will provide computers for participants. Also, we will check the content of the platform in order to avoid input mistakes. We will invite the participants to the activity at least 2 weeks in advance (by mail, in person, communication by phone) and beforehand communicate to their supervisor in order to guarantee their participation at the activity.	
<b>Expected results (please include also sources of verification)</b>	We expect to get some recommendations on the content of the DC - is it clear, correct, specific enough, also about visual output of the DC. We would like to hear their opinion on usability of the platform at their work and/or everyday life.	

<b>Project Partner name</b>	<b>Centre for Peace Studies</b>
<b>Contact information</b>	
<b>Location</b>	Zagreb
<b>Title of Pilot</b>	DRIM Pilot Action in Croatia - Migrants

<b>Action</b>		
<b>Focus/Target group(s)</b>	<p><b>Who and how many?</b> Target group consists of migrants living in Croatia – it includes refugees, migrant workers, family members, students, diaspora etc.</p>	<p><b>Comments</b> This target group will be the largest. It requires the mapping activity through which the target group will be detected and involved in the process of testing. We still do not know how many migrants we will be able to reach as their number in Croatia is low and often varies, but we will try to include the largest possible number of various migrant groups and individuals living in Croatia.</p>
<p><b>Short description of each pilot action related to the specific target group (A or B or C or D) to be implemented including how stakeholders will be involved, main goals, elements of sustainability, possible synergy effects for PR and transferability elements Formal or non-formal? (max. 500 words)</b></p>	<p>The testing of the Danube Compass will migrants as a target group will require mapping of places, organisations and institutions, as well as individuals, which can connect us to the migrants willing to participate in testing. Once we get in contact with the above mentioned groups, we will do the initial introduction to the Danube Compass and DRIM project and, depending on different migrant groups, organize meetings through their organizations and institutions, or individually.</p> <p>Testing with the first group of migrants, mapped through our own organization, will be held during the Pilot Action activity in Zagreb on 14<sup>th</sup> and 15<sup>th</sup> December, and will be reviewed by several project partners.</p> <p>We believe that through contacting various institutions and organizations that are working with various migrant groups we will also encourage them to share the information about the Danube Compass with their present and future users. We also consider that the testing with this target group will be great for migrants,</p>	

	as they will be actively involved in creation of a tool that they will be able to use in order to ease their integration process.	
<b>Planned activities with tasks and to-do list including timetable (add more lines if necessary)</b>	<b>Name of the action</b>	<b>Timing (until is finished)</b>
	Mapping of target group participants	November, December, January
	Initial contact and explanation of the Danube Compass and pilot action	December, January
	Pilot action testing activity	January, February
<b>Risk management</b>	<p>There are several obvious risks for mapping and including this target group in testing of Danube Compass.</p> <p>First thing is the number of refugees and migrants, which is much lower than in other project partners' countries.</p> <p>Second thing is motivating the refugees who are still in process of getting the international protection to participate, as well as mapping other migrants in order to include them.</p> <p>Also, during the Pilot Action Period only Croatian and English Version of the Danube Compass will be ready, which disables clear understanding of the content and testing tasks for migrants who are not fluent in these two languages and therefore can severely impact the comprehensibility of the Compass and the success of the Pilot Action.</p>	
<b>Expected results (please include also sources of verification)</b>	We believe that the results of pilot action with migrants will be the most significant ones, as they will estimate the true value and usability of the Danube Compass and help us make it more user-friendly.	

<b>Project Partner name Contact information</b>	<b>Referat für Arbeit und Wirtschaft (RAW) / Department of Employment and Economic Development / PP7</b>	
<b>Location</b>	Munich	
<b>Title of Pilot Action</b>	Introducing DC to the AMIGA expert and target groups	
<b>Focus/Target group(s)</b>	<b>Who and how many?</b>	<b>Comments</b>
A. Local public authorities; C. Sectorial Agencies, NGOs advisors/consultants for migrants;	24	Introducing DC to the AMIGA expert and target groups Target Groups 1: Qualified migrants with barriers to employment 2: International students and graduates of local universities 3: Migrants who are interested in starting a business
B. National public authorities	1	
D. Migrants involved strategic partners)	80	If possible: Migrants, who plan to live and work in Munich à cooperation with Info Point in Prague and Bosnian FB Group (contact Strategic Partner in Bosnia)  <b>Expert Group members we try to involve in the testing phase.</b>  AktivSenioren Bayern e.V., Bavarian Industry Association (VBW), Chamber of Commerce and Industry for Munich and Upper Bavaria, Chamber of Skilled Crafts for Munich and Upper Bavaria, City of Munich's Centre of Educational and Vocational Counselling, City of Munich's Department of Public Order, City of Munich's Social Services Department, Diocesan Caritas Association for Munich and Freising, Donna Mobile, get2gether (Intercultural Networking Initiative at Munich Universities), guide – Counselling Service for Female Entrepreneurship, AWO Infozentrum

	<p>Migration und Arbeit (AWO Migration and Employment Information Center), Institute of Liberal Professions at the Friedrich Alexander Universität (FAU) Erlangen-Nürnberg, InitiativGruppe e.V., Innere Mission München, Integrationsberatungscentren Beruf (Integration Advice Centers – Vocation), Integrationsberatungscentren Sprache &amp; Beruf (Integration Advice Centres – Language &amp; Vocation), Ludwig Maximilians Universität München (LMU), MEB – Munich’s counselling service for starting a business, MORGEN Network of Munich-Based Migrants’ Organizations, Münchner Volkshochschule GmbH (Munich Adult Education Center), Munich Job Centre, Munich Student Union, Munich University of Applied Sciences, Patenmodell – Arbeit durch Management, Power_m, Technische Universität München (TUM)</p> <p><b>Federal Employment Agency</b></p>
<p><b>Short description of each pilot action related to the specific target group (A or B or C or D) to be implemented including how stakeholders will be involved, main goals, elements of sustainability, possible synergy effects for PR and transferability elements Formal or non-formal?</b></p>	<p>1. The DC beta version will be used at <b>pilot implementation sites in Munich</b>. The pilot action, the usability of the tool, especially in terms of its achieving the projects' specific objectives, its users-friendliness and technological capabilities will be monitored and subsequently peer reviewed by at least 10 peer reviewers.</p> <ol style="list-style-type: none"> <li>a. Introducing DC to the AMIGA expert and target groups</li> <li>b. Evaluation process I</li> <li>c. Active testing phase</li> <li>d. Evaluation process II</li> <li>e. The observations will be <b>recorded and reported to other partners</b>. Each PP will visit at least two pilot action locations and prepare a report on</li> </ol>



(max. 500 words)

- each location.
- f. These reports will be then analysed in order to prepare **recommendations** for adjusting the tool for transnational use.
  - g. On the basis of these recommendations a **handbook** will be prepared on how to set-up tool for transnational use with the aim of making the tool transferable to other territories or sectors.
  - h. Finally, based on AV material recorded during the course of pilot actions four short **AV documentations of pilot action will be made and put on the information portal**.
  - i. The content of DC will be **translated** from the local language to English and more languages.
  - j. In the concluding activity, the main target group will be reached through **train-the-trainer course** and training sessions in 8 countries on the use of DANUBE COMPASS. 8 training sessions in all 8 countries among local authorities, sectoral agencies and interests groups including NGOs will take place. The target value is to include at least 15 representatives of public institution in the trainings in each country.
2. The **target groups** will be involved into all phases of WP4 outputs development: public institutions, local authorities and sectoral agencies as well as the secondary target group – migrants.
  3. Based on peer reviews, recommendations and guidelines RAW will implement their country's part of DANUBE COMPASS info-tool. **RAW will implement only technical adjustments and content improvement.** RAW will outsource and oversee the translating of their local information content and carefully check their local profile for possible mistakes.

	<p>Goal:</p> <ol style="list-style-type: none"> <li>1. Information on <ul style="list-style-type: none"> <li>• the constant development of improvement of the access to information for migrants' economic integration</li> <li>• the constant development of improvement of non-discriminative and intercultural approach at dissemination of information by public institutions for learning how to deal with competent government institutions</li> <li>• the philosophy and logic of DANUBE COMPASS info tool (emphasis on the transnational approach)</li> </ul> </li> <li>2. Overview of types of information, institutions relevant for migrants in particular territory</li> <li>3. The learning potential of the information portal (same information in different languages enable learning through platform use), etc.</li> </ol>	
<p><b>Planned activities with tasks and to-do list including timetable (add more lines if necessary)</b> <i>Please keep in mind the planned timeframes/ milestones of the AF (earliest start in October 2017 and finish by February 2018)</i></p>	<p><b>Name of the action</b></p>	<p><b>Timing (until is finished)</b></p>
	<p>24.10.2017 AMIGA Infobörse + 12.12. – March 2018)</p>	<p>Presentation of DC among stakeholders (within AMIGA expert groups)</p>
	<p>Evaluation</p>	<p>2 different standardized questionnaires for each target group (institutions and migrants)</p>
	<p>Testing Beta Version (Cooperation with educational institutions)</p>	<p>Start 20.12. 2017</p>
	<p>Visiting at least two pilot action locations</p>	
	<p>AV documentations of pilot action</p>	
	<p>TWG Meeting 3</p>	
	<p>Recommendations and Handbook</p>	

<b>Risk management</b>	Train the Trainer courses	6/18 - 11/18
	Language and working with translators Technical availability of the tool + update searching tool at DC	
<b>Expected results (please include also sources of verification)</b>	Feedback on the DC + usability → standardized questionnaire → AV documentations of pilot action (by peer review)	

<b>Project Partner name</b>	<b>Caritas Akademie</b>	
<b>Contact information</b>		
<b>Location</b>	Marianum, Mariengasse 24, 8020 Graz	
<b>Title of Pilot Action</b>	Introduction of the Danube Compass	
<b>Focus/Target group(s)</b>	<b>Who and how many?</b> C. Sectorial Agencies, NGOs advisors/consultants for migrants (6)	<b>Comments</b> • Verein Ikemba • Caritas BEX - • Caritas Divan • Caritas MIB • Caritas Rechtsberatung • Caritas Spracherwerb
<b>Short description of each pilot action</b>	For each target group (A -E) the task will be the same because we want to ensure that the output will be the same for each target group: After a short introduction the	

<p><b>related to the specific target group (A or B or C or D) to be implemented including how stakeholders will be involved, main goals, elements of sustainability, possible synergy effects for PR and transferability elements</b>  <b>Formal or non-formal?</b>  <b>(max. 500 words)</b></p>	<p>participants will be confronted with a worksheet consisting of 6 questions related to each topics of the Danube Compass. After a working phase of about half an hour the results will be compared. Following that a short discussion about the pro's and con's, open questions, remarks, feedback, improvements or challenges will be provided. An essential part will be the response of the target groups concerning the implementation whether they consider the DC effective and easy to handle. Therefore they will be invited to fill out the provided feedback form. Our main goal will be to find out whether the DC fulfils its purpose, whether it's necessary to adjust certain things, whether certain information has to be updated or whether the DC has to be simplified on the language level. The stakeholders will be motivated and invited to make use of the DC in the future.</p>													
<p><b>Planned activities with tasks and to-do list including timetable (add more lines if necessary)</b>  <b>Please keep in mind the planned timeframes/ milestones of the AF (earliest start in October 2017 and finish by February 2018)</b>  <b>Risk management</b></p>	<table border="1"> <thead> <tr> <th data-bbox="478 1209 973 1272"><b>Name of the action</b></th> <th data-bbox="973 1209 1423 1272"><b>Timing (until is finished)</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="478 1272 973 1339">Task 1 room reservation</td> <td data-bbox="973 1272 1423 1339">January 2018</td> </tr> <tr> <td data-bbox="478 1339 973 1422">Task 2 invitations - arrangement of the dates</td> <td data-bbox="973 1339 1423 1422">December 2017/January 2018</td> </tr> <tr> <td data-bbox="478 1422 973 1541">Task 3 organization of necessary tools (W-Lan, handouts, laptops, beamer...)</td> <td data-bbox="973 1422 1423 1541">January 2018</td> </tr> <tr> <td data-bbox="478 1541 973 1612">Task 4 pilot action</td> <td data-bbox="973 1541 1423 1612">January 2018</td> </tr> <tr> <td data-bbox="478 1612 973 1736">Task 5 evaluation of the feedback sheets</td> <td data-bbox="973 1612 1423 1736">January 2018</td> </tr> </tbody> </table> <p>Because we have more than one participant in each target group the risk that one pilot action has to be cancelled is very low.</p>	<b>Name of the action</b>	<b>Timing (until is finished)</b>	Task 1 room reservation	January 2018	Task 2 invitations - arrangement of the dates	December 2017/January 2018	Task 3 organization of necessary tools (W-Lan, handouts, laptops, beamer...)	January 2018	Task 4 pilot action	January 2018	Task 5 evaluation of the feedback sheets	January 2018	
<b>Name of the action</b>	<b>Timing (until is finished)</b>													
Task 1 room reservation	January 2018													
Task 2 invitations - arrangement of the dates	December 2017/January 2018													
Task 3 organization of necessary tools (W-Lan, handouts, laptops, beamer...)	January 2018													
Task 4 pilot action	January 2018													
Task 5 evaluation of the feedback sheets	January 2018													

<b>Expected results (please include also sources of verification)</b>	We are expecting an active participation, constructive feedback and the willingness to implement the DC for the stakeholders. The sources of the verification are the written feedbacks sheets.
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<b>Project Partner name</b>	<b>Caritas Akademie</b>	
<b>Contact information</b>		
<b>Location</b>	Marianum, Mariengasse 24, 8020 Graz	
<b>Title of Pilot Action</b>	Introduction of the Danube Compass	
<b>Focus/Target group(s)</b>	<b>Who and how many?</b> D. Migrants involved strategic partners (1)	<b>Comments</b> <ul style="list-style-type: none"> <li>Integrationsreferat Roswitha Müller <a href="mailto:integrationsreferat@stadt.graz.at">integrationsreferat@stadt.graz.at</a></li> </ul>
<b>Short description of each pilot action related to the specific target group (A or B or C or D) to be implemented including how stakeholders will be involved, main goals, elements of sustainability, possible synergy effects for PR and transferability elements Formal or non-formal? (max. 500 words)</b>	For each target group (A -E) the task will be the same because we want to ensure that the output will be the same for each target group: After a short introduction the participants will be confronted with a worksheet consisting of 6 questions related to each topics of the Danube Compass. After a working phase of about half an hour the results will be compared. Following that a short discussion about the pro's and con's, open questions, remarks, feedback, improvements or challenges will be provided. An essential part will be the response of the target groups concerning the implementation whether they consider the DC effective and easy to handle. Therefore they will be invited to fill out the provided feedback form. Our main goal will be to find out whether the DC fulfils its purpose, whether it's necessary to adjust certain things, whether certain information has to be updated or whether the DC has to be simplified on the language level. The stakeholders will be motivated and invited to make use of the DC in	

	the future.	
<b>Planned activities with tasks and to-do list including timetable (add more lines if necessary)</b> <i>Please keep in mind the planned timeframes/ milestones of the AF (earliest start in October 2017 and finish by February 2018)</i>	<b>Name of the action</b>	<b>Timing (until is finished)</b>
	Task 1 room reservation	January 2018
	Task 2 invitations - arrangement of the dates	December 2017/January 2018
	Task 3 organizations of necessary tools (W-Lan, handouts, laptops, beamer...)	January 2018
	Task 4 pilot action	January 2018
	Task 5 evaluation of the feedback sheets	January 2018
<b>Risk management</b>	Because we have more than one participant in each target group the risk that one pilot action has to be cancelled is very low.	
<b>Expected results (please include also sources of verification)</b>	We are expecting an active participation, constructive feedback and the willingness to implement the DC for the stakeholders. The sources of the verification are the written feedbacks sheets.	

## During the pilot action: PP's Activity log

The Activity logs prepared by four partners hosting the pilot actions have been detailing the actual pilot actions taking place in the four locations – Graz, Ljubljana, Zagreb in Munich. In some instances they depart from the initial plan described in the Info-sheets prepared by partners before the pilot actions. This was due to various circumstances regarding the availability of the stakeholders to attend the pilot actions as well as on the lessons learned during the initial stages of the pilot actions on the most appropriate form and content of the pilot action in a specific local environment.

The partners that hosted Pilot actions were asked to use the activity logs in order to summarize the main outputs. The idea is to have systematic way to collect and organize the information. In the activities a limited number of participants took part, therefore it was easier to process the information after implementing the activity. The suggestions and recommendations made by the participants were collected in the activity logs. The activity logs and the reports on the peer reviews produced by the project partners were analysed and used to produce the final recommendations.

### Template of Activity log

<b>Date of the activity</b>	
<b>Person guiding the activity</b>	
<b>Type of activity</b>	
<b>Subject</b>	
<b>Conclusions</b>	

## Examples of activity logs by pilot action's hosts<sup>3</sup>

### Employment Service of Slovenia

<b>Date of the activity</b>	<b>30.11.2017</b>
<b>Person guiding the activity</b>	Blanka Rihter and Nina Marin
<b>Type of activity</b>	Testing of the Danube Compass through questionnaire. Evaluation and discussions of improvements to be done.
<b>Subject</b>	Public employees working with migrants on a daily basis.
<b>Conclusions</b>	<p>The idea about the application is very good, but further improvements are necessary, such as:</p> <ul style="list-style-type: none"> <li>• Add the module FAQ (frequently asked questions)</li> <li>• Add the links to make the search easier</li> <li>• Add social media to make it more interesting (movies on YouTube)</li> <li>• Add links of organizations which provide educational courses (language courses, other short courses)</li> <li>• More functional browser on the top of the page</li> <li>• First page of the DC should be simplified – the further you go, more information should be provided</li> <li>• It would be useful if someone who searches/needs the information would test the DC (migrant)</li> <li>• More colours should be used on the platform</li> <li>• Stress the key words inside the text</li> <li>• Use the pictures beside the text</li> <li>• It needs to be stressed that that language barriers, »computer literacy«, barriers because of use of specific terminology exist.</li> </ul>

<sup>3</sup> The entire activity logs can be accessed at <http://www.interreg-danube.eu/approved-projects/drim> (please see D 4.2.2 Documentation on Danube Compass monitoring)



- If a migrant without education tries to find the information once or twice and won't be able to find it, he can easily give up on the application. For this reason, it is important that key information and contacts are on visible place. By this, migrants can contact counsellors who can help them.
- Appreciated the fact that information (from different fields) are gathered at one spot. This will help respondents also at their own job, because on the website of the ESS (English version) the information is very limited.
- If possible (regarding the finances), more visualization (symbols, stressed information in squares, colours) suggested. By this, key information will stand out and it will be easier for migrants to find them.
- Add the option "Send to a friend" or "Share the information"
- Dilemma: how to answer the concrete question with answers found in two modules (Arrival and Stay + Work) – combining an answer by adding the links to other module

### Centre for Peace Studies

<b>Date of the activity</b>	<b>28.02.2018</b>
<b>Name of the person guiding the activity</b>	Sara Kekus
<b>Type of activity</b>	Danube Compass testing through questionnaire.
<b>Subject</b>	Volunteers for the integration of migrants and refugees for NGOs
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>• The Danube Compass is in general easy to use and to understand but people with not such good level of English will struggle to understand some specific words.</li> <li>• Need to be careful with some highly technical (legal) wording.</li> </ul>

	<ul style="list-style-type: none"> <li>• In general it is user-friendly but there is room for improvement.</li> <li>• It is accessible to different target groups</li> <li>• It provides wide range of very specific information on different topics</li> <li>• The layout is pleasant and intuitive.</li> <li>• The search engine needs to be improved.</li> <li>• In specific entries, “step-by-step” instructions would be useful (e.g. how to apply for social benefits).</li> <li>• Subcategories are not always logical and some entries belong to different categories. This could be improved with related content/entries.</li> <li>• Bold the key words or the most important information.</li> </ul>
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### City of Munich

<b>Date of the activity</b>	<b>25.01.2018</b>
<b>Person guiding the activity</b>	Andra Borboni
<b>Type of activity</b>	Danube Compass testing live via beamer
<b>Subject</b>	Testing with experts
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>• User friendly</li> <li>• Well-structured</li> <li>• Nice pictograms</li> <li>• One colour for each topics: for all sub categories</li> <li>• Sufficient information</li> <li>• Connection between the two categories “arrival and stay” and “work”</li> <li>• More links to other/further information</li> <li>• Some “unnecessary” entries: e.g. visa</li> <li>• “Institutions Directory” should not be at each sub category – or just the institution’s description of the corresponding institution at that category</li> <li>• Information not concrete enough</li> </ul>

- Add related content
- Mark key words
- Add more mark hyperlinks
- Specifying content instead of adding more information
- Add German names of institutions in parentheses
- Guiding introductory questions to find the relevant information quick and easy
- Glossary
- Colours of categories are wrong (green or blue not black)
- Link to institutions is relevant, but should not be at each sub category
- Some wording is not clear, too complicated
- Focussing on the Danube Region to point out the strengths of the platform: goals and target groups not clear in the beginning
- There are other information websites, which are used by counsellors in Munich
- More precise, detailed information on the job search
- “Mouse-over” element to receive an overview on all sub categories – especially important for mobile version.

### Caritas Akademie Diocese Graz-Seckau

<b>Date of the activity</b>	<b>14.02.2018;</b>
<b>Person guiding the activity</b>	Nicole Hopfer, Claudia Moser
<b>Type of activity</b>	Target group: 11 migrants from Syria, Iran, Egypt, China, Indonesia, Russian Federation, Taiwan, India, Serbia, Mongolia attending a German course at the Caritas Academy; language level B1; at the beginning a little introduction about the Danube Compass was given; the Danube Compass was tested by using the

	<p>provided German questionnaire; the testing was carried out by using mobile phones only; W-LAN was provided; the participants were asked to work for about one hour; no additional help was given;</p>
<b>Subject</b>	<p>See 5.2.4</p>
<b>Conclusions</b>	<p>All participants were able to answer the majority of the questions except two persons. Concerning the feedback it can be stated that more than 90% agreed with the following sentences: - <i>Taken as a whole I am very satisfied with the easy handling of the Danube Compass.</i> - <i>The Danube Compass is user friendly.</i> - <i>The information I needed was easy to find.</i> - <i>The structure of the information is clear and well-arranged.</i> - <i>The layout is pleasant.</i> - <i>It contains the information that I expected.</i> - <i>The information provided is short and to the point.</i> - <i>The Danube Compass is helpful to answer my questions.</i></p> <p>One person stated that the search engine doesn't work so well. Another person claimed that the information is actually quite helpful but not very different from official websites. So the question is why the person should use this website and not the official ones. The layout and the designs are not so attractive. It would be more interesting if there were some pictures or even videos. Another participant mentioned that it would be easier if we would add some charts (e.g. tax structure). One person mentioned that it would be helpful if the Danube Compass was provided in Persian language. Moreover he/she claimed the time given was too short.</p>

**TRANSNATIONAL  
REVIEW REPORT  
OF PILOT ACTION**

The pilot action implemented by 4 different project partners in four locations was reviewed by the rest of the Project Partners. After each peer review, one project partner was in charge of producing a Transnational Review Report summarizing the main feedbacks from the visited Pilot Action activities.<sup>4</sup> Each Transnational Review Report comprises of two parts; (1) received feedback of the Transnational Review Team (Project Partners and/or Associated Strategic Partners) with more experience with Danube Compass and (2) participants/users taking part in the pilot action activity. The peer reviewers focused on the issues of the specific national Danube Compass where the review took place and assessed its usability within the framework of that location, but also provide feedback that could benefit other national sub-sites of Danube Compass. The last section of each report included a summary with the most important comments, suggestions and recommendations by all participants of the pilot action peer review.

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<sup>4</sup> A detailed report on transnational peer reviews can be found at <http://www.interreg-danube.eu/approved-projects/drim> (D 4.2.3 Reports on peer reviews).

## Feedback from Pilot Testing – Transnational Review Team

### Methodology, form and effectiveness of testing

Feedbacks were collected and processed on the basis of reports, which were received from members of Transnational Review team.

Example of the feedback by Transnational Review Team (Pilot action in Munich):

Host	City of Munich
<b>Participants</b>	Peer reviewers: project partners, independent consultants, local public authorities, sectoral agencies, NGO experts and migrants of different background and length of their stay in Germany.
<b>Methodology</b>	Participants were asked to search for the answers in DC for specific questions for instance regarding registration of the address and insurance in Germany. They also filled the peer review questionnaires. Afterwards there was a discussion.
<b>Implementation</b>	Questionnaires in two languages were distributed during the two days of the workshop. During the first day mainly peer reviewers were asked to look for the answers using the German Danube Compass, while during the second day also other experts, consultants and migrants joined the pilot action. Laptops and mobiles were used in combined teams (experts, external consultants and migrants). Main findings pertain to three main groups: technical issues, content issues and other findings and recommendations.

## Recommendations/suggestions applicable to Danube Compass (German sub-site and the Danube Compass as a whole)

The first part of peer review feedback is related to the technical issues, which need the assistance of IT specialist. The second part of the feedback report addresses German content of the Danube Compass, but the findings can be applied also to other national sub-sites. The third part of the feedback is related to general recommendations, structure, features and tools that currently do not exist and where possible further changes to the platform can be discussed among the whole group in the further TWG meeting.

### Technical issues

- **Search engine:** We have to develop a better search engine, the one that could recognise also typos, key words and would carefully index the whole DC text – in that way we could avoid the long search (consisted of 5-6 steps) in order to find proper answers. In general, there were complaints about too much clicking, especially when going back to previous sections and also scrolling down in a mobile version.
- **Related content:** We need to implement the tool for a related content (see also content issues. That would make the tool much more useful in terms of user-friendliness. Partners discussed this issue during the PA but it was not made clear who is going to do which chapters.
- **Opening links:** The links from the text should be opened in a different tab without leaving the DC platform.
- **User friendliness of the mobile version:** The menus should be more user-friendly in the mobile version. Perhaps menu available in upper part of the screen.
- **Content related findings**



- **Structure:** The listing of subcategories should be arranged according to their priority (e.g. general working permits go first on the list and specific working permits (au-pairs, researchers or blue card) should go at the end of the list).
- **Complexity:** The information does not go far enough; you quickly hit a roadblock and you need to check other sources of information, the information is not precise enough, some information is missing. Especially conditions (of eligibility for example) should be more clearly described, so that a person can prepare for a meeting/ phone call in advance. The problem of much intertwined topics under WORK and ARRIVAL and STAY; the division is artificial and users have very different way of going about searching info. In some cases the entries are too long; too much content but without clear answers.
- **Language:** The content in English needs proof-reading while always taking into account the Design and Content Manual of the Danube Compass. In Germany: It could be interesting to add the most important German terms next to the English terms, in order to provide additional information to the user who does not speak German as mother tongue. We could add a link to Google translate (or Google translate application) for those languages which do not have translation yet. Arabic version would be very much welcome in Munich. Some regionally specific information/ or names of the organisations should be provided in migrants' languages. We also realised that all content should be revised in order to respect gender equality.

- **Names of categories:** Under the category of “Temporary immigration” there is a subcategory of “type of verification”. That should go under “verification of documents”.

### Additional comments and recommendations:

- **Related content:** For all the chapters there are related topics, which could be interlinked inside the DC, see below.
- **Interlinks, related entries:** Interlinks in the text and list of related entries seem to be really important for better user experience. The testing in Munich proved that while searching for complex information the links between different topics would be really useful. In this case same approach is needed within the partnership. For example, the work of choosing the related entries and entries that are needed to be hyperlinked for different topics could be allocated among the partners. This topic can be addressed during the next TWG.
- Make the information more detailed and use hyperlinks.
- Make the subcategories visible immediately.
- Put keywords in bold or interlink within the website.

### General findings and evaluation of peer review setting and Pilot Actions

The pilot action was very well prepared and organized with a participation of a target group largely represented by migrants living in Munich, both new-coming refugees and also settled migrants, those who provide counselling to migrants and public institutions. Their opinion was crucial for improving the German DC. Questionnaires were prepared for various actors in German and English. The questions for testing were concrete, well-prepared and

problem oriented. Every question also lead a reader to comment on user-friendliness and complexity of the information provided. Additional questions for reviewers with migrant background were asked in relation to their personal experience. There was enough time to discuss problems related to Danube Compass tool after testing - both days.

Unfortunately, technical difficulties made the second day of testing with public authorities less informative as planned. However, the organizers were competent in the crisis management and found a solution to carry out the testing despite these difficulties.

Some participants from the group of public institutions (advisors and consultants) later expressed that they would prefer the general “Google” search and struggled to find benefits in the DC, which was quite contrary to the target groups of migrants who expressed mainly positive opinions. For the project it seems important to find ways to present the DC in an attractive manner, especially to different target groups (use of different tools such as social networks and informal networks).

The comments and suggestions from both target groups were very interesting and have mainly built on personal experience. During the testing the consultants and migrants expressed their opinion that the transnational component of the DC is very useful, complexity of topics and also variability of languages makes it a unique tool.

The Pilot Action in Munich confirmed the importance of testing as well as of the peer reviews with the target groups. Many comments and suggestions were gathered. Recommendations and comments made by the participants of the pilot action in Munich have mainly a

general character, focusing more on the problematic aspects of Danube Compass info platform as a whole in order to improve it.

The peer review in Munich revealed several issues and possibilities for improvement that can be addressed on consortium level in Graz. Partners that do not have to organize pilot actions according to the Application Form are advised to undertake their own tailor-made testing activity. The testing with migrants can give new knowledge to the partnership and new aspects can be investigated. The testing with the representatives of the public institutions or with organizations that provide support to migrants is important to review the quality of the content.

## **Feedback from pilot action – users**

### Example of the feedback by Transnational Review Team (Pilot action in Graz)

There were two methodological aspects of collecting feedbacks and impressions from the users of DC. First way of collecting feedbacks was through a testing process of participants, where the users of DC used the DC by fulfilling questionnaires in a written form. Pilot actions were realized in two separate rooms due to a large number of participants. Questionnaire contained 6 questions from two specific topics of the DC. Some of the questions were exact, but also with multiple correct answers. The crucial point was to make an experiment from a real life situation. That means that the pilot action had a task to simulate problems from an everyday life situation, from the perspective of migrant who need to resolve some problems or need to get some services. This experiment aimed to collect information and problems that users might be confronted by using DC. It also aimed to test if the DC is adjusted to a real need of migrants. But also through the possibilities of several correct answers, Caritas Academy Diocese Graz-Seckau wanted to test ability of understanding real content, and capacity of people to manage with the large number of information. When the testing process was finished, participants needed to fulfil a feedback-sheet of this pilot action and comment their impressions about this task.

The Pilot Action was implemented with a total of 72 participants including migrants, public authorities, members of NGOs and other stakeholders. The participants filled in a feedback-sheet (figure 1). The specific methodology and documentation on pilot actions can

be found on “Deliverable D 4.2.2 - Documentation on Danube Compass monitoring”

**Feedback - Danube Compass**

*Please answer this questionnaire according to your experience with the Danube Compass:*

*Please rate the following aspects of the Danube Compass, according to the scale provided. Strongly agree (1), agree (2), neither agree nor disagree (3), disagree (4), strongly disagree (5)*



	1	2	3	4	5
<i>Taken as a whole I am very satisfied with the easy handling of the Danube Compass.</i>					
<i>The Danube Compass is easy to handle.</i>					
<i>The information I needed was easy to find.</i>					
<i>The structure of the information is clear and well-arranged.</i>					
<i>The layout is pleasant.</i>					
<i>It contains the information that I expected.</i>					
<i>The information provided is short and to the point.</i>					
<i>The Danube Compass is helpful to answer my questions.</i>					

- *Do you have any other comments and/or suggestions concerning the Danube Compass?*
- *How did you get to know about the Danube Compass?*

Participants were in general satisfied with the experience of DC and they agreed with the following sentences from the feedback questionnaire:

- *Taken as a whole I am very satisfied with the easy handling of the Danube Compass. –*
- *The Danube Compass is user friendly. –*
- *The information I needed was easy to find. –*
- *The structure of the information is clear and well-arranged. –*
- *The layout is pleasant. –*
- *It contains the information that I expected. –*

- *The information provided is short and to the point. –*
- *The Danube Compass is helpful to answer my questions.*

Additionally, the participants also offered different observations and comments in order to evaluate the information platform. These are the feedbacks of the testing activity where certain parts of the DC were tested.

### Technical issues:

- Search engine needs to be improved. It does not work in all version of mobile phones
- The design and layouts could be improved by adding videos and/or pictures.
- The installation of a “back-button” at the top or bottom of the webpage would be useful
- The mobile version isn't really optimized.

### Content:

- User-friendliness could be improved by adding charts and tables.
- Need to have the DC in additional languages (e.g. Persian, Romanian, Albanian, Russian)
- The contents should be improved, e.g. the term “Pro Bono” doesn't exist in German. The term “Schengen” needs to be explained. Information about gender equality needs to be included. More information concerning leisure time facilities, German-classes and voluntary commitment would be necessary.
- There are too many the bureaucratic words like “children with special needs”, “nostrification” or “apprenticeship” and a high language level. The terms are not easy to understand and not

every migrant brings the same education/background. A certain level of basic knowledge (i.e. further education) needs to be presumed to be able to find the information searched for. This is a general comment to the structure and wording of the main Danube Compass. The focus should be more on those who need the information. It needs to be lower threshold.

- Regional variations have to be taken into account: sometimes rules, regulations vary between provinces.
- In some cases the structure is not very logical (e.g. the part with the financial support should be put separately from any school type). The structure has to be reorganized too, maybe by using bullets in order to make it clearer. Another option is to use sub-headlines more often.
- Maybe the subject of “housing/accommodation” should be put in the section “Arrival and Stay” instead of “Everyday life”.
- Sometimes it was hard to find the right information – there were doubts whether the answers are correct, it was not clear in the Danube Compass. E.g. „job search“ is listed before „working permits“. That means that asylum seekers would go to the Public Employment Service, which would be completely wrong. It is doubtful whether a person is able to register her/his child at school after using the DC only. Probably one needs more detailed information.
- Links to other related topics should be added at the end.

### General comments:

- Participants were in general capable to find the right answer on the DC



- The question on using the DC instead of searching in Google or using the official websites from the government to find the information appeared among the participants.
- The content is very consistent, short and useful. The things that should be improved are more technical related than content related issues.
- Information about the “Danube Region” itself would be helpful. Why was the Danube Region chosen for this project?
- Question: how do the migrants use the DC if they do not know it exists?

#### Other comments on Pilot Actions:

- Time given to find the answer was too short.
- The second way of collecting feedbacks from the pilot actions was through the discussions that were devoted to participants evaluation and feedback of pilot testing and the concluding part related to findings and recommendations. The participants were divided into three groups. The first group discussed the technical issues. The second group had a task to deliberate the content of DC, and the last group was addressing structures and tools that currently do not exist.

**THE SUMMARY  
OF THE MAIN  
FINDINGS FROM  
THE PILOT  
ACTION**

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 30<sup>th</sup> of November 2017, the participants realized that the search engine established through the same content manager system did not include 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 15<sup>th</sup> 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.

## Technical aspects

### ❖ Search engine:

- It should be able to find key words and words contained in text in the Danube Compass info tool.
- It should also recognise typos.
- Google based engine: it works very well but the ads disturb the search.
- 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:

- 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.
- All links in Danube Compass should be tested.
- Links should open in another tab instead of leaving the Danube Compass page.
- Add a link to Google translate (or Google translate application) for those languages which do not have translation yet.

❖ Mobile version:

- There is too much scrolling and that reduces the user-friendliness.
- The working of the platform on IOS devices was not optimal.
- The installation of a “back-button” at the top or bottom of the webpage would be useful

❖ Entries:

- Date of the updating should be visible so that a user knows when the content was updated.
- The Download PDF file option is not working.
- Add additional social media usage should be connected to Danube Compass for easier reach among target groups.

❖ Visual aspects:

- Drop-down menu when putting the mouse over the names of the categories.

- Visualize the entries from the same category on the left side of the webpage (under Institutions Directory)

❖ App:

- An App could be useful to reach different profiles of target group.
- It should offer additional functions to the user, otherwise it is just like the Danube Compass in the browser.

### Content related findings

❖ Management of information:

- 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).
- Be aware of the most important information (e.g. length of a residence permit).
- The content is very informative, but not too detailed. The important information and links must be well emphasized.
- It could be useful to show the date of creation/modification of an entry.
- 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:

- 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.
- Use bullet points or numbering when there is too much information in order to make the content easier to read.
- 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.
- Include elements of gender equality in the terminology of the Danube Compass.
- 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.
- Use carefully the abbreviations; they can be unclear or misleading for the users.

❖ Structure:

- 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.
- Maybe the subject of “Housing/Accommodation” should be put in the section “Arrival and stay”.
- Add a contact point (e.g. email or contact form) in order for the users to report on mistakes or updated information.



❖ Visual form:

- 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.
- Add icons, words in bold, different fonts and/or colours to remark important information.
- Use of pictures beside the text.

### Other aspects of the Danube Compass

❖ Unofficial sources of information:

- 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:

- Include instructions and/or short description about how to use the Danube Compass.
- Short introduction on the project, the partners and the main aim of the project.
- Creation of a section of “Frequently asked questions”.
- Add an organisational chart with the categories and entries. Also a map of the webpage could be a possibility.
- Specify in each case the different target groups (e.g. information for refugees, for asylum seekers, third-country nationals,...).
- Add more links to official webpages to ensure that the content is up to date.

**AUDIOVISUAL  
PRESENTATION OF  
PILOT ACTION IN  
FOUR LOCATIONS**

**Audiovisual presentation of pilot action in Ljubljana, Slovenia:**

[https://www.youtube.com/watch?v=v4V\\_8ZkOrZg&list=PLVnAmHV3lGBwMwS60CnDg7sEbstCHFqMV&index=2](https://www.youtube.com/watch?v=v4V_8ZkOrZg&list=PLVnAmHV3lGBwMwS60CnDg7sEbstCHFqMV&index=2)

**Audiovisual presentation of pilot action in Zagreb, Croatia:**

<https://www.youtube.com/watch?v=OwumBKgEPvM&list=PLVnAmHV3lGBwMwS60CnDg7sEbstCHFqMV&index=3>

**Audiovisual presentation of pilot action in Munich, Germany:**

<https://www.youtube.com/watch?v=ZYw76YXmb-c&index=4&list=PLVnAmHV3lGBwMwS60CnDg7sEbstCHFqMV>

**Audiovisual presentation of pilot action in Graz, Austria:**

<https://www.youtube.com/watch?v=gMhT7yyfwN8&list=PLVnAmHV3lGBwMwS60CnDg7sEbstCHFqMV&index=5>

**LESSONS LEARNED:  
HOW TO SET UP AN  
INFORMATION  
PLATFORM FOR  
MIGRANTS**

## Before you start<sup>5</sup>

### Needs assessment: What is the problem?

A precise analysis of both local needs and the regional or transnational environment is essential in the initial phase. Our experience shows that local needs and environments can vary considerably. Asking the right questions thus helped us keep the project focused.

#### For example:

- What information is already available and what information is lacking?
- Who provides information?
- Do I approach a reasonably small group of (local) sources or many different kinds of sources?
- What are the most common categories of information required (e.g. working, housing, education)?
- Where and how does the target audience currently obtain the relevant information?
- What kind of technology is used by the target group? Smartphones, tablets, laptops?

### Learning from best-practices: What has already been done?

A systematic review of the existing information platforms is a necessary “first step” of the planning phase because it shows what has already been done, what are the newest trends, what is lacking as well as what are less successful solutions you would wish to avoid.

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<sup>5</sup> The publication »How to set up an information platform for migrants: Lessons learned from a transnational information platform Danube Compass« is available here: <https://isim.zrc-sazu.si/en/publikacije/how-to-set-up-an-information-platform-for-migrants#>

We recommend that sufficient time is set aside for this phase because it is difficult to adjust the basic framework and structure at a later stage.

### Target groups: Who are the users?

Needs are a matter of perspective. Get as much feedback from your target group as possible. Better still, actively involve your target group in developing the first steps and the main categories of the platform content. Through preliminary tests or a focus group setting, you will learn the best way to formulate specific content and what signs, symbols and classifications will or will not be readily understood. Involving future users from the start is an excellent way to ensure that your product accurately reflects the real perspectives of your specific target group.

### Finances: Expect the unexpected?

Despite a solid budget plan, collecting and checking information might demand more resources than initially expected. This is due to difficulties in finding reliable resources, double or triple checking and constant flow of new information (e.g. change of legislation, new services).

Take into consideration that information availability, access to stakeholders and the scale of information may vary significantly across different countries. That, in turn, can lead to different timeframes and create a need for (financial) flexibility in the project.

### IT solutions: Is change here to stay?

Today's websites quickly "age". Technical developments advance fast. Mobile is now becoming the standard, rendering "old" websites increasingly obsolete. We found that the planning stage would have

benefitted with more time to explore technical possibilities and improvements.

**In the age of agile methods, we recommend that you:**

- begin with a small prototype in order to test structures, functionality and user experience,
- plan for a more extended test phase in which you can still adjust the technical and structural framework before launching the full-scale information platform,
- involve the target groups in usability tests and feedback cycles.

**Project team: Whom do we sign up?**

Transnational teams need people with strong communication and negotiation skills, and the ability to come up with workable shared solutions. However, each project demands a specific set of partners. The best way to assemble a project team is to use a checklist:

- What kind of expertise, qualifications and work ethic do you need/should they hold?
- What resources are available in your team?
- What kind of expertise could you obtain from outside sources?
- Do they have a track record of dedicated and interesting projects?
- How compatible are your work style and ethics with potential partner organizations?

Once you establish a solid partnership, it is essential to strike the right balance between top-down and bottom-up decision-making processes. While both approaches have their positive and negative aspects, the complex nature of the Danube Compass demanded not only full commitment and input from all partners but also a clear chain of command (activity leaders, work package leaders, etc.) to streamline the decision-making process.

## Work breakdown structure: The road to success?

A partnership needs a shared understanding of the project plan, of the steps ahead, of how decisions are made and of what role the partners play in the decision-making process. In order to share information in a transparent way that everyone understands, it is helpful to create documents such as project structure plans, manuals and network diagrams with project milestones and deadlines. Milestones indicate the time when a sub-project ends with a specific outcome.

They must be simple, manageable and include commentary functions. To ensure all partners keep track of the milestones, you might need to use a specific project management software (e.g. Asana, Trello). While deadlines are crucial for the overall success, you should also plan for delays with respect to most challenging tasks that require additional time.



## Steps

### Planning

Several challenges must be addressed in the initial planning phase:

- Do you want to include one or several target groups?
- How do you reconcile your aims to IT solutions given the resources available?
- What scope and depth of information do you want to provide?
- Do you want to build on existing information platforms or create a new one from scratch?

To develop a solution-oriented project idea, the following key questions should be addressed:

- What is the problem?
- What is the ideal state that you want to achieve?
- What should the situation look like when the problem has been solved?
- What steps could help you achieve this ideal state?

Next, you need to re-examine your ideas against the performed needs assessment. Now it is time to evaluate whether the project can be realized at all with the means and possibilities at your disposal.

## Collecting

One of the main challenges in collecting information for a transnational platform is how to organize “the collecting phase” across several countries.

**Our solution was to come up with a conceptual framework that consisted of:**

- structure of topics and subtopics to be covered in the information platform,
- phases and timeline of collecting information,
- design manual covering the use of language and forms of presenting information (e.g. “plain English”) and necessary elements of each sub-topic,
- common terminology to be used throughout the platform
- (e.g. glossary).

Once the basic structure is agreed upon, the next step is the creation of the articles – units of texts under each topic.

**We created three prototypes of articles:**

- descriptive articles,
- articles listing services/directories (containing necessary information in response to questions such as what and where),
- articles detailing the relevant processes (describing the steps involved in obtaining a service: steps 1, 2, 3, etc., where to go, good to know, essential points)..

We set a maximum character length for all articles.

**Despite the clear conceptual framework partners encountered the following problems:**

- The conceptual framework did not always fit the kind of information that was available or could not be easily adapted to regional specifics (e.g. the decentralized nature of public institutions in Austria and Germany due to which public institutions' organization and regulations are locally and regionally specific).
- We often found it difficult to rewrite complicated legal terminology in a way that was user-friendly but still legally accurate. The balance was sometimes hard to achieve.
- Information is constantly changing, especially for the topics of “arrival and residence” and “work”. Meticulous attention was therefore paid to updating the links and contact information.

### **Our solution to these problems was the following:**

We realized that, in addition to clear guidelines, the partnership needed one full, country-specific version of the Danube Compass in order to complete the task and improve the quality of articles.

This “model Danube Compass”, created by one of the partners in collaboration with the lead partner, gave other partners an insight into the structure, content, language and length of articles. Partners thus had a much clearer idea about what had to be done.

The guidelines were also adapted to accommodate real problems that arose during the process, all of which resulted in a better quality of articles across the partnership.

The model Danube Compass also revealed the need for some fine-tuning, such as adding specific local-language terms for particular institutions or services and adding information on the languages used in the links provided. This helped users avoid unnecessary clicks on links that would be of no use to them.

## The issue of simple language

In line with modern approaches to governance and public institutions' dissemination of information, we placed considerable emphasis on using simple language that is easy to understand. This plain language ensures that a wide variety of target groups (e.g. non native speakers and less educated persons) can understand the information provided. It also increases transparency and improves users' satisfaction with public institutions.

In trying to formulate more understandable language for users, we drew on guidelines from well-known initiatives for the use of plain language in public services, such as the UK's government information portal GOV.UK. This portal provides many useful suggestions on how to structure articles and how to make language structures more accessible. Below you can see an example of the "normal" language usually used by public institutions (the "before" version) and the rewritten plain version of the same sentence (the "after" version).

### Before

*The hospital patient has the right to information relevant to his situation that must allow the patient the fullest insight into all aspects of his situation, medical and otherwise, and, on an informed basis, enable him to make his own decisions or to participate in decisions which have implications for his or her wellbeing.*

### After

*You have a right to information about your condition that helps you fully understand it and make informed choices about your treatment*

## Testing

Having collected the information and created a beta version of the information platform, the next step is to test the platform. Still a “work in progress”, the beta version of the information platform allows both the partnership and the target groups to test the platform’s usability features and technical capabilities.

The testing of the Danube Compass was organized in the form of pilot actions taking place in four locations chosen for their different characteristics regarding the information infrastructure for migrants.

**We started off with pilot action methodology that covered procedures concerning:**

- testing amongst target groups,
- testing through peer reviews.

**To execute a successful pilot action, the following questions should be addressed:**

**What does a piloting activity look like?**

There are many possibilities in formal and non-formal environments. A piloting activity can, for example, be organized as a treasure hunt or a game to make it more attractive for your target groups. You might also want to combine it with a related event or workshop to increase the number of participants. Having face-to-face experience is crucial. Online questionnaires or quizzes are recommended as additional tools to increase the number of pilot testers. Regardless of the method chosen, you need to guarantee meaningful feedback and results by involving the largest possible number of test persons from your target groups. That will help you optimize the final, fully-fledged version of the information platform. Many of our partners

designed questionnaires. Other partners and target groups saw a guided, content-focused discussion as the key to success.

### How to assure the quality of the piloting activities?

We prepared step-by-step guidelines for the piloting activities. Following these guidelines, project partners planned, performed and evaluated the piloting activities in their respective territories over a four-month period. During this process, activity logs were prepared to monitor the process of pilot implementation and to make it easier for other partners to reconstruct their findings. The activity log for each step made the process transparent. All observations were recorded and reported to all of the other partners.

### How do you obtain feedback from target groups?

The Danube Compass was tested by several target groups: refugees, asylum seekers, highly skilled migrants, students at local language schools, public institutions' front-desk employees, employment office call centers' employees, local government officials, volunteers... A total of 294 people took part in the piloting activities. They were approached directly or through mediating organizations. The piloting activity was either part of their regular activity (e.g. local language class) or they were invited to an event dedicated specifically to test the Danube Compass. Their feedback was collected through surveys and focus group debates with the support of experienced moderators.

### How do you obtain feedback from peer reviewers?

The piloting activities were also monitored and reviewed by project partners. They each visited at least two activities organized by two different project partners. The resultant peer reviews were designed as "friendly audits" and took place in an atmosphere of mutual learning, understanding and trust. Following the peer reviews, the

peers prepared reports containing recommendations for adjustment or further development of the national implementation of the Danube Compass.

**I am left with an abundance of recommendations. How can I proceed?**

Once your pilot testing is over, you will be left with an abundance of recommendations, improvements, suggestions and comments. Based on the principle of seeing activities “through as many eyes as possible” – obtaining feedback from diverse target groups, stakeholders and peer reviewers – we compiled a very long list of findings that were subsequently analyzed and discussed. One member of each transnational review team was the coordinator. The role of the transnational review coordinators was to collect all the feedback forms and main findings and summarize them in a transnational review report. This method enabled us to optimize the transferability of the learning outcomes and enhance both reciprocal involvement and transnational value added. It was important to distinguish between technical issues (intuitive design, missing functions, layout) and content issues (information accuracy, clarity of meaning, language issues).

**Often, some recommendations could be implemented right away, allowing new findings to come to light.**

## Finalizing

Once you have finished the testing phase, it is time to implement the findings and complete the final steps.

Since the feedback usually covers a wide variety of recommendations and suggestions, you have to make a list of priorities. What is crucial to increase users' satisfaction? What improvements are feasible given the resources available and the time constraints?

We classified these recommendations as either “must-have” or “implement in follow-up projects”. These classifications distinguished between the necessary improvements to be implemented before the launch and possible improvements that could be implemented after the launch or in follow-up projects. Based on the findings of the piloting activities, some partners focused only on the necessary improvements. Others performed a thorough review of the whole content.

Again, relevant stakeholders were invited to comment on the necessary improvements. While in some countries the public institutions eagerly responded, in others, they were not always willing to cooperate.

### What did we change in the Danube Compass?

The Danube Compass went through many changes and improvements. The feedback most often referred to technical problems. One example is the platform's search engine. A suggestion was made to use a Google-based search engine. This improved the results because all the keywords were included and the search engine could disregard typos or misspellings. Another aspect was the mobile version of the platform that involved too much scrolling. The technical improvement of this aspect allowed



for much better user experience. Content-wise, some sections that were too long were revised and the content was updated for accuracy. Following experts' feedback, we added a gender equality aspect in relevant articles and gave an additional introduction to common civic principles governing European societies.

### How to ensure a successful launch?

The launch of the information platform has to “make a splash” nationally and transnationally. On the one hand, extensive media coverage will give the information platform a boost in the eyes of the general public. On the other hand, subsections of the target groups must be targeted strategically – in migrants' language courses, hospitals and employment offices, for example. This two-tiered approach allows us to reach target groups more widely.

Additionally, the information platform can serve as a “teaching tool” in various courses to improve public institutions' services, e.g. in the context of intercultural awareness campaigns.

Employment Service of Slovenia,  
Slovenia: “Obtaining and  
implementing the feedback from  
public institutions was often  
challenging. We wanted to have  
sections of the Danube Compass  
approved by relevant authorities.  
Some were very cooperative, some  
less so.”

## Achieving sustainability

Sustainability addresses measures for the information platform to remain “alive” after the project ends. Information platforms need constant care: technical updates and new information require monitoring, updating and editing of content and the technical framework.

**In the case of the Danube Compass, we identified a variety of challenges:**

### Organizational sustainability

- Can the DRIM partners ensure sustainability in the long run?
- What kind of organization would be an ideal caretaker for national sub-sites of the Danube Compass? Should it be an international organization? An NGO? A public authority?

### Technical sustainability

- What are the ground rules for technical and content updates to the platform?
- How can we provide legal and organizational aspects of technical updates for the content management system to respond to the editing and updating needs of national sub-sites?
- How can we ensure the accuracy and smooth functionality of the platform in light of each partner’s resources?

### Financial sustainability

An estimate of the cost of updating the information platform for the next five years must be prepared.

- Most important of all, what possible financial sources could be used for updates and further development of both content and new technical solutions (e.g. bots, apps)?
- Can the partner consortium find a viable business model that does not require public funds but is still in line with legal and other aspects of the existing platform funding?

### Communication and dissemination sustainability

A successful information platform should attract many user clicks. A clear and focused communication and marketing strategy is therefore crucial to make the information platform a success among the target groups.

- Which activities could improve the visibility of the information platform?
- Do we need a media partner?
- Who will take the lead in coordinating international communications activities?

KDRIU, Hungary: “We also learned the importance of a clear vision about sustainability. This also concerns financial sustainability (the cost of maintaining the web platform, staff costs etc.), as these aspects correlate directly to the availability of up-to-date information, given that updating involves a significant workload.”

Based on the above challenges, we have prepared several possible scenarios that might be of assistance when developing strategies for similar projects:

### # Scenario 1:

#### Keep the transnational approach and the platform alive

In our ideal scenario, the Danube Compass should be monitored and updated by a transnational team of dedicated editors. They could either be representatives of the project's partner organizations or stakeholders' institutions. This team should be organized along the lines of a news site, where responsibilities and rights are clearly defined and both national editors and an editor-in-chief can be appointed. The editors would monitor and update national chapters of the Danube Compass and handle dissemination among interest groups. An editor-in-chief would look after the technical side of the platform and handle transnational dissemination. Regular updating would keep the platform relevant to users, while a possible expansion could include new regions and content. This arrangement naturally requires the availability of funding for the editors' organization, ideally from a transnational agency or a follow-up project fund.

### # Scenario 2:

#### "Go private" and create a sustainable business model

In recent years, several social innovation initiatives have emerged that see providing information dissemination services for migrants as a business opportunity. One of the most prominent examples is the Swedish mobile app *Mobilearn*. The app is not set up as a transnational project but was launched by a company to target local communities in Sweden. It provides an information platform where access is sold to "partners" – local and regional governments – who further disseminate it among migrants in their region. This could also be a solution for the Danube Compass, which could be taken

over by a private company or public institution that would come up with a viable business model.

### **# Scenario 3:**

**“Go local”:** Break the platform down into national/regional chapters owned by local institutions

Another option is to break the platform down into eight regional versions. The content would then be updated and developed by local organizations in each country. However, this scenario could raise questions about the “owner” of the technical platform with overall responsibility for maintaining the information website. It also jeopardizes the transnational character of the platform and ignores the importance of movements within the intra-Danube region. The advantage would be that the work and resources would be in local hands, which can generally be more flexible and adaptive to local needs.

### **# Scenario 4:**

The transnational platform is kept on “life support” without further development

This least favourable scenario would mean the project partners keep only minimum update of the information platform in terms of technical viability and content accuracy for the next five years in order to fulfill the demand of the project’s funding body.

The partnership identified three measures that were deemed most viable under the present circumstances:

- applying for EU and national funding to continue with the technical development of the Danube Compass,
- finding local partners among public institutions that are in charge of the migrants' integration,
- looking for a possible partnership with the private sector that could further develop the Danube Compass into a successful spin-off company.

ZRC SAZU, Slovenia: "While creating the Danube Compass with its vast quantity of information and wide focus was anything but easy, especially within one project, our example shows that a group of dedicated partners can achieve a lot. In this sense, we are very proud that the Danube Compass is building the foundations of information structure for migrants in some countries, while in the others importantly contributes to the existing sources. Our main mission now has to be to work relentlessly on sustaining and therefore achieving a genuine change on a long-term basis."