



Task Performance Measurement **Classes: 'Funding, Tenders' and 'Research and Innovation'** Baseline test (April 2016) Analysis

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- Editorial, formatting, and spelling
- Clarification

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Revision	Date	Created by	Short Description of Changes
0.6	08/11/2016	Toon Lowette, Nina TW	Updated to take account of feedback from RTD and BUDG
0.5	22/09/2016-26/09/2016	Kristin Dom, Nina TW	Incorporating feedback TL and HTB, reviewing instructions 6-10.
0.4	20/09/2016	Kristin Dom, Nina TW	Editing. Adding new success and time on task charts. Change layout.
0.3	20/09/2016	Helen Titchen, Kristin Dom	Rewriting and adding new introduction text
0.1	12/08/2016	Kristin Dom	Create template

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I. Background

A central element in the creation of the Commission's new web presence is the building of a **common, task¹-based information architecture**. To ensure that such a common architecture would be accepted and actually implemented throughout the institution, a rigorous and inclusive process (starting in 2014) of user research and testing was conducted, involving both the DGs and the people using our websites. This process led to the establishment of a top-level architecture (highest level of menu labels), consisting of **15 classes²** giving access to the **77 Commission-wide user tasks** collectively identified by all DGs and ranked through an online user poll³.

The poll results revealed 6 user tasks as being the most important for respondents, irrespective of where they work and where they live. It also revealed in precise, statistical terms the main audiences interacting with the European Commission online.



Further polls have since been conducted to establish the most important subtasks underneath certain classes and tasks.

¹ A task is what people come to do on our website. Examples include applying for a research grant, finding details on a new legislative proposal, finding people (eg contacting a Commissioner), or looking for information about recruiting staff abroad.

² Executive summary on building the information architecture: http://www.cc.cec/home/europa-info/documents/digital_transformation/report_on_common_architecture_level_1_-_executive_summary.pdf

³ Carried out in 24 languages with 106,792 valid responses. Factsheet on the May 2014 top tasks poll: http://www.cc.cec/home/europa-info/documents/digital_transformation/factsheet_digital_transformation_user_survey_final.pdf

Task performance measurement

A rigorous, task-based approach to the management of the new web presence requires continuous (iterative) testing and improvement, based on sound metrics that **measure how easily and quickly our audiences can complete their tasks on the Commission's websites**. These metrics are provided through task performance measurement tests resulting in an indicator known as the task performance indicator (TPI). Task performance measurement tests (per **class**) were launched in 2016. The first round of testing sets the baseline against which future performance of each class will be measured.

The testing process involves recording and analysing 15-20 one-on-one remote sessions (about 60 minutes) observing and measuring how well representative users⁴ can complete a prioritised⁵ set of task instructions. The instructions are real task scenarios based on a validated, ranked task list and developed together with DG stakeholders (see overview p. 9). Analysing the results of the tests reveals **patterns in people's behaviour** as they seek to complete the tasks. These patterns allow us to make sense of the data. Testing with 15-20 people is required to get reliable and stable patterns⁶.

Each participant starts the test from the same page. During the introduction, it is made clear to them that although the test starts from this page, they are free to use the internet as they would usually do (Google, Bing, etc.). To keep results comparable over iterations, the starting page needs to be repeatable. In the Commission, the agreed starting page is the Commission homepage: (ec.europa.eu/index_en.htm).

Using task performance measurement as a continuous-improvement management model offers clear benefits, including:

- **easily-understood indicators** of success, failure and time on task completion.
- **insight into both the current situation and how to improve it.** For example, where testing shows that a particular task has a success rate of 60%, the data will also show what caused the 40% of failures. Addressing and fixing the causes of failure should result in a clear improvement in the success rate when the task is tested again.
- **evidence-based action plan.** Between iterations, and based on the findings of the tests, an action plan can be made to improve content, usability and navigation, focusing on the most urgent issues first.

⁴ See Annex 4: Test user profiles

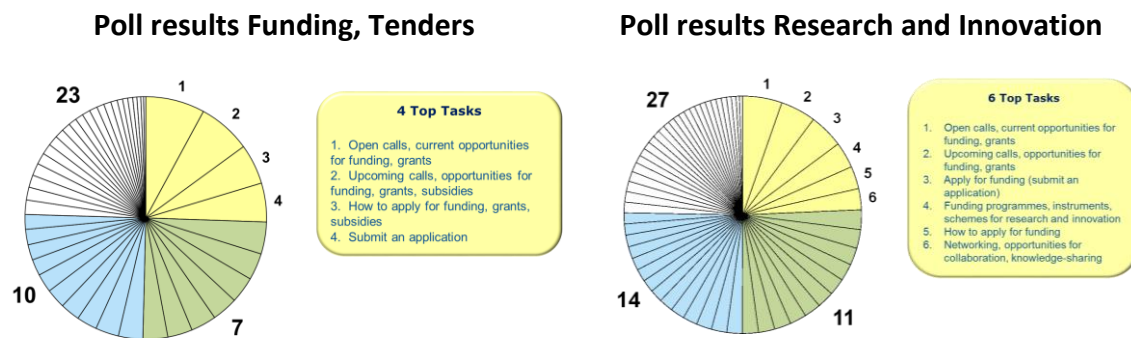
⁵ Prioritisation is based on evidence of user needs, balanced against the organisation's goals.

⁶ See Annex 5: Stability of results

The classes ‘Funding, Tenders’ and ‘Research and Innovation’

The decision to test both classes together was based on the following considerations:

- The work on identifying the top tasks for the two classes⁷ confirmed that very similar tasks were top for both (see Annexes 2 and 3):



- The similarity of the target audiences for testing meant that combining the two classes economised on the use of a scarce resource: the pool of testing volunteers (see Annex 4).
- Both classes are managed by a single editorial board. Since this was the first experience of task performance measurement, it made sense to go for the synergies, efficiencies and learning of combining both classes.


Test dates and starting page

The test took place between 19 April – 18 May 2016.

Below is a screenshot of the Commission homepage at the time of testing:

⁷ Factsheet on Funding, Tenders: http://www.cc.cec/home/europa-info/documents/digital_transformation/factsheetfundingtenders_user_survey_12112015.pdf

Factsheet on Research and Innovation: http://www.cc.cec/home/europa-info/documents/digital_transformation/factsheet_research_and_innovation_user_survey.pdf

English

European Commission

HIGHLIGHT

Migration: Integration – ‘Blue Card’ reform – Partnership Framework with third countries

Jobs, Growth and Investment

Digital Single Market

Energy Union and Climate

Internal Market

Economic and Monetary Union

EU-US Free Trade

Justice and Fundamental Rights


Migration

EU as a Global Actor


Democratic Change

More about the priorities

The European Commission is the executive of the European Union and promotes its general interest.



President Juncker



The Commissioners

Departments (Directorates-General) and services

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PRESS RELEASE | 16/06/2016

Commission adopts its monthly ‘infringements’ package

The European Commission acts to ensure proper application of EU law for the benefit of citizens and businesses. This month’s package includes five referrals to the Court of Justice.

Commission adopts its monthly ‘infringements’ package

WEEKLY MEETING | 15/06/2016

Progress in managing the refugee crisis and scientific criteria for endocrine disruptors

The Commission reports on progress in implementing the EU-Turkey Statement and in resettling and relocating refugees. It adopts a second recommendation on steps to restore a functioning asylum system in Greece and resume Dublin transfers to the country. Finally, it presents scientific criteria for endocrine disruptors.

A EUROPEAN AGENDA ON MIGRATION

NEWS | 16/06/2016

EU tackles radicalisation and extremism

The Commission has today adopted new proposals that will help Member States in their efforts to prevent radicalisation and violent extremism.

EU TACKLES VIOLENT RADICALISATION AND EXTREMISM

Follow the latest progress and get involved

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All news


Featured



Managing the refugee crisis



COP21 – United for climate



Completing Europe's Economic and Monetary Union

Law and Policies

Polices

Legislation

Public consultations

Funding and public contracts

Research and innovation funding

Tenders

Grants

European structural and investment funds

EU-backed small business loans

Recipients of EU funds

Life, work and travel in the EU

Business

Education & youth

Work

Residence

Health

Family



Travel

Vehicles

Your EU rights: problem solving and complaints

Individuals

Business

The European Commission on:  Facebook  Twitter Other social networks

Cookies

Legal notice

Contact

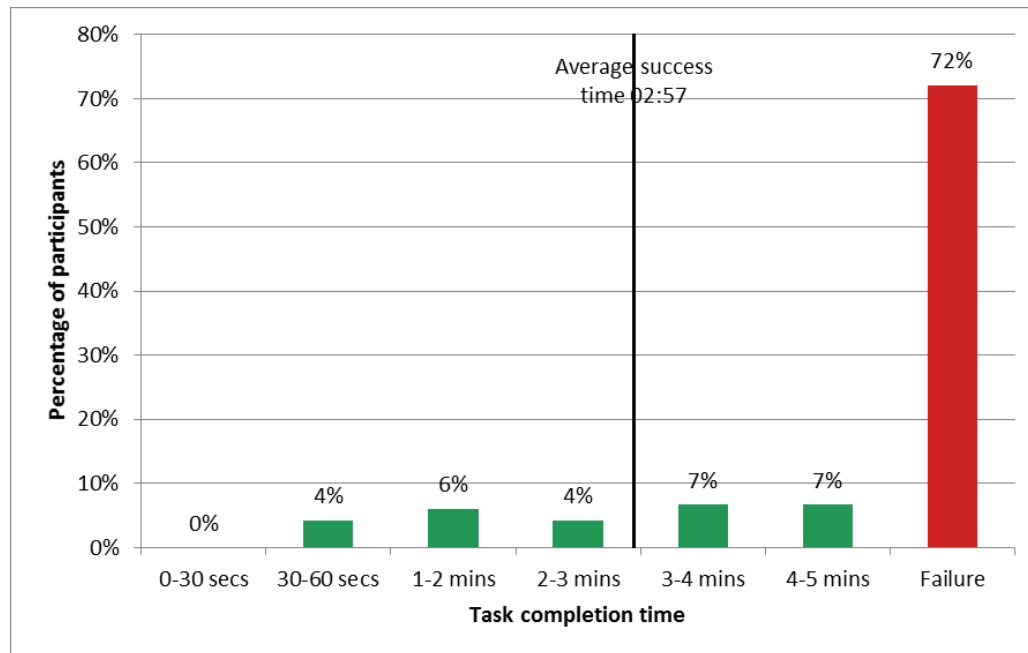
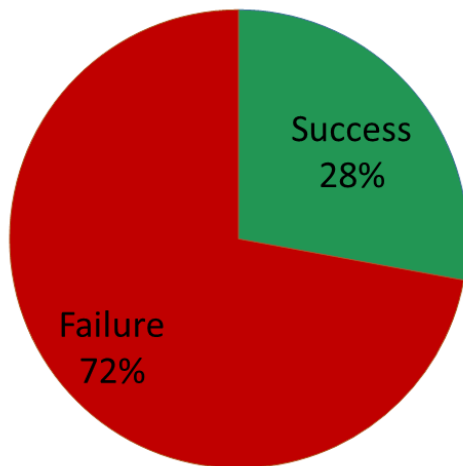
European Union

EU institutions

II. Detailed results and charts

A. Overall results for the two classes

Performance (success, failure, task completion time)



Overview of test instructions and results

Test instructions were validated on 17 February 2016 by DGs BUDG, RTD, GROW and REGIO and shared with DGs/agencies AGRI, CLIMA, ENV, MARE, EMPL, DEVCO, EAC and EACEA prior to testing.

	Instruction	Success	Average success time (seconds)
1	Find the opening date for the current opportunity for small businesses (SMEs) to submit their proposals in the field of healthcare biotechnology in Horizon 2020.	60%	153
2	Find out if you have to register your organisation before drafting a proposal to fund a development cooperation project in developing countries.	25%	278
3	Check if a potential partner from Tunisia is eligible to receive funding through LIFE environment protection grants.	6%	236
4	Find the page listing potential research and innovation project partners in the field of robotics in order to share knowledge.	24%	255
5	Find out how many malaria vaccine reports exist from EU funded research projects that ended in 2015.	6%	285
6	In June 2015, the Commissioner for Research, Science and Innovation defined Open Science as one of the three strategic priorities. What are the other two?	71%	170
7	Find out what calls for tender the European Commission plans to issue for the supply of office equipment in 2016.	0%	/
8	What is the Euro amount above which national postal services must open their tenders to all EU countries for supplies and services contracts?	29%	142
9	What are the criteria to become an expert for the European Commission to evaluate culture projects?	0%	/
10	Which are the five main funds supporting economic development in EU countries?	62%	136

Overall findings

1. The first set of links visible on the homepage (the political priorities) is often assumed to be the main navigation. However the political priorities offer no onward paths to solve the tasks being tested. Navigation is therefore often abandoned in favour of search.
2. The task-orientated navigation at the bottom of the homepage⁸ is not often seen by participants. Those who go there find the menus and links confusing, and try several different labels in an attempt to find an onward path. Here again, navigation is often abandoned in favour of search.
3. EC search returns poor results for the following reasons:
 - document titles in results are poor – using numbers, jargon and starting with general instead of specific information.
 - the search box is too small to see the full search string and correct any spelling mistakes.
 - results are clogged with press releases, irrelevant or old content, and events.
 - landing/summary pages for top tasks do not appear in results.
 - spelling mistakes in the search string produced either no results or distorted results.
4. Google search returns better results but the absence of landing/summary pages still made solving tasks difficult.
5. Many destination pages on DG websites caused problems for people solving tasks due to:
 - blocks of text not broken up with subheadings, bullets, etc. which makes them difficult to scan
 - onward links to solve tasks often appearing in blocks of text, making them difficult to spot
 - people being presented with many different page layouts, with different designs for navigation and search, requiring more effort
 - navigation labels using internal jargon which is not understood.

⁸ This view existed until 27 June 2016 when the "Policies, information and services" site went live.

B. Results by task instruction

Instruction 1: Find the opening date for the current opportunity for small businesses (SMEs) to submit their proposals in the field of healthcare biotechnology in Horizon 2020.

1.1. Task reference

- Top task 3 from 'EC-wide' poll 2014 (Funding, grants, subsidies)
- Top task 1 from 'Funding, Tenders' poll 2015 (Open calls, current opportunities for funding, grants)
- Top task 1 from 'Research and innovation' poll 2015 (Open calls, current opportunities for funding, grants)

1.2. Correct answer and target page

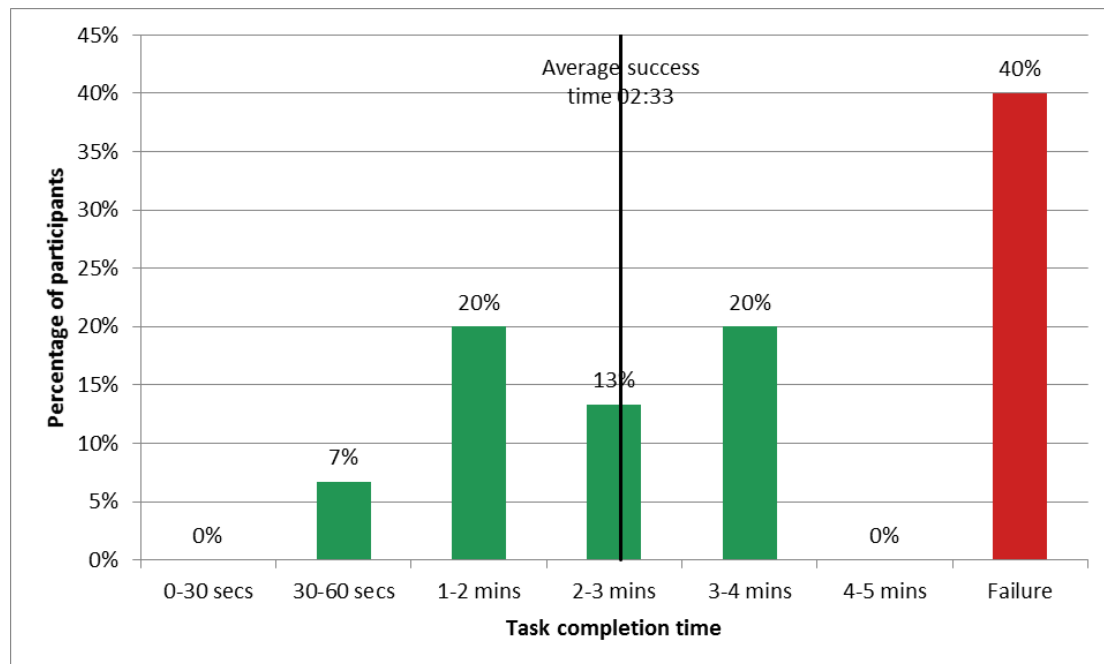
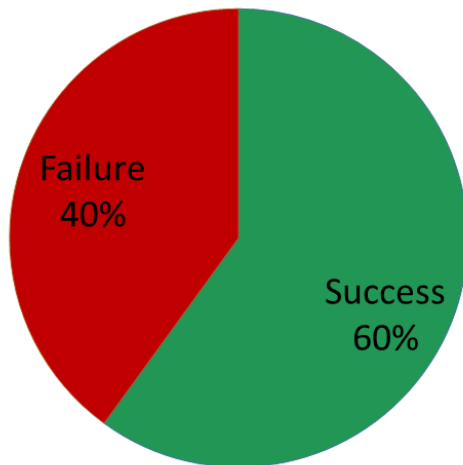
<http://ec.europa.eu/research/participants/portal/desktop/en/opportunities/h2020/topics/6117-smeinst-05-2016-2017.html>

Answer= 26 November 2015

The screenshot displays the 'RESEARCH & INNOVATION Participant Portal' interface. A search for 'Healthcare biotechnology' has been performed, resulting in a list of opportunities. The first result, 'SMEInst-05-2016-2017: Supporting innovative SMEs in the healthcare biotechnology sector', is highlighted. The 'Opening date' for this opportunity is clearly marked as '26 November 2015'. The interface also shows various filters and a sidebar with navigation options.

1.3. Performance

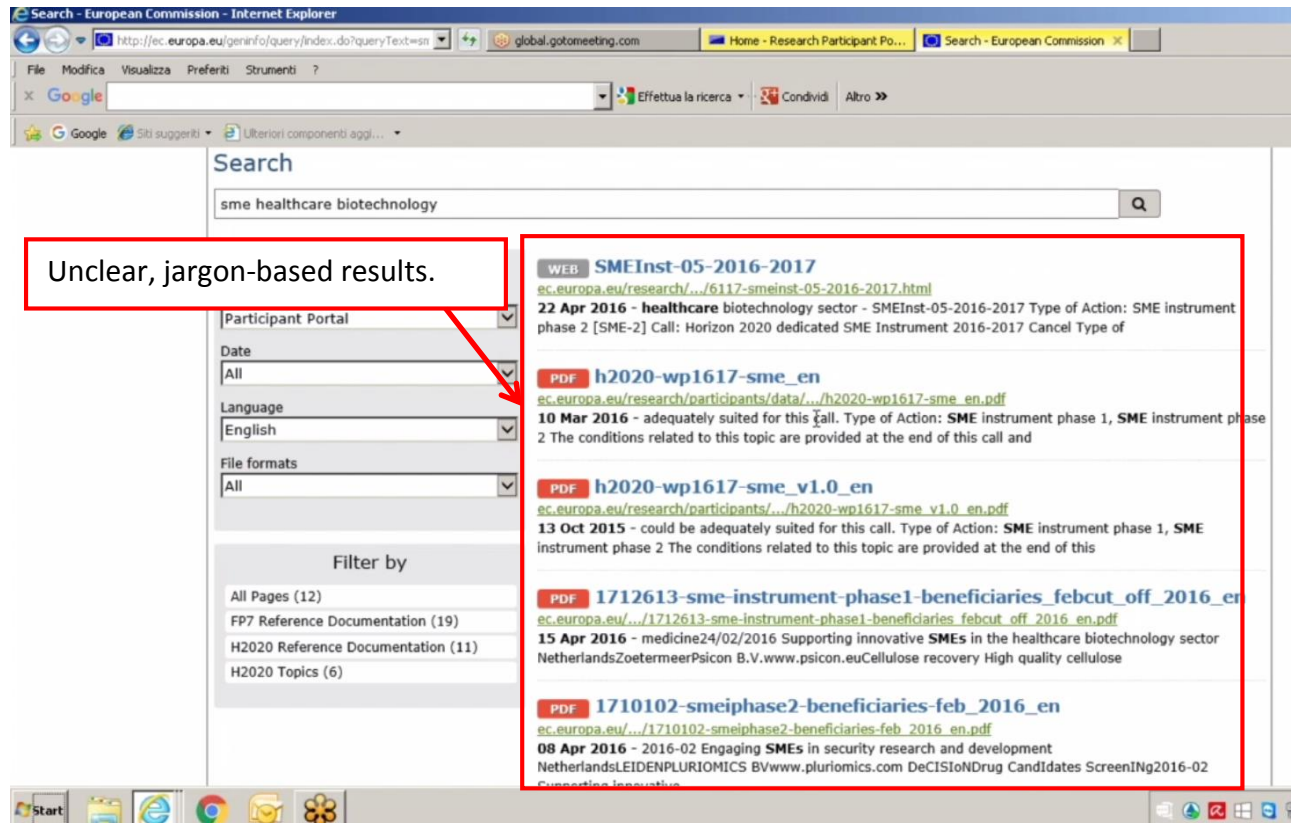
Instruction 1: Find the opening date for the current opportunity for small businesses (SMEs) to submit their proposals in the field of healthcare biotechnology in Horizon 2020.



1.4. Findings

- EC search returns poor results
- Participants' Portal: pages difficult to scan

1. EC search returns poor results.



2. Participants' Portal: pages difficult to scan. On the Participants' Portal, the calls themselves and details on each call are laid out in a way which is hard to scan.

The screenshot shows a web browser window with the URL `participants/portal/desktop/en/opportunities/h2020/calls/h2020-smeinst-2016-2017.html#<div data-bbox=`

Call 1: SMEInst-04-2016-2017: Engaging SMEs in space research and development

Publication date: 14 October 2015

Types of action: SME-1 SME instrument phase 1

DeadlineModel: multiple cut-off

Opening date: 26 November 2015

Cut-off dates: 24 February 2016, 03 May 2016, 07 September 2016, 09 November 2016, 15 February 2017, 03 May 2017, 06 September 2017, 08 November 2017

Time Zone : (Brussels time)

Call 2: SMEInst-04-2016-2017: Engaging SMEs in space research and development

Publication date: 14 October 2015

Types of action: SME-2 SME instrument phase 1

DeadlineModel: multiple cut-off

Opening date: 26 November 2015

Cut-off dates: 03 February 2016 17:00:00, 14 April 2016 17:00:00, 15 June 2016 17:00:00, 13 October 2016 17:00:00, 18 January 2017 17:00:00, 06 April 2017 17:00:00, 01 June 2017 17:00:00, 18 October 2017 17:00:00

Time Zone : (Brussels time)

Call 3: SMEInst-05-2016-2017: Supporting innovative SMEs in the healthcare biotechnology sector

Publication date: 14 October 2015

Types of action: SME-1 SME instrument phase 1

DeadlineModel: multiple cut-off

Opening date: 26 November 2015

Cut-off dates: 24 February 2016, 03 May 2016, 07 September 2016, 09 November 2016, 15 February 2017, 03 May 2017, 06 September 2017, 08 November 2017

Time Zone : (Brussels time)

Call 4: SMEInst-05-2016-2017: Supporting innovative SMEs in the healthcare biotechnology sector

Publication date: 14 October 2015

Types of action: SME-2 SME instrument phase 2

DeadlineModel: multiple cut-off

Cut-off dates: 03 February 2016 17:00:00

Time Zone : (Brussels time)

Annotations:

- Several people highlighted the cut-off dates instead of the opening date.
- The title of the call starts with internal jargon, and includes a date which is not explained. The call details are hard to scan.

Instruction 2: Find out if you have to register your organisation before drafting a proposal to fund a development cooperation project in developing countries

2.1. Task reference

- Top task 3 from 'EC-wide' poll 2014 (Funding, grants, subsidies)
- Top task 3 from 'Funding, Tenders' poll 2015 (How to apply for funding, grants, subsidies)

2.2. Correct answer and target page

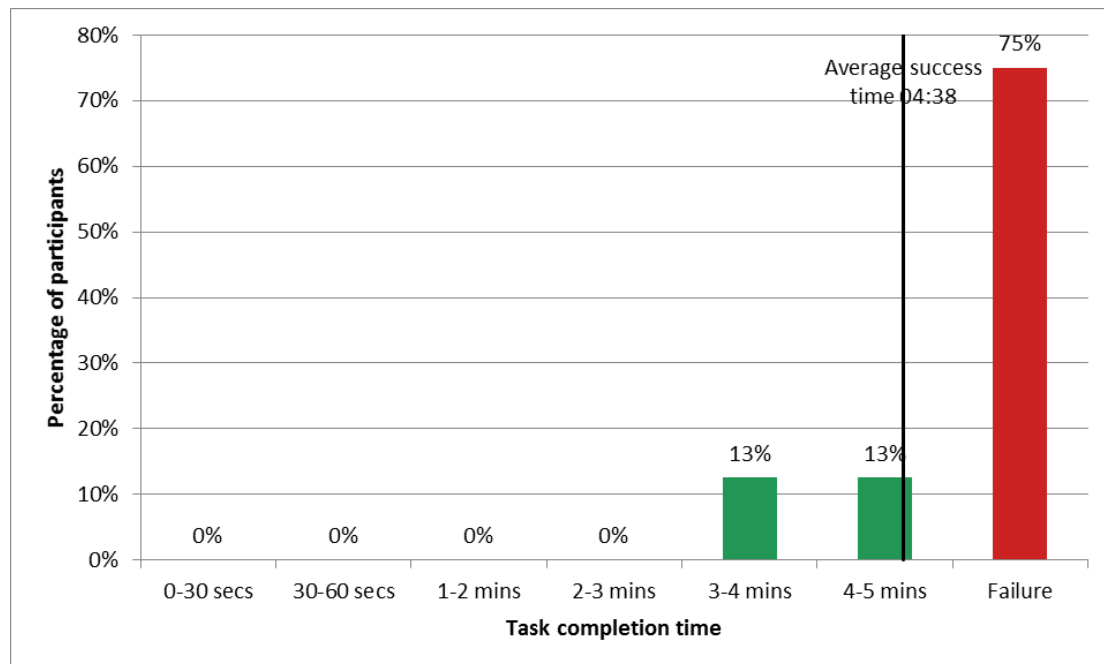
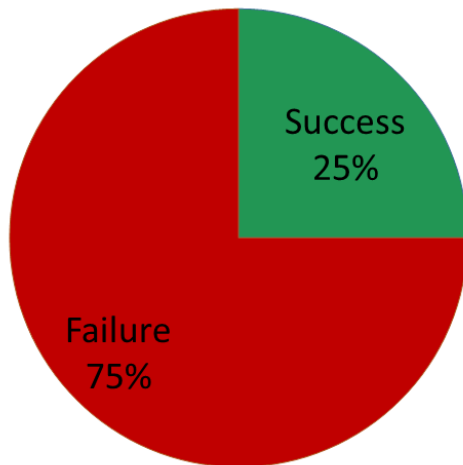
https://ec.europa.eu/europeaid/funding/about-grants/how-apply-grant_en

Answer = In principle mandatory



2.3. Performance

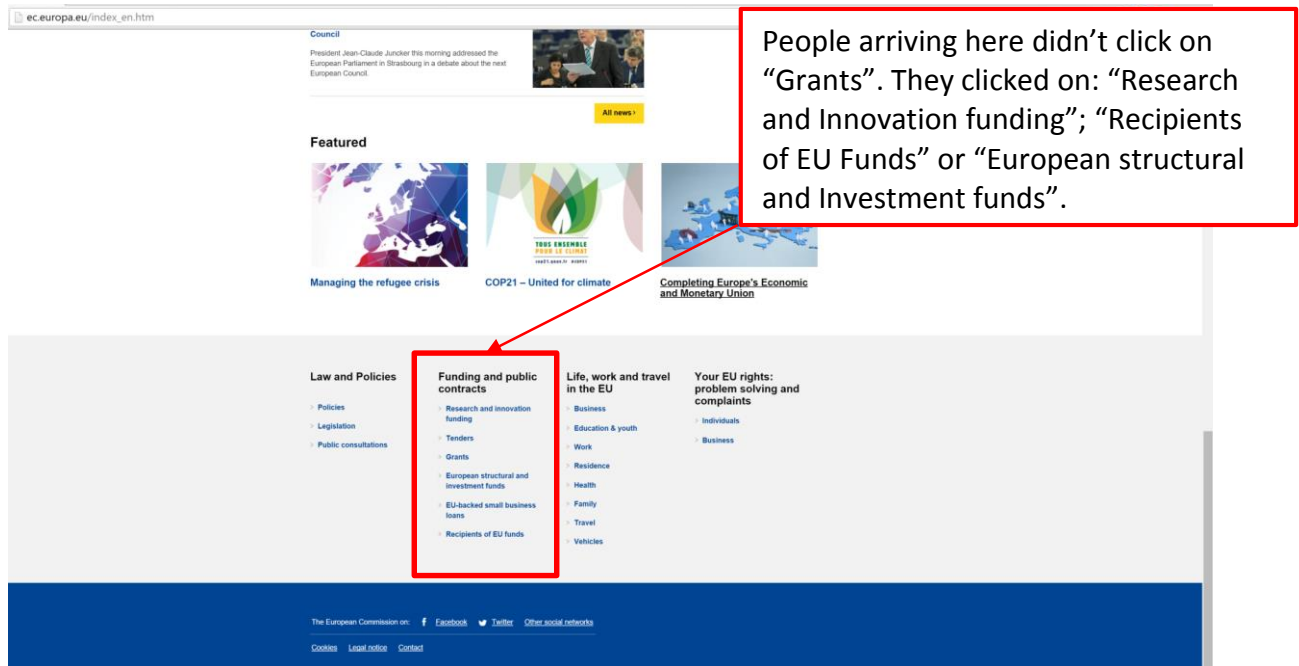
Instruction 2: Find out if you have to register your organisation before drafting a proposal to fund a development cooperation project in developing countries



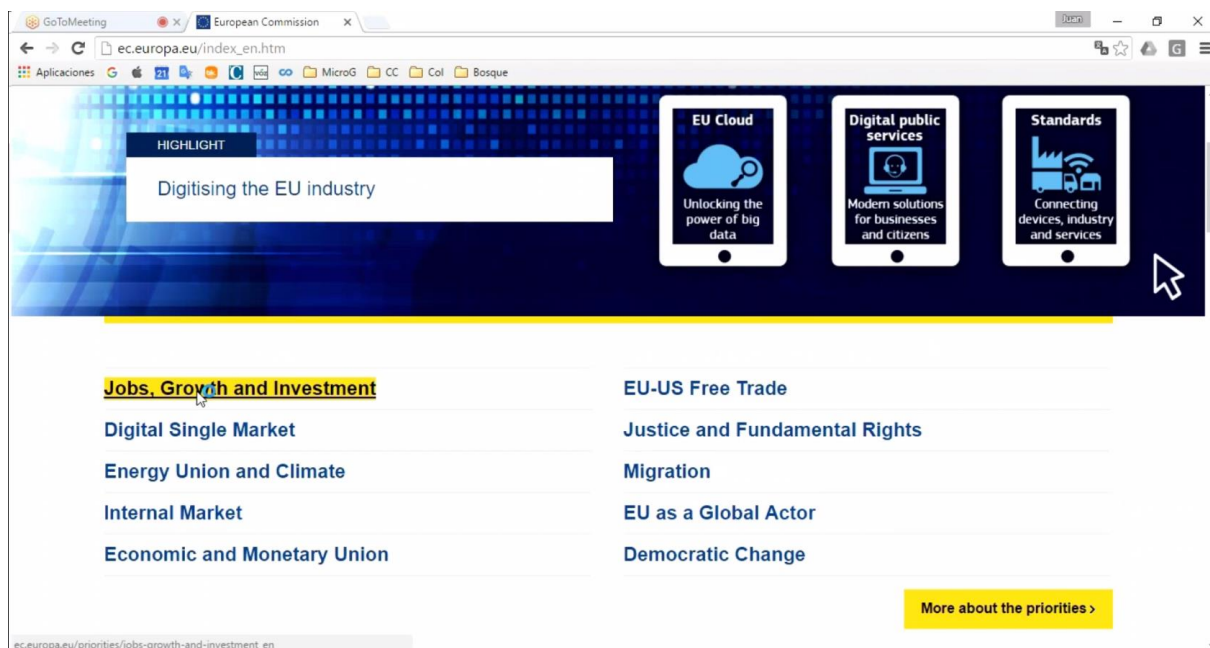
2.4. Findings

- Homepage footer: confusing menus and links
- Homepage main navigation (Political priorities) assumed to be main task navigation
- EC search returns poor results
- Google provides good results
- Website ‘International cooperation and development’: confusing menus and links

1. Homepage footer: confusing menus and links.



2. Homepage main navigation (Political priorities) assumed to be main task navigation. Some people clicked on the priority 'Jobs, growth and investment'.



3. EC search returns poor results.

The screenshot shows the European Commission search results for the query "register organization developing countries". The search bar is at the top, and the results are listed below. The first two results are from 2008. A red box highlights the first two results with the text "The first two results are from 2008." Another red box highlights the title of the first result, "EXPANDING EXPORTS HELPDESK FOR DEVELOPING COUNTRIES", with the text "Generic title." A third red box highlights the title of the second result, "NEW TRADE REGIME FOR DEVELOPING COUNTRIES: GSP", with the text "Title leads from the general, and should lead from the specific." The search results are filtered by "English" and "All" file formats. The filter by section shows "Business & Industry (2299)", "Economy, finance and investment (936)", and "Environment, food & natural resources". The search results are listed in a table with columns for "WEB", "Title", "Date", and "Description".

WEB	Title	Date	Description
WEB	EXPANDING EXPORTS HELPDESK FOR DEVELOPING COUNTRIES	10:00-12:30...	01 Aug 2008 - by the Helpdesk to exporters from developing countries (DCs) & Online interactive visit & Recent developments & Future developments 3. Open floor (questions/answers) 4. Any
WEB	NEW TRADE REGIME FOR DEVELOPING COUNTRIES: GSP	10:00-11:00	01 Aug 2008 - ROOM 2/225 Registration closes on : 15/02/2005 12:00 AGENDA Lead Commission participant: Philippe Cusson 1. Reform of Generalised System of Preferences (GSP): update 2. Tsunami
WEB	Have your say! - European Commission	15 Nov 2016	Register and subscribing to its Code of Conduct. Registered organisations Your contribution will be considered as the views of your organisation, provided you indicate the
WEB	Public consultation regarding a future proposal for a new Europ...	11 Aug 2015	EDCTP Title Public consultation regarding a future proposal for a new European and Developing Countries Clinical Trials Partnership (EDCTP). Policy field(s) Research & Technological
WEB	SUSTAINABLE PRODUCTION AND GOOD ANIMAL WELFARE PRACTICES: TRADE...	01 Aug 2008	to the EU 3. Trade liberalisation and market opportunities for developing countries >David Bowles & RSPCA Head of International Department. 4. Consumers and animal friendly

The screenshot shows the European Commission search results for the query "development cooperation". The search bar is at the top, and the results are listed below. The first result is from 2014 and is about Russia. The second result is from 2017. The search was for "development cooperation". A red box highlights the first two results with the text "Unclear, jargon-based results. First result is from 2014 and is about Russia. Second result is from 2017. The search was for 'development cooperation'?". The search results are filtered by "All Pages (151)" and "FP7 Reference Documentation (371)". The filter by section shows "All Pages (151)" and "FP7 Reference Documentation (371)". The search results are listed in a table with columns for "WEB", "Title", "Date", and "Description".

WEB	Title	Date	Description
WEB	INFASUPP-6-2014	22 Apr 2016	infrastructures with Russia. The proposal will in particular help develop cooperation between European research infrastructures and the Russian Megascience facilities [2]
WEB	INFASUPP-02-2017	22 Apr 2016	requesting other amounts. Expected Impact : This activity will help to: Develop cooperation with key international partners for research infrastructures; Contribute to the
WEB	INFASUPP-01-2016	22 Apr 2016	infrastructures to develop in complementary ways. Develop cooperation with key international partners for research infrastructures; Contribute to the development of a competitive
WEB	INT-04-2015	22 Apr 2016	order to situate the European position into a global context. In this context the increasing

Language
English

File formats
All

Filter by

- Business & Industry (3948)
- Economy, finance and Investment (2796)
- Environment, food & natural resources (4529)
- EU in the world (7838)
- Functioning of the EU (9137)
- Health, Wellbeing & Consumer Protection (2300)
- Infrastructure, research & innovation (8206)
- Life (17)
- Me (17)
- Others (967)
- Work & Education (4134)

WEB EU aid is successful | European Commission
[ec.europa.eu/commission/2014-2019/mimica/.../eu-aid-successful_en](#)
22 Jan 2016 - achieve what it pays for" is simply not true. This statement is based on the so-called 'External Assistance Management Report' (or EAMR). This is an annual Internal management

WEB News - European Commission
[ec.europa.eu/europeaid/.../whats-new_en?qt-node_tabs_sector=0](#)
09 Apr 2016 - the Seaport **Cooperation** Project in the Caribbean, Latin America and West Africa Building on the success of the first two phases of the project and in response to the rising

WEB Why cooperate with other regions? - European Commission
[enrd.ec.europa.eu/en/leader/.../why-cooperate-with-other-regions](#)
08 Apr 2016 - workshops around agreed topics, as a first step towards a formalised **cooperation** project. We are now in 2007 networking with 15 LAGs in Denmark, Sweden, Finland, Lithuania

WEB Energy - European Commission
[ec.europa.eu/europeaid/sectors/energy_en?qt-node_tabs_sector=2](#)
08 Apr 2016 - countries offer further possibilities. The national and regional indicative programmes (NIPs and RIPS) are funded under the 'geographical' instruments and include financing

WEB Energy - European Commission
[ec.europa.eu/europeaid/sectors/energy/energy_en](#)
01 Apr 2016 - countries offer further possibilities. The national and regional indicative programmes (NIPs and RIPS) are funded under the 'geographical' instruments and include financing

WEB Energy - European Commission
[ec.europa.eu/europeaid/sectors/energy/energy_en](#)
11 Mar 2016 - countries offer further possibilities. The national and regional indicative programmes (NIPs and RIPS) are funded under the 'geographical' instruments and include financing

Duplicate titles.

Press | Archives | A-Z Index | Sitemap | About this site | Legal notice | Cookies | Contact | Search | English (en)

EUROPEAN COMMISSION

European Commission Search

Search

development cooperation proposal

Search options

Date
All

Language
English

WEB Extending the benefits of the social dimension of globalisation...
[europa.eu/legislation_summaries/.../c11913_en.htm](#)
06 Feb 2012 - that it is essential that its efforts for fair globalisation also translate into its external policies. The European Union has utilised its various Economic Partnership Agreements

No autocorrect. Autocorrect is particularly important for people who are not searching in their native language.

English EN

European Commission

Search box is too narrow to see the whole search string

development cooperation Search

HIGHLIGHT

Towards a sustainable and fair Common European Asylum System

Jobs, Growth and Investment

EU-US Free Trade

The screenshot shows the European Commission website. At the top, there is a navigation bar with links: Press | Archives | A-Z Index | Sitemap | About this site | Legal notice | Cookies | Contact | Search. The language is set to English (en). Below the navigation bar is the European Commission logo and the text 'EUROPEAN COMMISSION'. A search bar contains the text 'project funding'. Below the search bar, there are three search results. The first result is titled 'Other Calls - Research Participant Portal' and includes a link to 'ec.europa.eu/research/participants/portal/desktop/en/.../index.html'. The second result is titled 'Home page - Socio-economic Sciences and Humanities - Research &...' and includes a link to 'ec.europa.eu/research/social-sciences/index_en.html'. The third result is titled 'About us - News - News - Research Executive Agency - European C...' and includes a link to 'ec.europa.eu/rea/about_us/news/index_en.html'. A red box highlights the first result, and a red arrow points from a text box to it. The text box contains the text: 'Not a good result when someone is looking for "project funding".' Below the search results, there is a section titled 'Filter by' with a dropdown menu for 'File formats' and a list of filters: Business & industry (6669), Economy, finance and investment (8388), and Equipment for research purposes. Below the filter section, there is a section titled 'RESEARCH & INNOVATION Participant Portal'. This section includes a navigation bar with links: HOME, FUNDING OPPORTUNITIES, HOW TO PARTICIPATE, EXPERTS, SUPPORT, and a search bar. Below the navigation bar, there is a section titled 'EU Programmes 2014-2020' with a search bar and a list of programmes: H2020, 3rd Health Programme, Consumer Programme, COSME, Justice Programme, and Promotion of Agricultural Products. To the right of this section is a section titled 'Other Funding Opportunities' with a link to 'H2020 ONLINE MANUAL'. This section includes a paragraph: 'This page provides an overview of funding opportunities by funding bodies other than the Commission and its Executive Agencies:' followed by a list of bullet points: Public-Public Partnerships by several Member States, Public-Private Partnerships ("Joint Technology Initiatives"), Co-funded activities (ERA-NETs; European Joint Programmes), Competitive calls published by consortia of FP7 projects, and Funding opportunities for innovation in other EU or national programmes. Below the list is a link to 'A Beginner's Guide to EU Funding'. At the bottom of the section is a disclaimer: 'Disclaimer: This page does not provide a complete list of all other funding opportunities for research and innovation activities.'

Press | Archives | A-Z Index | Sitemap | About this site | Legal notice | Cookies | Contact | Search English (en)

European Commission

European Commission > Search

Search

project funding

Not a good result when someone is looking for "project funding".

WEB Other Calls - Research Participant Portal
ec.europa.eu/research/participants/portal/desktop/en/.../index.html
09 Jun 2016 - calls published by consortia of FP7 projects Funding opportunities for innovation in other EU or national programmes To learn more about the other EU funding opportunities

WEB Home page - Socio-economic Sciences and Humanities - Research &...
ec.europa.eu/research/social-sciences/index_en.html
11 Apr 2013 - to filter and find "flagged" SSH-relevant topics, the document includes in addition funding opportunities offered by other Horizon 2020 sources like the European Research

WEB About us - News - News - Research Executive Agency - European C...
ec.europa.eu/rea/about_us/news/index_en.html
26 Apr 2016 - the geography of the area, and will help to evaluate the potential impact of the disaster on population and infrastructure. SAFER is a research project managed by the REA

(A-Z) Sitemap About this site Contact Legal Notice Search English

European Commission

RESEARCH & INNOVATION Participant Portal

European Commission > Research & Innovation > Participant Portal > Other Calls

HOME FUNDING OPPORTUNITIES HOW TO PARTICIPATE EXPERTS SUPPORT Search PP LOGIN REGISTER

EU Programmes 2014-2020

Search Topics

Updates

Calls

H2020

3rd Health Programme

Consumer Programme

COSME

Justice Programme

Promotion of Agricultural Products

Other Funding Opportunities

H2020 ONLINE MANUAL

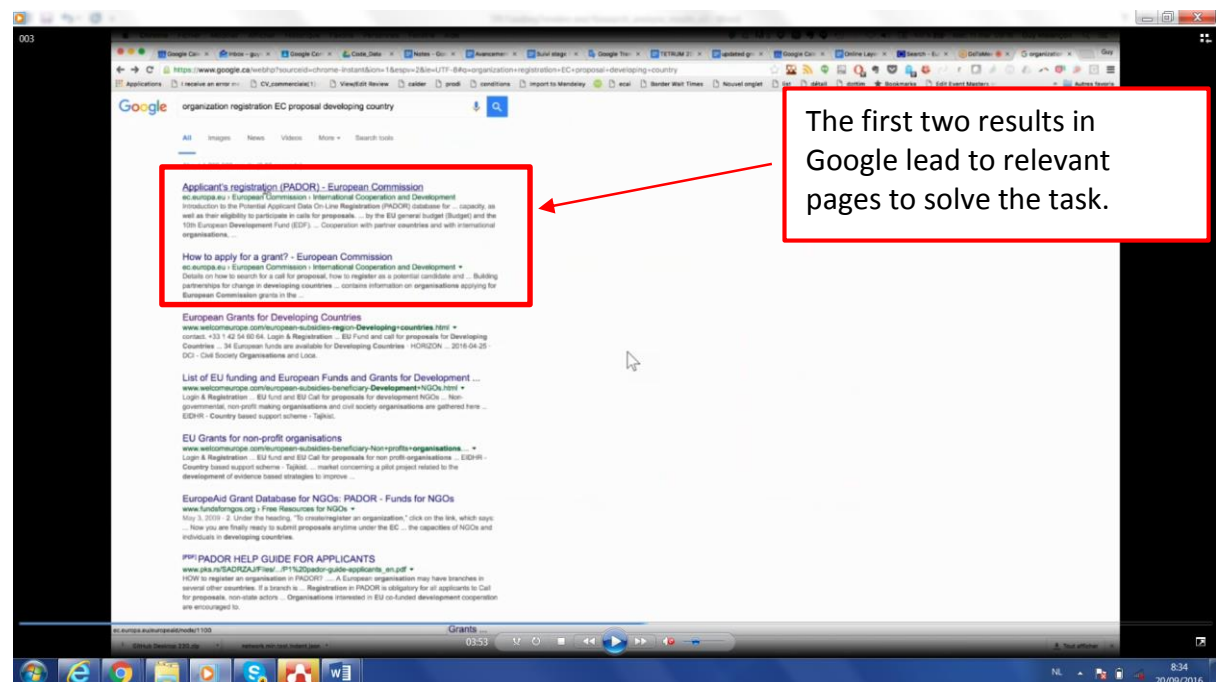
This page provides an overview of funding opportunities by funding bodies other than the Commission and its Executive Agencies:

- Public-Public Partnerships by several Member States
- Public-Private Partnerships ("Joint Technology Initiatives")
- Co-funded activities (ERA-NETs; European Joint Programmes)
- Competitive calls published by consortia of FP7 projects
- Funding opportunities for innovation in other EU or national programmes

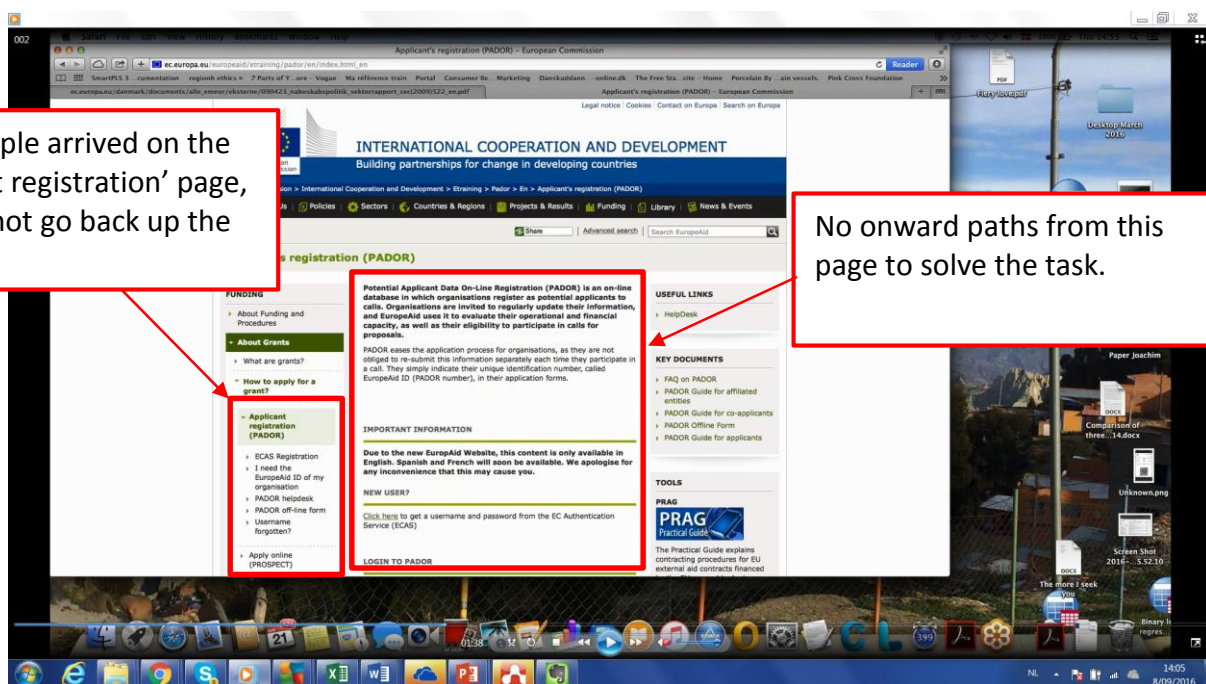
To learn more about the other EU funding opportunities, see A Beginner's [Guide to EU Funding](#).

Disclaimer: This page does not provide a complete list of all other funding opportunities for research and innovation activities.

4. Google provides good results.



5. Website 'International cooperation and development': confusing menus and links.



Instruction 3: Check if a potential partner from Tunisia is eligible to receive funding through LIFE environment protections grants.

3.1. Task reference

- Top task 3 from 'EC-wide' poll 2014 (Funding, grants, subsidies)
- Medium task 5 from 'Funding, Tenders' poll 2015 (Eligibility for funding, grants, subsidies (can I apply))

3.2. Correct answer and target page

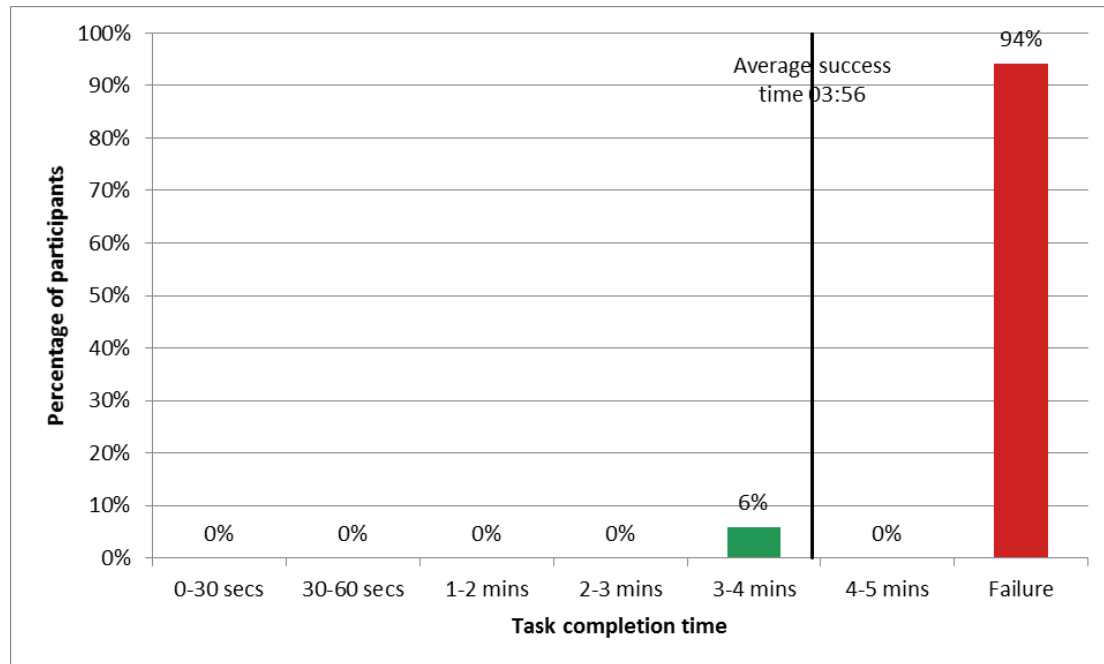
http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv:OJ.L_.2013.347.01.0185.01.ENG

Answer= Yes, art. 5 c 'countries to which the European Neighbourhood Policy' applies

eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv:OJ.L_.2013.347.01.0185.01.ENG	
(d) as regards the general objective referred to in point (c) of paragraph 1, the number of interventions to ensure better governance, dissemination of information and awareness of environmental and climate aspects.	countr
<p>The Commission shall be empowered to adopt delegated acts in accordance with Article 29 to further define the performance indicators in view of their application to the priority areas and thematic priorities referred to in Article 9 and Annex III respectively as regards the sub-programme for Environment, and in Article 13 as regards the sub-programme for Climate Action.</p>	
<p><i>Article 4</i> Budget</p> <p>1. The financial envelope for the implementation of the LIFE Programme for the period from 2014 to 2020 is set at EUR 3 456 655 000 in current prices, which amounts to 0,318 % of the total amount of commitment appropriations as referred to in Regulation (EU) No 1311/2013. The annual appropriations shall be authorised by the European Parliament and by the Council within the limits of the multiannual financial framework.</p> <p>2. The budgetary breakdown for the sub-programmes shall be as follows:</p> <p>(a) EUR 2 592 491 250 of the overall financial envelope referred to in paragraph 1 shall be allocated to the sub-programme for Environment;</p> <p>(b) EUR 864 163 750 of the overall financial envelope referred to in paragraph 1 shall be allocated to the sub-programme for Climate Action.</p>	
<p><i>Article 5</i> Participation of third countries in the LIFE Programme</p> <p>The LIFE Programme shall be open to the participation of the following countries:</p> <p>(a) European Free Trade Association (EFTA) countries which are parties to the Agreement on the European Economic Area (EEA);</p> <p>(b) candidate countries, potential candidates and acceding countries to the Union;</p> <p>(c) countries to which the European Neighbourhood Policy applies;</p> <p>(d) countries which have become members of the European Environmental Agency in accordance with Council Regulation (EC) No 933/1999 ⁽²⁴⁾.</p> <p>Such participation shall be pursued in accordance with the conditions laid down in the respective bilateral or multilateral agreements establishing the general principles for those third countries' participation in Union programmes.</p>	
<p><i>Article 6</i> Activities outside the Union or in overseas countries and territories</p> <p>1. Without prejudice to Article 5, the LIFE Programme may finance activities outside the Union and in overseas countries and territories (OCTs) in accordance with Decision 2001/822/EC (the Overseas Association Decision), provided those activities are necessary to achieve Union environmental and climate objectives and to ensure the effectiveness of interventions carried out in Member State territories to which the Treaties apply.</p> <p>2. A legal person established outside the Union may be able to participate in the projects referred to in Article 18, provided the beneficiary coordinating the project is based in the Union and the activity to be carried out outside the Union meets the requirements set out in paragraph 1 of this</p>	

3.3. Performance

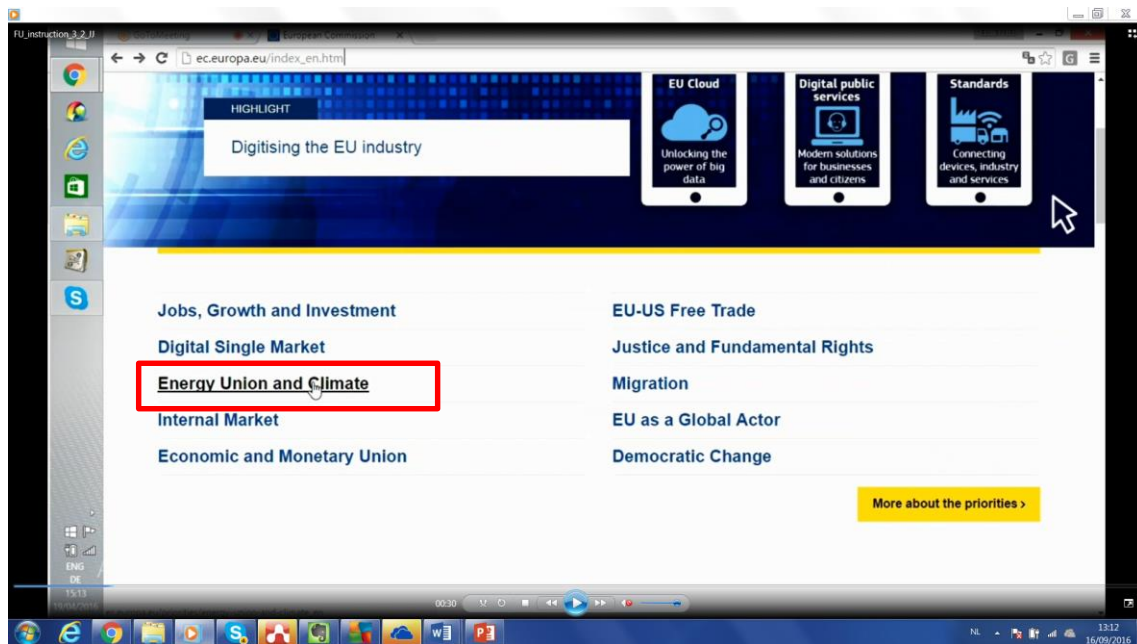
Instruction 3: Check if a potential partner from Tunisia is eligible to receive funding through LIFE environment protections grants.



3.4. Findings

- Homepage main navigation (Political priorities) assumed to be main task navigation
- EC search returns poor results
- Google delivers good search results
- LIFE Programme pages have confusing menus and links, large blocks of text and a confusing country selector

1. Homepage main navigation (Political priorities) assumed to be main task navigation. Three participants clicked on 'Energy Union and Climate'. The pages on the political priority don't provide onward paths to solve the task.



Commission and its priorities Policies, information and services


English Search

PRIORITY

Energy Union and Climate

Making energy more secure, affordable and sustainable

Commissioner Siffrid David / Carlos Marín Sánchez (3333)



A European Energy Union will ensure that Europe has secure, affordable and climate-friendly energy. Wider energy use while fighting climate change is both a spur for new jobs and growth and an investment in Europe's future.

The goals of the Energy Union progress made since the Energy Union Framework Strategy was adopted to bring about the transition to a low-carbon, secure and competitive economy.

See President Donald Trump and Commissioner Siffrid David present the Energy Union.

Policy areas

The EU's Energy Union strategy is made up of 8 closely related and mutually reinforcing dimensions.

Supply security

Ensuring Europe's sources of energy and making better, more efficient use of energy produced within the EU.

A fully integrated internal energy market

Linking interconnections which enable energy to flow freely across the EU – without any technical or regulatory barriers. Only then can energy providers freely compete and provide the best energy prices.

Energy efficiency

Consuming less energy in order to reduce pollution and promote domestic energy sources. This will reduce the EU's need for energy imports.

Climate action - emission reduction

Strengthening the EU Emissions Trading System, putting for a global deal for climate change in Paris in December 2015, and encouraging private investment in new infrastructure and technologies.

Research and innovation (climate)

Supporting breakthroughs in low-carbon technologies by coordinating research and helping to finance projects in partnership with the private sector.

Latest

Follow the Energy Union tour
Vice President Siffrid David is visiting EU countries to present the opportunities that the Energy Union offers for Europe.
[More on the Energy Union tour](#)

Follow the latest progress and get involved:
#EnergyUnion
Facebook
Blog
[Other social networks](#)

PRESS RELEASE – 17 July 2016
Driving Europe's transition to a low-carbon economy

PRESS RELEASE – 12 June 2016
EU Council of Ministers and Compact of Mayors launch largest global coalition of cities committed to fighting climate change

FACTSHEET – 10 June 2016
The Investment Plan for Europe and Energy: making the Energy Union a reality

PRESS RELEASE – 4 June 2016
North Sea Countries agree on closer energy cooperation

[ALL NEWS ON THIS PRIORITY >](#)

Background

The Energy Union means making energy more secure, affordable and sustainable. It will allow a free flow of energy across borders and a secure supply in every EU country, for every European, near technologies and renewed infrastructure will cut household bills and create new jobs and skills, as companies expand exports and boost growth. It will lead to a sustainable, low carbon and environmentally friendly economy, putting Europe at the forefront of renewable energy production and the fight against global warming.

Important groundwork has already been done. Europe has a policy framework for energy and climate for 2030, as well as an energy security strategy. Meanwhile, an integrated energy market for all EU countries is closer than ever before.

Objectives

- Pool resources, connect networks and unite the EU's power when negotiating with non-EU countries.
- Diversify energy sources – so Europe can quickly switch to other supply channels if the financial or political cost of importing from the East becomes too high.
- Help EU countries become less dependent on energy imports.
- Reduce Europe's energy use by 27% or greater by 2030.
- Build on the EU's target of emitting at least 40% less greenhouse gases by 2030.
- Make the EU the world number one in renewable energy and lead the fight against global warming.

Documents

2 MARCH 2016
Communication: assessing the implications of the Paris Agreement

2 MARCH 2016
Proposal for a Council Decision on the signing, on behalf of the EU, of the Paris Agreement adopted under the UN Framework Convention on Climate Change

30 OCTOBER 2015
Energy Union and Climate change policy – One year on

20 FEBRUARY 2015
Communication – Energy Union

20 FEBRUARY 2015
Annex to the Communication on Energy Union

20 FEBRUARY 2015
Citizens' summary – Energy Union

20 FEBRUARY 2015
Factsheet – Energy Union

10 MARCH 2015
Presentation on the Energy Union by President Juncker at the European Council

10 APRIL 2015
Infographics on the Energy Union

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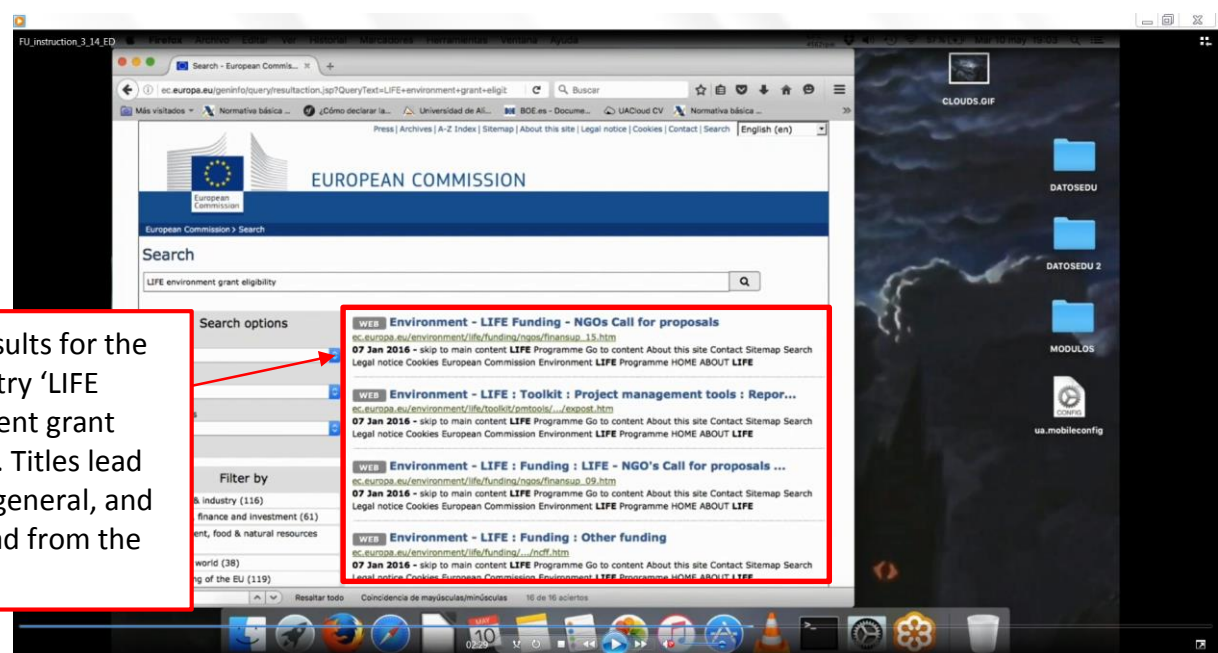
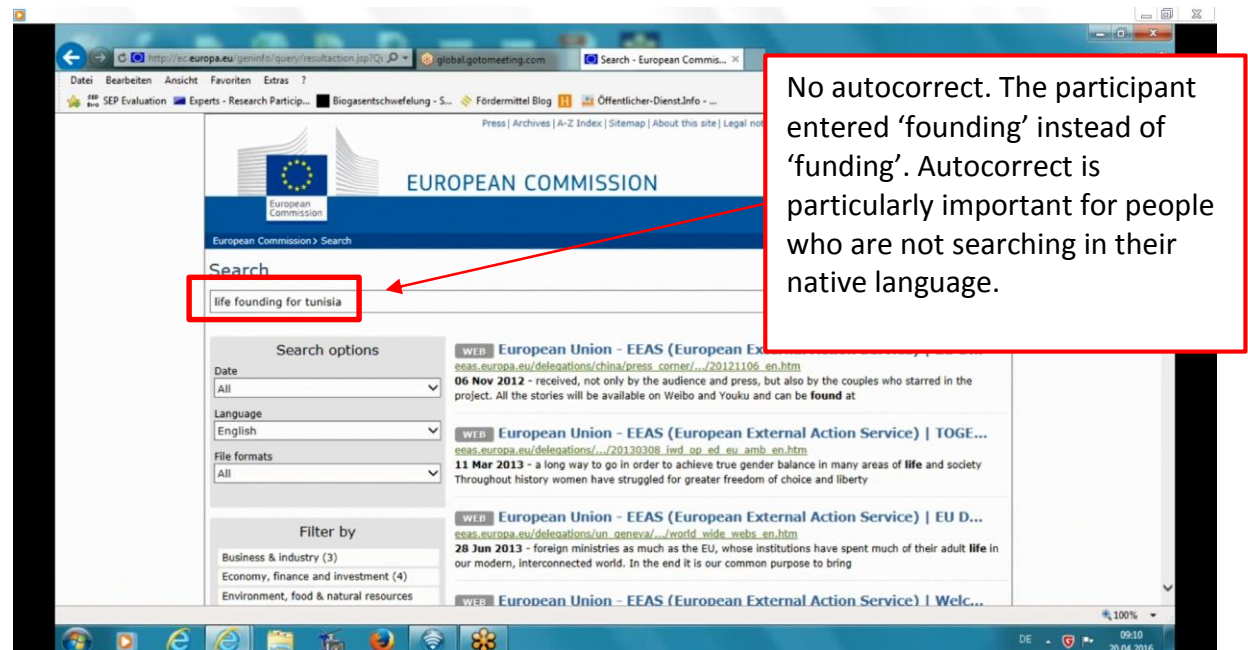
Commission and its priorities Policies, information and services

The European Commission on Facebook Twitter Other social media

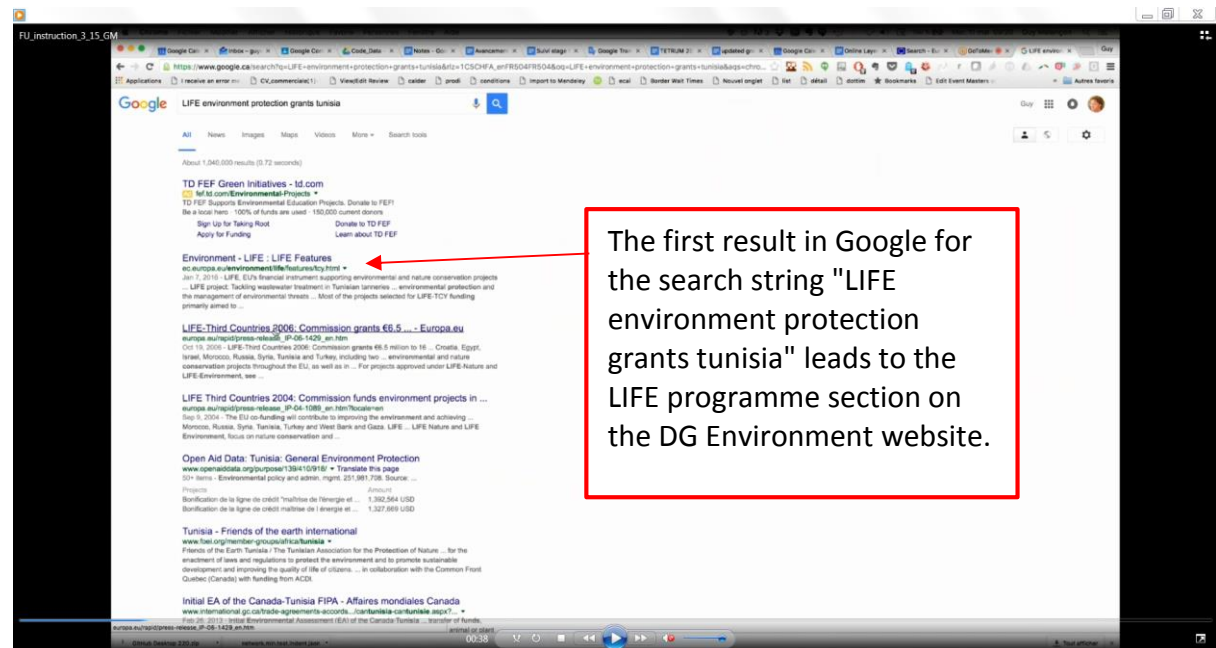
Cookies Legal notice Contact European Union EU institutions

There are no onward paths from this page to solve the task.

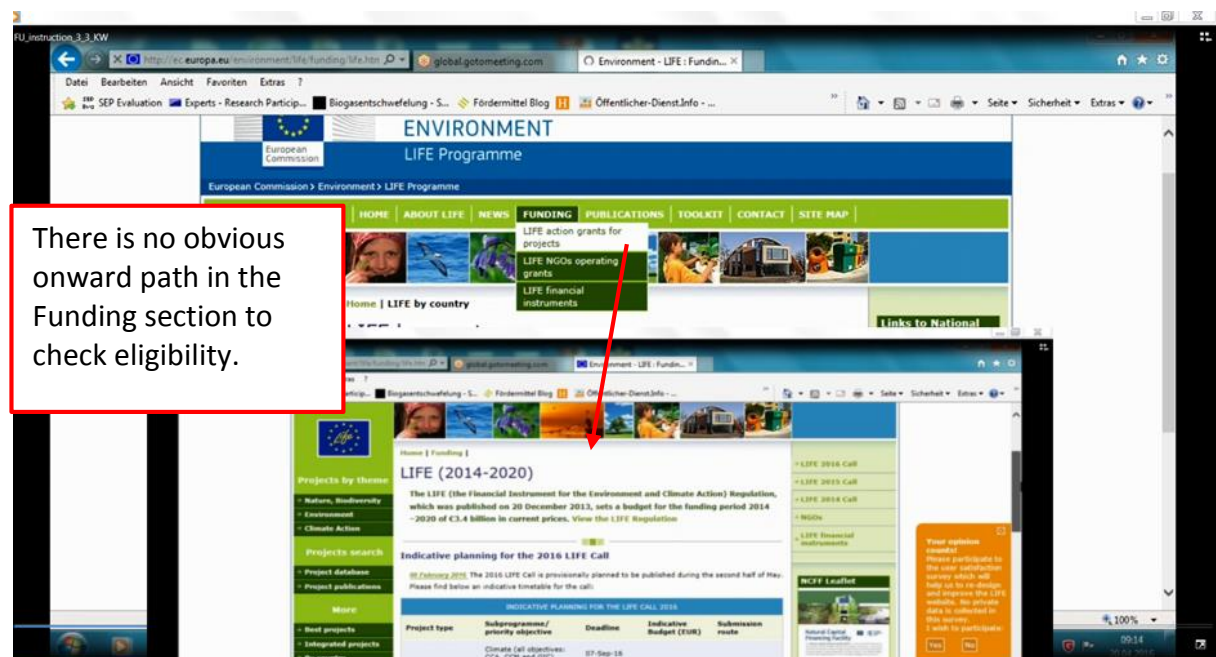
2. EC search returns poor results

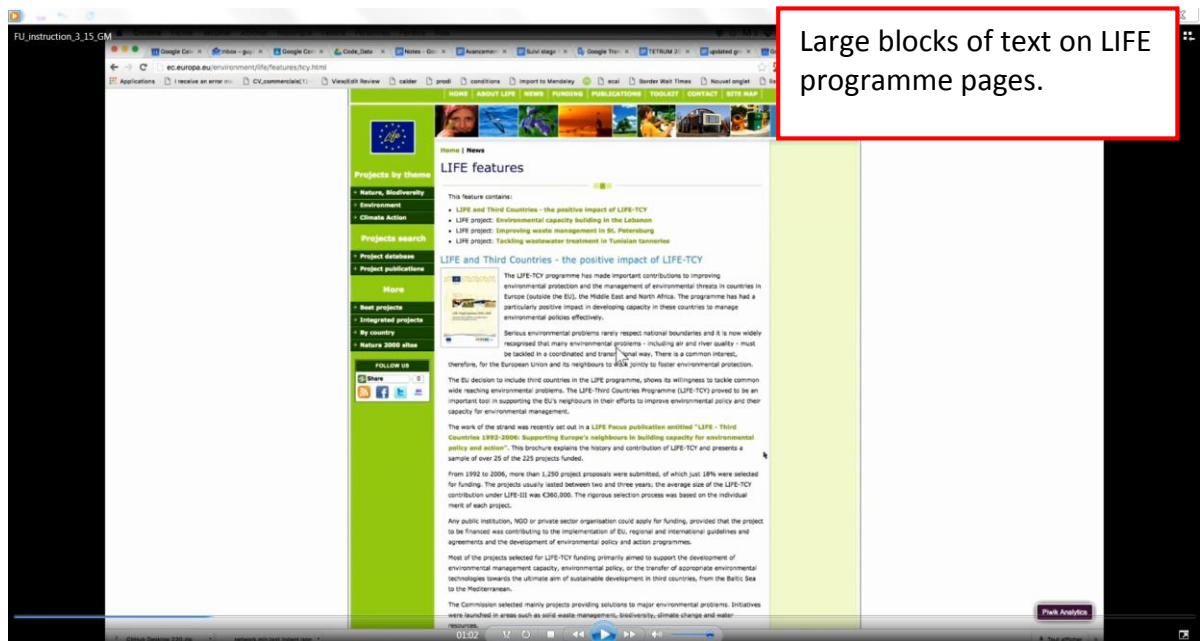


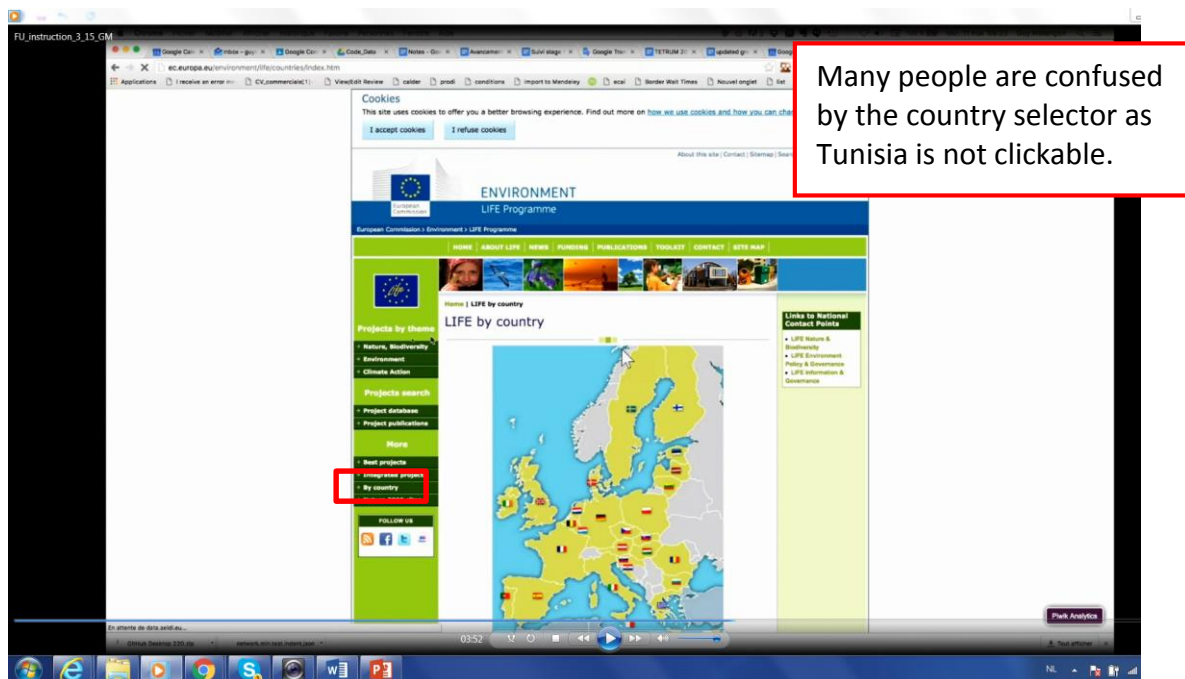
3. Google delivers good search results, even with spelling mistakes.



4. LIFE Programme pages have confusing menus and links, large blocks of text and a confusing country selector.







Instruction 4: Find the page listing potential research and innovation project partners in the field of robotics in order to share knowledge.

4.1. Task reference

- Top task 2 from 'EC-wide' poll 2014 (Research and innovation)
- Top task 6 from 'Research and innovation' poll 2015 (Networking, opportunities for collaboration, knowledge-sharing)

4.2. Correct answer and target page

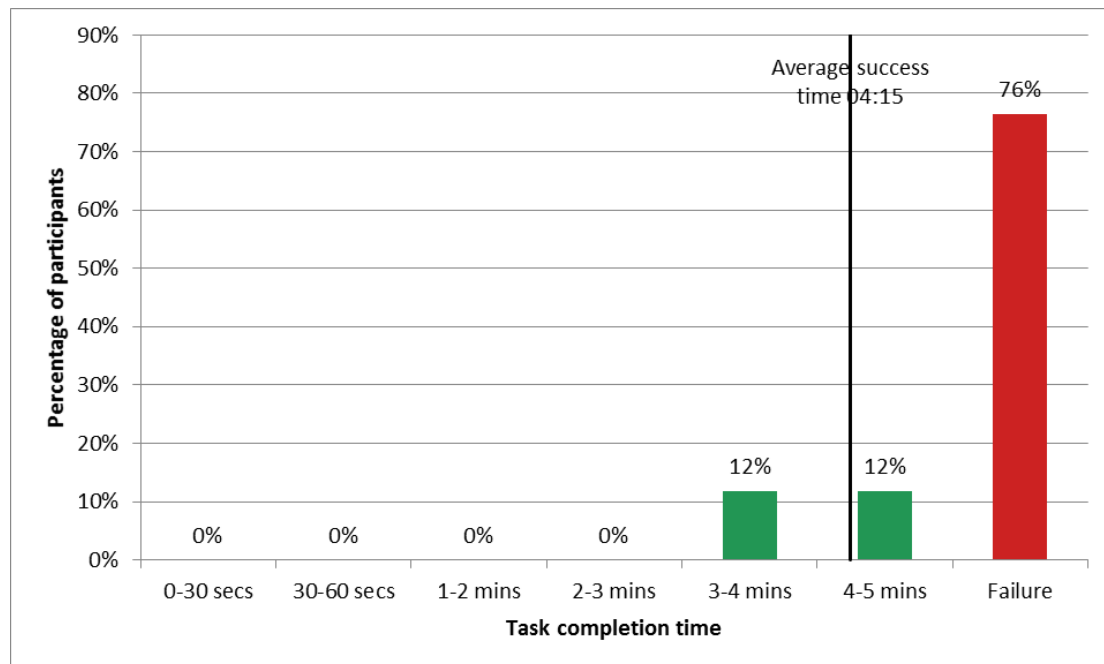
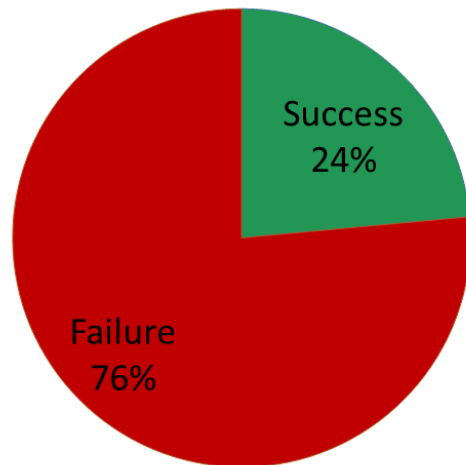
https://cordis.europa.eu/partners/web/guest/home?p_p_id=3&p_p_lifecycle=0&p_p_state=maximized&p_p_mode=view&p_p_col_id=guest-column-1&p_p_col_count=1&_struts_action=%2Fsearch%2Fsearch

Answer= this landing page



4.3. Performance

Instruction 4: Find the page listing potential research and innovation project partners in the field of robotics in order to share knowledge.

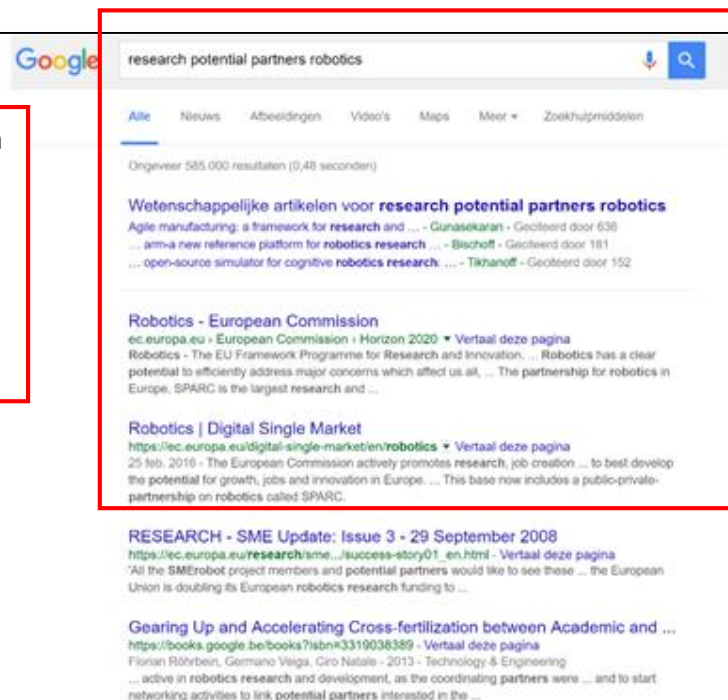


4.4. Findings

- Internal jargon used as navigation
- Google provides good results, but landing/summary pages on robotics offer no clear onward path to solve the task

1. **Internal jargon used as navigation.** The term "CORDIS" is not often recognised by our audiences, but frequently used on many Commission pages. The use of the term "CORDIS" as a navigation label was an obstacle to completing this task.
2. **Google provides good results, but landing/summary pages on robotics offer no clear onward path to solve the task.**

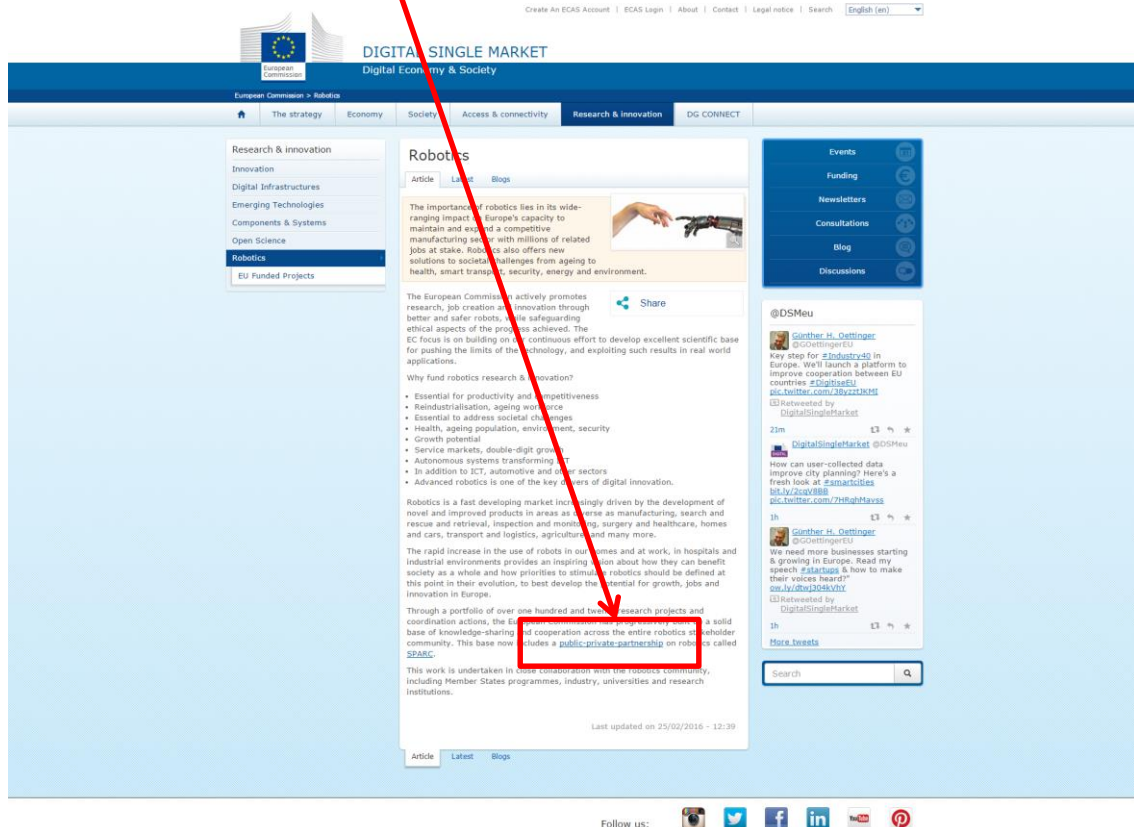
The logical search term "research potential partners robotics" delivers landing/summary pages on robotics. Several people ended up on these pages but did not find the onward path to partners.



The first and second Google results lead to these two pages:

<http://ec.europa.eu/programmes/horizon2020/en/h2020-section/robotics>

<https://ec.europa.eu/digital-single-market/en/robotics>



Instruction 5: Find out how many malaria vaccine reports exist from EU funded research projects that ended in 2015.

5.1. Task reference

- Top task 2 from 'EC-wide' poll 2014 (Research and innovation)
- Medium task 12 from 'Research and innovation' poll 2015 (EU-funded projects by field, topic, type, date, country, beneficiary, etc.)

5.2. Correct answer / target page

http://cordis.europa.eu/search/result_en?q=%27malaria%27%20AND%20%27vaccines%27%20AND%20/project/endDate%3D2015-01-01-2016-01-

Answer= 4

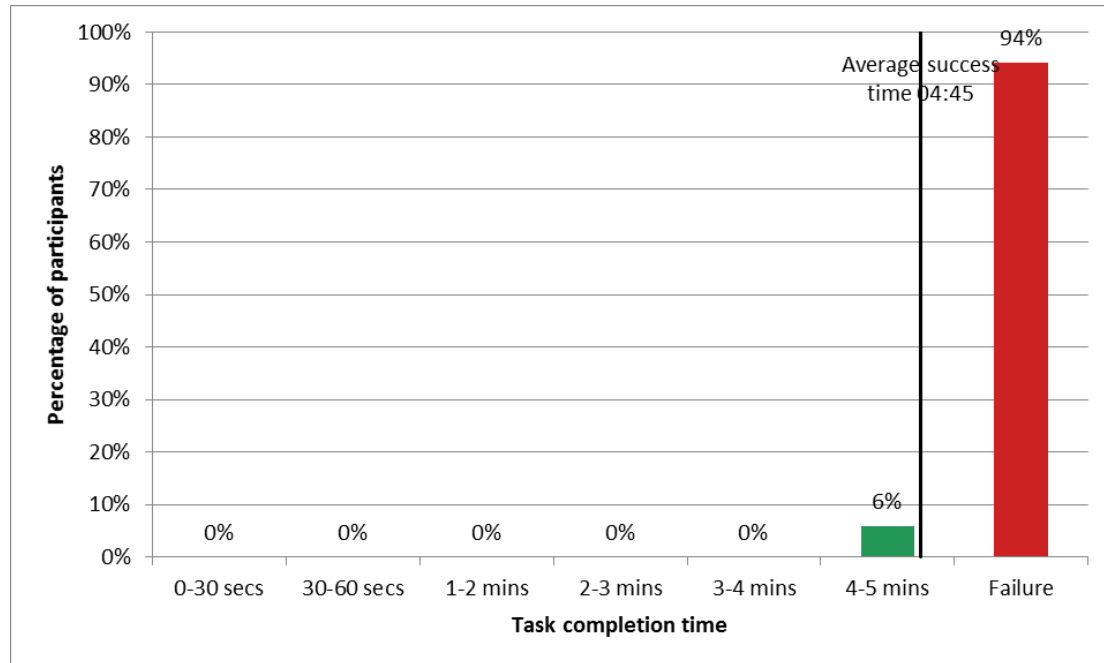
The screenshot displays the CORDIS search results page for the query 'malaria vaccines'. The page shows four results, each with a project title, reference number, start and end dates, and a brief description. The projects are:

- PROJECT: ADISYN - Understanding how immunostimulant combinations in adjuvants synergize to enhance vaccine responses**
Ref.: 330788
Start date: 2013-07-01, End date: 2015-06-30
The need to develop vaccines against challenging diseases such as malaria or tuberculosis requires effective adjuvants to improve the immune responses against purified antigens, as these antigens often lack intrinsic immunogenicity. Most adjuvants act on innate immunity lead...
- PROJECT: GENETICIS REVEAL PF - Genetic High Throughput Screening by random mutagenesis to identify Plasmodium falciparum critical genes for sexual growth, sexual differentiation and virulence affecting host immune response**
Ref.: 268441
Start date: 2011-02-01, End date: 2015-01-31
"Malaria is a global health problem that demands immediate practical actions to contain the high infection and mortality rates caused by Plasmodium species. Protective vaccine is still missing. Available drugs diminish their impact against Plasmodium as resistances are rising..."
- PROJECT: CUT'HEVAC - Cutaneous and Mucosal HIV Vaccination**
Ref.: 241904
Start date: 2010-01-01, End date: 2015-12-31
"Despite significant effort over the past decade to design and implement new vaccines strategies against HIV, no one has met its promise to prevent infection and/or to reduce viral load until reaching eradication of the HIV reservoir. To reach this goal, a translational rese..."
- PROJECT: IDEA - Dissecting the Immunological Interplay between Poverty Related Diseases and Infectious Infections in Africa-European Research Initiative**
Ref.: 241642
Start date: 2010-03-01, End date: 2015-09-31
"Worm infections are receiving increased attention due to: the wide geographic overlap in occurrence between worms and HIV, TB and malaria; the large proportion of individuals (minimal estimates around 25%) co-infected with worms and HIV/TB/ malaria; the potential risk of inc..."

The page also includes a sidebar with search refinements and a footer with navigation links.

5.3. Performance

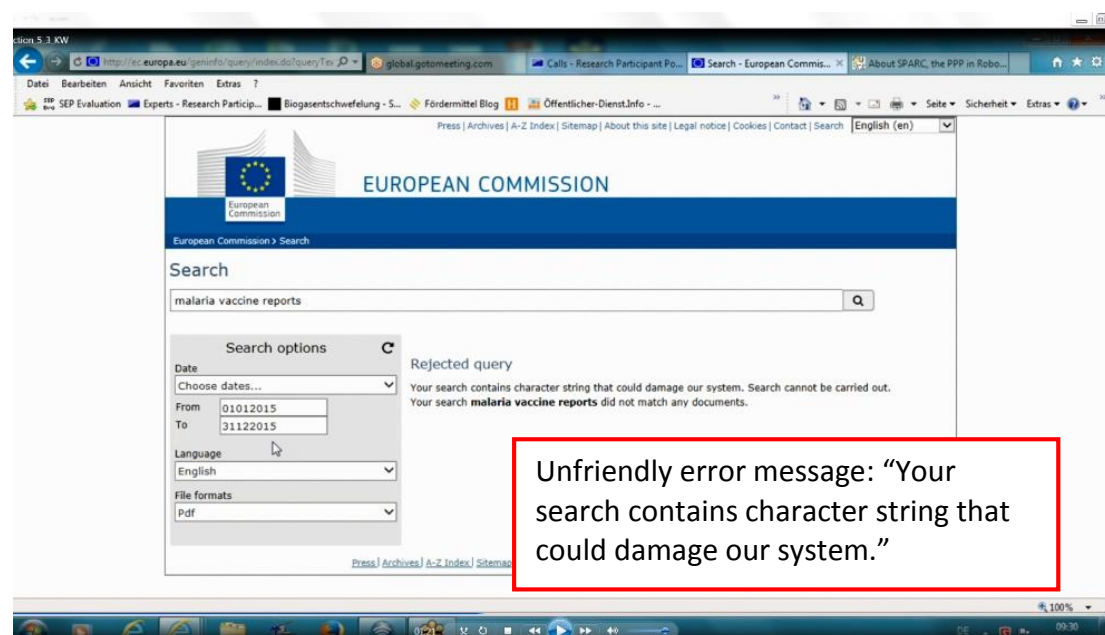
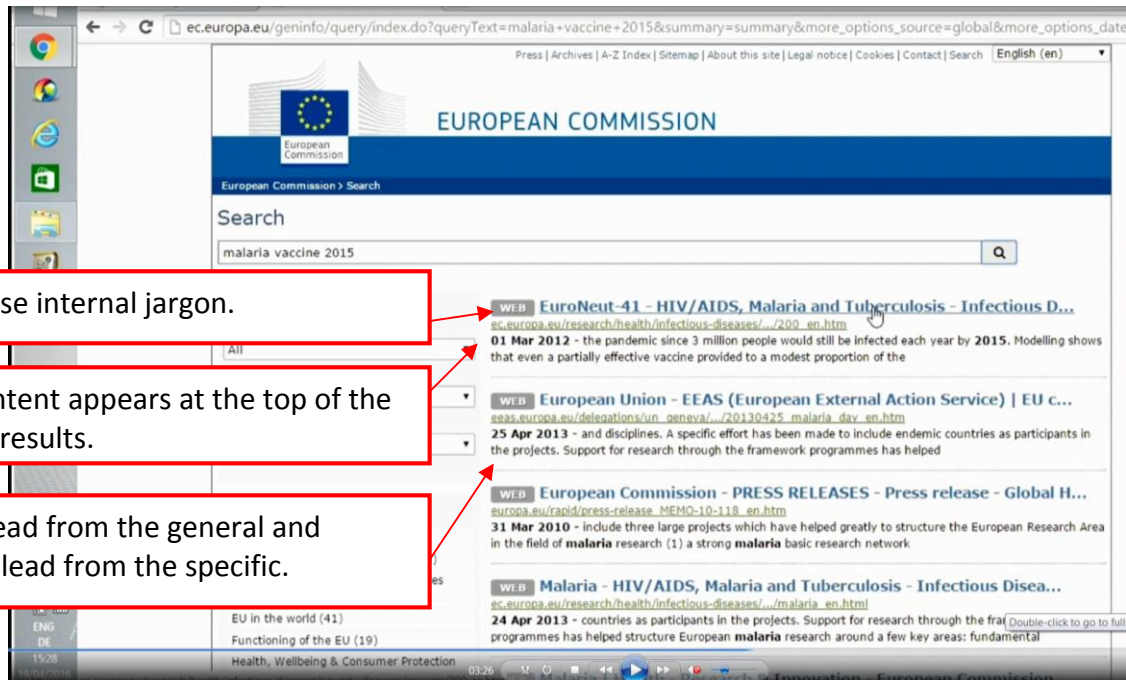
Instruction 5: Find out how many malaria vaccine reports exist from EU funded research projects that ended in 2015.



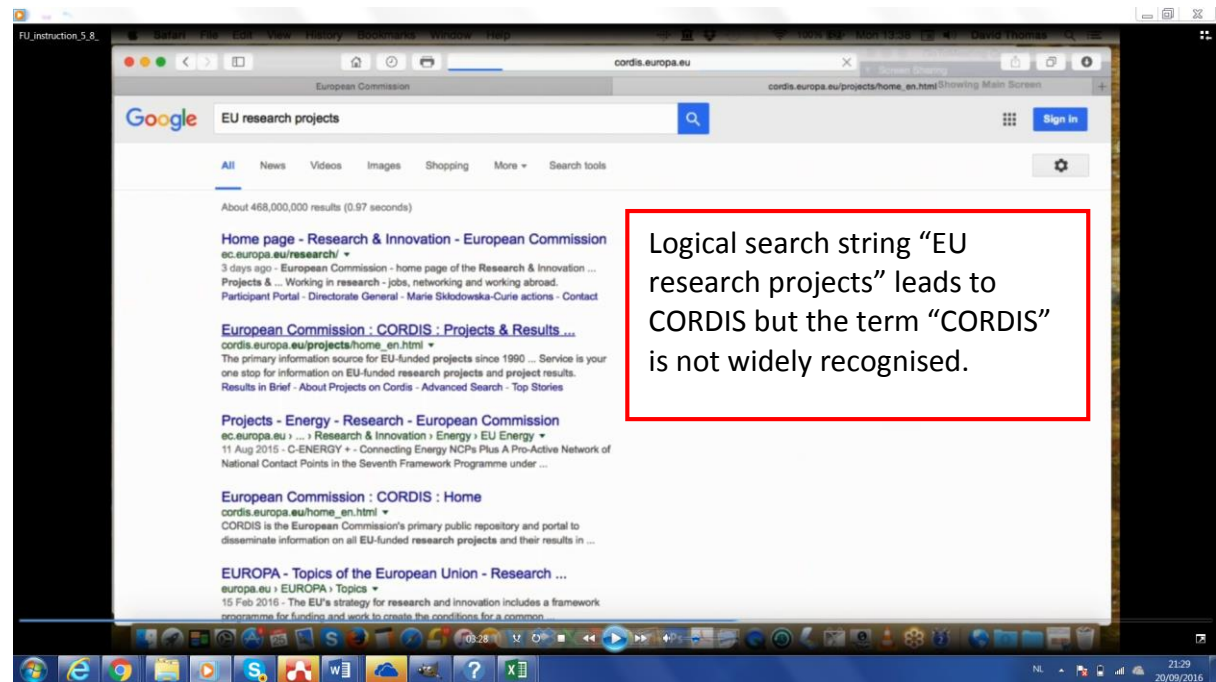
5.4. Findings

- EC search returns poor results
- Google delivers good results
- Confusing search function on Cordis website
- Health section of Research and Innovation site provides no onward path for this task

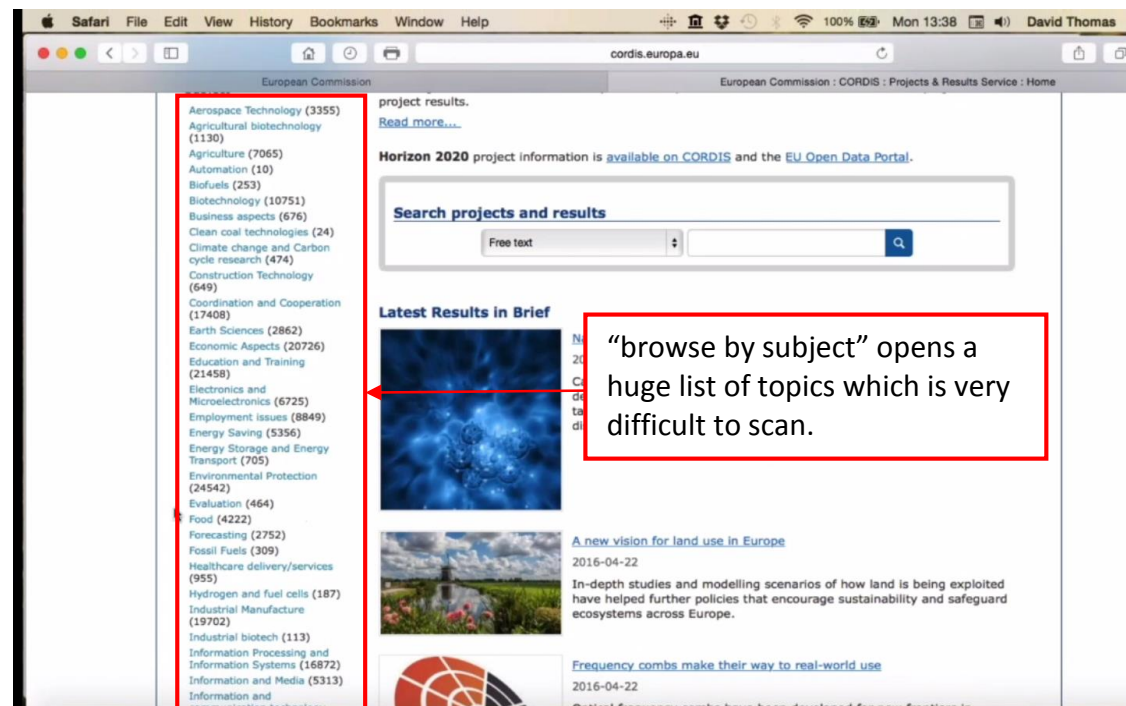
1. EC search returns poor results



2. Google delivers good results.



3. CORDIS website – confusing search function.



The screenshot shows the CORDIS (Community Research and Development Information Service) website. The main search bar is labeled "Search projects and results" and contains the text "malaria vaccine reports". A red box highlights this search bar. In the left sidebar, there is a link labeled "Advanced search" which is also highlighted with a red box. A red arrow points from the "Advanced search" link to the main search bar. A text box on the right side of the image contains the following text: "The 'Advanced search function' is too far away from the main search box, so was missed by a number of people. "...it's not searchable for these criteria", one participant concluded."

CORDIS
Community Research and Development Information Service

European Commission > CORDIS > Projects & Results Service > Results page

Search projects and results

Free text | malaria vaccine reports

Results 1 - 10 of 411

1 2 3 4 5 6 7 8 9 10 > |

My refinements
Programme: H2020-EU.3.1.*

Download results of this page
XML CSV

My booklet (0)

Refine by:
Content type
Country

Advanced search

The 'Advanced search function' is too far away from the main search box, so was missed by a number of people. "...it's not searchable for these criteria", one participant concluded.

4. Health section of Research and Innovation site provides no onward path for this task

The first and third search results for the logical search string 'EU funded research on malaria vaccine' lead to the Health section related to malaria (Research and Innovation site). From there, there are no onward links to solve this task.

Search Results:

- WEB Malaria - HIV/AIDS, Malaria and Tuberculosis - Infectious Disea...**
ec.europa.eu/research/health/infectious-diseases/.../malaria_en.html
24 Apr 2013 - the poor quality of the health systems in many affected countries pose threats to these achievements. How much has the EU spent on Malaria research? From 2002 to 2006, the
- WEB European Union - EEAS (European External Action Service) | EU c...**
eeas.europa.eu/delegations/un-geneva/.../20130425_malaria_day_en.htm
25 Apr 2013 - all areas - from basic **research**, vaccines, diagnostics and drugs to **research** on the mosquito vector and its control as well as **research** capacity building and training **researchers**
- WEB Malaria | Health - Research & Innovation - European Commission**
ec.europa.eu/research/health/index.cfm?pg=area&areaname=malaria
23 Mar 2016 - many affected countries pose threats to these achievements. **Research** in this area continues under . How much has the EU spent on Malaria research? From 2002 to 2006, the
- WEB RESEARCH - Health - HIV/AIDS, Malaria and Tuberculosis - Confer...**
ec.europa.eu/research/conferences/2008/.../programme_en.html
29 Apr 2009 - Rapporteur: Zeno Bisoffi Panel members: Pedro Alonso, Centre for International Health Research Hospital Clinic- University of Barcelona, Spain Ian Bathurst, Medicines for
- WEB FP6 Projects - HIV/AIDS, Malaria and Tuberculosis - Infectious ...**
ec.europa.eu/research/health/infectious-diseases/.../fp6_en.htm
01 Mar 2012 - Horizontal Gene Transfer by Using Apoptotic HIV-1 DNA Containing Activated T-cells Aids Vaccine Integrated Project Biology and Pathology of the Malaria Parasite Concerted

Health

Key Research Areas

Malaria

Why is the EU devoting resources to Malaria research?

Malaria is one of the world's most deadliest diseases, killing one person roughly every minute. There are more than 200 million new cases every year, most of them in children and pregnant women in developing countries. Under the Millennium Development Goals to be achieved by 2015, the EU is

Links

- Horizon 2020

Instruction 6: In June 2015, the Commissioner for Research, Science and Innovation defined Open Science as one of the three strategic priorities. What are the other two?

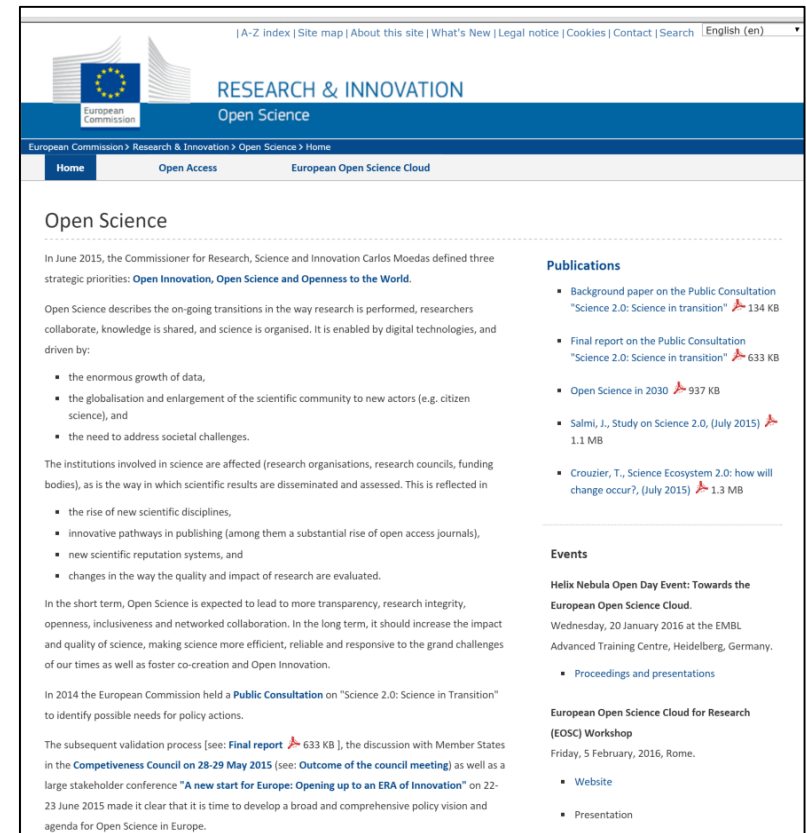
6.1. Task reference

- Top task 2 from 'EC-wide' poll 2014 (Research and innovation)
- Medium task 13 from 'Research and innovation' poll 2015 (EU research and innovation strategy, policy (goals, objectives, challenges))

6.2. Correct answer and target page

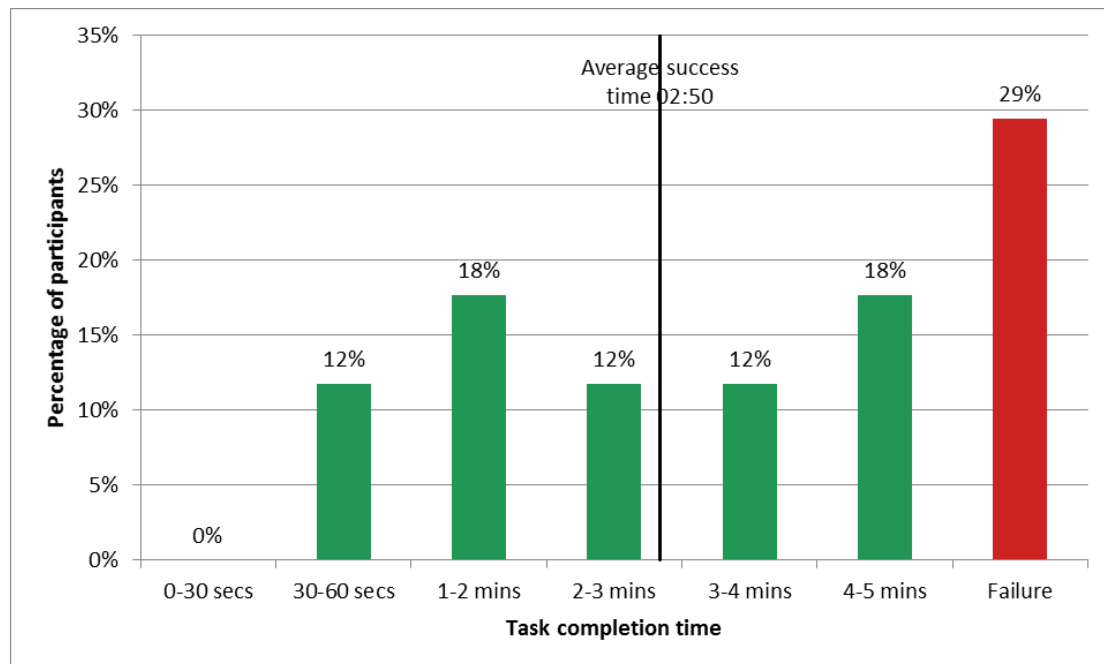
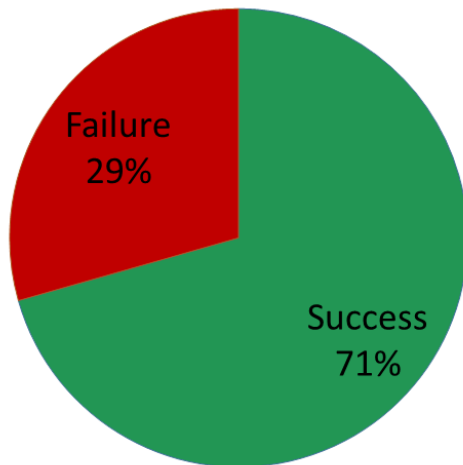
<http://ec.europa.eu/research/openscience/index.cfm?pg=home>

Answer= Open Innovation and Openness to the World



6.3. Performance

Instruction 6: In June 2015, the Commissioner for Research, Science and Innovation defined Open Science as one of the three strategic priorities. What are the other two?



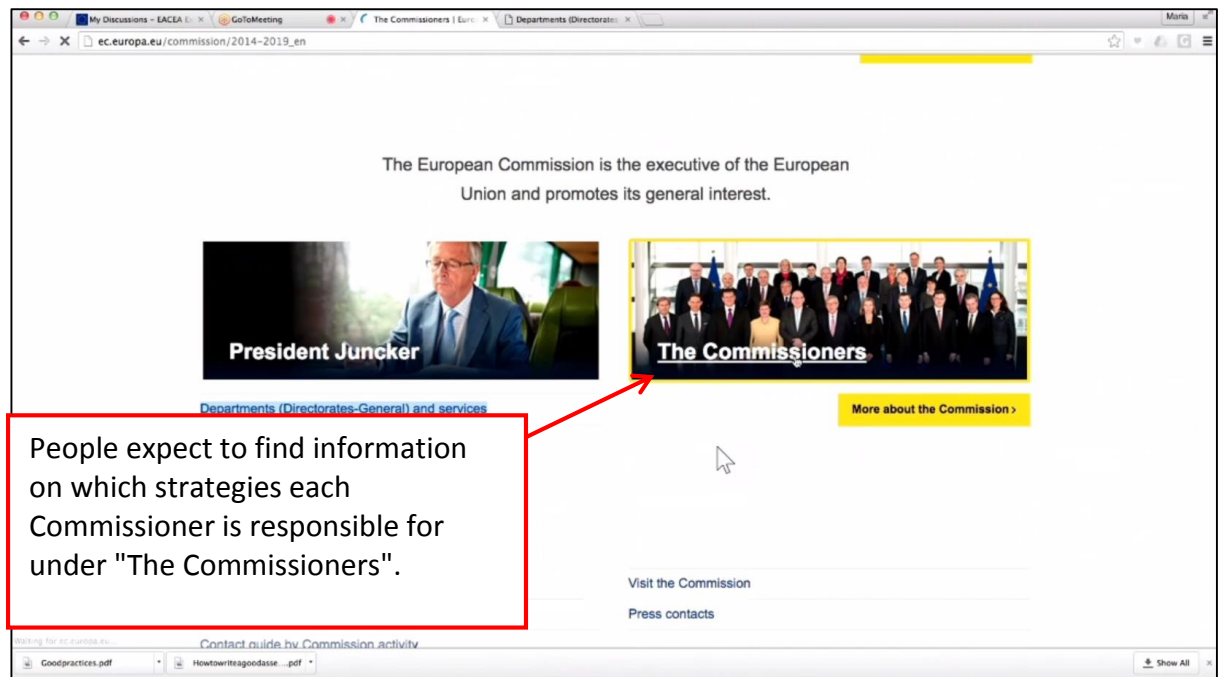
6.4. Findings

- Links to 'More about the priorities' and 'The Commissioners', accessible via the homepage, do not provide logical onward links to solve this task
- EC search returns poor results
- RTD page on Open Science does not provide clear onward paths to the other two research priorities

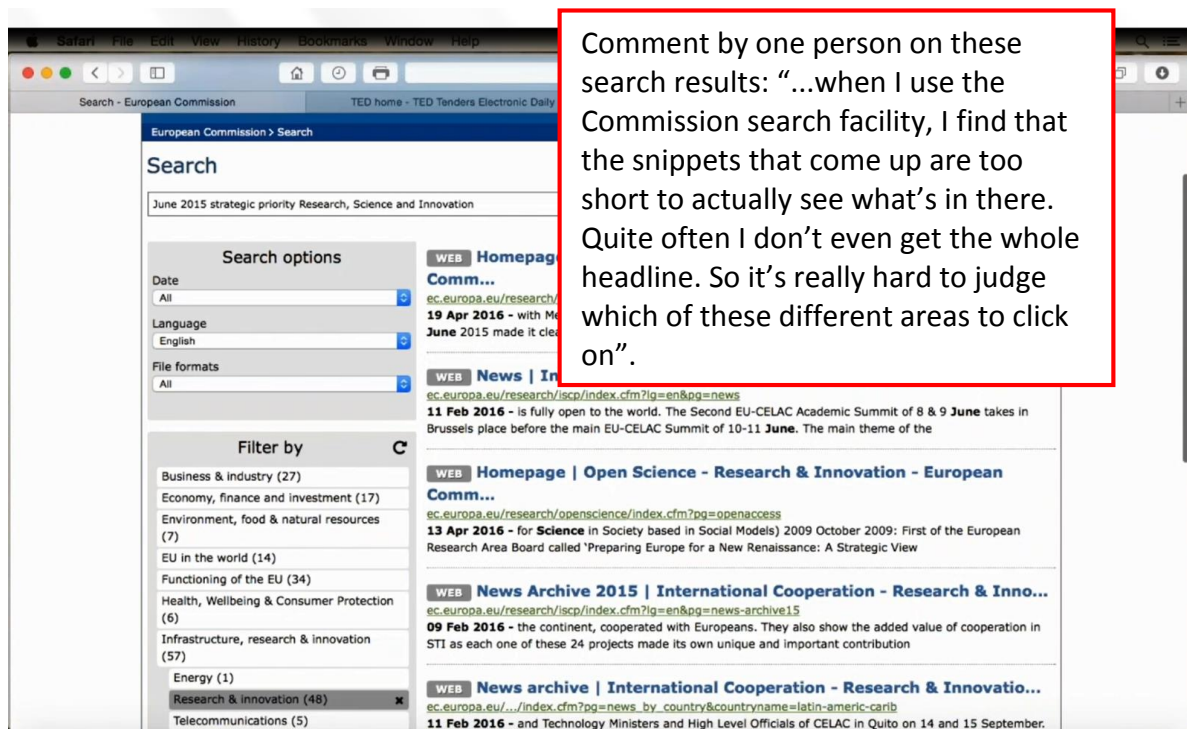
1. Links to 'More about the priorities' and 'The Commissioners', accessible via the homepage, do not provide logical onward links to solve this task

The screenshot shows the European Commission website homepage. A red box on the left contains the following text: "As the task is about research strategic priorities, people expect to find a route to solve it through 'More about the priorities'. This expectation is consistent with evidence from the Strategy top task poll in 2015 showing that 'Priorities of the European Commission' was a subtask of Strategy." A red arrow points from this text box to a yellow button labeled "More about the priorities >" located in the right-hand column of the page. The page features a teal header with a search bar, a central banner with a magnifying glass icon and the text "Tax transparency for multinationals", and a list of policy areas including "Jobs, Growth and Investment", "EU-US Free Trade", "Justice and Fundamental Rights", "Migration", "EU as a Global Actor", and "Democratic Change".

As the task is about research strategic priorities, people expect to find a route to solve it through "More about the priorities". This expectation is consistent with evidence from the Strategy top task poll in 2015 showing that "Priorities of the European Commission" was a subtask of Strategy.



2. EC search returns poor results



glish to French, it... Servicios comerciale... Establishment Guide... pH-metro PCE-PHD ... Medidor de particul... Dust Monitors - Cas... Medidor de particul... Oy

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European Commission > Search

Search

strategic priorities

Language
English

File formats
All

Update Search

Filter by

- Business & industry (22)
- Economy, finance and investment (14)
- Environment, food & natural resources (21)
- EU in the world (33)
- Functioning of the EU (86)
- Health, Wellbeing & Consumer Protection (4)
- Infrastructure, research & innovation (9)
- Life & Rights in the EU (12)
- Media, culture & languages in the EU

WFB Growth - European Commission - News
[ec.europa.eu/.../itemdetail.cfm?item_type=251&lang=en&item_id=7874](#)
19 Jun 2015 - Copernicus Agreement Mr D. Calleja, Director General of Enterprise and Industry (left) and Mr. J. J. Dordain, ESA's Director General (right) signing the agreement Under the

WLB Growth - European Commission - News
[ec.europa.eu/.../itemdetail.cfm?item_type=251&lang=en&item_id=7894](#)
19 Jun 2015 - will receive up to €144 million. ECMWF and Mercator Océan will ensure the technical coordination and procure the majority of the underlying services related to the Atmosphere

WEB Growth - European Commission - Events
[ec.europa.eu/.../itemdetail.cfm?item_type=250&lang=en&item_id=7764](#)
16 Jun 2015 - will focus on the potential contribution of the to EU policies and actions in the areas of environment, preservation of cultural heritage, border control, maritime surveillance

WFB DGs - Migration and Home Affairs - What we do - Policies - Inte...
[ec.europa.eu/dgs/home-affairs/what-we-do/policies/.../index_en.htm](#)
23 Jun 2015 - stakeholders. Partnership with non-EU countries on these issues also aims to strengthen the rule of law, law-enforcement reform and promote respect for human rights and international

PDF Evaluation of the strategic framework for European cooperation ...
[ec.europa.eu/dgs/education_culture/.../et2020-annexes_en.pdf](#)
16 Jun 2015 - with other initiatives. For Working Groups a need for more coherent reporting with consistency and complementarity of reports - More high level groups, less low level groups

PDF Evaluation of the European Commission - European Youth Forum Op...
[ec.europa.eu/dgs/education_culture/.../youth-forum2013_en.pdf](#)
08 Jun 2015 - of the activities of the YFJ. In practise the EC contribution corresponded to 75-84% of the eligible costs. 2.3 Description of YFJ **priorities** and activities 2.3.1 Strategic

eriti > Ulteriori componenti aggi...

Press | Archives | A-Z Index | Sitemap | About this site | Legal notice | Cookies | Contact | Search | English (en)

EUROPEAN COMMISSION

European Commission > Search

Search

research science and innovation

Search options

Date
All

Language
English

File formats
All

Filter by

- Functioning of the EU (1)
- Life & Rights in the EU (1)


PDF External Evaluation of the European Institute of Innovation and...
[ec.europa.eu/dgs/education_culture/more_info/.../eit2011_en.pdf](#)
03 Jul 2015 - and selection process) Director of Technology at Gas Natural Fenosa (InnoEnergy partner) CEA and Director of the Paris co-location centre (Climate KIC) Director of **Research**

PDF Cecilia Castano_Session I
[ec.europa.eu/justice/.../cecilia_castano_session_i_en.pdf](#)
26 Sep 2011 - Ramos, & R. Palmén, 2010. Policy towards Gender Equity in **Science** and Research, in Meta-Analysis of Gender in **Science** and Research. Available from: <http://www.genderandscience.org>

No autocorrect. The participant entered 'innnovation' with 3 n's. Autocorrect is particularly important for people who are not searching in their native language.

to French, It... Servicios comerciale... Establishment Guide... pH-metro PCE-PHD ... Medidor de particul... Dust Monitors - Cas... Medidor de particul... Open s

Press | Archives | A-Z Index | Sitemap | About this site | Legal notice | Cookies | Contact | Search | English (en)

 EUROPEAN COMMISSION

European Commission > Search

Search

priorities commissioner Research, Science and Innovation Open Science june 2015

Search options

Date

Choose dates...

From 01/06/2015

To 30/06/2015

Language

English

File formats

All

No results found

No results matching the search terms **priorities commissioner Research, Science and Innovation Open Science june 2015** using the selected options. Please try different search criteria. If the problem persists, contact the webmaster (See "About this site" above the banner).

Press | Archives | A-Z Index | Sitemap | About this site | Legal notice | Cookies | Contact | Search | Top

Logical search string with date filter produces no results.

3. RTD page on Open Science does not provide clear onward paths to the other two research priorities

uropa.eu/research/openscience/index.cfm

ne - Research Part | EASME - Executive Ag | Traductor de Google | Linguee | Diccionario | MICINN - Sede Electrónica | JUSTIFICACIONES | La mayor red profesional | Creative Commons

RESEARCH & INNOVATION


Open Science

European Commission > Research & Innovation > Open Science > Home

Home | Open Access | European Open Science Cloud | Open Science Policy Platform

Open Science

Latest news 19 April 2016 – European Open Science Cloud



Click on the picture to see the full infographic

capacity necessary to effectively acc

Giving a major boost to Open Science in Europe, the Commission today presented its blueprint for cloud-based services and world-class data infrastructure to ensure science, business and public services reap benefits of big data revolution.

By bolstering and interconnecting existing research infrastructure, the Commission plans to create a new European Open Science Cloud that will offer Europe's 1.7 million researchers and 70 million science and technology professionals a virtual environment to store, share and re-use their data

Publications

- NPR Report 1.1 MB
- Background paper on the Public Consultation "Science 2.0: Science in transition" 134 KB
- Final report on the Public Consultation "Science 2.0: Science in transition" 633 KB
- Open Science in 2030 937 KB
- Salmi, J., Study on Science 2.0, (July 2015) 1.1 MB
- Crouzier, T., Science Ecosystem 2.0: how will change occur?, (July 2015) 1.3 MB

People who arrived here often missed the onward link below the scroll.

Instruction 7: Find out what calls for tender the European Commission plans to issue for the supply of office equipment in 2016.

7.1. Task reference

- Small task 27 from 'EC-wide' poll 2014 (Doing business with the European Commission (calls for tenders, bids))
- Tiny task 22 from 'Funding, Tenders' poll 2015 (Upcoming business opportunities with the European Commission)

7.2. Correct answer and target page

<https://etendering.ted.europa.eu/cft/cft-display.html?cftId=523>

Answer= Tender reference number 06B30/2014/M022

The screenshot shows the TED eTendering website interface. The browser address bar displays the URL: <https://etendering.ted.europa.eu/cft/cft-display.html?cftId=523>. The page header includes the TED logo and the text "Calls for tenders from the European institutions". A navigation bar contains links for SIMAP, eNotices, TED, and eTendering. The main content area is titled "Call for tenders' details" and displays the following information:

Title:	Office supplies for 7 European institutions in Brussels, Luxembourg and Strasbou...
Contracting authority:	European Parliament, DG Infrastructure and Logistics
TED publication date:	15/07/2014
Time limit for receipt of tenders:	N/A
Status:	Open

Below this, there are tabs for "Data", "Document Library", and "Questions & answers". The "Data" tab is selected, showing the following information:

Information	
Tender reference number	06B30/2014/M022.
Title	Office supplies for 7 European institutions in Brussels, Luxembourg and Strasbourg – 06B30/2014/M022.
Description	Supply of office equipment (mostly writing and archiving equipment) for the European Parliament and other institutions in Brussels, Luxembourg and Strasbourg. See detailed invitation published on TED.
Contract type	Supplies
Procedure type	Restricted
Status	Open
Published on TED	✓

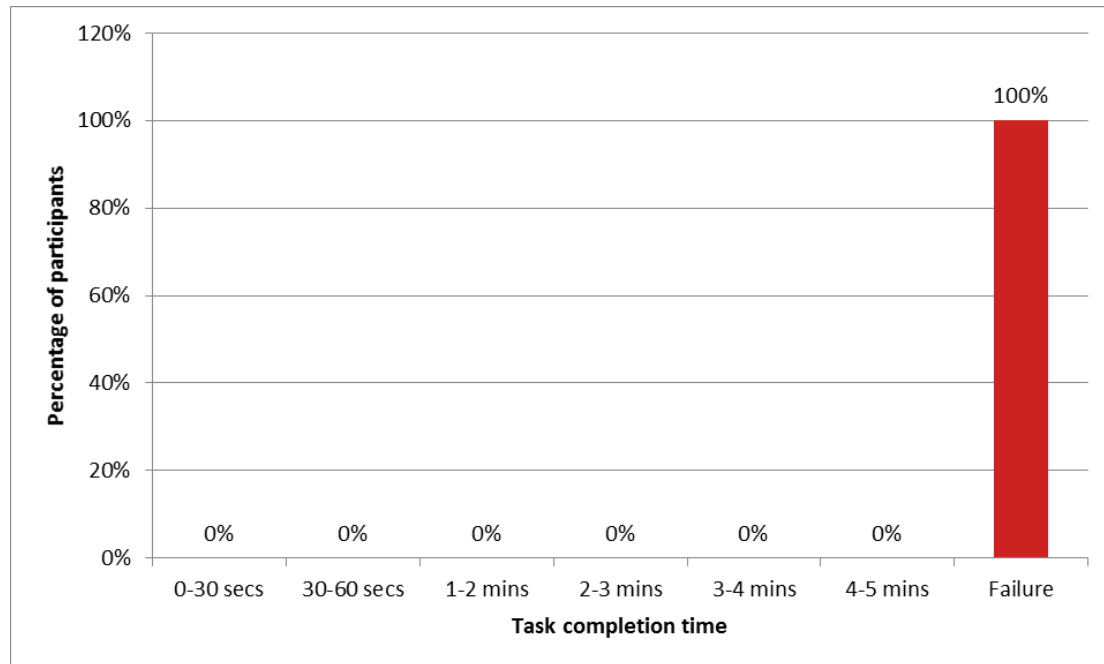
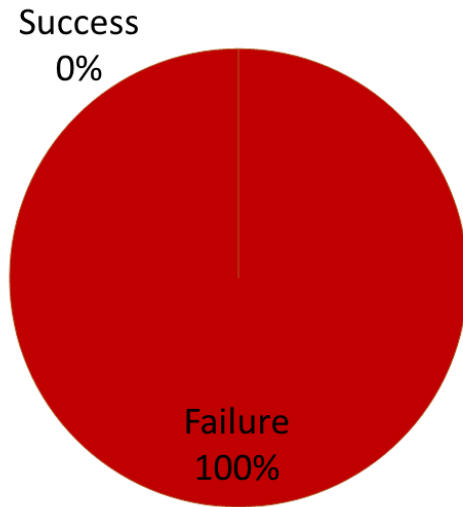
Below the information section, there are tabs for "Milestones" and "Questions & answers". The "Milestones" tab is selected, showing the following information:

Milestones	
TED publication date	15/07/2014
Time limit for receipt of requests for documents or accessing documents	N/A
Question deadline	N/A

On the right side of the page, there is a sidebar with a "Return to call for tenders search results" button and a "Help" section with a link to "Help on this page".

7.3. Performance

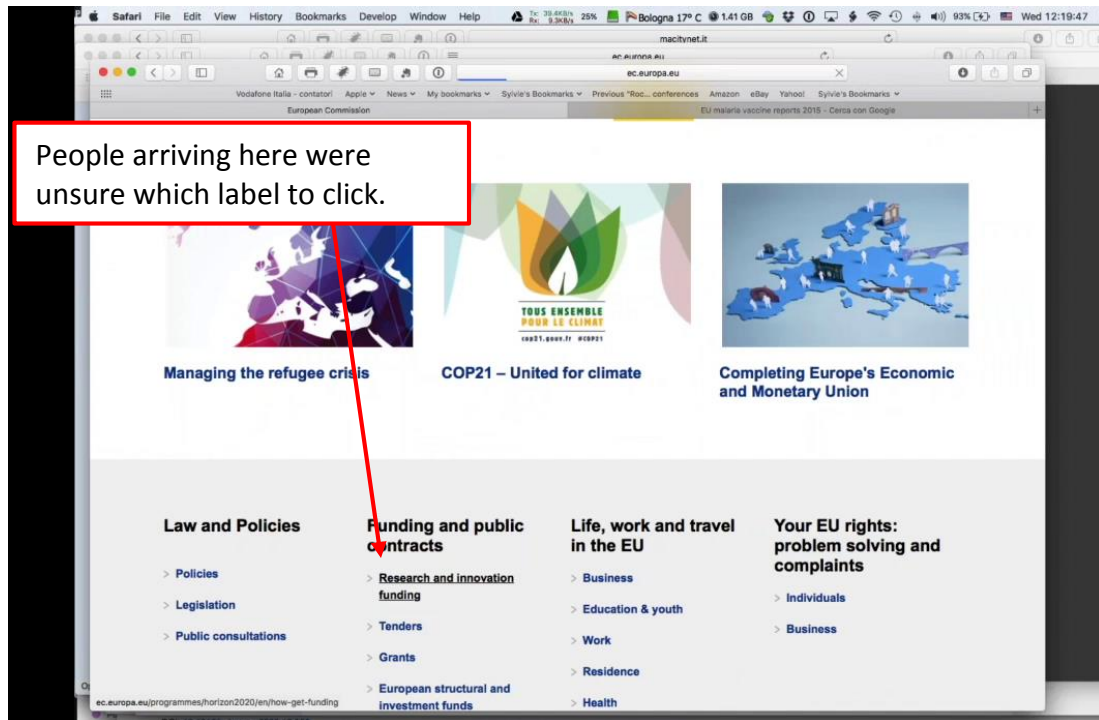
Instruction 7: Find out what calls for tender the European Commission plans to issue for the supply of office equipment in 2016.



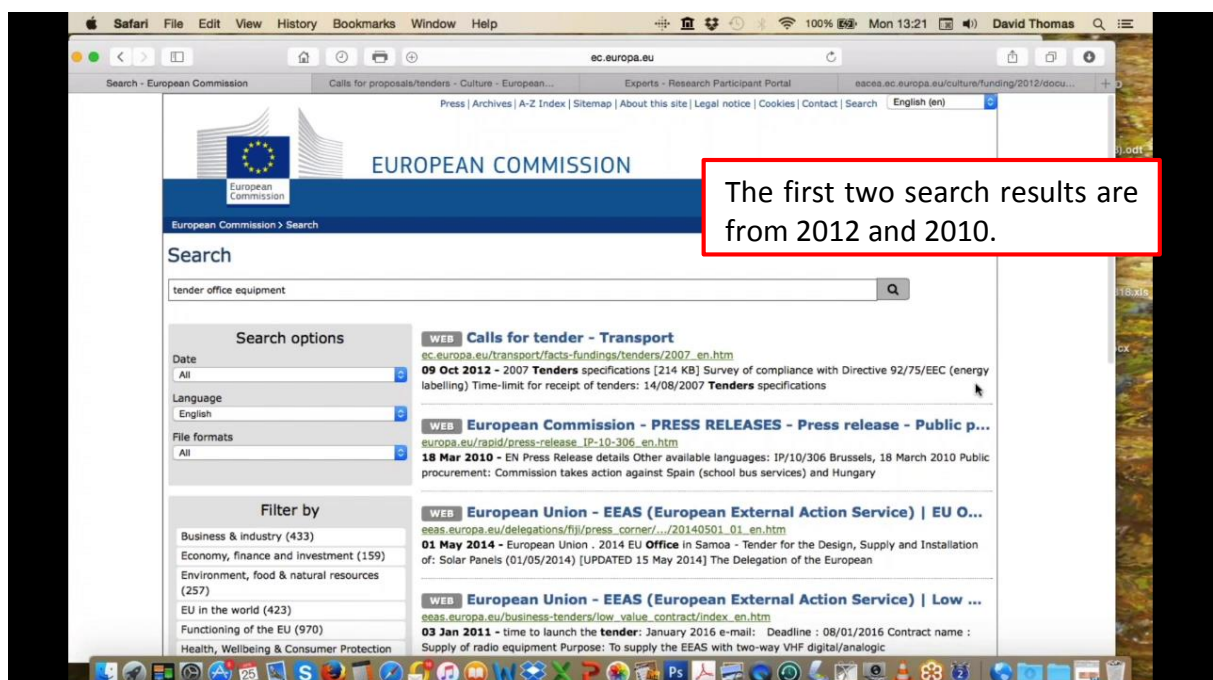
7.4. Findings

- Homepage footer: confusing menus and links
- EC search returns poor results
- Tenders Electronic Daily (TED) website: confusing menus and links

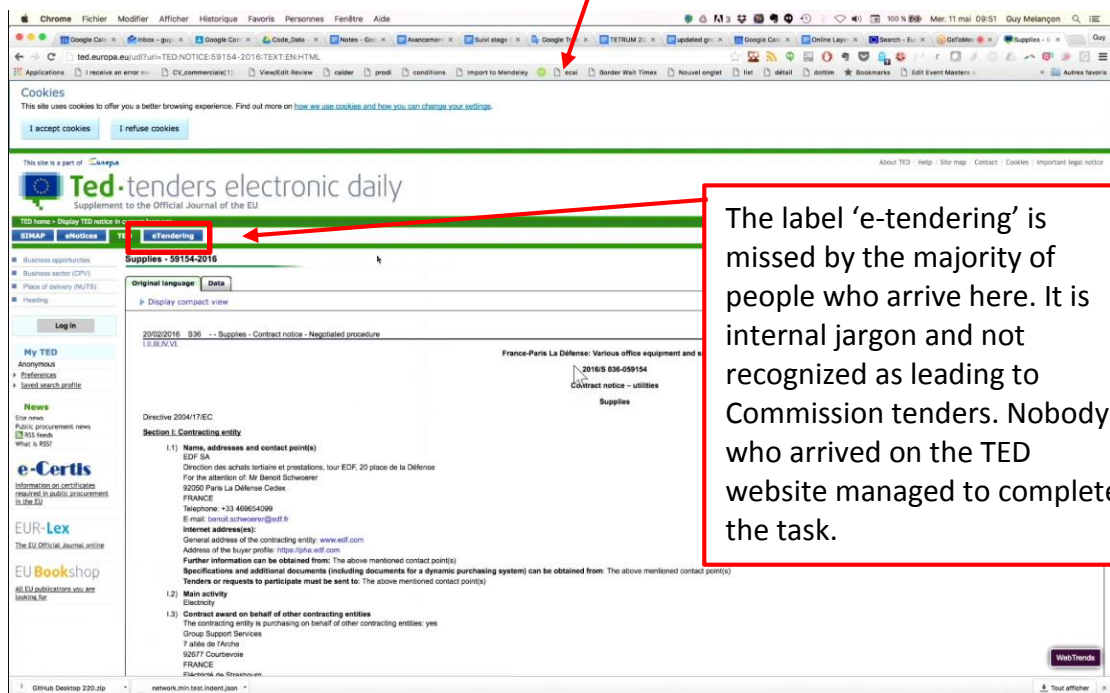
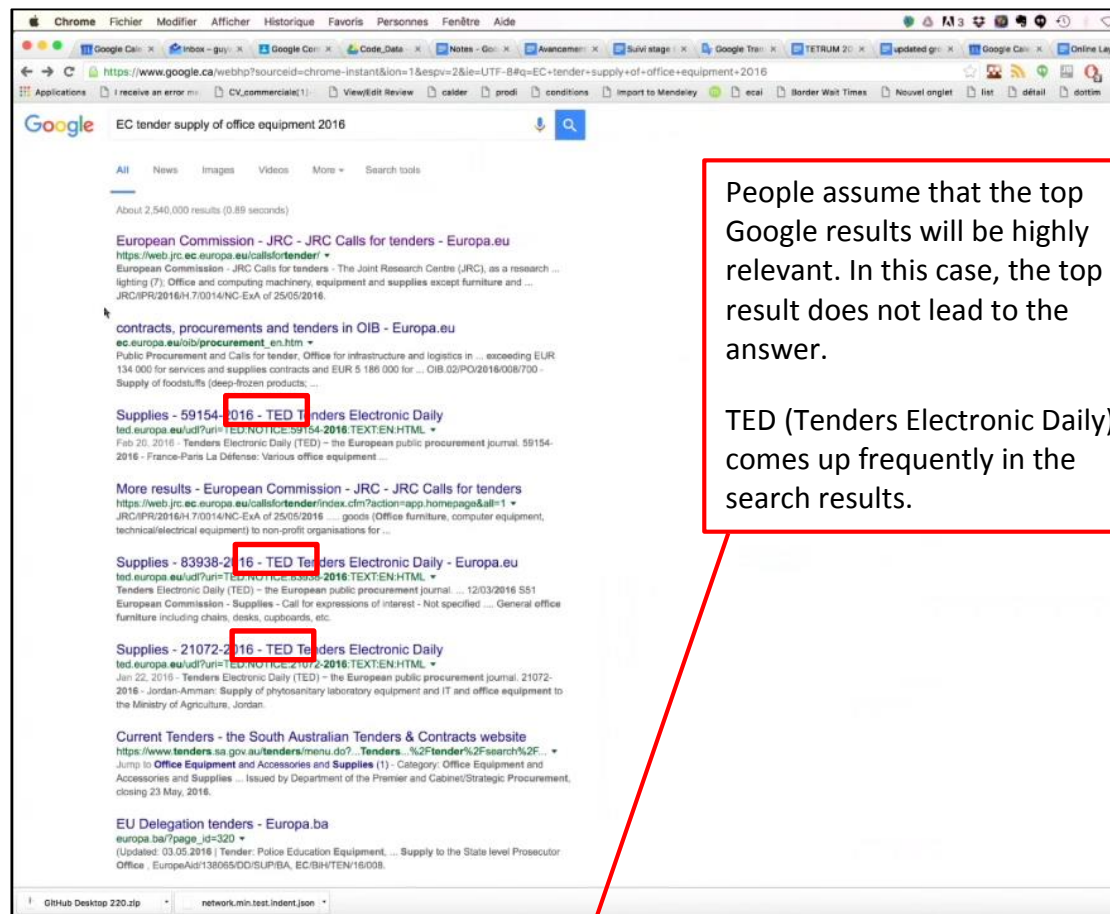
1. Homepage footer: confusing menus and links

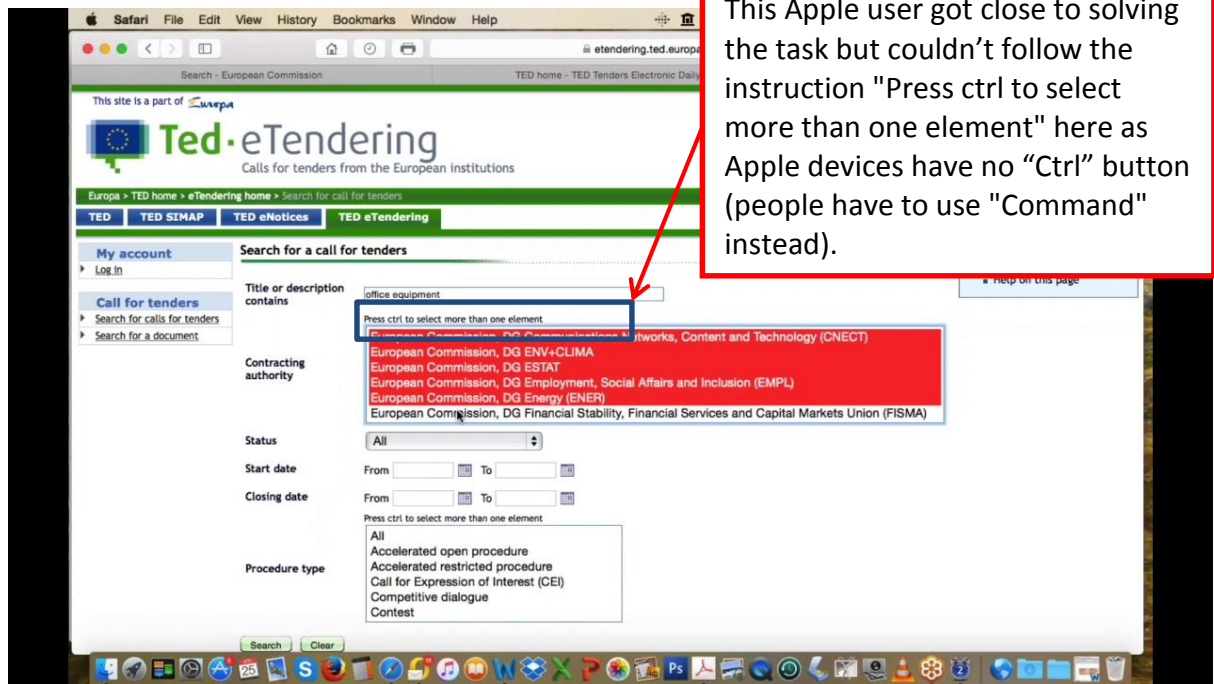


2. EC search returns poor results. Results are from different years and in different formats (PDF, Excel, Word files and web links). They are not presented in a logical order. An autocorrect function is missing.



3. Tenders Electronic Daily (TED) website: confusing menus and links.





Instruction 8: What is the Euro amount above which national postal services must open their tenders to all EU countries for supplies and services contracts?

8.1. Task reference

- Tiny task 45 from 'EC-wide' poll 2014 (Public procurement (contracts with public authorities, governments))
- Tiny task 31 from 'Funding, Tenders' poll 2015 (EU public procurement law, case law and guidelines)

8.2. Correct answer and target page

http://europa.eu/youreurope/business/public-tenders/rules-procedures/index_en.htm

Answer= €414,000

After 1 April the answer changed to €418,000

ures/index_en.htm


- emergencies due to unforeseeable events
- contracts that - for technical reasons or because of exclusive rights - can be carried out by one particular company only
- contracts that by law are excluded from public procurement (acquisition/rental of existing buildings, employment contracts, programme material for broadcasting, etc.).

Thresholds triggering EU-wide rules

Amounts below **do not include VAT** and are **valid from 1 January 2014**.

Central government authorities	
≥ EUR 134 000	supplies contracts (for defence only those listed in Annex III of Directive 2014/24)
≥ EUR 207 000	supplies contracts for defence products not listed in Annex III of Directive 2014/24
≥ EUR 5 186 000	all works contracts

Other public authorities	
≥ EUR 207 000	all supplies and services contracts
≥ EUR 5 186 000	all works contracts

 For public service providers in the fields of water, energy, transport and postal services, the threshold for supplies and service contracts is EUR 414 000. For works contracts, the threshold is EUR 5 186 000.

For EU countries that do not use the euro, the [following thresholds](#) apply.

Public procurement rules

Award criteria

Public authorities may **use different criteria** when evaluating tenders - for example they may select according to the **lowest price** offered or they may use other criteria. In the latter case, each applicant should be **informed** of the **different weighting** given to the different criteria (for example price, technical characteristics and environmental aspects).

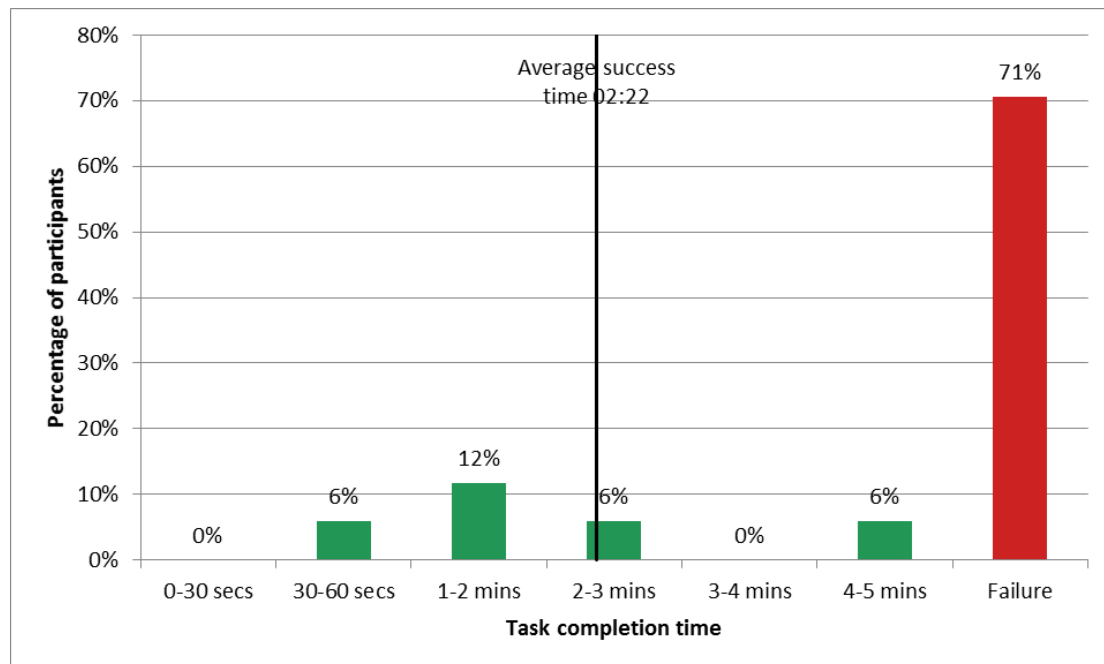
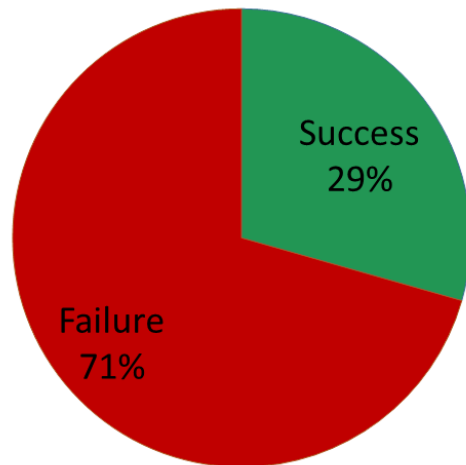
Publication

Certain **notices must be published** for any **public tender exceeding the thresholds** and for which EU-wide rules exist:

- **contract notice or notice of a design contest**: the public authority may publish this notice nationally but should also send it to the EU Publications Office. The notice is published in full in one official language of the EU and a summary is translated into other languages
- notice of the **contract award** announcing the results of the public tender.

8.3. Performance

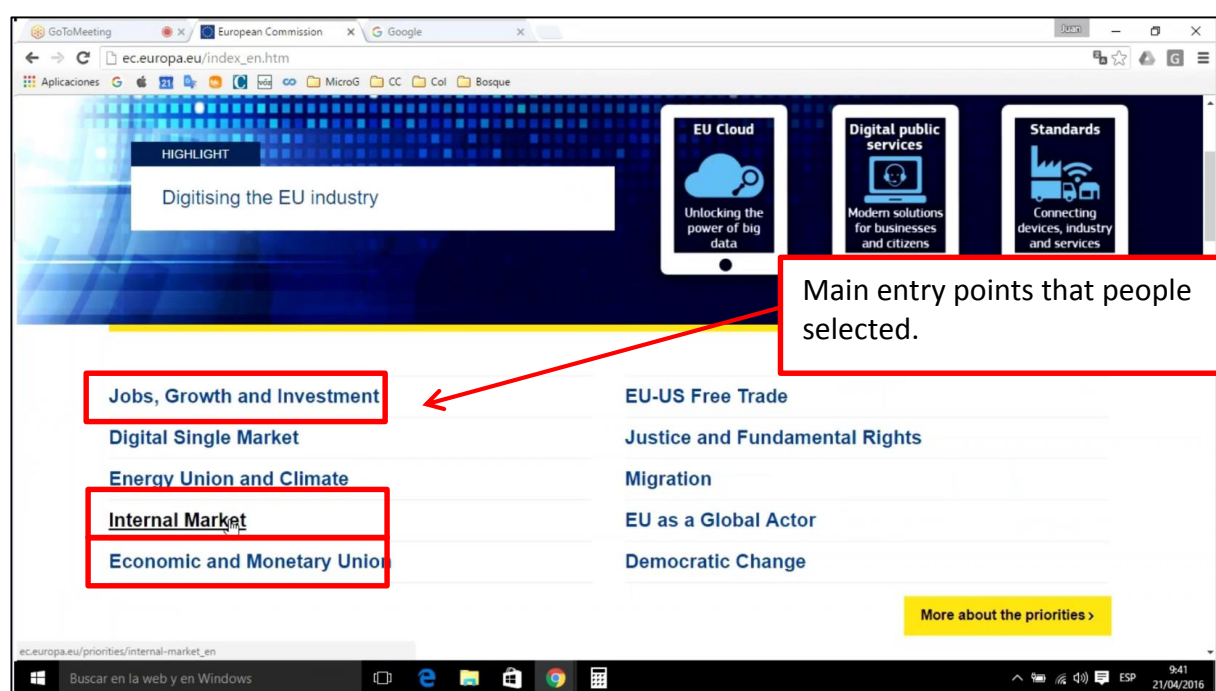
Instruction 8: What is the Euro amount above which national postal services must open their tenders to all EU countries for supplies and services contracts?



8.4. Findings

- Homepage main navigation (Political priorities) assumed to be main task navigation
- EC search returns confusing results
- Destination page "Rules and Procedures" on Your Europe Business (DG GROW): information displayed in a confusing way which means people cannot find the answer

1. Homepage main navigation (Political priorities) assumed to be main task navigation



Instruction 9: *What are the criteria to become an expert for the European Commission to evaluate culture projects?*

9.1. Task reference

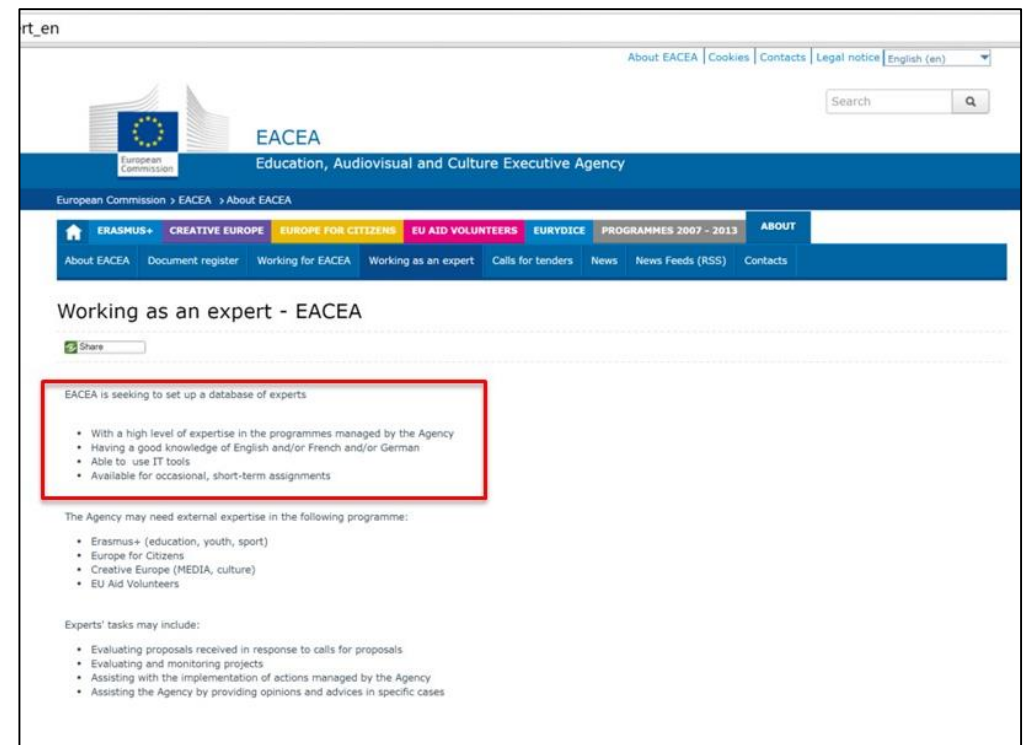
- Small task 27 from 'EC-wide' poll 2014 (Doing business with the European Commission (calls for tenders, bids))
- Medium task 14 from 'Research and Innovation' poll 2015 (Become an expert for the European Commission (calls for experts))
- Small task 14 from 'Funding, Tenders' poll 2015 (Become an expert for the European Commission (calls for experts))

9.2. Correct answer and target page

http://eacea.ec.europa.eu/about-eacea/working-expert-eacea_en

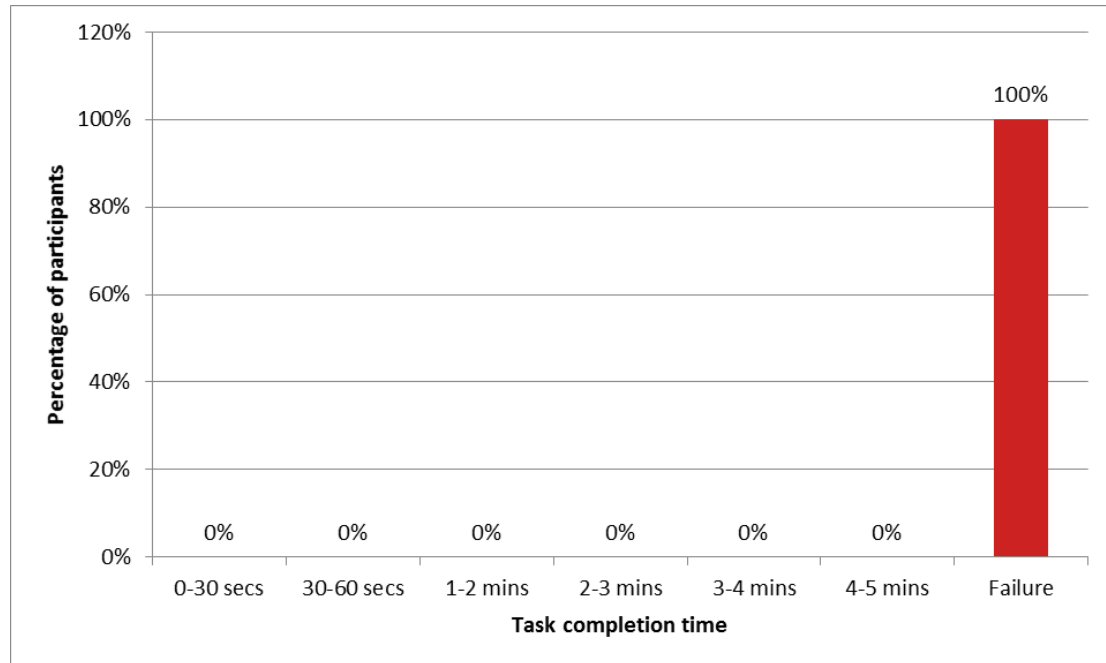
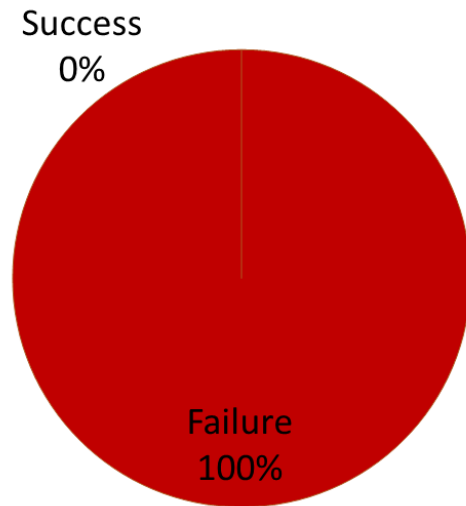
Answer= 4 bulleted list:

- With a high level of expertise in the programmes managed by the Agency
- Having a good knowledge of English and/or French and/or German
- Able to use IT tools
- Available for occasional, short-term assignments



9.3. Performance

Instruction 9: What are the criteria to become an expert for the European Commission to evaluate culture projects?



9.4. Findings

- EC search returns unhelpful results
- Participants Portal provides no onward links to solve the task
- The best results Google returns are pdf documents that are not helpful in solving this task
- Destination page EACEA website (Education and Culture Executive Agency): the onward path to solve the task is very hard to spot.

1. EC search returns unhelpful results.

Search result dated 1980?

Unclear title.

This result looks promising, but the page provides no onward links to solve the task.

European Commission Search

to become an expert

WEB Register of Expert Groups and Other Similar Entities
ec.europa.eu/transparency/regexpert/index.cfm
01 Jan 1980 - countries and stakeholders in that regard. The Register lists both Commission **expert** groups and other similar entities, i.e. consultative groups which were not set up by the

WEB Home | Expert panel
ec.europa.eu/health/expert_panel/index_en.htm
23 Oct 2013 - Go to content About this site Legal notice Contact Search en European Commission Public health Expert Panel Home Expert Panel About Subscribe Mandates Opinions Meetings Plenary

WEB Sign up as an expert - Research Executive Agency - European Com...
ec.europa.eu/rea/become_an_evaluator/index_en.htm
08 Dec 2015 - European Commission unknown label en Sign Up as an **Expert** Sign up as an expert Do you have high-level expertise in your field? Would you like to evaluate proposals competing

WEB Opening remarks at the High-Level Expert Panel Meeting "The Equ...
ec.europa.eu/.../opening-remarks-high-level-expert-panel-meeting-equitable-access-initiative-geneva-22022016_en
22 Feb 2016 - Skip to main content English (en) Search You are here: European Commission The Commissioners Neven Mimica Announcements Opening remarks at the High-Level **Expert** Panel Meeting

Functioning of the EU (25093)
Health, Wellbeing & Consumer Protection

Sitemap | Legal notice | Cookies | Contact | Search English (en)

RESEARCH EXECUTIVE AGENCY (REA)

European Commission > REA > Sign Up as an Expert

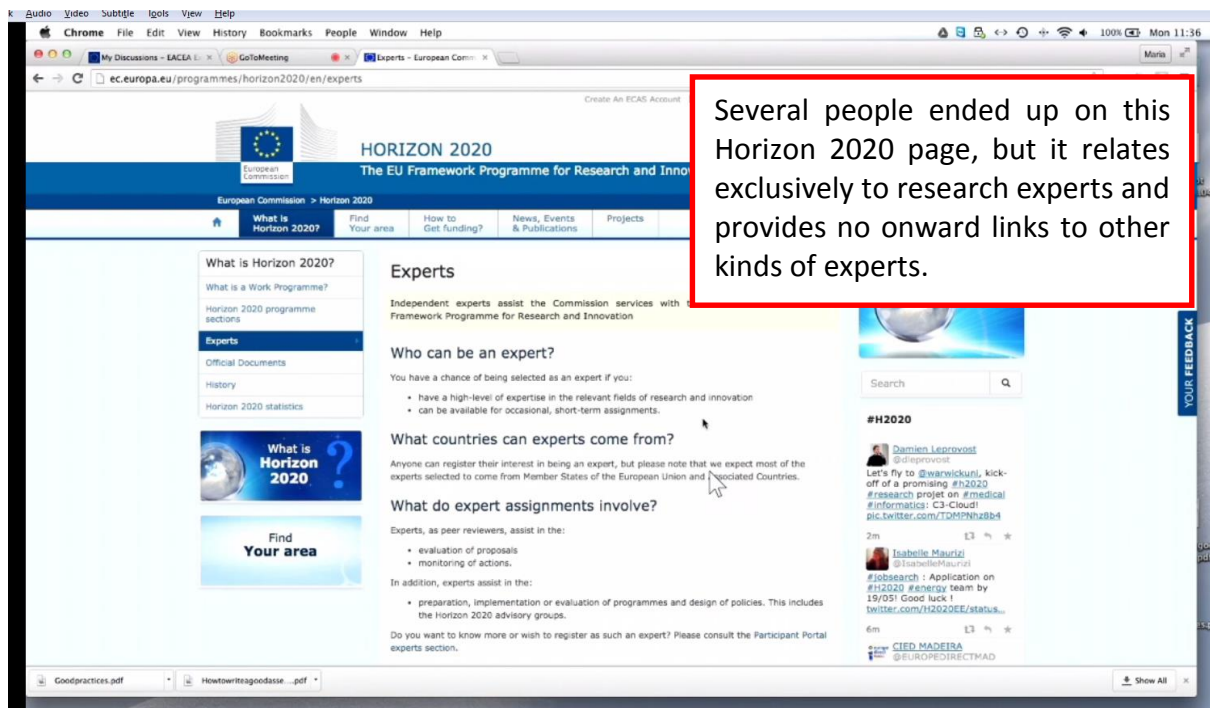
Home About us Apply for Funding Manage Your Project Breakthroughs Jobs News Sign Up as an Expert

Sign up as an expert

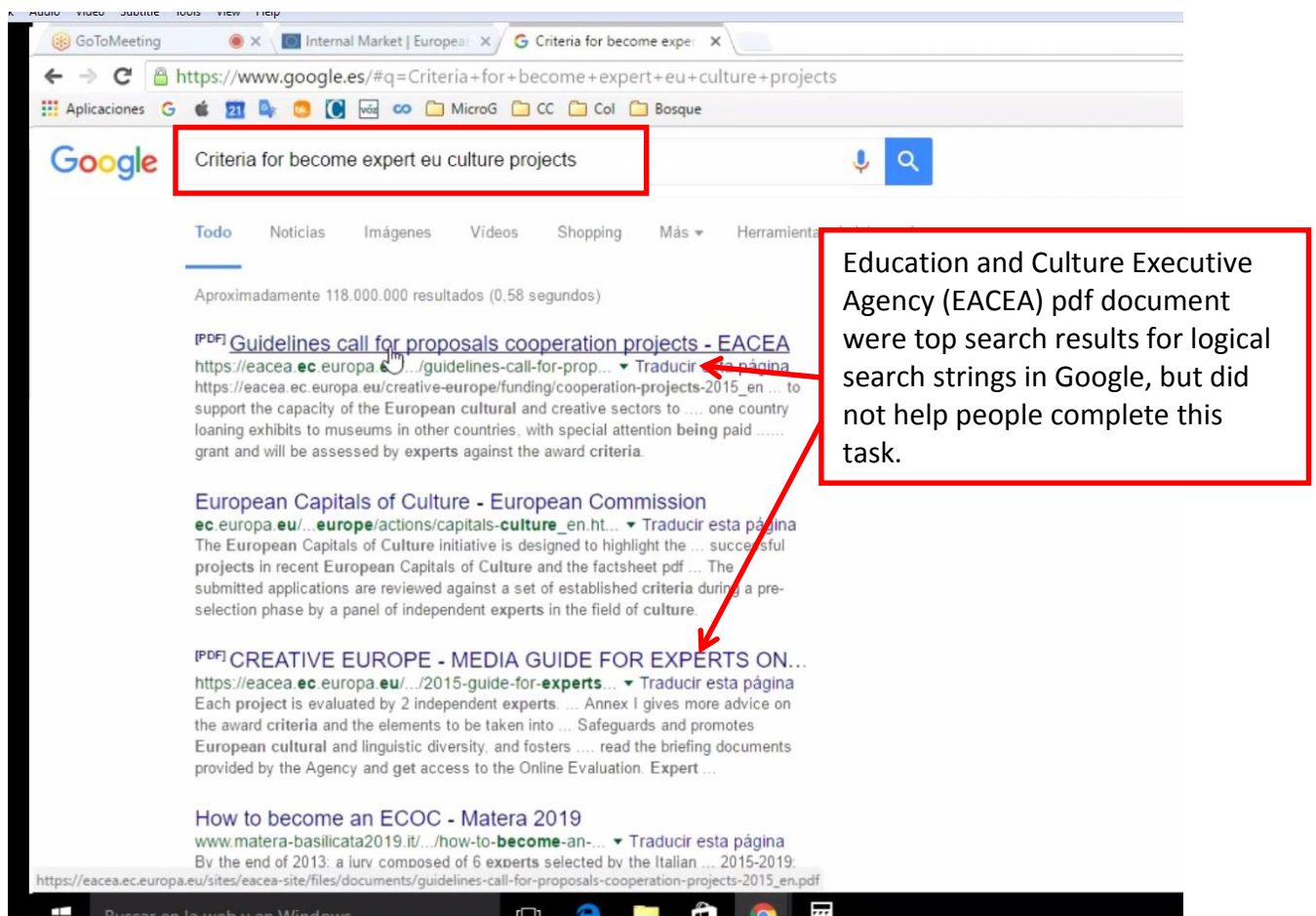
- Do you have **high-level expertise** in your field?
- Would you like to **evaluate proposals** competing for EU research and innovation (R&I) funding?
- Are you up for **reviewing running R&I projects funded by the EU**?
- Fancy a chance to **evaluate entire R&I programmes** and even **help design future EU policies**?
- Are you available for **occasional, short-term assignments**?

The European Commission is renewing its **pool of independent experts** for [Horizon 2020](#), the new € 79 billion research and innovation programme.

2. Participants Portal provides no onward links to solve the task



3. Google: the best results Google returns are pdf documents that are not helpful in solving this task.



4. EACEA website (Education and Culture Executive Agency): the onward path to solve the task is very hard to spot.

The image shows a screenshot of the EACEA website. The top part displays search results for 'Culture - Project life cycle | EACEA'. A red box highlights the search result title. Below it, a red arrow points from the search result to a red box in the footer of the main website. The main website layout includes a header with the EACEA logo and navigation tabs. The footer contains several sections: 'Programmes', 'Online application tools', 'Our partners', and 'About'. The 'About' section has a red box around the 'Working as an expert' link.

Search options

Date: All

Language: English

File formats: All

Filter by

- Business & Industry (253)
- Economy, finance and investment (59)
- Environment, food & natural resources (160)
- EU in the world (161)
- Functioning of the EU (573)
- Health, Wellbeing & Consumer Protection (133)
- Infrastructure, research & innovation (592)
- Life & Rights in the EU (156)
- Media, culture & languages in the EU (377)
- Others (13)
- Work & Education (377)

WEB Culture - Project life cycle | EACEA

eacea.ec.europa.eu/culture/programme/project_life_cycle_en.php

12 Dec 2013 - The project selection procedure takes place in three stages: Eligibility check Project applications are checked to ensure that they fully comply with the general and specific

WEB SC5-22-2017

ec.europa.eu/research/participants/portal/.../2193-sc5-22-2017.html

03 May 2016 - Evaluation 3.1 Evaluation criteria and procedure, scoring and threshold: described in of the General Work Programme 3.2 Submission and evaluation process: Indicative

WEB Home page - Socio-economic Sciences and Humanities - Research &...

ec.europa.eu/research/social-sciences/index_en.html

11 Apr 2013 - and May 2011 285 proposals have been submitted for all 3 Socio-economic Sciences and Humanities Calls for Proposals. Expert evaluators have been chosen by enforcing strict

WEB CULT-COOP-06-2017

ec.europa.eu/research/participants/.../3080-cult-coop-06-2017.html

03 May 2016 - automatically eligible for funding have made specific provisions for making funding available for their participants in Horizon 2020 projects (follow the links to , , , , ,

WEB CULT-COOP-03-2017

ec.europa.eu/research/participants/.../3081-cult-coop-03-2017.html

03 May 2016 - projects (follow the links to , , , , ,). Eligibility and admissibility conditions: described in and of the General Work Programme Proposal page limits and layout: Please

WEB CULT-COOP-07-2017

ec.europa.eu/research/participants/.../3083-cult-coop-07-2017.html

03 May 2016 - projects (follow the links to , , , , ,). Eligibility and admissibility conditions: described in and of the General Work Programme Proposal page limits and layout: Please

The person takes the correct path, but the onward path is in the footer and not spotted.

Programmes

- Guide to EU funding
- Erasmus +
- Creative Europe
- Europe for Citizens
- EU Aid Volunteers
- Eurydice
- Programmes 2007-2013

Online application tools

- e-Forms
- Participant's portal
- ECAS

Our partners

- Directorate-General for Education and Culture
- Directorate-General for Communications Networks, Content and Technology
- Directorate-General for Migration and Home Affairs
- Directorate-General for Humanitarian Aid and Civil Protection (ECHO)

About

- About EACEA
- Document register
- Working as an expert
- Calls for tenders
- Visual identity
- Legal Remedies
- Contacts

Last update: 12/12/2013 | Top

Instruction 10: Which are the five main funds supporting economic development in EU countries?

10.1. Task reference

- Top task 3 from 'EC-wide' poll 2014 (Funding, grants, subsidies)
- Medium task 6 from 'Funding, Tenders' poll 2015 (Types of funding (grants, subsidies, scholarships, consortium grants, managing body))

10.2. Correct answer and target page

http://ec.europa.eu/regional_policy/en/funding/

Answer = Five bullet list: ERDF, ESF, CF, EAFRD, AMFF

The screenshot shows the 'Main funding sources' page on the European Commission website. The page is titled 'BUDGET Beginner's guide to EU funding'. It features a sidebar with navigation links: 'Public bodies', 'Main funding sources' (highlighted), 'Other funding opportunities', 'Further information', and 'Did you know?'. The main content area is titled 'Main funding sources' and contains a section 'Cohesion policy' and a section 'European Structural and Investment Funds'. The 'European Structural and Investment Funds' section lists five main funds: 1. The European Regional Development Fund (ERDF); 2. The European Social Fund (ESF); 3. The Cohesion Fund (CF); 4. The European Agricultural Fund for Rural Development (EAFRD); and 5. The European Maritime and Fisheries Fund (EMFF). This list is highlighted with a red box. Below the list, there is a paragraph about all EU regions benefiting from the ERDF and ESF, and another paragraph about public bodies applying for regional funding. At the bottom, there is a section 'fi-compass and Jaspers'.

Legal notice | Cookies | Contact on Europa | Search on Europa | English (en)

Search

BUDGET
Beginner's guide to EU funding

European Commission > Budget > Guide > Main funding sources

Funding for | More info

Public bodies

Public bodies can benefit from a number of EU funding opportunities, from investments to develop institutional capacity and efficiency to local infrastructure projects.

Main funding sources

Other funding opportunities

Further information

Did you know?

The Guide (844.48 KB)

Main funding sources

Cohesion policy

Cohesion (or regional) policy supports economic, social and territorial cohesion in regions that qualify for funding. The rules for spending cohesion policy money have been simplified to facilitate and improve coordination. The EU's 2014-20 budget provides for cohesion policy investment of € 325 billion in EU countries, regions and cities.

European Structural and Investment Funds

Five main funds combine to support economic development across all EU countries:

1. The European Regional Development Fund (ERDF);
2. The European Social Fund (ESF);
3. The Cohesion Fund (CF);
4. The European Agricultural Fund for Rural Development (EAFRD); and
5. The European Maritime and Fisheries Fund (EMFF).

All EU regions can benefit from the ERDF and ESF. The CF is for the less developed regions.

Public bodies can apply for regional funding. One of the ESF objectives is to help improve the quality of public administration and governance. The ESF is implemented in cooperation between public authorities, social partners and bodies at national, regional and local levels.

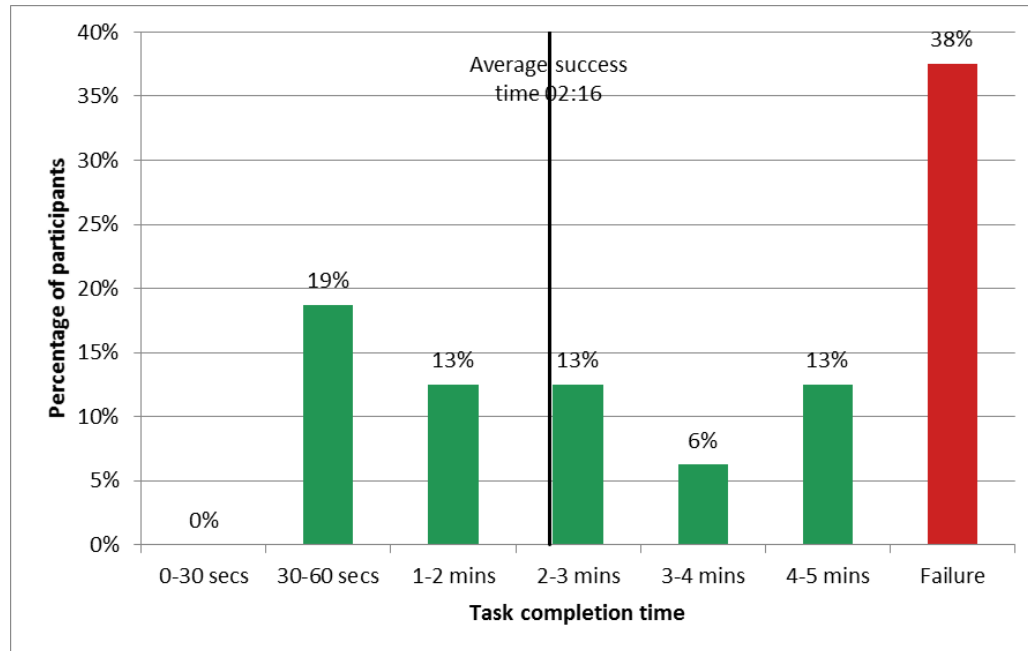
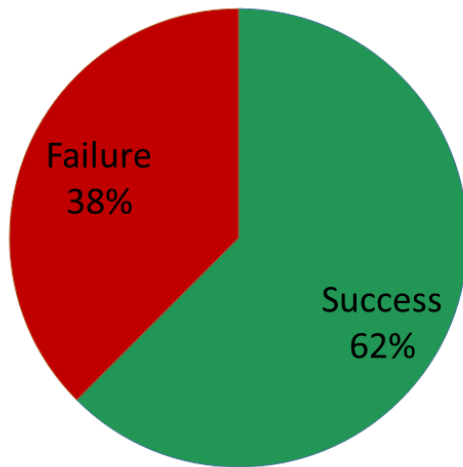
ESF projects could, for example, target civil servants who may need better training in the use of information technology or helping public authorities and stakeholders work together to design and deliver successful programmes.

fi-compass and Jaspers

fi-compass and JASPERS are two special technical assistance instruments. They were developed jointly by the European Commission, the European Investment Bank group and

10.3. Performance

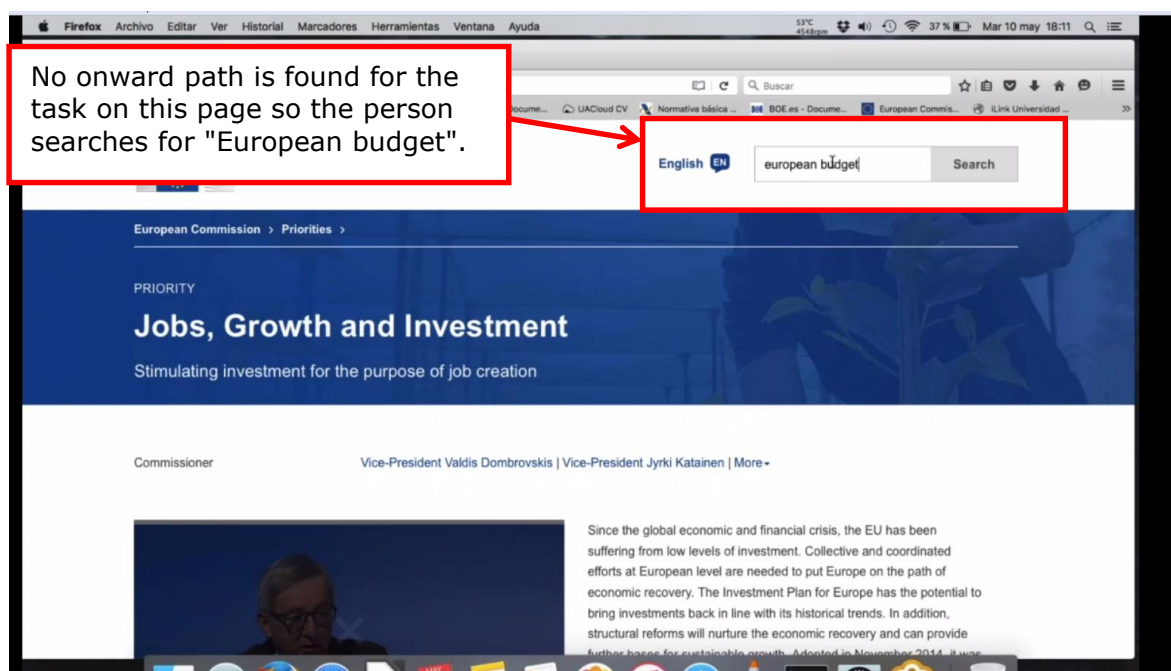
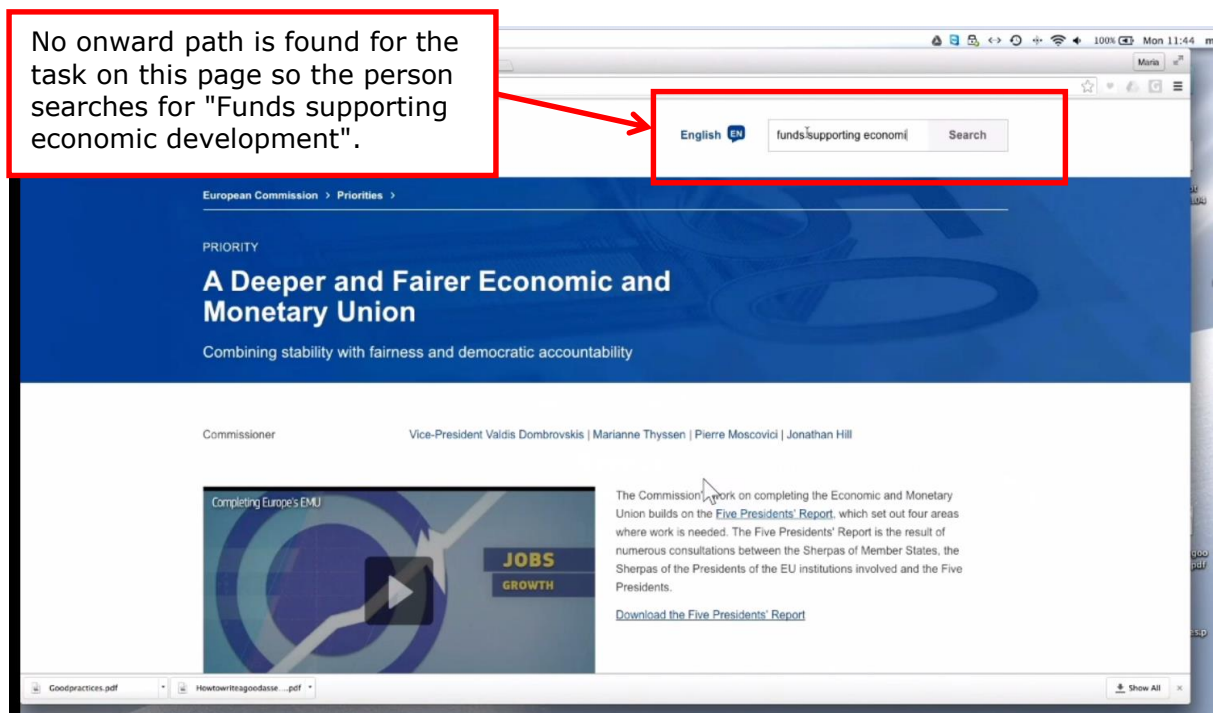
Instruction 10: Which are the five main funds supporting economic development in EU countries?



10.4. Findings

- Homepage main navigation (Political priorities) assumed to be main task navigation
- EC search returns poor results

1. Homepage main navigation (Political priorities) assumed to be main task navigation



2. EC search returns poor results. Duplicate and irrelevant results.

The screenshot shows the European Commission search interface. The search bar contains the text "economic development funding". The search options are set to "All" for Date, "English" for Language, and "All" for File formats. The search results are displayed in a list format. The first result is titled "European Union - EEAS (European External Action Service) | EU R..." and is dated "13 Sep 2010". The second result is titled "European Union - EEAS (European External Action Service) | Poli..." and is dated "13 Feb 2009". The third result is titled "European Union - EEAS (European External Action Service) | Poli..." and is dated "13 Feb 2009". The fourth result is titled "European Union - EEAS (European External Action Service) | EU R..." and is dated "07 Sep 2010".

The search string "economic development funding" delivered duplicate results.

The screenshot shows the European Commission search interface. The search bar contains the text "economic development support funding programme European union". The search options are set to "Last year" for Date, "English" for Language, and "All" for File formats. The search results are displayed in a list format. The first result is titled "EUROPA - Topics of the European Union - Employment and social a..." and is dated "15 Feb 2016". The second result is titled "EUROPA - Topics of the European Union - Space" and is dated "19 Jan 2016". The third result is titled "South Africa - European Commission" and is dated "14 May 2016". The fourth result is titled "South Africa - European Commission" and is dated "13 May 2016".

The search string "economic development support funding programme European union" delivered results including SPACE and South Africa.

Task performance measurement – Classes: ‘Funding, Tenders’ and ‘Research and Innovation’ – baseline test – analysis report

The logical search string "funds supporting economic development in EU countries" delivered these results The top result led to the page below which is of no help in completing the task. This path was taken by at least two people.

The screenshot shows the European Commission website with a search bar containing the text "funds supporting economic development in EU countries". The search results are displayed on the right side of the page. The top result is highlighted with a red box and is titled "EUROPA - Topics of the European Union - Employment and social affairs". A red arrow points from this result to a second screenshot of the "Employment and social affairs" page.

EUROPA - Topics of the European Union - Employment and social affairs

15 Feb 2016 - their implementation. Employment The European Commission encourages EU national governments to: create job opportunities reduce labour market disparities support economic

European Union - EEAS (European External Action Service) | EU R...

08 Apr 2008 - February 2015. It concentrates on three sectors, jointly selected with the Government of Zimbabwe: The EU aims at improving health outcomes for the population of Zimbabwe

European Union - EEAS (European External Action Service) | EU R...

07 Sep 2010 - based on agriculture. The EC country strategy (9 th European Development Fund) has considered poverty reduction as a main priority by providing rural development support as

European Union - EEAS (European External Action Service) | EU R...

18 Nov 2008 - effective and coordinated spending of development assistance. The EU spends most of its funds supporting improvements in health, agriculture, policing and the democratic oversight

European Union - EEAS (European External Action Service) | EU R...

13 Sep 2010 - capacities with regard to governance. Seychelles' newly acquired economic status led to a reduction of the 11 th EDF volume of only €2.2 million. Seychelles are between its

European Commission

European Union

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Employment and social affairs

Responsibility for employment and social policy lies primarily with national governments. EU funding supports and complements their efforts.

To counteract the impact of demographic ageing, EU employment and social policy is designed to:

- ease the transition from school to work
- make it easier to find a job
- modernise social security systems
- make it easier for workers to move freely around the EU
- alleviate poverty
- protect people with disabilities

The EU also:

- coordinates & monitors national policies
- encourages member countries to share best practices on social inclusion, poverty & pensions
- supports training, skills development & entrepreneurship
- makes laws on workers' rights, discrimination at work & coordination of social security schemes, and monitors their implementation.

Employment

The [European Commission](#) encourages EU national governments to:

The search string "funds economy" delivered the following unhelpful results.

The screenshot shows the European Commission's search interface. The search bar contains the text "funds economy". On the left, there are filters for "Search options" (Date, All, Language, English, File formats, All) and "Filter by" (Business & industry (4746), Economy, finance and investment (5623), Environment, food & natural resources (3374), EU in the world (3497), Functioning of the EU (9144), Health, Wellbeing & Consumer Protection (548), Infrastructure, research & innovation (15326), Life & Rights in the EU (968), Media, culture & languages in the EU (12659), Others (1071), Work & Education (1244)). The search results are displayed on the right, with several results highlighted by red boxes:

- HCO-08-2014**
ec.europa.eu/research/participants/portal.../442-hco-08-2014.html
07 May 2016 - related for example to administrative hurdles, IPR management and different practices regarding resource sharing. Type of action: ERA-NET Co-fund Topic conditions and documents
- European Aluminium annual event "From a plan to reality: making..."**
ec.europa.eu/.../european-aluminium-annual-event-plan-reality-making-circular-economy-happen-brussels_en
17 Apr 2016 - be invested in innovative demonstration projects through Horizon 2020, the flagship research programme, on "Industry 2020 in the circular economy. These funds are designed
- Vice-President Katainen's keynote speech at the 2016 European C...**
ec.europa.eu/.../vice-president-katainen-keynote-speech-2016-european-circular-economy-conference_en
17 Feb 2016 - Besides financial support, it provides Member states, their regions and cities with the instruments and conditions to benefit from the funds and reach the EU's targets. It
- EUROPA - List of Members**
europa.eu/epc/members/index_en.htm
18 Apr 2016 - Costa - Ministry of Finance Romania Mr. Emmanuel Massé - Ministry of Economy and Finance Mr. William Roos - Ministry of Economy and Finance Mr. Ion Ghizdeanu - National
- EU opens door of financing for SMEs shifting to the circular ec...**
ec.europa.eu/.../eu-opens-door-financing-smes-shifting-circular-economy_en
10 Dec 2015 - Vella 10 December 2015 EU opens door of financing for SMEs shifting to the circular economy Karmenu Vella, European Commissioner for Environment, Fisheries and Maritime Affairs
- European Union - EEAS (European External Action Service) | EU R...**
eeas.europa.eu/angola/index_en.htm
26 Jan 2010 - Goals. The European Union is currently the largest donor of grant assistance to Angola. The 10th round of EDF funds (€214m) focus on governance, human, social and rural development
- More than ever, we need to invest in Europe | European Commis...**
ec.europa.eu/commission/.../more-ever-we-need-invest-europe_en
05 Jan 2016 - As a key source of financing for the real economy, the Funds have made a major contribution to strengthening Greece's economic, social and territorial cohesion. And in difficult

eninfo/query/index.do?filterNum=6

III. Annexes

Annex 1: EC-wide top task poll results, 2014

	Votes
1 EU law, rules, treaties, judgments	83931
2 Research and innovation	83306
3 Funding, grants, subsidies	79414
4 Education and training in EU	59623
5 EU strategy, political priorities	45331
6 Environmental protection	44921
7 Jobs, traineeships at the European Commission	40358
8 Find a job in another EU country	37657
9 EU news, announcements, press releases	36809
10 Human rights, fundamental rights	35274
11 Working in an EU country (rights, permits, benefits)	34986
12 Order, download an EU publication	33794
13 Track policy and law making process, updates	33558
14 Statistics and forecasts	32983
15 About the European Union (role, structure, how it works, origin)	30065
16 Food and farming (production and safety)	27703
17 Climate change, global warming	26932
18 Regional, rural and urban development	25764
19 Freedom of information (transparency, access to documents)	25157
20 About the European Commission (role, structure, how it works)	24866
21 Product safety, conformity, certification	24660
22 National implementation of EU law, infringements	24326
23 Public health, disease prevention	23933
24 Culture (heritage, arts, films, Capitals of Culture)	23907
25 Doing business in the EU	23650
26 Economic growth, financial stability in EU (crisis, assistance to member states)	23215
27 Doing business with the European Commission (calls for tenders, bids)	23021
28 Conferences, summits, meetings, events	22111
29 Industry norms and standards	21474
30 Employing people (recruitment, terms and conditions, redundancies)	21103
31 Recognition of educational, professional qualifications	20677
32 Energy efficiency	20226
33 Travel within, to and from EU (documents, visa, consular help, currencies)	19166
34 Moving to another EU country (residence formalities)	17958
35 Banking and financial markets (reform, regulation)	17895
36 Relations with non-EU countries, international organisations (diplomacy, cooperation agreements)	17895
37 Languages in the EU (diversity, translation, interpreting)	17295
38 Competition (state aid, cartels, mergers, anti-trust)	16638
39 Development and humanitarian aid	16625

40	Healthcare in another EU country	16114
41	Contact European Commission, European Union	15716
42	Trade with non-EU countries (import, export, agreements, anti-dumping)	15546
43	Loans, access to finance, microfinance	14796
44	Initiate, contribute to law making (public consultations, citizen's initiative)	13256
45	Public procurement (contracts with public authorities, governments)	12850
46	Euro (coins, notes, eurozone, Economic and Monetary Union)	12703
47	Intellectual property, copyright, trademarks, patents	12411
48	Customs, tariffs, quotas, duties	12050
49	Privacy, data protection	11917
50	Consumer and passenger rights	11838
51	EU labels (eco labels, quality labels, audits)	11793
52	Immigration into the EU (asylum, reuniting family, integration)	11771
53	EU budget	11738
54	EU vocabulary and abbreviations	11076
55	Voting in the EU	10659
56	Crime, fraud, corruption, human trafficking	10528
57	Security, defence (terrorism, sanctions, critical infrastructure)	10043
58	Chemicals (approval)	9910
59	Volunteering opportunities	9692
60	Corporate social responsibility for business	9455
61	E-government	9448
62	Taxation, excise (not VAT)	8767
63	Accession of new countries to the EU, enlargement	8678
64	VAT (Value Added Tax)	8098
65	Judicial cooperation between EU countries, recognition of judgments	7549
66	Pensions, retirement in another EU country	7433
67	Transport safety (air, road, banned airlines)	7256
68	Complaints to the European Commission	6673
69	Resource security (oil, gas, raw materials)	6556
70	Family (marriage, divorce, partnerships, adoption)	6378
71	Emergencies, disasters, civil protection	5944
72	Visit EU institutions, guided tours	5530
73	European Commissioner profiles	5157
74	Goods allowed when crossing borders (alcohol, cigarettes, cash, pets)	4097
75	Driving licence validity in EU countries	3732
76	Vehicles (buying, selling, registration, taxes, insurance)	3473
77	President of the Commission (profile, agenda)	3042

Annex 2: Funding, Tenders top task poll results, 2015

	Votes
1 Open calls, current opportunities for funding, grants	10260
2 Upcoming calls, opportunities for funding, grants, subsidies	9152
3 How to apply for funding, grants, subsidies	6952
4 Submit an application	6697
5 Eligibility for funding, grants, subsidies (can I apply)	5527
6 Types of funding (grants, subsidies, scholarships, consortium grants, managing body)	4640
7 Day-to-day running of a project (reporting, amendments, payments)	4552
8 Guidance, help, training on submitting proposals	4463
9 Notification of new calls for proposals, tender	4413
10 Rules, procedures, guidelines for managing projects/contracts	4292
11 Projects funded (by country, type, theme)	4288
12 Objectives of a call for proposals, of a programme	4238
13 Find project partners	4027
14 Become an expert for the European Commission (calls for experts)	3523
15 Deadlines for submitting proposals	3397
16 Events, info days on funding opportunities	3385
17 Evaluation criteria for submitted proposals	3215
18 Timeline for the funding process (important dates)	2807
19 Impact, outcome of a programme, project or study	2671
20 Material to raise awareness of funding opportunities	2652
21 Updates on funding rules, areas	2556
22 Upcoming business opportunities with the European Commission	2487
23 Selection process	2214
24 Share ideas (online communities)	2139
25 Current business opportunities with the European Commission (calls for tender, TED)	2136
26 Beneficiaries, recipients of current and previous funding	1958
27 Contract procedures and conditions	1845
28 Request clarifications of a call for proposals, tender (questions, doubts)	1760
29 Total amount of funding available for a programme or fund	1570
30 Statistics on funding, grants, subsidies and tenders	1510
31 EU public procurement law, case law and guidelines	1399
Current business opportunities with public authorities in EU countries (calls for tender, TED)	1392
32 Contact European Commission, national, local authorities	1391
34 Transparency of public procurement	1390
35 Upcoming business opportunities with public authorities in EU countries	1265
36 Track progress of my tender	1248
37 Contracts awarded by the European Commission	1128
38 Budget per call	940
39 Updates on public procurement law, rules and case law	891
40 Changes to calls for proposals, tenders	862
41 Public procurement reform (including green, innovation, social)	722
42 National rules on public procurement	669
43 Closed calls	478
44 Complaints (procedures, EU law, expert payments)	379

Annex 3: Research and Innovation top task poll results, 2015

	Votes
1 Open calls, current opportunities for funding, grants	8221
2 Upcoming calls, opportunities for funding, grants	7398
3 Apply for funding (submit an application)	7208
4 Funding programmes, instruments, schemes for research and innovation	5482
5 How to apply for funding	4732
6 Networking, opportunities for collaboration, knowledge-sharing	4419
7 Details of a call (call texts)	4144
8 Work programmes (fields, topics)	3915
9 EU law, regulations, standards affecting research and innovation	3622
10 Notification of new calls for proposals	3614
11 Eligibility for funding (can I apply)	3577
12 EU-funded projects by field, topic, type, date, country, beneficiary, etc.	3536
13 EU research and innovation strategy, policy (goals, objectives, challenges)	3512
14 Become an expert for the European Commission (calls for experts)	3481
15 Results of projects, studies (by field, topic)	3481
16 Jobs in research and innovation (PhD, postdoctoral, fellowship)	3412
17 Day-to-day running of an EU-funded project (reporting, amendments, payments)	3368
18 EU publications (handbooks, books, promotional material)	3239
19 Types of funding (grants, fellowships, scholarships)	3232
20 Updates to EU law, regulations, standards affecting research and innovation	3221
21 Find project partners	3019
22 Guidance, templates, help, training on submitting proposals	2967
23 Events (conferences, workshops, seminars, information days)	2935
24 New technologies, materials, products	2676
25 Rules for participation in research and innovation funding	2667
26 Procedures, guidelines for managing projects/contracts	2635
27 EU news, announcements, press releases on research and innovation	2582
28 Publications, articles resulting from EU-funded projects	2527
29 Timeline for the funding process (submission deadlines, important dates)	2475
30 Evaluation criteria, selection process for proposals	2330
31 Bringing innovative solutions to market (implementation)	2315
32 Funding priorities	2253
33 Objectives of a call for proposals	2203
34 Relevance, impact of research and innovation on society	2177
35 New research techniques, methods, models, mechanisms, design	2131
36 Updates to procedures, guidelines for managing projects/contracts	2007
37 Science for EU policy	1669
38 Updates about EU-funded research and innovation (findings, proceedings)	1668
39 Groups, partners involved in EU-funded projects	1624
40 Impact of EU-funded projects	1532

41	Compare research and innovation across countries, regions (EU, non-EU)	1515
42	Institutes, federations, universities, facilities in Europe	1440
43	Companies, researchers working in a specific field	1306
44	Public consultations on research and innovation (contribute, results)	1295
45	Contact European Commission	1281
46	EU institutions, agencies, committees dealing with research and innovation	1274
47	National contact points/networks for an EU programme	1265
48	Research and innovation needs and obstacles in a specific field, market, product	1188
49	Decision making process for funding programmes, work programmes	1180
50	Evaluation results per call	1169
51	Research and innovation terminology and definitions	1163
52	Total amount of funding available for a programme, fund, call	1143
53	Research carried out by the European Commission in-house	1121
54	Dissemination channels for results, findings	1105
55	Statistics on EU funding for research and innovation	1011
56	Indicators on research and innovation performance in the EU	980
57	Compare legal frameworks on research and innovation in EU (tax, social)	712
58	Protecting your research, innovation (patents, intellectual property, technology transfer)	696

Annex 4: Test user profiles

Recruiting participants for TPI testing

To establish an adequate picture of task performance, 15 answers are required for each instruction. To ensure this, 15-18 participants must be recruited for each testing round.

Participants are recruited from a pool of people who have participated in previous polls and surveys (thereby giving their profile information) and who have volunteered to participate in future testing by giving their email address.

Some or all of the following profile elements are known for each volunteer (depending on the poll/survey they took part in):

- Language preferences (first and 2nd language choices)
- Country of residence
- Employment status (employed, self-employed, unemployed, student, retired)
- Workplace (private/public/NGO)
- Occupation (for example: Journalist, teacher, lawyer, etc.⁹)
- Frequency of web visits
- Age
- Private or professional use
- Most important/relevant user tasks
- Interest areas (can be multiple)

All this data is held in a database.

TPI testing is done per class. This means that the recruitment pool consists of all volunteers who voted for one of the tasks included in the class. This pool is statistically analysed to identify the mix of profiles, focusing on the two elements 'occupation' and 'frequency of web visits'¹⁰. The percentage of each major occupation is assigned a proportionate number in relation to the total number sought (15-18 participants per testing round). The actual mix of test participants should be as close as possible to the representative mix thus identified.

On the basis of this representative mix, specific volunteers are identified¹¹ and invited (by personalised email) to participate in the testing round. The actual tests are scheduled bilaterally through email exchange with each participant. If a participant fails to show up for

⁹ Depending on the survey, data on occupation varies.

¹⁰ For certain classes, analysis might show that another element is also important, e.g 'age' for the class 'education'.

¹¹ At this stage, the list of participants is also checked to ensure a proportionate distribution of the aggregated profile elements 'EU/Non-EU' and 'workplace' (public/private/NGO)

Task performance measurement – Classes: ‘Funding, Tenders’ and ‘Research and Innovation’ – baseline test – analysis report

the test or there are insurmountable technical difficulties, a replacement participant is found with the same profile.

Ideal mix of profiles & actual mix:

	Poll profile results Funding, Tenders	Poll profile results Research and innovation	Ideal mix of participants*	Actual # of participants
Occupation*				
Academia	19%	27%	5	6
Manager, project manager	15%	15%	3	4
Consultant, advisor	14%	13%	2	4
Administrative staff	13%	12%	2	1
Business researcher, scientist	8%	8%	1	2
Engineer, architect	5%	5%	1	0
CEO, director	4%	4%	1	0
Total			14	17
Frequency of web visit				
Daily	11%	13%	2	3
Weekly	29%	33%	5	9
Monthly	23%	25%	4	5
Infrequently	24%	20%	4	0
First time	12%	9%	0	0
Total			15	17
Employment status				
Employed	65%	71%	12	11
Self-employed	16%	14%	2	6
Student	8%	7%	1	0
Total			15	17
Workplace*				
Private companies	34%	40%	5	7
Public institutions	31%	47%	6	6
Non-profit	20%	10%	2	3
Other	15%		1	1
Total			14	17
EU / non-EU				
EU	86%		13	16
Rest of Europe	14%		2	1
Total			15	17

* Occupation and Workplace only for Employed and Self-employed

Annex 5: Stability of results

