



Task Performance Measurement

Class: 'News, Publications, Events'

Baseline test (21 July – 1 Sept 2016)

Analysis

Date: 21/03/2017
Doc. Version: FINAL

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Name	Role	Action	Date
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- Editorial, formatting, and spelling
- Clarification

To request a change to this document, contact the Document Authors.

Changes to this document are summarized in the following table in reverse chronological order (latest version first).

Revision	Date	Created by	Short Description of Changes
Final	21/03/2017	KD and NTW	Small editorial changes requested by class managers
Final for validation	14/02/2017	KD	Version to be reviewed by class managers
0.3	13/12/2016 – 13/02/2017	Kristin Dom and Nina Thompson-Williams	Write findings on instructions, add new charts and create annex 4
0.2	30/11/2016	Kristin Dom	Update numbering, pies and charts
0.1	09/09/2016	Brian Lamb	First draft report

Configuration Management: Document Location

The latest version of this document is stored in the relevant class folder on
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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://ec.europa.eu/ipg/docs/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://ec.europa.eu/ipg/docs/digital_transformation/factsheet_digital_transformation_user_survey_with_tasks.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 users can complete a prioritised⁴ 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. 12). 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 patterns.

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.

The aim is to work towards a 100% overall success rate and reduce the time for task completion.

⁴ Prioritisation is based on evidence of user needs, balanced against the organisation's goals.

The class News, Publications, Events

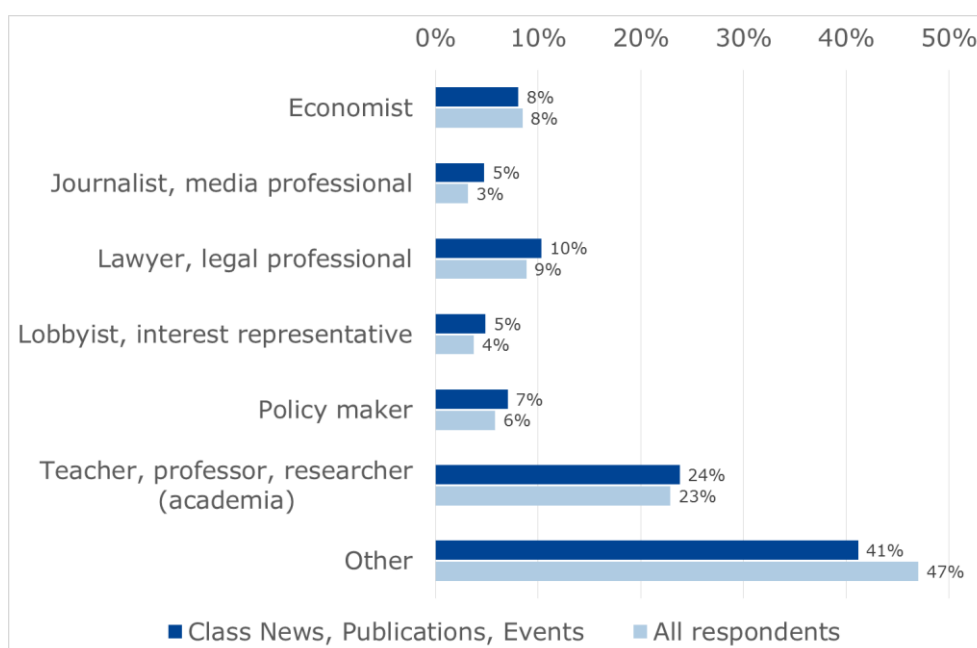
1. Tasks in the class⁵

Task #	Tasks	Total Vote
9	EU news, announcements, press releases	2,3%
12	Order, download an EU publication	2,1%
28	Conferences, summits, meetings, events	1,4%

User research has shown that people looking for news often click on the label 'Publications', and people looking for publications often click on the label 'News'. The composition of the class 'News, Publications, Events' recognizes these two mental models.

2. Audiences for the class

The chart below compares the mix of occupations for all respondents to the 2014 EC-wide poll, with those who selected **the 3 tasks in the 'News, Publications, Events' class**. Test participants were selected on the basis of this data⁶.

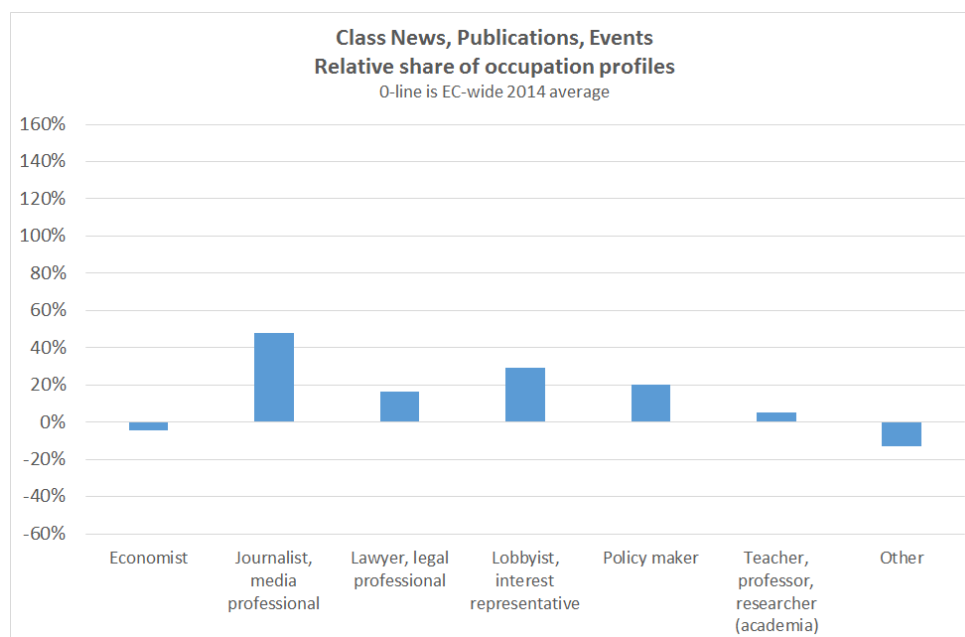


⁵ Data from work on the top-level architecture for the EC new web presence. Executive summary on building the information architecture:

http://ec.europa.eu/ipg/docs/digital_transformation/report_on_common_architecture_level_1_-_executive_summary.pdf

⁶ See annex 2

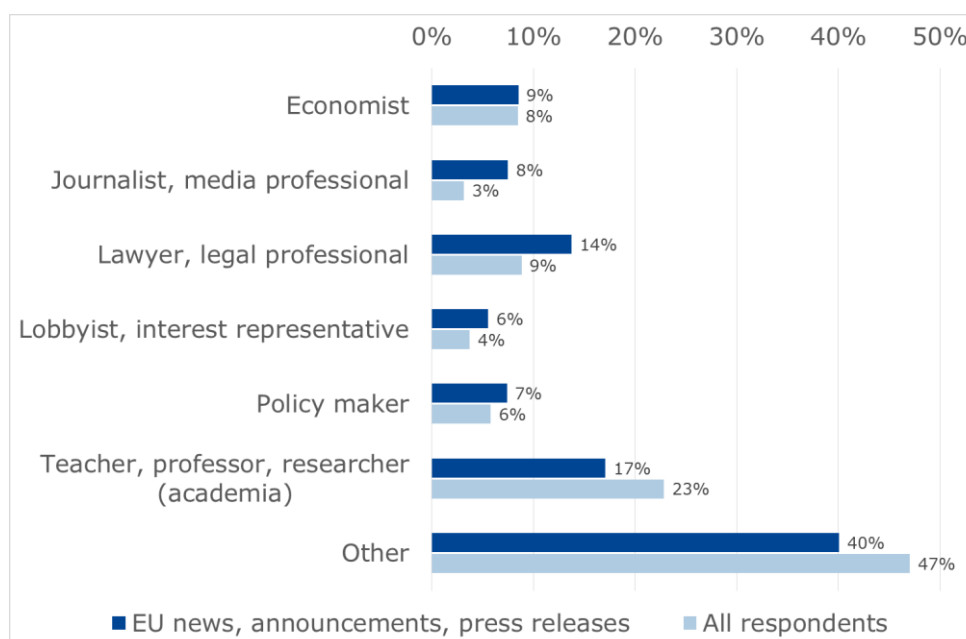
The differences in the chart above are presented more clearly in the chart below. We see e.g. that 'Journalists, media professionals' are 48% more interested in the class 'News, Publications, Events' than the average of all respondents to the 2014 poll.



3. Specific requirements from the Commission's Spokesperson's Service (SPP) regarding task no.9

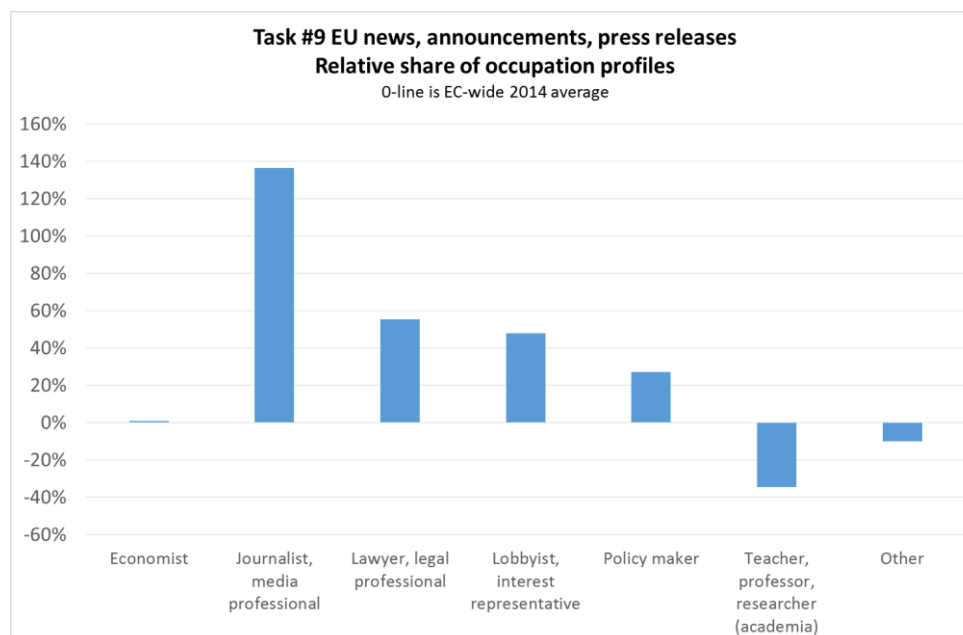
The Commission's Spokesperson's Service requested a more detailed audience analysis for the task 'EU news, announcements, press releases', which is of particular interest to them.

The chart below compares the mix of occupations for all respondents to the 2014 EC-wide poll, with those who selected the **task 'EU news, announcements, press releases'**.



The differences in the chart above are presented more clearly in the chart below. The chart shows that 'Journalists, media professionals' are 140% more interested in 'EU news, announcements, press releases' than the average of all respondents to the 2014 poll.

'Teacher, professor, researcher (academia)' are almost 40% less interested in the task than the average.



This resulted in a request from the SPP to add additional test volunteers from the three occupations below that are of particular interest to them. In order to validate the mix of test user profiles, they required **half of the participants to be recruited from these three occupations** (see Annex 2: Test user profiles):

- Journalist, media professional
- Lawyer, legal professional
- Lobbyist, interest representative

After recruiting, there were 19 test volunteers, 11 of whom were considered to be the representative mix for the class (see Annex 2: Test user profiles).

4. How to read the data in this report

For each instruction, the report gives a success/failure rate. The success/failure has been measured using the representative mix of audience profiles for the class 'News, Publications, Events'.

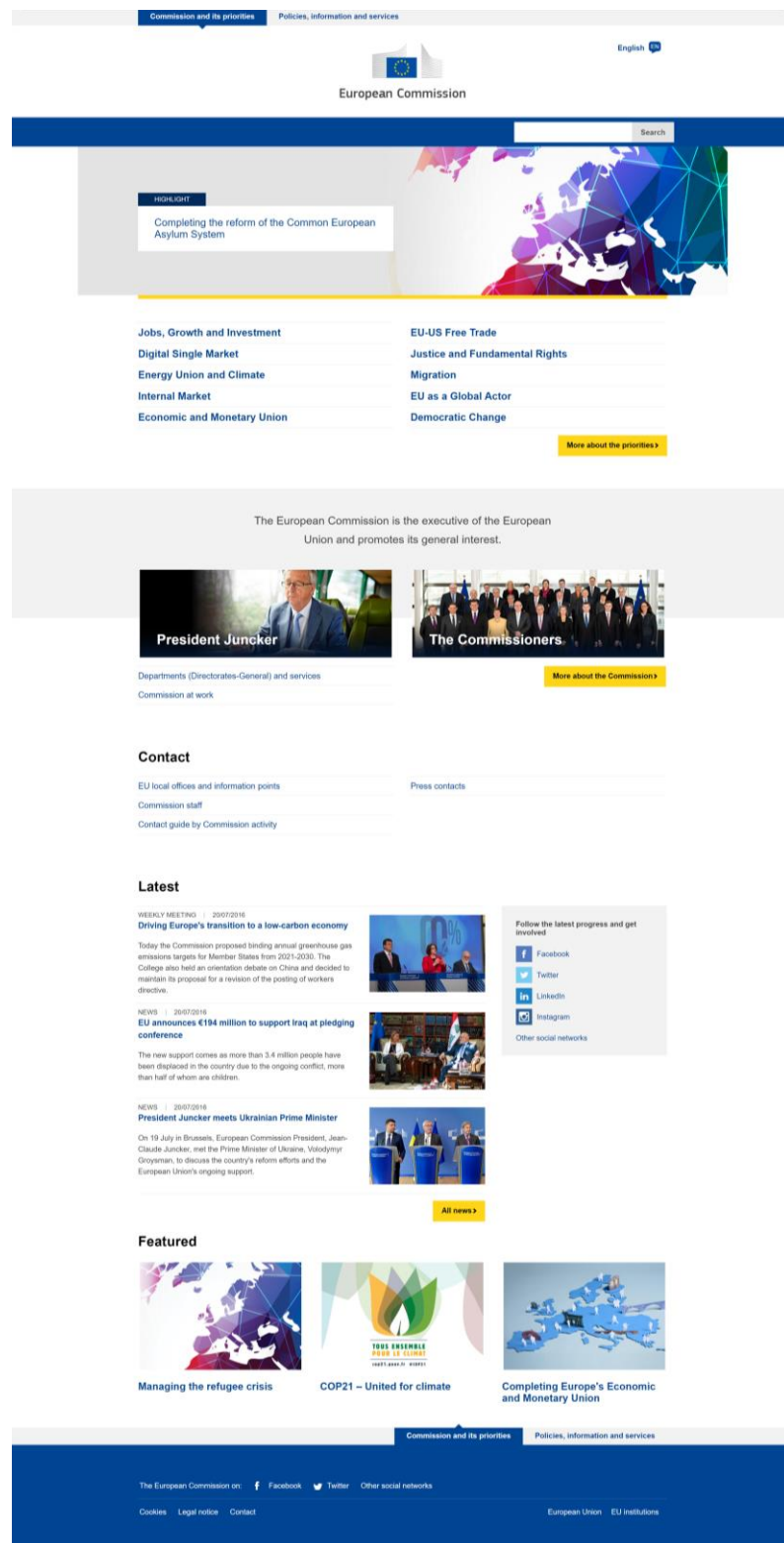
The success/failure rate is followed by detailed findings. These are an indication of how to improve the success rate and are based on patterns identified by observing all test volunteers.

The success/failure rates for the profile mix requested by the SPP are presented in Annex 4.

Test dates and starting page

The test took place between 21 July and 01 September 2016.

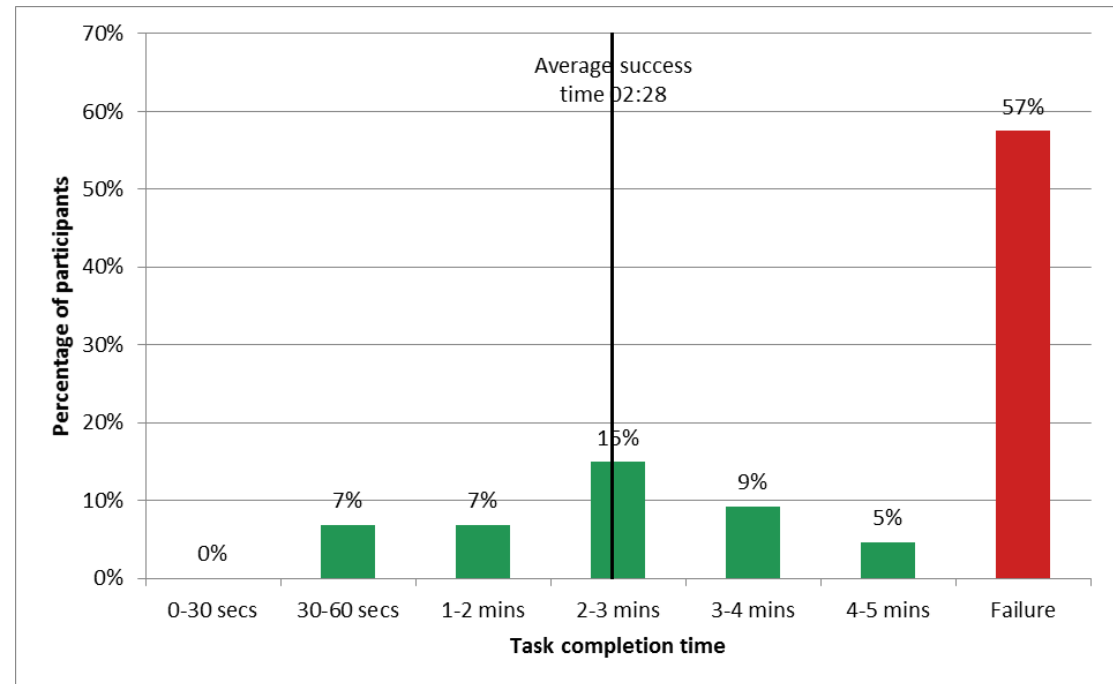
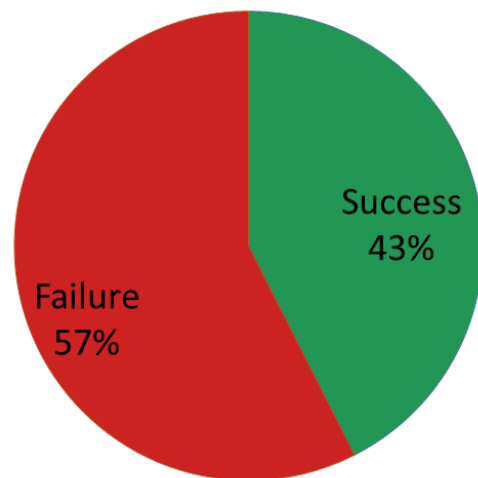
Below is a screenshot of the Commission homepage at the time of testing:



II. Detailed results and charts

A. Overall results for the class

Performance (success, failure, task completion time)



The analysis shows that over half the people are failing when they try to complete top news, publications, events tasks. We need to aim for a 100% success rate.

Overall findings

1. The political priorities (first set of links visible on the homepage) are often assumed to be the main navigation. However they rarely offer onward paths to solve the tasks being tested. Navigation is therefore often abandoned in favour of search.
2. EC search returns poor results for the following reasons:
 - titles appearing in search results are poor – using numbers, jargon and starting with general instead of specific information
 - titles are often too broad and vague
 - many titles appear to be exact duplicates, but may link to different pages
 - the search box is too small to see the full search string and correct any spelling mistakes
 - results are clogged with press releases, blog posts, irrelevant or old content, and events
 - no landing/overview/summary pages for top tasks appear in results.
3. Google search returns better results but the absence of landing/summary pages still made solving tasks difficult.
4. Many destination pages caused problems for people solving tasks, or slowed task completion times, due to:
 - confusing menus and links
 - blocks of text not broken up with subheadings, bullets, etc., making them difficult to scan
 - onward links to solve tasks often appear in blocks of text so are difficult to spot
 - people have to adapt to many different page layouts, with different designs for navigation and search, requiring more effort.

Overview of test instructions and results

Test instructions were validated on 20 June 2016 by Antje Collowald (COMM/SPP), Oscar Sanchez Benitez (COMM/SPP), Jens Mester (COMM/SPP), Krisztina Nagy (COMM), Evan Woods (COMM) and Akos Moskovits (COMM) prior to testing.

	Instruction	Success overall	Average success time
1	Every month, the European Commission decides about infringements by Member States who fail to comply with EU law. How many key decisions in the policy area 'Environment' were taken in June 2016?	36%	03:31
2	How many fish stocks can be fished at sustainable levels in 2016 as announced by the fisheries department of the Commission in December 2015?	9%	04:02
3	Find the page where you can subscribe for the education and culture newsletter of the European Commission	91%	01:30
4	The European Commission published its latest economic forecast in May 2016. What is the title of table 1 on page 1?	82%	02:16
5	Find the general activities report of the European Union for 2015. What are the titles around the triangle on page 10?	36%	03:23
6	In November, the European Commission hosts a high-level event on media pluralism and democracy. Find out whether you can watch online.	45%	02:51
7	Find the recording of the Natura 2000 award ceremony that took place on 23 May 2016 in Brussels.	36%	02:25
8	What partnership was launched during the 5 July weekly meeting of the European Commissioners?	0%	/

B. Results by task instruction

Instruction 1: Every month, the European Commission decides about infringements by Member States who fail to comply with EU law. How many key decisions in the policy area 'Environment' were taken in June 2016?

1.1. Task reference

- Medium task 9 from 'EC-wide' poll 2014 (EU news, announcements, press releases)

The instruction is intended to test how easily people can find an item in the press release database (RAPID)

1.2. Correct answer and target page

http://europa.eu/rapid/press-release_MEMO-16-2097_en.htm

Answer = 3 infringements



1. Environment
(For more information: *Environ Brève* - tel. : +32 229 58172, *Environ* - tel. : +32 229 93321)

A referral to the Court of Justice of the European Union

Commission proposes to fine SLOVAKIA in connection with landfill in Žilina

The European Commission is taking Slovakia back to the Court of Justice of the EU and is proposing a fine for its failure to comply with the Court's judgement of April 2013 to ensure that decisions on the operation of the landfill in Žilina-Požinský Chlmec are taken in line with EU rules, thereby avoiding serious risks for human health and the environment. The Court of Justice of the EU ruled on 25 April 2013 (C-131/11) that Slovakia was violating EU law by authorising the operation of the existing landfill Žilina-Požinský Chlmec without a site conditioning plan and by not having taken a final decision on the operation of the landfill on the basis of an approved site conditioning plan. Three years later, Slovakia has still not taken a definite decision regarding the status of the landfill. The Commission is asking the Court of Justice of the EU to impose the minimum lump sum of € 930,000, and a daily fine of € 6,793.80 which would be paid from the date of the Court's ruling until the Slovak authorities fully comply with EU law. These penalties, proposed by the Commission under the Lisbon Treaty, take into account the duration of the infringement, its gravity, and the size of the Member State. The final decision on the penalties rests with the Court. Under the Landfill Directive (Council Directive 1999/31/EC of 26 May 2000), Member States had to close non-compliant existing landfills by 16 July 2009 unless they provided the appropriate 'site conditioning plans' - with planned measures to meet the requirements of the Directive - which would allow them to continue to accept waste for disposal. Although the Žilina landfill is no longer taking waste, there has been no real progress in the procedure for its closure in line with the Landfill Directive. The Commission has, therefore, decided to take Slovakia back to the Court of Justice of the EU and to propose fines. For more information, please refer to the full press release.

Water: Commission calls on AUSTRIA to enact EU rules on the chemical pollution of waters

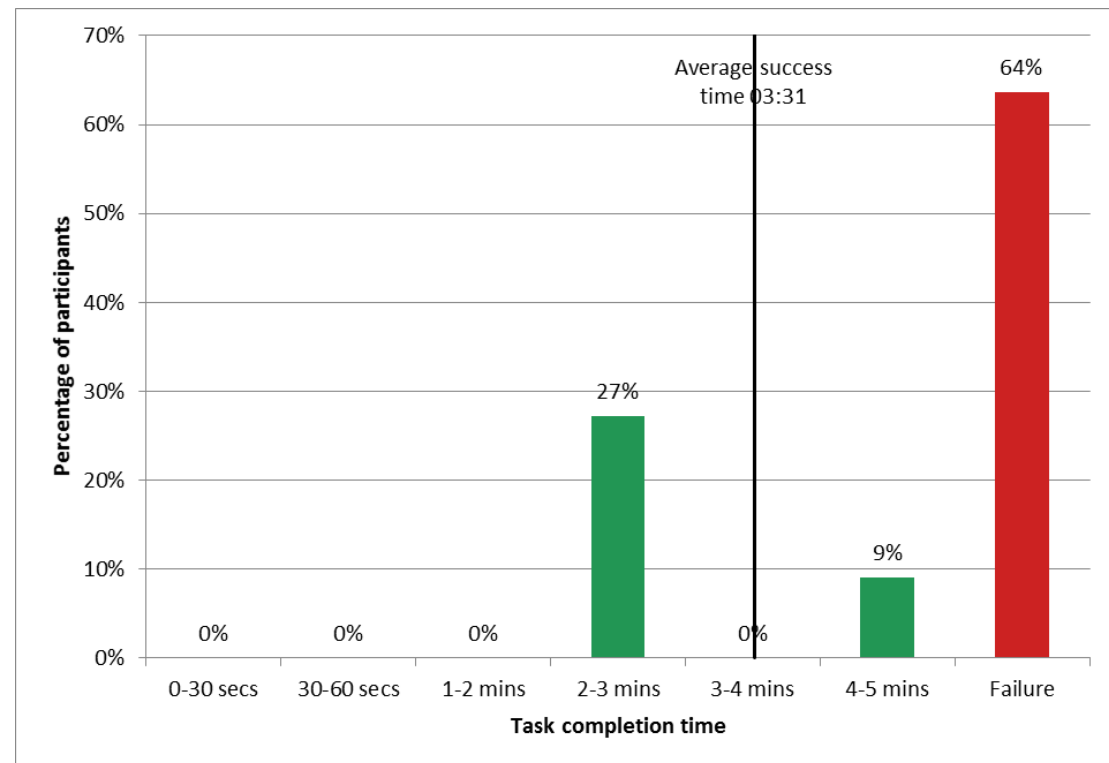
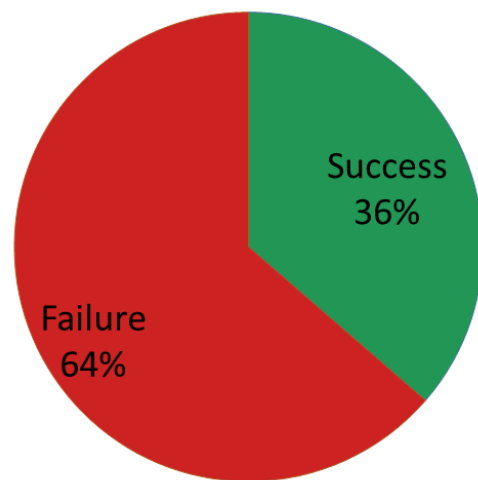
The European Commission is urging Austria to enact the Directive on priority substances in the field of water policy (Directive 2013/39/EU) in their domestic law, an obligation which had to be fulfilled by 14 September 2015. Priority substances are chemicals which present a significant risk to or via the aquatic environment within the EU. This Directive aims to reduce such pollution of waters at the source by setting levels of concentration which are safe for the aquatic environment and for human health. The Directive takes into account new priority substances for the achievement of good surface water chemical status - which is defined in terms of compliance with all the quality standards established for chemical substances at European level - with a focus on emerging pollutants. After the Austrian authorities missed the original deadline, the European Commission sent a letter of formal notice on 20 November 2015. As the domestic legislation for the enactment of the Directive is still at the consultation and assessment stage, the Commission is now sending a reasoned opinion. Austria now has two months to notify the Commission of measures taken to bring national legislation in line with EU law; otherwise, the Commission may decide to refer the Austrian authorities to the Court of Justice of the EU.

Birds Directive: Commission calls on FRANCE to protect wild birds

The European Commission is requesting France to put an end to the illegal poaching and killing of urban songbirds (*Emberiza hortulana*), a non-migratory bird species strictly protected under the EU legislation on the conservation of wild birds. The Birds Directive (Directive 2009/147/EC) prohibits activities that directly threaten birds, such as their deliberate killing or capture, destruction of nests and removal of eggs, and associated activities, e.g., trading in live or dead birds, with special emphasis on the protection of habitats for endangered and migratory species. Although the French law prohibits this practice, urban songbirds are poached along their migratory routes in the southwest of France at the end of the summer, to be cooked and eaten, and this illegal practice is tolerated by law enforcement authorities. Between 1980 and 2012, the whole European population of this species has declined by 84%, while the poaching of urban songbirds in France is considered the most important cause of decline for other Member States. For more information, please refer to the full press release.

1.3. Performance

Instruction 1: Every month, the European Commission decides about infringements by Member States who fail to comply with EU law. How many key decisions in the policy area 'Environment' were taken in June 2016?



1.4. Findings

- No obvious navigation options from the Commission homepage
- The 'Energy, Climate change, Environment' landing page (accessed from the 'Policies, information and services' site) provides no obvious navigation options to infringements of EU law
- EC search returns poor results
- Fact sheet in 'Rapid' (answer page): structure and length lead to task failure or slow down task completion times
- DG ENVIRONMENT's pages on 'Infringement cases' and 'Statistics on environmental infringements' offer no logical onward paths to the answer
- The infringement decisions database gives a different answer from the fact sheet (the answer page) yet is a logical destination when looking for infringement decisions. The distinction between 'key decisions' and 'other decisions' is not clear to users. **Given that the intention is to test the findability of an item in the press release database (RAPID), the instruction must be reviewed before retesting**

1. No obvious navigation options from the Commission homepage.

Several people scrolled up and down and then resorted to EC search having found no onward path.

Several others clicked on the labels/links below, assuming they would offer an onward path to June infringements. These people later also resorted to search.

The screenshot shows the European Commission homepage. A red box highlights the text on the left. Red arrows point from this box to various links on the page: 'Energy Union and Climate', 'Justice and Fundamental Rights', 'Commission at work', and 'Commission adopts its monthly infringements' package'.

Navigation and services

English

European Commission

Search

European

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

Departments (Directorates-General) and services

Commission at work

The Commissioners

[More about the Commission >](#)

Contact

EU local offices and information points

Commission staff

Contact guide by Commission activity

Press contacts

Latest

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 eight referrals to the Court of Justice, 20 reasoned opinions and 86 closures.

WEEKLY MEETING | 20/07/2016

Driving Europe's transition to a low-carbon economy

Today the Commission proposed binding annual greenhouse gas emissions targets for Member States from 2021-2030. The College also held an orientation debate on China and decided to maintain its proposal for a revision of the posting of workers directive.

NEWS | 20/07/2016

EU announces €194 million to support Iraq at pledging conference

The new support comes as more than 3.4 million people have been displaced in the country due to the ongoing conflict, more than half of whom are children.

Follow the latest progress and get involved

Facebook

Twitter

LinkedIn

Instagram

Other social networks

3. EC search returns poor results

Search

infringements environment june 2016

Titles lead from the general, and should lead from the specific so that the main subject of each press release is clearly visible.

The first result leads to the answer and appeared high in many other search results pages. Most people did not click on it.

Business & industry (9)
Economy, finance and investment (3)

16 Jun 2016 - EN Press Release details Other available languages: European Commission - Fact Sheet June infringements' package: key decisions Brussels, 16 June 2016 Overview by policy area

15 Jul 2016 - Search Home Highlights LATEST STORIES All latest stories By topic Agriculture, fisheries and food Economy, finance, tax and competition **Environment**, consumers and health External

16 Jun 2016 - EN Press Release details Other available languages: European Commission - Press release Commission proposes to fine SLOVAKIA in connection with landfill in Žilina Brussels

16 Jun 2016 - trimestre 2015 (au cours duquel 426 000 primo-demandeurs d'asile ont été enregistrés). Avec plus de 102 000 primo-demandeurs d'asile de janvier à mars 2016, les Syriens sont

15 Jul 2016 - LATEST STORIES All latest stories By topic Agriculture, fisheries and food Economy, finance, tax and competition **Environment**, consumers and health External relations and foreign

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

EUROPEAN COMMISSION

European Commission > Search

Search

key decisions environment

Search options

Date

All

The titles of these press releases lead from the general and should lead from the specific. Although the third result leads to the answer, the person does not click on it and tries to refine his search results using filters.

Plan - European commission
07 Jun 2016 - Description This section describes the activities involved in gathering all the relevant detailed inputs and information needed during the conception, structure and development

28 Apr 2016 - nitrates. Nitrates are essential for plants to grow and they are widely used as fertilisers. However, excess levels cause severe water pollution, with consequences for people's

16 Jun 2016 - EN Press Release details Other available languages: European Commission - Fact Sheet June infringements' package: key decisions Brussels, 16 June 2016 Overview by policy area

22 Jul 2016 - In written, visual, aural, electronic or any other material form about the **environment**, an obligation due to be fulfilled by 14 February 2005. The Directive on public access

25 Feb 2016 - Safety Directive against 15 Member States. The Commission continues to monitor the implementation of the Directive and will address any shortcomings in the coming infringement

24 Sep 2015 - progress made by the country, Romania still needs to close and restore 109 illegal landfills (65 municipal, 27 industrial landfills for dangerous waste and 17 industrial landfills)

(1617)
Life & Rights in the EU (483)
Media, culture & languages in the EU (214)
Others (502)
Work & Education (610)

Search - European Commi... X +

o/query/resultaction.jsp?QueryText=infringements+enviroment+june+2016&sbSearch=Sear

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

EUROPEAN COMMISSION

European Commission > Search

Search

infringements enviroment june 2016

Q

What is this press release about?

WP European Commission - PRESS RELEASES - Press release - Commissi...
europa.eu/rapid/press-release_IP-16-2099_en.htm
16 Jun 2016 - EN Press Release details Other available languages: European Commission - Press release
 Commission proposes to fine SLOVAKIA in connection with landfill in Žilina Brussels

Language
 English

File formats
 All

Filter by
 Functioning of the EU (1)

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

No autocorrect.
 Person writes 'enviroment' instead of 'environment'.

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

EUROPEAN COMMISSION

European Commission > Search

Search

infringements

Q

Search options

Date
 All

Language
 English

File formats

Misleading titles confuse users. The title of this search result looks promising, but in fact took the person to a list of infringements by policy areas within DG TAXUD only, not within the whole European Commission.

WEB **Infringement procedure | European Commission**
ec.europa.eu/info/law-making-process/.../infringement-procedure_en
01 Jun 2016 - Information about 'Commission decisions' on **infringements** is available online. You can search for this information by EU country, policy area or date. The Commission also

WEB **Infringements - European Commission**
ec.europa.eu/finance/infringements/index_en.htm
11 Dec 2015 - Banking and finance Language en **Infringements Infringements** December 2015
 10.12.2015 - Investment Funds The transposition of the alternative investment fund Directive into

WEB **DGs - Migration and Home Affairs - What's new - EU law monitori...**
ec.europa.eu/dgs/home-affairs/what-is-new/.../index_en.htm
27 Jun 2016 - does not comply with our law or when we have received a complaint. As a first step, we contact the EU State in question in order to bring about compliance. If this fails,

WEB **Infringements proceedings - Transport**
ec.europa.eu/transport/media/infringements/index_en.htm
22 Jul 2016 - European Commission Transport en **Infringements Infringements Infringements**
 proceedings Under the Treaties the Commission is responsible for ensuring that Community law is

WEB **Infringement cases by policy area - European Commission**
ec.europa.eu/taxation_customs/common/infringements/.../index_en.htm
18 Mar 2010 - Taxation and Customs Union Language en By policy General interest Quicklinks Taxes Customs
 General interest National authorities Customs Taxation nolabel **Infringement** cases

5. DG ENVIRONMENT's pages on 'Infringement cases' and 'Statistics on environmental infringements' offer no logical onward paths to the answer.

Through search (Google/EC search), several people landed on two pages from DG ENVIRONMENT. The pages do not offer onward links to the answer, causing task failure or slowing down task completion times.

Infringement Stats - Legislation - Environment - European Co...
 ec.europa.eu/environment/legal/law/statistics.htm ▾ Превод на страницата
 8.06.2016 г. - The European Commission Directorate General for Environment has compiled statistics on environmental infringements.

Infringement Cases - Legislation - Environment - European Co...
 ec.europa.eu/environment/legal/law/press_en.htm ▾ Превод на страницата
 The European Commission takes action against EU countries breaching EU environment law. Here is a detailed list of these infringement cases.

Infringements - Legislation - Environment - European Commis...
 ec.europa.eu/environment/legal/.../procedure.htm ▾ Превод на страницата

https://www.google.bg/search?q=infringements+environment&ls...

Commission

European Commission > Environment > Legal Compliance > Implementation > Enforcement >

Home About us Policies ▾ Funding ▾ Legal compliance ▾ News & outreach ▾

Implementation ▾

- Introduction
- Legal Enforcement** ▾
 - Introduction
 - Complaints, petitions and other sources of infringement information
 - The infringements procedure
 - Infringement cases**
 - Infringement documents
 - Statistics on environmental infringements
 - Publications
 - ECJ case law
 - Cooperation with Judges
 - Inspections
 - Compliance promotion
 - Cooperation with Committee of the Regions
- Monitoring and Reporting ▸

Infringement cases

Court case C-196/13 (infringement procedure 2003/2077 - illegal landfills in Italy):

- List of landfills covered by the judgment of 2/12/2014 - situation at expiry of the first semester following the judgment (3/12/2014-2/6/2015) - IT
- NEW** List of landfills covered by the judgment of 2/12/2014 - situation at expiry of the second semester following the judgment (3/6/2015-2/12/15) - IT

28/04/2016: Environmental Impact Assessment: Commission finds inadequate assessment of exploratory mining d...
 Read more (IP/16/1454)...

28/04/2016: Water: Commission refers GERMANY to the Court for infringement by nitrates
 Read more (IP/16/1453)...

10/12/2015: Commission refers POLAND to the Court for infringement by nitrates
 Read more (IP/15/6225)

10/12/2015: Waste management: Commission refers GERMANY to the Court for infringement by landfill
 Read more (IP/15/6224)

This page on 'Infringement cases' does not list cases from June 2016. One person said: "I don't [see] an infringement case in June. This court case is from 2014."

Many people expected to find the answer on this page.

European Commission

ENVIRONMENT

European Commission > Environment > Legal Compliance > Implementation > Enforcement >

Home About us Policies Funding

Implementation

- Introduction
- Legal Enforcement
 - Introduction
 - Complaints, petitions and other sources of infringement information
 - The infringements procedure
 - Infringement cases
 - Infringement documents
 - Statistics on environmental infringements
 - Publications
 - ECJ case law
 - Cooperation with Judges
 - Inspections
 - Compliance promotion
 - Cooperation with Committee of the Regions

Legal Enforcement

Statistics on environmental infringements

- Open DG ENV Infringements

Open DG ENV Infringements

Year	Open DG ENV Infringements
2007	479
2008	481
2009	451
2010	445
2011	339
2012	296
2013	353
2014	334
2015	286

ec.europa.eu/environment/legal/law/press_en.htm

6. The infringement decisions database gives a different answer from the fact sheet, yet is a logical destination when looking for infringement decisions. The distinction between 'key decisions' and 'other decisions' is not clear to users. This suggests the instruction must be reviewed.

European Commission at work

European Commission > ... > Applying EU law > Infringements > Infringement decisions

Infringement number

Decision date from 01/06/2016 to 30/06/2016

Member state

Policy area / Department in charge Environment

Title

Decision type

Search Reset

Showing records 1 - 7 of 7 Page 1 of 1

Infringement number	Decision date	Member state	Policy area / Department in charge	Title
20082365	16/06/2016	Spain	Environment	NATURE – MACARONESIA SAC
20150275	16/06/2016	Greece	Environment	CHEMICALS - Directive 2012/18/EU (Seveso III Directive)

Export to Excel

Κάντε κλικ για δημιουργία σχεδίου. Δίσκου λογισμικού προεπιλεγμένη της Excel!

Να μην με υπενθυμίσετε ξανά.

Instruction 2: How many fish stocks can be fished at sustainable levels in 2016 as announced by the fisheries department of the Commission in December 2015?

2.1. Task reference

- Medium task 9 from 'EC-wide' poll 2014 (EU news, announcements, press releases)

The instruction is intended to test how easily people can find a **DG announcement**.

2.2. Correct answer and target page

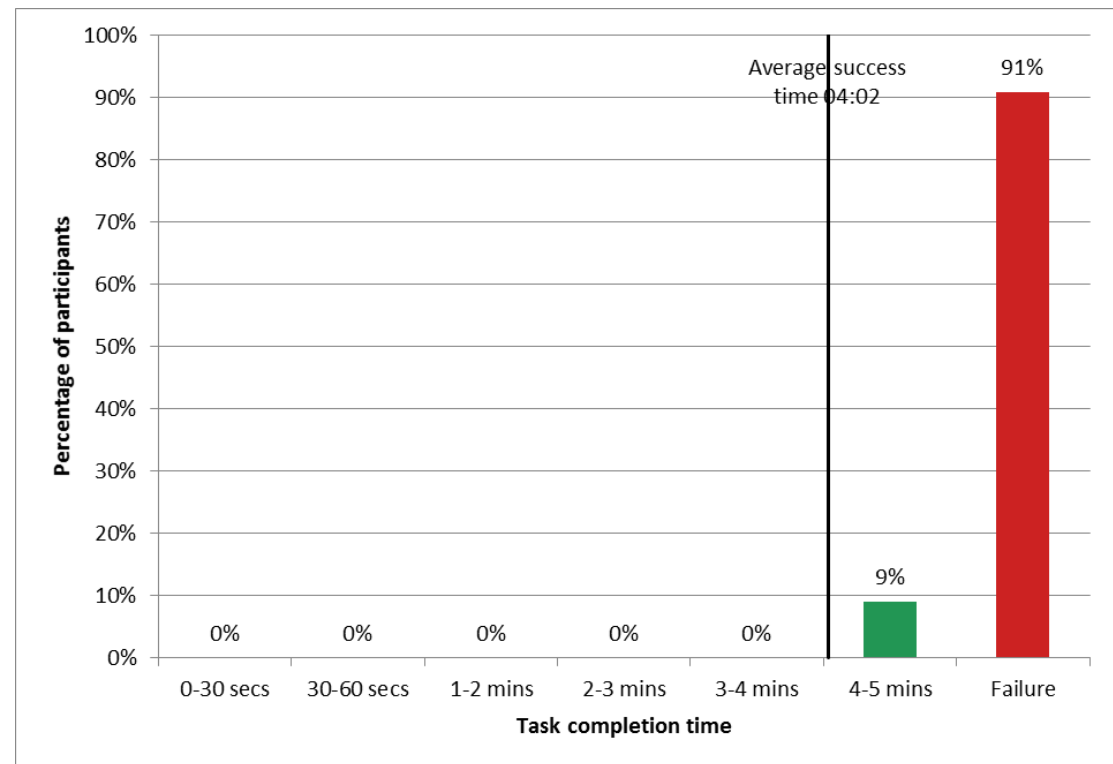
http://ec.europa.eu/newsroom/mare/itemlongdetail.cfm?subweb=343&lang=en&item_id=27996

Answer = 36



2.3. Performance

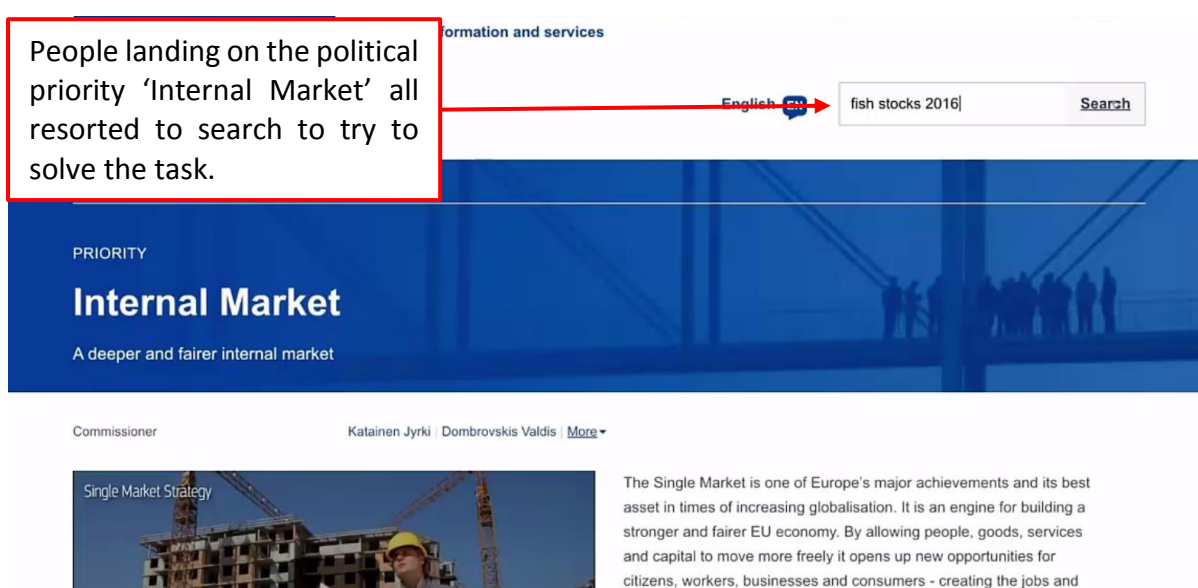
Instruction 2: How many fish stocks can be fished at sustainable levels in 2016 as announced by the fisheries department of the Commission in December 2015?



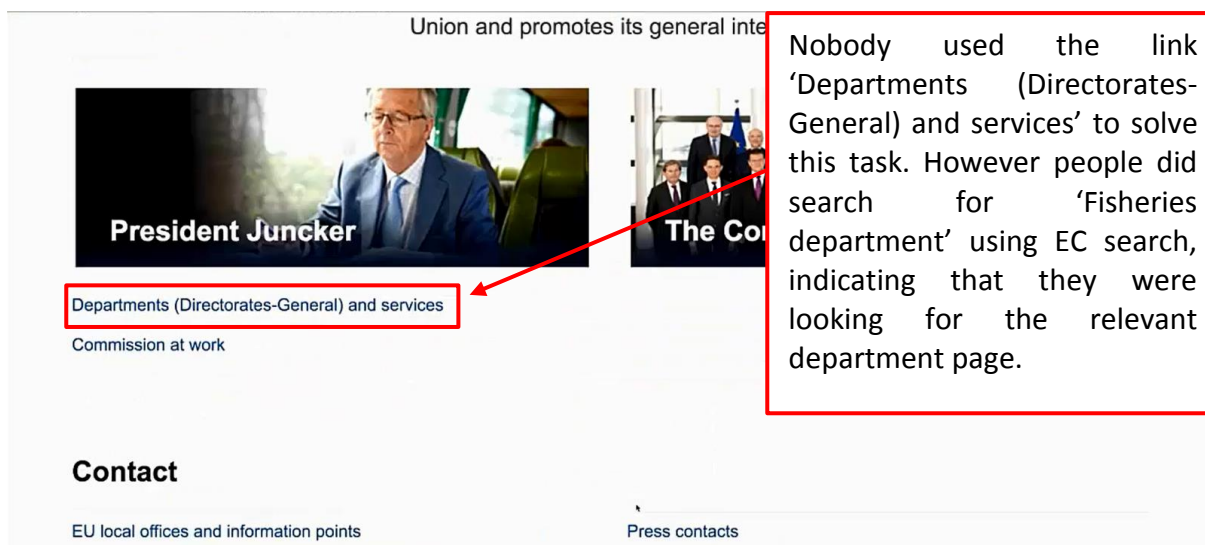
2.4. Findings

- People struggled with the Commission homepage;
 - political priorities were assumed to be main task navigation
 - the link 'Departments (Directorates-General) and services' was not used
- Search (both EC search and Google) was heavily used. Top search results often included the 'department page' on DG MARE, and DG MARE's 'TACs and quotas' page, which were logical paths towards the answer. However the titles of these pages in the search results were not immediately recognised as useful, which slowed down task completion times.
- 'Department page' on DG MARE: confusing menus and links
- DG MARE's 'TACs and quotas' page: confusing content, menus and links

1. Political priorities assumed to be main task navigation.



2. The link 'Departments (Directorates-General) and services' on the Commission homepage was not used, although it led towards the answer.



Union and promotes its general inte

President Juncker

The Co

Departments (Directorates-General) and services

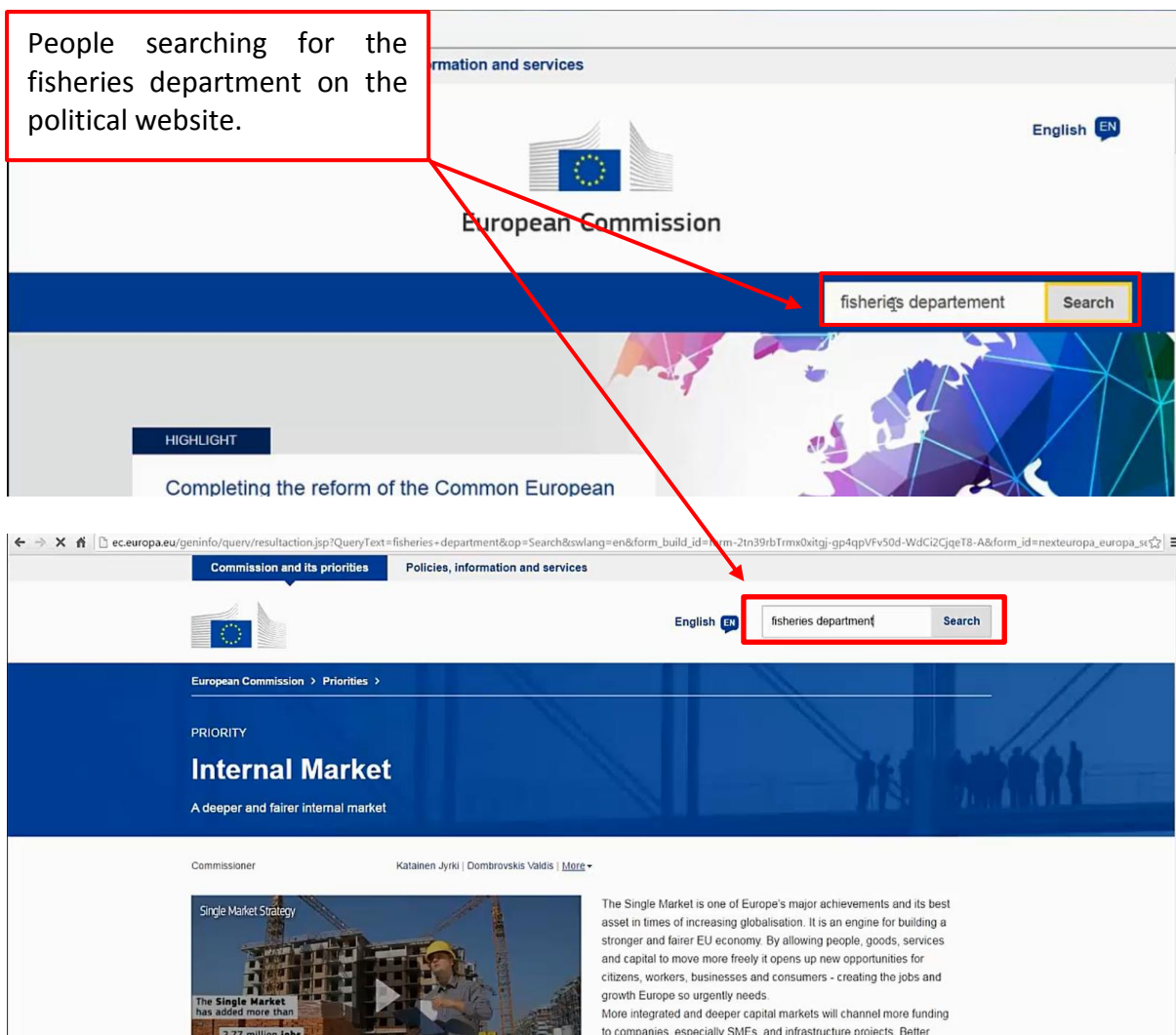
Commission at work

Contact

EU local offices and information points

Press contacts

Nobody used the link 'Departments (Directorates-General) and services' to solve this task. However people did search for 'Fisheries department' using EC search, indicating that they were looking for the relevant department page.



People searching for the fisheries department on the political website.

Information and services

English EN

European Commission

fisheries department Search

HIGHLIGHT

Completing the reform of the Common European

ec.europa.eu/geninfo/quer/resultaction.jsp?QueryText=fisheries+department&op=Search&swlang=en&form_build_id=form-2tn39rbTrmx0xitgj-gp4qpVFv50d-WdCt2Cjqt8-A&form_id=nexteuropa_europa_sit

Commission and its priorities Policies, information and services

English EN

fisheries department Search

European Commission > Priorities >

PRIORITY

Internal Market

A deeper and fairer internal market

Commissioner

Katinnen Jyrki | Dombrovskis Valdis | [More](#)

Single Market Strategy

The Single Market has added more than 2.77 million jobs

The Single Market is one of Europe's major achievements and its best asset in times of increasing globalisation. It is an engine for building a stronger and fairer EU economy. By allowing people, goods, services and capital to move more freely it opens up new opportunities for citizens, workers, businesses and consumers - creating the jobs and growth Europe so urgently needs. More integrated and deeper capital markets will channel more funding to companies, especially SMEs, and infrastructure projects. Better

3. **Search (both EC search and Google) was heavily used.** Top search results often included the 'department page' on DG MARE, and DG MARE's 'TACs and quotas' page, which were logical paths towards the answer. However the titles of these pages in the search results were not immediately recognised as useful, which slowed down task completion times.

Unclear, jargon-based results (TACs). TAC stands for 'total allowable catch'. People often hesitated before clicking on this link.

Duplicate titles.

Titles lead from the general, and should lead from the specific.

Search options

Date: All

Language

Search results:

- WEB TACs and quotas - Fisheries - European Commission**
ec.europa.eu/fisheries/cfp/fishing_rules/tacs/index_en.htm
21 Dec 2015 - FROM THE COMMISSION TO THE EUROPEAN PARLIAMENT AND THE COUNCIL Consultation on the fishing opportunities for 2017 under the Common Fisheries Policy - TACs and Quotas 2016
- WEB European Commission - PRESS RELEASES - Press release - Question...**
europa.eu/rapid/press-release_MEMO-15-6017_en.htm
10 Nov 2015 - The European Commission proposes fish quotas (Total Allowable Catches) for 2016 for the Atlantic and the North Sea and an increase in fishing opportunities to help fishermen
- WEB European Commission - PRESS RELEASES - Press release - Question...**
europa.eu/rapid/press-release_MEMO-15-6030_en.htm
10 Nov 2015 - EN Press Release details Other available languages: none European Commission - Fact Sheet Questions and Answers on the Commission's proposal for Atlantic and North Sea fish
- WEB European Commission - PRESS RELEASES - Press release - Commissi...**
europa.eu/rapid/press-release_IP-15-6016_en.htm
10 Nov 2015 - Commission proposes fish quotas (Total Allowable Catches) for 2016 for the Atlantic and the

Although the first result leads to the fisheries department, this person scrolled through all the search results and hesitated a long time before clicking on the first result.

Titles lead from the general, and should lead from the specific.

Search

fisheries department

Search results:

- WEB Maritime Affairs and Fisheries | European Commission**
ec.europa.eu/info/departments/maritime-affairs-and-fisheries_en
26 Jun 2015 - General for Maritime Affairs and Fisheries Press contacts Phone number +32 2 299 11 11 (Commission switchboard) Postal address Directorate-General for Maritime Affairs and
- WEB Management Plan 2016 Maritime Affairs and Fisheries | European ...**
ec.europa.eu/.../management-plan-2016-maritime-affairs-and-fisheries_en
19 May 2016 - Plans 2016 First published on 19 May 2016 Topics Maritime affairs and fisheries Every department of the European Commission has a management plan for the year to come. It
- WEB Management Plan 2015 Maritime Affairs and Fisheries | European ...**
ec.europa.eu/.../management-plan-2015-maritime-affairs-and-fisheries_en
26 Feb 2015 - Events Publications All topics A-Z > You are here: European Commission Publications Collection Planning and management documents Management Plan 2015 Maritime Affairs and
- WEB Interview with Ernesto Penas, author of 'The Common Fisheries P...**
ec.europa.eu/.../interview-ernesto-penas-author-common-fisheries-policy-quest-sustainability
22 Jul 2016 - Is that why you decided to write a book about it? Actually, the idea came from my boss at the time. The reform of the Common Fisheries Policy (CFP) had just been accomplished
- WEB European Commission - PRESS RELEASES - Press release - Maria Da...**
europa.eu/rapid/press-release_SPEECH-10-629_en.htm
09 Nov 2010 - only see what remains to be done. So, I want to give you some concrete examples of what has been done already. One such example is "Project 50%". There the UK research institute
- WEB European Commission - PRESS RELEASES - Press release - Malta: O...**
europa.eu/rapid/press-release_MEMO-08-801_en.htm
17 Dec 2008 - 1,365,026 75% Priority axis 5 456,000 342,000 114,000 75% Total 11,163,105 8,372,329 2,790,776 75% Responsible Authority and contact details Ministry for Resources and Rural
- WEB European Commission - PRESS RELEASES - Press release - Poland: ...**
europa.eu/rapid/press-release_MEMO-08-636_en.htm
20 Oct 2008 - 48,939,505 75% Priority axis 4 313,212,832 234,909,624 78,303,208 75% Priority axis 5 48,939,504 36,704,628 12,234,876 75% TOTAL 978,790,099 734,092,574 244,697,525 75%

Google

EU fisheries department sustainable levels 2016

Alle News Bilder Videos Maps Mehr Suchoptionen

Ungefähr 1.480.000 Ergebnisse (0,45 Sekunden)

Tipp: Begrenze die Suche auf deutschsprachige Ergebnisse. Du kannst deine Suchsprache in den Einstellungen ändern.

TAC und Quoten - Fischerei - Europäische Kommission
ec.europa.eu › Europäische Kommission › Fischerei › GFP › Fischereivorschriften
Europäische Kommission – In der EU-Fischerei werden TAC und Quoten ... 27/05/2016 – Start of the Bluefin tuna fishing season 2016: the EU maintains high control levels ... adopts the FLUX Standard for sustainable fisheries management.

Mehrjahrespläne - Fischerei - Europäische Kommission
ec.europa.eu › ... › Fischerei › GFP › Fischereivorschriften › Diese Seite übersetzen
On 29 June 2016 the Council of Fisheries Ministers and the European ... to increase the quantities of mature fish to sustainable levels; now, to reduce fishing mortality ... Council Regulation (EU) No 1243/2012 of 19 December 2012 amending ...

DG MARE's 'TACs and quotas' page also appears as a top result in Google.

4. **‘Department page’ on DG MARE: confusing menus and links.** The department page does not offer clear onward paths to the task ‘departmental announcements’.

The screenshot shows the DG MARE website. A red box highlights the 'Latest' link in the left navigation menu. Another red box highlights the 'Maritime affairs and fisheries' link under the 'Responsibilities' section. A third red box highlights the 'European Fisheries Control Agency (EFCA)' link under the 'Related links' section. A red box on the right contains text explaining that three people arrived on this page by clicking on these links, and that nobody clicked on 'News from this department' under 'Latest' as a first choice, leading to task failure.

Three people arriving on this page clicked on;

- ‘Latest’ in the left navigation
- ‘Maritime affairs and fisheries’ (under ‘Responsibilities’)
- ‘European Fisheries Control Agency’ (under ‘Related links’)

Nobody clicked on ‘News from this department’ under ‘Latest’ as a first choice. The confusing menus, links and design of this page led to task failure.

Commission and its priorities | Policies, information and services

English EN

European Commission > Departments >

DIRECTORATE-GENERAL | DG MARE

Maritime Affairs and Fisheries

This Commission department is responsible for EU policy on maritime affairs and fisheries.

PAGE CONTENTS

- Latest**
- Responsibilities
- Leadership and organisation
- Contact
- Related links

Latest

News from this department

Responsibilities

DG MARE develops and carries out the Commission's policies in the area of maritime affairs and fisheries.

Maritime affairs and fisheries

Of the Commission's [10 political priorities](#), DG MARE contributes to:

- [Jobs, growth and investment](#)
- [Energy union and climate](#)

Mission statement

[Management plan](#) with detailed objectives, activities and resources

[Activity report](#) showing achievements, initiatives and resources used during the year

[Commission annual work programme](#)

Leadership and organisation

COMMISSIONER
Karmenu Vella

DIRECTOR-GENERAL
João Aguiar Machado

Maritime and Fisheries - Organisation chart
English (67.93 KB - PDF)

Download

Search for staff

Contact

Directorate-General for Maritime Affairs and Fisheries

Press contacts

Phone number: +32 2 299 11 11 (Commission switchboard)

Postal address: Directorate-General for Maritime Affairs and Fisheries
European Commission
1049 Bruxelles/Brussel
Belgium

Send a message to this department

Related links

European Fisheries Control Agency (EFCA)

Report a problem or give feedback on this page

Commission and its priorities | Policies, information and services

5. **DG MARE's 'TACs and quotas' page: confusing content, menus and links.** The page offers no clear onward path to the answer. Several people left the page and tried to search for an onward path but were led back to the 'TACs and quotas' page. The page is dominated by blocks of text and lists of poorly-titled documents lacking summaries or overviews. Links are often lost in blocks of text. No participant was able to solve the task using the content or links on this page. People expect to find the latest departmental announcements in the context of the task (fish stocks).

The page heading contains the jargon term "TAC".

The text in the central column has little value. If a citizen comes to a page from a link called "Fishing quotas" it is very likely that they want to know - What are the current fishing quotas? It is very unlikely that they want an explanation of how the Commission works out quotas as a first task.

The text is very small and difficult to read.

The first links in the main part of the page are all PDF's. They all refer to historical "TAC and Quotas". The most recent is from 2015. Despite this many participants opened the link which leads to a poster.

The heading for this paragraph convinced many participants they would be able to find an answer through the links below. No-one succeeded using these links.

European Commission > Fisheries > CFP > Fishing rules > TACs

Maritime Affairs | Fisheries | Atlas | Forum | About us

Share

Fisheries

Home

Policy

- Managing fisheries
 - How is the EU protecting sea bass?
 - TACs and quotas**
 - Multi-annual plans
 - Regionalisation
 - Fishing effort
 - Technical measures
 - Discards
 - Landing obligation
 - Data collection
 - Scientific advice
 - Fishing fleet
 - Access to waters
 - Fisheries controls
 - Illegal fishing (IUU)
 - Aquaculture
 - International
 - Market organisation
 - European Maritime and Fisheries Fund (EMFF) (2014-2020)
 - State aid control
- Advisory bodies
- News and events
- Contracts and funding
- Documentation
- About us

TACs and quotas

Managing fisheries

Total allowable catches (TACs) or fishing opportunities, are **catch limits** (expressed in tonnes or numbers) that are set for most commercial fish stocks. The Commission prepares the proposals, based on [scientific advice](#) on the stock status from advisory bodies such as **ICES** and **STECF**. Some [multi-annual plans](#) contain rules for the setting of the TACs.

TACs are **set annually for most stocks** (every two years for deep-sea stocks) by the Council of fisheries ministers. For stocks that are shared and jointly managed with non-EU countries, the TACs are agreed with those (groups of) non-EU countries.

TACs are shared between EU countries in the form of national quotas. For each stock a different allocation percentage per EU country is applied for the sharing out of the quotas. This fixed percentage is known as the **relative stability** key. EU countries can exchange quotas with other EU countries.

EU countries have to use transparent and objective criteria when they distribute the national quota among their fishermen. They are responsible for ensuring that the quotas are not overfished. When all the available quota of a species is fished, the EU country has to close the fishery.

In the Mediterranean sea most fisheries are managed by input controls only.

Further reading

- TAC and quotas 2015 [4 MB]
- TAC and quotas 2014 [869 KB]
- TAC and quotas 2013 [836 KB]
- TAC and quotas 2012 [956 KB]
- TAC and quotas 2011 [2 MB]
- Fishing areas in the EU [333 KB]
- Fishing areas in the Baltic Sea [1009 KB]

Official documents

TACs and Quotas 2017

Proposal for a COUNCIL REGULATION fixing for 2017 the fishing opportunities for certain stocks and groups of fish stocks applicable in the **Baltic Sea** - [COM/2016/545](#)

COMMUNICATION FROM THE COMMISSION TO THE EUROPEAN PARLIAMENT AND THE COUNCIL Consultation on the fishing opportunities for 2017 under the Common Fisheries Policy - [COM/2016/396](#)

COMMISSION STAFF WORKING DOCUMENT Accompanying the document COMMUNICATION FROM THE COMMISSION TO THE EUROPEAN PARLIAMENT AND THE COUNCIL Consultation on the fishing opportunities for 2017 under the Common Fisheries Policy - [SWD/2016/199](#)

TACs and Quotas 2016

[Council Regulation \(EU\) 2016/1252](#) of 28 July 2016 amending Regulations (EU) No 1380/2013 and (EU) 2015/2072 as regards certain fishing opportunities

[Council Regulation \(EU\) 2016/891](#) of 6 June 2016 amending Regulation (EU) 2016/72 as regards certain fishing opportunities

[Council Regulation \(EU\) 2016/458](#) of 30 March 2016 amending Regulation (EU) No 1380/2013 as regards certain fishing opportunities

[Council Regulation \(EU\) 2016/72](#) of 22 January 2016 fixing for 2016 the fishing opportunities for certain fish stocks and groups of fish stocks, applicable in **Union waters and, for Union fishing vessels, in certain non-Union waters**, and amending Regulation (EU) 2015/104

[Council Regulation \(EU\) 2016/73](#) of 18 January 2016 fixing for 2016 the fishing opportunities for certain fish stocks in the **Black Sea**

[Council Regulation \(EU\) 2015/2072](#) of 17 November 2015 fixing for 2016 the fishing opportunities for certain fish stocks and groups of fish stocks applicable in the **Baltic** and amending Regulations (EU) No 1221/2014 and (EU) 2015/104

Consultation on the fishing opportunities for 2016 under the Common Fisheries Policy [265 KB] - [Annex](#) [555 KB]

[Council Regulation \(EU\) No 1367/2014](#) of 15 December 2014 fixing for 2015 and 2016 the fishing opportunities for Union fishing vessels for certain **deep-sea fish stocks**

[Corrigendum](#) to Council Regulation (EU) No 1367/2014 of 15 December 2014 fixing for 2015 and 2016 the fishing opportunities for Union fishing vessels for certain **deep-sea fish stocks**

Proposals

Proposal for a REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL amending Council Regulation (EC) No 1100/2007 establishing measures for the **recovery of the stock of European eel** - [COM \(2012\) 413 Final](#)

[Archives](#)

29/08/2016 - **Commission proposes fishing opportunities in the Baltic Sea for 2017**
The proposal is based on the recently adopted multiannual fisheries management plan for the Baltic Sea, and takes into consideration scientific advice received in May 2016.

26/08/2016 - **DAMARA project - A scientific decision-support tool for the development of a management plan in the Celtic Sea**
A new report is on-line

03/08/2016 - **North Sea: a sustainable and profitable management plan for the region and its fishermen**
Today the European Commission has proposed a multi-annual plan for demersal fish stocks in the North Sea. The proposal covers demersal fish stocks, i.e. fish that live and feed near the bottom of the sea, and aims to ensure that stocks are fished at sustainable levels. It will also bring decision-making closer to fishermen.

^Top | Last update: 21/12/2015

The left hand navigation contains the classification for the whole Fisheries Department. When someone comes to the Quotas page they should only see the navigation for Quotas. This forward facing navigational principle avoids the cluttered layout above and aids task completion.

Nobody clicked on 'News and events'. People expect to find the latest news/announcements related to fish quotas in the context of the task (the main content of this page).

The News section covers all DG MARE news, and is not adapted to the context of the page (not task-based).

Instruction 3: Find the page where you can subscribe for the education and culture newsletter of the European Commission

3.1. Task reference

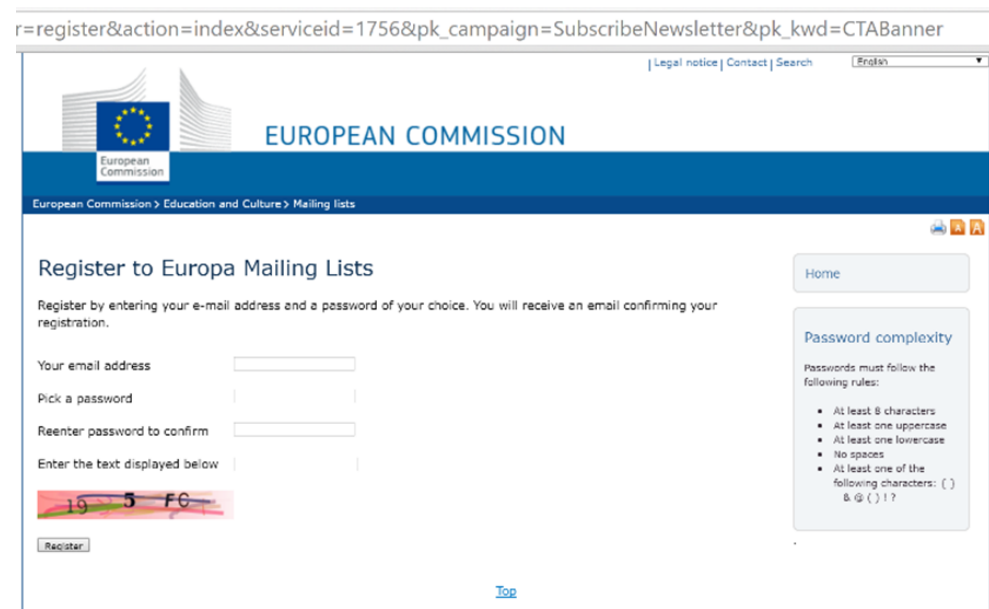
- Medium task 9 from ‘EC-wide’ poll 2014 (EU news, announcements, press releases)

The instruction is intended to test how easily people can find a **DG newsletter**.

3.2. Correct answer / target page

https://ec.europa.eu/coreservices/mailling/index.cfm?controller=register&action=index&serviceid=1756&pk_campaign=SubscribeNewsletter&pk_kwd=CTABanner

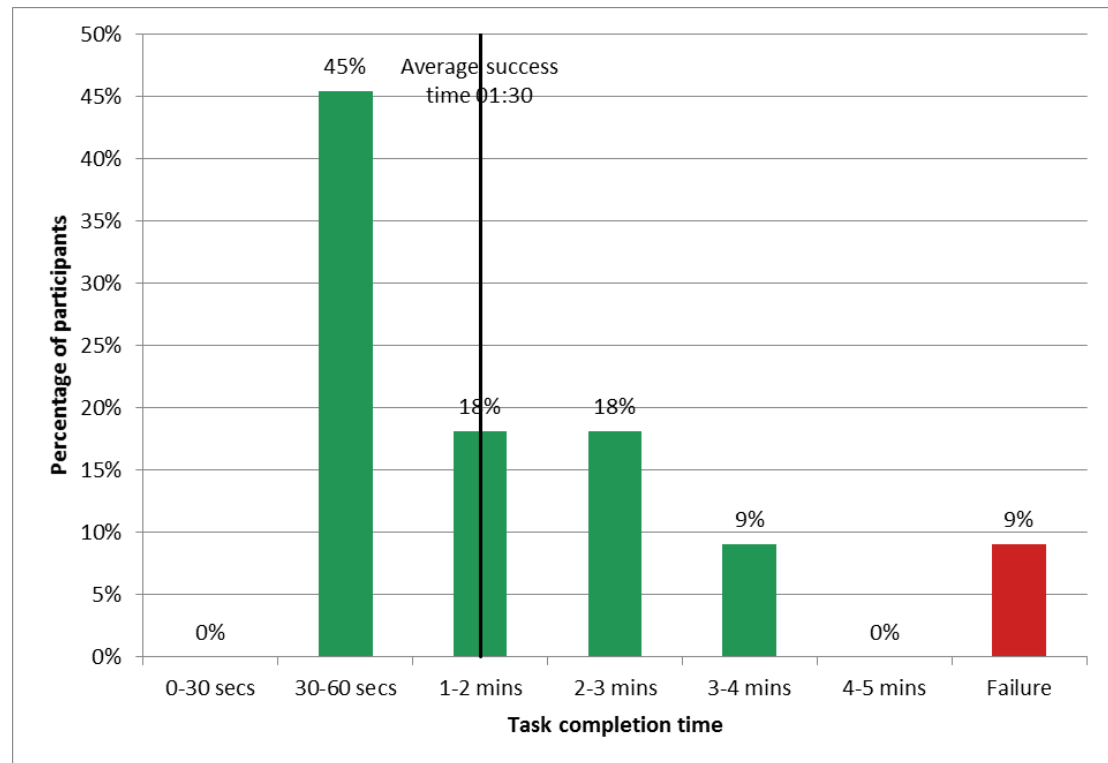
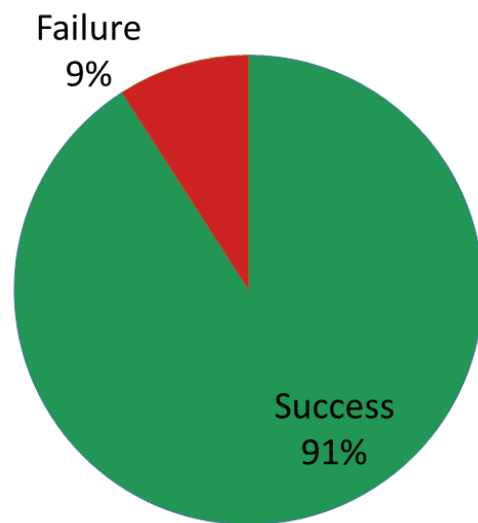
Answer = the registration page



The screenshot shows the registration page for the European Commission's mailing lists. The page header includes the European Commission logo and the text "EUROPEAN COMMISSION". Below the header, there is a navigation bar with links for "Legal notice", "Contact", and "Search". The main content area is titled "Register to Europa Mailing Lists" and contains a registration form. The form has four input fields: "Your email address", "Pick a password", "Reenter password to confirm", and "Enter the text displayed below". The "Enter the text displayed below" field contains a CAPTCHA image showing the numbers "19 5 FG". Below the form is a "Register" button. On the right side of the page, there is a "Home" button and a "Password complexity" section. The "Password complexity" section states: "Passwords must follow the following rules:" and lists four rules: "At least 8 characters", "At least one uppercase", "At least one lowercase", and "No spaces". It also states: "At least one of the following characters: () & @ () ! ?".

3.3. Performance

Instruction 3: Find the page where you can subscribe for the education and culture newsletter of the European Commission

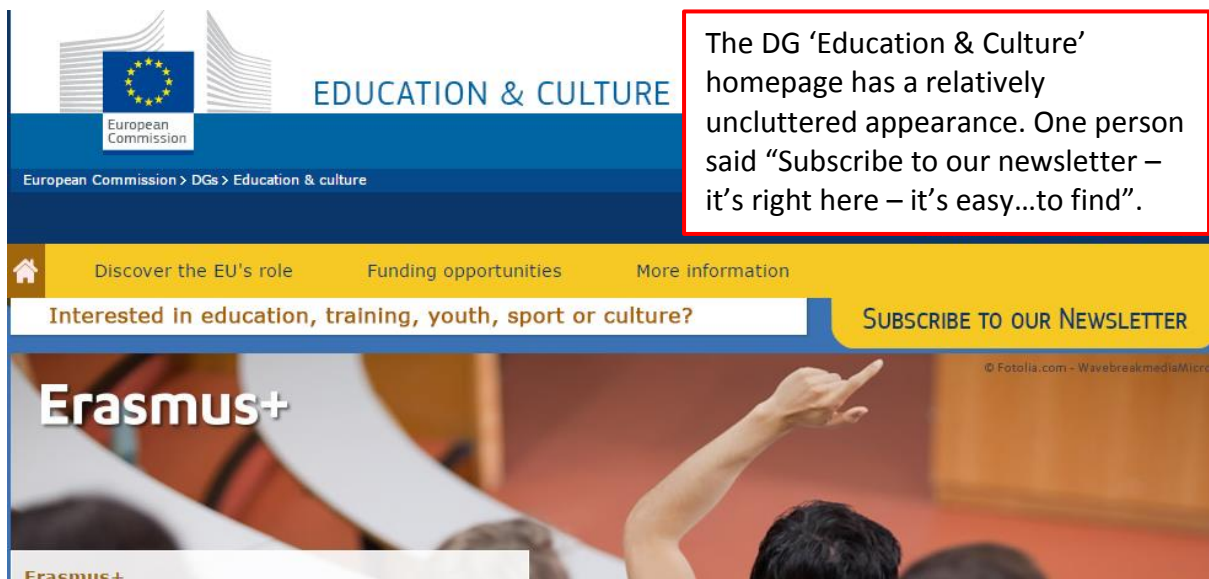


3.4. Findings

This task performed very well. EC search and Google returned useful results. The DG Education & Culture homepage appeared prominently for logical search terms, and offered a clear path to the answer.

However, certain factors slowed down completion times:

- Many people explored the Commission homepage for some time without finding an obvious onward path
- Three people encountered error pages on their task journey



1. Three people encountered error pages on their task journey

Google eu commision educational newsletter

Всичко Изображения Новини Видеоклипове Карти Още ▾ Инструменти за търсене

Около 907 000 резултата (0,61 секунди)

Education and culture - European Commission
ec.europa.eu/dgs/education.../index_en.htm ▾ Превод на страницата
 1.07.2016 г. - The Directorate General responsible for Education and Culture

e-Newsletter subscription - European Commission
ec.europa.eu/dgs/education.../subscribe_en.htm ▾ Превод на страницата
 24.01.2014 г. - EAC e-newsletter subscription. ... European Commission logo.
 European ... Supporting and improving education and culture in Europe.

Education and training homepage - European Commission
ec.europa.eu/education/ ▾ Превод на страницата
 European Commission; Education and training. Erasmus+ ... Erasmus+. EU
 European ... Supporting and improving education and culture in Europe.

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

EDUCATION & CULTURE

European Commission > DGs > Education & culture > Enews

BG CS DA DE EL EN ES ET FI FR HR HU IT LT LV MT NL PL PT RO SK SL SV

This information is only available in EN for the moment. Other language versions will be added shortly.

share on f G+ t p e

Discover the EU's role Funding opportunities More information

Agence Internet / Communication 360° +32(0)65/35.55.85 info@meaweb.com ESPACE CLIENT


meaweb
www.meaweb.com

LA SOCIÉTÉ PROJETS INTERNET APPLICATIONS WEB COMMUNICATION

ARGH, UNE PAGE 404 ...
 C'est triste, mais ça arrive ...

CONTACTEZ-NOUS

Legal notice | Cookies | Contact | Search | [English \(en\)](#)










EDUCATION & CULTURE

European Commission > DGs > Education & culture > Enews

BG CS DA DE EL EN ES ET FI FR HR HU IT LT LV MT NL PL PT RO SK SL SV

This information is only available in EN for the moment. Other language versions will be added shortly.

share on      

 Discover the EU's role Funding opportunities More information

Erasmus+

- Education & training
- Youth
- Sport
- Languages

Creative Europe

Calls for proposals & tenders

C'est drôle, mais ça arrive ...

Vous êtes ici : [Accueil](#) » [Erreur 404](#)

ERREUR 404

La page que vous avez demandée n'a pas été trouvée.

Instruction 4: The European Commission published its latest economic forecast in May 2016. What is the title of table 1 on page 1?

4.1. Task reference

- Medium task 12 from ‘EC-wide’ poll 2014 (Order, download an EU publication)

The instruction is intended to test how easily people can find a **Commission publication**.

4.2. Correct answer and target page

http://ec.europa.eu/economy_finance/publications/eeip/pdf/ip025_en.pdf

Answer= ‘Overview – the spring 2016 forecast’

13 / 200

OVERVIEW: STAYING THE COURSE AMID HIGH RISKS
The euro area economy continues to grow modestly

An ongoing but fragile economic expansion...

For more than a year, the European economy has been benefiting from an exceptional combination of favourable factors. Low oil prices, a low euro exchange rate, supportive monetary policy measures and increased public expenditure associated with the inflow of asylum seekers in some Member States, have provided generous support to the economy. In recent months, however, the boost from these factors has been partly offset by external headwinds stemming from the downturn in emerging economies and, more recently, from a slowdown in major advanced economies. As a result, economic growth has remained moderate.

...amid fading tailwinds and growing headwinds...

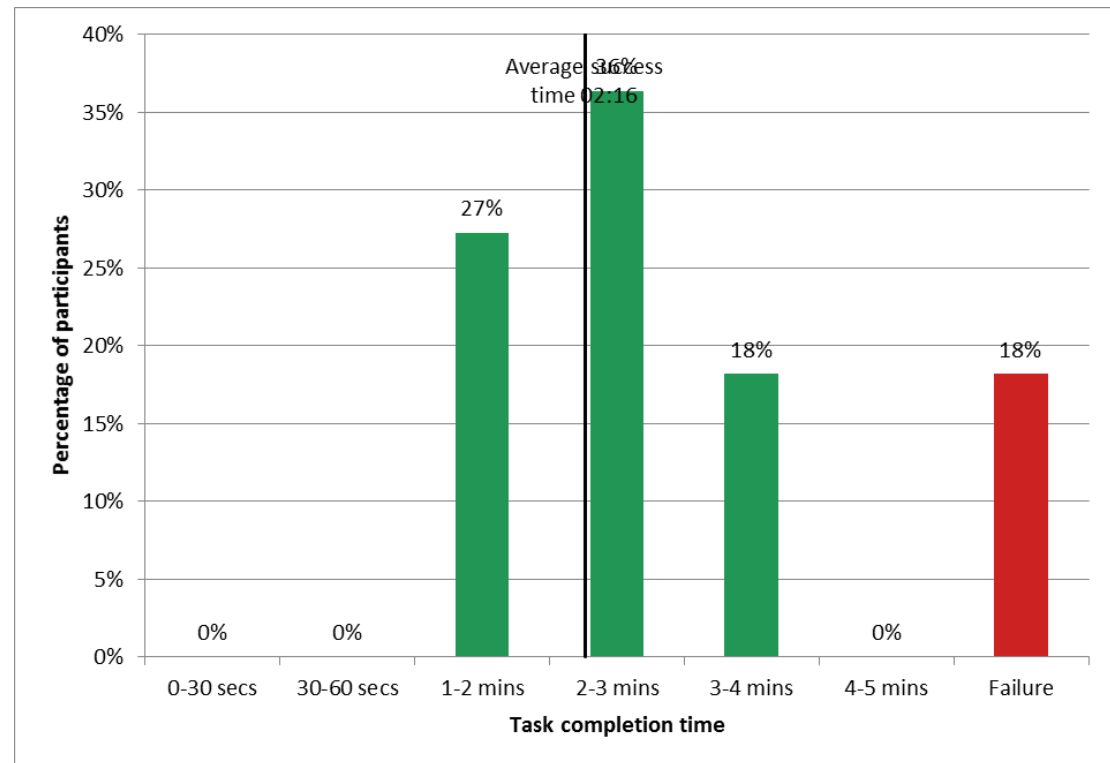
The strength of some of the positive factors supporting the euro area is likely to fade over the forecast horizon. On the one hand, although the renewed drop in oil prices early this year should still sustain the purchasing power of households, the expected rebound in inflation will eventually slow the expansion of real disposable incomes. Additionally, the benefits of the euro's earlier depreciation, which take time to feed through, will start to wane, while its appreciation since the start of this year is likely to compound the slowing impact of the external environment on the euro area. On the other hand, additional measures taken by the ECB in March have improved access to credit and reduced funding costs, further improving the conditions for an acceleration of investment. Fiscal policy is expected to be slightly supportive to growth this year. Meanwhile, high levels of public and private debt will continue to weigh on growth, along with other legacies from the crisis, such

TABLE 1: Overview - the spring 2016 forecast

	Real GDP			Inflation			Unemployment rate			Current account			Budget balance		
	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
EU28	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
Germany	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
France	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
Italy	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
Spain	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
Portugal	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
Greece	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
Poland	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
Czechia	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
Hungary	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
Romania	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
Bulgaria	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
Slovakia	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
Lithuania	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
Latvia	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
Estonia	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
Finland	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
Ireland	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
Netherlands	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
Austria	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
Belgium	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
Sweden	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
Denmark	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
United Kingdom	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
Japan	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
USA	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
China	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
India	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
Other emerging and developing economies	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8
World	1.7	1.8	1.8	0.1	0.3	0.3	6.4	6.4	6.2	-0.8	-0.8	-0.8	-0.8	-0.8	-0.8

4.3. Performance

Instruction 4: The European Commission published its latest economic forecast in May 2016. What is the title of table 1 on page 1?



4.4. Findings

This task performed very well. Participants mainly used search (Google and EC search) to solve this task. The term “economic forecast” in EC search produced the page “Economic forecasts - European Commission”. This page has a prominent and relatively clear link to the answer.

However, certain factors slowed down completion times:

- EC search returns poor results.
- DG ECFIN’s page on ‘economic forecast’: confusing menus, links and page structure.

1. **EC search returns poor results and slows down completion times.** Document titles are generally very poor, starting from the general instead of the specific. The use of promoted results would significantly improve the performance of this task.

The words “01 Jan 1980” are drawn from a section of the source code called “res date” labelled “01 Jan 1980”. The search engine is configured in such a way as to present this date as the first item - confusing participants.

In contrast to the term “economic forecast”, the term “economic forecast 2016” produces poor results. The first result leads to a page deep in the forecasts section of the DG and pushes the most useful result “Economic forecasts – European Commission” into fourth place.

europa.eu/geninfo/query/resultaction.jsp?QueryText=Forecast+may+2016&sbSearch=Search&swlang=en

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EUROPEAN COMMISSION

European Commission > Search

Search

Forecast may 2016

PDF **ev_20160317_co06_en**
ec.europa.eu/health/workforce/docs/ev_20160317_co06_en.pdf
04 Apr 2016 ;SE"F" Lea Cur5n, DSc(h), RN, FAAN, is a clinical professor of nursing at the University of Cincinnati College of Nursing and Healthspeaking at ANA, conference on

English

File formats

All

No autocorrect. Person writes 'forcast' instead of 'forecast'. Autocorrect is particularly important for people who are not searching in their native language.

Unclear, jargon-based results.

Search - European Commi... X Spring 2016 Economic For... X +

ec.europa.eu/geninfo/query/resultaction.jsp?QueryText=Ecnomic+forecast+May+2016+table&sb

Les plus visités Débuter avec Firefox Ort mail

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EUROPEAN COMMISSION

European Commission > Search

Search

Ecnomic forecast May 2016 table

Search options

Date

All

Language

English

File formats

All


No results found

No results matching the search terms **Ecnomic forecast May 2016 table** 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

No autocorrect. Person writes 'ecnomic' instead of 'economic' which leads to 'No results found'.

Press | Archives | A-Z

 EUROPEAN COMMISSION

European Commission > Search

Search

EC economic forecast

Search options

Date
Choose dates...

From 01/05/2016
To 31/05/2016

Filter by

- Business & industry (30)
- Economy, finance and investment (47)
- Environment, food & natural resources (1)
- EU in the world (1)
- Functioning of the EU (63)
- Others (4)
- Work & Education (29)

WEB **Graph of the week: Spring 2016 Economic Forecast: Staying the c...**
ec.europa.eu/.../2016-05-03_spring_forecast_2016_en.htm
03 May 2016 - European Commission Language en Graph of the week: Spring 2016 **Economic Forecast:** Staying the course amid high risks Search Related pages Help us improve Found what you wanted

PDF **tender_specifications_en**
ec.europa.eu/dgs/economy_finance/.../tender_specifications_en.pdf
11 May 2016 - countries and other non-EU countries (part II) and a statistical annex. Background information on more in-depth analysis or more technical issues is provided in boxes. European

PDF **download_pt?token=56clkKFh**
ec.europa.eu/info/file/7061/download_pt?token=56clkKFh
30 May 2016 - legislation and the impact on chosen options. 2014 EU-wide **economic** overview of the markets of tissues and cells for transplantation O The main objective of the reports that

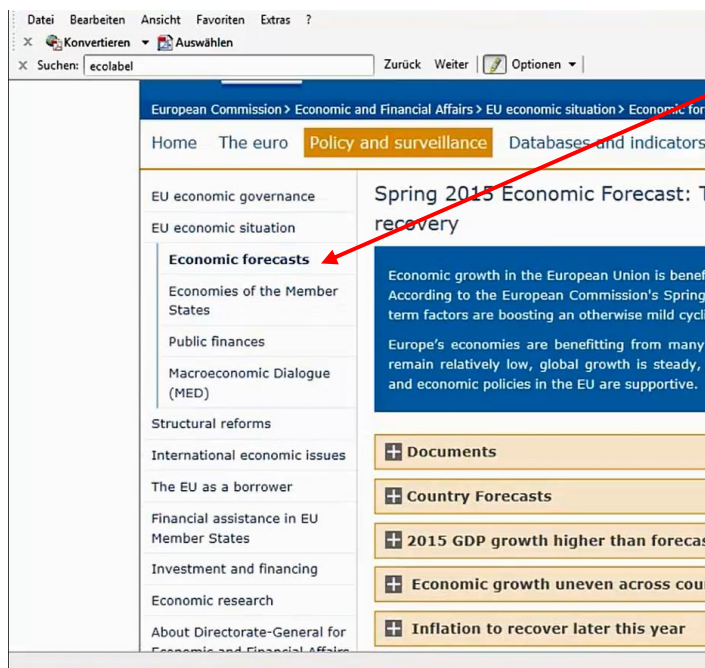
PDF **Macroeconomic Relevance of Insolvency Frameworks in a High-debt...**
ec.europa.eu/economy_finance/publications/eedp/pdf/dp032_en.pdf
27 May 2016 - of the Expert Group: A Second Chance for Entrepreneurs: Prevention of Bankruptcy, Simplification of Bankruptcy Procedures and Support for A Fresh Start, January. European

PDF **Aktualizacja 2016 EN**
ec.europa.eu/europe2020/pdf/csr2016/cp2016_poland_en.pdf
11 May 2016 - 3.3 3.5 - - EU GDP growth 1.9 1.9 2.0 1.8 1.6 Growth of relevant foreign export markets* 5.7 5.1 5.5 5.0 4.6 World import volumes* 2.4 3.6 4.3 - - Oil prices (Brent, USD/barrel)

Very poor results for a logical search string, and use of the 'date' filter. The first result leads to a graph from the 'Spring 2016 Economic Forecast...' without an onward link to the publication itself.

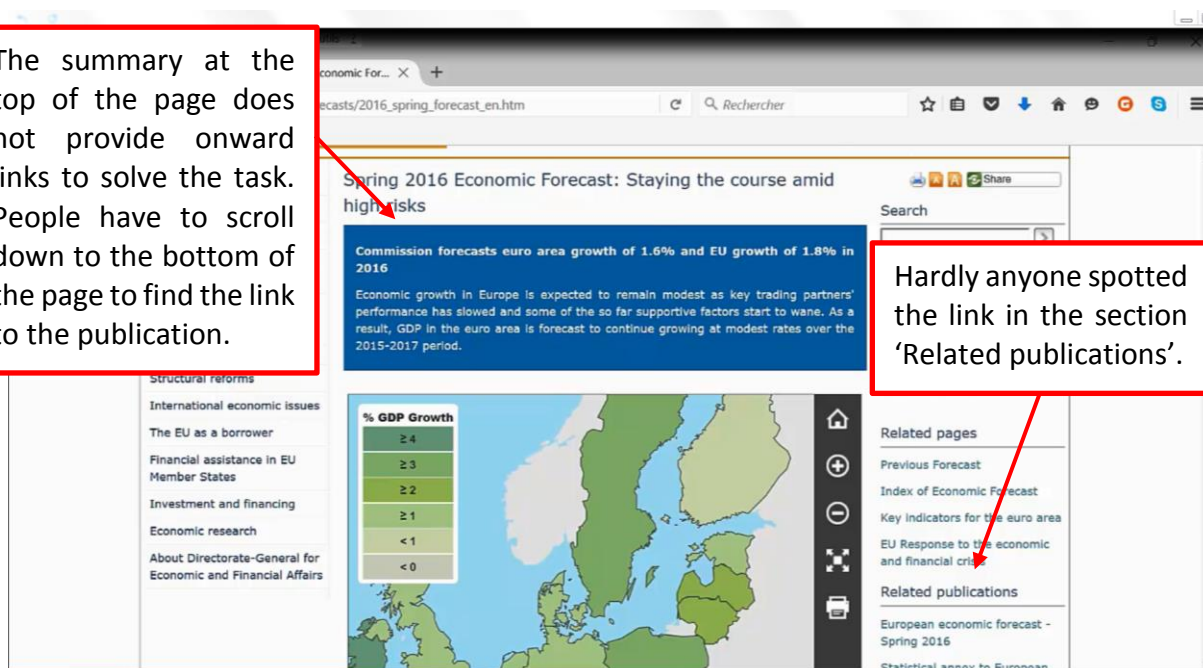
Unclear, jargon-based results full of abbreviations.

2. DG ECFIN page on ‘economic forecast’: confusing menus, links and page structure

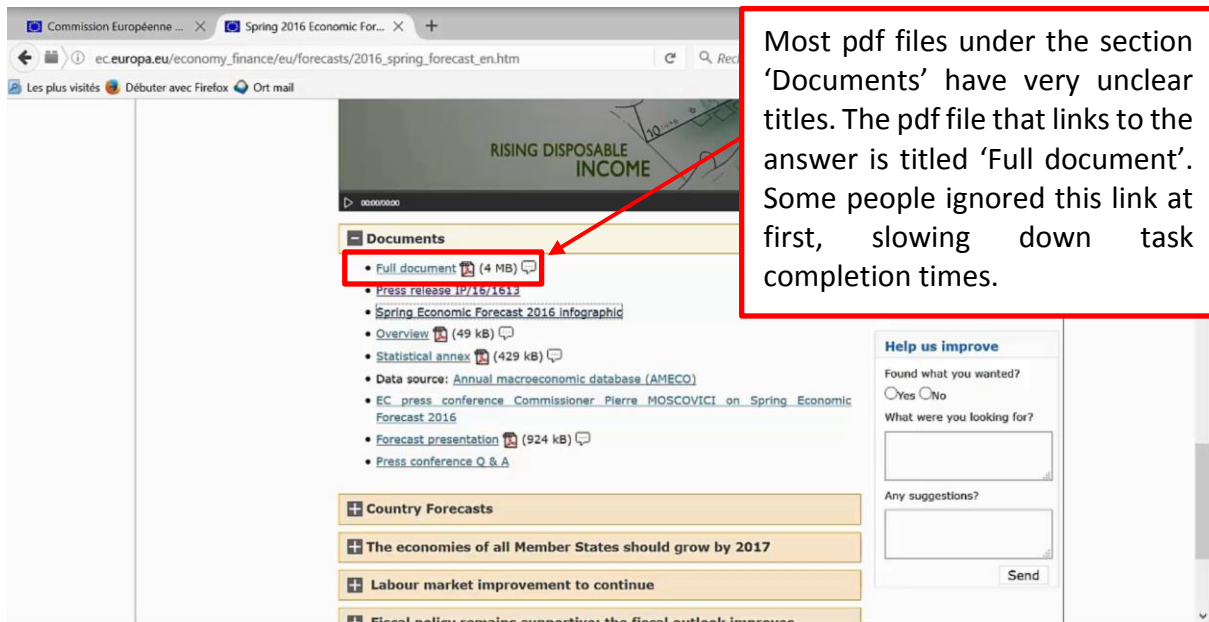


Through EC search, one person arrived on this page about the ‘Spring 2015 Economic Forecast’. The page is located under the section ‘Economic forecasts’ (see left menu), but the navigation does not indicate how to get to the 2016 forecast. The person said: “I cannot understand why we have here ‘Economic forecasts’ [hovering over the left hand navigation] and there is nothing about 2016 but only 2015”.

The summary at the top of the page does not provide onward links to solve the task. People have to scroll down to the bottom of the page to find the link to the publication.



Hardly anyone spotted the link in the section ‘Related publications’.



Most pdf files under the section 'Documents' have very unclear titles. The pdf file that links to the answer is titled 'Full document'. Some people ignored this link at first, slowing down task completion times.

The screenshot shows the European Commission website with the following content:

- Documents**
 - Full document (4 MB)
 - Press release IP/16/1613
 - Spring Economic Forecast 2016 infographic
 - Overview (49 kB)
 - Statistical annex (429 kB)
 - Data source: Annual macroeconomic database (AMECO)
 - EC press conference Commissioner Pierre MOSCOVICI on Spring Economic Forecast 2016
 - Forecast presentation (924 kB)
 - Press conference Q & A
- Country Forecasts**
- The economies of all Member States should grow by 2017**
- Labour market improvement to continue**
- Fiscal policy remains supportive: the fiscal outlook improves**

Instruction 5: Find the general activities report of the European Union for 2015. What are the titles around the triangle on page 10?

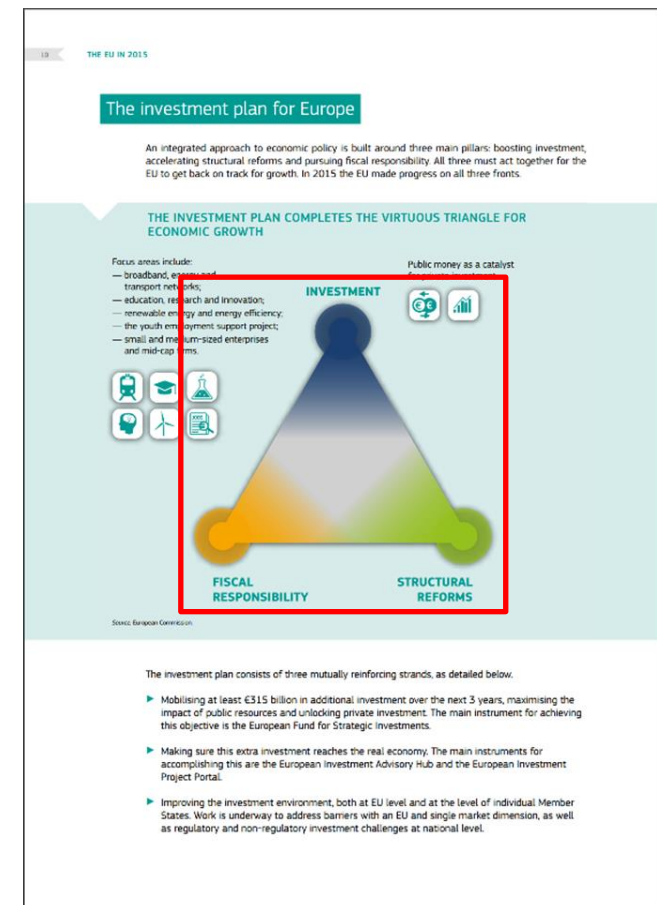
5.1. Task reference

- Medium task 12 from 'EC-wide' poll 2014 (Order, download an EU publication)

The instruction is intended to test how easily people can find an **EU publication**.

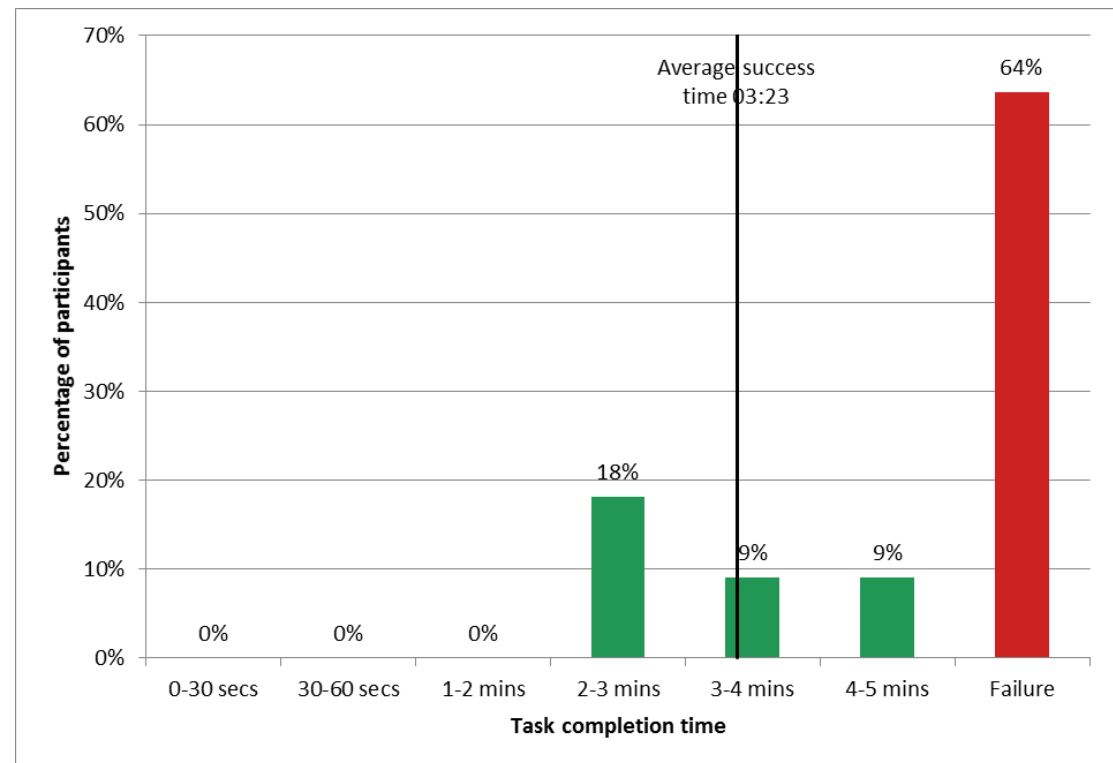
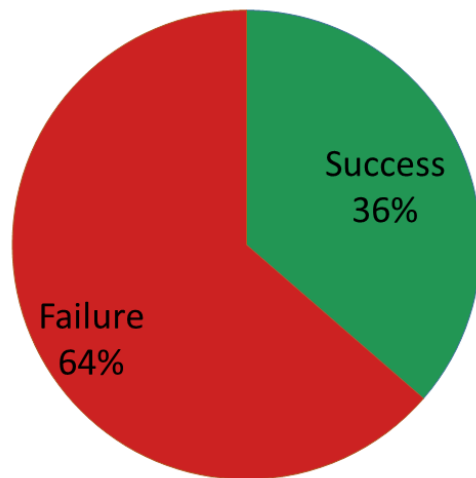
5.2. Correct answer / target page

Answer = Investment - Fiscal responsibility - Structural reforms



5.3. Performance

Instruction 5: Find the general activities report of the European Union for 2015. What are the titles around the triangle on page 10?



5.4. Findings

- No obvious navigation options from the Commission homepage
 - People make no distinction between the European Commission and the EU: although an EU-level report was asked for, most people entered search strings in EC search without the terms 'EU' or 'European Union' (in Google they mostly included the term 'EU')
 - EC search returns very poor results. The actual publication 'The general activities report of the EU' did not appear in top search results. All those who failed to complete the task, clicked on the wrong report "Annual activity report of the Secretariat-General" which appeared in the top search results
 - The Commission webpage on 'Activity reports 2015' does not offer any onward links to the **general** activities report(s) of the European Union
 - Google provides good results – most people who completed the task used Google.
1. **No obvious navigation options from the Commission homepage.** The Commission homepage offers no obvious onward paths to solve this task.
 2. **People make no distinction between the European Commission and the EU.** This was clear from:
 - **Search strings entered in EC search:** the following search strings were entered in by people who failed to complete the task. More than half the time (8 cases out of 12), people left out the words 'EU' or 'European Union'.
 - General activities report 2015 (by 6 participants)
 - General activities report for 2015
 - General activities EU report 2015
 - General activities report European union 2015
 - What are general activities in the EU
 - General activities 2015
 - General activities of the EU 2015
 - **People's behaviour when encountering a Commission-level report (the Annual Activity Report of the Secretariat-General)**



3. **EC search returns poor results.** The search terms “general activities report” and “general activities report 2015” were most frequently used during the tests.

Search

Search

general activities report

Search options

Date

All

WEB Activity Report 2015 Secretariat-General | European Commission
ec.europa.eu/info/.../activity-report-2015-secretariat-general_en
18 Jul 2016 - General Activity reports 2015 First published on 18 July 2016 Author Secretariat-General Every department of the European Commission publishes an annual activity report. It

WEB Activity Report 2013 Secretariat-General | European Commission
ec.europa.eu/info/.../activity-report-2013-secretariat-general_en
23 Jun 2015 - General First published on 23 June 2015 Every department of the European Commission publishes an annual activity report. It details achievements, initiatives taken and the

WEB Activity Report 2014 Secretariat-General | European Commission
ec.europa.eu/info/.../activity-report-2014-secretariat-general_en
27 Mar 2015 - General First published on 26 March 2015 Author Secretariat-General Every department of the European Commission publishes an annual activity report. It details achievements

WEB Activity Report 2012 Secretariat-General | European Commission
ec.europa.eu/info/.../activity-report-2012-secretariat-general_en
24 Jun 2015 - Events Publications All topics A-Z > You are here: European Commission Publications Collection Planning and management documents **Activity** Report 2012 Secretariat-General First

WEB Directorate-General for Migration and Home Affairs | European C...
ec.europa.eu/.../directorate-general-migration-and-home-affairs_en
09 Feb 2016 - documents 24 June 2015 Management Plan 2013 Home Affairs Planning and management documents 28 March 2014 **Activity** Report 2013 Home Affairs Planning and management documents

Health, Wellbeing & Consumer Protection (5959)

Infrastructure, research & innovation (3851)

Life & Rights in the EU (3840)

Media, culture & language in the EU

The first result really confused participants. Most people clicked the first result and downloaded the report, navigated to page 10 and only then realised that this was not the right result.

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EUROPEAN COMMISSION

European Commission > Search

Search

EU General Activities Report 2015

Search options

Date: All

Language: English

File formats: All

Filter by

- Business & industry (2057)
- Economy, finance and investment (939)
- Environment, food & natural resources (829)
- EU in the world (1605)
- Functioning of the EU (2788)
- Health, Wellbeing & Consumer Protection (826)
- Infrastructure, research & innovation (825)
- Life & Rights in the EU (510)
- Media, culture & languages in the EU (213)
- Others (699)
- Work & Education (549)

WEB Activity Report 2015 Secretariat-General | European Commission
ec.europa.eu/info/.../activity-report-2015-secretariat-general_en
18 Jul 2016 - 2015 First published on 18 July 2016 Author Secretariat-General Every department of the European Commission publishes an annual activity report. It details achievements, initiatives

WEB Activity Report 2015 Migration and Home Affairs | European Comm...
ec.europa.eu/.../activity-report-2015-migration-and-home-affairs_en
18 Jul 2016 - report. It details achievements, initiatives taken and the financial and human resources spent during the year. Files Migration and Home Affairs - Activity Report 2015 English

WEB Activity Report 2013 Secretariat-General | European Commission
ec.europa.eu/info/.../activity-report-2013-secretariat-general_en
23 Jun 2015 - General First published on 23 June 2015 Every department of the European Commission publishes an annual activity report. It details achievements, initiatives taken and the

WEB Activity Report 2014 Secretariat-General | European Commission
ec.europa.eu/info/.../activity-report-2014-secretariat-general_en
27 Mar 2015 - General First published on 26 March 2015 Author Secretariat-General Every department of the European Commission publishes an annual activity report. It details achievements

WEB Activity Report 2012 Secretariat-General | European Commission
ec.europa.eu/info/.../activity-report-2012-secretariat-general_en
24 Jun 2015 - Events Publications All topics A-Z > You are here: European Commission Publications Collection Planning and management documents **Activity Report 2012 Secretariat-General** First

WEB Directorate-General for Migration and Home Affairs | European C...
ec.europa.eu/.../directorate-general-migration-and-home-affairs_en
09 Feb 2016 - documents 24 June **2015** Management Plan 2013 Home Affairs Planning and management documents 28 March 2014 Activity Report 2013 Home Affairs Planning and management documents

WEB Activity reports 2015 | European Commission
ec.europa.eu/info/publications/activity-reports-2015_en
18 Jul 2016 - 2015 Regional and Urban Policy Planning and management documents 18 July 2016 Activity Report **2015** Research and Innovation Planning and management documents 18 Jul 2016 Activity

Waiting for ec.europa.eu...

Although '2015' is in most search strings, activity reports of previous years come up in the search results.

Search – European Commission

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EUROPEAN COMMISSION

European Commission > Search

Search

general activity report for 2015

Search options

Date: All

Language: English

File formats: All

Filter by

- Business & industry (2416)
- Economy, finance and investment (1117)
- Environment, food & natural resources (1421)
- EU in the world (1529)
- Functioning of the EU (2960)
- Health, Wellbeing & Consumer Protection (998)

WEB Activity Report 2015 Secretariat-General | European Commission
ec.europa.eu/info/.../activity-report-2015-secretariat-general_en
18 Jul 2016 - 2015 First published on 18 July 2016 Author Secretariat-General Every department of the European Commission publishes an annual activity report. It details achievements, initiatives

WEB Activity Report 2015 Migration and Home Affairs | European Comm...
ec.europa.eu/.../activity-report-2015-migration-and-home-affairs_en
18 Jul 2016 - report. It details achievements, initiatives taken and the financial and human resources spent during the year. Files Migration and Home Affairs - Activity Report 2015 English

WEB Activity reports 2015 | European Commission
ec.europa.eu/info/publications/activity-reports-2015_en
18 Jul 2016 - 2015 Regional and Urban Policy Planning and management documents 18 July 2016 Activity Report 2015 Research and Innovation Planning and management documents 18 July 2016 Activity

WEB Activity Report 2015 Translation | European Commission
ec.europa.eu/info/.../activity-report-2015-translation_en
18 Jul 2016 - human resources spent during the year. Files Translation - **Activity Report 2015 English** (1.15 MB - PDF) Download PDF - 1.15 MB DG T - **Activity Report 2015 - annex English**

WEB Activity Report 2015 Justice and Consumers | European Commissio...
ec.europa.eu/info/.../activity-report-2015-justice-and-consumers_en
18 Jul 2016 - It details achievements, initiatives taken and the financial and human resources spent during the year. Files Justice and Consumers - **Activity Report 2015 English** (1.19 MB)

t=general+activities+report+2015+european+union&summary=summary&more_options_source=global&more_options_date=""&more_opt

port.bookmarks now...

Search

general activities report 2015 european union

Search options

Date: All

Language: English

File formats: All

Filter by

- Business & industry (2090)
- Economy, finance and investment (947)
- Environment, food & natural resources (785)
- EU in the world (1473)
- Functioning of the EU (2730)
- Health, Wellbeing & Consumer Protection (839)
- Infrastructure, research & innovation (868)
- Life & Rights in the EU (503)
- Media, culture & languages in the EU (261)
- Others (718)
- Work & Education (539)

WEB Activity Report 2015 Secretariat-General | European Commission
ec.europa.eu/info/.../activity-report-2015-secretariat-general_en
18 Jul 2016 - 2015 First published on 18 July 2016 Author Secretariat-General Every department of the European Commission publishes an annual activity report. It details achievements, initiatives

WEB Activity reports 2015 | European Commission
ec.europa.eu/info/publications/activity-reports-2015_en
18 Jul 2016 - documents 18 July 2016 **Activity Report 2015** Translation Planning and management documents 19 July 2016 **Activity Report 2015** European Anti-Fraud Office Planning and management

WEB Activity Report 2015 European Civil Protection and Humanitarian...
ec.europa.eu/.../activity-report-2015-european-civil-protection-and-humanitarian-aid-operations_en
18 Jul 2016 - and Humanitarian Aid Operations - Activity Report 2015 English (1.09 MB - PDF) Download PDF - 1.09 MB DG ECHO - **Activity Report 2015 - annex English** (934.11 kB - PDF) Download

WEB Directorate-General for Neighbourhood and Enlargement Negotiati...
ec.europa.eu/.../directorate-general-neighbourhood-and-enlargement-negotiations_en
10 Feb 2016 - Planning and management documents 1 April 2015 Activity Report 2014 Enlargement Planning and management documents 24 June 2015 Management Plan 2013 Enlargement Planning and

WEB Activity Report 2015 Migration and Home Affairs | European Commi...
ec.europa.eu/.../activity-report-2015-migration-and-home-affairs_en
18 Jul 2016 - Events Publications All topics A-Z > You are here: **European Commission Publications Collection** Planning and management documents Activity Report 2015 Migration and Home Affairs


WEB Activity Report 2015 Budget | European Commission
ec.europa.eu/info/publications/activity-report-2015-budget_en
18 Jul 2016 - Events Publications All topics A-Z > You are here: **European Commission Publications Collection** Planning and management documents Activity Report 2015 Budget Part of collections

WEB Activity Report 2015 Informatics | European Commission
ec.europa.eu/info/.../activity-report-2015-informatics_en

Top EC search results for logical search strings included an activity report of the Secretariat-General, and a page listing all Commission activity reports of 2015. Neither offered any onward paths to the correct answer.

← → ↻ ec.europa.eu/geninfo/query/index.do?queryText=general+activities+of+the+EU+2015&summary=summary&more_options_source=global&more_options_date

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

 EUROPEAN COMMISSION

European Commission > Search

Search

general activities of the EU 2015

Search options

Date

WEB 'The EU in 2015' – General Report of the activities of the Euro...
ec.europa.eu/.../eu-2015---general-report-activities-european-union-published-0_en
05 Aug 2016 - en Representation in Malta Menu > > > 'The EU in 2015' – General Report of the activities of the European Union published Browse section: 'The EU in 2015' – General Report

WEB Activity Report 2015 Secretariat-General | European Commission
ec.europa.eu/info/.../activity-report-2015-secretariat-general_en
18 Jul 2016 - Research and innovation Energy, Climate change, Environment Strategy Education Aid, Fundamental rights Jobs at the European Commission Statistics Food, Farming EU regional

WEB Activity Report 2013 Secretariat-General | European Commission
ec.europa.eu/info/.../activity-report-2013-secretariat-general_en
23 Jun 2015 - General First published on 23 June 2015 Every department of the European Commission publishes an annual activity report. It details achievements, initiatives taken and the


WEB Activity Report 2014 Secretariat-General | European Commission
ec.europa.eu/info/.../activity-report-2014-secretariat-general_en
27 Mar 2015 - General First published on 26 March 2015 Author Secretariat-General Every department of the European Commission publishes an annual activity report. It details achievements

This very logical search string leads to a page by the Representation in Malta about the report whereas an EU-level landing/summary page would be a more appropriate top search result.

Confirmation of European C global.gotomeeting.com 'The EU in 2015' – Gene

← → ↻ ec.europa.eu/malta/news/eu-2015---general-report-activities-european-union-published-0_en

Work for the EU | Sitemap | Disclaimer | Cookies | Contact | Search English (en)


 REPRESENTATION IN MALTA

European Commission > Malta > News > 'The EU in 2015' – General Report of the activities of the European Union published

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Press review | EU Press room | Video gallery | Newsletter

'The EU in 2015' – General Report of the activities of the European Union published

 Today the European Commission has published the 2015 edition of the General Report of the activities of the European Union. The General Report covers the major events and initiatives of the year. This year, these include, amongst others, the EU's efforts to tackle the refugee crisis, the agreement on support for Greece, the EU's response following the Paris terrorist attacks and the launch of the Investment Plan for Europe, as well as other major initiatives such as the Digital Single Market, Energy Union and Capital Markets Union.

The Report and a separate shorter summary of it present the EU's activities in a citizen-friendly way, designed to be accessible not only for those familiar with EU affairs, but also for the general public. This year, the interactivity and the visual impact have been significantly improved through extensive use of hyperlinks, photos, videos and infographics.

The publication of the General Report is a Treaty obligation, set out in Article 249(2) of the Treaty on the Functioning of the European Union. The Report is available in all official EU languages [here](#).


Search

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4. European Commission webpage on ‘Activity reports 2015’ does not offer any onward links to the answer.

Commission and its priorities Policies, information and services

English Search Menu

European Commission Publications

COLLECTION / PLANNING AND MANAGEMENT DOCUMENTS

Activity reports 2015

First published on: 19 March 2016

Every department and executive agency of the European Commission publishes an annual activity report. It details achievements, initiatives taken and the financial and human resources spent during the year.

Documents

PLANNING AND MANAGEMENT DOCUMENTS | 19 MAY 2016
Activity Report 2015 Agriculture and Rural Development

PLANNING AND MANAGEMENT DOCUMENTS | 30 MARCH 2016
Activity Report 2015 Budget

PLANNING AND MANAGEMENT DOCUMENTS | 4 APRIL 2016
Activity Report 2015 Climate Action

PLANNING AND MANAGEMENT DOCUMENTS | 18 MARCH 2016
Activity Report 2015 Communication

PLANNING AND MANAGEMENT DOCUMENTS | 31 MARCH 2016
Activity Report 2015 Communications Networks, Content and Technology

PLANNING AND MANAGEMENT DOCUMENTS | 31 MARCH 2016
Activity Report 2015 Consumer, Health, Agriculture and Food Executive Agency

PLANNING AND MANAGEMENT DOCUMENTS | 22 MARCH 2016
Activity Report 2015 Competition

PLANNING AND MANAGEMENT DOCUMENTS | 31 MARCH 2016
Activity Report 2015 Economic and Financial Affairs

PLANNING AND MANAGEMENT DOCUMENTS | 26 APRIL 2016
Activity Report 2015 Education, Audiovisual and Culture Executive Agency

PLANNING AND MANAGEMENT DOCUMENTS | 7 APRIL 2016
Activity Report 2015 Education and Culture

PLANNING AND MANAGEMENT DOCUMENTS | 30 APRIL 2016
Activity Report 2015 Employment, Social Affairs and Inclusion

PLANNING AND MANAGEMENT DOCUMENTS | 8 APRIL 2016
Activity Report 2015 Energy

PLANNING AND MANAGEMENT DOCUMENTS | 23 MARCH 2016
Activity Report 2015 Environment

PLANNING AND MANAGEMENT DOCUMENTS | 31 MARCH 2016
Activity Report 2015 European Anti-Fraud Office

PLANNING AND MANAGEMENT DOCUMENTS | 31 MARCH 2016
Activity Report 2015 European Civil Protection and Humanitarian Aid Operations

PLANNING AND MANAGEMENT DOCUMENTS | 18 MARCH 2016
Activity Report 2015 European Research Council Executive Agency

PLANNING AND MANAGEMENT DOCUMENTS | 19 JULY 2016
Activity Report 2015 European Personnel Selection Office

PLANNING AND MANAGEMENT DOCUMENTS | 16 APRIL 2016
Activity Report 2015 European Political Strategy Centre

PLANNING AND MANAGEMENT DOCUMENTS | 22 MARCH 2016
Activity Report 2015 Eurostat

PLANNING AND MANAGEMENT DOCUMENTS | 24 MARCH 2016
Activity Report 2015 Executive Agency for Small and Medium-sized Enterprises

PLANNING AND MANAGEMENT DOCUMENTS | 18 MARCH 2016
Activity Report 2015 - financial stability, financial services and capital markets union

PLANNING AND MANAGEMENT DOCUMENTS | 8 APRIL 2016
Activity Report 2015 Health and Food Safety

PLANNING AND MANAGEMENT DOCUMENTS | 8 APRIL 2016
Activity Report 2015 Informatics

PLANNING AND MANAGEMENT DOCUMENTS | 31 MARCH 2016
Activity Report 2015 Innovation and Networks Executive Agency

PLANNING AND MANAGEMENT DOCUMENTS | 22 MARCH 2016
Activity Report 2015 Internal Audit Service

PLANNING AND MANAGEMENT DOCUMENTS | 2 MAY 2016
Activity Report 2015 Internal Market, Industry, Entrepreneurship and SMEs

PLANNING AND MANAGEMENT DOCUMENTS | 1 APRIL 2016
Activity Report 2015 International Cooperation and Development

PLANNING AND MANAGEMENT DOCUMENTS | 8 APRIL 2016
Activity Report 2015 Interpretation

PLANNING AND MANAGEMENT DOCUMENTS | 4 MAY 2016
Activity Report 2015 Joint Research Centre

PLANNING AND MANAGEMENT DOCUMENTS | 31 MARCH 2016
Activity Report 2015 Justice and Consumers

PLANNING AND MANAGEMENT DOCUMENTS | 26 APRIL 2016
Activity Report 2015 Maritime Affairs and Fisheries

PLANNING AND MANAGEMENT DOCUMENTS | 19 MAY 2016
Activity Report 2015 Migration and Home Affairs

PLANNING AND MANAGEMENT DOCUMENTS | 1 APRIL 2016
Activity Report 2015 Mobility and Transport

PLANNING AND MANAGEMENT DOCUMENTS | 4 APRIL 2016
Activity Report 2015 Neighbourhood and Enlargement Negotiations

PLANNING AND MANAGEMENT DOCUMENTS | 7 APRIL 2016
Activity Report 2015 Office for the Administration and Payment of Individual Settlements

PLANNING AND MANAGEMENT DOCUMENTS | 31 MARCH 2016
Activity Report 2015 Office for Infrastructure and Logistics in Brussels

PLANNING AND MANAGEMENT DOCUMENTS | 31 MARCH 2016
Activity Report 2015 Publications Office

PLANNING AND MANAGEMENT DOCUMENTS | 27 APRIL 2016
Activity Report 2015 Regional and Urban Policy

PLANNING AND MANAGEMENT DOCUMENTS | 31 MARCH 2016
Activity Report 2015 Research Executive Agency

PLANNING AND MANAGEMENT DOCUMENTS | 4 APRIL 2016
Activity Report 2015 Research and Innovation

PLANNING AND MANAGEMENT DOCUMENTS | 22 JUNE 2016
Activity Report 2015 Secretariat-General

PLANNING AND MANAGEMENT DOCUMENTS | 31 MARCH 2016
Activity Report 2015 Service for Foreign Policy Instruments

PLANNING AND MANAGEMENT DOCUMENTS | 23 MARCH 2016
Activity Report 2015 Taxation and Customs Union

Many people arrived on this page via EC search. This page lists Commission reports per DG/service/agency. The structure of the page obliged people to spend time scanning the long list item by item before realising that the EU general activities report was **not** included.

Commission and its priorities Policies, information and services

English EN Search Menu

European Commission > Publications >

COLLECTION | **PLANNING AND MANAGEMENT DOCUMENTS**

Activity reports 2015

published on 19 March 2016

by department and executive agency of the European Commission
publishes an annual activity report. It details achievements, initiatives
and the financial and human resources spent during the year.

Documents

PLANNING AND MANAGEMENT DOCUMENTS | 19 MAY 2016
Activity Report 2015 Agriculture and Rural Development

PLANNING AND MANAGEMENT DOCUMENTS | 30 MARCH 2016
Activity Report 2015 Budget

PLANNING AND MANAGEMENT DOCUMENTS | 4 APRIL 2016
Activity Report 2015 Climate Action

PLANNING AND MANAGEMENT DOCUMENTS | 18 MARCH 2016
Activity Report 2015 Communication

PLANNING AND MANAGEMENT DOCUMENTS | 31 MARCH 2016
Activity Report 2015 Communications Networks, Content and Technology

PLANNING AND MANAGEMENT DOCUMENTS | 31 MARCH 2016
Activity Report 2015 Consumers, Health, Agriculture and Food Executive Agency

PLANNING AND MANAGEMENT DOCUMENTS | 22 MARCH 2016
Activity Report 2015 Competition

PLANNING AND MANAGEMENT DOCUMENTS | 21 MARCH 2016
Activity Report 2015 Economic and Financial Affairs

PLANNING AND MANAGEMENT DOCUMENTS | 26 APRIL 2016
Activity Report 2015 Education, Audiovisual and Culture Executive Agency

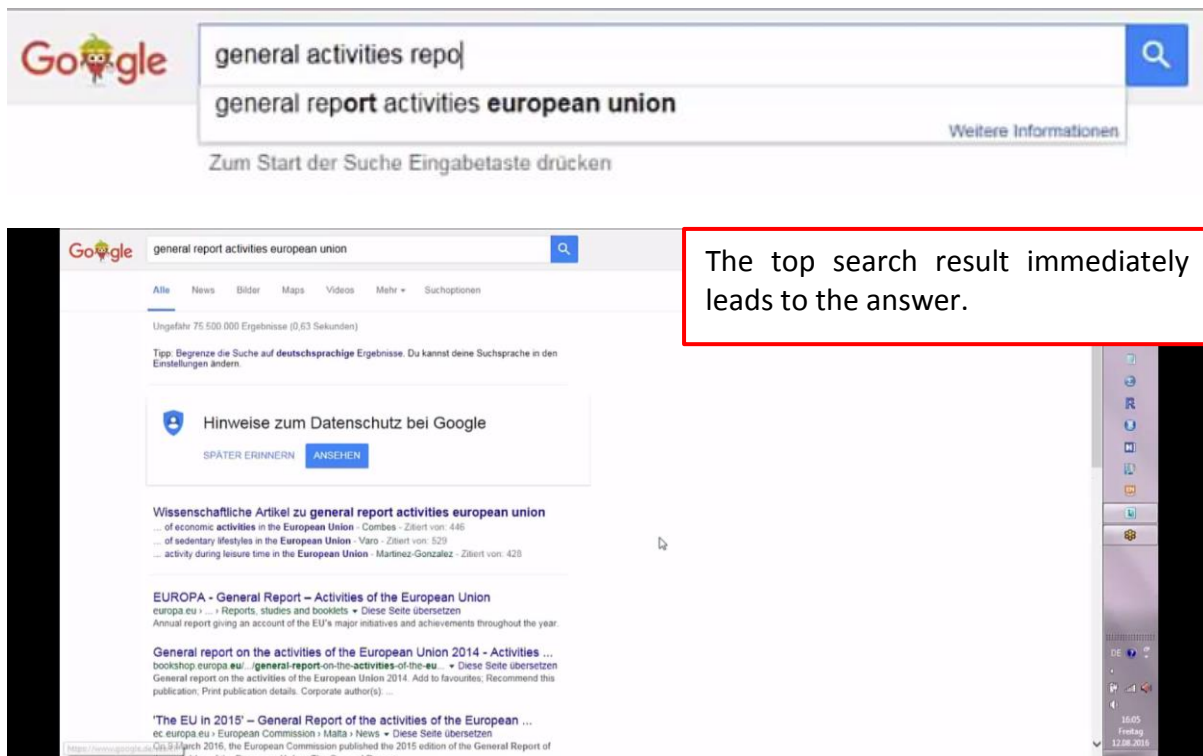
PLANNING AND MANAGEMENT DOCUMENTS | 7 APRIL 2016
Activity Report 2015 Education and Culture

What is the added value and purpose of this title?

Duplicate titles make it hard to scan the page.

Titles lead from the general, making the page very hard to scan. All documents start with the same words 'Activity report 2015', which is already specified in the title.

5. Google provides good results and a helpful autocomplete function.



Instruction 6: *In November, the European Commission hosts a high-level event on media pluralism and democracy. Find out whether you can watch online.*

6.1. Task reference

- Small task 28 from 'EC-wide' poll 2014 (Conferences, summits, meetings, events)

The instruction is intended to test how easily people can find information on an **upcoming Commission event**

6.2. Correct answer and target page

http://ec.europa.eu/justice/newsroom/fundamental-rights/events/161117_en.htm

Answer= yes

FUNDAMENTAL RIGHTS

News
Events
Public consultations

Alapvető jogok
Gründlegende Freiheiten
Základné práva
BRUSSELS, 17-18 November 2016

Media pluralism and democracy 17-18 November 2016, Brussels

On 17-18 November 2016 the second Annual Colloquium on Fundamental Rights will be held in Brussels. The 2016 Colloquium on Fundamental Rights will focus on **"Media pluralism and democracy"**. First Vice-President Frans Timmermans, Commissioner Günther Oettinger, and Commissioner Jourova will lead discussions with a wide range of experts on the key role in democratic societies of a free and pluralist media, and in particular digital media.

The Colloquium will bring together, in an interactive roundtable discussion, EU institutions and Member States, NGOs, journalists, media representatives, companies and key academics and international organisations to reflect on a wide range of topics. These include, among others:

- how to protect and promote **media freedom and independence** from state intervention and from undue political or commercial pressures;
- how to **empower journalists and protect them** from threats of physical violence or hate speech;
- the role of media and **ethical journalism** in promoting fundamental rights;
- how can a pluralistic media environment foster political debate on **crucial issues for democratic societies**.

Participation

The Commission Colloquia take the form of a round table interactive discussion with a limited number of key stakeholders to ensure that the diversity of voices around the table can be heard and in order to allow for a lively debate and an open exchange of views. Given the format of the event, participation is by invitation only.

The event will be web streamed to enable all interested persons to follow the discussions live. Participation via Twitter will also be possible.

Public consultation

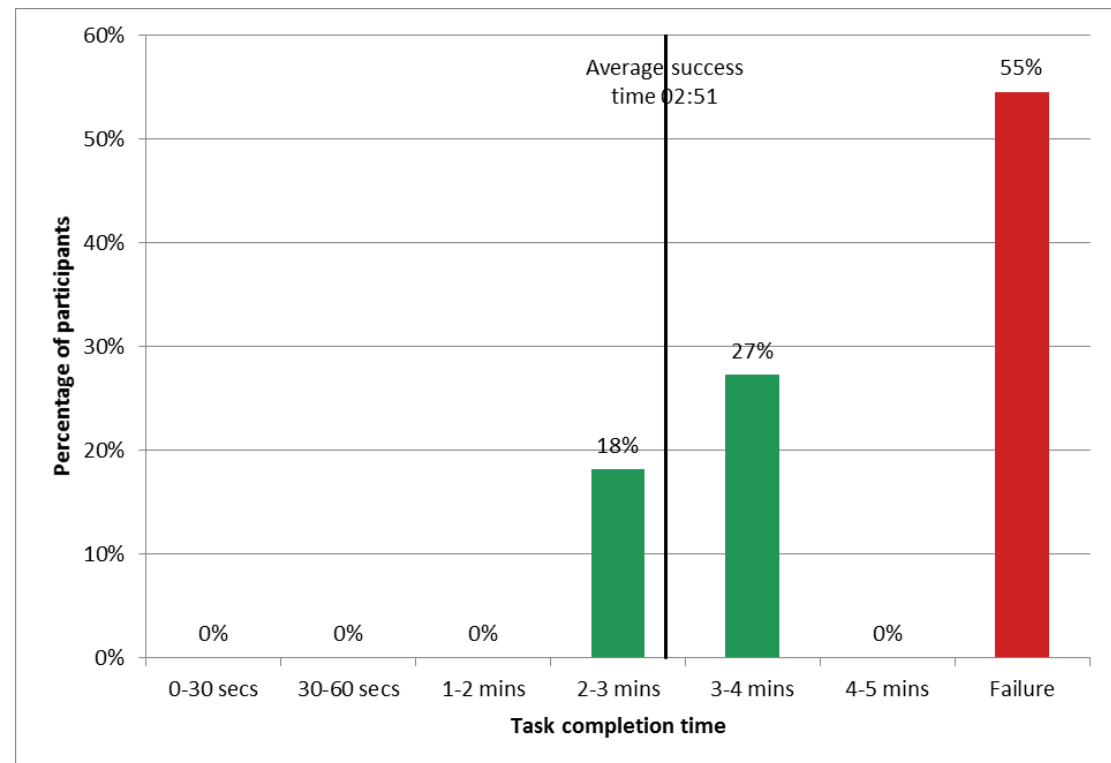
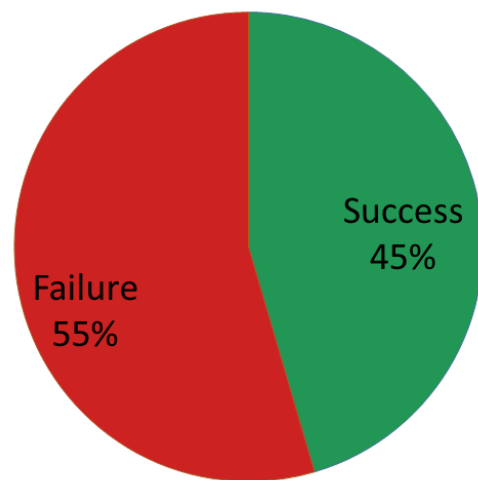
A public consultation is now open to all until **14 July 2016** to gather input for the preparation of the discussions. Please use the following [link to submit your contribution](#).

Background on Commission Colloquia on Fundamental Rights

The Commission's Annual Colloquia on fundamental rights aim at improving mutual cooperation and a greater political engagement for the promotion and protection of fundamental rights in Europe. They offer a space for dialogue around fundamental rights issues where a variety of actors, including civil society and policy makers, can get together around the same table and discuss concrete and workable actions to improve the fundamental rights.

6.3. Performance

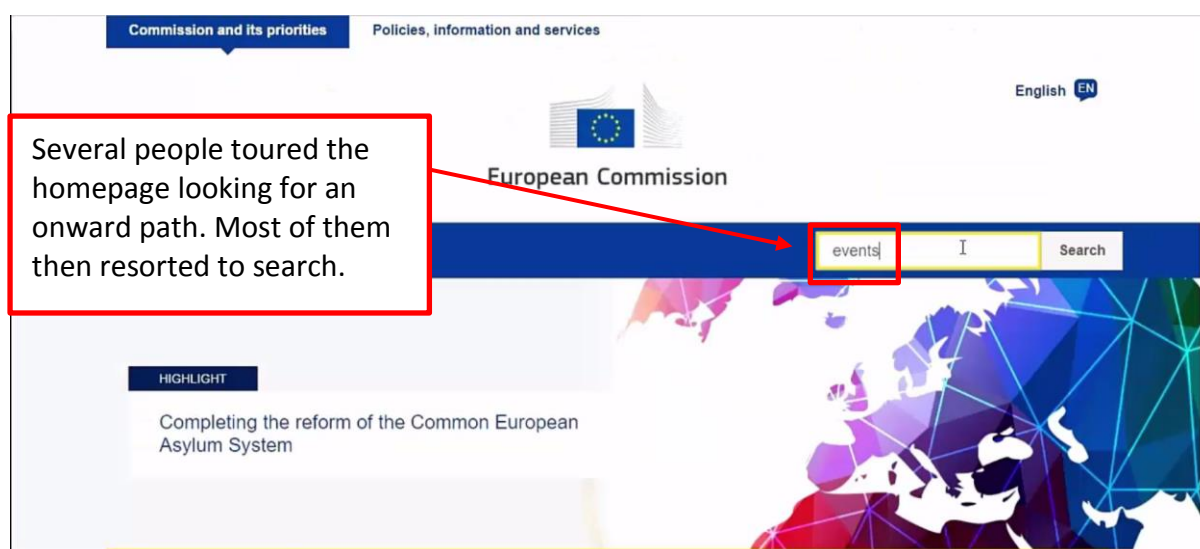
Instruction 6: In November, the European Commission hosts a high-level event on media pluralism and democracy. Find out whether you can watch online.



6.4. Findings

- No obvious navigation options from the Commission homepage to solve the task
- Internal jargon is an obstacle to task completion
- EC search returns poor results
- Commission page on ‘Events’: an unnecessary step in the task journey
- EU events calendar is confusing and difficult to use
- Pages leading to the answer (DG CNECT/DG JUST) are difficult to scan. Page content with large blocks of text either caused task failure or slowed task completion times.

1. No obvious navigation options from the Commission homepage to a high level corporate event.



2. Internal jargon is an obstacle to task completion. Words such as ‘Colloquium’ and ‘media pluralism’ in the event name were not easily understood. When hearing and reading the task instruction, one person (a UK-based lobbyist) said “Media pluralism – what on earth does that mean?”

ec.europa.eu/justice/newsroom/fundamental-rights/events/161117_en.htm


FUNDAMENTAL RIGHTS

2016 Annual Colloquium on Fundamental Rights

11-2016

The word 'Colloquium' was not immediately understood to be an event.

It appeared prominently in all pages about the event, and therefore also in search results. This either resulted in task failure or slowed down task completion times.



BRUSSELS, 17-18 November 2016

Media pluralism and democracy 17-18 November 2016, Brussels

On 17-18 November 2016 the second Annual Colloquium on Fundamental Rights will be held in Brussels. The

3. EC search returns poor results.

EUROPEAN COMMISSION

European Commission > Search

Search

media pluralism democracy event november

The second result leads to the answer but many people did not immediately click on it.

The public consultation on the event appeared higher than the event itself. Several people clicked on it.

WEB Public consultation - 2016 Annual Colloquium on Fundamental Rig...
ec.europa.eu/justice/newsroom/fundamental-rights/.../160519_en.htm
13 Jul 2016 - policy website News Events Public consultations Public consultation - 2016 Annual Colloquium on Fundamental Rights on 'Media Pluralism and Democracy' 19-05-2016 Policy fields

WEB 2016 Annual Colloquium on Fundamental Rights - Media Pluralism ...
ec.europa.eu/.../2016-annual-colloquium-fundamental-rights-media-pluralism-democratic-society
23 Jul 2016 - Colloquium on Fundamental Rights will focus on Media Pluralism and Democracy. On World Press Freedom Day, May 3rd, the Commission announced that the theme of the 2016 Annual

WEB Consultations on media issues | Digital Single Market
ec.europa.eu/digital-single-market/en/.../consultations-media-issues
23 Jul 2016 - Colloquium on Fundamental Rights on 'Media Pluralism and Democracy' The purpose of the public consultation is to feed into the second Annual Colloquium on Fundamental Rights

WEB 2016 Annual Colloquium on Fundamental Rights - European Commiss...
ec.europa.eu/justice/newsroom/fundamental-rights/.../161117_en.htm
12 Jul 2016 - News Events Public consultations 2016 Annual Colloquium on Fundamental Rights 17-11-2016 Media pluralism and democracy 17-18 November 2016, Brussels On 17-18 November 2016

WEB Annual Report - European Commission
ec.europa.eu/justice/fundamental-rights/charter/.../index_en.htm

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EUROPEAN COMMISSION

European Commission > Search

Search

events november 2016

Search options

Date: All

Language: English

File formats: All

Filter by

Media, culture & languages in the EU (277)

Culture (43)

Languages in the EU (32)

Media (211)

Others (277)

Work & Education (570)

WEB Funding for eHealth projects in Horizon 2020 Work Programme 201...
[ec.europa.eu/.../funding-ehealth-projects-new-horizon-2020-work-programme-2016-2017](#)
13 Aug 2016 - November 2016. Deadline: 14 March 2017 17:00:00 (Brussels time). Topic: Personalised computer models and in-silico systems for wellbeing (SC1-PM-17-2017). Opening date: 8

WEB Meetings of the Media Literacy Expert Group | Digital Single Ma...
[ec.europa.eu/.../meetings-media-literacy-expert-group](#)
13 Aug 2016 - took place on 1 December 2015. Attendance is by invitation only. Agendas are presentations from the meetings are posted in this page. Mandate of the group Meeting of 15 **November**

WEB 2016 Annual Colloquium on Fundamental Rights - Media Pluralism ...
[ec.europa.eu/.../2016-annual-colloquium-fundamental-rights-media-pluralism-democratic-society](#)

WEB European Commission demands that the German regulator amends it...
[ec.europa.eu/.../european-commission-demands-german-regulator-amends-its-mobile-termination-rates-line-eus](#)
13 Aug 2016 - and each operator has market power over access to customers on its own network. These costs are ultimately included in call prices to the detriment of consumers and business

WEB Entering a preparatory phase towards a Quantum Technology Flagship...
[ec.europa.eu/.../entering-preparatory-phase-towards-quantum-technology-flagship](#)
13 Aug 2016 - and the next steps are essential in this context. So what are these next steps? Later this month, we expect that the Council conclusions on the Digitising European Industry

WEB Seventh Community of Practice (CoP) meeting | Digital Single Ma...
[ec.europa.eu/.../seventh-community-practice-cop-meeting](#)

Dissatisfied with search results for 'Media pluralism and democracy event november 2016', this person adapted the search string to 'events november 2016' and filtered the results by 'Media'. Many results have titles which are vague and use jargon.

She said, laughing: "Not satisfied with my results!"

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EUROPEAN COMMISSION

European Commission > Search

Search

mdia pluralism and democracy event november 2016

Search options

Date: All

Language: English

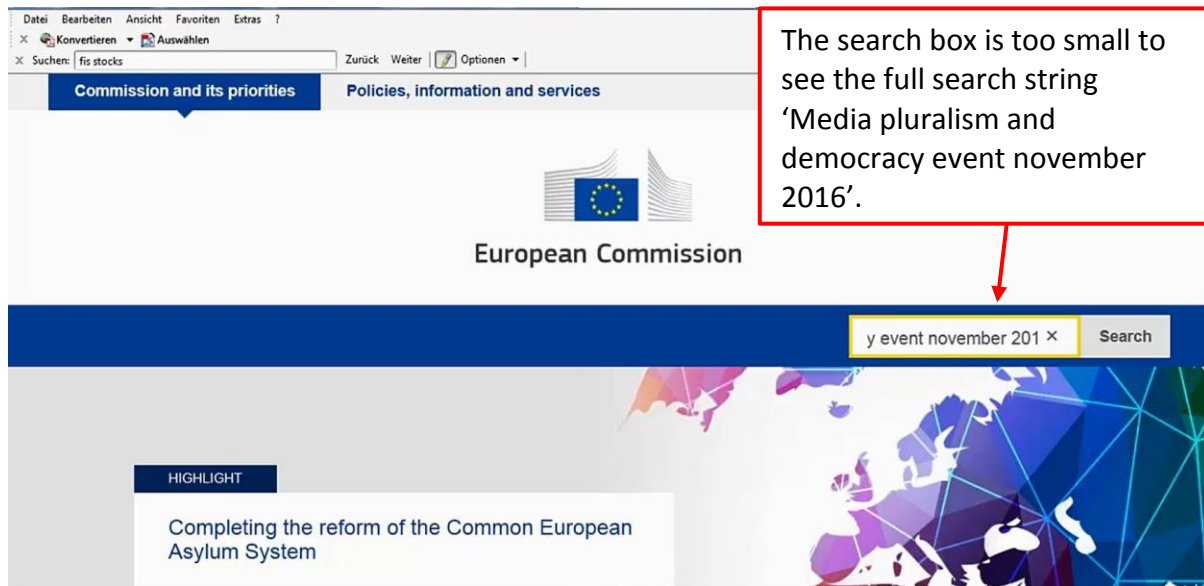
File formats: All

No results found

No results matching the search terms **mdia pluralism and democracy event november 2016** 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

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



4. Commission page on 'Events': an unnecessary step in the task journey

The screenshot shows the European Commission website. At the top, there are several policy areas: Environment, Aid, Fundamental rights, Food, Farming, Jobs at the European Commission, and EU regional and urban development. Below these are three main navigation buttons: News, Events, and Publications. The 'Events' button is highlighted with a red box. A red arrow points from this button to the 'Events' page below. The 'Events' page has a blue header with the title 'Events' and a sub-header 'European Commission events'. A red box highlights the 'Events' title and the sub-header, with a red arrow pointing to the 'Events' button above. Another red box highlights the 'Events' title and the sub-header, with a red arrow pointing to the 'Events' button above. A red box highlights the 'Events' title and the sub-header, with a red arrow pointing to the 'Events' button above. A red box highlights the 'Events' title and the sub-header, with a red arrow pointing to the 'Events' button above.

Environment
Action by the EU on environmental protection, climate change and clean energy.

Aid, Fundamental rights
EU promotion of fundamental rights, development and humanitarian aid, current and upcoming projects, partner organisations.

Food, Farming
Food protection and safety, animal welfare and plant health, forestry, organic farming, food waste, sustainability, responsible agencies and authorities.

Jobs at the European Commission
Permanent and temporary jobs, trainees to apply, EU careers office EPSO.

EU regional and urban development
EU support for job creation, economic growth, business competitiveness, and sustainable development.

Education and training opportunities, EU actions on schools, youth, higher education, adult learning and vocational training.

News
European Commission news, press releases and announcements.

Events
Upcoming events organised by the European Commission.

Publications
EU publications accessible from EU Bookshop and other sources.

Commission and its priorities Policies, information and services

English EN

European Commission >

Events
Check the calendar for upcoming events organised by the Commission, such as conferences, workshops and meetings.

Events
European Commission events

Share this page:

e-mail Facebook Twitter GooglePlus LinkedIn

Instead of taking people directly to the upcoming events as stated in the text, this link takes people to an intermediate landing page on which they have to click on 'Commission events' again.

Duplicate and overlapping titles, which are not very helpful when the person has already clicked on 'Events' on a European Commission page.

5. **EU events calendar is confusing and difficult to use.** People arriving on the EU events calendar were confused by the page design, the limited dropdown list of topics and the relationship between the different search options. One person even said “There’s no search option”.

The screenshot shows the EU events calendar interface. The top navigation bar includes links: Home, Highlights, Press releases, Calendar, Audiovisual, Press contacts, Press facilities, and About the EU. The main heading is "CALENDAR". Below it, there are two sections: "BROWSE FORTHCOMING EVENTS" and "BY MONTH".

In the "BROWSE FORTHCOMING EVENTS" section, there is a "By topic" dropdown menu. The list of topics is as follows:

- Choose a topic
- Choose a topic
- Agriculture, fisheries and food
- Business
- Culture, education and youth
- Economy, finance, tax and competition
- Employment and social rights
- Energy and natural resources
- Environment, consumers and health
- External relations and foreign affairs
- Institutional affairs
- Justice and citizens rights
- Regions and local development
- Science and technology
- Statistics
- Transport and travel

A red box highlights this list, with an arrow pointing to it from a text box that says: "Confusing topics list. There is no topic associated with media pluralism or democracy. One person said: 'This topic does not exist on this page'".

Below the topics list, there are buttons for "Today", "Next 7 days", "Next 30 days", and "Next 365 days".

In the "BY MONTH" section, there is a calendar view for November. The calendar shows dates from 1 to 30. A red box highlights the calendar, with an arrow pointing to it from the same text box.

At the bottom, there is a "Help us improve" section with a "Find what you wanted?" question, "Yes" and "No" radio buttons, a "What were you looking for?" text input field, and an "Any suggestions?" text input field.

People tried to use the “by month” feature to navigate to November events. However, changing the month did not change the events displayed.

The screenshot shows the EU events calendar interface. The top navigation bar includes links: Home, Highlights, Press releases, Calendar, Audiovisual, Press contacts, Press facilities, and About the EU. The main heading is "CALENDAR".

Below the navigation bar, there are two sections: "BROWSE FORTHCOMING EVENTS" and "BY MONTH".

In the "BROWSE FORTHCOMING EVENTS" section, there are three dropdown menus: "By topic", "By organiser", and "By type".

In the "BY MONTH" section, there is a calendar view for November. The calendar shows dates from 1 to 30. A red box highlights the calendar, with an arrow pointing to it from a text box that says: "People tried to use the 'by month' feature to navigate to November events. However, changing the month did not change the events displayed."

Below the calendar, there is a section titled "All forthcoming events". It includes buttons for "Today", "Next 7 days", "Next 30 days", and "Next 365 days".

The list of events is as follows:

- August 30 - September 02: Events/Conf/Fairs, European Commission, Agriculture, fisheries and food, Energy and natural resources, Science and technology. EU-AU-IIASA evidence and policy event. Ispra, Italy.
- September 05 - September 06: European Commission, Cork 2.0: European conference on rural development. Cork, Ireland.
- September 06: Events/Conf/Fairs, European Commission, Business, Economy, finance, tax and competition. Single market forum 2016-2017 stakeholder conference: What can a Services Passport achieve?

A red box highlights the first event, with an arrow pointing to it from the same text box.

At the bottom, there is a "Help us improve" section with a "Find what you wanted?" question, "Yes" and "No" radio buttons, a "What were you looking for?" text input field, and an "Any suggestions?" text input field.

		Bratislava, Slovakia	
October 26 Wed	October 28 Fri	Events/Conf/Fairs, European Commission, Business, Economy, finance, tax and competition, Environment, consumers and health 20th European Forum on eco-innovation	The information on this page is structured in a way that makes it difficult to scan.
		Tallinn, Estonia	
November 02 Wed	November 09 Wed	Events/Conf/Fairs, European Commission, Agriculture, fisheries and food, Business, External relations and foreign affairs Business delegation to Vietnam, Singapore and Indonesia: Call for expression of interest	Are these metadata?
		Vietnam, Singapore and Indonesia	
November 14 Mon	November 18 Fri	Events/Conf/Fairs, European Commission, Environment, consumers and health International product safety week	3 different locations are mentioned. What does this mean?
		Brussels, Belgium	
November 17 Thu	November 18 Fri	, European Commission, 2016 annual colloquium on fundamental rights: Media pluralism in democratic society	
		Brussels, Belgium	
December 05 Mon	December 08 Thu	Events/Conf/Fairs, European Commission, Energy and natural resources European nuclear safeguards training seminar	
		Brussels, Belgium	
December 05 Mon	December 09 Fri	Events/Conf/Fairs, European Commission, Culture, education and youth The European Vocational Skills Week	

6-annual-colloquium-fundamental-rights-media-pluralism-demo...

6. Pages leading to the answer (DG CNECT/DG JUST) difficult to scan. Page content with large blocks of text either caused task failure or slowed task completion times.

People landing on this page often missed the onward link which is hidden in a dense block of text.

Two people clicked on the image, assuming it was a link.

The Commission's Second Annual Colloquium on Fundamental Rights will focus on Media Pluralism and Democracy.

On World Press Freedom Day, May 3rd, the Commission announced that the theme of the 2016 Annual Colloquium on Fundamental Rights will be "Media Pluralism and Democracy".

The **second Annual Colloquium** will be held in Brussels on 17-18 November 2016. First Vice-President Frans Timmermans, Commissioner Günther Oettinger, and Commissioner Jourová will lead discussions with a wide range of experts on the key role in democratic societies of a free and pluralist media, and in particular digital media.

First Vice-President Timmermans said today: "World Press Freedom Day is an occasion to recall that media freedom and pluralism are essential safeguards for well-functioning democracies. Freedom of expression, media freedom and pluralism are enshrined in the EU Charter for Fundamental Rights and are at the core of the basic democratic values on which the European Union is founded." Commissioner Oettinger added: "Most of our Member States have high standards of media freedom and pluralism. However, we shouldn't take this situation for granted. The Colloquium will allow for an open exchange on the many different aspects of media pluralism in a digital world, and the modern media's role in our democratic societies. I look forward to discussing how to protect and promote pluralism and how to address the challenges and opportunities of a converged media environment."

The 2016 Colloquium will be based around interactive roundtable discussions with EU Institutions, Member States, NGOs, journalists, media representatives, companies, academics and international organisations. The wide range of topics for discussion will include: protecting and promoting media freedom and independence from state intervention and undue political or commercial pressures; empowering journalists and protecting them from threats of physical violence or hate speech; the role of the media and ethical journalism in promoting fundamental rights; and, how a pluralistic media environment can foster political debate on crucial issues for democratic societies.

The Commission's Annual Colloquium on Fundamental Rights, launched by First Vice-President Timmermans in 2015, aims to improve mutual and practical cooperation between different stakeholders. The Colloquium offers a space for

Share

Twitter feed:

- @DSMeu: DigitalSingleMarket @DSMeu Are you young? And do you want to launch your own business? New opportunities with @ECInnovation @YouthDay @startups amp.twimg.com/v/5a15f779-822
- 10m Kristalina Georgieva @KGeorgievaEU Great to see this concrete example of #EUbudgetresults coming straight from my home country. @ECInBulgaria twitter.com/DSMeu/status/7...
- Retweeted by DigitalSingleMarket
- 14m media.eu @MediaEu Have a look at the #ECPMF Resource Center. Full of great material on #MediaFreedom! rcmmediafreedom.eu @ECPMF pic.twitter.com/dTtpEv8AR
- Retweeted by DigitalSingleMarket
- 14m More tweets

Several people landed on this page but did not spot the answer. One person said: "Honestly, I do not find if I can...watch it online or not."

- The illustration serves no purpose and is a distraction
- The page is dominated by dense blocks of text.

European Commission > Justice > Newsroom > Fundamental rights > Events

HOME ALL TOPICS Search

FUNDAMENTAL RIGHTS

News
Events
Public consultations

17-11-2016

2016 Annual Colloquium on Fundamental Rights

Fundamental rights Colloquium

BRUSSELS, 17-18 November 2016

Media pluralism and democracy 17-18 November 2016, Brussels

On 17-18 November 2016 the second Annual Colloquium on Fundamental Rights will be held in Brussels. The 2016 Colloquium on Fundamental Rights will focus on "**Media pluralism and democracy**". First Vice-President Frans **Timmermans**, Commissioner Günther **Oettinger**, and Commissioner **Jurová** will lead discussions with a wide range of experts on the key role in democratic societies of a free and pluralist media, and in particular digital media.

The Colloquium will bring together, in an interactive roundtable discussion, EU institutions and Member States, NGOs, journalists, media representatives, companies and key academics and international organisations to reflect on a wide range of topics. These include, among others:

- how to protect and promote **media freedom and independence** from state intervention and from undue political or commercial pressures;
- how to **empower journalists and protect them** from threats of physical violence or hate speech;
- the role of media and **ethical journalism** in promoting fundamental rights;
- how can a pluralistic media environment foster political debate on **crucial issues for democratic societies**.

Programme

View the [programme](#) (696 kB)

Participation

The Commission Colloquia take the form of a round table interactive discussion with a limited number of key stakeholders to ensure that the diversity of voices around the table can be heard and in order to allow for a lively debate and an open exchange of views. Given the format of the event, participation is by invitation only.

The event will be web streamed to enable all interested persons to follow the discussions live. Participation via Twitter will also be possible.

Public consultation

A public consultation is now open to all until **21 July 2016 (deadline extended)** to gather input for the preparation of the discussions. Please use the following [link to submit your contribution](#).

Background on Commission Colloquia on Fundamental Rights

The Commission's Annual Colloquia on fundamental rights aim at improving mutual political engagement for the promotion and protection of fundamental rights in Europe through dialogue around fundamental rights issues where a variety of actors, including civil society, can get together around the same table and discuss concrete and workable actions to improve the fundamental rights situation in the EU.

The Commission's **first Annual Colloquium on fundamental rights** took place in October 2015. It focussed on "Tolerance and respect: preventing and combating antisemitic and anti-Muslim hatred in Europe". It led to a concrete set of actions to encourage a culture of inclusive tolerance and respect in the European Union. Progress on the implementation of these actions will be reported in the **2015 Report on the application of the EU Charter of Fundamental Rights**, which the Commission will adopt on 19 May 2016.

Further information

Dedicated hashtag, web streaming and all relevant Colloquium documents will be published on the event's website. Watch this space!

Instruction 7: Find the recording of the Natura 2000 award ceremony that took place on 23 May 2016 in Brussels.

7.1. Task reference

- Small task 28 from ‘EC-wide’ poll 2014 (Conferences, summits, meetings, events)

The instruction is intended to test how easily people can find the **proceedings, recording or minutes of a past Commission event**.

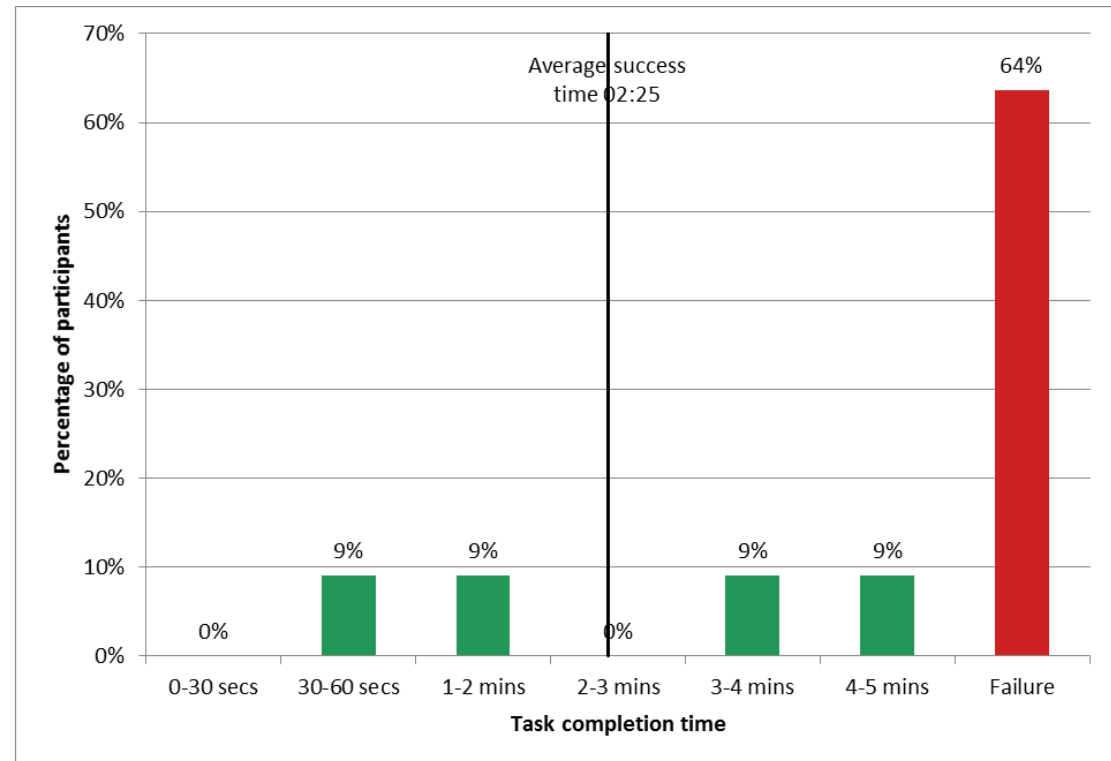
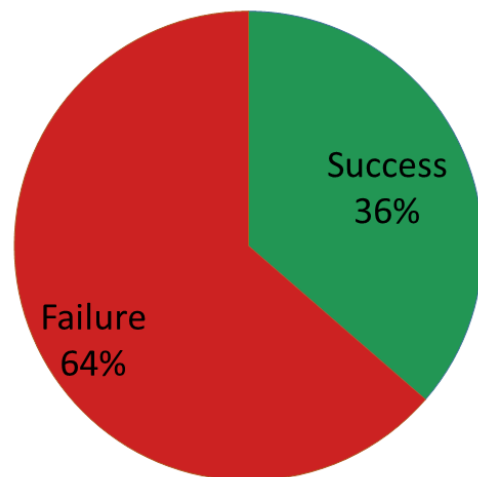
7.2. Correct answer and target page

<http://ec.europa.eu/avservices/video/player.cfm?ref=I119589>



7.3. Performance

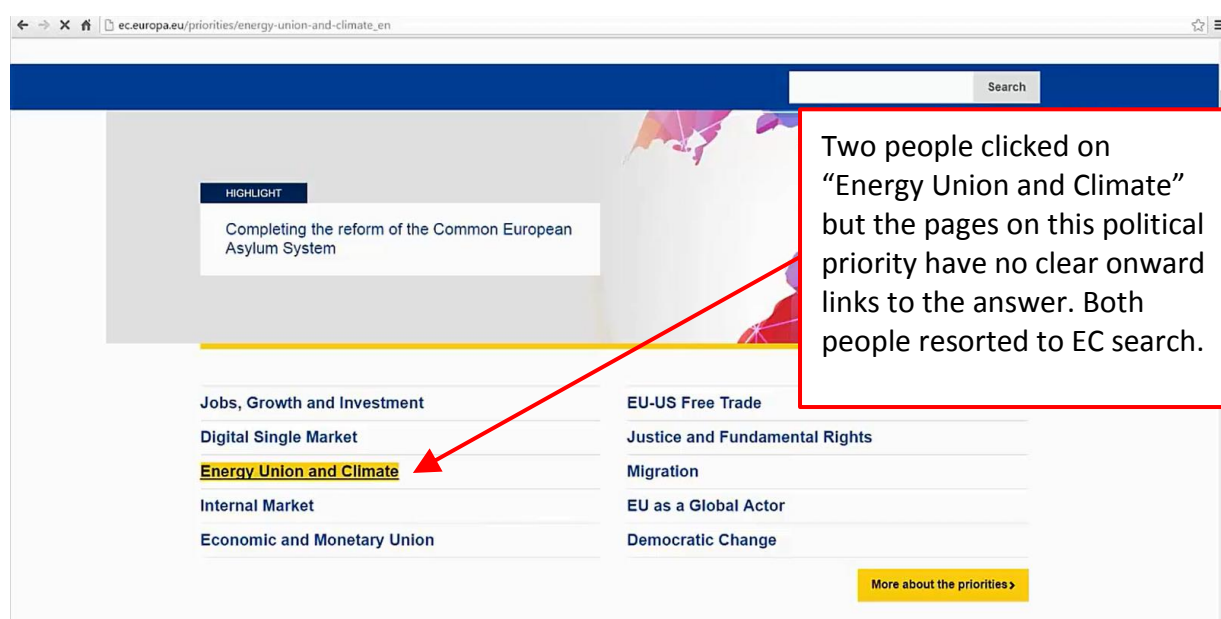
Instruction 7: Find the recording of the Natura 2000 award ceremony that took place on 23 May 2016 in Brussels



7.4. Findings

- The political priorities (homepage main navigation) are often assumed to be the main task navigation
- EC search returns poor results
- Promotional slideshow about the Natura 2000 award ceremony 2016 on Youtube leads to task failure
- DG ENVIRONMENT pages on the Natura 2000 award difficult to scan. Page structure caused task failure or slowed task completion times

1. The political priorities (homepage main navigation) are often assumed to be the main task navigation.



2. EC search returns poor results.

Search - European Commission

Search

Natura Event Brussels 23 May 2016

The search string includes the date '23 May 2016' but the dates highlighted in most search results are from July 2016.

What is the logic determining which keywords are highlighted? These words are not highlighted although they are in the search string.

WEB Events calendar - European Commission
ec.europa.eu/environment/nature/natura2000/platform/.../index_en.htm
11 Jul 2016 - Events Dates: 28 June - 1 July 2016 Location: Nîmes, France Dates: 21-23 June 2016 Location: Padova, Italy Dates: 15 - 17 June 2016 Location: Zandvoort, the Netherlands

WEB European Commission - Environment - LIFE Programme
ec.europa.eu/environment/life/index.htm
19 Jul 2016 - LIFE10 NAT/GR/000638) and Iberlince (LIFE10 NAT/ES/000570) - were among those recognised at the third **Natura 2000** awards ceremony in **Brussels**. The event, which was held

WEB Environment - LIFE : Events 2016
ec.europa.eu/environment/life/news/events/events2016/may.htm
20 Jul 2016 - Celebrating **Natura 2000** Day in May 2016 **21 May 2016**, Brussels and across Europe In May, people across Europe will get to celebrate the European Union's **Natura 2000** network

WEB Natura 2000 Award Ceremony | Newsroom
ec.europa.eu/newsroom/events/natura-2000-award-ceremony_en
15 Jul 2016 - Events/Conf/Fairs High level representatives of the Commission and the members of the high level Jury will reveal the winners of the 2016 **Natura 2000** Award at the much-awaited

WEB Networking events - European Commission
ec.europa.eu/environment/nature/natura2000/platform/.../index_en.htm
11 Jul 2016 - Dates: 21-23 June 2016 Location: Padova, Italy Dates: 15 - 17 June 2016 Location: Zandvoort, the Netherlands Dates: 14 - 16 June 2016 Location: Tallinn, Estonia (departure

WEB European Natura 2000 Award - European Commission
ec.europa.eu/environment/nature/natura2000/awards/index_en.htm
05 Jan 2016 - 2000 Award Get the recognition you deserve! **Natura 2000** Award 2016 - a wealth of experience to be discovered The 2016 winners have been announced The winners of the six 2015

WEB Four UK finalists in European Natura 2000 Award - 2016 | United...
ec.europa.eu/.../four-uk-finalists-european-natura-2000-award-2016_en
15 Jul 2016 - cooperation) at a ceremony in **Brussels** on **23 May 2016**. The event is open to the press and the public. Online registration is open until 8 May. **Natura 2000** is the centrepiece

Search

natura 2000 recording

Search options

Date

Older pages appear at the top of the search results.

Titles lead from the general, and should lead from the specific.

(271)

EU in the world (4)

Functioning of the EU (54)

Health, Wellbeing & Consumer Protection (32)

Infrastructure, research & innovation (23)

Life & Rights in the EU (1)

Media, culture & languages in the EU (1)

Others (3)

Work & Education (5)

WEB Human Activities in Natura 2000 Sites: A Highly Diversified Con...
ec.europa.eu/.../human-activities-natura-2000-sites-highly-diversified-conservation-network
12 Jul 2013 - JOINT RESEARCH CENTRE The European Commission's science and knowledge service en
Human Activities in **Natura 2000** Sites: A Highly Diversified Conservation Network Mega menu

WEB European Commission - PRESS RELEASES - Press release - Environm...
ec.europa.eu/rapid/press-release_IP-08-1956_en.htm
12 Dec 2008 - in Europe, presenting a mosaic of coastal habitats. The Commission is planning a further update
of the EU lists by the end of 2009. For full details of the updated lists see

WEB Management Guidance - Natura 2000 and Forests - Environment - E...
ec.europa.eu/environment/nature/natura2000/management/.../faq_en.htm
08 Jun 2016 - signals when the deterioration may occur. The conservation degree of a particular species or
habitat type in a **Natura 2000** site is recorded and kept up-to-date in the Standard

WEB EUROPA - Environment - Newsletters - NATURA Issue 5
ec.europa.eu/environment/nature/info/pubs/docs/.../nat05_en.htm
13 May 2004 - large the local inhabitants held the reintroduction to be very positive: when an isolated male
chamois occupied a rocky hill near Paganica (Gran Sasso), the villagers practically

WEB Alpine Freshwater Habitats - River Restoration Workshop - Europ...
ec.europa.eu/.../128_alpine_freshwater_habitats_river_revitalisation_en.htm
11 Jul 2016 - coordinated by the State Nature Conservancy of the Slovak Republic). The purpose of the
workshop was to increase awareness and to stimulate collaborative action to address

WEB European Commission - Environment - LIFE Programme
ec.europa.eu/environment/life/index.htm

Press | Archives | A-Z Index | Sitemap | About this site | Legal notice

EUROPEAN COMMISSION

European Commission > Search

Search

Natura 2000 on 23 May 2016

Search options

Date

All

Language

English

File formats

All

Filter by

Business & industry (5)

Economy, finance and investment (2)

Environment, food & natural resources (57)

WEB European Commission - Environment - LIFE Programme
ec.europa.eu/environment/life/index.htm
05 Aug 2016 - Vote now for your favourite **Natura 2000** project 15 April 2016 The 2016 edition of the
Natura 2000 Awards is underway. Join those showing their appreciation for **Natura 2000**

WEB Events calendar - European Commission
ec.europa.eu/environment/nature/natura2000/platform/.../index_en.htm
02 Aug 2016 - Location: Hotel Legoland, Billund, Denmark Dates: 14 - 16 June 2016 Location: Tallinn,
Estonia (departure) Date: 23 May 2016 Location: European Commission (Charlemagne)

WEB 2016 Award Ceremony - European Natura 2000 Award
ec.europa.eu/environment/nature/natura2000/awards/.../award-ceremony
01 Oct 2015 - edition Award ceremony Subscribe to **Natura 2000** Award e-newsletter **Natura 2000**"
href http://www.linkedin.com/groups/Natura-2000-N2K-International-share-1968616/about> **Natura**

WEB Natura 2000 Award Ceremony | Newsroom
ec.europa.eu/newsroom/events/natura-2000-award-ceremony_en

The third result leads to the answer, but the date mentioned in the title (2016) does not correspond to the date mentioned underneath (2015). This participant did not click on any of these results.

Press | Archives | A-Z Index | Sitemap | About



EUROPEAN COMMISSION

European Commission > Search

Search

Natura Event Brussels 23 May 2016 recording

Search options

Date
All

Language
English

File formats
All

WEB Forests - Environment - European Commission
ec.europa.eu/environment/forests/conference.htm
01 Jan 2012 - tools Forests #BeyondWood - policy conference in **Brussels**, Monday 23 May 2016 190 delegates representing EU Member States, regional and local authorities, forest managers

WEB Environment - LIFE : News
ec.europa.eu/environment/life/news/index.htm
19 Jul 2016 - Three LIFE projects win at **Natura 2000 Awards 30 May 2016** The actions of three LIFE projects - ELIA (LIFE10 NAT/BE/000709), Safeguard LVFG (LIFE10 NAT/GR/000638) and Iberlince

The first result for this very logical search string leads to a page about a different conference held on 23 May 2016. The participant doesn't notice, finds the wrong video and provides the wrong answer.

3. Promotional slideshow about the Natura 2000 award ceremony 2016 on Youtube leads to task failure.

Google search results for "natura 2000 2016 ceremony". The search bar shows the query. Below the search bar, the results are displayed. The first result is a video titled "Ceremony of the European Natura 2000 Award, Edition 2016 -..." with a thumbnail showing people at an event. The URL is <https://www.youtube.com/watch?v=i94NqRRXF64>. The video is from 2016, uploaded by adelphi, Berlin. The description states: "European Commission Natura 2000 is the centrepiece of EU's nature and biodiversity policy ...".

Below this result is another video titled "Ceremony of the European Natura 2000 Award, Edition 2015 -..." with a thumbnail showing a group of people. The URL is <https://www.youtube.com/watch?v=udK9sf-KLYY>.

A red box highlights the first video result. A red arrow points from this box to a YouTube video player. The video player shows a promotional slideshow for the Natura 2000 Award. The title of the video is "Ceremony of the European Natura 2000 Award, Edition 2015". The video is from 2015, uploaded by adelphi, Berlin. The video shows a slideshow of photos of the event. The text "The European Natura 2000 Award" is visible on the screen. The video is 1:30 long. The video is titled "Ceremony of the European Natura 2000 Award, Edition 2015". The video is from 2015, uploaded by adelphi, Berlin. The video shows a slideshow of photos of the event. The text "The European Natura 2000 Award" is visible on the screen. The video is 1:30 long. The video is titled "Ceremony of the European Natura 2000 Award, Edition 2015". The video is from 2015, uploaded by adelphi, Berlin. The video shows a slideshow of photos of the event. The text "The European Natura 2000 Award" is visible on the screen. The video is 1:30 long.

Several people arrived at a promotional slideshow of photos of the event via Google. Although the slideshow is not a recording of the event, most people assumed it was. The slideshow also does not mention the winners.

4. DG ENVIRONMENT pages on the Natura 2000 award difficult to scan. Page structure caused task failure or slowed task completion times.


Some people clicked on this image, which links to a Youtube slideshow on the event, not the recording.

The link to the answer is hard to spot, leading to task failure or slowing down task completion times.

Duplicate content
Both these pages contain:

- the same quote from the Commissioner's speech
- the list of winners
- the same images.


About this site | Sitemap | Legal notice | Cookies | Contact | Search | English (en)



ENVIRONMENT

EUROPEAN NATURA 2000 AWARD

European Commission > Environment > Nature > Natura2000 > ... > Archives > 2016 > 05



HOME

NATURA 2000 NETWORK

THE AWARD

HOW TO APPLY

2016 EDITION

PROMOTIONAL MATERIAL

NEWS

Newsletter

Press releases

USEFUL LINKS

PREVIOUS EDITIONS

CONTACT US

Subscribe to Natura 2000 Award e-newsletter

in Natura 2000

f EU Environment

EU Environment

Commission awards exemplary projects protecting nature across Europe

23/05/2016
Brussels, 24 May 2016

EU Environment, Maritime Affairs and Fisheries Commissioner Karmenu Vella announced the winners of the third edition of the Natura 2000 Awards. The six winners include projects from Bulgaria, Latvia, Spain, the United Kingdom and cross-border projects from Belgium and France as well as Greece, Bulgaria, Hungary, Finland and Norway.

The annual Natura 2000 Awards recognise conservation achievements across the EU and raise awareness about initiatives that protect nature across Europe, benefitting citizens' quality of life as well as the economy on which their prosperity depends.

Natura 2000 is a network of over 27 000 protected sites that covers 18 % of EU land territory and more than 5 % of its marine areas. The aim of the network is to protect and enhance Europe's natural heritage, securing the long-term survival of Europe's most valuable and threatened species.

The six winners, chosen from a shortlist of 24 finalists, include projects from Bulgaria, Latvia, Spain, the United Kingdom and cross border projects from Belgium and France as well as Greece, Bulgaria, Hungary, Finland and Norway.

Environment, Maritime Affairs and Fisheries Commissioner Karmenu Vella announcing the winners at a ceremony in Brussels on 23 May said: "I am once again honoured to be here tonight to recognise the fantastic work undertaken by the winners and all of the finalists in preserving our common natural heritage. These initiatives have gone a long way towards ensuring that nature's benefits keep flowing for many years to come. This year, over 37 000 people cast a vote for their favourite project to win the EU Citizens' Award, which is a 50 % increase from last year. This goes to show just how important these awards are for increasing awareness about Europe-wide efforts to promote biodiversity."

This year, European Citizens' Award goes to the [Spanish conservation initiative to save the Iberian lynx](#) – the world's most threatened cat species – from extinction. The programme, implemented with the help of funding from the EU LIFE Fund, captured the public attention and won with a total of almost 6 000 votes.

And the winners in the other five categories are...

The **Conservation Award** went to an initiative on [Blanket bog restoration in Dove Stone](#) in the United Kingdom, implemented by the Royal Society for the Protection of Birds and the water company United Utilities. With the help of local volunteers, the project succeeded in restoring a very rare habitat – blanket bogs – in Dove Stone Natura 2000 site and also improved local water quality.

The project [For the Balkans and the People: Nature Protection and Sustainable Rural Development](#) in Bulgaria won the **Socio-Economic Benefits Award** for demonstrating that nature conservation and economic development can go hand-in-hand and are mutually dependant. This initiative implemented by a coalition of NGOs has helped farmers and micro- and small enterprises from the Balkan Mountains to market their products and promote eco-tourism. It has also introduced a "Payment for Ecosystem Services" scheme, which ensures that protecting essential grasslands and water ecosystems provides local businesses with economic benefits.

Video: <https://www.youtube.com/watch?v=38GtBFJSEU>

The **Communication Award** went to the [Nature Concerthall](#) project in Latvia implemented by the Nature Concerthall Association, for their efforts to improve public knowledge about nature and biodiversity in an innovative and artistic way. As a result of unique cooperation between musicians and scientists, artistic events have been organised at or near Natura 2000 sites, dedicated each year to a particular species or habitat. Over the past ten years they have attracted tens of thousands of visitors, improving their knowledge of nature protection, and promoting environmentally-friendly behaviour.

Video: <https://vimeo.com/14386296>

The **Reconciling interests/perception** award goes to the project [Creating green corridors for biodiversity under high-tension lines between Belgium and France](#). Implemented by two electricity transmission system operators, ELIA and RTE with the support of LIFE funding, this initiative tested a nature-based approach to overcoming the challenges of power supply in forested areas. Their approach not only enhanced biodiversity and landscapes, but also made long run economic sense.

Video: <https://vimeo.com/83664498>

The project to [preserve the lesser white-fronted goose](#), Europe's rarest waterbird, won the **Cross-border Cooperation and Networking award**. Partners from Bulgaria, Finland, Greece, Hungary, Norway, and 15 other countries combined their efforts on urgent conservation actions along the bird's flying route, while also focusing on policy work, awareness-raising, vocational training and environmental education.

Video: <https://www.youtube.com/watch?v=qa4npQd4v0>

Background

The Award is open to anyone directly involved in the EU's Natura 2000 – businesses, government bodies, NGOs, volunteers, land owners, educational institutions or individuals. A total of 83 applications from across Europe were received this time. From these, a shortlist of 24 applications was established. A high-level jury then selected the winners.

Further information:

Pictures from the ceremony and the winning sites can be downloaded here:


Link: http://ec.europa.eu/environment/nature/natura2000/awards/2016-edition/award-ceremony/index_en.htm

Video footage from the ceremony is available here:

Link: <http://ec.europa.eu/ao-services/vidtool/player.cfm?ref=119589>

More information about the winners and the role that Natura 2000 sites play in helping to protect Europe's biodiversity: <http://ec.europa.eu/environment/nature/natura2000/awards/>

More information about Nature in Europe: http://ec.europa.eu/environment/nature/natura2000/index_en.htm



Last modified: 21/June/2016. 100

Some people landed on this press release about the event through EC search and missed the onward link at the bottom of the page.

Instruction 8: *What partnership was launched during the 5 July weekly meeting of the European Commissioners?*

8.1. Task reference

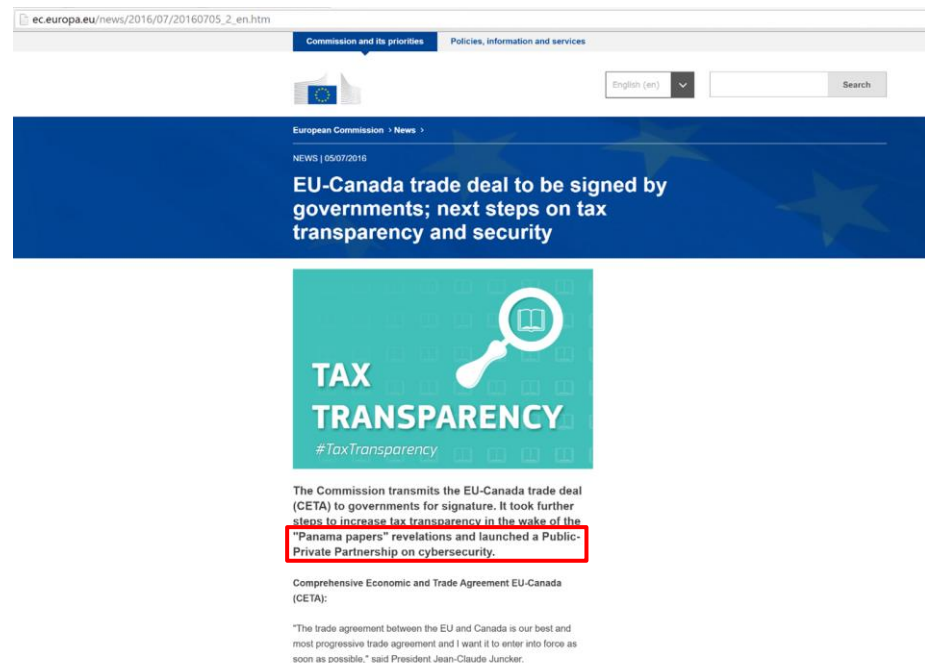
- Medium task 9 from 'EC-wide' poll 2014 (EU news, announcements, press releases)

The instruction is intended to test how easily people can find a **news report on a weekly Commissioners' meeting**.

8.2. Correct answer / target page

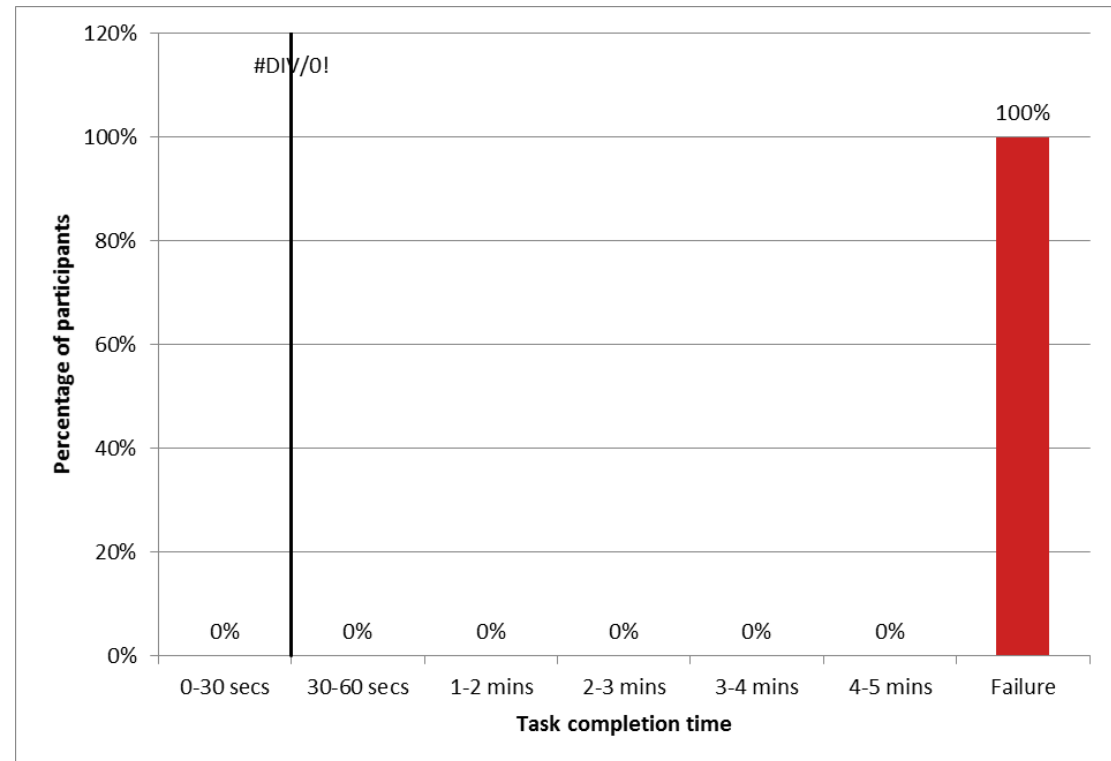
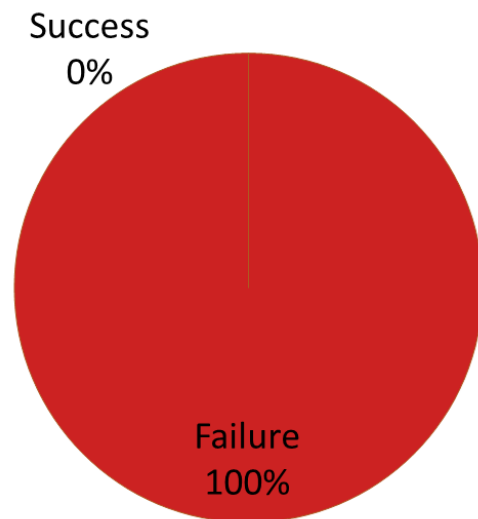
http://ec.europa.eu/news/2016/07/20160705_2_en.htm

Answer= Public-Private Partnership on cybersecurity



8.3. Performance

Instruction 8: What partnership was launched during the 5 July weekly meeting of the European Commissioners?



8.4. Findings

- No obvious navigation options from the Commission homepage
- EC search returns poor results
- ‘Register of documents’ database: confusing page layout and internal jargon used in document titles
- ‘Agenda for the 5th July meeting’ page: no obvious onward path to solve the task.

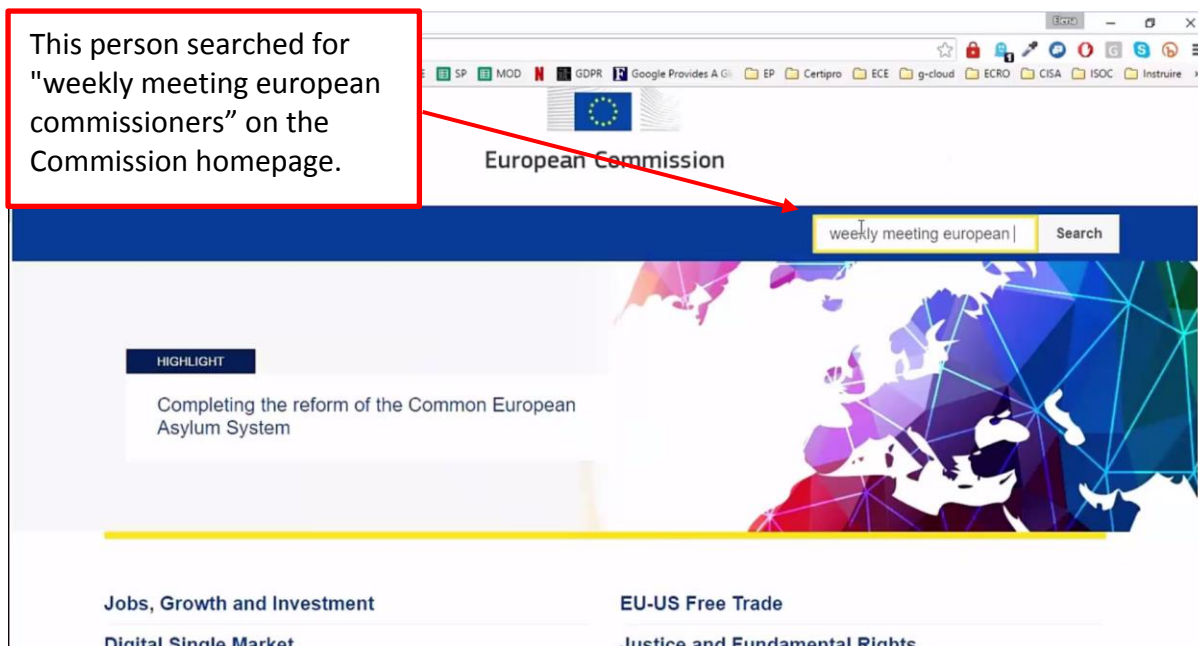
1. No obvious navigation options from the Commission homepage.

The screenshot shows the European Commission homepage. Annotations in red boxes and arrows highlight specific areas:

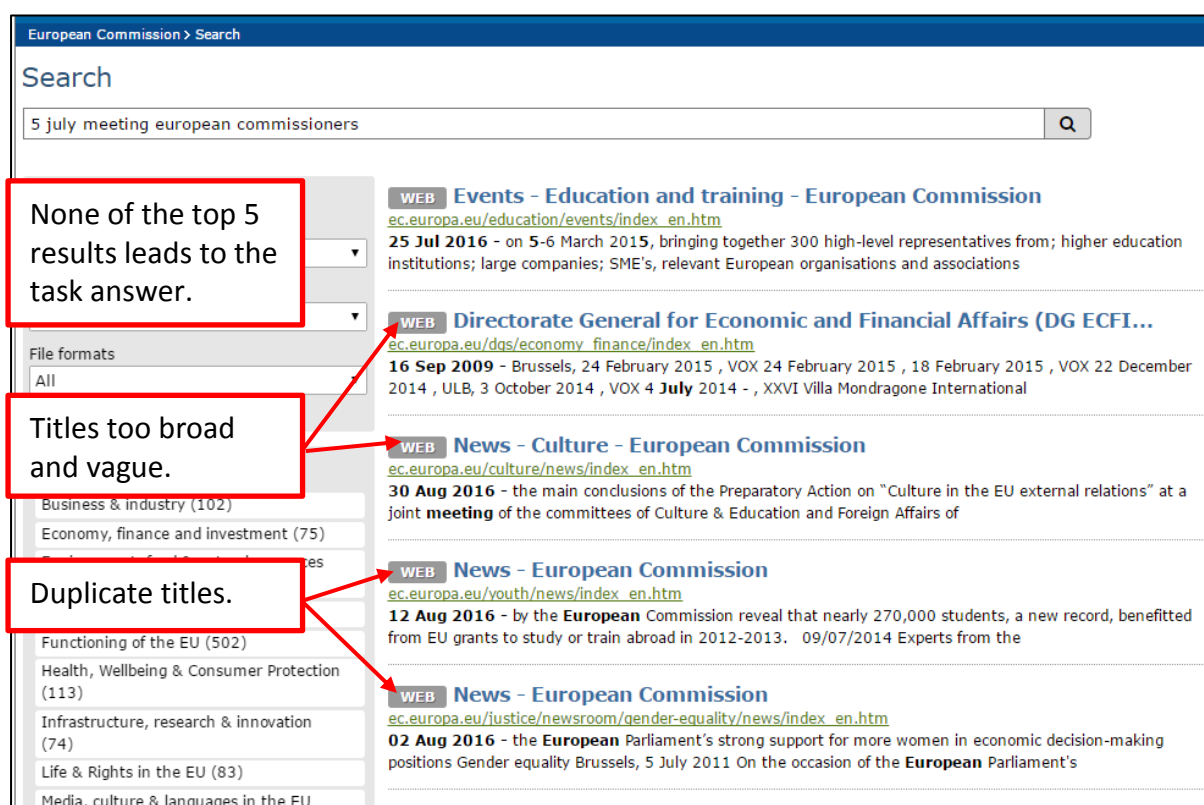
- Top navigation bar:** A red box highlights the 'Commission and its priorities' and 'Policies, information and services' tabs. An arrow points to the 'Policies, information and services' tab with the text: "Some people scrolled up and down and then resorted to EC search having found no onward path."
- Policy areas:** A red box highlights a list of policy areas including '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', and 'Democratic Change'. An arrow points to this list with the text: "Several others clicked on the labels/links below, assuming they would offer an onward path."
- Commission at work:** A red box highlights the 'Commission at work' link under the 'President Juncker' section.
- The Commissioners:** A red box highlights the 'The Commissioners' section, with an arrow pointing to a 'More about the Commission' link.
- Contact:** A red box highlights the 'Contact' section, which includes links for 'EU local offices and information points', 'Commission staff', 'Contact guide by Commission activity', and 'Press contacts'.
- Latest:** A red box highlights the 'Latest' section, which includes links for 'All news', 'Press release', 'Weekly meeting', and 'News'.
- Social media:** A red box highlights the 'Follow the latest progress and get involved' section, which includes links for Facebook, Twitter, LinkedIn, and Instagram.

A red box at the bottom right highlights the 'All news' link with the text: "Nobody clicked on 'All news', which was a possible route to the answer."

This person searched for "weekly meeting european commissioners" on the Commission homepage.



2. EC search returns poor results.



Auswählen

Press | Archives | A-Z Index | Sitemap | About this site | Legal notice

EUROPEAN COMMISSION

European Commission > Search

Search

commissioners meeting 5 july 2016

Very poor results for a logical search string 'commissioners meeting 5 July 2016'.

Title too broad and vague.

Results from 2012 and 2015?

Filter by

Business & industry (37)

WEB **EUROPA - EU Newsroom**
europa.eu/newsroom/home_en
08 Dec 2016 - Family photo 25/07/2016 Council TV Family photo at the Informal European Affairs Ministers meeting on 24-25 July 2016, in. Roundtable with candidate countries 25/07/2016 Council

WEB **Internal Market | European Commission**
ec.europa.eu/priorities/internal-market_en
09 Dec 2015 - Markets Union: new rules to support investment in venture capital and social enterprises press release 5 July 2016 Commission strengthens transparency rules to tackle terrorism

WEB **European Neighbourhood Policy and Enlargement Negotiations - La...**
ec.europa.eu/enlargement/news_corner/news/index_en.htm
03 Apr 2012 - 07/2016 Strasbourg, 5 July 2016 - The European Commission and High Representative put forward today a Joint Communication on security sector reform and a legislative proposal

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EUROPEAN COMMISSION

European Commission > Search

Search

july weekly meeting

Most people did not mention '2016' in the search string, indicating that they expect only current-year results to be provided. Google provided only current-year results even if '2016' was not mentioned.

Title too broad and vague.

Results from 1980?

Title too broad and vague.

Filter by

(272)

WEB **EUROPA - EU Newsroom**
europa.eu/newsroom/home_en
08 May 2016 - Press briefing, those topics has been touched on: ANNOUNCEMENTS. Extracts from the read-out of the weekly meeting of the Juncker Commission by Frans Timmermans, Vice-President

WEB **EC Audiovisual Service - Photo**
ec.europa.eu/avservices/photo/
01 Jan 1980 - least one of the words With the exact phrase Without the words Date from Date to Thematic Location Commissioners / Personalities Thesaurus Latest photo reports 28/07/2016

WEB **Audiovisual | Newsroom**
europa.eu/newsroom/audiovisual
05 Aug 2016 - EC Audiovisual services Read-out of the weekly meeting of the Juncker Commission by Frans Timmermans, and Kristalina Georgieva, Vice-Presidents of the EC 27/07/2016 EC Audiovisual

WEB **EC Audiovisual Service - Audio**
ec.europa.eu/.../audioDetails.cfm?ref=I-124987&sitelang=en

No autocorrect. Person writes 'commision' instead of 'commission'. This person resorted to Google and entered the same search string. Google ignored the spelling mistake (see below).

European Commission > Search

Search

5 july meeting european commision

Unclear, jargon-based results full of abbreviations.

File formats

All

Filter by

- Business & industry (2)
- Economy, finance and investment (2)
- Environment, food & natural resources (2)
- Functioning of the EU (1)

WEB BG-10-2014
ec.europa.eu/research/participants/portal/.../539-bg-10-2014.html
14 Jul 2016 - outputs. In addition, the limited availability of appropriate production and socio-economic data hampers the development of reliable models and prediction tools. **Meeting** these

WEB H2020-EURO-2014-2015
ec.europa.eu/research/participants/portal/.../h2020-euro-2014-2015.html
14 Jul 2016 - project will contribute to: improving innovation capacity and the integration of new knowledge (strengthening the competitiveness and growth of companies by developing innovations

WEB H2020-REFLECTIVE-2014-2015
ec.europa.eu/research/.../h2020-reflective-2014-2015.html
14 Jul 2016 - 2.1. In the proposal template, you are asked to describe how your project will contribute to: improving innovation capacity and the integration of new knowledge (strengthening

WEB FCH-01.2-2014
ec.europa.eu/research/participants/portal/.../943-fch-01.2-2014.html
14 Jul 2016 - methods of cell components, cells, stacks and/or stack modules (core power generation units)

https://www.google.bg/webhp?sourceid=chrome-instant&ion=1&espy=2&ie=UTF-8#q=5%20july%20meeting%20european%20commision

Google

5 july meeting european commision

Търсене

Всичко Изображения Новини Карти Видеоклипове Още ▾ Инструменти за търсене

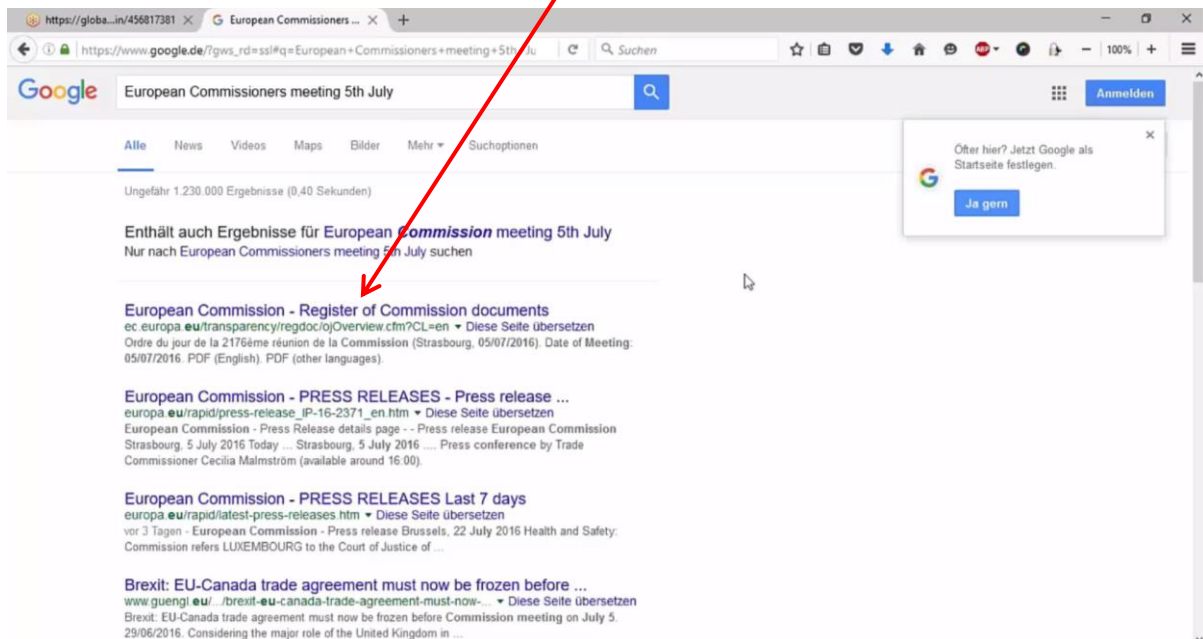
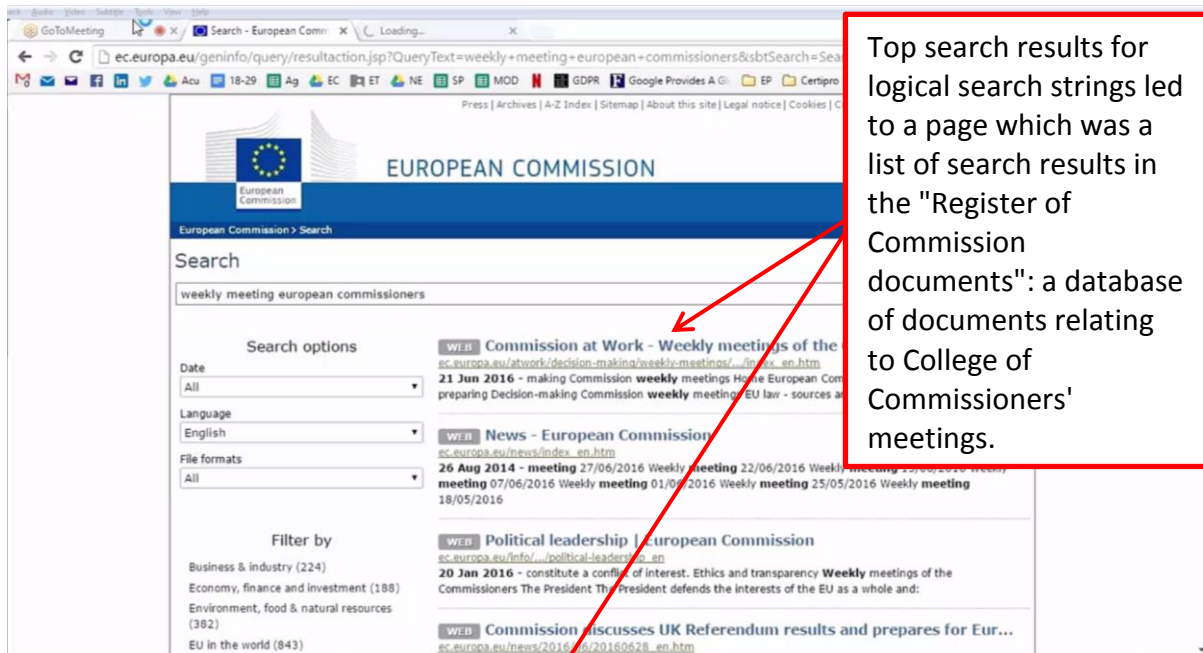
Около 3 440 000 резултата (0,45 секунди)

European Union Research - councilforeuropeanstudies.org
 Реклама www.councilforeuropeanstudies.org/
 Council for European Studies funds research on Europe. Learn more!
 Membership Grants & Awards
 European Immigration Dissertation Completion

European Commission - PRESS RELEASES Last 7 days
europa.eu/rapid/latest-press-releases.htm ▾ Превод на страницата
 European Commission - Press release Brussels, 20 July 2016 The European ... new aid for the war-torn country worth €194 million (USD 215,5 million).

European Commission - PRESS RELEASES Daily News

3. 'Register of documents' database: confusing page layout and internal jargon used in document titles



6 people arrived in this database, either on a page with a list of meeting minutes, or a page with a list of meeting agendas. The pages have a number of usability issues.

All failed to complete the task.

Results are presented in French (no warning of a change of language or offer of other languages is presented)

All document titles start with a code including the French abbreviations 'PV' (Procès Verbal) or 'OJ' (Ordre du Jour).

The only onward paths are PDFs which do not contain the answer to this task.

REGISTER OF COMMISSION DOCUMENTS

European Commission > Transparency > Access to documents > Register of Commission documents > Search

Search result

Number of documents matching the search criteria: 67/2
(Showing page 1 of 68)

[Change search criteria](#)

Document reference number	Responsible DG	Date of publication
PV(2016)2175/F1	SG (Secretariat-General)	13/07/2016
Procès-verbal de la 2175ème réunion de la Commission (Bruxelles, 27 juin 2016) Date of Meeting: 27/06/2016		
PDF (English) PDF (other languages)		
PV(2016)2174/F1	SG (Secretariat-General)	06/07/2016
Procès-verbal de la 2174ème réunion de la Commission (Bruxelles, 22 juin 2016) Date of Meeting: 22/06/2016		
PDF (English) PDF (other languages)		
PV(2016)2173/F1	SG (Secretariat-General)	06/07/2016
Procès-verbal de la 2173ème réunion de la Commission (Bruxelles, 15 juin 2016) Date of Meeting: 15/06/2016		

Document search

Number of documents matching the search criteria: 67/2
(Showing page 1 of 18)


[Change search criteria](#)

Document reference number	Responsible DG	Date of publication
OJ(2016)2179/F1	SG (Secretariat-General)	26/07/2016
Ordre du jour de la 2179ème réunion de la Commission (Bruxelles, 27/07/2016) Date of Meeting: 27/07/2016		
PDF (English) PDF (other languages)		
OJ(2016)2178/F1	SG (Secretariat-General)	19/07/2016
Ordre du jour de la 2178ème réunion de la Commission (Bruxelles, 20/07/2016) Date of Meeting: 20/07/2016		
PDF (English) PDF (other languages)		
OJ(2016)2177/F1	SG (Secretariat-General)	12/07/2016
Ordre du jour de la 2177ème réunion de la Commission (Bruxelles, 13/07/2016) Date of Meeting: 13/07/2016		
PDF (English) PDF (other languages)		
OJ(2016)2176/F1	SG (Secretariat-General)	04/07/2016
Ordre du jour de la 2176ème réunion de la Commission (Strasbourg, 05/07/2016) Date of Meeting: 05/07/2016		
PDF (English) PDF (other languages)		
OJ(2016)2175/F1	SG (Secretariat-General)	27/06/2016
Ordre du jour de la 2175ème réunion de la Commission (Bruxelles, 27/06/2016) Date of Meeting: 27/06/2016		
PDF (English) PDF (other languages)		
OJ(2016)2174/F1	SG (Secretariat-General)	21/06/2016
Ordre du jour de la 2174ème réunion de la Commission (Bruxelles, 22/06/2016) Date of Meeting: 22/06/2016		
PDF (English) PDF (other languages)		

4. 'Agenda of the Commissioners' page: no obvious onward path to solve the task.

Several participants tried to navigate to the answer via the Commission homepage following the path below.

on is the executive of the European
notes its general interest.



The Commissioners

The Commission is composed of the College of Commissioners of 28 members, including the President and Vice-Presidents. The Commissioners, one from each EU country, are the Commission's political leadership during a 5-year term. Each Commissioner is assigned responsibility for specific policy areas by the President.

How we work	Structure
Procedures	Agenda
Transparency	History

On The Commissioners page they clicked on the link for Agenda.

When using the date filter, many events happening at the same date are displayed.

Most of the calendar items are not clickable.

Refine

Start date: 05/07/2016

End date: 25/07/2017

Commissioner: - Any -

Reset

239 calendar items

Between 5 July 2016 and 25 July 2017

Mon - Tue
04-05 Jul

AGENDA
Speaking at the event on EU Humanitarian Aid for Refugees/Support Refugees campaign (Lyon)
With: Christos Stylianides

Tue
05 Jul

AGENDA
Addresses the Strasbourg Plenary on the review of the Dutch Presidency of the Council of the EU and on the conclusions of the European Council and Informal Meeting of the 27 Heads of State or Government of 28 and 29 June, in Strasbourg
With: Jean-Claude Juncker

Calendar items are hard to scan due to:

- Use of jargon words ('college meeting' and 'college of commissioners') instead of 'commissioners meeting'.
- Absence of meeting subject.
- Items starting with a verb in third person singular ('speaking', 'addresses', 'takes part', etc). Who is being referred to?

239 calendar items

"Between 5 July 2016 and 25 July 2017"

Mon - Tue
04-05
Jul

AGENDA
Speaking at the event on EU Humanitarian Aid for Refugees/Support Refugees campaign (Lyon)

With: *Christos Stylianides*

Tue
05
Jul

AGENDA
Addresses the Strasbourg Plenary on the review of the Dutch Presidency of the Council of the EU and on the conclusions of the European Council and Informal Meeting of the 27 Heads of State or Government of 28 and 29 June, in Strasbourg

With: *Jean-Claude Juncker*

Tue
05
Jul

AGENDA
in Strasbourg, France: takes part in the College meeting and in various meetings with MEPs

With: *Carlos Moedas*

This agenda item mentions the answer. This person complained that he could not click to see the agenda item in more detail.

With: *Jean-Claude Juncker*

Tue
05
Jul

AGENDA
in Strasbourg, France: participates in the Conference of Committee Chairs of the European Parliament

With: *Kristalina Georgieva*

Tue
05
Jul

AGENDA
Meeting with ITRE MdEPs

With: *Günther Oettinger*

Tue
05
Jul

AGENDA
Signature of Cybersecurity PPP

With: *Günther Oettinger*

Tue
05
Jul

AGENDA
in Strasbourg, France: attends the European Parliament Plenary session debate on the preparation of the post-electoral revision of the MFF 2014-2020: Parliament's input ahead of the Commission's proposal

With: *Kristalina Georgieva*

Tue
05
Jul

AGENDA
Participates at the EP Plenary session on the European Border and Coast Guard, Strasbourg

With: *Dimitris Avramopoulos*

Tue

AGENDA
Attends the College of Commissioners' meeting in

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: 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.⁷)
- 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'⁸. 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 identified⁹ 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

⁷ Depending on the survey, data on occupation varies.

⁸ For certain classes, analysis might show that another element is also important, e.g 'age' for the class 'education'.

⁹ 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)

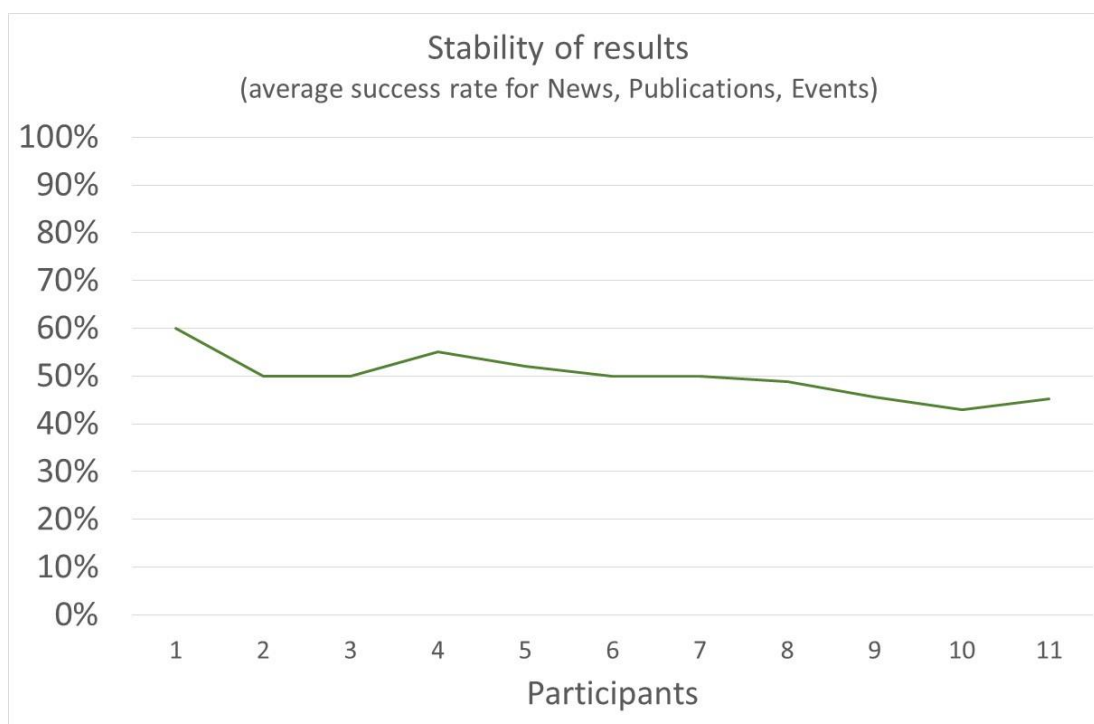
the test or there are insurmountable technical difficulties, a replacement participant is found with the same profile.

Ideal mix of profiles & actual mix:

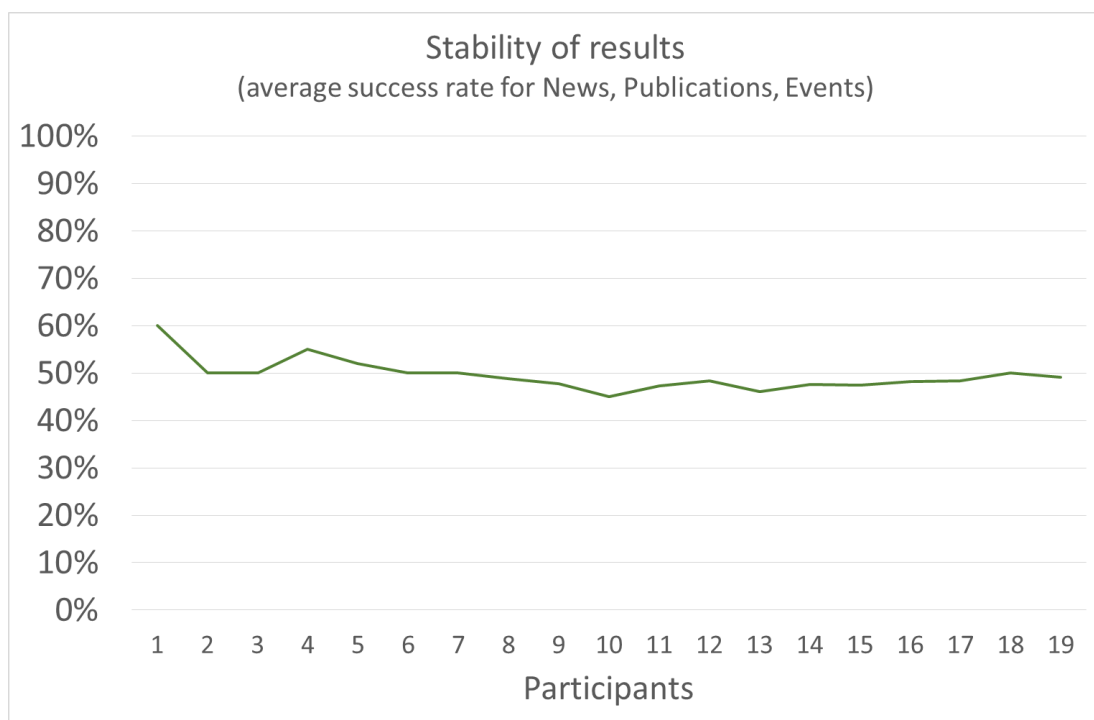
	Profile mix for the class			Profile mix requested by SPP	
	EC-wide 2014 poll results	Ideal mix of participants	Actual number of participants	Ideal mix of participants	Actual number of participants
Occupation					
Economist	8%	1	0	1	0
Journalist, media professional	5%	1	1	3	3
Lawyer, legal professional	10%	1	1	4	4
Lobbyist, interest representative	5%	1	1	3	4
Policy maker	7%	1	1	1	1
Teacher, professor, researcher (academia)	24%	3	2	1	2
Business	27%	4	2	3	2
Non-business	2%	0	0	0	0
Other professional	11%	2	3	1	3
Total		13	11	18	19
Frequency of web visit					
Daily	15%	3	5	4	5
Weekly	35%	5	9	8	9
Monthly	21%	3	4	4	4
Infrequently	18%	3	1	4	1
First time	7%				
Total		15	19	20	19
Employment status					
Employed	59%	11	13	15	13
Self-employed	12%	2	6	3	6
Student	9%	2	0	2	0
Total		15	19	20	19
Workplace					
Private companies	46%	6	9	8	9
Public institutions	40%	5	7	7	7
Non-profit	14%	2	3	3	3
Total		13	19	18	19
EU / non-EU					
EU	86%	13	19	17	19
Rest of Europe	14%	2	0	3	0
Total		15	19	20	19

Annex 3: Stability of results

1. Results for the 11 test volunteers considered to be the representative mix for the class 'News, Publications, Events'



2. Results for the profile mix requested by the SPP

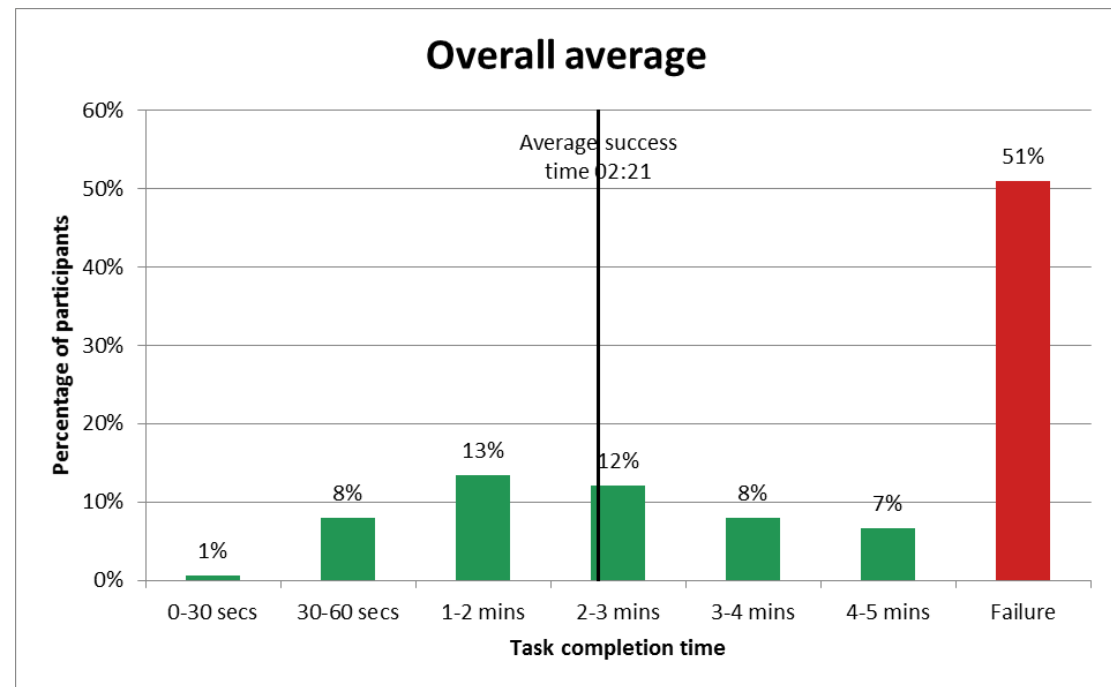
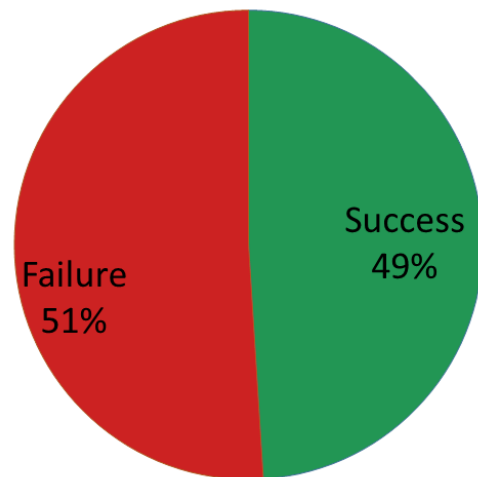


Annex 4: Results and charts for profile mix requested by SPP

For detailed findings, please refer to the main report.

A. Overall results

Performance (success, failure, task completion time)



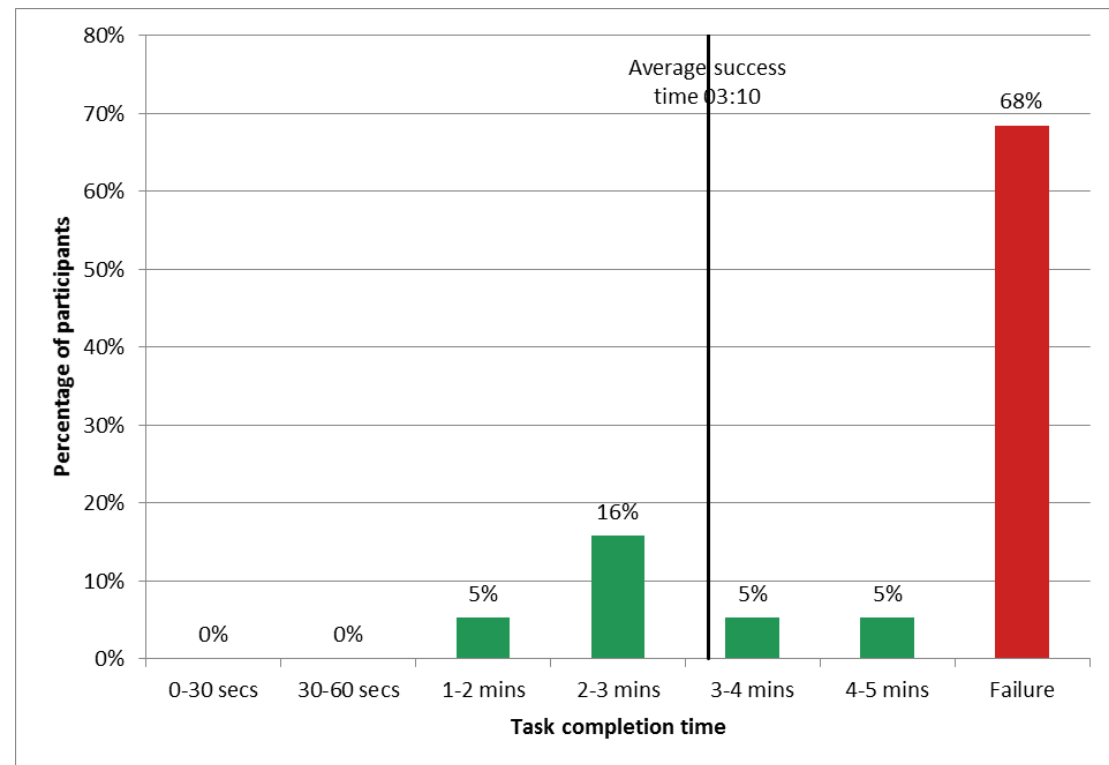
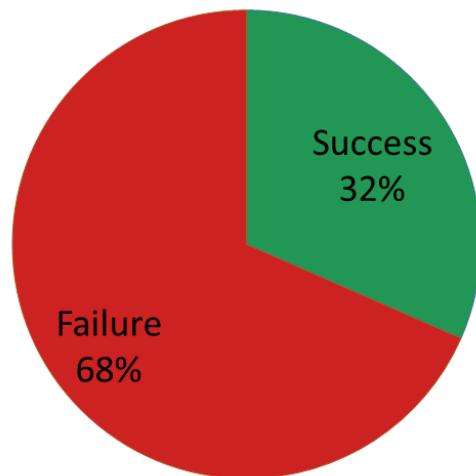
The analysis shows that over half the people are failing when they try to complete top news, publications, events tasks. We need to aim for a 100% success rate.

B. Overview of test instructions and results

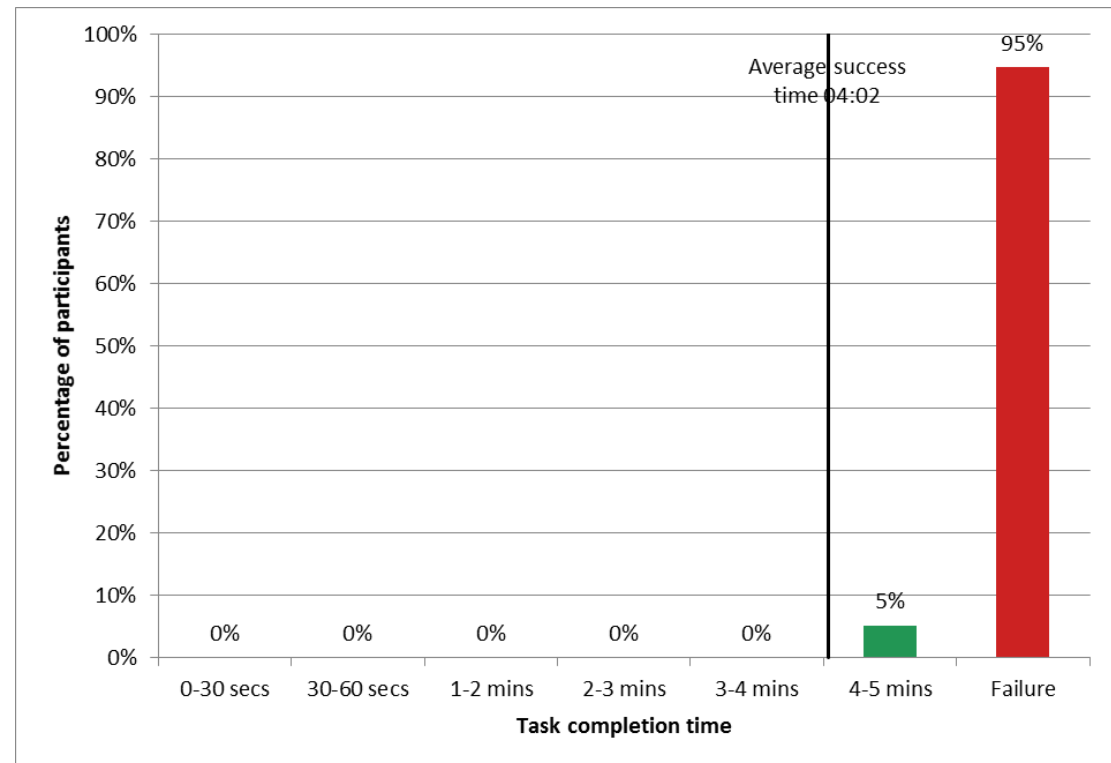
	Instruction	Success overall	Average success time
1	Every month, the European Commission decides about infringements by Member States who fail to comply with EU law. How many key decisions in the policy area 'Environment' were taken in June 2016?	32%	03:10
2	How many fish stocks can be fished at sustainable levels in 2016 as announced by the fisheries department of the Commission in December 2015?	5%	04:02
3	Find the page where you can subscribe for the education and culture newsletter of the European Commission	89%	01:30
4	The European Commission published its latest economic forecast in May 2016. What is the title of table 1 on page 1?	89%	02:15
5	Find the general activities report of the European Union for 2015. What are the titles around the triangle on page 10?	53%	03:20
6	In November, the European Commission hosts a high-level event on media pluralism and democracy. Find out whether you can watch online.	58%	03:01
7	Find the recording of the Natura 2000 award ceremony that took place on 23 May 2016 in Brussels.	53%	01:39
8	What partnership was launched during the 5 July weekly meeting of the European Commissioners?	17%	01:57

C. Results by task instruction

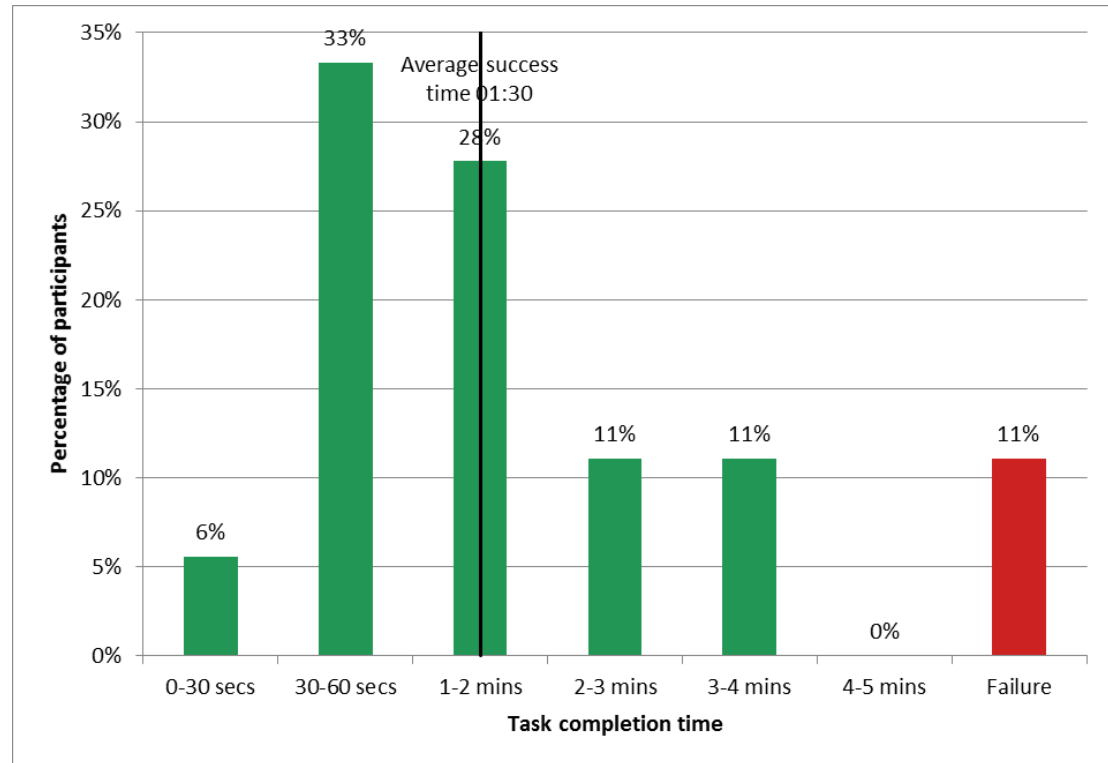
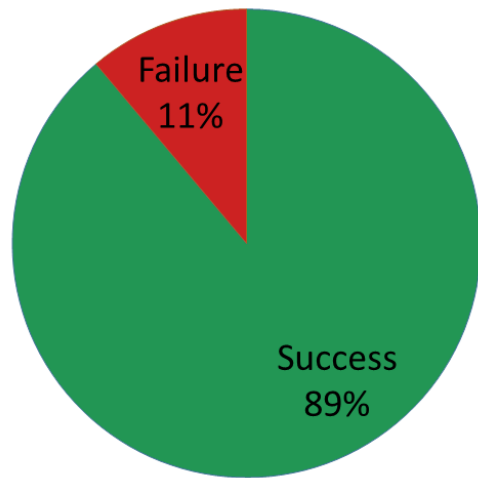
Instruction 1: Every month, the European Commission decides about infringements by Member States who fail to comply with EU law. How many key decisions in the policy area 'Environment' were taken in June 2016?



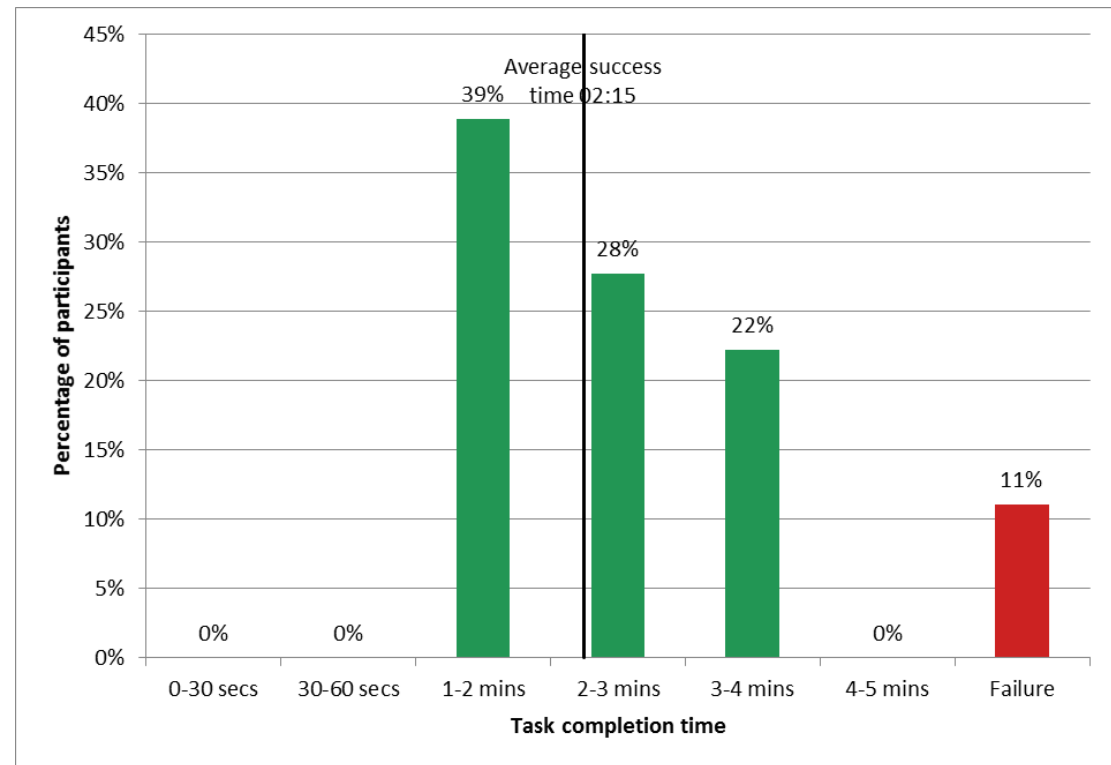
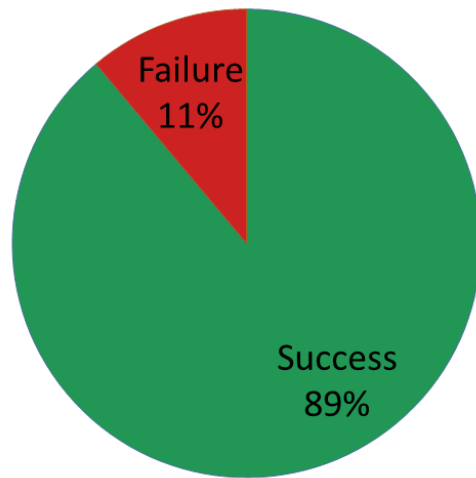
Instruction 2: How many fish stocks can be fished at sustainable levels in 2016 as announced by the fisheries department of the Commission in December 2015?



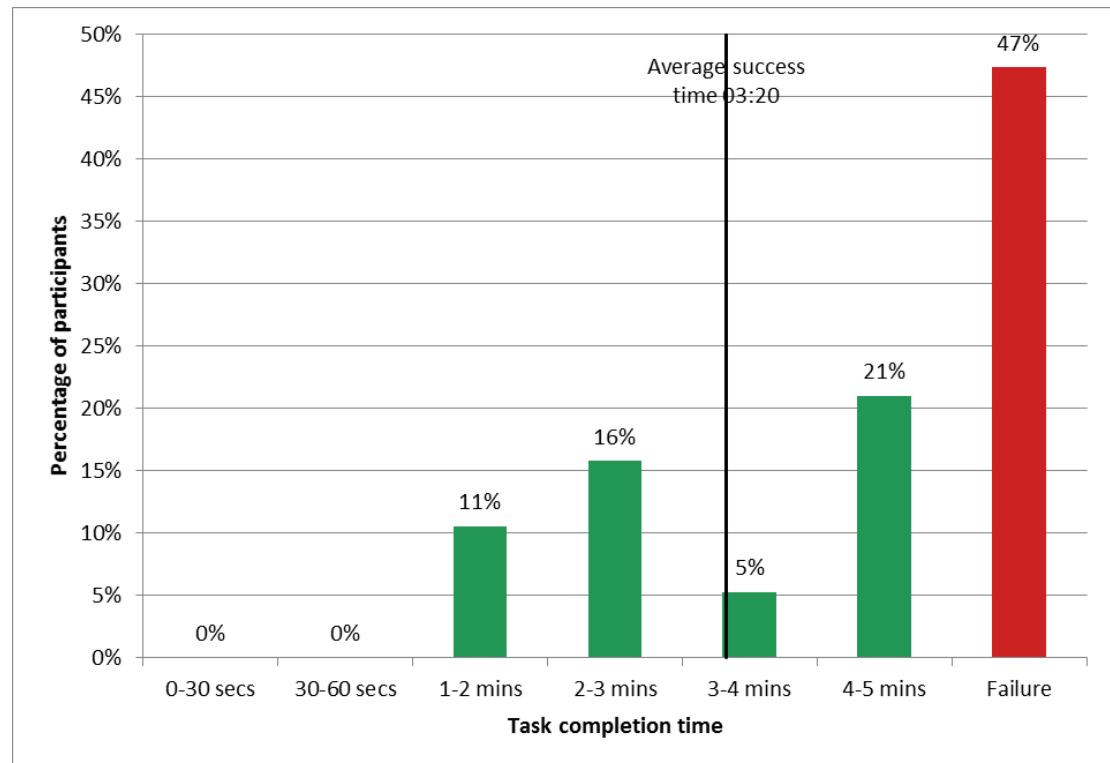
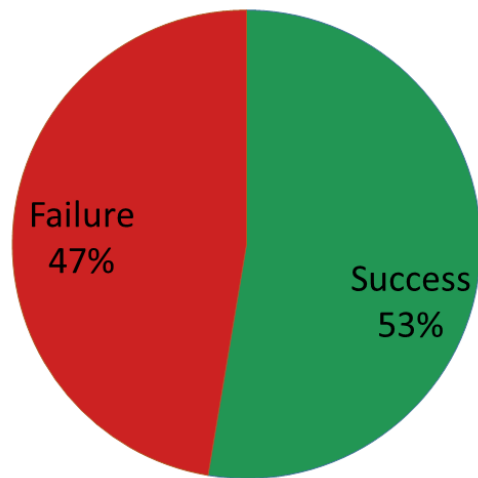
Instruction 3: Find the page where you can subscribe for the education and culture newsletter of the European Commission



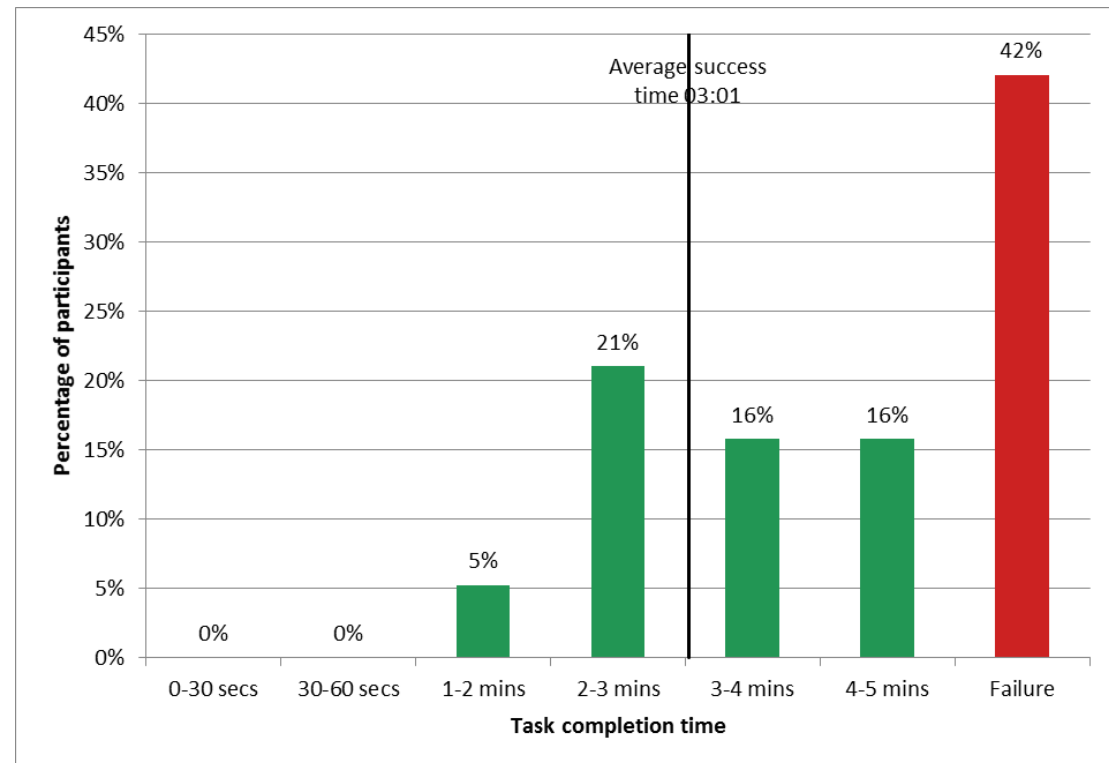
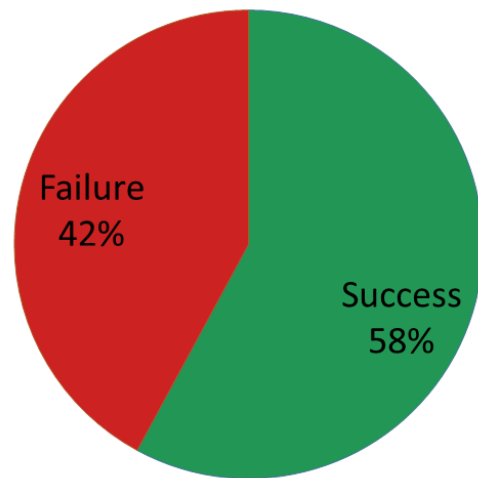
Instruction 4: The European Commission published its latest economic forecast in May 2016. What is the title of table 1 on page 1?



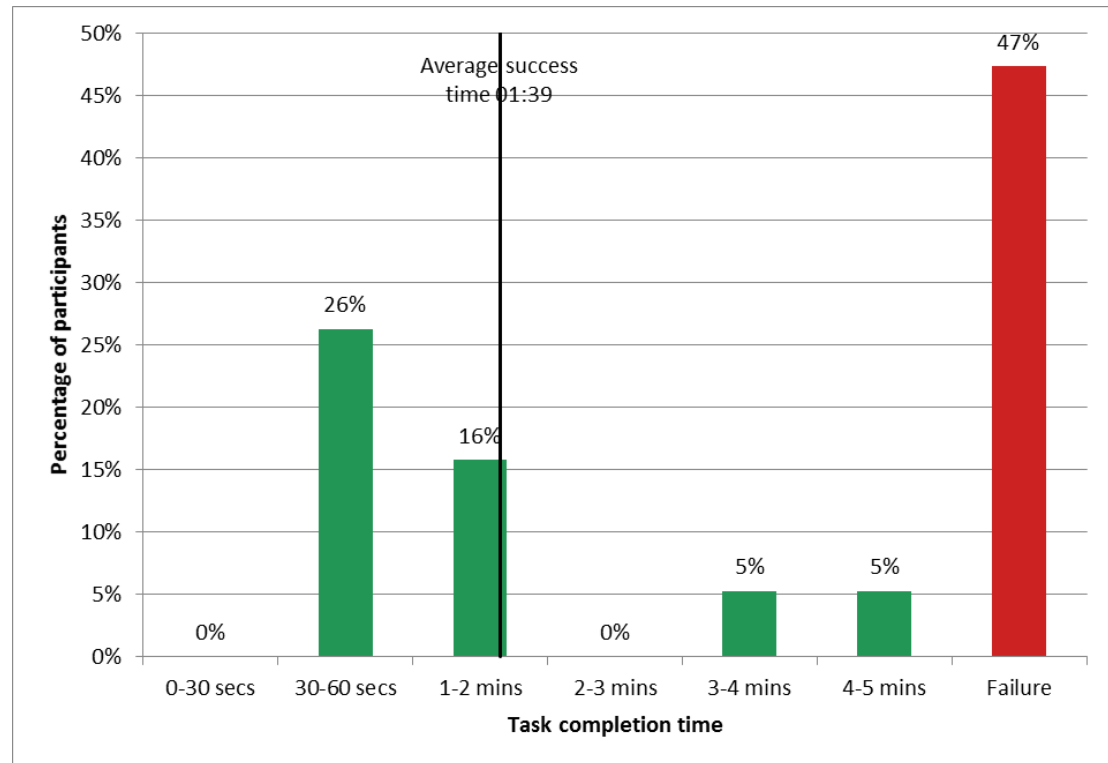
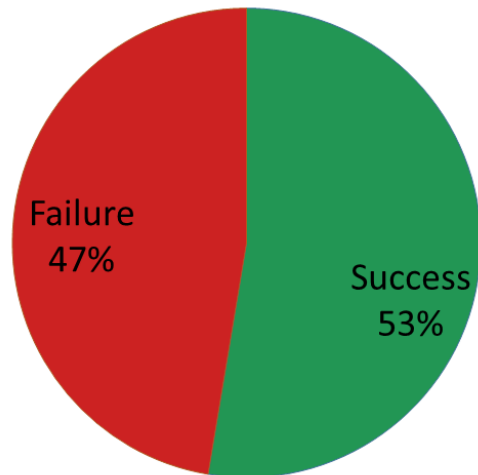
Instruction 5: Find the general activities report of the European Union for 2015. What are the titles around the triangle on page 10?



Instruction 6: In November, the European Commission hosts a high-level event on media pluralism and democracy. Find out whether you can watch online.



Instruction 7: Find the recording of the Natura 2000 award ceremony that took place on 23 May 2016 in Brussels



Instruction 8: What partnership was launched during the 5 July weekly meeting of the European Commissioners?

