***EU-CERT:
European Certificates and Accreditation for European Projects***

**Project Result 5**

**Report of User and Evaluator Experience***May 2024*

University of Paderborn

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# Project Result 5

# Report of User and Evaluator Experience

The designed EU-CERT accreditation tool is viewed positively due to its significant role in simplifying the accreditation process for (Open) Educational Resources. Particularly noteworthy is its availability in multiple languages (English, German, Greek, Portuguese, French, Croatian), catering to both users and evaluators, thus enhancing accessibility and usability. The user interface is thoughtfully designed, ensuring clarity and ease of navigation.

The provision for document uploads and inclusion of relevant links greatly enhances the accuracy and comprehensiveness of the information provided for the specific OER, material, product or course, facilitating subsequent evaluation processes. Although the sheer number of questions may seem daunting, they are meticulously tailored to the specific product undergoing accreditation, thereby enabling precise and detailed responses.

Over the course of utilizing the tool, efforts have been made to rectify errors and refine complex inquiries, rendering it adaptable for users across diverse sectors. The evaluator interface mirrors the user-friendly design, allowing for efficient management of open requests. In cases where clarification is needed, users can provide comments for further elaboration, streamlining the resolution process.

The overview of requests within the accreditation tool provides evaluators with a clear roadmap of pending tasks, with real-time updates on user responses. While the tool's user-friendliness is commendable, additional hints could further improve user experience with the accreditation tool. However, such enhancements are not imperative, as direct communication channels with both users and evaluators facilitate prompt resolution of any queries or issues that may arise.

In conclusion, the EU-CERT accreditation tool is thoughtfully crafted to prioritize user convenience and efficiency. Its iterative refinement process reflects a commitment to continuous improvement, ensuring its applicability and effectiveness across various contexts.