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Authors:

Raxis, Tzifopanopulos, Botsis, Dikeoulis, Gravaris, Kalamakides, Kakanas (Atlantis)
S. Yordanova, K. Stefanov, I. Koychev (ITD)
A. Belogay, D. Karagiozov, E. Stoyanov (Tetracom IS)

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EXECUTIVE SUMMARY

The report presents the results from the user acceptance evaluation on the two ATLAS public services – i-Publisher and i-Librarian. The details of the user evaluation methodology are included in the deliverable D71.

During evaluation our objective was to measure the level of satisfaction the users gain from their experience with the ATLAS online services. For our measurements we used 4 types of indicators: Usability, Qualitative, Satisfaction, and Task fulfilment (level of accomplishment of certain tasks performed by the user in the context of given exercises). We grouped potential users into 4 groups and developed online questionnaires for each group:

- UG1: students and scholars
- UG2: authors, scientists, researchers
- UG3: Internet users with moderate WEB experience
- UG4: digital content and content publishing professionals (WEB designers, editors, publishers, lawyers, etc.)

We conducted 3 user evaluation rounds, each round having different objectives and user involvement:

1. First round: a small number of focus group members (along with ATLAS project members) evaluated a limited set of functionalities of i-Librarian, i -Publisher and EUDocLib in English. Took place during January - March 2011. User participation: 33
2. Second round: evaluation of i-Librarian, i-Publisher and EUDocLib first complete production versions. Took place during January - March 2012. User participation: 131.
3. Third round: evaluation of the final version of the public services and the ATLAS software with all planned functionalities available in all partner languages. Took place during November – December 2012. User participation: 139.

To leverage the effectiveness of our user evaluation activities and strengthen in general the user involvement in the project, we established a pilot Living Lab (“Multilingual e-Content and e-Library” - MLeCeL) as an environment which brings together all stakeholders (end-users, researchers, developers, service providers, policy makers, etc.) of an open innovation process aiming to create and validate multilingual e-Content services in real life settings. Testing, evaluation and feedback workshops were organised during the last 2 years of the project:

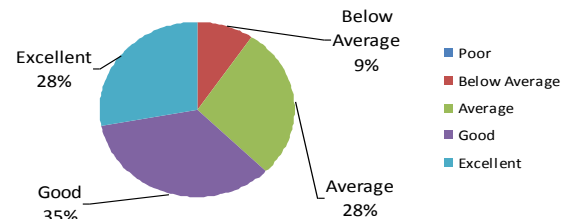
- Training and Testing Seminar of i-Librarian service;
- Evaluation workshop on the i-Librarian service;
- Two feedback workshops on the full versions of i-Librarian and i-Publisher;
- One workshop to test and evaluate the i-Publisher - Advance Mode;
- Four testing and evaluation workshops on i-Librarian and i-Publisher.

The members of the Living Lab, along with local user groups from the partner countries, were our main assessors, as we recorded and analysed their feedback; mainly from 3 evaluation rounds.

1st evaluation round

In the 1st round both services had limited functionalities and only English support. The MEAN value of each indicator was average or above average, which was encouraging for a start. Our strong point was the user interface which was considered good/excellent by the majority of the users.

The user interface is friendly and easy to use

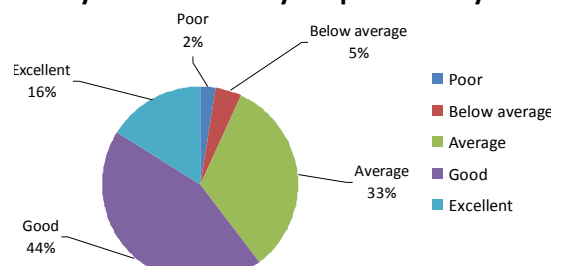


2nd evaluation round

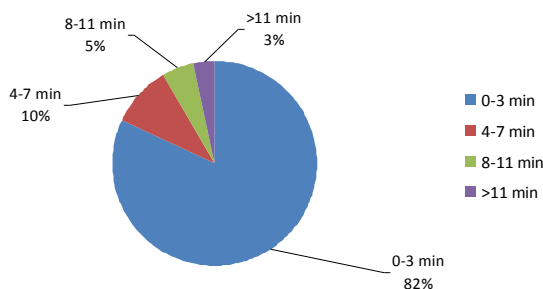
In the 2nd round, for both services, we had complete production versions in English only. For the majority of the indicators the MEAN value was above average, but users indicated that there is still space for improvements:

- ATLAS is user-friendly and increases productivity
- Online help and tooltips could be improved
- Automatic categorisation, machine translation and summarisation should be improved
- The vast majority of users managed to add a new book to i-Librarian in less than 3 mins, and create their own simple WEB Site with i-Publisher in less than 20 mins

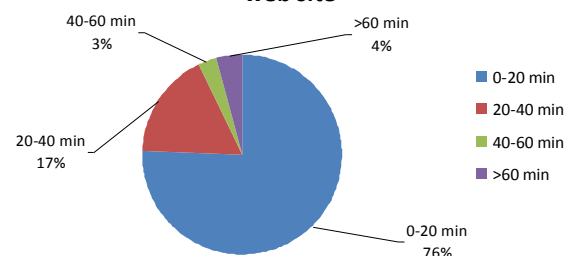
The system increases your productivity



Time needed by user to add new book in iLib



Time needed by user to setup his own simple web site

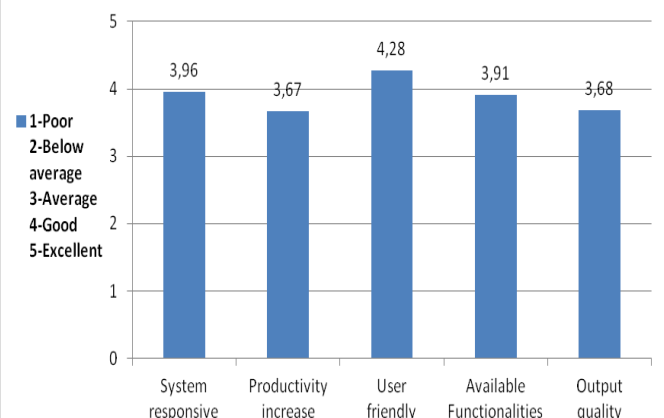


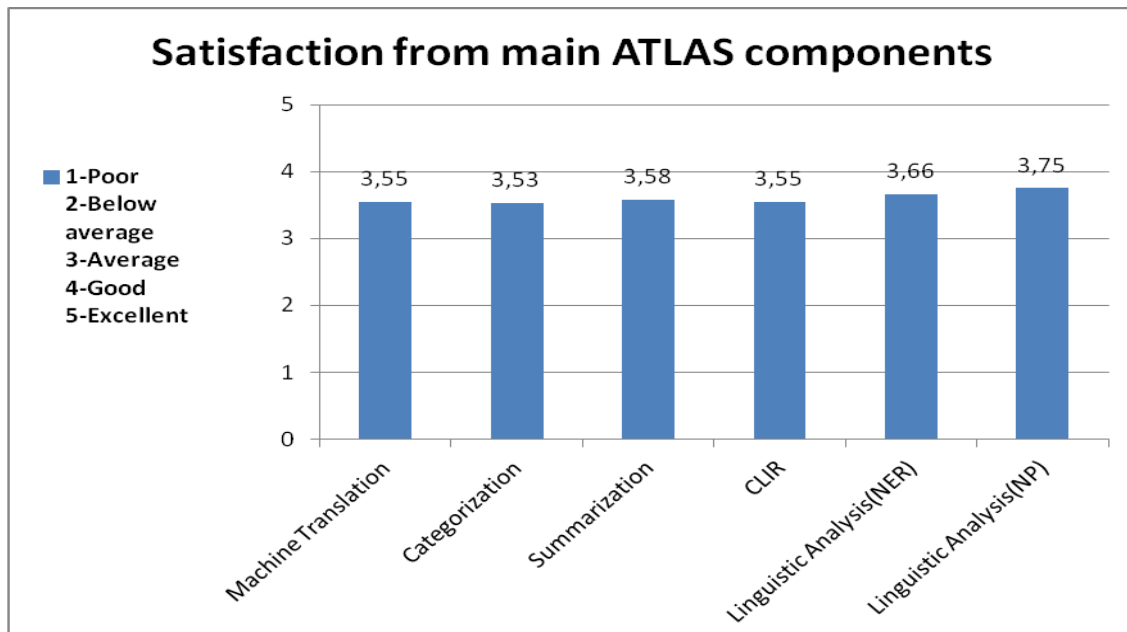
3rd evaluation round

In the 3rd round we had true multilingual support for both services and we evaluated all functions in their latest production versions:

- The “user friendliness” seems to be our strongest point for the online services (it is considered “more than good”).
- The user impression from the overall output quality (groupings, text excerpts, summaries, translations) is above average, but below good.
- The linguistic analysis seem to be almost good; while the machine translation and the categorisation were found slightly less satisfactory.

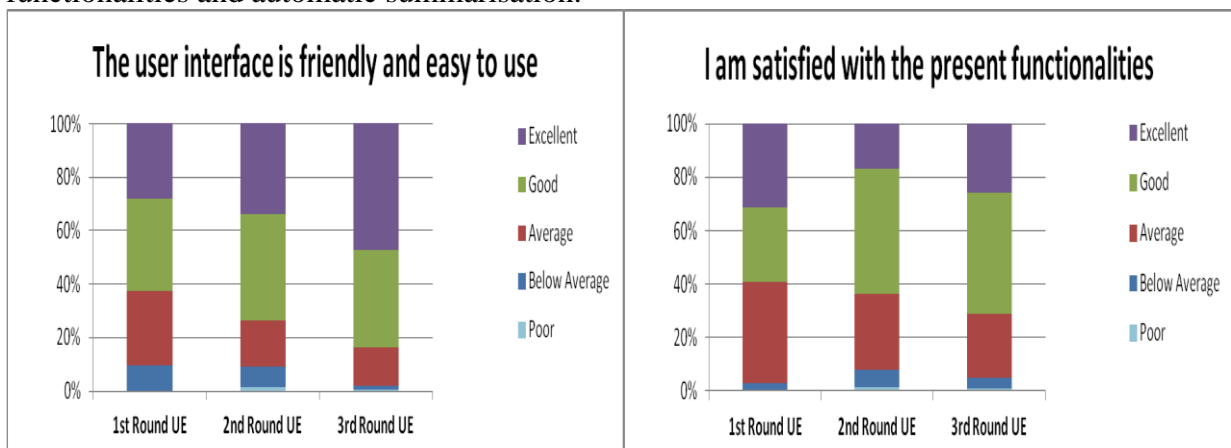
Satisfaction from ATLAS services

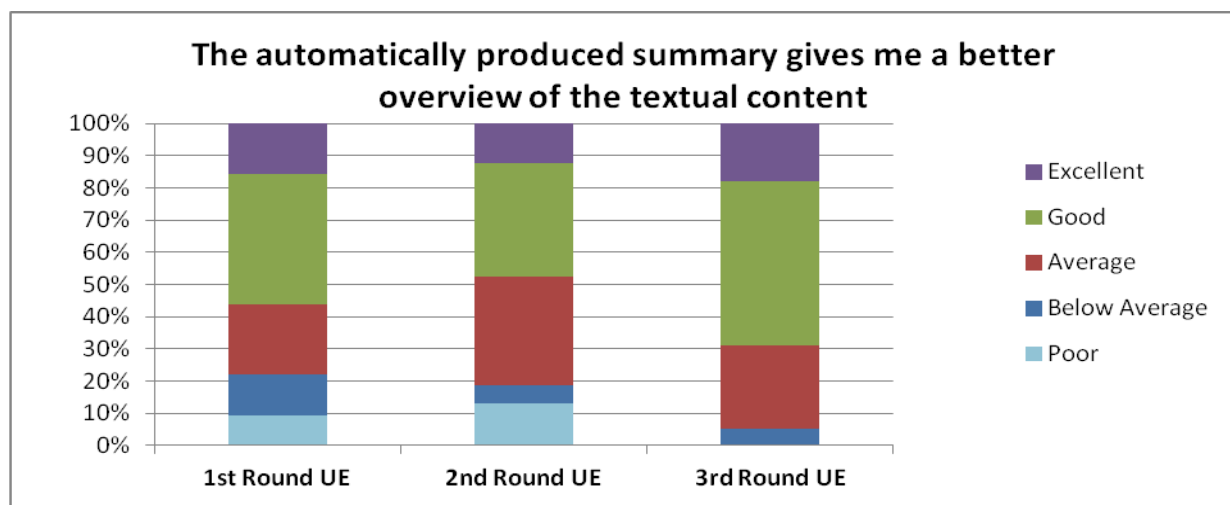




Evolution of user appreciation across evaluation rounds

By analysing the results from all 3 rounds it becomes obvious that ATLAS was progressively improving its services to the end-users. As one can easily notice from the following diagrams, major improvements were achieved in terms of the user interface friendliness, offered functionalities and automatic summarisation.





1. INTRODUCTION

D7.2 is the second deliverable of the WP7 “Testing and User Evaluation” of the ATLAS project.

The ATLAS project aims to unify and integrate mechanisms for automatic annotation of important words, phrases and names, text summarization and categorization and computer-aided translation in a process of manipulating heterogeneous multilingual content in a common software platform and as a result to deliver three software-as-a-service solutions, which offer all the tools individuals and organizations need to manage their multilingual content.

The first solution, **i-Publisher**, adds a visualization layer to ATLAS and provides a powerful web-based instrument for creating, running and managing small and enterprise content-driven web sites. The second solution, **i-Librarian**, allows its users to store, organize and publish their personal works, to locate similar documents in different languages, and to easily obtain the most essential texts from large collections of unfamiliar documents.

These two solutions are empowered through the main ATLAS developed components, namely:

1. LPC: provides annotations (tokens, PoS, lemma, named entities, etc.) on input documents in all project languages.
2. Categorization: creates a categorization model for the provided parameters and categorizes automatically previously unseen text content using appropriate models.
3. Summarization: provides an automatically generated summary of an input text.
4. Machine Translation: utilizes two engines - example-based MT and statistical MT. The results of both engines are blended in order to provide a translated version of an input text.
5. Cross-lingual IR: uses the translated data from MT and performs cross-lingual information retrieval.

The main objective of the deliverable is to evaluate and analyze the results, collected during the three rounds of evaluation by the members of the formed User Groups and indicative users, with regard to ATLAS user friendliness, ease of use, and generally to assess the level of fulfillment of the user expectations.

The document contains 8 main chapters:

Chapter 2, describes the methodological aspects of the user evaluation, including a brief description of the methodology followed, the identified user group types, and the means used for the interactive user involvement.

Chapter 3, defines the various types of indicators (i.e. general, usability, satisfaction) used in each questionnaire for each UG and system.

Chapter 4, presents the results from the questionnaires collected during the first round of user acceptance evaluation, along with an analysis of these results, both for each UG and also the consolidated user acceptance results for the overall ATLAS system.

Chapters 5 and 6, present the consolidated results from the questionnaires received during the 2nd and 3rd evaluation rounds respectively, along with an analysis of these results.

In **Chapter 7**, there is a comparative assessment of some indicative indicators in order to provide the evolution of specific features of ATLAS system, during the 3 discrete phases of the evaluation process.

Finally, in the **Annexes**, we present the detailed results from each evaluation round for each UG, along with a brief analysis of the findings.

Used abbreviations

CMS	Content management system
UTS	User test scenario
UG	User group
PM	Project month
CWE	Collaborative Working Environment
UAI	User Acceptance Indicator
MT	Machine translation
URL	Uniform Resource Locator
ICT	Information and Communication Technologies
UER	User Evaluation Round
LL	LivingLab(oratory)
MLeCeL	Multilingual e-Content and e-Library Living Lab
FG	Focus group

2. METHODOLOGY

2.1 Overview

The methodological approach we followed throughout the user evaluation activities in ATLAS is described in details in the Deliverable D7.1 “User Evaluation Plan”. In this chapter we just provide a short overview. For more details, the reader is advised to refer to D7.1 document.

The ATLAS user acceptance evaluation determines the satisfaction the users will gain from their experience with the ATLAS online system. The criteria to be used for the measurement of the ATLAS user acceptance will include:

- the system’s usability which reflects the degree of the system being user-friendly and unambiguous;
- the clarity and completeness of the system results;
- the quality of the presentation of final results and the level of user satisfaction;
- the level of accomplishment of certain tasks performed by the user in the context of given exercises.

These criteria are embedded in a number of user acceptance indicators to evaluate the non functional parameters of the ATLAS system, such as:

- the system’s user friendliness and response clarity;
- the system’s ease of use;
- the system’s impact on certain user activities;
- the adequacy and completeness of the services and information provided by the system;
- the degree of user satisfaction from the use of the ATLAS system;
- the degree of fulfilment of common tasks using the ATLAS system.

The indicators are grouped into four main indicator categories:

1. Usability indicators
2. Qualitative (general) indicators
3. Satisfaction indicators
4. Task fulfilment indicators.

For measuring the indicators we follow a positive style, meaning that the higher the value of the measurement, the better the user appreciation. We, also, used the 5-point Likert scale to assess the responses:

Grade	Degree / level of performance / Satisfaction
5	Excellent / Highly Satisfied
4	Good / Satisfied
3	Average / Neutral
2	Below Average / Not Satisfied
1	Poor / Highly Not Satisfied

Each user acceptance indicator was converted into one question (plus placeholders in each question for user remarks in case of low appreciation) in order to form the user acceptance questionnaires. The questionnaires (one per UG) are accessible online, through the ATLAS WEB Site, and are used as the main tool to gather user feedback. We considered 4 user groups:

- UG1: students and scholars
- UG2: authors, scientists, researchers
- UG3: Internet users with moderate WEB experience
- UG4: digital content and content publishing professionals (WEB designers, editors, publishers, lawyers, etc.).

The user feedback is stored in a database and the contents are exported into an Excel processing framework at the end of each evaluation round – 3 rounds were conducted in total.

We decided to use questionnaires in order to collect user feedback due to certain advantages:

- Simultaneous feedback collection from many users.
- Time and money saving, while it is easy to collect a large number of qualitative data.
- Ability to the respondents to fill in the questionnaire in their spare time, without the interference of the researcher.

We also used tools of descriptive statistics to analyse the questionnaires and the appreciation of the indicators' values. Moreover, for every single indicator/question, a spectrum chart was created, based on the values assigned by the users. This chart shows the overall picture of user's response per question and reveals any polarisation situations (e.g. 66% of users selected a value of “3”, while none selected the value of “0”). Furthermore, for every indicator/question the following values were calculated:

- Mean value (μ) of all scores of a specific indicator. This value shows the average score of the assessments of users for each feature/indicator of the system.
- Mode value (τ) of all scores of an indicator. Mode value illustrates the assessment of users that appears most frequently in all the estimates for the respondent indicator.
- Median value (m) which shows the value that is in the middle of the distribution of total scores for each evaluated characteristic of the system.

The calculation of these 3 statistical measures and the spectrum chart allow the definition of the central tendency and the identification of any polarisation situations with respect to users' estimation for every feature/indicator of the ATLAS system.

2.2 Establishment of a Living Lab

The Consortium has established a pilot Living Lab as an **environment which brings together all stakeholders** (such as end-users, researchers, developers, service providers, policy makers, etc.) **of an open innovation process** aiming to create and validate digital products and services in real life settings. The pilot Living Lab (LL) in “Multilingual e-Content and e-Library” was established in Sofia after the start of the ATLAS project. A large number of prospective ATLAS end-users are involved, together with other ATLAS stakeholders, in a process of iterative co-creation, evaluation and refinement of the ATLAS platform and the online services i-Publisher and i-Librarian in a real life setting. Professional designers, editors, content providers have conducted experiments, testing the most advanced functionalities and

innovative approaches of ATLAS. The members of the Living Lab, along with local user groups from the partner countries, were our main assessors, as we recorded and analysed their feedback; and presented the results of this analysis in the next chapters of the present report.

2.3 Evaluation rounds

Three (3) evaluation rounds were conducted:

- **First round:** a small number of focus group members (along with ATLAS project members) evaluated a limited set of functionalities of i-Librarian, i -Publisher and EUDocLib in English. Took place during January - March 2011.
- **Second round:** evaluation of i-Librarian, i-Publisher and EUDocLib first complete production versions. Took place during January - March 2012.
- **Third round:** evaluation of the final version of the public services and the ATLAS software with all planned functionalities available in all partner languages. Took place during November – December 2012.

3. LL EVALUATION ACTIVITIES AND RESULTS

3.1 Overview

The “Multilingual e-Content and e-Library” (MLeCeL, <http://livinglab.itd-bg.eu>) is setup by the ATLAS Bulgarian project partners at the end of the 1st project year. MLeCeL members have been involved in project activities since the beginning of the LL establishment. They have provided valuable feedback in the platform and applications’ (i-Librarian, i-Publisher) specs, by suggesting new features in their evaluation workshops, such as: "Contact form" widget, "Photogallery grid widget", "Login" widget.

Furthermore, they have contributed significantly in the last 2 evaluation phases. The MLeCeL is by far the biggest user group in the project with members coming mostly from Bulgaria (185 members, with 83 members participated actively in the 3rd round of user evaluation).

3.2 LL Activities

Testing, evaluation and feedback workshops with users of i_Librarian and i_Publisher, organized in the Living Lab. In particular:

During 2011

- Training and Testing Seminar of i-Librarian service was conducted in Sofia, with the participation of researchers and young scientists. Participants evaluated the service in terms of interface usability and provided suggestions.
- Three (3) testing and evaluation workshops were organised in the Sofia State University of Library Sciences and IT (partner organisation of the MLeCeL). Participants were general Internet users and web designers, as well as students and librarians; they evaluated both the i_Librarian and i_Publisher services.

During 2012

- Workshop for the students of the Human-Computer Interaction / University of Sofia. After interactive presentations and hands-on experience, students were requested to evaluate the ATLAS services and fill in the online questionnaires.
- Two (2) workshops with the participation of students (Sofia University / dept of Software engineering) and IT experts working in private companies. Participants provided feedback on the ATLAS services and filled in the online questionnaires.
- Workshop with the participation of web designers and developers. The users tested and evaluated the i-Publisher - Advance Mode and filled in the online questionnaire.
- Workshop in December 2012 with the participation of 80 users from the SULSIT and Faculty of Mathematics and Informatics, Sofia University. The focus of the evaluation session was on the latest version of the i-Librarian service.

3.3 LL indicative user feedback

Below are some indicative points from user feedback from personal interviews during the above workshops:

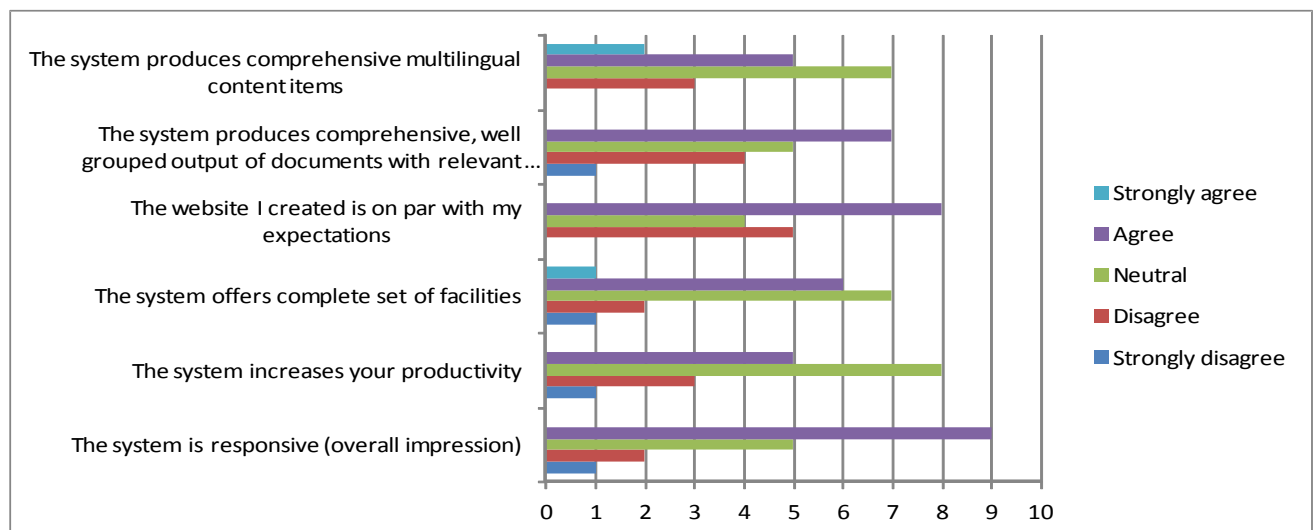
- The Registration and Login process needs revisiting; I was able to login after registration, bypassing the obligation to access the conformation URL!

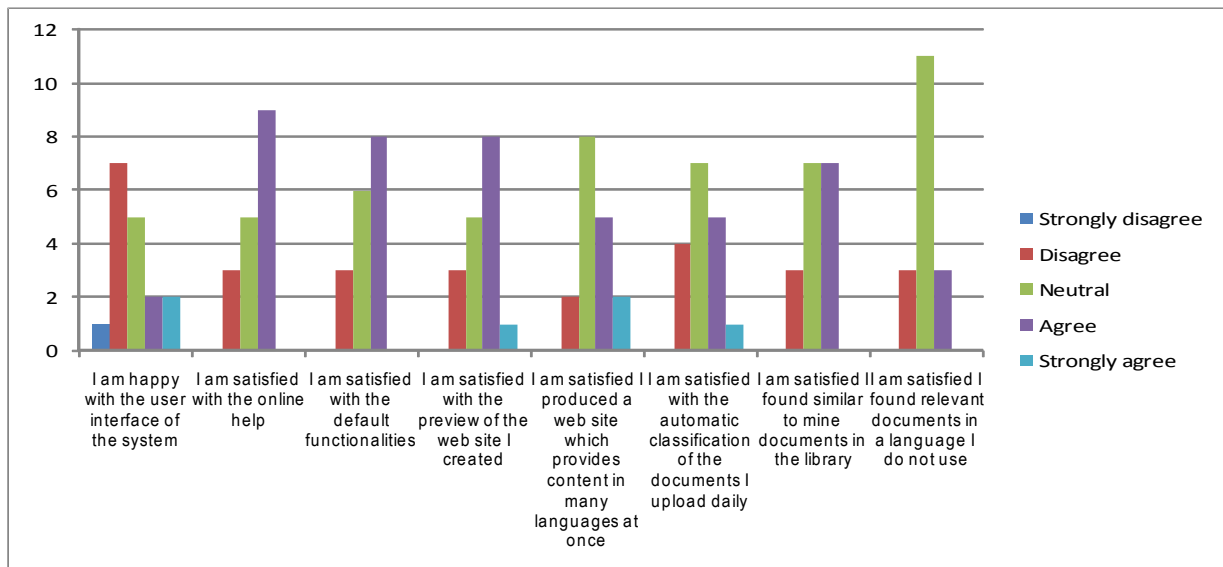
- When publishing a book, it is good to have the service advising me about the supported formats (especially in url).
- In the filtering functionality, it is useful to have document language as a filtering option.
- During saving a new book, when pressing the button save, there is no feedback (success / failure). Pressing the button again, results in saving the same book twice!
- The suggestion for similar documents does not always suggest “similar documents”!
- The cross-lingual search needs improving.
- In the introductory video, the subtitles are wrong and not synchronised.
- The “Changing the tree of keywords” does not seem to work in the Opera browser.
- Automatic categorization of documents does not seem to work properly.

3.4 LL specific evaluation conclusions

During the above workshops, apart from raw evaluation data (i.e. as recorded in the online questionnaire repositories) accumulated suggestions and provided answers to LL specific questions for expert users. These are consolidated and presented below:

- The i-Publisher service produces adequate web sites with multilingual content.
- The websites created are in line with typical user expectations
- Both services (i-Librarian and i-Publisher) offer most of the needed functions
- The i-Librarian could be improved in order to offer comprehensive well grouped documents (i.e. grouping and categorisation is not always appropriate)
- Automatic document classification could be improved
- Both services could be improved in order to increase even more the users productivity
- The User Interface of the both services could be improved





4. 1ST ROUND EVALUATION RESULTS ANALYSIS

In this section, the analysis of the feedback gathered during the first round of the User Evaluation, is presented. During this first round, ATLAS project members, along with users from the project Focus Group, evaluated an initial set of functionalities of i-Labrarian, EUDocLib and i-Publisher. The objective of this round was the users (Consortium and Focus group members) to be able to evaluate i-Labrarian, EUDocLib and i-Publisher pilot versions and the subset of planned functionality in English language, in a small-scaled experimentation in a controlled environment.

The evaluated features for every system were:

i-Librarian:

- User registration
- Data storing and retrieval
- Display list of items, filter and reorder items, preview a document, e-book
- Full-text search within textual contents of files
- Organizing items – categories, keywords / topics
- Similarity, groups (clusters) of similar documents
- Textual extracts, important (noun) phrases, named entities
- Extractive summary of a document
- My content, shared content filter
- Shared content available as references

EUDocLib:

- Display list of items, filter and reorder items, preview a document
- Full-text search within textual contents of files
- Similarity, groups (clusters) of similar documents
- Textual extracts, important (noun) phrases, named entities
- Extractive summary of a document

i-Publisher:

- User registration
- User management
- Create web site, add pages, assign layouts to pages
- Add widgets to pages - navigation, list of items, item details
- Add, update content model, content items
- Search, locate and modify content items
- Classification of content items, filter content items
- Content work-flows
- Automatic classification of textual contents (in English)
- Automatic summarization of textual contents (in English)
- Automatic language processing of textual content (text mining, in English).

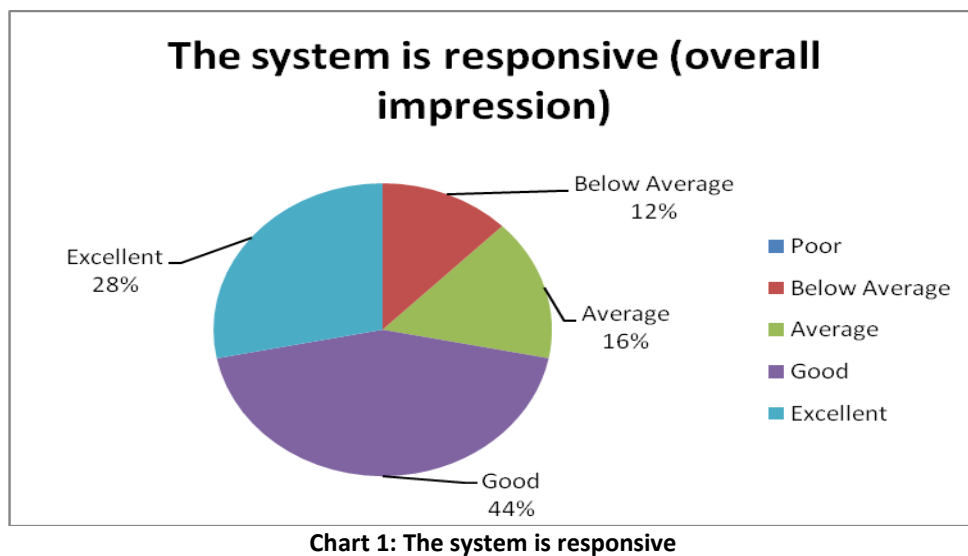
In the following subsection we present the results from the analysis of the questionnaires in a consolidated manner (i.e. only for the common indicators across UGs and questionnaires). For

reading convenience, the detailed results for each indicator of each UG are available in the Annex of this deliverable.

4.1 User Evaluation Consolidated Results

This section includes the consolidated results collected from all UGs. 33 questionnaires were collected from indicative users, who belong in one of the 4 different UGs, and we present the analysis of the results from these questionnaires.

Question 4.1: The system is responsive (overall impression)



From the analysis of the collected feedback we inferred the following results:

- 28% of the respondents believe that the system’s responsiveness is “Excellent”.
- 44% of the respondents believe that the system’s responsiveness is “Good”.
- 16% of the respondents believe that the system’s responsiveness is “Average”.
- 12% of the respondents believe that the system’s responsiveness is “Below Average”.

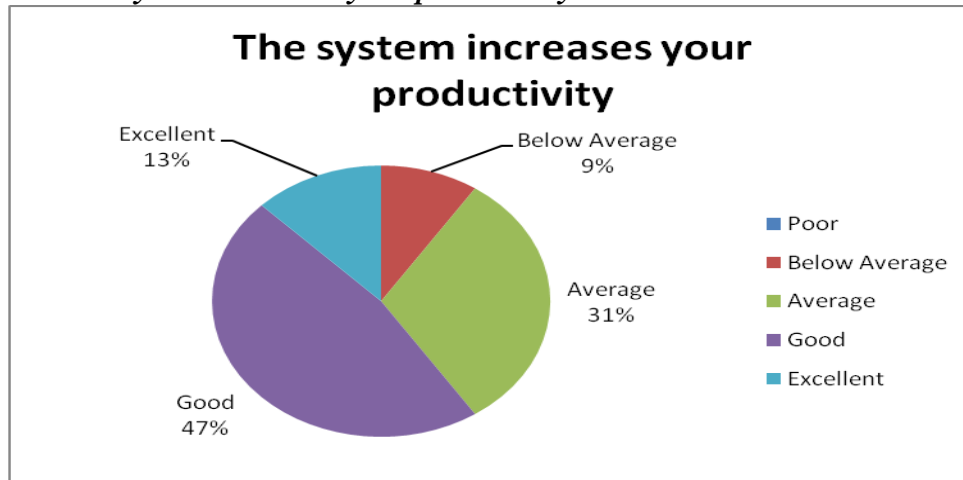
It is worth mentioning that almost 7 out of 10 users believe that the system’s responsiveness is at least “Good”.

The mean value (μ), the mode value (τ), and the median value (m) for this question are presented in the following table:

μ	τ	m
3,88	4	4

Table 1: Users' Central Tendency for Question 4.1

As we can see from the table above, the conclusion is that the users’ central tendency is towards the value “4”, which means “Good”. As a result, the central tendency is that the system responsiveness is “Good”.

Question 4.2: The system increases your productivity**Chart 2: The system increases your productivity**

From the analysis of the collected feedback we inferred the following results:

- 13% of the respondents estimate that the system increases their productivity in an excellent degree.
- 47% of the respondents estimate that the system increases their productivity in a good degree.
- 31% of the respondents estimate that the system increases their productivity in an average degree.
- 9% of the respondents estimate that the system increases their productivity in a below average degree.

From these results we can figure out that 6 out of 10 respondents estimate that the system increases their productivity in, at least, good degree.

The mean value (μ), the mode value (τ), and the median value (m) for this question are presented in the following table:

μ	τ	m
3,63	4	4

Table 2: Users' central tendency for Question 4.2

As we can see from the table above, the conclusion is that the users' central tendency is towards the value “4”, which means “Good”.

Question 4.3: The system offers complete set of facilities

From the analysis of the collected feedback we inferred the following results:

- 16% of the respondents estimate that the system offers an excellent set of facilities.
- 44% of the respondents estimate that the system offers a good set of facilities.
- 37% of the respondents estimate that the system offers an average set of facilities.
- 3% of the respondents estimate that the system offers a below average set of facilities

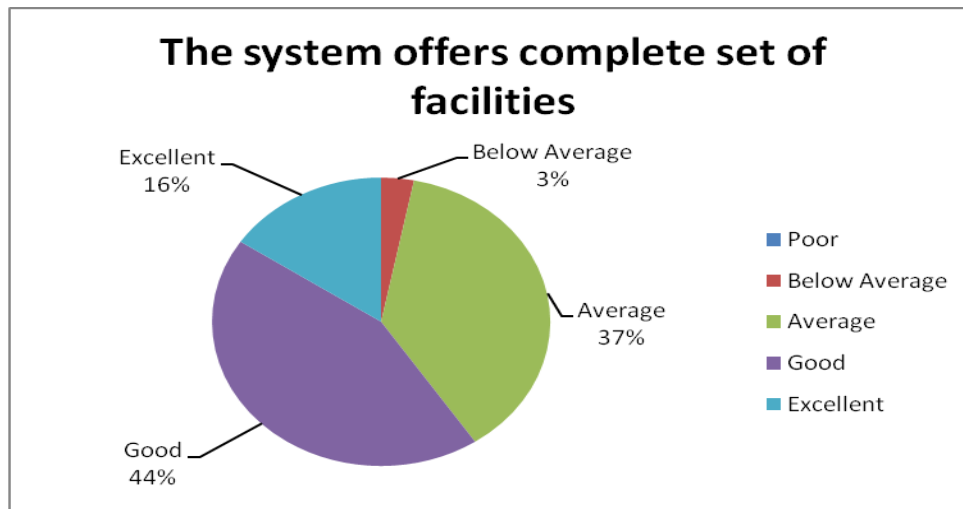


Chart 3: The system offers complete set of facilities

It's worth mentioning that there were 7 out of 10 respondents, that estimated that the system offers an, at least, good set of facilities. The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,72	4	4

Table 3: Users' central tendency for Question 4.3

From the table we can see that the mean value is 3,72, the mode value is 4 and the median value is, also, 34. Therefore, the central tendency of the users is that the system offers a good set of facilities.

Question 4.4: The user interface is friendly and easy to use

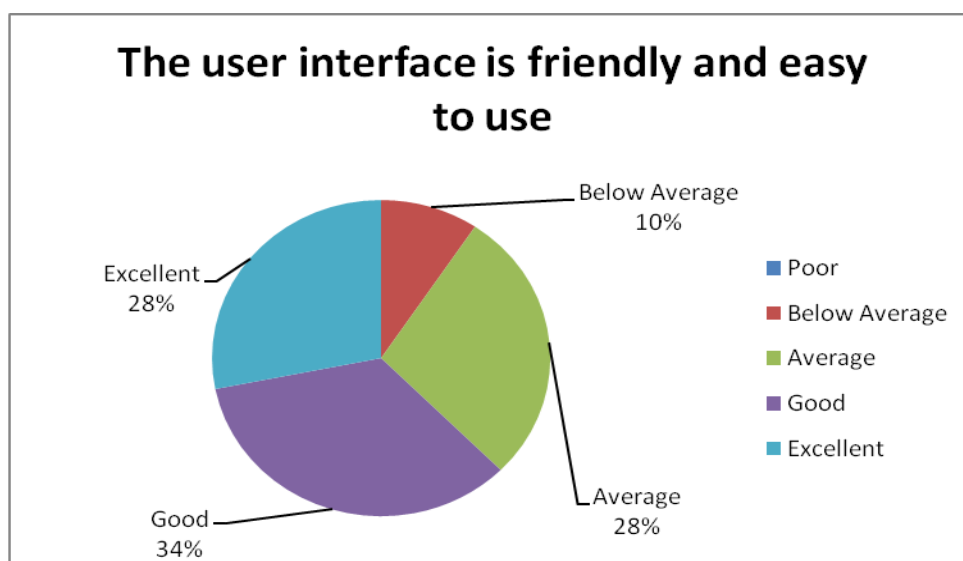


Chart 4: The user interface is friendly and easy to use

From the analysis of the collected feedback we came to the following results:

- 28% of the respondents strongly agree that the user interface is friendly and easy to use.
- 34% of the respondents agree that the user interface is friendly and easy to use.
- 28% of the respondents are neutral about the fact that the user interface is friendly and easy to use.
- 10% of the respondents disagree about the fact that the user interface is friendly and easy to use.

From the above data, almost 6 out of 10 users agree about the fact that the system’s user interface is friendly and easy to use.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,81	4	4

Table 4: Users' central tendency in Question 4.4

As we can see from the table above, the conclusion is that the users’ central tendency is towards the value “4”, which means “Good”. As a result, the central tendency is that the system’s user interface friendliness and ease of use is in good level.

Question 4.5: Provided on-line help, tips and screen casts are useful

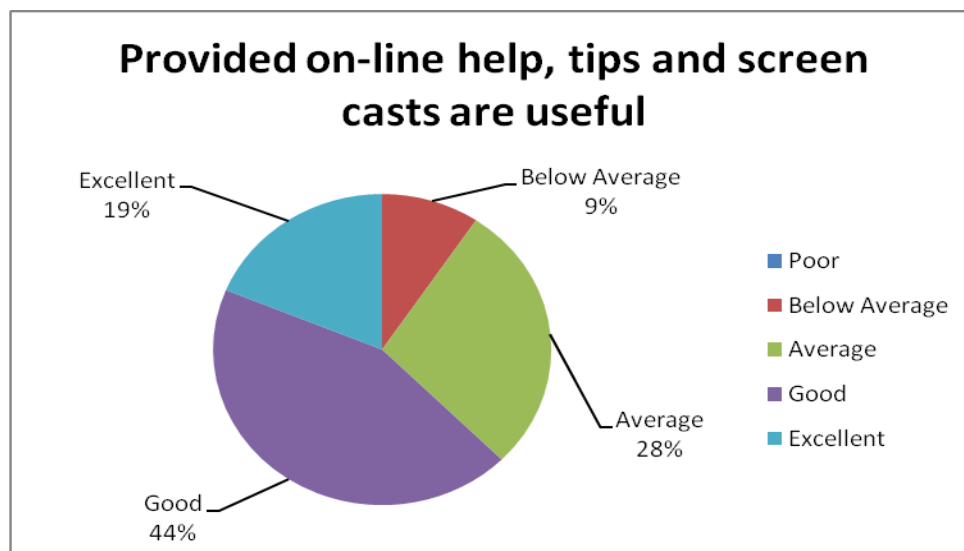


Chart 5: Provided on-line help, tips and screen casts are useful

From the analysis of the collected feedback we came to the following results:

- 19% of the respondents estimate that the on-line help, tips and screen casts are excellent and useful.
- 44% of the respondents estimate that the on-line help, tips and screen casts are good and useful enough.

- 28% of the respondents are neutral about the fact that the on-line help, tips and screen casts are useful.
- 9% of the respondents estimate that the on-line help, tips and screen casts are below average and not useful enough.

From the data analysis, we infer that there were almost 6 out of 10 respondents who believe that the on-line help, tips and casts provided by the system are at least good and useful.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,72	4	4

Table 5: Users' central tendency in Question 4.5

As we can see from the table above, the conclusion is that the users' central tendency is towards the value “4”, which means “Good”. As a result, the central tendency is that the provided on-line help, tips and screen casts are good and useful enough.

Question 4.6: The system response is adequate to my requests

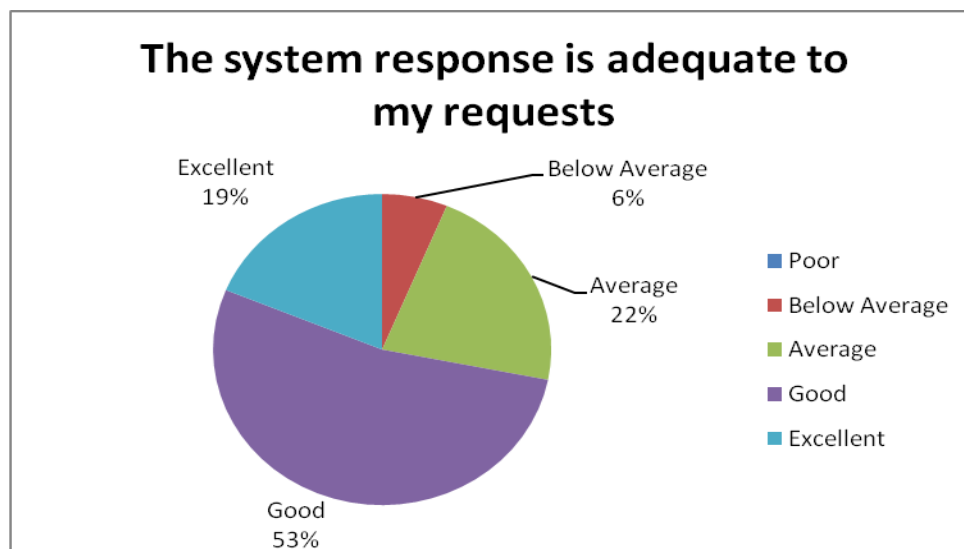


Chart 6: The system response is adequate to my requests

From the analysis of the collected feedback we came to the following results:

- 19% of the respondents estimate that the system's response to users' requests is excellent.
- 53% of the respondents estimate that the system's response to users' requests is good.
- 22% of the respondents estimate that the system's response to users' requests is average.
- 6% of the respondents estimate that the system's response to users' requests is below average.

The main outcome here, is that almost 7 out of 10 users believe that the system’s response to users’ request is, at least, good.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,84	4	4

Table 6: Users’ central tendency in Question 4.6

As we can see from the table above, the conclusion is that the users’ central tendency is towards the value “4”, which means “Good”.

Question 4.7: System navigation is intuitive and easy to use

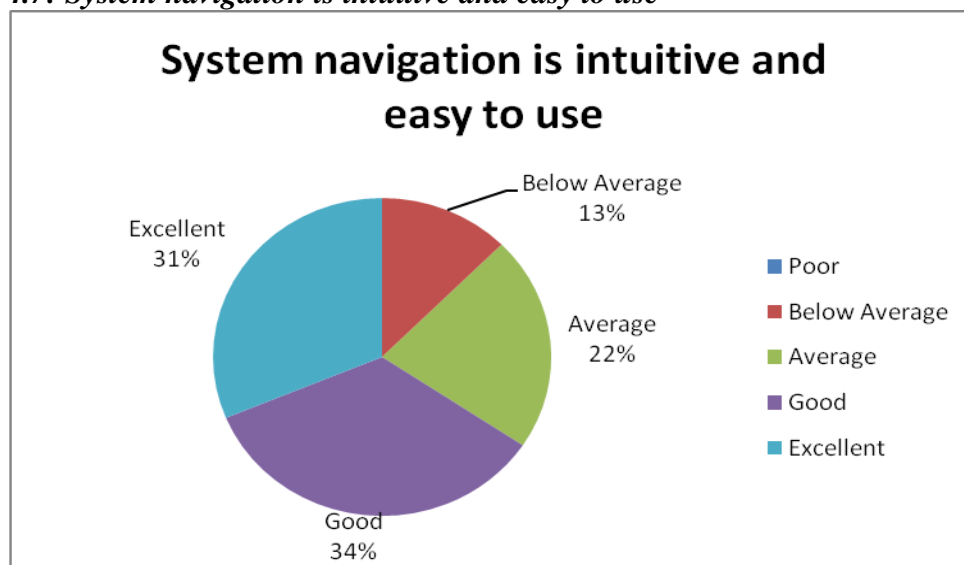


Chart 7: System navigation is intuitive and easy to use

From the analysis of the collected feedback we came to the following results:

- 31% of the respondents estimate that the system’s navigation is excellent.
- 34% of the respondents estimate that the system’s navigation is good.
- 22% of the respondents estimate that the system’s navigation is average.
- 13% of the respondents estimate that the system’s navigation is below average.

It is worth mentioning here, that only 1 out of 10 users, estimate that the systems’ navigation is not at least in average level.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,84	4	4

Table 7: Users’ central tendency in Question 4.7

As we can see from the table above, the mean value is 3,84, the mode value is 4, and the media value is, also, 4. As a result, the central tendency is that the system’s navigation is at a good level.

Question 4.8: Working with multilingual content items is easy and productive

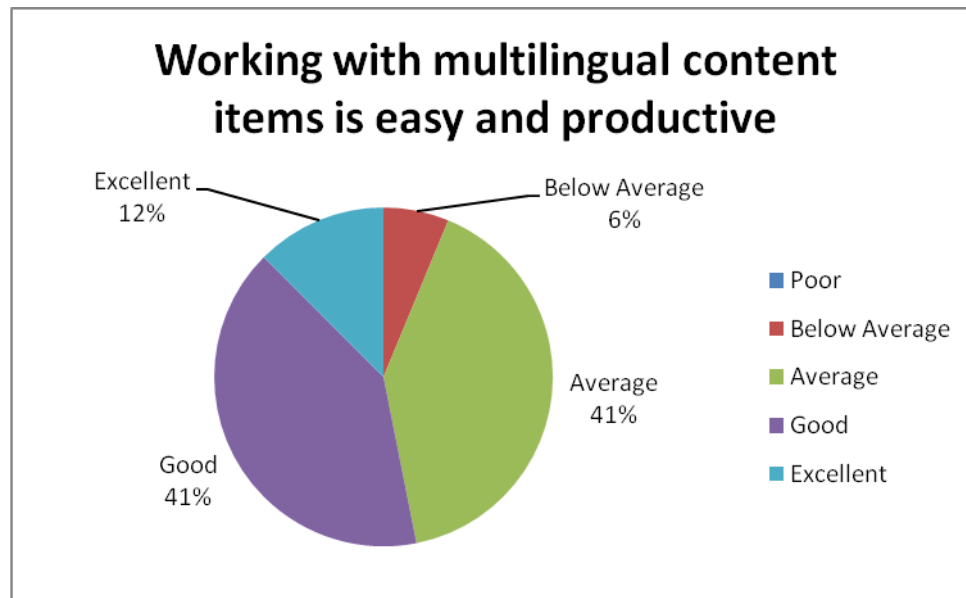


Chart 8: Working with multilingual content items is easy and productive

From the analysis of the collected feedback we came to the following results:

- 12% of the respondents strongly agree that working with multilingual content items is easy and productive.
- 41% of the respondents agree that working with multilingual content items is easy and productive.
- 41% of the respondents are neutral about the fact that working with multilingual content items is easy and productive.
- 6% of the respondents disagree that working with multilingual content items is easy and productive.

The conclusion here is that, only 1 out of 10 users disagree with the fact that coping with multilingual content is useful and productive.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,59	4	4

Table 8: Users' central tendency in Question 4.8

As we can see from the table above, the conclusion is that the users' central tendency is towards the value "4". Therefore, the central tendency is that the users agree that working with multilingual content items is easy and productive.

Question 4.9: The automatically produced summary gives me a better overview of the textual content

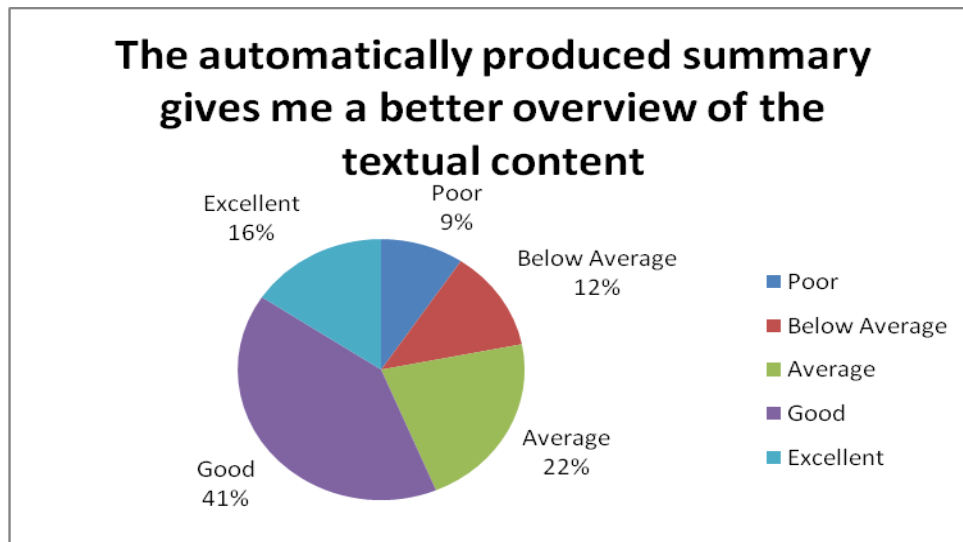


Chart 9: The automatically produced summary gives me a better overview of the textual content

From the analysis of the collected feedback we came to the following results:

- 16% of the respondents strongly agree that the automatically produced summary gives a better overview of the textual content.
- 41% of the respondents agree that the automatically produced summary gives a better overview of the textual content
- 22% of the respondents are neutral about the fact that the automatically produced summary gives a better overview of the textual content
- 12% of the respondents disagree that the automatically produced summary gives a better overview of the textual content.
- 9% of the respondents strongly disagree that the automatically produced summary gives a better overview of the textual content.

For this specific question, we can figure out that almost only 3 out of 10 users, disagree that the summaries produced by i-Publisher give a better overview of the textual content.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,41	4	4

Table 9: Users' central tendency in Question 4.9

As we can see from the table above, the conclusion is that the users' central tendency is towards the value "4". As a result, the central tendency is that the users agree that the summaries produced by i-Publisher give a better overview of the textual content.

Question 4.10: *The automatically produced translations assisted me in my work with multilingual content*

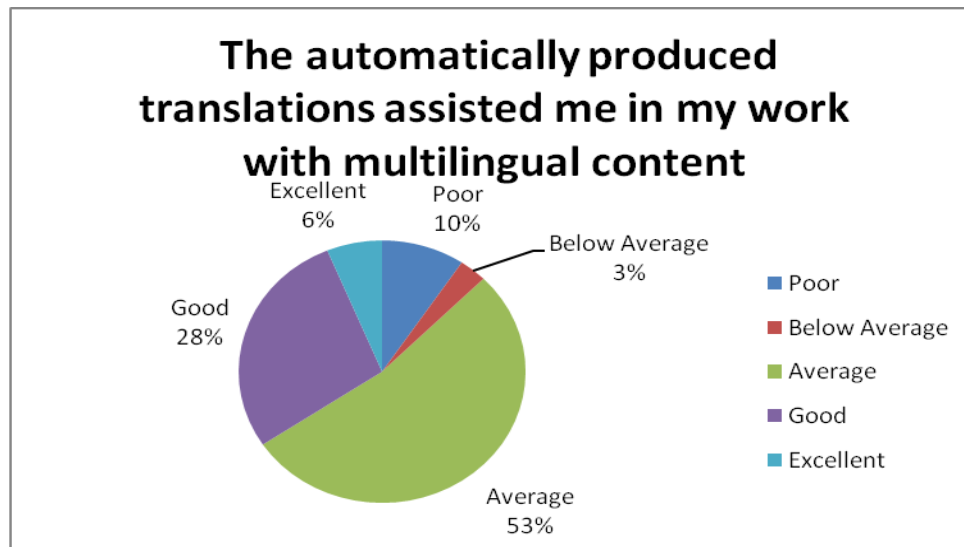


Chart 10: The automatically produced translations assisted me in my work with multilingual content

From the analysis of the collected feedback we came to the following results:

- 6% of the respondents strongly agree that the automatically produced translations assisted them in their work with multilingual content.
- 28% of the respondents agree that the automatically produced translations assisted them in their work with multilingual content.
- 53% of the respondents are neutral about the fact that the automatically produced translations assisted them in their work with multilingual content.
- 3% of the respondents disagree the automatically produced translations assisted them in their work with multilingual content.
- 10% of the respondents strongly disagree the automatically produced translations assisted them in their work with multilingual content.

From the above result, we come to the conclusion that almost only 1 out of 10 users are against the opinion that the automatically produced translations are helpful with the work that has to do with multilingual content.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,19	3	3

Table 10: Users' central tendency in Question 4.10

As we can see from the table above, the conclusion is that the users' central tendency is towards the value "3". For this reason, the central tendency is that the users are neutral about

the help that the automatically produced translations offer in work that has to do with multilingual content.

Question 4.11: I am satisfied with the user interface of the system

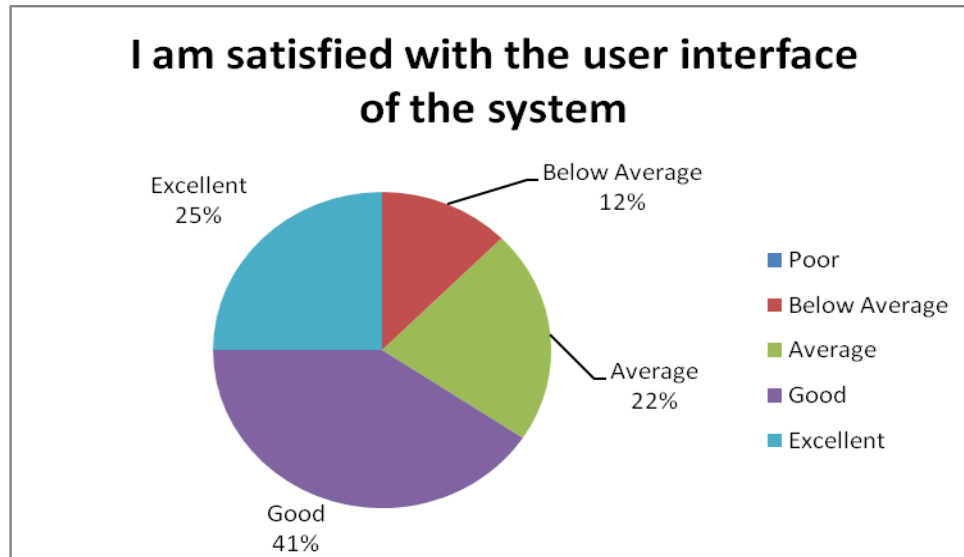


Chart 11: Satisfaction with the user interface of the system

From the analysis of the collected feedback we came to the following results:

- 25% of the respondents are highly satisfied with the user interface of the system.
- 41% of the respondents are satisfied with the user interface of the system.
- 22% of the respondents are neutral with the user interface of the system.
- 12% of the respondents are not satisfied with the user interface of the system.

The outcome here is that, almost 7 out of 10 users, are satisfied with the user interface of the system. The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,78	4	4

Table 11: Users' central tendency in Question 4.11

As we can see from the table above, the conclusion is that the users' central tendency is towards the value “4”. As a result, the central tendency is that the users are satisfied with the current user interface of the system.

Question 4.12: I am satisfied with the online help

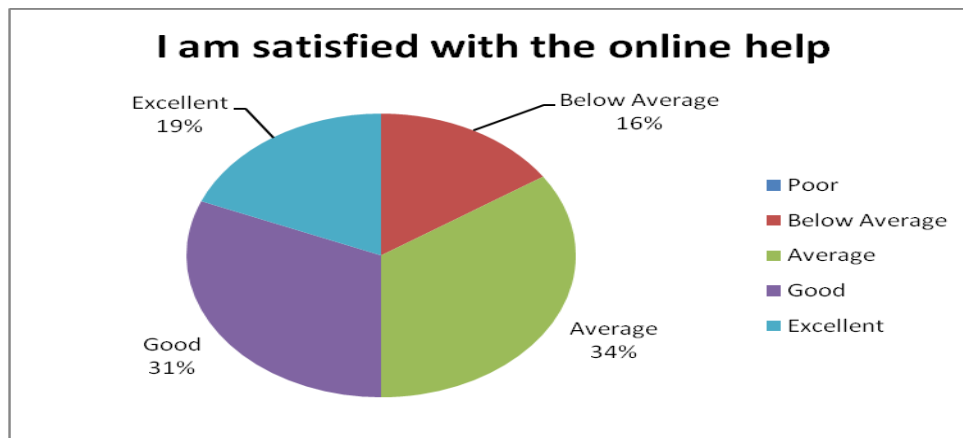


Chart 12: Satisfaction with the online help

From the analysis of the collected feedback we came to the following results:

- 19% of the respondents are highly satisfied with the provided online help.
- 31% of the respondents are satisfied with the provided online help.
- 34% of the respondents are neutral with the provided online help.
- 16% of the respondents are not satisfied with the provided online help.

As we can see from the results above, there were 5 out of 10 users who were, at least, satisfied with the provided online help. The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,53	3	3,5

Table 12: Users' central tendency for Question 4.12

From the table we can see that the mean value is 3,53, the mode value is 3 and the median value is, 3,5. Therefore, the central tendency is that the users are neutral about the online help the system provides. So, improvements to the online help must take place, in order users to be able to get more comprehensive help tips related to system's operation.

Question 4.13: I am satisfied with the present functionalities

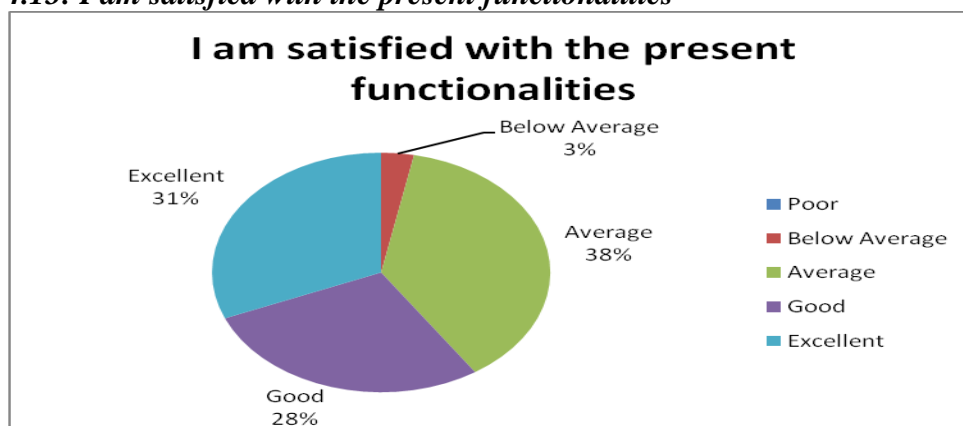


Chart 13: Satisfaction with the present functionalities

From the analysis of the collected feedback we came to the following results:

- 31% of the respondents are highly satisfied with the system's present functionalities.
- 28% of the respondents are satisfied with the system's present functionalities.

- 38% of the respondents are neutral with the system’s present functionalities.
- 3% of the respondents are not satisfied with the system’s present functionalities

It is worth mentioning here, that there were 6 out of 10 users, who are satisfied with the system’s present functionalities. The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,88	3	4

Table 13: Users' central tendency for Question 4.13

From the table we can see that the mean value is 3,88, the mode value is 3 and the median value is, 4. Therefore, the central tendency is that the users are satisfied with the functionalities the system already provides.

5. 2ND ROUND EVALUATION RESULTS ANALYSIS

In this section, the analysis of the feedback gathered during the second round of the User Evaluation, is presented. During this second round of testing and evaluation, ATLAS project members, along with a significant number of users (total number of unique (based on IP) users involved was 131), evaluated a more complete and feature-rich set of functionalities of i-Librarian and i-Publisher.

In the following subsection we present the results from the analysis of the questionnaires in a consolidated manner (i.e. only for the common indicators across UGs and questionnaires). For reading convenience, the detailed results for each indicator of each UG are available in the Annex of this deliverable.

5.1 User Evaluation Consolidated Results

In total, 327 questionnaires were collected from indicative users (131 unique IPs), and we present the analysis of the consolidated results from these questionnaires.

Question 5.1: The system is responsive (overall impression)

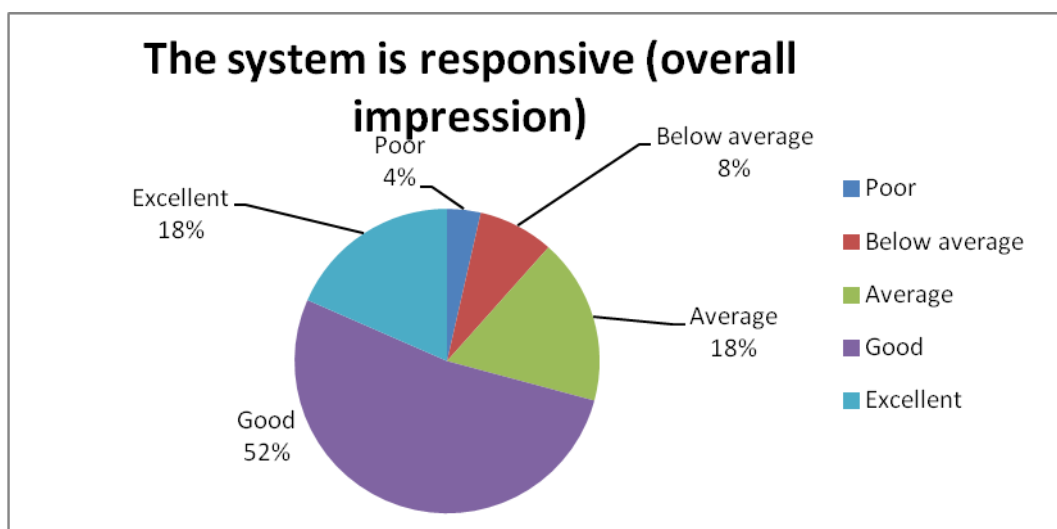


Chart 14: The system is responsive

From the analysis of the collected feedback we inferred the following results:

- 18% of the respondents believe that the system's responsiveness is "Excellent".
- 52% of the respondents believe that the system's responsiveness is "Good".
- 18% of the respondents believe that the system's responsiveness is "Average".
- 8% of the respondents believe that the system's responsiveness is "Below Average".
- 4% of the respondents believe that the system's responsiveness is "Poor".

It is worth mentioning that almost 7 out of 10 users believe that the system's responsiveness is at least "Good". The mean value (μ), the mode value (τ), and the median value (m) for this question is presented in the following table:

μ	τ	m
3,74	4	4

Table 14: Users' Central Tendency for Question 5.1

As we can see from the table above, the conclusion is that the users' central tendency is towards the value “4”, which means “Good”. As a result, the central tendency is that the system responsiveness is “Good”.

Question 5.2: The system increases your productivity

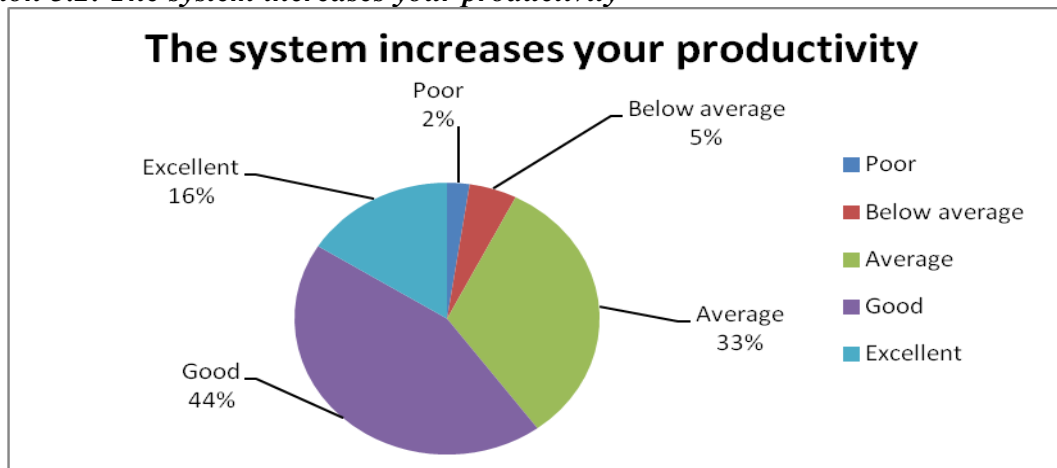


Chart 15: The system increases your productivity

From the analysis of the collected feedback we inferred the following results:

- 16% of the respondents estimate that the system increases their productivity in an excellent degree.
- 44% of the respondents estimate that the system increases their productivity in a good degree.
- 33% of the respondents estimate that the system increases their productivity in an average degree.
- 5% of the respondents estimate that the system increases their productivity in a below average degree.
- 2% of the respondents estimate that the system increases their productivity in a poor degree.

From these results we can figure out that almost 6 out of 10 users, estimate that the system increases their productivity in, at least, a good degree.

The mean value (μ), the mode value (τ), and the median value (m) for this question are presented in the following table:

μ	τ	m
3,67	4	4

Table 15: Users' central tendency for Question 5.2

As we can see from the table above, the conclusion is that the users' central tendency is towards the value “4”, which means “Good”. As a result, the central tendency is that the system increases the users' productivity in a good degree.

Question 5.3: The user interface is friendly and easy to use

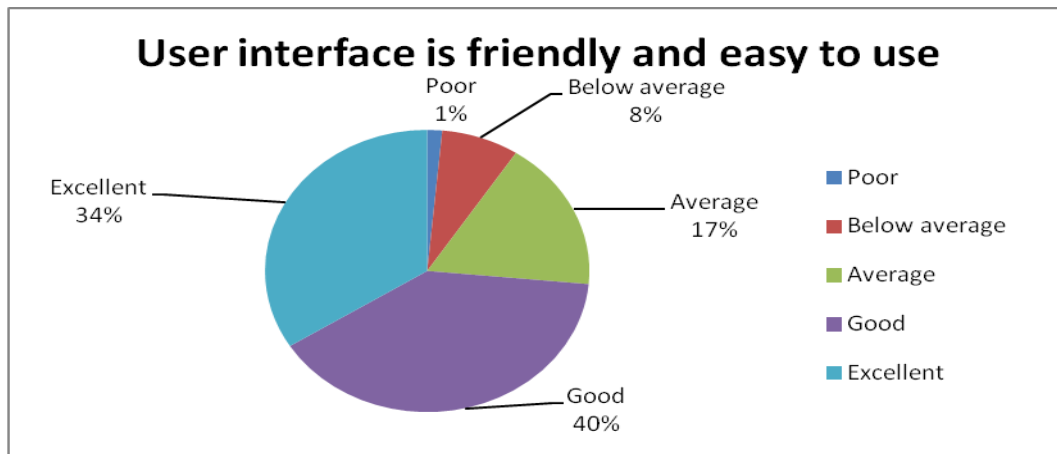


Chart 16: The user interface is friendly and easy to use

From the analysis of the collected feedback we came to the following results:

- 34% of respondents strongly agree that the user interface is friendly and easy to use.
- 40% of the respondents agree that the user interface is friendly and easy to use.
- 17% of the respondents are neutral about the fact that the user interface is friendly and easy to use.
- 8% of the respondents disagree that the user interface is friendly and easy to use.
- 1% of respondents strongly disagree that the user interface is friendly and easy to use.

From the above data, we see that more than 7 out of 10 users agree that the system's user interface is friendly and easy to use. The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,98	4	4

Table 16: Users' central tendency in Question 5.3

As we can see from the table above, the conclusion is that the users' central tendency is towards the value "4", which means "Good". As a result, the central tendency is that the system's user interface friendliness and ease of use is in good level.

Question 5.4: The system response is adequate to my requests

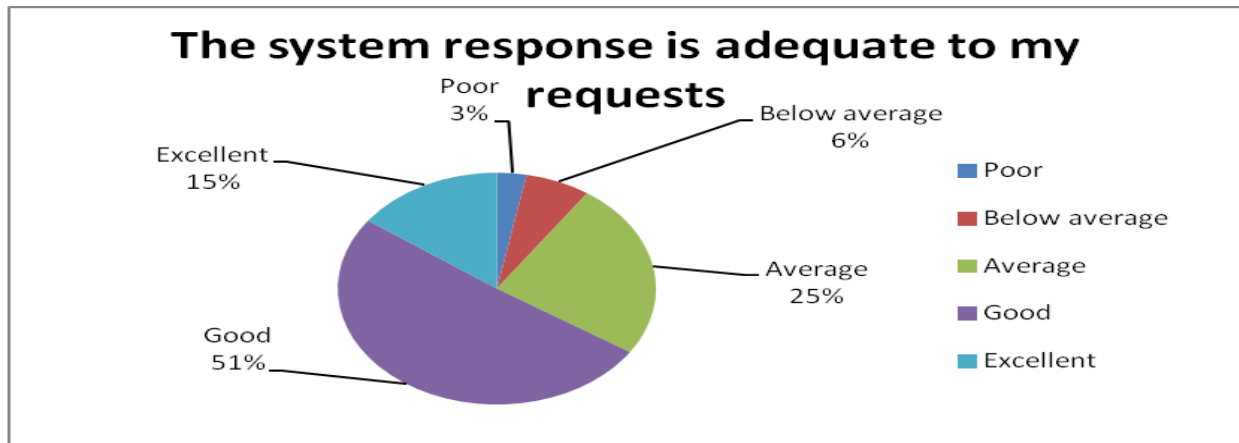


Chart 17: The system response is adequate to my requests

From the analysis of the collected feedback we came to the following results:

- 15% of the respondents estimate that the system’s response to users’ requests is excellent.
- 51% of the respondents estimate that the system’s response to users’ requests is good.
- 25% of the respondents estimate that the system’s response to users’ requests is average.
- 6% of the respondents estimate that the system’s response to users’ requests is below average.
- 3% of the respondents estimate that the system’s response to users’ requests is poor.

The main outcome here, is that almost 7 out of 10 users believe that the system’s response to users’ request is, at least, good. The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,67	4	4

Table 17: Users' central tendency in Question 5.4

As we can see from the table above, the conclusion is that the users’ central tendency is towards the value “4”, which means “Good”. As a result, the central tendency is that the system’s response and adequacy to users’ requests is at a good level.

Question 5.5: The system offers complete set of facilities

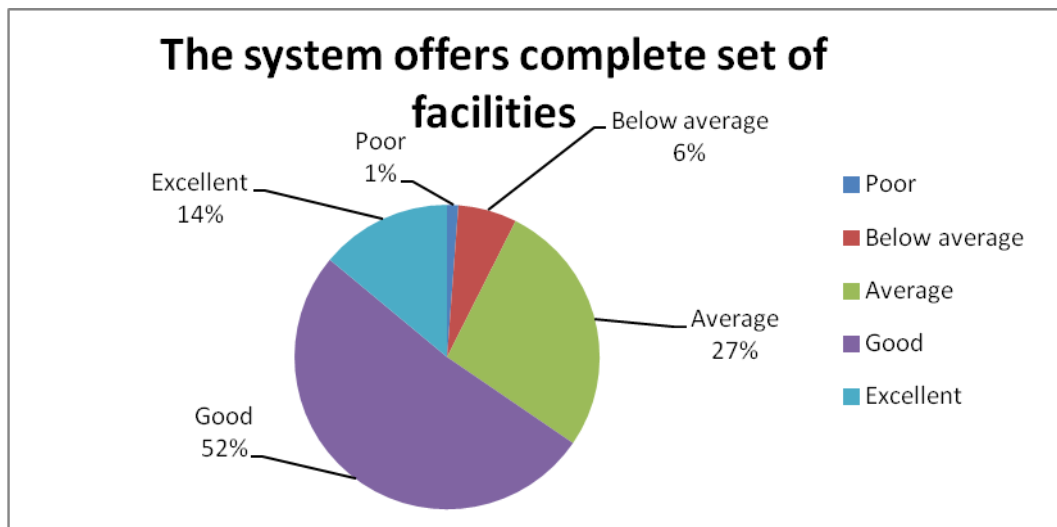


Chart 18: The system offers complete set of facilities

From the analysis of the collected feedback we inferred the following results:

- 14% of the respondents estimate that the system offers an excellent set of facilities.
- 52% of the respondents estimate that the system offers a good set of facilities.
- 27% of the respondents estimate that the system offers an average set of facilities.
- 6% of the respondents estimate that the system offers a below average set of facilities.
- 1% of the respondents estimate that the system offers a poor set of facilities.

It's worth mentioning that almost 7 out of 10 users estimated that the system offers, at least, a good of facilities. The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,72	4	4

Table 18: Users' central tendency for Question 5.5

From the table we can see that the mean value is 3,72, the mode value is 4 and the median value is, also, 4. Therefore, the central tendency of the users is that the system offers a good set of facilities.

Question 5.6: Provided on-line help, tips and screen casts are useful

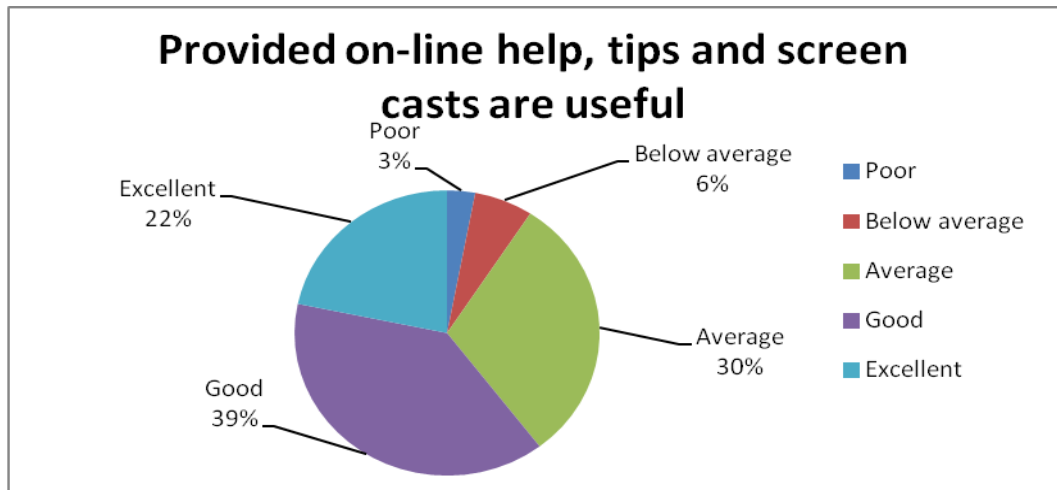


Chart 19: Provided on-line help, tips and screen casts are useful

From the analysis of the collected feedback we came to the following results:

- 22% of the respondents estimate that the on-line help, tips and screen casts are excellent and totally useful.
- 39% of the respondents estimate that the on-line help, tips and screen casts are good and useful enough.
- 30% of the respondents estimate that the on-line help, tips and screen casts are neutrally useful.
- 6% of the respondents estimate that the on-line help, tips and screen casts are not particularly useful.
- 3% of the respondents estimate that the on-line help, tips and screen casts are totally unusable.

From the data analysis, we infer that almost 6 out of 10 respondents believe that the on-line help, tips and casts provided by the system are useful enough. The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,71	4	4

Table 19: Users' central tendency in Question 5.6

As we can see from the table above, the conclusion is that the users' central tendency is towards the value “4”, which means “Good”. As a result, the central tendency is that the provided on-line help, tips and screen casts are good and useful enough.

Question 5.7: System navigation is intuitive and easy to use

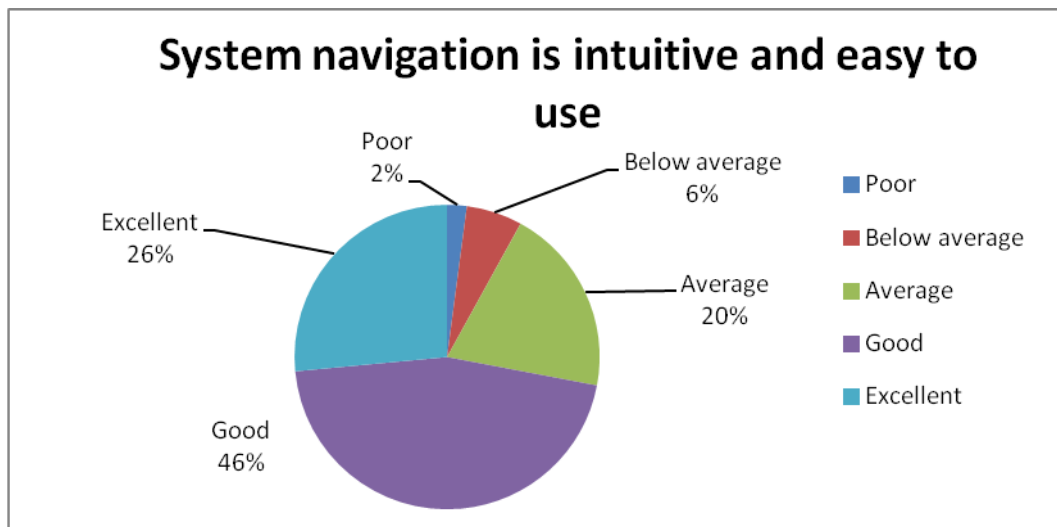


Chart 20: System navigation is intuitive and easy to use

From the analysis of the collected feedback we came to the following results:

- 26% of the respondents estimate that the systems' navigation is excellent.
- 46% of the respondents estimate that the systems' navigation is good.
- 20% of the respondents estimate that the systems' navigation is average.
- 6% of the respondents estimate that the systems' navigation is below average.
- 2% of the respondents estimate that the systems' navigation is poor.

It is worth mentioning here, that almost 7 out of 10 users, estimate that the systems' navigation is at least at a good level. The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,91	4	4

Table 20: Users' central tendency in Question 5.7

As we can see from the table above, the mean value is 3,91, and the mode and median values are 3. As a result, the central tendency is that the system's navigation is at a good level.

Question 5.8: Working with multilingual content items is easy and productive

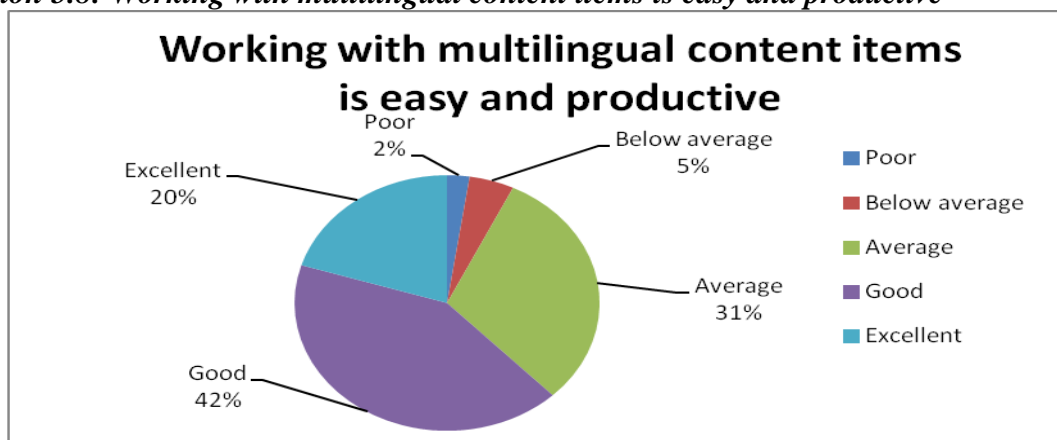


Chart 21: Working with multilingual content items is easy and productive

From the analysis of the collected feedback we came to the following results:

- 20% of the respondents strongly agree that working with multilingual content items is easy and productive.
- 42% of the respondents agree that working with multilingual content items is easy and productive.
- 31% of the respondents are neutral about the fact that working with multilingual content items is easy and productive.
- 5% of the respondents disagree that working with multilingual content items is easy and productive.
- 2% of the respondents strongly disagree that working with multilingual content items is easy and productive.

The conclusion here is that, only 1 out of 10 users disagree with the fact that coping with multilingual content is useful and productive. The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,72	4	4

Table 21: Users' central tendency in Question 5.8

As we can see from the table above, the conclusion is that the users' central tendency is towards the value “4”. Therefore, the central tendency is that the users agree that working with multilingual content items is easy and productive.

Question 5.9: I am satisfied with the user interface of the system

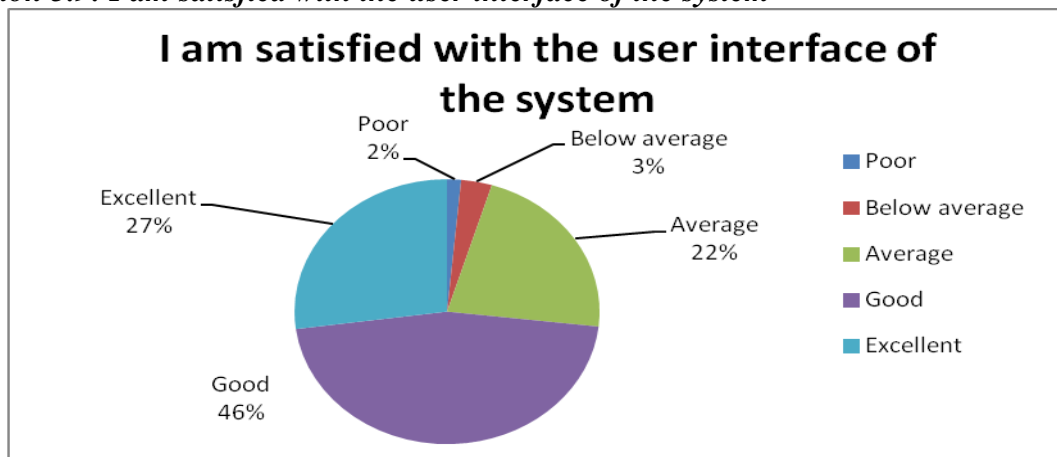


Chart 22: Satisfaction with the user interface of the system

From the analysis of the collected feedback we came to the following results:

- 27% of the respondents are highly satisfied with the user interface of the system.
- 46% of the respondents are satisfied with the user interface of the system.
- 22% of the respondents are neutral with the user interface of the system.
- 3% of the respondents are not satisfied with the user interface of the system.
- 2% of the respondents are highly dissatisfied with the user interface of the system.

The outcome here is that, more than 7 out of 10 users, are at least satisfied with the user interface of the system. The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,95	4	4

Table 22: Users' central tendency in Question 5.9

As we can see from the table above, the conclusion is that the users' central tendency is towards the value “4”. As a result, the central tendency is that the users are satisfied with the provided user interface of the system.

Question 5.10: I am satisfied with the online help

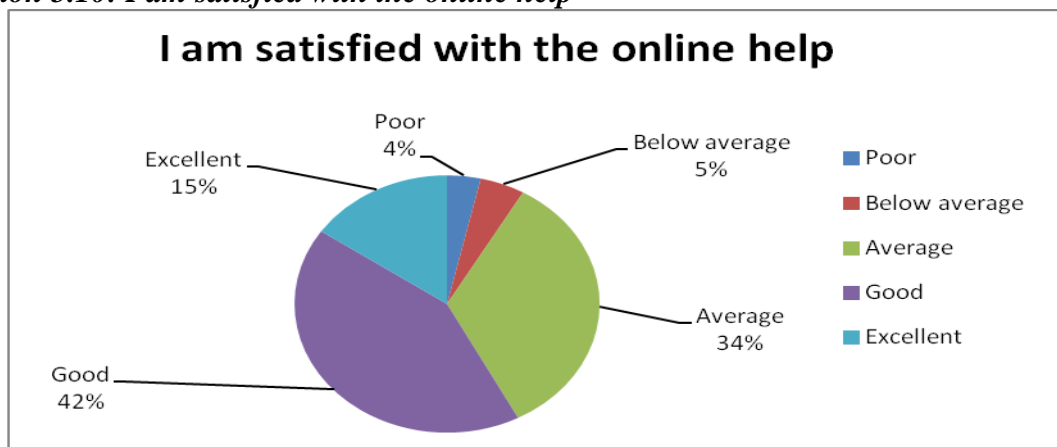


Chart 23: Satisfaction with the online help

From the analysis of the collected feedback we came to the following results:

- 15% of the respondents are highly satisfied with the provided online help.
- 42% of the respondents are satisfied with the provided online help.
- 34% of the respondents are neutral with the provided online help.
- 5% of the respondents are not satisfied with the provided online help.
- 4% of the respondents are highly dissatisfied with the provided online help.

As we can see from the results above, almost 6 out of 10 users are, at least, satisfied with the provided online help. The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,62	4	4

Table 23: Users' central tendency for Question 5.10

From the table we can see that the mean value is 3,62, the mode value is 4 and the median value is, also, 4. Therefore, the central tendency is that the users are satisfied about the online help the system provides.

Question 5.11: I am satisfied with the present functionalities

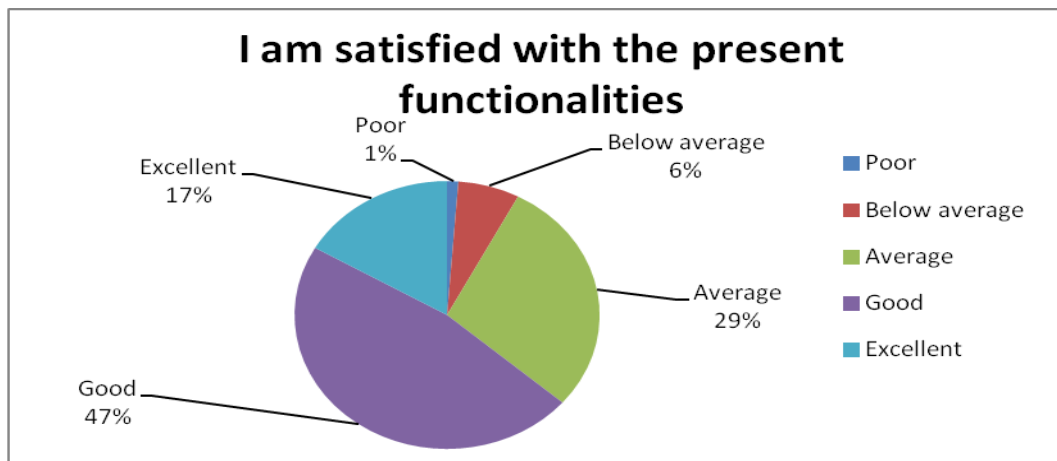


Chart 24: Satisfaction with the present functionalities

From the analysis of the collected feedback we came to the following results:

- 17% of the respondents are highly satisfied with the system's present functionalities.
- 47% of the respondents are satisfied with the system's present functionalities.
- 29% of the respondents are neutral with the system's present functionalities.
- 6% of the respondents are not satisfied with the system's present functionalities.
- 1% of the respondents are highly dissatisfied with the system's present functionalities.

It is worth mentioning here, that almost 6 out of 10 respondents are ,at least, satisfied with the system's present functionalities. The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,72	4	4

Table 24: Users' central tendency for Question 5.11

From the table we can see that the mean value is 3,72, while the mode and median values are 4. Therefore, the central tendency is that the users are satisfied with the functionalities the system already provides.

6. 3RD ROUND EVALUATION RESULTS ANALYSIS

In this section, we present the analysis of the feedback gathered during the third round of the User Evaluation. During this third round of testing and evaluation, a significant number of users (total number of unique users involved: 139), evaluated the final functionalities of i-Librarian with full multilingual support.

In the following subsection we present the results from the analysis of indicative indicators of the questionnaires. The complete results for the remaining indicators are available in the respective Annex of this deliverable.

6.1 User Evaluation Consolidated Results

In the following we present the results from the analysis of the 3rd round questionnaires. In order to make this deliverable readers-friendly, the results that are presented below are indicative in the sense that we present the indicators that give an overview of the system functions, focusing on features that were significantly improved between 2nd and 3rd evaluation rounds. The results for the rest of the indicators are presented in the Annex of this deliverable.

Question 6.1: The system is responsive (overall impression)

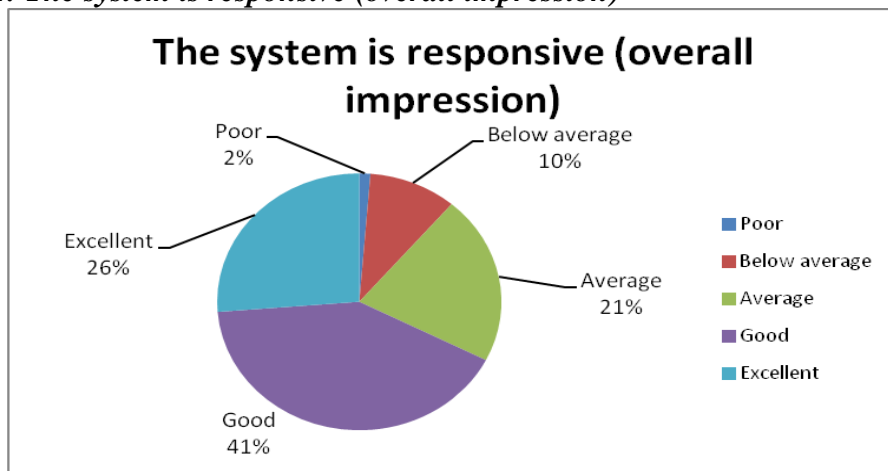


Chart 25: The system is responsive

From the analysis of the collected feedback we inferred the following results:

- 26% of the respondents believe that the system’s responsiveness is “Excellent”.
- 41% of the respondents believe that the system’s responsiveness is “Good”.
- 21% of the respondents believe that the system’s responsiveness is “Average”.
- 10% of the respondents believe that the system’s responsiveness is “Below Average”.
- 2% of the respondents believe that the system’s responsiveness is “Poor”.

It is worth mentioning that almost 7 out of 10 users believe that the system’s responsiveness is at least “Good”.

The mean value (μ), the mode value (τ), and the median value (m), this specific indicator the users’ central tendency is presented in the following table:

μ	τ	m
3,96	4	4

Table 25: Users' Central Tendency for Question 6.1

As we can see from the table above, the conclusion is that the users’ central tendency is towards the value “4”, which means “Good”. As a result, the central tendency is that the system responsiveness is “Good”.

Question 6.2: The system increases your productivity

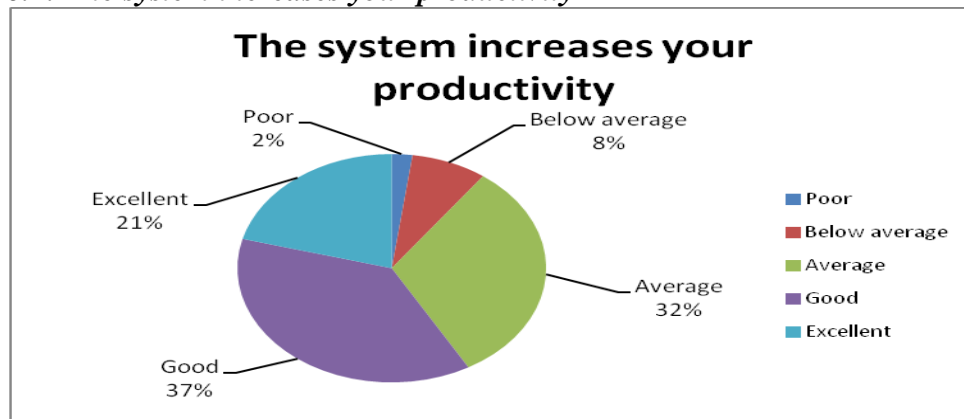


Chart 26: The system increases your productivity

From the analysis of the collected feedback we inferred the following results:

- 21% of the respondents estimate that the system increases their productivity in an excellent degree.
- 37% of the respondents estimate that the system increases their productivity in a good degree.
- 32% of the respondents estimate that the system increases their productivity in an average degree.
- 8% of the respondents estimate that the system increases their productivity in a below average degree.
- 2% of the respondents estimate that the system increases their productivity in a poor degree.

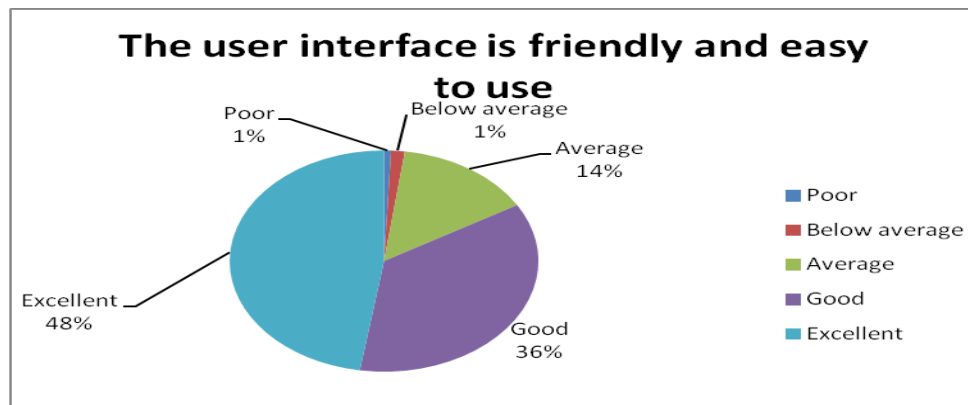
From these results we can figure out that almost 6 out of 10 users, estimate that the system increases their productivity in, at least, a good degree.

The mean value (μ), the mode value (τ), and the median value (m) for this question are appeared in the following table:

μ	τ	m
3,67	4	4

Table 26: Users' central tendency for Question 6.2

As we can see from the table above, the conclusion is that the users’ central tendency is towards the value “4”, which means “Good”. As a result, the central tendency is that the system increases the users’ productivity in a good degree.

Question 6.3: The user interface is friendly and easy to use**Chart 27: The user interface is friendly and easy to use**

From the analysis of the collected feedback we came to the following results:

- 48% of respondents strongly agree that the user interface is friendly and easy to use.
- 36% of the respondents agree that the user interface is friendly and easy to use.
- 14% of the respondents are neutral about the fact that the user interface is friendly and easy to use.
- 1% of the respondents disagree that the user interface is friendly and easy to use.
- 1% of respondents strongly disagree that the user interface is friendly and easy to use.

From the above data, we see that almost 8 out of 10 users, agree that the system’s user interface is friendly and easy to use. The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
4,28	5	4

Table 27: Users' central tendency in Question 6.3

As we can see from the table above, the conclusion is that the users’ central tendency is towards the value “4”, which means “Good”. As a result, the central tendency is that the system’s user interface friendliness and ease of use is in good level.

Question 6.4: The system response is adequate to my requests

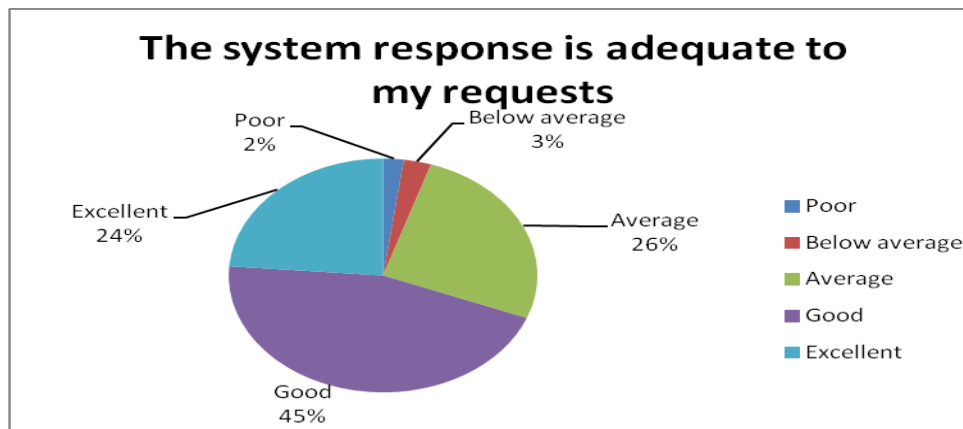


Chart 28: The system response is adequate to my requests

From the analysis of the collected feedback we came to the following results:

- 24% of respondents estimate that the system’s response to users’ requests is excellent.
- 45% of the respondents estimate that the system’s response to users’ requests is good.
- 26% of the respondents estimate that the system’s response to users’ requests is average.
- 3% of respondents estimate that the system’s response to users’ requests is below average.
- 2% of the respondents estimate that the system’s response to users’ requests is poor.

The main outcome here, is that 7 out of 10 users believe that the system’s response to users’ request is, at least, good. The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,86	4	4

Table 28: Users' central tendency in Question 6.4

As we can see from the table above, the conclusion is that the users’ central tendency is towards the value “4”, which means “Good”. As a result, the central tendency is that the system’s response and adequacy to users’ requests is at a good level.

Question 6.5: The system offers complete set of facilities

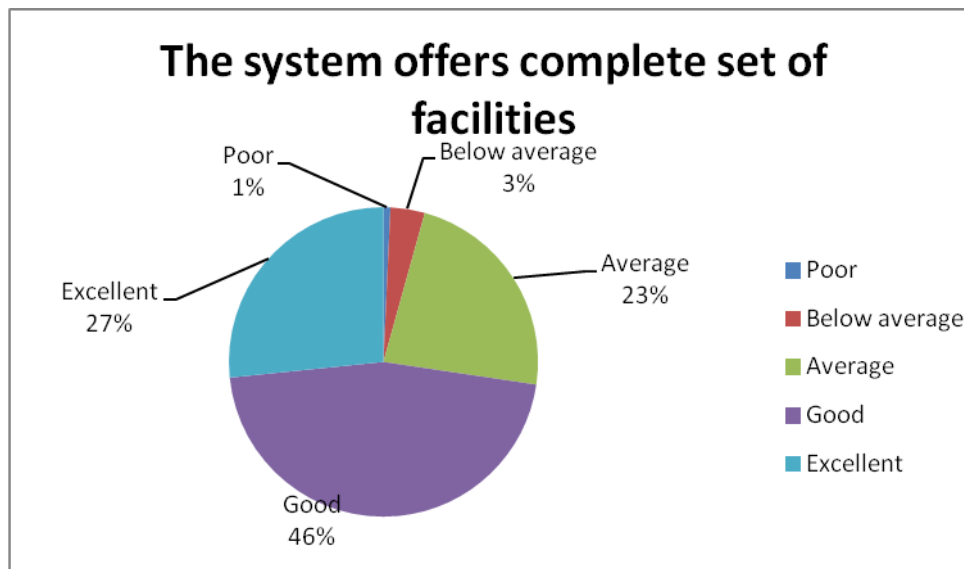


Chart 29: The system offers complete set of facilities

From the analysis of the collected feedback we inferred the following results:

- 27% of the respondents estimate that the system offers an excellent set of facilities.
- 46% of the respondents estimate that the system offers a good set of facilities.
- 23% of the respondents estimate that the system offers an average set of facilities.
- 3% of the respondents estimate that the system offers a below average set of facilities.
- 1% of the respondents estimate that the system offers a poor set of facilities.

It's worth mentioning that more than 7 out of 10 users estimated that the system offers, at least, a good of facilities. The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,94	4	4

Table 29: Users' central tendency for Question 6.5

From the table we can see that the mean value is 3,94, the mode value is 4 and the median value is, also, 4. Therefore, the central tendency of the users is that the system offers a good set of facilities.

Question 6.6: Provided on-line help, tips and screen casts are useful

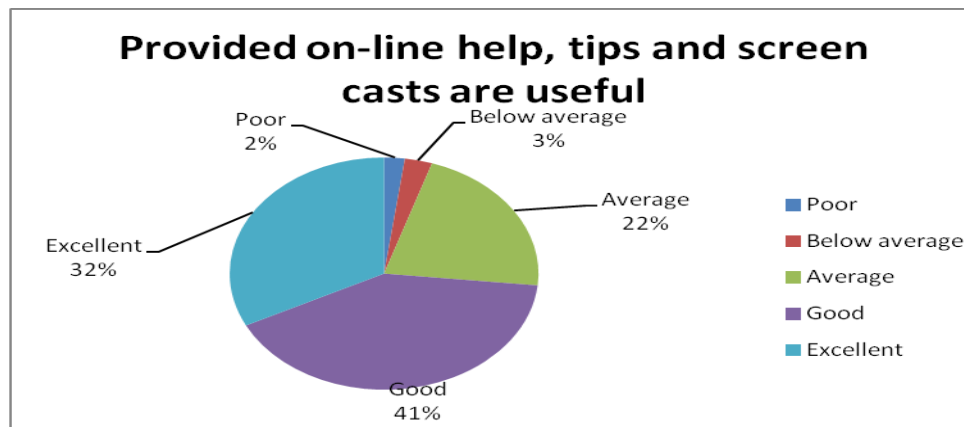


Chart 30: Provided on-line help, tips and screen casts are useful

From the analysis of the collected feedback we came to the following results:

- 32% of the respondents estimate that the on-line help, tips and screen casts are excellent and totally useful.
- 41% of the respondents estimate that the on-line help, tips and screen casts are good and useful enough.
- 22% of the respondents estimate that the on-line help, tips and screen casts are neutrally useful.
- 3% of the respondents estimate that the on-line help, tips and screen casts are not particularly useful.
- 2% of the respondents estimate that the on-line help, tips and screen casts are totally unusable.

From the data analysis, we infer that more than 7 out of 10 respondents believe that the on-line help, tips and casts provided by the system are useful enough.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,99	4	4

Table 30: Users' central tendency in Question 6.6

As we can see from the table above, the conclusion is that the users' central tendency is towards the value "4", which means "Good". As a result, the central tendency is that the provided on-line help, tips and screen casts are good and useful enough.

Question 6.7: System navigation is intuitive and easy to use

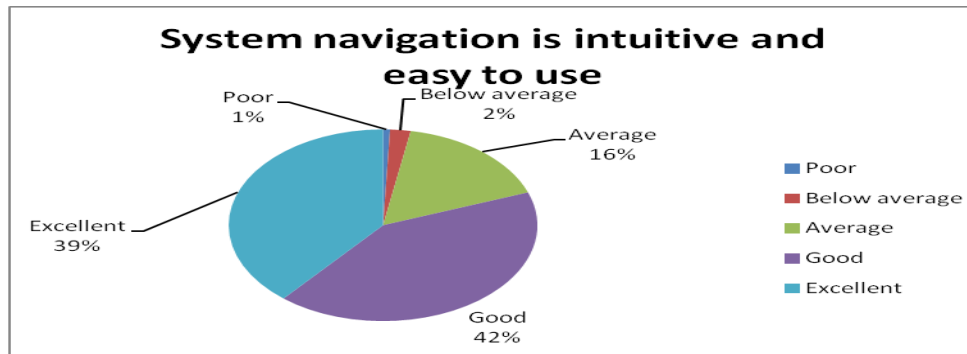


Chart 31: System navigation is intuitive and easy to use

From the analysis of the collected feedback we came to the following results:

- 39% of the respondents estimate that the systems' navigation is excellent.
- 42% of the respondents estimate that the systems' navigation is good.
- 16% of the respondents estimate that the systems' navigation is average.
- 2% of the respondents estimate that the systems' navigation is below average.
- 1% of the respondents estimate that the systems' navigation is poor.

It is worth mentioning here, that more than 8 out of 10 users, estimate that the systems' navigation is at least at a good level. The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
4,16	4	4

Table 31: Users' central tendency in Question 6.7

As we can see from the table above, the mean value is 4,16, and the mode and median values are 3. As a result, the central tendency is that the system's navigation is at a good level.

Question 6.8: Working with multilingual content items is easy and productive

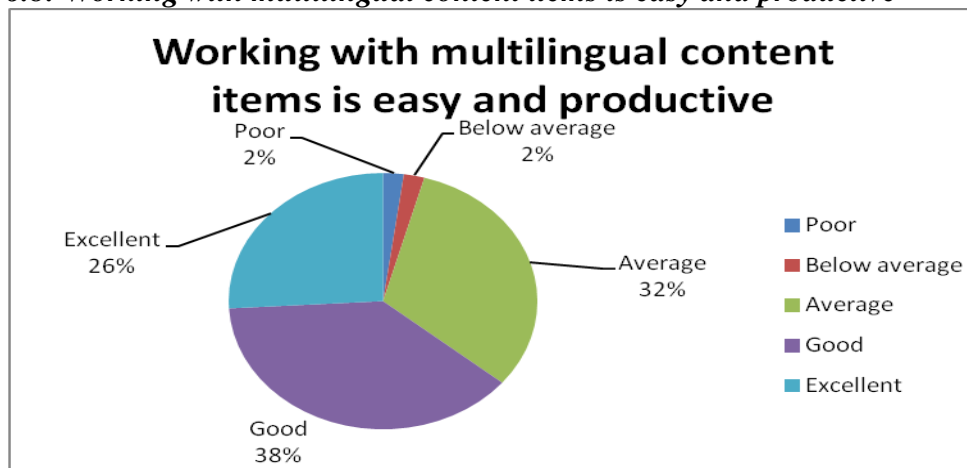


Chart 32: Working with multilingual content items is easy and productive

From the analysis of the collected feedback we came to the following results:

- 26% of the respondents strongly agree that working with multilingual content items is easy and productive.

- 38% of the respondents agree that working with multilingual content items is easy and productive.
- 32% of the respondents are neutral about the fact that working with multilingual content items is easy and productive.
- 2% of the respondents disagree that working with multilingual content items is easy and productive.
- 2% of the respondents strongly disagree that working with multilingual content items is easy and productive.

The conclusion here is that, 6 out of 10 users, at least, agree with the fact that coping with multilingual content is useful and productive. The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,83	4	4

Table 32: Users' central tendency in Question 6.8

As we can see from the table above, the conclusion is that the users' central tendency is towards the value “4”. Therefore, the central tendency is that the users agree that working with multilingual content items is easy and productive.

Question 6.9: I am satisfied with the user interface of the system

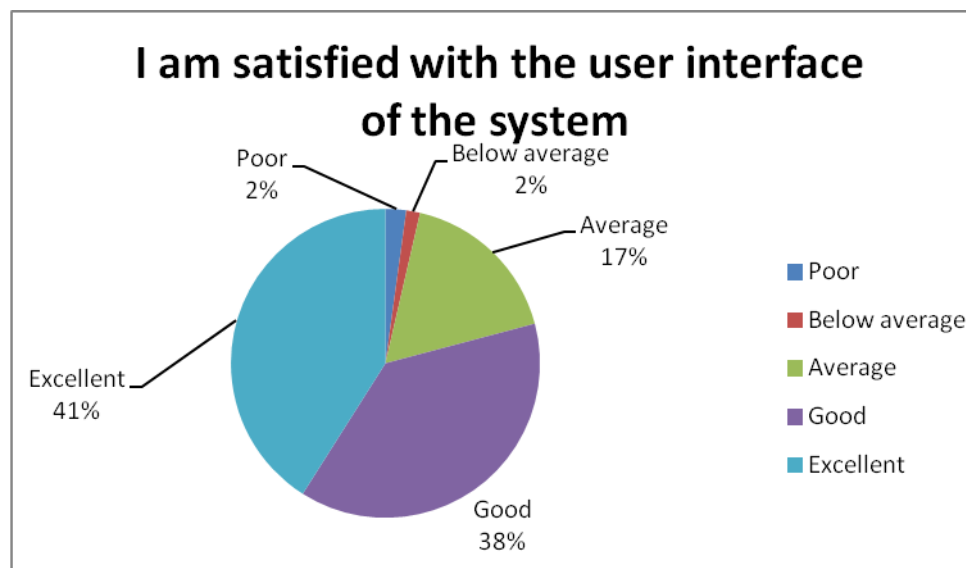


Chart 33: Satisfaction with the user interface of the system

From the analysis of the collected feedback we came to the following results:

- 41% of the respondents are highly satisfied with the user interface of the system.
- 38% of the respondents are satisfied with the user interface of the system.
- 17% of the respondents are neutral with the user interface of the system.
- 2% of the respondents are not satisfied with the user interface of the system.
- 2% of the respondents are highly dissatisfied with the user interface of the system.

The outcome here is that, almost 8 out of 10 users, are at least satisfied with the user interface of the system. The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
4,14	5	4

Table 33: Users' central tendency in Question 6.9

As we can see from the table above, the conclusion is that the users' central tendency is towards the value “4”. As a result, the central tendency is that the users are satisfied with the provided user interface of the system.

Question 6.10: I am satisfied with the online help

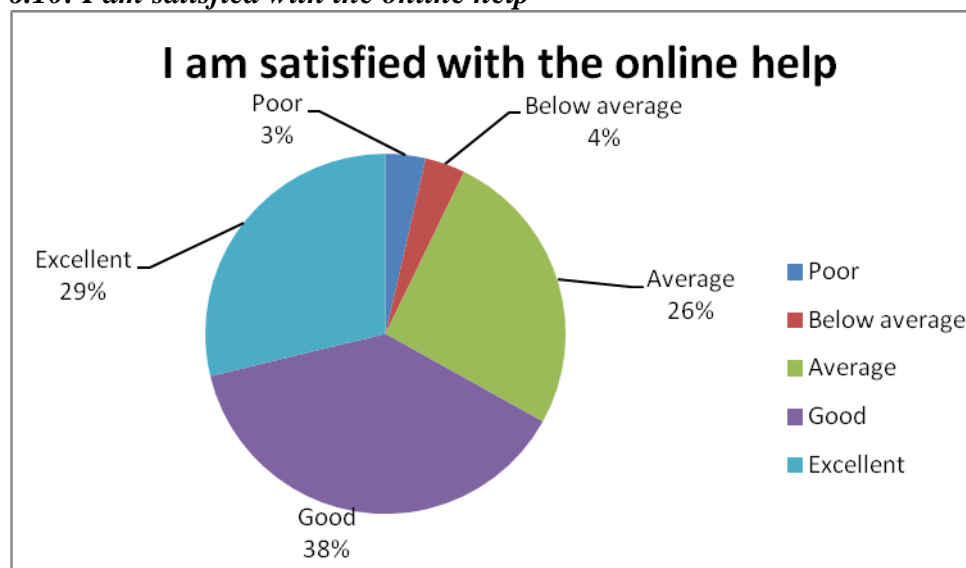


Chart 34: Satisfaction with the online help

From the analysis of the collected feedback we came to the following results:

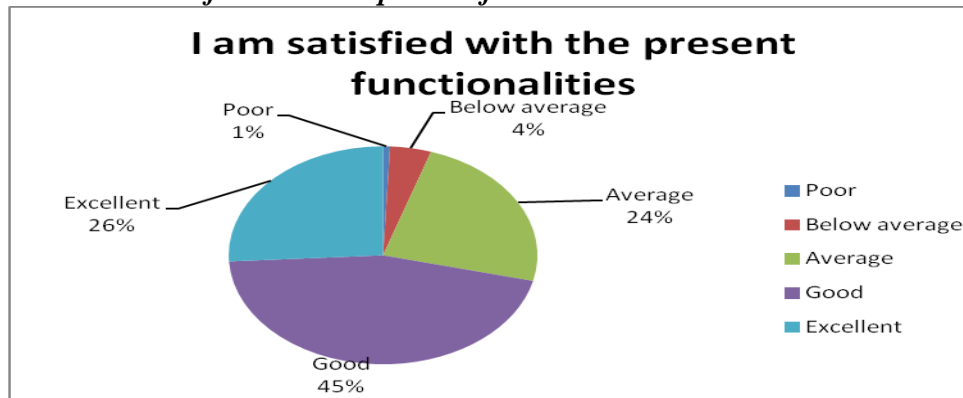
- 29% of the respondents are highly satisfied with the provided online help.
- 38% of the respondents are satisfied with the provided online help.
- 26% of the respondents are neutral with the provided online help.
- 4% of the respondents are not satisfied with the provided online help.
- 3% of the respondents are highly dissatisfied with the provided online help.

As we can see from the results above, more than 6 out of 10 users are, at least, satisfied with the provided online help. The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,85	4	4

Table 34: Users' central tendency for Question 6.10

From the table we can see that the mean value is 3,85, the mode value is 4 and the median value is, also, 4. Therefore, the central tendency is that the users are satisfied about the online help the system provides.

Question 6.11: I am satisfied with the present functionalities**Chart 35: Satisfaction with the present functionalities**

From the analysis of the collected feedback we came to the following results:

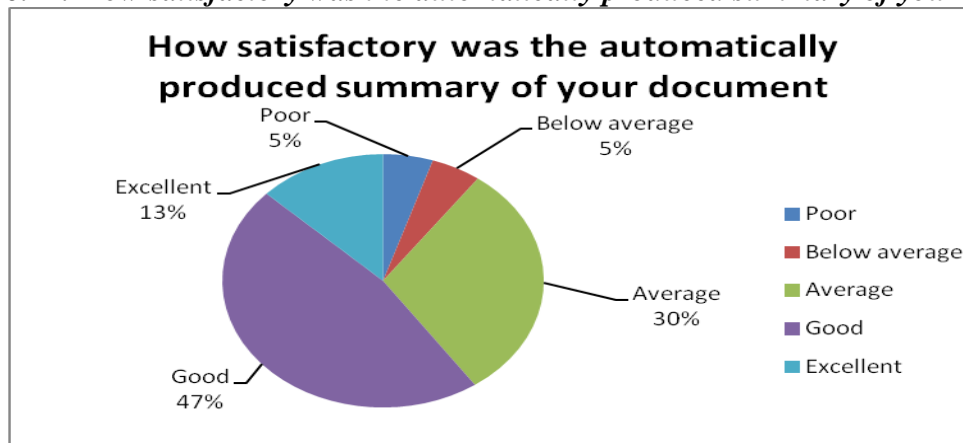
- 26% of the respondents are highly satisfied with the system's present functionalities.
- 45% of the respondents are satisfied with the system's present functionalities.
- 24% of the respondents are neutral with the system's present functionalities.
- 4% of the respondents are not satisfied with the system's present functionalities.
- 1% of the respondents are highly dissatisfied with the system's present functionalities.

It is worth mentioning here, that more than 7 out of 10 respondents are, at least, satisfied with the system's present functionalities. The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,91	4	4

Table 35: Users' central tendency for Question 6.11

From the table we can see that the mean value is 3,91, while the mode and median values are 4. Therefore, the central tendency is that the users are satisfied with the functionalities the system already provides.

Question 6.12: How satisfactory was the automatically produced summary of your document**Chart 36: Satisfaction with the automatically produced summary**

From the analysis of the collected feedback we came to the following results:

- 13% of the respondents are highly satisfied with the system’s produced summary.
- 47% of the respondents are satisfied with the system’s produced summary.
- 30% of the respondents are neutral with the system’s produced summary.
- 5% of the respondents are not satisfied with the system’s produced summary.
- 5% of the respondents are highly dissatisfied with the system’s produced summary.

It is worth mentioning here, that only 1 out of 10 respondents is not satisfied with the summary that was produced automatically by the system. The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,58	4	4

Table 36: Users' central tendency for Question 6.12

From the table we can see that the mean value is 3,58, while the mode and median values are 4. Therefore, the central tendency is that the users are satisfied with the automatically produced summaries.

Question 6.13: How satisfactory was the linguistic analysis of your document, in terms of identified important nouns or phrases

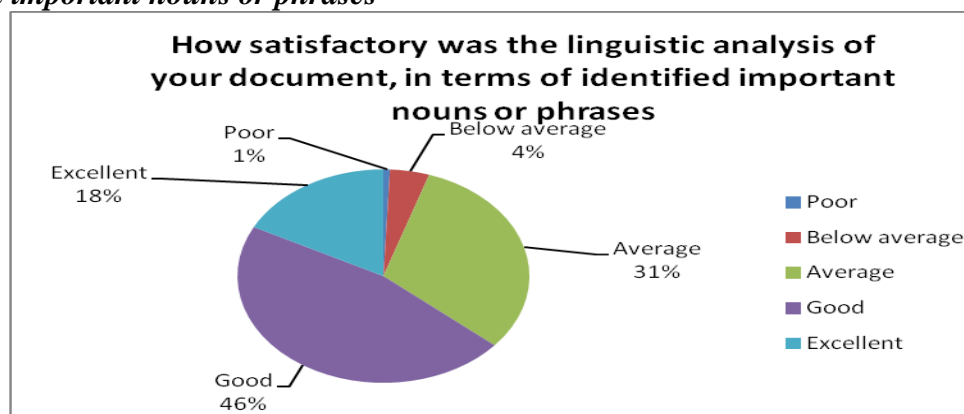


Chart 37: Satisfaction with the linguistic analysis

From the analysis of the presented feedback we came to the following results:

- 18% of respondents are highly satisfied with the linguistic analysis provided by the system.
- 46% of respondents are satisfied with the linguistic analysis provided by the system.
- 31% of respondents are neutral regarding the linguistic analysis provided by the system.
- 4% of respondents are not satisfied with the linguistic analysis provided by the system.
- 1% of respondents are highly dissatisfied with the linguistic analysis provided by the system.

It is worth mentioning here, that more than 6 out of 10 respondents are satisfied with the linguistic analysis provided by the system. The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,75	4	4

Table 37: Users' central tendency for Question 6.13

From the above table we can see that the central tendency is that the users are satisfied with the linguistic analysis provided by the system.

Question 6.14: *How satisfactory was the result of the cross-lingual search on the library documents*

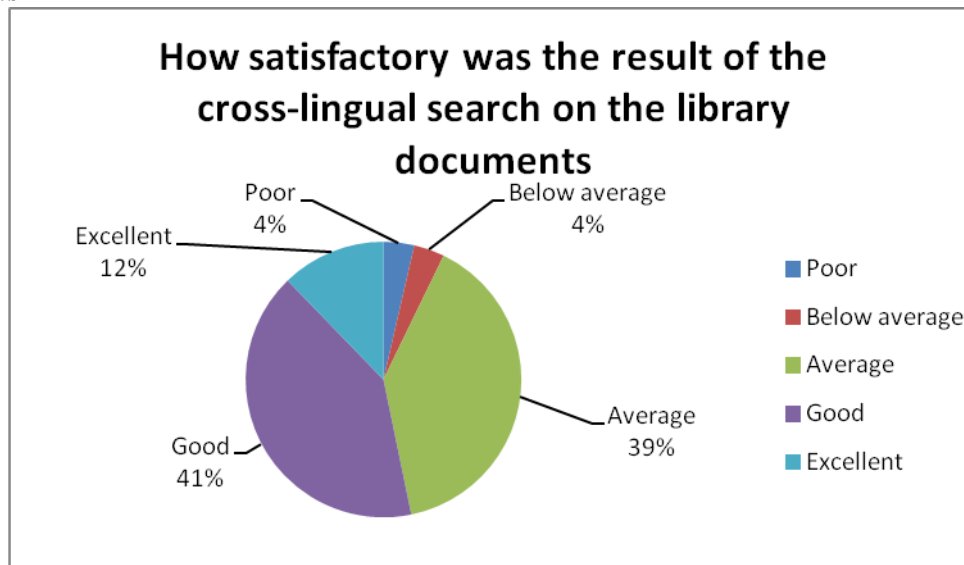


Chart 38: Satisfaction with the result of the cross-lingual search

From the analysis of the collected feedback we infer the following results:

- 12% of the respondents are highly satisfied with the result of the cross-lingual search on the library documents.
- 41% of the respondents are satisfied with the result of the cross-lingual search on the library documents.
- 39% of the respondents are neutral about result of the cross-lingual search on the library documents.
- 4% of the respondents are not satisfied with the result of the cross-lingual search on the library documents.
- 4% of the respondents are highly dissatisfied with result of the cross-lingual search on the library documents.

The outcome here is that, almost half of the respondents, are at least satisfied with result of the cross-lingual search on the library documents. The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,55	4	4

Table 38: Users' central tendency in Question 6.14

As we can see from the table above, the conclusion is that the users’ central tendency is towards the value “4”. As a result, the central tendency is that the users are satisfied with result of the cross-lingual search on the library documents.

Question 6.15: *How satisfactory was the linguistic analysis of your document, in terms of identified named entities (e.g. locations, organisations, person names, etc.)?*

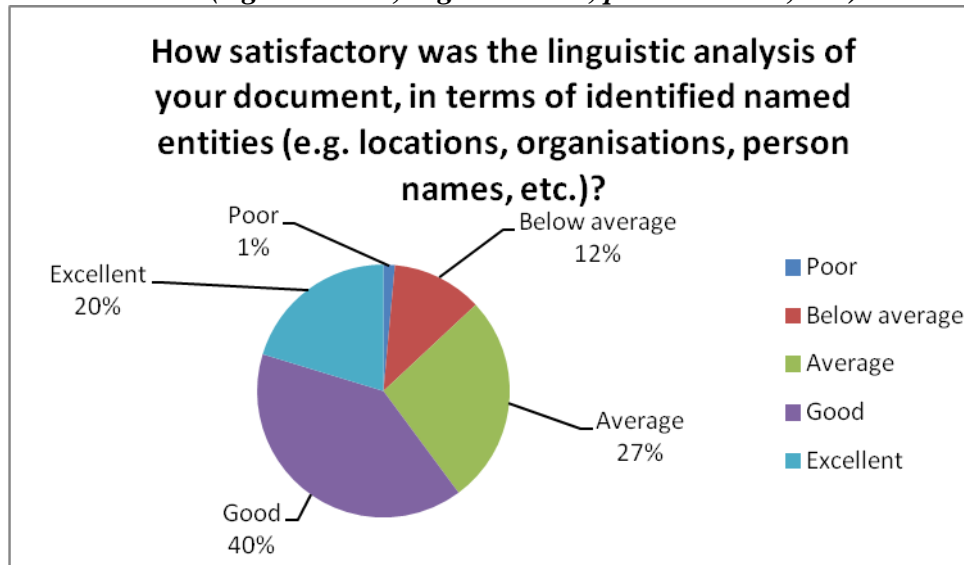


Chart 39: How satisfactory was the linguistic analysis of your document, in terms of identified named entities (e.g. locations, organisations, person names, etc.)?

By analyzing the collected feedback we came to the following results:

- 20% of the respondents are highly satisfied with the linguistic analysis provided by the system.
- 40% of the respondents are satisfied with the linguistic analysis provided by the system.
- 27% of the respondents are neutral about the linguistic analysis provided by the system.
- 12% of the respondents are not satisfied with the linguistic analysis provided by the system.
- 1% of the respondents are highly dissatisfied with the linguistic analysis provided by the system.

From these figures, we result that 6 out 10 of the responded user are, at least, satisfied with the linguistic analysis provided by the system of the documents they’ve uploaded. The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,66	4	4

Table 39: Users' central tendency for Question 6.15

From the table we can see that the mean value is 3,66, the mode value is 4 and the median value is, also, 4. Therefore, the central tendency is that the users are satisfied with the linguistic

analysis provided by the system, in terms of identified named entities (e.g. locations, organisations, person names, etc.).

7. COMPARATIVE ASSESSMENT OF EVALUATION RESULTS

In this section we present a comparative assessment of the results for 5 indicative user acceptance indicators, throughout the 3 rounds of evaluation. This assessment gives the opportunity to present the evolution of some significant characteristics of ATLAS system, considering their acceptance from the potential users and how important is thought to be their functionality.

Indicator 1: The system is responsive (overall impression)

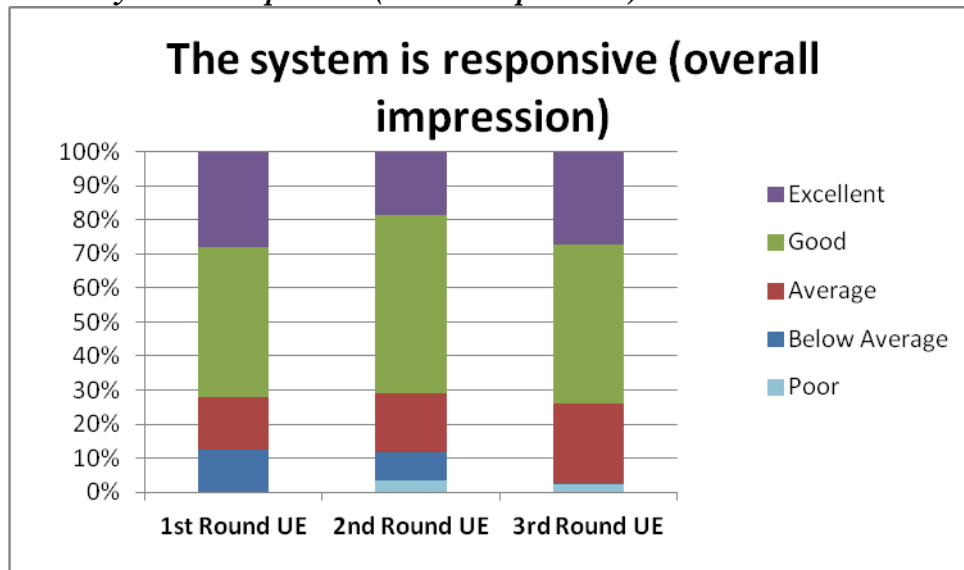


Chart 40: The system is responsive (comparative assessment)

By analyzing the data of the above chart we can see that throughout the 3 evaluation rounds, generally there was a positive impression for the ATLAS system. In the first evaluation round the percentage of users that were positive about the system was almost 70% and by the end of the 3rd evaluation round this percentage was raised to over 75%. Another important aspect is the fact that although the percentage of users that were not impressed by the system's responsiveness, during the first two rounds, was almost 12%, after some significant improvements applied on the system, this percentage fell to almost 2%, during the 3rd evaluation round. Overall, we can state that there was an increasing positive impression about the system during the 3 phases of the user evaluation.

Indicator 2: The system increases your productivity

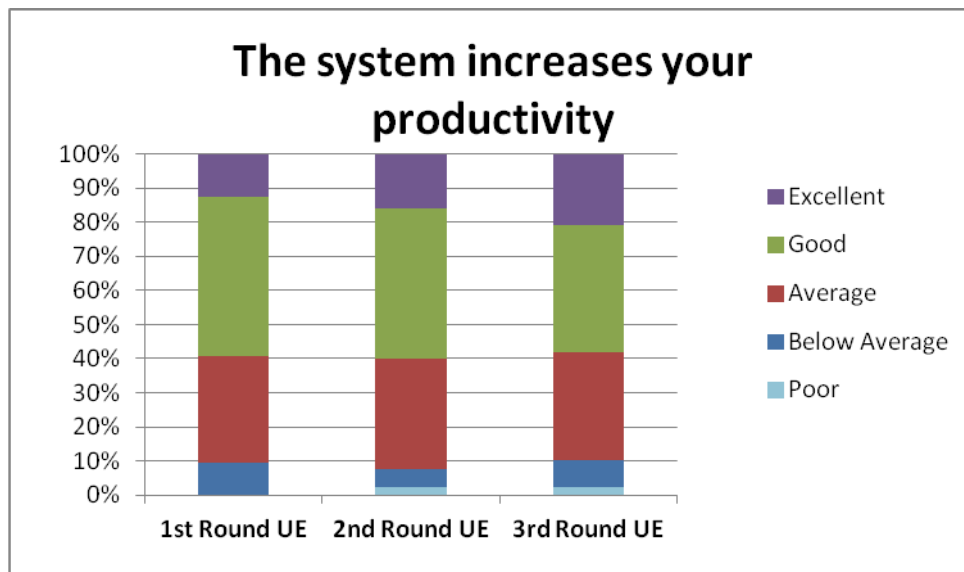


Chart 41: The system increases productivity (comparative assessment)

The main outcome here is that straight from the start of the project most of the respondent users, agreed that such a system increases their productivity, when using its services. As the project implementation was “running” the percentage of user’s that strongly agreed with the fact that the system increases productivity was raised from almost 11% (1st evaluation round) to 15% (2nd evaluation round) and finally was raised up to 22% (3rd evaluation round).

On the other hand, in all 3 evaluation rounds there was a significant percentage of users (approx. 30%), who were not sure that the system increases productivity, despite the improvements applied on the system.

Indicator 3: The user interface is friendly and easy to use

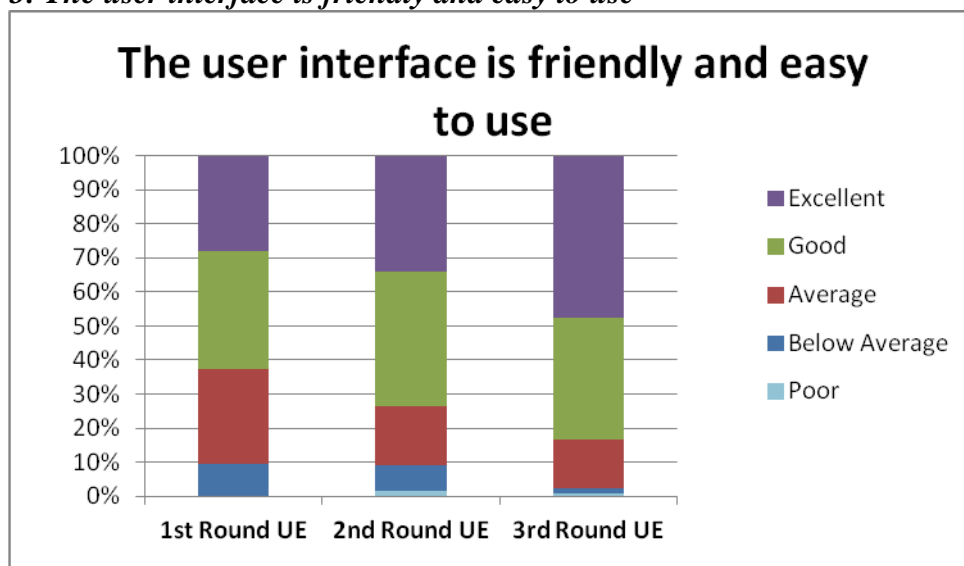


Chart 42: The system increases productivity (comparative assessment)

The most obvious conclusion here is that there is an evolving positive impression of the system’s user friendliness, as the evaluation rounds went on. On the 1st evaluation round the positive impressions were almost 62%. During the 2nd evaluation round, and as there were

some improvements applied, the positive impressions were raised to almost 73%, before rising to almost 85% during the 3rd evaluation round and after further improvements applied. This outcome is, also, justified by the fact that the percentage of user's that were not satisfied (or neutral) from the system's user friendliness fell from almost 36% in the 1st round to almost 15% in the third round.

Indicator 4: I am satisfied with the present functionalities

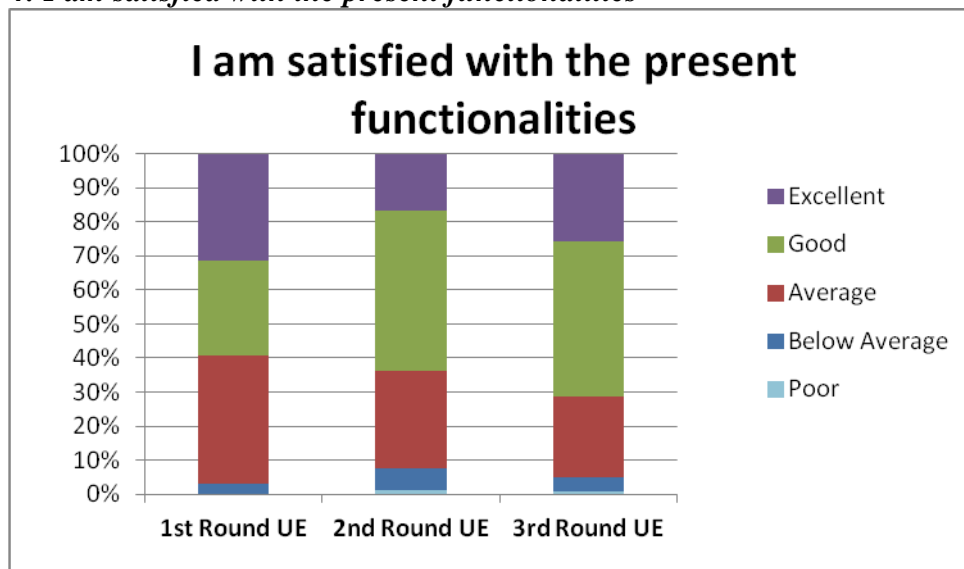


Chart 43: Satisfaction with the system's functionalities (comparative assessment)

From the 1st evaluation round there was a significant percentage (approx. 60%) of users who were, at least, satisfied with the system's functionalities. Before the 2nd evaluation round, the applied improvements raised this percentage to approx. 65%. This increase resulted only from the decline in the percentage of the users who were neutral regarding the system's functionalities, from 35% in the 1st round to approx. 25% in the 2nd round. We mention “only” because in the same time there was a slight increase in the percentage of users that were not satisfied from the system's functionalities, from 2% in the 1st round to approx. 6% in the 2nd round. So, prior to the 3rd evaluation round the aim was to increase the satisfied users by declining both neutral and not satisfied users.

For this reason, we applied more improvements in the system (especially in the automatic summarization tool) so as to enhance its functionalities. The result was to increase the percentage of the satisfied users to over 70%, and simultaneously decrease both neutral and not satisfied users.

Indicator 5: The automatically produced summary gives me a better overview of the textual content

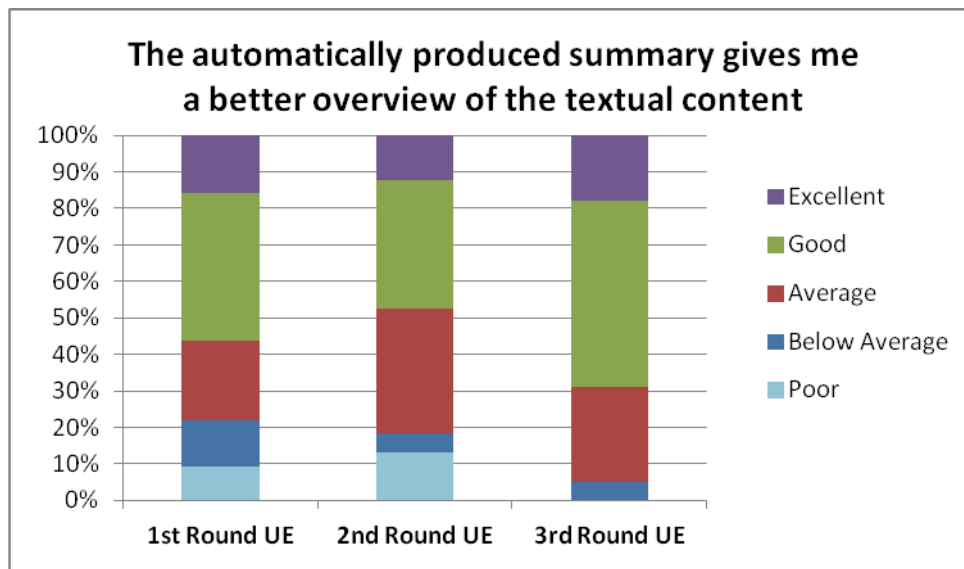


Chart 44: The automatically produced summary gives me a better overview of the textual content (comparative assessment)

From the chart above, we can see that in the 1st evaluation more than half (approx. 55%) of the respondents estimated that the summaries produced from the system gave them a better overview of the textual contents. But in the same time there was a significant percentage (almost 22%) that was not satisfied from the produced summaries. This became even worse in the 2nd round; from 41% in the 1st round to over 50% in the 2nd round.

Further improvements in the summarization tool, resulted in the increase of the satisfied users to almost 70%, during the 3rd round. Nonetheless, there is also a 30% of the users that they are either not satisfied or neutral regarding the produced summaries (and the overview they provide with respect to the uploaded documents), regardless the improvements in the summarization tool.

8. ANNEXES

8.1 1st Round User Evaluation Results per UG

In the following subsections there is a brief presentation of the results that came out during the 1st round of User Evaluation. The results are presented for each UG separately, followed by a brief description of the outcomes.

8.1.1 1st round Evaluation Results – UG1

For UG1, whose members consists of students and scholars evaluated i-Librarian. 22 questionnaires were collected from indicative users, and we present the analysis of the results from these questionnaires.

Question A.1.1.1: The system is responsive (overall impression)

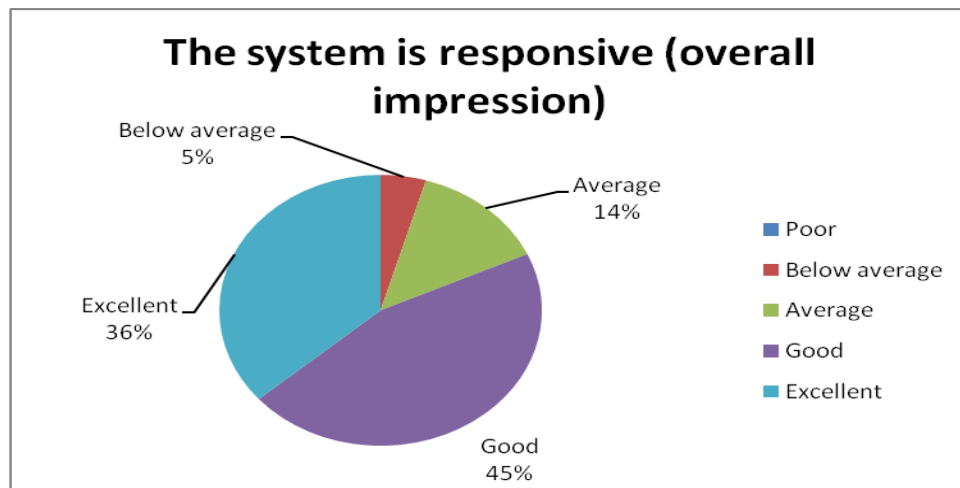


Chart 45: The system is responsive

From the analysis of the collected feedback we inferred the following results:

- 36% of the respondents believe that the system’s responsiveness is “Excellent”.
- 45% of the respondents believe that the system’s responsiveness is “Good”.
- 14% of the respondents believe that the system’s responsiveness is “Average”.
- 5% of the respondents believe that the system’s responsiveness is “Below Average”.

It is worth mentioning that almost 8 out of 10 users believe that the system’s responsiveness is at least “Good”.

The mean value (μ), the mode value (τ), and the median value (m), allow the definition of the central tendency of users’ estimation for every single feature/indicator of ATLAS system. Therefore, for this specific indicator the users’ central tendency is presented in the following table:

μ	τ	m
4,14	4	4

Table 40: Users' Central Tendency for Question A.1.1.1

As we can see from the table above, the conclusion is that the users’ central tendency is towards the value “4”, which means “Good”. As a result, the central tendency is that the system responsiveness is “Good”.

Question A.1.1.2: The system increases your productivity

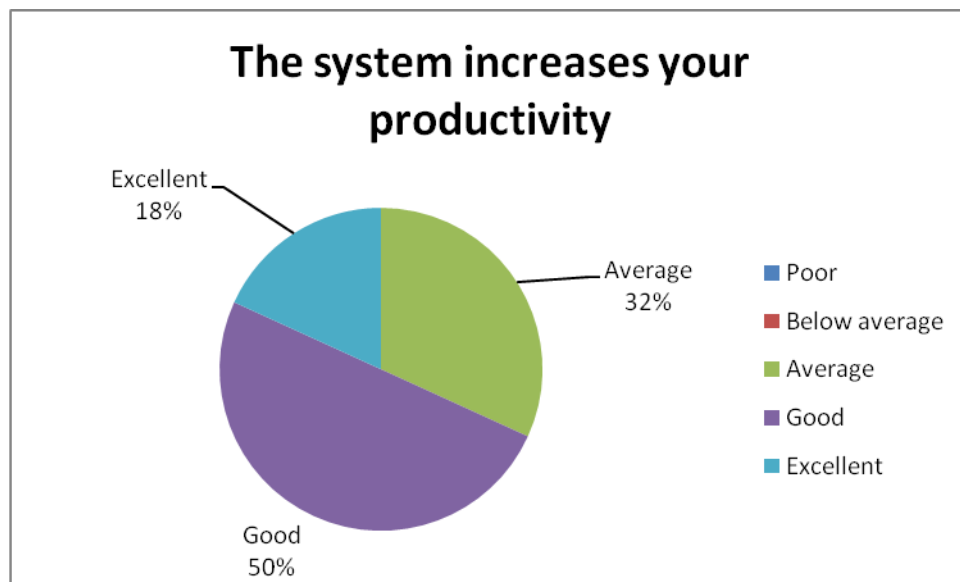


Chart 46: The system increases your productivity

From the analysis of the collected feedback we inferred the following results:

- 36% of the respondents estimate that the system increases their productivity in an excellent degree.
- 50% of the respondents estimate that the system increases their productivity in a good degree.
- 32% of the respondents estimate that the system increases their productivity in an average degree.

From these results we can figure out that almost 9 out of 10 users, estimate that the system increases their productivity in, at least, good degree.

The mean value (μ), the mode value (τ), and the median value (m) for this questions are appeared in the following table:

μ	τ	m
3,86	4	4

Table 41: Users' central tendency for QuestionA.1.1.2

As we can see from the table above, the conclusion is that the users’ central tendency is towards the value “4”, which means “Good”. As a result, the central tendency is that the system increases the users’ productivity in a good degree.

Question A.1.1.3: The system offers complete set of facilities

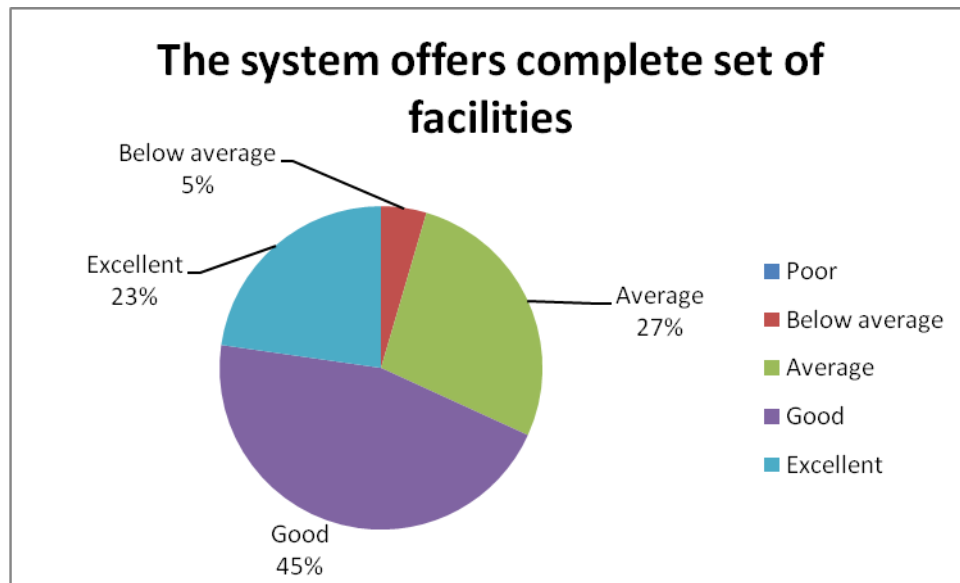


Chart 47: The system offers complete set of facilities

From the analysis of the collected feedback we inferred the following results:

- 23% of the respondents estimate that the system offers a complete set of facilities.
- 45% of the respondents estimate that the system offers a good set of facilities.
- 27% of the respondents estimate that the system offers an average set of facilities.
- 5% of the respondents estimate that the system offers a poor set of facilities.

It's worth mentioning that almost 7 out of 10 users, estimate that the system offers a good set of facilities. The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,86	4	4

Table 42: Users' central tendency for Question A.1.1.3

From the table we can see that the mean value is 3,86, the mode value is 4 and the median value is, also, 4. Therefore, the central tendency of the users is that the system offers a good set of facilities.

Question A.1.1.4: The system produces comprehensive, well grouped output of documents with relevant text excerpts, summaries and their translations

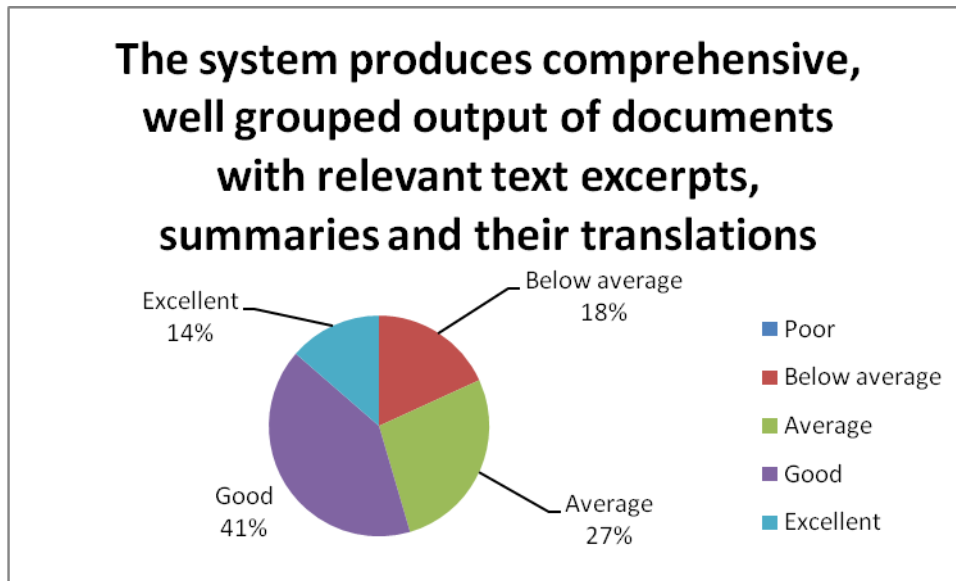


Chart 48: The system produces comprehensive, well grouped output of documents with relevant text excerpts, summaries and their translations

From the analysis of the collected feedback we inferred the following results:

- 14% of the respondents estimate that the system produces documents, summaries and translations in an excellent way.
- 41% of the respondents estimate that the system produces documents, summaries and translations in good way.
- 27% of the respondents estimate that the system produces documents, summaries and translations in an average way.
- 18% of the respondents estimate that the system produces documents, summaries and translations in a below average way.

It is important to notice here, that almost only 2 out of 10 users, estimate that the system produces documents, summaries and translations in a below average way.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,5	4	4

Table 43: Users' central tendency for Question A.1.1.4

From the table we can see that the mean value is 3,5, the mode value is 4 and the median value is, also, 4. Therefore, the central tendency of the users is that the system produces documents, summaries and translations in a good way.

Question A.1.1.5: The user interface is friendly and easy to use

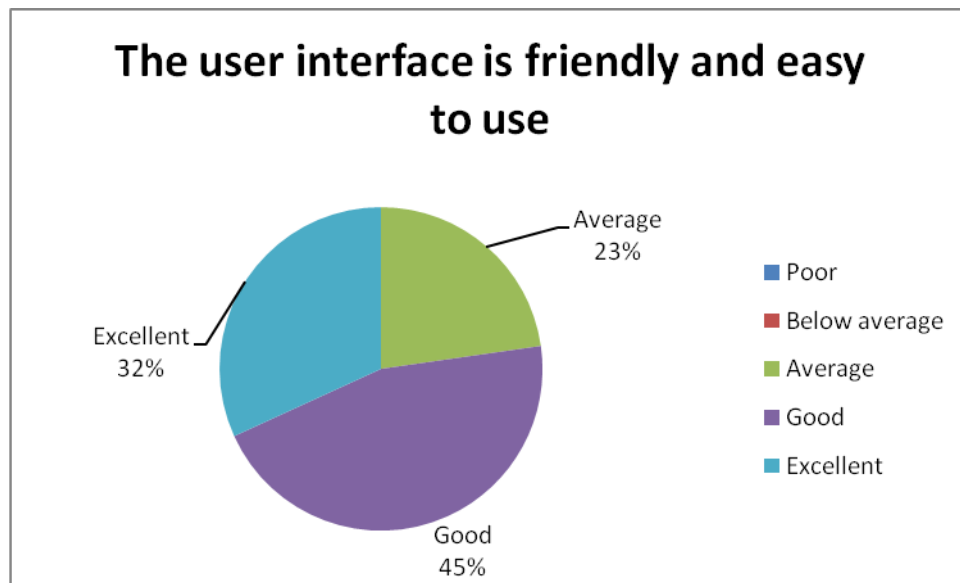


Chart 49: The user interface is friendly and easy to use

From the analysis of the collected feedback we came to the following results:

- 32% of the respondents strongly agree that the user interface is friendly and easy to use.
- 45% of the respondents agree that the user interface is friendly and easy to use.
- 23% of the respondents are neutral about the fact that the user interface is friendly and easy to use.

From the above data, we see that almost 8 out of 10 users, agree that the system's user interface is friendly and easy to use.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
4,09	4	4

Table 44: Users' central tendency in Question A.1.1.5

As we can see from the table above, the conclusion is that the users' central tendency is towards the value "4", which means "Good". As a result, the central tendency is that the system's user interface friendliness and ease of use is in good level.

Question A.1.1.6: Provided on-line help, tips and screen casts are useful

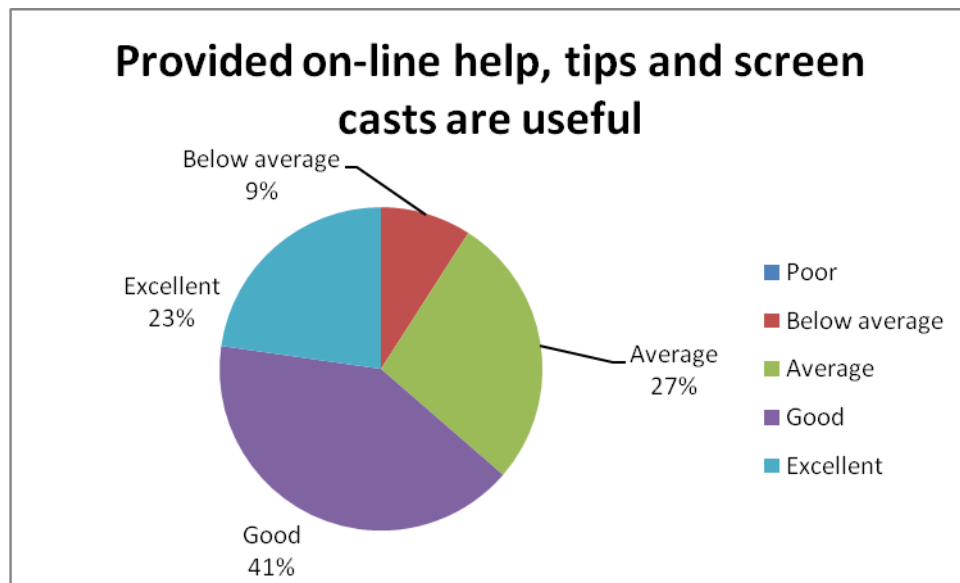


Chart 50: Provided on-line help, tips and screen casts are useful

From the analysis of the collected feedback we came to the following results:

- 23% of the respondents estimate that the on-line help, tips and screen casts are excellent and useful.
- 41% of the respondents estimate that the on-line help, tips and screen casts are good and useful enough.
- 27% of the respondents estimate that the on-line help, tips and screen casts are neutrally useful.
- 9% of the respondents estimate that the on-line help, tips and screen casts are less than useful.

From the data analysis, we infer that only 1 out of 10 users, believe that the on-line help, tips and casts provided by the system are less than useful.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,77	4	4

Table 45: Users' central tendency in Question A.1.1.6

As we can see from the table above, the conclusion is that the users' central tendency is towards the value “4”, which means “Good”. As a result, the central tendency is that the provided on-line help, tips and screen casts are good and useful enough.

Question A.1.1.7: The system response is adequate to my requests

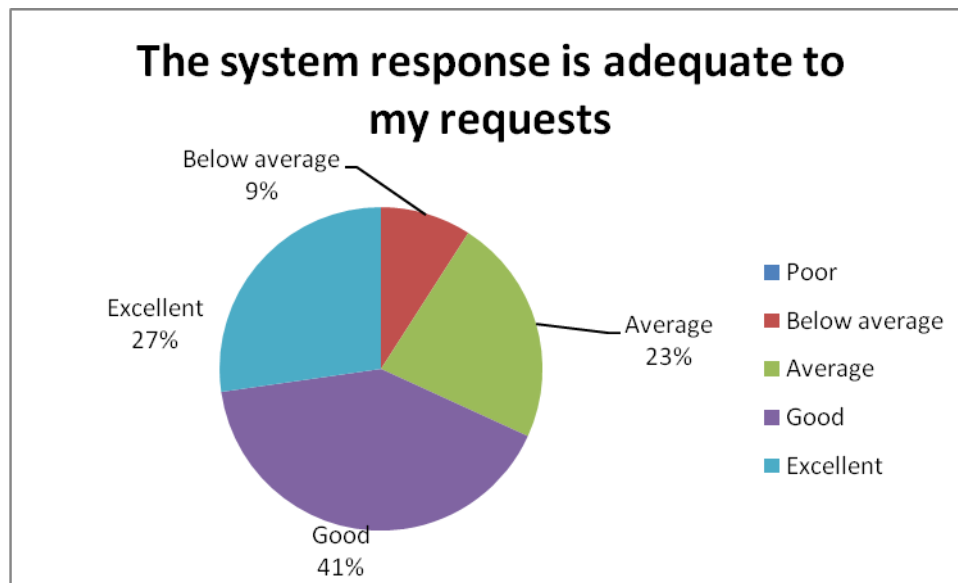


Chart 51: The system response is adequate to my requests

From the analysis of the collected feedback we came to the following results:

- 27% of the respondents estimate that the system's response to users' requests is excellent.
- 41% of the respondents estimate that the system's response to users' requests is good.
- 23% of the respondents estimate that the system's response to users' requests is average.
- 9% of the respondents estimate that the system's response to users' requests below average.

The outcome here is that, almost only 1 out of 10 users, estimates that the system's response to users' request is below average.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,86	4	4

Table 46: Users' central tendency in Question A.1.1.7

As we can see from the table above, the conclusion is that the users' central tendency is towards the value "4", which means "Good". As a result, the central tendency is that the system's response and adequacy to users' requests is at good level.

Question A.1.1.8: System navigation is intuitive and easy to use

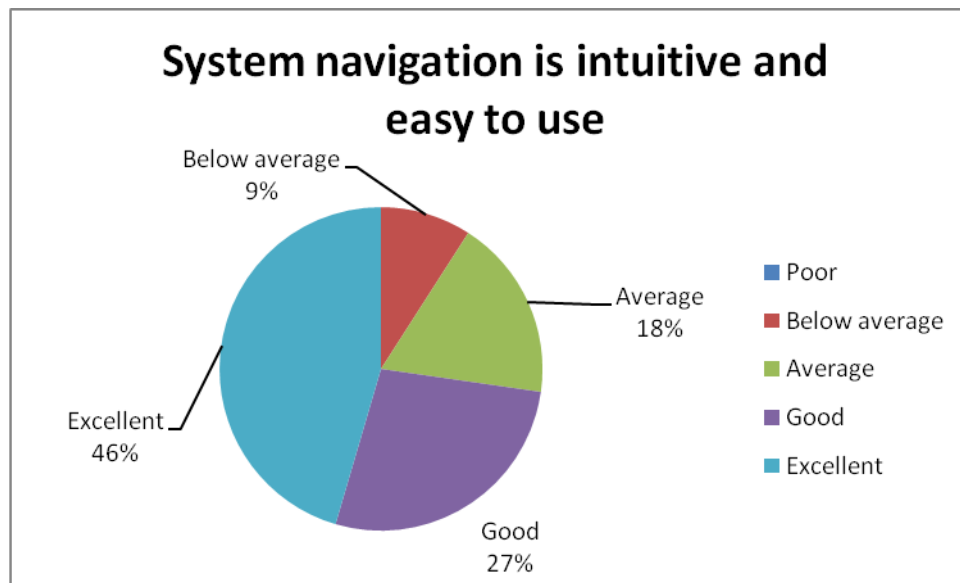


Chart 52: System navigation is intuitive and easy to use

From the analysis of the collected feedback we came to the following results:

- 46% of the respondents estimate that the system's navigation is excellent.
- 27% of the respondents estimate that the system's navigation is good.
- 18% of the respondents estimate that the system's navigation is average.
- 9% of the respondents estimate that the system's navigation is below average.

It is worth mentioning here, that almost 7 out of 10 users, estimate that the system's navigation is, at least, good.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
4,09	5	4

Table 47: Users' central tendency in Question A.1.1.8

As we can see from the table above, the mean value is 4,09, the mode value is 5 and the media value is 4. As a result, the central tendency is that the system's navigation is almost excellent.

Question A.1.1.9: Working with multilingual content items is easy and productive

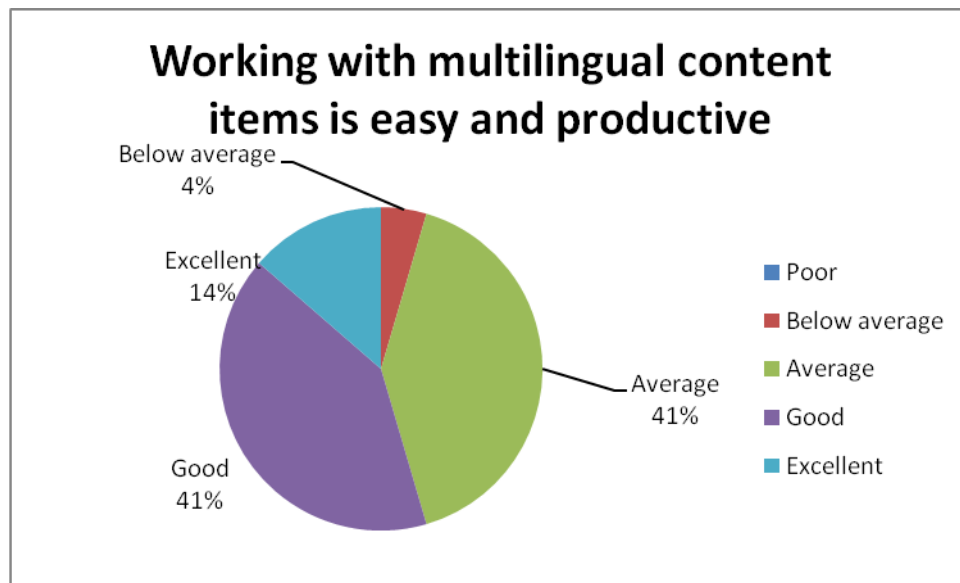


Chart 53: Working with multilingual content items is easy and productive

From the analysis of the collected feedback we came to the following results:

- 14% of the respondents strongly agree that working with multilingual content items is easy and productive.
- 41% of the respondents agree that working with multilingual content items is easy and productive..
- 41% of the respondents are neutral about the fact that working with multilingual content items is easy and productive.
- 4% of the respondents disagree that working with multilingual content items is easy and productive.

The conclusion here is that, almost 1 out of 10 users disagrees that coping with multilingual content is useful and productive.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,64	4	4

Table 48: Users' central tendency in Question A.1.1.9

As we can see from the table above, the conclusion is that the users' central tendency is towards the value "4". As a result, the central tendency is that the users agree that working with multilingual content items is easy and productive.

Question A.1.1.10: The automatically produced summary gives me a better overview of the textual content

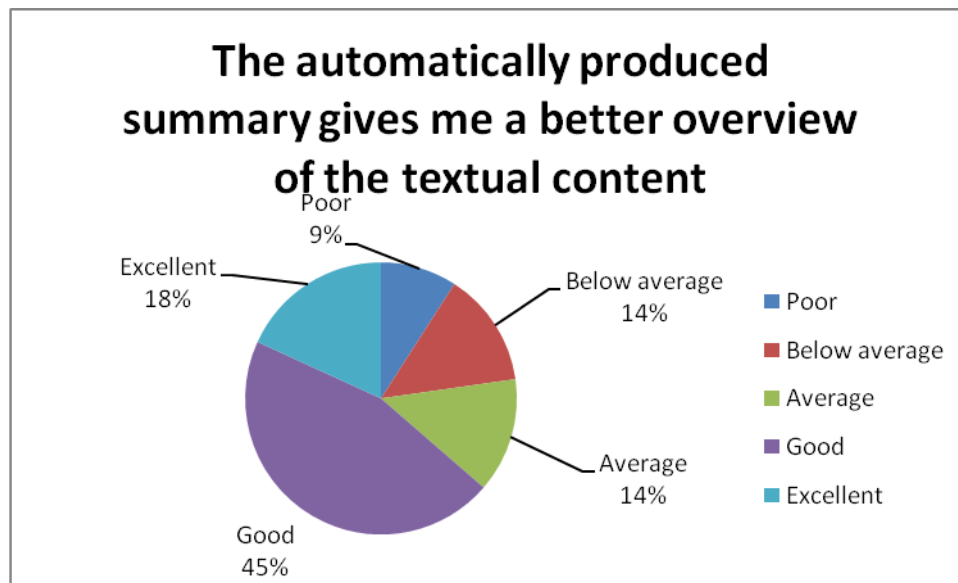


Chart 54: The automatically produced summary gives me a better overview of the textual content

From the analysis of the collected feedback we came to the following results:

- 18% of the respondents strongly agree that the automatically produced summary gives a better overview of the textual content
- 45% of the respondents agree that the automatically produced summary gives a better overview of the textual content
- 14% of the respondents are neutral about the fact that the automatically produced summary gives a better overview of the textual content
- 14% of the respondents disagree that the automatically produced summary gives a better overview of the textual content.
- 9% of the respondents strongly disagree that the automatically produced summary gives a better overview of the textual content.

For this specific question, we can figure out that almost 7 out of 10 users, at least, agree that the summaries produced by i-Publisher give a better overview of the textual content.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,5	4	4

Table 49: Users' central tendency in Question A.1.1.10

As we can see from the table above, the conclusion is that the users' central tendency is towards the value "4". As a result, the central tendency is that the users agree that that the summaries produced by i-Publisher give a better overview of the textual content.

Question A.1.1.11: The automatically produced translations assisted me in my work with multilingual content

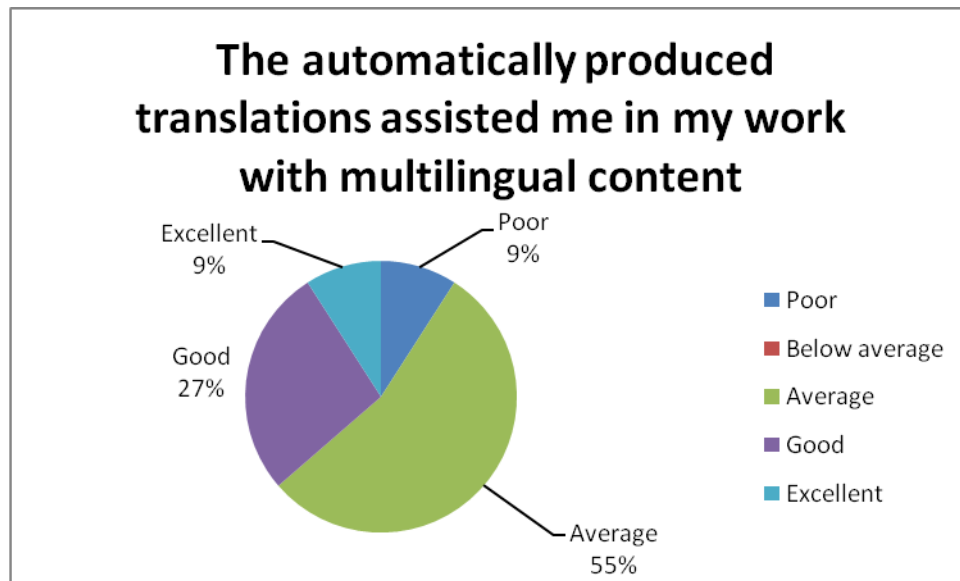


Chart 55: The automatically produced translations assisted me in my work with multilingual content

From the analysis of the collected feedback we came to the following results:

- 9% of the respondents strongly agree that the automatically produced translations assisted them in their work with multilingual content.
- 25% of the respondents agree that the automatically produced translations assisted them in their work with multilingual content.
- 55% of the respondents are neutral about the fact that the automatically produced translations assisted them in their work with multilingual content.
- 9% of the respondents disagree the automatically produced translations assisted them in their work with multilingual content.

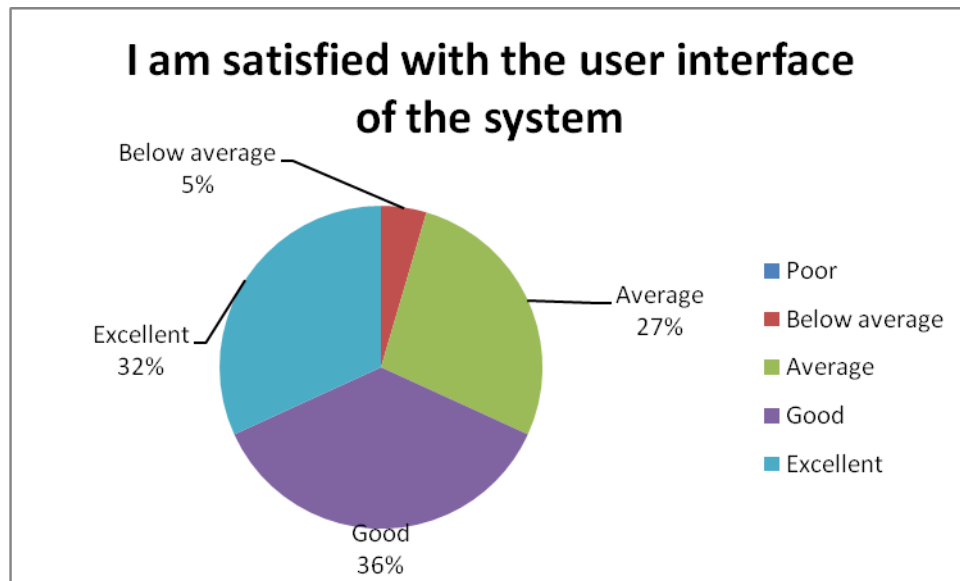
From the above result, we come to the conclusion that almost 1 out of 10 users are against the opinion that the automatically produced translations are helpful with the work that has to do with multilingual content.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,27	3	3

Table 50: Users' central tendency in Question A.1.1.11

As we can see from the table above, the conclusion is that the users' central tendency is towards the value “3”. As a result, the central tendency is that the users are neutral about the help that the automatically produced translations offer in work that has to do with multilingual content.

Question A.1.1.12: I am satisfied with the user interface of the system**Chart 56: Satisfaction with the user interface of the system**

From the analysis of the collected feedback we came to the following results:

- 32% of the respondents are highly satisfied with the user interface of the system.
- 36% of the respondents are satisfied with the user interface of the system.
- 27% of the respondents are neutral with the user interface of the system.
- 5% of the respondents are not satisfied with the user interface of the system.

The outcome here is that, almost 7 out of 10 users, are at least satisfied with the user interface of the system.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,95	4	4

Table 51: Users' central tendency in Question A.1.1.12

As we can see from the table above, the conclusion is that the users' central tendency is towards the value “4”. As a result, the central tendency is that the users are satisfied with the provided user interface of the system.

Question A.1.1.13: I am satisfied with the online help

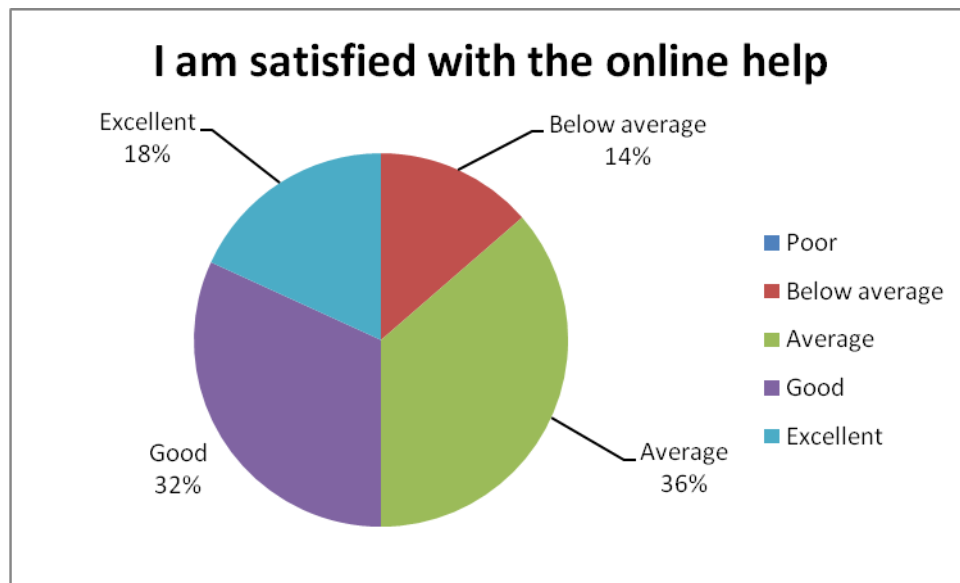


Chart 57: Satisfaction with the online help

From the analysis of the collected feedback we came to the following results:

- 18% of the respondents are highly satisfied with the provided online help.
- 32% of the respondents are satisfied with the provided online help.
- 36% of the respondents are neutral with the provided online help.
- 14% of the respondents are not satisfied with the provided online help.

As we can see from the results above, almost 1 out of 10 users is not satisfied with the provided online help.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,55	3	3,5

Table 52: Users' central tendency for Question A.1.1.13

From the table we can see that the mean value is 3,55, the mode value is 3 and the median value is, 3,55. Therefore, the outcome is that the central tendency is that the users are neutral about the online help the system provides.

Question A.1.1.14: I am satisfied with the present functionalities

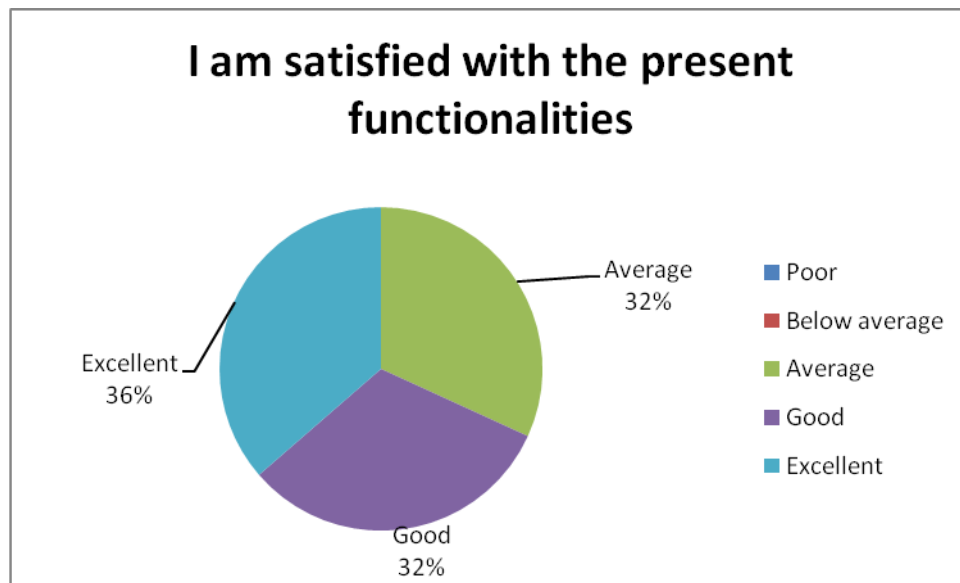


Chart 58: Satisfaction with the present functionalities

From the analysis of the collected feedback we came to the following results:

- 36% of the respondents are highly satisfied with the system's present functionalities.
- 32% of the respondents are satisfied with the system's present functionalities.
- 32% of the respondents are neutral with the system's present functionalities.

It is worth mentioning here, that there were no respondents, that were not satisfied the system's present functionalities.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
4,05	5	4

Table 53: Users' central tendency for Question A.1.1.14

From the table we can see that the mean value is 4,05, the mode value is 5 and the median value is, 4. Therefore, the outcome is that the central tendency is that the users are, at least, satisfied with the functionalities the systems already provides.

Question A.1.1.15: I am satisfied with the automatic grouping of the documents

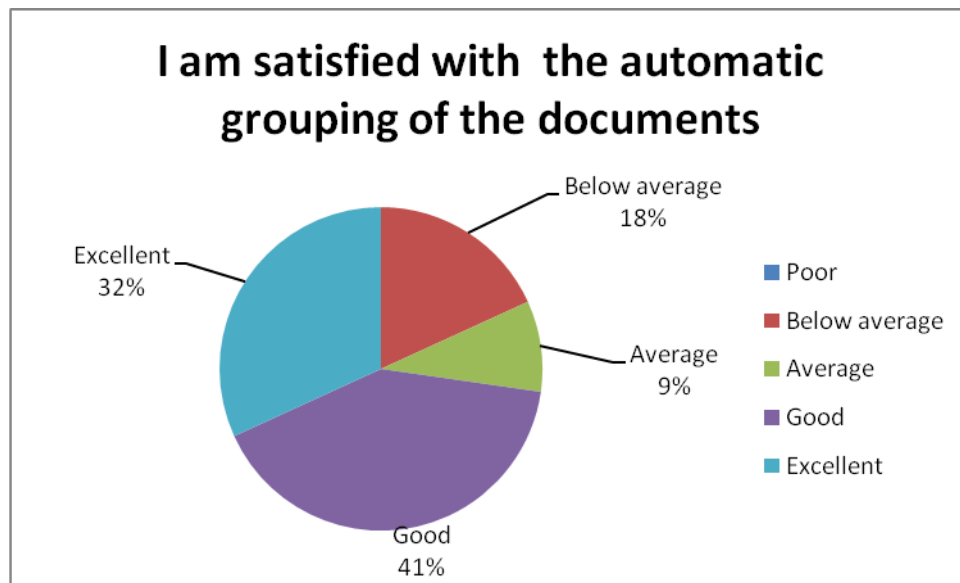


Chart 59: Satisfaction with the automatic grouping of the documents

From the analysis of the collected feedback we came to the following results:

- 32% of the respondents are highly satisfied with the automatic grouping of the documents.
- 41% of the respondents are satisfied with the automatic grouping of the documents.
- 9% of the respondents are neutral with the automatic grouping of the documents.
- 18% of the respondents are not satisfied with the automatic grouping of the documents.

The outcome here, is that 7 out of 10 users, are, at least, satisfied with the automatic grouping of the documents.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3.86	4	4

Table 54: Users' central tendency for Question A.1.1.15

As we can see from the table above, the conclusion is that the users' central tendency is towards the value "4". As a result, the central tendency is that the users are satisfied with the provided automatic grouping of the documents.

Question A.1.1.16: I am satisfied I found similar to mine documents in the library

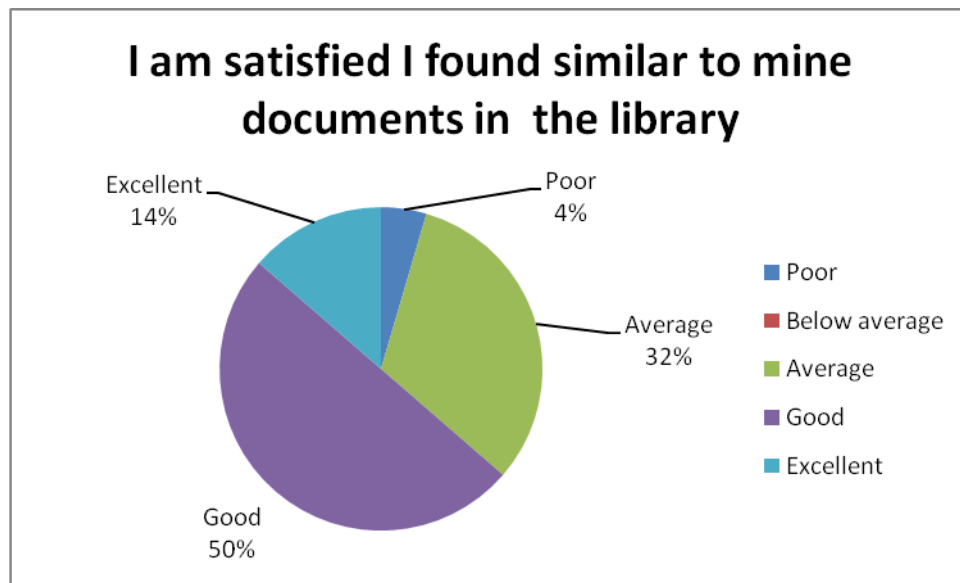


Chart 60: Satisfaction about finding similar documents in the library

From the analysis of the collected feedback we came to the following results:

- 14% of the respondents are highly satisfied with the relevant to theirs documents they found in the system's library.
- 50% of the respondents are satisfied with the relevant to theirs documents they found in the system's library.
- 32% of the respondents are neutral with the relevant to theirs documents they found in the system's library.
- 4% of the respondents are highly not satisfied with the relevant to theirs documents they found in the system's library.

As we can see from the above data, almost 7 out of 10 users are, at least satisfied with the documents they found in the system's library, and are similar to their documents.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3.68	4	4

Table 55: Users' central tendency for Question A.1.1.16

As we can see from the table above, the conclusion is that the users' central tendency is towards the value "4". As a result, the central tendency is that the users are satisfied with the relevant to theirs documents they found in the system's library.

Question A.1.1.17: I am satisfied I found relevant documents in a language I do not use

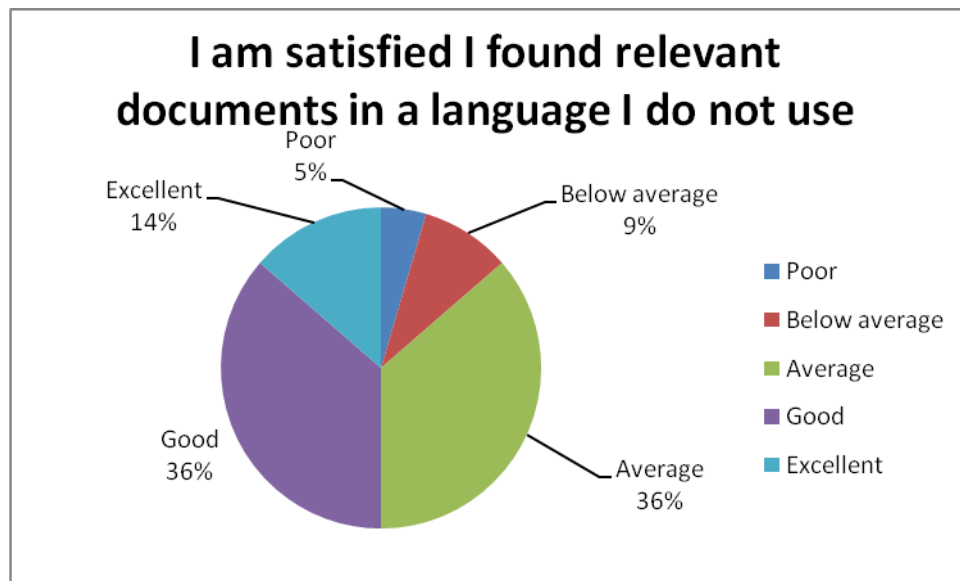


Chart 61: Satisfaction about finding similar documents in different languages

From the analysis of the collected feedback we came to the following results:

- 14% of the respondents are highly satisfied with the fact that they found relevant documents in a language they don't speak.
- 36% of the respondents are satisfied with the fact that they found relevant documents in a language they don't speak.
- 36% of the respondents are neutral with the fact that they found relevant documents in a language they don't speak.
- 9% of the respondents are not satisfied with the fact that they found relevant documents in a language they don't speak.
- 5% of the respondents are highly not satisfied with the fact that they found relevant documents in a language they don't speak.

The main outcome here is that almost half of the respondents, are satisfied with the system's function to provide to the users relevant documents in different languages.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,45	4	3,5

Table 56: Users' central tendency for Question A.1.1.17

As we can see from the table above, the conclusion is that the users' central tendency is towards the value "4". As a result, the central tendency is that the users are satisfied with the system's available function to provide relevant documents in languages that the users don't use.

8.1.2 1st Round Evaluation Results – UG2

For UG2 (authors, young scientists and researchers evaluated i-Librarian), 6 questionnaires were collected; we present the results.

Question A.1.2.1: The system is responsive (overall impression)

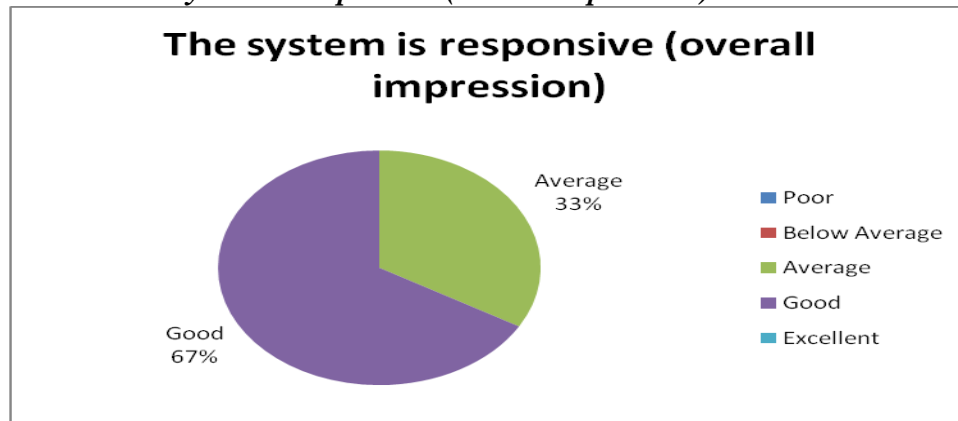


Chart 62: The system is responsive

From the analysis of the collected feedback we inferred the following results:

- 67% of the respondents believe that the system’s responsiveness is “Good”.
- 33% of the respondents believe that the system’s responsiveness is “Average”.

It is worth mentioning that almost 7 out of 10 users believe that the system’s responsiveness is at least “Good”.

The mean value (μ), the mode value (τ), and the median value (m), allow the definition of the central tendency of users’ estimation for every single feature/indicator of ATLAS system. Therefore, for this specific indicator the users’ central tendency is presented in the following table:

μ	τ	m
3,67	4	4

Table 57: Users' Central Tendency for Question A.1.2.1

As we can see from the table above, the conclusion is that the users’ central tendency is towards the value “4”, which means “Good”. As a result, the central tendency is that the system responsiveness is “Good”.

Question A.1.2.2: The system increases your productivity

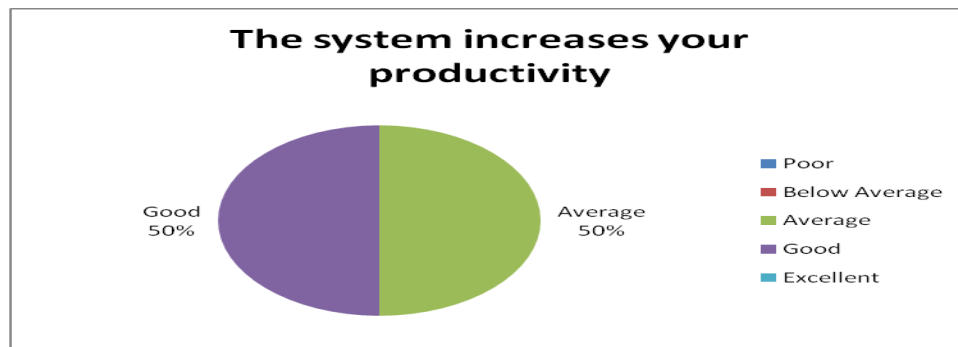


Chart 63: The system increases your productivity

From the analysis of the collected feedback we inferred the following results:

- 50% of the respondents estimate that the system increases their productivity in an excellent degree.
- 50% of the respondents estimate that the system increases their productivity in a good degree.

From these results we can figure out that all respondents estimate that the system increases their productivity in, at least, good degree.

The mean value (μ), the mode value (τ), and the median value (m) for this questions are appeared in the following table:

μ	τ	m
3,50	4	3,5

Table 58: Users' central tendency for Question A.1.2.2

As we can see from the table above, the conclusion is that the users' central tendency is towards the value “4”, which means “Good”. As a result, the central tendency is that the system increases the users' productivity in a good degree.

Question A.1.2.3: The system offers complete set of facilities

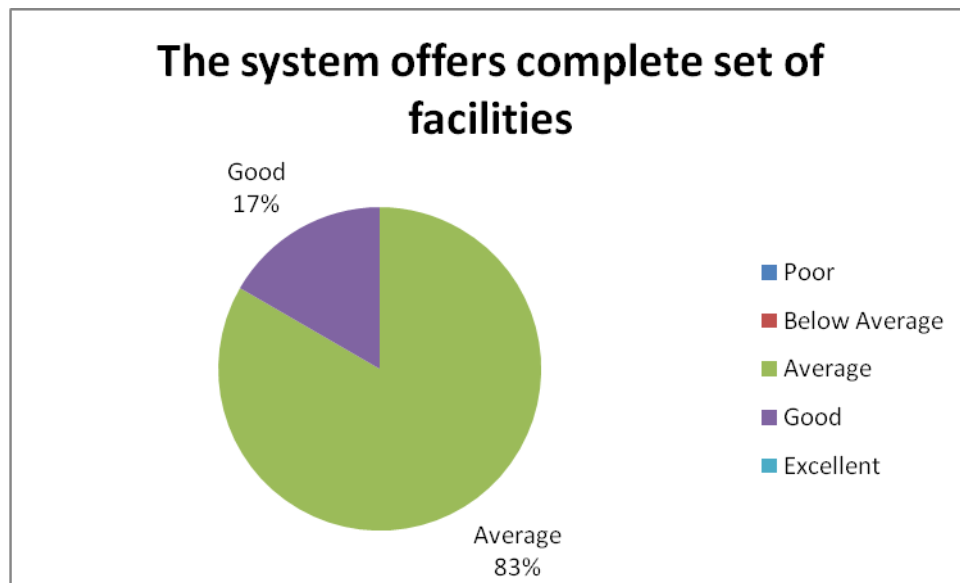


Chart 64: The system offers complete set of facilities

From the analysis of the collected feedback we inferred the following results:

- 17% of the respondents estimate that the system offers a good set of facilities.
- 83% of the respondents estimate that the system offers an average set of facilities.

It's worth mentioning that there were no respondents, that estimated that the system offers poor set of facilities.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,17	3	3

Table 59: Users' central tendency for Question A.1.2.3

From the table we can see that the mean value is 3,13, the mode value is 3 and the median value is, also, 3. Therefore, the the central tendency of the users is that the system offers an average set of facilities.

Question A.1.2.4: The system produces comprehensive, well grouped output of documents with relevant text excerpts, summaries and their translations

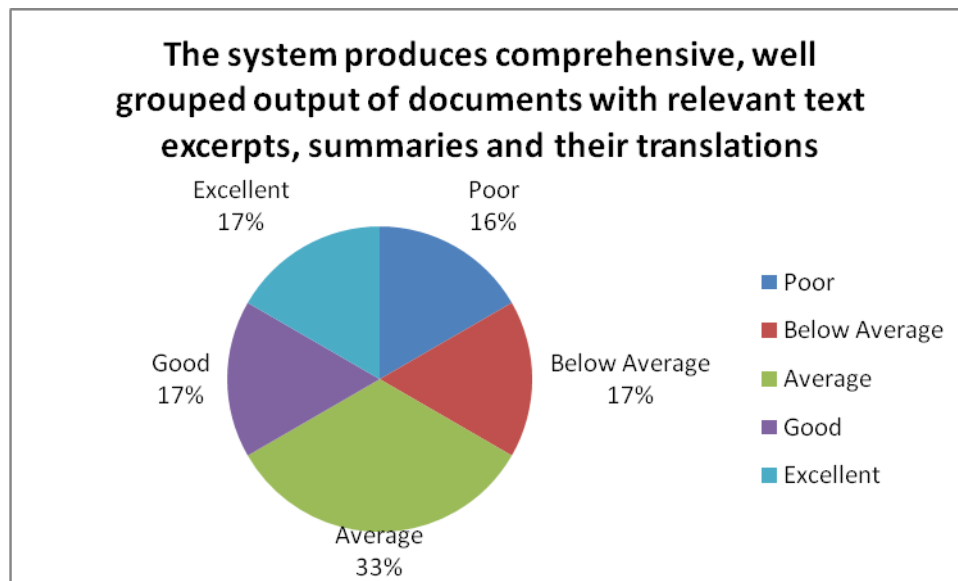


Chart 65: The system produces comprehensive, well grouped output of documents with relevant text excerpts, summaries and their translations

From the analysis of the collected feedback we inferred the following results:

- 17% of the respondents estimate that the system produces documents, summaries and translations in an excellent way.
- 17% of the respondents estimate that the system produces documents, summaries and translations in good way.
- 33% of the respondents estimate that the system produces documents, summaries and translations in an average way.
- 17% of the respondents estimate that the system produces documents, summaries and translations in a below average way.
- 16% of the respondents estimate that the system produces documents, summaries and translations in a poor way.

It is important to notice here, that almost only 3 out of 10 users, estimate that the system produces documents, summaries and translations in a below average way.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3	3	3

Table 60: Users' central tendency for Question A.1.2.4

From the table we can see that the mean value is 3, the mode value is 3 and the median value is, also, 3. Therefore, the central tendency of the users is that the system produces documents, summaries and translations in an neutral way.

Question A.1.2.5: The user interface is friendly and easy to use

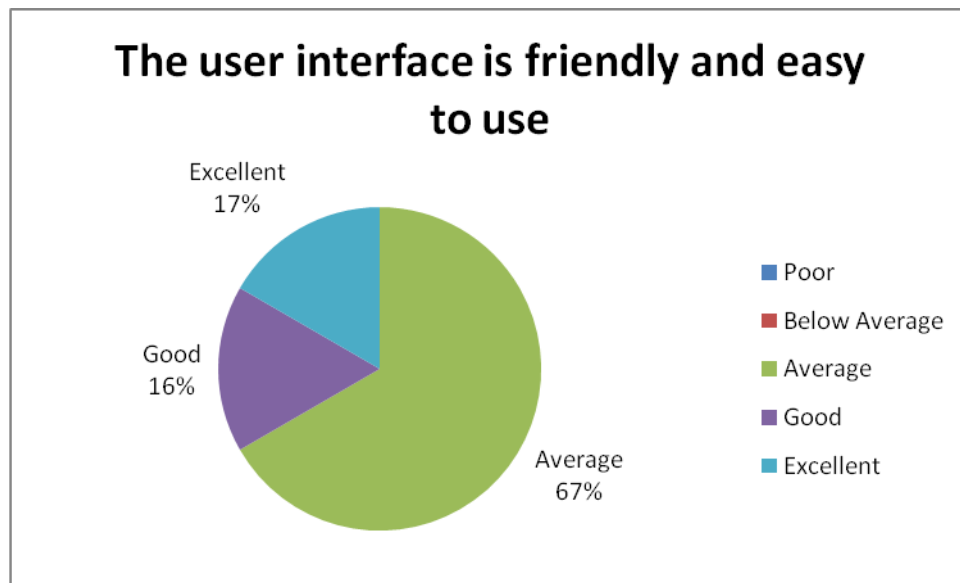


Chart 66: The user interface is friendly and easy to use

From the analysis of the collected feedback we came to the following results:

- 17% of the respondents strongly agree that the user interface is friendly and easy to use.
- 16% of the respondents agree that the user interface is friendly and easy to use.
- 67% of the respondents are neutral about the fact that the user interface is friendly and easy to use.

From the above data, there are no respondents that disagree about the fact that the system's user interface is friendly and easy to use.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,50	3	3

Table 61: Users' central tendency in Question A.1.2.5

As we can see from the table above, the conclusion is that the users' central tendency is towards the value "3", which means "Average". As a result, the central tendency is that the system's user interface friendliness and ease of use is in average level.

Question A.1.2.6: Provided on-line help, tips and screen casts are useful

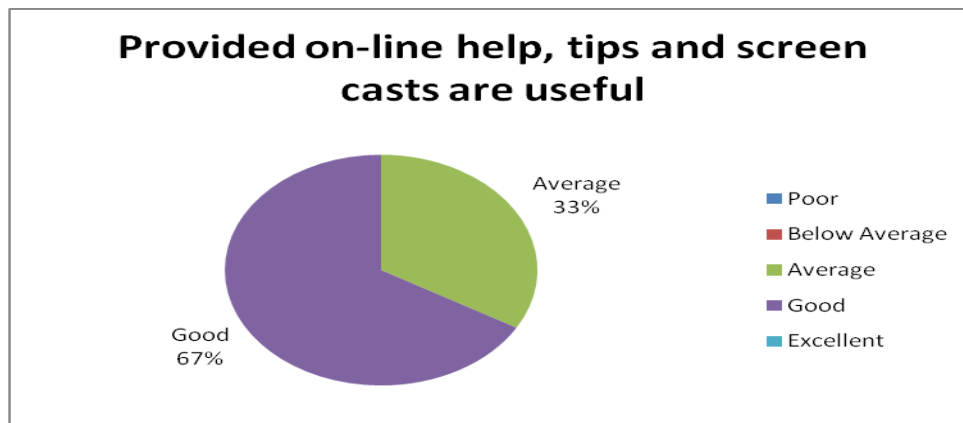


Chart 67: Provided on-line help, tips and screen casts are useful

From the analysis of the collected feedback we came to the following results:

- 67% of the respondents estimate that the on-line help, tips and screen casts are good and useful enough.
- 33% of the respondents estimate that the on-line help, tips and screen casts are neutrally useful.

From the data analysis, we infer that there are no respondents who believe that the on-line help, tips and casts provided by the system are less than useful.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,67	4	4

Table 62: Users' central tendency in Question A.1.2.6

As we can see from the table above, the conclusion is that the users' central tendency is towards the value “4”, which means “Good”. As a result, the central tendency is that the provided on-line help, tips and screen casts are good and useful enough.

Question A.1.2.7: The system response is adequate to my requests

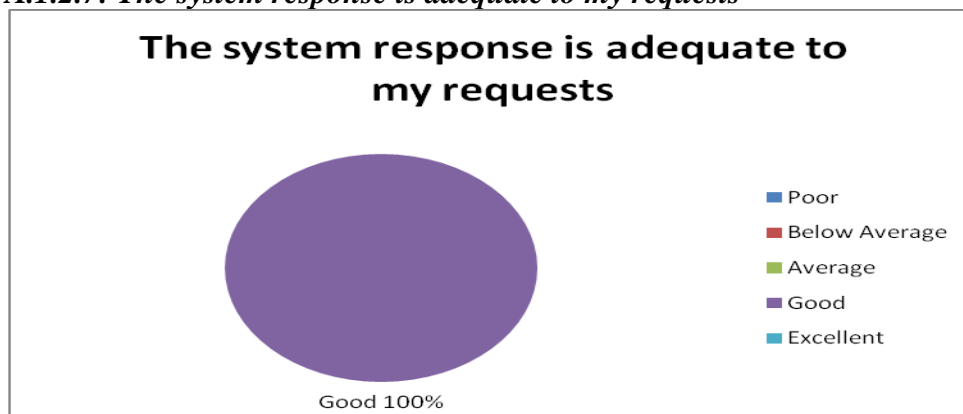


Chart 68: The system response is adequate to my requests

From the analysis of the collected feedback we came to the following results:

- 100% of the respondents estimate that the system’s response to users’ requests is good.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
4	4	4

Table 63: Users’ central tendency in Question A.1.2.7

As we can see from the table above, the conclusion is that the users’ central tendency is towards the value “4”, which means “Good”. As a result, the central tendency is that the system’s response and adequacy to users’ requests is at a good level.

Question A.1.2.8: System navigation is intuitive and easy to use

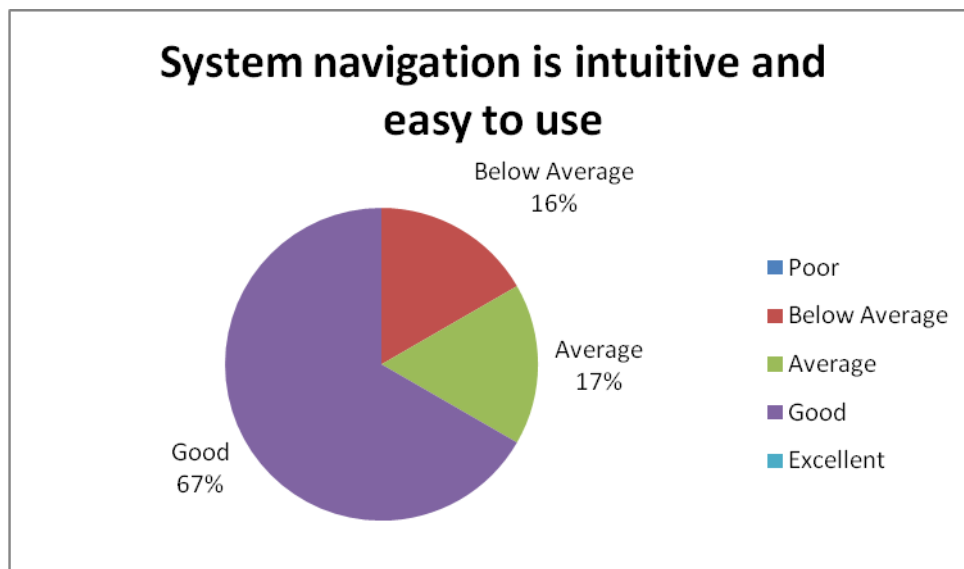


Chart 69: System navigation is intuitive and easy to use

From the analysis of the collected feedback we came to the following results:

- 67% of the respondents estimate that the system’s navigation is good.
- 17% of the respondents estimate that the system’s navigation is average.
- 16% of the respondents estimate that the system’s navigation is below average.

It is worth mentioning here, that almost 8 out of 10 users, estimate that the system’s navigation is, at least, good.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,5	4	4

Table 64: Users’ central tendency in Question A.1.2.8

As we can see from the table above, the mean value is 3,5, the mode value is 4 and the media value is 4. As a result, the central tendency is that the system’s navigation is good.

Question A.1.2.9: Working with multilingual content items is easy and productive

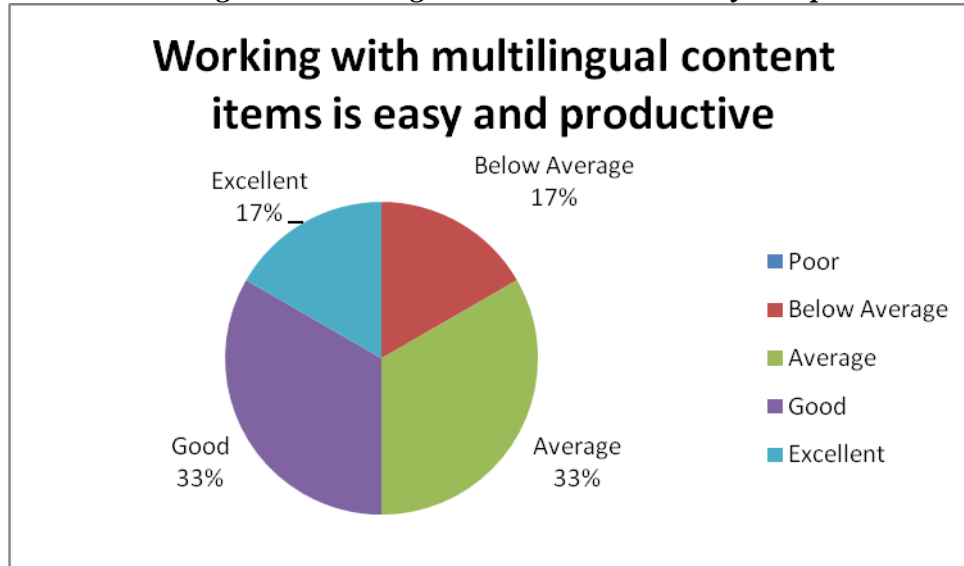


Chart 70: Working with multilingual content items is easy and productive

From the analysis of the collected feedback we came to the following results:

- 17% of the respondents strongly agree that working with multilingual content items is easy and productive.
- 33% of the respondents agree that working with multilingual content items is easy and productive..
- 33% of the respondents are neutral about the fact that working with multilingual content items is easy and productive.
- 17% of the respondents disagree that working with multilingual content items is easy and productive.

The conclusion here is that, almost 2 out of 10 users disagrees that coping with multilingual content is useful and productive.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,5	4	3,5

Table 65: Users' central tendency in Question A.1.2.9

As we can see from the table above, the conclusion is that the users’ central tendency is towards the value “3,5”. As a result, the central tendency is that the users almost agree that working with multilingual content items is easy and productive.

Question A.1.2.10: The automatically produced summary gives me a better overview of the textual content

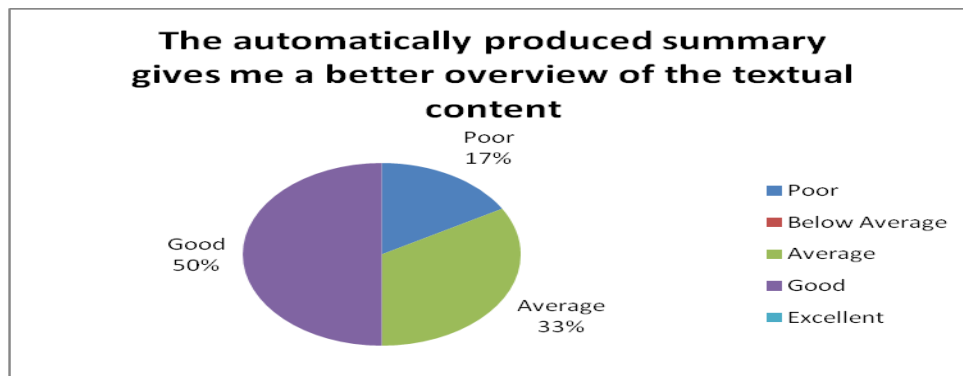


Chart 71: The automatically produced summary gives me a better overview of the textual content

From the analysis of the collected feedback we came to the following results:

- 50% of the respondents agree that the automatically produced summary gives a better overview of the textual content
- 33% of the respondents are neutral about the fact that the automatically produced summary gives a better overview of the textual content
- 17% of the respondents disagree that the automatically produced summary gives a better overview of the textual content.

For this specific question, we can figure out that almost only 2 out of 10 users, disagree that the summaries produced by i-Publisher give a better overview of the textual content.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,17	4	3,5

Table 66: Users' central tendency in Question A.1.2.10

As we can see from the table above, the conclusion is that the users' central tendency is towards the value “3,5”. As a result, the central tendency is that the users almost agree that the summaries produced by i-Publisher give a better overview of the textual content.

Question A.1.2.11: The automatically produced translations assisted me in my work with multilingual content

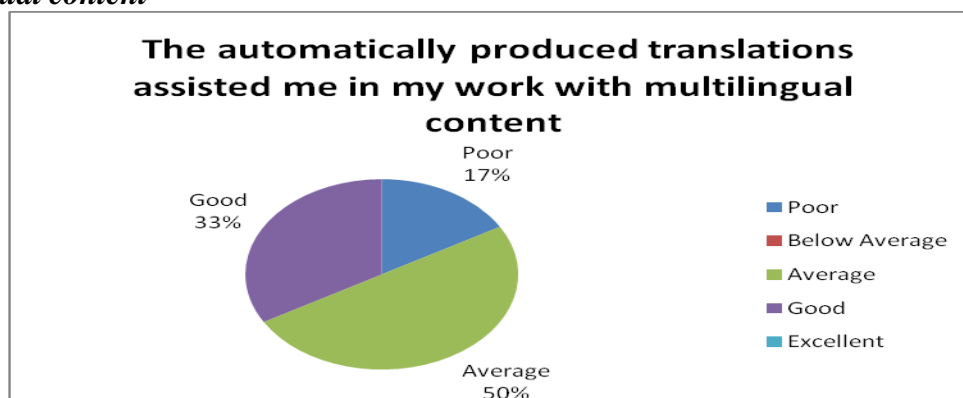


Chart 72: The automatically produced translations assisted me in my work with multilingual content

From the analysis of the collected feedback we came to the following results:

- 33% of the respondents agree that the automatically produced translations assisted them in their work with multilingual content.
- 50% of the respondents are neutral about the fact that the automatically produced translations assisted them in their work with multilingual content.
- 11% of the respondents strongly disagree the automatically produced translations assisted them in their work with multilingual content.

From the above result, we come to the conclusion that almost 1 out of 10 users are against the opinion that the automatically produced translations are helpful with the work that has to do with multilingual content.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3	3	3

Table 67: Users' central tendency in Question A.1.2.11

As we can see from the table above, the conclusion is that the users' central tendency is towards the value “3”. As a result, the central tendency is that the users are neutral about the help that the automatically produced translations offer in work that has to do with multilingual content.

Question A.1.2.12: I am satisfied with the user interface of the system

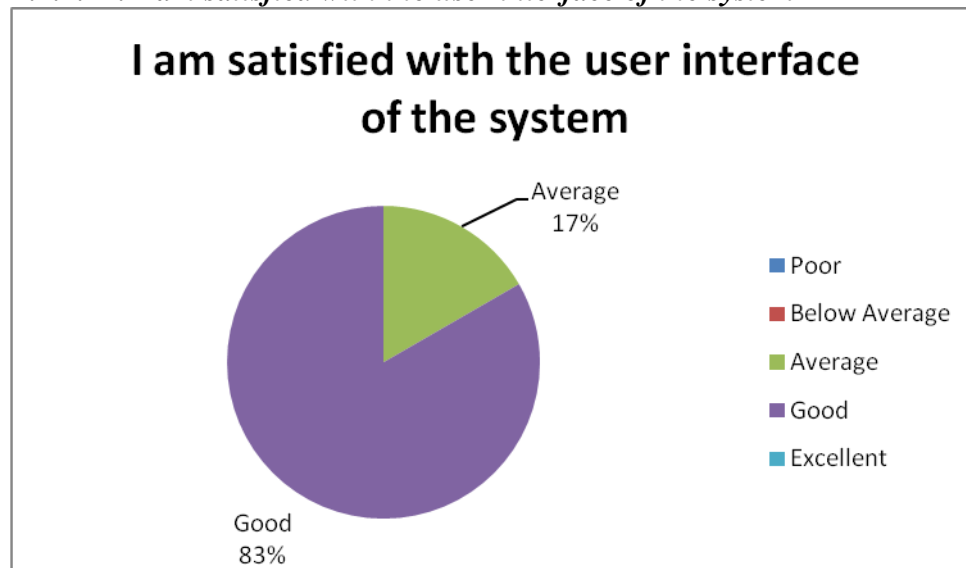


Chart 73: Satisfaction with the user interface of the system

From the analysis of the collected feedback we came to the following results:

- 83% of the respondents are satisfied with the user interface of the system.
- 17% of the respondents are neutral with the user interface of the system.

The outcome here is that, almost 9 out of 10 users, are at least satisfied with the user interface of the system.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,83	4	4

Table 68: Users' central tendency in Question A.1.2.12

As we can see from the table above, the conclusion is that the users' central tendency is towards the value “4”. As a result, the central tendency is that the users are satisfied with the provided user interface of the system.

Question A.1.2.13: I am satisfied with the online help

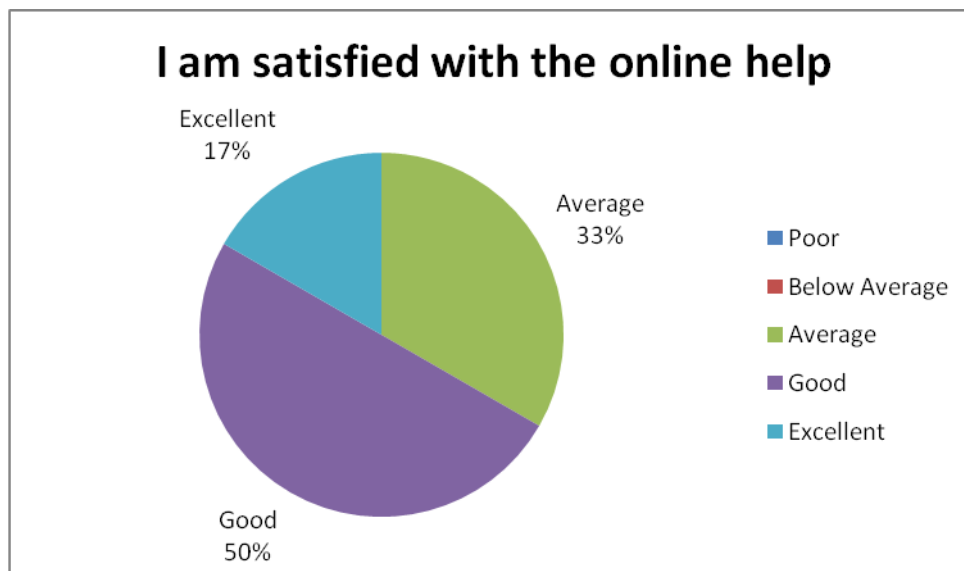


Chart 74: Satisfaction with the online help

From the analysis of the collected feedback we came to the following results:

- 17% of the respondents are highly satisfied with the provided online help.
- 50% of the respondents are satisfied with the provided online help.
- 33% of the respondents are neutral with the provided online help.

As we can see from the results above, there were no respondents who were not satisfied with the provided online help.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,83	4	4

Table 69: Users' central tendency for Question A.1.2.13

From the table we can see that the mean value is 3,83, the mode value is 4 and the median value is, also, 4. Therefore, the central tendency is that the users are satisfied about the online help the system provides.

Question A.1.2.14: I am satisfied with the present functionalities

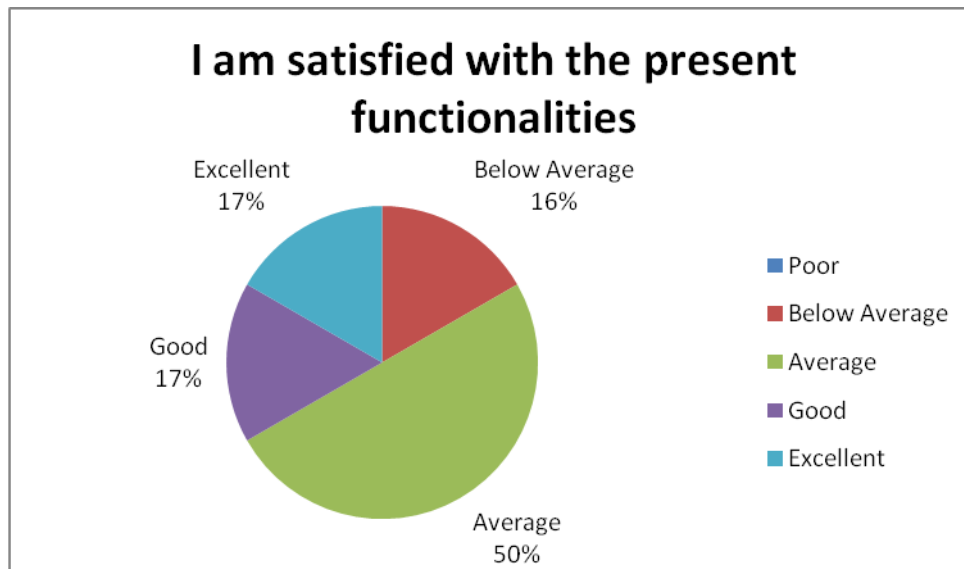


Chart 75: Satisfaction with the present functionalities

From the analysis of the collected feedback we came to the following results:

- 17% of the respondents are highly satisfied with the system’s present functionalities.
- 17% of the respondents are satisfied with the system’s present functionalities.
- 50% of the respondents are neutral with the system’s present functionalities.
- 16% of the respondents are not satisfied with the system’s present functionalities

It is worth mentioning here, that only 1 out of 10 users was not satisfied with the system’s present functionalities.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,33	3	3

Table 70: Users' central tendency for Question A.1.2.14

From the table we can see that the mean value is 3,33, the mode value is 3 and the median value is, 3. Therefore, the central tendency is that the users are neutral with the functionalities the system already provides.

Question A.1.2.15: I am satisfied with the automatic grouping of the documents

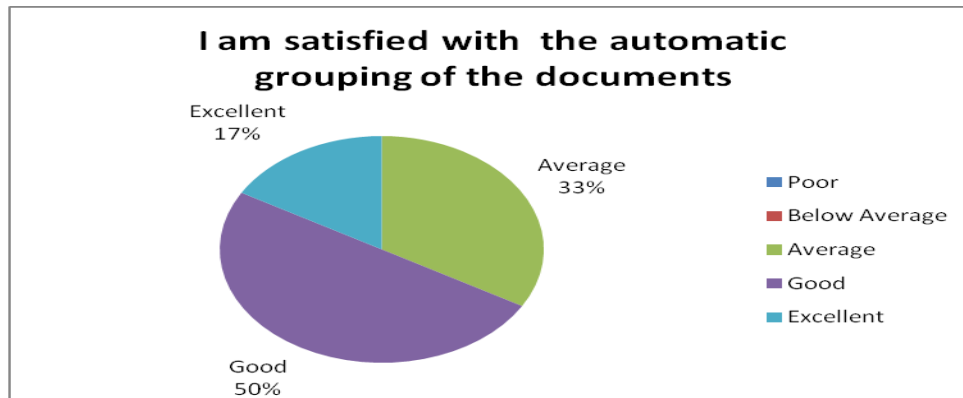


Chart 76: Satisfaction with the automatic grouping of the documents

From the analysis of the collected feedback we came to the following results:

- 17% of the respondents are highly satisfied with the automatic grouping of the documents.
- 50% of the respondents are satisfied with the automatic grouping of the documents.
- 33% of the respondents are neutral with the automatic grouping of the documents.

The outcome here, is that there are no respondents that are not satisfied with the automatic grouping of the documents.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,83	4	4

Table 71: Users' central tendency for Question A.1.2.15

As we can see from the table above, the conclusion is that the users' central tendency is towards the value “4”. As a result, the central tendency is that the users are satisfied with the provided automatic grouping of the documents.

Question A.1.2.16: I am satisfied I found similar to mine documents in the library

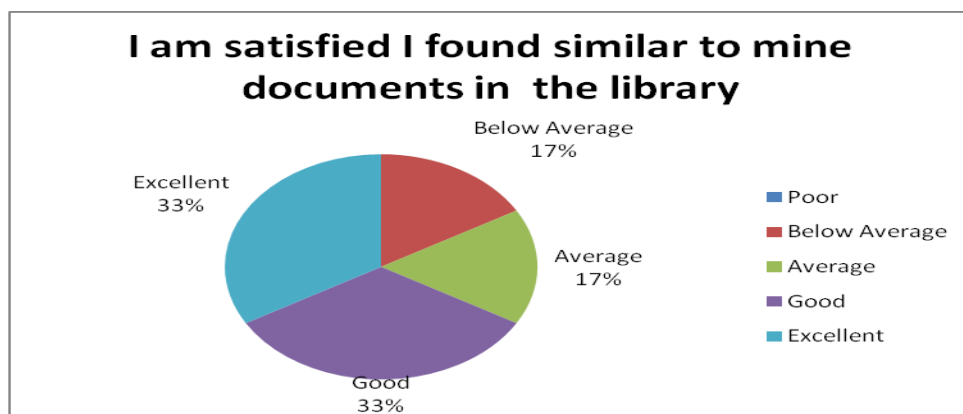


Chart 77: Satisfaction about finding similar documents in the library

From the analysis of the collected feedback we came to the following results:

- 33% of the respondents are highly satisfied with the relevant to theirs documents they found in the system’s library.
- 33% of the respondents are satisfied with the relevant to theirs documents they found in the system’s library.
- 17% of the respondents are neutral with the relevant to theirs documents they found in the system’s library.
- 17% of the respondents are not satisfied with the relevant to theirs documents they found in the system’s library.

As we can see from the above data, almost 7 out of 10 users are, at least satisfied with the documents they found in the system’s library, and are similar to their documents.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,83	4	4

Table 72: Users' central tendency for Question A.1.2.16

As we can see from the table above, the conclusion is that the users’ central tendency is towards the value “4”. As a result, the central tendency is that the users are satisfied with the relevant to theirs documents they found in the system’s library.

Question A.1.2.17: I am satisfied I found relevant documents in a language I do not use

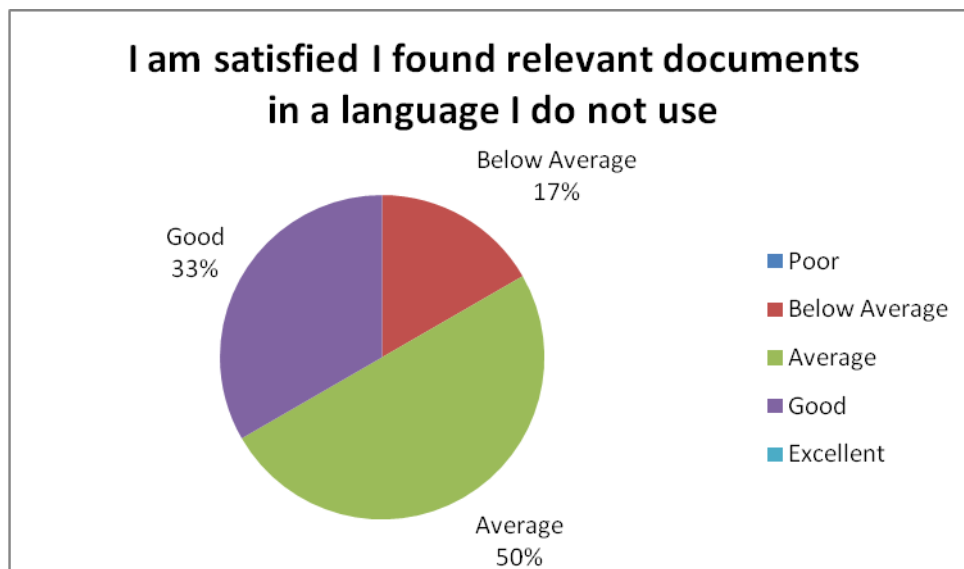


Chart 78: Satisfaction about finding similar documents in different languages

From the analysis of the collected feedback we came to the following results:

- 33% of the respondents are satisfied with the fact that they found relevant documents in a language they don’t speak.
- 50% of the respondents are neutral with the fact that they found relevant documents in a language they don’t speak.

- 17% of the respondents are not satisfied with the fact that they found relevant documents in a language they don't speak.

The main outcome here is that only 2 out of 10 users, are not satisfied with the system's function that provide to the users relevant documents in different languages.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,17	3	3

Table 73: Users' central tendency for Question A.1.2.17

As we can see from the table above, the conclusion is that the users' central tendency is towards the value “3”. As a result, the central tendency is that the users are neutral about the system's available function to provide relevant documents in languages that the users don't use.

8.1.3 1st Round Evaluation Results – UG3

For UG3, whose members consists of general Internet users with moderate web experience, they evaluated both i-Librarian and i-Publisher. The users, in order to evaluate these two systems, used:

- i-Publisher free public service to create their personal web site.
- i-Librarian web service for building their own digital library on-line

Many questionnaires were collected from indicative users, and we present the analysis of the results from these questionnaires.

Question A.1.3.1: The system is responsive (overall impression)

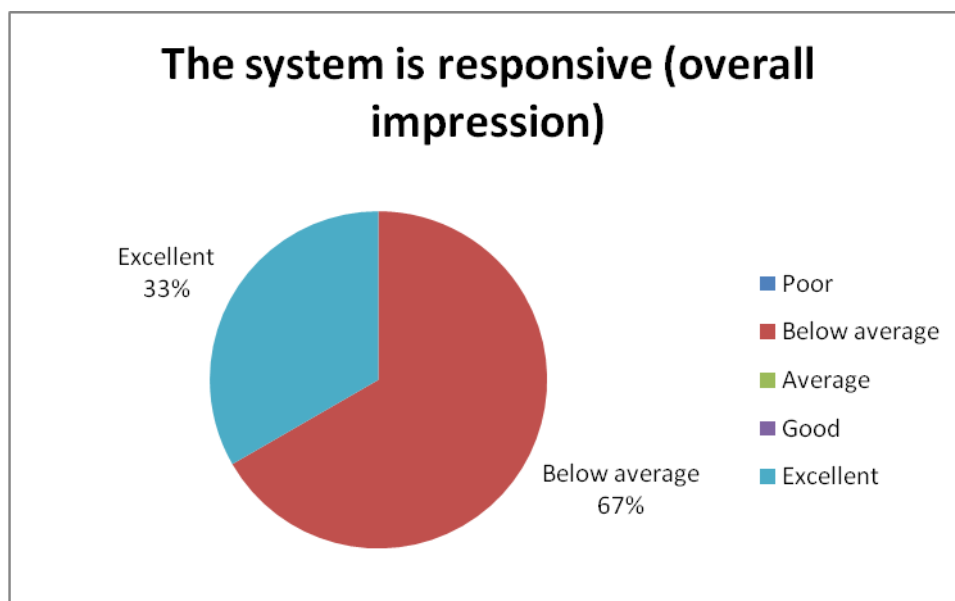


Chart 79: The system is responsive

From the analysis of the collected feedback we inferred the following results:

- 33% of the respondents believe that the system’s responsiveness is “Excellent”.
- 67% of the respondents believe that the system’s responsiveness is “Below Average”.

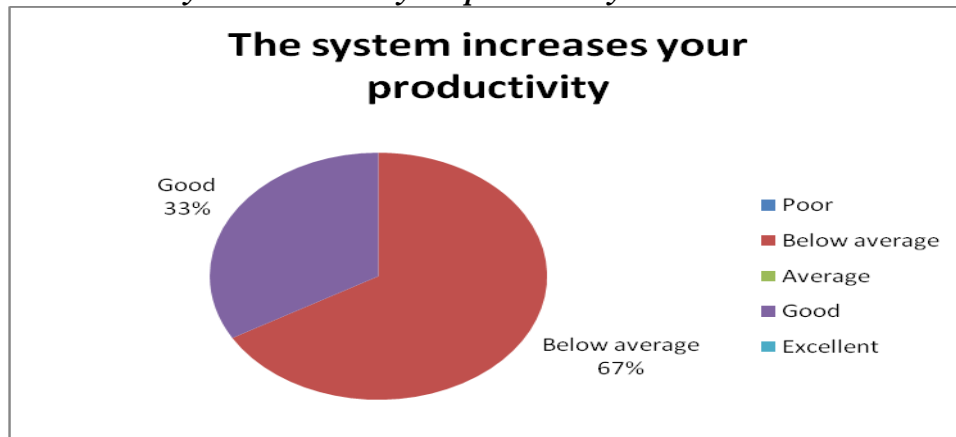
It is worth mentioning that almost 4 out of 10 users believe that the system’s responsiveness is “Excellent”.

The mean value (μ), the mode value (τ), and the median value (m), are presented in the following table:

μ	τ	m
3	2	2

Table 74: Users' Central Tendency for Question A.1.3.1

As we can see from the table above, the conclusion is that the users’ central tendency is towards the value “3”, which means “Average”. As a result, the central tendency is that the system responsiveness is “Average”.

Question A.1.3.2: The system increases your productivity**Chart 80: The system increases your productivity**

From the analysis of the collected feedback we inferred the following results:

- 33% of the respondents estimate that the system increases their productivity in a good degree.
- 67% of the respondents estimate that the system increases their productivity in a below average degree.

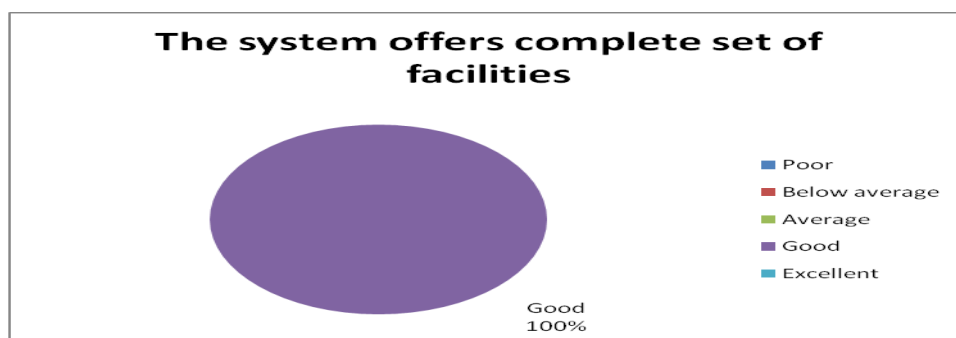
From these results we can figure out that almost 4 out of 10 users estimate that the system increases their productivity in a good degree.

The mean value (μ), the mode value (τ), and the median value (m) for this questions are appeared in the following table:

μ	τ	m
2,67	2	2

Table 75: Users' central tendency for Question A.1.3.2

As we can see from the table above, the conclusion is that the users' central tendency is towards the value “2”, which means “Below average”. As a result, the central tendency is that the system increases the users' productivity in a below average degree.

Question A.1.3.3: The system offers complete set of facilities**Chart 81: The system offers complete set of facilities**

From the analysis of the collected feedback we inferred the following results:

- 100% of the respondents estimate that the system offers a good set of facilities.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
4	4	4

Table 76: Users' central tendency for Question A.1.3.3

From the table we can see that the mean value is 4, the mode value is 4 and the median value is, also, 4. Therefore, the outcome is that the central tendency of the users is that the system offers a good set of facilities.

Question A.1.3.4: The system produces comprehensive multilingual content items

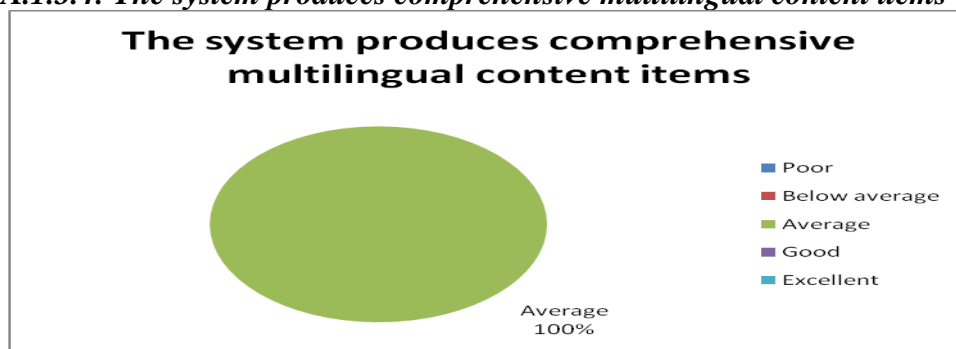


Chart 82: The system produces comprehensive multilingual content items

From the analysis of the collected feedback we inferred the following results:

- 100% of the respondents estimate that the system produces multilingual content items in an average way, with regard to their comprehensiveness.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3	3	3

Table 77: Users' central tendency for Question A.1.3.4

From the table we can see that the mean value is 3, the mode value is 3 and the median value is, also, 3. Therefore, the central tendency of the users is that the system produces multilingual content items in an average way, with regard to their comprehensiveness.

Question A.1.3.5: The user interface is friendly and easy to use

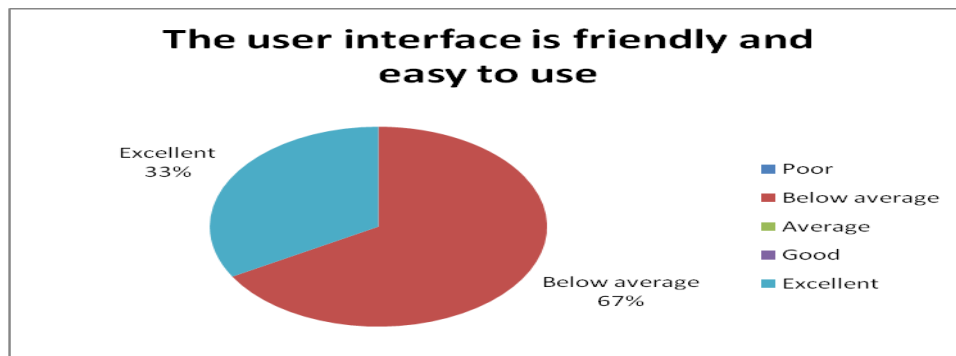


Chart 83: The user interface is friendly and easy to use

From the analysis of the collected feedback we came to the following results:

- 33% of the respondents strongly agree that the user interface is friendly and easy to use.
- 67% of the respondents disagree about the fact that the user interface is friendly and easy to use.

From the above data, almost 4 out of 10 users agree about the fact that the system's user interface is friendly and easy to use.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3	2	2

Table 78: Users' central tendency in Question A.1.3.5

As we can see from the table above, the conclusion is that the users' central tendency is towards the value "3", which means "Average". As a result, the central tendency is that the system's user interface friendliness and ease of use is in average level.

Question A.1.3.6: Provided on-line help, tips and screen casts are useful

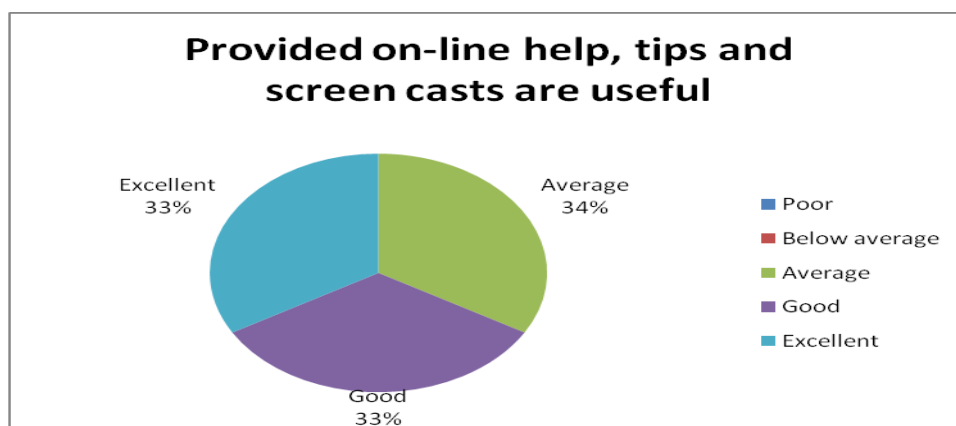


Chart 84: Provided on-line help, tips and screen casts are useful

From the analysis of the collected feedback we came to the following results:

- 33% of the respondents estimate that the on-line help, tips and screen casts are excellent and useful.
- 33% of the respondents estimate that the on-line help, tips and screen casts are good and useful enough.
- 34% of the respondents are neutral about the fact that the on-line help, tips and screen casts are useful.

From the data analysis, we infer that there are no respondents who believe that the on-line help, tips and casts provided by the system are not useful.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
4	-	4

Table 79: Users' central tendency in Question A.1.3.6

As we can see from the table above, the conclusion is that the users' central tendency is towards the value “4”, which means “Good”. As a result, the central tendency is that the provided on-line help, tips and screen casts are good and useful enough.

Question A.1.3.7: The system response is adequate to my requests

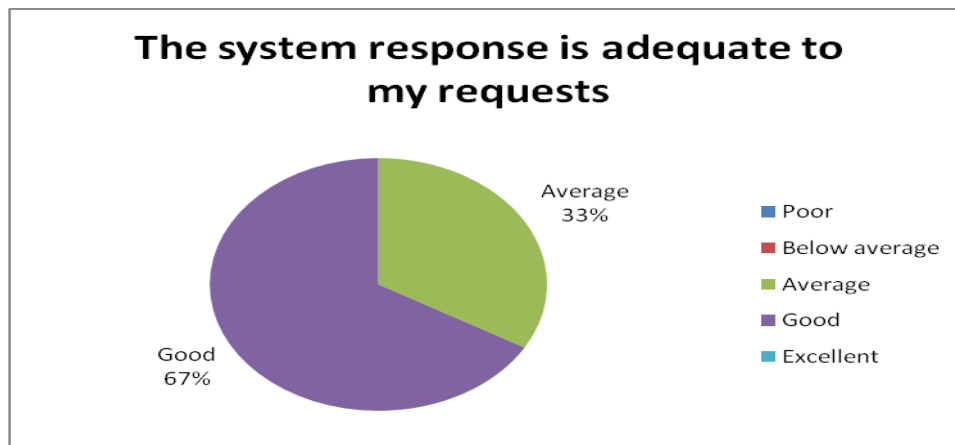


Chart 85: The system response is adequate to my requests

From the analysis of the collected feedback we came to the following results:

- 67% of the respondents estimate that the systems' response to users' requests is good.
- 33% of the respondents estimate that the systems' response to users' requests is average.

The main outcome here, is that there is no respondent who believes that the systems' response to users' request is below average.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,67	4	4

Table 80: Users' central tendency in Question A.1.3.7

As we can see from the table above, the conclusion is that the users' central tendency is towards the value “4”, which means “Good”. As a result, the central tendency is that the systems' response and adequacy to users' requests is at a good level.

Question A.1.3.8: System navigation is intuitive and easy to use

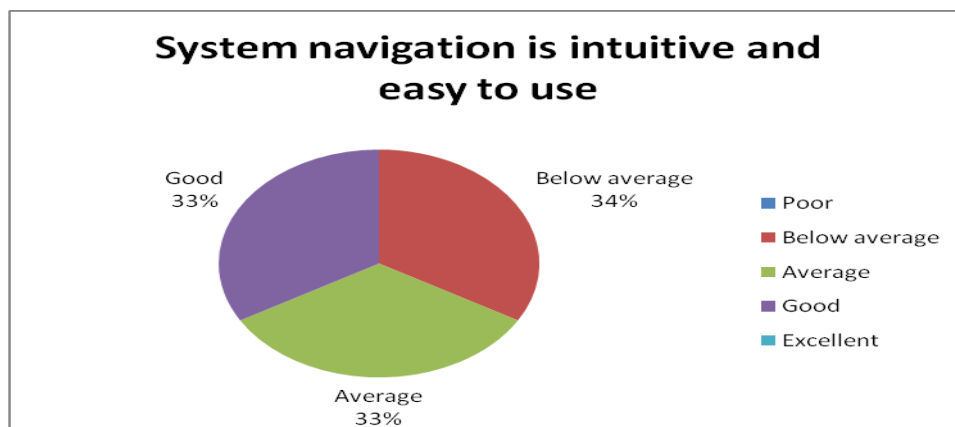


Chart 86: System navigation is intuitive and easy to use

From the analysis of the collected feedback we came to the following results:

- 33% of the respondents estimate that the systems' navigation is good.
- 33% of the respondents estimate that the systems' navigation is average.
- 34% of the respondents estimate that the systems' navigation is below average.

It is worth mentioning here, that only 3 out of 10 users, estimate that the systems' navigation is not at least in average level.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3	-	3

Table 81: Users' central tendency in Question A.1.3.8

As we can see from the table above, the mean value is 3, and the media value is 3. As a result, the central tendency is that the system's navigation is at an average level.

Question A.1.3.9: It is easy to build and publish a web site with i-Publisher

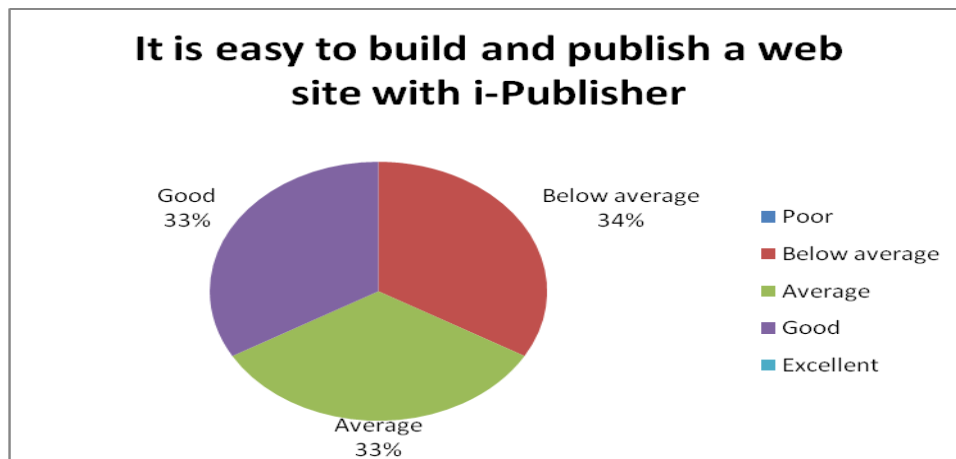


Chart 87: It is easy to build and publish a web site with i-Publisher

From the analysis of the collected feedback we came to the following results:

- 33% of the respondents agree that it is easy to build and publish a web site with i-Publisher.
- 33% of the respondents are neutral about the fact that it is easy to build and publish a web site with i-Publisher.
- 34% of the respondents disagree fact that it is easy to build and publish a web site with i-Publisher.

From these data collected, the outcome is that only almost 3 out of 10 users, disagree with the easy of creating and publishing a web site by using i-Publisher.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3	-	3

Table 82: Users' central tendency in Question A.1.3.9

As we can see from the table above, the mean value is 3, and the media value is 3. As a result, the central tendency is that the users are neutral with regard to the easiness to build and publish a website by using the i-Publisher.

Question A.1.3.10: Working with multilingual content items is easy and productive

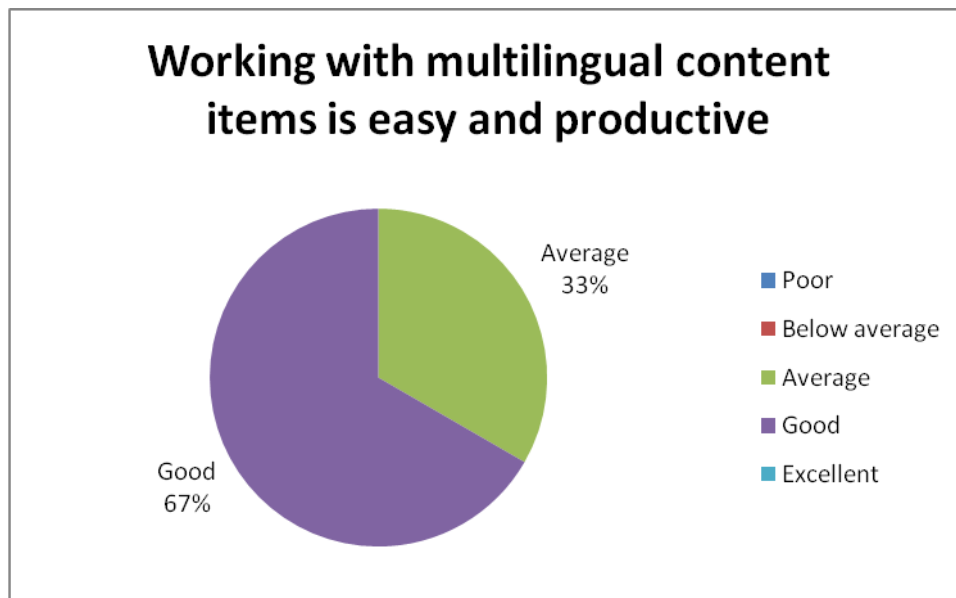


Chart 88: Working with multilingual content items is easy and productive

From the analysis of the collected feedback we came to the following results:

- 67% of the respondents agree that working with multilingual content items is easy and productive.
- 33% of the respondents are neutral about the fact that working with multilingual content items is easy and productive.

The conclusion here is that, there are no users that disagree with the fact that coping with multilingual content is useful and productive.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,67	4	4

Table 83: Users' central tendency in Question A.1.3.10

As we can see from the table above, the conclusion is that the users' central tendency is towards the value "4". Therefore, the central tendency is that the users agree that working with multilingual content items is easy and productive.

Question A.1.3.11: The automatically produced summary gives me a better overview of the textual content

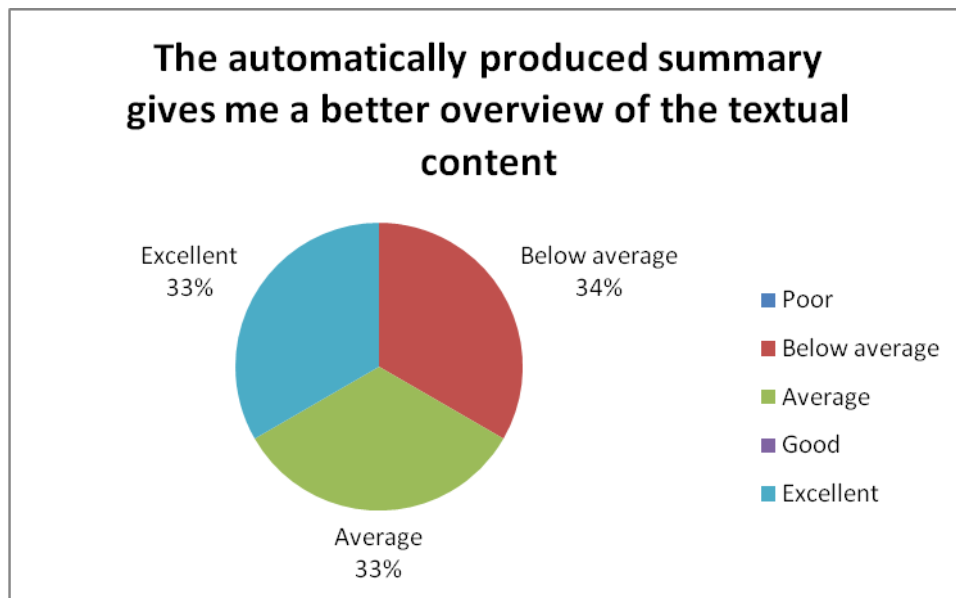


Chart 89: The automatically produced summary gives me a better overview of the textual content

From the analysis of the collected feedback we came to the following results:

- 33% of the respondents strongly agree that the automatically produced summary gives a better overview of the textual content
- 33% of the respondents are neutral about the fact that the automatically produced summary gives a better overview of the textual content
- 34% of the respondents disagree that the automatically produced summary gives a better overview of the textual content.

For this specific question, we can figure out that almost only 3 out of 10 users, disagree that the summaries produced by i-Publisher give a better overview of the textual content.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,33	-	3

Table 84: Users' central tendency in Question A.1.3.11

As we can see from the table above, the conclusion is that the users' central tendency is towards the value “3”. As a result, the central tendency is that the users are neutral about the fact that the summaries produced by i-Publisher give a better overview of the textual content.

Question A.1.3.12: The automatically produced translations assisted me in my work with multilingual content

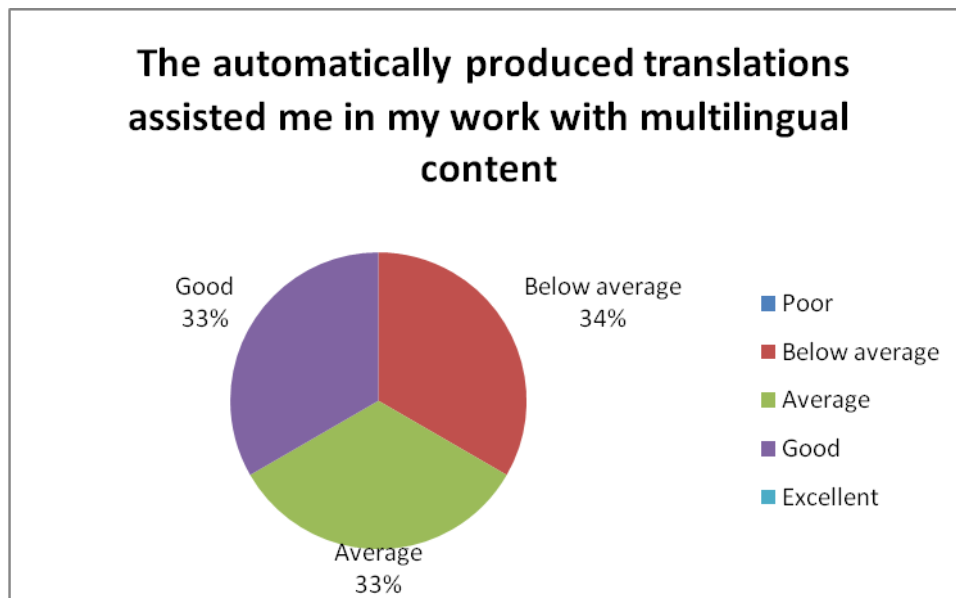


Chart 90: The automatically produced translations assisted me in my work with multilingual content

From the analysis of the collected feedback we came to the following results:

- 33% of the respondents agree that the automatically produced translations assisted them in their work with multilingual content.
- 33% of the respondents are neutral about the fact that the automatically produced translations assisted them in their work with multilingual content.
- 34% of the respondents disagree the automatically produced translations assisted them in their work with multilingual content.

From the above result, we come to the conclusion that almost only 3 out of 10 users are against the opinion that the automatically produced translations are helpful with the work that has to do with multilingual content.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3	-	3

Table 85: Users' central tendency in Question A.1.3.12

As we can see from the table above, the conclusion is that the users' central tendency is towards the value "3". For this reason, the central tendency is that the users are neutral about the help that the automatically produced translations offer in work that has to do with multilingual content.

Question A.1.3.13: I am happy with the user interface of the system

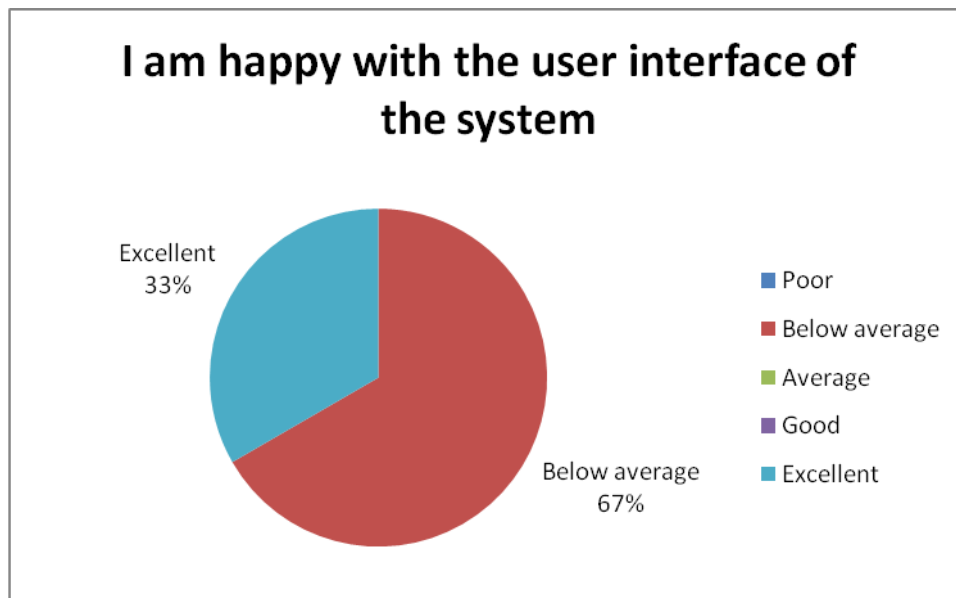


Chart 91: Satisfaction with the user interface of the system

From the analysis of the collected feedback we came to the following results:

- 33% of the respondents are highly satisfied with the user interface of the system.
- 67% of the respondents are not satisfied with the user interface of the system.

The outcome here is that, almost 7 out of 10 users, are not satisfied with the user interface of the system, and therefore some enhancements to the system's user interface must take place.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3	2	2

Table 86: Users' central tendency in Question A.1.3.13

As we can see from the table above, the conclusion is that the users' central tendency is towards the value "2,5". As a result, the central tendency is that the users are not satisfied with the provided user interface of the system, and enhancements are needed.

Question A.1.3.14: I am satisfied with the online help

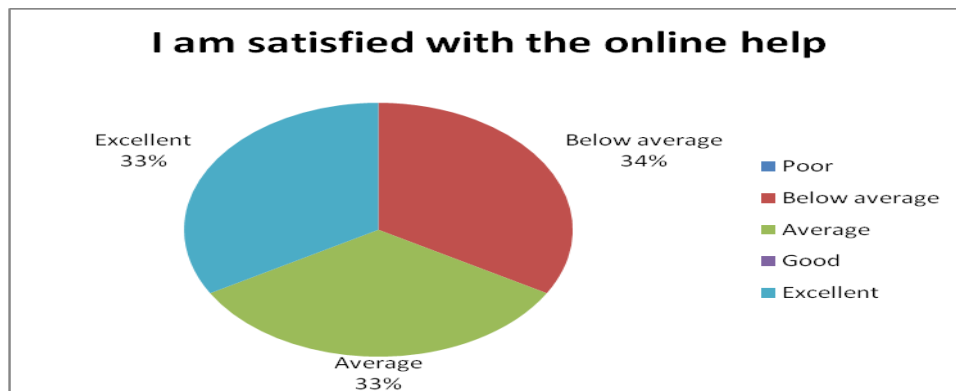


Chart 92: Satisfaction with the online help

From the analysis of the collected feedback we came to the following results:

- 33% of the respondents are highly satisfied with the provided online help.
- 33% of the respondents are neutral with the provided online help.
- 34% of the respondents are not satisfied with the provided online help.

As we can see from the results above, there were 3 out of 10 users who were not satisfied with the provided online help. For this reason, further improvements to the provided online help must be created. The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,33	-	3

Table 87: Users' central tendency for Question A.1.3.14

From the table we can see that the mean value is 3,33, and the median value is, 3. Therefore, the central tendency is that the users are neutral about the online help the system provides. So, improvements to the online help must take place, in order users to be able to get more comprehensive help tips related to system's operation.

Question A.1.3.15: I am satisfied with the present functionalities

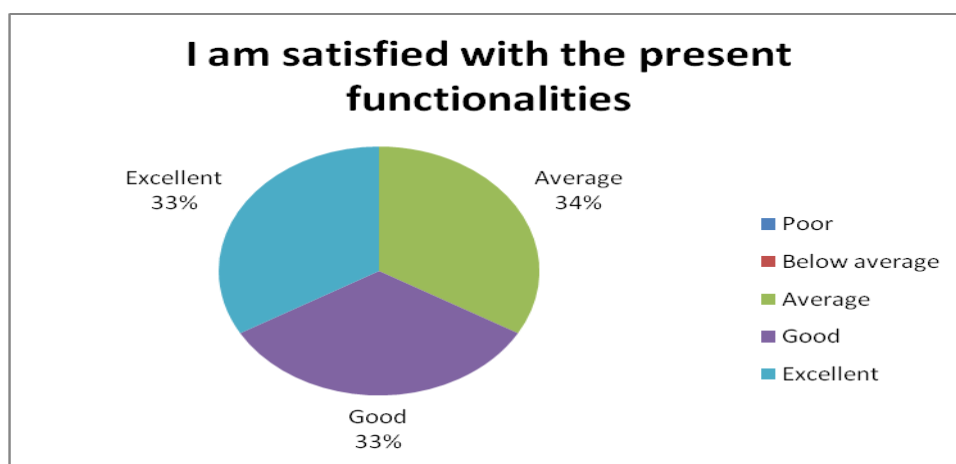


Chart 93: Satisfaction with the present functionalities

From the analysis of the collected feedback we came to the following results:

- 33% of the respondents are highly satisfied with the system’s present functionalities.
- 33% of the respondents are satisfied with the system’s present functionalities.
- 34% of the respondents are neutral with the system’s present functionalities.

It is worth mentioning here, that there were no respondents who were not satisfied with the system’s present functionalities.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
4	-	4

Table 88: Users' central tendency for Question A.1.3.15

From the table we can see that the mean value is 4, and the median value is, also, 4. Therefore, the central tendency is that the users are satisfied with the functionalities the system already provides.

Question A.1.3.16: I am satisfied with the preview of the web site I created

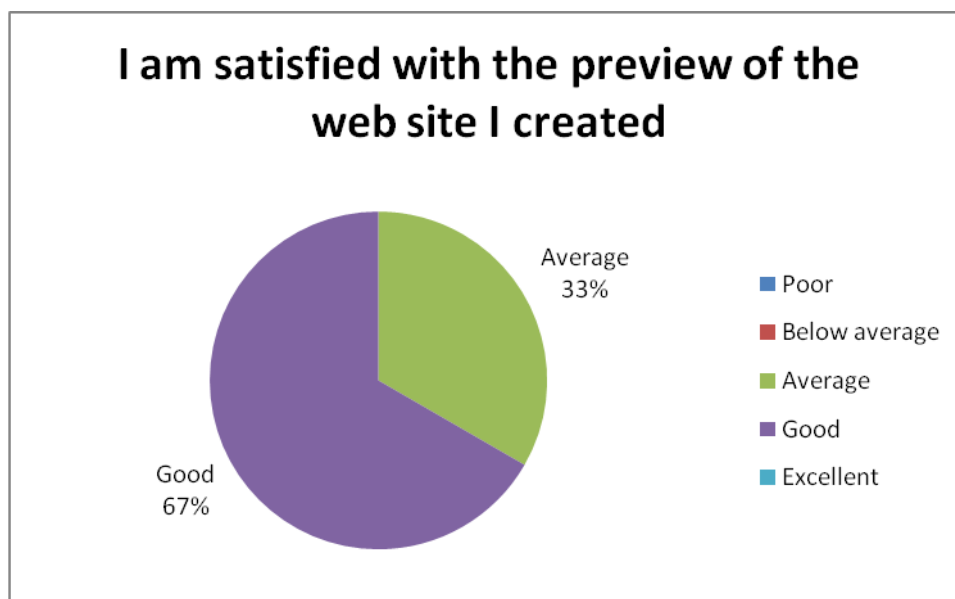


Chart 94: Satisfaction with the preview of the created website

From the analysis of the collected feedback we came to the following results:

- 67% of the respondents are satisfied with the system’s present functionalities.
- 33% of the respondents are neutral with the system’s present functionalities.

It is worth mentioning here, that there were no respondents who were not satisfied with the preview of the website they’ve created.

The mean value (μ), the mode value (τ), and the median value (m) for this question are the following:

μ	τ	m
3,67	4	4

Table 89: Users' central tendency for Question A.1.3.16

From the table we can see that the mean value is 3,67, the mode value is 4, and the median value is, also, 4. Therefore, the users' central tendency is that they are satisfied with the provided preview of the websites they've created.

8.2 2nd round User Evaluation Results per UG

In the following subsections there is a brief presentation of the results that came out during the 2nd round of User Evaluation. The results are presented for each UG separately, followed by a brief description of the outcomes.

8.2.1 2nd Round Evaluation Results – UG1

Question A.2.1.1: The system is responsive (overall impression)

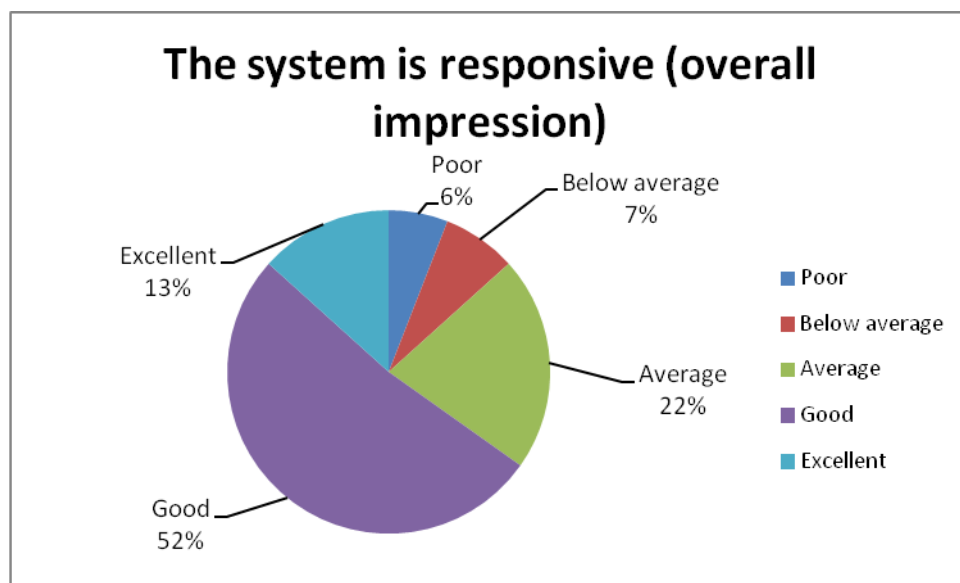


Chart 95: The system is responsive (overall impression)

The main outcome here is that almost 7 out of 10 users, believe that the system's responsiveness is, at least, at a good level.

With respect to the users' central tendency, from the table below we come to the conclusion that the users estimate that the system's responsiveness is "Good".

μ	τ	m
3,59	4	4

Table 90: Users' central tendency for Question A.2.1.1

Question A. 2.1.2: The system increases your productivity

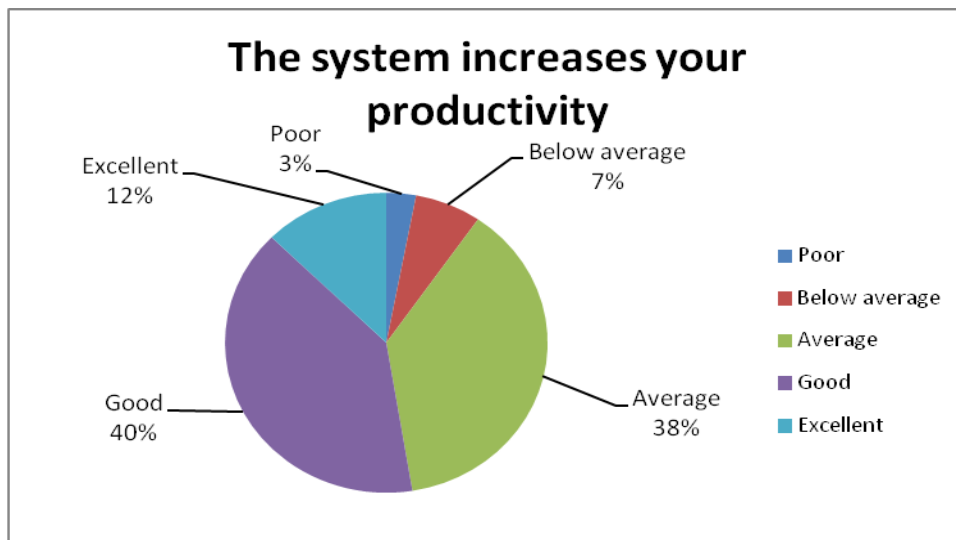


Chart 96: The system increases your productivity

The above chart indicates that more than half of the respondents estimate that i-Librarian increases the user's productivity in a good manner. This is, also, the user's central tendency as it is stemmed from the following table:

μ	τ	m
3,53	4	4

Table 91: Users' central tendency for Question A. 2.1.2

Question A.2.1.3: The system offers complete set of facilities

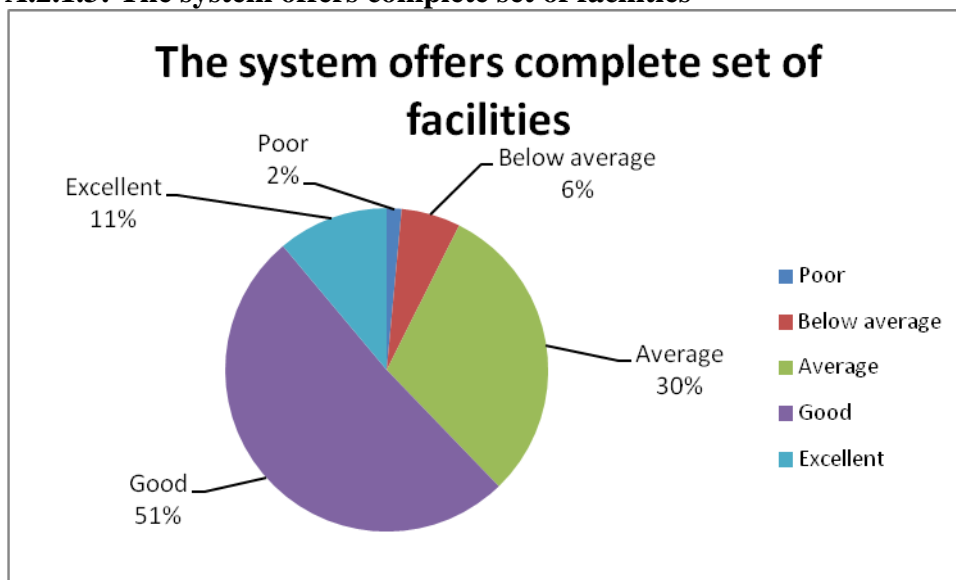


Chart 97: The system offers complete set of facilities

Almost 7 out 10 users believe that the facilities offered by i-Librarian are, at least, good. This is, also, the outcome with respect to user's central tendency as it results from the 3 statistical indicators:

μ	τ	m
3,64	4	4

Table 92: Users' central tendency for Question A.2.1.3

Question A.2.1.4: The system produces comprehensive, well grouped output of documents with relevant text excerpts, summaries and their translations

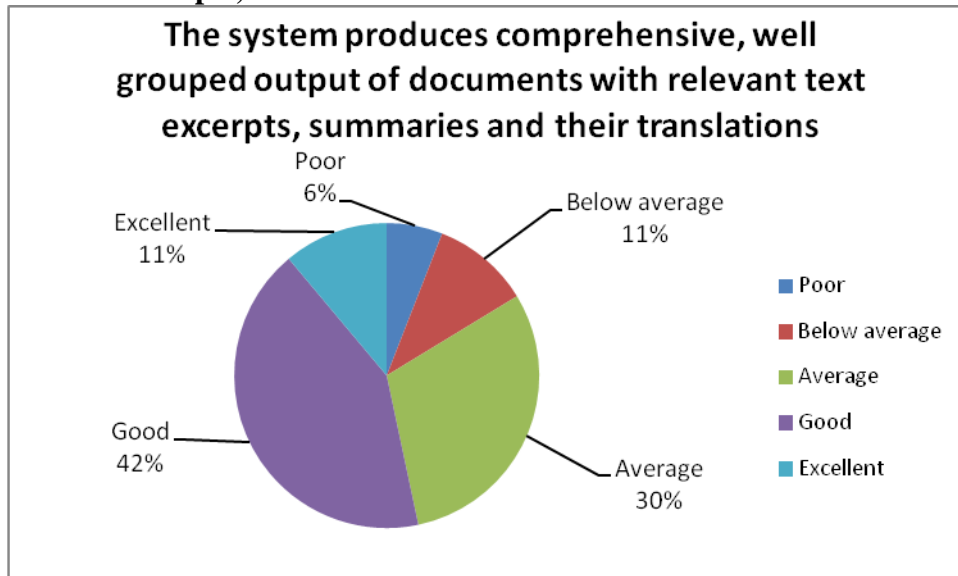


Chart 98: The system produces comprehensive, well grouped output of documents with relevant text excerpts, summaries and their translations

The findings show that almost half of the respondents, estimate that the system produces documents, summaries and translations in a good way. This, is also the user’s central tendency as it is resulted from the statistical indicators table:

μ	τ	m
3,42	4	4

Table 93: Users' central tendency for Question A.2.1.4

Question A.2.1.5: The user interface is friendly and easy to use

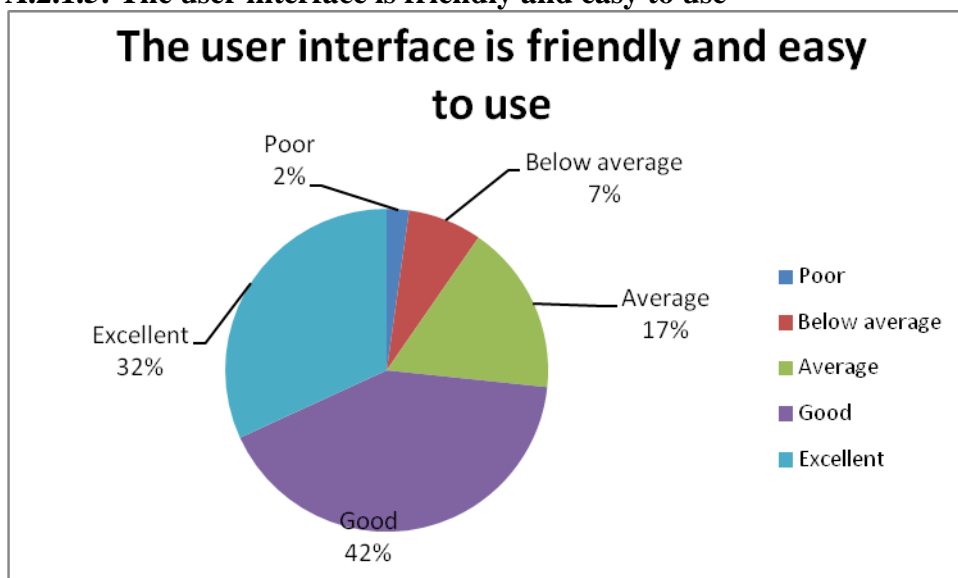


Chart 99: The user interface is friendly and easy to use

From the above chart we come to the conclusion that almost 8 out of 10 users are, at least, satisfied with the user friendliness of the system’s user interface. The same conclusion, is also comes out from the following table, which indicates the user’s central tendency, which is towards value “4”, which represents the “Good” estimation.

μ	τ	m
3,93	4	4

Table 94: Users' central tendency for Question A.2.1.5

Question A.2.1.6: Provided on-line help, tips and screen casts are useful

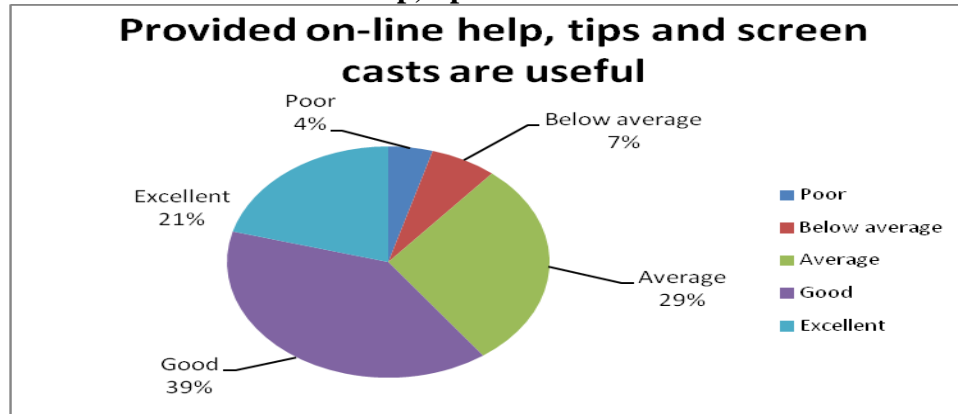


Chart 100: Provided on-line help, tips and screen casts are useful

The above chart represents that the majority of the respondents (approx. 60%) agree that the provided on-line help, tips and screen casts are useful, estimation which is also reflected in the users’ tendency table:

μ	τ	m
3,65	4	4

Table 95: Users' central tendency for Question A.2.1.6

Question A.2.1.7: The system response is adequate to my requests

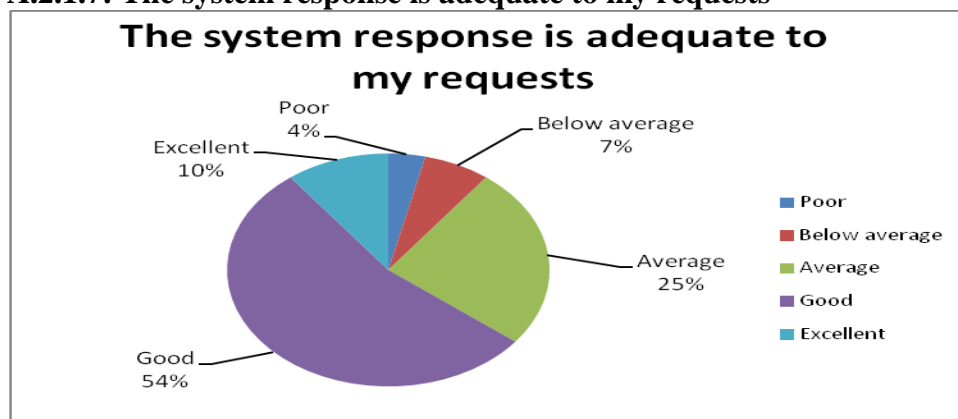
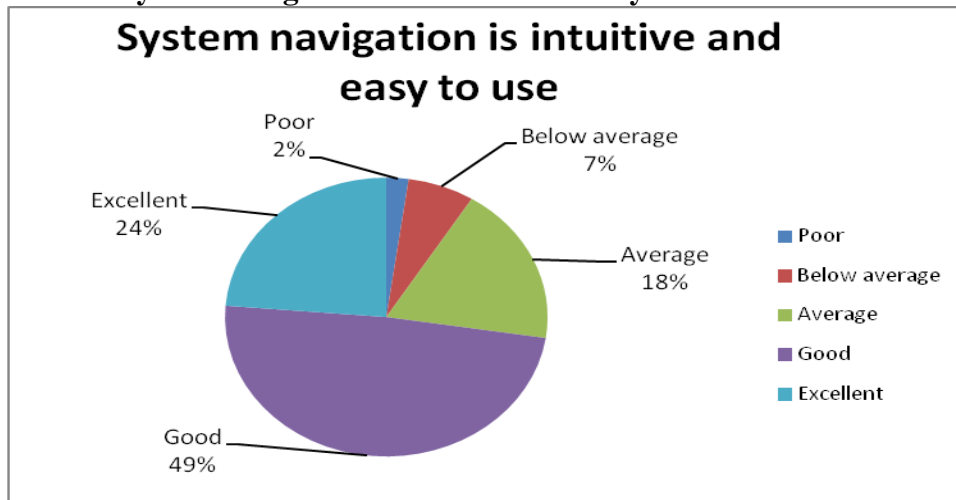


Chart 101: The system response is adequate to my requests

Almost 6 out of 10 users estimate that the systems’ response to users’ requests is, at least, good. With respect to users’ tendency, the outcome is the same (value “4” which means “Good”):

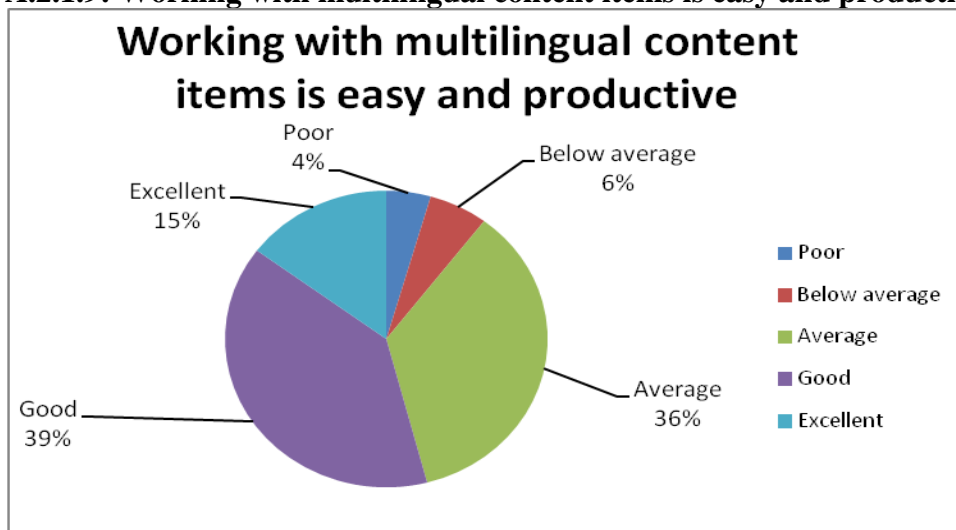
μ	τ	m
3,61	4	4

Table 96: Users' central tendency for Question A.2.1.7

Question A.2.1.8: System navigation is intuitive and easy to use**Chart 102: The system response is adequate to my requests**

A significant percentage of the respondents (almost 75%) believe that the system’s navigation is, at least, good. With respect to the users’ central tendency, it is towards “Good” as it is indicated in the following table:

μ	τ	m
3,85	4	4

Table 97: Users' central tendency for Question A.2.1.8**Question A.2.1.9: Working with multilingual content items is easy and productive****Chart 103: Working with multilingual content items is easy and productive**

Almost half of the respondents agree with the fact that working with multilingual content items is easy and productive. This outcome is reflected, also, to the following table, which represents the user’s central tendency:

μ	τ	m
3,54	4	4

Table 98: Users' central tendency for Question A.2.1.9

Question A.2.1.10: I am satisfied with the user interface of the system

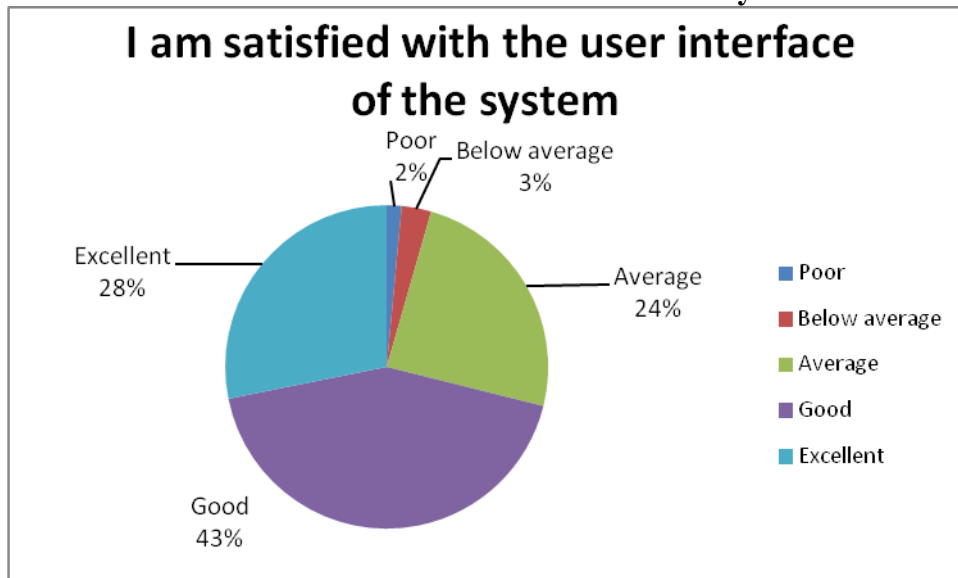


Chart 104: I am satisfied with the user interface of the system

A significant percentage of the respondents (almost 70%) are satisfied with the current user interface of the system. This is, also, the central tendency (towards value “4” of the potential users as it is reflected in the following table:

μ	τ	m
3,93	4	4

Table 99: Users' central tendency for Question A.2.1.10

Question A.2.1.11: I am satisfied with the online help

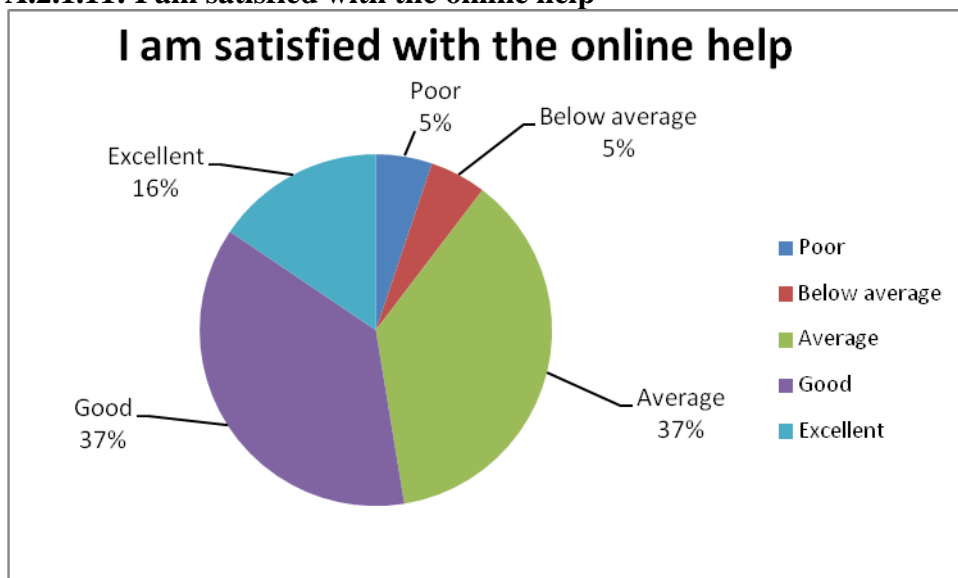


Chart 105: I am satisfied with the online help

Almost 6 out of 10 users are, at least, satisfied with the online help provided by i-Librarian. With respect to the user's central tendency is towards value “3,5”, which reflects the users' significant satisfaction with respect to the provided online help:

μ	τ	m
3,53	3	4

Table 100: Users' central tendency for Question A.2.1.11

Question A.1.12: I am satisfied with the present functionalities

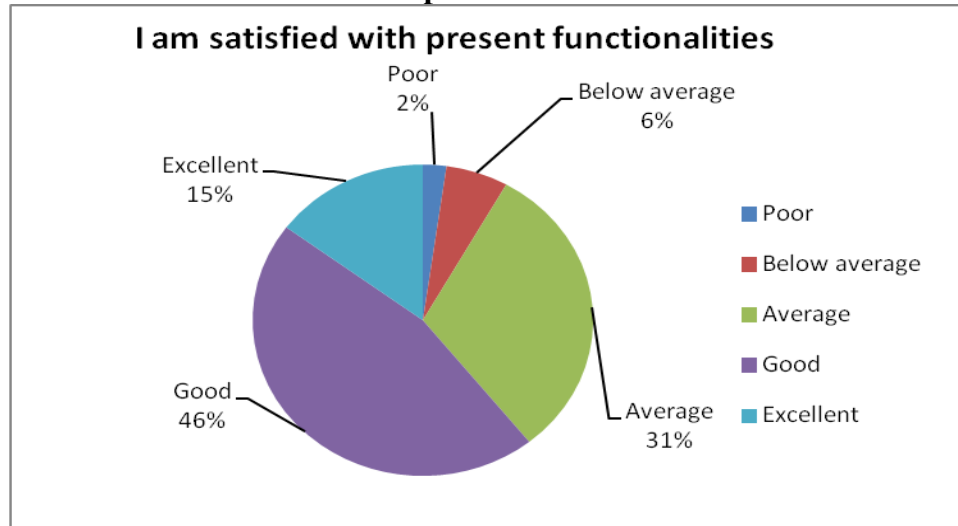


Chart 106: I am satisfied with present functionalities

It is important to mention here that 6 out of 10 users are, at least, satisfied with the present functionalities offered. This is, also, the respondents' central tendency:

μ	τ	m
3,65	4	4

Table 101: Users' central tendency for Question A.2.1.12

Question A.2.1.13: I am satisfied with the automatic grouping of the documents

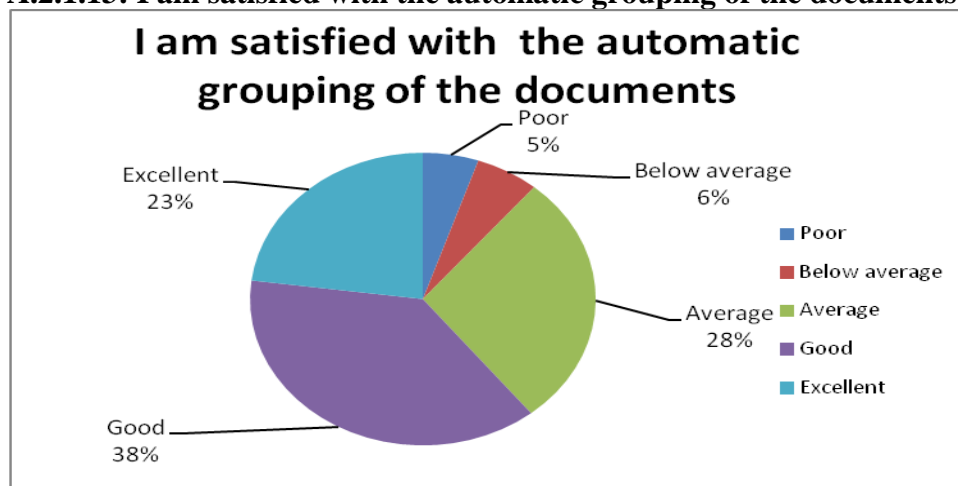


Chart 107: I am satisfied with the automatic grouping of the documents

Almost 6 out of 10 respondents are, at least, satisfied with the automatic grouping of the documents provided by i-Librarian. The users' central tendency is towards value “4”, which means users' satisfaction:

μ	τ	m
-------	--------	-----

3,67	4	4
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Table 102: Users' central tendency for Question A.2.1.13

Question A.2.1.14: I am satisfied I found similar to mine documents in the library

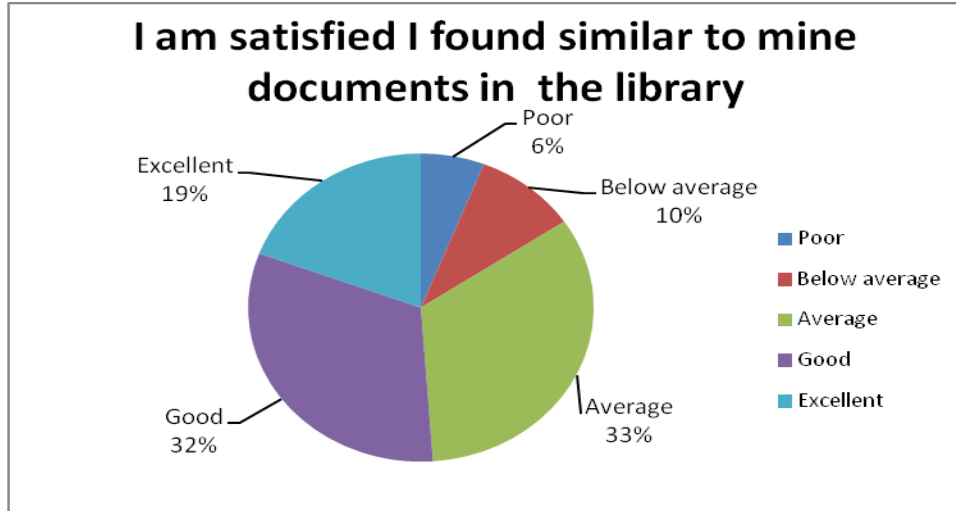


Chart 108: I am satisfied I found similar to mine documents in the library

Only 1 out of 10 users was not satisfied with the system's function to provide to users documents that are similar to the ones they've uploaded. The respondents central tendency is towards value “3”, meaning that the most users were neutral about this system's function.

μ	τ	m
3,49	3	4

Table 103: Users' central tendency for Question A.2.1.14

Question A.2.1.15: How appropriate were the available domain categorizations and topics?

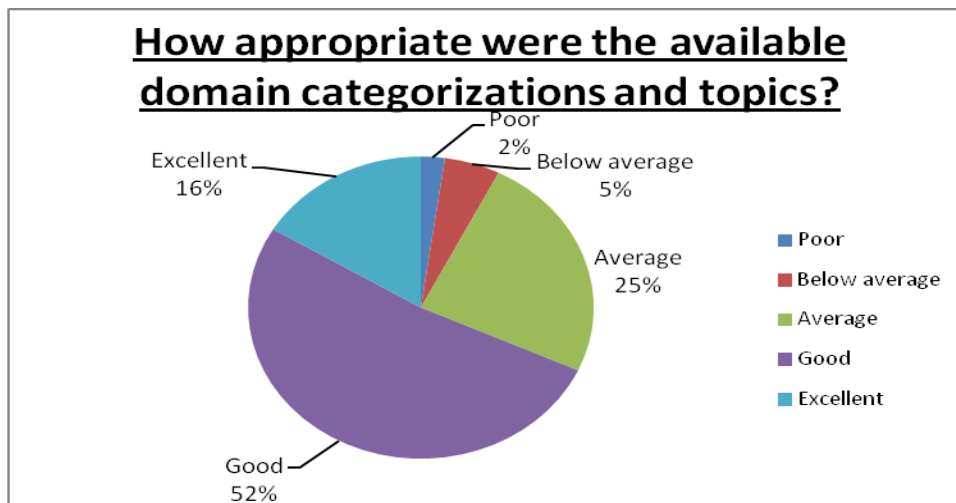


Chart 109: How appropriate were the available domain categorizations and topics?

Almost 7 out of 10 respondents estimate that the available categorizations and topics were very appropriate in relation with the documents they've uploaded. The respondents' central tendency is towards the above outcome as this results from the following table:

μ	τ	m
-------	--------	-----

3,75	4	4
------	---	---

Table 104: Users' central tendency for Question A.2.1.15

Question A.2.1.16: How easy was to update the user categorization tree?

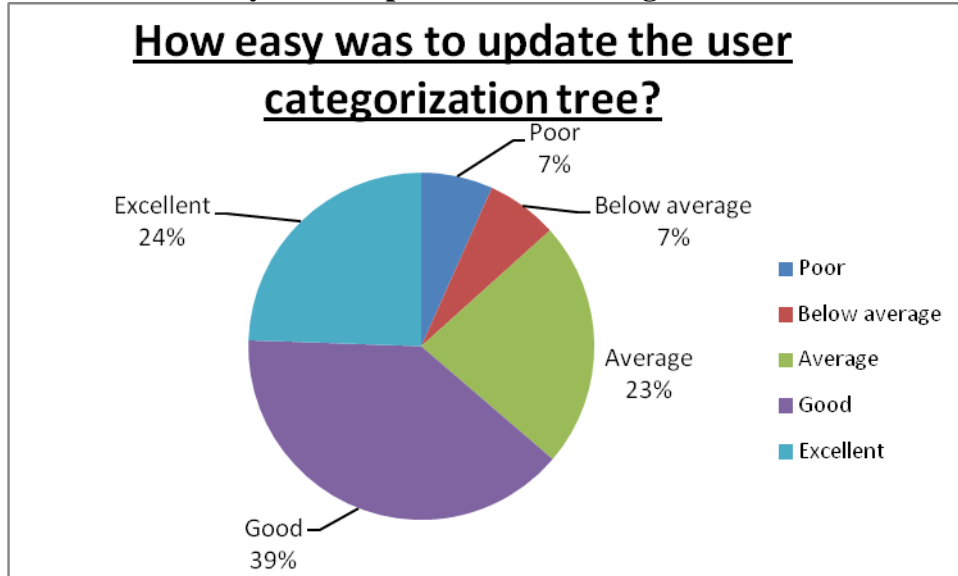


Chart 110: How easy was to update the user categorization tree?

Almost 60% of the users estimate that updating the user categorization tree is easy enough. The central tendency is towards value “4” meaning that users found it easy to update the categorization tree of the documents they’ve uploaded.

μ	τ	m
3,68	4	4

Table 105: Users' central tendency for Question A.2.1.16

8.2.2 2nd Round Evaluation Results – UG2

Question A.2.2.1: The system is responsive (overall impression)

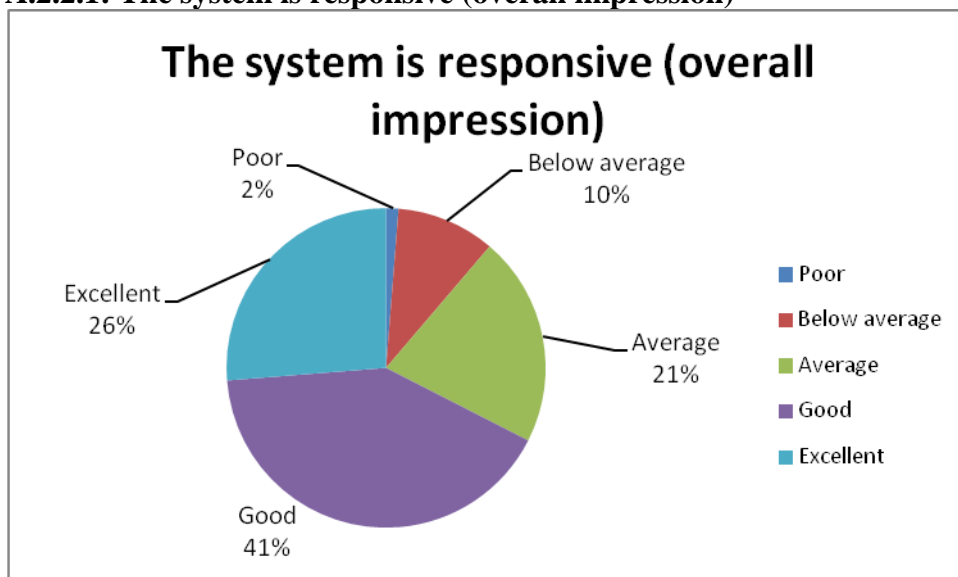


Chart 111: The system is responsive (overall impression)

The main outcome here is that almost 7 out of 10 users, believe that the system’s responsiveness is, at least, at a good level.

With respect to the users’ central tendency, from the table below we come to the conclusion that the users estimate that the system’s responsiveness is “Good”.

μ	τ	m
3,81	4	4

Table 106: Users’ central tendency for Question A.2.2.1

Question A.2.2.2: The system increases your productivity

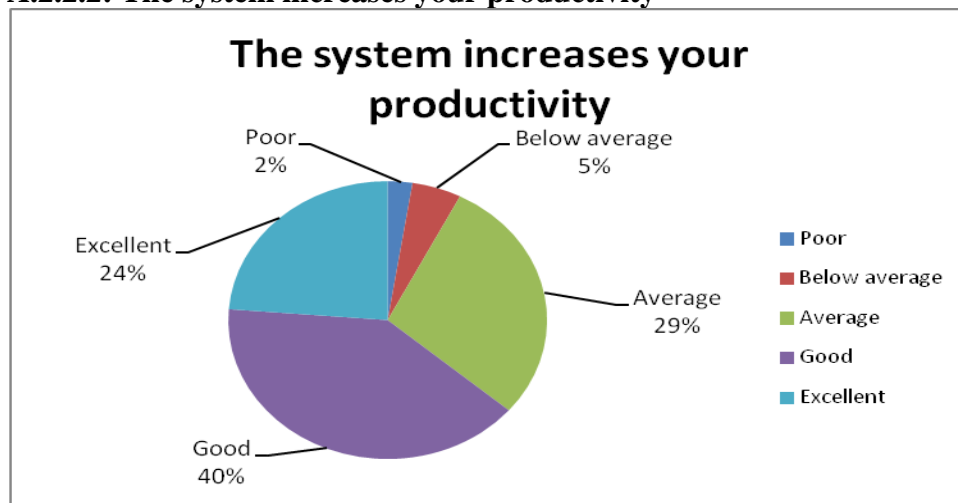


Chart 112: The system increases your productivity

The above chart indicates that more than 60% of the respondents estimate that i-Publisher increases the user’s productivity in a good manner. This is, also, the user’s central tendency as it is stemmed from the following table:

μ	τ	m
3,78	4	4

Table 107: Users’ central tendency for Question A.2.2.2

Question A.2.2.3: The system offers complete set of facilities

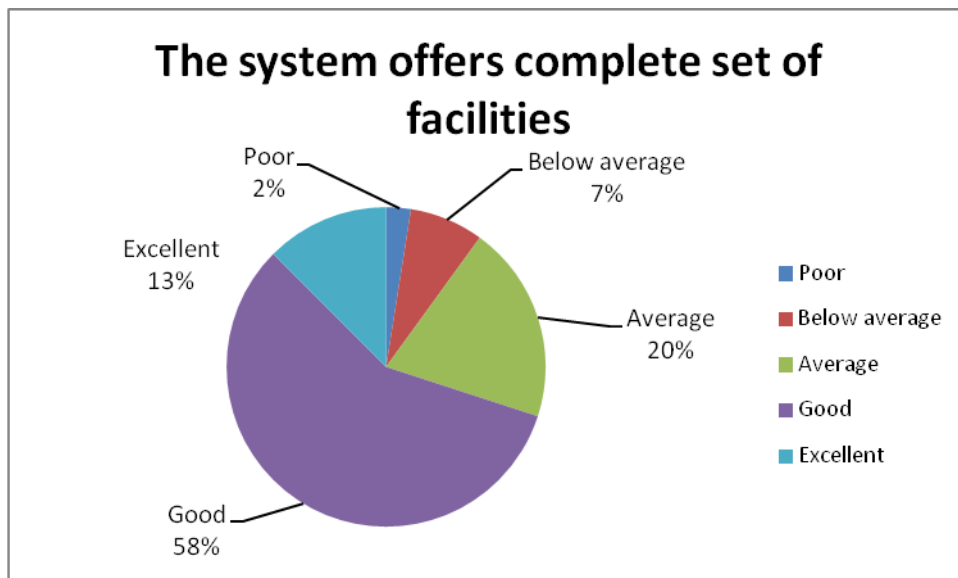


Chart 113: The system offers complete set of facilities

Almost 7 out 10 users believe that the facilities offered by i-Publisher are, at least, good. This is, also, the outcome with respect to user's central tendency as it results from the 3 statistical indicators:

μ	τ	m
3,70	4	4

Table 108: Users' central tendency for Question A.2.2.3

Question A.2.2.4: The system produces comprehensive multilingual content items

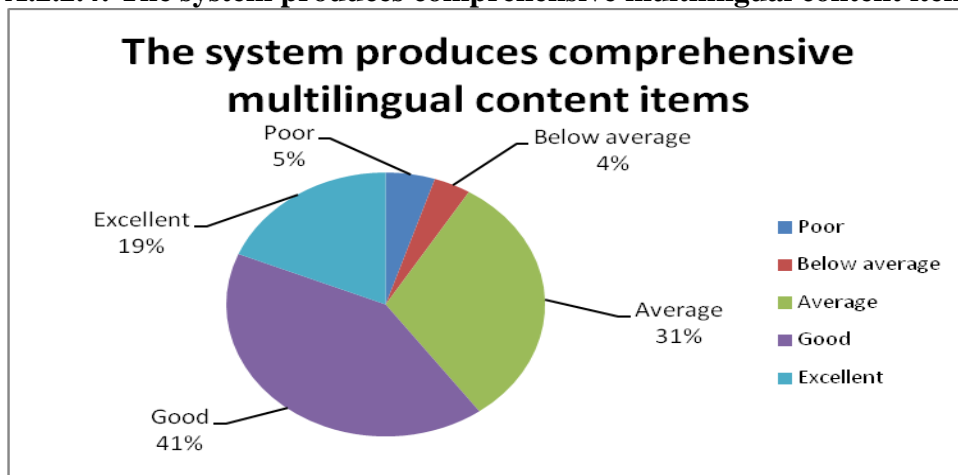


Chart 114: The system produces comprehensive multilingual content items

The findings show that almost 60% of the respondents, estimate that the system produces comprehensive multilingual content items in a good way. This is also the user's central tendency as it is resulted from the statistical indicators table:

μ	τ	m
3,65	4	4

Table 109: Users' central tendency for Question A.2.2.4

Question A.2.2.5: The user interface is friendly and easy to use

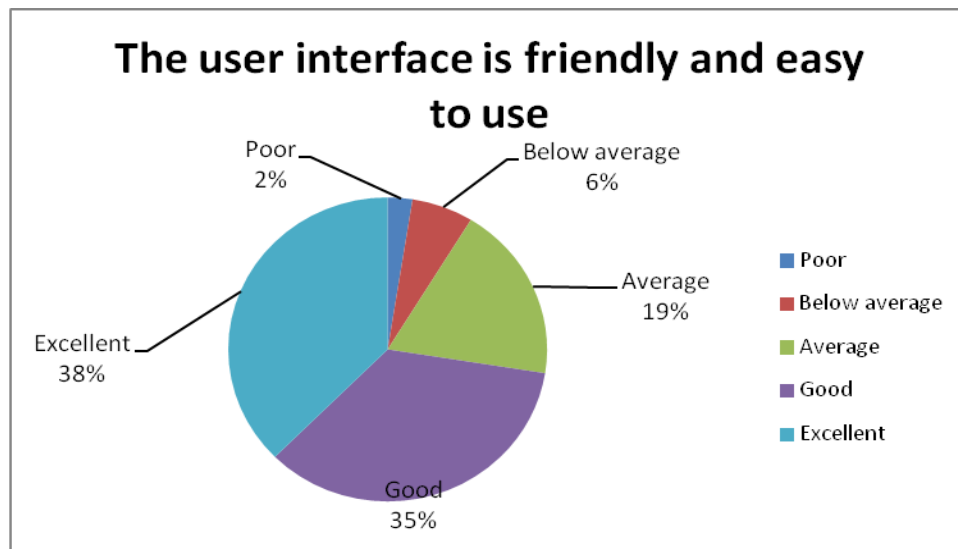


Chart 115: The user interface is friendly and easy to use

From the above chart we come to the conclusion that almost 7 out of 10 users are, at least, satisfied with the user friendliness of the system's user interface. The same conclusion, also comes out from the following table, which indicates the user's central tendency and is towards value "4", which represents the "Good" estimation.

μ	τ	m
3,99	5	4

Table 110: Users' central tendency for Question A.2.2.5

Question A.2.2.6: Provided on-line help, tips and screen casts are useful

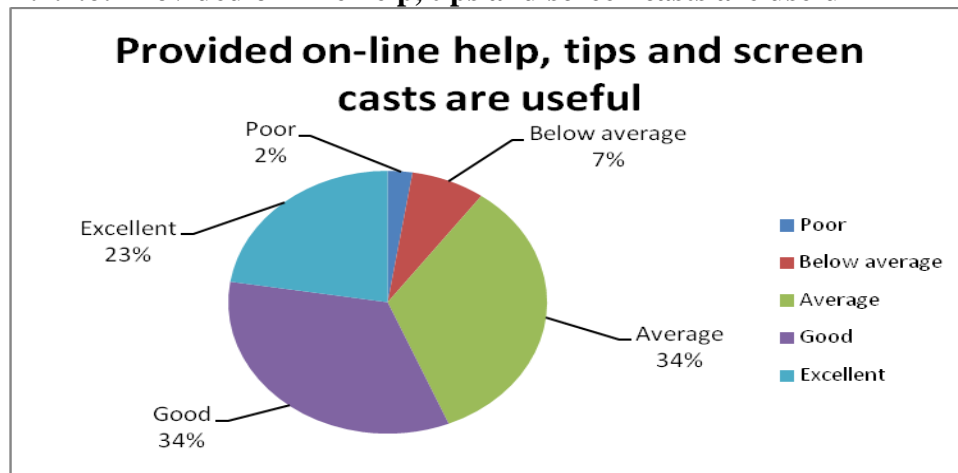
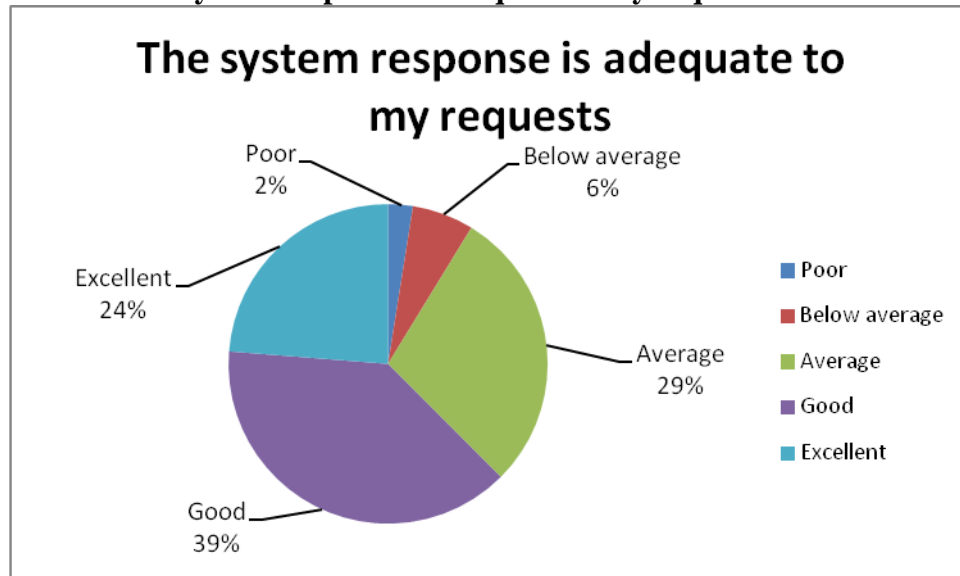


Chart 116: Provided on-line help, tips and screen casts are useful

The above chart represents that the majority of the respondents (approx. 60%) agree that the provided on-line help, tips and screen casts are useful, estimation which is also reflected in the users' tendency table:

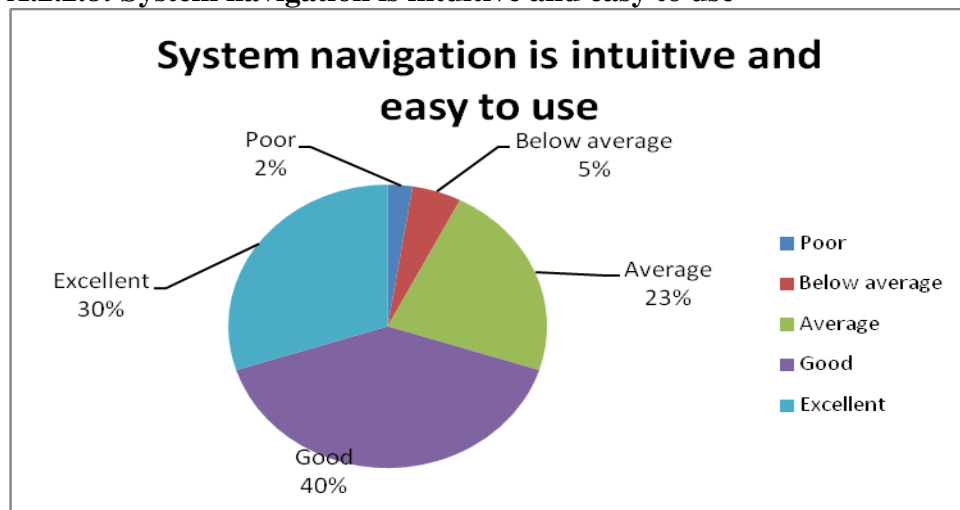
μ	τ	m
3,66	4	4

Table 111: Users' central tendency for Question A.2.2.6

Question A.2.2.7: The system response is adequate to my requests**Chart 117: The system response is adequate to my requests**

Almost 6 out of 10 users estimate that the systems' response to users' requests is, at least, good. With respect to users' tendency, the outcome is the same (value “4” which means “Good”):

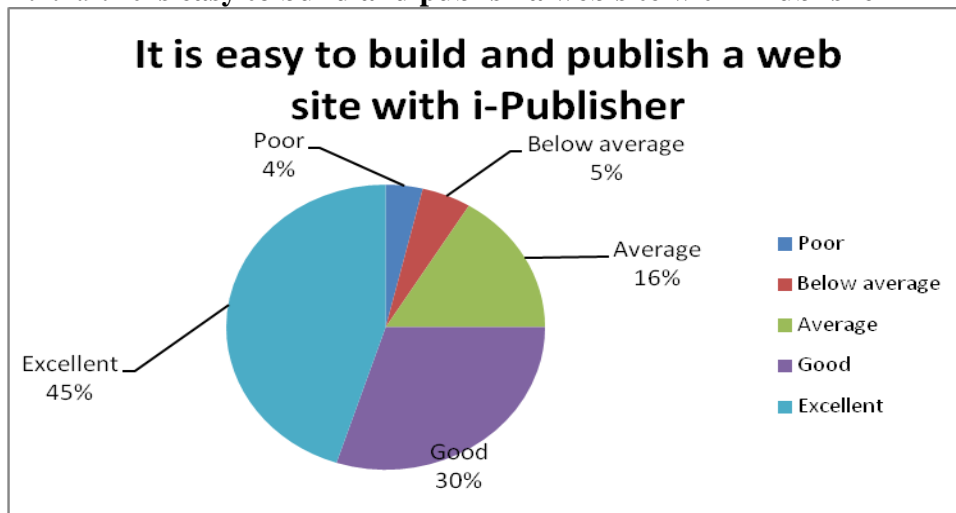
μ	τ	m
3,75	4	4

Table 112: Users' central tendency for Question A.2.2.7**Question A.2.2.8: System navigation is intuitive and easy to use****Chart 118: The system response is adequate to my requests**

A significant percentage of the respondents (70%) believe that the system's navigation is, at least, good. With respect to the users' central tendency, it is towards “Good” as it is indicated in the following table:

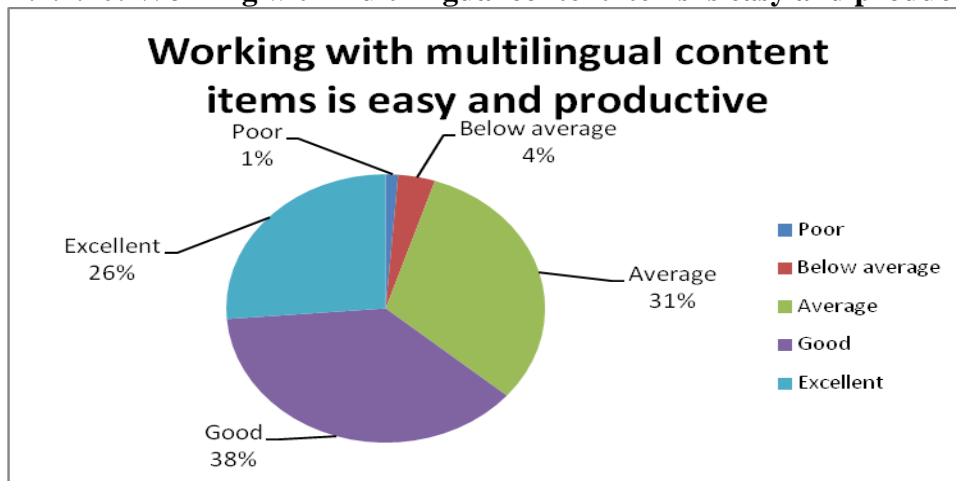
μ	τ	m
3,90	4	4

Table 113: Users' central tendency for Question A.2.2.8

Question A.2.2.9: It is easy to build and publish a web site with i-Publisher**Chart 119: It is easy to build and publish a web site with i-Publisher**

The above chart indicates that almost 8 out of 10 respondents estimate that building and publishing a web site by using i-Publisher, is easy. The respondents' central tendency is towards value “4”, which means that the users find it easy to create and publish a web site by using i-Publisher:

μ	τ	m
4,08	5	4

Table 114: Users' central tendency for Question A.2.2.9**Question A.2.2.10: Working with multilingual content items is easy and productive****Chart 120: Working with multilingual content items is easy and productive**

More than half of the respondents (approx. 60%) agree with the fact that working with multilingual content items is easy and productive. This outcome is reflected, also, to the following table, which represents the user's central tendency:

μ	τ	m
3,84	4	4

Table 115: Users' central tendency for Question A.2.2.10

Question A.2.2.11: I am happy with the user interface of the system

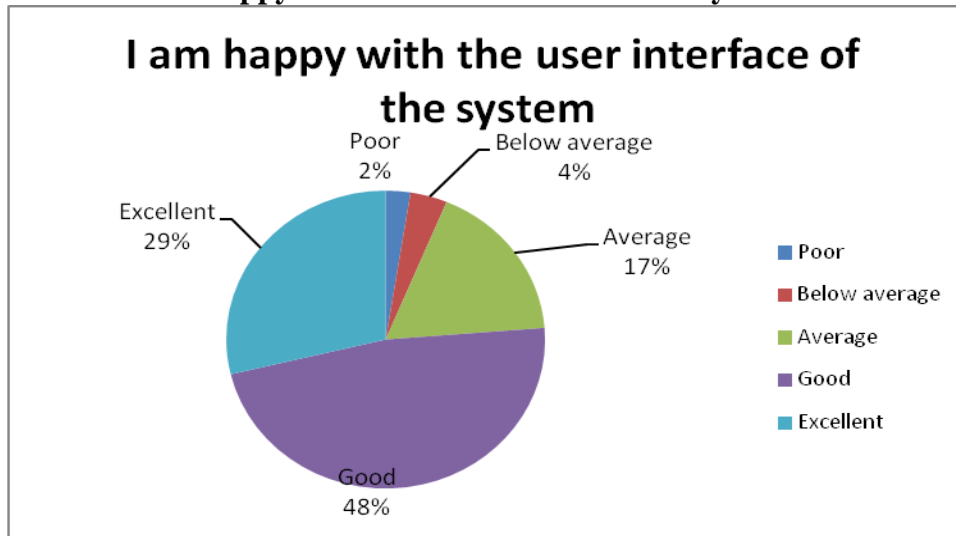


Chart 121: I am satisfied with the user interface of the system

A significant percentage of the respondents (almost 70%) are satisfied with the current user interface of the system. This is, also, the central tendency (towards value “4”) of the potential users as it is reflected in the following table:

μ	τ	m
3,96	4	4

Table 116: Users' central tendency for Question A.2.2.11

Question A.2.2.12: I am satisfied with the online help

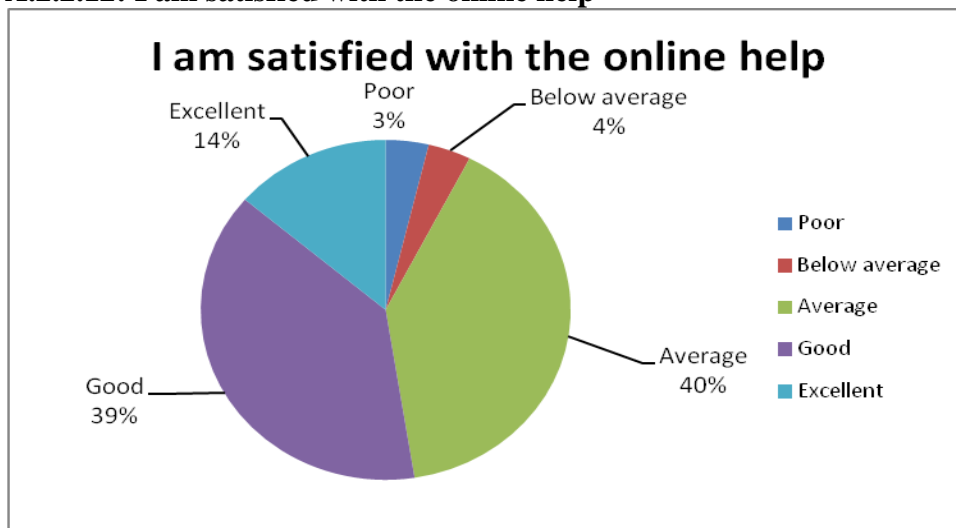
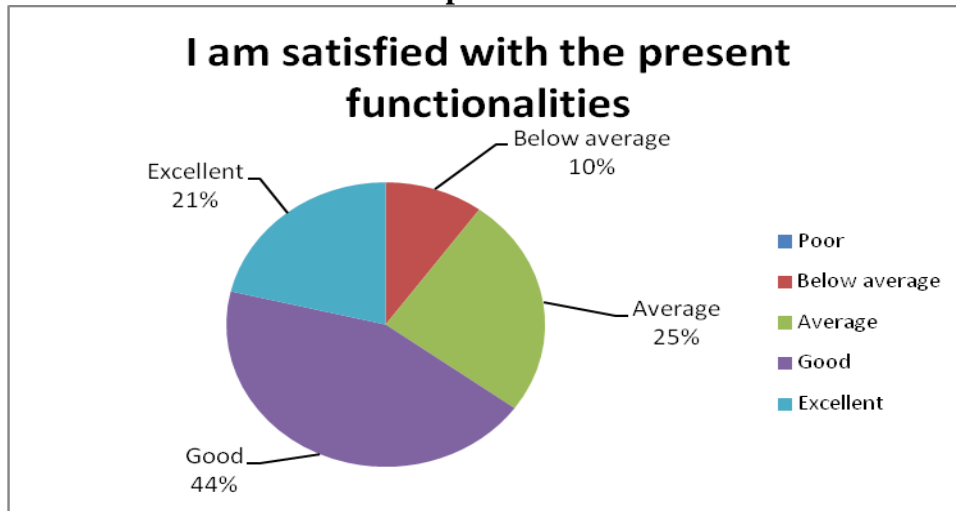


Chart 122: I am satisfied with the online help

Half of the users are, at least, satisfied with the online help provided by i-Publisher. With respect to the user's central tendency is towards value “4”, which reflects the users' significant satisfaction with respect to the provided online help:

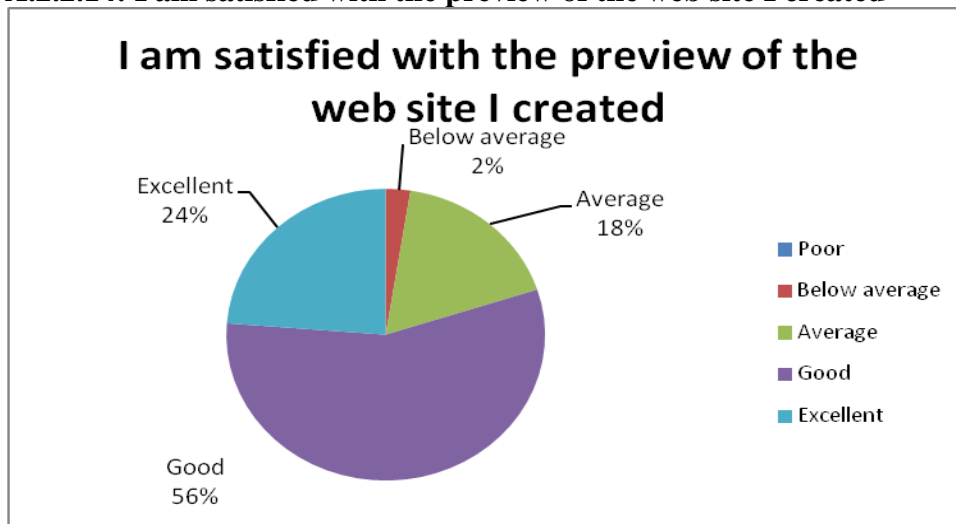
μ	τ	m
3,55	3	4

Table 117: Users' central tendency for Question A.2.2.12

Question A.2.2.13: I am satisfied with the present functionalities**Chart 123: I am satisfied with the present functionalities**

It is important to mention here that almost 7 out of 10 users are, at least, satisfied with the present functionalities offered. This is, also, the respondents' central tendency (towards value "4", which means "Good-Satisfied"):

μ	τ	m
3,76	4	4

Table 118: Users' central tendency for Question A.2.2.13**Question A.2.2.14: I am satisfied with the preview of the web site I created****Chart 124: I am satisfied with the preview of the web site I created**

A very significant percentage of the respondents (almost 80%!!) were satisfied with the preview of the website they've created. This outcome, is also reflected to the table appearing the users' central tendency with is towards value "4":

μ	τ	m
4,01	4	4

Table 119: Users' central tendency for Question A.2.2.14

Question A.2.2.15: How appropriate were the available domain categorizations and topics?

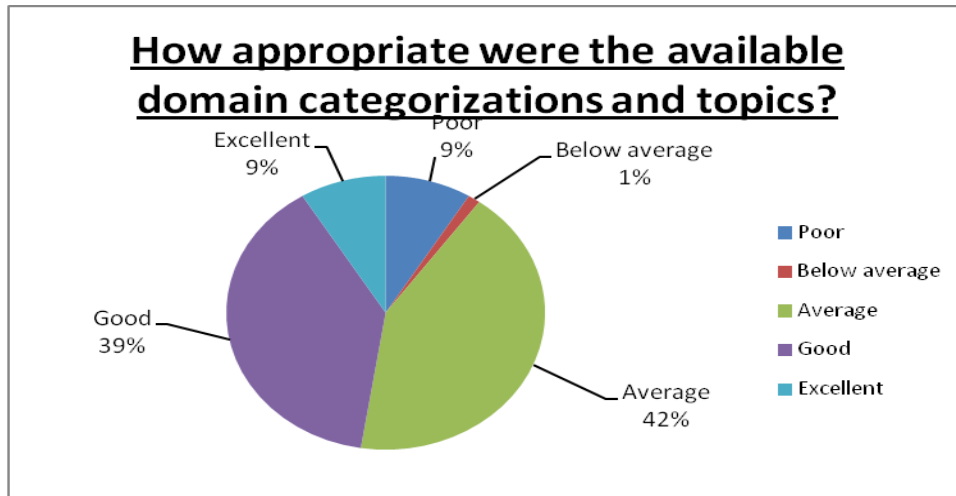


Chart 125: How appropriate were the available domain categorizations and topics?

Almost 5 out of 10 respondents estimate that the available categorizations and topics were very appropriate. The respondents' central tendency is towards value “3”, meaning that the users are not sure enough for the appropriateness of the available domain categorizations and topics:

μ	τ	m
3,38	3	3

Table 120: Users' central tendency for Question A.2.2.15

Question A.2.2.16: How appropriate were the available most popular template websites in i-Publisher?

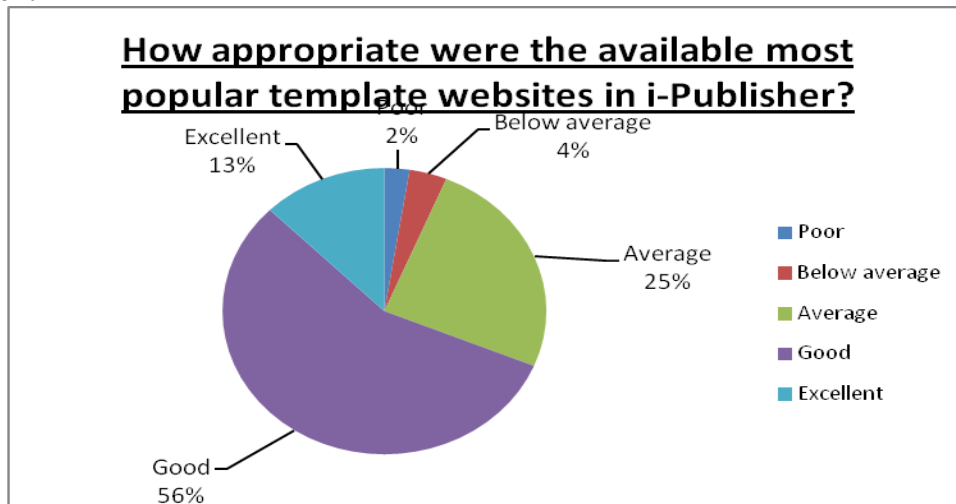


Chart 126: How appropriate were the available most popular template websites in i-Publisher?

Almost 7 out of 10 respondents, believe that the most popular template websites that were available in i-Publisher, were appropriate enough to their likings. Additionally, the users' central tendency is towards value “4”, meaning enough appropriateness to the users' preferences:

μ	τ	m
3,73	4	4

Table 121: Users' central tendency for Question A.2.2.16

Question A.2.2.17: How appropriate were the available template pages for the selected theme in i-Publisher?

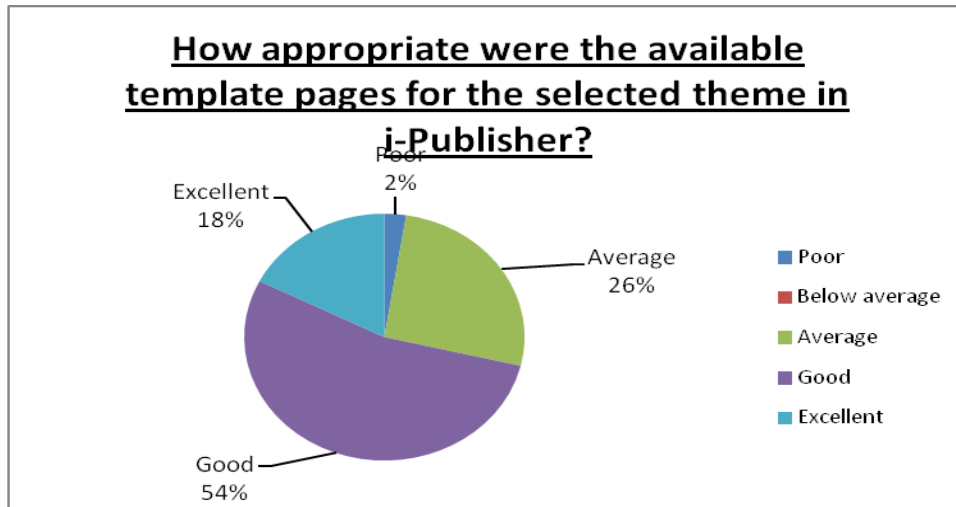


Chart 127: How appropriate were the available template pages for the selected theme in i-Publisher?

72% of the responded users, estimate that the template pages that were available in i-Publisher, were appropriate enough to their likings. With respect to their central tendency, is that the available template pages for each selected theme were appropriate enough (meaning value “4”), as it is indicated in the following table:

μ	τ	m
3,84	4	4

Table 122: Users' central tendency for Question A.2.2.17

8.2.3 2nd Round Evaluation Results – UG3

Question A.2.3.1: The system is responsive (overall impression)

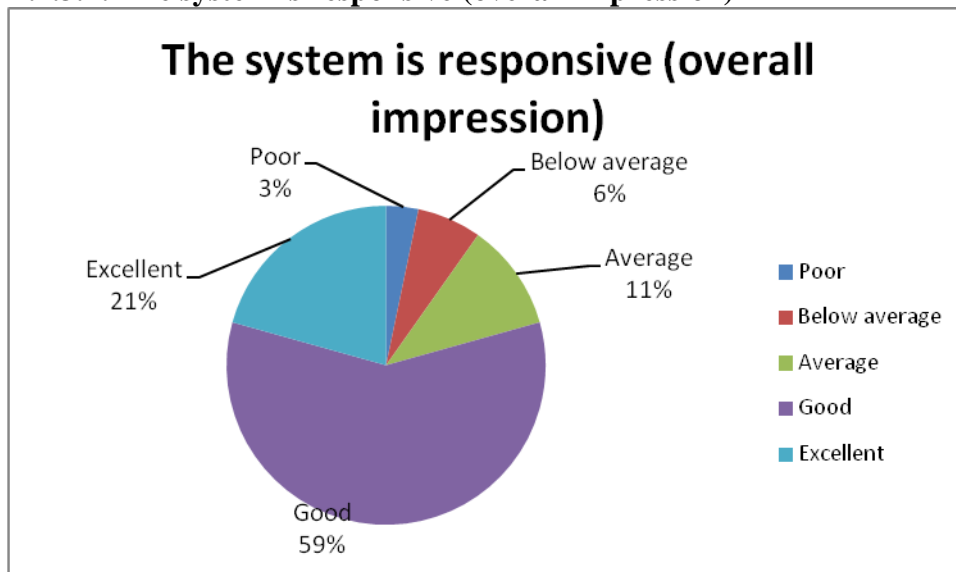


Chart 128: The system is responsive (overall impression)

The main outcome here is that 8 out of 10 users, believe that the system’s responsiveness is, at least, at a good level.

With respect to the users’ central tendency, from the table below we come to the conclusion that the users estimate that the system’s responsiveness is “Good”.

μ	τ	m
3,87	4	4

Table 123: Users’ central tendency for Question A.2.3.1

Question A.2.3.2: The system increases your productivity

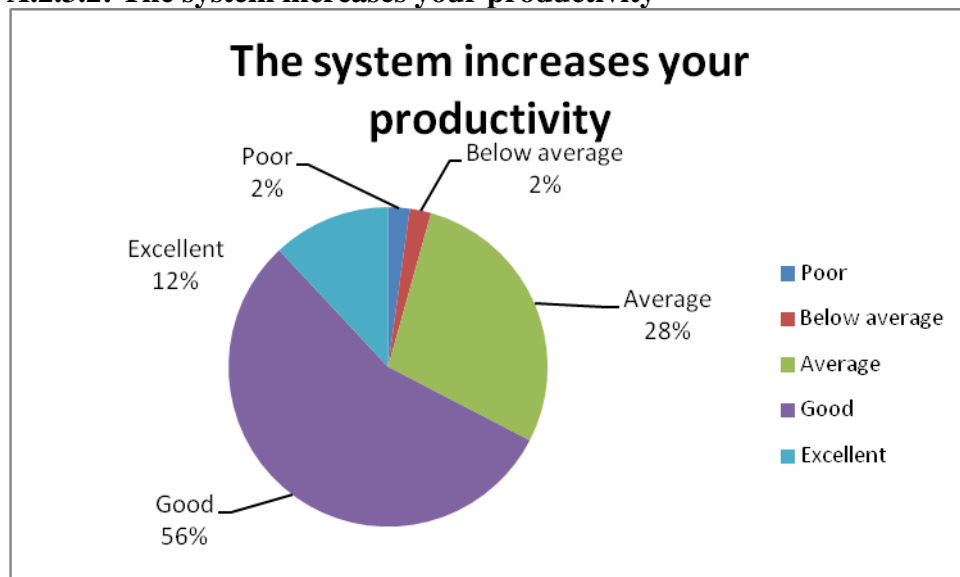


Chart 129: The system increases your productivity

The above chart indicates that almost 70% of the respondents estimate that i-Publisher increases the user’s productivity in a good manner. This is, also, the user’s central tendency as it is stemmed from the following table:

μ	τ	m
3,73	4	4

Table 124: Users’ central tendency for Question A.2.3.2

Question A.2.3.3: The system offers complete set of facilities

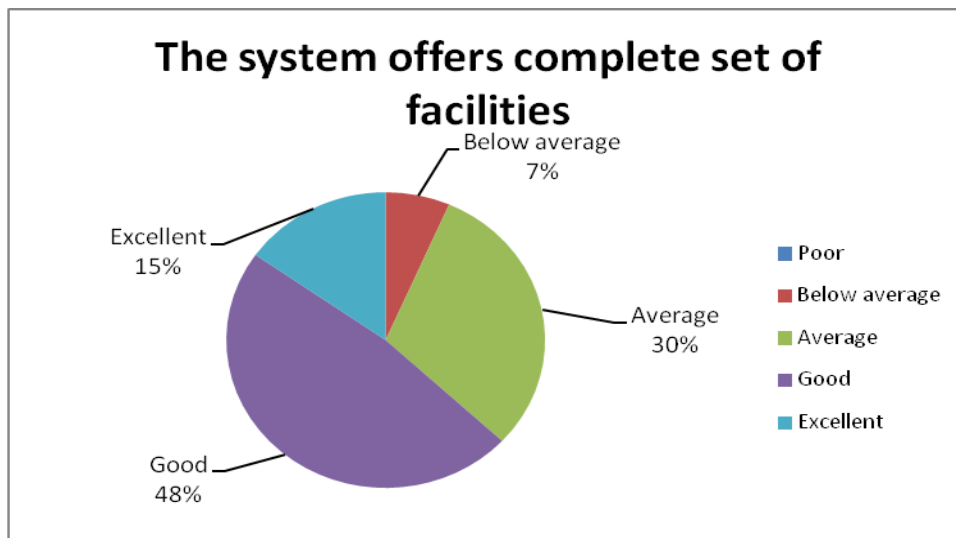


Chart 130: The system offers complete set of facilities

Almost 6 out 10 users believe that the facilities offered by i-Publisher are, at least, good. This is, also, the outcome with respect to user's central tendency as it results from the 3 statistical indicators:

μ	τ	m
3,72	4	4

Table 125: Users' central tendency for Question A.2.3.3

Question A.2.3.4: The system produces comprehensive multilingual content items

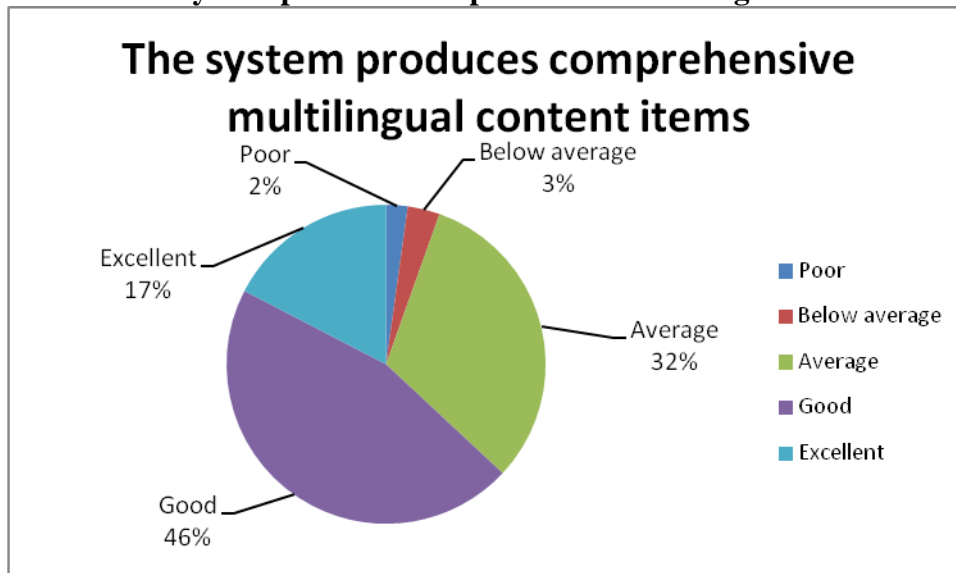
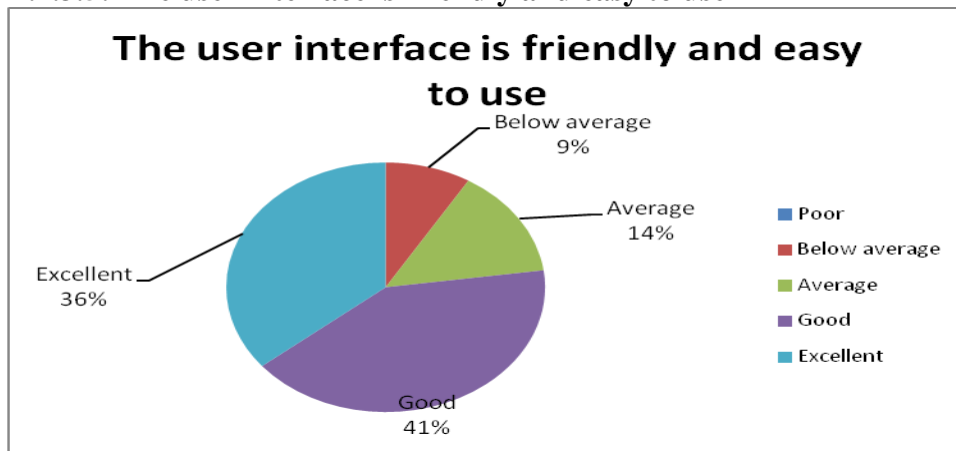


Chart 131: The system produces comprehensive multilingual content items

The findings show that more than half of the respondents (approx. 60%), estimate that the system produces comprehensive multilingual content items in a good way. This is, also, the user's central tendency as it is resulted from the statistical indicators table:

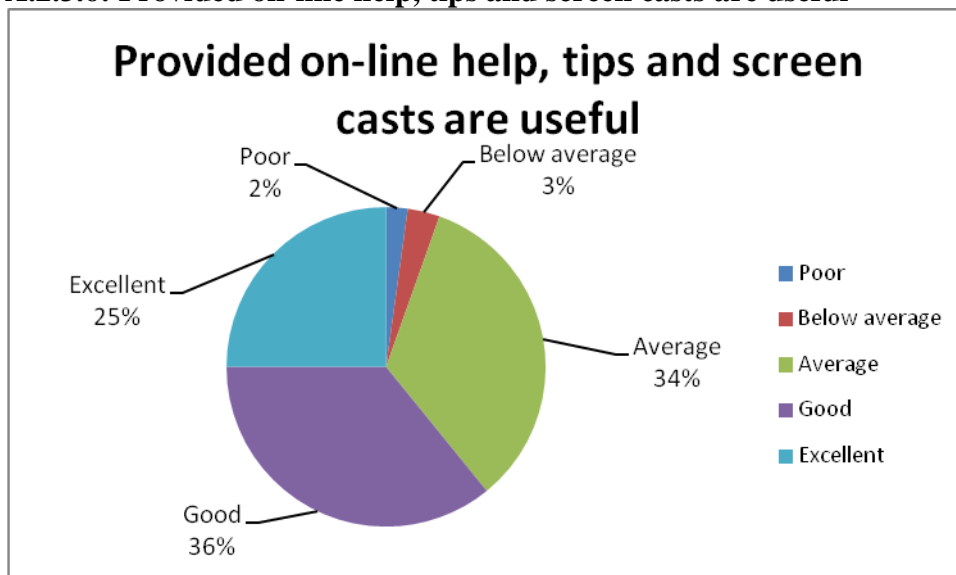
μ	τ	m
3,73	4	4

Table 126: Users' central tendency for Question A.2.3.4

Question A.2.3.5: The user interface is friendly and easy to use**Chart 132: The user interface is friendly and easy to use**

From the above chart we come to the conclusion that more than 7 out of 10 users are, at least, satisfied with the user friendliness of the system's user interface. The same conclusion also comes out from the following table, which indicates the user's central tendency and is towards value "4", which represents the "Good" estimation.

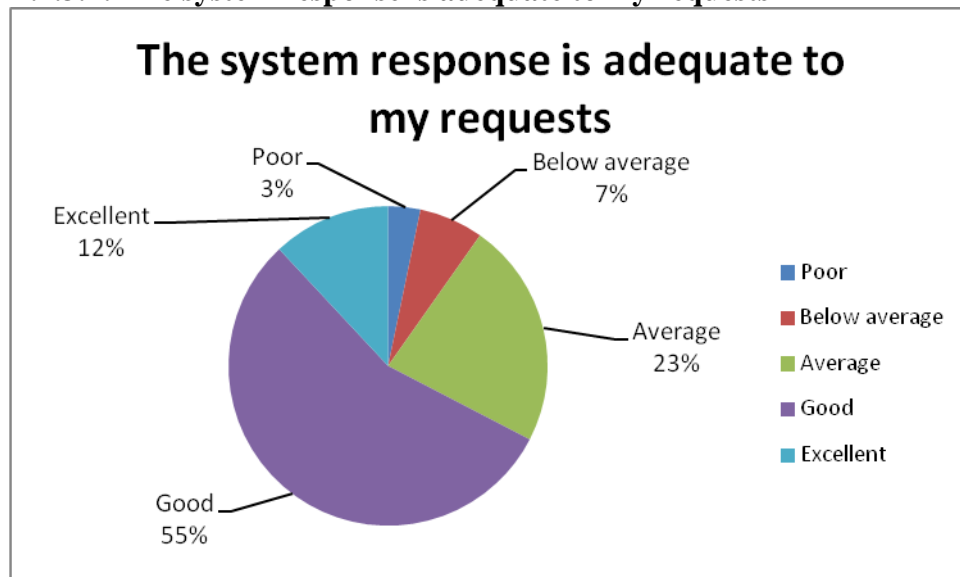
μ	τ	m
4,04	4	4

Table 127: Users' central tendency for Question A.2.3.5**Question A.2.3.6: Provided on-line help, tips and screen casts are useful****Chart 133: Provided on-line help, tips and screen casts are useful**

The above chart represents that the majority of the respondents (approx. 60%) agree that the provided on-line help, tips and screen casts are useful, estimation which is also reflected in the users' tendency table:

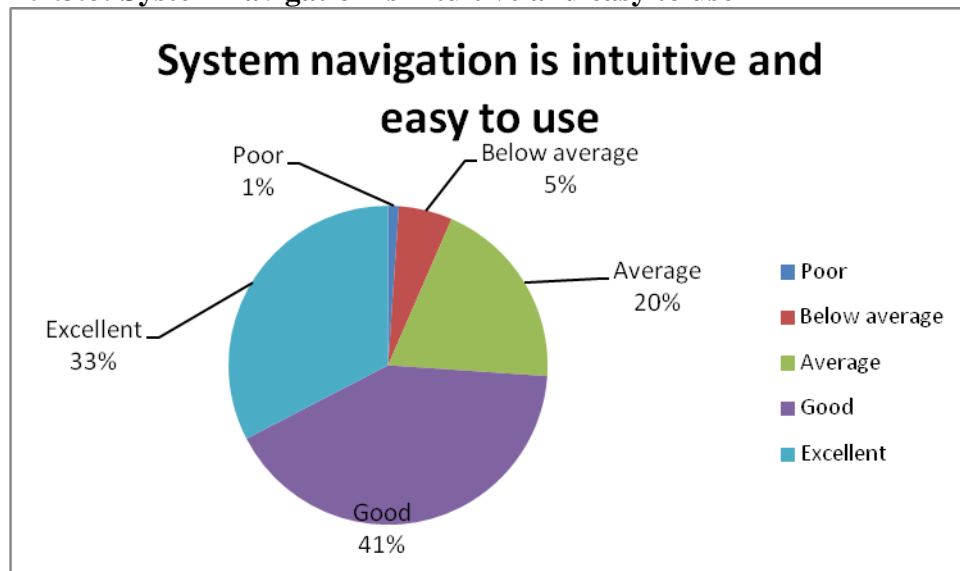
μ	τ	m
3,78	4	4

Table 128: Users' central tendency for Question A.2.3.6

Question A.2.3.7: The system response is adequate to my requests**Chart 134: The system response is adequate to my requests**

Almost 7 out of 10 users estimate that the systems' response to users' requests is, at least, good. With respect to users' tendency, the outcome is the same (value “4” which means “Good”):

μ	τ	m
3,66	4	4

Table 129: Users' central tendency for Question A.2.3.7**Question A.2.3.8: System navigation is intuitive and easy to use****Chart 135: The system response is adequate to my requests**

A significant percentage of the respondents (74%) believe that the system's navigation is, at least, good. With respect to the users' central tendency, it is towards “Good” as it is indicated in the following table:

μ	τ	m
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3,99	4	4
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Table 130: Users' central tendency for Question A.2.3.8

Question A.2.3.9: It is easy to build and publish a web site with i-Publisher

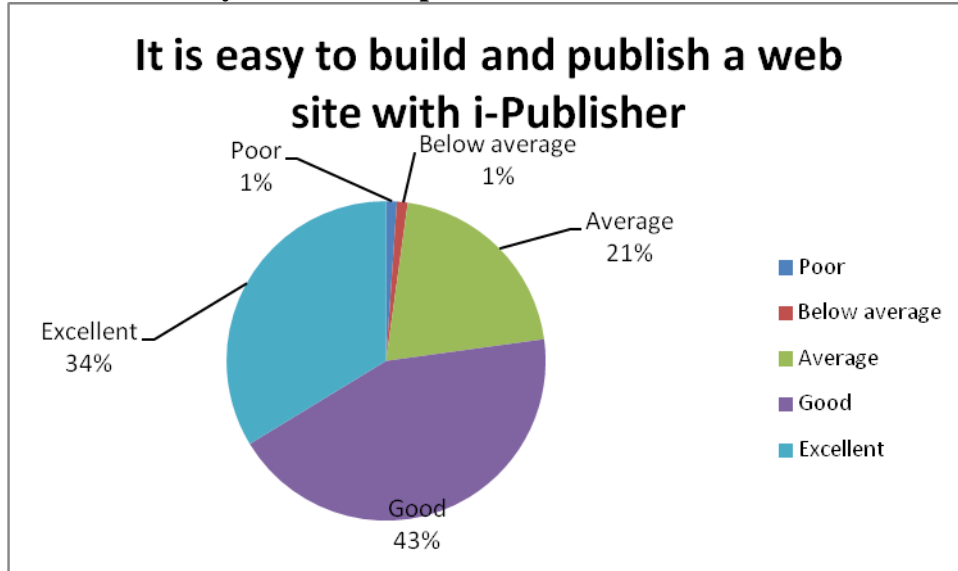


Chart 136: It is easy to build and publish a web site with i-Publisher

The above chart indicates that almost 8 out of 10 respondents estimate that building and publishing a web site by using i-Publisher, is easy enough. The respondents' central tendency is towards value “4”, which means that the users find it easy to create and publish a web site by using i-Publisher:

μ	τ	m
4,08	4	4

Table 131: Users' central tendency for Question A.2.3.9

Question A.2.3.10: Working with multilingual content items is easy and productive

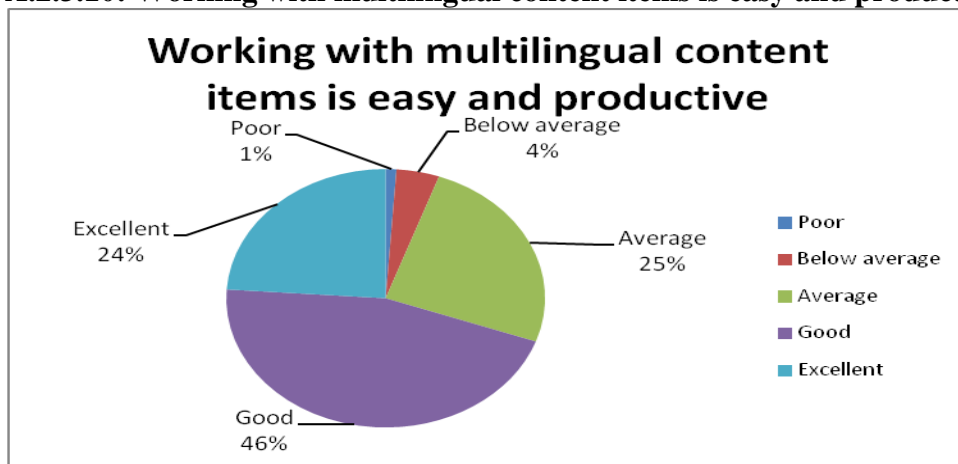


Chart 137: Working with multilingual content items is easy and productive

A significant percentage of the respondents (approx. 70%) agree with the fact that working with multilingual content items is easy and productive. This outcome is reflected, also, to the following table, which represents the user’s central tendency:

μ	τ	m
3,87	4	4

Table 132: Users' central tendency for Question A.2.3.10

Question A.2.3.11: I am happy with the user interface of the system

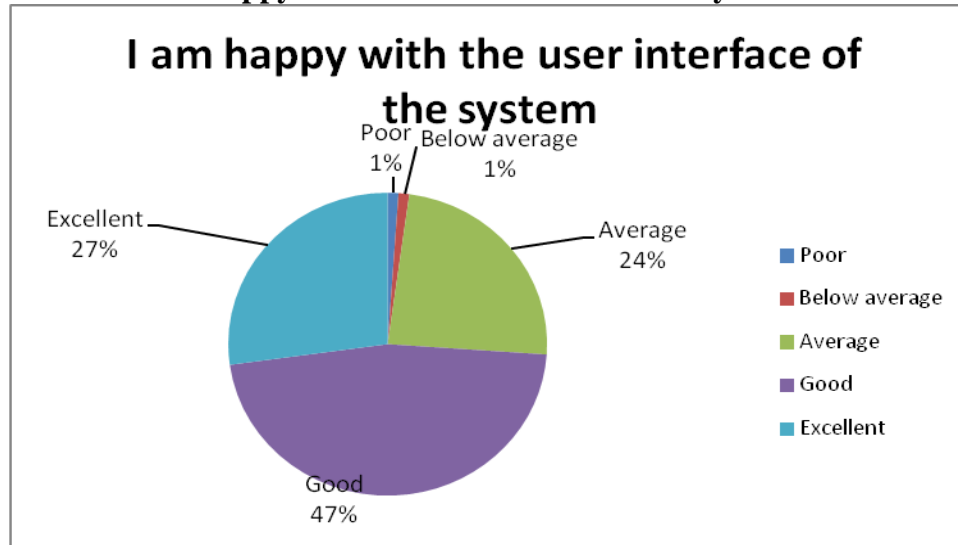


Chart 138: I am satisfied with the user interface of the system

A significant percentage of the respondents (almost 75%) are satisfied with the current user interface of the system. This is, also, the central tendency (towards value “4”) of the potential users as it is reflected in the following table:

μ	τ	m
3,98	4	4

Table 133: Users' central tendency for Question A.2.3.11

Question A.2.3.12: I am satisfied with the online help

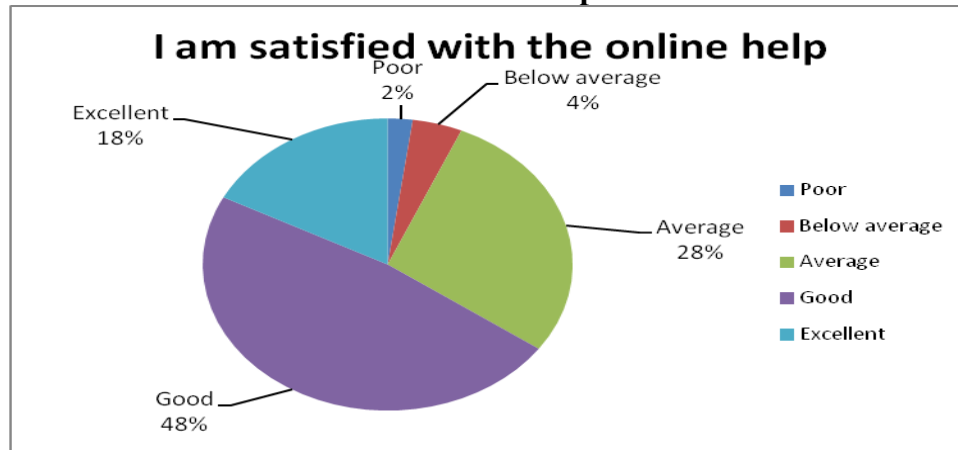


Chart 139: I am satisfied with the online help

Almost 6 out of 10 users are, at least, satisfied with the online help provided by i-Publisher. With respect to the user’s central tendency is towards value “4”, which reflects the users’ significant satisfaction with respect to the provided online help:

μ	τ	m
3,74	4	4

Table 134: Users' central tendency for Question A.2.3.12

Question A.2.3.13: I am satisfied with the present functionalities

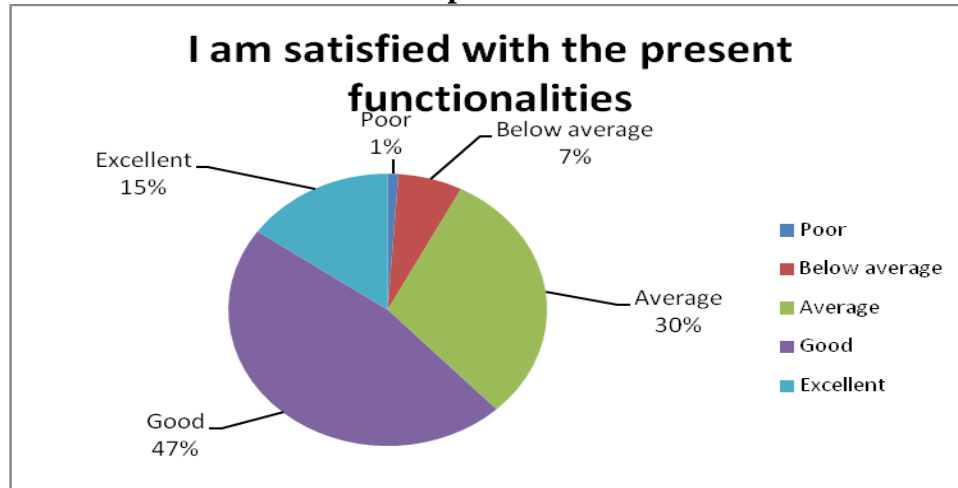


Chart 140: I am satisfied with the present functionalities

It is important to mention here that almost 6 out of 10 users are, at least, satisfied with the present functionalities offered. This is, also, the respondents’ central tendency (towards value “4”, which means “Good-Satisfied”):

μ	τ	m
3,68	4	4

Table 135: Users' central tendency for Question A.2.3.13

Question A.2.3.14: I am satisfied with the preview of the web site I created

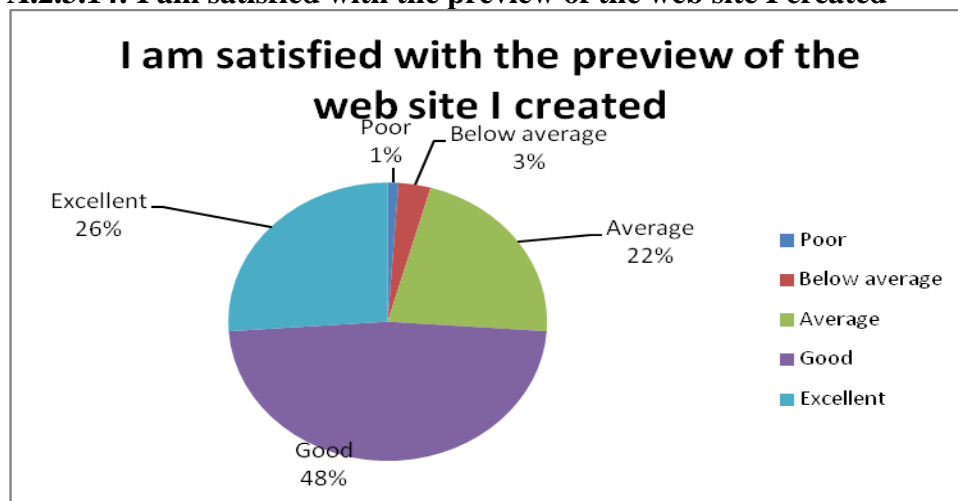


Chart 141: I am satisfied with the preview of the web site I created

A very significant percentage of the respondents (almost 75%) were satisfied with the preview of the website they’ve created. This outcome is, also, reflected to the table appearing the users’ central tendency with is towards value “4”:

μ	τ	m
3,95	4	4

Table 136: Users' central tendency for Question A.2.3.14

Question A.2.3.15: How appropriate were the available domain categorizations and topics?

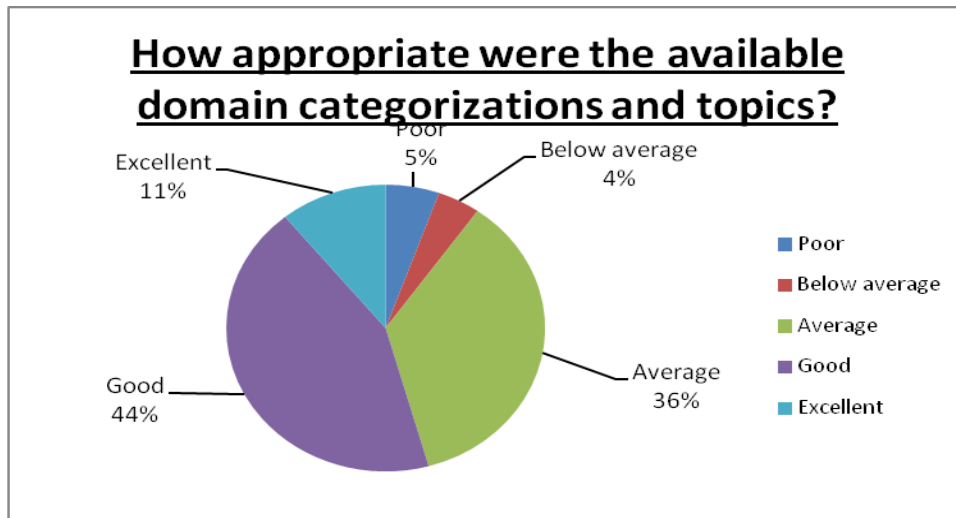


Chart 142: How appropriate were the available domain categorizations and topics?

Almost 5 out of 10 respondents estimate that the available categorizations and topics were very appropriate. The respondents’ central tendency is towards value “4”, meaning that the users are sure enough for the appropriateness of the available domain categorizations and topics:

μ	τ	m
3,50	4	4

Table 137: Users' central tendency for Question A.2.3.15

Question A.2.3.16: How appropriate were the available most popular template websites in i-Publisher?

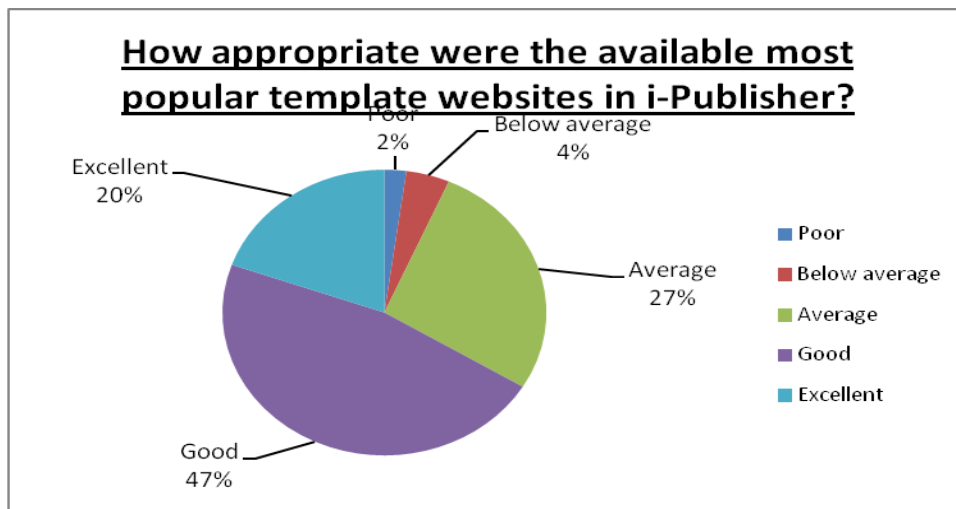


Chart 143: How appropriate were the available most popular template websites in i-Publisher?

The above chart indicates that almost only 1 out of 10 respondents were not satisfied with the available website templates, which are available by i-Publisher. The table containing the 3 statistical indicators that reflects the users' central tendency, indicates that the users are satisfied enough with the available website templates:

μ	τ	m
3,77	4	4

Table 138: Users' central tendency for Question A.2.3.16

Question A.2.3.17: How appropriate were the available template pages for the selected theme in i-Publisher?

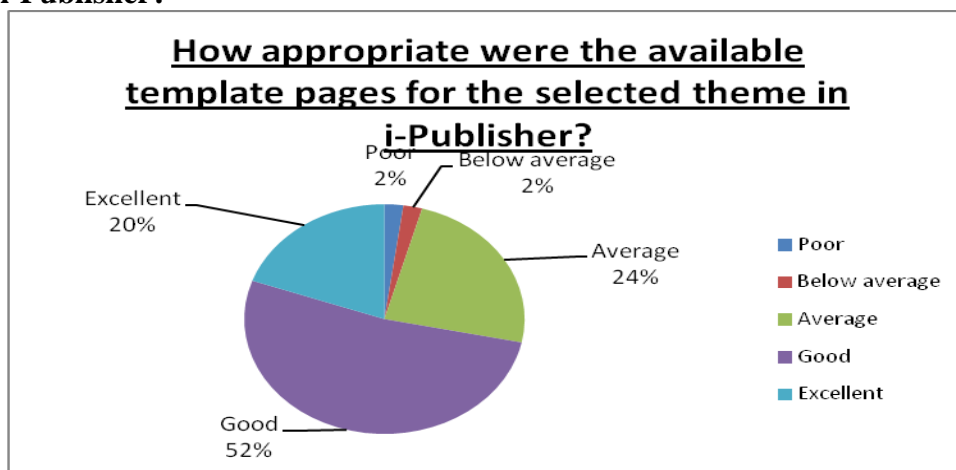


Chart 144: How appropriate were the available template pages for the selected theme in i-Publisher?

72% of the responded users estimate that the template pages that were available in i-Publisher, were appropriate enough to their likings. With respect to their central tendency, is that the available template pages for each selected theme were appropriate enough (meaning value “4”), as it is indicated in the following table:

μ	τ	m
3,85	4	4

Table 139: Users' central tendency for Question A.2.3.17

8.2.4 2nd Round Evaluation Results – UG4

Question A.2.4.1: The system is responsive (overall impression)

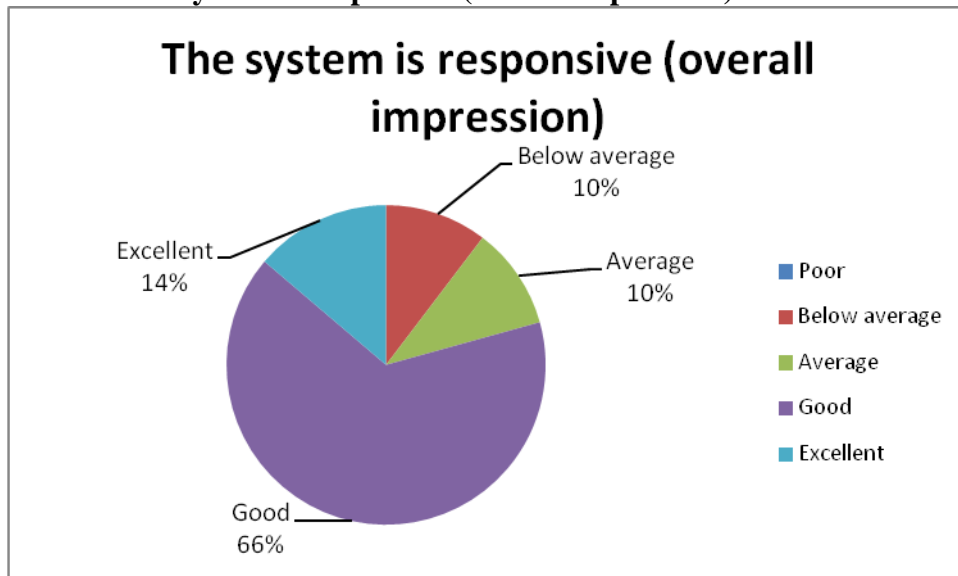


Chart 145: The system is responsive (overall impression)

The main outcome here is that 8 out of 10 users, believe that the system’s responsiveness is, at least, at a good level.

With respect to the users’ central tendency, from the table below we come to the conclusion that the users estimate that the system’s responsiveness is “Good”.

μ	τ	m
3,83	4	4

Table 140: Users' central tendency for Question A.2.4.1

Question A.2.4.2: The system increases your productivity

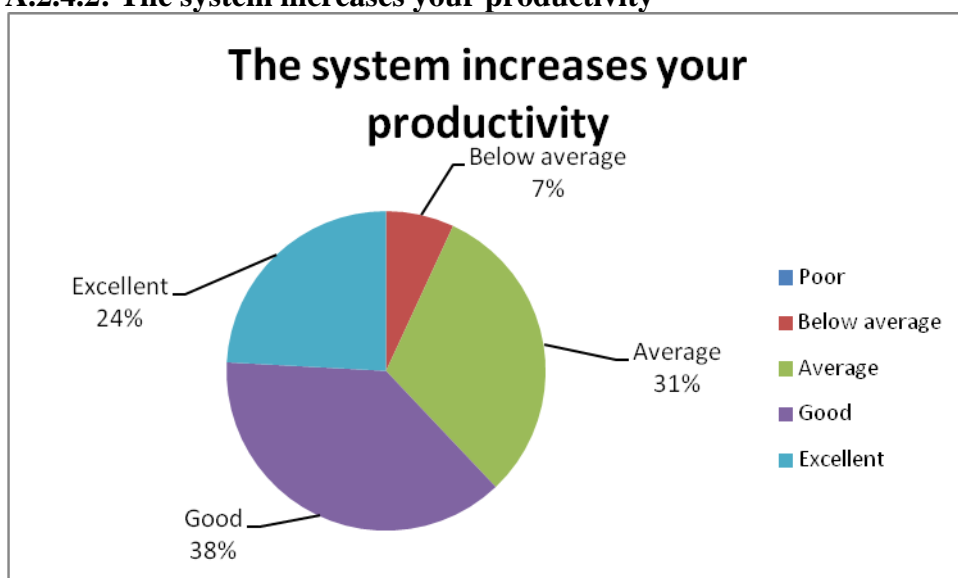


Chart 146: The system increases your productivity

The above chart indicates that almost 60% of the respondents estimate that i-Publisher increases the user’s productivity in a good manner. This is, also, the user’s central tendency as it is stemmed from the following table:

μ	τ	m
3,79	4	4

Table 141: Users' central tendency for Question A.2.4.2

Question A.2.4.3: The system offers complete set of facilities

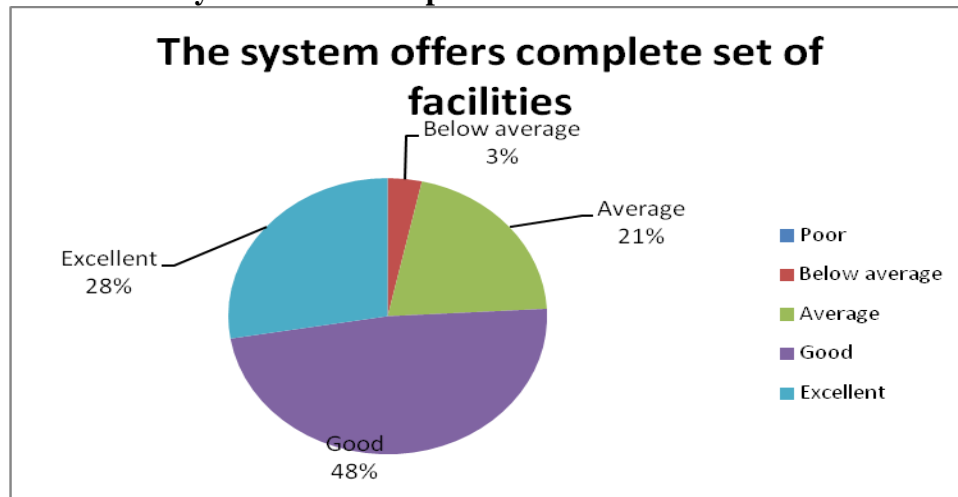


Chart 147: The system offers complete set of facilities

More than 7 out of 10 users believe that the facilities offered by i-Publisher are, at least, good. This is, also, the outcome with respect to user’s central tendency as it results from the 3 statistical indicators:

μ	τ	m
4	4	4

Table 142: Users' central tendency for Question A.2.4.3

Question A.2.4.4: The website I created is on par with my expectations

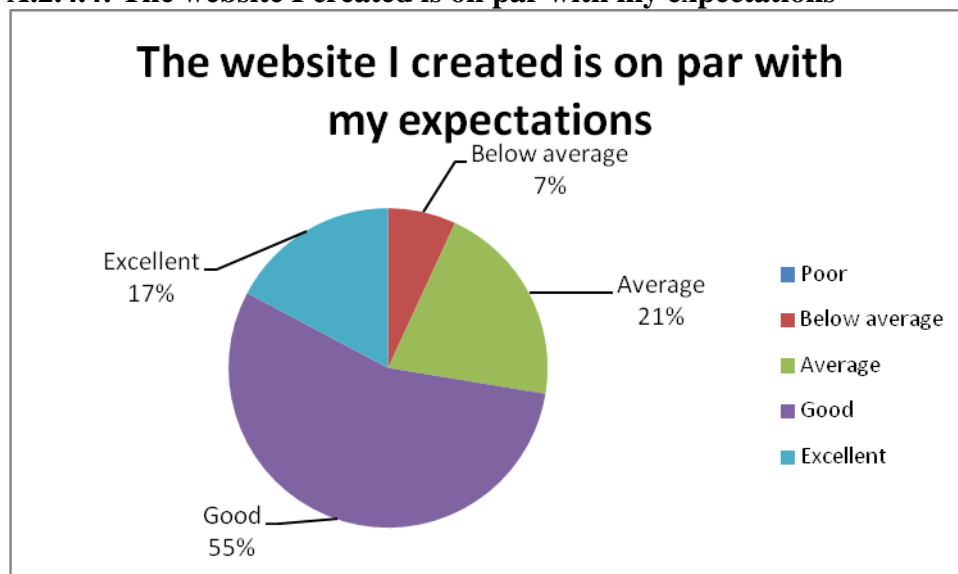


Chart 148: The website I created is on par with my expectations

A great percentage, more than 70%, of the respondents expressed the opinion that the website they’ve created with i-Publisher was on par with their expectations at a good degree. Moreover, the users’ central tendency was towards satisfaction and on par with their expectations as it results from the following table:

μ	τ	m
3,83	4	4

Table 143: Users’ central tendency for Question A.2.4.4

Question A.2.4.5: The system produces comprehensive, well grouped output of documents with relevant text excerpts, summaries and their translations

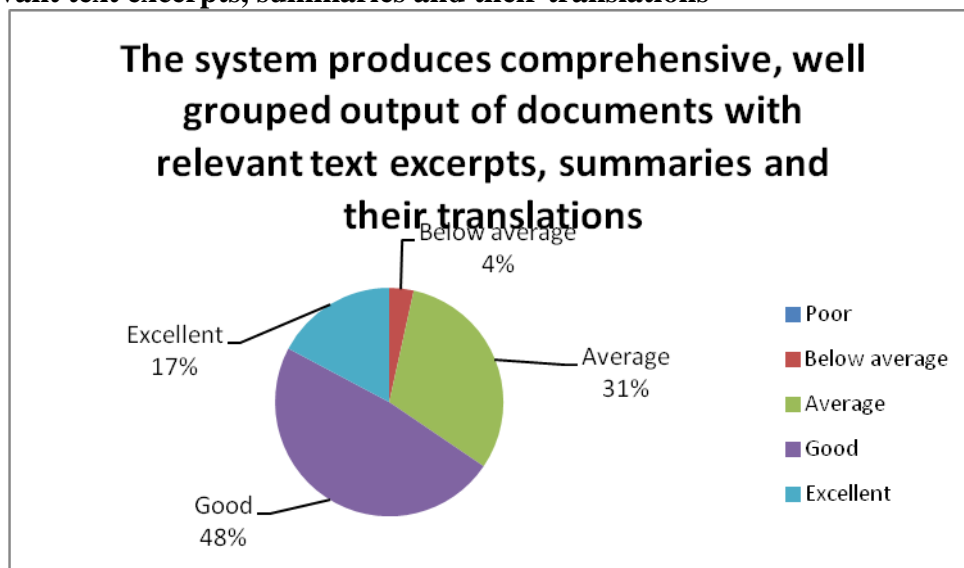


Chart 149: The system produces comprehensive, well grouped output of documents with relevant text excerpts, summaries and their translations

More than 6 out of 10 respondents estimate that the ATLAS system produces comprehensive, well grouped output of documents with relevant text excerpts, summaries and their translations in, at least, good manner. This estimation is also reflected in the users’ central tendency as it is presented in the following table:

μ	τ	m
3,79	4	4

Table 144: Users’ central tendency for Question A.2.4.5

Question A.2.4.6: The system produces comprehensive multilingual content items

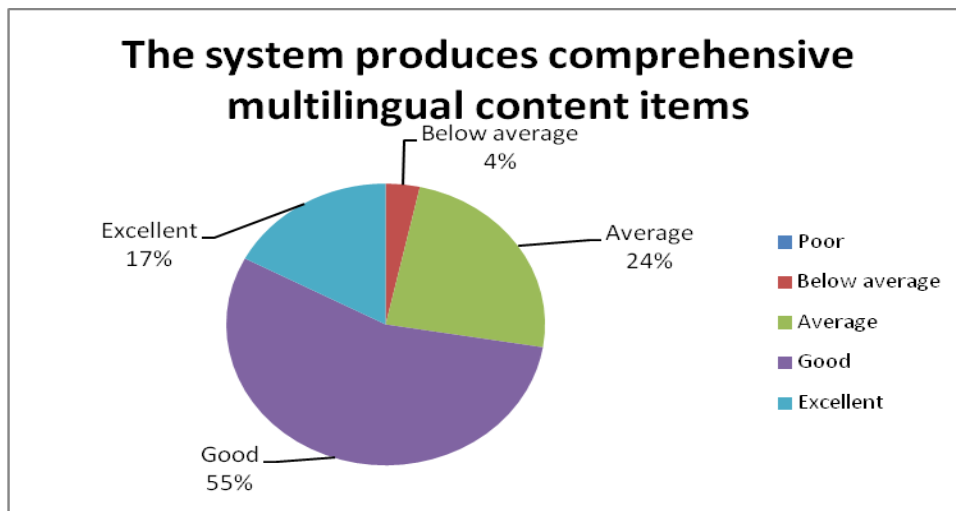


Chart 150: The system produces comprehensive multilingual content items

The findings show that more than approx. 70% of the respondents estimate that the system produces comprehensive multilingual content items in a good way. This is, also, the user's central tendency as it is resulted from the statistical indicators table:

μ	τ	m
3,86	4	4

Table 145: Users' central tendency for Question A.2.4.6

Question A.2.4.7: The user interface is friendly and easy to use

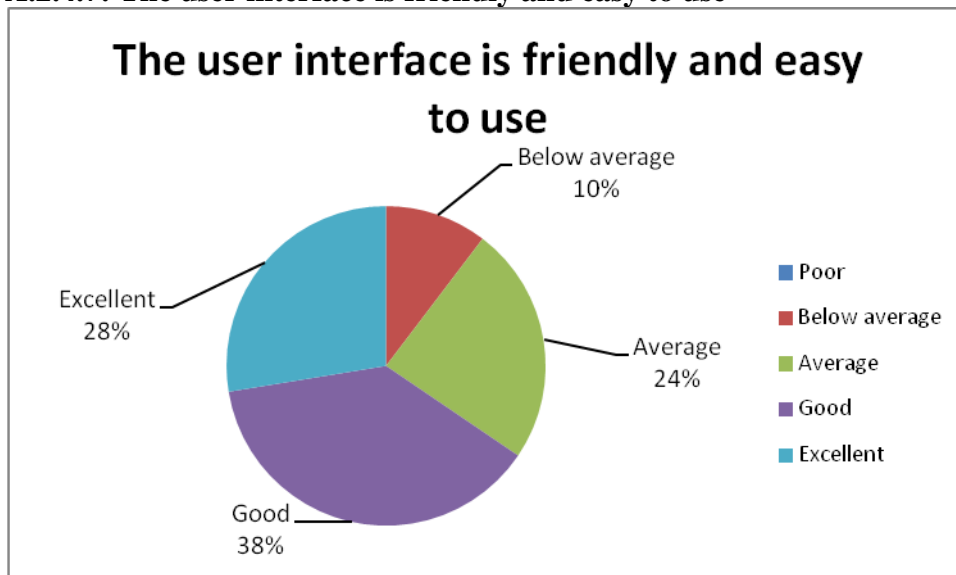
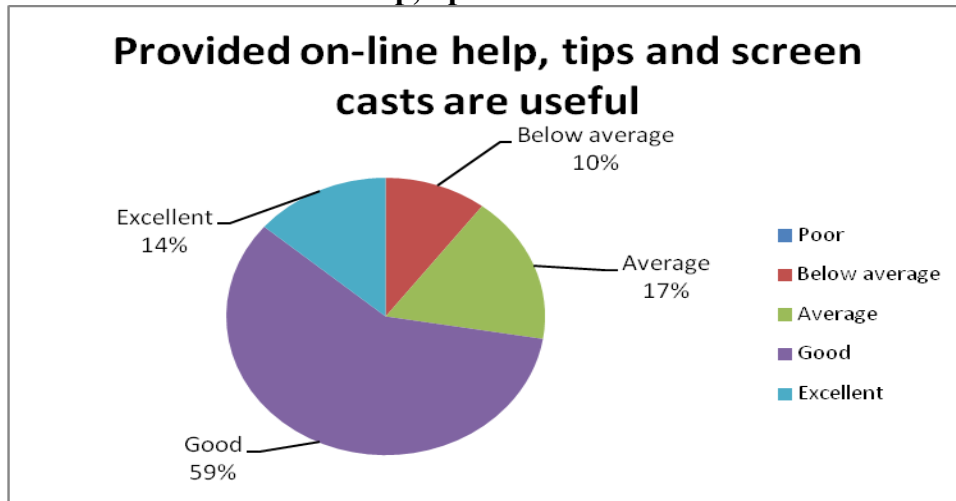


Chart 151: The user interface is friendly and easy to use

From the above chart we come to the conclusion that more than 6 out of 10 users are, at least, satisfied with the user friendliness of the system's user interface. The same conclusion also comes out from the following table, which indicates the user's central tendency and is towards value "4", which represents the "Good" estimation.

μ	τ	m
3,83	4	4

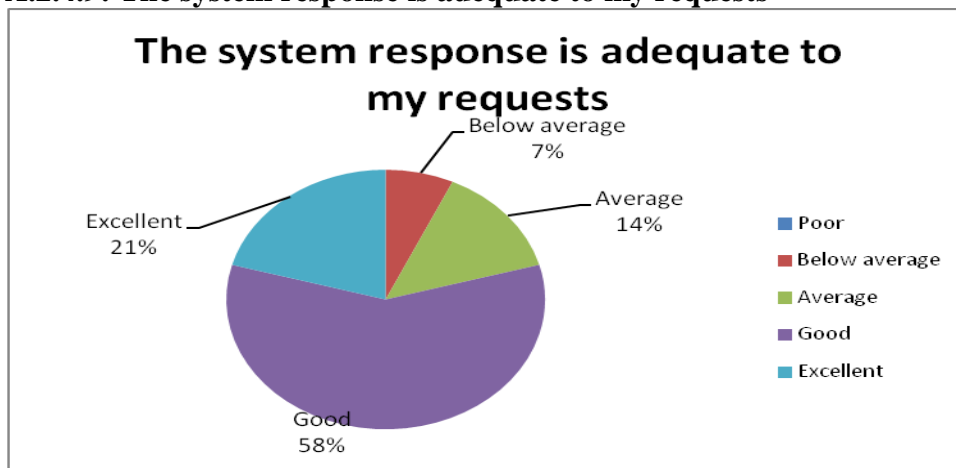
Table 146: Users' central tendency for Question A.2.4.7

Question A.2.4.8: Provided on-line help, tips and screen casts are useful**Chart 152: Provided on-line help, tips and screen casts are useful**

The above chart represents that the majority of the respondents (approx. 70%) agree that the provided on-line help, tips and screen casts are useful, estimation which is also reflected in the users' tendency table:

μ	τ	m
3,76	4	4

Table 147: Users' central tendency for Question A.2.4.8

Question A.2.4.9: The system response is adequate to my requests**Chart 153: The system response is adequate to my requests**

Almost 8 out of 10 users estimate that the systems' response to users' requests is, at least, good. With respect to users' tendency, the outcome is the same (value “4” which means “Good”):

μ	τ	m
3,93	4	4

Table 148: Users' central tendency for Question A.2.4.9

Question A.2.4.10: System navigation is intuitive and easy to use

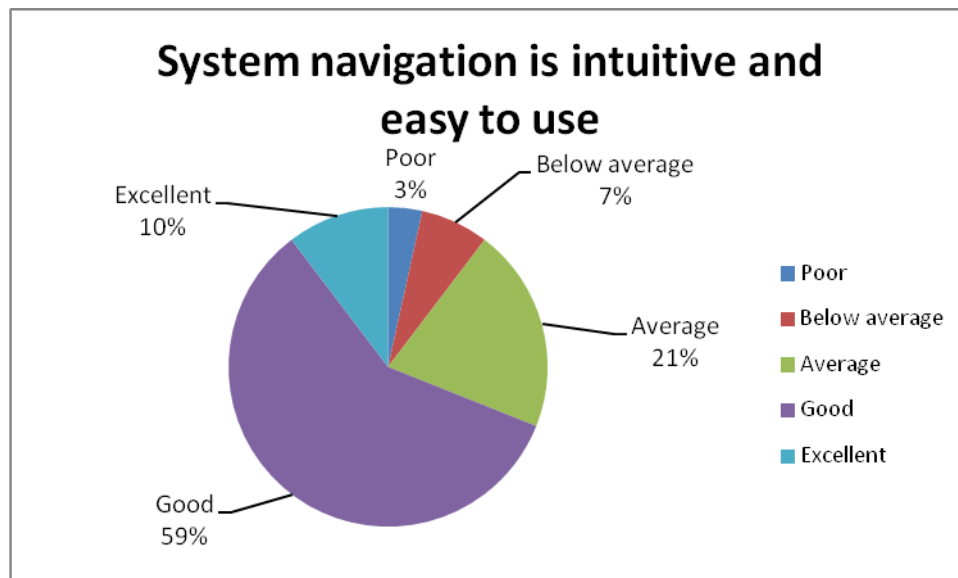


Chart 154: The system response is adequate to my requests

A significant percentage of the respondents (almost 70%) believe that the system’s navigation is, at least, good. With respect to the users’ central tendency, it is towards “Good” as it is indicated in the following table:

μ	τ	m
3,66	4	4

Table 149: Users' central tendency for Question A.2.4.10

Question A.2.4.11: It is easy to build and publish a web site with i-Publisher

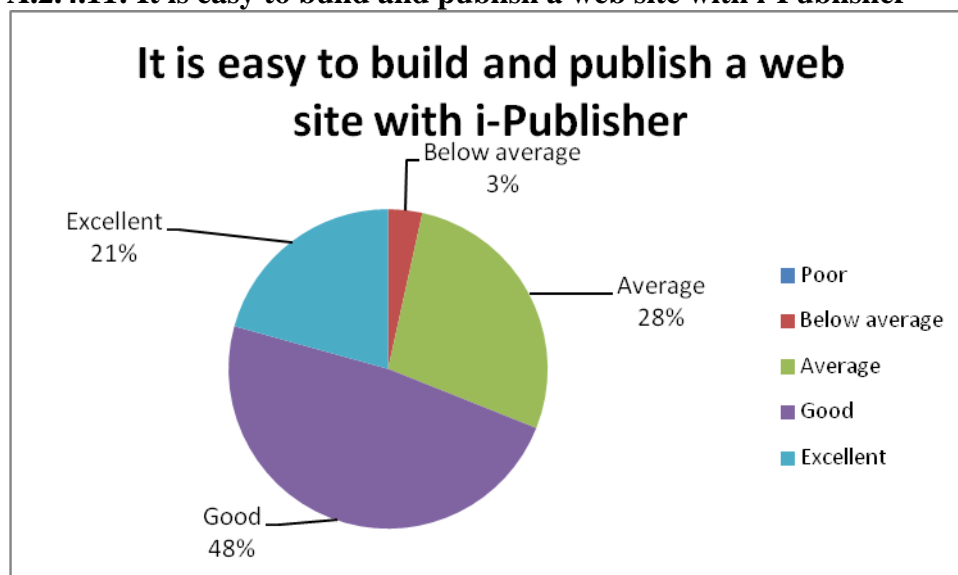


Chart 155: It is easy to build and publish a web site with i-Publisher

The above chart indicates that almost 7 out of 10 respondents estimate that building and publishing a web site by using i-Publisher, is easy enough. The respondents’ central tendency is towards value “4”, which means that the users find it easy to create and publish a web site by using i-Publisher:

μ	τ	m

3,86	4	4
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Table 150: Users' central tendency for Question A.2.4.11

Question A.2.4.12: It is easy and fast to build a complex content model in a multilingual web site

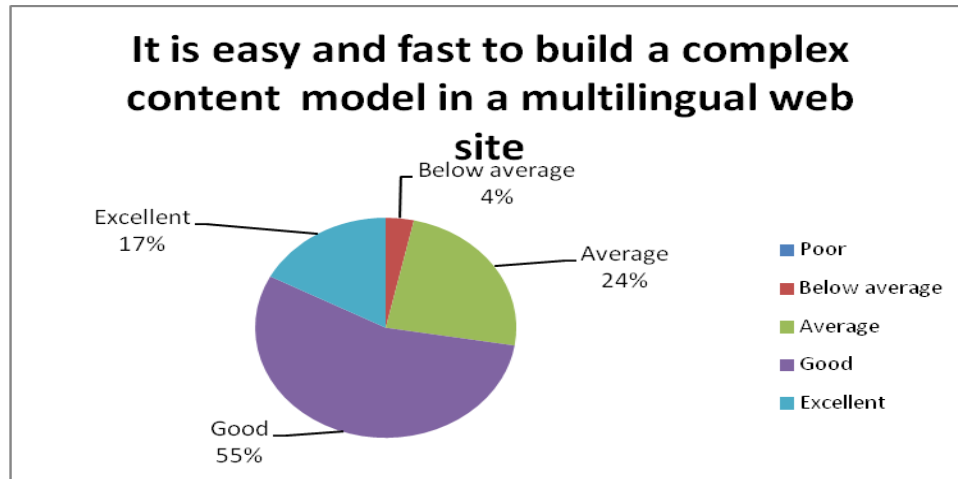


Chart 156: It is easy and fast to build a complex content model in a multilingual web site

The chart above indicates that more than 6 out of 10 users believe that building a complex content model in a multilingual website by using i-Publisher, is easy and fast enough. This is, also the users' central tendency as it is presented in the following table:

μ	τ	m
3,86	4	4

Table 151: Users' central tendency for Question A.2.4.12

Question A.2.4.13: It is easy and fast to map a complex work-flow in a multilingual web site

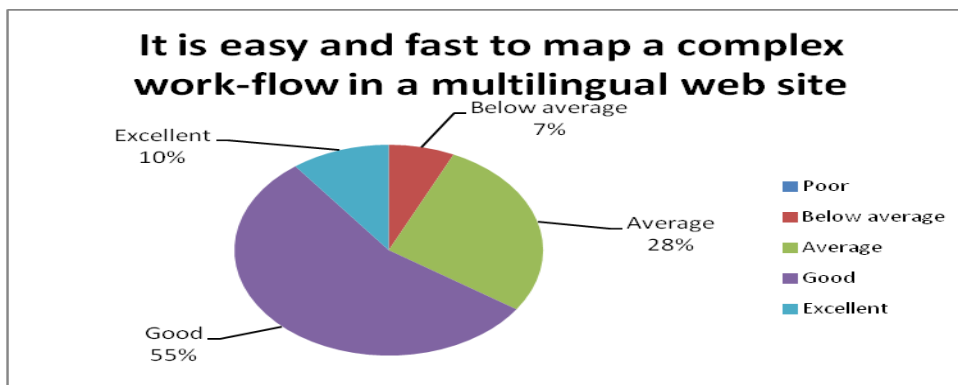


Chart 157: It is easy and fast to map a complex work-flow in a multilingual web site

Almost 7 out of 10 users, believe that by using i-Publisher it is easy and fast enough to map a complex work-flow in a multilingual web site. This is, also, the users' central tendency as the 3 statistical indicators are towards value "4" as it is reflected in the following table:

μ	τ	m
3,69	4	4

Table 152: Users' central tendency for Question A.2.4.13

Question A.2.4.14: It is easy and fast to customize look and feel of the multilingual web site

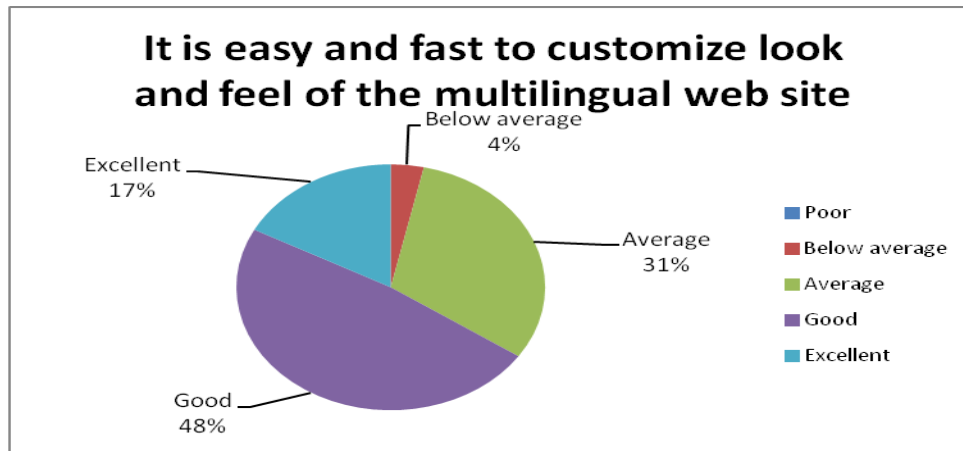


Chart 158: It is easy and fast to customize look and feel of the multilingual web site

A particularly big percentage of the respondents, almost 70%, believe that is very easy and fast enough to customize look and feel of the multilingual websites they've created. The respondents' central tendency is towards value "4", which means that the users find it easy to customize look and feel of a multilingual website by using i-Publisher.

μ	τ	m
3,79	4	4

Table 153: Users' central tendency for Question A.2.4.14

Question A.2.4.15: Working with multilingual content items is easy and productive

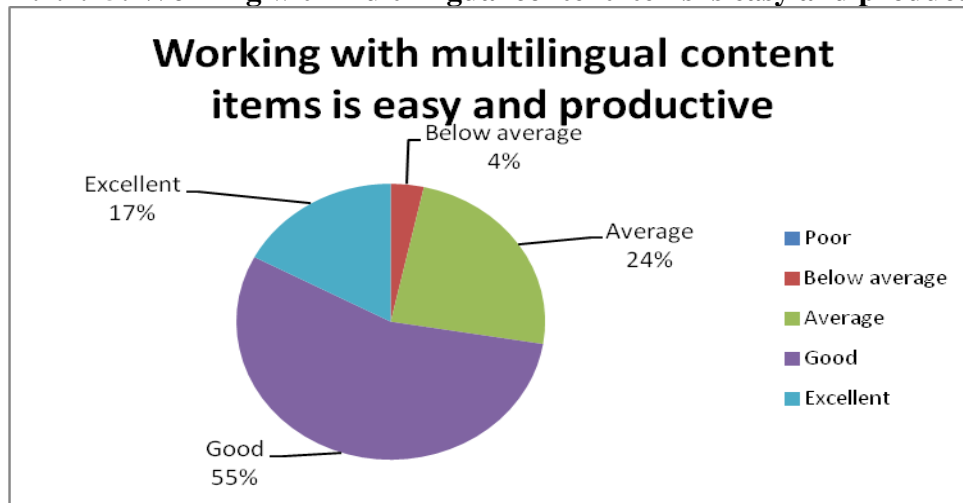
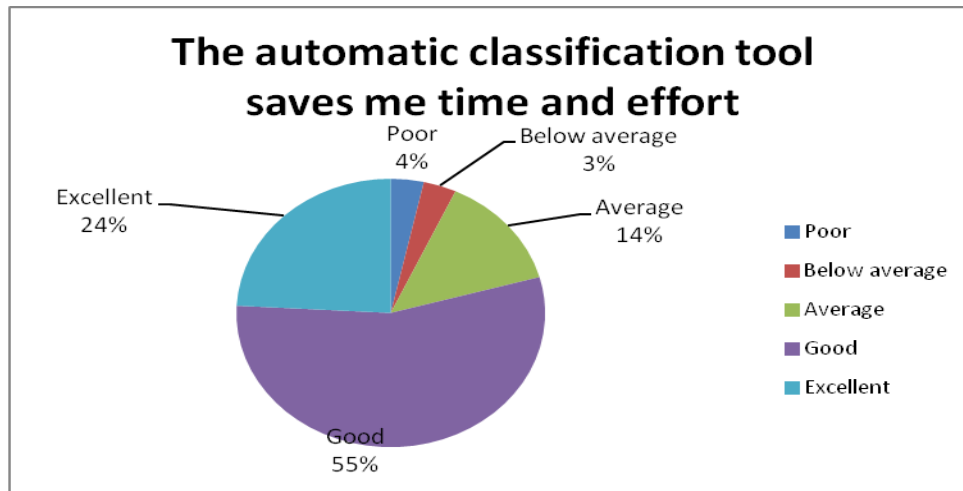


Chart 159: Working with multilingual content items is easy and productive

Almost 70% of the questioned users agree that it is easy and productive working with multilingual content items. This outcome is reflected, also, to the following table, which represents the user's central tendency:

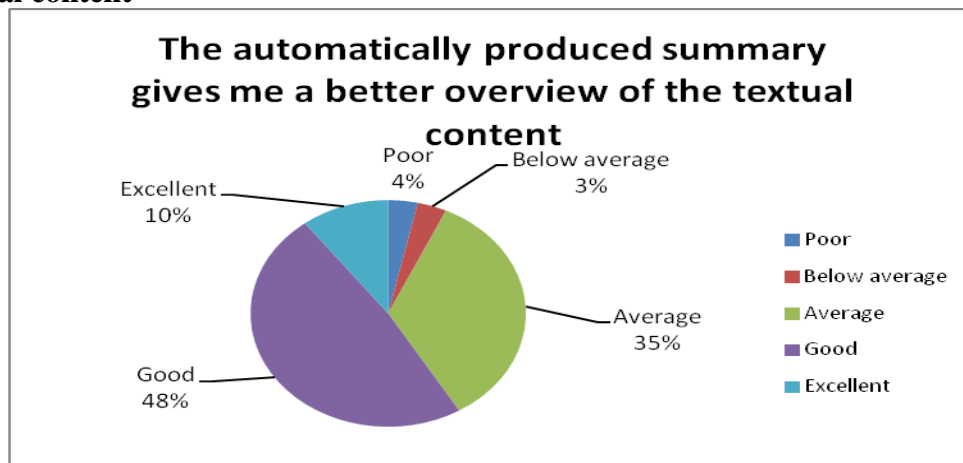
μ	τ	m
3,86	4	4

Table 154: Users' central tendency for Question A.2.4.15

Question A.2.4.16: The automatic classification tool saves me time and effort**Chart 160: The automatic classification tool saves me time and effort**

The majority of the respondents (approx. 80%) estimated that the i-Publisher’s automatic classification tool saves time and effort. The users’ central tendency is towards this estimation as it is reflected in the following table:

μ	τ	m
3,93	4	4

Table 155: Users' central tendency for Question A.2.4.16**Question A.2.4.17: The automatically produced summary gives me a better overview of the textual content****Chart 161: The automatically produced summary gives me a better overview of the textual content**

More than half of the respondents, almost 60%, estimate that the automatically produced summaries provide to the user a better overview of the textual content. The users’ central tendency, which is towards value “4”, meaning that users’ generally agree that the produced summaries give a better overview of the textual content, is presented in the following table:

μ	τ	m
3,59	4	4

Table 156: Users' central tendency for Question A.2.4.17

Question A.2.4.18: The automatically produced translations assisted me in my work with multilingual content

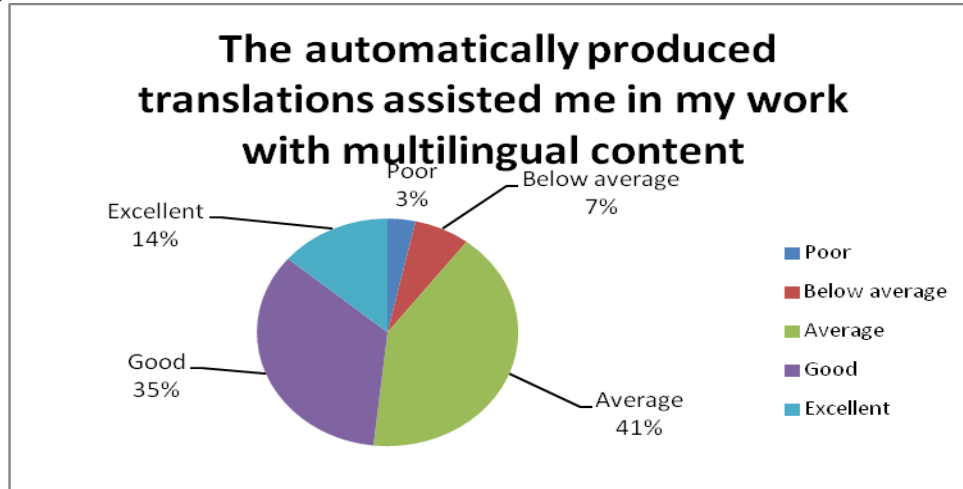


Chart 162: The automatically produced translations assisted me in my work with multilingual content

Only 1 out of 10 respondents, declared that he was not assisted by the automatically produced translations. As it is reflected in the table with the user's central tendency, they estimate that the automatically produced translations is a significant feature of the system but not a very important one.

μ	τ	m
3,48	3	3

Table 157: Users' central tendency for Question A.2.4.18

Question A.2.4.19: I am happy with the user interface of the system

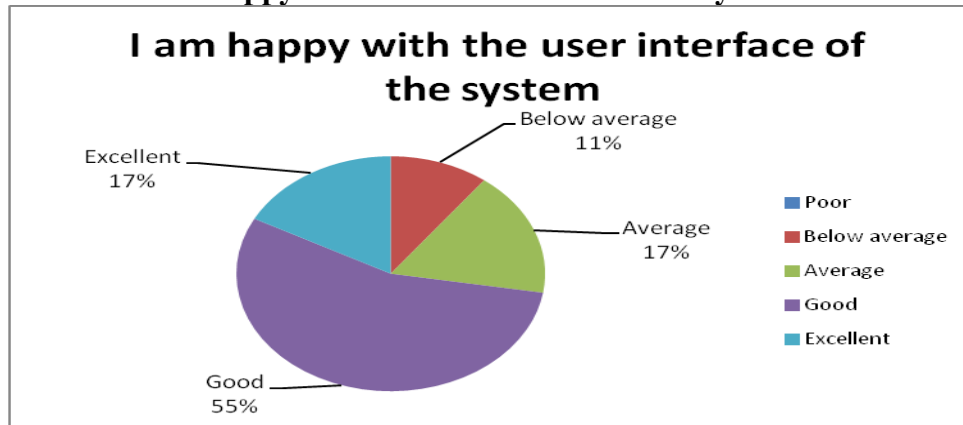


Chart 163: I am happy with the user interface of the system

A significant percentage of the respondents (more than 60%) are satisfied with the current user interface of the system. This is, also, the central tendency (towards value “4”) of the potential users as it is reflected in the following table:

μ	τ	m
3,79	4	4

Table 158: Users' central tendency for Question A.2.4.19

Question A.2.4.20: I am satisfied with the online help

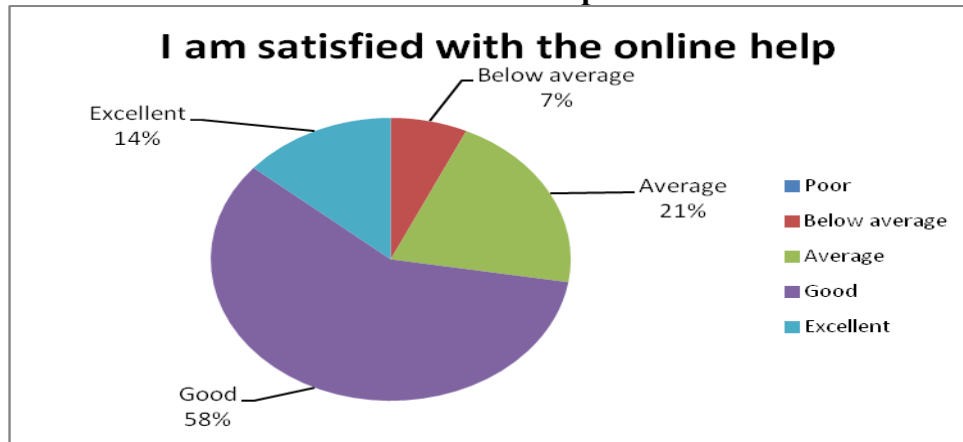


Chart 164: I am satisfied with the online help

More than 7 out of 10 users are, at least, satisfied with the online help provided by i-Publisher. With respect to the user's central tendency is towards value “4”, which reflects the users' significant satisfaction with respect to the provided online help:

μ	τ	m
3,79	4	4

Table 159: Users' central tendency for Question A.2.4.20

Question A.2.4.21: I am satisfied with the default functionalities

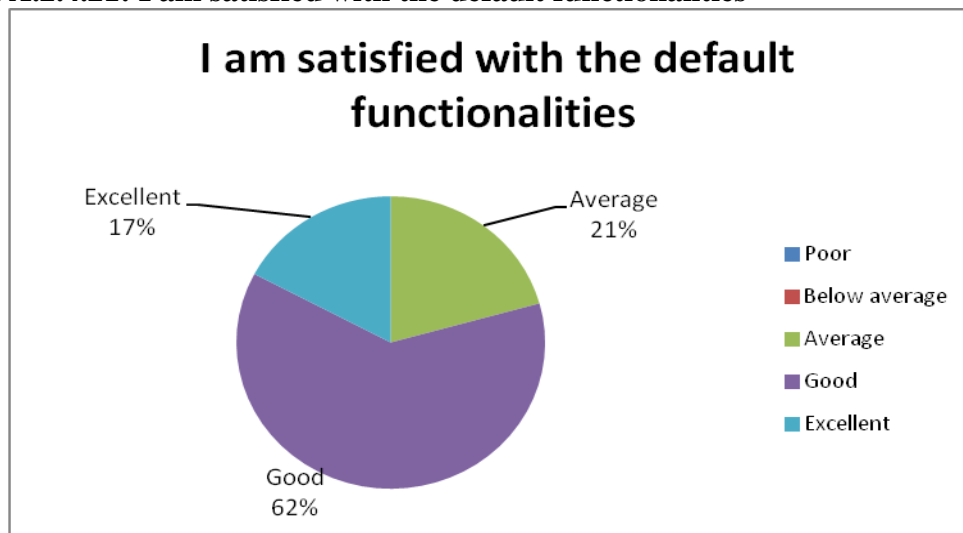


Chart 165: I am satisfied with the default functionalities

It is important to mention here that almost 8 out of 10 users are, at least, satisfied with the default functionalities offered. This is, also, the respondents' central tendency (towards value “4”, which means “Good-Satisfied”):

μ	τ	m
3,97	4	4

Table 160: Users' central tendency for Question A.2.4.21

Question A.2.4.22: I am satisfied with the preview of the web site I created

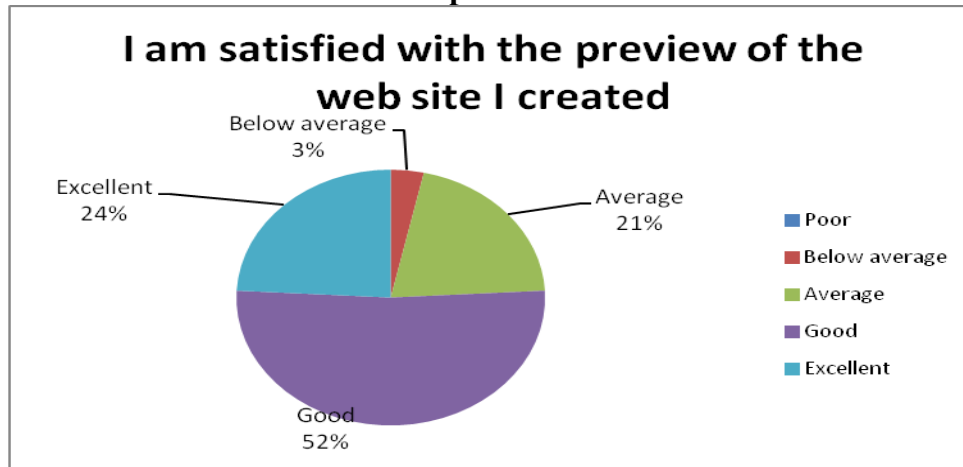


Chart 166: I am satisfied with the preview of the web site I created

A very significant percentage of the respondents (more than 75%) were satisfied with the preview of the website they've created. This outcome is, also, reflected to the table appearing the users' central tendency with is towards value "4":

μ	τ	m
3,97	4	4

Table 161: Users' central tendency for Question A.2.4.22

Question A.2.4.23: I am satisfied I produced a web site which provides content in many languages at once

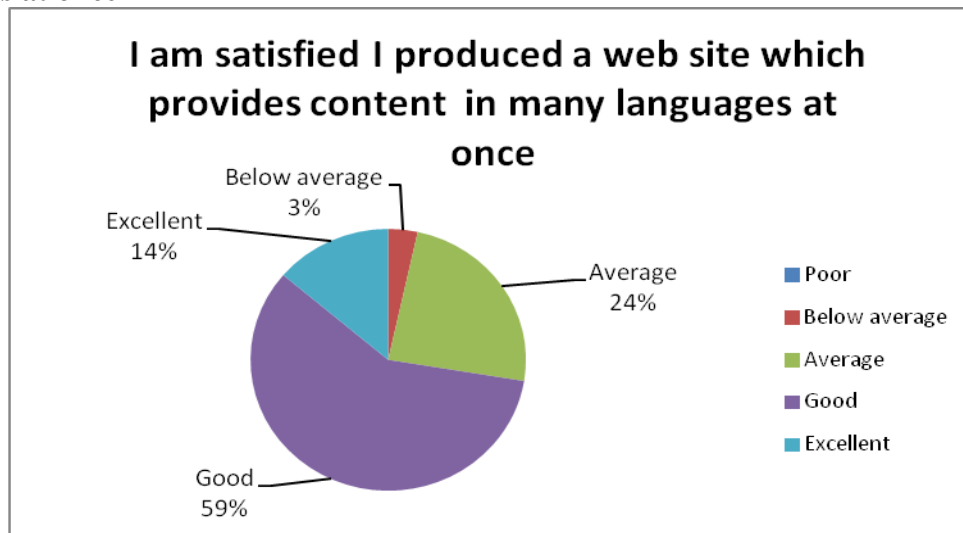


Chart 167: I am satisfied I produced a web site which provides content in many languages at once

A great percentage of respondents, almost 75%, are at least satisfied from the fact that the website they've created provides content in many languages at once. These findings are, also, reflected in the users' central tendency:

μ	τ	m
3,83	4	4

Table 162: Users' central tendency for Question A.2.4.23

Question A.2.4.24: I am satisfied with the automatic classification of the documents I upload daily

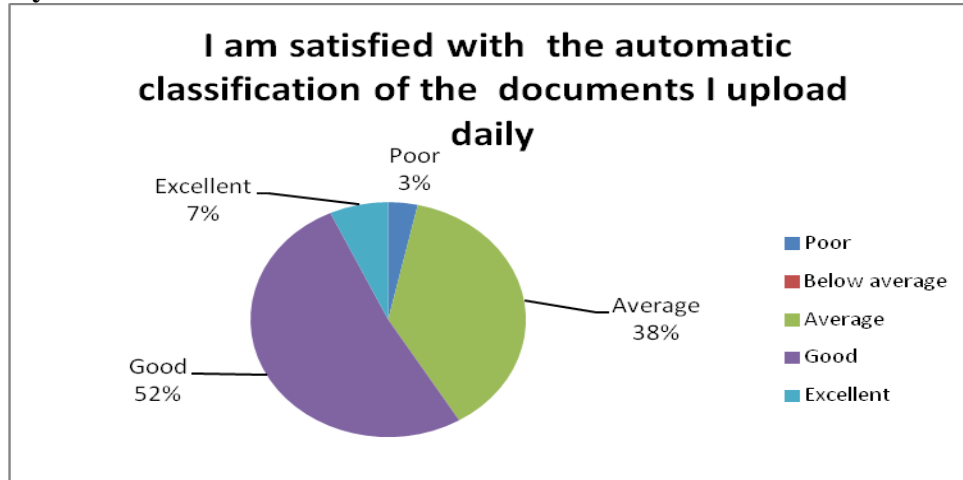


Chart 168: I am satisfied with the automatic classification of the documents I upload daily

It is worth mentioning that almost 6 out of 10 users are, at least satisfied, from the automatic classification that i-Publisher offers when they upload documents. This outcome is also reflected to the table appearing the users' central tendency with is towards value "4":

μ	τ	m
3,59	4	4

Table 163: Users' central tendency for Question A.2.4.24

Question A.2.4.25: I am satisfied I found similar to mine documents in the library

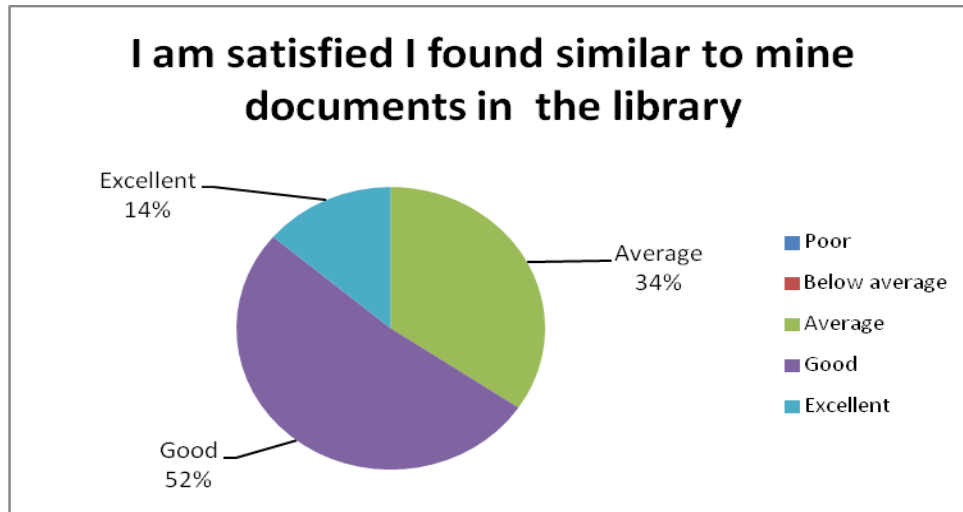


Chart 169: I am satisfied I found similar to mine documents in the library

There were no users that were not satisfied with the system's function to provide them with documents that are similar to the ones they've uploaded. The respondents' central tendency is towards value "4", meaning that the most users were satisfied about this system's function.

μ	τ	m
3,79	4	4

Table 164: Users' central tendency for Question A.2.4.25

Question A.2.4.26: I am satisfied I found relevant documents in a language I do not use

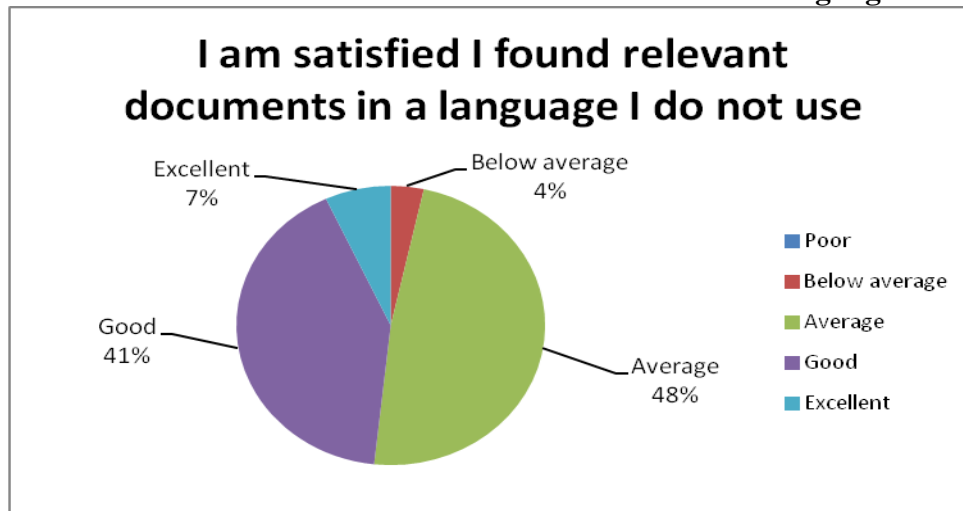


Chart 170: I am satisfied I found relevant documents in a language I do not use

Almost half of the respondents were, at least, satisfied from the fact that were able to find relevant, to the ones they’ve uploaded, documents in languages they do not use. The users’ central tendency, though, is that the users are neutral about the existence of this system feature:

μ	τ	m
3,52	3	3

Table 165: Users' central tendency for Question A.2.4.26

Question A.2.4.27: How appropriate was the machine translation of your web site?

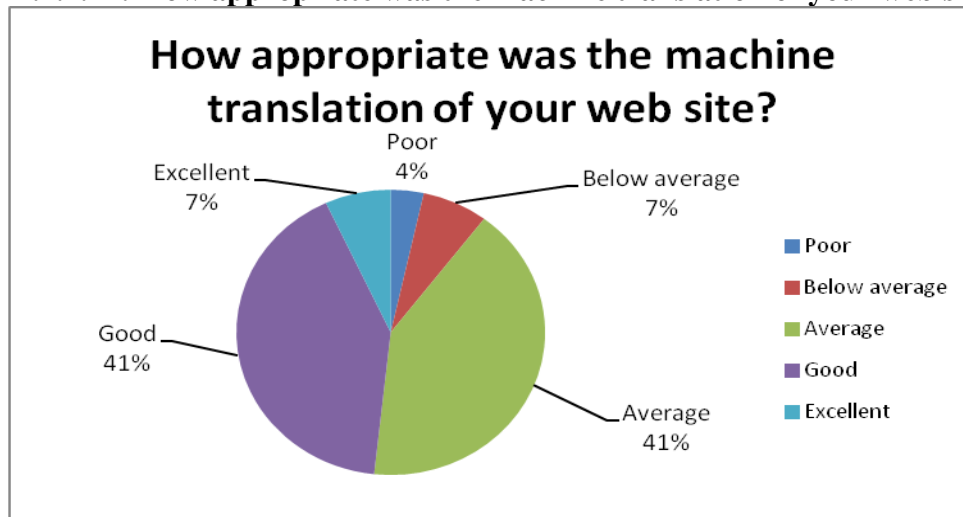


Chart 171: How appropriate was the machine translation of your web site?

Only 1 out of 10 respondents disagree with the existence of the machine translation feature of i-Publisher. The users’ central tendency is towards value “4” meaning that users believe that the existence of a machine translation for the created websites was appropriate enough.

μ	τ	m
3,41	4	3

Table 166: Users' central tendency for Question A.2.4.27

Question A.2.4.28: How appropriate were the available most popular template websites?

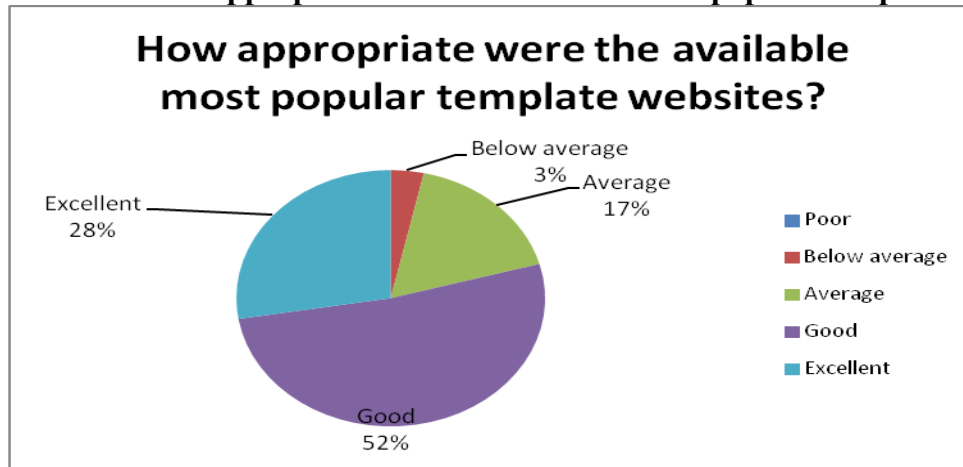


Chart 172: How appropriate were the available most popular template websites?

Almost 8 out of 10 respondents, believe that the most popular template websites that were available in i-Publisher, were appropriate enough to their likings. Additionally, the users' central tendency is towards value “4”, meaning enough appropriateness to the users' preferences:

μ	τ	m
4,03	4	4

Table 167: Users' central tendency for Question A.2.4.28

Question A.2.4.29: How appropriate were the available template pages for the selected theme?

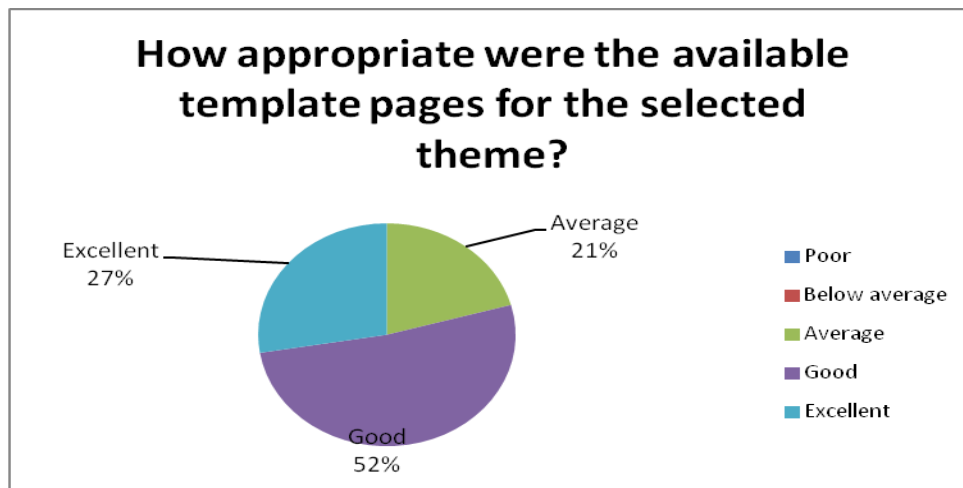


Chart 173: How appropriate were the available template pages for the selected theme?

Almost 80% of the responded users, estimate that the template pages that were available in i-Publisher, were appropriate enough to their likings. With respect to their central tendency, is that the available template pages for each selected theme were appropriate enough (meaning value “4”), as it is indicated in the following table:

μ	τ	m
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4,07	4	4
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Table 168: Users' central tendency for Question A.2.4.29

Question A.2.4.30: How easy was to use and customize the available widgets?

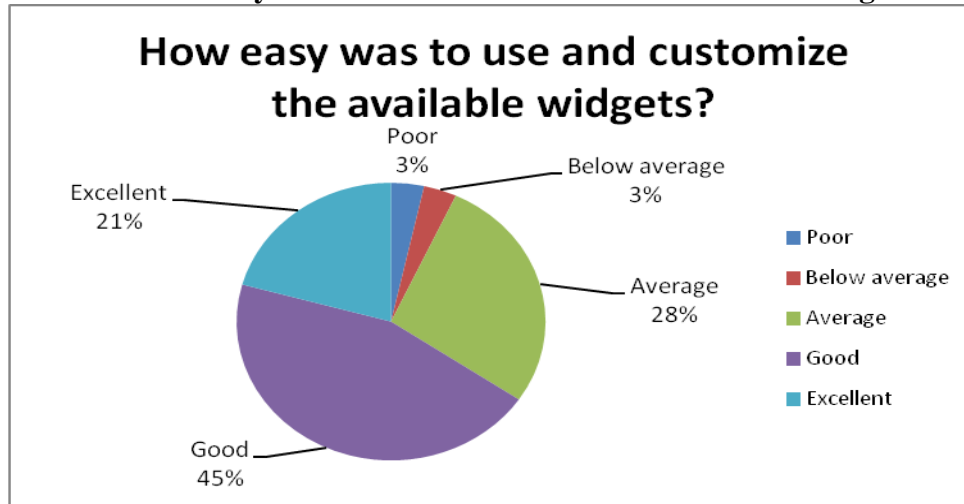


Chart 174: How easy was to use and customize the available widgets?

Almost 7 out of 10 users, estimate that is easy enough to use and customize the widgets that are available by i-Publisher. The respondents' central tendency, as it is reflected from the table below, is that using and customizing the available widgets is easy enough (value “4”).

μ	τ	m
3,76	4	4

Table 169: Users' central tendency for Question A.2.4.30

Question A.2.4.31: How easy was to create a new content type?

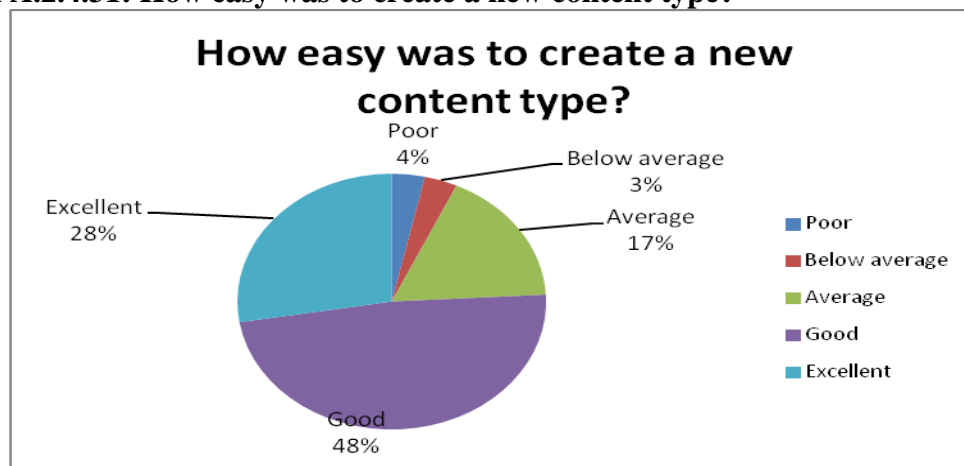


Chart 175: How easy was to create a new content type?

From the chart above, we can see that more than 75% of the responded users found it easy enough to create a new content type. This result is, also, reflected in the table which presents the users' central tendency.

μ	τ	m
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3,93	4	4
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Table 170: Users' central tendency for Question A.2.4.31

Question A.2.4.32: How easy was to configure display of only approved content on the web site?

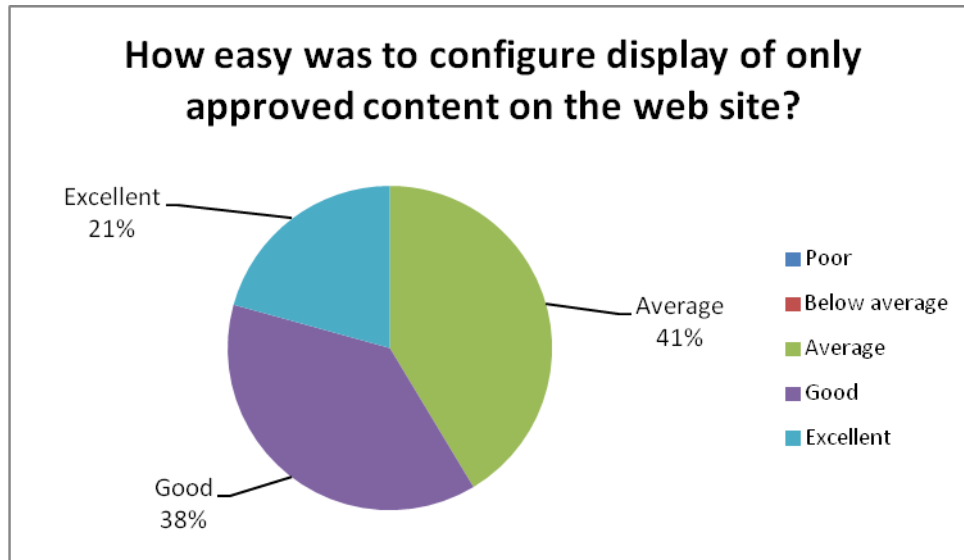


Chart 176: How easy was to configure display of only approved content on the web site?

None of the respondents, found it difficult to configure display of approved content on their website. Aon the other hand, the central tendency is that configuring display of approved content although is not difficult is not that easy, though.

μ	τ	m
3,79	3	4

Table 171: Users' central tendency for Question A.2.4.32

8.3 3rd round Detailed User Evaluation Results

In the following subsections there is a brief presentation of the results of the indicators not presented on the main body of the deliverable (see Section 6), that came out during the 3rd round of User Evaluation. The results are presented for each indicator separately, followed by a brief description of the outcomes.

Question A.3.1: The system produces comprehensive, well grouped output of documents with relevant text excerpts, summaries and their translations

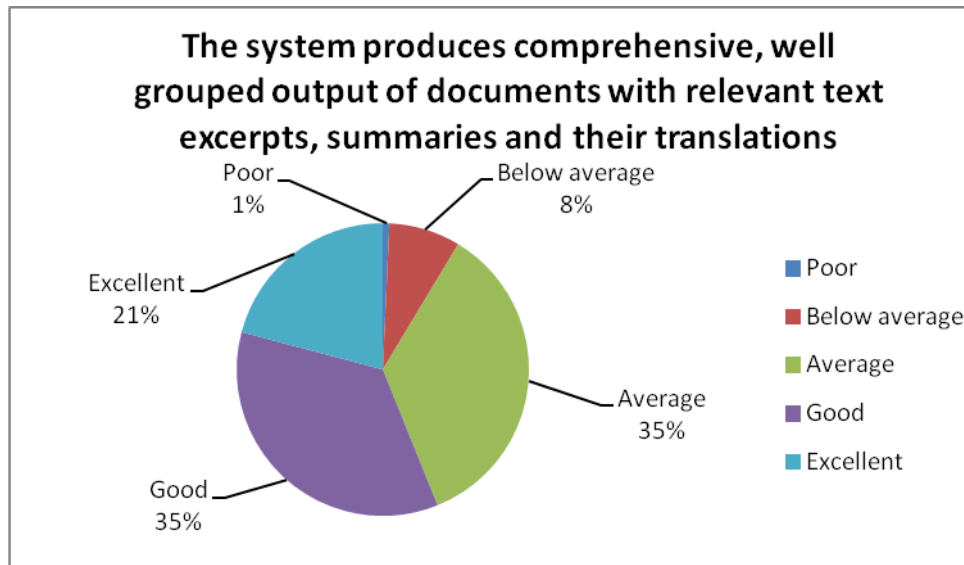


Chart 177: The system produces comprehensive, well grouped output of documents with relevant text excerpts, summaries and their translations

The findings show that more than half of the respondents, estimate that the system produces documents, summaries and translations in a pleasant way. This, is also the user's central tendency as it is resulted from the statistical indicators table:

μ	τ	m
3,68	4	4

Table 172: Users' central tendency for Question A.3.1

Question A.3.2: The automatically produced summary gives me a better overview of the textual content

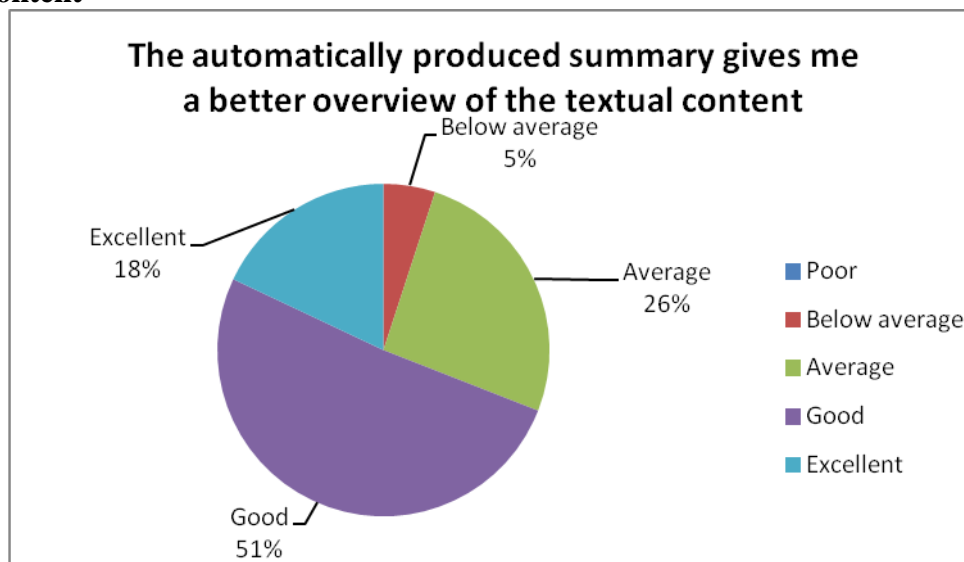


Chart 178: The automatically produced summary gives me a better overview of the textual content

Almost 70% estimate that the automatically produced summaries provide to the user a better overview of the textual content. The users' central tendency, which is towards value “4”, meaning that users' generally agree that the produced summaries give a better overview of the textual content, is presented in the following table:

μ	τ	m
3,82	4	4

Table 173: Users' central tendency for Question A.3.2

Question A.3.3: The automatically produced translations assisted me in my work with multilingual content

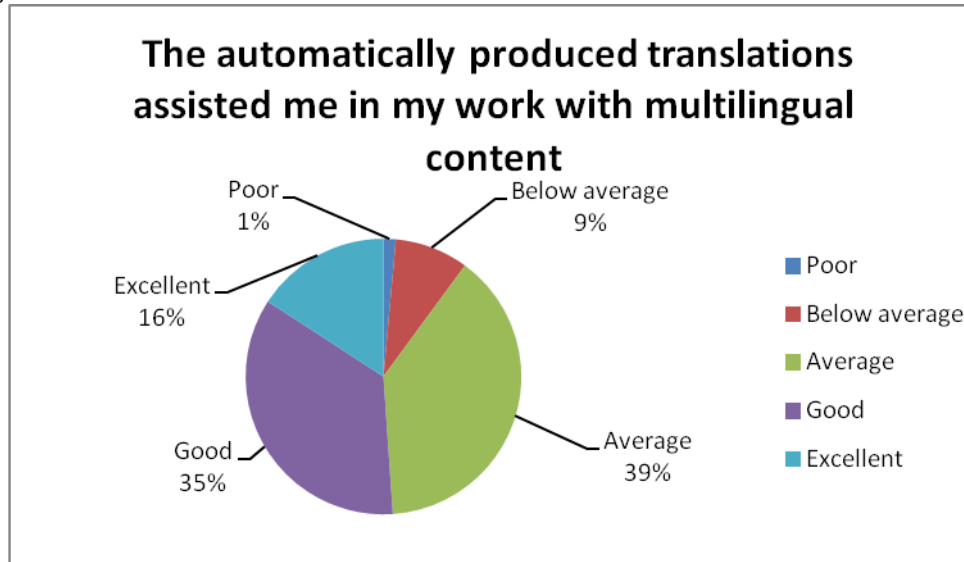


Chart 179: The automatically produced translations assisted me in my work with multilingual content

Half of the respondents expressed the opinion that the translations produced by the system assisted them while working with multilingual content. But, overall, the central tendency is that the users believe that the automatically produced translations is a very useful feature of the system but not an essential one.

μ	τ	m
3,55	3	4

Table 174: Users' central tendency for Question A.5.3

Question A.3.4: I am satisfied with the automatic grouping of the documents

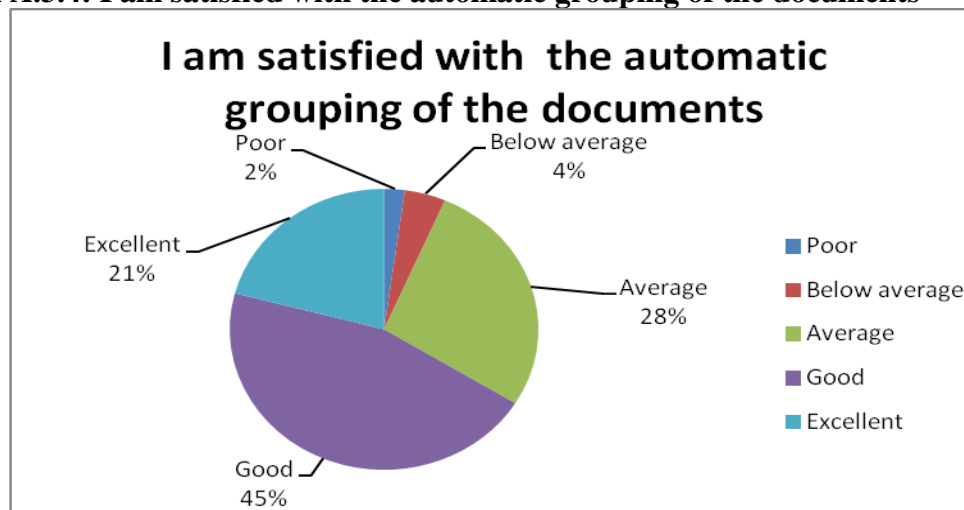


Chart 180: I am satisfied with the automatic grouping of the documents

Almost 7 out of 10 respondents are, at least, satisfied with the automatic grouping of the documents provided by i-Librarian. The users’ central tendency is towards value “4”, which means users’ satisfaction:

μ	τ	m
3,78	4	4

Table 175: Users' central tendency for Question A.3.4

Question A.3.5: I am satisfied I found similar to mine documents in the library

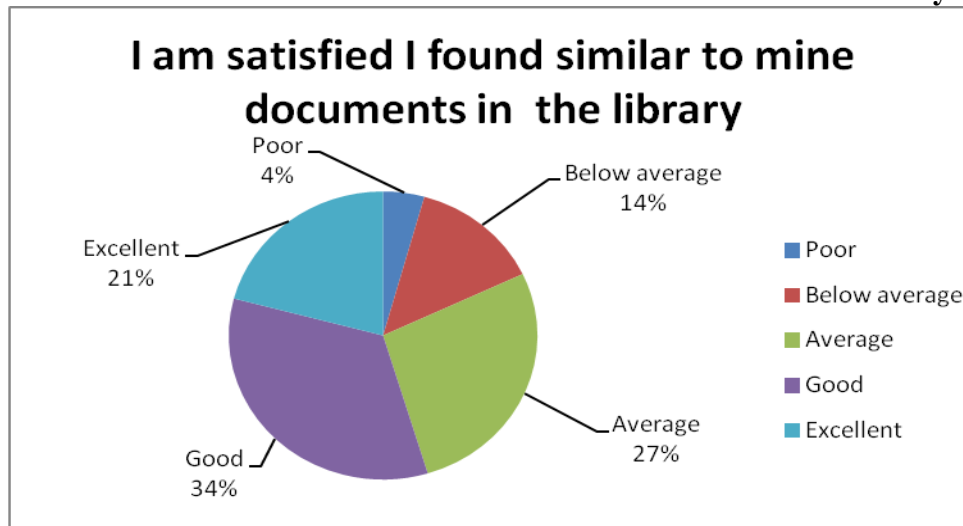


Chart 181: I am satisfied I found similar to mine documents in the library

Only 2 out of 10 were not satisfied with the system’s function to provide them with documents that are similar to the ones they’ve uploaded. The respondents’ central tendency is towards value “4”, meaning that the most users were satisfied about this system’s function.

μ	τ	m
3,53	4	4

Table 176: Users' central tendency for Question A.3.5

Question A.3.6: I am satisfied I found relevant documents in a language I do not use

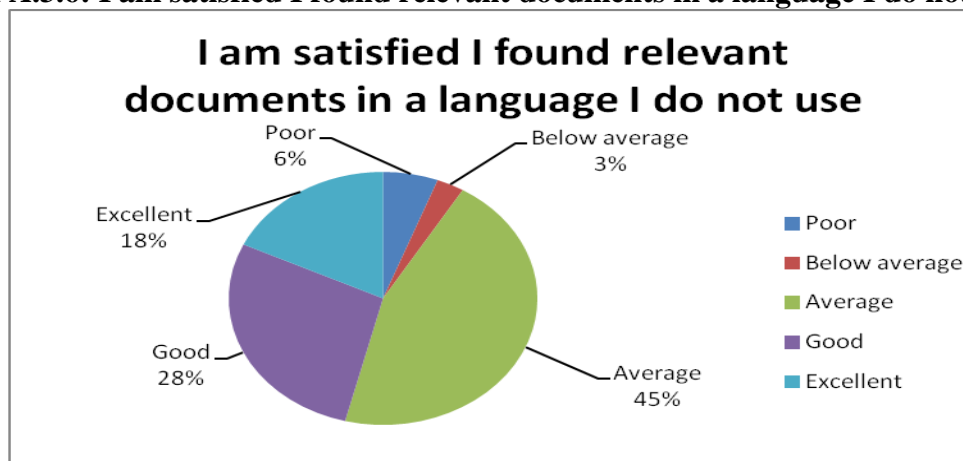


Chart 182: I am satisfied I found relevant documents in a language I do not use

Only 1 out of 10 respondents was not satisfied from the fact that he was able to find relevant, to the ones he'd uploaded, documents in languages different than the one he uses. The users' central tendency, though, is that the users are neutral about the existence of this system feature:

μ	τ	m
3,50	3	3

Table 177: Users' central tendency for Question A.3.6

Question A.3.7: How appropriate were the available domain categorizations and topics?

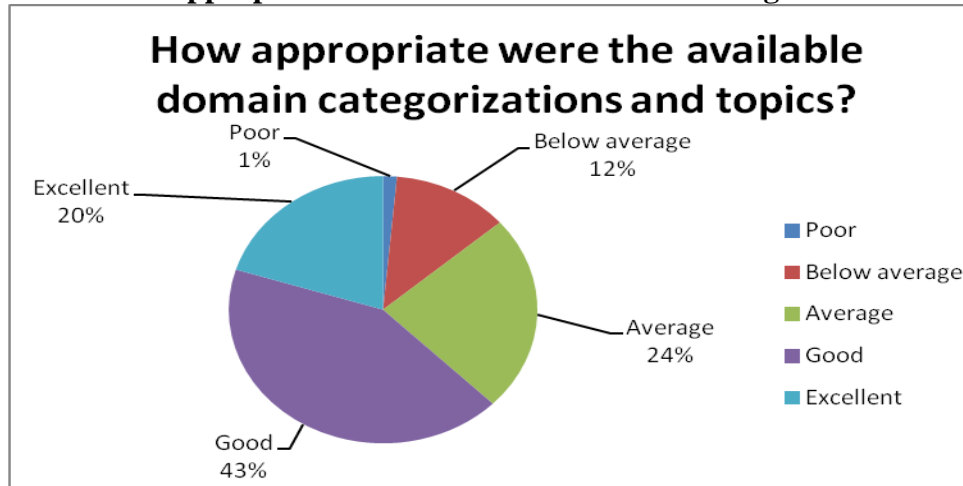


Chart 183: How appropriate were the available domain categorizations and topics?

Almost 7 out of 10 respondents estimate that the available categorizations and topics were very appropriate in relation with the documents they've uploaded. The respondents' central tendency is towards the above outcome as it results from the following table:

μ	τ	m
3,68	4	4

Table 178: Users' central tendency for Question A.3.7

Question A.3.8: How easy was to update the user categorization tree?

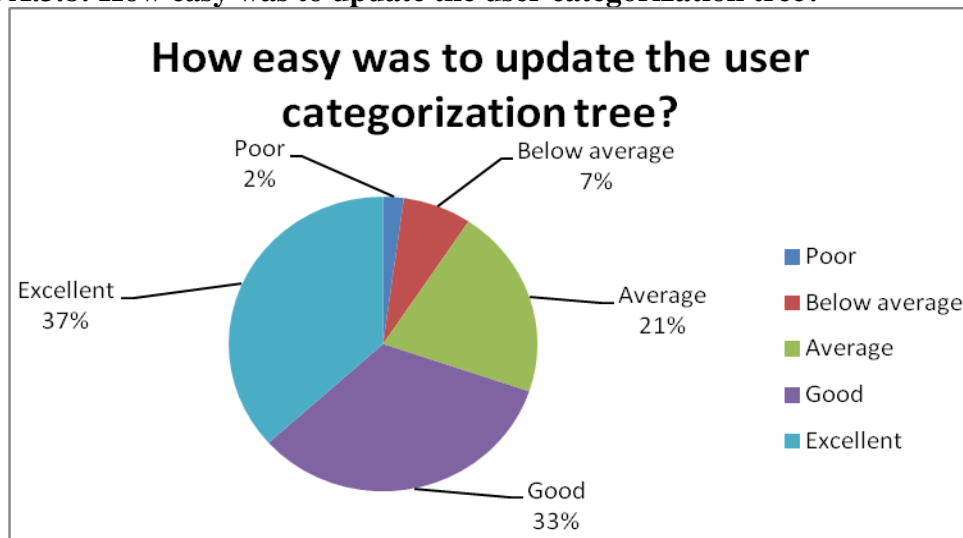


Chart 184: How easy was to update the user categorization tree?

A significant percentage of 70% of the users estimate that updating the user categorization tree is easy enough. The central tendency is towards value “4” meaning that users found it easy to update the categorization tree of the documents they’ve uploaded.

μ	τ	m
3,95	5	4

Table 179: Users' central tendency for Question A.3.8