

CO-CREATING ERASMUS+ AND THE EUROPEAN SOLIDARITY CORPS

28 & 29 JANUARY 2020, ULB CAMPUS SOLBOSCH BRUSSELS, BELGIUM

C5 - New IT systems, better user experience

Summary of the discussion

The sessions concentrated on two topics – an overview of the new IT systems for the new programmes and a workshop on the proposed single entry point platform.

Representatives of DG EAC made a presentation on the key characteristics of the new IT tools – single entry point for all users (centralised access to all IT systems, modules and services, offering relevant information based on user role), common look and feel of user interfaces, common data layer, enhanced IT security and performance. The presentation was followed by a short Q&A session.

During the workshop, participants provided their feedback for a proposal of a wireframe of the single entry point. The discussion concentrated around the layout and content of the page from the perspective of an applicant or a beneficiary of the Erasmus+ and European Solidarity Corps programmes.

Main outcomes / operational conclusions of the session

- The participants have welcomed the idea of the single entry point and made several suggestions for its layout and content:
- Special attention should be given to the accessibility of the platform, especially for visually impaired users, while developing the tool (DG EAC confirmed that accessibility standards are taken into account).
- A greater number of links to useful tools and platforms should be included, such as a list of ECHE holders, statistical dashboard, participant reports, FAQ, pages of National Agencies and centralised projects.
- The page should offer a way to search for organisations – current and potential partners in projects and allow National Agencies to provide information directly to applicants and beneficiaries.
- The design should also include key project metrics and deadlines for reporting.
- The page should allow for customisation – both in the content as well as in the content display.
- DG EAC will assess the technical feasibility of implementing these suggestions in the timeframe of the new programmes.