

**OPAL**  
OPEN DATA PORTAL

# Deliverable D8.6 Evaluation

Autoren: Arwa Bannoura, Adrian Wilke

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## Kurzfassung:

Zur Evaluation des OPAL Portals wurde eine System Usability Scale Umfrage durchgeführt. Die Teilnehmer der Umfrage haben das Portal überwiegend als benutzerfreundlich bewertet. Die Evaluation einzelner OPAL Komponenten ist in den jeweiligen Deliverables, insbesondere den Benchmarks zu finden.

## Schlagworte:

Evaluierung, Umfrage, System Usability Scale, SUS

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## 1 Introduction

Before starting the development of OPAL and in order to identify requirements for our portal, we created a questionnaire for users of Open Data. Results of the questionnaire were analysed and reported in *Section 3.2 of Deliverable 1.1: Specification Analysis*.

## 2 Survey - System Usability Scale (SUS)

Requesting users to answer a survey is the easiest and fastest method to collect data about the evaluation of the OPAL portal. We have conducted a **System Usability Scale (SUS)** questionnaire to evaluate our portal. The SUS is one of the most popular and widely-used questionnaire, which was first introduced by John Brooke<sup>1</sup>. It has a simple form but has proven to provide reliable results, especially for the evaluation of websites<sup>2</sup>. The standard form of the SUS questionnaire was adapted by replacing the word “system” in all questions with the word “portal” in order to comply with our needs.

The survey took place in the first half of December 2020, 7 persons of the data science community participated.

### 2.1 Survey items

For the survey, we used the following items and one additional optional item for comments.

#### Items in English

1. I think that I would like to use this portal frequently.
2. I found the portal unnecessarily complex.
3. I thought the portal was easy to use.
4. I think that I would need the support of a technical person to be able to use this portal
5. I found the various functions in this portal were well integrated.
6. I thought there was too much inconsistency in this portal.
7. I would imagine that most people would learn to use this portal very quickly.
8. I found the portal very cumbersome/awkward to use.
9. I felt very confident using the portal.
10. I needed to learn a lot of things before I could get going with this portal.

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<sup>1</sup> Brooke, John. "SUS: a quick and dirty usability scale." *Usability evaluation in industry* (1996): 189.

<sup>2</sup> Tullis, Thomas S., and Jacqueline N. Stetson. "A comparison of questionnaires for assessing website usability." In *Usability professional association conference*, vol. 1. 2004.

### Items in German

1. Ich kann mir sehr gut vorstellen, das Portal regelmäßig zu nutzen.
2. Ich empfinde das Portal als unnötig komplex.
3. Ich empfinde das Portal als einfach zu nutzen.
4. Ich denke, dass ich technischen Support brauchen würde, um das Portal zu nutzen.
5. Ich finde, dass die verschiedenen Funktionen des Portals gut integriert sind.
6. Ich finde, dass es im Portal zu viele Inkonsistenzen gibt.
7. Ich kann mir vorstellen, dass die meisten Leute das Portal schnell zu beherrschen lernen.
8. Ich empfinde die Bedienung als sehr umständlich.
9. Ich habe mich bei der Nutzung des Portal sehr sicher gefühlt.
10. Ich musste eine Menge Dinge lernen, bevor ich mit dem Portal arbeiten konnte.

## 2.2 Survey results

### SUS results

Results of the survey are presented in Fig 1. It shows the respective minimum, maximum, median, lower quartile (25th percentile, median of the lower half of the dataset), upper quartile (75th percentile, median of the upper half of the dataset) and the arithmetic mean. The users predominantly rated the portal as usable.

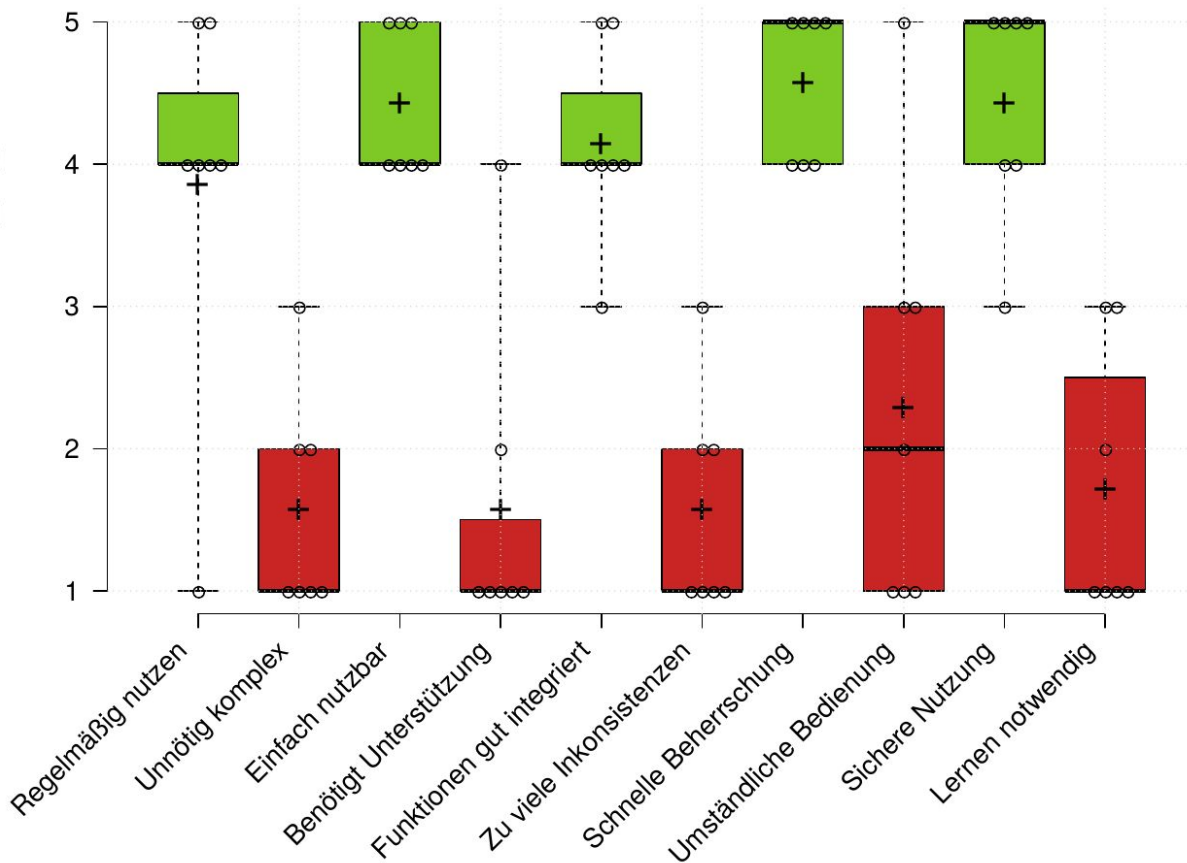


Figure 1: Results of the SUS survey

### Comments

The following comments were added to the survey:

- “Who is the target audience? What datasets would be expected? I found hardly a dataset that I would be interested in.”
- “Good job! The SPARQL endpoint requires username and password, why it is not public?”

### Feedback

In addition to the comments in the survey, users provided the following feedback:

- One has to log-in to access the SPARQL endpoint.
- The language switcher only works opened pages.
- The map is not loading appropriately.
- Labels could be used to display the licenses.

## 3 Technical evaluation

The technical evaluation of the work packages can be found at the respective deliverables. Deliverables focussing an evaluation are listed in the following:

- D2.3: Benchmark-Spezifikation und Ergebnisse des ersten Crawlers
- D2.6: Finale Crawler-Benchmark-Ergebnisse
- D4.3: Prototyp Indexstrukturen und Entitätserkennung
- D7.2: Benchmarking der Suchkomponente