

OUTPUT 6

# SUDTE

Supporting Universities in the  
Digital Transformation in Erasmus+

Project Number: 2020-1-TR01-KA203-093849

## Report on Erasmus+ In-house System Users' Satisfaction Survey Results



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**Intellectual Output 06**

**Report on Erasmus+ in-house system users' satisfaction survey results**

Table of Contents

Table of Contents..... 1

Introduction..... 2

Methodology..... 3

Conclusion ..... 11

    Appendix I: Survey Questionnaire's Participant HEIs List & Country..... 11

    Appendix II: Survey Questions..... 11

## Introduction

### *Background*

The original purpose of Intellectual Output 6 (IO6) was to create a Web API called Common Student Information Database, where the information collected from higher education institutions can be integrated into the Erasmus Dashboard. The database API to be created by Izmir Institute of Technology was going to be used to collect the necessary student information from the institutions that want to participate, and then this information was going to be integrated into the EWP through the database. However, it became evident that the original output for IO6 could not be actualized due to a number of reasons such as the delays caused by the EU Commission in the EWP Digital Transformation process, technical modifications, and the digital platform developed by the Turkish National Agency. For this reason, with the approval of all project partners, on March 3<sup>rd</sup>, 2022, it was decided to revise IO6 within the scope of the project in accordance with the general purpose of the SUDTE project and as a new output that can be used in the digital transformation process.

Due to the above reasons and following a consensus, it was agreed to change the IO6 part of the SUDTE project. During the integration of our in-house system to the EWP network, we encountered many problems. We wanted to share our experience with other HEIs that might also be interested in connecting their in-house system to the EWP network. Getting a synergy between HEIs trying to connect to the EWP network will hopefully lead to a hub of information for those seeking help in their connection to the EWP network. It is currently unclear how many HEIs are connecting their in-house systems to the EWP network. We've also tried to address this question by reaching out to many universities asking about their connection status. Therefore, in addition to a report about connecting our in-house system to the EWP network, we prepared the following report about a survey sent to the HEIs in question. By creating and collecting a survey questionnaire via Google Forms on the satisfaction levels and experiences of the in-house system using HEIs, our intention was to identify the HEIs using in-house systems and to communicate with them to capture their experiences with the objective of benefiting the HEIs with our project as of December 2022.

In order to increase the impact of our studies and increase the intellectual output of our project we prepared a survey to collect the experiences of other HEIs that have connected their in-house systems to the EWP system.

### *Survey rationale*

The survey aimed to explore the dynamics of choosing an in-house system and satisfaction levels from in-house system use while connecting to the EWP and providing Erasmus+ mobility

processes. Our goal was to see how many HEIs use in-house systems, and to compare and contrast advantages and disadvantages of in-house systems as well as to understand the programming language used, the time and labor spent during the connection process to the EWP network by these HEIs.

## Methodology

To identify HEIs that connect their in-house system to the EWP network, we used the Erasmusjet database, which is one of the third-party providers, also providing a search service to check the EWP status of HEIs (<https://erasmusjet.com/ewp-search/>). This was initially accomplished by searching *Erasmusjet* database with the keywords such as “self-system” and “in-house”. 70 HEIs were chosen from the *Erasmusjet* database search.<sup>1</sup> After finding the contact addresses of these HEIs, our survey questionnaire was sent to the emails of their International Offices. In addition, IZTECH sought help from the European University Foundation (EUF) to circulate the survey to reach out to a wider group of potential HEIs. EUF shared the survey link on its website<sup>2</sup> and internal newsletter.<sup>3</sup>

12 HEIs filled in the questionnaire including Izmir Institute of Technology. Initially we found seventy HEIs with the abovementioned keywords. Then, we sent the questionnaire to these HEIs. After finding out that only nine HEIs responded to the survey, excluding IZTECH, we checked the *Erasmusjet* database again after one and a half months, interestingly we only retrieved six HEIs (Figure 1) even though it was more than one hundred HEIs in our initial search.

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<sup>1</sup> Search date: 11 November 2022.

<sup>2</sup> Dated late November 2022.

<sup>3</sup> Newsletter dated: 09 December 2022.

See below the 6 HEI records found.

#	PIC	Erasmus Code	SCHAC	Label	City	Country	EWP Provider
1	949550364	PL LOMZA03	pwsip.edu.pl	PANSTWOWA WYZSZA SZKOLA INFORMATYKI I PRZEDSIEBIORCZOSCI W LOMZY	LOMZA	Poland	
2	914831930	F TOULOUS23	tbs-education.fr	TOULOUSE BUSINESS SCHOOL -TBS	TOULOUSE	France	
3	999861354	E MADRID04	uam.es	UNIVERSIDAD AUTONOMA DE MADRID	MADRID	Spain	
4	999862518	E SEVILLA01	us.es	UNIVERSIDAD DE SEVILLA	SEVILLA	Spain	
5	999907817	E MADRID02	comillas.edu	UNIVERSIDAD PONTIFICIA COMILLAS	MADRID	Spain	
6	999616138	A WIEN05	wu.ac.at	WIRTSCHAFTSUNIVERSITAT WIEN	WIEN	Austria	

Figure 1

We noticed that our initial search results also included the HEIs connected to the EWP via the Dashboard as it will be seen in the discussion of survey results below.

Therefore, we sent our survey to these HEIs, and two of them responded in our survey. **In total, 14 HEIs** (including IZTECH) responded to our survey **within the period of 12 November 2022 and 13 January 2023** (see Appendix I).

Considering the fluctuation within the *Erasmusjet* database with differing results, we would like to discuss the survey findings with the respondents at hand. It should be noted that these figures might not be representative of all HEIs that are currently using an in-house system. However, the following discussion will hopefully shed light on the existing phenomenon to a larger extent.

### Survey results

For most HEIs one person responded to the survey. Three participants filled in the survey from IZTECH, one IRO staff, one IT staff and one academician who are all working in the SUDTE project (Figure 2).

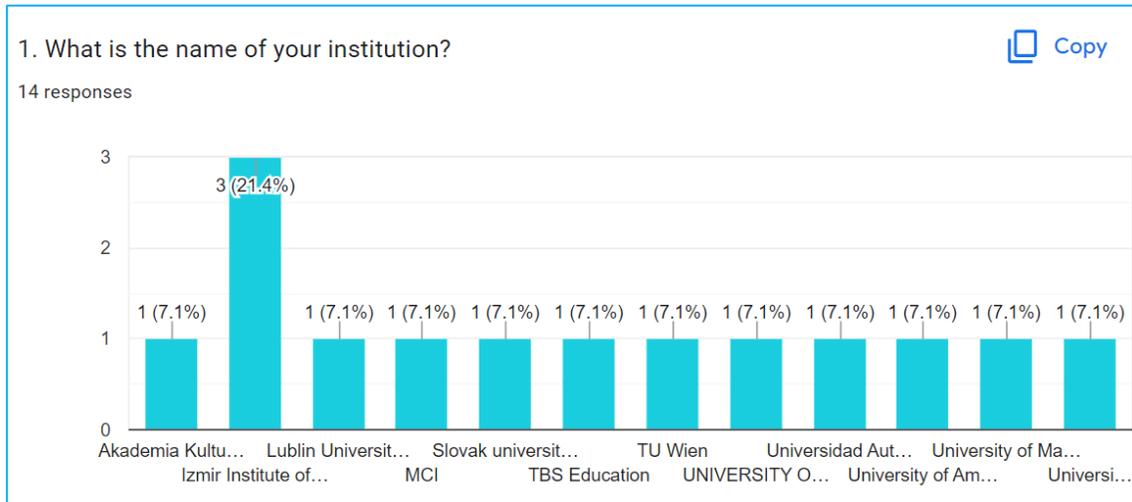


Figure 2

The second question was to understand the profile of the survey participants so as to evaluate the opinions according to their degree of information level on digitization and connection to the EWP network. Most of the participants are the International/Erasmus Office staff (Figure 3).

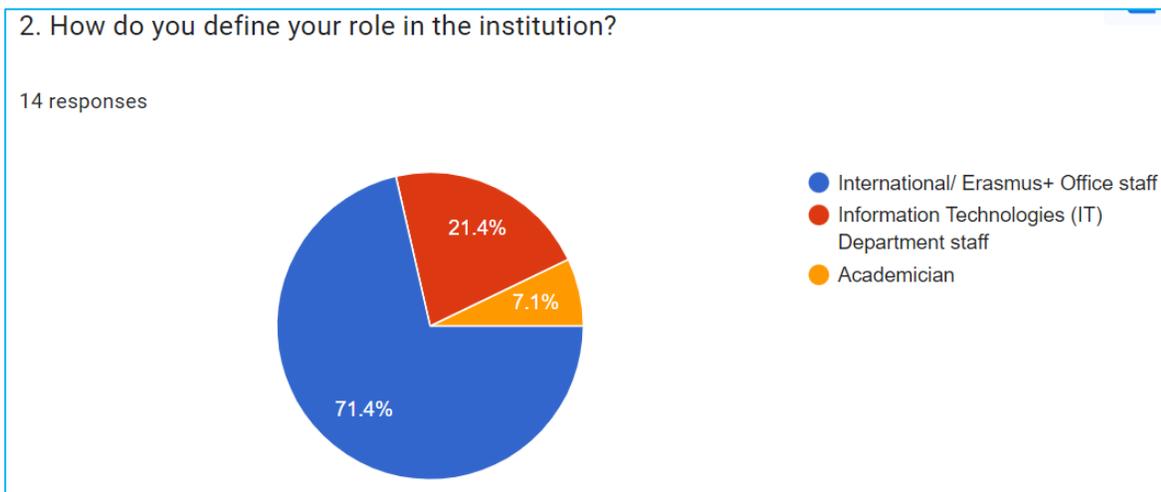


Figure 3

The most important result of the survey was about the use of in-house systems. Most of the HEIs listed in the *Erasmusjet* database under the category of “self-system” or “in-house” were actually using the Erasmus Dashboard to connect to the EWP network and did not have an in-house system separately. Out of 12 HEIs that responded to our survey, six of them were using either Dashboard directly or via a central national network connected to the EWP network such as *Pionier ID* for the Polish HEIs (Akademia Kultury Społecznej i Medialnej w Toruniu, and Lublin University of Technology) (Figure 4).

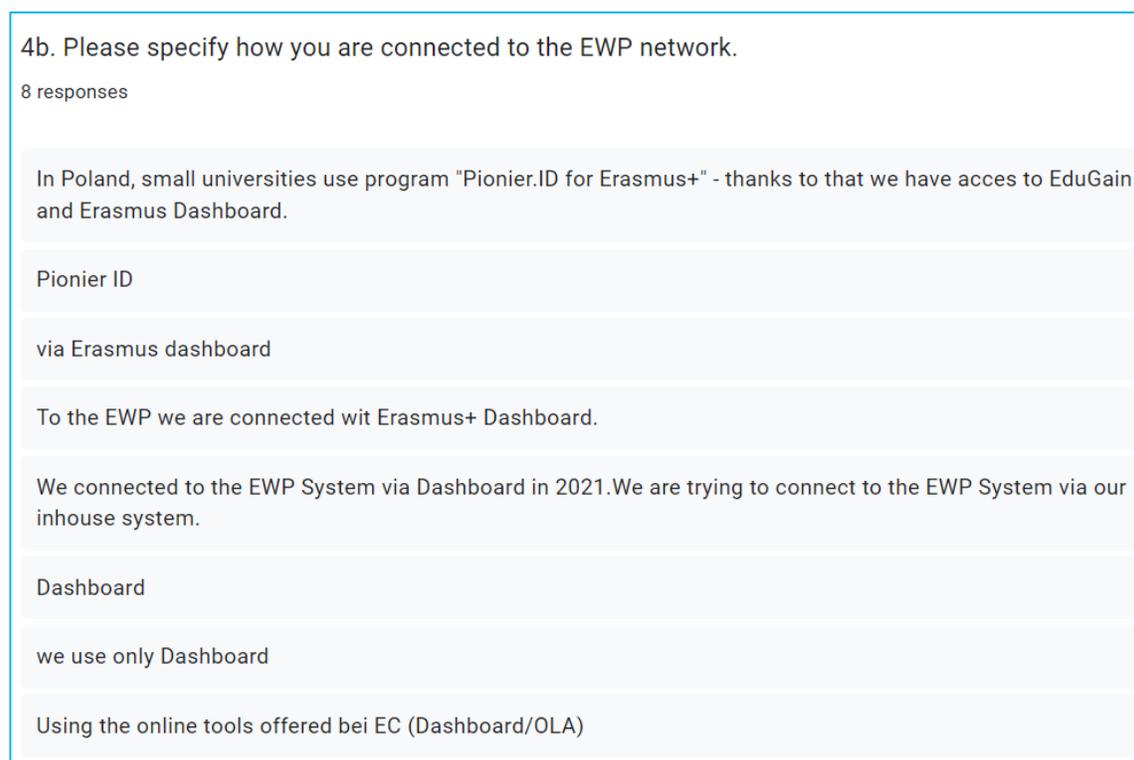


Figure 4

After deducting the Dashboard users, we should note that **six HEIs** were using an in-house system. These are: Toulouse Business School (TBS), TU Wien, Universidad Autónoma de Madrid (UAM), University of Piraeus and University of Salamanca and İzmir Institute of Technology (see Appendix I).

The survey’s fifth question was to learn the factors influencing HEIs’ decision to use in-house software (self-system) to connect to the EWP. The most important finding about the above question is that “easy update”, “less costly than 3<sup>rd</sup> party systems”, and “independence” were cited as the reasons to choose to work with in-house systems (Figure 5). Moreover, none of the institutions thought connecting with the in-house system was “time saving”.

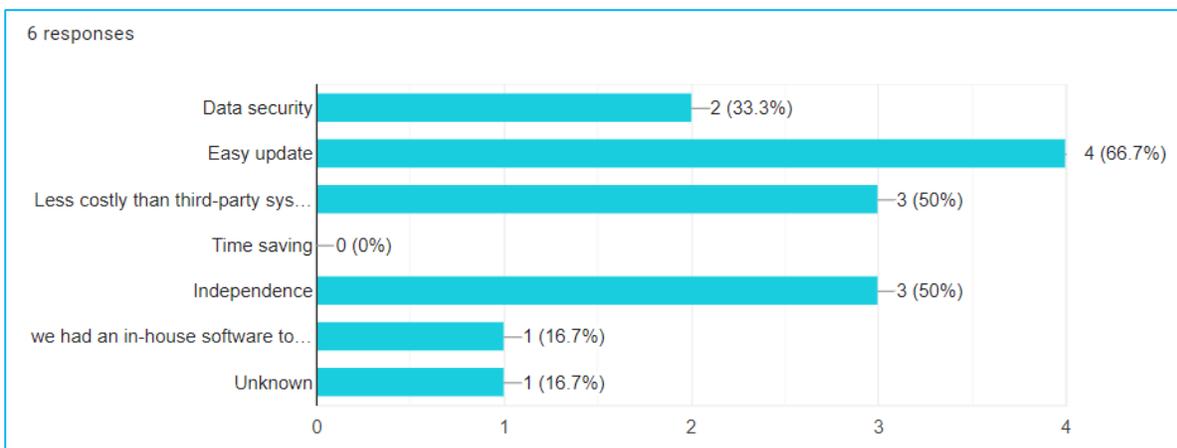


Figure 5

However, when it comes to the question of advantages of an in-house system in terms of Erasmus+ mobility processes (such as application and selection), the most given answers were “independence (not having to depend on external provider)”, “Time efficient”, “Data security”, “Ease of use”, and “Less costly” (Figure 6). Interestingly, if the answers of this question compared with the ones of the former, time efficiency is experienced during the Erasmus mobility features of the in-house system, while it was not cited in terms of connection to the EWP network.

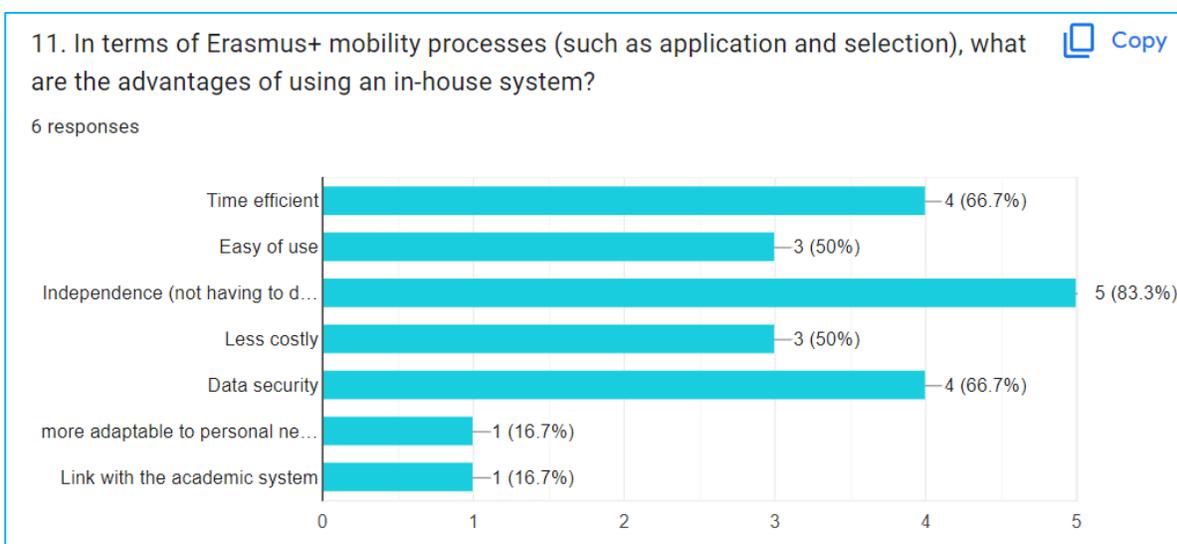


Figure 6

Apart from the advantages, we also asked the participants about the disadvantages of using an in-house system in terms of Erasmus mobility application and selection processes (Figure 7). The participants were able to click the given answers as well as to enter their opinion under “Other” option.

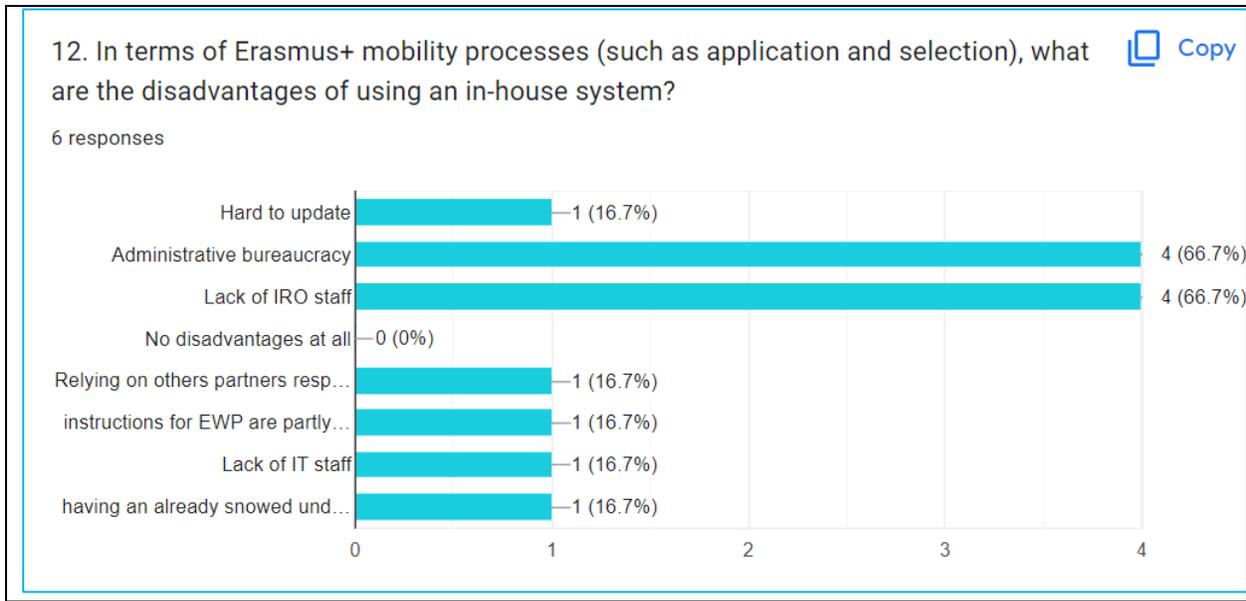


Figure 7

Some of the individual responses of Question 12 were not visible in Figure 7, so please see Table 1 for full individual responses:

Table 1

<b>12. In terms of Erasmus+ mobility processes (such as application and selection), what are the disadvantages of using an in-house system?</b>
Lack of IRO staff
Administrative bureaucracy
Lack of IT staff
Hard to update
Relying on others partners responses to test new developments
Having an already snowed under provider that is not responsive enough
Instructions for EWP are partly wrong and change constantly

The survey asked the participants the programming language of their in-house system. The following answers were received (Figure 10):

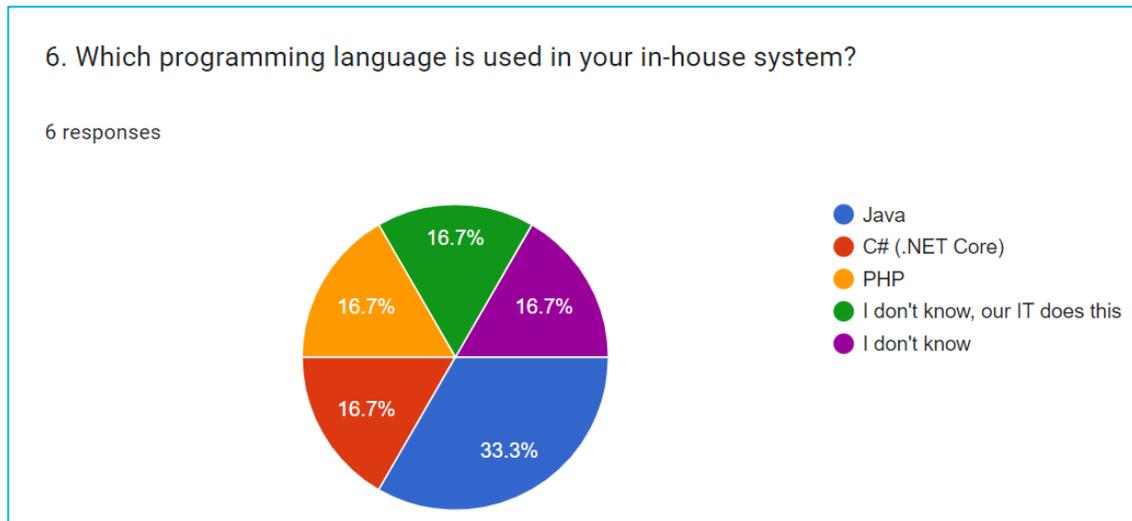


Figure 7

Other HEIs using an in-house system are utilizing *Java* (2 HEIs), *PHP* and an unmentioned system. Interestingly, none of these HEIs expressed that they had problems connecting to the EWP network as a result of their programming language. However, IZTECH is the only HEI that uses *C# (.NET Core)* programming language among the responding HEIs. This finding is quite important as IZTECH had difficulty connecting to the EWP due to the lacking and confusing information available on the EWP Developers Hub in terms of the programming language IZTECH uses (*C# (.NET Core)*) (Figure 11).

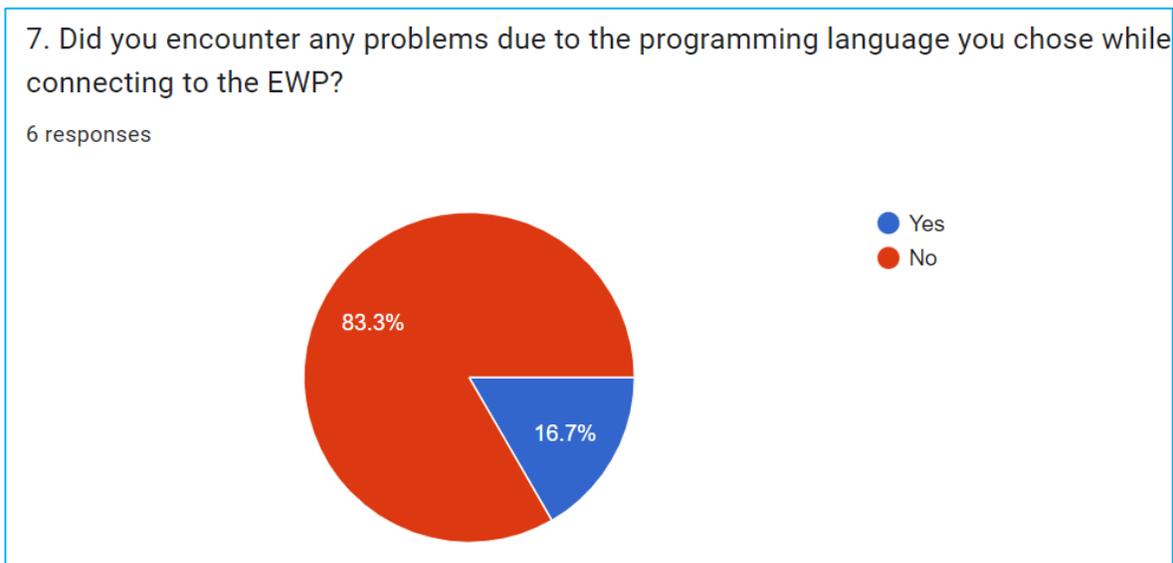


Figure 11

### Time and Labor of the connection to the EWP network

In order to understand the time and labor required for realizing the connection of an in-house system to the EWP network, the survey asked the participants the number of technical people that worked and involved directly in the connection process. Figure 12 shows that all the HEIs using an in-house system had relatively few human resources devoted to the connection such as one to three people.

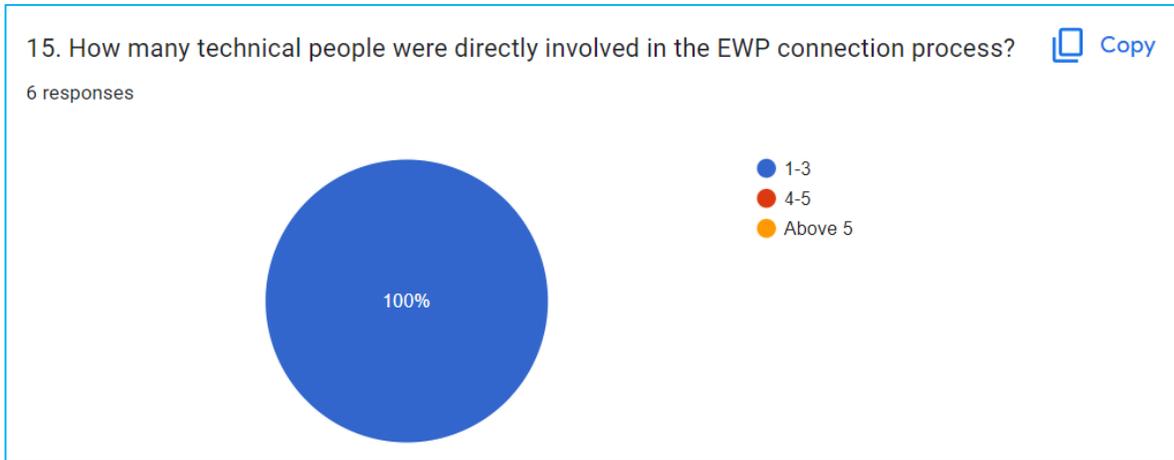


Figure 12

In the consecutive question, the survey asked how long it took for the HEI to connect their in-house system to the EWP network. The following chart shows that those HEIs connected to the EWP via their in-house system spend at least ten months on average just to connect their HEI to the system (Figure 13).

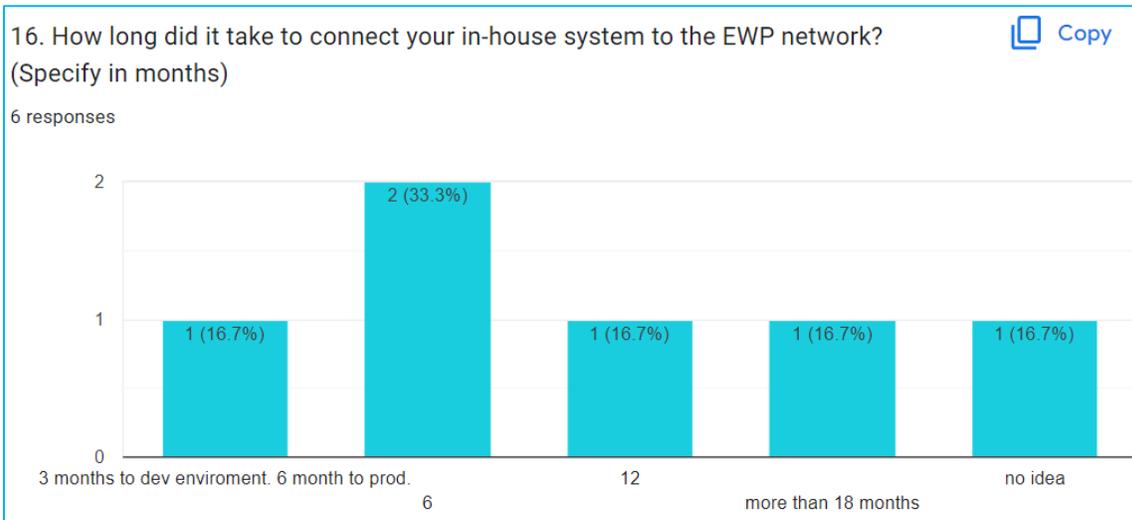


Figure 8

## Conclusion

Under the light of the survey findings, we conclude that the use of in-house system is not a widespread phenomenon. It is actually just the opposite. Although it provides the HEI independence, and data security, it requires human resources both in the International Relations/Erasmus Offices and in the Information Technology Departments of the HEIs.

Another striking finding of the survey is that the in-house system using HEIs are having difficulties in the testing process between the HEIs and in benefiting from confusing information resulting from the constant EWP updates. Thus, the EWP network is not a user-friendly platform for the in-house systems.

## Appendix I: Survey Questionnaire's Participant HEIs List & Country

*(Bold ones show the institutions using an in-house software)*

Akademia Kultury Społecznej i Medialnej w Toruniu (The College of Social and Media Culture (CSMC))	Poland
<b>Izmir Institute of Technology</b>	<b>Türkiye</b>
Lublin University of Technology	Poland
Management Center Innsbruck Internationale Hochschule GmbH (MCI)	Austria
Slovak University of Technology in Bratislava	Slovakia
<b>Toulouse Business School (TBS)</b>	<b>France</b>
<b>TU Wien</b>	<b>Austria</b>
<b>Universidad Autónoma de Madrid (UAM)</b>	<b>Spain</b>
University of Amsterdam	The Netherlands
University of Maribor	Slovenia
<b>University of Piraeus</b>	<b>Greece</b>
<b>University of Salamanca</b>	<b>Spain</b>

## Appendix II: Survey Questions

# In-house system users satisfaction survey

We kindly ask you to participate in a survey prepared under the framework of [Erasmus KA203 Project titled "Supporting Universities in Digital Transformation of Erasmus+"](#) (SUDTE) funded by European Commission. The survey below aims to explore the dynamics of choosing in-house system and satisfaction levels from in-house system use while connecting to the EWP and providing Erasmus+ mobility processes.

[Abbreviations: EWP: Erasmus Without Paper, OLA: Online Learning Agreement, IIA: Interinstitutional Agreements]

The survey takes 7 minutes approximately.

Thank you very much for your contribution in advance! For your questions and/or opinions about the survey, please contact [erasmuskoordinator@iyte.edu.tr](mailto:erasmuskoordinator@iyte.edu.tr)

\* Required

1. 1. What is the name of your institution? \*

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2. 2. How do you define your role in the institution? \*

*Mark only one oval.*

International/ Erasmus+ Office staff

Information Technologies (IT) Department staff

Other: \_\_\_\_\_

## 3. 3. When did your institution connect to the EWP network? \*

*Mark only one oval.*

- Before 2021
- In 2021
- In 2022
- Other: \_\_\_\_\_

## 4. 4. Is your institution connected to the EWP network through your in-house system (self-system)? \*

*Mark only one oval.*

- Yes    *Skip to question 5*
- No    *Skip to question 8*

4a.

## 5. 5. What are the factors influencing your institution's decision to use in-house software (self-system) to connect to the EWP? \*

*Check all that apply.*

- Data security
- Easy update
- Less costly than third-party systems
- Time saving
- Independence
- Other: \_\_\_\_\_

6. 6. Which programming language is used in your in-house system? \*

Mark only one oval.

- Java
- C# (.NET Core)
- Other: \_\_\_\_\_

7. 7. Did you encounter any problems due to the programming language you chose while connecting to the EWP? \*

Mark only one oval.

- Yes     *Skip to question 9*
- No     *Skip to question 12*

4b.

8. 4b. Please specify how you are connected to the EWP network. \*

\_\_\_\_\_

7a.

9. 8. What kind of problems did you encounter ? Please tell us shortly. \*

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10. 9. Where did you seek support to solve these problems? \*

*Check all that apply.*

- EWP website (<https://developers.erasmuswithoutpaper.eu/>)
- EWP contact email: ([ewp-tech@lists.erasmuswithoutpaper.eu](mailto:ewp-tech@lists.erasmuswithoutpaper.eu))
- Colleagues
- Other: \_\_\_\_\_

11. 10. Were you satisfied with the support you received? \*

*Mark only one oval.*

Very Unsatisfied

1

2

3

4

5

Very Satisfied

Advantages & Disadvantages

12. 11. In terms of Erasmus+ mobility processes (such as application and selection), what are the advantages of using an in-house system? \*

*Check all that apply.*

- Time efficient
- Easy of use
- Independence (not having to depend on external provider)
- Less costly
- Data security
- Other: \_\_\_\_\_

13. 12. In terms of Erasmus+ mobility processes (such as application and selection), what are the disadvantages of using an in-house system? \*

*Check all that apply.*

- Hard to update
- Administrative bureaucracy
- Lack of IRO staff
- No disadvantages at all
- Other: \_\_\_\_\_

14. 13. After connecting your in-house system to the EWP, what advantages have you observed? \*

\_\_\_\_\_

15. 14. What are the disadvantages of connection to the EWP through your in-house system? \*

\_\_\_\_\_

16. 15. How many technical people were directly involved in the EWP connection process? \*

*Mark only one oval.*

- 1-3
- 4-5
- Above 5

17. 16. How long did it take to connect your in-house system to the EWP network? (Specify in months) \*

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18. 17. If you want to add a comment, please use below...

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