Pilot Feedback Report Belgium.

Contribution to Deliverable 5.2

Part 1: Participant Information

The participants who provided feedback on the AI and Social Innovation (SI) modules represent a diverse range of expertise, primarily professionals engaged in digital transformation, innovation, and business development. Their experiences vary from entry-level to expert, with many involved in corporate training, consultancy, or organizational change management.

Participants were enrolled in multiple courses under the EULEP platform, covering **AI for Business**, **Social Innovation as a Tool for Organizational Change**, and **Virtual Reality (VR/XR) Training Modules**.

For VR, many participants engaged with the material but dropped out halfway, indicating challenges with engagement and usability.

Part 2: Modules Content and Methodology

Course Structure & Content

AI for Business (AI Module)

- Participants found the content relevant but noted that it was **overly theoretical** and lacked **practical applications**.
- More **interactive elements** (e.g., quizzes, exercises) were recommended to enhance engagement.
- Some **case studies** were appreciated, but additional **real-world examples** and step-by-step demonstrations were suggested.

Social Innovation (SI)

- The module structure was perceived as **too dense**. Multiple participants requested **shorter units** with a more **engaging and practical** approach.

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- **Too many PDFs** were included, reducing the interactivity. Embedding videos and exercises directly into the platform was recommended.
- There was a lack of **clear rubrics** for assessment, making it difficult for participants to understand how their responses would be evaluated.
- Some participants felt the course did not align well with their **professional backgrounds** and suggested more tailored content.

VR/XR Modules

- While the exact module content feedback was minimal, **dropout rates were high**.
- Participants expressed interest in integrating these courses into **ongoing projects**, indicating that a **modular approach** or tailored sessions might improve retention.
- Some technical issues were noted, particularly regarding **platform usability** and **compatibility with different devices**.

Learning Resources & Activity Design

The following **improvements** were commonly suggested:

- **More interactive quizzes and exercises** to reinforce learning.
- **Clearer instructions** for assignments and self-assessments.
- **Improved navigation** (e.g., backtracking in scenario-based exercises).
- **Better integration of videos** within the platform rather than linking externally.

Key Feedback on Specific Questions

- **(Module Structure Improvements):** Participants suggested shorter, **more modular content** with **practical assignments**.
- **Additional Resources): More real-life case studies** and **interactive simulations** were recommended.
- **(Assessment Improvements):** Participants requested **clearer instructions for assessments** and a **more structured grading rubric**.

Part 3: Usability of the Online Learning Platform

Comparison Across AI, SI, and VR Modules

- **AI & SI:** The platform was found to be **usable but not user-friendly**. Participants struggled with **course navigation**, especially with **PDF-heavy content**.

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- **VR:** Users had difficulties maintaining engagement, and the platform was **not optimized for all devices**.

Key Usability Issues

- **Technical difficulties:** Some videos failed to load properly on certain browsers (especially Edge and Safari).
- **Navigation challenges:** The system did not allow **seamless progress tracking**, making it hard for users to **resume** where they left off.
- **Accessibility concerns:** Content **did not scale well on mobile devices**, limiting accessibility.

Suggestions for Improvements

- Implement a **progress tracker** for users.
- Improve **compatibility with different browsers**.
- Reduce reliance on **external PDF documents** and embed interactive content within the platform.

Part 4: Satisfaction Level

Overall Satisfaction

- AI & SI: **Moderate satisfaction**, but **high dropout rates** suggest engagement issues.
- VR: High initial interest but **low completion rates** due to usability challenges.

Main Improvement Areas

- **Simplify course content** (less theory, more engagement).
- **Provide structured assessments** with clear expectations.
- **Improve user experience** with better navigation and device compatibility.

Additional Suggestions (Q29 & Q31)

- **AI Module:** Add more hands-on case studies and real-world examples.
- **SI Module:** Ensure content aligns with **practical workplace applications**.
- **VR Module:** Improve **integration into existing projects** and make the course **more flexible** for busy professionals.

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Recommendations

1. **Enhance Interactivity** – More quizzes, gamification, and real-world case studies.
2. **Improve Platform Navigation** – A clear roadmap for learners to track progress.
3. **Reduce Dropout Rates** – Focus on engagement and pacing.
4. **Optimize for Different Devices** – Ensure content works across all platforms.
5. **Clarify Assessments** – Provide rubrics and clear expectations for learners.
6. **Reduce timing** – Reduce the timing of each module to keep it interesting for B2B

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