



# NARRATE

Needs for Digital Recording and Documentation of Ecclesiastical Cultural Treasures in Monasteries and Temples

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The purpose of NARRATE project is to codify the actual recording and documentation needs for the ecclesiastical cultural treasures, through a systematic study of the users' needs.

### Consortium partners





# NARRATE

Needs for Digital Recording and Documentation of Ecclesiastical Cultural Treasures in Monasteries and Temples



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- COGNITIVE UX

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## Abbreviations

<b>FE</b>	Formative Evaluation
<b>SE</b>	Summative Evaluation
<b>CH</b>	Cultural Heritage



## Executive Summary

The EU Erasmus+ “NARRATE: Needs for Digital Recording and Documentation of Ecclesiastical Cultural Treasures in Monasteries and Temples” (2022-1-EL01-KA220-HED-000089867) aims at identifying and promoting the needs and priorities concerning ecclesiastical Cultural Heritage (CH) documentation.

The current study is being performed to codify the actual recording and documentation needs for the ecclesiastical cultural treasures, through a systematic study of the users’ needs. NARRATE reflects an emphasis on documenting ecclesiastic CH treasures in ways that will enable stakeholders to narrate their intertwined histories, functions, and spiritual importance throughout time.

This document summarizes and reports the activities and outcomes of *Work package (WP) n°3 - Implementation and User Evaluation of the NARRATE Framework - Activity 3.3: Formative, Summative User Evaluation and Pilot study*. This document is the final report of the Summative evaluation that has been carried out on December 2024.



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# 1. Planning and Designing the Evaluation Methodology of NARRATE framework

## 1.1 Overview of the Evaluation Methodology

The Summative Evaluation (SE) is a crucial part of assessing the overall performance and outcomes of the NARRATE project. It focuses on understanding the degree to which the project has achieved its initial goals and objectives. Since the SE is typically conducted at the end of a project, the NARRATE SE was scheduled for December 2024, the final month of the project. This timing enabled the evaluation of the project's long-term impacts, sustainability, and overall success.

The overall evaluation of NARRATE consisted 3 basic steps:

➤ 1st Step: Create and Establish the Evaluation Methodology

In this phase, a robust and appropriate methodology for both the Formative and Summative Evaluations was designed. This involved the following procedures:

- Identify the key evaluation criteria and indicators that will be used to measure the project's success.
- Establish a framework for data collection, analysis, and reporting.
- Define the roles and responsibilities of evaluators and stakeholders involved in the evaluation process.
- Ensure that the methodology aligns with the project's objectives and the stakeholders' expectations.

This step ensured that both evaluations are structured and consistent, setting a solid foundation for the assessments.

As stated at the proposal, both FE and SE would focus on the evaluation of the implemented framework-digital repository to be created, in terms of effectiveness, system performance of the implemented technology, user acceptance, opinions and perceived user values, such as perceived usability and user experience towards the implemented NARRATE technology and data models.

➤ 2nd Step: Formative Evaluation (FE)

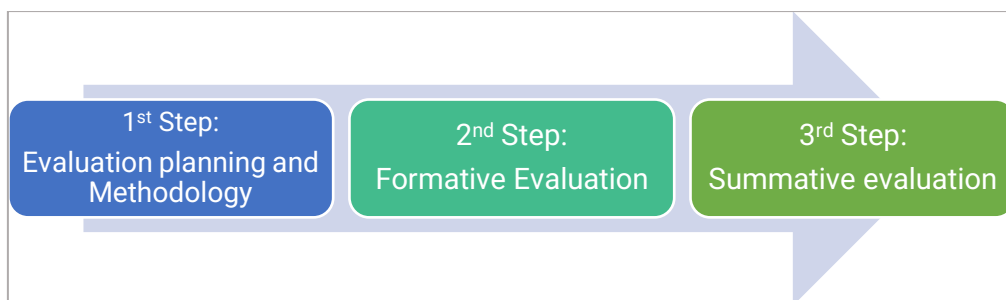
The Formative Evaluation was conducted during the implementation phase of the project. Its purpose is to monitor the NARRATE framework and its progress, and provide feedback for improvement. The FE of NARRATE took place on November 2023, and the results were presented in the interim report of R3.3-*Interim report*.

➤ 3rd Step: Summative Evaluation (SE)

The Summative Evaluation took place at the conclusion of the project, December 2024. The SE provides a comprehensive assessment of the project’s overall effectiveness. The goals of SE include:

- Assessing the success of the NARRATE repository: Determining whether the framework has met its original goals, objectives, and deliverables.
- Measuring impact: Evaluating the long-term effects and benefits of the digital repository on its stakeholders and the wider community.
- Providing accountability: Offering a transparent evaluation of how resources were used and whether the NARRATE framework has delivered value.
- Providing insights for future projects: Drawing lessons learned that can guide future initiatives, improve strategies, and inform policy-making.

By synthesizing data from both the Formative and Summative Evaluations, stakeholders can have a clear understanding of the NARRATE digital repository and the project’s accomplishments, challenges, and areas for improvement.



**Figure 1:** Schematic representation of the Formative and Summative Evaluation Study of NARRATE project

### 1.1.1 Formative and Summative Evaluation Study of NARRATE

The major difference between Formative and Summative Evaluation is that FE focuses on the improvement of the process (in our case the creation of the NARRATE framework) while SE focuses on the results and impact of the produced framework. Thereupon,

summative assessment for NARRATE was conducted at the conclusion of the project, December 2024. SE focused on the framework's impact and its results providing evidence about the effectiveness of the NARRATE framework.

## 2. Summative Evaluation

The Summative Evaluation of the NARRATE project was designed to assess the project's overall effectiveness, success, and impact in achieving its goals and objectives. It focused on collecting insights into the long-term impacts, sustainability, and success of the framework, particularly in relation to how well the NARRATE repository addressed the documentation and engagement needs for ecclesiastical cultural treasures. The methodology for the SE was developed with careful attention to the project's focus on the stakeholders and the broader goals of the NARRATE initiative.

### 2.1 Evaluation criteria overview

In order to properly measure the success of the NARRATE framework, five measurable evaluation criteria were defined based on the project's goals. These criteria focused on:

- **Usability:** The ease with which stakeholders could use the NARRATE framework to document ecclesiastical cultural treasures.
- **Accessibility:** Whether the framework was accessible to all relevant stakeholders, including church officials, clerics, and museum workers.
- **Functionality:** How well the NARRATE framework performed its intended functions of extracting and accessing information about ecclesiastical treasures.
- **User Satisfaction:** The satisfaction of the stakeholders in using the NARRATE repository, particularly in terms of meeting their documentation and engagement needs.
- **Engagement:** The extent to which stakeholders actively participated in the process of documenting and sharing information about ecclesiastical treasures.



**Figure 2:** Quality, effectiveness and usefulness evaluation criteria of the NARRATE framework

In contrast to the FE, which primarily focused on usability, accessibility, functionality, and user satisfaction, the SE introduced a fifth key element: user engagement with the NARRATE repository. This addition was critical in understanding not only how stakeholders interacted with the platform but also the extent to which they actively participated in documenting and sharing ecclesiastical cultural treasures.

The FE mainly assessed whether the NARRATE repository was functional, accessible, and met user needs. This allowed us to make any necessary improvements during the project's implementation. However, for the SE, it was important to go beyond these technical and usability aspects and measure the actual level of engagement from stakeholders, particularly how they interacted with the platform and whether they found value in contributing content. This shift in focus was necessary because the NARRATE project's primary audience consists of clergy and non-clergy community that are expected to take an active role in documenting and sharing their ecclesiastical treasures. Therefore, measuring engagement was key to determining whether the project succeeded in fostering participation among its target audience.

A questionnaire was developed using EUsurvey, ensuring that the questions addressed the five key areas for evaluation.

### 2.1.1 Key Features of EUSurvey

EUSurvey is an online survey management tool provided by the European Commission that allows organizations and projects to design, distribute, and analyze surveys efficiently. It supports multilingual capabilities, ensuring that surveys can be conducted across diverse linguistic groups. This was particularly useful for the NARRATE project's Summative Evaluation, which required translations in Greek, English, Bulgarian, and Turkish.

In detail, the EUSurvey features that made it an ideal tool for conducting the Summative Evaluation of NARRATE, include:

- **Multilingual support**

EUSurvey allows the creation of surveys in multiple languages, making it easier to engage stakeholders from different countries.

For the NARRATE project, the survey was translated into four languages to ensure accessibility for all ecosystem partners. It is important to note that since Turkey is not an EU member, the EUSurvey platform did not offer a Turkish language option. As a result, a separate questionnaire had to be created for the Turkish version of the survey.

- **Customizable questionnaires**

The platform supports various question formats, such as multiple-choice, open-ended, Likert scales, and ranking questions.

This flexibility allowed the Summative Evaluation to include both quantitative metrics and qualitative feedback.

- **QR Code and Link-Based distribution**

EUSurvey generates unique QR codes and web links, simplifying the distribution process.

In the NARRATE project, QR codes and web links were shared with all project partners, making it easier for stakeholders to access and complete the survey on their devices.

- **Data collection and management**

The platform collects real-time responses, allowing evaluators to track participation rates and identify trends.

In the case of NARRATE, **a total of 78 responses** were collected: 27 from Turkey, 23 from Bulgaria and 28 from Greece.

- **Data Analysis and Export Options**

EUSurvey provides built-in analytics for reviewing results and supports data export in formats like Excel, CSV, and PDF for further analysis.

This facilitated the Summative Evaluation’s focus on key areas such as usability, accessibility, functionality, user satisfaction, and engagement.

As the NARRATE project required a robust and accessible survey tool that could:

- ✓ Support multiple languages to accommodate its diverse ecosystem.
- ✓ Offer secure, anonymous participation to encourage honest feedback.
- ✓ Provide QR-based distribution to reach as many stakeholders as possible.
- ✓ Enable structured data collection and analysis for both qualitative and quantitative insights.

EUSurvey met all these criteria, making it an efficient and effective tool for conducting the Summative Evaluation and ensuring the reliability of the collected data.

## 2.2 Summative Evaluation Questionnaire

The questions for the SE criteria questionnaires were systematically organized into five distinct sections. Each section was designed to address a specific key criterion essential for assessing the effectiveness and impact of the NARRATE repository. As mentioned before, these criteria included Usability, Accessibility, Functionality, User Satisfaction, and Engagement:

### 1. Usability

1. The platform is easy to navigate.
2. I can find the features I need without difficulty.
3. The instructions provided on the platform are clear and helpful.
4. The process of uploading or searching for items is straightforward.
5. I was able to complete my tasks without requiring additional assistance.

### 2. Accessibility

6. The platform accommodates users with little or no experience using computers.
7. I feel confident using the platform even with minimal digital skills.
8. The platform provides adequate help or support for users with accessibility needs.



### 3. Functionality

9. The platform allows for comprehensive documentation of ecclesiastical treasures.
10. The search functionality retrieves accurate and relevant results.
11. The platform performs efficiently without frequent errors or delays.
12. The platform supports a variety of file types and data formats effectively.

### 4. User Satisfaction

13. I feel that the platform meets my needs for documenting ecclesiastical treasures.
14. I would recommend this platform to others in my community.
15. I am satisfied with my overall experience with the platform.
16. The platform adds value to the documentation and preservation of ecclesiastical treasures.

### 5. Engagement

17. I am likely to use this platform frequently.
18. The platform inspires collaboration between clergy and the community.
19. I feel encouraged to document more treasures using this platform.
20. The platform motivates me to learn more about digital preservation.

All questions in the questionnaire were accompanied by a Likert scale response format, allowing participants to express their level of agreement or disagreement. The available response options were:

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

## 2.3 Participation rate

A number of 100 stakeholders from the participating countries of NARRATE project were envisaged to contribute in total in the summative evaluation phase. In the case of SE, a **total of 78 responses** were collected: 27 from Turkey, 23 from Bulgaria and 28 from Greece.

Despite a lower-than-expected engagement rate in the summative evaluation, the response rate remains substantial, capturing a broad and diverse range of user

perspectives. Several factors could have contributed to this shortfall, for example the stakeholder availability during the evaluation phase, interest and relevance as certain stakeholders may not have perceived the survey as directly relevant to their role or experience with the NARRATE repository, and the survey distribution and reach.

Despite proactive efforts to distribute the questionnaire via the online link, some stakeholders may not have received or accessed the survey for various reasons. One key challenge could have been the varying levels of digital literacy among different participant groups, particularly within the clergy community. The clergy, as a stakeholder group, may not be as familiar with digital survey methods, such as scanning QR codes or completing online forms. Unlike other professional or academic participants who are more accustomed to using digital tools, members of the clergy might have required additional guidance and support to access and complete the survey.

This might explain the discrepancy in participation rates between the formative evaluation (98 responses) and the summative evaluation (78 responses), as in the FE a certain guidance was provided during the survey process. During the formative evaluation, a member of the NARRATE project was actively present to facilitate the questionnaire process. This included offering direct assistance, clarifying any uncertainties, and ensuring that participants felt comfortable completing the survey. Having a project representative available likely encouraged higher participation, as stakeholders could receive immediate support when needed. In contrast, the summative evaluation relied entirely on self-completion, with participants accessing the questionnaire independently via the link provided. Without in-person guidance, some stakeholders, particularly those less familiar with digital survey methods, may have faced difficulties in accessing, understanding, or completing the survey, potentially leading to a lower response rate. This highlights the impact of direct facilitation in ensuring broader and more inclusive participation, particularly for groups that may require additional support.

## 2.4 Ethics and Consent forms

At the start of the survey, participants were provided with a consent form and an information sheet before proceeding to complete the questionnaire:

### Disclaimer



The European Commission is not responsible for the content of questionnaires created using the EUSurvey service - it remains the sole responsibility of the form creator and manager. The use of EUSurvey service does not imply a recommendation or endorsement, by the European Commission, of the views expressed within them.

**Your participation in this NARRATE evaluation survey is voluntary.**

During this survey, the following data will be collected via electronic submission:

- Your organisation
- e-mail address

The above data will be stored until 29/01/2025.

Your personal data will be obtained from the AUTH study group involved in the project.

Your personal data will not be transferred to a third country or to an international organisation.

Your participation is not mandatory. You can withdraw your participation at any time.

The processing of your personal data is based on your consent. Your personal data will be stored and protected in the secure infrastructure and services provided by the AUTH Network Operation and Management Centre, where modern firewalls are used and good security practices are applied with strong passwords. Access by the research team to the information system in which the data will be collected and stored shall be made exclusively through authorised user access.

You have the right to ask the Scientific Officer of the project to rectify or erase your personal data or to restrict the processing of your personal data, or to object to the processing of your personal data. For any investigation or guidance on your rights, you can contact the Project Scientific Officer by sending an email to [sstyl@auth.gr](mailto:ssstyl@auth.gr).

Any changes requested to your personal data will be completed within 30 days of the day on which you contact the Project Scientific Officer.

If you have any questions about your personal data and rights or believe they have been violated, please contact the AUTH Data Protection Officer ([data.protection@auth.gr](mailto:data.protection@auth.gr)).



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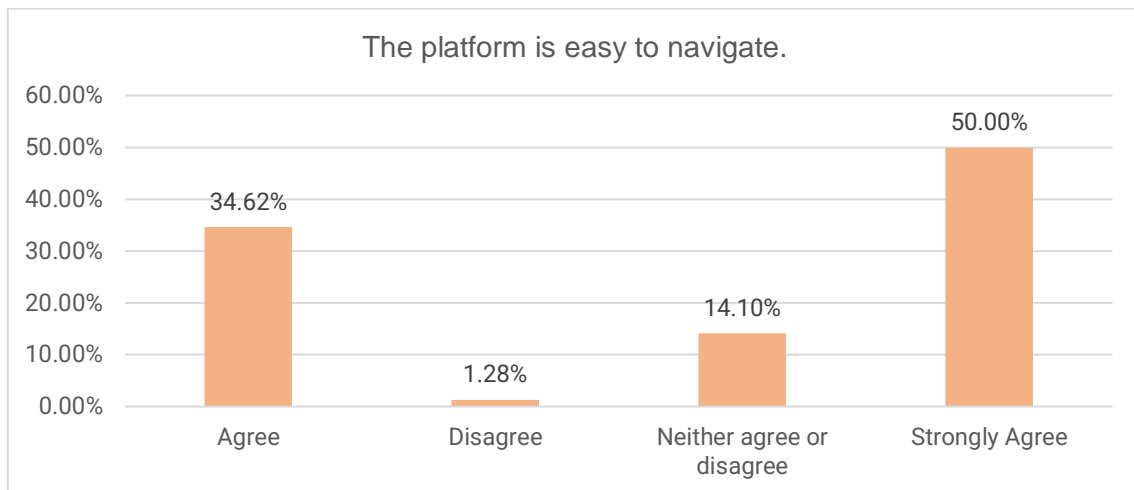
### 3. Results of Summative Evaluation

#### 3.1 Results of the Usability Criterion

**Question 1.** The platform is easy to navigate.

*Table 1: Results of question 1*

1.The platform is easy to navigate.	Percentage	Number of votes
Agree	34.62%	27
Disagree	1.28%	1
Neither agree or disagree	14.10%	11
Strongly Agree	50.00%	39



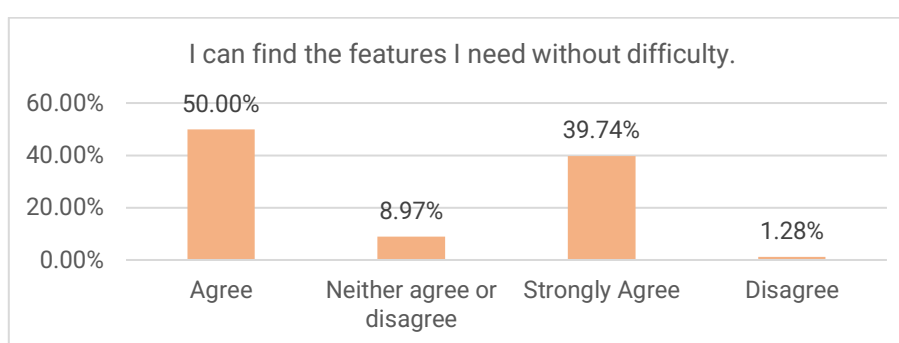
*Figure 3: Graphic results of Question 1*

The results indicate a predominantly positive perception of the platform’s navigation. A significant majority of respondents with a percentage reaching 84.62%, either agreed (34.62%) or strongly agreed (50.00%) that the platform is easy to navigate, highlighting its user-friendly design. A smaller portion (14.10%) remained neutral, neither agreeing nor disagreeing, which may suggest that while they did not find navigation difficult, they also did not find it particularly intuitive. Notably, only one respondent (1.28%) disagreed, indicating that navigation challenges were minimal. Overall, the feedback reflects a strong approval of the platform’s usability in terms of ease of navigation.

**Question 2.** I can find the features I need without difficulty.

*Table 2: Results of question 2*

2. I can find the features I need without difficulty.	Percentage	Number of votes
Agree	50.00%	39
Neither agree or disagree	8.97%	7
Strongly Agree	39.74%	31
Disagree	1.28%	1



*Figure 4: Graphic results of Question 2*

The results suggest that most respondents found it easy to locate the features they needed on the platform. A combined 89.74% of participants either agreed (50.00%) or strongly agreed (39.74%), indicating that the platform’s design and functionality effectively support user navigation and accessibility. A smaller proportion (8.97%) selected "neither agree nor disagree," suggesting some level of uncertainty or mixed experiences. Only 1 respondent disagreed, indicating minimal difficulty in finding features. Overall, the feedback reflects a largely positive user experience, with the vast majority of respondents able to access the necessary features without significant challenges.

**Question 3.** The instructions provided on the platform are clear and helpful.

*Table 3: Results of question 3*

3. The instructions provided on the platform are clear and helpful.	Percentage	Number of votes
Agree	48.72%	38
Neither agree or disagree	6.41%	5
Strongly Agree	44.87%	35

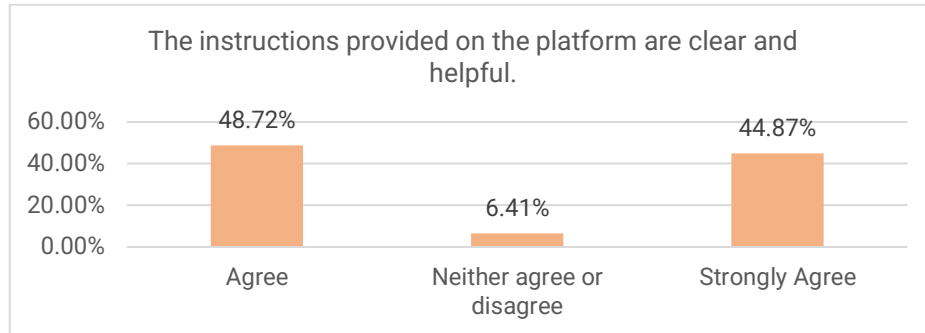


Figure 5: Graphic results of Question 3

The results indicate that the majority of respondents found the instructions on the platform clear and helpful. A combined 93.59% of participants either agreed (48.72%) or strongly agreed (44.87%), demonstrating a high level of satisfaction with the clarity and usefulness of the provided guidance. Only 6.41% (5 respondents) selected "neither agree nor disagree," suggesting that while they did not find the instructions unclear, they also did not find them particularly helpful. Notably, no respondents disagreed, reinforcing the effectiveness of the platform's instructional materials.

**Question 4.** The process of uploading or searching for items is straightforward.

Table 4: Results of question 4

4. The process of uploading or searching for items is straightforward.	Percentage	Number of votes
Agree	50.00%	39
Neither agree or disagree	8.97%	7
Strongly Agree	41.03%	32

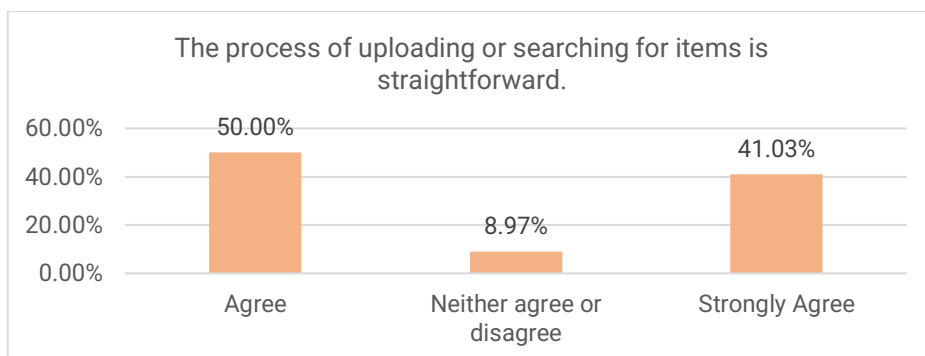


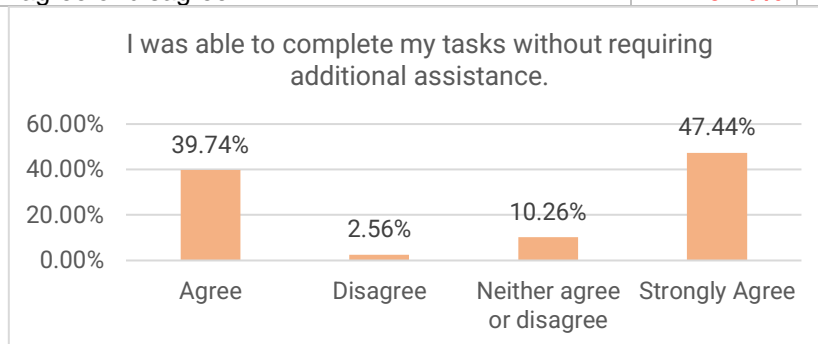
Figure 6: Graphic results of Question 4

The results suggest that the process of uploading or searching for items on the platform is generally perceived as straightforward. A combined 91.03% of respondents either agreed (50.00%) or strongly agreed (41.03%), indicating that the majority found these functions easy to use. A smaller proportion (8.97%, or 7 respondents) selected "neither agree nor disagree," suggesting some level of neutrality or uncertainty. Notably, no respondents disagreed, reinforcing the platform's effectiveness in facilitating content upload and search processes.

**Question 5.** The process of uploading or searching for items is straightforward.

*Table 5: Results of question 5*

<b>5. I was able to complete my tasks without requiring additional assistance.</b>	<b>Percentage</b>	<b>Number of votes</b>
Agree	<b>39.74%</b>	31
Disagree	<b>2.56%</b>	2
Neither agree or disagree	<b>10.26%</b>	8



*Figure 7: Graphic results of Question 5*

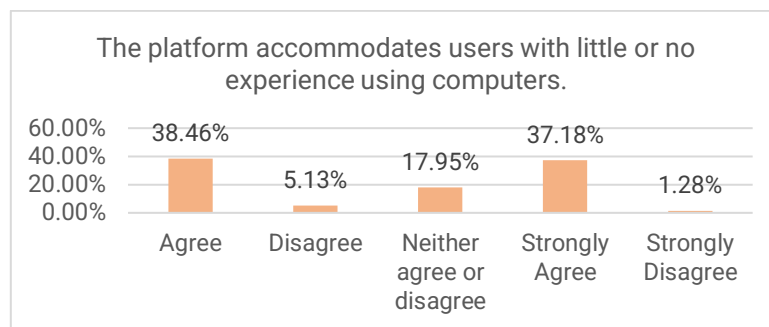
The results indicate that most respondents were able to complete their tasks independently on the platform. A majority (39.74%) agreed that they did not require additional assistance, suggesting that the platform's usability supports autonomous navigation and task completion. However, a notable 10.26% (8 respondents) selected "neither agree nor disagree," which may indicate occasional uncertainty or minor challenges. Additionally, 2.56% (2 respondents) disagreed, implying that a small number of users encountered difficulties that required external support. While the overall response is positive, the presence of some disagreement suggests that there may be room for improvement in providing clearer guidance or additional support features.

### 3.2 Results of the Accessibility Criterion

**Question 6.** The process of uploading or searching for items is straightforward.

*Table 6: Results of question 6*

6. The platform accommodates users with little or no experience using computers.	Percentage	Number of votes
Agree	38.46%	30
Disagree	5.13%	4
Neither agree or disagree	17.95%	14
Strongly Agree	37.18%	29
Strongly Disagree	1.28%	1



*Figure 8: Graphic results of Question 6*

The results on this question, suggest that the platform is generally accessible to users with little or no experience using computers, though some challenges remain. A combined 75.64% of respondents either agreed (38.46%) or strongly agreed (37.18%), indicating that the majority found the platform accommodating for less tech-savvy users. However, 17.95% (14 respondents) selected "neither agree nor disagree," suggesting some uncertainty or mixed experiences. A small percentage of users faced difficulties, with 5.13% (4 respondents) disagreeing and 1.28% (1 respondent) strongly disagreeing, indicating that a few users may have struggled without additional support. While the overall response is positive, these findings suggest that further improvements, such as enhanced tutorials, or more user-friendly features, could help make the platform even more accessible for beginners.

**Question 7.** I feel confident using the platform even with minimal digital skills.

*Table 7: Results of question 7*



7. I feel confident using the platform even with minimal digital skills.	Percentage	Number of votes
Agree	41.03%	32
Disagree	2.56%	2
Neither agree or disagree	14.10%	11
Strongly Agree	41.03%	32
Strongly Disagree	1.28%	1

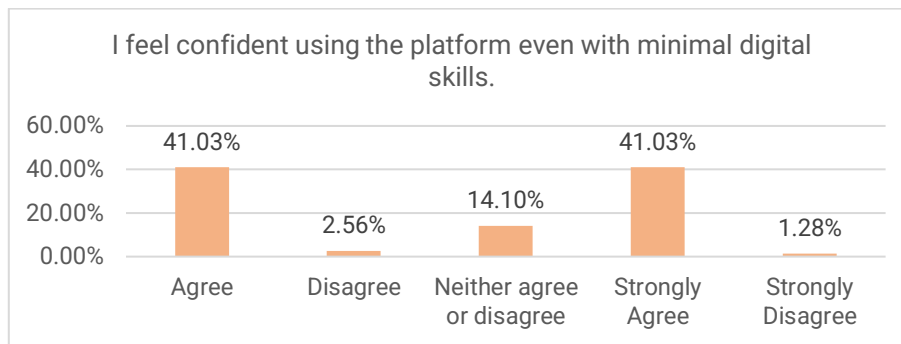


Figure 9: Graphic results of Question 7

The results indicate that most users feel confident using the platform even with minimal digital skills. A combined 82.06% of respondents either agreed (41.03%) or strongly agreed (41.03%), demonstrating a high level of user confidence in navigating the platform. However, 14.10% (11 respondents) selected "neither agree nor disagree," suggesting that some users may have had mixed experiences or required additional support. A small percentage encountered difficulties, with 2.56% (2 respondents) disagreeing and 1.28% (1 respondent) strongly disagreeing, indicating that a few users felt less confident without stronger digital skills.

**Question 8.** The platform provides adequate help or support for users with accessibility needs.

Table 8: Results of question 8

8. The platform provides adequate help or support for users with accessibility needs.	Percentage	Number of votes
Agree	35.90%	28
Disagree	1.28%	1
Neither agree or disagree	26.92%	21
Strongly Agree	34.62%	27
Strongly Disagree	1.28%	1

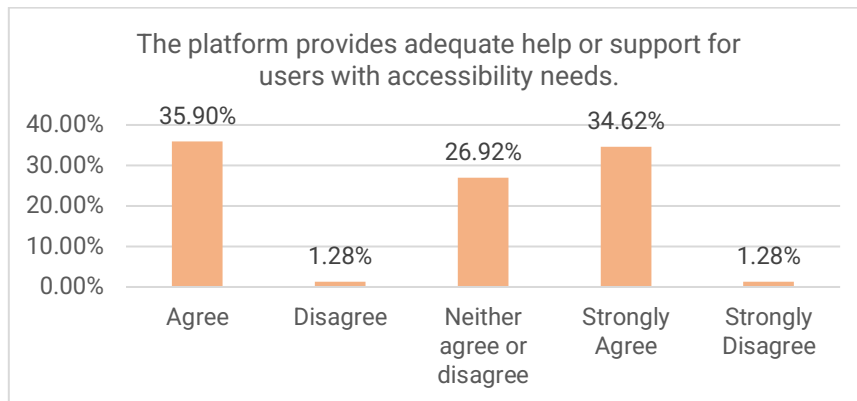


Figure 10: Graphic results of Question 8

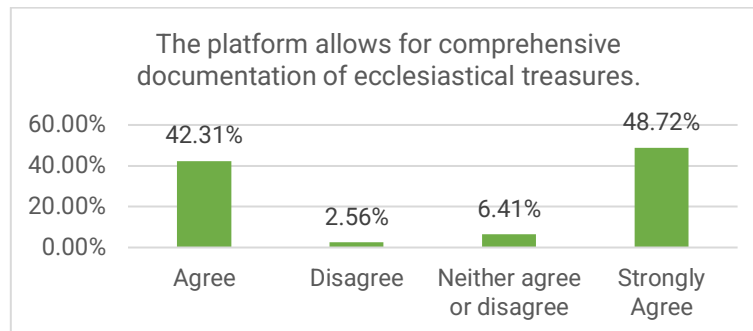
The results suggest that the platform generally provides adequate help and support for users with accessibility needs, though there is room for improvement. A combined 70.52% of respondents either agreed (35.90%) or strongly agreed (34.62%), indicating that the majority found the platform supportive in terms of accessibility. However, a significant 26.92% (21 respondents) selected "neither agree nor disagree," suggesting that a notable portion of users were unsure or had mixed experiences regarding the platform's accessibility features. A small percentage encountered challenges, with 1.28% (1 respondent) disagreeing and 1.28% (1 respondent) strongly disagreeing, indicating that a few users found the support insufficient.

### 3.3 Results of the Functionality Criterion

**Question 9.** The platform allows for comprehensive documentation of ecclesiastical treasures.

Table 9: Results of question 9

9. The platform allows for comprehensive documentation of ecclesiastical treasures.	Percentage	Number of votes
Agree	42.31%	33
Disagree	2.56%	2
Neither agree or disagree	6.41%	5
Strongly Agree	48.72%	38



**Figure 11:** Graphic results of Question 9

The results indicate strong positive feedback regarding the platform’s ability to comprehensively document ecclesiastical treasures. A combined 91.03% of respondents either agreed (42.31%) or strongly agreed (48.72%), demonstrating widespread confidence in the platform’s effectiveness for this purpose. Only 6.41% (5 respondents) selected "neither agree nor disagree," suggesting a small level of uncertainty or limited experience with this functionality. A minimal 2.56% (2 respondents) disagreed, indicating that very few users found the documentation capabilities insufficient. Overall, the responses highlight the platform’s strength in supporting the detailed recording and preservation of ecclesiastical treasures.

**Question 10.** The search functionality retrieves accurate and relevant results.

**Table 10:** Results of question 10

10. The search functionality retrieves accurate and relevant results.	Percentage	Number of votes
Agree	44.87%	35
Disagree	1.28%	1
Neither agree or disagree	8.97%	7
Strongly Agree	43.59%	34
Strongly Disagree	1.28%	1

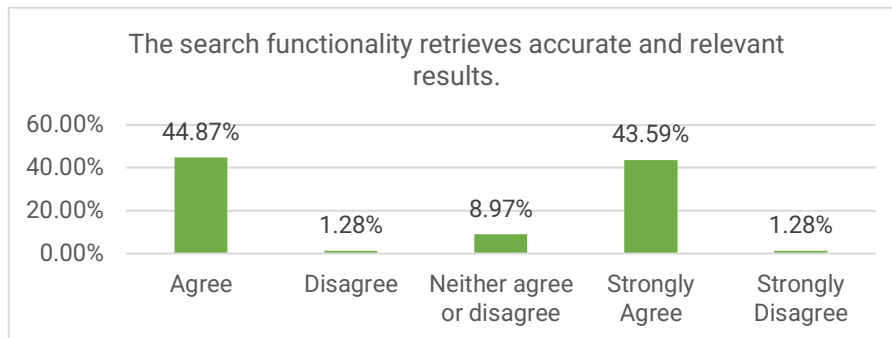


Figure 12: Graphic results of Question 10

The results indicate that the platform’s search functionality is generally effective in retrieving accurate and relevant results. A combined 88.46% of respondents either agreed (44.87%) or strongly agreed (43.59%), demonstrating a high level of satisfaction with the search capabilities. A smaller proportion (8.97%, or 7 respondents) selected "neither agree nor disagree," suggesting some level of uncertainty or mixed experiences. Only 2.56% (2 respondents) expressed dissatisfaction, with 1.28% (1 respondent) disagreeing and 1.28% (1 respondent) strongly disagreeing, indicating minimal issues with search accuracy.

**Question 11.** The platform performs efficiently without frequent errors or delays.

Table 11: Results of question 11

11. The platform performs efficiently without frequent errors or delays.	Percentage	Number of votes
Agree	44.87%	35
Neither agree or disagree	8.97%	7
Strongly Agree	44.87%	35
Disagree	1.28%	1

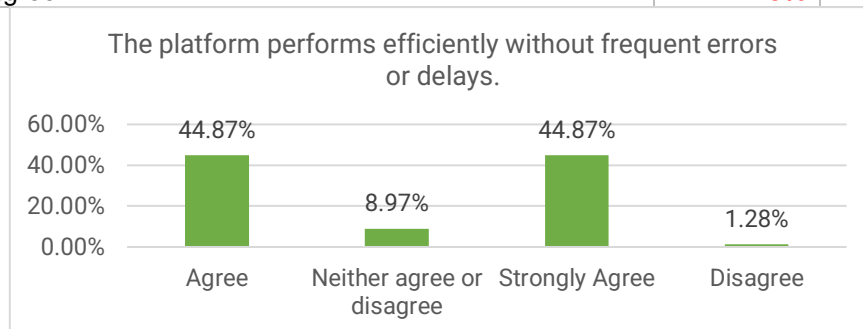


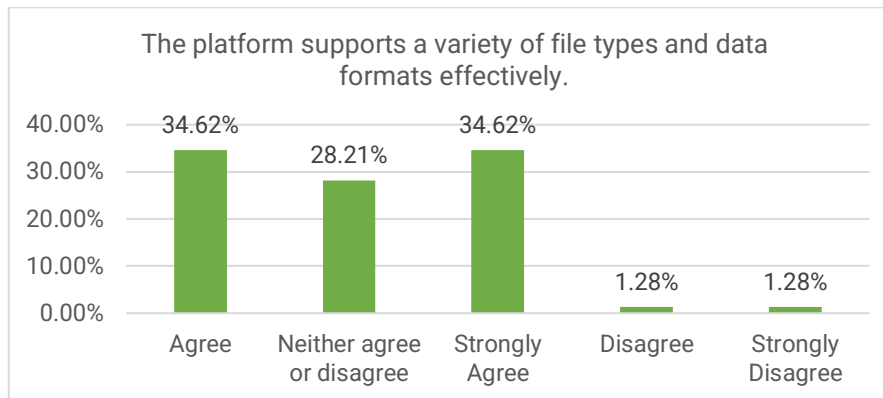
Figure 13: Graphic results of Question 11

The results suggest that the platform is generally perceived as efficient, with minimal errors or delays. A combined 89.74% of respondents either agreed (44.87%) or strongly agreed (44.87%), indicating that the majority experienced smooth performance. A smaller portion (8.97%, or 7 respondents) selected "neither agree nor disagree," suggesting that some users may have encountered occasional issues or were unsure about performance consistency. Only 1.28% (1 respondent) disagreed, indicating minimal dissatisfaction with the platform’s efficiency.

**Question 12.** The platform supports a variety of file types and data formats effectively.

*Table 12: Results of question 12*

12. The platform supports a variety of file types and data formats effectively.	Percentage	Number of votes
Agree	34.62%	27
Neither agree or disagree	28.21%	22
Strongly Agree	34.62%	27
Disagree	1.28%	1
Strongly Disagree	1.28%	1



*Figure 14: Graphic results of Question 12*

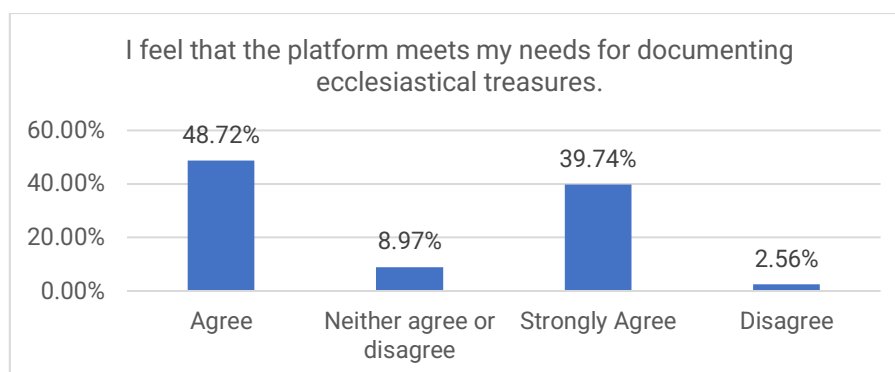
The results indicate that the platform is generally effective in supporting a variety of file types and data formats. A combined 69.24% of respondents either agreed (34.62%) or strongly agreed (34.62%), suggesting that most users found the platform versatile in handling different formats. However, a notable 28.21% (22 respondents) selected "neither agree nor disagree," indicating uncertainty or limited experience with this feature. A small percentage of users encountered difficulties, with 1.28% (1 respondent) disagreeing and 1.28% (1 respondent) strongly disagreeing, pointing to isolated issues in file compatibility.

### 3.4 Results of the User Satisfaction Criterion

**Question 13.** I feel that the platform meets my needs for documenting ecclesiastical treasures.

*Table 13: Results of question 13*

13. I feel that the platform meets my needs for documenting ecclesiastical treasures.	Percentage	Number of votes
Agree	48.72%	38
Neither agree or disagree	8.97%	7
Strongly Agree	39.74%	31
Disagree	2.56%	2



*Figure 15: Graphic results of Question 13*

The results indicate strong overall satisfaction with the platform's ability to meet users' needs for documenting ecclesiastical treasures. A combined 88.46% of respondents either agreed (48.72%) or strongly agreed (39.74%), suggesting that the majority found the platform well-suited for this purpose. A smaller portion (8.97%, or 7 respondents) selected "neither agree nor disagree," indicating some neutrality or uncertainty in their assessment. Only 2.56% (2 respondents) disagreed, suggesting minimal dissatisfaction. Overall, the feedback highlights a high level of confidence in the platform's effectiveness for ecclesiastical documentation.

**Question 14.** I would recommend this platform to others in my community.

*Table 14: Results of question 14*

14. I would recommend this platform to others in my community.	Percentage	Number of votes
Agree	34.62%	27
Disagree	1.28%	1

Strongly Agree	<b>58.97%</b>	46
Neither agree or disagree	<b>3.85%</b>	3
Strongly Disagree	<b>1.28%</b>	1

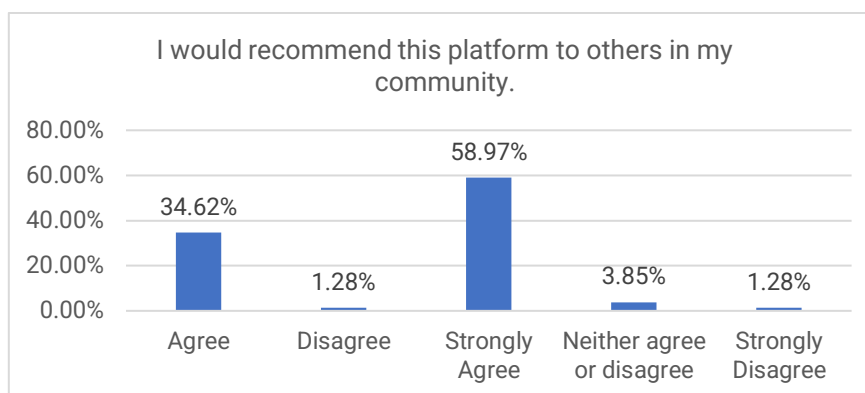


Figure 16: Graphic results of Question 14

The results indicate a strong willingness among users to recommend the platform to others in their community. A significant 93.59% of respondents either agreed (34.62%) or strongly agreed (58.97%), highlighting a high level of satisfaction and confidence in the platform's value. A small 3.85% (3 respondents) selected "neither agree nor disagree," suggesting some uncertainty or lack of personal experience with recommending it. Only 2.56% (2 respondents) expressed dissatisfaction, with 1.28% (1 respondent) disagreeing and 1.28% (1 respondent) strongly disagreeing. Overall, these results reflect a highly positive endorsement of the platform, indicating strong user approval and potential for wider adoption within the community.

**Question 15.** I am satisfied with my overall experience with the platform.

Table 15: Results of question 15

15. I am satisfied with my overall experience with the platform.	Percentage	Number of votes
Agree	<b>41.03%</b>	32
Disagree	<b>1.28%</b>	1
Neither agree or disagree	<b>8.97%</b>	7
Strongly Agree	<b>48.72%</b>	38

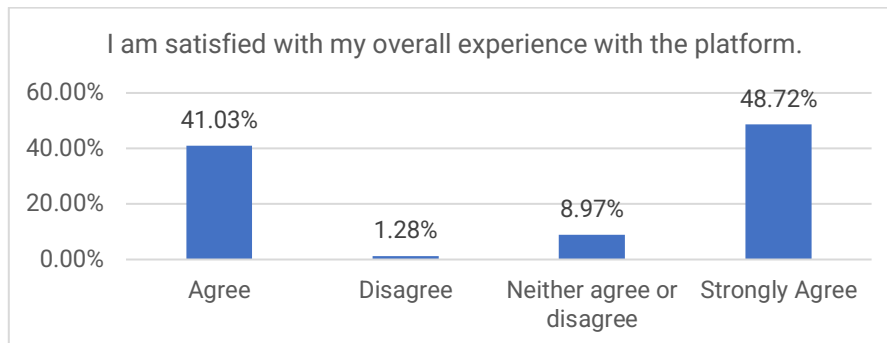


Figure 17: Graphic results of Question 15

The results indicate a high level of overall satisfaction with the platform. A combined 89.75% of respondents either agreed (41.03%) or strongly agreed (48.72%), demonstrating that the majority of users had a positive experience. A smaller 8.97% (7 respondents) selected "neither agree nor disagree," suggesting some neutrality or mixed experiences. Only 1.28% (1 respondent) disagreed, indicating minimal dissatisfaction.

**Question 16.** The platform adds value to the documentation and preservation of ecclesiastical treasures.

Table 16: Results of question 16

16. The platform adds value to the documentation and preservation of ecclesiastical treasures.	Percentage	Number of votes
Agree	26.92%	21
Disagree	2.56%	2
Strongly Agree	67.95%	53
Neither agree or disagree	2.56%	2

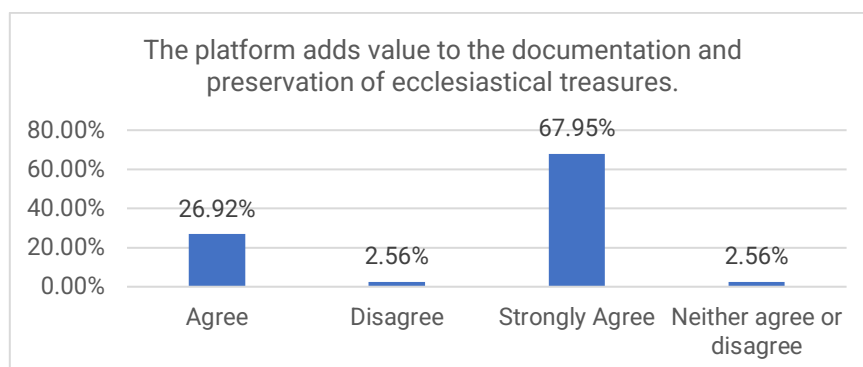


Figure 18: Graphic results of Question 16



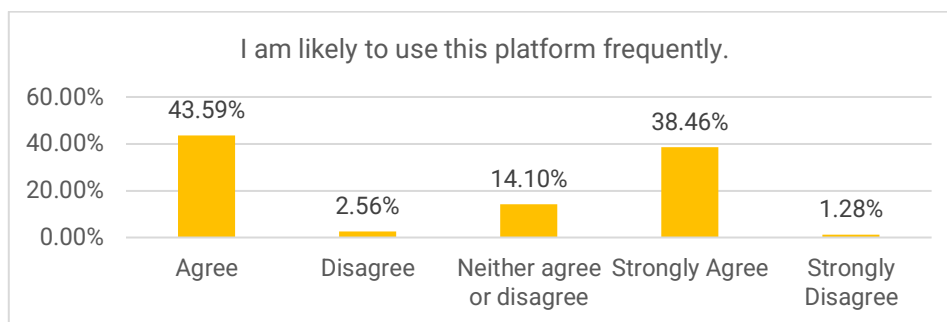
The results indicate a strong consensus that the platform adds value to the documentation and preservation of ecclesiastical treasures. A significant 94.87% of respondents either agreed (26.92%) or strongly agreed (67.95%), highlighting the platform’s perceived importance and effectiveness in this area. Only 2.56% (2 respondents) selected "neither agree nor disagree," suggesting minimal uncertainty or limited direct experience with this functionality. Likewise, 2.56% (2 respondents) disagreed, indicating very few concerns about the platform’s value in ecclesiastical documentation.

### 3.5 Results of the Engagement Criterion

**Question 17.** I am likely to use this platform frequently.

*Table 17: Results of question 17*

17. I am likely to use this platform frequently.	Percentage	Number of votes
Agree	43.59%	34
Disagree	2.56%	2
Neither agree or disagree	14.10%	11
Strongly Agree	38.46%	30
Strongly Disagree	1.28%	1



*Figure 19: Graphic results of Question 17*

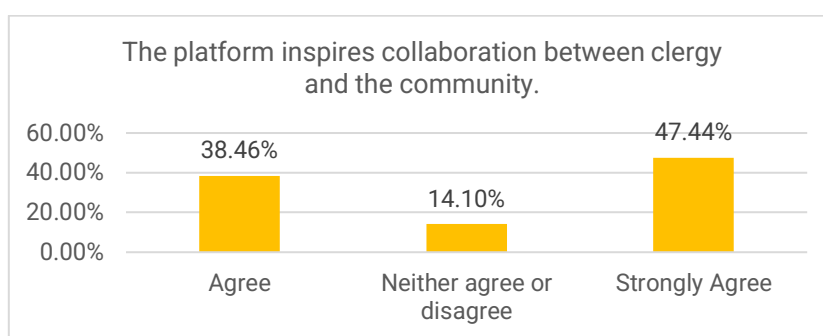
The results suggest that a majority of users anticipate using the platform frequently. A combined 82.05% of respondents either agreed (43.59%) or strongly agreed (38.46%), indicating strong interest and continued engagement with the platform. However, 14.10% (11 respondents) selected "neither agree nor disagree," which may suggest some uncertainty about their future use, possibly due to specific needs or frequency of documentation tasks. A small percentage (3.84%) expressed dissatisfaction, with 2.56%

(2 respondents) disagreeing and 1.28% (1 respondent) strongly disagreeing, indicating that a few users do not foresee regular use of the platform.

**Question 18.** The platform inspires collaboration between clergy and the community.

*Table 18: Results of question 18*

18. The platform inspires collaboration between clergy and the community.	Percentage	Number of votes
Agree	38.46%	30
Neither agree or disagree	14.10%	11
Strongly Agree	47.44%	37



*Figure 20: Graphic results of Question 18*

The results indicate that the platform is widely seen as a tool that fosters collaboration between clergy and the community. A strong majority of respondents, 85.90%, either agreed (38.46%) or strongly agreed (47.44%), suggesting that users recognize its potential to facilitate engagement and cooperation. However, 14.10% (11 respondents) selected "neither agree nor disagree," which may indicate that some users have not yet experienced this collaborative aspect or are uncertain about its impact. The absence of disagreement suggests that, at a minimum, the platform does not hinder collaboration.

**Question 19.** I feel encouraged to document more treasures using this platform.

*Table 19: Results of question 19*

19. I feel encouraged to document more treasures using this platform.	Percentage	Number of votes
Agree	38.46%	30
Neither agree or disagree	10.26%	8
Strongly Agree	50.00%	39
Disagree	1.28%	1

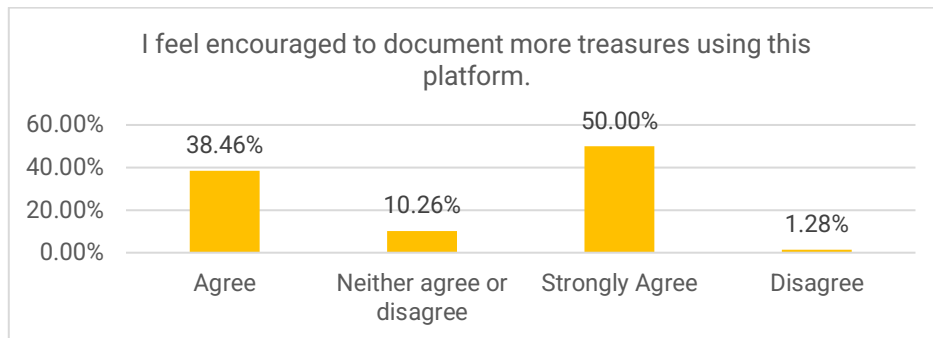


Figure 21: Graphic results of Question 19

The results indicate that the platform effectively motivates users to continue documenting ecclesiastical treasures. A strong majority, 88.46%, either agreed (38.46%) or strongly agreed (50.00%), demonstrating high enthusiasm and willingness to engage further with the platform. A smaller 10.26% (8 respondents) selected "neither agree nor disagree," suggesting some neutrality, possibly due to limited experience or specific documentation needs. Only 1.28% (1 respondent) disagreed, indicating minimal reluctance.

**Question 20.** The platform motivates me to learn more about digital preservation.

Table 20: Results of question 20

20. The platform motivates me to learn more about digital preservation.	Percentage	Number of votes
Agree	30.77%	24
Neither agree or disagree	5.13%	4
Strongly Agree	62.82%	49
Strongly Disagree	1.28%	1

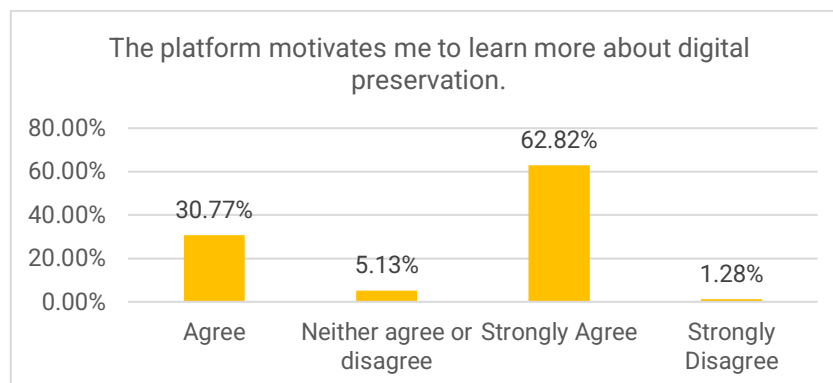


Figure 22: Graphic results of Question 20

The results suggest that the platform is highly effective in encouraging users to learn more about digital preservation. A significant 93.59% of respondents either agreed (30.77%) or strongly agreed (62.82%), indicating that the majority feel inspired to expand their knowledge in this area. A small 5.13% (4 respondents) selected "neither agree nor disagree," suggesting that some users may not have engaged deeply with this aspect yet. Only 1.28% (1 respondent) strongly disagreed, indicating minimal opposition to the platform's educational impact. Overall, the findings highlight the platform's strong role in promoting awareness and interest in digital preservation among its users.

## 4. Conclusions

The summative evaluation of the NARRATE repository reveals a generally positive user experience across key areas, including usability, accessibility, functionality, user satisfaction, and engagement. The majority of respondents expressed strong approval of the platform, highlighting its ease of use, effectiveness in supporting ecclesiastical documentation, and role in fostering collaboration within the community.

Regarding the usability and accessibility of the platform, users found the platform intuitive and easy to navigate, with 84.62% either agreeing or strongly agreeing that it is user-friendly. Most participants were able to complete their tasks independently (79.48%) and felt confident using the platform even with minimal digital skills (82.06%). However, a small percentage of respondents indicated potential challenges for users with little or no computer experience, suggesting that additional guidance or instructional resources may be beneficial.

The platform's functionality received high ratings, with 88.46% of respondents stating that they could find the features they needed without difficulty. The search functionality was also highly rated, with 88.46% agreeing that it retrieves accurate and relevant results. The platform performed efficiently with minimal errors or delays, as reflected by 89.74% positive responses. Furthermore, support for various file types and data formats was acknowledged, though 28.21% of respondents remained neutral, indicating potential areas for further improvement in file compatibility.

Regarding the user Satisfaction and engagement, the overall satisfaction with the platform was high, with 89.75% of respondents expressing a positive experience. A significant 93.59% stated they would recommend the platform to others, reinforcing its value and credibility. The repository also proved effective in supporting ecclesiastical

documentation, with 88.46% of users feeling it met their needs in this area. Moreover, 94.87% of respondents acknowledged that the platform adds value to the preservation of ecclesiastical treasures.

Based on the findings of this summative evaluation, we can evaluate the potential impact of the NARRATE repository on its target community and the digital preservation of ecclesiastical treasures. The platform has shown significant promise in fostering collaboration and engagement, with 85.90% of respondents agreeing that it facilitates cooperation between clergy and the broader public. Furthermore, 88.46% of users felt encouraged to document more treasures using the platform, while an impressive 93.59% reported that it inspired them to deepen their knowledge of digital preservation.

Despite the overwhelmingly positive feedback, some minor challenges were identified. A small percentage of users (3–5%) reported difficulties with accessibility features, digital literacy requirements, and file format compatibility. Additionally, some users (up to 14%) were neutral on aspects such as search effectiveness and ease of uploading, suggesting room for refinement in these areas.

The summative evaluation confirms that the NARRATE repository is a valuable and effective tool for ecclesiastical documentation and digital preservation. It successfully meets user needs, fosters engagement, and promotes digital literacy within the community. While minor areas for improvement exist, particularly in accessibility support and potential usability enhancements, the overall results indicate a high level of satisfaction and strong potential for continued adoption and impact.