















USEFUL IT TOOLS FOR IROS



HANDBOOK

Useful IT tools for IROs

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INTRODUCTION

There are certainly many IT tools and solutions that may be relevant to the work of international cooperation departments. As it is impossible to list and describe all of them, this handbook presents the ones selected by the International Relations Offices (IROs) involved in the Peer-IR-View project (PIRV). The selection was based on a survey of the project participants. Teams from 7 universities were asked to identify tools that they use in their daily work and that they consider useful and necessary in their daily activities.

The handbook also aims to highlight the specific advantages of a particular programmes in the context of the specific work of IROs, which may have their own specific needs, compared to "ordinary administrative office work".

1. OBJECTIVE OF THE TOOL

The purpose of the Handbook on Useful IT Tools for IROs is to provide information and a summary of tools that can be used in the daily work of IROs to make it easier, smoother and more comfortable. It was also about identifying the software's ability to automate certain repetitive processes to save time. In International Cooperation Departments, there are often many overlapping tasks. Therefore, support in the form of software so that work in IROs can be done faster and better is extremely important.

2. METHODOLOGY

The handbook is divided into 15 sections. Each one is dedicated to a specific tool of the daily work of the IRO. In order to find the information quickly, the tools are presented in transparent tables. Each table provides the following information:

- name of the tool,
- logo,
- tool's website,
- short general description,
- short reason why the tool is important for the IRO's work,
- #keyword linked with the tool,
- main advantages and disadvantages of the tool,
- number of stars (*) which indicates the tool utility scale:
 - * low utility
 - ** mediocre utility
 - *** average utility
 - **** good utility
 - ***** very good utility

For the purposes of this study, the number of * has been rounded up to the total using a mathematical method:

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0.1 - 0.49 - rounded down to the total,

0.5 - 0.99 - rounded up to the total.

The general assessment of the tool was provided by the representatives of the PIRV IROs who use it in their day-to-day work.

- How much time is needed to get familiar with the tool in PD (person days):

```
0,125 PD = 1h
0,25 PD = 2h
0,5 PD = 4h
0,75 PD = 6h
1 PD = 8h
```

- information regarding the pricing of the tool prices as for June 2023
- information on what's included in the basic version of the product,
- link to manual and/or tutorial of the tool.

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1. TOOL OVERVIEW

			key words											
N°	name of the tool	tool's website	gamification	tasks_management	meetings_calendar	communication	brainstorming	design	translation	survey	shared_documents	pdf	data_visualization	mobility_management
1.	Kahoot	http://kahoot.com/	х											
2.	Trello	https://trello.com		Х							Х			
3.	Google Keep	https://workspace.google.com/intl/en_ie/products/keep/		Х										
4.	Doodle	https://doodle.com/			х					Х				
5.	Slack	https://slack.com/				Х								
6.	Zoom	https://zoom.us/				Х	Х							
7.	MS Teams	https://www.microsoft.com/pl-pl/microsoft-teams/		х		Х	Х							
8.	Google Jamboard	https://workspace.google.com/intl/en_ie/products/jamboard/					Х							
9.	Canva	https://www.canva.com						Х						
10.	Deepl + Deepl Write	https://www.deepl.com/translator							Х					
11.	LimeSurvey	https://www.limesurvey.org/en/								Х				
12.	Google Docs	https://docs.google.com/document/								х	Х			
13.	llovepdf	https://www.ilovepdf.com/										х		
14.	Flourish	https://flourish.studio/											х	
15.	MoveOn	https://www.qs.com/solutions/moveon-partnership-mobility-software/												х

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2. TOOL DESCRIPTION

2.1. KAHOOT





http://kahoot.com/

Short description of the tool:

It is a free game-based learning platform that makes learning fun. It helps to make the presentations more interesting - engages the audience into the meeting.

Why is it accurate for IROs?

Each IRO holds different presentations or meetings with students (i.e. promoting mobility, integration events). Kahoot may be used to make a break during the presentation or to make the meetings more interactive. Students tend to like this kind of activity very much. It can serve as a basis for a competition to check the knowledge of the participants (after a presentation) that make the meetings more dynamic.

#gamification

#gailineation						
Main advantages	Main disadvantages					
 available for everyone who has the device (laptop, phone) with the Internet connection, different ways of presenting questions. 	 very limited number of participants on the basic level, quite expensive premium version. 					

How much time is needed to get familiar with the tool in PD (person days):

0.5 PD = 4h

Is the tool free of charge?

Basic version is free of charge

If not, what's the price?

\$24/month

What's included in the basic version?

Synchronous player limit 40, asynchronous player limit 40, no audio in questions, no reports, limited to 5 teams.

Manual/tutorial can be found at:

https://www.youtube.com/watch?v=KJgZZQcsSPk

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2.2. TRELLO





https://trello.com

Short description of the tool:

One of the best known project management tools. Optimised for organising tasks, it allows users to create boards or lists that can be assigned to and shared with others.

Why is it accurate for IROs?

There are many different tasks at different stages in each IRO, involving different members of the team. Trello makes it easy to manage these tasks and track their progress. IROs are often involved in many international projects that require the management of a significant number of tasks and teams. It is also useful for time management of the activities.

#tasks_management #project_management

Main advantages	Main disadvantages						
 free of charge, quick real time updates, simple and easy to add new member, create and assign tasks, integrated with other tools including Evernote, Google Drive, GitHub. 	could be difficult to handle large projects.						

How much time is needed to get familiar with the tool in PD (person days):

0.5 PD = 4h

Is the tool free of charge?

Basic version is free of charge

If not, what's the price?

\$5/month

What's included in the basic version?

Unlimited cards, up to 10 boards per Workspace, unlimited storage (10MB/file), 250 Workspace command runs per month, custom backgrounds & stickers, unlimited activity log, assignee and due dates.

Manual/tutorial can be found at:

https://trello.com/en/guide/trello-101#what-is-a-list

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2.3. GOOGLE KEEP





https://workspace.google.com/intl/en_ie/products/keep/

Short description of the tool:

The tool helps to organise the work of the team. It helps to keep a to-do list in order. It also allows you to collaborate on notes with team members and set reminders for tasks. It includes memos, lists, images, audio and drawings.

Why is it accurate for IROs?

Who among us has not used a million colourful sticky notes to remind us of our tasks for today, tomorrow, next week and so on? It can be easily shared with the international teams instantly and it can be accessed from different devices.

#to_dos #tasks_management

#to_dos #tasks_management						
Main advantages	Main disadvantages					
 easy to use, free of charge, with no premium version, only a Google account is needed, it synchronises across all the devices and accounts, can be shared with the team, it is possible to set a location-based reminder to alert you when in certain location, the information is well organised- it can be filtered by colour and words, images can be connected to the note. 	 it has a limit of characters and labels, there is no text formatting, 15GB storage limit if not upgraded. 					

How much time is needed to get familiar with the tool in PD (person days):

0.25 PD = 2h

Is the tool free of charge?

Yes

If not, what's the price?

What's included in the basic version?

All features are free of charge.

Manual/tutorial can be found at:

https://support.google.com/keep/answer/2888240?hl=en&ref_topic=6262468&sjid=17450660673783796737-EU

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https://doodle.com/

Short description of the tool:

It is an online calendar tool for time management and meeting coordination. It allows users to schedule and make arrangements collaboratively. Users are asked to vote for the best time and date to meet. The organiser then chooses the time that suits everyone (or most) and the meeting is booked into the user's calendar.

Why is it accurate for IROs?

The daily tasks of the IRO include frequent online and on-site meetings. Scheduling a meeting with more than two people, checking more than two calendars (sometimes in different time zones) can be challenging. Then Doodle provides a solution to such problems. Each person can indicate when he or she is available for a meeting, and a date that suits the majority can easily be chosen.

#meetings_calendar

Main advantages

registration not required,

- available in 26 languages,
- Google Maps may be used to share the location of the event,
- for signed up users: integration with: Google Calendar, Yahoo Calendar, Microsoft Outlook, and Apple iCal, Zoom, MS Teams.

Main disadvantages

- advertisements on every screen, which can be distracting and unprofessional for business users,
- e-mail alerts for votes and comments for organiser are available only in premium version.

How much time is needed to get familiar with the tool in PD (person days):

0,125 PD = 1h

Is the tool free of charge?

Basic version is free of charge

If not, what's the price?

€6.95 - Pro; €8.95 - Team

What's included in the basic version?

Unlimited Group Polls, one booking page, ads, no custom branding, no Microsoft Teams, Webex, and Zoom web conferencing

Manual/tutorial can be found at:

https://doodle.com/en/resources/video-tutorial/

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https://slack.com/

Short description of the tool:

It is an instant messaging programme. Users can communicate with text messages, voice calls and video calls. Media and files in private chats or as part of communities called "workspaces" can easily be shared.

Why is it accurate for IROs?

Communication is crucial in each team. In IROs things are happening quickly and there is a need to have an effective tool to react rapidly. Slack offers a solution for instant messaging within a team. It doesn't require use of a personal mobile phone that could be an obstacle (as it's the case of WhatsApp). The programme can be used as an application on the mobile device or Web version on a computer/laptop.

#instant_msg #communication

Main advantages

it offers communication in chat rooms (channels) organised by topic, private groups, and direct messaging,

- content is searchable,
- Slack runs on Web, Windows, Linux, MacOS, Android and iOS,
- no need to match with the phone number, only e-mail address required,
- Slack integrates with many third-party services such as Google Drive, Google Calendar, Zoom, Trello, OneDrive etc.

Main disadvantages

- Slack's free plan limits users to viewing and searching only the most recent 10,000 messages,
- no read receipts.
- user data is being stored exclusively on cloud servers under Slack control: it might be problematic for users with large teams (there may be issues with connectivity within the app and access to archived messages),

How much time is needed to get familiar with the tool in PD (person days):

0.125 PD = 1h

Is the tool free of charge?

Basic version is free of charge

If not, what's the price?

\$7,25/month - Pro; \$15/month - Business+

What's included in the basic version?

10 integrations with other apps like Google Drive, Office 365 and many more, 1:1 audio and video conversations with screen sharing,

Manual/tutorial can be found at:

https://slack.com/help/articles/360059976673-Slack-video-tutorials

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https://zoom.us/

Short description of the tool:

It is a communication platform that allows users to connect with video, audio, phone and chat. During a meeting, a participant can easily share his/her screen or selected file type with other participants.

Why is it accurate for IROs?

A tool commonly used in different IROs during the pandemic but is also used for virtual meetings with partner universities from around the world. The meeting costs nothing. It doesn't require any travel/accommodation costs to "visit" partners.

#communication_platform

"					
Main advantages	Main disadvantages				
 simple interface, most users do not need to create an account to participate in a meeting, compatible with Windows, macOS, iOS, Android, ChromeOS, and Linux, works via browser, ability to host large online conferences: up to 100 participants in a free plan, ability to stream the meeting/webinar on Facebook, screen sharing option, ability to record meetings. 	 only 40-minute long meetings for basic version, sharing screen has some delays. 				

How much time is needed to get familiar with the tool in PD (person days):

0,25 PD = 2h

Is the tool free of charge?

Basic version is free of charge

If not, what's the price?

€139,90/year - Pro; €189,90/year - Business

What's included in the basic version?

Meetings up to 40 minutes, 100 attendees per meeting, whiteboard basic, team chat, mail, calendar

Manual/tutorial can be found at:

https://support.zoom.us/hc/en-us/categories/200101697-Getting-Started-with-Zoom

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4.7. MS TEAMS





https://www.microsoft.com/pl-pl/microsoft-teams/

Short description of the tool:

Microsoft Teams is a unified communications platform that combines workplace chat with video meetings, file storage, attachments, and application integration. Your teams can use this platform to host web conferences and communicate through audio, video, and chat - with people inside and outside the organisation.

Why is it accurate for IROs?

It is a kind of "online" office. It contains the functionality of many other applications, so instead of having a few of them, you can have just this one. The information stored can be easily shared with international teams (meeting minutes, recordings etc.) It is also useful while working on shared documents (i.e. a project application).

#communication_platform

Main advantages

full integration across Office 365 apps.

- provides access to Microsoft Office tools in one place to improve team collaboration,
- big cloud storage per user,
- includes platforms for sharing documents and info, chat and online meetings to connect with co-workers.

Main disadvantages

- the interface is rather complicated,
- it can be a challenge to start using the tool without IT support or assistance from a more experienced co-worker

How much time is needed to get familiar with the tool in PD (person days):

0,25 PD = 2h

Is the tool free of charge?

Yes

If not, what's the price?

What's included in the basic version?

Unlimited one-to-one meetings for up to 30 hours long and group meetings for up to 60 minutes, up to 100 participants per meeting, 5 GB of cloud storage per user, unlimited chat with co-workers and customers, file sharing, tasks, and polling.

Manual/tutorial can be found at:

https://support.microsoft.com/en-us/office/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7

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4.8. GOOGLE JAMBOARD





https://workspace.google.com/intl/en_ie/products/jamboard/

Short description of the tool:

It is a virtual whiteboard on which all participants can store key insights.

A user is able to create a 'Jam' where they are able to draw, create shapes, lines, and add text. The user can also choose between pen types and colours. There are also tools provided to erase and move objects, as well as create digital sticky notes, and turn their touchpoint into a digital laser pointer.

Why is it accurate for IROs?

Brainstorming on project ideas or event ideas is IROs daily work. Jamboard is a good tool for the conceptualisation phase, sharing ideas within an IRO team or during a workshop. It can be used to activate a group of people during a project meeting. For some participants of a brainstorming session, it is easier to write down their ideas than to present them orally. Then Jamboard could also be a solution.

#brainstorming

Main advantages It allows to work simultaneously, it is connected to other Google solutions, user friendly. Main disadvantages Jamboard can only be launched or opened during a conversation in Google Meet if you are joining the conversation on a computer, not another device.

How much time is needed to get familiar with the tool in PD (person days):

0,25 PD = 2h

Is the tool free of charge?

Basic version is free of charge

If not, what's the price?

What's included in the basic version?

All features are free of charge.

Manual/tutorial can be found at:

https://edu.google.com/for-educators/product-guides/jamboard/?modal_active=video-modal

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https://www.canva.com

Short description of the tool:

Canva is a design tool. It makes it easy to create, share and print professional designs and graphics. There are plenty of templates and images to use for creating graphic materials.

Why is it accurate for IROs?

IROs often need to prepare different graphic designs (to promote mobility, to update FB or Instagram accounts, to add some graphics to presentations). Canva is a very user-friendly tool for non-graphic designers to create a wide range of graphic projects. Templates can be shared and edited within the teams also from partner universities (useful opportunity for consortia or alliances)

#design

#design					
Main advantages	Main disadvantages				
 user friendly, ready to use templates and designs, many templates for different kind of designs: posters, presentations, leaflets, free images to be used in the graphics, a possibility to work in teams and share already existing templates, possibility of inserting own photos or graphics. 	more features available only in the Pro version.				

How much time is needed to get familiar with the tool in PD (person days):

0.5 PD = 4h

Is the tool free of charge?

Basic version is free of charge

If not, what's the price?

\$119.99 - Canva Pro

What's included in the basic version?

250 000+ free templates, 100+ design types (social media posts, presentations), 1+ million free photos and graphics, 5 GB of cloud storage

Manual/tutorial can be found at:

https://www.canva.com/designschool/tutorials/

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4.10. DEEPL + DEEPL WRITE



Rating:

https://www.deepl.com/translator

Short description of the tool:

DeepL Translate is an online service for machine translation. Both texts and files (pdf, docx, pptx) can be translated.

The DeepL Write serves for enhancing the text written in English or German. It suggests rephrases or synonyms for the proposed text.

Why is it accurate for IROs?

One of the peculiarities of the IRO is that much of the content (e-mails, presentations, letters, invitations, certificates etc.) is prepared in different languages, mostly in English. DeepL can be a solution for fast two-way translation of short or long text, or for improving the writing style with DeepL Write.

#translation

Main advantages	Main disadvantages
 it is fast and easy to use, the translation is accurate, provides different solutions to the translation or written text. 	 limited number of signs or files to be translated in the basic version, limited number of languages in the basic version of DeepL Translate.

How much time is needed to get familiar with the tool in PD (person days):

0.25 PD = 2h

Is the tool free of charge?

Basic version is free of charge

If not, what's the price?

7,49 €/ month - Starter; 24,99 €/month- Advanced; 49,99 €/month - Ultimate

What's included in the basic version?

Limited text translation, 3 non-editable file translations per month, upload files up to 5 MB in size, 1 glossary with up to 10 entries.

Manual/tutorial can be found at:

Features - DeepL Help Center | How Can We Help You?

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4.11. LIMESURVEY



Rating:

https://www.limesurvey.org/en/

Short description of the tool:

LimeSurvey is a useful tool to create complete surveys, more complex in their organisation (for basic surveys Forms is more adapted).

Why is it accurate for IROs?

LimeSurvey gives IROs the ability to create anonymous online surveys. In the context of international cooperation and university alliances, very often benchmarking activities are needed to identify staff working on similar issues and LimeSurvey answers those needs perfectly. IROs cooperate also with many unities at their university as well as with the entities outside. Making common decisions and gathering necessary information is easier thanks to LimeSurvey

#survey

Main advantages	Main disadvantages
 management of invitations and reminders, possibility to personalise the survey (logos and colours), possibility of creating conditional questions. 	 not free of charge, takes some time to learn to use the tool.

How much time is needed to get familiar with the tool in PD (person days):

1 PD = 8h

The first two surveys can take a long time to create before the user feels comfortable, but the user guide is very helpful and complete.

Is the tool free of charge?

Basic version is free of charge

If not, what's the price?

Basic - 34€/month (1000 responses), Expert 348€/annually (10000 responses), Enterprise - 888€/annually (100000 responses)

*Prices as for June 2023

What's included in the basic version?

25 responses/month, 10 MB upload storage, 30+ question types, question editor, survey management.

Manual/tutorial can be found at:

https://manual.limesurvey.org/LimeSurvey_Manual

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4.12. GOOGLE DOCS EDITORS



Rating:

https://docs.google.com/document/

Short description of the tool:

Google Docs Editors is a web-based productivity office suite that includes: Google Docs (word processor), Google Sheet (spreadsheet), Google Forms (survey administration software), Google Slides (presentation program), Google Drawings (diagramming software), Google Sites (web page creation tool) and Google Keep (note-taking service). Google Docs Editors allows multiple people to work simultaneously, leave comments, and see changes made by each participant (revision history).

Why is it accurate for IROs?

Everyday work in international cooperation offices consists on creating various types of documents: text files, spreadsheets, etc. Thanks to Google Docs Editors, multiple people can work on the same document at the same time. Thanks to the software, one can easily prepare a questionnaire, for example, for foreign students, or work collaboratively on a document (e.g., a report or a proposal for a call for applications in a particular project).

#shared documents #presentations #survey

Main advantages Main disadvantages cloud based, no installations needed, not all the institutions allow to store all changes made on documents are university documents in this tool, automatically saved, limited features compared multiple collaborators on a document Microsoft Word. (changes are visible in real time), 15GB storage limit if not upgraded. user friendly, free version has a lot of features and gives multiple possibilities.

How much time is needed to get familiar with the tool in PD (person days):

0.25 PD = 2h

Is the tool free of charge?

Basic version is free of charge

If not, what's the price?

5.75 €/per user / month, 1 year - Business Starter; 11.50 € / per user / month, 1 year - Business Standard; 17.25 €- / month, 1 year - Business Plus;

What's included in the basic version?

Docs, Sheets, Slides, Forms content creation, Shared drives for your team - 15 GB per user, Gmail Secure email, Meet Video and voice conferencing 100 participants

Manual/tutorial can be found at:

https://support.google.com/a/users/answer/9282664?hl=en

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4.13. ILOVEPDF



Rating:

https://www.ilovepdf.com/

Short description of the tool:

iLovePDF brings all the tools necessary to work with PDFs under the one roof. iLovePDF allows to convert, merge, split, edit, compress, watermark, unlock, protect, organise, repair, and sign PDFs with just a few clicks.

Why is it accurate for IROs?

Pdf is one of the most commonly used file format. Significant number of documents within the university and out of it is shared in .pdf. The main characteristic of this type of file is difficulty in editing it. However ilovepdf allows a flexible work with documents in pdf format (merging, splitting) letting make some crucial changes e.g. adding page numbering, watermarks etc. but also editing them if they do not meet the university requirements.

#pdf

Main advantages	Main disadvantages
 can be used both online and offline. offers batch processing options, very affordable, multiplatform, simple to use. 	 limited free plan, Internet connection required, security concerns, limited mobile app features.

How much time is needed to get familiar with the tool in PD (person days):

0,125 PD = 1h

Is the tool free of charge?

Basic version is free of charge

If not, what's the price?

\$60/Year

*Prices as for June 2023

What's included in the basic version?

Access to iLovePDF tools, limited document processing, Work on Web no on mobile and desktop, advertisements.

Manual/tutorial can be found at:

https://www.ilovepdf.com/help/documentation

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https://flourish.studio/

Short description of the tool:

Flourish. Studio is a digital tool for creating interactive graphs, charts and unique visualisations from uploaded data sets. Flourish offers a wide range of visualisation options to suit the presentation needs, going beyond the limits of graphing from spreadsheets.

Why is it accurate for IROs?

It allows IROs to turn raw data into lively, interactive content that looks good.

Very useful tool for presenting statistics (IROs usually need to collect this kind of data and then prepare it to be seen by a wider audience - university, senate, international conferences, foreign delegations etc.).

#data visualization

Main advantages	Main disadvantages
very easy to create interactive graphs.	 it doesn't support adding data from Google Sheets or other online sheets in the free version, the free trial version is pretty limited.

How much time is needed to get familiar with the tool in PD (person days):

0,25 PD = 2h

Is the tool free of charge?

Basic version is free of charge

If not, what's the price?

Non-profit and academic organisations: Discounts are available on our Publisher and Enterprise plans for non-profit and educational organisations.

What's included in the basic version?

Unlimited projects, including visualisations and step-by-step stories, wide range of templates, including charts, maps and more, full privacy for unpublished projects and data, responsive graphics that work well on desktop, mobile and tablet, Canva-friendly charts, easy to embed and fully interactive in docs and presentations.

Manual/tutorial can be found at:

https://help.flourish.studio/article/9-creating-a-visualization

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https://www.gs.com/solutions/moveon-partnership-mobility-software/

Short description of the tool:

MoveOn is a platform for IROs to improve their mobility processes and to track their international partnerships. It allows to keep the data, activities, agreements, contacts and relationships of partner universities linked together in a single system.

Why is it accurate for IROs?

MoveOn has been developed specifically for IROs and IROs are the natural environment in which it is used. It facilitates the management of partnerships with foreign universities and subsequent mobility. Enable IROs staff to collect and consolidate all mobility activities in one place. The automation of certain repetitive processes in the context of mobility execution results in time savings for IRO staff.

#mobility, #partnership

Main advantages	Main disadvantages
 saves time by automating mobility-related processes, customizable forms, enhances communication using a variety of templates students can attach documents and update their personal information + dates of their mobility, good visualisation of the data. 	 technical difficulties, insufficient support from QS the provider, expensive.

How much time is needed to get familiar with the tool in PD (person days):

0.5 PD = 4h

Is the tool free of charge?

Νo

If not, what's the price?

Almost 3000 euros per year, generally a three-year contract

What's included in the basic version?

Manual/tutorial can be found at:

https://www.qs.com/for-institutions/international-office-services/#MoveON

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2023















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