E-EMPORIO

Increase SMEs export skills through e-learning

LLP-LdV/TOI/2013/RO/012

WP 6: Training Sessions

Piloting report in <Latvia>

Prepared by: Latvian Chamber of commerce and industry

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Lifelong Learning Programme

e-Emporio

Start date: 1.01.2015. **End date:30.09.2015.**

Total number of participants: 19

Age	15-25	7
	26-35	8
	36-45	4
	46-55	0
	56-65	0
	66+	0
Employment Status	Employed	18
	Unemployed	0
	Self-employed	1
Gender	Male	7
	Female	12
Experience in Exporting	Significant	4
	Medium	3
	Small	7
	None	5
Sector	Human health services, residential care and social work activities	
	Agriculture, forestry and fishing	
	Manufacturing	6
	Financial and insurance activities	1
	Wholesale and retail trade, repair of motor vehicles and motorcycles	1
	Transportation and storage	1
	Information and Communication	3
	Accommodation and food service activities	
	Electricity, gas, steam and air-conditioning supply	
	Education	2
	Mining and quarrying	
	Tourism	1
	Other service activities	4
	Arts, entertainment and recreation	
	Water supply, sewerage, waste management and remediation	
	Construction	
	Other (please specify)	

Total number of certified participants: 17

Tutors:

Tutor 1: Ieva Stumpe

Tutor 2: Tatjana Titareva

Tutor 3: Eīna Valdmane

1. Developing the skills and competencies of the participants in the piloting

- A text, charts or tables that summarize the answers for each of following questions from the Piloting Evaluation Questionnaire:

1. The modules were useful

1	2	3	4 **21%**	5 **79%**

4 users with significant export experience replied: 4

15 users with small, medium, none experience replied: 5

Summary: modules were developed for the target audience: SMEs and unemployed persons and are suitable for it. Users with significant export experience could be interested in more specific case studies.

2. The modules were interesting

1	2	3	4	5 **100%**

All users replied that modules were interesting.

3. The course material was varied

1	2	3	4	5 **100%**

All users replied that modules were varied.

4. The course material was attractive

1	2	3 **11%**	4 **21%**	5 **68%**

2 of users replied (IT sector) replied, that modules were medium attractive, mark 3.

4 of users replied (other services), that course material was quite attractive, mark 4.

13 of users replied, that course material was attractive, mark 5.

Summary: Some of users mentioned, that there should be some infographics, qualitative videos and graphs over all.

5. The course material was clearly presented

1	2	3	4	5 **100%**

All users replied that modules were clearly presented.

6. The modules and the course material corresponded to my learning needs

1	2	3	4 **21%**	5 **79%**

4 users with significant export experience replied: 4

15 users with small, medium, none experience replied: 5

Summary: modules were developed for the target audience: SMEs and unemployed persons and are suitable for it. Users with significant export experience could be interested in more specific case studies.

2. Determining the short term impact of each of the results and / or products of the project

- A text, charts or tables that summarize the answers for each of following questions from the Piloting Evaluation Questionnaire:

1. It was easy to use the platform
   - Yes 100%

   ~~- No~~

2. I solved most of the problems that I faced in the beginning
   - Yes 100%

   ~~- No~~

3. I had problems until the end
   ~~- Yes~~

   - No 100%

If yes, what kind of problems…

N/A

4. When I had problems I contacted the technical support…
   - Yes, but N/A

   ~~- No~~

5. The technical support provided me with solutions…
   - Yes, but was not needed.

   - No

- A short description of corrective action needed.

  N/A

3. Receiving feedback from the target sector

- A text, charts or tables that summarize the answers for each of following questions from the Piloting Evaluation Questionnaire:

1. The tutor contacted me regularly regarding the course

1	2	3	4	5 **100%**

2. S/he was always present in the synchronous meetings

1	2	3	4	5 **100%**

Meetings were help before / after the piloting seminars, what was organized.

3. S/he prepared carefully the meetings with the students and successfully coordinated them

1	2	3	4	5 **100%**

4. S/he corrected the exercises and the activities on time

1	2	3	4	5 **100%**

5. S/he made efforts to solve my doubts

1	2	3	4	5 **100%**

6. S/he contributed to my general development

1	2	3	4	5 **100%**

7. S/he encouraged me to participate in the course

1	2	3	4	5 **100%**

8. S/he was friendly and collaborative

1	2	3	4	5 **100%**

Main summary: in Latvia, unfortunately, people still are conservative and are not to use e-learning platforms widely. Of course, there are always some individuals, who are actively using it, but these persons are mostly from IT sector. Targeted group were only 19 persons, but in the same time, they got full attention during the learning process.

4. Measuring the effectiveness of the learning material and the platform in a large scale

- A text, charts or tables that summarize the answers for each of following questions from the Piloting Evaluation Questionnaire:

1. What I liked more in the course was online and it was easy to use in any place and time. There are wide, qualitative content for targeted audience.
2. What I liked less in the course was that could be more materials as info graphics, videos, graphs etc.
3. The course would be better if there could be also mobile application and new interface.
4. I think that the platform should also include wide list of suggested sources for learning about export tolls, like book list, video list from TED talks etc.
5. In my opinion, the platform should function better regarding with interface and mobile applications.
6. In my opinion, the modules should also include some case studies.
7. Other Comments: over all users were satisfied, but for keeping this platform up to date, there should be constant work in future both updating and adding content and technical improvements.