



# COACH BOT

“Modular e-course with virtual coach tool support”

LIFELONG LEARNING PROGRAMME  
LEONARDO da VINCI

Coordinated by FOR.COM

## NATIONAL FOLLOW UP REPORT

Country: ROMANIA



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## RESULTS OF THE NATIONAL EXPERIMENTATION

### 1. DESCRIPTION OF THE FOCUS GROUP SESSIONS

#### Number and profession of the participants involved in the 1<sup>st</sup> focus group session (control group users)

| PROFESSION*               | NUMBER |
|---------------------------|--------|
| social/care worker/ other | 2      |
| nurse                     | 2      |
| physiotherapists          | 1      |

**\*social/care worker/ other:** social and health care assistants, social and health care helpers, social workers, general practitioners, doctors, other professionals

**nurse:** practical nurses, registered nurses, other kind of nurses

**physiotherapists:** physiotherapists, occupational therapists, speech and language therapists, other kind of physiotherapists

#### Number and profession of the participants involved in the 2<sup>nd</sup> focus group session (experimental group users)

| PROFESSION                | NUMBER |
|---------------------------|--------|
| social/care worker/ other | 1      |
| nurse                     | 2      |
| physiotherapists          | 0      |

#### Number and profession of the participants involved in the 3<sup>rd</sup> mixed focus group session (please specify number of experimental and control group users)

| PROFESSION                | NUMBER |
|---------------------------|--------|
| social/care worker/ other | 3      |
| nurse                     | 2      |
| physiotherapists          | 1      |

## **2. MAIN RESULTS EMERGED IN THE FOCUS GROUP SESSIONS**

*Please describe how the three focus groups sessions were carried out in your country and the main results emerged in the three sessions according to the topics suggested in the COACH BOT Follow Up Evaluation Guidelines.*

*The first focus group comprised 5 participants from the control group out of the 11 that graduated and 19 users in total; and the second focus group had 3 participants from the experimental group out of the 5 that graduated and 19 users in total.*

*In the third focus group, there were 6 participants (3 from the control group and 3 from the experimental).*

*The 6-8<sup>th</sup> of September 2010 was the period when the focus groups were organized. One focus group per day was organized in order for the participants to be able to participate as it was done after their working hours.*

### ***The 1<sup>st</sup> focus group session (control group users)***

*The users that were a part of the control group were generally satisfied by the content of the course as new information was offered to them. The course was seen as a challenge at the beginning for them, as for some of them this was the first time that they have been participating at such an online course. They stated that they followed online courses but in other domains, not related to their field of work. At the beginning they were reluctant to the usefulness of the course by using an online method of education. In Romania, there is yet a more focus on the traditional learning than on the e-learning one. Therefore, they considered its results not being so meaningful. The fact that they did not have anyone to put questions when in need, frightened them, but then they managed to find the answers by navigating through the platform. They found the platform quite basic, with a non attractive design.*

*They considered the course having met their expectations and for some of them it quite exceeded them. They thought that the course would have been more theoretical, offering more information about medical issues. Some of them were surprised that they have been offered tools to manage their relationship with their patients. They enjoyed spending time following the online course appreciating most the flexibility. Most of them are very busy and the e-learning courses are the only chance to acquire new information. They can choose by themselves when to study from their home allowing them to do in the same time chores or other activities.*

*They liked the fact that they were able to listen to the lesson without being physically in front of the computer. The participants admitted that some elements of the course were redundant or not useful to their daily working needs, but they somehow enriched their knowledge. The content of the course was considered not so clear as the modules were not connected between each other and some modules were exhaustive and some not.*

*Some of the learning materials were appreciated and some less. Most of the problems encountered were given by the final quizzes as the time tracking of the lesson was not working properly. This represented the least appreciated aspect. Some of the users believe that the quizzes are not so significant.*

*The tools that were used more than once and offered the needed information were the course description, documents and links, modules and lessons, and the course's guidelines. The users believed that the content of the course is worth showing to others, therefore they think that the course should be recommended.*

### ***The 2<sup>nd</sup> focus group session (experimental group users)***

*The participants at the focus group expressed their opinions regarding the e-learning platform and identified some aspects that need to be improved.*

*At the beginning they mention the fact that the guidance interview represented an obstacle to enter the course because some of them did not know how to answer to Clara's questions. Her questions are ambiguous and the answers were predefined and this represented a difficulty to the users. After this impediment, they considered the e-learning platform easy to use as the tools and the guidelines offered them the information needed. Some of the terms and aspects were not so well understood and this made them move forward to other lessons. They admitted the fact that even if their level of English is adequate to follow an English course, they prefer the course in their own language.*

*The participants stated that the content of the course was attractive, but they believed that some information did not match their expertise. The modules were considered to be interesting, but some of them too simple containing too much basic information. The respondents would have wanted more information on medical topics. The main topic that was many times talked about was the fact that they are now able to create a relationship with the family of the patients. Usually, the families are not so well informed about the situation of the patient thus creating confusion and not been able to take the right decisions.*

*Regarding the lesson materials, the users believed that the audio lessons were a good instrument for them, but they would have wanted more text to be written. The final quizzes represented the main setback as some of them had problems in accessing them and also the results of the quizzes did not please them.*

*The main reason of not using the forum so much was because of their lack of time, but some of the learners tried the chat but they were not offered a quick answer.*

*The online platform was considered to be user-friendly and some of the tools were used such as the course description, agenda and downloading the lessons.*

*"Clara" was not seen as doing so much to help the learners, as she recognized only some of the questions and words. The virtual assistant was seen as not being motivating as they would have expected. "Clara" was not seen as real teacher, the users considering the fact that a teacher sometimes is needed.*

*Overall, the users felt satisfied by the content of the course and the methodology, thus considering it worth being recommended.*

### ***The 3<sup>rd</sup> mixed focus group session (control and experimental group users)***

*It was notable the reaction of the users when hearing about the existence of another group, especially the existence of Clara in the experimental one. Most of the users from the experimental group stated that they did not find any use to Clara; therefore they believed that they preferred either a real teacher, or not all.*

*For them the guidance interview made them confused, but eventually they understood that the learning path created especially for their line of work offered to them the possibility to access only the relevant modules.*

*The start-up quizzes were seen also as being somewhat irrelevant to the modules, and some answers were considered wrong in their opinion. Another aspect that was concentrated on was the use of English. The users identified many mistakes of the use of English language that misled them when answering.*

*Even if some of them do not have as patients, people with visual and hearing impairments, they found the information received interesting and useful.*

*They prefer e-learning to traditional learning because of the commodity of using a personal computer and at the hours that suits them, but what they saw as being similar to traditional learning and to be a setback of the course were the tests. A course is better seen if no pressure of evaluation is upon the learners.*

*The participants at the focus group considered the course as being useful as some of the modules offered them tools of communication. A focus was put on the importance of building a relationship with patients in terminal phase. All users believe that these patients are the most difficult ones to handle and that more care should be given.*

*Regarding the e-learning platform, the participants consider it accessible and not so difficult to navigate on. Some of them mentioned the fact that is not as attractive as design and that this is one of the aspects that need improvement.*

*Most of them downloaded the documents from the platform and they were successful to download every one of them one by one. But they could not download all the materials together as one file. Despite of this problem, they thought that making the documents to be downloaded was a positive aspect because they can pass the information on to other colleagues of theirs.*

*The improvements that were stated concentrated more on the accessibility of the final quizzes and also at making more functional the communication tools such as chat and forum. These can be accessible not only to the users of the course, but also to others.*

*“Clara” is considered to be a good idea, but she should have more knowledge and more interactive.*

*At the end of the focus group, each of the participants described the course using a single word. These were the words chosen: engaging; relevant; interesting; simple; notable; focused.*

### **3. CONCLUSIONS**

*The three focus groups that were organized put in evidence the fact that the course is practical, useful and somewhat relevant, but on the other hand some improvements ought to be made. The improvements aim also the content of the course and the platform.*

- *Generally, the users believe that the course offered them new tools, especially of communication with the patients that was very much appreciated.*
- *Some of them had less experience in e-learning, and found it very attractive as it offers the information using presentations that brings together text, sound, image. Also the fact that they can study when possible and at their preferred location was the most liked.*

- *The users found the course easy, but some concepts not very well known in English posed some problems to them. The participants consider that is better and easier to follow an e-learning course in the native language.*
- *The guidance interview was seen as the main setback for the users from the experimental group. "Clara" was not seen as being so helpful or as a replacer to a human tutor.*
- *A more mentioned problem was the inaccessibility of the final quizzes because of the tracking time.*
- *Some of the modules were less appreciated because of the simple information that offered.*
- *The modules could not have been downloaded as a single file.*
- *The users did not appreciate the fact that quizzes were used.*
- *Even if it needs improvements, the course is worth recommending.*