



Education and Culture DG

Lifelong Learning Programme



Hochschule für  
Wirtschaft und Recht Berlin  
Berlin School of Economics and Law

**“Towards a European Qualification Prototype for Adults Trainers”**

**Quadultrainers**

## **EVALUATION OF PARTNERS MEETINGS**

**Rome, 23-24 March 2009**

**Brussels, 16-17 September 2009**

**Lisbon, 27-29 January 2010**

**Berlin, 28-29 June 2010**

**Amsterdam, 19-20 October 2010**

**Results of the given Feedback**

**Comparative Summary of 5 Evaluations**

## I. Background

At the end of the Quadultrainers project meetings questionnaires have been spread among the participants from the partner institutions. Each partner filled and returned the file. These results show the evaluation of the process and the results from the second meeting to the final meeting. As a result of the first meeting the partners meetings' feedback has been installed.

The questionnaires consisted of twelve multiple-choice questions or statements and one free section for suggestions and annotations. The multiple-choice section contained check boxes with the following content: "I strongly agree" / "I mostly agree" / "I partly agree" / "I don't agree". In the analysis strong agreement is represented by "4" and disagreement by "1".

## II. The Questionnaire

How do you assess the following aspects of the meeting?

|  | <b>I strongly agree (4)</b> | <b>I mostly agree (3)</b> | <b>I partly agree (2)</b> | <b>I don't agree (1)</b> |
|--|-----------------------------|---------------------------|---------------------------|--------------------------|
| 1. The preparation in the run-up to the meeting was good.  |                             |                           |                           |                          |
| 2. The period between the last and the current meeting was used according to the project schedule. |                             |                           |                           |                          |
| 3. The organisation of the workshop was good.  |                             |                           |                           |                          |
| 4. Partners' contributions (e.g. presentations, draft papers) were relevant for the project.       |                             |                           |                           |                          |
| 5. Relevant material (e.g. texts, articles, partners' contributions) were provided in due time.    |                             |                           |                           |                          |
| 6. Project tasks were done as scheduled.   |                             |                           |                           |                          |
| 7. The moderation was an appropriate guidance in terms of goal orientation.                        |                             |                           |                           |                          |
| 8. Tasks were allocated adequately to the partners.  |                             |                           |                           |                          |
| 9. Discussions brought the project work forward.   |                             |                           |                           |                          |
| 10. Administrative issues were handled in an effective way.  |                             |                           |                           |                          |
| 11. I am satisfied with the process of the meeting.  |                             |                           |                           |                          |
| 12. I am satisfied with the results of the meeting.  |                             |                           |                           |                          |
| 13. My suggestions for improvement:  |                             |                           |                           |                          |

### III. Results

Basically, there was a broad consensus among the partners that the meetings were successful – with respect to the process as well as to the results.

How to read the results

For each item has been chosen two kinds of visualization: a diagram showing the frequencies of all partners meetings and a table showing the answers options differentiated for the five meetings.

The evaluation is based on 36 feedbacks of the partners, distributed on five meetings.

In the diagrams you see

- the result for every single item of the questionnaire
- how many of all respondents strongly, mostly or partly agreed with the respective item
- overall results (without differentiation between the five meetings).

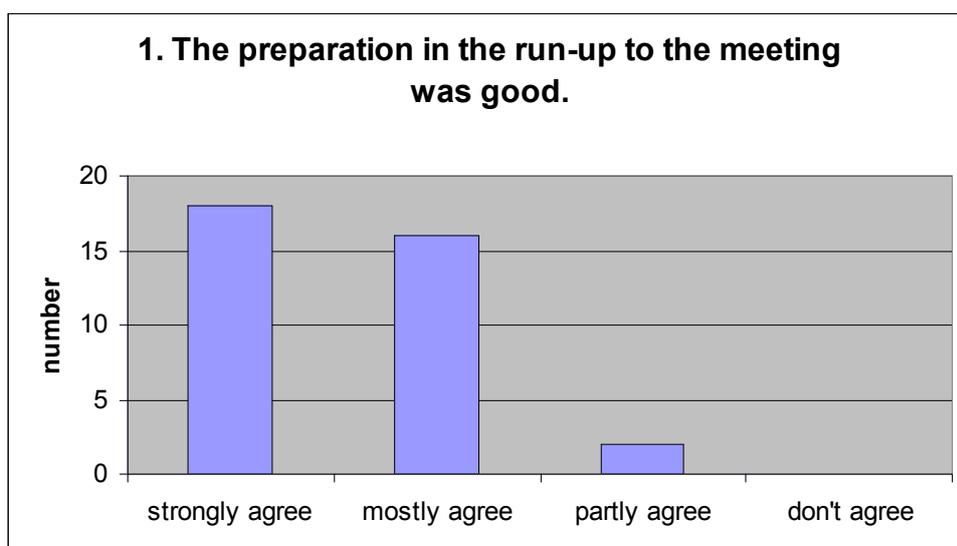
In the table you see

- the results for every single item, differentiated between the five meetings
- the results for the meetings, tabulated in chronological order
- the different assessments for the five meetings.

**1<sup>st</sup> question/statement:** *“The preparation in the run-up to the meeting was good.”*

Half of the participants strongly agree with this statement, most of the other participants mostly agree, just two only partly agreed.

The positive feedback for the preparation of the meetings is a sign of an efficient communication system among the partners.



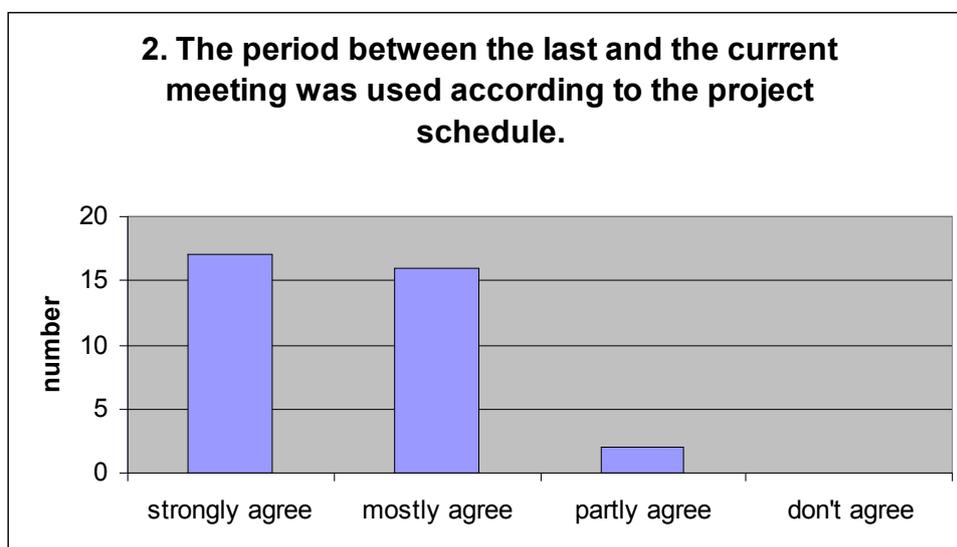
Whereas the two first meetings got only a partly got evaluation for the preparation of the meeting, the third meeting got a very good evaluation and the fourth and fifth meeting also an evaluation in the positive answer area.

### Question 1: Good preparation of the meeting

| Frequencies of Question 1 |             |              |              |                |                               |
|---------------------------|-------------|--------------|--------------|----------------|-------------------------------|
| Partners' Meeting         | Don't agree | Partly agree | Mostly agree | Strongly agree | Answers at the meeting -total |
| Rome Meeting              |             | 1            | 5            | 2              | 8                             |
| Brussels Meeting          |             | 1            | 4            | 1              | 6                             |
| Lisbon Meeting            |             |              |              | 7              | 7                             |
| Berlin Meeting            |             |              | 3            | 5              | 8                             |
| Amsterdam Meeting         |             |              | 4            | 3              | 7                             |
| Answer categories - total |             | 2            | 16           | 18             | 36                            |

**2<sup>nd</sup> question/statement:** *“The period between the last and the current meeting was used according to the project schedule.”*

Also with this question almost half of the participants strongly agreed. The majority of the other respondents mostly agreed, no more than two only partly agreed. The total results are positive, but there are differences between the single meetings (see below the diagram).



For the Brussels Meeting in September 2009 the feedback is comparatively weak, the three following meetings got a clearly better evaluation with the final meeting in Amsterdam showing the best results:

### Question 2: Appropriate usage of the period before the meeting

| Frequencies of Question 2 |             |              |              |                |         | Answers at the meeting –total |
|---------------------------|-------------|--------------|--------------|----------------|---------|-------------------------------|
| Partners' Meeting         | Don't agree | Partly agree | Mostly agree | Strongly agree | (blank) |                               |
| Rome Meeting              |             |              | 5            | 2              | 1       | 8                             |
| Brussels Meeting          |             | 2            | 4            |                |         | 6                             |
| Lisbon Meeting            |             |              | 3            | 4              |         | 7                             |
| Berlin Meeting            |             |              | 3            | 5              |         | 8                             |
| Amsterdam Meeting         |             |              | 1            | 6              |         | 7                             |
| Answer categories - total |             | 2            | 16           | 17             | 1       | 36                            |

### **3<sup>rd</sup> question/statement:** *“The organisation of the workshop was good.”*

The majority of the participants expressed their strong conviction that the workshop was very well organized. Only three participants showed by their feedback that they were (partly) not satisfied with the organisation of the meeting.



Also with respect to the organisation the following table shows a clear improvement after the Brussels Meeting.

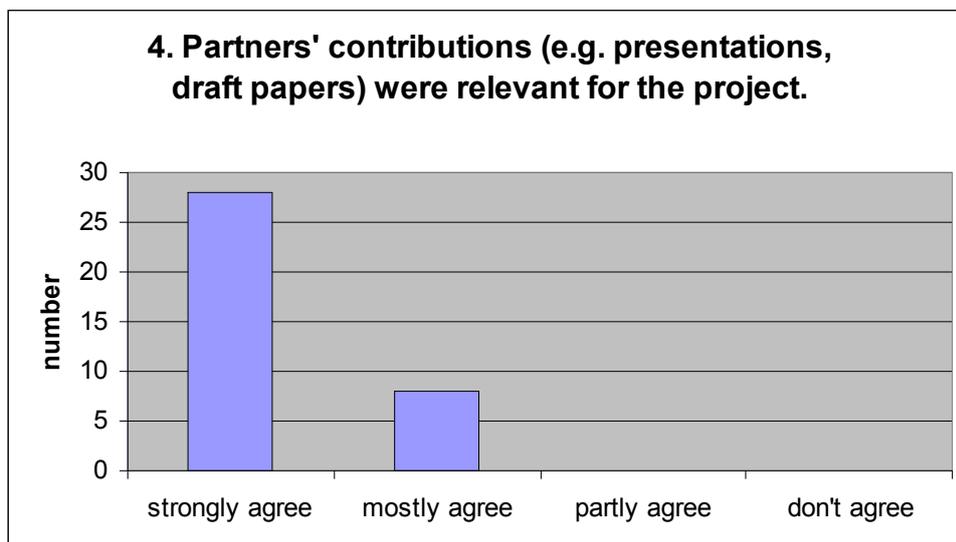
### Question 3: Good organisation of the meeting

| Frequencies of Question 3 |             |              |              |                |         | Answers at the meeting –total |
|---------------------------|-------------|--------------|--------------|----------------|---------|-------------------------------|
| Partners' Meeting         | Don't agree | Partly agree | Mostly agree | Strongly agree | (blank) |                               |
| Rome Meeting              |             | 2            | 5            | 1              |         | 8                             |
| Brussels Meeting          | 1           |              | 1            | 3              | 1       | 6                             |
| Lisbon Meeting            |             |              |              | 7              |         | 7                             |
| Berlin Meeting            |             |              | 1            | 7              |         | 8                             |
| Amsterdam Meeting         |             |              | 2            | 5              |         | 7                             |
| Answer categories - total | 1           | 2            | 9            | 23             | 1       | 36                            |

**4<sup>th</sup> question/statement:** *“Partners’ contributions were relevant for the project.”*

The contribution from the partners got predominantly a very good feedback – no disagreement with this statement can be observed.

Contributions were made in the form of draft papers, plans, presentations, profiles, and reports.



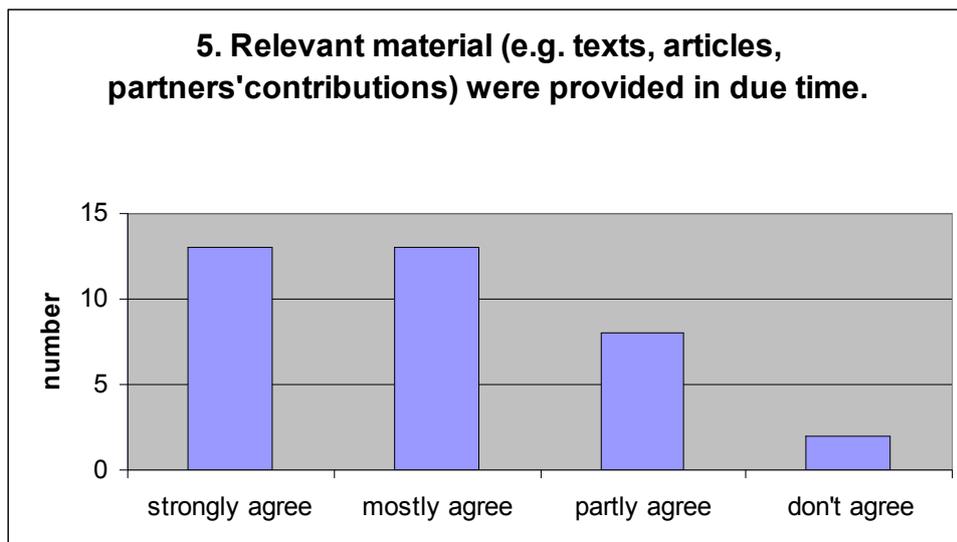
For all meetings the partners’ contributions were assessed predominantly positive, strongest for the Lisbon meeting, weakest for the Brussels meeting.

**Question 4: Partners contributions were relevant**

| Frequencies of Question 4 |             |              |              |                |                               |
|---------------------------|-------------|--------------|--------------|----------------|-------------------------------|
| Partners' Meeting         | Don't agree | Partly agree | Mostly agree | Strongly agree | Answers at the meeting –total |
| Rome Meeting              |             |              | 2            | 6              | 8                             |
| Brussels Meeting          |             |              | 3            | 3              | 6                             |
| Lisbon Meeting            |             |              |              | 7              | 7                             |
| Berlin Meeting            |             |              | 2            | 6              | 8                             |
| Amsterdam Meeting         |             |              | 1            | 6              | 7                             |
| Answer categories - total |             |              | 8            | 28             | 36                            |

**5<sup>th</sup> question/statement:** *“Relevant material was provided in due time.”*

The degree of agreement with this statement was the lowest in the whole questionnaire. Although the partners were satisfied with the supply of material, as shown by statement 4, they were only partly satisfied with the timeliness of the contribution. Summarized 26 participants agreed with the statement and 10 participants disagreed with the statement.



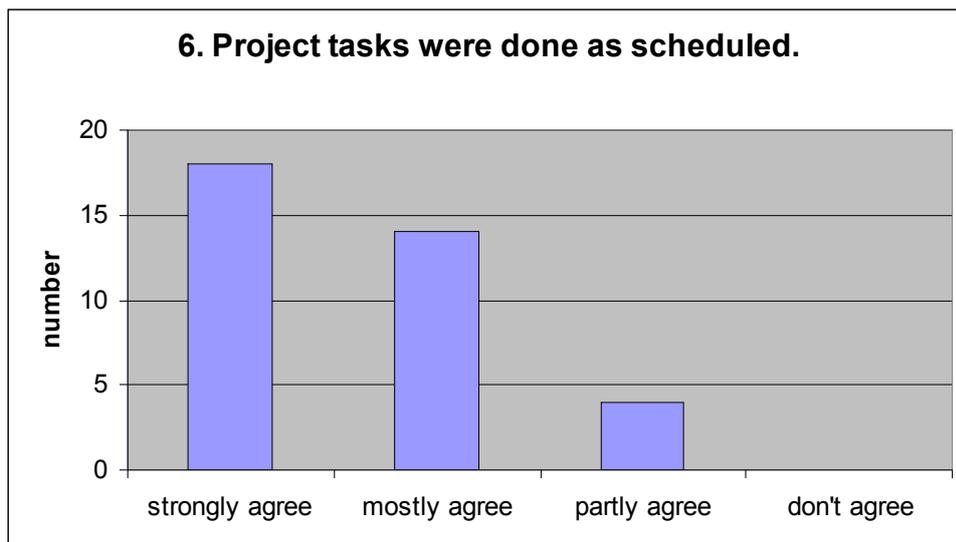
As can be seen from the following table, this point improved after the Brussels Meeting. The results for the last three meetings are much better:

**Question 5: Provision of relevant material in due time**

| Frequencies of question 5 |             |              |              |                |                               |
|---------------------------|-------------|--------------|--------------|----------------|-------------------------------|
| Partners' Meeting         | Don't agree | Partly agree | Mostly agree | Strongly agree | Answers at the meeting -total |
| Rome Meeting              |             | 5            | 1            | 2              | 8                             |
| Brussels Meeting          | 2           | 2            | 2            |                | 6                             |
| Lisbon Meeting            |             |              | 5            | 2              | 7                             |
| Berlin Meeting            |             | 1            | 2            | 5              | 8                             |
| Amsterdam Meeting         |             |              | 3            | 4              | 7                             |
| Answer categories – total | 2           | 8            | 13           | 13             | 36                            |

**6<sup>th</sup> question/statement:** *“Project tasks were done as scheduled.”*

Unlike in the case of the supply of material, the majority of participants is convinced that the tasks were effected in due time. 18 participants agreed strongly with the statement, 14 participants agreed mostly and no more than 4 participants gave the feedback that the project tasks were only partly done as scheduled.



The following table shows that only in the two first meetings a delay concerning the completion of project tasks was perceived. In the third and fourth meeting the partners agreed to the statement that project tasks were done according to the project plan. The final meeting even got the best assessment.

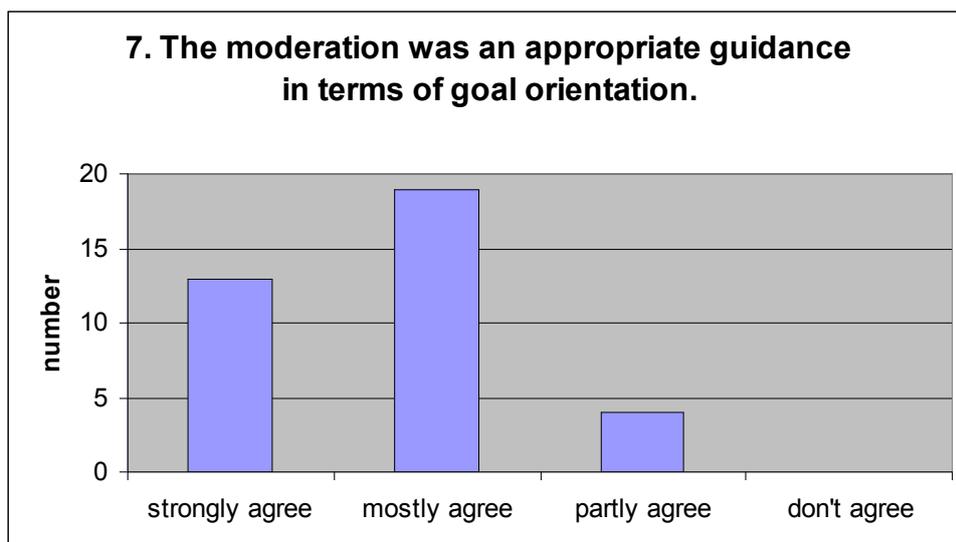
#### Question 6: Execution of project tasks as scheduled

| Frequencies of question 6 |             |              |              |                |                               |
|---------------------------|-------------|--------------|--------------|----------------|-------------------------------|
| Partners' Meeting         | Don't agree | Partly agree | Mostly agree | Strongly agree | Answers at the meeting -total |
| Rome Meeting              |             | 2            | 4            | 2              | 8                             |
| Brussels Meeting          |             | 2            | 4            |                | 6                             |
| Lisbon Meeting            |             |              | 2            | 5              | 7                             |
| Berlin Meeting            |             |              | 3            | 5              | 8                             |
| Amsterdam Meeting         |             |              | 1            | 6              | 7                             |
| Answer categories - total |             | 4            | 14           | 18             | 36                            |

**7<sup>th</sup> question/statement:** *“The moderation was an appropriate guidance in terms of goal orientation.”*

Discussing the moderation of the partners meetings the graph shows a result being positive but in comparison a little bit weaker than the other aspects. The majority of the participants agreed with this statement, only 4 participants partly disagreed, but it is predominantly not a strong but a reserved agreement.

This result shows that there was still potential for improvement to make the moderation more goal oriented.



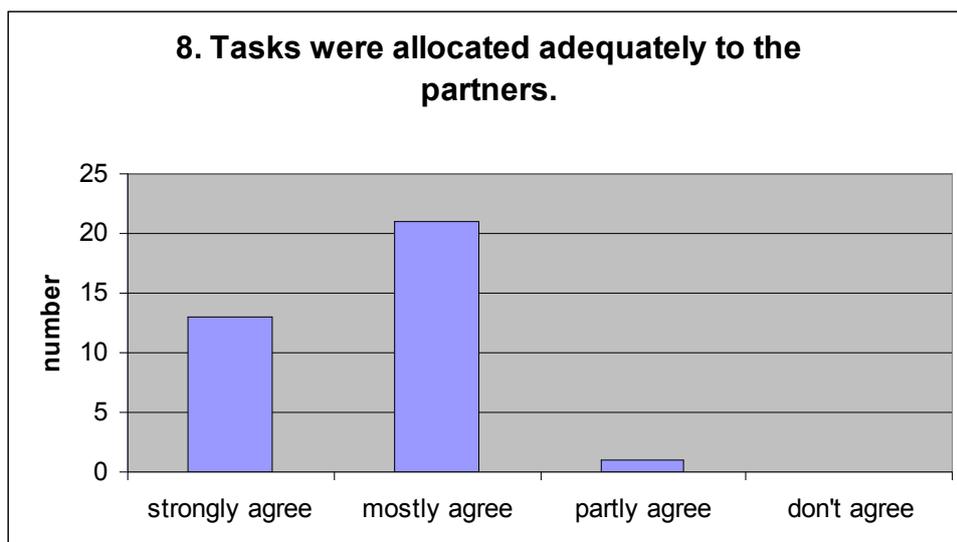
The following table shows a clear improvement of the moderation from the first to the third meeting. The moderations of the Berlin and of the Amsterdam Meeting were mostly perceived as goal oriented – not as good as at the Lisbon Meeting, but better than at the first two meetings.

#### Question 7: Moderation was goal oriented

| Frequencies of question 7 |             |              |              |                |                               |
|---------------------------|-------------|--------------|--------------|----------------|-------------------------------|
| Partners' Meeting         | Don't agree | Partly agree | Mostly agree | Strongly agree | Answers at the meeting -total |
| Rome Meeting              |             | 2            | 4            | 2              | 8                             |
| Brussels Meeting          |             | 2            | 2            | 2              | 6                             |
| Lisbon Meeting            |             |              | 3            | 4              | 7                             |
| Berlin Meeting            |             |              | 5            | 3              | 8                             |
| Amsterdam Meeting         |             |              | 5            | 2              | 7                             |
| Answer categories – total |             | 4            | 19           | 13             | 36                            |

#### **8<sup>th</sup> question/statement:** *“Tasks were allocated adequately to the partners.”*

This question aims to the distribution of tasks between the partners according to the next steps of the project plan. Although almost all participants agreed with this statement, they were not really strongly satisfied with the allocation of tasks – the majority agreed with reservation.



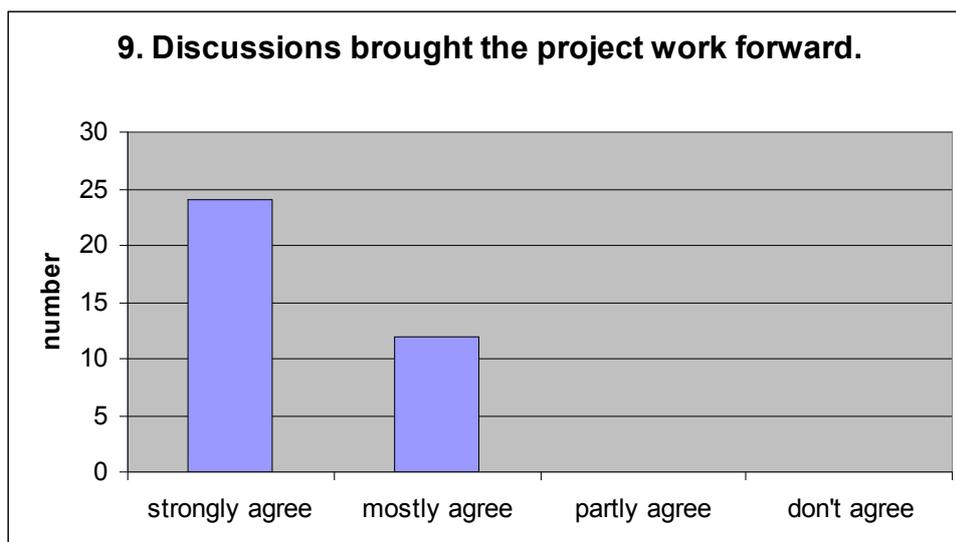
The greatest reservation can be observed for the first meeting in Rome, the best results for the meeting in Berlin.

#### Question 8: Adequate allocation of tasks

| Frequencies of question 8 |             |              |              |                |         |                               |
|---------------------------|-------------|--------------|--------------|----------------|---------|-------------------------------|
| Partners' Meeting         | Don't agree | Partly agree | Mostly agree | Strongly agree | (blank) | Answers at the meeting -total |
| Rome Meeting              |             | 1            | 5            | 2              |         | 8                             |
| Brussels Meeting          |             |              | 3            | 3              |         | 6                             |
| Lisbon Meeting            |             |              | 5            | 2              |         | 7                             |
| Berlin Meeting            |             |              | 3            | 5              |         | 8                             |
| Amsterdam Meeting         |             |              | 5            | 1              | 1       | 7                             |
| Answer categories - total |             | 1            | 21           | 13             | 1       | 36                            |

#### 9<sup>th</sup> question/statement: *"Discussions brought the project work forward."*

This question focuses on the quality and the results of the discussions held during meetings. The participants have been asked whether they think that the debates pushed the project ahead or not. Here, the feedback of the partners is clearly positive. 24 out of 36 participants strongly agreed that the discussions had been very useful in order to successfully accomplish the targets of the project. Not a single participant disagreed with this statement.



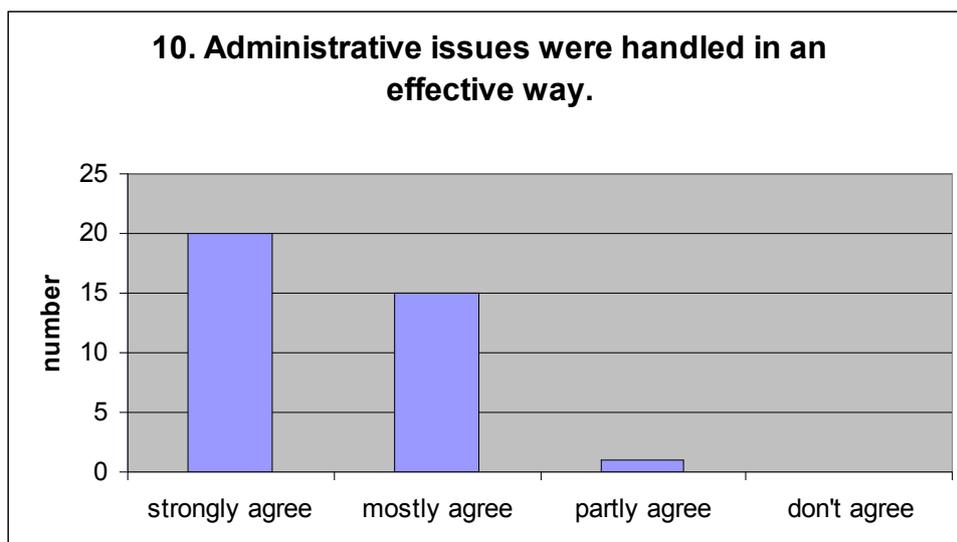
In all meetings the discussions were seen as effective in the sense of bringing the project forward.

**Question 9: Effective discussions**

| Frequencies of question 9 |             |              |              |                |                               |
|---------------------------|-------------|--------------|--------------|----------------|-------------------------------|
| Partners' Meeting         | Don't agree | Partly agree | Mostly agree | Strongly agree | Answers at the meeting –total |
| Rome Meeting              |             |              | 2            | 6              | 8                             |
| Brussels Meeting          |             |              | 2            | 4              | 6                             |
| Lisbon Meeting            |             |              |              | 7              | 7                             |
| Berlin Meeting            |             |              | 4            | 4              | 8                             |
| Amsterdam Meeting         |             |              | 4            | 3              | 7                             |
| Answer categories - total |             |              | 12           | 24             | 36                            |

**10<sup>th</sup> question/statement:** *“Administrative issues were handled in an effective way.”*

When asked about the effectiveness of administrative issues, again a wide agreement can be observed. 20 participants strongly agreed, 15 participants mostly agreed and only one was only partly satisfied with the handling of administrative issues. This can be regarded as a good result as the handling of administrative matters always is a challenge for the cooperation in a project.



The partners assessed the handling of administrative issues similar (positive) for the first three and the last meetings, the fourth meeting was assessed the weakest in this respect.

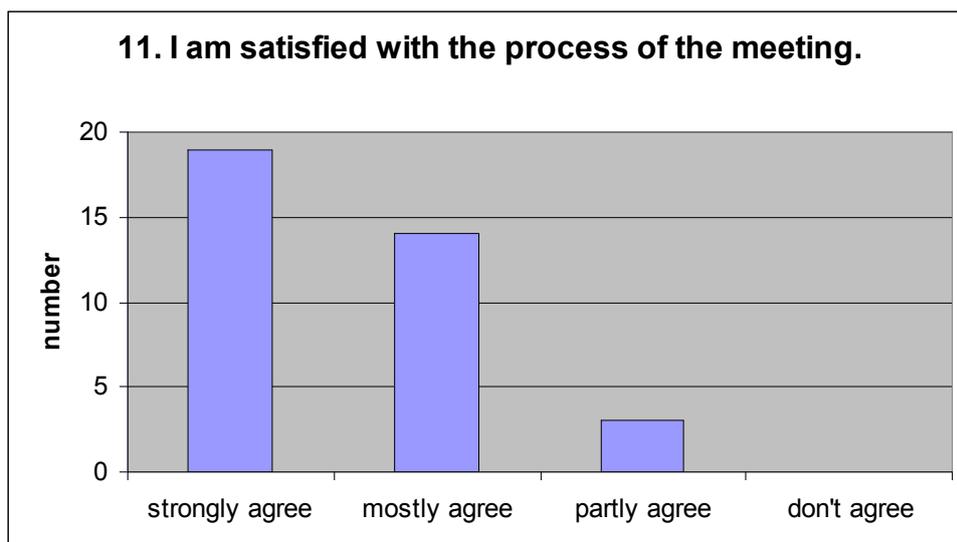
**Question 10: Effective handling of administrative issues.**

| Frequencies of question 10 |             |              |              |                |                               |
|----------------------------|-------------|--------------|--------------|----------------|-------------------------------|
| Partners' Meeting          | Don't agree | Partly agree | Mostly agree | Strongly agree | Answers at the meeting -total |
| Rome Meeting               |             |              | 3            | 5              | 8                             |
| Brussels Meeting           |             |              | 2            | 4              | 6                             |
| Lisbon Meeting             |             |              | 2            | 5              | 7                             |
| Berlin Meeting             |             | 1            | 5            | 2              | 8                             |
| Amsterdam Meeting          |             |              | 3            | 4              | 7                             |
| Answer categories - total  |             | 1            | 15           | 20             | 36                            |

**11<sup>th</sup> question/statement:** *"I am satisfied with the process of the meeting."*

As the feedback to the other questions has been mainly positive, it is not surprising that the partners are on the whole satisfied with process of the meeting. More than half of the participants are very satisfied, almost all of the other participants are mostly satisfied. Three respondents were only partly satisfied.

Not even one of the participants crossed the category of complete disagreement, 33 out of 36 feedbacks crossed in the positive area.



The best evaluation for the process was given for the Lisbon Meeting, the weakest was given for the Brussels Meeting.

The following table shows that the process of the meeting was considerably improved after the dissatisfying feedback of the meeting in Brussels. At the Amsterdam Meeting the process was again perceived slightly weaker.

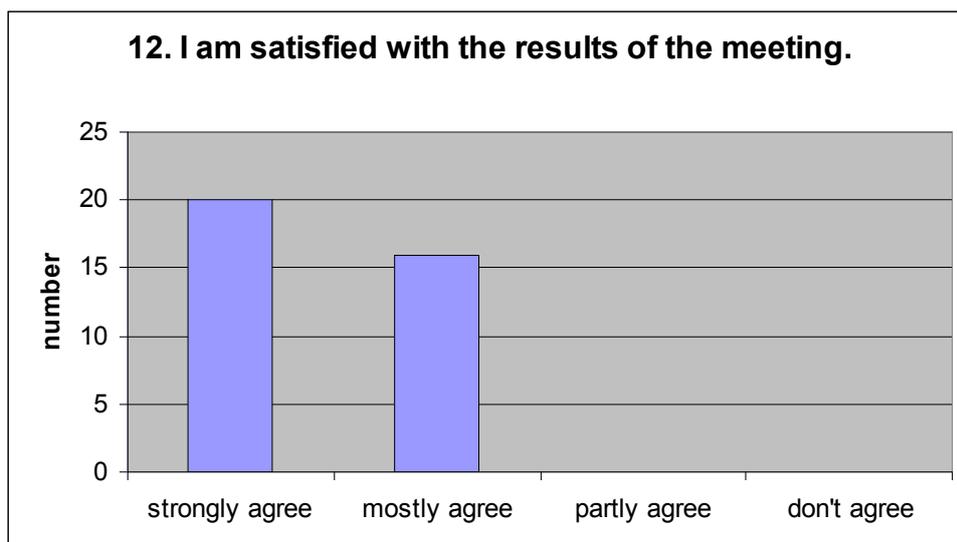
**Question 11: Satisfaction with the process of the meeting**

| Frequencies of Question 11 |             |              |              |                | Answers at the meeting -total |
|----------------------------|-------------|--------------|--------------|----------------|-------------------------------|
|                            | Don't agree | Partly agree | Mostly agree | Strongly agree |                               |
| Partners' Meeting          |             |              |              |                |                               |
| Rome Meeting               |             |              | 5            | 3              | 8                             |
| Brussels Meeting           |             | 2            | 2            | 2              | 6                             |
| Lisbon Meeting             |             |              | 1            | 6              | 7                             |
| Berlin Meeting             |             |              | 4            | 4              | 8                             |
| Amsterdam Meeting          |             | 1            | 2            | 4              | 7                             |
| Answer categories - total  |             | 3            | 14           | 19             | 36                            |

**12<sup>th</sup> question/statement:** *"I am satisfied with the results of the meeting."*

In this last question, the participants had the opportunity to evaluate the overall results of the meeting. The feedback for the results that the meeting had brought in the end is very positive. All participants agreed with this statement.

The last two questions show that the partners meetings led to the results which had to be achieved in the different phases of the project. Even if the process in some respects was seen partly critical, the output in the end was appropriate and satisfying.



The feedback for the results of the meeting was still more positive than for the process. All answers show positive agreement. Again the Lisbon Meeting got the best feedback. The weakest evaluation was given for the Rome Meeting.

#### Question 12: Satisfaction with the results of the meeting

| Frequencies of Question 12 |             |              |              |                |                               |
|----------------------------|-------------|--------------|--------------|----------------|-------------------------------|
| Partners' Meeting          | Don't agree | Partly agree | Mostly agree | Strongly agree | Answers at the meeting -total |
| Rome Meeting               |             |              | 6            | 2              | 8                             |
| Brussels Meeting           |             |              | 3            | 3              | 6                             |
| Lisbon Meeting             |             |              |              | 7              | 7                             |
| Berlin Meeting             |             |              | 5            | 3              | 8                             |
| Amsterdam Meeting          |             |              | 2            | 5              | 7                             |
| Answer categories - total  |             |              | 16           | 20             | 36                            |

#### **13<sup>th</sup> section of the questionnaire:** *“My suggestions for improvement:”*

They suggested improvements as follows:

##### Before or between the meetings

- more contact between the partners before the meeting
- Organise delivery time among the partners and try to respect it; more communication from the administration coordinator
- using more effectively the meta-community

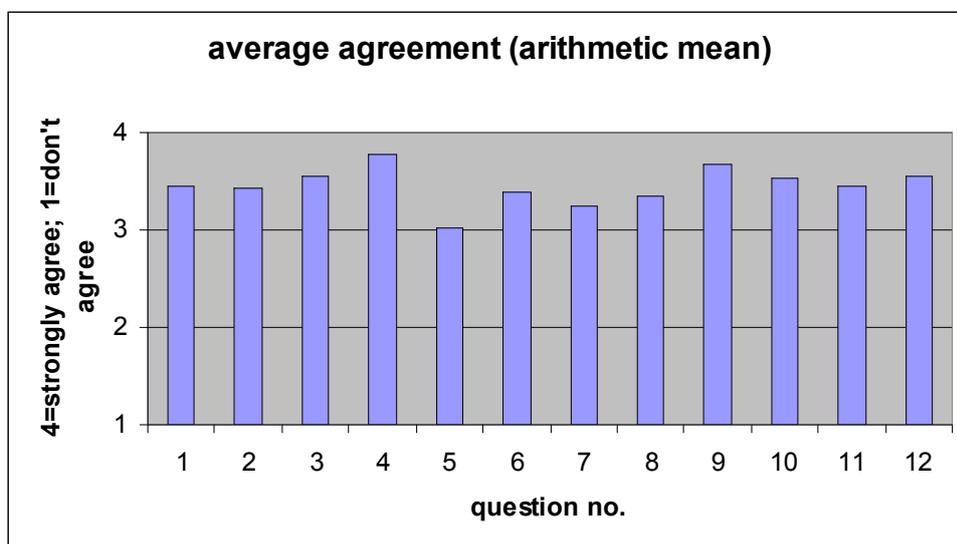
##### More effective meetings

- to be more effective and less discussion on general topic
- stronger guidance towards achievement of results
- add an evaluation session (1hr.) in every partners meeting, ....
- Project Office should be in the meety for a maxim of 50% if its whole duration. It destorts debate!  
PS: Avoid meetings in Brussels!!
- more goal orientation of discussions in the meetings; timely delivery of documents to be discussed
- keeping logbooks
- Very efficient meeting, except for inefficient discussion on IPR
- Stick to the agenda

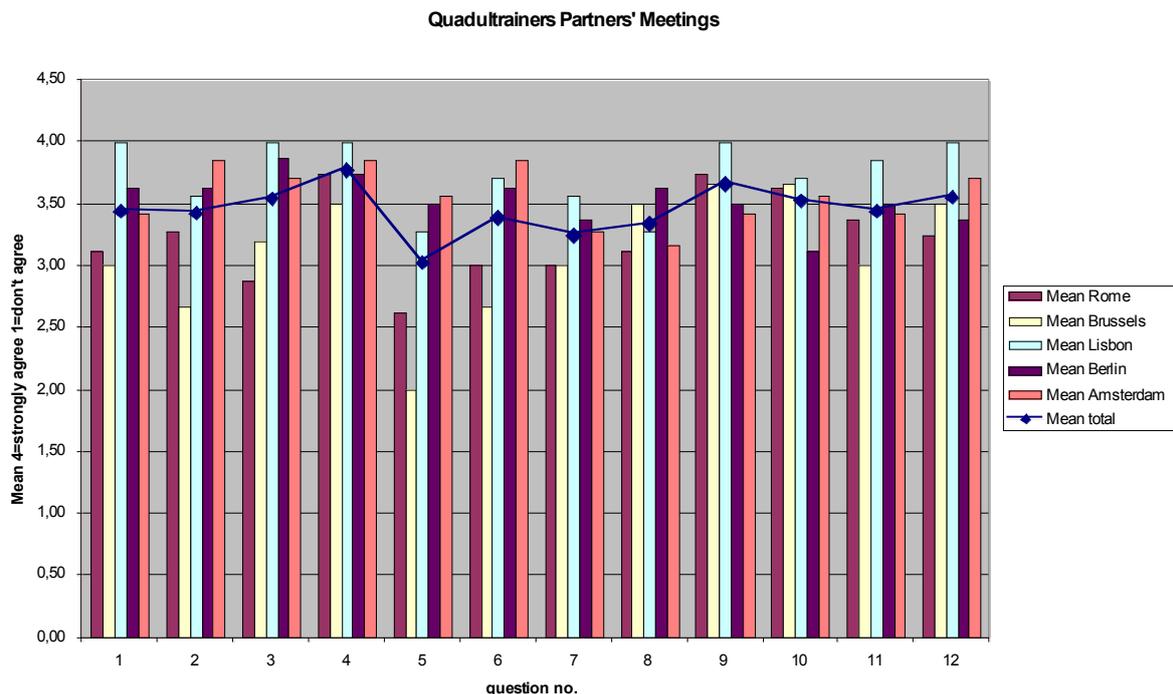
### Overview: Results of all Questions

An overview of the results of all questions demonstrates clearly the overall positive assessment of the partners meetings by the participants. The following diagram presents the average degree of satisfaction for each question that has been asked. Level 4 indicates the strongest agreement possible whereas level 1 indicates that the respondent does not agree at all.

As shown in the following diagram, questions no. 4 (relevant partners' contributions) and 9 (fertile discussions) achieve the comparatively highest score and for all other questions the arithmetic mean of the given answers is still above level 3 and thus always at least "mostly agree". The lowest mean shows question no. 5 (provision of material in due time) which is on average on level 3 (mostly agree).



#### IV. Overall Evaluation of the Partners Meetings



The **Rome Meeting in March 2009**, the second partners meeting in the project course, was on the whole assessed less positive than the three last meetings, but in many respects more positive than the Brussels meeting. In comparison to the other meetings the contributions of the partners (no. 4) and the discussions during the meeting (no. 9) got a rather good feedback. Comparatively weak at this meeting from the participants' view was the organisation of the meeting (no. 3).

The **Brussels Meeting in September 2009**, the third partners meeting, received the comparatively weakest feedback. This comparatively critical assessment applies above all to the period before the meeting (no. 2), to the provision of material in due time (no. 5), to the realisation of project tasks according to the schedule (no. 6) and to the satisfaction with the process of the meeting as a whole (no. 11). Nevertheless the allocation of tasks to the partners (no. 8) and the handling of administrative issues (no. 10) got a comparatively good feedback.

The **Lisbon Meeting in January 2010**, the fourth partners meeting, shows the best results of the five partners meetings. 8 out of the 12 statements received the strongest agreement, which means that these aspects were evaluated most positive, in comparison with the other meetings. Five statements were evaluated with "4" on average, i.e. all participants - without exception - chose the answer option with the strongest agreement. The average mean of all answer options is clearly above "3" (between most and strong agreement).

The **Berlin Meeting in June 2010**, the fifth partners meeting, lies in between of the other meetings. This meeting received a comparatively good feedback for the period before the meeting (no. 2), for the provision of relevant material in due time (no. 5) and for the adequate allocation of tasks to the partners (no. 8). On the other hand the average mean for the handling of administrative issues (no. 10) was the comparatively weakest.

The **Final Meeting in Amsterdam in October 2010** got a comparatively good feedback, especially with respect to the period before the meeting (no. 2), to the provision of material in due time (no. 5) and to the realisation of project tasks according to the schedule (no. 6). Comparatively weak according to the evaluation was the allocation of tasks to the partners (no. 8), which does not come as a surprise as most of the tasks had been finished at the time of the meeting.

The overall results reveal very distinctly that those aspects which needed to get optimised were improved after the first year of the project – this applies above all for the provision of qualitatively appropriate material in due time (no.5) and for the realisation of project tasks in accordance with the project schedule (no. 6). A clear improvement can also be stated for the preparation in the run-up of the meeting (no. 1) and for the organisation of the meeting itself (no. 3).

12.11.2010

Birgit Achterberg/Erwin Seyfried