



Project Title: Reducing Occupational Stress in Employment

Project acronym: ROSE

Grant Agreement: 2008-1911/001-001

Product

Appendix 11 A Report on the Pilot Package

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Introduction

Phase 1 Pilot of the ROSE website and learning sessions for both managers and support workers was conducted using survey monkey with managers from the five partner countries (Appendix 1). Based on the feedback, modifications and adjustments were made to both the website and the learning sessions. Articulate, which is an e-learning software platform, was adopted to deliver both the learning sessions for managers and support workers.

Phase 11 Pilot of the online ROSE site and learning sessions was conducted with both managers and support workers, using the online ROSE questionnaire. Progress and action proformas provided the coordinator of the project and the team with a format for documenting and responding using a standard process of recording feedback from the five partner countries.

In addition, it facilitated the documentation of time frames and persons responsible for achieving timely responses to the identified problems.

ROSE Evaluation Questionnaire

Document1 - Microsoft Word

Questionnaire Preview - Windows Internet Explorer

http://leonardorse.eu/mod/questionnaire/preview.php?id=909

File Edit View Favorites Tools Help

Other Publications and Reso... Stress http--www.inclusionireland.i... WHO International Classific... Call for Papers for Journal o... Basics of APA Style

- Questionnaire Preview

Learning Session Questionnaire



Return to Learner Session

Please indicate your level of satisfaction with the following (1 - Very Satisfied, 2 - Somewhat Satisfied, 3 - Neutral, 4 - Somewhat Dissatisfied, 5 - Very Dissatisfied):

	1	2	3	4	5
1 How satisfied are you with the visual aspect of the learning session?	<input type="radio"/>				
How user friendly did you find the learning sessions?	<input type="radio"/>				
How satisfied were you with the content of the session?	<input type="radio"/>				

Any other comments / suggestions (please specify)

Page: 1 of 1

Internet 100%

start Charts ROSE Pilot Feedback ... Document1 - Microsof... Learning Sessions for ... Learning Sessions for ... - Questionnaire Previ... EN 22:38

General Feedback Pilot Phase 11- Before Full Launch-

Managers

- Learning session on change management-As we are presently engaged in making some changes in our unit this learning session has come at a very good time for me and has made me look and understand how change affects all members of the team. Change is good it keeps programmes fresh and gives us all a chance to correct mistakes
- The visuals were very good on this module- no problem scrolling
- Topic of this lesson is very relevant in current climate and in the health services. This module provides manager to reflect and guide team through change minimizing stress by increasing awareness of the topic along the way.
- Very informative and I would use some of this material again if I had it
- Change can create a lot of stress and fear to help reduce this feel if change is managed and planned and has involvement of all it most likely to come about. As a manager taking on board change is not always easy.
- Useful information for persons who may have limited knowledge on this topic. A useful reminder for those who have the knowledge already. The reader found the modules useful reminders and the fact that one can return to the modules anytime to refresh the knowledge is a positive aspect of the site. Thank you.
- I have finally found my controls of the slides apologies
- This module (problem solving) was thought provoking and served as a reminder of the importance of involving all staff in problem solving. The reader found the suggestions could be useful in promoting good work practice.
- Very informative
- Content very good Getting used of the format of the sessions would be better if you could have it on full screen on the computer.
- In this session I found it easier to control the pace of session, was more orientated to controls. I found the content useful and practical, I think it would assist in supervising and leading a team and in that manage the stress levels of oneself and staff team
- Self esteem so important in a work team hard to work with a person with low self esteem can often pull a team down and they can make it hard to build a strong team. Communication at all levels of a team so important also active listening skills very important.
- Again content was very good - great points. The computer programme is a letdown, not very user friendly size of presentations too small
- Very useful and practical for any manager, give good insight into topic
- I found you have to be in a quiet place to be able to really concentrate on the session. A lot of the information was familiar but this was like refresher course
- So far I find the whole process very interesting and engaging
- Found there were some suggestions that I had not heard before and some new information. Good pace too.
- Again as a manager there is both content and a practical tool to tease out the theory and apply to one's own work situation given good indicators of areas to work on and areas of strengths within the staff team

- Content excellent, makes you aware of where supports may be lacking
- Very interesting 5 indicators of supportive or not work environment a very good check
- Risk assessment in the work can reduce stress but does need joint responsibility involvement in the solution discussion and review
-

Staff

- Very interesting and helpful
- Excellent sessions. I thought it was very helpful, especially the slides on how to challenge the unhelpful thought patterns. I thought it was particularly good that examples of what unhelpful thought patterns are given as sometimes I don't even realize that these thought/emotions are unhelpful. The parts on perfectionism were also helpful, especially the bullet points on how it can in fact hinder the quality of one's work. The final section in relation to procrastination had too much information in the slides, perhaps cutting some of it and making it into clearer concise bullet points might help
- I was satisfied with this module I feel it helped me a lot
- Again a very good session. Very practical information that is easy to follow and relevant. good not to have too much in it as it makes it easier for the learner to read and maintain interest in
- I felt it provided very valuable relevant and necessary information when working with clients and for clients.
- Like the diagrams made it much easier to remember step by step.
- I found the sessions interesting, informative and well-presented
- Very easy to use. Content was straight to the point, easy to read, clear and coherent.
- I couldn't access the content on my own laptop for some reasonbut that's ok, I used a friends. Quite worried to find out that I have most of the stress factors in my working day, at least I know why I am so distracted now!!! Thanks!
- Generally thought it was well explained and highlighted the symptoms of stress very clearly
- This section is excellent for introduction to challenging behaviour
- Challenging behaviour-one of the better modules. Very good
- A good informative session. Refreshes challenging behaviour approaches for learners.
- Challenging behaviour-I felt it was very well explained and benefitted me with my work.
- Challenging behaviour-The ABCD Chart was good.
- Challenging behaviour- This information is more relevant to people working in front line services.
- I liked this final exercise as it puts a focus on relaxation in a big way and how to relax properly which can be used in a group setting too at work for team building etc...
- I found the breathing and meditation tips useful.....thanks!
- Very practical, very enjoyable

- I thought these modules were very well written and I learnt a lot on how to reduce stress levels at work at with myself.
- The interactive sessions are great. Once again good for team building days
- Coping with stress-Practical tools, tips provided will help frontline staff apply theory in their work situation
- All learning sessions for staff- I found the information basic in this section, maybe because I work in the area of HR and am familiar with all of this
- It's great that at the learning stage of the session saves each previous session you have done as there is so much content involved so you don't go over any previous sessions you have already completed
- It gives good tips on the importance of healthy eating and dieting and on sleep to reduce stress levels.
-

Action Plan Summary

A Plan of Action for Feedback on ROSE Website Date: _____

Item	Comment	Priority	Suggested Action	Team or person performing/responsible for this action	Target Date to be Achieved
Loggin on	The information was good once I got logged on, which I found very difficult to do	High	Team meeting/ Skype (WITand IT Team/KING'S COLLEGE)	IT Team WIT	Month 20
Pop UPs	Many queries relating to 'Pop Ups' (For example -Had difficulty is accessing the questionnaire but I had to 'temporary allow pop ups'.	High	Team meeting/ Skype (WITand IT Team/KING'S COLLEGE)	IT Team WIT	Month 20
Slide transition/pace	For example - The content of the whole seven modules is very good, however, I had difficulty keeping the presentation at my pace throughout which in itself reduced the enjoyment and learning.	High	Team meeting/ Skype (WITand IT Team/KING'S COLLEGE)	IT Team WIT	Month 20

Illustrations	A bit more illustrations might be useful to keep the attention of the readers.				Month 20
Text size slide	Some of the script could be enlarged.				Month 20
Evaluation questionnaire	Feedback Section Link to ROSE Project - where, text, is this a link? In every learning session, I have more difficulties to open de questionnaire. When I push on the button, always the first heading of the session appears.				Month 20
Navigation CD	Instructions on how to use or navigate not present/clear				Month 20

Appendix-I – Questionnaire-First Pilot

Copy of the ‘Online survey for both support workers and managers’

The aim of this pilot questionnaire is to evaluate and modify the ‘Person Directed Stress Management Intervention Programmes’. The objective is to ascertain whether these learning sessions are effective tools in the prevention and management of stress in your work environment.

Please answer all questions in the survey.

In addition, questions are supplemented by a text box to allow you to put forward suggestions/amendments/revisions and you are requested to make further comments on the relevance, usefulness and effectiveness of the learning sessions.

Pilot instructions

All the information obtained from this evaluation is anonymous and will be treated confidentially and will only be used by the ROSE project team to improve both the web site design and the learning sessions for support workers. We really appreciate the fact that you took the time to complete this pilot evaluation. Thank you so much for your interest and participation.

1. Please indicate the location of your Organisation/Service

*

- 1.Austria
- 2.Brussels
- 3.England
- 4.Ireland
- 5.Italy
- 6.Romania
- Other (please specify)

2. What is your role in the organisation? Please select all that apply to you:

- Male
- Female
- Student

- Manager
- Psychologist
- Social worker
- Care worker
- Support staff
- Care worker
- Houseparent
- Psychiatrist
- Occupational Therapist
- Physiotherapist

3. What is your age

4. How would you rate yourself as an Internet user?

Other (please specify)

- Expert
 - Good
 - Beginner Never used it before
- Other comment

5. How often did you visit the ROSE site?

- Every day
 - Several times a week
 - About once a week
 - Several times a month over the pilot period
 - About once a month
 - Less than once a month
 - This is my first visit here
- Any other comment

6. What prompted you to visit the ROSE website today?

- Just curious
- Wanted to download files
- Looking for update/refresh on earlier information

- Professional development
- Needing help with stress
- Other (please specify)

7. Approximately how many learning sessions did you look at during this visit?

- 1 to 3
- 4 to 6
- 7 to 9
- More than 10

8. Please indicate your level of satisfaction with the following:

How satisfied are you with the visual aspect of the learning session (Work Directed)

Very satisfied Somewhat satisfied Neutral Somewhat dissatisfied Very dissatisfied

How user friendly did you find the learning sessions?

9. How likely are you to:

Return to the ROSE person directed learning sessions?

Very Likely Somewhat Likely Somewhat Unlikely Not At All Likely

Would you recommend the ROSE person directed learning sessions to a colleague in work?

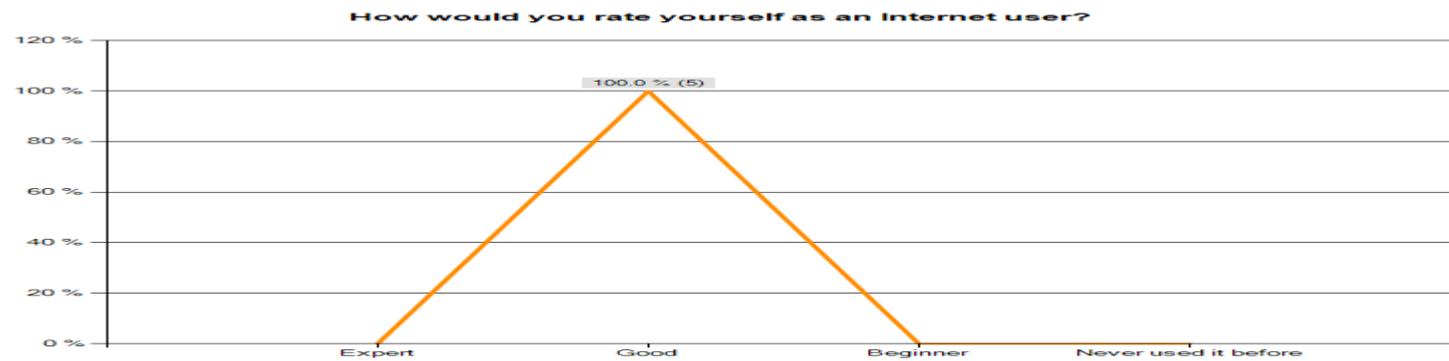
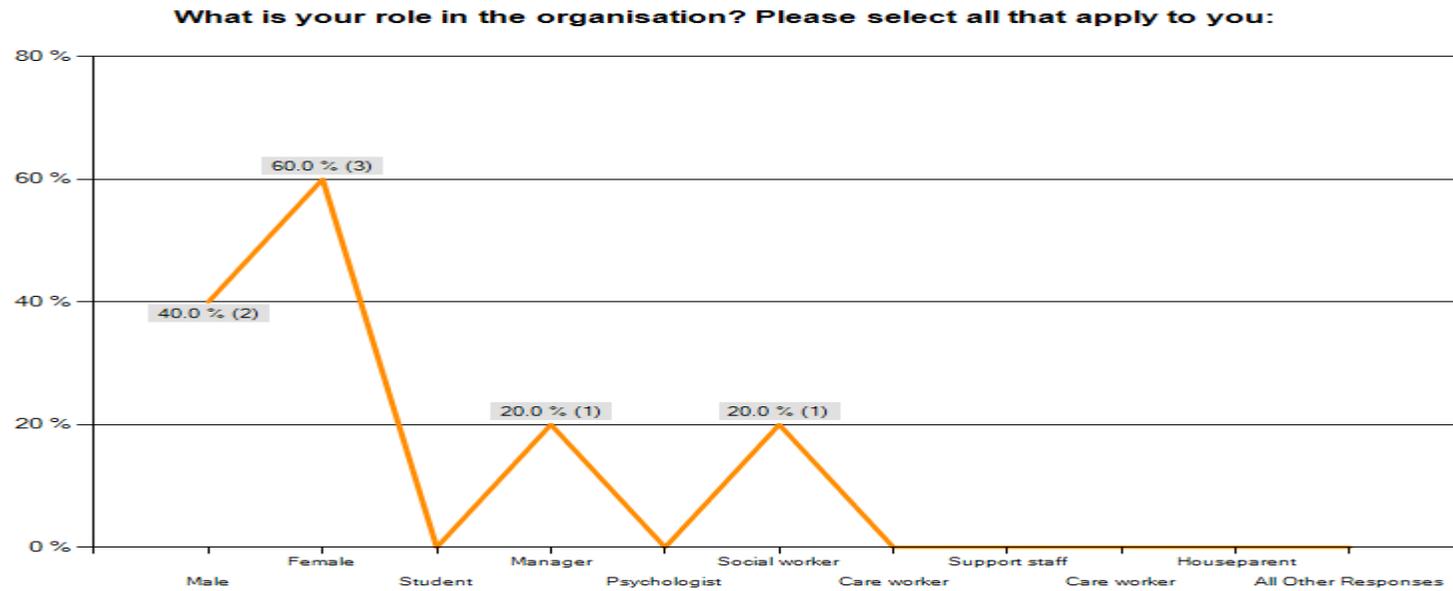
Any other comment/suggestion (please specify)
Other comment/suggestions (please specify)

***10. Overall, how satisfied are you with the ROSE website in relation to the following:?**

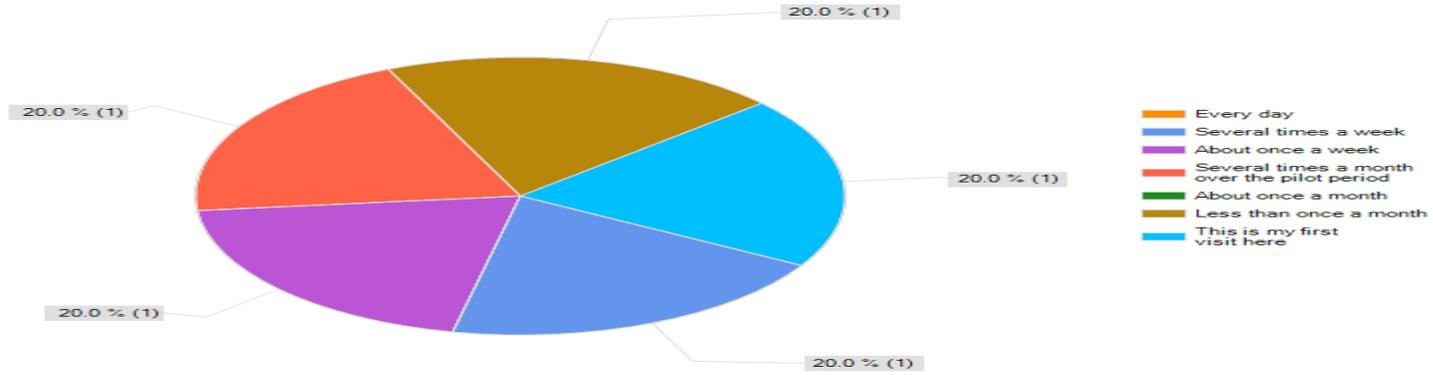
	Not at all satisfied	Somewhat satisfied	Fairly satisfied	Very satisfied
Visual appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Loading speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Site navigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to find material on this site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other comment/ suggestions(please specify)

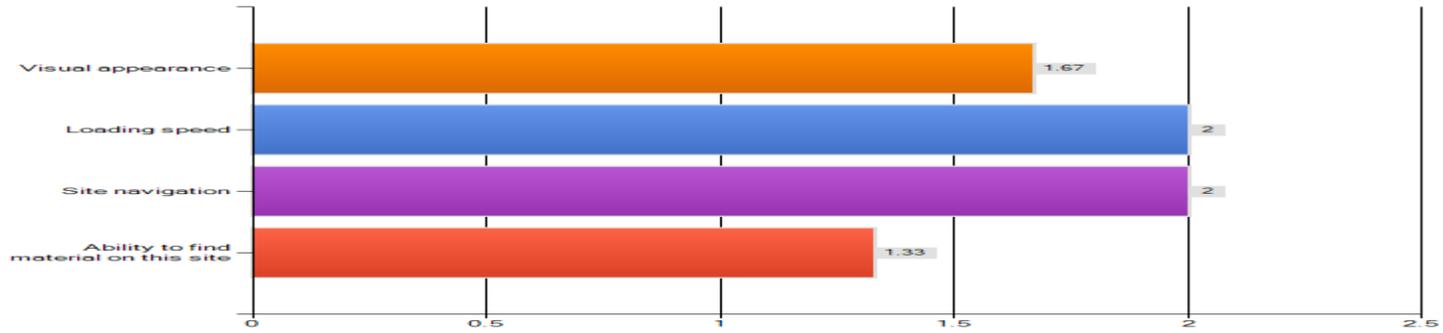
Results-Initial Pilot Study with Partner Countries (N=5)

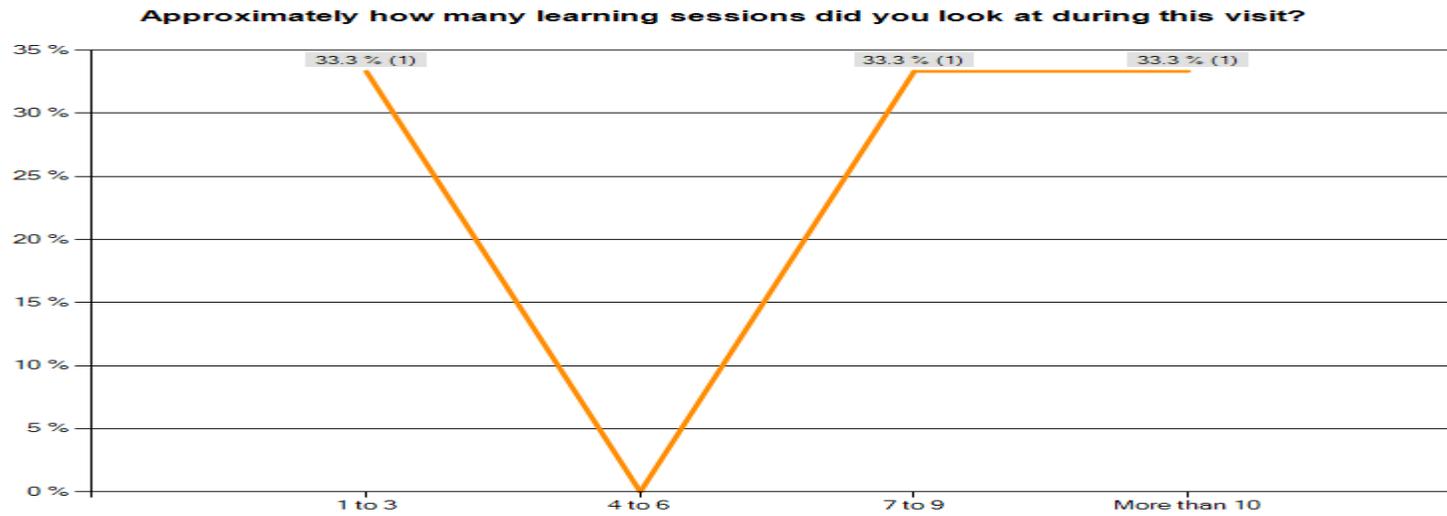
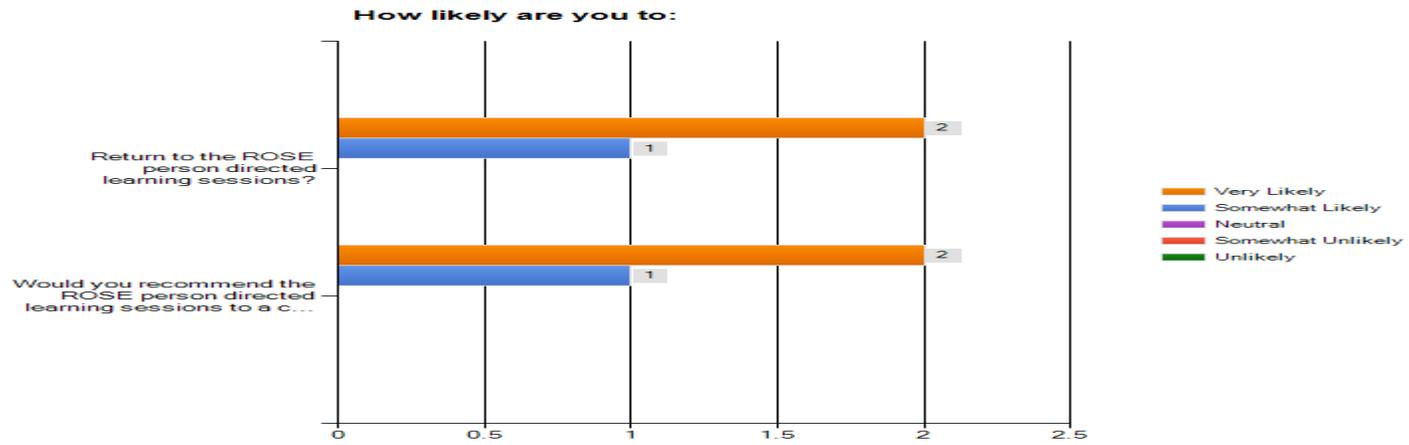


How often did you visit the ROSE site?

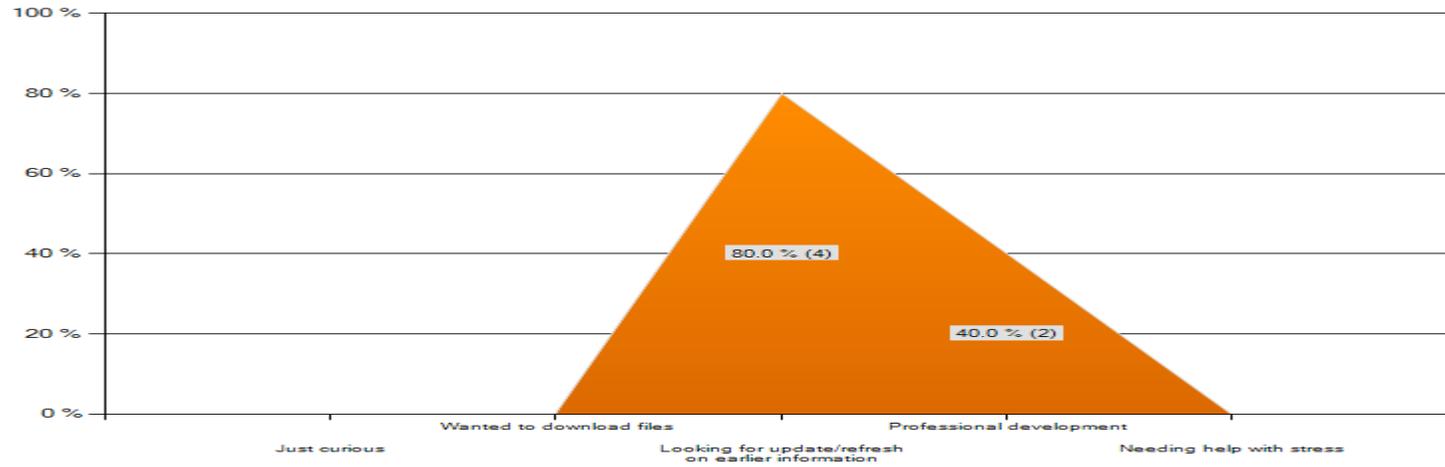


Overall, how satisfied are you with the ROSE website in relation to the following:?

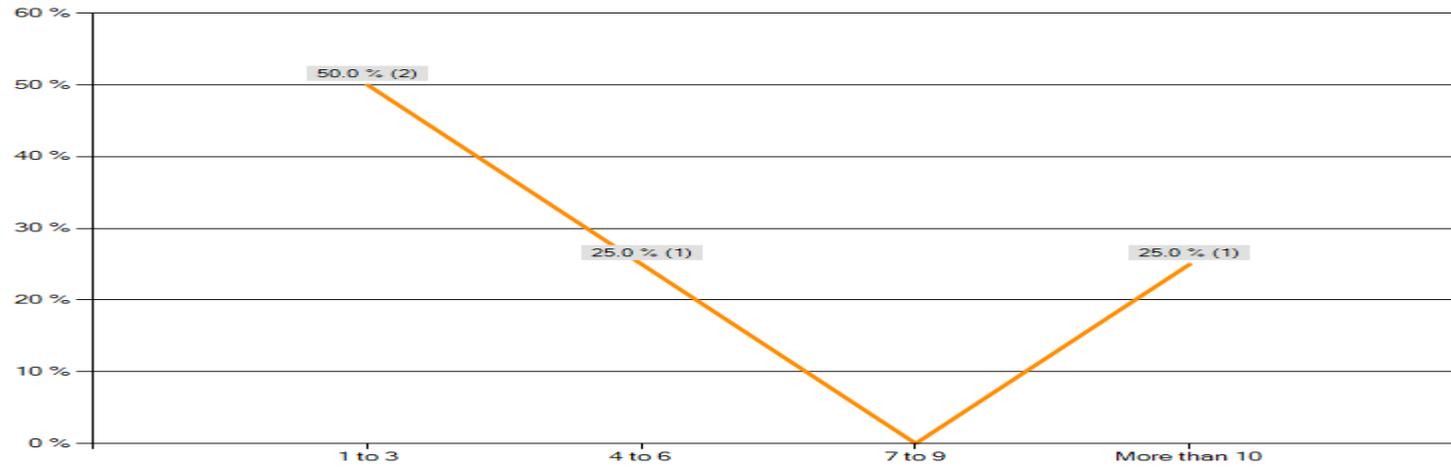




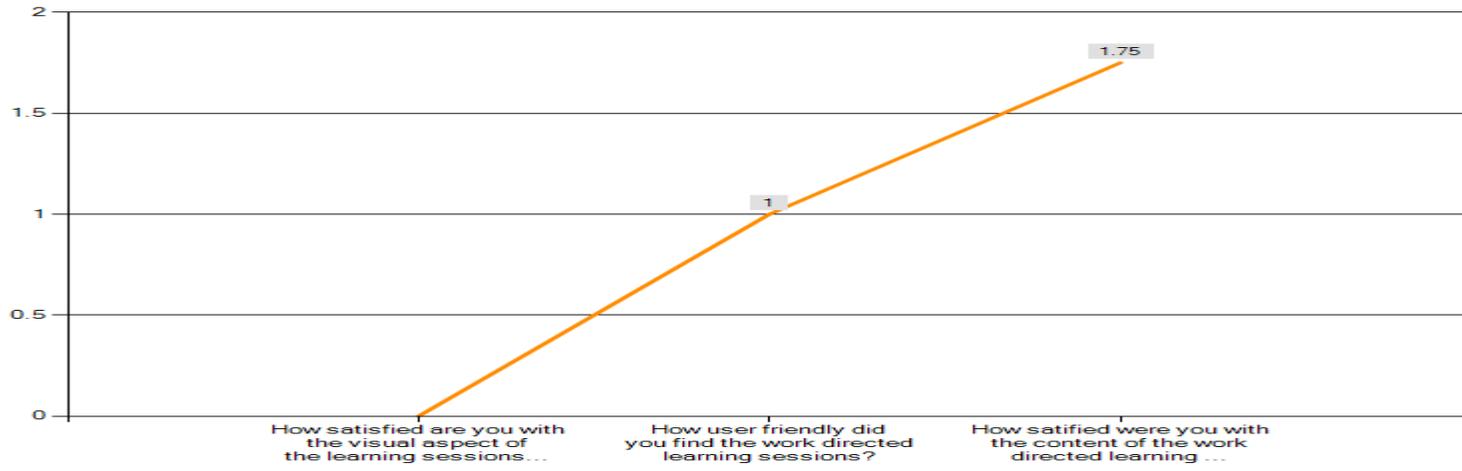
What prompted you to visit the ROSE website today?



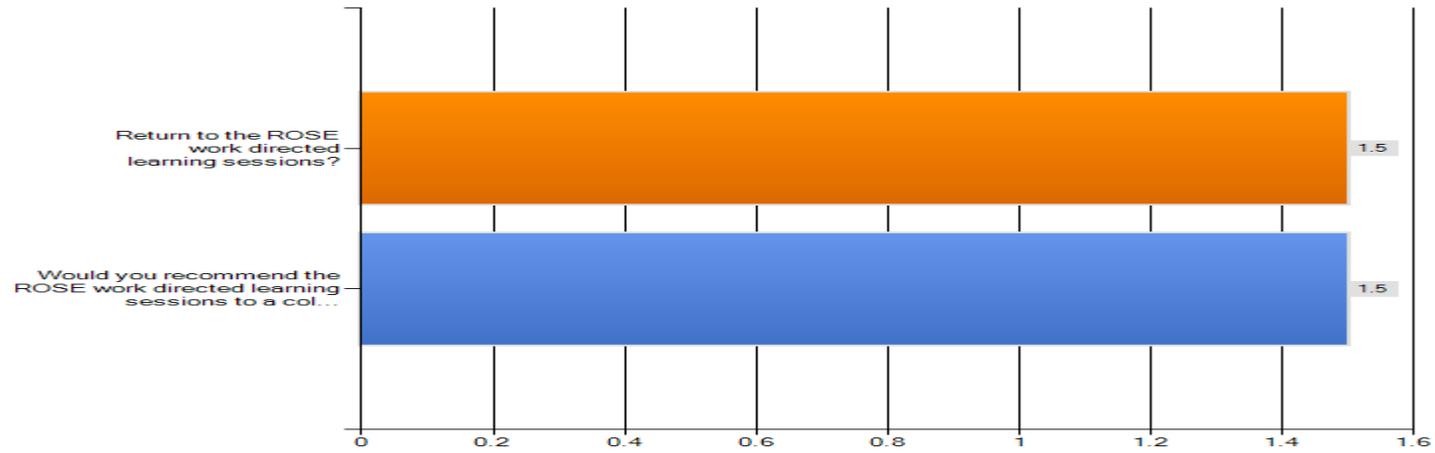
Approximately how many learning sessions did you look at during this visit?



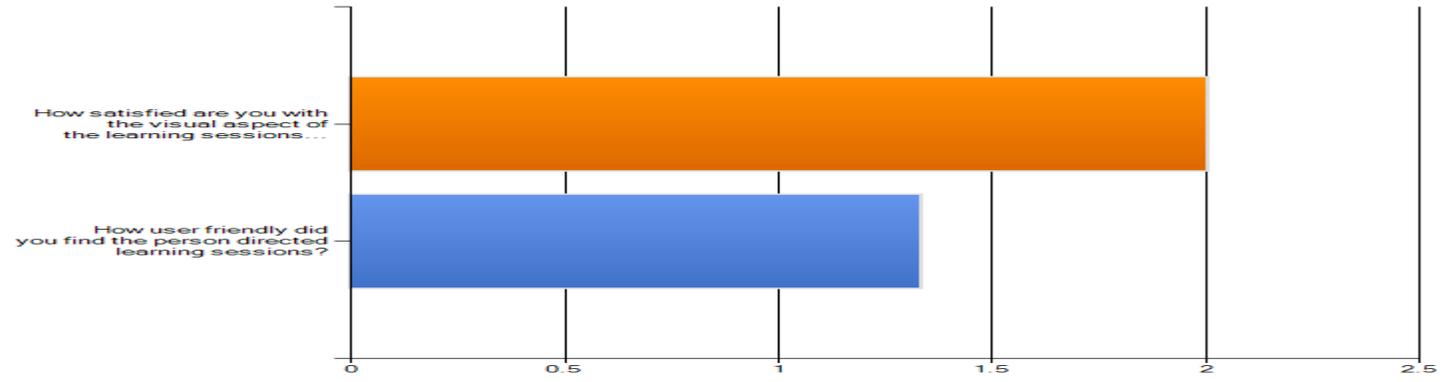
Please indicate your level of satisfaction with the following:



How likely are you to:



Please indicate your level of satisfaction with the following:



Appendix-II –Email feedback on web site- Phase 1- Evaluation

Feedback on ROSE website from Austria, Italy, Romania, England and Ireland- Pilot Study Phase 1

- Comments made in relation to the on-line tool and the information contained there. The following were the main issues or concerns that arose for those who reviewed the site in the five partner countries. These comments were individually reviewed by the team and a new e-learning software was adopted to deliver the the learning sessions for both managers and support workers on the Rose website.
- **Password / technical**
- Many people tried to log-on and encountered difficulties which put people off completing the process.
- Setting up the password presented difficulties – it was felt that the instructions were too demanding i.e. “the password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s)”. Most passwords tend to have 6-8 characters with at least 1 digit which seems to be a generally acceptable ‘password’ security level.
- Once you set up you then have to fill quite a lot of detail – it was felt that all the fields shouldn’t be mandatory – people should be able to choose what information they provide e.g. most people can be identified by their email address and maybe people wouldn’t wish to be identified.
- Some parts of the module moved very fast and people didn’t have time to read what was on the screen.
- There were different presentation styles on some of the learning modules (lack of consistency).
-
- **Language**
- There were a number of comments made in relation to the language used on the site e.g.
- It was suggested that the site needs to set out a clearer context / environment within which people work e.g. providing person centred services to people who have an intellectual disability / person centred services to people who have mental health issues (should be about each individual person) and making reference to the UN Convention on the Rights of Persons with Disabilities (2008).
- Language used in the ‘Opening’ / ‘About ROSE’ sections – references to people with mental health “problems”, “this group of people”, “challenging behaviour” - implies that working with people with intellectual disabilities or mental health problems = stress. While working in the health and social care environment can be stressful, difficulties with management, co-workers etc. are also major stressors in the workplace and these need to be acknowledged also (while they are later on in the site it was felt that this should be highlighted in the opening section).
- A query was raised in relation to the role of involving persons who avail of services in dealing with stressful issues which arise e.g. involving people who avail of services more in decision making etc (which can lead to reduced stress levels, challenging behaviour, etc).
-
- **Learning Module**
- There is a need to reinforce learning and recognise different learning styles e.g. need for more skill development.
- The site is very text heavy.

- The "Further Information" section was complicated / difficult to access.
- Encountered difficulty in accessing the FAQ section.
- What is survey monkey?
- Is it possible to save completed survey/information on hard drive?
- Found the learning sessions for managers more academic
- Experienced difficulties accessing questionnaires
- When filling in questionnaire wanted to return to learning session but was unable to
- Experienced technical problems/system crashing
- Problems with feedback and exit button on learning sessions for staff
- Suggested that it may be useful to include print button
- Survey monkey-include a question about how useful/helpful information is
- Experienced problems with links/exits
- Had problems with cookies-required IT support to enable the system
- Suggested that we include some information about the research team in the introduction
- Noted that 'About Us' was placed last on the toolbar-perhaps this should be placed first
- May be useful to include additional information about stress/well-being/mental health e.g. interesting facts, etc.
- Possibility of including a demonstration/guidelines on how to make the most of the website
- Overall look of the site-not consistent across sessions-needs to follow the same format
- Flow and overall look of the site needs to be considered
- Coloring and graphics-some graphics appear blurred-some graphics may need to be re-considered-are they applicable to the content?
- Feels that there is quite a lot of reading-could be more interactive-e.g. provide some simple exercises to do, etc.
- Appears to be a lot more links in the managers learning sessions
- Some of the learning sessions are quite brief and others are detailed-not consistent
- Suggested that we include some information on 'work-life balance' and 'employee well-being'

- Noted that many links are to UK and Irish sites-perhaps add the equivalent sites from other countries- engage with partners to establish if there are similar links in the other partner countries
- Provide a list of where information was sourced instead of referencing in the text
 - Needs to be more consistency
 - Appears to be differences between staff and managers sections
 - Simplify content in the management section a little more
 - Suggests that we split manager learning sessions into guidelines, directions and extra links
- Difficulty accessing site with cookies and passwords
- Experienced difficulties with navigation-difficulty returning to learning sessions after completing evaluation
- Lay person may have difficulty understanding the language used-may need to review and simplify, e.g. person-directed and work-directed
- Include instructions on how to change users password if desired
- Suggests that it may be useful to differentiate between the ROSE project and the ROSE product in the introduction
- Remarks that the use of the word 'shift-work' in the individualized sessions may be ambiguous

Action Plan- Progress Log for High Priority Issues- Pilot phase 1 of learning sessions

Priority 1	Priority 2	Priority 3	Projected Completion Date	Status**
Change from PowerPoint to Articulate e-software	Content of learning sessions for both managers and support workers	Pop ups	Month 19	Done
Report on progress				
Plan – next steps and any obstacles to be overcome	Based on feedback from the five partner countries learning session platform- WebCT using Powepoint presentations not satisfactory- very little interactivity and no Flash course materials			
<p>Use Articulate Presenter '09 and use more interactivity and narration to PowerPoint slides.</p> <p>Pilot Articulate with small group in partner countries</p>				
Notes:				
<p>Feedback from pilot of Articulate at Meeting in Ireland</p> <ul style="list-style-type: none"> • Animated annotations that highlight important points were very well received • Clear, crisp images and video • Multi-level navigation and branching 				

On target – next priority get Articulate learning sessions for both manager and support workers translated.