

## **Leonardo Project**

# **“INTELLIGENT FURNITURE / De-SME” (2009-2196 / 001 - 001)**

## **WP2 – Deliverable n° 6**

### **Strategic Document for Monitoring**

# ***Strategic Document for Monitoring***

## **1. Approach to Monitoring in the De-SME Project**

Monitoring is intended by the partnership as an instrument for evaluating the Working Packages and the single actions *in itinere*, using common indicators and tools in order to carry out a continuous monitoring of the project work. The approach is centred on optimising the activities and the communication between project partners. Single tools (questionnaires, interview drafts etc.) will be included

Continuous implementation of Training Programmes and creation of processes able to have direct feedbacks about the needs of training: what kind of training do the enterprises REALLY need NOW using innovative tools. In this way shortcuts for "real time" communication between enterprises - public authorities - training providers can be developed. The main item of this activity is how to give the right knowledge - skills - competencies at the right moment: shortcuts between the Furniture Market and the Labour Market in order to anticipate training in function of the productive needs.

Developed communication channels, forums for SME's and other tools created by the project will be adapted and used in order to guarantee immediate and "real-time" feedback concerning the training activities of the project and of other training courses.

The direct and immediate feedback will be used to correct and to implement *in itinere*, without delay, LLL activities, involving directly the project partners and operators, the contacted enterprises, i.e. local focus groups and social workshops and – during the training sessions – the participants.

## **2. Monitoring Strategies**

Inside the De-SME "Intelligent Furniture" Project, Monitoring is therefore considered a tool for gathering information on the programming, management, testing and evaluation of the overall project activities, including specific aspects as

- management and organisation
- communication inside the project
- efficiency of financial administration
- didactic methods used in the Training Packages
- organisation of the developed and tested Training courses
- interest/usefulness of the contents of the single Training Packages

It involves the constant checking of the main outputs and results of the project, especially the transnational cooperation and the specific deliverables regarding innovation of VET-Actions.

All groups of persons related to the project are involved in Monitoring, including operators, teachers and participants through the survey of variables and indicators using mainly specific questionnaires. All questionnaires will be elaborated and used in hardcopy and as on-line version in order to offer the biggest possible choice to all target groups for the monitoring actions (operators, teachers and participants).

It checks with special attention the evolution of some results concerning the internal operators of the project itself because the necessity of monitoring is not only evaluation of final products, but also an instrument of evaluation *in itinere* able to point out eventual problems of management "on time" giving the possibility to correct not efficient situations and developments.

The Monitoring activities will be

- operational on both, an internal (project-operators, teachers) and external (participants) level and integrating it into a single design
- targeted at various aspects of the characteristics and innovations introduced by the project
- based on the partnership (monitoring of participants and teachers is subdivided for the different participating countries and for the different

Mainly two types of Output indicators are used:

**Quantitative Indicators** will be used analysing the projects activities, such as

- number of training beneficiaries per gender/country/Age/LMP
- number of external participants in public events
- number of enterprises involved
- number of training courses/Training Packages/single Modules realised
- number of external requests regarding the project activities and outcomes

**Qualitative Indicators** will be used utilizing specific questionnaires to be submitted towards

- project operators (Beginning / Mid-term / Final)
- Teachers (after the working experience)
- Participants (after the training activities, subdivided for each Training Package)

The **monitoring system** which has been created do present:

- a common format for application for the three target groups / the three pathways of monitoring
- three specific questionnaires for surveying the outcomes of project work and testing of the deliverables
- possibilities to estimate also the subjective perception of the impacts of the developed training activities

Evaluating training activities should address both efficiency and effectiveness. While efficiency is usually evaluated in most training programmes indicators for evaluating effectiveness in this domain are not developed. The efficiency of the project work can be evaluated and controlled using the foreseen Monitoring tools. The project will try to include also effectiveness, giving spaces to indicate at least the personal evaluation of the usefulness and applicability of the apprehended skills as developed by the project. Obviously this *datas* are subject to interpretative extrapolation and will be successively monitored on local level by the project partners also after the conclusion of the project.

### 3. Specific Monitoring Tools and foreseen outcomes

During project-work three main **monitoring tools** has been elaborated:

1. one monitoring questionnaire for Operators working inside the project
2. one monitoring questionnaire for teachers involved in developing and testing the innovative training activities (being therefore in direct contact with the participants)
3. one monitoring questionnaire for participants subdivided for the three Trainingpackages, including the possibility to five 'open' answers.

These tools will be submitted during the project work as hardcopies and on-line.

- Questionnaire 1 at the beginning of work, after the midterm report and at the end of the project work
- Questionnaire 2 at the end of the Testing Phase
- Questionnaire 3 during the Testing Phase (at the conclusion of each Training Package)

The foreseen outcome is a **Monitoring Report** interpreting the collected datas on the base of a statistic calculation sheet elaborated automatically (Quality indicators) and on the base of a crossed control with datas available on the base of the project managements activities (quantitative datas). A first Analysis-Session will take place after the midterm of the project (at the beginning of the testing phase), the second session will take place after the testing phase and the final session during the period of final reporting of the project.

Attachements:

- Questionnaire 1: monitoring questionnaire for Operators
- Questionnaire 2: monitoring questionnaire for teachers
- Questionnaire 3: monitoring questionnaire for participants

Please consult also the online version of the questionnaires:  
[www.provincia.pistoia.it/.....](http://www.provincia.pistoia.it/.....)



# Internal monitoring questionnaire

## Project "Intelligent Furniture" – DESME (2009-2196 / 001 - 001)

DATE:

Dear colleague, with this questionnaire we will collect your opinions on the project we are realising together.  
 You can answer in a very simple way: you have to tick for each question the response that best express your rating.  
 You'll also find some spaces in which you will be requested to express your personal evaluations or suggestions.  
 The questionnaire is anonymous (you don't have to sign it) and the information collected will be used to improve the organization of our project. Please sign with a X the answer you prefer.

### 1. Overall perception

The quality of the project meets your expectations?					
<b>Not at all</b>		<b>Not much</b>		<b>Yes, enough</b>	<b>Yes, widely</b>

### 2. Project Management

Are you satisfied with the way the main aspects of the project has been handled?

Management, Administration and Finance					
<b>Not at all</b>		<b>Not much</b>		<b>Yes, enough</b>	<b>Yes, widely</b>

Coordination of transnational work					
<b>Not at all</b>		<b>Not much</b>		<b>Yes, enough</b>	<b>Yes, widely</b>

Coordination of the single working packages					
<b>Not at all</b>		<b>Not much</b>		<b>Yes, enough</b>	<b>Yes, widely</b>

Coordination of the development of innovation and educational teaching					
<b>Not at all</b>		<b>Not much</b>		<b>Yes, enough</b>	<b>Yes, widely</b>

Communications and collaboration between partners					
<b>Not at all</b>		<b>Not much</b>		<b>Yes, enough</b>	<b>Yes, widely</b>

Please explain the elements you think worked best and why!


Please tell us what you think has to be improved and how?



3. The division of tasks and roles of each partner is respected?

<b>Not at all</b>		<b>Not much</b>		<b>Yes, enough</b>		<b>Yes, widely</b>	
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Do you think the division of roles is fine, or that it should be redefined?


4. How the logistic aspects worked: trips, travels, organization of meetings you participated?

Finland – Kuopio							
<b>Badly</b>		<b>with difficulties</b>		<b>Pretty good</b>		<b>Well</b>	

Italy - Pistoia							
<b>Badly</b>		<b>with difficulties</b>		<b>Pretty good</b>		<b>Well</b>	

Germany - Münster							
<b>Badly</b>		<b>with difficulties</b>		<b>Pretty good</b>		<b>Well</b>	

Spain - Valencia							
<b>Badly</b>		<b>with difficulties</b>		<b>Pretty good</b>		<b>Well</b>	

5. In your opinion, the project follows the planned timetable?

<b>I don't think we can finish in time</b>	<b>We are late but we can still recover</b>	<b>Some activities are delayed</b>	<b>We are in line with forecasts</b>
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6. Are you satisfied with the results so far?

<b>Not at all</b>		<b>Not much</b>		<b>Yes, enough</b>		<b>Yes, widely</b>	
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If you are not satisfied, what do you think should be improved?


7. In terms of usefulness for our future users, could you rank the most useful actions?

<b>TP 1</b>	<b>Very useful</b>		<b>useful</b>		<b>Not very useful</b>	
<b>TP 2</b>	<b>Very useful</b>		<b>useful</b>		<b>Not very useful</b>	
<b>TP 3</b>	<b>Very useful</b>		<b>useful</b>		<b>Not very useful</b>	



  <p>Education and Culture DG Lifelong Learning Programme</p>  <p>EACEA Education, Audiovisual &amp; Culture Executive Agency</p>	<b>Internal monitoring questionnaire for Teachers</b>		
	<b>Project "Intelligent Furniture" – DESME (2009-2196/001 - 001)</b>		
	<b>Training Package: (1- Design for All / 2 – Service Design / 3- Branding, Image and Marketing)</b>		
	<b>DATE:</b>	<b>Country:</b> (Italy / Germany / Finland / Spain)	

Dear Teacher/Trainer, with this questionnaire we will collect your opinions on the project we are realising. You can tick for each question the response that best express your rating. You'll also find spaces in which you will be requested to express your personal evaluations or suggestions. The questionnaire is anonymous (you don't have to sign it) and the information collected will be used to improve the organization of our project.

Gender: Male  Female  Age: \_\_\_\_\_

**1. Your professional Qualification** (only one answer)

<i>Secondary education (Baccalaureate)</i>	
<i>Higher education (University-Degree)</i>	
<i>Higher education (postgraduate education, like PHD and master's degree)</i>	

**2. Your previous experiences as a trainer/teacher** (Multiple answers possible)

<i>Teaching in schools</i>	
<i>Teaching on University-level</i>	
<i>Teaching in Professional Training</i>	
<i>Not formal and informal teaching</i>	
<i>Normally I do not work as teacher/trainer</i>	
<b>Other:</b>	

**3. Logistics, equipment, materials** (only one answer per question)

<i>The structure/classrooms was provided with suitable facilities for teaching?</i>							
Yes		Quite good		Not much		Not at all	
<i>Equipment provided was sufficient, efficient and functional for quantity and quality?</i>							
Yes		Quite good		Not much		Not at all	
<i>The materials and tools prepared were helpful during teaching sessions?</i>							
Yes		Quite good		Not much		Not at all	

**5. Structure and Materials** (only one answer per question)

<i>Was the foreseen course structure suitable for the specific argument?</i>							
Yes		Quite good		Not much		Not at all	
<i>Was the foreseen course structure suitable for the specific target group?</i>							
Yes		Quite good		Not much		Not at all	
<i>Were the provided tools and materials suitable for the specific argument?</i>							
Yes		Quite good		Not much		Not at all	
<i>Were the provided tools and materials suitable for the specific target group?</i>							
Yes		Quite good		Not much		Not at all	
<i>Do you think that the experience of this course will be useful for your future professional activities in teaching and training?</i>							
Yes		Quite good		Not much		Not at all	

**7. Teaching Experience** (one answer per question):

<i>In reference to the contents, you believe that they have been developed:</i>							
Adequate and exhaustive		Too generically		Too tied to theory		Too tied to practice	
<i>The foreseen teaching methods have been:</i>							
Helpful and adequate		Applicable with some additions from my side		Inadequate and not helpful for teaching			



  <p>Education and Culture DG Lifelong Learning Programme</p>  <p>EACEA Education, Audiovisual &amp; Culture Executive Agency</p>	<b>Internal monitoring questionnaire for Participants</b>		
	<b>Project "Intelligent Furniture" – DESME (2009-2196/001 - 001)</b>		
	<b>Training Package: (1- Design for All / 2 – Service Design / 3- Branding, Image and Marketing)</b>		
	<b>DATE:</b>	<b>Country:</b> (Italy / Germany / Finland / Spain)	

Dear Participant, with this questionnaire we will collect your opinions on the project we are realising. You can answer in a very simple way: you have to tick for each question the response that best express your rating. You'll also find a few spaces in which you will be requested to express your personal evaluations or suggestions.  
The questionnaire is anonymous (you don't have to sign it) and the information collected will be used to improve the organization of our project.

Gender: Male  Female  Age: \_\_\_\_\_

**1. Your professional Qualification** (only one answer)

Primary Education	
Professional qualification	
Secondary education (Baccalaureate)	
Higher education (Degree)	
Higher education (postgraduate education, like PHD and master's degree)	

**2. Your employment status** (only one answer)

unemployed	
employee	
contract workers	
free-lance	
entrepreneur	

**3. Why did you decide to attend this training course?** (Multiple answers possible)

Because it is closely related to my curriculum	
Because I have a specific interest in this subject	
Because it's a good vocational training opportunity	
I hope it will bring me more job opportunities	
Because I need professional development	
<b>Other:</b>	

**4. Logistics, equipment, materials** (only one answer per question)

The structure/classrooms where the course takes place is provided with suitable facilities?
<b>Yes</b> <input type="checkbox"/> <b>Quite good</b> <input type="checkbox"/> <b>Not much</b> <input type="checkbox"/> <b>Not at all</b> <input type="checkbox"/>
The equipment used are sufficient, efficient and functional for quantity and quality?
<b>Yes</b> <input type="checkbox"/> <b>Quite good</b> <input type="checkbox"/> <b>Not much</b> <input type="checkbox"/> <b>Not at all</b> <input type="checkbox"/>
The materials used are understandable and exhaustive for quantity and quality?
<b>Yes</b> <input type="checkbox"/> <b>Quite good</b> <input type="checkbox"/> <b>Not much</b> <input type="checkbox"/> <b>Not at all</b> <input type="checkbox"/>

**5. Expectations** (only one answer per question)

Has the course met your initial expectations?
<b>Yes</b> <input type="checkbox"/> <b>Quite good</b> <input type="checkbox"/> <b>Not much</b> <input type="checkbox"/> <b>Not at all</b> <input type="checkbox"/>
Do you feel that the training has benefited your business or professional functions?
<b>Yes</b> <input type="checkbox"/> <b>Quite good</b> <input type="checkbox"/> <b>Not much</b> <input type="checkbox"/> <b>Not at all</b> <input type="checkbox"/>
Do you think that this course will be useful for your future professional life?
<b>Yes</b> <input type="checkbox"/> <b>Quite good</b> <input type="checkbox"/> <b>Not much</b> <input type="checkbox"/> <b>Not at all</b> <input type="checkbox"/>

**6. Training issues: what is your level of satisfaction with** (one answer per question):

The structure of the course?
<b>Good</b> <input type="checkbox"/> <b>satisfactory</b> <input type="checkbox"/> <b>Not very good</b> <input type="checkbox"/> <b>I'm not satisfied</b> <input type="checkbox"/>
The training methods used?
<b>Good</b> <input type="checkbox"/> <b>satisfactory</b> <input type="checkbox"/> <b>Not very good</b> <input type="checkbox"/> <b>I'm not satisfied</b> <input type="checkbox"/>
The course organisation:
<b>Yes</b> <input type="checkbox"/> <b>Quite good</b> <input type="checkbox"/> <b>Not much</b> <input type="checkbox"/> <b>Not at all</b> <input type="checkbox"/>

The relationships with other participants of the course?			
Yes	Quite good	Not much	Not at all

**7. Topics and contents (one answer per question):**

In reference to the contents, you believe that they have been developed:			
Complete and exhaustive	Generically	Too tied to theory	Too tied to practice
The educational materials (handouts, audiovisuals etc.) have been:			
Helpful and adequate	Useful but not sufficient	Inadequate	
The equipments used for training have been:			
Helpful	Quite adequate	Not very helpful	Inadequate
In your opinion, the topics of the training have been relevant?			
Yes	No	Only partly	
If not, why?			

**8. Assessment of Teachers (please indicate with a cross on the right answer)**

Do you think the teachers were understandable?	Yes	No
Do you think the teachers were interacting with you?	Yes	No
Do you think the teachers were prepared?	Yes	No
Do you think the teachers were adequately documented?	Yes	No
The language used by teachers was:		
Appropriate	Too difficult	Too simple

**9. Impressions and suggestions**

About timing, in your opinion the course was :		
Adequate	Too long	Too short
About course schedules, timing and calendar, in our opinion they were:		
Appropriate, I had no problems	It was ok, not perfect; I had some problems	Inadequate, it was hard to follow the course

**10. Comments**
