



IO 1 Quality Assurance Report

C19 d-Response (COVID-19 Digital Response)

Version 01

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Project Partners:



1. Introduction to the document

Accreditation Council for Entrepreneurial and Engaged Universities (ACEEU) is the partner responsible for the Quality Assurance (QA) of the C 19 d-Response Project. One of the activities planned for QA is to evaluate the overall development and implementation of the Intellectual Outputs (IOs). This report concludes **the first IO** of the project titled, ***“Digital platform for online, blended- and distance- learning and teaching based on open source solutions and free accessible web services.”*** This report was written with the aims of evaluating the quality of the activities carried out and the deliverables produced and, at the same time, gaining insights from the core team members of the project on the necessary interventions and improvements to better implement the upcoming IOs. The report was separated into several criteria, ranging from Communication, Project Planning, Execution, Outputs and Impacts and a section for additional comments, feedback and suggestions for improvement.

2. Summary of the Quality Assurance Process

The two main tools used for this evaluation process are a partner satisfaction survey and an internal evaluation form. The first tool, the partner satisfaction survey, was sent out to all core team members of the consortium partners using an interactive survey tool, *Paperform*. The survey consists of 25 questions, 21 closed-ended and 4 open-ended questions. The close-ended items were designed to obtain an overview of the satisfaction level of the partners using a 1-7 Likert scale and Yes/No questions. Furthermore, open-ended items were utilized to gain further insights into the overall communication, planning, execution of the IO 1. The survey was launched on April 8th, 2022. Out of the 10 core team members of the consortium, 6 filled out the survey, yielding a response rate of 60%.

The template of the international evaluation form was prepared by ACEEU and completed by a representative of the IO 1 leader which is the School of Business Competences (SBC) from Bulgaria.

The results of the survey are described in Chapter 3 and the evaluation form completed by SBC is presented in Chapter 4. The report is concluded with a critical evaluation and recommendation comprised in Chapter 5.

3. Results of the Survey

In this section, the results of the survey, both closed and open-ended questions are presented.

3.1 Communication

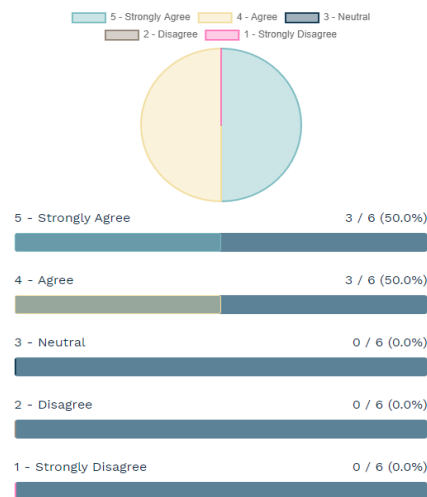
3.1.1. Question 1 in relevance to Communication

The result indicates that the majority of the project team members were satisfied with how the general information, progress and issues relevant to IO 1 were communicated. It is evidenced as the 50% of the respondents put a score of 4 and the other 50% a score of 5.



The general information, progress, and issues relevant to IO 1 were communicated among partners in a timely manner.

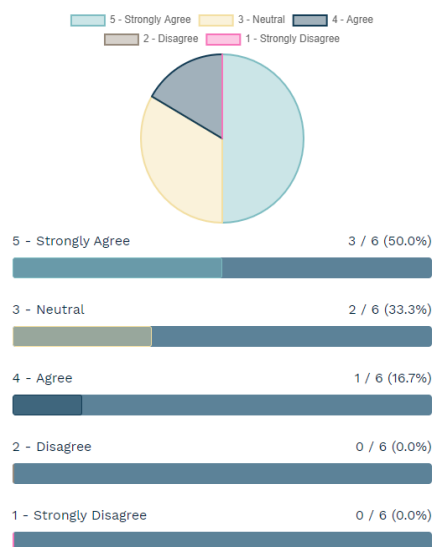
6 out of 6 people answered this question.



Similar to Question 1, the result indicates that the majority of the project team members were satisfied with the discussions that took place during the development of IO 1. However, 2 respondents gave a neutral score of 3, referencing that the discussions did not achieve an entirely perfect score.

The discussions had between partners in the development and execution of IO 1 activities/tasks were effective.

6 out of 6 people answered this question.

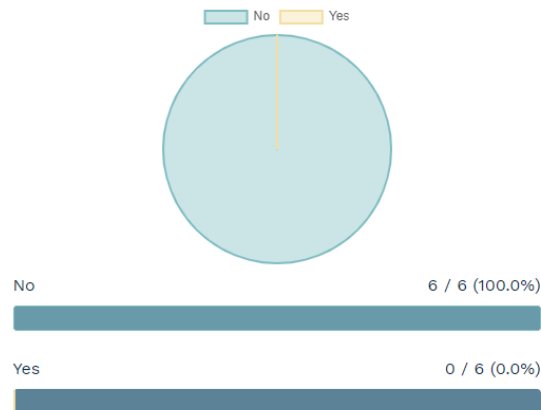


3.1.3. Question 3 in relevance to Communication

When asked if they had any issues and inefficiencies with regard to the development and execution of IO 1, 100% of the core team members marked “No,” indicating that there were no issues in the development and execution of IO 1. However, if anyone had marked “Yes,” they would have proceeded to a follow-up question, whereby the respondents would describe the complications experienced. Everyone who indicated “No” skipped to the Project Planning section.

Did you encounter any issues or inefficiencies when COMMUNICATING with partners during the development and execution of IO 1?

6 out of 6 people answered this question.



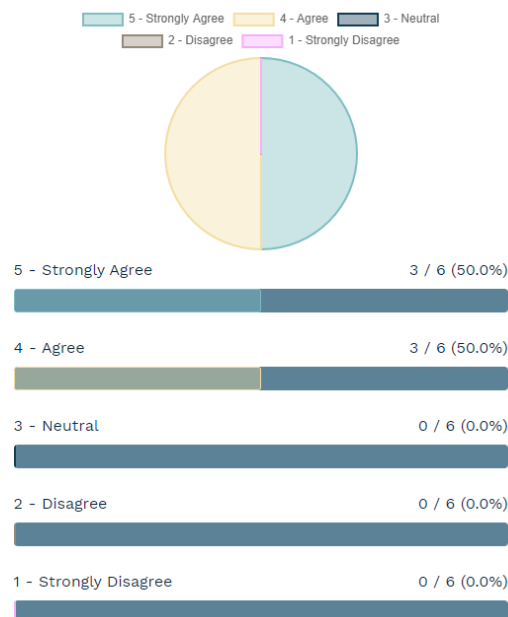
3.2 Project planning

3.2.1. The 1st question in relevance to Project Planning

When given the statements that the scope and objectives of IO 1 were realistic, all of the core team members gave a positive response. The results were again divided 50/50 between the ratings of 4 and 5.

The scope and objectives of IO 1 were realistic.

6 out of 6 people answered this question.



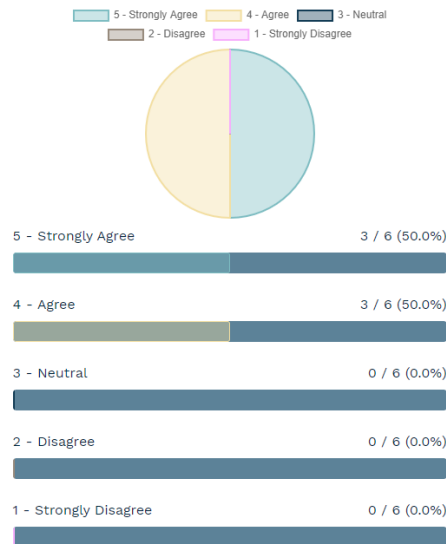
3.2.2. The 2nd Question in relevance to Project Planning

The core team members of the project indicated that partners' roles and responsibilities in IO 1 were clearly divided and communicated. The results were once more divided 50/50 between the ratings of 4 and 5.



The roles and responsibilities of each partner in IO 1 were clearly divided and communicated.

6 out of 6 people answered this question.

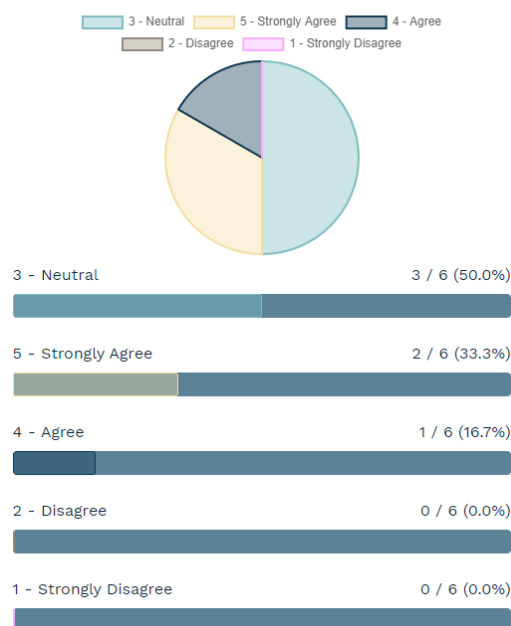


3.2.3. The 3rd question in relevance to Project Planning

When it comes to the initial timeline of IO 1 being realistic, the majority of core team members of the C19 d-Response project gave a more neutral response. 50% of respondents gave a more neutral score of 3, whereas the rest gave a more positive result, two giving the score of 5 and one a score of 4. This indicated that the initial agreed upon timeline for IO1 was not as efficient as it could have been.

The initial timeline for IO 1 was realistic.

6 out of 6 people answered this question.



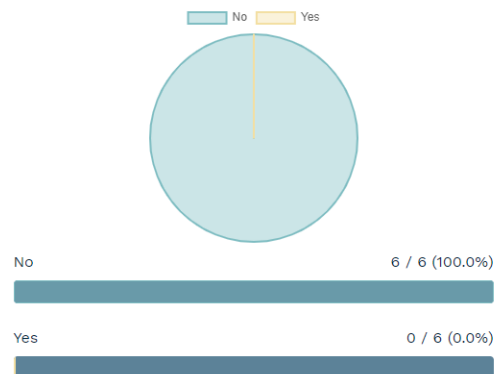
3.2.4. The 4th question in relevance to Project Planning

When given the question if they encountered any issues or inefficiencies related to PROJECT PLANNING 100% of the core team members marked “No,” indicating that there were no issues

in the development and execution of IO 1. However, if anyone had marked “Yes,” they would have proceeded to a hidden question, whereby the respondents would describe the complications experienced. Everyone who indicated “No” skipped to the Execution section.

Did you encounter any issues or inefficiencies related to the PLANNING of the activities/tasks in IO 1?

6 out of 6 people answered this question.



3.3 Project Execution

The project execution section focused on the execution of the activities in IO 1, of which there were 12. The questions were close-ended and used a Likert scale from 1 - 7. The core team members were asked to indicate their level of agreement with the statements claiming that the activities mentioned were well executed.

To simplify the results of all the activities conducted in IO1, the results are presented in a table with the evidence available in the appendix of this report. The core team members were asked to indicate their level of agreement with the statements claiming that the activities mentioned were well executed.

The result can be found in the following table:

- 1: Strongly Disagree**
- 2: Disagree**
- 3: Neutral**
- 4: Agree**
- 5: Strongly Agree**
- 6: I don't know**
- 7: Not Applicable**

Activity	1	2	3	4	5	6	7
1. IO 1 - A1, IDENTIFICATION OF DIGITAL TECHNOLOGIES, WEB-SERVICES AND TOOLS, generated the desired outputs				1	5		
2. IO 1 - A2, PREPARATION OF A MATRIX WITH COMPONENTS IDENTIFIED BY A1, AND D-			1	1	4		

RESPONSE APPLICABILITY, generated the desired outputs.							
3. IO 1 - A3, REGISTRATION OF DOMAIN NAME(S) AT ".eu" FOR D- RESPONSE WEBSITE, generated the desired outputs.				2	4		
4. IO 1 - A4, INSTALLATION AND CONFIGURATION OF DIGITAL TECHNOLOGIES ACCORDING TO A1 AND A2, generated the desired outputs.			1	2	3		
5. IO 1 - A5, ACCOUNT REGISTRATION FOR WEB SERVICES ACCORDING TO A1 AND A2, generated the desired outputs.			1	2	3		
6. IO 1 - A6, DESIGN OF THE D- RESPONSE PROJECT'S WEBSITE, generated the desired outputs.				3	3		
7. IO 1 - A7, INSTALLATION AND CONFIGURATION OF PARTNERS STANDALONE TOOLS ACCORDING TO A1 AND A2, generated the desired outputs.			1	2	2	1	
8. IO 1 - A8, PREPARATION AND UPLOAD OF RELEVANT CONTENT ABOUT PROJECT AND PARTNERS, generated the desired outputs.				2	4		
9. IO 1 - A9, PREPARATION OF GUIDELINES FOR USING PLATFORM, WEB-SERVICES AND TOOLS, generated the desired outputs.				2	3	1	
10. IO 1 - A10, TRAINING PROJECT PARTNERS ON DIGITAL LEARNING/TEACHING PLATFORM, WEB-SERVICES AND TOOLS, generated the desired outputs.				2	3	1	
11. IO 1 - A11, PREPARATION OF END- STAGE REPORT AND THE END- STAGE ACTIVITES, generated the desired outputs.				2	2	2	
12. IO 1 - A12, PUBLISHING THE STAGE RESULTS ON THE PROJECT WEBSITE, generated the desired outputs.				2	3	1	

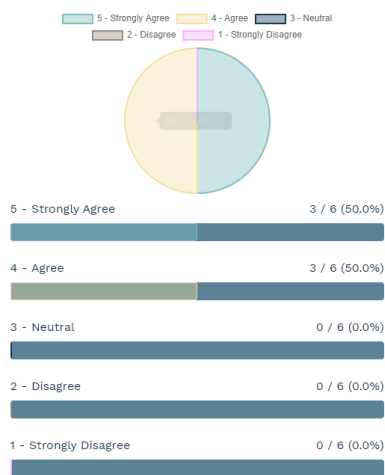
3.4 Outputs and Impacts

3.4.1. The 1st question in relevance to the output of the project

The core team members were asked whether the platform, C19 d-Response, met the requirements and standards / expectations. This question was close-ended and the respondents had to answer through the use of the Likert scale. The core team members showed a high satisfaction level with the scores being split 50/50 for the scores 4 and 5. Therefore, C19 d-Response, met the requirements and standards / expectations.

The Platform, d-RESPONSE, meets the requirements and standards / expectations.

6 out of 6 people answered this question.

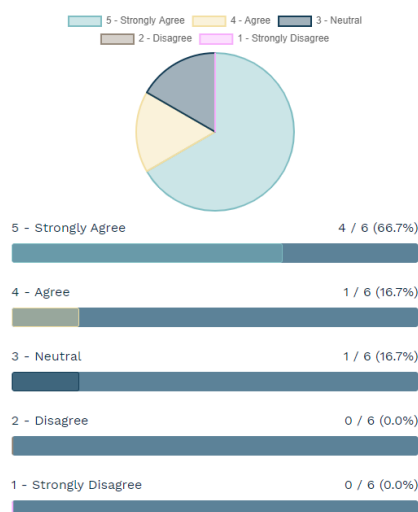


3.4.2. The 2nd question in relevance to the output of the project

The core partners were asked whether the online partner training event organized met the requirements and desired standards/expectations. This was a close-ended question that and the respondents had to answer through the use of the Likert scale. The respondents gave a mostly positive answer with four people giving it a 5, two people giving it a 4, and one person gave it a neutral score. Therefore, the online partner training event organized met the requirements and desired standards/expectations.

The online partner training event organized met the requirements and desired standards/ expectations.

6 out of 6 people answered this question.



3.4.3. The 3rd question in relevance to the output of the project

The following was an open-ended question that allows the team members to share their perception of the impact of IO 1 on the target groups and relevant stakeholders. The responses obtained are presented in an aggregate as the following:

No.	Impact
1.	The impact is yet to be seen and it is rather difficult to measure.
2.	SBC as a stakeholder (Adult- and VET- trainings provider) was fully involved in the delivery of all activities within IO1. Having the environment operational and continuously testing it further now makes it clear how the training delivery processes might run uninterrupted in times of crisis (interruptions like the current Covid 19 pandemics).
3.	Increased opportunities to access a platform anytime- anywhere.
4.	Not yet/Too early to say. *
5.	A strong tool for blended and e-learning.

**It is important to note that questions 4 was a combined answer of two people with similar answers.*

3.4.4. The 4th question in relevance to the impact of the project

This was an open-ended question that allows the team members to share their perception of the impact of IO 1 on their own institutions. The responses obtained are presented in an aggregate as the following:

No.	Impact
1.	The team has gained knowledge and knowhow how to integrate digitalization within its internal and external work especially with limited interaction caused by the pandemic.
2.	SBC had the unique chance to participate in the implementation and co-ownership of a state- of- the art digital environment for blended- and distance- learning.
3.	Learning about new tools.
4.	Increased knowledge.
5.	Increased knowledge of various digital tools for online/blended teaching and training purposes.
6.	The same as above (A strong tool for blended and e-learning).



3.4.5. The 5th question in relevance to the impact of the project

This was an open-ended question that allows the team members to share their additional thoughts on the process of IO 1. The responses obtained are presented in an aggregate as the following:

No.	Additional Thoughts
1.	The overall satisfaction with all aspects of the project, given the current situation, is very good from the viewpoint of the coordinator. The Partnership sticks to the productive communication and the Project plan, adjusting it where necessary to meet the requirements set. The quality of the delivered Intellectual Outputs, Transnational meetings and Trainings of experts up to this point is evaluated as very good.

4. IO Internal Evaluation

Intellectual Output 1 - “Digital platform for online, blended- and distance- learning and teaching based on open source solutions and free accessible web services.”

IO Leader: School of Business Competences (SBC), Sofia, Bulgaria

This Internal Evaluation Report is written by: Stoyan Drenski

Date: 27th April 2022

Comments on the timeline in reference to the proposal (were activities delayed and if so - which ones and why?)

Transnational Project Meeting 1 in Sofia to Kick Off the Project was implemented online due to the complicated travel conditions in all Partner countries at that time caused by the Covid 19 pandemic and restrictions. Transnational Project Meeting 2 after IO1 was conducted live in Nicosia after approval by the National Agency. Thus, all Partners had the chance to test the digital environment and actively brainstorm on the methodology IO2. The rest of the planned activities were implemented as planned.

General comments on output implementation (describe challenges and opportunities/success stories encountered in IO implementation, success in meeting major milestones...etc.)

As a result of selecting the proper project management methodology (PRINCE2), the Consortium managed to overcome all challenges (travel complications across Partner countries for IO1 and illness of some of the key project experts).

Main of Activities and deliverables as per proposal:

Activities (Number and Title)	Deliverables (Number and Title)
<p><i>Key to division of work: R = Responsible – those who do the work to complete the task A = Accountable - the one ultimately answerable for the correct and thorough completion of the deliverable or task C = Consulted – those whose opinions are sought I = Informed - Those who are up-to-date on progress E.g. [A] SBC = SBC is accountable</i></p>	
<p>O1-A1 Identification of digital technologies, web-services and tools that provide a complete environment for online blended and distance learning and teaching along its lifecycle. Information about the technologies currently used by the project partners will be considered too. The focus will be put on open-source and free resources. ([A] SBC; [C] partners)</p>	<p>The open source digital e-learning environment was chosen and installed (https://go.covid19digitalresponse.eu/). The Partnership consortium decided to use Moodle v 3.11 build 20210517 with own, specifically designed template.</p>

<p>O1-A2 Preparation of matrix with the components identified by O1-A1, and their applicability for C19 d-Response purposes. This matrix will help the target groups to choose and configure digital environment for their needs. ([A] SBC, [I] partners)</p>	<p>The Components matrix with the identified basic 43 tools and their functionalities was created and assessed by the Partners towards compatibility with the selected environment.</p>
<p>O1-A3 Register domain name(s) at .eu for the C19 d-Response project's web site and platform and set-up workspaces for them ([A] SBC, [I] partners)</p>	<p>The domain name https://covid19digitalresponse.eu/ was booked.</p>
<p>O1-A4 Install and configure the digital technologies according to O1-A1 and O1-A2. Grant access to partners ([A] SBC, [I] partners)</p>	<p>The Plugins and functionalities described in the Component matrix were installed and setup.</p>
<p>O1-A5 Register accounts for web-services according to O1-A1 and O1-A2. In particular - for project and documentation management to manage C19 d-Response project. Grant access to partners. ([A] SBC, [I] partners)</p>	<p>The Project management and documentation tools Atlassian Jira, Confluence and Google Drive were selected and configured. All Partner experts gained access to be able to collaborate and track the project progress.</p>
<p>O1-A6 Design the C19 d-Response project's web site. The site will be used to promote the project and to disseminate its outputs. ([A] SBC, [I] partners)</p>	<p>WordPress was used to install the project website at the reserved domain. Clear design was created to grant project info and intuitive access to the e-learning platform.</p>
<p>O1-A7 Help partners install and configure standalone tools according to O1-A1 and O1-A2 ([A] SBC, [R] partners)</p>	<p>Partner experts were instructed how to access the installed tools and were involved in testing their functionalities.</p>
<p>O1-A8 Prepare and upload relevant content about the project and partners ([A] SBC, [R] partners)</p>	<p>Project and Partner details were published on the website</p>
<p>O1-A9 Prepare guidelines for using platform, web-services and tools ([A] SBC, [I] partners)</p>	<p>Internal Platform Wizard was implemented in the Moodle platform.</p>
<p>O1-A10 Train project partners on the digital learning/teaching platform, web-services and tool ([A] SBC, [R] partners)</p>	<p>Partners were trained online how to use the PM Tools Jira, Confluence and Google Drive, and were involved in creating real course contents in the Moodle platform at the Transnational Project Meeting in Nicosia, Cyprus.</p>

O1-A11 Prepare end-stage report and do end-stage activities as required by the Erasmus program and the contract ([A] SBC, [C] partners)	End- stage Report and Activities are being prepared
O1-A12. Publish the stage results at the project web-site after approval. ([SBC], [I] partners)	Stage Results are being Quality- assessed and prepared for publishing at the project website.

Activities which have been carried out until the current reporting:

Deliverable (No. and Title)	Description of the development process	Challenges and opportunities/ success stories	Deviation from the original plan (why?)
O1 Digital platform for online-, blended- and distance- learning and teaching based on open source solutions and free accessible web services. <i>Type: Services/ Structures/ E-learning platform</i>	All work packages A1 to A12 delivered as per initial plan.	Led by SBC the Partnership managed to deliver promised Outputs regardless of difficulties caused by the pandemic situation. Project website https://covid19digitalresponse.eu/ with a link to the digital platform https://go.covid19digitalresponse.eu/ are fully operational and access is granted to all Partners. The platform is equipped with all (43) tools and plugins selected and installed by the Project Consortium as per the component's matrix	n/a

Deliverables which have been produced until the current reporting:

Deliverable No and Title	Description of the development process	Challenges and opportunities/ success stories	Deviation from the original plan (why?)
Graphical logo	Drawn by experts using modern digital graphic tools	n/a	n/a

Project website	.EU Domain booked (https://covid19digitalresponse.eu/) WordPress website installed with a clear intuitive template	n/a	n/a
Project Management software selected and set up	Atlassian Jira and Confluence selected to manage the project progress. Wikis created and each partner's expert granted access. Work packages distributed among partners and assigned to experts.	Dedicated online training session was performed by the coordinator to train all Partners on using Jira and Confluence	n/a
Google shared folder created to exchange project documents	The Coordinator shared a folder with all Partners to easily exchange all supporting documents	n/a	n/a
E-learning platform installed and set up and	Moodle v 3.11 build 20210517 with own, specifically designed template was installed on the subdomain: https://go.covid19digitalresponse.eu/ All partner experts were granted access and trained how to use the platform. Plugins and functionalities recommended and summarised by Partners in a component's matrix	n/a	n/a

	was installed and set up.		
Methodological framework document elaborated	CARDET prepared the document and the structure of the methodology. SBC assisted CARDET in the process's description part summarising appropriate best practices and standards. Guided by CARDET all Partners sent their use cases to be implemented in the methodological application examples. A final methodological framework with definitions, processes, risk management guidance and application examples were delivered.	n/a	n/a

Impact: What has been the impact of the overall IO 1 outcomes on the target groups and relevant stakeholders?

The impact so far is seen by the Partnership as a collectible of the impacts of the outputs delivered so far. The Consortium Partners are different in their profile and background, but have to deal with similar issues in the effort to grant their business continuity. Thus, the occasion to discuss what each Partner has to expect from the common solution is enriching and reflecting all Partners.

The digital environment delivered in IO1 impacts all Partners for it provides us with state-of-the-art free-of-charge solution ready to be used in all possible scenarios of disruption due to Covid-19 or similar circumstances. Containing tens of different technical plugins and functionalities, the e-learning platform allows easy and intuitive digitalization of learning contents, so that they are ready to be used in distant and blended forms of both synchronous- and asynchronous learning. As described in the project proposal, having the digital technology available in times of crisis not only grants uninterrupted operation but also transforms the learning/ teaching processes of the stakeholders and transforms them into digital enterprises. Thus, the whole way an educational



organization operates, develops learning products and services, generates revenue and engages with learners is impacted.

The methodology and processes delivered in IO2 are the practical guide (framework) on how to proceed when difficulties (covid-19 and the like situations) appear and start disrupting the business as usual. Those can be integrated with already existing Quality Management systems of the organizations in question. Easy adaptation and transfer to further stakeholders is absolutely possible.

All Consortium Partners will implement the project outputs for their own purposes and thus improve our own capacity to grant business continuity.

Any further comments:

No further comments

5. Critical Evaluation

Overall, the consortium rated the process of the first Intellectual Output of the d-RESPONSE project with a fairly positive view. Most of the core team members were satisfied with the communication level, the response times, the project planning and the whole process of the implementation and execution of the activities and tasks planned in the IO. Furthermore, based on the more positive scores of “4 – Agree” and “5 – Strongly Agree” in the deliverables produced in IO 1, it can be seen that the outputs of IO 1 have met the standards and expectations of the project partners. The general requirements and standards for the platform, C19 d-Response and the online partner training event organized, met the requirements and desired standards/expectations according to the core team members. However, considering the impacts of the project on the relevant target groups and stakeholders, some respondents mentioned the results are “too early to be seen”. Additionally, the core team members showed a positive response rate on the impact of the IO on their institutions, with most respondents gaining new tools that they can implement within their institutions. In terms of any additional comments, there was one defined answer whereby the respondent stated the overall satisfaction and high quality with all aspects of the project, given the current Covid 19 pandemic and that the other core team members adhere to productive communication and the project plan, adjusting it where necessary to meet the requirements set.

It should be noted that the core team members should continue with this course upheld in IO 1 towards the other IOs. A high level should be maintained going further with the other IOs. To gather better and more detailed results of the Intellectual Outputs, the maximum amount of core team members should apply themselves to completing the surveys as only six out of ten managed to complete them (To circumvent this issue, more follow-up reminders will be implemented).

Due to the late start of the project, mainly caused by the global pandemic, some of the outputs planned experienced some delays. Despite the challenges, the core team members of the d-RESPONSE project are confident that IO 1 has generated a positive impact. The insights obtained through the activities of IO 1 has allowed partners and relevant stakeholders to identify the challenges as well as opportunities to embed a more successful digital response to the Covid-19 pandemic, within academic units of higher education institutions. The insights gained will be powerful in empowering academics and other academic leaders in adapting and accelerating their teaching and learning process to the rapid changes caused by the global pandemic or any other similar global disruptions.