C19 d-Response

Train the Trainers:

Quality Assurance Report

(COVID-19 Digital Response)

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Muenster, Germany

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TTT Muenster: Feedback Survey - C19 d-Response

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Contents

1. INTRODUCTION

ACEEU was in charge of the quality assurance process of the D19 project in which one of the tasks is to evaluate the implementation of the training of "Train the Trainers" at ACEEU, Muenster, Germany from September 19th to 22nd, 2022. The instrument we used was the partner satisfaction survey. The purpose of the training was to have 2 experts per partner which were operating the digital environment freely and were able to create digital learning content and understand clearly the created methodology. Those experts would be the contact points of the project beneficiaries in their countries and local networks.

This report is created based on the responses gathered from a questionnaire about the training and is designed to inform the partners on the level of satisfaction with the overall organization and execution of the training in Muenster, Germany.

ACEEU used a questionnaire consisting of 12 questions administered through the Paperform platform. Out of the 12 questions, 6 were close-ended and 6 were open-ended, allowing respondents to provide quantitative and qualitative answers. The closed-ended questions focus on the perceptions of satisfaction and level of agreement of the training participants meanwhile the open-ended closed are used to elicit a deeper understanding of their perceptions and feedback.

The responses received from the open-ended questions are placed in the Appendix of the document and kept verbatim, with only limited grammatical corrections if the meaning of the response was difficult to comprehend. The questionnaire was launched on September 26th, 2022 and closed on September 30, 2022. 10 participants from SBC, LTSK, Die Berater, and Cardet who attended the training filled out the survey, yielding a response rate of 100%.

2. SURVEY RESULTS

Question 1: Topic satisfaction

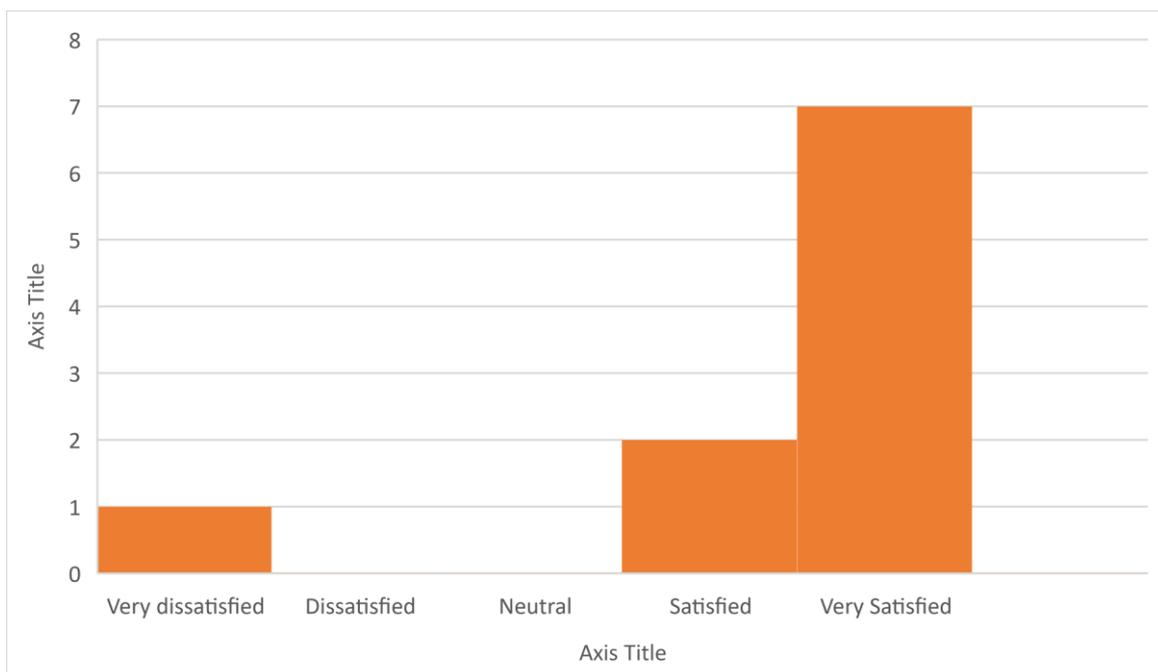### *"How would you rate the topics discussed during the training? "*

When asked to rate the helpfulness of the topics discussed during the workshop, 90% said they found them extremely helpful and 10% said that they were very helpful. It shows high satisfaction with the topic in the training.

Question 2: Quality of information

"To what extent were you satisfied with the quality of materials presented by the speakers and moderators during the TTT?"

The participants in general were very satisfied with the quality of information presented during the event, with 70% answering very satisfied. 20% said they were satisfied. However, there was 1 participant who was very dissatisfied with the quality of materials in the training.

Question 3: Topic satisfaction

Out of 9 of the participants who answered the question "*Which was/ were topic(s)/ session(s) presented in the TTT that you found most helpful/ interesting*?", there was 1 person who skipped the question.

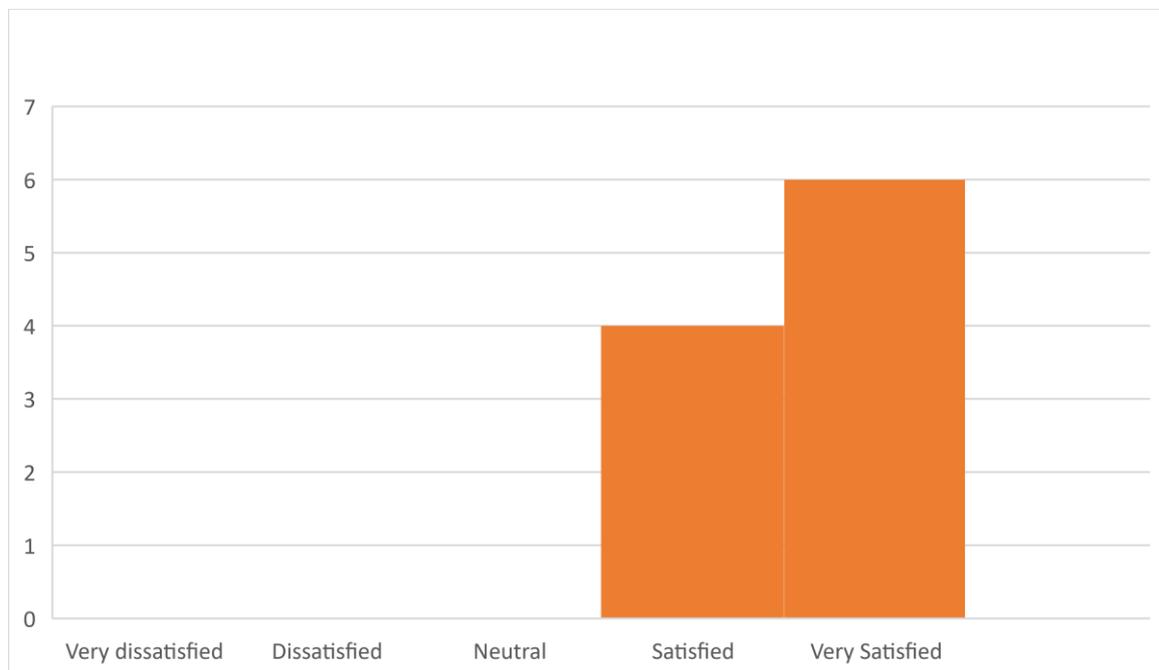Among the most often mentioned topics, in no particular order, are:

1. **The presentation last day by the VET teacher.**
2. **The digital tools and then uşe of the platform**
3. **Each Partner's course presentation.**

All responses can be found in the Annex section of this document.

Question 4: Contribution to the discussion satisfaction

"To what extent were you satisfied with your contribution to the discussion and brainstorming sessions (for instance, during the training sessions and Q&A session)?"
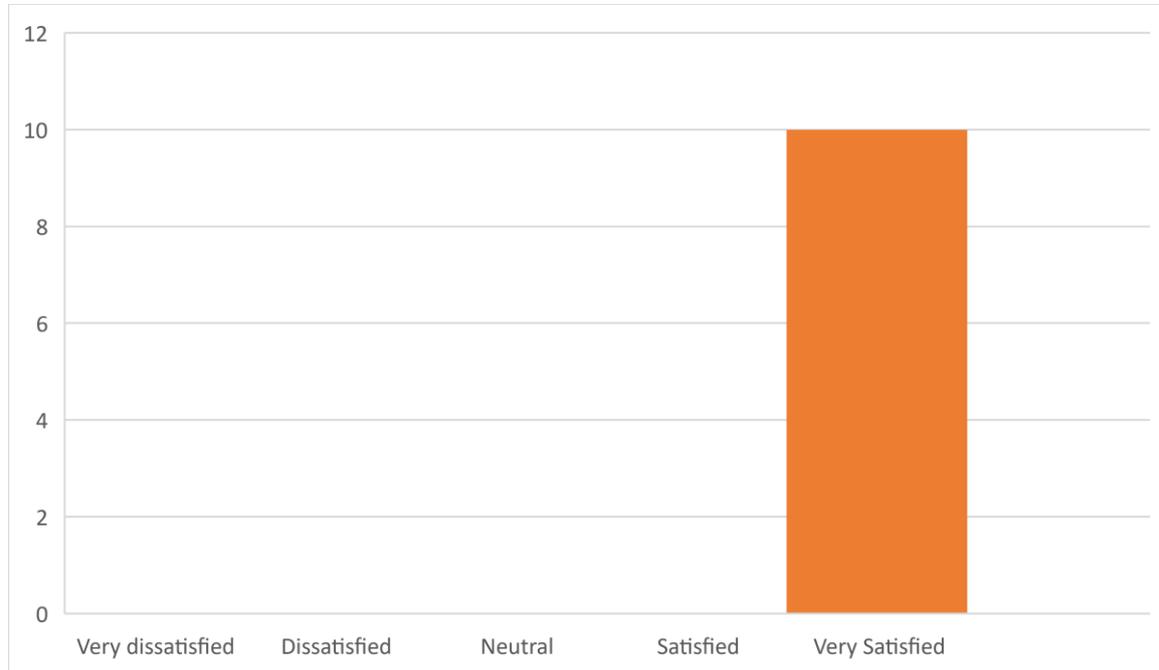
60% of participants were very satisfied with their contribution to the discussion and brainstorming. 40% were satisfied.

Question 5: Inter-cooperation satisfaction

"How would you rate the inter-cooperation and exchange of experiences and good practices among participants during the training?"

With 100% of participants saying they were very satisfied with the inter-cooperation and exchange of experiences and good practices in the training, it shows a very high satisfaction of inter-cooperation.

Question 6: Ideas contribution

Out of 8 responses to the question "As a participant in this training, can you give some ideas that would help contribute to the advancement of online/blending learning post-Covid?", 2 skipped the question.

The ideas mainly centered around emphasizing tool utilization, as well as putting an emphasis on the implementation of educational rules by educational organizations as well as the open attitude of the management towards the development of new technology from educational organizations.
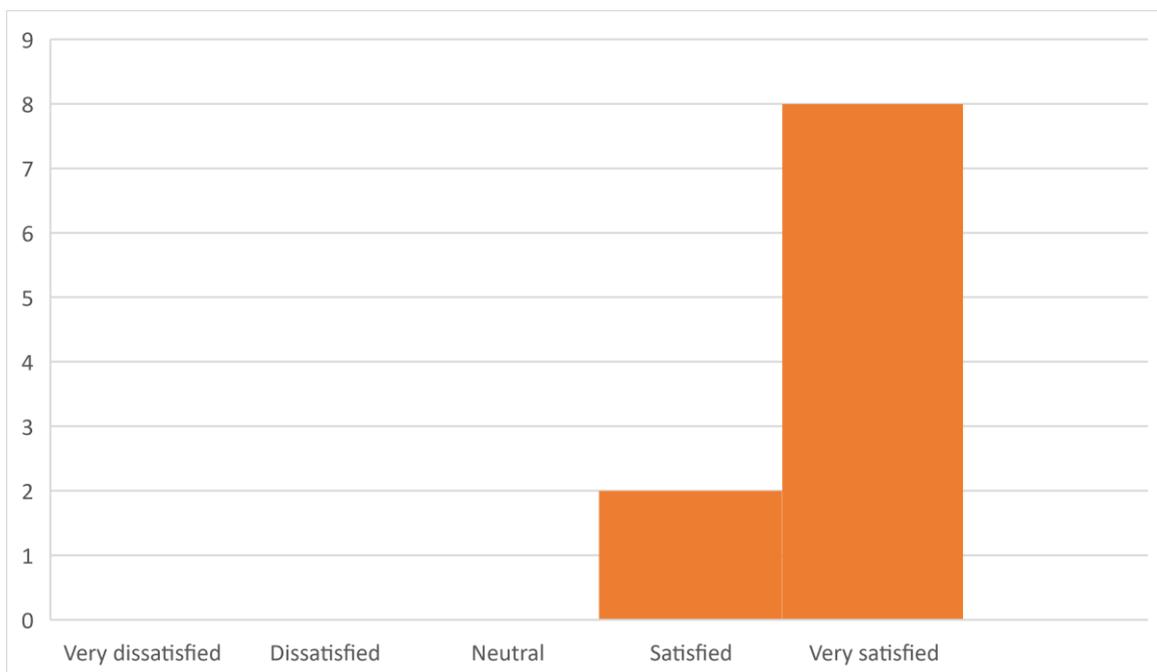
The top three answers are:

1. **Organizing start-up training sessions - via alumni that are successful in their businesses.**
2. **Be persistent involve more experts, PhD, master's diplomas. We learn that there are processes that would need years, so it is important to wait.**
3. **Collaboration with the ministry.**

All responses can be found in the Annex section of this document.

Question 7: Organization of the event

"How satisfied were you with the organization of the event (related to the management and including the agenda)?"

With 80% of participants rated as very satisfied with the organization of the event and 20% rated as satisfied, it can be concluded as high satisfaction with the organization of TTT.

Question 8: Socializing and networking

"Did you have the chance to network? Kindly describe how/ why not."

All participants gave their positive answers in terms of the socializing and networking in the training. According to their feedback, it can be ensured that participants socialised during TTT in various ways.
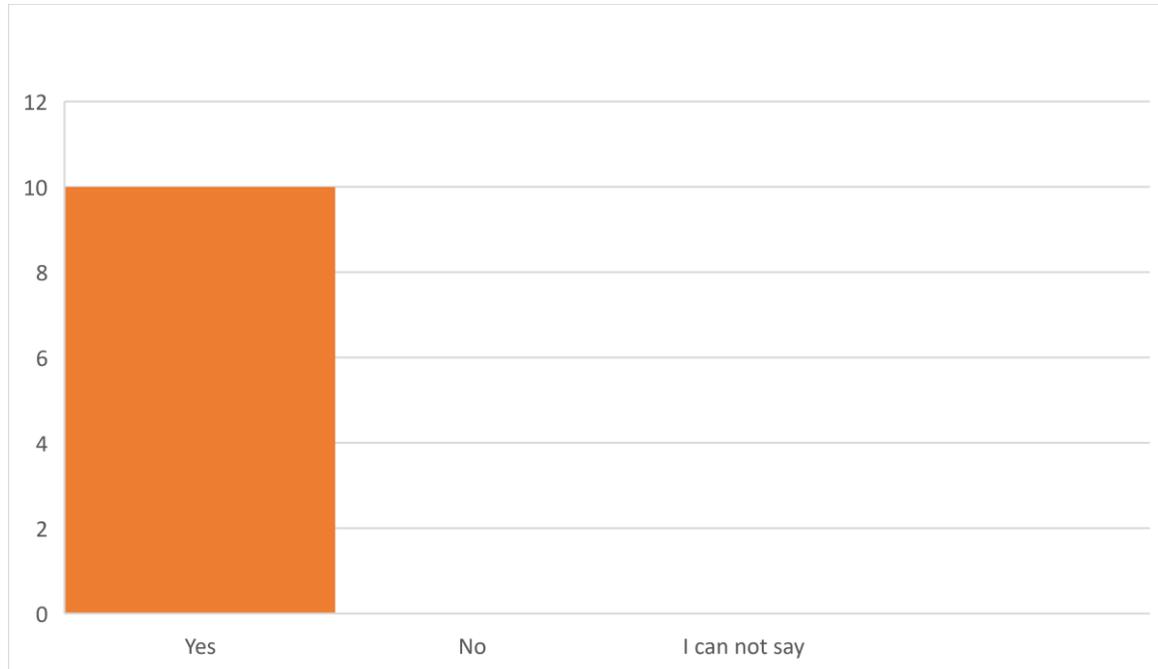
The top three ways participants mentioned are:

1. Exchanging business cards.

2. Discussions in the training.

3. Informal talks, and conversations when having meals.

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Question 9: Skills building

"Do you feel that your knowledge or skills have improved after attending the TTT?

All participants agreed that they have their knowledge or skills improved after the training.

Question 10: Skills building

"How has the TTT improved your knowledge/ skills?"

Out of 9 responses to the question, 1 skipped the question.

All answers agreed that the training has improved their knowledge/ skills in different aspects. Among all the answers given by participants, there are some specific skills participants mentioned several times.

The top three answers are:

1. Learning new tools in online education.

2. Learning the best practices in different countries and exchanging experiences.

3. Moodle and insights into ideas and concepts provided.

All responses can be found in the Annex section of this document.

Question 11: Skills building

"Why do you think the TTT has not improved your knowledge/ skills?"

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Since all participants had positive answers to Question 10, therefore, Question 11 was skipped.

Question 12: Comments/Suggestions

"Do you have any other comments regarding the organization and execution of the TTT? If not, we would like to thank you for completing the survey. "

There are 6 participants who left some comments on this question. But among all the comments left, there are no particular suggestions for the event. Participants showed their appreciation for the organization of TTT. And most of them mentioned they enjoyed it a lot.

3. CONCLUSION

Overall, the result of the survey shows positive feedback for the TTT event organized in Muenster, Germany. It can be concluded that participants had an overall high satisfaction which reflects in the 4.74 score on average received from the closed-ended items of the survey. The LTTA participants highly valued aspects include the organization of the event, training activities designed, skills building, and socializing opportunities during the event.

In terms of topic satisfaction, most participants mentioned they gained knowledge from the new tools in online education presented and introduced during the training session. During the event, every partner also presented their output in the project and shared their experience in terms of VET online education and blended learning. Partners from different countries exchanged their opinions and had discussions of online learning in VET education, it also gained the satisfaction of the overall event as each partner had a deep engagement in the topic contribution.

In terms of the evaluation of skill building during the event, participants highly valued the new tools they learned during the training. Most of them believed the tools are practical in online education. Besides, participants also learned about the digital platform capabilities and how to utilize them in specific learning/teaching environments. The introduction to how to use the platform was also highly valued by participants, because it demonstrated important technologies to prepare educational video content. It is especially practical for lecturers and teachers to use in their daily teaching.

When asked about the ideas that would help contribute to the advancement of online learning during the pandemic, participants gave their answers in different dimensions. Some comments that should be highlighted including:

- Focus on the needs of learners
- Integrate online tools in education
- Implement continuous plans
- Develop strategic approaches
- Keep open-minded to new technologies.

The contribution of this topic is important since one of the objectives of the Digital Response project is to create methodology and processes for the implementation of online, blended, and distance learning along the educational lifecycle, under normal and Covid-19-like situations.

Overall, based on the results obtained from the Participant Satisfaction Survey, the objectives of the TTT have been achieved. Participants had the opportunity to learn and discuss the recent digital environment of learning, current methodology. Furthermore, the participants also had the chance to learn how to create learning modules and gamifications to support the effectiveness of learning. Added value of the TTT was the opportunity for each partner to share their experience with teaching and learning under Covid-19 conditions and explained how the Outputs are to be implemented in their activities. At the same time, they also enriched their knowledge and perspectives by learning how other countries deal with the change such as Bulgaria, Romania, Spain, Cyprus, Germany and Austria. The sharing of digital tools used in online education by the local stakeholder, a representative of a local VET School in Muenster, Germany, was also highly evaluated during the training session.

Appendix

This section contains the responses to the open-ended questions. As noted, the majority of responses were kept verbatim, with only small grammatical edits in order to make some responses more understandable. The original style of the responses was preserved. They were all grouped into bullet point, meaning that one bullet point equals one response. If there is a numbered list present, it was created by the participant, not the editor. "No", "none" and "N/A" responses were removed from this list.

Responses to question 3: Which was/ were topic(s)/ session(s) presented in the TTT that you found most helpful/ interesting?

- All were very helpful, however the last session with a teacher giving us his first hand experience proved very useful for the next steps and going forward.
- Practical implementation of the tools by a VET
- This TTT allowed us to see whole picture of the project. IO1 product - to learn about the digital platform capabilities and how to utilize them in specific learning/teaching environment IO2 product - the business continuity scenarios and processes which are in the core of the project - the introduction of interactive scenarios, videos, puzzles - very good review - the Deep Dive into interactive scenarios, videos, puzzle - the interactive scenarios design was very helpful IO3 product - Introduction of Enterprise 4.0 - very useful, because demonstrated important technologies to prepare educational video content, to use "text-to-voice" technology, automatic translation of the training content, using subtitles, and the like. For my personal activities as a lecturer this part was most practically oriented. - The criteria for quality assessment Presentation of the teacher from the Muenster VET school was very interesting too, because demonstrated real business cases of digital response to the

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pandemic. Part of the tools used by the teacher are useful and do enrich these in O1. Discussion on dissemination activities was very useful too.

- The practical parts were helpful and also the discussions were very fruitful
- -> Each Partner's course presentation. -> Local Stakeholder's presentation
- The meeting with the local stakeholders during which I had the chance to learn practical tips and explore first and new digital tools.
- Presentation of the tools used to create content. The methodology. The presentation last day by the VET college.
- The digital tools and then use of the platform
- -evaluation -teacher's contribution/ case study during the last day -our discussions -our team tasks/ work
- XXX

Responses to question 6: As a participant in this training, can you give some ideas that would help contribute to the advancement of online/blending learning post Covid?

- Stay learner focused and always keep feedbacking on the needs and relevance of learners
- It's very important to use tools adapted to our target audience, integrating online tools with face to face meetings.
- It is important for the educational organizations to implement education continuity plans, based on Covid 19 Digital Response concept and products.
- The templates can be very helpful, also the examples of the platform show how to use different tools in different contexts as well.
- Organizations may want to take the whole package created by our project and apply/ implement it for their purposes.
- A strategic approach in terms of how to design, develop, and offer courses with ongoing evaluation.
- The management team in institutions needs to be open for the new technologies. Professors, teachers must accept that they need to take courses to better themselves and the way they teach.
- Yes, I could suggest new tools

Responses to question 8 Did you have the chance to network? Kindly describe how/ why not.

- Exchanging cards with other participants and in informal talks
- Yes
- Yes, we had enough time to share ideas and to discuss the practical aspects of implementation of C19 dResponse project products.
- Yes, during Lunch and group works.
- All participants were open to exchange contacts and discuss possibilities.
- Yes I did. I had the chance to learn more about the work of my colleagues.
- Yes, at the diner on Wednesday. :)
- Yes, during then joint programs
- Yes, we even proceeded to new partnerships
- YES

Responses to question 10 How has the TTT improved your knowledge/ skills?

- Actual skill training on moodle and insights into ideas and concepts provided
- Sharing experiences
- For me - the practical application of digital content creation tools added important knowledge
- I gain more knowledge about the differences in the countries and therefore also the different needs and expectations.
- Saw new tools and examples, heard ideas and good practices.
- I can now critically approach online/distant learning, knowing the challenges and best practice examples of various EU countries.
- Got to know new tools with which I can make new presentations, interactive videos.
- I have experimented with the tools that were presented
- I really enjoyed learning about new tools in online education!!!

Responses to question 12 Do you have any other comments regarding the organization and execution of the TTT? If not, we would like to thank you for completing the survey.

- Very well organised, thank you for hosting.
- Thank you!
- Nothing more to add! Thank you for hosting this event.
- I personally liked it. :)
- Great job Yu, Awe, Dusan, Adisa and Thorsten! It was a pleasure!
- A big thank you!