

MELODY

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QUALITY REPORT



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The project and the quality system approach:

The Melody project started in December 2018, as a tool that aims to address the issue of early school leaving as a problem relevant to most of the European Union countries. The main objective of the project is to design new methods of approach for teachers working with students with learning difficulties and disorders. In this way, the aim of these tools is not only to facilitate the accompaniment of students with learning disabilities, but also to counteract the factors that cause these young people to have a higher risk of dropping out of school.

In order to ensure the high quality of the processes of all Melody results, during the development of the project, evaluation surveys have been collected on the different items concerning the quality of the project, as well as the transnational meetings between the partners, the multiplier events and the communication and collaboration between the partnership association.

In the Quality System approach, different criteria were agreed upon:

- a) Clear objectives and a reasonable timeframe for achieving them.
- b) Precise definition to tasks for each participant, avoiding misunderstandings.
- c) Adhering as fully as possible to the description of the proposal.
- d) Acceptance of the organisational and administrative rules of Erasmus+
- e) Broad, effective and transparent communication within the partnership.
- f) Troubleshooting and helpful approach in all circumstances
- g) Quality research for all project activities and IO'
- h) Strengthening the partnership as a common team.

In particular, each partner, in parallel with the others, has the responsibility to implement the activities in its own countries for the achievement of the specific objectives envisaged.

Each partner is also the main contact responsible for one of the 6 IO's, taking step-by-step responsibility for overseeing all stages from planning to implementation, providing the detailed design and coordination between all participating organisation for each IO.

In addition, each partner is responsible for one area of project management (Project Management, Quality, Impact, Dissemination, Evaluation, Communication and Sustainability): this type of matrix structure is in itself a coordination mechanism and very important for the cooperation and effectiveness of the project itself.

CRIA has been the partner in charge of developing the Melody quality System.

In the framework of its development, a first proposal for a system was presented and submitted for the approval of the other partners during the first transnational meeting in Guimarães.

As a result of the collective agreement, the Quality System has four backbone areas:

- The evaluation of transnational meetings
- The evaluation of Multiplier Events
- The evaluation of communication and collaboration between partners.

In order to carry out this activity with the maximum consensus of the partnership, a set of general qualitative and quantitative indicators for the project was proposed. The use of these indicators helped the monitoring and evaluation activities using an objective approach.

Monitoring the development of the project

Evaluation of transnational meetings:

In order to assess the overall satisfaction of each partner with the transnational meetings, a seven-question questionnaire was given or sent out at the end of the project partnership meetings.

In the first project partner meetings that could be held face-to-face, the questionnaire was handed last two meetings had to be completed at the end of the meetings. Due to the Covid-19 pandemic, the last two meetings had to be held on a mandatory basis via virtual group connection through internet accessible platforms. For this reason, the evaluation surveys were conducted virtually via Google Surveys. Some of the questions that initially appeared in the first evaluation forms were removed or adapted to the new reality of the meetings.

In both situations, at least one person from each partnership was asked to answer the questions and give their opinion, scoring from 1 to 5, where one means “not all satisfied” and five means “completely satisfied”. They were also asked to write a short comment at the end.

This has been a useful tool to evaluate the meetings themselves and, in case some aspects have been omitted or underestimated, to correct the approach of the following meetings. In addition, this tool has also been useful for each partner to be fully involved in the progress of the project, giving their suggestions at each stage and considering all products as a product of the partnership.

The objectives to be achieved such an evaluation tool are:

- Understand whether all partners participated in the meeting, understood their role in the project, were satisfied with their tasks and agreed with the project activities.
- For contents and methodologies; to understand whether for the planned activities, in the period under study, changes had to be introduced to modify the project development work.
- To ensure that the implementation of the timetable is on schedule for the duration of the project; to provide timely feedback to the project management on the progress of activities to improve the performance of the intellectual outputs, as well as to facilitate project management and continuous monitoring and evaluation of the achievement of the project objectives.

The general form of the submitted questionnaire can be found in the first annex.

Evaluation of Multiplier Events.

During the Multiplier Events that could be held in person before the Covid-19 pandemic, participants were given a questionnaire to fill in by hand to measure their satisfaction with the event. In the virtual Multiplier Events, the questionnaires were also filled in virtually using the “Google Forms” tool.

An example of the submitted questionnaires can be found in the second annex.

Evaluation of communication between partners:

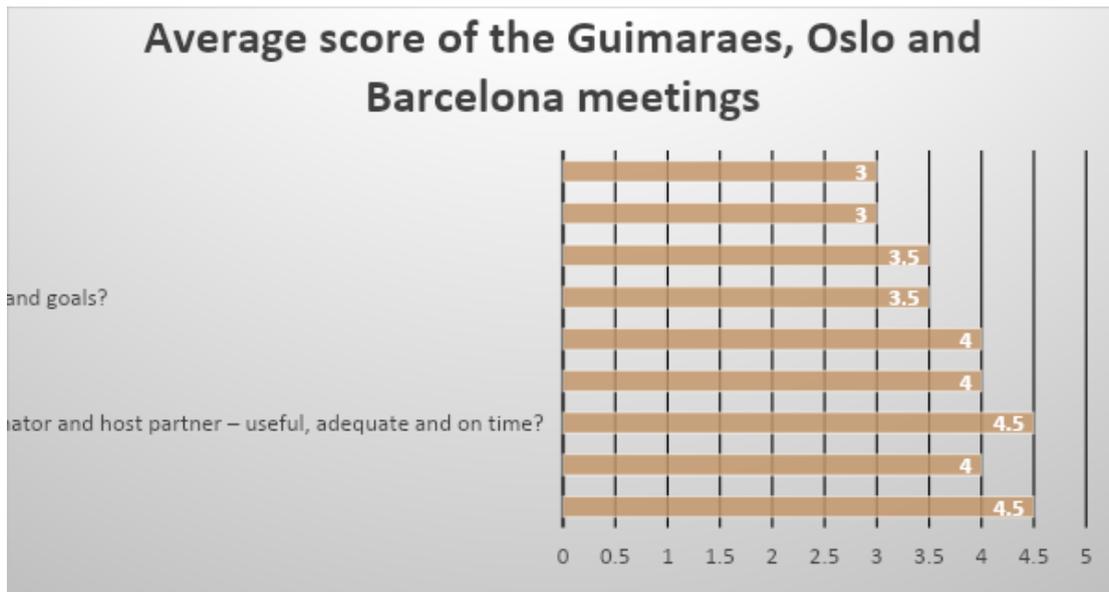
In order to know and evaluate the degree and intensity of communication between the project partners throughout the project and to be able to improve it in the future, in the final meeting held virtually in Rome, a virtual form was sent to the partners to give their opinion about the different items concerning communication and collaboration during the whole project lifetime.

Results of the evaluations of the partnerships meetings:

After each of the partner meetings held throughout the project, feedback was collected from the project participants on the functioning and development of the project.

Due to the impact of Covid-19, only the first three meetings could be held face-to-face with all project partners; the Kick off Meeting held in Guimaraes in December 2018 and the meetings in Oslo and Barcelona held throughout 2019. In these meetings, the questions of the evaluation questionnaire were the following:

1. Were the dates of the Kick-Off meeting / meeting fine?
2. Was the information given by the host partner useful?
3. Was the information concerning the meeting's organization – provided by the coordinator and host partner – useful, adequate and on time?
4. Did you enjoy the extra meeting activities arranged?
5. Was the general organization of the transnational meeting fine?
6. Was there a clear understanding and general consensus on the project timetable and goals?
7. Was there a general understanding of the activities and deadlines?
8. Are you satisfied with the meeting outcomes and agreements?
9. Did you appreciate co-operating with the other project partners?
10. Are you satisfied with your own participation?
11. Comment section.



Graph1: Shows the average of the answers obtained in the forms of the first three transnational meetings of the project.

All the partners who participated in these meetings were subsequently answered the questionnaires.

In general, as we can see in this first graph, there is a high degree of satisfaction in the responses obtained in these first meetings. Most of the partners agreed that on all occasions there was good organisation and planning of the events, as well as of the complementary leisure activities spent together with the partners during the meetings. A high score was also obtained for the degree of satisfaction regarding the cooperation between the project partners.

The items that obtained a lower score tend to coincide with question number ten, although in the case of the Guimaraes Kick off Meeting, dissimilarities can be seen in the satisfaction with the agreements reached during the meeting and the clarity of these. A greater clarity is proposed in terms of the concreteness of the discussions of the different IOs.

Since the onset of the pandemic, the remaining trips planned for the Melody project were cancelled, so the last two partner meetings were held virtually. In this case, the evaluations were done via Google Forms and the questions were as follows:

1. Were the dates of the meeting fine?
2. Was the information given by the host partner useful and interesting?
3. Was the information concerning the meeting's organization – provided by the coordinator and the host partner useful, adequate and on time?
4. Was there a clear understanding and general consensus on the project timetable goals?
5. Are you satisfied with the meeting outcomes and agreements?
6. Did you appreciate co-operating with the other project partners?
7. Are you satisfied with your own participation?
8. Comment section.

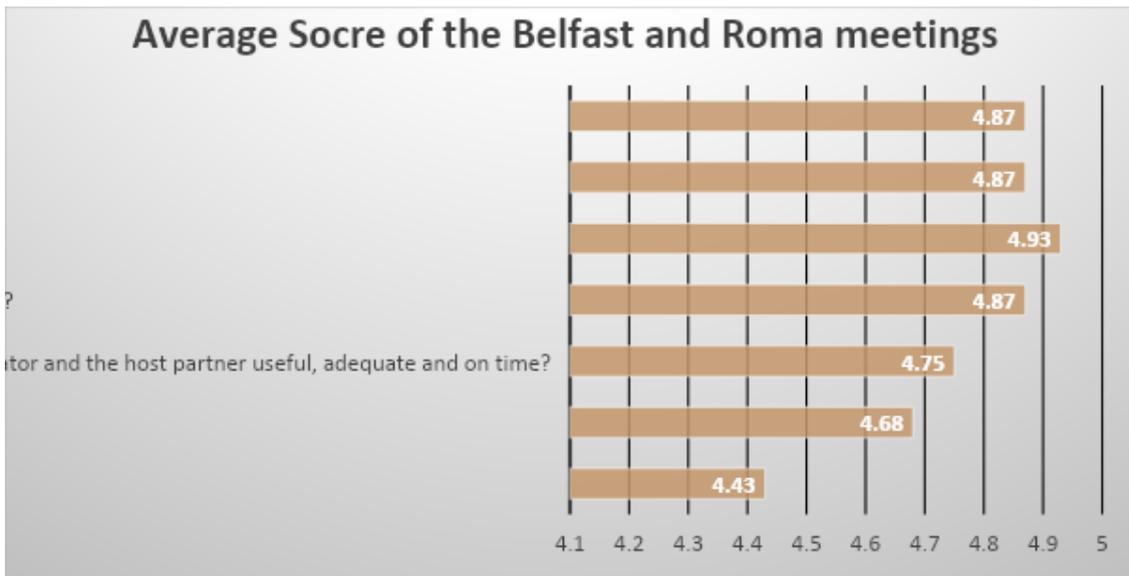


Figure 2: Shows the average of the answers obtained in the forms of the last two virtual meetings of the project.

All partners who participated in the virtual meetings then responded to the surveys.

In general, the responses obtained in these two meetings were very satisfactory, with an increase in the scores for all the questions compared to the first questionnaires. Once again, the question with the lowest response rate was number seven, although in these cases, and especially in the final meeting, satisfaction with participation increase the average.

Those in charge of organising the latter meetings were innovative and found the right way to make the meetings virtual and profitable, as the scores for questions two and three show a high level of satisfaction in these aspects.

Finally, Good communication and rapport in the partnership teamwork is also reflected by the most positive evaluations on question four in both forms.

It is also worth nothing that, in the comments section of the survey, there is widespread agreement on the poor circumstances in which the project has been forced to develop due to the pandemic and the feeling that these recent meetings would have been much more productive and enjoyable if they could have been held in person as planned.

Results of the Multiplier Events:

The case of the Multiplier Events held throughout the Melody project is similar to that of the transnational meetings between the partnership. These were originally scheduled to be held in person in each of the project's partner countries, but due to the onset of the pandemic, only the first three – in Guimarães by the partner Desincoop, in Oslo by Spir Oslo and in Barcelona by Cria- were able to take place as planned.

At these events, survey responses were obtained manually on the day of the event. The questions to be answered were as follows:

1. General degree of satisfaction with the event
2. Place / Space

- a) Accessibility
 - b) Commodities
 - c) Suitability for the event.
3. Event Schedule:
 - a) Interventions / Speakers
 - b) Contents
 - c) Methodology
 - d) Duration
 4. Degree of use:
 - a) I consider that my level of knowledge has increased in the subject matter.
 - b) Generation of new contacts / relationships
 - c) You consider that the event has revealed innovative aspects about the treated subject?
 5. What would you change/ add for a future event?
 6. Other suggestions.

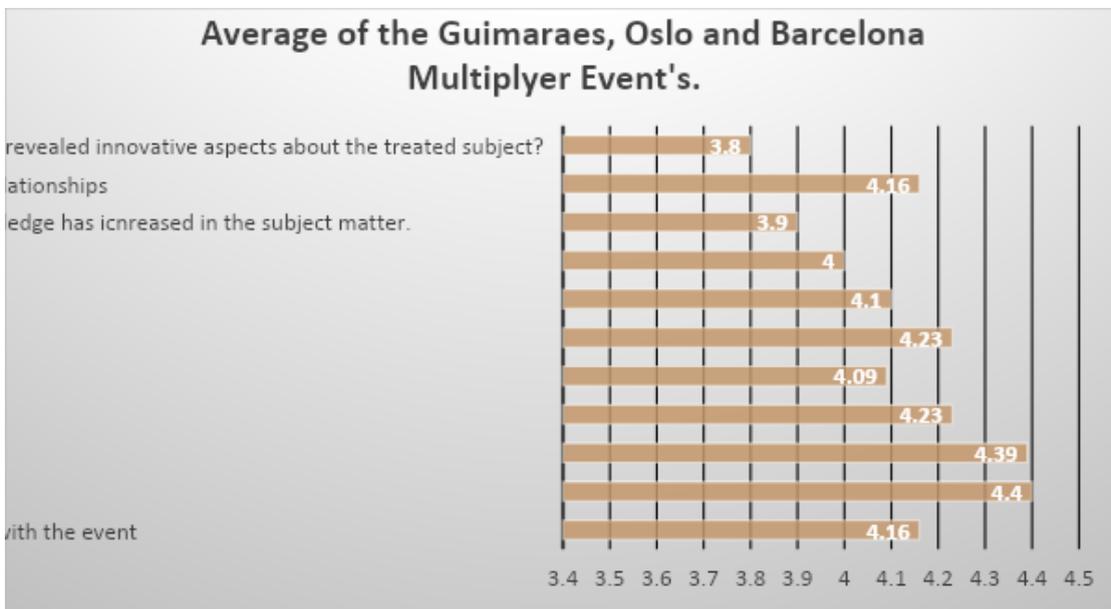


Figure 3: Shows the average of the responses obtained in the forms of the first three Multiplier Events. Rating between 1 and 5.

Overall, the opinion of the people who attended these three events is positive. Most of the responses reflect an appreciation of the project's objective and an interest in learning more about the future materials and results of the project.

In all cases, the space used and the suitability of the event were also positively evaluated, as well as the duration and the contents presented. Even so, in the case of the first Multiplier Event held in Guimarães, many of the attendees felt that the presentations could have been translated simultaneously or directly in English. In the case of the Barcelona event, there were some people who coincided in commenting that they missed the opportunity to know a little more in depth about the practices that the project was going to carry out in the future.

The first three events were also an opportunity for participants to learn more about the methodologies and objectives of the Melody project, as well as to establish new useful contacts in the field of education for students with learning disabilities.

In summary, therefore, the three events that had the opportunity to take place under normal circumstances were very well received by the public, both for the project itself and for the good organisation of the events.

The rest of the Multiplier Events that were forced to be held online were evaluated via Google Forms. The questions answered by the attendees are as follows:

1. General degree of satisfaction with the Event.
2. Virtual Space
 - a) Accessibility at the virtual platform of meeting.
 - b) Ease of use
 - c) Suitability for the event
3. Event Schedule
 - a) Interventions / Speakers
 - b) Contents
 - c) Methodology
 - d) Duration
4. Degree of use
 - a) I consider that my level of knowledge has increased in the subject matter.
 - b) Generation of new contacts / relationships
 - c) You consider that the event has revealed innovative aspects about the treated subject?
5. What would you change / add for a future event?
6. Other suggestions.

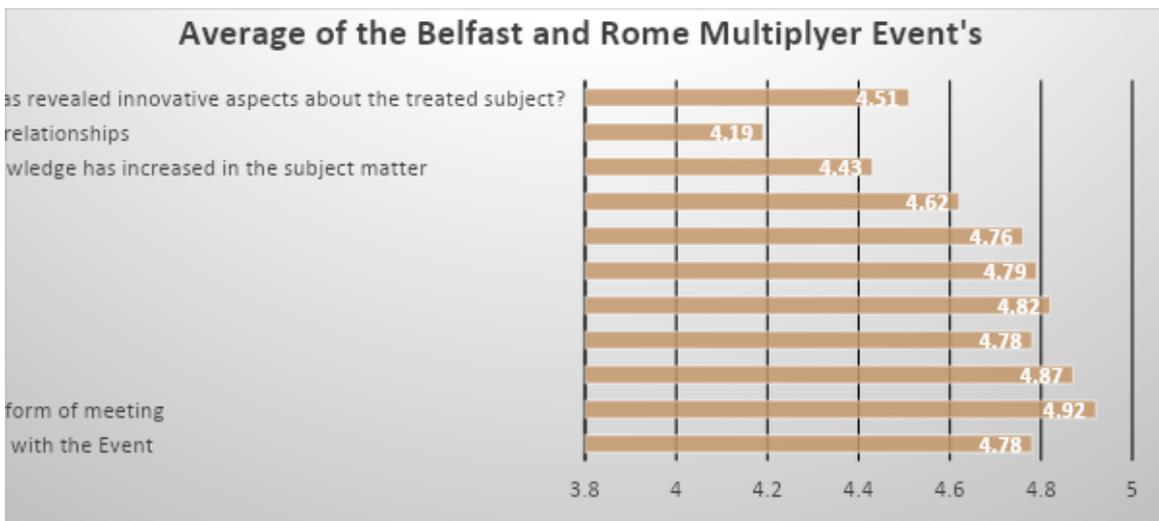


Figure 4: Shows the average of the answers obtained in the forms of the last two Multiplier Events. Rating between 1 and 5.

The overall opinion of the attendees of the virtual Multiplier Events is positive, with more than eighty percent of the survey responses giving the highest rating to their satisfaction with the event.

The responses to the second section of the survey also show that the partners in charge of organising these events in the special circumstances in which they had to be held were able to adapt and were able to meet the needs of the situation correctly. The majority of respondents gave a score of the teaching staff who have tested the project materials in order to hear them first hand.

Results of the evaluation of communication between partners:

The evaluation of the communication between the partners was carried out using the matrices included in Annex III and was answered by the six organisations participating in the project at the end of the project. Due to the impact of Covid-19, the Final Meeting of the project was held virtually, so the questionnaires were elaborated using the Google survey tool.

Each partner assessed the frequency of communication, the effectiveness of communication and the channels used to communicate with the other organisations in the partnership throughout the life of the Melody project. On this occasion, scores were given out of three, with this being the highest score range and zero being the lowest.

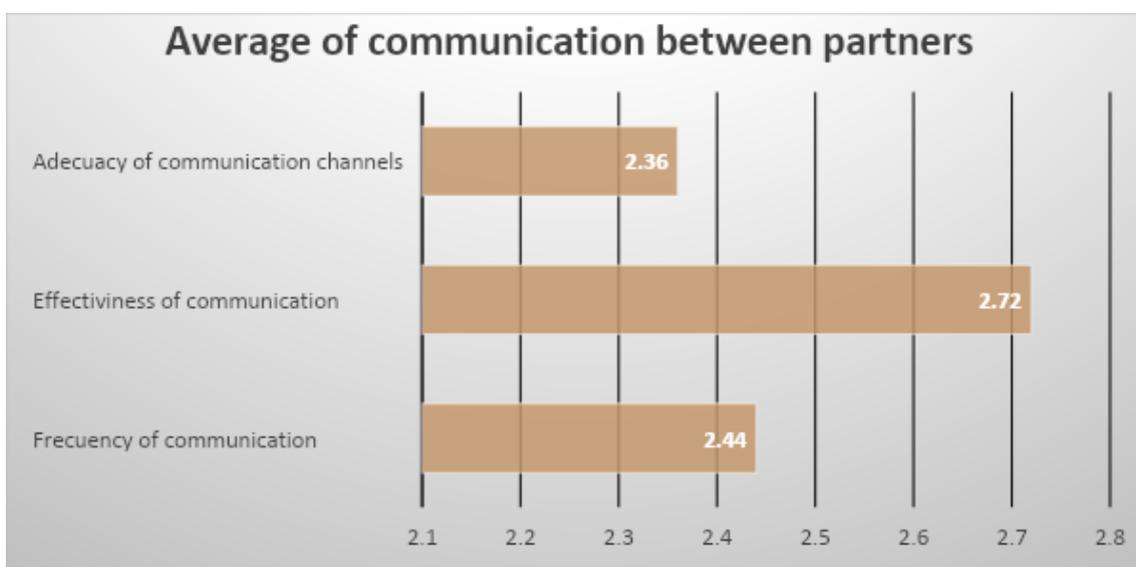


Figure 5: Sample of responses obtained on communication between partners throughout the project. Rating between 1 and 3.

The results on the effectiveness of communication are very positive and show an easy and understanding dialogue between all partners that has favoured cooperation and teamwork throughout the project.

As for the frequency of communication, it scored slightly lower; indicating medium or low communication between some of the partners throughout the development of the project. Even so, taking into account that the communication of the project was evaluated with maximum score of three, the median of this question shows a good satisfaction of the partners around this issue.

The results on the adequacy of the channels used to communicate throughout the project show that these have not always been the most appropriate. The majority of partners have indicated a medium satisfaction with this item, being perhaps one of the pending tasks to be improved for future collaborations. Even so, the score obtained is high considering that it was scored out of three.

ANNEX I:

Evaluation surveys of transnational meetings.

Survey format for face-to-face meetings.

1. Were the dates of the Kick-Off meeting / meeting fine?
2. Was the information given by the host partner useful?
3. Was the information concerning the meeting's organization – provided by the coordinator and host partner – useful, adequate and on time?
4. Did you enjoy the extra meeting activities arranged?
5. Was the general organization of the transnational meeting fine?
6. Was there a clear understanding and general consensus on the project timetable and goals?
7. Was there a general understanding of the activities and deadlines?
8. Are you satisfied with the meeting outcomes and agreements?
9. Did you appreciate co-operating with the other project partners?
10. Are you satisfied with your own participation?
11. Comment section.

Survey format for virtual meetings:

1. Were the dates of the meeting fine?
2. Was the information given by the host partner useful and interesting?
3. Was the information concerning the meeting's organization – provided by the coordinator and the host partner useful, adequate and on time?
4. Was there a clear understanding and general consensus on the project timetable goals?
5. Are you satisfied with the meeting outcomes and agreements?
6. Did you appreciate co-operating with the other project partners?
7. Are you satisfied with your own participation?
8. Comment section.

ANNEX II

Multiplier Events evaluation surveys

Survey format of Multiplier Events held in person.

1. General degree of satisfaction with the event
2. Place / Space
 - a) Accessibility
 - b) Commodities
 - c) Suitability for the event.
3. Event Schedule:
 - a) Interventions / Speakers
 - b) Contents
 - c) Methodology
 - d) Duration
4. Degree of use:
 - a) I consider that my level of knowledge has increased in the subject matter.
 - b) Generation of new contacts / relationships
 - c) You consider that the event has revealed innovative aspects about the treated subject?
5. What would you change/ add for a future event?
6. Other suggestions.

Survey format for Multiplier Events held virtually

1. General degree of satisfaction with the Event.
2. Virtual Space
 - a) Accessibility at the virtual platform of meeting.
 - b) Ease of use
 - c) Suitability for the event
3. Event Schedule
 - A) Interventions / Speakers
 - b) Contents
 - c) Methodology
 - d) Duration
4. Degree of use
 - a) I consider that my level of knowledge has increased in the subject matter.
 - b) Generation of new contacts / relationships
 - c) You consider that the event has revealed innovative aspects about the treated subject?
5. What would you change / add for a future event?
6. Other suggestions.

ANNEX III

Partner communication evaluation survey.

1. Please assess the frequency of communication: have you communicated with partners often to keep up the date with the project requirements?

	0	1	2	3
Antares				
Desincoop – ESFH Schools				
CRIA				
GEMS NI				
Spir-Oslo				
Spoltore				

2. Communication between partners have been effective?

	0	1	2	3
Antares				
Desincoop – ESFH Schools				
CRIA				
GEMS NI				
Spir-Oslo				
Spoltore				

3. Communication channels used hae been fit for purpose?

	0	1	2	3
Antares				
Desincoop – ESFH Schools				
CRIA				
GEMS NI				
Spir-Oslo				
Spoltore				