



The EURODIPLOMATS Plan for Quality and Evaluation

*“Empowering children to act as cultural
diplomats for a robust and resilient Europe”*

EURODIPLOMATS

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Quality Assurance & Evaluation Plan for EURODIPLOMATS

Evaluation design

Overview

Evaluation is often defined as the systematic investigation of the worth or merit of an object or program. It is imperative that systematic procedures are used to evaluate the conceptualization, design, implementation, impact, and utility of programs. Only then, can evaluations gather valid and reliable evidence to document a project's impact, merits, and challenges. A variety of methods for data collection and analysis should be used and data should be collected to triangulate findings and provide a complete picture of the program. The selection of a method depends on several factors such as the nature of the program to be evaluated, the questions of the evaluation, stakeholder needs, and the evaluation timeframe. Stakeholder input and interests were accounted for in planning the evaluation in an attempt to establish a shared vision, ownership, and leadership on the project and allow for multiple voices to be heard.

While several approaches, models, and stakeholders were taken into account, the focus of this evaluation was to collect data to help improve the program and document the success and challenges of the project. The evaluation team will work closely with the project's team to design the evaluation, so that it meets the objectives of the project and furnishes findings that will be used to improve EURODIPLOMATS.

Table 1

EURODIPLOMATS Outputs and Activities	
No	Name
	Project Coordination
	- Quarterly Progress Reports
M1	The kick-off meeting (online)
M2	Meeting organisation Madrid
M3	Meeting organisation Katerini
M4	Meeting organisation in Nicosia
	Quality Assurance
	- Project Quality Plan
	- Project Assessment Report
	Dissemination
	- Dissemination Plan
	- Website
	O1: Methodological tool
	O2: Resources and activities, and training tools



Evaluation Goals and Questions

The QM of EURODIPLOMATS is Ioannis Lefkos.

The main objective of quality assurance is to ensure that all the partners contribute with the necessary documents and information to the correct development of the project.

This will be under the responsibility of the Quality Manager who follows the project day-by-day and is in charge for implementing and monitoring the quality procedures described in the present document. The QM also checks the quality indicators and measures the evolution of the project according to these.

The QM then reports to the Project Manager and to the Management Committee in Interim and Final reports and in the occasion of each meeting, informing them of any significant deviation from the plans, according to the Risk and Contingency Plan (included in the present document).

The objectives of the evaluation and the tools are described in the present document.

The partners are invited to contact and inform the QM in any instance that they may retain relevant for quality assurance.

At the end of the first and the second year of the project there will be a critical evaluation carried out by an internal evaluation team. In addition the evaluation team will provide assessment material for each project meeting, which will be completed by every partner and submitted for evaluation.

The major goal of the evaluation is to collect data to improve the project and to ensure it will meet the proposed goals and achieve the outcomes. The evaluation of this project will be driven by the following questions:

- Does the project meet its objectives?
- Were the expected outcomes delivered as planned?
- Is the final product of acceptable quality (pedagogical, reporting, and technical functions)?
- Does it meet the EU requirements?
- What recommendations can be made about the appropriateness and usefulness of EURODIPLOMATS?

Evaluation procedures and data collection

The evaluation of the project will be carried out through quantitative and qualitative methods. Some general data collection procedures which apply to all stages are:

- Project meeting discussions and minutes. Upon the conclusion of each meeting, meeting evaluations will be conducted and reports, reflections, and related material will be disseminated to all partners and feedback will be requested.
- Email evaluation of project meetings
- Implementation Results
 - Evaluation data from implementations
- Dissemination
 - The official project website visits
 - Articles published in newspapers and magazines at the local and international level



- Newsletters
- Papers presented at national and international conferences
- Focus group evaluation at the final project meeting
- Skype or email interviews with participants for the Interim assessment

Review of all outcomes will be conducted and feedback will be collected from all partners regarding all outcomes of the project.

Data analysis

Each partner will be responsible to provide feedback, input, and reflect on the progress of the project. The internal evaluation team will coordinate the collection from partners the questionnaires and reflections. For data analysis, we will follow two stages: the inductive and deductive. Interview transcripts, project documents, meeting minutes, memos, log files, and survey results will all be analyzed. Upon entering the inductive stage, we will organize all the transcripts, field notes, and documents. We will use data displays, concept maps, and tables to illustrate findings of the evaluation. We will calculate descriptive statistics based on the survey data completed by participants at the end of each phase of the project. A report will be prepared with a list for recommendations to be implemented in the final version.

Reporting

The partners are responsible to send periodic progress reports to the project leader, who then will compile them into a single document to be sent to the ERASMUS+ Cyprus National Agency.

Specifically, UNIC is in charge and authorised to:

- Monitor and control partners' resources allocation and spending.
- Ask for semester reports, including proofs of expenses and staff allocation.
- Provides documented guidance to partners under certain documented and clear questions.



- Develop and deliver reports required by the Erasmus+ office.

The partners will present interim reports in accordance with the following deadlines:

1. Report 1: (end of 6th month)
2. Report 2: (end of 12th month)
3. Report 3: (end of 18th month)
4. Report 4: (end of 24th month)

Interim and Final reporting

The Quality Manager will also provide feedback to the interim and final report which will be submitted to the funding authority (interim report end of 12th month and final report end of 24th month). Specifically, the interim evaluation report of the project will give practical advice for the second project half. Evaluation reports will cover both the Quality of the process (management, communication, collaboration, project meetings and the timely production of outputs), quality of dissemination including multiplier events and Intellectual outputs (including validation and learning activities).

Project progress monitoring & evaluation

The coordination of the project will be evaluated through the use of a survey questionnaire that will be administered to all partners during the middle and towards the end of the project (see Appendix). The goal of questionnaire will be to get all partners feedback on the strengths and weakness of the coordination and how future projects can be benefited. An email survey will be conducted after each project meeting to get feedback on the coordination of the project.



Outcomes for Internal Evaluation

(See Table 1, page 4)

The purpose of the interim monitoring assessment is to ensure a continuous and systematic control of the project's quality. Monitoring of the project will consist of supervision activities, checks on the quality of the outputs of the project, assessment of the credibility of the project's results as well as checks on the dissemination and exploitation activities.

The purpose of the final monitoring assessment is to check on the project's success, gather information and evaluate all aspects of the project. Final assessment will consist of supervision activities, checks on the quality of the outcomes of the project, assessment of the credibility of the results and checks on the dissemination and exploitation activities.

Risk identification and control

The Project Manager and all partners are responsible to further identify possible risks and to address them during activities planning. Each progress report will have a session devoted to risk identification and actions to be taken.



The Project leader and Intellectual output/activity leaders are responsible to take actions to avoid, eliminate, response to risks.

Risk control

Each appropriate action will be taken, according to the definition of the work plan, in an increasing hierarchical order by the responsible partner for the activity and the Project Manager.

The Quality Manager will check that the way the risk will be assessed and solved. This will then be reflected in this document.

Communication and management related activities and tools

Schedule control is the responsibility of the PM as well as the Intellectual Output/activity leaders. Any changes from the initial planning will be documented in the progress reports with proper justification.

In order to manage time, the PM will establish strict monitoring of the tasks execution according to the agreed plan. The initial tasks planning is based on the proposal and will be subject to minor adaptations as the project progresses (Timeplan of the project – Annex 4).

For the task management, the PM will use a monitoring system that allows tracking of task progress, signaling of delays and sending of reminders to activity leaders. Activity leaders will have to inform the project manager well in advance in case of potential problems.

The following table summarises the main communication tools we will use in the project:

Tool	Type of communication
Google drive	The main management and information exchange tool as well as bilateral communication
E-mail	Urgent Communication
Telephone	Urgent communication
Meetings	Scheduled meetings for project management and technical workshops
Virtual meetings	Dependent of the Project needs – Skype, Google Hangouts, conference call

Project development and management tool

In order to facilitate the project development and implementation, the Google drive tool will be used:

- as a repository for all the project documentation. All partners will have access to all documents and the activity/task leads will have access for more advanced tasks (like managing, creating writing, and removing) to the activity folders. The main structure of the repository on the tool is the responsibility of the Project Manager.
- as a Management Tool for controlling project progress the "to-do" list and tasks assignments, mainly derived by the time plan of the project (Time plan of the project – Annex 4). The activity leaders will create and monitor the progress of tasks and the partners involved will be assigned as responsible for carrying out the respective activities as per proposal.
- as a Communication Tool using the functionality of “Discussions” to get partners advised on diverse aspects of the project.
- as a QA evaluation and monitoring tool making use of the following functionalities:
 - tracking the initial deadlines set for project tasks and compare them with the actual deadline met to evaluate whether there are obviations or declines from the initial task planning. This information can be extracted easily using filters for checking the actual deadlines met for each created task;
 - checking communication flow;
 - extracting reports of all the recorded dissemination activities and measure the their frequency and their impact as well as making use of the respective information provided for each of the them. Monitoring and following up of the progress of the dissemination activities shall be performed through quarterly dissemination reports. Each partner is advised to register every dissemination activity (i.e. event, internal meeting, newsletter, social media posts, infographic, website, etc.) implemented by its organisation using the template provided by the tool under Dissemination, so that helping further management and quality assurance (QA) monitoring of the project progress (see Figure 1).



Partners shall upload the relevant evidence for each activity to the respective folder with its organisation name under the general Dissemination folder in Files.



Appendix

Survey Evaluating the Coordination of EURODIPLOMATS

Survey Evaluating the Coordination and Progress of EURODIPLOMATS

Scale: 4(very good), 3(good), 2(fair), 1(needs improvement)

1. Activities carried out

1.1. Collection and Filtering of Background Material.	4	3	2	1
1.2. Groups of Experts.	4	3	2	1
1.3. Analysis of Selected Material.	4	3	2	1
1.4. Establishment of the methodological framework.	4	3	2	1
1.5. Design and development of the activities	4	3	2	1
1.6. Workshop organization and execution.	4	3	2	1

2. Effectiveness of management process

2.1. The general management structure is clear.	4	3	2	1
2.2. The project management provides ongoing feedback.	4	3	2	1
2.3. Information needed to complete work packages is clear and timely.	4	3	2	1
2.4. Financial aspects are thoroughly explained.	4	3	2	1
2.5. Meeting agendas and reports are clear and well-organized.	4	3	2	1
2.6. Feedback from management structure is appropriate.	4	3	2	1
2.7. Templates for work packages are clear and appropriate.	4	3	2	1
2.8. Involvement of partners is maintained through appropriate Strategies.	4	3	2	1
2.9. Comments on any of the aspects above.				

3. Support for transnational cooperation

3.1. The role of steering groups is clear.	4	3	2	1
3.2. Communication (e-mails and website) is fluent and timely.	4	3	2	1
3.3. Channels of communication are clear and effective.	4	3	2	1
3.4. Face-to-face meeting agendas are clear and timely.	4	3	2	1
3.5. Face-to-face meetings are useful.	4	3	2	1
3.6. Work plan deadlines are met through clear management steering.	4	3	2	1
3.7. The website forum is useful.	4	3	2	1

4. Design and transferability of materials

4.1. Do you have any other comments regarding the above items?



Questionnaire for project meetings

Scale: 6 (Excellent/ Very satisfied) - **1**(Poor/ Not at all satisfied)

1. Rate the **overall progress** of the project.
6 5 4 3 2 1
2. How satisfied are you with **your contribution** thus far?
6 5 4 3 2 1
3. How satisfied are you with the **organization of this meeting**?
6 5 4 3 2 1
4. How satisfied are you with the **coordination of the project**?
6 5 4 3 2 1
5. How satisfied are you with your **participation in decision making**?
6 5 4 3 2 1
6. What are the major difficulties/problems of the project? How can they be resolved?
7. What are the things that work well in the project?
8. Any additional comments?



Progress Report

Briefly describe the activities you completed, indicating the Outputs and activities they are linked to

What challenges are you facing and who can the consortium help you?

What are the next steps regarding Outputs and activities you are currently involved or planning to begin?

Dissemination Log (see next Appendix)

Dissemination Management

Dissemination log



Erasmus+



Dissemination Log

What dissemination activities did you participate in? Provide the full citation for the activity and 2-3 sentences description.

What are the plans for future dissemination activities?

What are some upcoming events, conferences, calls for papers, etc. that might be of interest to the project?