

Work Package 4 – Quality Assurance

First Internal Evaluation Report

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Objectives of the internal evaluation

As part of W2–Quality Assurance (see Project Guide of CONTESSA) internal evaluations have to be conducted twice a year. The aim of the internal evaluation is to evaluate the project’s progress and co-operation between project partners regularly. Moreover, the evaluation aims at reviewing and improving communication and project results including working with SharePoint, the website and organization of meetings.

Against this background, this report provides an overview of the results of the First Internal Evaluation developed in August/September 2019 and conducted in October/November 2019.

Data collection

The internal evaluation was based on an online questionnaire with six indicator groups and 40 items. Each item represented a statement. A five-step scale indicated the degree of agreement (between “strongly agree” and “strongly disagree”). A comments section in each indicator group ensured the option to add individual responses and remarks. The questionnaire was developed by TU Dresden; it was sent to the project coordinator for revision and feedback prior to the launch of the survey. After revision, the final version of the questionnaire covered the following issues:

1. Project co-ordination
2. Co-operation between project partners
3. Communication
4. SharePoint
5. Website
6. Division of work-packages

Additional comments

Findings were sent to all project partners and were presented to the project coordinator in November 2019. They will be also presented to all partners at the next partner meeting (March 2020, Cologne) to discuss and further develop the quality parameters and the questionnaire.

LimeSurvey, a web–based online survey tool provided by the German partner TU Dresden, was used to conduct the survey and the link to the survey was sent out to all partners by email.

Results

With 20 responses from all project partners, the survey provides valuable information on the project’s progress and co-operation between project partners. Even though 7 questionnaires were not completed, the survey indicates which issues are running smoothly and which ones should be addressed in the upcoming reporting periods.

In general, all participants were content with the project’s progress. Moreover, participants indicated satisfaction with the co-operation among project partners and with the project coordination. Distribution of roles in the project seems to be clear to everyone involved, as is the

distribution of work packages.

Moreover, participants agree that decision-making processes take account of national and cultural contexts and some participants suggest that additional communication channels such as biannual meetings, chat or video conferencing could improve communication among project partners, which would be of particular interest to the associated partners who are not yet sufficiently involved in the project.

Respondents state that they much appreciate information on project results and meetings. All participants feel well informed about the project development and progress. However, future action and plans should be communicated more precisely in order to ensure greater stakeholder participation in the project countries. A weekly exchange of information between national partners would be desirable.

Working with SharePoint seems difficult to several participants. Approx. one quarter of respondents indicated that they are not very familiar with the platform and have difficulty with finding information.

The project website is highly appreciated for its information content and design, even if some seem to have problems accessing the site. Some participants suggested highlighting results and improving some features to make them more attractive to website users.

Project-related resources and capacities are perceived sufficient. Tasks and distribution of work packages are clear to all. However, almost half of all respondents stated that they would appreciate more help from project partners.

Outlook

Results indicate that no major measures with respect to the above-mentioned aims of the internal evaluation are necessary. The project is on the right track from the point of view of all respondents. However, there is room for improvement, which refers to several issues:

- A more specific description of tasks and roles of associated partners could prove helpful to ensure their involvement in the project.
- If deadlines cannot be met, reporting of delays could improve communication among partners and communication between partners and the project coordinator.
- In general, communication between project partners would benefit from a more often and a regular exchange of information on the status of work progress.