

FINAL EVALUATION REPORT, TRANSFER OF INOVATION,  
LIFELONG LEARNING

**Vocational Mental Health Training in the  
Community**

September 2012

Authors:

**ŠENTPRIMA**

**Institute for counselling, training and rehabilitation of people with disabilities**

## Table of Content

1	Summary and Introduction .....	3
1.1	The Evaluation report.....	3
2	Project partners.....	4
2.1	England, Plymouth & District Mind Association PADMA .....	4
2.2	University of Plymouth (UoP).....	4
2.3	Wyższa Szkoła Edukacji Zdrowotnej w Łodzi, WSEZ.....	5
2.4	ŠENTPRIMA – Institute for advising, training and rehabilitation of people with disabilities ..	5
2.5	Vsi Socialiniu Inovaciju Centras, SIC .....	5
2.6	Mental health center/General hospital of Agrinio, MHCA.....	6
3	Description of Evaluation Methods.....	7
3.1	Evaluation of the Partnership meetings and the final conference .....	8
3.1.1	EVALUATION OF PARTNERSHIP MEETING, LODZ, OCTOBER 2010.....	10
3.1.2	EVALUATION OF PARTNERSHIP MEETING, AGRINIO, MARCH 2011 .....	14
3.1.3	EVALUATION OF PARTNERSHIP MEETING, PLYMOUTH, SEPTEMBER 2011 .....	18
3.1.4	EVALUATION OF PARTNERSHIP MEETING, LJUBLJANA, MAY 2012 .....	21
3.1.5	EVALUATION OF PARTNERSHIP MEETING, SIAULIAI, SEPTEMBER 2012.....	23
3.1.6	EVALUATION OF FINAL INTERNATIONAL CONFERENCE “CHALLENGES AND OPPORTUNITIES FOR MENTAL HEALTH TRAINING IN EUROPE”, SIAULIAI, SEPTEMBER 2012 .....	25
3.2	Evaluation of the training programme .....	28
3.2.1	Slovenian evaluation of the training programme .....	29
3.2.2	Lithuanian evaluation of the training programme .....	33
3.2.3	Greece evaluation of the training programme .....	37
3.2.4	English evaluation of the training programme.....	42
3.2.5	Poland evaluation of the training programme.....	46
3.3	Evaluation of the Moodle platform.....	51
4	Case studies.....	72
5	Conclusions and Recommendations .....	73

# 1 SUMMARY AND INTRODUCTION

The World Health Organisation states that primary care mental health services in Europe are under-developed with long waiting times to receive treatment in the community, resulting in significant costs to individuals, communities and economies. This lack of capacity is associated with insufficient numbers of trained workers with appropriate mental health skills. The Mental Health Action Plan for Europe recommends that priority is given to the development of new education and training initiatives; an example of which is the Primary Care Graduate Mental Health Worker role, which has demonstrated that trainees without prior mental health experience can be quickly trained to enhance primary care mental health services.

The Vocational Mental Health Training in the Community is a Leonardo transfer of innovation project.

This two year project aim was to adapt the Primary Care Graduate Mental Health Worker Programme (PCGMHWP) so as to provide a new, non-tertiary vocational programme to train community mental health workers. This will increase the scope and range of mental health training and help to build capacity in primary care mental health in the United Kingdom, Poland, Slovenia, Lithuania and Greece as a model for other EU countries to explore.

The project objectives were to develop, accredit and evaluate a new, level three vocational programme to train 20 community mental health workers in each of the partner countries.

## 1.1 THE EVALUATION REPORT

The Evaluation Report makes an assessment of the project success. It helps the readers and also partners involved in the project to understand how outcomes and aims have been achieved and to identify any lessons to be learned for the future projects. Its aim is also to identify good practice that other partners in other EU project could use for their own needs and plans.

The report includes information about the five partners that have participated in the project, results from questionnaires (moodle questionnaires, participants satisfaction questionnaire, partners meetings questionnaires, monthly activity report form) and partners case studies, which were discussed at the final partner conference which took place in Siauliai, Lithuania.

The participants at final conference in Lithuania were asked to contribute to the discussion and analysis of the work that has been done within the project. In this report we will try to present the whole evaluation of what has been done throughout the project and show how transfer of innovation has been made from all the involved partners. More information about the project can be found on the project web site: <http://cmht.eu/en/>.

## 2 PROJECT PARTNERS

There were 6 partners involved in the Vocational Mental Health Training in the Community. The consortium comprised a leading UK mental health charity, two Higher Education establishments (UK and Poland), two not-for-profit social care organisations (Slovenia and Lithuania) and the Mental Health Centre (Agrinio Hospital) in Greece. This diverse partnership has significant experience in teaching, service delivery and development and research in the field of mental health and social care.

### 2.1 ENGLAND, PLYMOUTH & DISTRICT MIND ASSOCIATION PADMA

**Website:** <http://www.plymouthmind.org.uk>

Established in 1984, we deliver mental health support services to Plymouth, South Hams, Caradon and North Cornwall. User-centred, we seek to empower mental health service users and the socially excluded to fulfil their potential and to lead independent lives. An approved Open College Network centre, we deliver level 1 and level 3 courses "Introduction to Mental Health" to a wide audience. We employ 24 full and part time staff with a volunteer base of over 50 people. We deliver tailored mental health awareness training to large and medium size employers (eg Child Support Agency); and general training to those working in the social care field (eg nurses and carers). We run a number of projects in response to declared service user needs such as a user-led day centre where we provide peer support mentor training. We hold positions on key strategic Plymouth partnerships related to mental health. We are a registered UK Online Centre and also an active member of the Chamber of Commerce. Plymouth & District Mind Association was the leader partner and responsible for the WP 1, Project Management and Communication.

### 2.2 UNIVERSITY OF PLYMOUTH (UoP)

**Website:** <http://www.plymouth.ac.uk>

UoP is a large, modern university with a population of approximately 30,000 students and features in the top 5 new UK universities for quality of teaching. It is proud of its strong record of excellence with a national pilot for two-year degrees, 11 National Teaching Fellows and four government-funded Centres for Excellence in Teaching & Learning. The University also has a long record of high quality innovative research as demonstrated by its achievements in the Research Assessment Exercise (RAE). The university submitted twenty-five Units of Assessment in the 2008 RAE and the results show that, overall, 80% of the research was judged as being of international repute. UoP took a lead role in developing and evaluating the Primary Care Graduate Mental Health Worker Programme (PCGMHWP). UoP is also one of the newly accredited Increasing Access to Psychological Therapies (IAPT) training universities for Cognitive Behavioural Therapy (CBT). UoP was responsible for the WP 5, Quality Assurance and WP 6 Toolkit development.

### **2.3 WYŻSZA SZKOŁA EDUKACJI ZDROWOTNEJ W ŁODZI, WSEZ**

**Website:** <http://www.wsez.pl>

The Academy of Health Education in Lodz founded in June 2002. It's a non-public higher education institution in the city of Lodz. We have around 1500 students and 50 academic staff. Our mission is to provide great quality of vocational education in the field of pedagogy, social work and special pedagogy profession. We prepare our students to manage various educational, supporting, preventive etc. actions to improve health and life quality in different life environments. We provide and adapt training modules for social workers (second level of professional specialization). We are one of two eligible institutions for obtaining accreditation from the Central Examination Committee for the Levels of Professional Specialization of Social Workers (Ministry of Labour and Social Policy). Networks include GPAS (group of social workers and street workers); AIP (12 cities in Poland, cooperating with regional centres of social care). Both complement the development of training for social workers.

The WSEZ was responsible for WP 2 Training Programme Development.

### **2.4 ŠENTPRIMA – INSTITUTE FOR ADVISING, TRAINING AND REHABILITATION OF PEOPLE WITH DISABILITIES**

**Website:** <http://www.sentprima.com>

ŠENTPRIMA (founded 2005 by ŠENT – Slovenian association for mental health) - private institute for advising, training and vocational rehabilitation of people with disabilities and, in particular, mental health disorders. Services cover all Slovenia with a mobile team of 30 professionals such as occupational medical doctor, psychiatrist, psychologist, sociologist, social worker, vocational therapist, social pedagogue etc. We provide: supported employment; informing, counselling people with disabilities, employers, professional workers; education programmes for people with disabilities, employers, professional workers; cooperation with centre for development of vocational rehabilitation; cooperation in different international projects on the field of psychosocial and vocational rehabilitation for people with mental health problems. We offer individual, tailor-made programme to facilitate the learning of new skills needed for vocational and social integration. Evaluated TOI 2009 project.

Šentprima was responsible for WP 3, Evaluation.

### **2.5 VSI SOCIALINIŲ INOVACIJŲ CENTRAS, SIC**

**Website:** [www.socin.lt](http://www.socin.lt)

SIC seek to create, adapt and implement various innovative social initiatives in the field of social work and non-formal education providing services to disadvantaged and socially excluded groups. The main activity of the organization is to create or adopt new psychosocial services for the target group; to provide them with information, counselling and educational activities; to initiate, participate and implement both local and international projects in the field of social work and non-formal education of target group.

Currently the main activities of our organization are:

1. Development and accreditation of training courses for post-graduate social workers, social workers assistants, nurses, administrators, volunteers
2. Development and implementation of local and international projects with socially excluded groups.
3. Support for NGO in developing and implementing local and international projects.
4. Developing and implementing local and international programs of volunteering

SIC was responsible for the WP 4, Valorisation and WP 7 Pilot Testing.

## **2.6 MENTAL HEALTH CENTER/GENERAL HOSPITAL OF AGRINIO, MHCA**

### ***Website: /***

MHCA is a non profit organisation within the General Hospital of Agrinio. It was founded in 2006 by the Greek government and European project. It has 14 employees: psychiatrist, psychologist, sociologist, social worker, nurses, health visitors, etc. We offer services to the biggest geographical province, Aitoloakarania, in Greece that has 270.000 inhabitants.

Our scope of work is mental health service provision for the prevention, diagnosis, care and rehabilitation of psychiatric illness, mental disturbance and psychophysical disability of people for the entire duration of their lives.

We have a lot of experience (more than 20 years) in education more than 2,000 people have been educated in small group work (15-20 persons per group. Also we are in collaboration with University of Ioannina the medical school, the psychiatric department and at the field of social research and education we have a close cooperation with the university: institute in Academy of Athens.

### 3 DESCRIPTION OF EVALUATION METHODS

The process of evaluation and quality assurance was undertaken to ensure that project implementation and project objectives were regularly achieved. The monitoring and reporting procedures that have been established helped in running the project smoothly and help the consortium to work effectively and up to high standard. The project spend was monitored on a regular basis. This evaluation was both formative and summative and used a variety of processes and tools such surveys, partnership meetings, and consultations via Skype conferences, e-mail correspondence, structured questionnaires and partners' feedback.

According to the project methodology, with the aim of contributing to the regular monitoring of project progress, the quality assurance and evaluation involved the partnership, targets groups of the project (trainees), teachers of the project, accreditation bodies, and policy makers.

#### **The main conclusions of the evaluation are:**

- All the partners were able to successfully identify their target groups and community needs using various channels to get in touch with the target communities, including email and face to face communication, as well as presentations. The targets groups of the training programme were workers that work in the field of mental health.
- The communication between partners was also positively evaluated. There was good diffusion of significant information among partners.
- All partners agreed that the project coordination and management was good with clear project plans and aims. The lead partner supported and answered to all questions promptly and quickly. All the partners were actively involved and did their best in carrying out their role and WP.
- All the partners have consultations with target groups and stakeholders at the initial project phase that provided valuable feedback for the planning of following project actions and developments. This also helped the partners to identify the target groups interests and desired concepts.
- The project target group were people working in mental health field at local, regional and national level. Partners target social care centres, faculty of health and social chamber. Each partner indentified at least 20 trainees that have taken part in the piloting activity.
- The project developed a well-designed and functional e-platform <http://cmht.eu/en/> which was used to provide information for all the partners and to all interested. The platform was also used as e-learning platform to almost all partners. The only exception was Greece. The problem in Greece was the difficulties faced due to weak internet connection and computer knowledge of the trainees. The e-learning system in Greece, Slovenia and Lithuania is something new, so trainees were not used to this kind of tool. But they agreed that is a good way to learn and exchange information, the e-platform was used mainly for literature and contacts. Overall it could be used more; tools like forum, quizzes and final exams were not used in some countries at all.
- The training programme, lessons and the pack were evaluated very positively with a high degree of trainees' satisfaction.

- As overall conclusion we can see, say that the project has succeeded its objectives and aims. High percentage of trainees involved in the training programme confirmed that their working skills and methods were improved in the frames of the project.
- All the partners have also undertaken actions for project sustainability in their countries by accreditation process.

### **3.1 EVALUATION OF THE PARTNERSHIP MEETINGS AND THE FINAL CONFERENCE**

During the project, there have been five partner meetings. In Poland, Greece, England, Slovenia and Lithuania. All partners attended the meetings and delivered the presentation about their activities. First meeting focused on the work package 2 and the training development which was followed up by two Skype conferences. The second partner meeting focused on general project progress and evaluation and dissemination. The third partners meeting focused on partners work and general project progress.

The fourth partner meeting was focused on the final conference in Lithuania and the quality assurance development tool. The last meeting was in Lithuania and was focused on final evaluation, accreditation and conclusion of the project.

For the evaluation of each partnership meeting we used evaluations forms, which were completed by each partner after the meetings. The results were:

All partners meetings were very positively evaluated. All partners agree that:

- They received on time all information they needed for their participation at the meetings.
- The meetings agendas were relevant, adequately prepared and easy to follow.
- The meetings were realised efficiently and according to plan (all partners contributed equally; each partner raised questions about topics that closely concerned them; all partners had time to reflect and give feedback).
- There was good balance of topics covered (all relevant to each partner's concerns and needs).
- Partners questions were answered, problems discussed and solutions agreed.
- Upcoming tasks were clearly presented and explained (action points were raised and an activity timeline created).
- Partners exchanged best practises/experiences.
- Partners strengthen their network.
- The purposes of the meetings were accomplished.
- The meetings were the right length of time (This was because the partners were well prepared in advance of the meeting and able to give good reports at the presentation).
- The meetings places were easily accessible.
- Facilities of the meetings rooms were adequate.



- The hotels accommodations were quality.

Most of the participants of the conference were satisfied or very satisfied with the registration process, the conference materials provided, the speakers/presenters and the conference facilities. The length of the conference was just about right and most of the participants very strongly agree that the content of the conference sessions was appropriate, informative and useful for their work, the conference was well organized and conference staff was helpful and courteous.

What did participants like most about the conference?

- open, friendly atmosphere;
- the presentation of Jim Whole and Eleni Rageioni;
- good awareness on mental health;
- the presentation on autism, workshop 3, 4;
- the main topic – mental health;
- opportunity to learn, listen debate;
- interesting presentations of new material;
- people, openness to experience.

Recommendations for further conferences:

- more practical, like STEPS examples;
- video presentation of programs in actual activities;
- look for more ways to inform, invite participants (also from .... countries);
- more participants from Lithuania and other countries.

### 3.1.1 EVALUATION OF PARTNERSHIP MEETING, LODZ, OCTOBER 2010

<p>1. I received on time all information I needed for my participation at the meeting.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- All partners contributed prior to the meeting so that I had a better idea regarding my presentation and agenda creation.</li> </ul>
<p>2. The meeting agenda was relevant, adequately prepared and easy to follow.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p>
<p>3. The meeting was realised efficiently and according to plan.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- All partners contributed equally; each partner raised questions about topics that closely concerned them; all partners had time to reflect and give feedback.</li> </ul>
<p>4. There was good balance of topics covered.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- All relevant to each partner's concerns and needs.</li> </ul>
<p>5. Partners questions were answered, problems discussed and solutions agreed.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- The only problem was language problem – misunderstanding of some words, definitions. However we were trying to explain our points of view.</li> </ul>

<p>- Time was taken to cover all questions raised by partners and a final morning session allowed any other questions to be asked.</p>
<p>6. Upcoming tasks were clearly presented and explained.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <p>- Action points were raised and an activity timeline created.</p>
<p>7. Partners exchanged best practises/experiences.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <p>- GN was able to use his experience of NVQ assessment to show how a matrix system of assessing course evidence could provide a solution to the question of creating a flexible framework for the training pilot.</p>
<p>8. Partners strengthen their network.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <p>- Great team building took place and it was a pleasure to see Asta and Rita from Lithuania greet the team like long standing friends.</p>
<p>9. The purpose of the meeting was accomplished.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <p>- Timeline and framework outlined; budget questions answered</p>

<p>10. The meeting was the right length of time.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- This was because the partners were well prepared in advance of the meeting and able to give good reports at the presentation on day 1. Also, partners were able to contribute, in a very full programme!</li> </ul>
<p>11. The meeting place was easily accessible.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- Asia and team did very well in giving directions and arranging meeting and hotel accommodation.</li> </ul>
<p>12. Facilities of the meeting room were adequate.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- They were perfect for our needs and WSEZiNS hospitality was excellent.</li> </ul>
<p>13. The hotel accommodation was quality.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- Found the hotel bedroom very noisy as facing onto a main road. Otherwise service and accommodation was good.</li> <li>- Hotel was "cheap and cheerful" as we say in the UK; the traffic noise was a little difficult to deal with for some partners. However, its location offset all the negative factors</li> </ul>
<p>14. What did you like and do not like about the meeting?</p> <ul style="list-style-type: none"> <li>- It was well organized all the program (time and agenda).</li> <li>- Positives: Face-to-face meeting helped us to discuss the main issues like programme development much better than it would be during skype discussions. We could explain the differences in systems of education in each country as well as different understanding of pilot training.</li> <li>- It was everything perfect in the meeting. For me it was the first meeting with the project partners, so I have</li> </ul>

<p>got a lot answers to my questions. I have felt a warm atmosphere and the great efforts toward understanding of our partnership.</p> <ul style="list-style-type: none"><li>- Opportunity to meet up, discuss programme and problem-solve. Feel very supported by team and hosts from Lodz.</li><li>- Hospitality was excellent.</li><li>- LIKE: The partners all came together as one and created a great atmosphere of friendship; all tasks carried out with a balance of seriousness and humour NOT LIKE: Parting from partners – we have a great team!</li></ul>
<p>15. What can we do to improve the project meeting next time?</p> <ul style="list-style-type: none"><li>- It would be good to put our thoughts, doubts and questions on moodle platform before the meeting – it will help us to prepare and understand each other more.</li><li>- I would do the same.</li><li>- I have wondered whether we might have been better prepared reference discussions about the programme contents and model of learning, but in retrospect, I think we needed the opportunity to meet and have open discussions about the issues involved.</li><li>- Possibly actions plans that are more detailed in respect objectives and timescales.</li><li>- Meet some local stakeholders to get first hand feedback regarding the project.</li></ul>
<p>16. Other comments, concerns or requests?</p> <ul style="list-style-type: none"><li>- All partners to copy in other partners regarding their travel arrangements to try and meet at the airport collectively, before travelling on to Agrinio.</li></ul>

### 3.1.2 EVALUATION OF PARTNERSHIP MEETING, AGRINIO, MARCH 2011

<p>1. I received on time all information I needed for my participation at the meeting.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- Appropriate information about the agenda was provided in a timely manner, together with prompts for information/tasks required in advance of the meeting.</li> <li>- The agenda was prepared in advance, all the information were provided also from the host, everything was perfect.</li> </ul>
<p>2. The meeting agenda was relevant, adequately prepared and easy to follow.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p>
<p>3. The meeting was realised efficiently and according to plan.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p>
<p>4. There was good balance of topics covered.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- Anyway we didn't have enough time for moodle training – I feel that we should organise separate visit only for these purpose.</li> </ul>
<p>5. Partners questions were answered, problems discussed and solutions agreed.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- Each partner identified issues and worked with the Chair to help find solutions.</li> </ul>

<ul style="list-style-type: none"> <li>- I could feel free to ask a lot of questions and my questions were answered.</li> <li>- We have discussed all the issue about the project.</li> </ul>
<p>6. Upcoming tasks were clearly presented and explained.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- Issues for action were clearly identified, together with an agreed timeframe and clear lines of responsibility for actions required.</li> <li>- I have the possibility to know partners work experience and could present to my country as an examples of work.</li> </ul>
<p>7. Partners exchanged best practises/experiences.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- It was fascinating to learn how the different organisations are structured to deal with mental health issues and the challenges that each face. What was also striking was the degree of convergence re vision and goals held by the partners.</li> </ul>
<p>8. Partners strengthen their network.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p>
<p>9. The purpose of the meeting was accomplished.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- The purpose of the meeting was dissemination; training delivery and we implemented everything.</li> </ul>

<p>10. The meeting was the right length of time.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"><li>- An excellent balance of work and pleasure, the latter being essential to the development of solid working relationships and understanding of the cultural context in which mental health support is delivered.</li><li>- I think we could have one more day for moodle training</li><li>- The agenda was prepared taking account the needs of partners. We had enough time for working and enough time to have coffee time.</li></ul>
<p>11. The meeting place was easily accessible.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"><li>- Agrinio is some way from the main centres of transport in Greece (e.g. Athens). However, it was instructive and necessary to be in the rural area of Agrinio to understand the context in which mental health support is offered.</li></ul>
<p>12. Facilities of the meeting room were adequate.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"><li>- Excellent facilities, brilliant hosts!</li><li>- The host were wonderful.</li><li>- We had all materials we needed in partner's meeting.</li></ul>
<p>13. The hotel accommodation was quality.</p> <p><b>YES (6)</b></p> <p>NO</p>



<p>14. What did you like and do not like about the meeting?</p> <ul style="list-style-type: none"><li>- The meeting was well organised, I liked everything.</li><li>- Prepared, the meeting was essential and contributed to increasing level of cooperation and project improvement.</li><li>- I liked in Greece everything because it was the first time in this country and I wanted to know this country very much and how Greece partners are working in mental health system.</li></ul>
<p>15. What can we do to improve the project meeting next time?</p> <ul style="list-style-type: none"><li>- Nothing to improve, everything was perfect.</li><li>- Everything was ok.</li><li>- Till now everything goes well.</li></ul>
<p>16. Other comments, concerns or requests?</p>

### 3.1.3 EVALUATION OF PARTNERSHIP MEETING, PLYMOUTH, SEPTEMBER 2011

<p>1. I received on time all information I needed for my participation at the meeting.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- I've got the information witch hotel I need to book and the information what I need to prepare for the partners meeting.</li> <li>- There was a delay in provision of the agenda in advance of the meeting, but was able to pick up the threads quickly as documents for the meeting were ready on the day.</li> </ul>
<p>2. The meeting agenda was relevant, adequately prepared and easy to follow.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p>
<p>3. The meeting was realised efficiently and according to plan.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p>
<p>4. There was good balance of topics covered.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- Everything was clear in every topic.</li> </ul>
<p>5. Partners questions were answered, problems discussed and solutions agreed.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- My all questions were answered.</li> <li>- Each partner identified issues and worked with the the Chair to help find solutions.</li> </ul>
<p>6. Upcoming tasks were clearly presented and explained.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- All partners presented their reports of work packages and shared their work experience.</li> <li>- Issues for action were clearly identified, together with an agreed timeframe and clear lines of responsibility for actions required.</li> </ul>
<p>7. Partners exchanged best practises/experiences.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- I have the possibility to know partners work experience and could present to my country as an examples of</li> </ul>

work.
<p>8. Partners strengthen their network.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- The partners have an excellent working rapport.</li> </ul>
<p>9. The purpose of the meeting was accomplished.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- The purpose of the meeting was pilot trainings and the final conference. I have got some answers to my questions but don't have enough time to clarify about final conference</li> </ul>
<p>10. The meeting was the right length of time.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- An excellent balance of work and pleasure, the latter being essential to the development of solid working relationships and understanding of the cultural context in which mental health support is delivered.</li> </ul>
<p>11. The meeting place was easily accessible.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- The meeting place was not far away from the hotel, so it was easily accessible.</li> <li>- Plymouth is some way from the main centres of transport in the UK (e.g. London airports) However, it was instructive and necessary for the meeting to be held in Plymouth in to understand the context in which mental health support is offered.</li> <li>- The host partner organise the transport from the airport for all the partners.</li> </ul>
<p>12. Facilities of the meeting room were adequate.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- We had all materials we needed in partner's meeting.</li> <li>- Excellent facilities provided by Plymouth MIND.</li> </ul>
<p>13. The hotel accommodation was quality.</p> <p><b>YES (6)</b></p>

NO COMMENT:
14. What did you like and do not like about the meeting? - It was interesting to know England because it was first time for me in this country. - Nothing that I have dislike. - Nothing to comment.
15. What can we do to improve the project meeting next time? - Till now everything goes well.
16. Other comments, concerns or requests?

**3.1.4 EVALUATION OF PARTNERSHIP MEETING, LJUBLJANA, MAY 2012**

<p>1. I received on time all information I needed for my participation at the meeting.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- Appropriate information about the agenda was provided in a timely manner, together with prompts for information/tasks required in advance of the meeting.</li> </ul>
<p>2. The meeting agenda was relevant, adequately prepared and easy to follow.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p>
<p>3. The meeting was realised efficiently and according to plan.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- We agreed the framework for the conference- however- it would have been useful to have a copy of the revised conference plan post-meeting.</li> </ul>
<p>4. There was good balance of topics covered.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p>
<p>5. Partners questions were answered, problems discussed and solutions agreed.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- Each partner identified issues and worked with the Chair to help find solutions.</li> </ul>
<p>6. Upcoming tasks were clearly presented and explained.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- Issues for action were clearly identified, together with an agreed timeframe and clear lines of responsibility for actions required.</li> </ul>
<p>7. Partners exchanged best practises/experiences.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- Main focus was on developing framework for the final project conference.</li> </ul>

<p>8. Partners strengthen their network.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p>
<p>9. The purpose of the meeting was accomplished.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p>
<p>10. The meeting was the right length of time.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- An excellent balance of work and pleasure, the latter being essential to the development of solid working relationships and understanding of the cultural context in which mental health support is delivered.</li> </ul>
<p>11. The meeting place was easily accessible.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p>
<p>12. Facilities of the meeting room were adequate.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- Excellent facilities.</li> </ul>
<p>13. The hotel accommodation was quality.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <ul style="list-style-type: none"> <li>- A good hotel – excellent ice cream!</li> </ul>
<p>14. What did you like and do not like about the meeting?</p> <ul style="list-style-type: none"> <li>- Nothing.</li> </ul>
<p>15. What can we do to improve the project meeting next time?</p> <ul style="list-style-type: none"> <li>- Nothing.</li> </ul>
<p>16. Other comments, concerns or requests?</p> <ul style="list-style-type: none"> <li>- None.</li> </ul>

**3.1.5 EVALUATION OF PARTNERSHIP MEETING, SIAULIAI, SEPTEMBER 2012**

<p>1. I received on time all information I needed for my participation at the meeting.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT: /</p>
<p>2. The meeting agenda was relevant, adequately prepared and easy to follow.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT: /</p>
<p>3. The meeting was realised efficiently and according to plan.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <p>- Issues... constructively and resolved well.</p>
<p>4. There was good balance of topics covered.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT: /</p>
<p>5. Partners questions were answered, problems discussed and solutions agreed.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <p>- Good effective communication.</p>
<p>6. Upcoming tasks were clearly presented and explained.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p>
<p>7. Partners exchanged best practises/experiences.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p> <p>- To give reports.</p>
<p>8. Partners strengthen their network.</p> <p><b>YES (6)</b></p> <p>NO</p> <p>COMMENT:</p>
<p>9. The purpose of the meeting was accomplished.</p> <p><b>YES (6)</b></p>

<p>NO COMMENT:</p>
<p>10. The meeting was the right length of time. <b>YES (6)</b> NO COMMENT:</p>
<p>11. The meeting place was easily accessible. <b>YES (6)</b> NO COMMENT:</p>
<p>12. Facilities of the meeting room were adequate. <b>YES (6)</b> NO COMMENT:</p>
<p>13. The hotel accommodation was quality. <b>YES (6)</b> NO COMMENT: - Clean and comfortable.</p>
<p>14. What did you like and do not like about the meeting? - Team spirit + common goals very moving. - As the last meeting we have clarified everything for final report. - Like meeting partners + new members of team.</p>
<p>15. What can we do to improve the project meeting next time? - Everything was perfect 3x</p>
<p>16. Other comments, concerns or requests? - Partners know + trust each other and work together productively and also able to have fun at the same time.</p>



### 3.1.6 EVALUATION OF FINAL INTERNATIONAL CONFERENCE “CHALLENGES AND OPPORTUNITIES FOR MENTAL HEALTH TRAINING IN EUROPE”, SIAULIAI, SEPTEMBER 2012

<p>1. How satisfied were you with the registration process?</p> <p><b>1 very dissatisfied (1)</b></p> <p>2 dissatisfied</p> <p><b>3 satisfied (5)</b></p> <p><b>4 very satisfied (11)</b></p> <p>COMMENT:</p>
<p>2. How satisfied were you with the conference materials provided?</p> <p>1 very dissatisfied</p> <p>2 dissatisfied</p> <p><b>3 satisfied (12)</b></p> <p><b>4 very satisfied (5)</b></p> <p>COMMENT:</p> <p>- Could be more translated in LT.</p>
<p>3. How satisfied were you with the speakers/presenters?</p> <p>1 very dissatisfied</p> <p>2 dissatisfied</p> <p><b>3 satisfied (8)</b></p> <p><b>4 very satisfied (9)</b></p> <p>COMMENT:</p> <p>- Some speakers were very well prepared and good communicators, though it was hard to understand others; since the audience is international those speakers who have English as their natural language they may have to speak at a slower pace and louder.</p>
<p>4. How satisfied were you with the conference facilities?</p> <p>1 very dissatisfied</p> <p>2 dissatisfied</p> <p><b>3 satisfied (5)</b></p> <p><b>4 very satisfied (12)</b></p> <p>COMMENT:</p>
<p>5. How many sessions did you attend?</p> <p><b>1 all (9)</b></p> <p>2 most (1 + 1 <i>second day</i>, + 1: 3x, + 2: 5x)</p> <p><i>No answer 3x</i></p> <p>COMMENT:</p>
<p>6. Did you feel length of conference were too long, just about right or too short?</p>

<p>1 too long  <b>2 just about right (17)</b>                  3 too short                  COMMENT:</p>
<p>7. The content of the conference sessions was appropriate, informative and useful for my work.                  1 strongly disagree                  2 disagree  <b>3 agree (14)</b>  <b>4 strongly agree (3)</b>                  COMMENT:                  - Some useful, some not very much.</p>
<p>8. The conference was well organized.                  1 strongly disagree                  2 disagree  <b>3 agree (8)</b>  <b>4 strongly agree (9)</b>                  COMMENT:                  - But would be easier to have translation to LT.</p>
<p>9. Conference staff was helpful and courteous.                  1 strongly disagree                  2 disagree  <b>3 agree (3)</b>  <b>4 strongly agree (14)</b>                  COMMENT:</p>
<p>10. What did you like most about the conference?                  - open, friendly atmosphere;                  - the presentation of Jim whole and Eleni Rageioni;                  - the lunch :), and good awareness on mental health;                  - the presentation on autism, workshop 3, 4;                  - specific subject we had talk about;                  - the main topic – mental health;                  - everything;                  - workshops;                  - the session with Jim White;                  - opportunity to learn, listen debate;                  - interesting presentations of new material;                  - people, openness to experience.</p>
<p>11. What did you like least about the conference?                  - nothing;</p>

- thursday afternoon was too long, because we were travelling very early in the morning.
- presenters reading – murmuring texts;
- you didn't order the weather...;
- none;
- some topics was a bit weak, wanted more new information (but it was just a few), and a low number of participants.

12. Recommendations for further conferences.

- more practical, like STEPS examples;
- video presentation of programs in actual activities;
- look for more ways to inform, invite participants (also from .... countries);
- it would be good to have a choice what to drink during lunch, not only water... and for the coffee break not only tea or coffee. Some juices maybe;
- I want to have more free time to trip;
- none;
- more participants from Lithuania and other countries.

### **3.2 EVALUATION OF THE TRAINING PROGRAMME**

All partners worked to a common methodology and reporting structure. For evaluation of the training programme there were used 2 different questionnaires, the questionnaires of trainees' satisfaction of the training programme and the questionnaires for the moodle evaluation.

The evaluation aims has been based on the needs of the participants of the training programme.

To achieve this aims the methodology is based on following elements:

- selection of the trainees (all the trainees has been working or intend to work in the field of mental health);
- selection of teachers (all the teachers were professionals or academics from the field of mental health);
- conducting the evaluation;
- analysing the results;
- writing the final evaluation report and presentation of the training process.

#### **Data Collected**

Data collected in association with the conduct of the workshops included:

- Numbers of trainees in each country.
- Positions held by the trainees in each country.
- Participant Feedback Evaluation Form of the training programme in each country.

The main aim of this part of evaluation is to give valuable feedback from the courses and the results these courses gave to the trainee (skills and knowledge improvement).

### **3.2.1 SLOVENIAN EVALUATION OF THE TRAINING PROGRAMME**

Šentprima began with recruiting the trainees in February 2011. First at all we have made an announcement at our web-site with all information about the training course. Then we send the information about the training course to info web sites, and umbrella organisations. This organisation sends info email to all the subscribed users, usually all the NVO organisation in Slovenia and other organisations that works in that field are subscribed to this network. At the same time we were sending information about the training programs to all the organisations in Slovenia that work in the field of the mental health. The result of this send information, were a lot of mails and telephone calls from interested persons that want to participate at the training programme. We have also some meetings with the Faculty of health and with the Faculty of social work that have suggested the trainees and we also speak about involving them as teachers (there were some teachers from both the Faculties). We have also participated at all day, info markets in Ljubljana and Postojna and we have directly delivered information about the training programme to all the interested people.

#### **Number of Attendees:**

Šentprima have recruited 21 trainees that have applied for the training and also finish the training programme. All the trainees worked or intend to work in the field of mental health. The trainees have different educational background like: social workers, sociologists, occupational therapists, family therapists, works instructors, educators, defectologists, social pedagogues.

Trainees have to complete a final multiple choice questionnaire (MCQ) and case study completion of their project work, in which they will describe how they use all that they have learned, together with a clinical evaluation by a psychiatrist.

#### **The teachers of the training programme:**

All the teachers involved in the training programme have a very broad experience in the field of mental health. Šentprima had recruited 21 teachers, like psychiatrists, sociologists, social workers, occupational therapists, psychotherapists, psychologists, most of them works at the University and they also work in practice.

The teaching methods were based on traditional methods with course, books, other literature and e-learning.

Also users of mental health services have been also as mentors so they could contribute at the training with their own perspective.

We have also a commission of the leaders of singulars modules to discuss the learning material and the process of the training programme.

#### **Feedback Provided by Participants:**

*The main conclusions of the evaluation are:*

From the evaluation we can see that trainees show high satisfaction with the training programme and the learning outcome.

Trainees received 75 teaching hours plus 75 hours of homework and e-learning. Trainees accessed the Moodle only for the literature (resource materials). It was a new tool for them and

they required more encouragement to get them to use it. Much of the interaction was email and telephone, rather than the e-learning platform.

Trainees found module 3 more interesting for the medical insights they gained into mental health. At the other end of the scale, they found the module on legislation to be the least interesting. They found that trainees wanted more interaction in daily work with doctors to gain more clinical practice and build a bank of case studies to draw upon. Trainees enjoyed the longevity and the fact that they were able to take their learning into daily work practices. Trainees also enjoyed the networks created and the exchanges of experiences in their learning and practical work. The trainees want an upgrade of the programme – a progression route. This is something that can be looked at in the future as a new development, if funding can be achieved.

### **Detailed Analysis of Completed Evaluation Forms:**

#### Feedback 1: Relevancy of the content of the Modules

Here the participants rated the workshops/lectures as Strongly Agree [5], Agree [4], Neither agree or Disagree [3] or Disagree [2] and Strongly Disagree [1].

A maximum rating possible was therefore a rating of 5.

1. *I was well informed about the objectives of this workshop*

The average of all ratings was **4.43**.

2. *This workshop lived up to my expectations.*

The average of all ratings was **4.51**.

3. *The content is relevant to my job.*

The average of all ratings was **4.34**.

#### Feedback 2: Modules design (workshops lecture design)

Here the participants rated the workshops/ lecture design by selecting a rating from Strongly Agree [5], Agree [4], Neither agree or Disagree [3] or Disagree [2] and Strongly Disagree [1].

A maximum rating possible was therefore a rating of 5.

1. *The workshop/lecture objectives were clear to me.*

The average of all ratings was **4.54**.

2. *The workshop/lecture activities stimulated my learning.*

The average of all ratings was **4.6**.

3. *The activities in this workshop/lecture gave me sufficient practice and feedback.*

The average of all ratings was **4.48**.

4. *The difficulty level of this workshop/lecture was appropriate.*

The average of all ratings was **4,54**.

5. *The pace of this workshop/lecture was appropriate.*

The average of all ratings was **4,55**.

Feedback 3: Modules workshops, lectures, instructor (facilitator)

Here the participants rated five [5] aspects of presenter performance by selecting a rating from Strongly Agree [5], Agree [4], Neither agree or Disagree [3] or Disagree [2] and Strongly Disagree [1]. A maximum rating possible was therefore a rating of 5.

1. *The instructor/teacher was well prepared.*

The average of all ratings was **4, 71**.

2. *The instructor/teacher was helpful.*

The average of all ratings was **4, 62**.

Feedback 4: Workshops/Lectures results

Here the participants were asked how they could transfer the knowledge gained into their work environment by selecting from the ratings from Strongly Agree [5], Agree [4], Neither agree or Disagree [3] or Disagree [2] and Strongly Disagree [5]

1. *I accomplished the objectives of this workshop/lecture.*

The average of all ratings was **4, 6**.

2. *I will be able to use what I learned in this Workshop/lecture.*

The average of all ratings was **4, 52**.

Feedback 5: Self-paced delivery

Here the participants were asked if the modules were delivered in a good way to learn new knowledge about mental health topics by selecting from Strongly Agree [5], Agree [4], Neither agree or Disagree [3] or Disagree [2] and Strongly Disagree [5].

1. *The workshop was a good way for me to learn this content.*

The average of all ratings was **4, 57**.

*Feedback 6: Least Useful Aspect of Workshop*

Here the participant was asked to identify opportunities for improving the workshop. Participants were asked to cross the statement with which they agree.

- Provide better information before the workshop. **N: 15**
- Clarify the workshop/lecture objectives. **N: 0**
- Reduce the content covered in the workshop. **N: 2**
- Increase the content covered in the workshop. **N: 5**
- Update the content covered in the workshop. **N: 1**
- Improve the instructional methods. **N: 7**
- Make workshop activities more stimulating. **N: 10**
- Improve workshop organization. **N: 3**
- Make the workshop less difficult. **N: 0**
- Make the workshop more difficult. **N: 6**
- Slow down the pace of the workshop. **N: 1**
- Speed up the pace of the workshop. **N: 8**
- Allow more time for the workshop. **N: 22**
- Shorten the time for the workshop. **N: 1**
- Improve the tests used in the workshop. **N: 0**
- Add more video to the workshop. **N: 11**

*Feedback 7: What other improvements would you recommend in this workshop/lecture?*

Responses were provided in open text format.

- Allowing more time.
- More practical tasks.
- Wouldn't change anything.
- Wouldn't change anything.
- There is no need to improve.
- More time for supervision.



*Feedback 8: What is least valuable about this workshop/lecture?*

Responses were provided in open text format.

- Not enough teaching hours.

*Feedback 9: What is most valuable about this workshop/lecture?*

Responses were provided in open text format.

- Good communication with supervisor.
- Flexibility of supervisor.
- The ability to motivate trainees to plan and deliver community project.
- Availability of supervisor.
- Willingness to help trainees.
- Clarity of the workshop.
- Possibility of improving knowledge about community projects.

### **3.2.2 LITHUANIAN EVALUATION OF THE TRAINING PROGRAMME**

In preparation for training delivery, SIC held 5 meetings with groups of Social Workers (SWs) and recruited 21 trainees from these meetings.

#### **Number of Attendees:**

SIC have recruited 21 trainees that have applied for the training and also finish the training programme. The SWs background was in social care housing, care in the community, home visits and some from hospitals with their own day centres. Because the training was “free”, the bosses of the SWs were happy to release them to attend the training sessions.

#### **The teachers of the training programme:**

VsI Socialiniu Inovaciju Centras has an experienced team in the practical and theoretical fields as well. All lecturers involved in the training programme have a rich experience in the field of mental health services and in the field of training delivering.

In order to realize the aims and objectives of the project, centre involved competent training experts. Training was delivered by scientists and practitioners as well. All professionals have a solid practical experience in various fields concerning ideas of the project.

VsI Socialiniu Inovaciju Centras have recruited 6 trainers from various social scientific fields: teachers, sociologists, ICT professional, social workers, certificated trainers. Also center involved

to the process of training programme implementation experts who contributed their own experience improving materials, design and performance of training. Lecturers used innovative, combine progressive and technological training methods including e-learning.

### **Feedback Provided by Participants:**

*The main conclusions of the evaluation are:*

From the evaluation we can see that trainees show high satisfaction with the training programme and the learning outcome.

Five 3-day training sessions were held to cover each of 5 mandatory training modules. Each session covered a period of 24 hours of guided learning to give a total of 120 guided learning hours. All documents were sent to the Social & Labour Ministry with 2 modules 100 % accredited and corrections to descriptions of the remaining modules in hand for re-submission. Essentially, the descriptions needed to have SW context rather than generic mental health community worker descriptors.

The SWs had to do a lot of homework and tried also to use Moodle which was very new to them. For all this was a new process regarding accreditation and the preference was for contact learning hours rather than rely on distance learning via the Moodle. The Moodle as a learning tool is very much still a work in progress for.

### **Detailed Analysis of Completed Evaluation Forms:**

#### *Feedback 1: Relevancy of the content of the Modules*

Here the participants rated the workshops/lectures as Strongly Agree [5], Agree [4], Neither agree or Disagree [3] or Disagree [2] and Strongly Disagree [1]. A maximum rating possible was therefore a rating of 5.

*1. I was well informed about the objectives of this workshop*

The average of all ratings was **4.71**.

*2. This workshop lived up to my expectations.*

The average of all ratings was **4.67**.

*3. The content is relevant to my job.*

The average of all ratings was **4.57**.

### Feedback 2: Modules design (workshops / lecture design)

Here the participants rated the workshops/ lecture design by selecting a rating from Strongly Agree [5], Agree [4], Neither agree or Disagree [3] or Disagree [2] and Strongly Disagree [1]. A maximum rating possible was therefore a rating of 5.

1. *The workshop/lecture objectives were clear to me.*

The average of all ratings was **4,76**.

2. *The workshop/lecture activities stimulated my learning.*

The average of all ratings was **4,67**.

3. *The activities in this workshop/lecture gave me sufficient practice and feedback.*

The average of all ratings was **4,81**.

4. *The difficulty level of this workshop/lecture was appropriate.*

The average of all ratings was **4,81**.

5. *The pace of this workshop/lecture was appropriate.*

The average of all ratings was **4,86**.

### Feedback 3: Modules workshops, lectures, instructor (facilitator)

Here the participants rated five [5] aspects of presenter performance by selecting a rating from Strongly Agree [5], Agree [4], Neither agree or Disagree [3] or Disagree [2] and Strongly Disagree [1]. A maximum rating possible was therefore a rating of 5.

1. *The instructor/teacher was well prepared.*

The average of all ratings was **4, 9**.

2. *The instructor/teacher was helpful.*

The average of all ratings was **4, 81**.

### Feedback 4: Workshops/Lectures results

Here the participants were asked how they could transfer the knowledge gained into their work environment by selecting from the ratings from Strongly Agree [5], Agree [4], Neither agree or Disagree [3] or Disagree [2] and Strongly Disagree [1].

1. *I accomplished the objectives of this workshop/lecture.*

The average of all ratings was **4, 29**.

2. *I will be able to use what I learned in this Workshop/lecture.*

The average of all ratings was **4, 05**.

*Feedback 5: Self- paced delivery*

Here the participants were asked if the modules were delivered in a good way to learn new knowledge about mental health topics by selecting from Strongly Agree [5], Agree [4], Neither agree or Disagree [3] or Disagree [2] and Strongly Disagree [5].

3. *The workshop was a good way for me to learn this content.*

The average of all ratings was **4, 67**.

*Feedback 6: Least Useful Aspect of Workshop*

Here the participant was asked to identify opportunities for improving the workshop. Participants were asked to cross the statement with which they agree.

- Provide better information before the workshop. **N: 4**
- Clarify the workshop/lecture objectives. **N: 4**
- Reduce the content covered in the workshop. **N: 3**
- Increase the content covered in the workshop. **N: 4**
- Update the content covered in the workshop. **N: 1**
- Improve the instructional methods. **N: 1**
- Make workshop activities more stimulating. **N: 0**
- Improve workshop organization. **N: 0**
- Make the workshop less difficult. **N: 1**
- Make the workshop more difficult. **N: 0**
- Slow down the pace of the workshop. **N: 2**
- Speed up the pace of the workshop. **N: 0**
- Allow more time for the workshop. **N: 2**
- Shorten the time for the workshop. **N: 0**
- Improve the tests used in the workshop. **N: 0**
- Add more video to the workshop. **N: 8**

*Feedback 7: What other improvements would you recommend in this workshop/lecture?*

Responses were provided in open text format.

- Huge auditorium.
- Everything was well.

*Feedback 8: What is least valuable about this workshop/lecture?*

Responses were provided in open text format.

- Too difficult theoretical teaching.

*Feedback 9: What is most valuable about this workshop/lecture?*

Responses were provided in open text format.

- Practical activities and tests.
- Simple communication and opportunity to get better understanding of ourselves.

**3.2.3 GREECE EVALUATION OF THE TRAINING PROGRAMME**

MHCA had a launch conference for the programme in which were included the following actions:

- Announcements for the programme to: all the local press (6 newspapers), two local radio stations referred to it for a week daily, they have send about 85 emails to our stakeholders and blogs, the local TV channel referred to it on the news.
- They informed all their stakeholders in their prefecture and neighbored prefectures (Aitloakarnania, Fokida, Lefkada and Preveza) about 3.500 kilometres such as: General Hospital in Agrinio , social workers , urgent department in general hospitals and health centres, drug stores in Agrinio, general doctors, colleagues that work in other mental health departments like mental guest houses, 10 health centres in our prefecture, public social welfare organisation, private organisations and persons.

MHCA had also three informative meetings (Lefkada and Agrinio) and 85 people participated.

**Number of Attendees:**

- There was a dead line for the applications (56 applications) but there was a big pressure from the community and after the dead line they added 9 more participants, so the total number was 65 participants.
- After the announcement they have collected the applications to the M.H.C.
- There was an interview for applicants especially for those they didn't know.

**The teachers of the training programme:**

All the teachers involved in the training programme have a very broad experience in the field of mental health. We recruited 9 teachers, like psychiatrists, sociologists, social workers, and psychologist, general doctors that have a very good educational background and great experience in the field of community mental health.

The teaching methods were based on traditional methods with biomatic workshops, course, books, psychiatric literature, movies and participations of people that suffer from mental illness.

**Feedback Provided by Participants:**

*The main conclusions of the evaluation are:*

From the evaluation we can see that trainees show high satisfaction with the training programme and the learning outcome.

They have started the meetings with the three groups of participants in May 2011 in regular meetings every week with all members and during the project they had meetings with small groups. All the trainees worked or intend to work in the field of mental health. The trainees have different educational background like: Psychiatrist, Child psychiatrist, General Doctors, Social workers, Health Visitors, Nurses, Psychologists, Gardeners, occupational therapists, family therapists, works instructors, pharmacist e.t.c

Trainers completed some workshops that presented to all the participants connecting theory and practice.

Also there was a final test MCQ with 20 questions from the fields of psychopathology, theory from community mental health and psychiatry.

## Detailed Analysis of Completed Evaluation Forms:

### Feedback 1: Relevancy of the content of the Modules

Here the participants rated the workshops/lectures as Strongly Agree [5], Agree [4], Neither agree or Disagree [3] or Disagree [2] and Strongly Disagree [1].  
A maximum rating possible was therefore a rating of 5.

1. *I was well informed about the objectives of this workshop*

The average of all ratings was **4.5**.

2. *This workshop lived up to my expectations.*

The average of all ratings was **4.08**.

3. *The content is relevant to my job.*

The average of all ratings was **4.68**.

### Feedback 2: Modules design (workshops / lecture design)

Here the participants rated the workshops/ lecture design by selecting a rating from Strongly Agree [5], Agree [4], Neither agree or Disagree [3] or Disagree [2] and Strongly Disagree [1].  
A maximum rating possible was therefore a rating of 5.

1. *The workshop/lecture objectives were clear to me.*

The average of all ratings was **4,25**.

2. *The workshop/lecture activities stimulated my learning.*

The average of all ratings was **4,71**.

3. *The activities in this workshop/lecture gave me sufficient practice and feedback.*

The average of all ratings was **4,82**.

4. *The difficulty level of this workshop/lecture was appropriate.*

The average of all ratings was **4,82**.

5. *The pace of this workshop/lecture was appropriate.*

The average of all ratings was **4,81**.

### Feedback 3: Modules workshops, lectures, instructor (facilitator)

Here the participants rated five [5] aspects of presenter performance by selecting a rating from Strongly Agree [5], Agree [4], Neither agree or Disagree [3] or Disagree [2] and Strongly Disagree [1].  
A maximum rating possible was therefore a rating of 5.

1. *1. The instructor/teacher was well prepared.*

The average of all ratings was **4, 89.**

2. *The instructor/teacher was helpful.*

The average of all ratings was **4, 95.**

*Feedback 4: Workshops/ Lectures results*

Here the participants were asked how they could transfer the knowledge gained into their work environment by selecting from the ratings from Strongly Agree [5], Agree [4], Neither agree or Disagree [3] or Disagree [2] and Strongly Disagree [5].

1. *I accomplished the objectives of this workshop/lecture.*

The average of all ratings was **4, 95.**

2. *I will be able to use what I learned in this Workshop/lecture.*

The average of all ratings was **4, 65.**

*Feedback 5: Self- paced delivery*

Here the participants were asked if the modules were delivered in a good way to learn new knowledge about mental health topics by selecting from Strongly Agree [5], Agree [4], Neither agree or Disagree [3] or Disagree [2] and Strongly Disagree [5].

1. *The workshop was a good way for me to learn this content.*

The average of all ratings was **4, 96.**

*Feedback 6: Least Useful Aspect of Workshop*

Here the participant was asked to identify opportunities for improving the workshop. Participants were asked to cross the statement with which they agree.

- Provide better information before the workshop. **N: 14**
- Clarify the workshop/lecture objectives. **N: 2**
- Reduce the content covered in the workshop. **N: 2**
- Increase the content covered in the workshop. **N: 3**
- Update the content covered in the workshop. **N: 2**
- Improve the instructional methods. **N: 4**



- Make workshop activities more stimulating. **N: 1**
- Improve workshop organization. **N: 3**
- Make the workshop less difficult. **N: 1**
- Make the workshop more difficult. **N: 2**
- Slow down the pace of the workshop. **N: 43**
- Speed up the pace of the workshop. **N: 10**
- Allow more time for the workshop. **N: 1**
- Shorten the time for the workshop. **N: 0**
- Improve the tests used in the workshop. **N: 2**
- Add more video to the workshop. **N: 0**

*Feedback 7: What other improvements would you recommend in this workshop/lecture?*

Responses were provided in open text format.

- More often meetings, more clinical practice

*Feedback 8: What is least valuable about this workshop/lecture?*

Responses were provided in open text format.

- /

*Feedback 9: What is most valuable about this workshop/lecture?*

Responses were provided in open text format.

- The way of presentation, the person that have suffered from mental health disorder and came to talk to us.

### **3.2.4 ENGLISH EVALUATION OF THE TRAINING PROGRAMME**

Prior to the start of the programme, PADMA had to change the course tutor 3 times which put additional time pressure on the project, as they could not recruit until they had agreed a full curriculum, scheme of work and lesson plans with the tutor responsible for delivery of the training. Hence a “first come, first served approach”. In hindsight, they would have recruited differently and interviewed each candidate prior to allowing them to commence the training.

#### **Number of Attendees:**

PADMA emailed to their networks and requested that the participants submit their CVs with their reason for wanting to enrol on the course. They have selected the first most appropriate 20 responses for the course.

#### **The teachers of the training programme:**

PADMA has recruited 1 trainer plus 2 back-up learning support teachers. The teachers were the former Director of Plymouth Mind who holds a current Cert ED qualification (teaching qualification).

They had one meeting to provide information followed by weekly meetings for 24 weeks. Lessons were 5 hours in duration = 120 guided learning hours. They have completed the compulsory modules only (first 5 modules).

#### **Feedback Provided by Participants:**

*The main conclusions of the evaluation are:*

From the evaluation we can see that trainees show high satisfaction with the training programme and the learning outcome.

PADMA mapped the learning outcomes from the City & Guilds Level 3 “Mental Health Community Health Work” (nationally accredited) to their CMHT course to ensure that their trainees followed the same training course as their partners. In order to do this, they had to apply to become an approved City & Guilds training provider which they did successfully in September 2011. They were then able to access all training resources, tutor and student handbooks as required for the level 3 course.

All training material was uploaded to the Moodle during the first few weeks of the course which would explain some of the comments and feedback from the trainees – they could not access all the information at outset because they had literally only just received it “hot off the press”.

However, once the system was in place, all proceeded smoothly, apart from those who dropped out, because of travelling distance and/or other work commitments.

## Detailed Analysis of Completed Evaluation Forms:

### Feedback 1: Relevancy of the content of the Modules

Here the participants rated the workshops/lectures as Strongly Agree [5], Agree [4], Neither agree or Disagree [3] or Disagree [2] and Strongly Disagree [1].  
A maximum rating possible was therefore a rating of 5.

1. *I was well informed about the objectives of this workshop*

The average of all ratings was **4.17**.

2. *This workshop lived up to my expectations.*

The average of all ratings was **4.42**.

3. *The content is relevant to my job.*

The average of all ratings was **4.5**.

### Feedback 2: Modules design (workshops / lecture design)

Here the participants rated the workshops/ lecture design by selecting a rating from Strongly Agree [5], Agree [4], Neither agree or Disagree [3] or Disagree [2] and Strongly Disagree [1].  
A maximum rating possible was therefore a rating of 5.

1. *The workshop/lecture objectives were clear to me.*

The average of all ratings was **4.25**.

2. *The workshop/lecture activities stimulated my learning.*

The average of all ratings was **4.33**.

3. *The activities in this workshop/lecture gave me sufficient practice and feedback.*

The average of all ratings was **4.42**.

4. *The difficulty level of this workshop/lecture was appropriate.*

The average of all ratings was **4.17**.

5. *The pace of this workshop/lecture was appropriate.*

The average of all ratings was **4.08**.

### Feedback 3: Modules workshops, lectures, instructor (facilitator)

Here the participants rated five [5] aspects of presenter performance by selecting a rating from Strongly Agree [5], Agree [4], Neither agree or Disagree [3] or Disagree [2] and Strongly Disagree [1].  
A maximum rating possible was therefore a rating of 5.

1. *The instructor/teacher was well prepared.*

The average of all ratings was **4,92**.

2. *The instructor/teacher was helpful.*

The average of all ratings was **4,83**.

*Feedback 4: Workshops/ Lectures results*

Here the participants were asked how they could transfer the knowledge gained into their work environment by selecting from the ratings from Strongly Agree [5], Agree [4], Neither agree or Disagree [3] or Disagree [2] and Strongly Disagree [5].

1. *I accomplished the objectives of this workshop/lecture.*

The average of all ratings was **4,42**.

2. *I will be able to use what I learned in this Workshop/lecture.*

The average of all ratings was **4,58**.

*Feedback 5: Self- paced delivery*

Here the participants were asked if the modules were delivered in a good way to learn new knowledge about mental health topics by selecting from Strongly Agree [5], Agree [4], Neither agree or Disagree [3] or Disagree [2] and Strongly Disagree [5].

1. *The workshop was a good way for me to learn this content.*

The average of all ratings was **4, 58**.

*Feedback 6: Least Useful Aspect of Workshop*

Here the participant was asked to identify opportunities for improving the workshop. Participants were asked to cross the statement with which they agree.

- Provide better information before the workshop. **N: 4**
- Clarify the workshop/lecture objectives. **N: 4**
- Reduce the content covered in the workshop. **N: 0**
- Increase the content covered in the workshop. **N: 2**
- Update the content covered in the workshop. **N: 1**
- Improve the instructional methods. **N: 0**

- Make workshop activities more stimulating. **N: 3**
- Improve workshop organization. **N: 2**
- Make the workshop less difficult. **N: 1**
- Make the workshop more difficult. **N: 1**
- Slow down the pace of the workshop. **N: 1**
- Speed up the pace of the workshop. **N: 1**
- Allow more time for the workshop. **N: 2**
- Shorten the time for the workshop. **N: 0**
- Improve the tests used in the workshop. **N: 2**
- Add more video to the workshop. **N: 4**

*Feedback 7: What other improvements would you recommend in this workshop/lecture?*

Responses were provided in open text format.

- More interaction with service users who could talk on person centred approach by service users would be useful.
- More DVDs, case studies, real experiences (for those not working with clients).
- More visual content, PowerPoint etc.
- More information on policies.

*Feedback 8: What is least valuable about this workshop/lecture?*

Responses were provided in open text format.

- Lack of attendance by some others.

*Feedback 9: What is most valuable about this workshop/lecture?*

Responses were provided in open text format.

- Friendships, understanding of problems faced by mental health service users, qualification, knowledge very relevant to work area and practical aspects.
- Discussion and debate, group dynamics, positive promotion.
- Discussion/interaction with others in the group.
- Kind, calm tutor.
- Shared experiences from tutor and other learners.

- Enjoyed how lessons were delivered; size of group ideal - very little to improve upon!
- The workshops were very good.
- Interaction with other students very helpful.

### 3.2.5 POLAND EVALUATION OF THE TRAINING PROGRAMME

WSEZ used several of methods to inform and recruit their trainees. They contacted stakeholders using personal contact, e-mail and telephone contact. They also sent letter informing about the project.

They had several recruitment criteria such as: professional experience, education background and motivation to attend the training.

WSEZ documented the recruitment process – they have copies of trainees’ personal statements, documents supporting professional experience and education.

They also signed individual contracts with each of trainee.

#### Number of Attendees:

One of the WSEZ workers translate materials and after that they have send original materials and translated ones to other staff asking for review. Feedback allows them to improve translated versions. The result was that they recruited 25 trainees’ mostly social workers.

#### Lists of participants:

- |    |                               |     |                                 |
|----|-------------------------------|-----|---------------------------------|
| 1. | Balwierczyk Urszula           | 10. | Jaroszczyk Anna                 |
| 2. | Byczkowski Artur              | 11. | Kołodziejczak Ewa               |
| 3. | Ciechańska-Zakaszewska Joanna | 12. | Kurkarewicz-Zielińska Agnieszka |
| 4. | Ćwiok Anna                    | 13. | Langer Igor                     |
| 5. | Dudkiewicz Beata              | 14. | Ławniczak Magdalena             |
| 6. | Gortat Agnieszka              | 15. | Pajor Marzena                   |
| 7. | Gulej Anna                    | 16. | Sobczak Elżbieta                |
| 8. | Hajdorowicz Joanna            | 17. | Sobierajska Karolina            |
| 9. | Jaglewicz Ewa                 | 18. | Strzelczyk Ewelina              |

- |     |                  |     |                      |
|-----|------------------|-----|----------------------|
| 19. | Szewc Agnieszka  | 23. | Wlazło Dominika      |
| 20. | Szubert Beata    | 24. | Wlazło Emilia        |
| 21. | Szymańska Ewa    | 25. | Zwierzchowska Monika |
| 22. | Wilczyńska Anita |     |                      |

### **The teachers of the training programme:**

All the teachers involved in the training programme have a very broad experience in the field of mental health. WSEZ have recruited 9 teachers most of them works at the University.

### **Feedback Provided by Participants:**

*The main conclusions of the evaluation are:*

From the evaluation we can see that trainees show high satisfaction with the training programme and the learning outcome.

From May 2011 to March 2012 there were 30 meetings in total (Monday and Friday afternoons) and all 10 modules were completed. 21 out of 25 trainees completed the course; 4 dropped out because they were posted to work in different localities, too far to travel to Lodz. Trainees were also asked to write a report and make a presentation of their community projects "Social Work in the Area of Community Mental Health

### **Detailed Analysis of Completed Evaluation Forms:**

#### *Feedback 1: Relevancy of the content of the Modules*

Here the participants rated the workshops/lectures as Strongly Agree [5], Agree [4], Neither agree or Disagree [3] or Disagree [2] and Strongly Disagree [1]. A maximum rating possible was therefore a rating of 5.

*1. I was well informed about the objectives of this workshop*

The average of all ratings was **4.63**.

*2. This workshop lived up to my expectations.*

The average of all ratings was **4.49**.

*3. The content is relevant to my job.*

The average of all ratings was **4.45**.

Feedback 2: Modules design (workshops / lecture design)

Here the participants rated the workshops/ lecture design by selecting a rating from Strongly Agree [5], Agree [4], Neither agree or Disagree [3] or Disagree [2] and Strongly Disagree [1]. A maximum rating possible was therefore a rating of 5.

1. *The workshop/lecture objectives were clear to me.*

The average of all ratings was **4,54**.

2. *The workshop/lecture activities stimulated my learning.*

The average of all ratings was **4,4**.

3. *The activities in this workshop/lecture gave me sufficient practice and feedback.*

The average of all ratings was **4,39**.

4. *The difficulty level of this workshop/lecture was appropriate.*

The average of all ratings was **4,55**.

5. *The pace of this workshop/lecture was appropriate.*

The average of all ratings was **4,58**.

Feedback 3: Modules workshops, lectures, instructor (facilitator)

Here the participants rated five [5] aspects of presenter performance by selecting a rating from Strongly Agree [5], Agree [4], Neither agree or Disagree [3] or Disagree [2] and Strongly Disagree [1]. A maximum rating possible was therefore a rating of 5.

1. *The instructor/teacher was well prepared.*

The average of all ratings was **4,63**.

2. *The instructor/teacher was helpful.*

The average of all ratings was **4,61**.

Feedback 4: Workshops/ Lectures results

Here the participants were asked how they could transfer the knowledge gained into their work environment by selecting from the ratings from Strongly Agree [5], Agree [4], Neither agree or Disagree [3] or Disagree [2] and Strongly Disagree [1].

1. *I accomplished the objectives of this workshop/lecture.*

The average of all ratings was **4,38**.

2. *I will be able to use what I learned in this Workshop/lecture.*

The average of all ratings was **4,36**.



Feedback 5: Self-paced delivery

Here the participants were asked if the modules were delivered in a good way to learn new knowledge about mental health topics by selecting from Strongly Agree [5], Agree [4], Neither agree or Disagree [3] or Disagree [2] and Strongly Disagree [5].

1. *The workshop was a good way for me to learn this content.*

The average of all ratings was **4, 22**.

Feedback 6: Least Useful Aspect of Workshop

Here the participant was asked to identify opportunities for improving the workshop. Participants were asked to cross the statement with which they agree.

- Provide better information before the workshop. **N: 8**
- Clarify the workshop/lecture objectives. **N: 13**
- Reduce the content covered in the workshop. **N: 14**
- Increase the content covered in the workshop. **N: 24**
- Update the content covered in the workshop. **N: 14**
- Improve the instructional methods. **N: 9**
- Make workshop activities more stimulating. **N: 27**
- Improve workshop organization. **N: 15**
- Make the workshop less difficult. **N: 3**
- Make the workshop more difficult. **N: 16**
- Slow down the pace of the workshop. **N: 8**
- Speed up the pace of the workshop. **N: 11**
- Allow more time for the workshop. **N: 31**
- Shorten the time for the workshop. **N: 0**
- Improve the tests used in the workshop. **N: 1**
- Add more video to the workshop. **N: 24**

Feedback 7: What other improvements would you recommend in this workshop/lecture?

Responses were provided in open text format.

- There is no need to improve that.

- More practice-based learning.
- More time for supervision.

*Feedback 8: What is least valuable about this workshop/lecture?*

Responses were provided in open text format.

- Not enough teaching hours.

*Feedback 9: What is most valuable about this workshop/lecture?*

Responses were provided in open text format.

- Good communication with supervisor.
- Flexibility of supervisor.
- The ability to motivate trainees to plan and deliver community project.
- Availability of supervisor.
- Openness of supervisor.
- Willingness to help trainees.
- Clarity of the workshop.
- Possibility of improving knowledge about community projects.

### 3.3 EVALUATION OF THE MOODLE PLATFORM

Moodle (abbreviation for Modular Object-Oriented Dynamic Learning Environment) is a free source e-learning software platform, also known as a Course Management System, Learning Management System, or Virtual Learning Environment (VLE).

(Source: <http://en.wikipedia.org/wiki/Moodle>).

*Some typical features of Moodle are:*

- Assignment submission
- Discussion forum
- Files download
- Grading
- Moodle instant messages
- Online calendar
- Online news and announcement (College and course level)
- Online quiz
- Wiki

All partners except Greece were using moodle as a learning support for the Vocational Mental Health Training in the Community. All partners except Greece used moodle for the training materials and to interact with the participants with the training programme. For the Slovenian and Lithuanian participants the moodle platform was something new and participants had to get use to e-learning system.

The participants of SIC had to do a lot of homework and tried also to use Moodle which was very new to them. For all this was a new process regarding accreditation and the preference was for contact learning hours rather than rely on distance learning via the Moodle. The Moodle as a learning tool is very much still a work in progress for this partner.

Šentprima's trainees accessed the Moodle only for the literature (resource materials). It was a new tool for them and they required more encouragement to get them to use it. Much of the interaction was email and telephone, rather than the Moodle.

Overall, we can say, that participants were satisfied with Moodle and e-learning in general, but they needed to be more actively encouraged to use moodle. Still Moodle is only a platform and the quality of the teaching process cannot be based only on Moodle, but teachers still need invest effort in course preparation, lessons face to face and implementation.

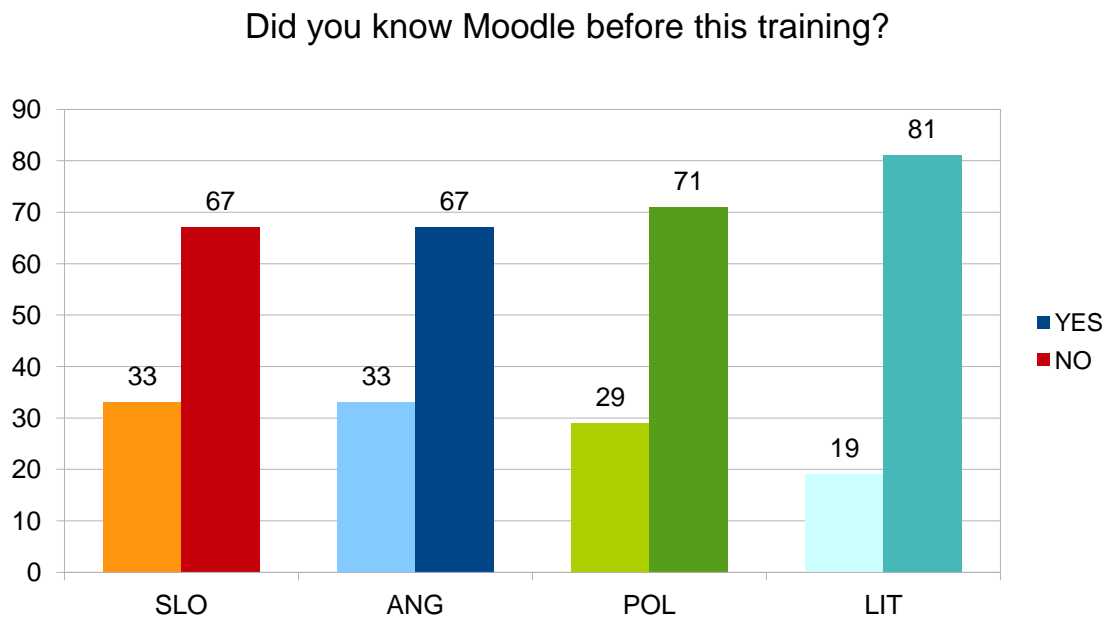
For the evaluation of the moodle platform we used evaluations forms, which were completed by each participant at the end of the training programme.

**The results:**

1. Did you know Moodle before this training?

	SLO	ANG	POL	LIT
<b>Yes</b>	33	33	29	19
<b>No</b>	67	67	71	81
	100	100	100	100

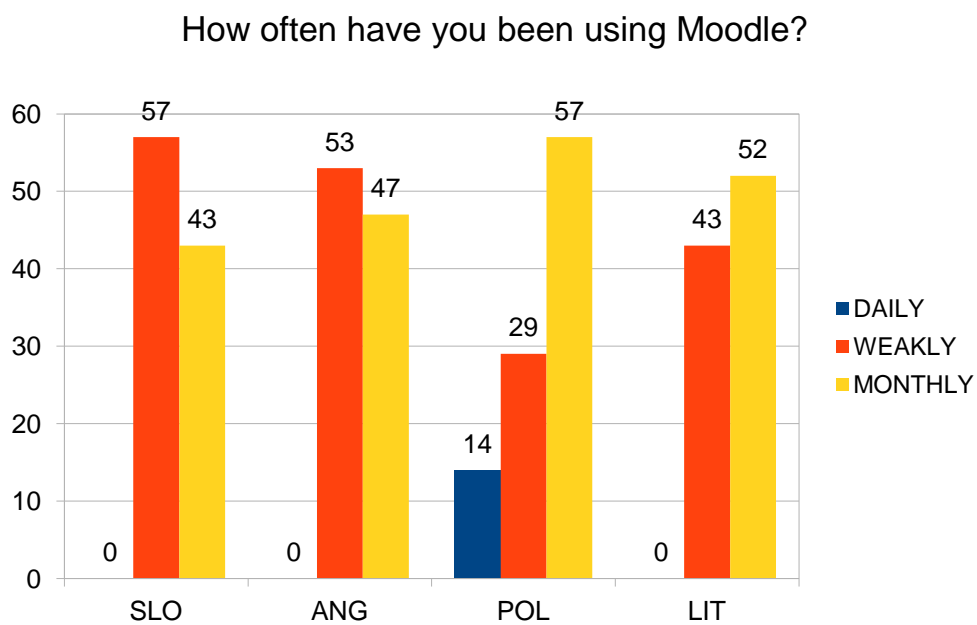
**Table N. 1**



2. How often have you been using Moodle?

	<b>SLO</b>	<b>ANG</b>	<b>POL</b>	<b>LIT</b>
<b>Daily</b>	0	0	14	0
<b>Weakly</b>	57	53	29	43
<b>Monthly</b>	43	47	57	52
	100	100	100	95 (5 % No answer)

Table N. 2

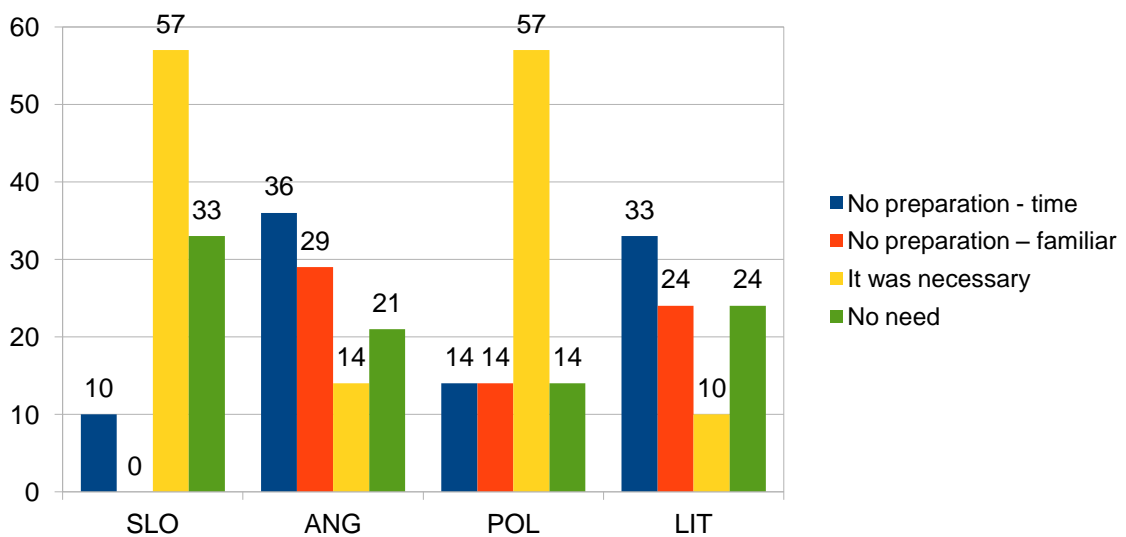


3. How have you prepared for this training?

	SLO	ANG	POL	LIT
<b>No preparation, but would have if I have the time</b>	10	36	14	33
<b>No preparation because I know moodle before this training</b>	0	29	14	24
<b>A previous course is necessary to work with moodle</b>	57	14	57	10
<b>I don't need previous course to work with moodle</b>	33	21	14	24
	100	100	99 (1 % no answer)	91 (9% no answer)

Table N. 3

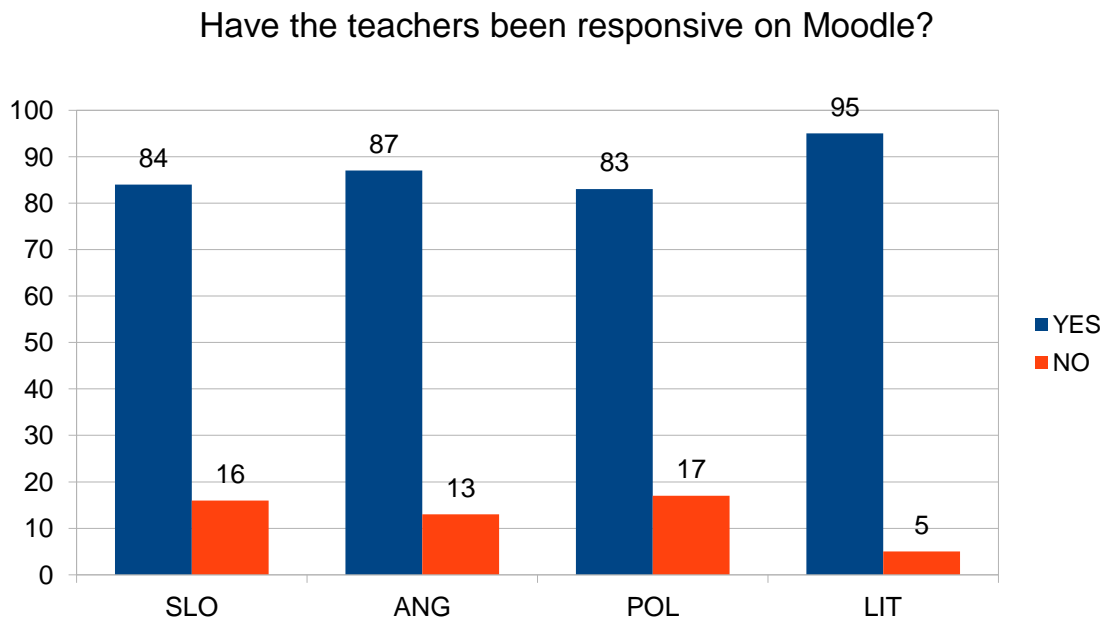
How have you prepared for this training?



4. Have the teachers been responsive on Moodle?

	SLO	ANG	POL	LIT
<b>Yes</b>	84	87	83	95
<b>No</b>	16	13	17	5
	100	100	100	100

Table N. 4

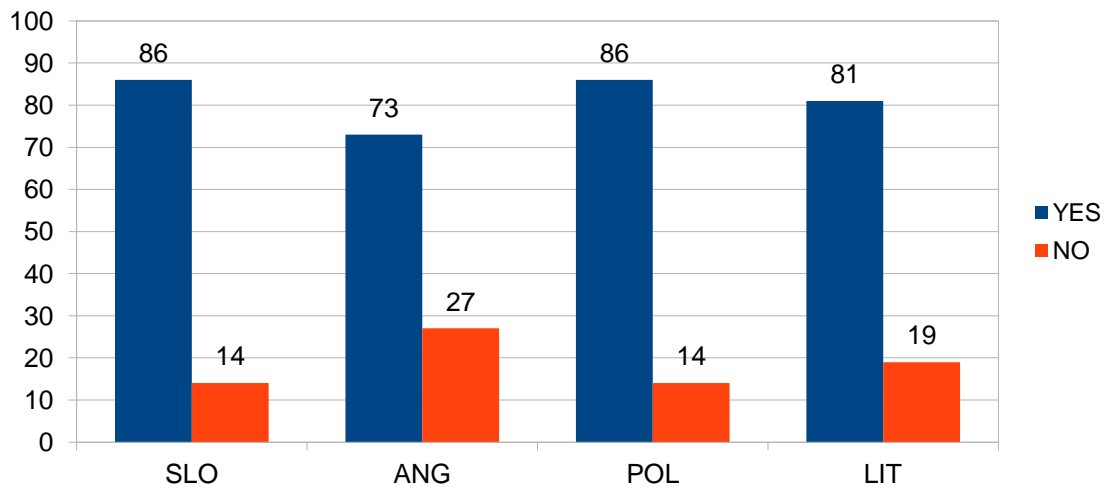


5. Do you think moodle is generally very easy to use and navigate?

	SLO	ANG	POL	LIT
<b>Yes</b>	86	73	86	81
<b>No</b>	14	27	14	19
	100	100	100	100

Table N. 5

Do you think Moodle is generally very easy to use and navigate?

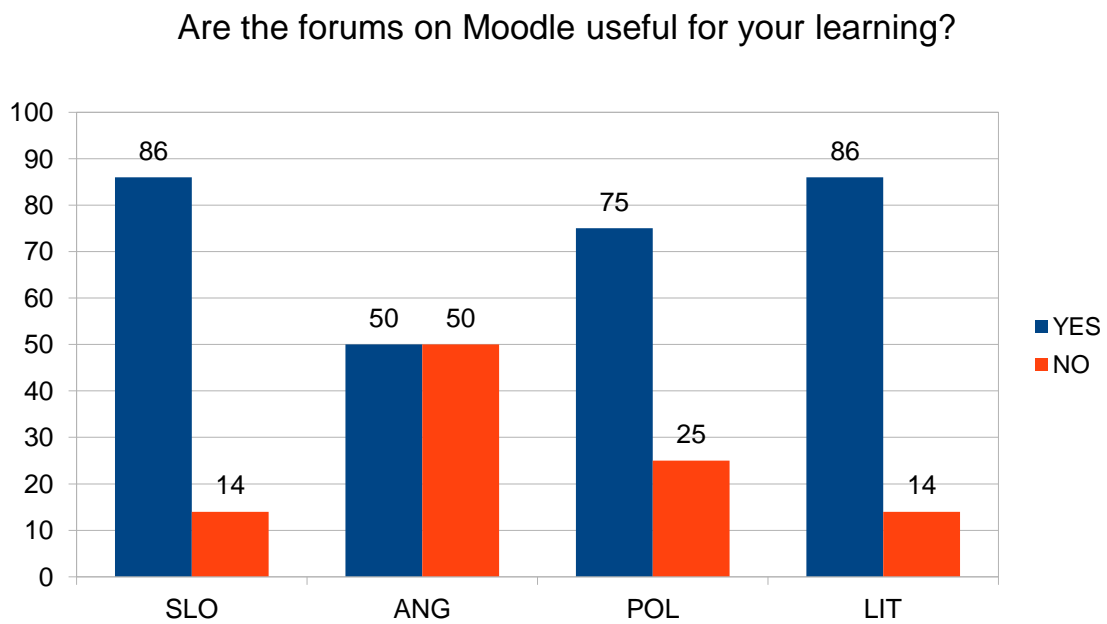




6. Are the forums on Moodle useful for your learning?

	SLO	ANG	POL	LIT
Yes	86	50	75	86
No	14	50	25	14
	100	100	100	100

Table N. 6

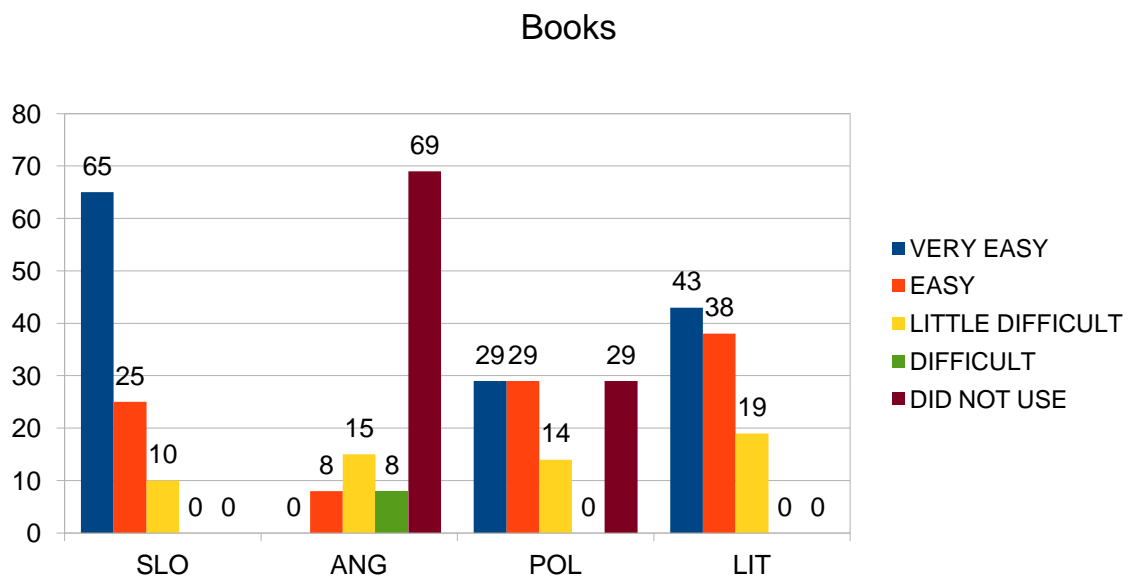


7. Course Content Features - Based on your experience as a student, how would you rate Moodle's ease of use in regards to the following course content features?

**Books**

	SLO	ANG	POL	LIT
<b>Very easy to use</b>	65	0	29	43
<b>Easy to use</b>	25	8	29	38
<b>Somewhat difficult to use</b>	10	15	14	19
<b>Difficult to use</b>	0	8	0	0
<b>Did not use</b>	0	69	29	0
	100	100	100	100

**Table N. 7**

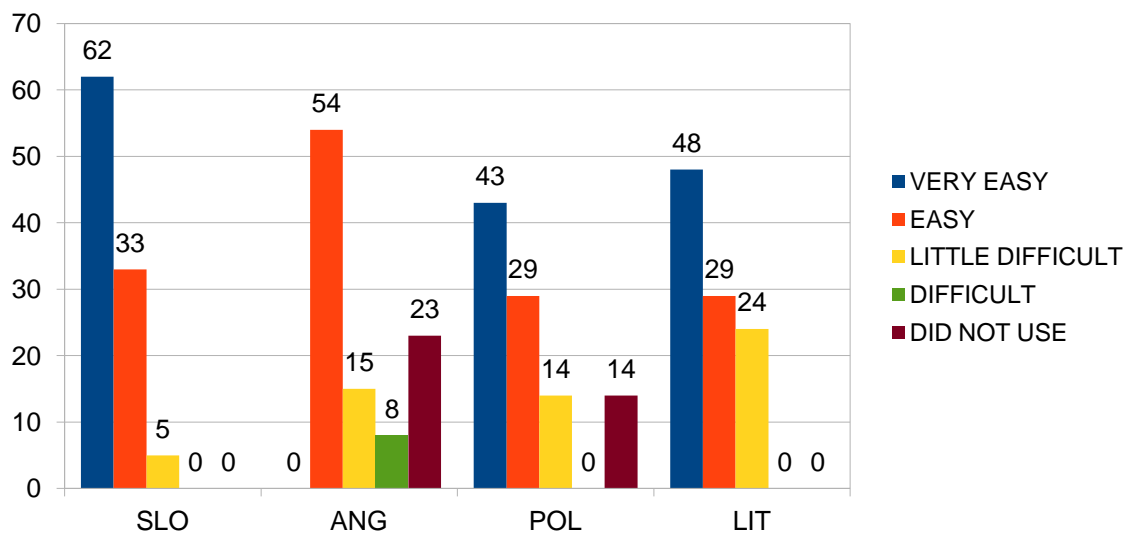


**Literature**

	<b>SLO</b>	<b>ANG</b>	<b>POL</b>	<b>LIT</b>
<b>Very easy to use</b>	62	0	43	48
<b>Easy to use</b>	33	54	29	29
<b>Somewhat difficult to use</b>	5	15	14	24
<b>Difficult to use</b>	0	8	0	0
<b>Did not use</b>	0	23	14	0
	100	100	100	101

**Table N. 8**

**Literature**

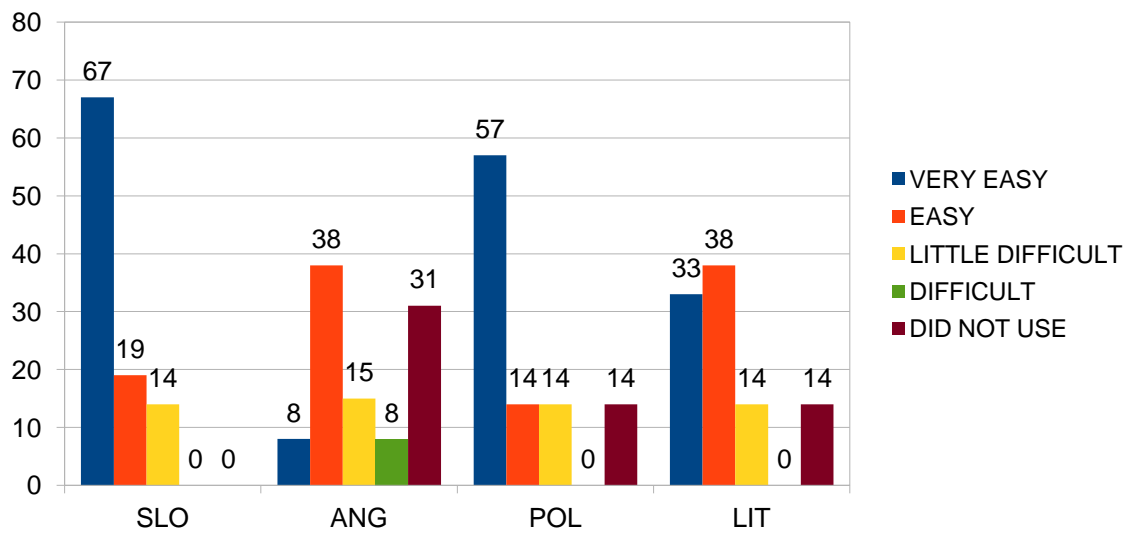


**Lessons**

	SLO	ANG	POL	LIT
<b>Very easy to use</b>	67	8	57	33
<b>Easy to use</b>	19	38	14	38
<b>Somewhat difficult to use</b>	14	15	14	14
<b>Difficult to use</b>	0	8	0	0
<b>Did not use</b>	0	31	14	14
	100	100	99	99

**Table N. 9**

**Lessons**

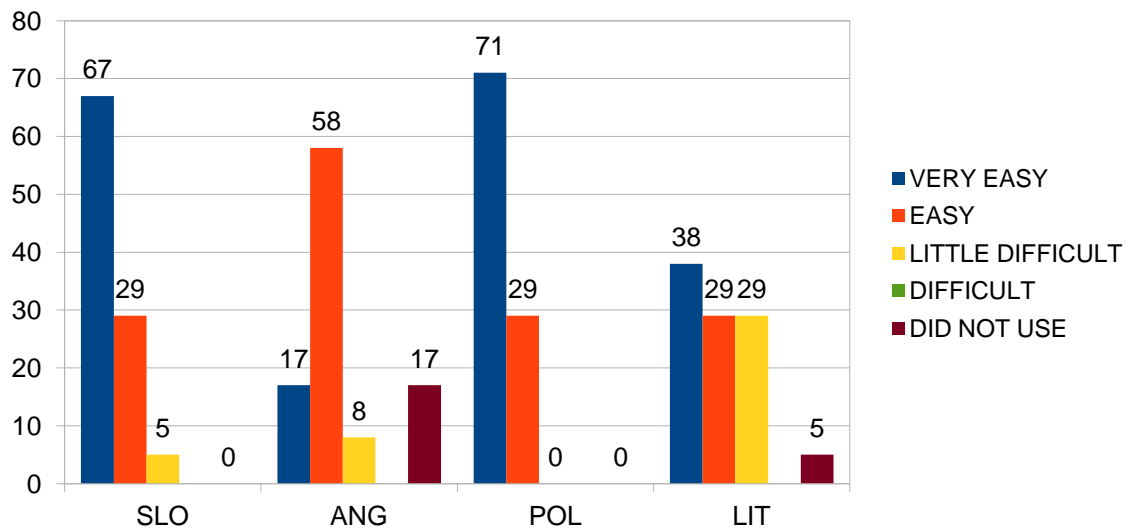


**News/Announcements**

	SLO	ANG	POL	LIT
<b>Very easy to use</b>	67	17	71	38
<b>Easy to use</b>	29	58	29	29
<b>Somewhat difficult to use</b>	5	8	0	29
<b>Difficult to use</b>	0	0	0	0
<b>Did not use</b>	0	17	0	5
	100	100	100	101

**Table N. 10**

**News/Announcements**

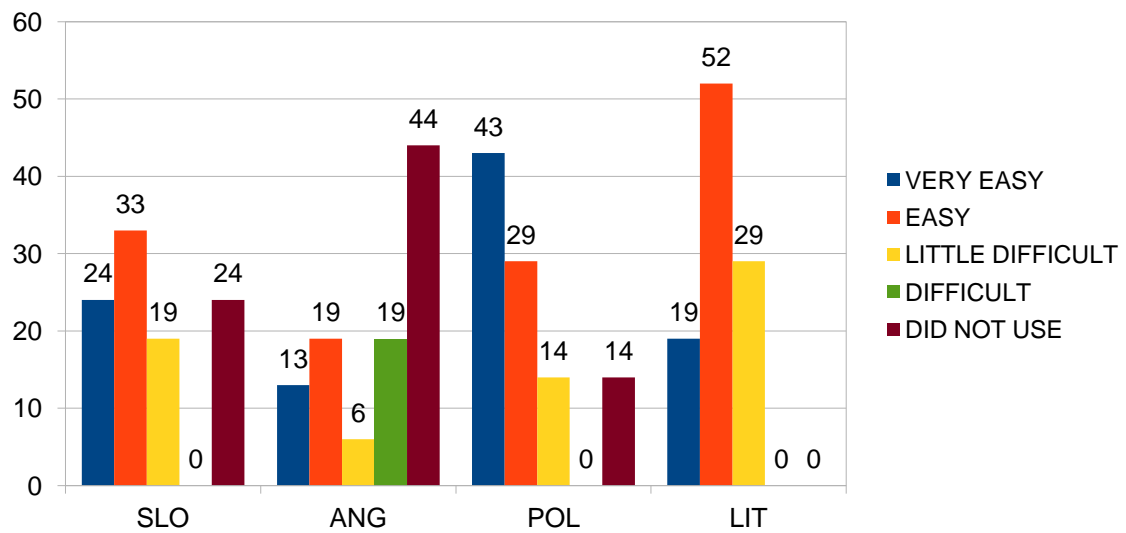


### Uploading of files

	SLO	ANG	POL	LIT
Very easy to use	24	13	43	19
Easy to use	33	19	29	52
Somewhat difficult to use	19	6	14	29
Difficult to use	0	19	0	0
Did not use	24	44	14	0
	100	100	100	100

Table N. 11

### Uploading of Files

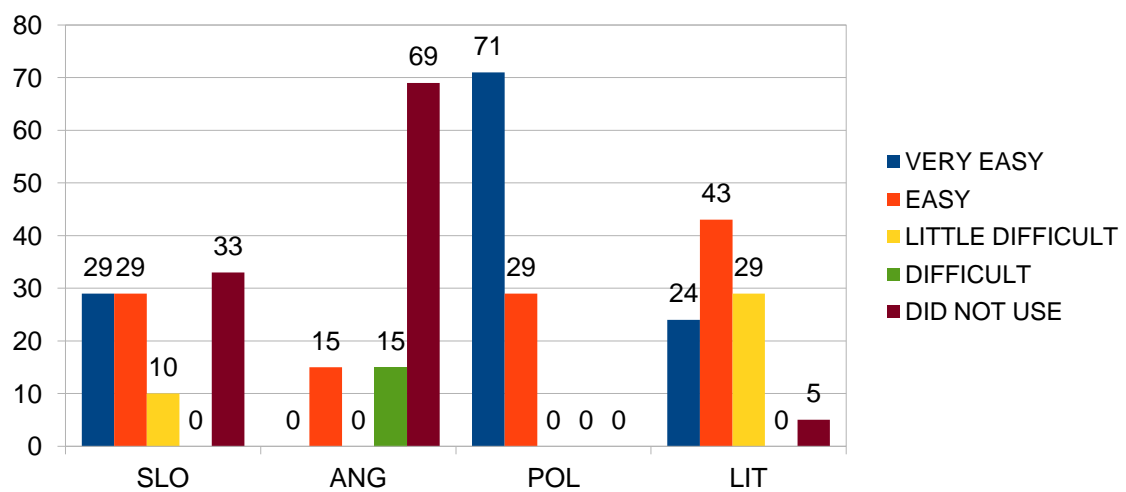


### Submitting of Assignments

	SLO	ANG	POL	LIT
Very easy to use	29	0	71	24
Easy to use	29	15	29	43
Somewhat difficult to use	10	0	0	29
Difficult to use	0	15	0	0
Did not use	33	69	0	5
	100	100	100	101

Table N. 12

### Submitting of Assignments



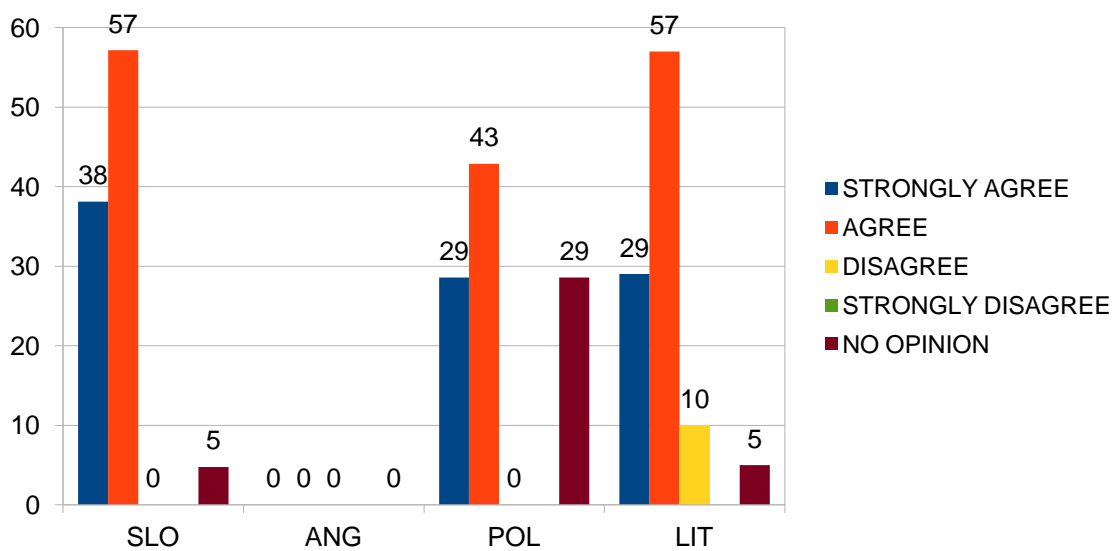
4. Overall Experience - How would you rate your agreement with the following statements based on your overall Moodle experience?

**Moodle is straight forward and intuitive.**

	SLO	ANG	POL	LIT
<b>Strongly agree</b>	38	0	29	29
<b>Agree</b>	57	0	43	57
<b>Disagree</b>	0	0	0	10
<b>Strongly disagree</b>	0	0	0	0
<b>No opinion</b>	5	0	29	5
	100	0	100	101

Table N. 13

Moodle is straight forward and intuitive.



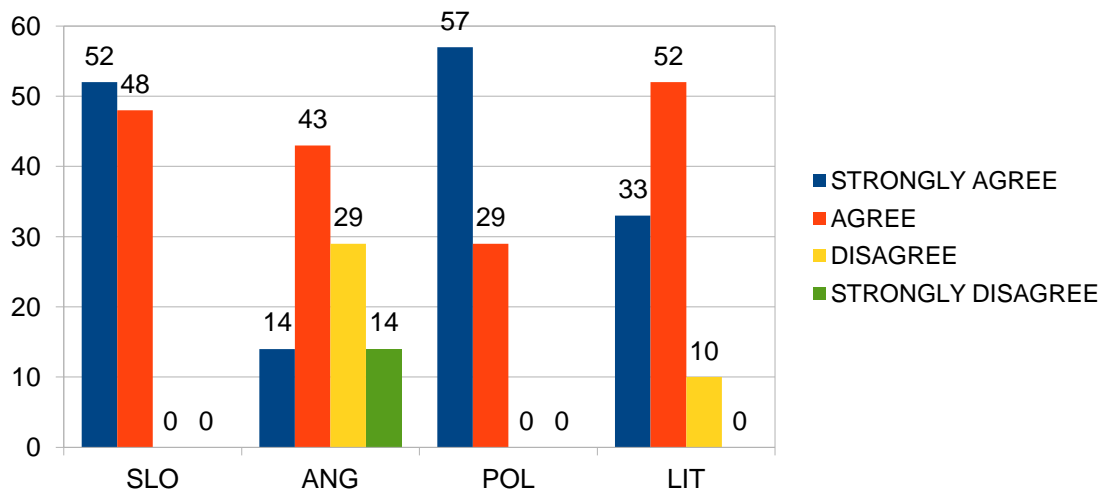


**The organization and sequence of the course was easy to navigate.**

	<b>SLO</b>	<b>ANG</b>	<b>POL</b>	<b>LIT</b>
<b>Strongly agree</b>	52	14	57	33
<b>Agree</b>	48	43	29	52
<b>Disagree</b>	0	29	0	10
<b>Strongly disagree</b>	0	14	0	0
<b>No opinion</b>	0	0	14	5
	100	100	100	100

**Table N. 14**

The organization and sequence of the course was easy to navigate

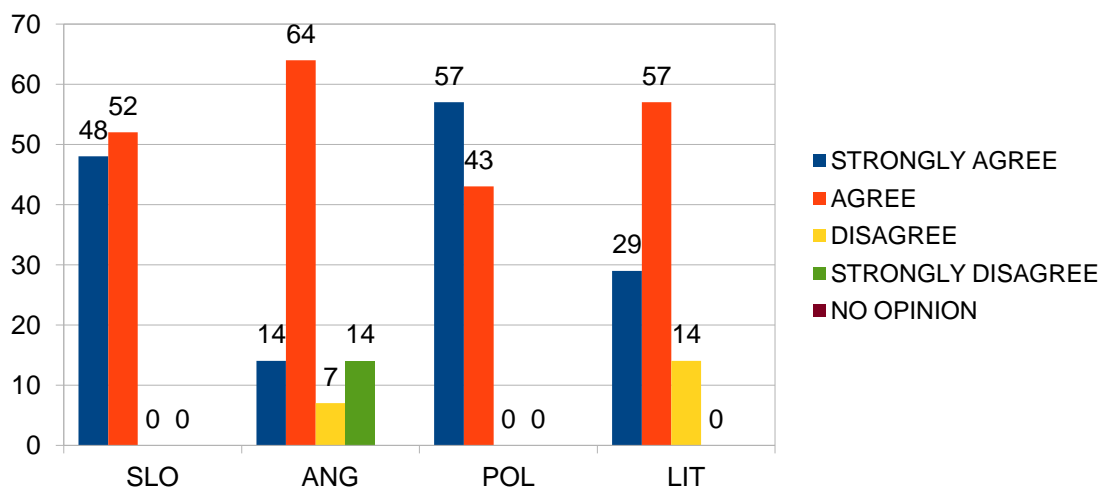


**I did not have any difficulty completing class assignments in Moodle.**

	SLO	ANG	POL	LIT
<b>Strongly agree</b>	48	14	57	29
<b>Agree</b>	52	64	43	57
<b>Disagree</b>	0	7	0	14
<b>Strongly disagree</b>	0	14	0	0
<b>No opinion</b>	0	0	0	0
	100	100	100	100

Table N. 15

I did not have any difficulty completing class assignments in Moodle

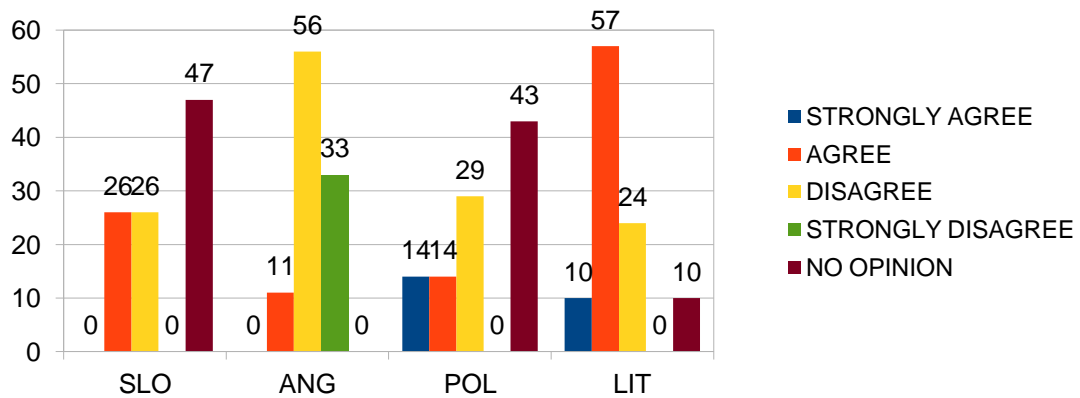


**I feel Moodle improved communication with my classmates.**

	SLO	ANG	POL	LIT
<b>Strongly agree</b>	0	0	14	10
<b>Agree</b>	26	11	14	57
<b>Disagree</b>	26	56	29	24
<b>Strongly disagree</b>	0	33	0	0
<b>No opinion</b>	47	0	43	10
	100	100	100	101

Table N.16

I feel Moodle improved communication with my classmates

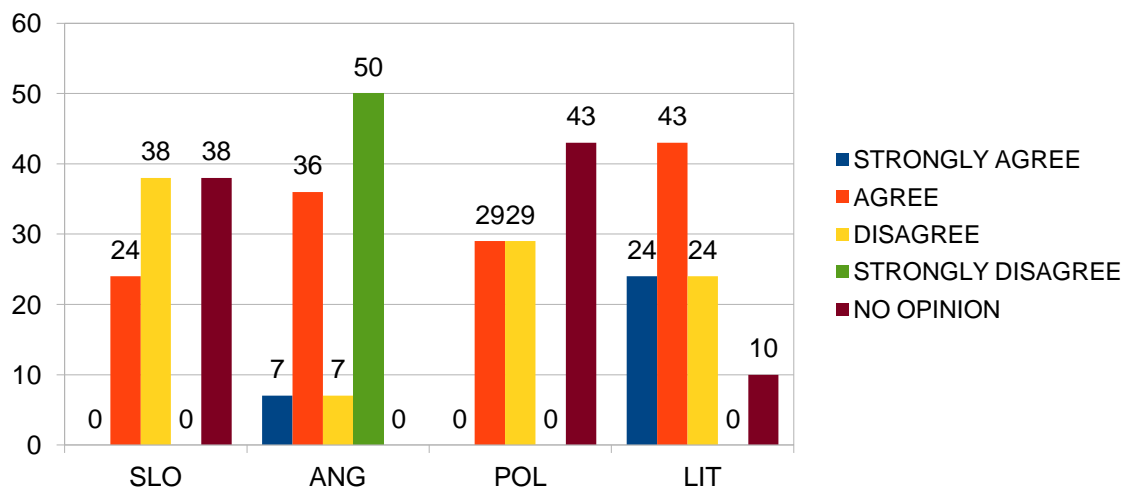


**I feel Moodle improved communication with my instructor/teacher**

	<b>SLO</b>	<b>ANG</b>	<b>POL</b>	<b>LIT</b>
<b>Strongly agree</b>	0	7	0	24
<b>Agree</b>	24	36	29	43
<b>Disagree</b>	38	7	29	24
<b>Strongly disagree</b>	0	50	0	0
<b>No opinion</b>	38	0	43	10
	100	100	100	101

Table N. 17

I feel Moodle improved communication with my instructor/teacher

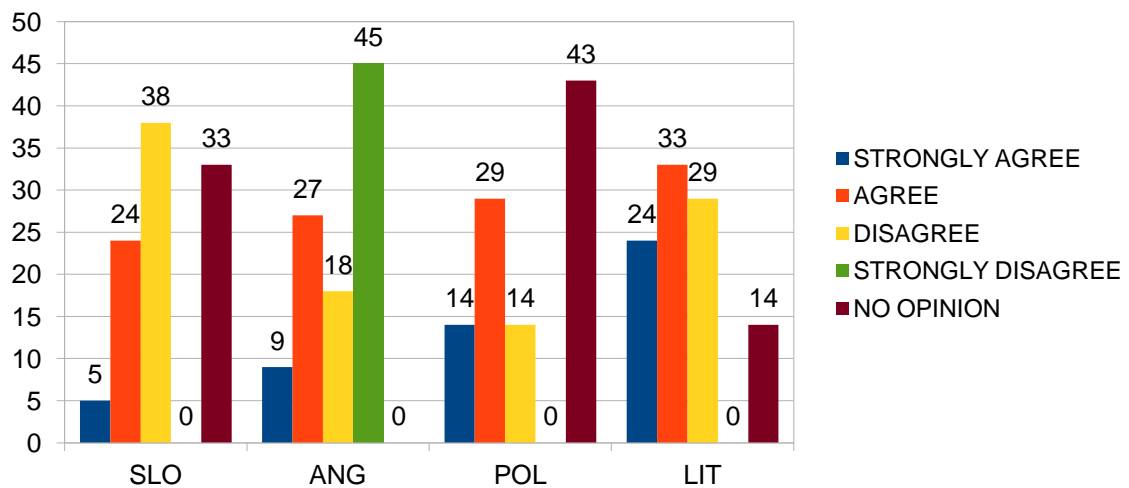


**I feel Moodle promoted a sense of community within the course.**

	SLO	ANG	POL	LIT
<b>Strongly agree</b>	5	9	14	24
<b>Agree</b>	24	27	29	33
<b>Disagree</b>	38	18	14	29
<b>Strongly disagree</b>	0	45	0	0
<b>No opinion</b>	33	0	43	14
	100	100	100	100

Table N. 18

I feel Moodle promoted a sense of community within the course

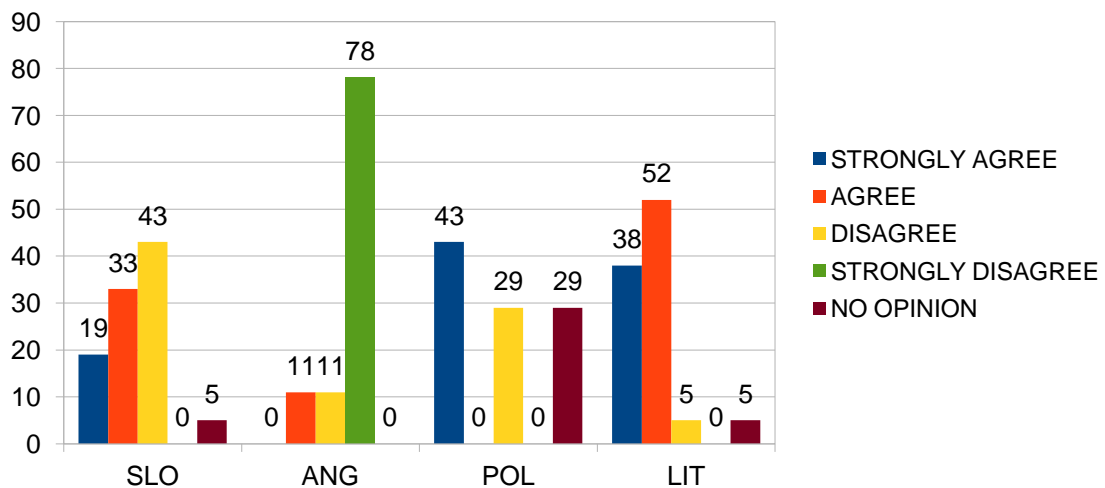


**In my opinion, feel I learned just as well in a Moodle course as I would in a face-to-face tradition course.**

	SLO	ANG	POL	LIT
<b>Strongly agree</b>	19	0	43	38
<b>Agree</b>	33	11	0	52
<b>Disagree</b>	43	11	29	5
<b>Strongly disagree</b>	0	78	0	0
<b>No opinion</b>	5	0	29	5
	100	100	100	100

Table N. 19

In my opinion, feel I learned just as well in a Moodle course as I would in a face-to-face tradition course

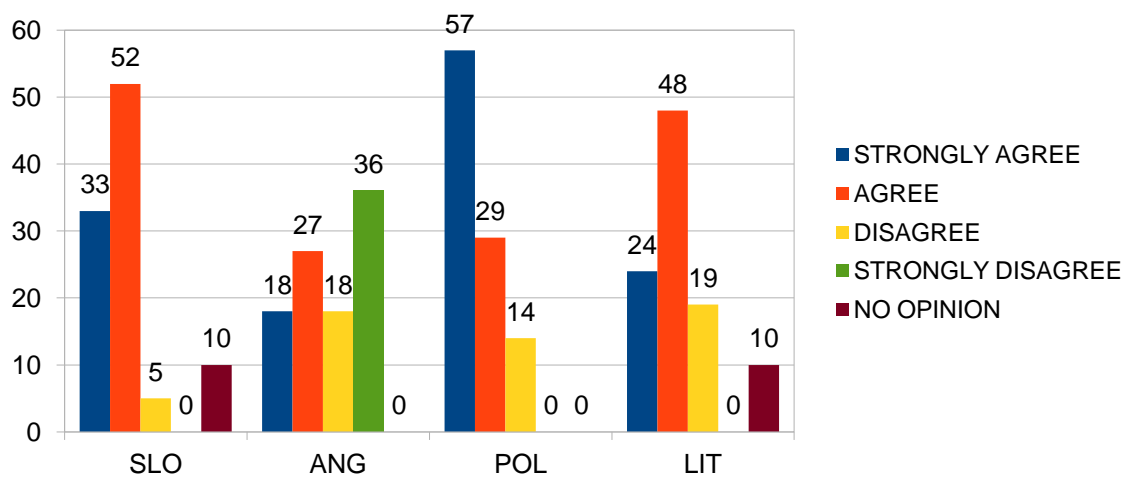


**Overall, I would like to see Moodle used in all of my courses.**

	<b>SLO</b>	<b>ANG</b>	<b>POL</b>	<b>LIT</b>
<b>Strongly agree</b>	33	18	57	24
<b>Agree</b>	52	27	29	48
<b>Disagree</b>	5	18	14	19
<b>Strongly disagree</b>	0	36	0	0
<b>No opinion</b>	10	0	0	10
	100	100	100	101

Table N. 20

Overall, I would like to see Moodle used in all of my courses



## **4 CASE STUDIES**

???



## **5 CONCLUSIONS AND RECOMMENDATIONS**

To be continued...

**Attachment No 1:**

**EVALUATION QUESTIONNAIRE**

An important contribution to the quality of a project is the satisfaction of all participants. Please rate the statements below according to today’s workshop/lecture. In this way you will help us improving our work.

Rating 5 means that you agree with the statement, rating 1 means that you disagree with the statement.

Workshop/Lecture Name: \_\_\_\_\_

Training Location: \_\_\_\_\_

Date: \_\_\_\_\_

**WORKSHOP/LECTURE CONTENT** (Circle your response to each item.)

- 1. I was well informed about the objectives of this workshop. 1 2 3 4 5
- 2. This workshop lived up to my expectations. 1 2 3 4 5
- 3. The content is relevant to my job. 1 2 3 4 5

**WORKSHOP/LECTURE DESIGN** (Circle your response to each item)

- 4. The workshop/lecture objectives were clear to me. 1 2 3 4 5
- 5. The workshop/lecture activities stimulated my learning. 1 2 3 4 5
- 6. The activities in this workshop/lecture gave me sufficient practice and feedback. 1 2 3 4 5
- 7. The difficulty level of this workshop/lecture was appropriate. 1 2 3 4 5
- 8. The pace of this workshop/lecture was appropriate. 1 2 3 4 5

**WORKSHOP/LECTURE INSTRUCTOR (FACILITATOR)** (Circle your response to each item)

- 9. The instructor/teacher was well prepared. 1 2 3 4 5
- 10. The instructor/teacher was helpful. 1 2 3 4 5

**WORKSHOP/LECTURE RESULTS** (Circle your response to each item)

- 11. I accomplished the objectives of this workshop/lecture. 1 2 3 4 5
- 12. I will be able to use what I learned in this workshop/lecture 1 2 3 4 5

**SELF-PACED DELIVERY** (Circle your response to each item)

13. The workshop was a good way for me to learn this content. 1 2 3 4 5

14. How would you improve this workshop? (Check all that apply.)

Provide better information before the workshop.

Clarify the workshop/lecture objectives.

Reduce the content covered in the workshop.

Increase the content covered in the workshop.

Update the content covered in the workshop.

Improve the instructional methods.

Make workshop activities more stimulating.

Improve workshop organization.

Make the workshop less difficult.

Make the workshop more difficult.

*How would you improve this workshop/lecture (cont'd)*

Slow down the pace of the workshop.

Speed up the pace of the workshop.

Allow more time for the workshop.

Shorten the time for the workshop.

Improve the tests used in the workshop.

Add more video to the workshop.

15. What other improvements would you recommend in this workshop/lecture?

16. What is least valuable about this workshop/lecture?

17. What is most valuable about this workshop/lecture?

**Attachment N. 2**

**Evaluation of MOODLE**

Thank you for allowing us to conduct this study and for participating in a class using the Moodle platform. We would like to collect feedback about your experiences. This survey will evaluate your perceptions of the general usability, course content, collaboration and assessment of, as well as your overall experience with, Moodle.

1. Did you know moodle before this training?

YES

NO

COMENTS: \_\_\_\_\_

2. How often have you been using moddle?

Every day

Every week

Every month

3. How have you prepared for this training?

No preparation, but would have if I have the time

No preparation because I know moodle before this training

A previous course is necessary to work with moodle

I don't need previous course to work with moodle

4. Have the teachers been responsive on moodle?

YES

NO

COMENTS: \_\_\_\_\_

5. Do you think moodle is generally very easy to use and navigate?

YES

NO

COMENTS: \_\_\_\_\_

6. Are the forums on moodle useful for your learning?

YES

NO

COMENTS: \_\_\_\_\_

7. Course Content Features - Based on your experience as a student, how would you rate Moodle's ease of use in regards to the following course content features?

	Very easy to use	Easy to use	Somewhat difficult to use	Difficult to use	Did not use
books					
literature					
lessons					
news/announcements					
uploading of files					
submitting of assignments					

8. Overall Experience - How would you rate your agreement with the following statements based on your overall Moodle experience?

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion
Moodle is straight forward and intuitive.					
The organization and sequence of the course was easy to navigate.					
I did not have any difficulty completing class assignments in Moodle.					
I feel Moodle improved communication with my classmates.					
I feel Moodle improved communication with my instructor/teacher					
I feel Moodle promoted a sense of community within the course.					
In my opinion, feel I learned just as well in a Moodle course as I would in a face-to-face tradition course.					
Overall, I would like to see Moodle used in all of my courses.					

9. Additional Comments:

---



---



---

**Attachment N. 3**

**EVALUATION OF PARTNERSHIP MEETING**

<p>1. I received on time all information I needed for my participation at the meeting.</p> <p>YES</p> <p>NO</p> <p>COMMENT:</p>
<p>2. The meeting agenda was relevant, adequately prepared and easy to follow.</p> <p>YES</p> <p>NO</p> <p>COMMENT:</p>
<p>3. The meeting was realised efficiently and according to plan.</p> <p>YES</p> <p>NO</p> <p>COMMENT:</p>
<p>4. There was good balance of topics covered.</p> <p>YES</p> <p>NO</p> <p>COMMENT:</p>
<p>5. Partners questions were answered, problems discussed and solutions agreed.</p> <p>YES</p> <p>NO</p> <p>COMMENT:</p>
<p>6. Upcoming tasks were clearly presented and explained.</p> <p>YES</p> <p>NO</p> <p>COMMENT:</p>
<p>7. Partners exchanged best practises/experiences.</p> <p>YES</p> <p>NO</p>

COMMENT:
<p>8. Partners strengthen their network.</p> <p>YES</p> <p>NO</p> <p>COMMENT:</p>
<p>9. The purpose of the meeting was accomplished.</p> <p>YES</p> <p>NO</p> <p>COMMENT:</p>
<p>10. The meeting was the right length of time.</p> <p>YES</p> <p>NO</p> <p>COMMENT:</p>
<p>11. The meeting place was easily accessible.</p> <p>YES</p> <p>NO</p> <p>COMMENT:</p>
<p>12. Facilities of the meeting room were adequate.</p> <p>YES</p> <p>NO</p> <p>COMMENT:</p>
<p>13. The hotel accommodation was quality.</p> <p>YES</p> <p>NO</p> <p>COMMENT:</p>
<p>14. What did you like and do not like about the meeting?</p>
<p>15. What can we do to improve the project meeting next time?</p>



16. Other comments, concerns or requests?