



# Recommendations and measures for improving project quality

Subtitle: Measures extracted from QA lesson learned

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## ABSTRACT

This document is primarily based on three QA reports produced by the IEWG and reviewed by the EU partners. It comprises recommendations that should be taken care of by the Steering group and administered by the WP leaders. Its final goal is to improve the quality of the project processes and its results.

## INTRODUCTION

The project application considers the project quality through the work of the IEWG (Internal Evaluation Working Group). This group consists of the Steering group members (the coordinator is exempted) and produces regular reports on 6 months, both with reports on the events and other important activities. The COVID19 pandemic made an impact on the project, causing delays in delivering results. The situation required specific measures, which contributed to the transformation of the project activities and a new timeline.

The QA reports are useless without the proper measures, which should be applied to anticipate and prevent future mistakes and to improve the quality of the project activities and results. In the following sections, the recommendations are given, based on the IEWG findings and coordinator's analysis. It is important for all partners and especially for the WP leaders to consider these recommendations and implement them in the forthcoming activities.

### 1. Six-month reports

The project plan requires to be adjusted. The Steering group has to review the Work plan activities for the second reporting period.

There is a need for clarity and step-by-step instructions and the role of the EU partners is extremely important. The new project plan has to be very clear and set



feasible goals, aligned with the project, but more understandable by the partners. This is to be the EU steering group obligation.

All presentations produced by the project partners have to be uploaded to the project website and the PC websites. (Each partner should post their presentations to their website. The fulfilment of this task is to be checked via a self-assessment report.)

Dissemination package leader should regularly poll the partners and especially the WP leaders in order to remind them to input data into the form, provide data for the site and indicate it is available.

IEWG is supposed to develop the recommendations for QA officers before a new report (with clear instructions on how to fill the survey).

The events which were successfully adapted to a new format (proved by the satisfaction report) are to be included in the list of best practices (added value).

The self-assessment is recommended. However, it is important to provide this mechanism to the partners. EU partners and IEWG should provide PC institutions with clear and easy to implement tools and to be regularly polled for their feedback. Also, strong support should be given by the national coordinators.

Every meeting should be documented with the minutes and a clear list of action measures and deadlines.

Some partners indicated new agreements of cooperation signed between the project partners. This information should be uploaded to the project website and included in the list of best practices (added value).

The QCP section on risks and mitigation should be further disseminated and all partners should be familiar with its content.

Project members with special needs should be specified in the interim report.

The project plan considered regular 6 monthly reporting. However, with the changes introduced with lack of travel and transformation to an online format, it is agreed that the milestone periods should be taken into account.

## 2. Kick-off meeting report



There is a need for a dynamic agenda, capable of meeting the urges identified in the project.

It is needed for all participants to have a proper time slot and to actively participate in the discussions. Potential solution: to arrange the work of the concurrent working group to increase the participation of every person during the event.

Planning of the events should be 2,5 months ahead. If it is violated, the partners are to be aware of time limits.

### **3. ESP evaluation report**

Use of diverse online platforms is recommended, for example, Moodle + Zoom, Moodle+Google Meet.

A proper balance between the theory and practical tasks is important, with a focus on the practical implementation

Participants (trainees) should be provided with more cases, with curriculum transformation and means of integrating new methods in the classroom.

To support various levels of language proficiency of the partner countries' university staff, it is important to record the lessons delivered synchronously, provide asynchronous activities and enough resources for self-study.

The timing of online classes/ training should consider the time between the days for self-study, revision and homework.

PC partners need to have feedback on their homework assignments.

New adjusted training can be split into an online one and face-to-face phase when it's possible.

## **CONCLUSIONS**

The QA reports provided valuable feedback on the quality of project results. The recommendations are an important input for the Steering group and it they are supposed to help in the guidance of the forthcoming activities.



A very specific step-by-step instructions and methodology description should be made for all activities in general. Deadlines are very important: due to the crisis, but also due to some indicated inconsistencies in the project application, the deadlines are severely postponed and not further specified yet.

This document should be disseminated among the Steering group members. The partners should recognize their tasks and implement the recommendations.

