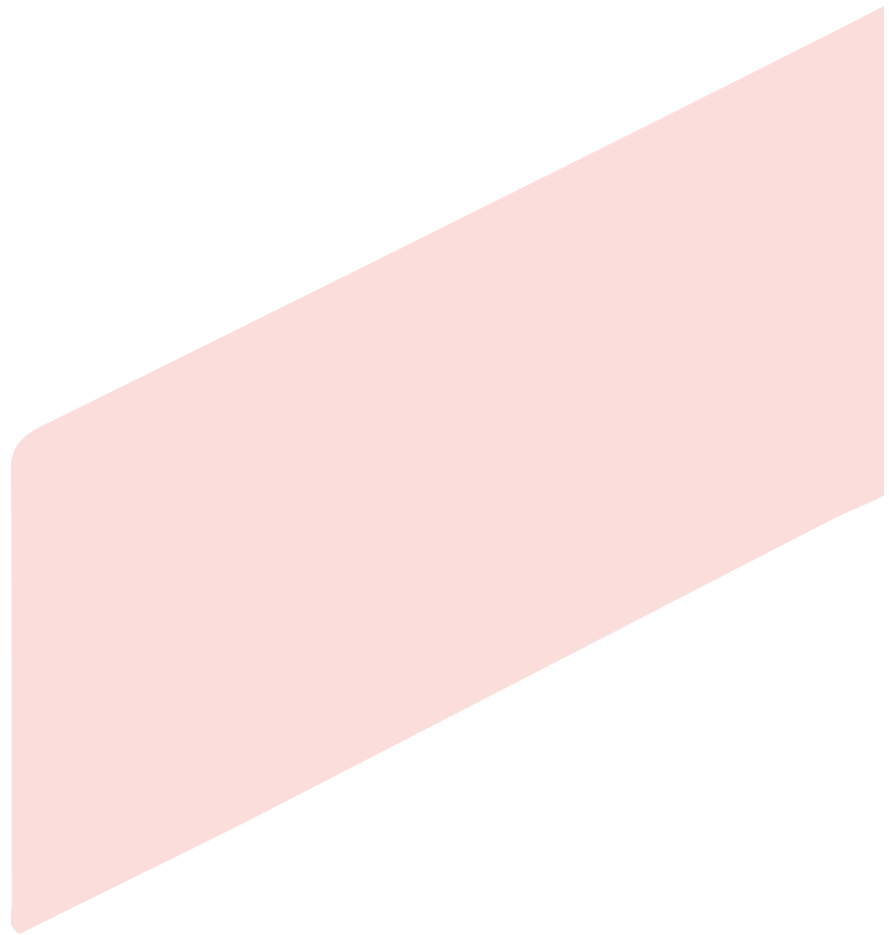




Quality Assurance and Evaluation Plan

WP5.2

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Quality Assurance and Evaluation Plan

The goal of the Quality Assurance and Evaluation Plan is to measure the quality results and sustainability of the project during the testing, training and dissemination phases (WP 2,3,4,6,7).

All partners are responsible for the achievement of project's indicators, depending on the tasks assigned to them. Therefore, this document is only a summary on available studies and plans, in which the partners describe in detail their plan of assessing the level of achieving the results.

The attached plans prepared by partners may be amended as a result of gathered feedback or changes in the project implementation.

The plan covers:

1. Selection of a methodologist by Belgium, Finland, the Netherlands and Poland (WP 5).
2. Feedback on the training of the librarians (WP3).
3. Feedback on the users' workshops (WP4).
4. The national conferences and tracking online dissemination tools (WP6).
5. Decision-making processes by the project consortium (WP 5)
6. List of indicators and how they will be measured

1. The methodologists

Each Partner assigns a methodologist whose responsibilities are to take care of resource selection (WP 2), needs assessment, training preparation and final feedback collection during the training (WP 3) and testing phase (WP 4). The scope of the methodologist's duties include: consultation with the involved libraries, analysing the gathered information, compiling a list of improvements to be implemented.

2. The training of the librarians (WP 3)

To ensure the quality and measure the impact of the librarians' training, the following activities are planned:

- librarians needs assessment (an online questionnaire containing the needs assessment part and pre-test)
- satisfaction and relevance survey (directly after the librarians' training)
- self - assessment post-test (by the end of the workshops [for the end users])
- two focus group interviews (approximately in the middle and by the end of the workshops testing phase)
- analysis of the data, compiling conclusions and a list of improvements to be implemented.

More detailed information can be found in the following annexes:

Annex 1: BSFB, Stéphanie Kleinen: Needs assessment. Pre Test for the librarians

Annex 2: BSFB, Stéphanie Kleinen: Satisfaction and Relevance Survey.

Annex 3: FRIS, Paweł Penszko, Paulina Sobiesiak-Penszko: Evaluation Plan.

3. The workshops for the digitally excluded (WP 4)

To ensure the quality and measure the impact of the workshops delivered by the librarians, the following activities are planned:

- users' needs assessment (by librarians)
- users' self-assessment post-test (an online questionnaire)
- librarians' activity report (on users' performance and competences)
- one focus group interview in the middle of the workshops testing phase
- analysis of the data, compiling conclusions and a list of improvements to be implemented.

More detailed information can be found in the Annex 3.

4. The national conferences and the visibility, recognition and perception of the project (WP 6)

The national conferences will serve to share experience, advise and consult various learning approaches among the librarians, the methodologists and teams organising the workshops (Belgium, Finland, the Netherlands and Poland). The conferences are planned after completion of the testing phase, as of now June – September 2021.

To evaluate the visibility of the project a tracking online dissemination tools will be implemented to monitor the website and social media.

More detailed information can be found in the Annex 4:

Annex 4: PL2030, Tiana Zignani: Digital Travellers – dissemination and communications plan

5. Decision-making processes by the project consortium (WP 5)

The project management and partner cooperation will be a subject for evaluation as a crucial factor ensuring project quality and achievement of final results. To monitor and assess the project partners' cooperation, apart from regular interviews with the partners, 4 online surveys will be conducted, approximately every six months.

More detailed information can be found in the Annex 5:

Annex 5: FRIS, Małgorzata Makowska: Project management and partner cooperation

6. List of indicators and how they will be measured.

Work package	General Objective Indicators (GOI) Specific Objective Indicators (SOI) Results Indicators (RI)	How indicators will be measured	Contributing partners (implementing)	Lead partner (plan and analysis) Paper
WP1 Management	RI 1.1-1.3 Management tools and processes	partnership agreements, calendar, communication plan, financial management requirements and reporting tools; Agenda and minutes of the meetings	BSFF; BSFB; FLA; KB; FRSI; PL2030	BSFF: Handbook PL2030: Dissemination and Communication Plan
WP2 Mapping	RI 2.1: Online database mapped to the DigComp 2.1	database	BSFB; FLA, KB, FRSI	KB
WP2 Mapping/ WP6 website	RI 3.1: At least 40 % of database resources is available in French, Dutch, Finish, Polish	database and website	BSFF; BSFB; FLA; KB; FRSI; PL2030	BSFF: website
WP3 Librarians' training	RI 3.2: 2-4 libraries selected by each partner	list of selected libraries, formal agreements	BSFB; FLA, KB, FRSI	BSFB: Needs assessment
WP3 Librarians' training	RI 4.1 and GOI 1: 80 librarians from 4 countries are trained and capable of navigating through the database of 500 resources RI 4.2: 80% of librarians learn a new approach or pedagogy for basic digital skills or activity	Satisfaction and relevance survey Self-assessment online post tests 2 FGI	BSFB; FLA, KB, FRSI	BSFB: Satisfaction and relevance survey FRSI: Evaluation Plan
WP3 Librarians' training	RI 5.1: Training documents and methodology is available to all partners	Training documents and methodology are shared online	BSFB; FLA, KB, FRSI	BSFB
WP4 Workshops	RI 6.1: At least 2 new activities organized in each library each month RI 6.2 & SOI 1-2 & GOI 2: 4000 digitally excluded users (5 different digital exclusion barriers) participate in basic digital skills activities (on average 4 skills per library) organised by librarians	Activity reports	BSFB; FLA, KB, FRSI	FLA
WP4 Workshops	RI 6.4: At least 75% of librarians complete feedback documents and surveys SO 3: On average, 70% of users have improved their mastery of a basic digital skill following project activities	Feedback questionnaires FGI	BSFB; FLA, KB, FRSI	FRSI: Evaluation plan

Work package	General Objective Indicators (GOI) Specific Objective Indicators (SOI) Results Indicators (RI)	How indicators will be measured	Contributing partners (implementing)	Lead partner (plan and analysis) Paper
	SO 4: 80% of users have increased self-confidence in their digital capacity			
WP4 Workshops	RI 6.3: Resources are updated in the database according to partner feedback by January 2021	List of updated resources, database	BSFB; FLA, KB, FRSI	KB
WP5 Quality Assurance & Evaluation	RI 7.1: List of international and national standards	Online List of international and national standards	BSFB; FLA, KB, FRSI	FRSI: List of international and national standards
WP5 Quality Assurance & Evaluation	RI 8.1: User assessments for at least 65% of activities RI 8.2: Satisfaction & relevance survey: opinions of 60% of librarians and library users	User questionnaires Librarians questionnaires	BSFB; FLA, KB, FRSI	FRSI: Evaluation plan
WP5 Quality Assurance & Evaluation	RI 8.3: Feedback from project teams concerning the work style of team members	Interviews Online questionnaire	BSFF; BSFB; FLA; KB; FRSI; PL2030	FRSI: Project management and partner cooperation
WP5 Quality Assurance & Evaluation	RI 9.1: Key impact indicators and results are presented in the evaluation report	Evaluation report	BSFF; BSFB; FLA; KB; FRSI; PL2030	FRSI: Evaluation plan
WP6 Dissemination	RI 10.1: 50 participants attend each national conference	List of participants in national conferences	BSFB; FLA, KB, FRSI	BSFF/PL2030
WP6 Dissemination	RI 11.1: 1000 visitors to the website GO3: 1000 librarians (or other users) connect to the platform by the end of the project to find resources for their digital activities RI 11.2: The database is set up on adapted VDN platform for librarians RI 12.1: At least 2 articles on the events are published in each country RI 14.1-14.2: communication on at least 3 different social media and 2000 persons reached through social media	website metrics new VDN platform and metrics articles published (links, downloads) Metrics from each social media	BSFF; BSFB; FLA; KB; FRSI; PL2030	PL2030: Dissemination and Communication Plan
WP7 Policy recommendations	RI 13.1-13.2 & GO 4: At least 5 policy recommendations (with field-evidence, of the key role of libraries to promote digital inclusion in Europe) are formulated and communicated to at least 100 decision makers from all EU states	Policy recommendations document	BSFF; BSFB; FLA; KB; FRSI; PL2030	PL2030: Policy Recommendations

Work package	General Objective Indicators (GOI) Specific Objective Indicators (SOI) Results Indicators (RI)	How indicators will be measured	Contributing partners (implementing)	Lead partner (plan and analysis) Paper
	RI 15.1: Attendance on Generation Code: Born at the Library event of 1 library representative from every EU member state (27); 30 relevant stakeholders (e.g. from civil society, schools, social inclusion actors); 70 Members of European Parliament; 20 policy makers from other EU institutions	Communication support (emails, presentation minutes, etc.) Articles of the events on the platform and/or project website List of participants in <i>Generation Code</i> event		