Project No.: 618103-EPP-1-2020-1-PS-EPPKA2-CBHE-JP

Edu4ALL

Disability as diversity: The inclusion of students with disabilities in higher education

Deliverable D3.3.1	Intermediate Project Quality Assurance

Work Package (WP)	WP3: Quality Plan
WP Leader	The University of the Basque Country
WP members	Palestine Technical University Kadoorie National & Kapodistrian University of Athens The University of the Basque Country Irbid National University Partners for Sustainable Development The University of Jordan Al-Ummah University College Palestine Technical College Int@E UG
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Project partners

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Palestine
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National and Kapodistrian University of Athens
Greece

The University of the Basque Country
Spain

Irbid National University
Jordan

Partners for Sustainable Development
Palestine

The University of Jordan
Jordan

Al-Ummah University College
Palestine

Palestine Technical College
Palestine

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List of Acronyms

This table shows the acronyms used in this deliverable in alphabetical order.

Acronym	Description
EC	European Commission
EU	European Union
QA	Quality Assurance
QM	Quality Management
QP	Quality Plan
UPV/EHU	The University of the Basque Country
WP	Work package

1   Executive Summary

This report summarizes the main activities developed to ensure the Quality Assurance (QA) of the project from month 1 to month 24, such as the definition of the quality framework for the project, the implementation of the project QA control process, and the generation of project quality reports, as well as the results obtained from the implemented project QA control processes.

2   Introduction

According to what is foreseen in the WP3 Quality Control and Monitoring, the Edu4All project consortium decided to develop several measures for estimating the quality of realized project objectives, in order to enable high-quality management of the project. Although Quality Management (QM) is coordinated by an EU partner, the UPV/EHU, all partners take part in the related activities.

The duty of the QM is to monitor and evaluate the progress of the project and to ensure that all its activities are carried out properly according to European Standards and Guidelines for QA and ensuring proper execution of the project to achieve its objectives. With this objective, the QM monitors the project at different points using different types of evaluation practices and tools, such as questionnaires, interview grids and checklists. The QM aims to assess on an ongoing basis project relevance, efficiency and impact which assists in measuring progress throughout the project life cycle, determining if the project responds to main target groups' needs, measuring the level of satisfaction of beneficiaries of project activities, evaluating unexpected results and controlling all processes.

3   Objectives of the Deliverable

The objective of this report is to summarise the followed QA process, faced obstacles or difficulties and recommendations for improvements.

4   Methodology

Up today, the main activities developed to ensure the QA of the project has been:

- WP3.1 has been completed: General Documentation templates, Quality Management templates and procedures have been defined and adjusted, in collaboration with the Edu4All consortium members.
- WP3.2 is a continuous task that has already started. The activities where UPV/EHU (WP3 leader) participated, and those that UPV/EHU are aware of, have been evaluated, in addition to some other evaluations.

More details are found in the following points.

4.1   *WP 3.1. Defining the quality framework for the project*

A Quality plan document that defines the QA procedures for the project was produced and agreed upon, within D3.1 deliverable (Fig. 1). The QA procedures ensure that all deliverables comply with the contract. The plan defines in detail the requirements, protocol, best practices for the main processes, including the performance of WPs, tasks, preparation and review of deliverables, organization of meetings and workshops, and dissemination activities including website, brochures, posters, presentations and social media. The plan sets templates for different types of project outputs, and usage guidelines for project documents, and reports.

Workplan: Yr. 1 – M2, M3, M4.

IMPLEMENTED:

- **Deliverables:**

- D3.1 – Defining the quality framework for the Project:
  The objective of this Quality Plan (QP) is to ensure concrete and high–quality results in line with the project plans. In this context, the main purpose of the QP is to facilitate the project's management and guide all partners on the evaluation and quality issues, by establishing a coherent set of guidelines by which all aspects of the project are managed and measured. The use of these guidelines ensures better collaboration among the consortium members, individuals and groups, ensures the responsibility and engaged activity of a consortium member for the realization of a corresponding project work package and ensures the realization of the planned project aims. The document was released on July 1st, 2021. However, the document was updated and the second version was released on September 20th, 2021. The current version of this deliverable is publicly available at the Web of the project: https://www.ptuk.edu.ps/projects/edu4all/wp-content/uploads/2022/07/Edu4ALL_WP3_D3.1-1.pdf

- **Procedures:**

- D3.1.17 – Document Generation Procedure:
  This procedure describes how to generate and update documents within the Edu4ALL project. The document was released on April 14th, 2021.

- **Templates:**

- This section includes the developed templates for preparing, reviewing, approving, distributing, revising and updating documents that are required for the Quality Plan of the Edu4ALL project. These templates are included in the annexes of the D3.1 deliverable *Defining the quality framework for the Project.* An example is shown in Fig. 2.
  - **General Documentation Templates:**
    - D3.1.1 – Deliverable Template
    - D3.1.2 – Progress Report Template
    - D3.1.3 – Questionnaire Template
    - D3.1.4 – Minutes of Meetings Template
    - D3.1.5 – Presentation Power Point Template
    - D3.1.6 – Excel Template

- D3.1.7 – Procedures Template
  - o **Quality Plan Templates:**
    - Work Packages Monitoring Sheet Template
    - Project deliverable Evaluation Sheet Template
    - Project Meeting and Workshop Evaluation Template
    - Website Questionnaire Template
    - Training Evaluation Sheet Template
    - Event Evaluation Sheet Template
    - Staff visit evaluation Template
    - Quality Template
    - Project Quality Assessment (Quality of the Partnership) Template

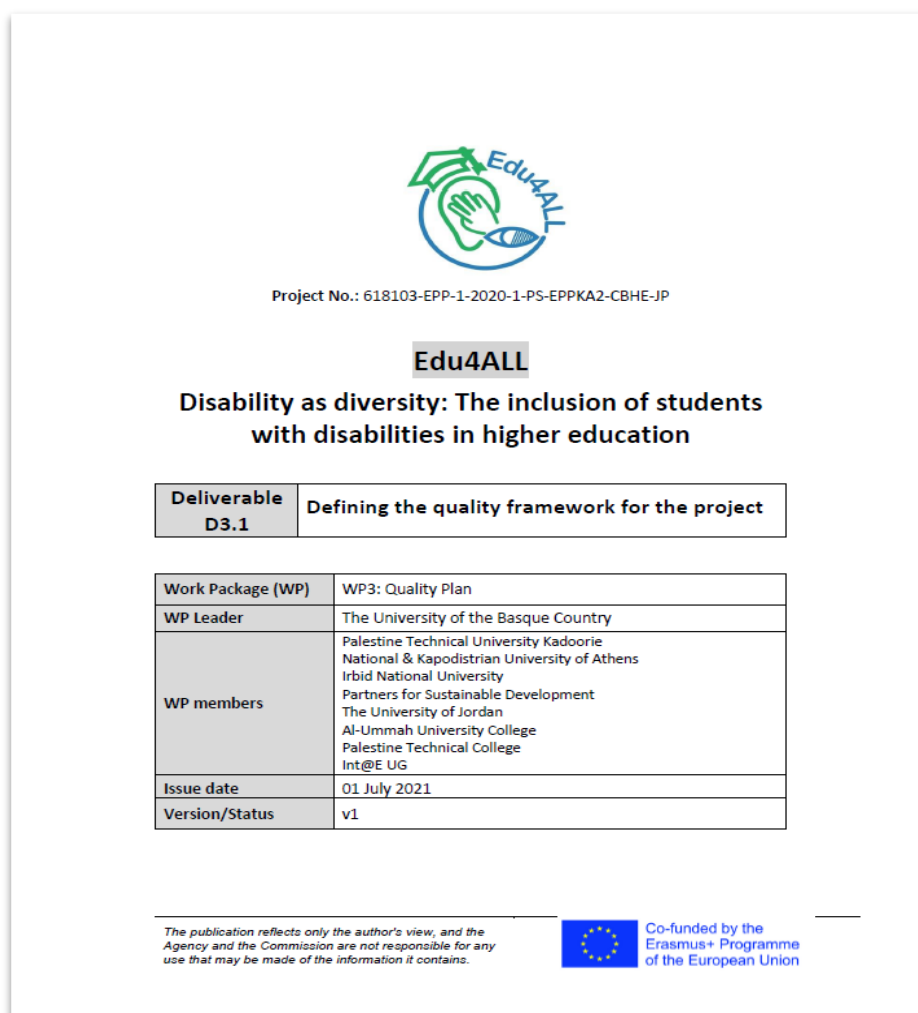These templates are publicly available at the web of the project (WP3 section): https://www.ptuk.edu.ps/projects/edu4all/deliverables/

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Figure 1. Cover of the deliverable D3.1.

1

Edu4ALL Project Meeting and Workshop Evaluation

Work Package	
Meeting/Workshop	
Date(s)	
Hosting Partner: (if applicable)	DD/MM/YYYY – DD/MM/YYYY
Location: (if applicable)	

Answer each question with an evaluation from 1-5, based on your agreement level

1	2	3	4	5
Strongly Disagree	Disagree	Undecided / Neutral	Agree	Strongly Agree

1 Meeting Organization		1	2	3	4	5
1.	Communication with the host partner (received response on time of any inquiry about travel, accommodation etc.) was effective					
2.	Information received about the organization of the meeting (location, timing, agenda, etc.) was sufficient					
3.	General organization during the meeting was appropriate					
4.	Duration of the meeting was appropriate					
5.	Timing of the meeting was appropriate (started on time, ended on time)					
6.	Domestic arrangements (accommodation, meals, meeting location etc.) were convenient					
Comments, suggestions for improving next meeting						

2 Meeting Contents & Objectives Fulfillment		1	2	3	4	5
1.	The subjects discussed were relevant and focused on the objectives of the project					
2.	The activities were relevant and focused on the objectives of the project					
3.	The meeting followed the planned agenda					

WP3: Quality Plan – Task 3.1: Defining the quality framework for the project

Figure 2. Cover of the project meeting and workshop evaluation sheet.

4.2   WP 3.2. Implementing project QA control process

To ensure a QA control process in place, this activity implements a quality review process within the project, where deliverables must undergo an internal review process within the consortium, before submission to the European Commission. Reviewers are selected from the participating partners of this work package. The quality review process ensures deliverables are produced to meet a professional standard and use the correct templates defined in the quality plan in 3.1. All evaluations are based on the information gathered through the specific questionnaires and analysed with the mean scores of the questions presented for each topic as well as the agreement percentage in each topic and comments from participants.

Edu4ALL D3.3.1 Intermediate Project Quality Assurance

The results obtained from each evaluation are summarised in the Results section.

Workplan: Yr. 1 – M9, M10, M11, M12; Yr. 2 – M9, M10, M11, M12; Yr. 3 – M3, M4, M5, M10, M11, M12.

IMPLEMENTED:

- **Project deliverables evaluation:**

- Edu4ALL_WP3_PQAF-DE_D2.1_UPVEHU.pdf – D2.1 evaluation made by UPV/EHU (July 2022):
  This internal report summarizes the evaluation made by UPV/EHU partner with relation to deliverable D2.1 "Defining and setting the inclusive education unit vision, mission, tasks, members, location, objectives, and goals" on July 2022.

- Edu4ALL_WP3_PQAF-DE_D4.1_UPVEHU.pdf – D4.1 evaluation made by UPV/EHU (June 2021):
  This internal report summarizes the evaluation made by UPV/EHU partner with relation to deliverable D4.1 "Planning Dissemination Strategy" on June 2021.

- **Event evaluation:**

- D3.2.1.4.1 – Awareness Workshop Evaluation (December 2021):
  This report summarizes the results gathered in the event evaluation questionnaire of the second awareness raising workshop hosted and organised by Palestine Technical University Kadoorie (PTUK). The awareness raising workshop took place on the 19 of December 2021 at PTUK.

- D3.2.4.1.1 – Webinar Evaluation (February 2022):
  This report summarizes the results gathered in the event evaluation questionnaire of the first webinar. The webinar took place on the 15 of February 2022 via Zoom.

- **Meetings evaluation:**

- D3.2.1.2.1 – Task 1.2 Meeting Evaluation:
  This report summarizes the results gathered in the online Task 1.2 meeting evaluation questionnaire. The online Task 1.2 meeting took place on the 12 of March 2021, and it was held virtually via Zoom software.

- D3.2.5.1.1 – Edu4All Kick-off Meeting Evaluation Report:
  This report summarizes the results gathered in the kick-off meeting evaluation questionnaire. The kick-off meeting took place on the 18 and 19 of January 2021, and it was held virtually via Zoom software. The work plan followed the Agenda and all the partners participated in the meeting.

- D3.2.5.1.2 – Project Meeting Evaluation (July 2021):
  This report summarizes the results gathered in the face-to-face/online project meeting evaluation questionnaire. The meeting took place on the 28 and 29 of July 2021, and it was held at the Irbid National University (Jordan) and virtually via Zoom software.

- D3.2.5.1.3 – Project Meeting Evaluation (January 2022):

Edu4ALL D3.3.1 Intermediate Project Quality Assurance

This report summarizes the results gathered in the face-to-face project meeting evaluation questionnaire. The meeting took place on the 17 and 18 of January 2022, and it was held at Int@e, in Leipzig (Germany).

- D3.2.5.1.4 – Project Meeting Evaluation (July 2022):
  This report summarizes the results gathered in the face-to-face project meeting evaluation questionnaire. The meeting took place on the 20 and 21 of July 2022, and it was held at National and Kapodistrian University of Athens (Greece).

- **Staff Visits evaluation:**

- D3.2.2.3.1 – Training Event Evaluation (October 2021):
  This report summarizes the results gathered in the face-to-face/online training event evaluation questionnaire. The meeting took place between the 18 and 22 of October 2021, and it was held at the National and Kapodistrian University of Athens (Greece) and virtually via Zoom software.

- D3.2.2.3.2 – Training Event Evaluation (January 2022):
  This report summarizes the results gathered in the face-to-face training event evaluation questionnaire. The meeting took place between the 10 and 14 of January 2022, and it was held at the University of the Basque Country, Donostia (Spain).

- D3.2.2.3.3 - Training Event Evaluation (June 2022):
  This report summarizes the results gathered in the face-to-face training event evaluation questionnaire. The meeting took place between the 26 June and 1 of July 2022, and it was held at the Galerie Hotel Leipziger Hof, Leipzig (Germany).

These reports are available at the private section of the Web site of the project and the partners could access to them: https://www.ptuk.edu.ps/projects/edu4all/deliverables/

4.3   WP 3.3. Generation of project quality reports

Two project quality assurance, intermediate and final, reports will be produced, coinciding with the project management reports. These reports will summarise the followed QA process, faced obstacles or difficulties and recommendations for improvements. This document presents the information related to Edu4ALL project, and some partners have made their own reports related to the project quality procedures implemented so far in their institutions.

Workplan: Yr. 2 – M6, M10, M11, M12; Yr. 3 – M6, M10, M11, M12.

These reports will be publicly available on the Web site of the project: https://www.ptuk.edu.ps/projects/edu4all/deliverables/

5   Results from the implemented project QA control processes

- **Project deliverables evaluation:**

- Edu4ALL_WP3_PQAF-DE_D2.1_UPVEHU.pdf – D2.1 evaluation made by UPV/EHU (July 2022):

This internal report evaluated issues regarding the format and the contents of D2.1 deliverable. In addition, several changes and minor corrections were suggested in order to improve the document. The document was accepted but changes were required.

- Edu4ALL_WP3_PQAF-DE_D4.1_UPVEHU.pdf – D4.1 evaluation made by UPV/EHU (June 2021):
  This internal report evaluated issues regarding the format and the contents of D4.1 deliverable. In addition, several changes and minor corrections were suggested in order to improve the document. The document was accepted but changes were required.

- **Event evaluation:**

- D3.2.1.4.1 – Awareness Workshop Evaluation (December 2021):
  Following the workshop, an online evaluation questionnaire, developed with the Google Forms software, was sent to participants and was answered by 103 people.
  All the answers gathered with this event evaluation questionnaire had a mean score higher than 4.59, which shows that all participants highly valued the workshop.
  Some comments should be considered for the organization of next trainings especially including more time for participation and discussion about the topics and including more technical contents.

- D3.2.4.1.1 – Webinar Evaluation (February 2022):
  Following the webinar, an online evaluation questionnaire, developed with the Google Form software, was sent from UPV/EHU to all participants and was answered by 10 people.
  All the answers gathered with this event evaluation questionnaire had a mean score higher than 4.1, which shows that all participants highly valued the First Webinar.
  Some comments should be considered for the organization of next trainings especially including more time for participation and discussion about the topics and including more technical contents.

- **Meetings evaluation:**

- D3.2.1.2.1 – Task 1.2 Meeting Evaluation:
  Following the meeting, an online evaluation questionnaire, developed with the Google Forms software, was sent to participants and was answered by 8 people.
  All the answers gathered with this Task 1.2 meeting evaluation questionnaire had a mean score higher than 4, which shows that all participants highly valued the issues on the included topics.
  However, some comments should be considered for the next meetings. Some participants recommended sending the agenda of the meeting beforehand. Anyway, it has to be noted that all participants positively validated the skills of the WP leader for encouraging contributions from all partners.

- D3.2.5.1.1 – Edu4All Kick-off Meeting Evaluation Report:
  Following the meeting, an online evaluation questionnaire, developed with the Google Form software, was sent from UPV/EHU to all partners and was answered by 22 people.

All the answers gathered with this kick-off meeting evaluation questionnaire had a mean score higher than 4, which shows that all participants highly valued the issues on the included topics.

However, some comments should be considered for the next meetings. Some participants recommended sending the presentations beforehand the meeting so it can be reviewed that they fulfil the expectations of all partners. Another issue to be taken into account is to clearly limit the presentation and discussion timing so the participants are not interrupted during their presentations. Other issues, such as problems in communication, will be solved if the next meetings are face to face. If that is not possible, and we need to meet virtually, participants should be remembered to close their microphones when they are not presenting or discussing topics of the meeting.

- D3.2.5.1.2 – Project Meeting Evaluation (July 2021):

Following the meeting, an online evaluation questionnaire, developed with the Google Forms software, was sent to participants and was answered by 25 people.

All the answers gathered with this project meeting evaluation questionnaire had a mean score higher than 4, which shows that all participants highly valued the issues on the included topics.

However, some comments should be considered for the next meetings. Some participants complained about the meeting via Zoom, because they could not follow the discussions in the face-to-face meeting. This has to be considered for future meetings and improve the coordination of face-to-face and online sessions.

- D3.2.5.1.3 – Project Meeting Evaluation (January 2022):

Following the meeting, an online evaluation questionnaire, developed with the Google Forms software, was sent to participants and was answered by 11 people.

All the answers gathered with this project meeting evaluation questionnaire had a mean score higher than 4.3, which shows that all participants highly valued the issues on the included topics.

However, some comments should be considered for the next meetings. Providing participants with the presentation before the meeting may improve the effectiveness in the communication between partners. In addition, the last presentation was highly valued by participants as it made clear the next activities to carry out and the deadlines for the next period of the project.

- D3.2.5.1.4 – Project Meeting Evaluation (July 2022):

Following the meeting, an online evaluation questionnaire, developed with the Google Forms software, was sent to participants and was answered by 13 people.

All the answers gathered with this project meeting evaluation questionnaire had a mean score higher than 4.4, which shows that all participants highly valued the issues on the included topics.

However, some comments should be considered for the future. Providing participants with the presentation before the meeting should be considered for next meetings as well as making clarifications of the financial aspects to take into account during the development of the rest of the project.

- **Staff Visits evaluation:**

  - D3.2.2.3.1 – Training Event Evaluation (October 2021):
    Following the meeting, an online evaluation questionnaire, developed with the Google Forms software, was sent to participants and was answered by 27 people.
    All the answers gathered with this project meeting evaluation questionnaire had a mean score higher than 4.3, which shows that all participants highly valued the training event.
    Some comments should be considered for the organization of next trainings especially including more practical sessions about the topics presented in this event and more details and technological background on assistive technologies.

  - D3.2.2.3.2 – Training Event Evaluation (January 2022):
    Following the meeting, an online evaluation questionnaire, developed with the Google Forms software, was sent to participants and was answered by 22 people.
    All the answers gathered with this project training evaluation questionnaire had a mean score higher than 4.3, which shows that all participants highly valued the training event.
    Some comments should be considered for the organization of next trainings, especially including more practical sessions about the topics presented in this event, more details and technological background on assistive technologies as well as allocating more time for discussion and brainstorming.

  - D3.2.2.3.3 - Training Event Evaluation (June 2022):
    Following the meeting, an online evaluation questionnaire, developed with the Google Forms software, was sent to participants and was answered by 23 people.
    All the answers gathered with this project training evaluation questionnaire had a mean score higher than 3.7, which shows that all participants satisfactorily valued the training event.
    Some comments should be considered for the organization of the next training sessions, especially including more information about methodologies for good communication and inclusion of students with disabilities in learning environments.

- **Partner intermediate project quality report:**

  - D3.3.1.1.1 – Intermediate Project Quality Report – UUC (September 2022):
    In their document, Al-Ummah University College partners show the quality procedures that have been implemented so far in their institution and their conformity. They also display the remaining procedures and the expected time for their implementation.

6   Conclusions

This document shows the QA control process that is being suited at the Edu4All project. All the partners take part in the activities of the WP3, which is coordinated by UPV/EHU.

As it has been presented in this document, during the first year of the project, the quality framework for the project was defined within WP3.1, including guidelines, procedures and templates to ensure a good collaboration between consortium members. All the information is publicly available at the web site of the project.

Edu4ALL D3.3.1 Intermediate Project Quality Assurance

Next, it has been shown that within WP3.2 the QA control process has served to ensure that the activities and deliverables of the project have been reviewed so far. All performed reviews have been summarized in this document and are available at the private section of the Web site of the project. This WP is a continuous WP that will last during the whole project.

Finally, with regards to the WP3.3, the first QA report is presented in this document and will be publicly available at the Web site of the project. Several partners have also completed the intermediate project quality reports related to their institutions that will be publicly available.