Reinforcing the Attractiveness, Impact and Skills of e-Facilitators for e-Inclusion

Evaluation questionnaire report:

Tutors training

18/10/2013

- **Technical Data**

Period of the training for tutors:	From 18th June to 14th October 2013
Date of the face-to-face training:	18th and 19th June 2013
Location of the face-to-face training:	Fundación Esplai premises, in el Prat de Llobregat (Barcelona)
Number of trainers:	7 people.
Countries of the trainers:	2 tutors from France
	2 tutors from Italy
	2 tutors from Rumania
	1 tutor from Switzerland
Official language of the training:	English
Languages spoken during the training:	English, French and Italian.
Previous experience of tutors with e-learning:	None
Number of interactions in the Forum of the Tutors training course:	40

Agenda of the training:

18th June, 2014	Topic
9.00 – 9.30	Welcome to tutors
9.30-10.30	Introduction to RAISE4ei project: • Project ideas and goals; • List and description of training modules
10.30 – 11.15	Introduction to Pilot phase: procedures and calendar.
11.15 – 11.40	Coffee break
11.40 – 12.30	Introduction to Transculturization phase: procedures and calendar.
12.30 – 14.00	The e-learning in the project: Web 2.0 and Moodle. Introduction to training portal and Moodle environment. First contact with modules.
14.00 – 15.00	Lunch
15.00 – 17.00	How to tutoring a course at distance.

19th June, 2014	Topic
9.30 - 10.30	Useful editing functions to work with Moodle. Let's practice!
10.30 – 11.00	Coffee break
11.00 – 14.00	Technical functionalities of Moodle to be comfortable during the pilot phase. Let's practice!
14.00 – 15.00	Lunch
15.00 – 16.30	Practical work with the guidance of Fundación Esplai team.

Main objectives of the training to achieve:
- Knowing project keywords, understand the phases of the project, and its schedule.
- Discover the basic structure of an e-learning training module.
- What and how to translate, adapt and contextualize a course.
- Discover the e-learning, Moodle platform, all its components and applications. Practice and remove fears using a Moodle platform with fake courses.
- The role of the tutor, its tasks and web 2.0 methodology.

- **Results and qualitative analysis of the satisfaction survey.**

The tutor training course is training designed to be developed in face-to-face workshop of two days of training and an extra week of learning by doing week.
Because of the characteristics of the project and the great involvement of National referents and Tutors during the all process of Transculturation and e-Learning after the Barcelona workshop, the e-learning training course and the forum was left opened in order to continue providing support.

The satisfaction questionnaire focused 3 main points of interest:
The expectations of tutors regarding the Tutors training course (B), the degree of satisfaction and usefulness of the tutors with respect to the objectives of training (C) and a self-analysis of their use of the forum in the e-learning course (D). It was added a comments box (E) at the end of the Evaluation questionnaire in case anyone want to make any further comment about the Tutors training course.

Hereunder there is the list of the surveys' questions in bold letters, its answers and the analysis result into each box at the end of each point of interest (B), (C), (D) and (E):

B. EXPECTATIONS

B.1- What were your expectations for the Tutors training course?

Everybody answered the question.
These were the answers given by tutors:
- *I expected to learn more about the technical apsects of he module, to hear more about who will be our "students", the facilitator. I also wanted to be able to share ideas, experience, advises.*
- *To learn about what an online training implies and about the best ways of using the Moodle platform in managing these courses.*
- *To learn and practice with Moodle e-elearning platforms and share knowledge and experiences with the other tutors.*
- *Discover Moodle platform. Understand the job of a tutor. Learn the tasks of a tutor and the right way to perform them.*
- *To learn about my assignments as a tutor, the role of each person in the program and how to use the moodle platform*
- *This is my first time as a tutor not only with the moodle platform, but also in a "at distance" environment. So I expected to learn how to technically use moodle and to learn how to be a tutor for ad on-line training course. My expectations were fully met by the training course, because every aspect of this job was analyzed and explained, not only in a theorical but also in a practical way, trough practical exercises and practice.*
- *This is my first time as a tutor in a "at distance" environment. So I expected to learn how to technically use moodle and tutoring. My expectations were fully met by the training course.*

B.2- To which degree has the Tutors training course has fulfilled your expectations?

Everybody answered the question.
In a scale from 1 to 10, there were 4 answers giving an 8 (57%) and 3 answers giving a 10 (43%).

> The expectations of the tutors were very aligned with the objectives established for the Tutor's training developed in Barcelona.
> The course responded successfully to the expectations expressed by tutors, and it is shown in the results of the survey, which yields an average of 8.9 out of 10.

SATISFACTION AND USEFULNESS

C.1- How do you evaluate each of the following aspects of the Tutors training course?

- **You know the project aims.**

Everybody answered the question.
In a scale with four possible answers (Not achieved, Partly achieved, Achieved and Fully achieved), there were 4 answers giving the highest score, Fully achieved (57%), and 3 answers giving an Achieved (43%).
There weren't suggestions.

- **You know the procedures and calendar of the Transculturation phase.**

Everybody answered the question.
In a scale with four possible answers (Not achieved, Partly achieved, Achieved and Fully achieved), there were 4 answers giving an Achieved (57%), and 3 answers giving the highest score, Fully achieved (43%).

There was one comment:
- *"To be more explicit about the e-training of the tutors after the 2 days in BCN. I had a few doubts during the following weeks but was able easily resolved with national referent and Alba."*

- **You know the procedures and calendar of the Pilot phase.**

Everybody answered the question.
In a scale with four possible answers (Not achieved, Partly achieved, Achieved and Fully achieved), there were 4 answers giving the highest score, Fully achieved (57%), and 3 answers giving an Achieved (43%).
There weren't suggestions.

- **You know how to use Moodle platform.**

There were 6 answers.
In a scale with four possible answers (Not achieved, Partly achieved, Achieved and Fully achieved), there were 3 answers giving an Achieved (50%), and 2 answers giving the highest score, Fully achieved (33%) and 1 answer giving a Partly achieved (17%).

There were some comments:
- *"No, I don't have any suggestion. I will improve with practice.";*
- *"No, I don't have any suggstions. Because I think, even if I know hoe to use it, I still have a lot to learn.";*
- *"The practice after the course is required to really learn to know the use of moodle";*
- *"It is really hard to learn in just two days all the characteristics of this platform. Maybe a longer period of training will be useful."*
- *"You get to learn on your own after the trainins showed you how it works, which is easy afterwards!"*

- **You know your role and tasks as Tutor during the Pilot phase.**

There were 6 answers.

In a scale with four possible answers (Not achieved, Partly achieved, Achieved and Fully achieved), there were 3 answers giving the highest score, Fully achieved (50%), and 3 answers giving an Achieved (50%).

There was one comment:
- *"A real practice would be the best way to explain this point, maybe by creating a course with a student at the other end, just to train the tutors on how to lead a forum, correct exercises, every aspect of the pilot phase."*

C.2- Leaving aside the typical nerves before training. After these 4 months in which you have been taught as e-tutor, do you got a clearer idea of which is your job as Tutor in this project?

Everybody answered the question.

In a scale with four possible answers (Not at all, Partly, Fairly and Fully), there were 4 answers giving the highest score, Fully (57%), and 3 answers giving an Fairly (43%).

There were some comments:
- *"I think so and I will work. I also know I can always ask trainers team for further suggestions.";*
- *"I think so, and I hope I'll be a good tutor. I also know I can always ask Alba and the other trainers for further specifications and suggestions.";*
- *"Thanks for the memorandum.";*
- *"I have to practice with real participants in the pilot e-learning to be shure to understand my role of tutor.";*
- *"Even if I didn't fully understand it during the tutor's training in Barcelona, I had the chance to get a clearer idea during the following months having the full support of all the partners and especially of Fundación Esplai."*
- *"Definitely, but a lot of surprises are head of us! Which is definitely part of the training."*

Considering the answers given by the tutors in the Satisfaction questionnaire, we conclude that tutors appreciated very much the Tutors training workshop in Barcelona and they appreciated also very much the training made since June 2013 up to October 2013, just before starting the Pilot phase giving a 50% of answers of Fully achieved and 47.5% of answers of Achieved.

It has been really well appreciated the role of National Referent and also the support of Fundación Esplai at the level of Support team of training issues, processes of the project and different Moodle platform issues.

It was understood by tutors that the Tutors training workshop in Barcelona was the starting point to start understand and working with Moodle but, undoubtedly, it was needed they worked on their own to manage Moodle comfortably and agility. It is recognized also that the e-learning platform, after all, is easily handled.

A tutor suggested that it would be interesting to do a real practice exercise with students, to deeply understand the way in which tutors should act with students during an e-learning course. This worry is understood because tutors don't have experience with e-learning courses; all the more reasons to take into account this point for further editions.

PARTICIPATION

D.1- Did you participated in the Question and Answer forum of the Tutors e-learning course?
Everybody answered the question.
In a scale with four possible answers (Not at all, Partly, Fairly and Fully), there were 4 answers giving an Fairly (57%), 3 people giving a Partly answer (29%) and 1 answer of a tutor who declared that never participated in the Forum (14%).

There were some comments:
- *"I always go my answers on this forum before I asked, and thanks to my national referent."*
- *"Being busy with some other things, I just asked the things that interested me in order to solve the problems that I faced with the Moodle platform. Few of the tutors got involved in this Forum."*
- *"Very useful but not very interactive, the participation in the online forum was quite low."*
- *"Only when some informations were missing. I also kept a sorrow eye on any post from any of my co-tutors but questions were more for my national referent."*

D.2- Was it useful for you?
Everybody answered the question.

In a scale with four possible answers (Not at all, Partly, Fairly and Fully), there were 4 answers giving the highest score, Fully (57%), and 3 answers giving an Fairly (43%).

There were some comments:

- *"I had an answer for every question, I the questions of the others helps me to find the solutions and improve in that way my knowing of moodle"*
- *"Very."*

Since June up to October there were more than 40 interactions in the Forum Questions and Answers (Tutors training course) from different Tutors and also some National referents.

What we can understand from the answers given by tutors in their answers is that the Forum was very useful for all of them: they all read all posts and found answers for their worries and concerns.
In other hand, from their scoring, it is said that they used it Fairly (57%) or Partly (29%); and only the 14% of tutors manifested that they never used it.

What it is shown in between the answers and the real participation in the Forum and during the project is that some Tutors took a role of administrators of Moodle so their level of participation during the Transculturation and e-Learning phase was different from those Tutors who developed their task only as tutor / teacher. Because almost all the doubts shown were related to questions concerned to administration and management issues, Tutors didn't found the need to participate in it, but all of them read questions/answers of the forum. The commitment and good relation among National Referents and Tutors shows that Tutors feel comfortable with the training course and the project.

C. COMMENTS

E.1- Do you want to add any extra comments?
There were some comments:
- *"Thanks Alba !"*
- *"Thank you!"*
- *"The first part of the training was too theoretical, too many explanations to me. Thanks to the second part, with a lot of practice, I learned a lot in Barcelona. Thank you Alba."*
- *"I wanted to thank the Fundación Esplai team for their support and willingness to help every time I had a problem I didn't know how to solve."*
- *"The training was very satisfactory, useful and well led."*

Considering the answers given by the tutors, we conclude that tutors appreciated very much the Tutors training workshop in Barcelona and they appreciated also very much the e-learning training made since June 2013 up to October 2013.
They found really useful, helpful and on time the support of Fundación Esplai and they felt comfortable and well-protected during the training & transculturation process.