HEALING
Art Therapy Diploma

WP5.3 Quality and Monitoring report

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1. INTRODUCTION

In this report, we will accumulate, analyse and summarise the results from the internal quality evaluations done in the 1st 6-months of the HEALING project.

The elements that were identified and evaluated during the 1st 6-months of the project were:

- Partnership online Meetings
- Deliverable Evaluation

2. POST MEETINGS' EVALUATIONS: AIMS AND PROCEDURES

The post-meetings evaluations among project partners, aimed to measure mainly the effectiveness of the partnership meetings. After each meeting, a meeting evaluation survey must be conducted. In each survey, each partner's project representatives rate the meeting in a questionnaire, using Google Forms for the distribution to the partners.

With an aim to ensure the quality of the HEALING project, key project processes, such as the partnership meetings are assessed through internal self-evaluation of the consortium by the project partners.

The aim of the evaluation is to assess the organisational issues of the meeting, and also the value of the received information to the project progress.

The internal evaluation is performed after each partnership meeting; all participants receive a questionnaire using an online digital survey tool that allows respondents to remain anonymous in order to collect quantitative and qualitative data.

The assessment is done by analyzing the responses from each partner to these questions.

The Quality Manager collects all the answers from the partners which will reflect the views of the consortium on its progress.

The meeting/event is considered approved if the average percentage of weighted answers is more than 70%. Scores less than this will require corrective actions by the partnership, led by the Project Coordinator.

The delivery of the questionnaires and the collection of results of this internal evaluation were done using Google Forms. Elaboration of results was done using MS Excel.

2.1 Kick-off Teleconference management meeting (19 March 2020)

The Kick-off meeting for the project *HEALING* has been evaluated. The survey was conducted amongst those who attended the Teleconference meeting that was held on March 19, 2020. A questionnaire was prepared and was delivered to the partners through Google Forms.

The first management meeting survey was detailed in order to ensure that partners have a clear view of the project and the chosen procedures are understood and accepted. The survey contained three parts of closed questions (with the possibility to provide comments at the end), 5 open questions and info regarding personal data, covered all activities included during the meeting and can be broken into the three following sections:

- **Part 1**: The Meeting, **Part 2**: The Project, **Part 3**: The Partnership

- **Personal remarks** (5 open questions)

- **Personal info**

In the first section the survey contained three parts of closed questions (5-point Likert scale), in which respondents had to give a grade between 1 and 5, with 5 being the highest (fully agree) and 1 the lowest (fully disagree). The possibility to provide comments at the end was provided.

The second section of the questionnaire included 5 open questions. Project partners were asked in this section to provide their opinions and concerns on some project aspects. The possibility to provide comments at the end was provided.

At the end respondents were asked regarding their personal data, for the purpose of ascertaining partner participation. This information was optional for the participants in order to preserve their anonymity.

Partners were allowed to submit their answers during the period from March 19th, 2020 to March 26th, 2020. **Out of 34 participants in the meeting** (according to the Attendance List), **27 responses were received**, coming from all partners (**79% participation in the survey**). This is illustrated in Figure 1. The responses given by the participants are analysed below.
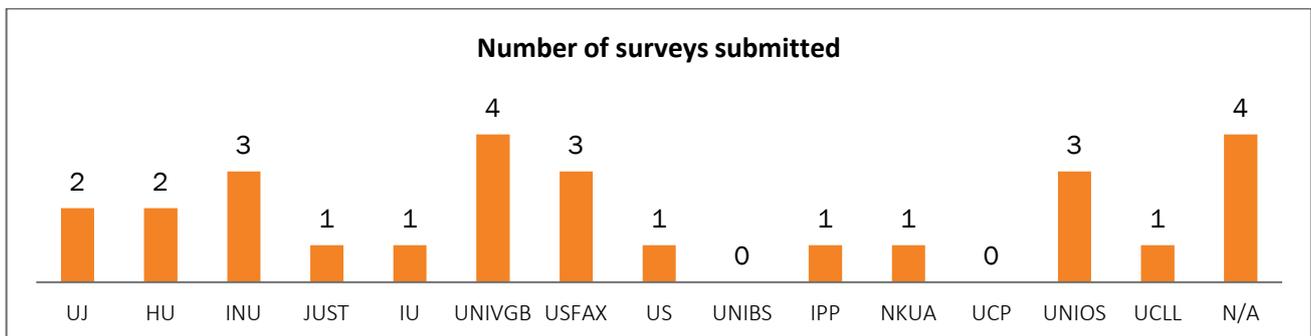

Figure 1. Number of surveys submitted (N=27)

2.1.1 Analysis of scaled questions

In **Part 1**, partners were asked to rate some questions characterizing the **overall meeting** and the hosting organization. Answers to all the questions were required.

Looking at the following chart, the majority of the partners (85%) seem to be satisfied about the organization of the meeting and they agreed that they had the chance and the possibility to be acquainted and to interact with the other projects partners. 4 participants (15%) had a neutral response on that question.

Also, the majority of the partners (89%) agreed that all presentations were clear and understandable, as well as that the agenda was well balanced, focusing on all key aspects of the project. 11% had a neutral response on these issues.

Moreover, 93% of the partners stated that the timetable was respected, the chosen teleconference platform was suitable to host the meeting and that they had a satisfactory experience with the platform with no technical difficulties. A very small percentage (7%) was neutral on these questions.

Furthermore, 82% of the partners agreed that they received all information about the meeting on time, while 3 participants (11%) had a neutral and 2 (11%) had a negative response.

The weighted average was above the threshold of 70,0%, for all questions.

Table 1. Analysis of responses on 1-5 scale for the kick-off project meeting evaluation ("The Meeting")

	1-Fully Disagree	2-Disagree	3-Neutral	4-Agree	5-Fully agree	weighted average	combined % >=3	Total
The meeting was well planned and organised.	0	0	4	2	21			27
	0%	0%	15%	7%	78%	93%	100%	100%
The agenda of the meeting was clear, balanced, focusing on all key aspects of the project.	0	0	3	4	20			27
	0%	0%	11%	15%	74%	93%	100%	100%
The participants received all information about the meeting on time.	0	2	3	4	18			27
	0%	7%	11%	15%	67%	88%	93%	100%
The topics were presented and discussed in a clear and understandable manner.	0	0	3	6	18			27
	0%	0%	11%	22%	67%	91%	100%	100%
Partners had the chance and the possibility to be acquainted and to interact with the other projects partners.	0	0	4	4	19			27
	0%	0%	15%	15%	70%	91%	100%	100%
All participants had to opportunity to express their observations/ comments/ questions about the topics of the meeting.	0	0	3	3	21			27
	0%	0%	11%	11%	78%	93%	100%	100%
	0	0	2	7	18			27
The timetable was respected.	0%	0%	7%	26%	67%	92%	100%	100%

The chosen teleconference platform was suitable to host the meeting.	0	0	2	3	22			13
	0%	0%	7%	11%	81%	95%	100%	100%
My experience with the teleconference platform was satisfactory.	0	0	2	7	18			27
	0%	0%	7%	26%	67%	92%	100%	100%
I did not experience any technical difficulties with the platform.	1	0	2	8	16			27
	4%	0%	7%	30%	59%	88%	96%	100%

Two partners provided comments. The comments were:

- *All these aspects were fully satisfactory*
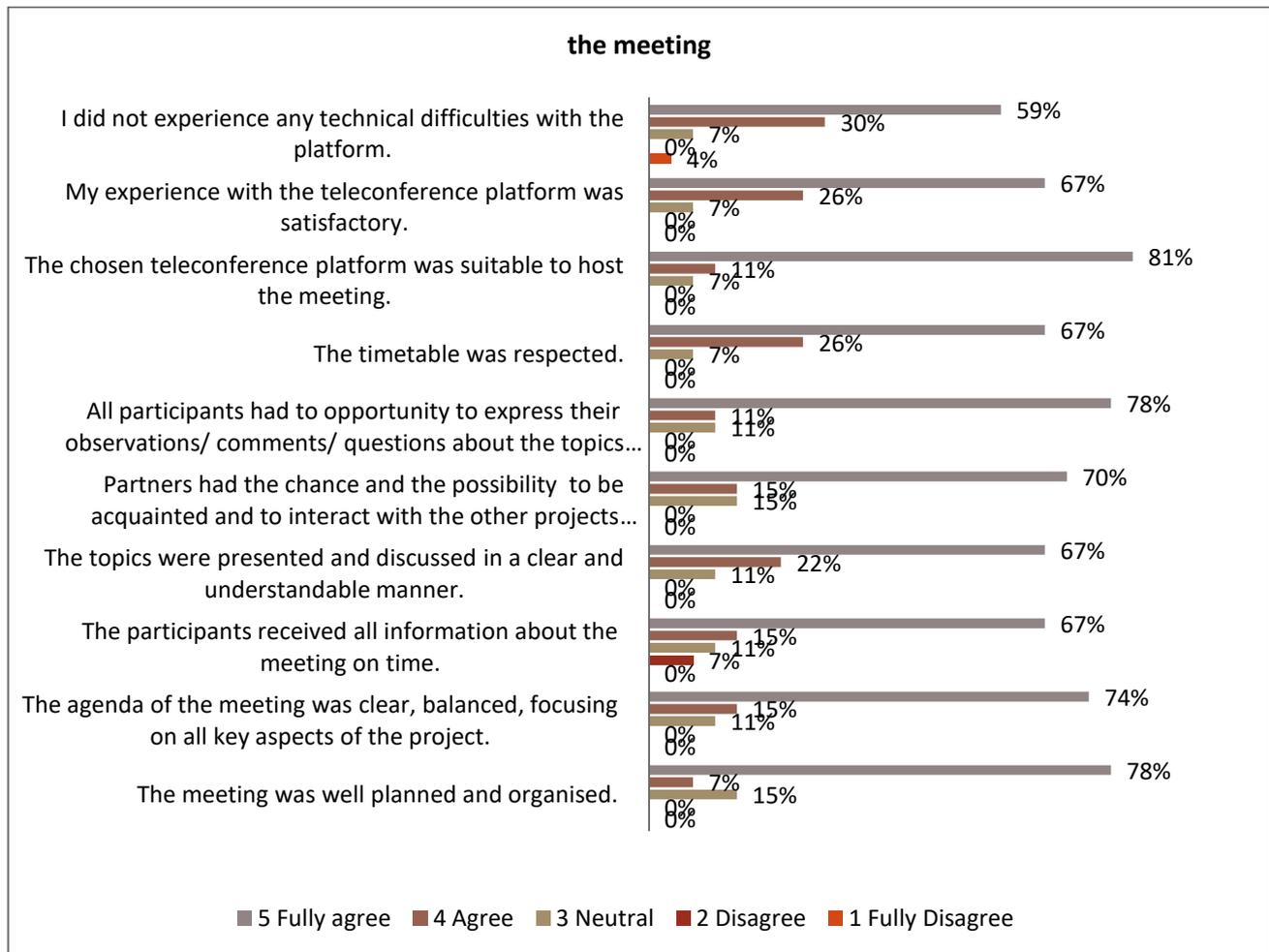
- *Everything was clear and go smoothly*

Figure 2: Analysis of responses on 1-5 scale for the kick-off project meeting evaluation ("The Meeting")

In **Part 2**, partners were asked to rate some questions characterizing **the project**. All partners replied to the questions.

Looking the chart, it is possible to understand that the meeting was useful to clarify some important aspects of the project. As we can see, 85% understand clearly the role of their institution/organization in this project and what is expected from them. 11% (3 participants) had a neutral response, while one participant (4%) had a negative response.

It is significant that the high majority, 89% of the partners stated that they have a clear view of the project aims and objectives. A percentage of 7% is neutral while 4% disagreed.

Moreover, 81% of the partners stated that they understand clearly the administrative structure of the project, while 15% (4 partners) had a neutral response and one partner a negative response.

The information given helped 92% of the partners to better understand the Work Packages of the project. Also 74% stated that the meeting helped them to understand clearly the interactions and links between the different Work Packages outputs.

The high majority also understands clearly the framework and deadline to be respected by all and agrees that the timescales proposed are realistic.

89% agreed that the meeting provided added value with respect to the progress of the project and the scheduling of the next steps. One partner had a neutral response, while 2 partners had a negative response on that issue.

The weighted average was above the threshold of 70,0%, for all questions.

Table 2. Analysis of responses on 1-5 scale for the kick-off project meeting evaluation ("The Project after the Meeting")

	1- Fully Disagree	2- Disagree	3- Neutral	4- Agree	5- Fully agree	weighted average	combined % >=3	Total
I have a clear view of the project aims and objectives.	0	1	2	11	13			27
	0%	4%	7%	41%	48%	87%	96%	100%
I understand clearly the administrative structure of the project.	0	1	4	9	13			27
	0%	4%	15%	33%	48%	85%	96%	100%
The information given helped me to better understand the Work Packages of the project.	0	1	1	12	13			27
	0%	4%	4%	44%	48%	87%	96%	100%
I understand clearly the interactions and links between the different Work Packages Outputs.	0	1	6	9	11			27
	0%	4%	22%	33%	41%	82%	96%	100%
I understand clearly the role of my	0	1	3	10	13			27

institution/organization in this project and what is expected from me for the project.							96%	
	0%	4%	11%	37%	48%	86%		100%
I understand clearly the framework and deadlines to be respected by all partners.	0	2	3	9	13			27
	0%	7%	11%	33%	48%	84%	93%	100%
The timescales proposed are realistic and feasible.	0	2	2	11	12			27
	0%	7%	7%	41%	44%	84%	93%	100%
The meeting provided added value with respect to the progress of the project and the scheduling of the next steps.	0	2	1	7	17		93%	27
	0%	7%	4%	26%	63%	89%		100%

One partner provided the following comment:

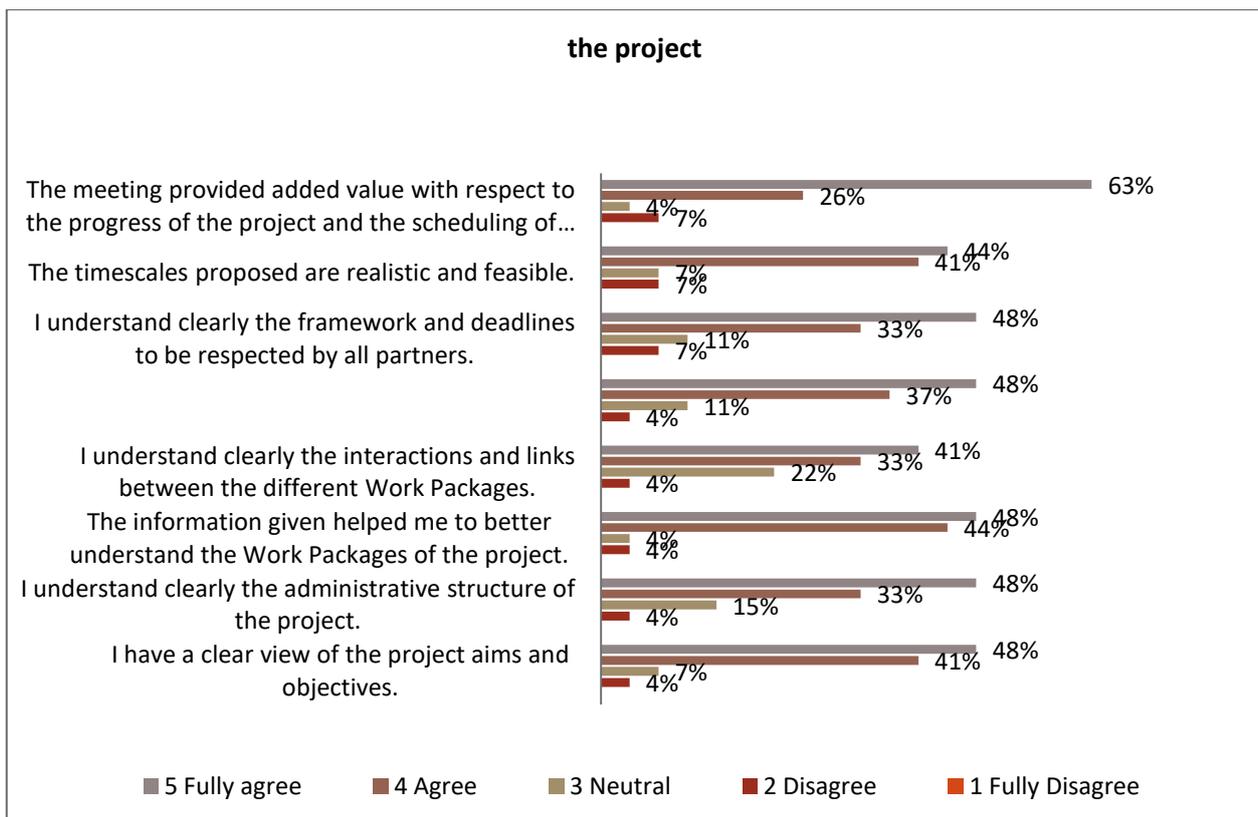*Even though the meeting was very helpful I still have to understand the project better*

Figure 3: Analysis of responses on 1-5 scale for the kick-off project meeting evaluation ("The Project after the Meeting")

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In **Part 3**, partners were asked to rate some questions characterizing **the partnership**. All replied to the questions.

According to the chart bellow, partners seem to be satisfied about the quality of the partnership and the spirit of collaboration, which has been emerged.

All questions received a small percentage of neutral responses by some partners, but the high majority gave positive rates to all examined issues.

The weighted average was above the threshold of 70,0%, for all questions.

Table 3. Analysis of responses on 1-5 scale for the kick-off project meeting evaluation ("The Partnership")

	1-Fully Disagree	2-Disagree	3-Neutral	4-Agree	5-Fully agree	weighted average	combined % >=3	Total
I feel the project is built on a strong partnership with an efficient administrative and financial coordination.	0	0	3	6	18			**27**
	0%	0%	11%	22%	67%	91%	100%	**100%**
The information given helped me to better understand the deliverables each partner has to produce and contributed to the mutual understanding of each partner's mission.	0	0	4	9	14			**27**
	0%	0%	15%	33%	52%	87%	100%	**100%**
The communication amongst the partners was effective and clear.	0	0	5	8	14			**27**
	0%	0%	19%	30%	52%	87%	100%	**100%**
The meeting helped with the development of trust and positive attitudes among partners.	0	0	4	5	18			**27**
	0%	0%	15%	19%	67%	90%	100%	**100%**

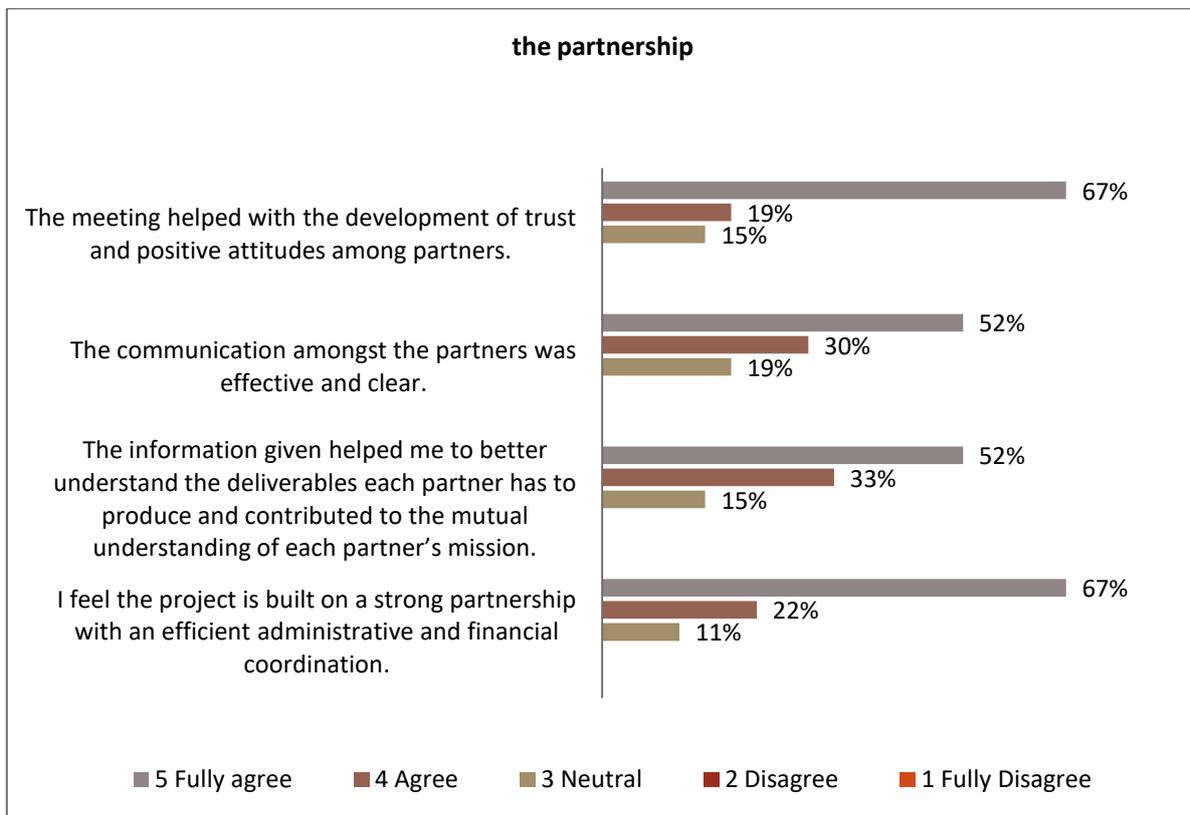There were no additional comments provided.

Figure 4: Analysis of responses on 1-5 scale for the kick-off project meeting evaluation ("The Partnership")

Overall Conclusions

Overall, the results of the analysis show a perception of a good meeting since the majority agreed that its contents contributed to making the work ahead much more concrete and that it was useful to clarify some important aspects of the project, as well as it contributed positively to the progress of the project and the scheduling of the next steps.

The **highest** result came for the question "*The chosen teleconference platform was suitable to host the meeting*" with weighted average 95%.

The **lowest** rated question was "*I understand clearly the interactions and links between the different Work Packages Outputs*" (weighted average: 82%).

12 out of 22 questions had a range of responses from 3 to 5 (Neutral to Fully Agree), for **9 questions the range was from 2 to 5 (Disagree to Fully Agree)**, whereas for **1 question, the range was 1 to 5 (Fully Disagree to Fully Agree).**

2.1.2   Open ended questions

In this section of the questionnaire, we asked partners about their perception of the effectiveness of the meeting to solve problems and questions, as well future obstacles. It must be noted that the following analysis concerns specific responses received, since most questions were either remained unanswered or received a general response.

The meeting enabled me to clear up questions I previously had on:

Most of respondents of this question either did not answer or gave a general positive answer (21/27 answers). The following analysis concerns the specific received responses.

The majority of specific answers (6 answers) in this question concern the clarification of project aims and objectives and the main roles of the partners, as well as some financial and administrative issues.

The following element is still a major concern to me:

Many of the respondents of this question (17/27) did not answer. The following analysis concerns the specific received responses (10 answers).

Most participants stated concerns mostly about the on time implementation of the project's tasks due to the Corona virus situation as well as the need of physical meetings among the partners. Concerns about the components of the Art Therapy Center were also raised.

Other concerns noted by two partners were about the clarification of the role of each partner in each deliverable. Moreover, one partner seems to have concerns about the proper implementation of the conferences as well as about the subjects that are going to be discussed during the conferences.

Three partners stated that they are worried about the payment procedures for suppliers and service providers, as well as about the general budget of the project.

The major obstacle/barrier in this project for the near future will be:

15/27 of respondents of this question did not answer. The following 12 comments received, stated as future problems the following:

"Time table due to corona virus"

"The Corona virus problem prevented the partners from going to their universities"

"The Art Therapy Diploma"

"Involving stakeholders"

"The situation of the worldwide because of the COVID2019"

"Material acquisition"

"Financial management issues"

"Distance is the major obstacle: the absence of direct communication (face-to-face) which allows us to understand each other better"

"The current situation and the problem of Covid 19 which affected all the participating countries can influence the launch of our project"

"The contingent situation due to the coronavirus Pandemic, as it is hard to involve other colleagues from Brescia University"

"The current difficulties caused by the global epidemic (Covid 19) "

"Cooperation in a large consortium"

It is clear that most of the answers express concerns about the proper implementation of the project due to the influence of the Covid-19.

Please tell us the most important outcomes of the project for your organization. Why are they more important than other outcomes?

In this question 14/27 partners stated the following:

"Curriculum development and the construction of training center as this is a major aspect in community services"

"To start the project, to know about different WPs, to distribute the tasks between the partners"

"Art Therapy Center, Art Therapy Diploma"

"Setting up courses in a different domain"

"Implementation of Art Therapy Center"

"Art Therapy training"

"Art Therapy center"

"Create collaboration with other institutions and associations"

"Offer opportunities for teachers and students to have training and knowledge then Art therapy practices"

"The Healing project will support our newly created music therapy department/diploma"

"First, acquiring a better knowledge about this type of projects. Second, comparing different views about the organization of the Diploma in Art Therapies. Third, acquiring skills in mastering all aspects of the organization of the course beyond my specific expertise."

"Diploma in Art Therapy, because it is a new beneficial program will be established in my organization"

"WP1, because it will form the basis for the next outputs"

"IT is a good EXPERIENCE to communicate with other people from different culture, and get benefit from their experience effectively"

Suggestions and aspects to be improved:

Many of respondents of this question either did not answer or gave a general answer (22/27 answers). The following analysis concerns the specific received responses.

In this question we received a variety of different responses. Three partners have mentioned the need of the organisation of more frequent online meetings. One partner stated that it is essential to clarify the economic part of the project as it is the milestone on which the local team could be composed. Moreover, one partner mentioned that there is a need of "*Modern online tools, applications and technologies for collaboration, workshops and learning to enhance the collaboration between the partners*".

Are there any additional comments you would like to make regarding the project?

The only closing additional comment received was:

"It is better to think of the general aspect of art than of music only"

3.1   Teleconference management meeting (4 June 2020)

The partner's meeting for the project *HEALING* has been evaluated. The survey was conducted amongst those who attended the Teleconference meeting that was held on June 4, 2020. A questionnaire was prepared and was delivered to the partners through Google Forms.

The survey contained two parts of closed questions, 3 open questions and info regarding personal data, covered all activities included during the meeting and can be broken into the three following sections:

- **Part 1:** The Meeting, **Part 2**: The Project
- **Personal remarks** (3 open questions)
- **Personal info**

In the first section the survey contained two parts of closed questions (5-point Likert scale), in which respondents had to give a grade between 1 and 5, with 5 being the highest (fully agree) and 1 the lowest (fully disagree). The possibility to provide comments at the end was provided.

The second section of the questionnaire included 3 open questions. Project partners were asked in this section to provide their opinions and concerns on some project aspects. The possibility to provide comments at the end was provided.

At the end respondents were asked regarding their personal data, for the purpose of ascertaining partner participation. This information was optional for the participants in order to preserve their anonymity.

Partners were allowed to submit their answers during the period from June 10th, 2020 to June 16th, 2020. **Out of 38 participants in the meeting** (according to the Attendance List), **24 responses were received**, coming from all partners (**55,3% participation in the survey**). This is illustrated in Figure 1. The responses given by the participants are analysed below.
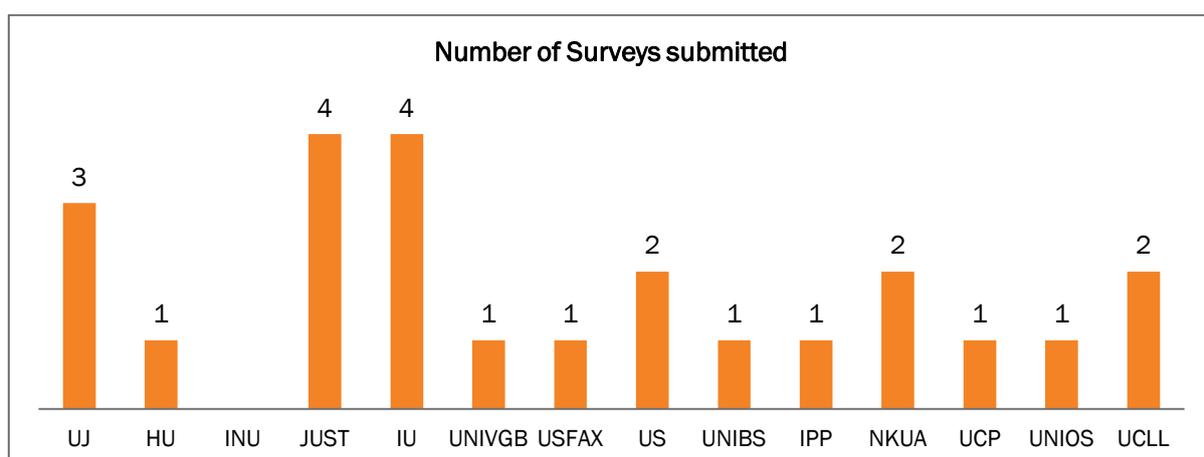

Figure 5. Number of surveys submitted (N=24)

2.1.3   Analysis of scaled questions

In **Part 1**, partners were asked to rate some questions characterizing the **overall meeting** and the hosting organization. Answers to all the questions were required.

According to the chart bellow, the majority of partners (92%) seem to be satisfied about the organizational aspects of the meeting and they agree that the agenda was clear, focusing on all key aspects of the project.

Moreover, 87% stated that they received all information on time, while 92% pointed that all presentations were clear and understandable as well as 96% stated that the timetable was respected.

The high majority (88%) felt that they were able to interact during the meeting with the other partners.

All questions have received a small percentage of neutral and negative responses.

The weighted average was above the threshold of 70,0%, for all questions.

Table 4. Analysis of responses on 1-5 scale for the 2nd project meeting evaluation ("The Meeting")

|	1- Fully Disagree	2- Disagree	3- Neutral	4- Agree	5- Fully agree	weighted average	combined % >=3	Total
The meeting was well planned and organised.	0	2	0	10	12			24
	0%	8%	0%	42%	50%	87%	92%	100%
The agenda of the meeting was clear, balanced, focusing on all key aspects of the project.	0	1	1	10	12		96%	24
	0%	4%	4%	42%	50%	88%		100%
The participants received all information about the meeting on time.	1	1	1	7	14		92%	24
	4%	4%	4%	29%	58%	87%		100%
The presentations by the partners were clear and understandable.	0	1	1	4	18		96%	24
	0%	4%	4%	17%	75%	93%		100%
Partners were able to interact with the other project's partners.	0	1	2	9	12			24
	0%	4%	8%	38%	50%	87%	96%	100%
The timetable was respected.	0	1	0	4	19			24
	0%	4%	0%	17%	79%	94%	96%	100%
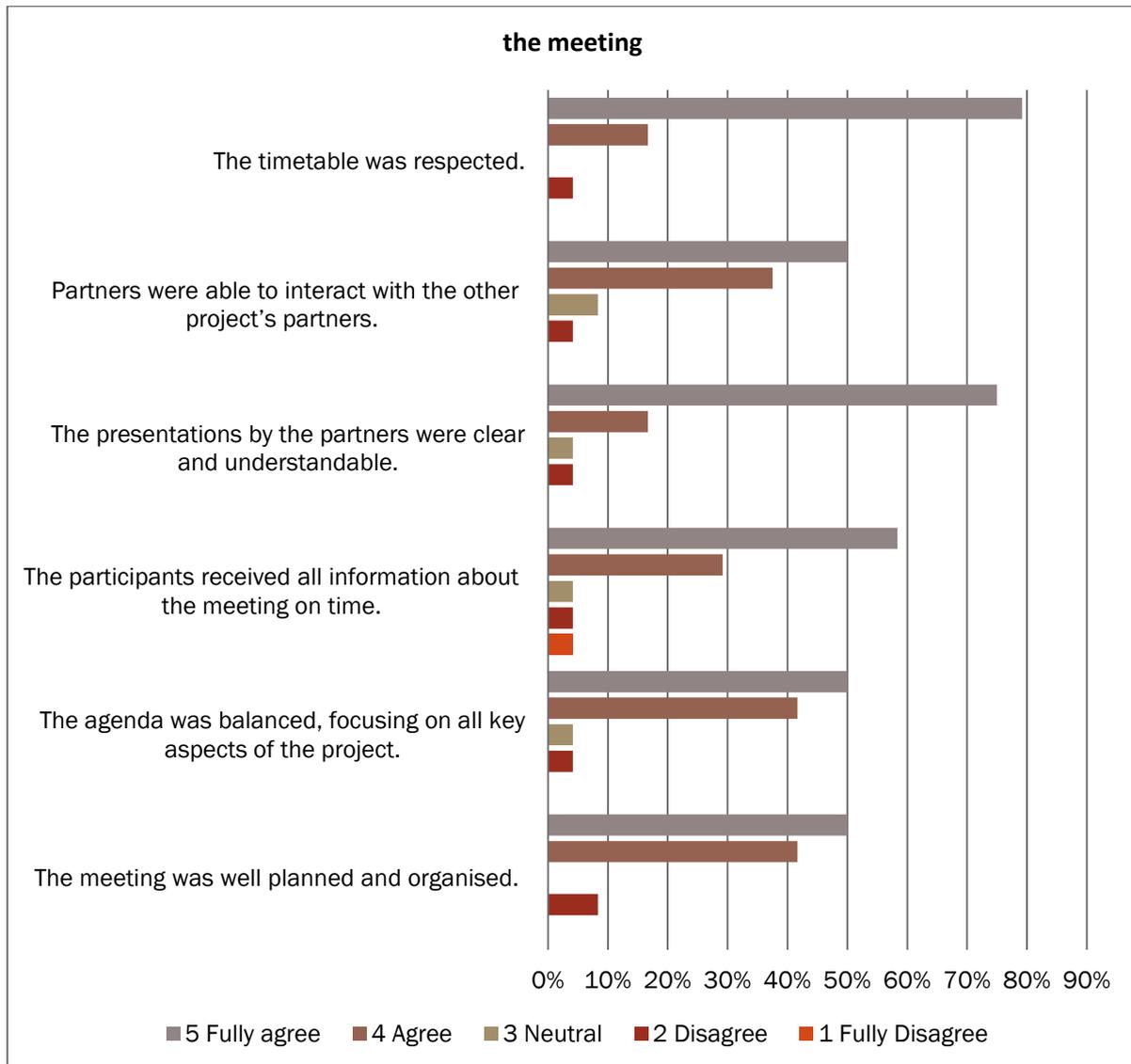
Figure 6: Analysis of responses on 1-5 scale for the 2nd project meeting evaluation ("The Meeting")

In **Part 2**, partners were asked to rate some questions characterizing **the project**. All partners replied to the questions.

It is of high importance that 96% of the partners stated that the meeting contributed positively to the progress of the project and the scheduling of the next steps, the communication between the partners was effective and clear and that the meeting helped with the development of trust and positive attitudes among partners. These three issues received one negative response (4%) by one participant.

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Moreover, 84% pointed that the timescales proposed are realistic and feasible. This question received 3 neutral responses (13%) and one negative (4%).

The weighted average was above the threshold of 70,0%, for all questions.

Table 5.Analysis of responses on 1-5 scale for the 2nd project meeting evaluation ("The Project after the Meeting")

|	1- Fully Disagree	2- Disagree	3- Neutral	4- Agree	5- Fully agree	weighted average	combined % >=3	Total
The timescales proposed are realistic and feasible.	0	1	3	10	10			24
	0%	4%	13%	42%	42%	84%	96%	100%
The meeting contributed positively to the progress of the project and the scheduling of the next steps.	0	1	0	7	16			24
	0%	4%	0%	29%	67%	92%	96%	100%
The communication between the partners was effective and clear.	0	1	0	11	12			24
	0%	4%	0%	46%	50%	88%	96%	100%
The meeting helped with the development of trust and positive attitudes among partners.	0	1	0	9	14			24
	0%	4%	0%	38%	58%	90%	96%	100%
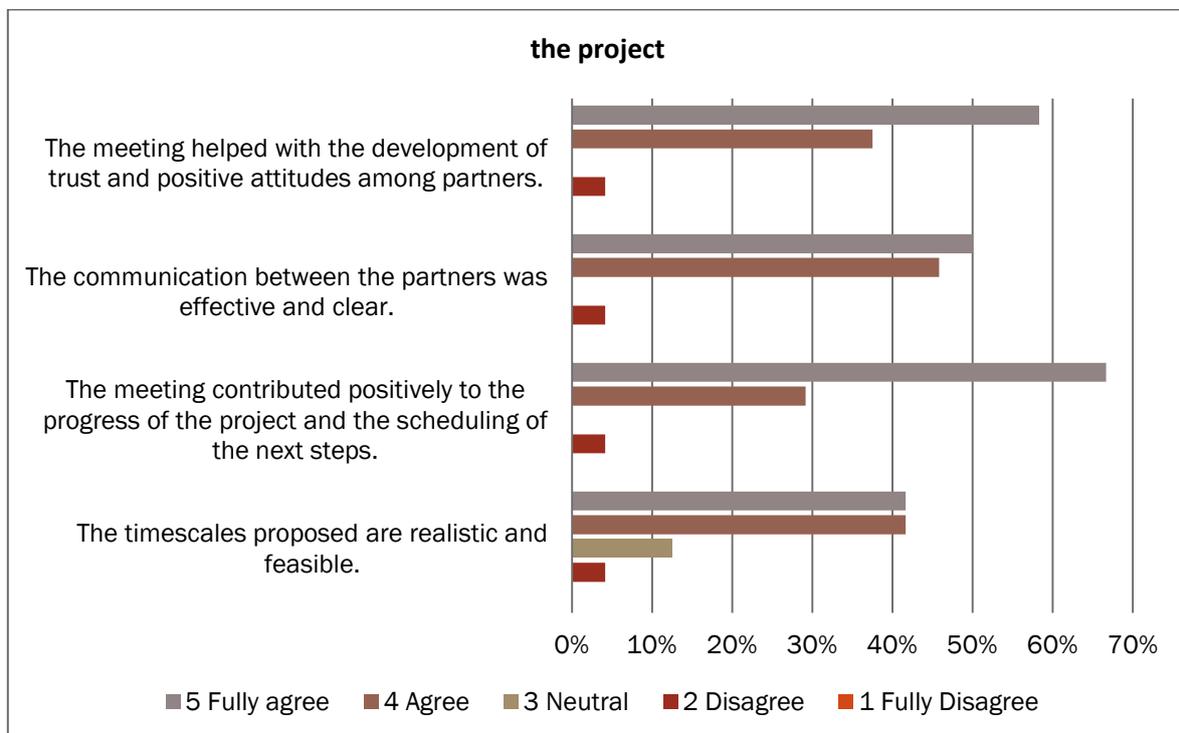
Figure 7: Analysis of responses on 1-5 scale for the 2nd project meeting evaluation ("The Project after the Meeting")

Overall Conclusions

Overall, the results of the analysis show a perception of a good meeting since the majority agreed that its contents contributed to making the work ahead much more concrete and that it was useful to clarify some important aspects of the project, as well as it contributed positively to the progress of the project and the scheduling of the next steps.

All questions were highly rated. The **highest** result came for the question "*The timetable was respected*", with weighted average 94%.

The **lowest** rated question was "*The timescales proposed are realistic and feasible*" (weighted average: 84%).

9 out of 10 questions had a range of responses from 2 to 5 (Disagree to Fully Agree), whereas for **1 question, the range was 1 to 5 (Fully Disagree to Fully Agree).**

2.1.4   Open ended questions

In this section of the questionnaire, we asked partners about their perception of the effectiveness of the meeting to solve problems and questions, as well future obstacles. It must be noted that the following analysis concerns specific responses received, since most questions were either remained unanswered or received a general response.

The following element is still a major concern to me:

Many of respondents of this question either did not answer or gave a general answer (17/21 answers). The following analysis concerns the specific received responses.

Three participants stated concerns regarding the difficulty to determine the subjects included in the program. Moreover, one participant stated that due to Covid-19 emergency the partners had not the chance to physically meet each other and that makes work ahead a little bit difficult. Also one participant stated as concern the selection of the equipment.

Suggestions and aspects to be improved:

Many of respondents of this question either did not answer or gave a general answer (18/21 answers). The following analysis concerns the specific received responses.The following suggestions were made:

> "*I suggest somebody from nursing schools to be involved in the curriculum preparations (for communication skills and mental health courses)*"

"Maybe we can learn more from the experiences already underway in other countries other than the partners"

"The meeting must be announced at least 10 days in advance"

"Conduct a monthly online meeting"

Are there any additional comments you would like to make regarding the project?

The only closing additional comment received was that all partners should pay more attention to the quality issues of the project.

3. DELIVERABLE EVALUATIONS

Document deliverables that are identified as key in the Quality Plan Spreadsheet undergo an internal evaluation process by the partners involved in the task, after the distribution of the deliverable to the partners. For each evaluation, each partner's project representatives rate the delivarable in a questionnaire.

The questionnaire used consists of 4 sections. The 1st section (1.Assessment of Deliverable by the Reviewer) contains 8 Yes/No questions regarding completeness, thoroughness, and appropriateness of the work delivered. Depending on the nature of the deliverable, there is an option to omit some questions as irrelevant. The 2nd section (Suggested improvements) concerns possible changes that should be implemented - Missing information - Further improvements and the 3rd concerns possible minor corrections that need attention**.** Both questions guide the respondent to add the exact point (page, section, etc) of the document (or other deliverable) where the need for improvement or correction was spotted. The last section (4. Conclusion) give 3 options: A. Deliverable accepted; no changes required, B. Deliverable accepted but changes required, C. Deliverable not accepted; it must be reviewed after changes are implemented, according to which the final decision about the acceptance of the deliverable is made.

Room for observations and suggestions was also made available.

At the beginning of the questionnaire respondents are asked to declare their organisation, for the purpose of ascertaining partner participation.

4.1   WP1.4. Analysis of surveys' results and elaboration of final reports

A questionnaire was prepared and was delivered to the partners regarding the acceptance of the deliverable of the task WP1.4.

The deliverable was presented and analysed in the several project meetings that have been held in order to support WP1's development. During these meetings partners discussed on the deliverable and made several comments and suggestions of improvement.

Between 29/07/2020 and 10/08/2020, 2 responses were received. Only one partner used the Deliverable Evaluation Form while both of them made comments on the deliverable itself. According to the partner that used the Evaluation Form the Deliverable is not accepted and it must be reviewed after changes are implemented.

5.1   WP5.2. Quality and Monitoring Plan

A questionnaire was prepared and was delivered to the partners regarding the acceptance of the deliverable of the task WP5.2 which was titled "Quality and Monitoring Plan".

Between 10/05/2020 and 19/06/2020, 6 responses were received. The analysis of responses can be seen below.

33% of respondents stated that they have some remarks about the format of the deliverable. 17% pointed that the deliverable needs the addition of elements to reach completeness and that all aspects are not thoroughly and in depth analyzed.

All other questions see a 100% agreement. The majority agree that the deliverable should be accepted, without modifications. Two partners stated that minor changes are required in order the deliverable to be accepted.

All the suggestions of improvement and observations stated in partner's evaluation survey were taken into consideration in order the deliverable to be finalised.
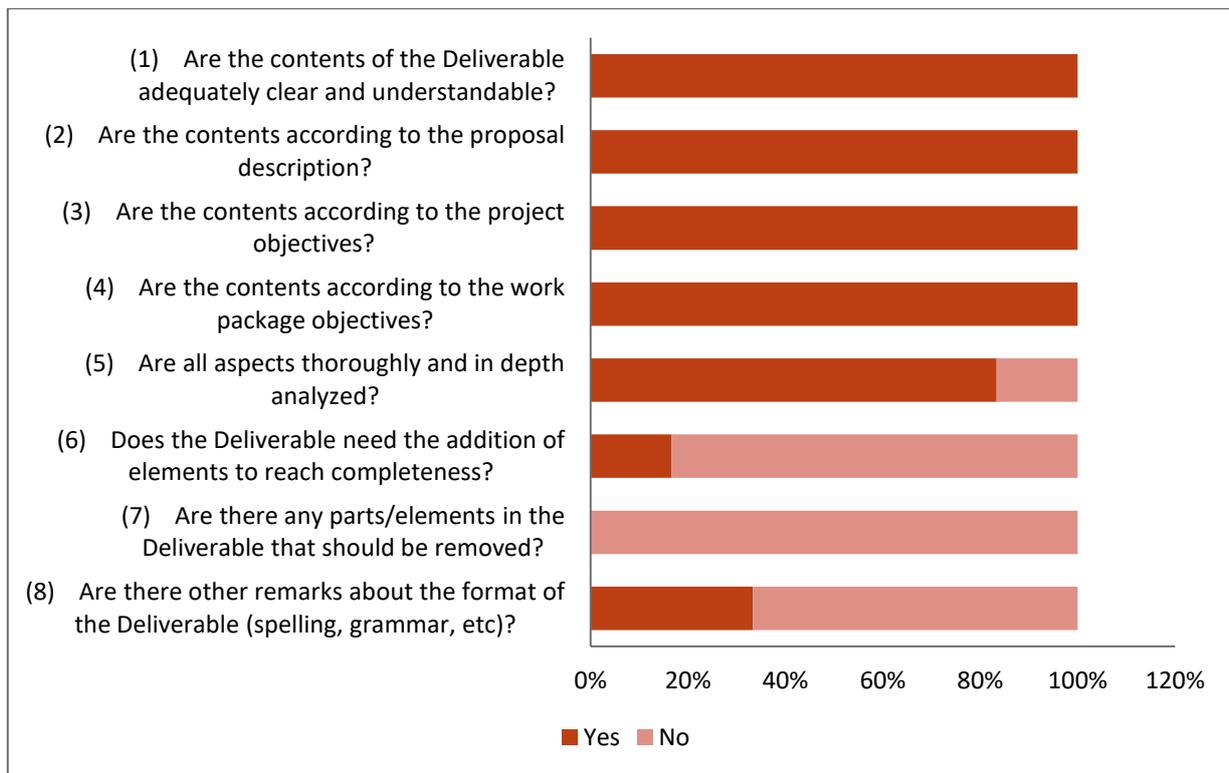
Figure 8: Analysis of responses on Yes-No scale for the deliverable evaluation (Assessment of the Deliverable)
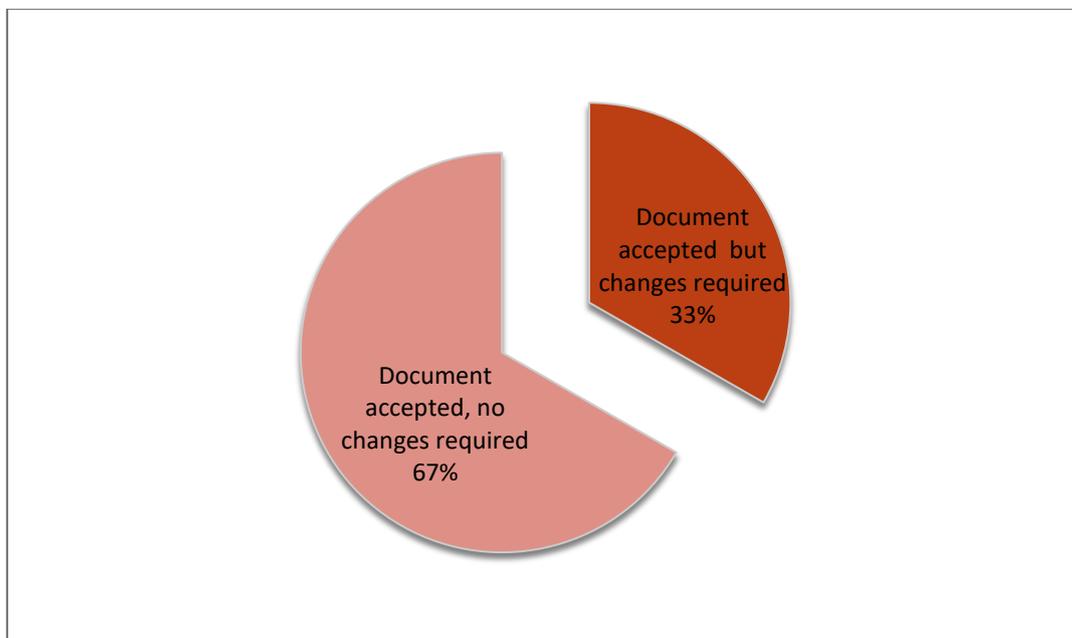

Figure 9: Analysis of responses on Acceptance or not of the Deliverable