



HEALING
Art Therapy Diploma

WP5.3 Quality and Monitoring report

February 8, 2021



Erasmus+

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1. INTRODUCTION

In this report, we will accumulate, analyse and summarise the results from the internal and external quality evaluations done during the 2nd 6-months (August 2020-January2021) of the HEALING project.

The elements that were identified and evaluated during the above period of the project were:

- Regular Internal measurement of satisfaction among partners
- Partnership online Meetings
- Deliverable Evaluations
- Website evaluation
- Training Evaluations

2. INTERNAL EVALUATION OF THE PROJECT PROGRESS

The internal evaluations among project partners, aimed to measure the project management, internal communication, collaboration with external stakeholders and the overall evaluation of the project, are meant to be conducted at the end of each project year.

In each survey, each partner's project representatives rate the performance of the partnership in a questionnaire, using Google Forms.

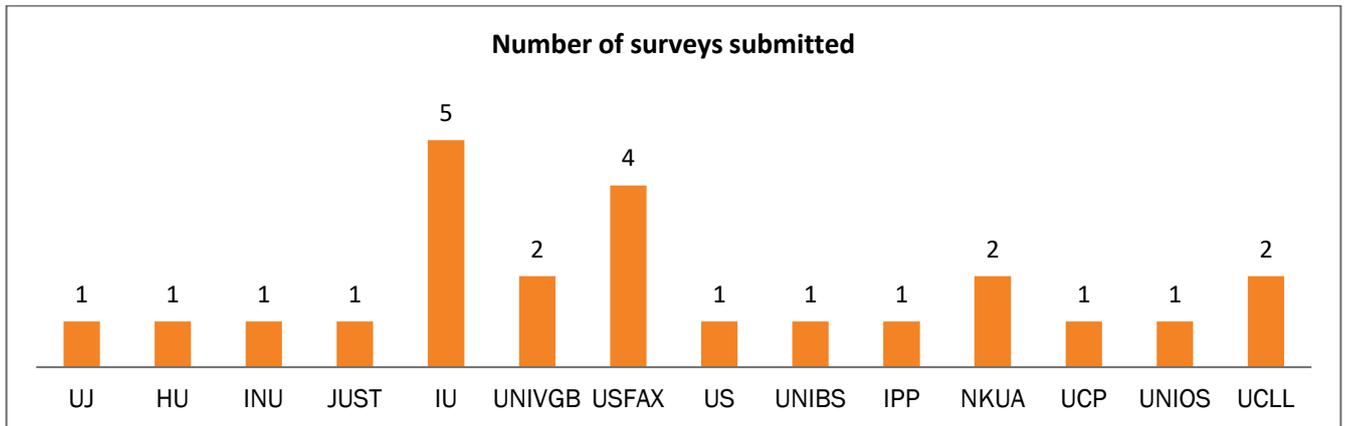
The questionnaire used for the surveys consisted of a total of 23 questions, grouped in 4 sections: Project management, Internal communication, External Communication and Overall project progress. The questions included 22 closed questions on 5-point Likert scale, where respondents have to give a grade between 1 and 5, with 5 being the highest (Fully Agree) and 1 the lowest (Fully Disagree), and 3 open-ended questions for remarks, comments and suggestions.

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

2.1 1st internal evaluation (12-months, January 2021)

The 1st internal evaluation was conducted between January 24 and January 29, 2021.

All partners' representatives were invited to participate; 24 responses were received. The participation per partner is illustrated in *Figure 1* below.


 Figure 1: Participation in the 1st project evaluation

2.1.1 Analysis of scaled questions

The responses given by the participants are analysed below. The responses received can be found below in *Table 1* and *Figure 2*.

 Table 1. Analysis of responses on 1-5 scale for the 1st project evaluation

		Count	1-Strongly Disagree	2- Disagree	3- Neutral	4- Agree	5-Strongly Agree	weighted average
Section 1. Project Management								
Q1	I know what the project aims to achieve.	24	0%	0%	0%	17%	83%	97%
Q2	The responsibilities for each partner are stated clearly.	24	0%	0%	0%	50%	50%	90%
Q3	I am aware what tasks my organisation has to do in the coming months.	24	0%	0%	17%	29%	54%	88%
Q4	Feedback from the lead partner is received when a query is raised from a partner.	24	0%	0%	8%	21%	71%	93%
Q5	Issues are resolved quickly and effectively.	24	0%	0%	8%	29%	63%	91%
Q6	We receive instructions about meetings well in advance.	24	0%	4%	4%	21%	71%	92%
		Avg.1	0%	1%	6%	28%	65%	92%
Section 2. Internal Communication								
Q7	I'm satisfied with the file-sharing tool used and the	24	0%	0%	0%	42%	58%	92%

		Count	1-Strongly Disagree	2- Disagree	3- Neutral	4- Agree	5-Strongly Agree	weighted average
	method that is used for Project internal communications.							
Q8	Response from partners on raised issues is satisfactory.	24	0%	0%	4%	42%	54%	90%
Q9	All partners provide regular updates on their work package activities.	24	0%	0%	4%	42%	54%	90%
Q10	There is a good level of communication with the lead partner.	24	0%	0%	0%	29%	71%	94%
Q11	There is a good level of communication among all partners.	24	0%	0%	0%	38%	63%	93%
		Avg.2	0%	0%	2%	38%	60%	92%
	Section 3. External Communication							
Q12	The materials prepared and used have been appropriate and effective for the promotion of the project objectives and results.	24	0%	0%	4%	38%	58%	91%
Q13	The project partners have addressed and effectively engaged the relevant stakeholders	24	0%	0%	17%	38%	46%	86%
Q14	The project activities so far promote the exploitation of the project findings.	24	0%	0%	8%	46%	46%	88%
Q15	The dissemination activities so far are in line with the strategy described in the dissemination plan.	24	0%	0%	8%	38%	54%	89%
Q16	The dissemination strategy depicted in the dissemination plan has been feasible and effectively facilitated the promotion of the project results and objectives.	24	0%	0%	4%	46%	50%	89%
		Avg.3	0%	0%	8%	41%	51%	89%
	Section 4. Overall Project Progress							
Q17	The project is keeping up with the planned objectives.	24	0%	0%	4%	29%	67%	93%
Q18	The workplan of the project is being followed.	24	0%	0%	0%	46%	54%	91%
Q19	Any deviations from the workplan have been well	24	0%	0%	4%	42%	54%	90%

		Count	1-Strongly Disagree	2-Disagree	3-Neutral	4-Agree	5-Strongly Agree	weighted average
	considered and agreed by all.							
Q20	Partners have committed the required time and resources to achieve the objectives.	24	0%	0%	4%	38%	58%	91%
Q21	I'm satisfied with the deliverables delivered during the first year of the project.	24	0%	0%	4%	21%	75%	94%
Q22	My expectations regarding my involvement in the project (effort, time, commitments, etc) were met.	24	0%	0%	4%	42%	54%	90%
		Avg.4	0%	0%	3%	36%	60%	91%
		Avg. 1-4		0%	5%	35%	59%	91%

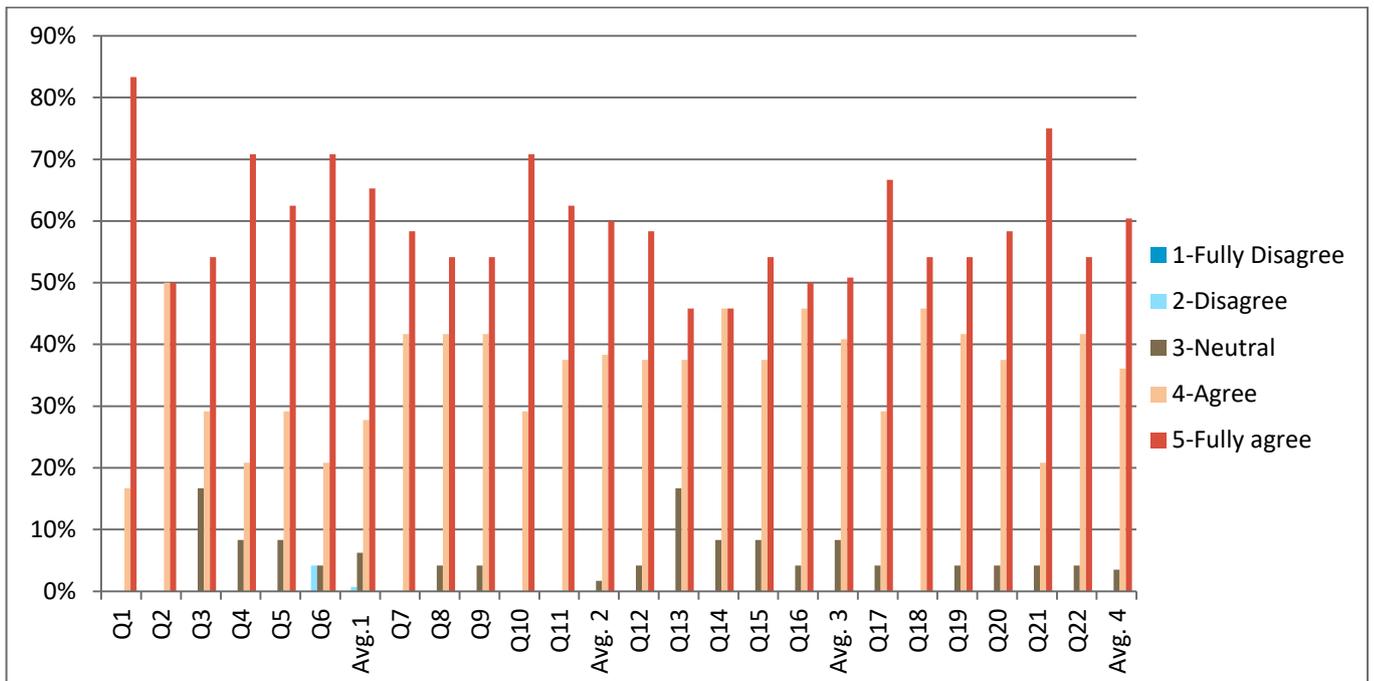


Figure 2: Analysis of responses on 1-5 scale for the 1st project evaluation

As we can see, in all questions, the number of responses “Fully Agree” statement dominate over the “Agree” responses. Also the high majority of participants responded with a positive reply, marking the responses as Agree (35%), and Fully Agree (59%) overall, for all 4 sections.

The only questions that received a “Disagree” response by one participant, was Q.6 (We receive instructions about meetings well in advance).

3. 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.

The questionnaire used for these surveys consists of 13 questions, grouped into 3 sections, 10 of which are closed questions on 5-point Likert scale, where respondents have to give a grade between 1 and 5, with 5 being the highest (Fully Agree) and 1 the lowest (Fully Disagree), as well as 3 open-ended questions.

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

During the project various online meetings have been organized in order to discuss the monitoring of progress towards completion of the deliverables and of the assigned Tasks. These short meetings that aimed to discuss specific topics have not undergone an evaluation. Overall, the meetings that have been held from the beginning of the project till present are 6.

3.1 3rd Teleconference management meeting (21 September 2020)

The 3rd meeting for the project *HEALING* has been evaluated. The survey was conducted amongst those who attended the Teleconference meeting that was held on September 21, 2020. A questionnaire was prepared and was delivered to the partners through Google Forms.

Partners submitted their answers during the period from September 22nd, 2020 to October 2nd, 2020. **Out of 33 participants in the meeting** (according to the Attendance list), **30 responses were received**, coming from all partners (**90% participation in the survey**). This is illustrated in Figure 3.

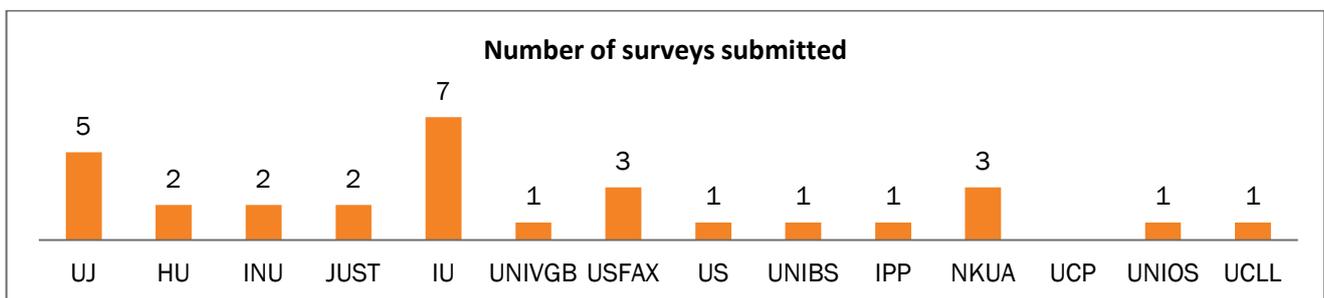


Figure 3. Number of surveys submitted (N=30)

The responses given by the participants are analysed below.

3.1.1 Analysis of scaled questions

The responses received can be found below in Table 2 and in Figures 4 and 5. Most participants responded with a positive reply, marking the responses as Agree (31%), and Fully Agree (63%) overall, for both sections. On average there was 91% agreement with the statements of the 2 sections, well above the appointed 70% threshold, suggesting that participants were overall satisfied with the effectiveness of the project meeting.

In the first section of questions, about the Meeting itself, the answers favour mostly the highest rate (Fully Agree, 68%) while Agree is at 26%. A very small percentage (4%) is Neutral and (2%) Disagree.

In the second section of questions about the perception of the Project after the meeting, the response rates are mostly Fully Agree (55%) and Agree (39%) responses, while a very small percentage (5%) is Neutral.

Table 2. Analysis of responses on 1-5 scale for the 3rd project meeting evaluation

	Count	1-Fully Disagree	2- Disagree	3- Neutral	4- Agree	5-Fully agree	weighted average
Section 1. The meeting							
The meeting was well planned and organised.	30	0 0%	0 0%	2 7%	5 17%	23 77%	94%
The agenda was balanced, focusing on all key aspects of the project.	30	0 0%	0 0%	1 3%	6 20%	23 77%	95%
The participants received all information about the meeting on time.	30	0 0%	1 3%	1 3%	6 20%	22 73%	93%
The presentations by the partners were clear and understandable.	30	0 0%	0 0%	0 0%	12 40%	18 60%	92%
Partners were able to interact with the other project's partners.	30	0 0%	0 0%	2 7%	10 33%	18 60%	91%
The timetable was respected.	30	0 0%	2 7%	2 7%	7 23%	19 63%	89%
	Avg. 1		2%	4%	26%	68%	92%
Section2. The project after the meeting							
The timescales proposed are realistic and feasible.	30	0 0%	0 0%	3 10%	15 50%	12 40%	86%
The meeting contributed positively to the progress of the project and the scheduling of the next steps.	30	0 0%	0 0%	0 0%	11 37%	19 63%	93%
The communication between the partners was effective and clear.	30	0 0%	0 0%	2 7%	10 33%	18 60%	91%

	Count	1-Fully Disagree	2-Disagree	3-Neutral	4-Agree	5-Fully agree	weighted average
The meeting helped with the development of trust and positive attitudes among partners.	30	0 0%	1 3%	1 3%	11 37%	17 57%	89%
	Avg. 2	0%	0%	5%	39%	55%	90%
	Avg. 1,2	0%	1%	5%	31%	63%	91%

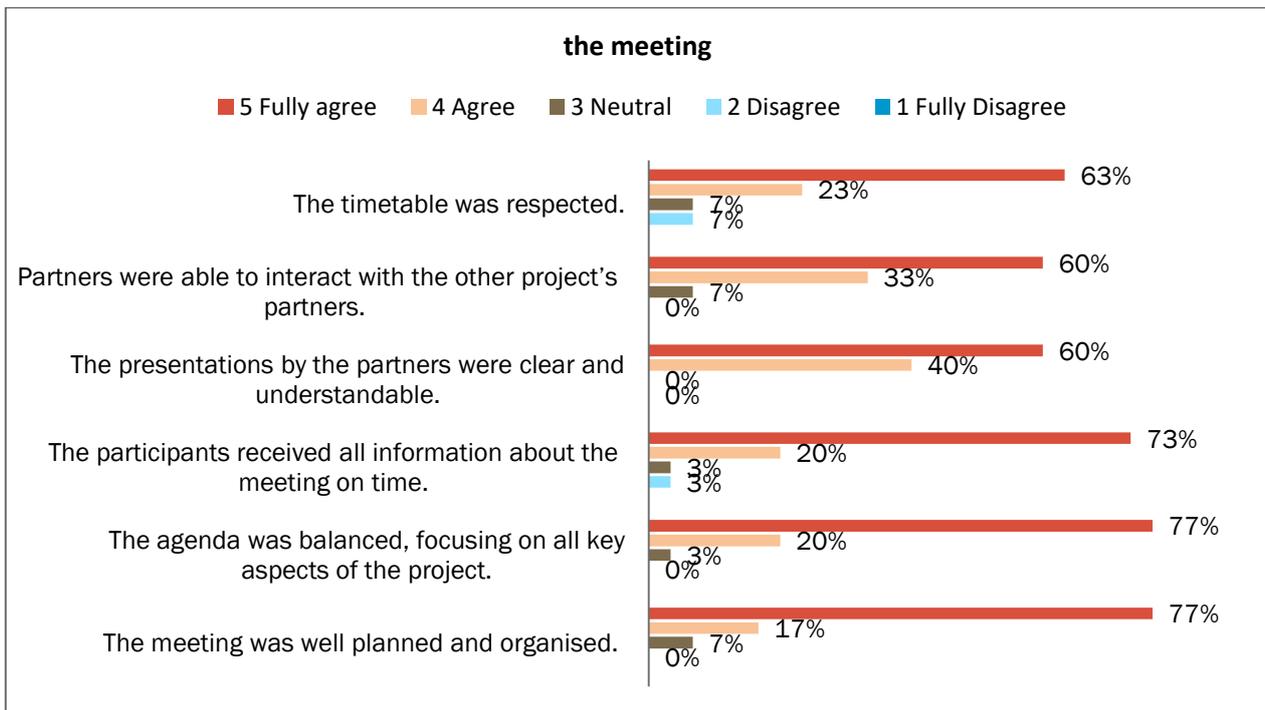


Figure 4: Analysis of responses on 1-5 scale for the 3rd project meeting evaluation ("The Meeting")

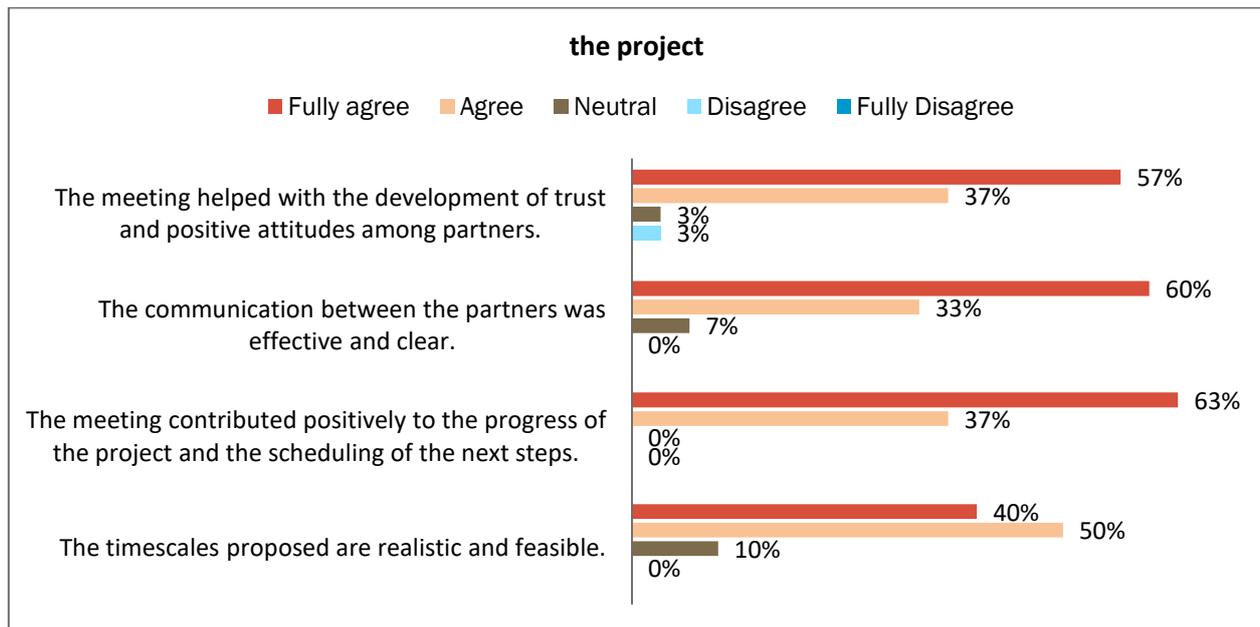


Figure 5: Analysis of responses on 1-5 scale for the 3rd project meeting evaluation (“The Project after the Meeting”)

As we can see from the graphs, one “Disagree” response received the questions: “The participants received all information about the meeting on time” and “The meeting helped with the development of trust and positive attitudes among partners”. Two “Disagree” responses received the question “The timetable was respected”.

In most questions, the number of responses “Fully Agree” statement dominate over the “Agree” responses. The only exception is for question (The timescales proposed are realistic and feasible), where the Fully Agree responses received only 40%, which is an expected outcome at this point in the project, as the concerns about the timely progress of the project due to covid-19 uncertainty rise.

3.1.2 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 following element is still a major concern to me:

Many of respondents of this question either did not answer or gave a general answer (24/30 answers). The following analysis concerns the specific received responses.

Concerns about the Art Therapy Center operational issues and development of the Art Therapy Diploma with the (8) new courses were raised. A concern about the online meetings that probably should be continued in 2021 was also noted. Other issues mentioned were the finalization of the Study Plan, the engagement of staff in the educational cycle, the communication and exchange of information between partners and some aspects regarding the WP2 that still remain unclear and need more discussion.

Suggestions and aspects to be improved:

Many of respondents of this question either did not answer or gave a general answer (24/30 answers). The following analysis concerns the specific received responses.

In this question we received a variety of different responses. One partner proposed all partners to send their presentations before the meeting. Also another comment received stated "It is essential to clarify whether it is the case to acknowledge the project on all scientific papers which are going to be published". Moreover, 2 partners think that there is a need of more training workshops to be organized with both theoretical and practical content. Finally, two suggestions can be noted as very important:

Enhance the collaboration between partners, and organize, follow up and report each project activity. Covid-19 situation and the absence of physical meetings do not help us to follow the progress of the project so easily.

More in-between short meetings to be organized in order not to lose contact with the project's task and more guidance to be provided

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

The only closing additional comments received, in which participants repeated concerns about the covid-19 situation are:

If the covid-19 situation allows implementing the physical visits to European countries will be an added value for the project as the visits will help participants to transfer the knowledge about the art Therapy, if not the transfer of knowledge would be challenging.

More workshops would enhance the projects as corona virus situation continuous.

3.2 4th Teleconference management meeting (17 December 2020)

The 4th meeting for the project *HEALING* has been evaluated. The survey was conducted amongst those who attended the Teleconference meeting that was held on December 17, 2020. A questionnaire was prepared and was delivered to the partners through Google Forms.

Partners submitted their answers during the period from December 17th, 2020 to December 22nd, 2020. **Out of 31 participants in the meeting** (according to the Attendance list), **27 responses were received**, coming from all partners (**87% participation in the survey**). This is illustrated in Figure 6.

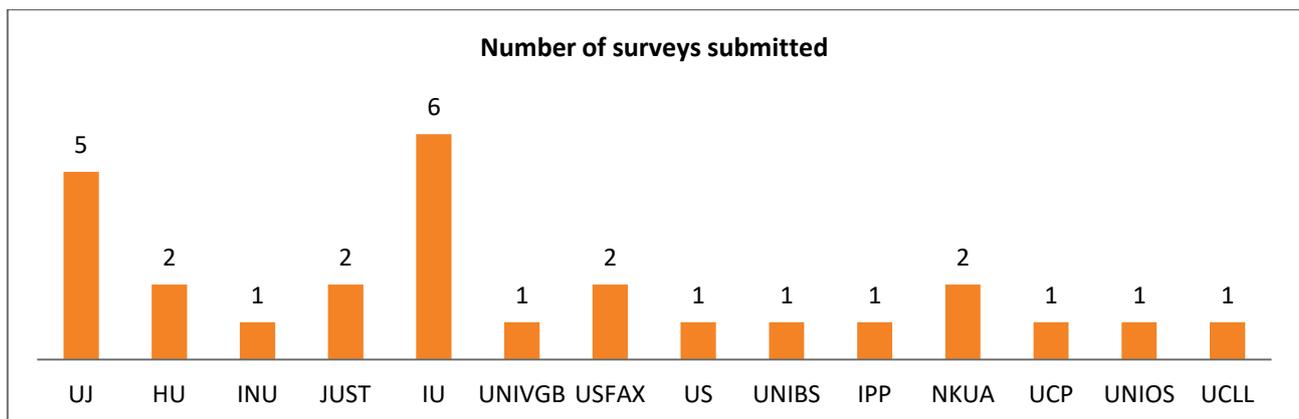


Figure 6. Number of surveys submitted (N=27)

The responses given by the participants are analysed below.

3.2.1 Analysis of scaled questions

The responses received can be found below in Table 3 and in Figures 7 and 8. Most participants responded with a positive reply, marking the responses as Agree (35%), and Fully Agree (61%) overall, for both sections. On average there was 91% agreement with the statements of the 2 sections, well above the appointed 70% threshold, suggesting that participants were overall satisfied with the effectiveness of the project meeting.

In the first section of questions, about the Meeting itself, the answers favour mostly the highest rate (Fully Agree, 62%) while Agree is at 33%. A very small percentage (5%) is Neutral.

In the second section of questions about the perception of the Project after the meeting, the response rates are mostly Fully Agree (59%) and Agree (38%) responses, while a very small percentage (3%) is Neutral.

Table 3. Analysis of responses on 1-5 scale for the 4th project meeting evaluation

	Count	1-Fully Disagree	2- Disagree	3- Neutral	4- Agree	5-Fully agree	weighted average
Section 1. The meeting							
The meeting was well planned and organised.	27	0 0%	0 0%	1 4%	7 26%	19 70%	93%
The agenda was balanced, focusing on all key aspects of the project.	27	0 0%	0 0%	2 7%	6 22%	19 70%	93%
The participants received all information about the meeting on time.	27	0 0%	0 0%	1 4%	7 26%	19 70%	93%
The presentations by the partners were clear and understandable.	27	0 0%	0 0%	0 0%	11 41%	16 59%	92%
Partners were able to interact with the other project's partners.	27	0 0%	0 0%	2 7%	11 41%	14 52%	89%
The timetable was respected.	27	0 0%	0 0%	2 7%	12 44%	13 48%	88%
	Avg. 1		0%	5%	33%	62%	91%
Section2. The project after the meeting							
The timescales proposed are realistic and feasible.	27	0 0%	0 0%	1 4%	14 52%	12 44%	88%
The meeting contributed positively to the progress of the project and the scheduling of the next steps.	27	0 0%	0 0%	2 7%	8 30%	17 63%	91%
The communication between the partners was effective and clear.	27	0 0%	0 0%	0 0%	10 37%	17 63%	93%
The meeting helped with the development of trust and positive attitudes among partners.	27	0 0%	0 0%	0 0%	9 33%	18 67%	93%
	Avg. 2	0%	0%	3%	38%	59%	91%
	Avg. 1,2	0%	0%	4%	35%	61%	91%

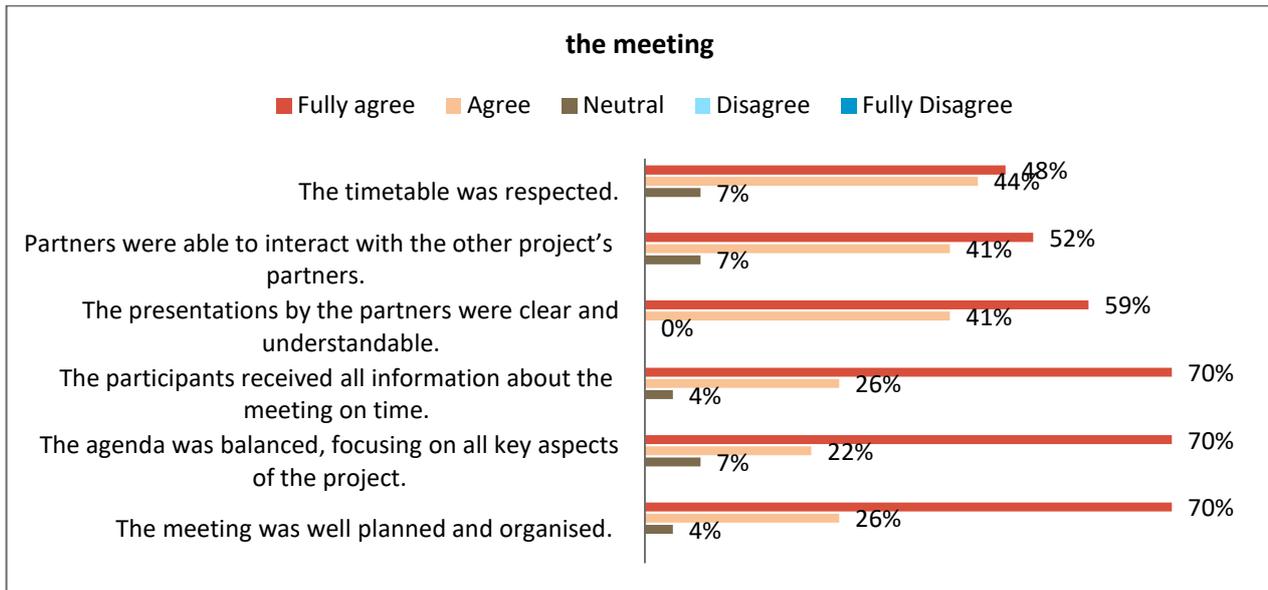


Figure 7: Analysis of responses on 1-5 scale for the 4th project meeting evaluation (“The Meeting”)

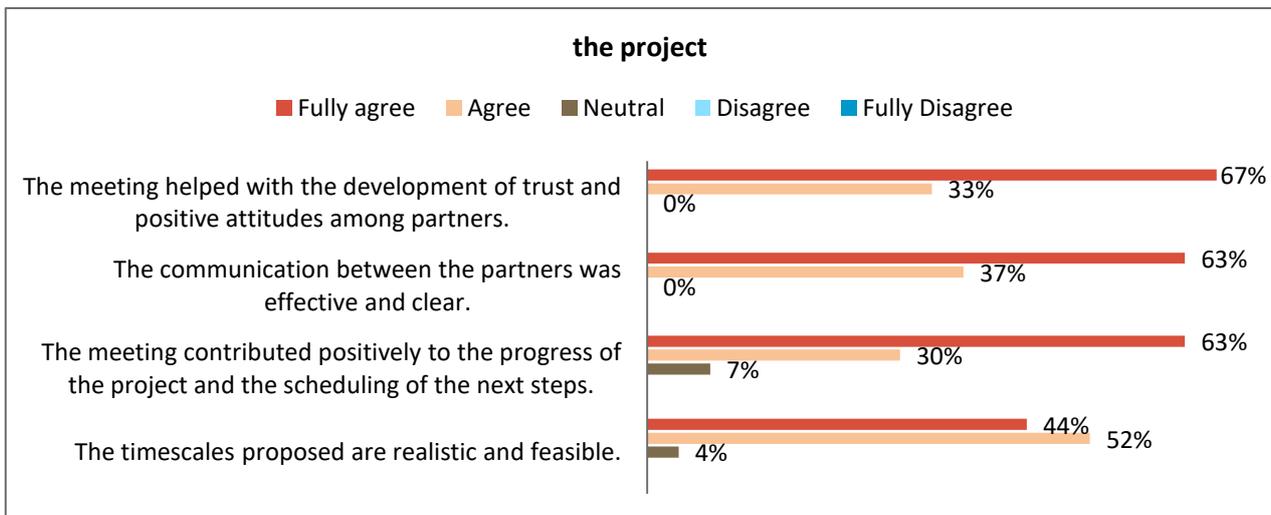


Figure 8: Analysis of responses on 1-5 scale for the 4th project meeting evaluation (“The Project after the Meeting”)

As we can see from the graphs, in most questions, the number of responses “Fully Agree” statement dominate over the “Agree” responses. The only exception is for question (The timescales proposed are realistic and feasible), where the Fully Agree responses received only 44%. In this question, the number of responses “Fully Agree” statement was also lower than “Agree” statement in the previous meeting survey (3rd meeting). That shows that the partners’ concerns regarding the timeline of the project remain.

3.2.2 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 following element is still a major concern to me:

Many of respondents of this question either did not answer or gave a general answer (25/27 answers). The following analysis concerns the specific received responses.

Two concerns have been received which repeat comments and concerns that partners also had in the previous meeting survey. These issues are the difficulty in communication as a sequence of the absence of physical contact (no travels) as well as the strict timeline for all activities to be properly implemented.

Suggestions and aspects to be improved:

Many of respondents of this question either did not answer or gave a general answer (23/27 answers). The following analysis concerns the specific received responses.

In this question we received four different responses:

Distribute the power points before conduct the meeting

The web site need to be improved: the progress of the workpages need to be more visible

Physical meeting

Training in Art Therapy on the long run

As we can see the issue about the physical meeting is also raised in this question also.

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

No additional comment received.

4. 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 deliverable in a questionnaire, using Google Forms.

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.

During the 3rd management online meeting on 21/09/2020, it has been pointed that also for the deliverable evaluations as for all surveys, partners should use the online survey forms that are distributed and not use the forms by their own and send them through email.

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

The previous evaluation of this Deliverable that took place between 29/07/2020 and 10/08/2020 showed that the Deliverable was not accepted and it was suggested to be reviewed again after changes are implemented. The deliverable was presented and analysed in 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.

After changes implemented, an online questionnaire was prepared again and was delivered to the partners regarding the acceptance of the deliverable of the task WP1.4 which was titled "In-depth analysis of the overall situation on the on Art Therapy in Education".

Between 22/09/2020 and 02/10/2020, the Deliverable has been evaluated again since the previous time it has been rejected. 9 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 and that there are some parts/elements that should be removed. Also 44% pointed that the deliverable needs the addition of elements to reach completeness. However, no further information about which sections should be improved were provided by any partner. All other questions see a 100% agreement.

The majority agree that the deliverable should be accepted, without modifications. One partner stated that minor changes are required in order the deliverable to be accepted, but he/she didn't point which these changes are.

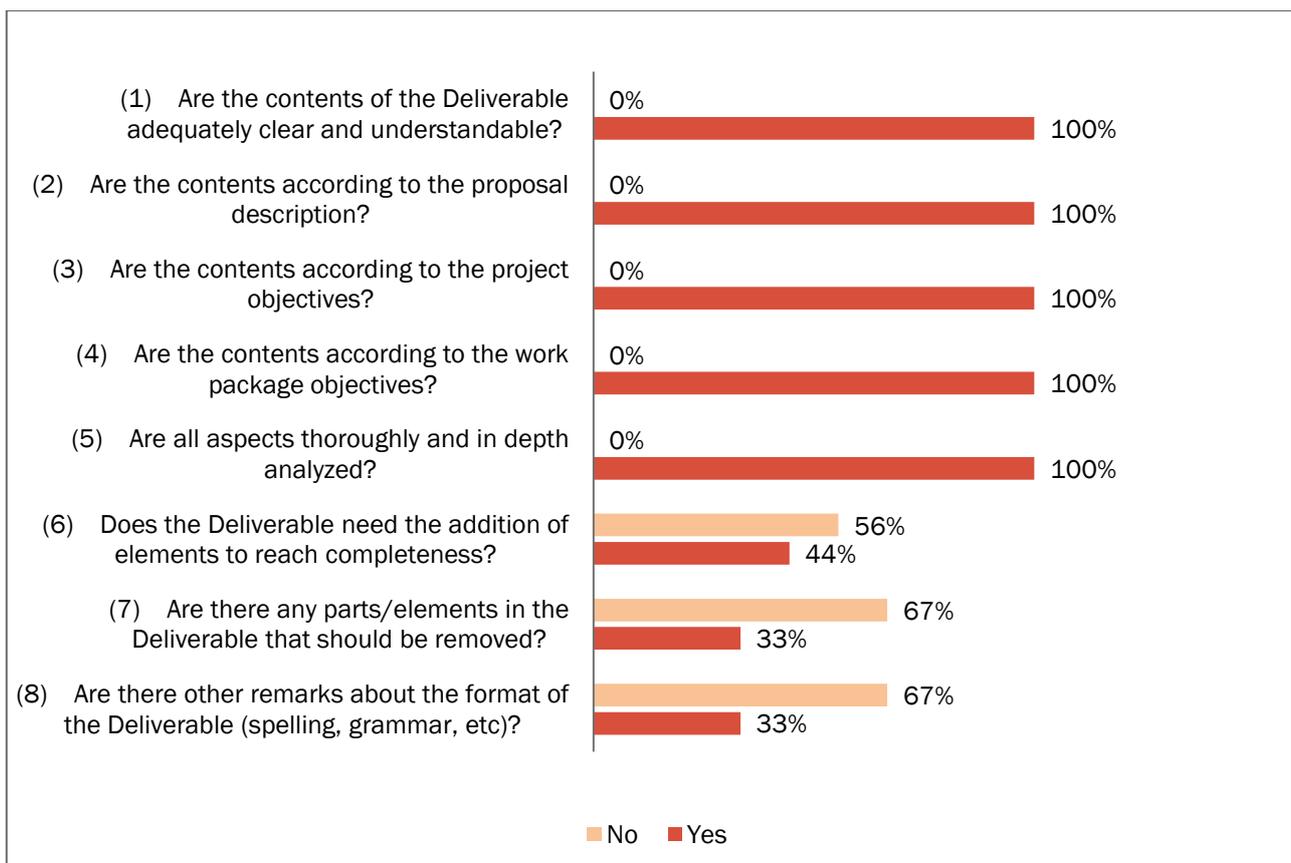


Figure 9: Analysis of responses on Yes-No scale for the deliverable evaluation (Assessment of the Deliverable)

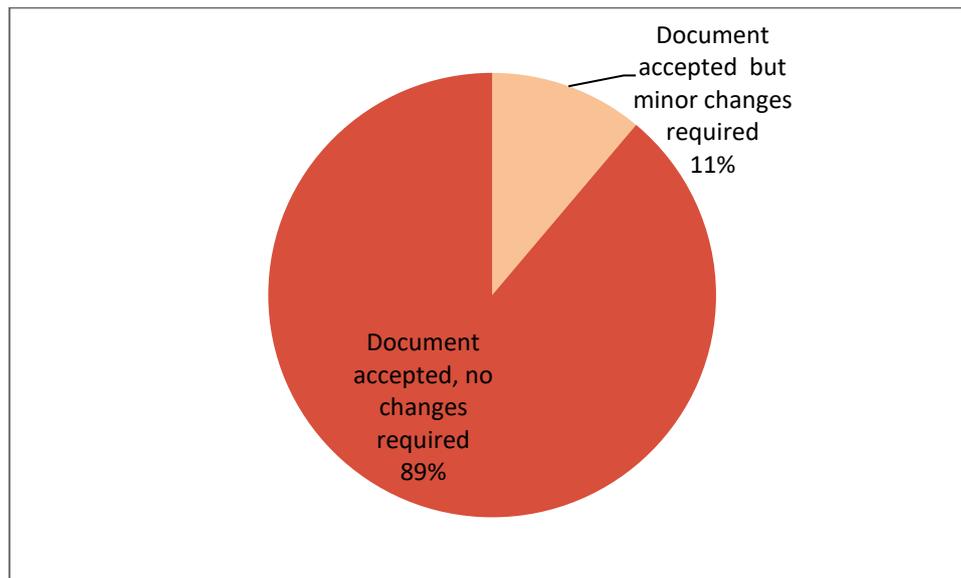


Figure 10: Analysis of responses on Acceptance or not of the Deliverable

4.2 WP2.1 Definitions and Selection of Courses to be designed/ updated

A questionnaire was prepared and was delivered to the partners regarding the acceptance of the deliverable of the task WP2.1 which was titled “Definitions and Selection of Courses to be designed/updated”

Between 23/09/2020 and 06/10/2020, 6 responses were received. The analysis of responses can be seen below, in Figure 11.

17% of respondents stated that they have some remarks about the format of the deliverable and that there are some parts/elements in the Deliverable that should be removed. Moreover, 33% pointed that the deliverable needs the addition of elements to reach completeness, while 17% stated that all aspects are not thoroughly and in depth analyzed.

All other questions see a 100% agreement. The majority (67%) agree that the deliverable should be accepted, without modifications. One partner stated that minor changes are required in order the deliverable to be accepted, while also one partner stated that the document must be reviewed must be reviewed after changes are implemented. However, no further information about which sections should be improved were provided by any partner.

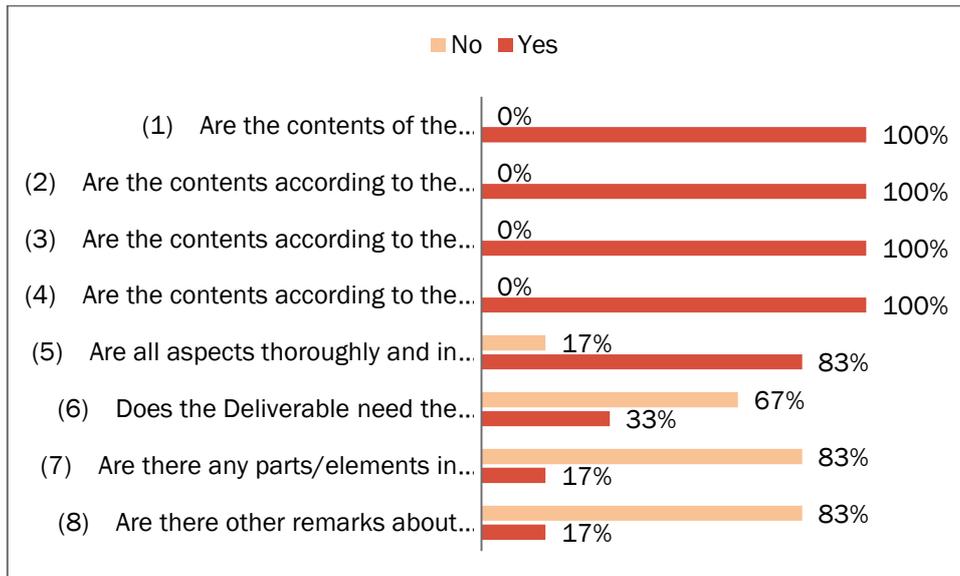


Figure 11: Analysis of responses on Yes-No scale for the deliverable evaluation (Assessment of the Deliverable)

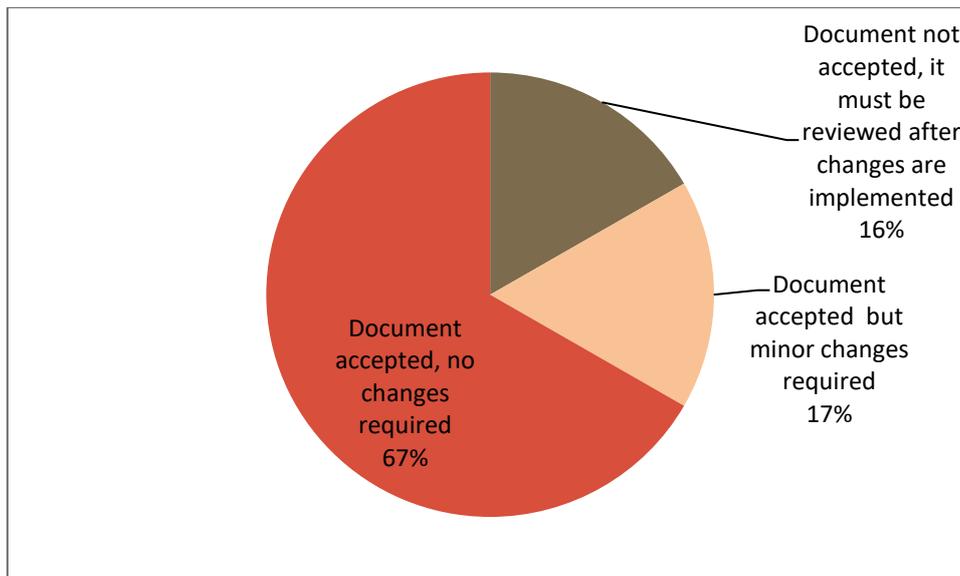


Figure 12: Analysis of responses on Acceptance or not of the Deliverable

4.3 WP6.1 Dissemination Committee and Dissemination plan

A questionnaire was prepared and was delivered to the partners through Google Forms regarding the acceptance of the deliverable of the tasks WP6.1 which was titled “Dissemination, Sustainability and Networking Plan”.

Between 22/09/2020 and 11/10/2020, 6 responses were received. The analysis of responses can be seen below, in Figure 13.

17% of respondents believe that the deliverable needs addition of elements to reach completeness, that there are parts/elements that should be removed and that there are some remarks about its format. However, no further information about which sections should be improved were provided by any partner. All other questions see a 100% agreement. Eventually, the majority agree that the deliverable should be accepted, without modifications.

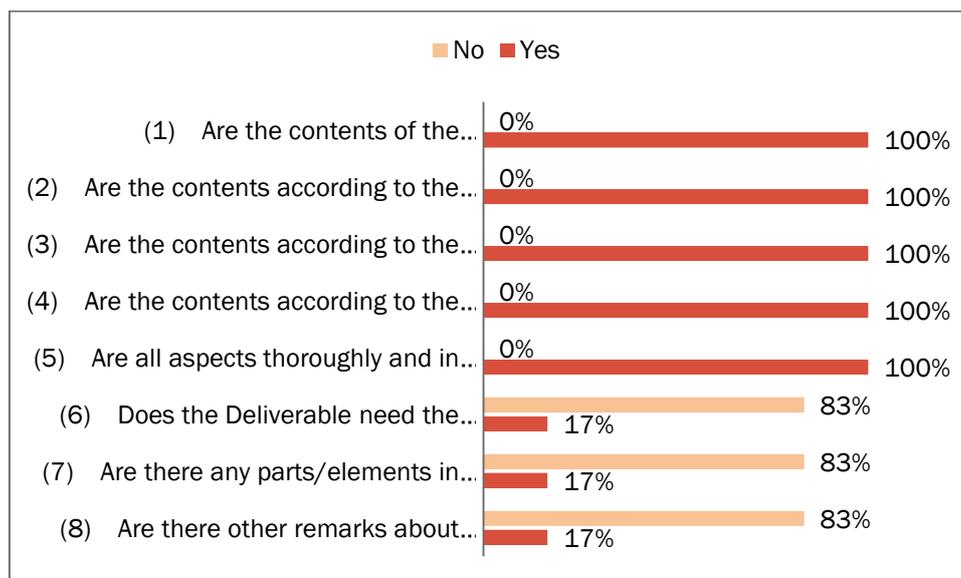


Figure 13: Analysis of responses on Yes-No scale for the deliverable evaluation (Assessment of the Deliverable)

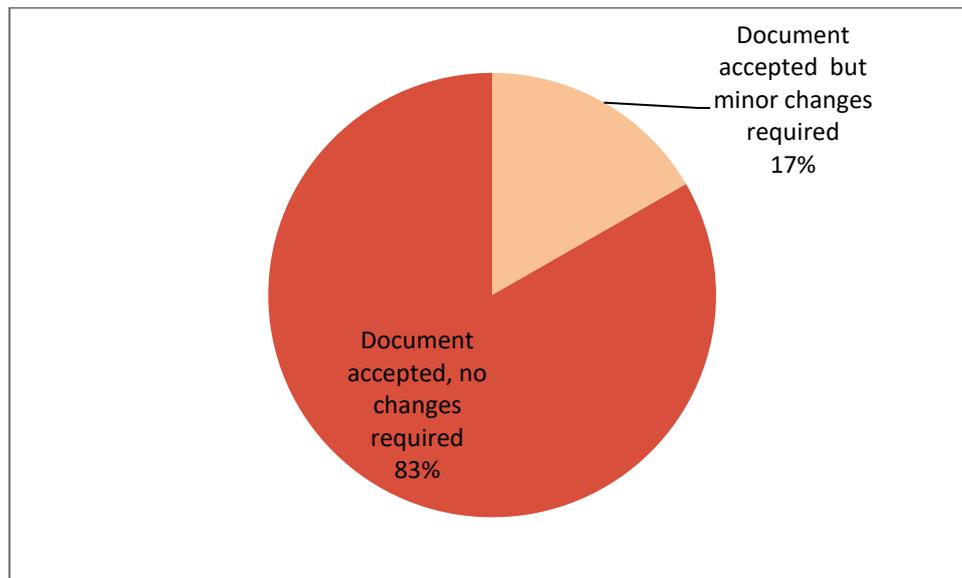


Figure 14: Analysis of responses on Acceptance or not of the Deliverable

5. WEBSITE EVALUATION

Deliverables such as websites for the dissemination of results, as identified in the Quality Plan Spreadsheet, shall undergo an internal evaluation process by the partners involved in the task prior to going live for use. For the website evaluation, each partner's project representatives rate the deliverable in a questionnaire, using Google Forms.

The survey consists of 2 sections. The 1st section contains 7 closed questions, (5-point Likert scale), in which respondents had to give a grade between 1 and 5, with 5 being the highest (strongly agree) and 1 the lowest (strongly disagree). The 2nd section includes 2 open questions. Project partners were asked in this section to provide their suggestions and observations regarding possible changes and improvements that should be implemented.

Room for additional comments was also made available.

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

5.1 WP6.2 Project Website

A questionnaire was prepared and was delivered to the partners through Google Forms regarding the acceptance of the deliverable of the task WP6.2 which is the creation of the HEALING project web-site.

Between 22/09/2020 and 11/10/2020, 8 responses were received. The analysis of responses can be seen below, in Figure 15.

13% of respondents (1 partner) believe that the project resources, results and promotion materials are not easily located and accessed. Also 38% of respondents (3 partners) gave a Neutral response on that issue. One partner (13%) stated that the project's website is not attractive, while 50% Agree with the look and feel of the website and 38% Fully Agree. Also, 13% of respondents (1 partner) pointed that the website is not easy to navigate, also another partner gave a Neutral response on that issue.

One partner (13%) also believe that the information available on the website is not clear and accurate and that the information and design is not consistent throughout the website. Moreover, 2 Neutral (25%) responses were received on the question if the website successfully conveys the objectives of the project. Also, 2 Neutral (25%) and one Fully Disagree (13%) responses were received on the question "The logos and images are correct and in line with the EU guidelines for dissemination".

All other questions see a 100% agreement as they received Fully Agree and Agree responses.

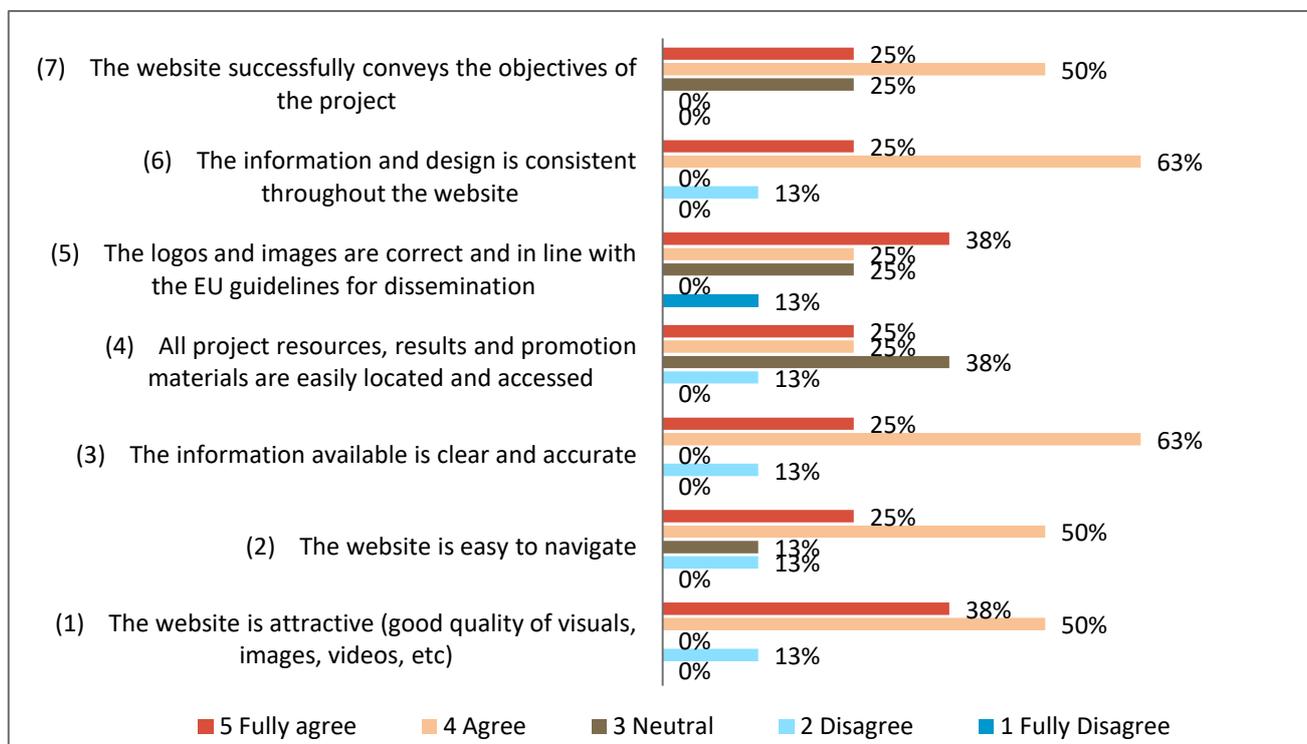


Figure 15: Analysis of responses on 1-5 scale for the HEALING project website evaluation

5.1.1 Open ended questions

In this section of the questionnaire, we asked partners about their perception of further information about missing information included or about parts that need to be removed/changed. It must be noted that the following analysis concerns specific responses received, since most questions were either remained unanswered or received a general response.

Do you think that the website needs more information to be complete? If yes, please name some of the missing information:

Many of respondents of this question either did not answer or gave a general answer (6/8 answers). The following analysis concerns the specific received 2 responses.

One partner stated that it is needed to add on the website a News section as well as a calendar regarding the next event of the project. Also another partner suggested all the Minutes of the Steering Committee meetings to be available on the Web site. The reports of each work package could also be published as he/she stated.

Do you think there are parts in the website that need to be removed/changed? If yes, please point to the areas that need changes:

Many of respondents of this question either did not answer or gave a general answer (6/8 answers). The two comments received stated the following changes:

"I think that the yellow right side of the website should be changed"

"The sub-menu "Intranet" and "VLE" can be deleted. The links of these sub-menus are incorrect. The Web page "photo" does not respect the template of the website"

Other comments:

No additional comments were provided by any partner.

6. TRAINING EVALUATION

All Training workshops/seminars undergo an internal evaluation process by the participants/trainees. After the end of the training, each participant is asked to rate several aspects of the training in a questionnaire (using hardcopies or Google Forms). The questionnaires include closed questions as well as open-ended questions for remarks, comments and suggestions.

The questionnaire used consists of 4 sections. The 1st section (Overall training experience) contains 13 closed questions (in case of online training the questions are 10) on 5-point Likert scale, where respondents have to give a grade between 1 and 5, with 5 being the highest (Fully Agree) and 1 the lowest (Fully Disagree). The 2nd section (Opinion of the Trainers) contains 5 closed questions on 5-point Likert scale, where respondents have to give a grade between 1 and 5, with 5 being the highest (Fully Agree) and 1 the lowest (Fully Disagree). The 3rd section contains one closed Yes/No question asking if the training was appropriate for the level of experience of the participant. The 4th section contains 3 open-ended questions regarding: Topics that were not or insufficiently covered – Topics not relevant to the training – Best part of the training.

Room for suggestions or comments for making the program more effective was also made available.

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

6.1 WP3.4 Academic workshops for transferring know-how and skills

A questionnaire was prepared and was delivered to all the participants through Google Forms after the 1st training that was held online on November 12, 2020 by the University of Jordan (UJ).

The main **aim** of this training was to introduce HEALING project, its expected outcomes and to introduce the trainees about the importance of art therapy in their lives, which was mediated by drama and its role in relieving tension and anxiety that effectively control the life of society.

Out of 69 participants in the training (according to the Attendance list), **30 responses were received**, coming from all participants (**43% participation in the survey**). This is illustrated in Figure 16.

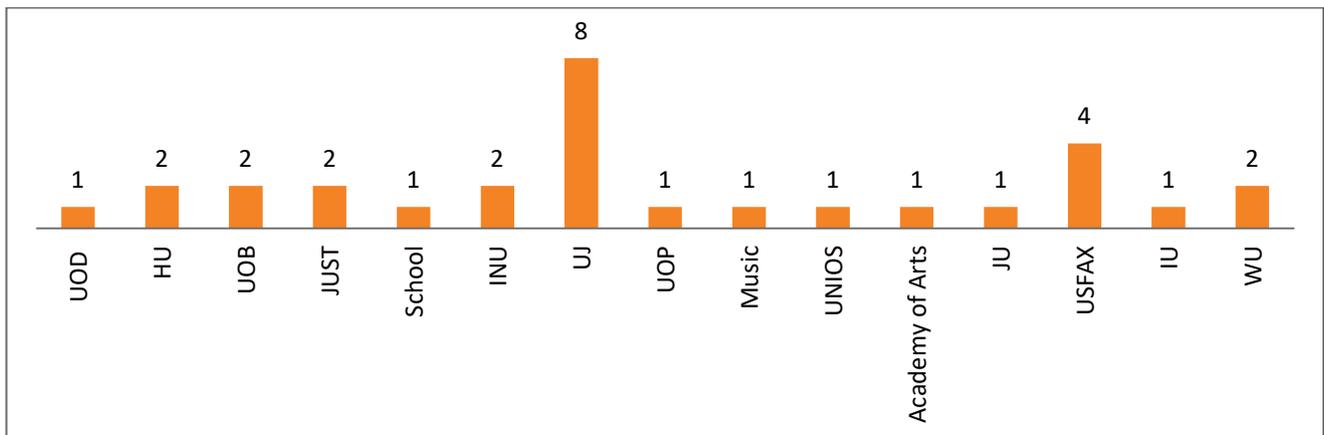


Figure 16. Number of surveys submitted (N=30)

The positions of the participants according to their responses were the following: 6 Assistant Professors, 1 Research Assistant, 4 Deans, 1 Assistant Professor Doctor, 2 Associate Professor, 2 Associate teachers, 3 Doctors, 3 Professors, 2 Lecturers, 1 Head of Department, 1 Director, 1 Teaching Assistant, 1 Assistant, 1 Art student and 1 Administrative staff.

The responses given by the participants are analysed below.

6.1.1 Analysis of scaled questions

The responses received can be found below in Figures 17, 18 and 19 and Table 4. Most participants responded with a positive reply, marking the responses as Agree (35%), and Strongly Agree (50%) overall, for both sections. On average there was 86% agreement with the statements of the 2 sections, well above the appointed 70% threshold, suggesting that participants were overall satisfied with the effectiveness of the training webinar and the trainers.

In the first section of questions, about the overall experience about training, the majority of the answers are Fully Agree (45%) and Agree (37%). All questions have received at least one “Disagree” or one “Fully Disagree” statement.

In the second section of questions about the participants’ opinion of the trainers/presenters, the response rates are mostly Fully Agree (58%) and Agree (32%) responses, while a very small percentage (7%) is Neutral and Fully Disagree (3%). All questions have received one Fully Disagree statement.

All participants agreed that the training was appropriate for their level of experience.

Table 4. Analysis of responses on 1-5 scale for the Training workshop

	Count	1-Fully Disagree	2- Disagree	3- Neutral	4- Agree	5- Fully agree	weighted average
Section 1. Overall Training experience							
The training was well planned and organized.	30	3%	0%	7%	33%	57%	88%
The chosen teleconference platform was suitable.	30	3%	3%	10%	43%	40%	83%
The objectives of the training were clearly defined and met.	30	3%	0%	7%	53%	37%	84%
The training content was well organised.	30	3%	7%	7%	30%	53%	85%
The topics of the training were clear and easy to follow.	30	3%	0%	7%	33%	57%	88%
The length of training was sufficient.	30	0%	3%	23%	37%	37%	81%
The training enhanced my understanding on the subject.	30	3%	0%	7%	43%	47%	86%
The training was relevant to my needs.	30	0%	7%	20%	37%	37%	81%
The training will be useful to me and my professional growth.	30	3%	0%	20%	27%	50%	84%
Training met my expectations.	30	0%	3%	23%	33%	40%	82%
	Avg. 1	2%	2%	13%	37%	45%	84%
Section 2. Opinion of the trainers/presenters							
The trainer was knowledgeable about the training topic.	30	3%	0%	3%	33%	60%	89%
The trainer succeeded to explain and illustrate concepts	30	3%	0%	3%	40%	53%	88%
The topics were presented in a clear and understandable manner.	30	3%	0%	13%	37%	47%	85%
The trainer encouraged participation, interaction and answered questions clearly.	30	3%	0%	7%	27%	63%	89%
The trainer's communication style kept me focused and interested.	30	3%	0%	7%	23%	67%	90%
	Avg. 2	3%	0%	7%	32%	58%	88%
	Avg. 1,2	3%	2%	11%	35%	50%	86%

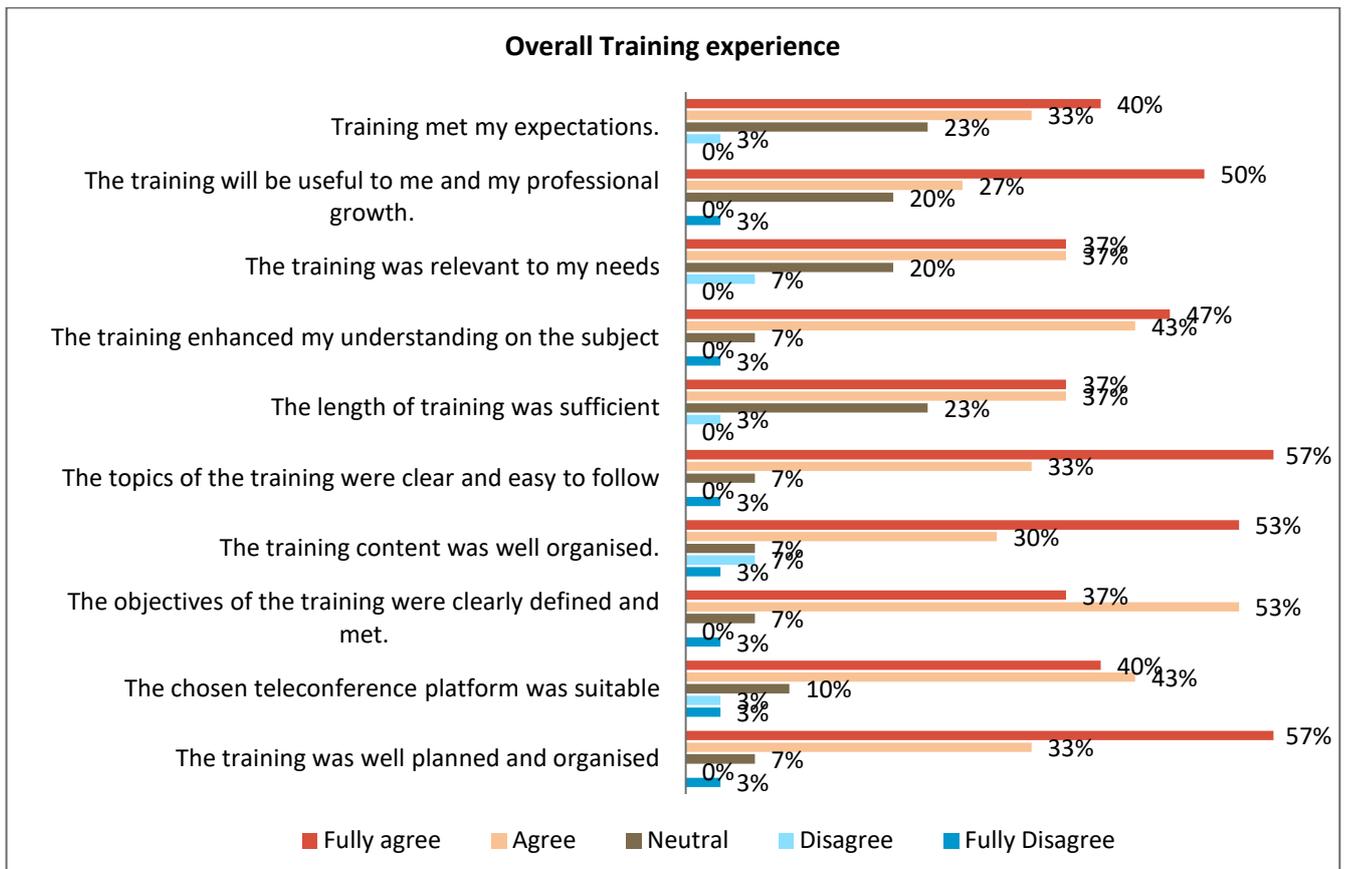


Figure 17. Analysis of responses on 1-5 scale for the Overall Training experience

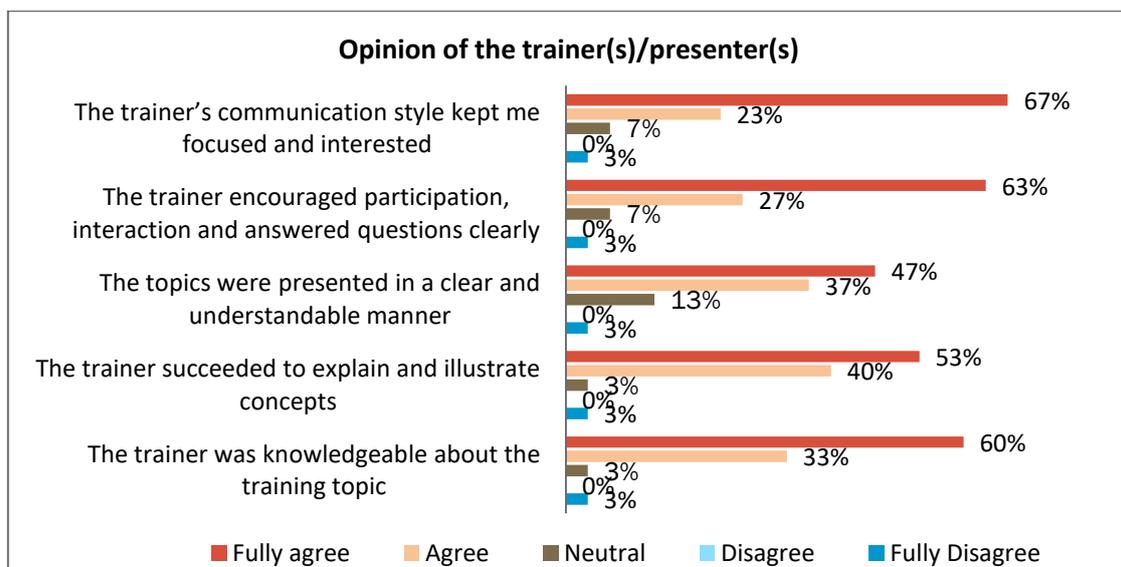


Figure 18. Analysis of responses on 1-5 scale for the opinion of the trainers/presenters



Figure 19: Analysis of responses on Yes-No scale for the appropriateness of the training according to the level of participants' experience

As we can see from the graphs, the number of responses “Fully Agree” and “Agree” statement dominate over the other responses. All questions received from one to three “Fully Disagree” and “Disagree” responses in total. The most “Neutral” responses (7 responses) come for the questions: The length of training was sufficient and Training met my expectations.

6.1.2 Open ended questions

In this section of the questionnaire, participants were asked to write suggestions or opinions about any of the aspects covered in the other questions or about issues not yet analysed. It must be noted that the following analysis concerns specific responses received, since most questions were either remained unanswered or received a general response.

Which topics were not covered or insufficiently covered, in your opinion?

Many of respondents of this question either did not answer or gave a general answer (25/30 answers). The following analysis concerns the specific received responses.

The responses on this question show that the topics that were insufficient covered were music and drawing art therapy. According to the statements the use of music may need further practical use. Moreover, one participant stated that there was the need to “focus more on boosting the immune system function as healing for many diseases and protection against diseases”. Also another participant proposed that it would be useful to be given examples of cases that were cured using art therapy (e.g. music, drama).

Which topics were not relevant in your opinion?

The majority of respondents of this question either did not answer or gave a general answer (29/30 answers). 15 participants on that question stated that it was a really interesting training and that all topics were relevant. The one specific answer that we had on this question was: *"It's not clear for me whether it's a workshop about art therapy or a practical training of art therapy"*.

What did you like best about the training?

Almost half of respondents of this question either did not answer or gave a general answer (14/30 answers). The specific received responses are the following:

The self assessment task/ the exercise part / the practical activities (10 responses)

I liked that the training remind us the relativity of physical relaxation, psychological relaxation & stress relief

The topics were well presented and the trainers' communication style was interesting.

The interaction with expressive arts therapy (2 responses)

I liked that the training was fun, relieving and relaxing

The Drama therapy

What suggestions or comments do you have for making the program more effective?

Many of respondents of this question either did not answer or gave a general answer (11/30 answers). The following analysis concerns the specific received responses.

In this question we received many general responses where participants' expressed their thanks to the whole organization and implementation of that very useful and interesting workshop. According to the specific received responses the workshop helped participants a lot to their personal development and provided them very useful advices. The specific answers that we received are the following:

Workshop was between 2 prayers and I wished to be able to follow up more with Ms. Raie.

More practice should be useful on all aspects of arts in Healing.

Looking forward for the art therapy degrees in Jordan.

All arts should be included in the training.

6.2 WP3.4 Academic workshops for transferring know-how and skills & WP6.3b Promotional material & Dissemination Days

A questionnaire was prepared and was delivered to all the participants through Google Forms after the 2nd training that was held online on January 31, 2021 by the University of Jordan (UJ).

The 2nd training workshop was dedicated to Movement Therapy.

Out of 60 participants in the training (according to the Attendance list), **19 responses were received**, coming from all participants (**32% participation in the survey**). This is illustrated in Figure 20.

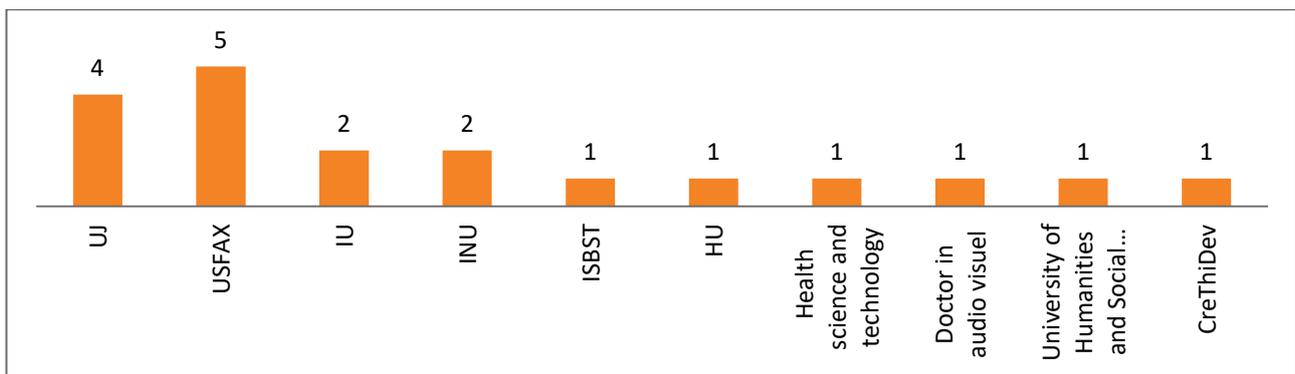


Figure 20. Number of surveys submitted (N=19)

The positions of the participants according to their responses were the following: 2 Professors of e-Learning, 1 Head of nursing department, 1 Teacher, 1 Project Manager, 1 Member of faculty of sport science, 5 Assistant professors, 2 Doctors, 2 Faculty members and 4 Students.

The responses given by the participants are analysed below.

6.2.1 Analysis of scaled questions

The responses received can be found below in Figures 21, 22 and 23 and Table 5. Most participants responded with a positive reply, marking the responses as Agree (40%), and Strongly Agree (50%) overall, for both sections. On average there was 88% agreement with the statements of the 2 sections, well above the appointed 70% threshold, suggesting that participants were overall satisfied with the effectiveness of the training webinar and the trainers.

In the first section of questions, about the overall experience about training, the majority of the answers are Fully Agree (44%) and Agree (45%). The majority of questions have received “Neutral” responses, while the

questions regarding the suitability of the chosen teleconference platform and the sufficiency of the length of the training received “Disagree” response by one participant.

In the second section of questions about the participants’ opinion of the trainers/presenters, the response rates are mostly Fully Agree (62%) and Agree (31%) responses, while a very small percentage (5%) is Neutral and Disagree (2%). The questions that received one Disagree response are: “The trainer succeeded to explain and illustrate concepts” and “The topics were presented in a clear and understandable manner”.

18 participants agreed that the training was appropriate for their level of experience, while one participant replied negative.

Table 5. Analysis of responses on 1-5 scale for the Training workshop

	Count	1-Fully Disagree	2- Disagree	3- Neutral	4- Agree	5- Fully agree	weighted average
Section 1. Overall Training experience							
The training was well planned and organized.	19	0%	0%	0%	47%	53%	91%
The chosen teleconference platform was suitable.	19	0%	5%	11%	42%	42%	84%
The objectives of the training were clearly defined and met.	19	0%	0%	16%	42%	42%	85%
The training content was well organised.	19	0%	0%	0%	58%	42%	88%
The topics of the training were clear and easy to follow.	19	0%	0%	11%	37%	53%	88%
The length of training was sufficient.	19	0%	5%	16%	42%	37%	82%
The training enhanced my understanding on the subject.	19	0%	0%	16%	42%	42%	85%
The training was relevant to my needs.	19	0%	0%	11%	37%	53%	88%
The training will be useful to me and my professional growth.	19	0%	0%	11%	42%	47%	87%
Training met my expectations.	19	0%	0%	11%	58%	32%	84%
	Avg. 1	0%	1%	10%	45%	44%	86%
Section 2. Opinion of the trainers/presenters							
The trainer was knowledgeable about the training topic.	19	0%	0%	5%	26%	68%	93%
The trainer succeeded to explain and illustrate concepts	19	0%	5%	5%	32%	58%	88%

	Count	1-Fully Disagree	2- Disagree	3- Neutral	4- Agree	5- Fully agree	weighted average
The topics were presented in a clear and understandable manner.	19	0%	5%	5%	42%	47%	86%
The trainer encouraged participation, interaction and answered questions clearly.	19	0%	0%	5%	26%	68%	93%
The trainer's communication style kept me focused and interested.	19	0%	0%	5%	26%	68%	93%
	Avg. 2	0%	2%	5%	31%	62%	91%
	Avg. 1,2	0%	1%	8%	40%	50%	88%

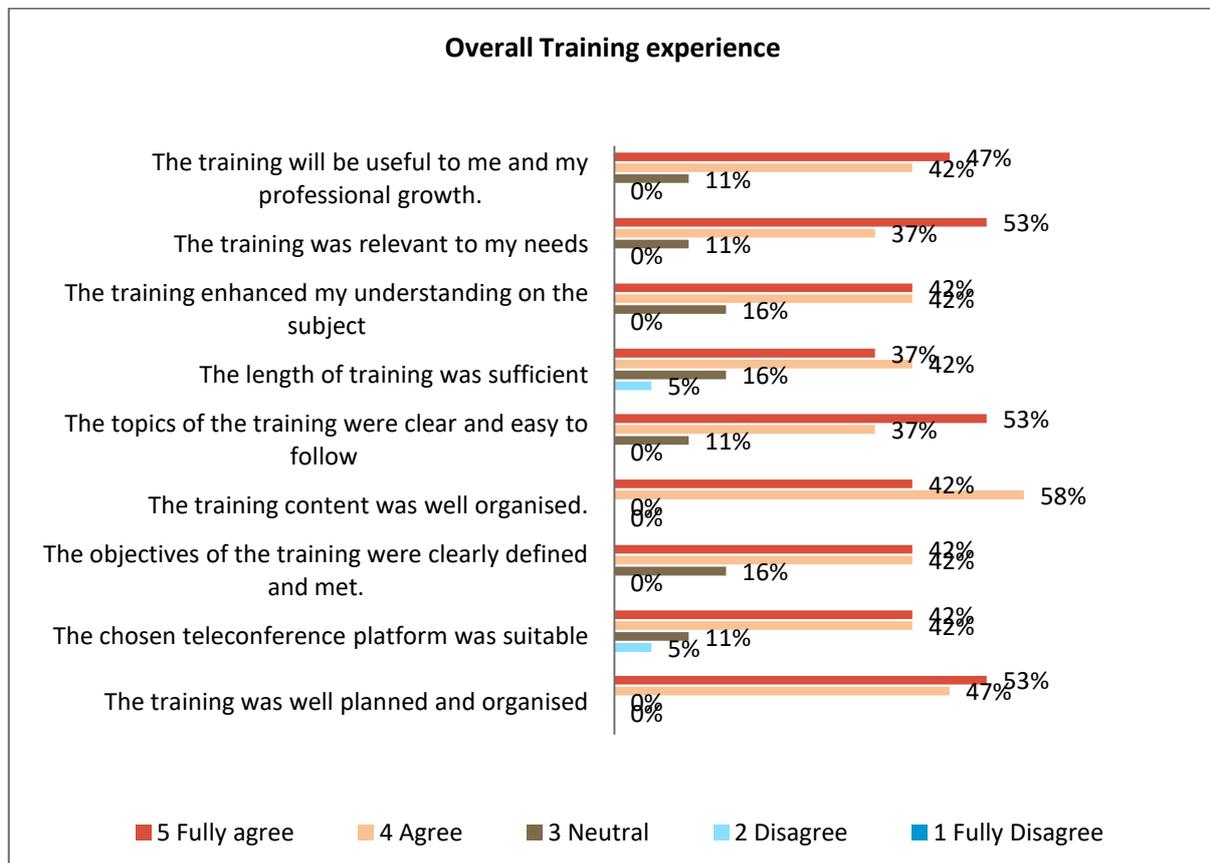


Figure 21. Analysis of responses on 1-5 scale for the Overall Training experience

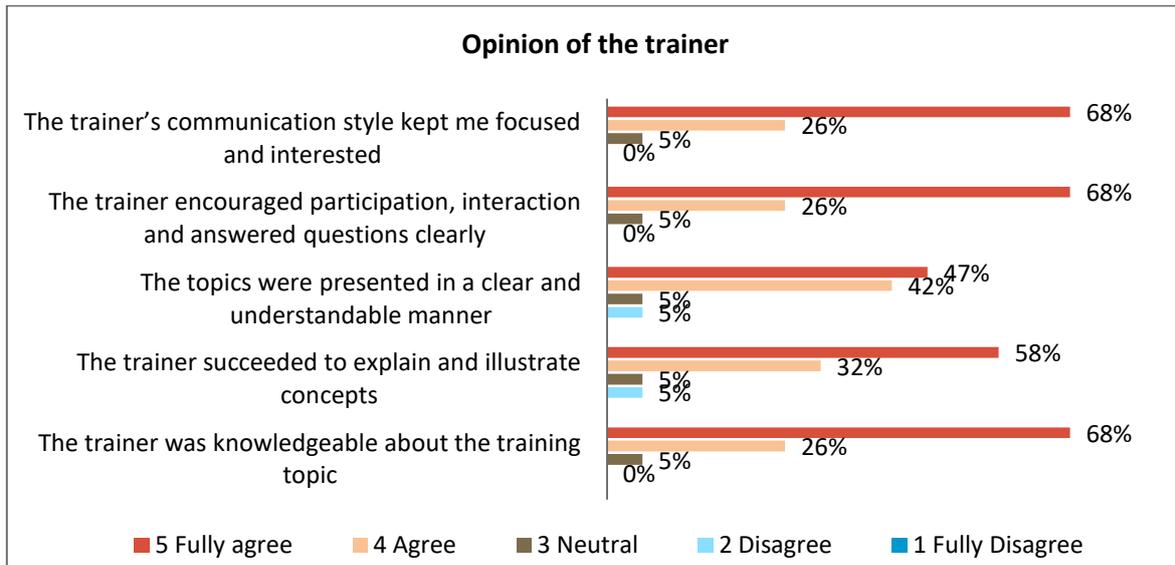


Figure 22. Analysis of responses on 1-5 scale for the opinion of the trainers/presenters

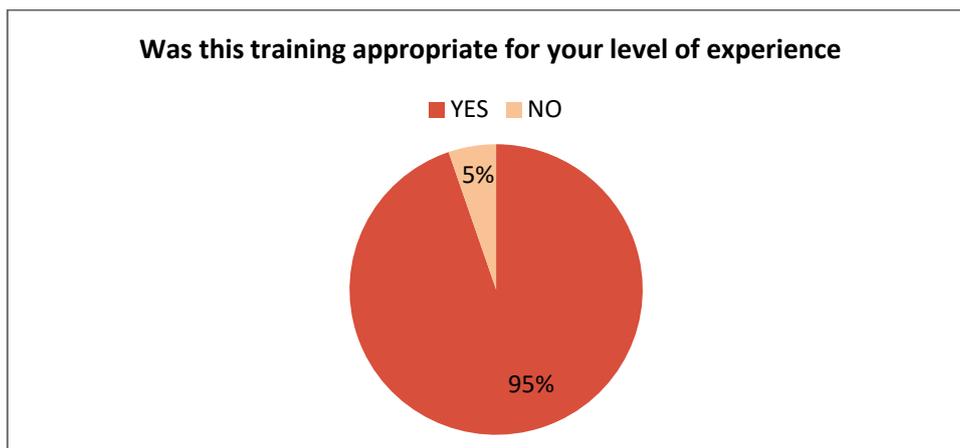


Figure 23: Analysis of responses on Yes-No scale for the appropriateness of the training according to the level of participants' experience

As we can see from the graphs, the number of responses “Fully Agree” and “Agree” statement dominate over the other responses. All questions received “Disagree” and “Neutral” responses, except the question “The training was well planned and organized”, which received only positive responses. The question with the lower weighted average (82%) was “The length of training was sufficient” while questions with the highest weighted average (93%) were about the opinion of the trainer: “The trainer was knowledgeable about the training topic”, “The trainer encouraged participation, interaction and answered questions clearly” and “The trainer’s communication style kept me focused and interested”.

6.2.2 Open ended questions

In this section of the questionnaire, participants were asked to write suggestions or opinions about any of the aspects covered in the other questions or about issues not yet analysed. It must be noted that the following analysis concerns specific responses received, since most questions were either remained unanswered or received a general response.

Which topics were not covered or insufficiently covered, in your opinion?

Many of respondents of this question either did not answer or gave a general answer (13/19 answers). The following analysis concerns the specific received responses.

The specific received responses are the following:

The type of movement

Relations between movement and therapy

How patients with physical limitations or disabilities can benefit from D/MT

This training was interesting, but I think that we need more information about the psychological states.

The relation between the movement and the psychological aspects

More training and more time is needed

Which topics were not relevant in your opinion?

The majority of respondents of this question either did not answer or gave a general answer (17/19 answers). Only 2 participants on that question stated that the exercise (practical part) of the training workshop was not very relevant and/or helpful in order to understand how movement may influence people's lives.

What did you like best about the training?

Few respondents of this question either did not answer or gave a general answer (8/19 answers), since more than half replied on that question. The specific received responses are the following:

Practical exercises / The interactive aspect of the workshop (5 responses)

The knowledge and effect

Trainer's energy, flow and clearance of her English language

The vital and good spirit in the training

I like the participation and how we expressed ourselves

When the participants explain how they feel after doing the movement

The topic and the Trainer

In this question as in the previous training workshop we can see the importance of the practical part of the training and how useful is for the participants. Also participants once again pointed the added value of the interaction among both the trainer and the other participants during the training.

What suggestions or comments do you have for making the program more effective?

Few of respondents of this question either did not answer or gave a general answer (8/19 answers), since the majority provided comments and suggestions. The following analysis concerns the specific received responses.

The specific answers that we received are the following:

Partnership with sport science instructors

Invite the trainer to give more workshops

The duration of the training was not sufficient (2 responses)

Including the perception and mental training

I think it is important to use interactive applications in the training online

It would be more appropriate if this workshop was done face to face, however, well done, you've managed to put us in the near feeling

It would be great to receive some information about the exercises and the different methods, even though it's not a lecture (or some links to additional readings or interesting videos) thank you. But how it is now is great.

I think that we need more exercises

Receive an abstract about the training after finishing it