

Project Acronym: pCLIL
Grant Agreement number: 543143-LLP-1-2013-DE-KA2-KA2MP
Project Title: playingCLIL

Deliverable No. 38 Final quality report
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Version: 1.0.

Type of outputs / products / results: Report
Delivery date: MONTH 24
Dissemination level : Public
Nature : Report
Language versions : EN

Revision history:

Revision	Date	Author	Organization	Description
0.9	November 2015	Marco Schroeder	ZUB	Draft
1.0	December 2015	Marco Schroeder	ZUB	Final version
		<i>Add rows if necessary</i>		

Statement of originality:

This deliverable contains original unpublished work except where clearly indicated otherwise. Acknowledgement of previously published material and of the work of others has been made through appropriate citation, quotation or both.

Description WP

The project consortium is fully aware of the fact that quality management is a crucial element for the project success is also the basis for successful dissemination and exploitation of results.

The quality management concept of the project is based on following key areas:

- Perspectives: ex ante – formative – ex post
- Levels: process level – product level – impact level
- Experts: internal experts – associated experts – external experts
- Methods: observation – research – written and oral questioning - expert talks – feedback reports/talks – variance analyse etc.

According to the appropriateness and quality standards of empirical social science, the above mentioned components will be combined and implemented throughout the project.

Description of the deliverable:

The final quality report includes findings and experiences gained in terms of quality management in the second half of the project. The main issues of the report will therefore be the product quality (including feedback and findings from the pilot implementation phase) as well as the project impact (with focus on short term project impact on the direct target groups).



Final quality report

This project is being funded with support from the European Commission. This publication [communication] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

Overview

The final quality report contains information and findings of quality management (Including the findings of the external evaluator engaged) in the first half of the project. It includes mainly findings of the process evaluation since product and impact evaluation happens to take place later in the project development. The document focuses on the Evaluation and QA Plan for playingCLIL and gives the guide for all quality assurance and evaluation activities that have taken place up to the interim phase of the project. Quality assurance is a joint effort of all partners. The support of the work package by timely action due to the given deadlines is a part of the responsibility of each partner. In return the quality assurance must provide the necessary information within a reasonable period of time.

Moreover there are numerous risks by carrying out projects. There are challenges related to methodological problems, related to the sustainability of the project results and also challenges related to mismatches of initial objectives and results. Communication and transnational collaboration as well as deadlines which are not met are possible risks of this project. The Evaluation and Quality Assurance aims to handle the risk management within playingCLIL.

Internal Evaluation

Monitoring of 38 deliverables

Work Package 1: Project Management & Co-ordination Lead: P1 - Zukunftsbau	Status/Achievement (by 31.12.2015)
D1 Contract / EN / partnership contracts	100%
D2 Service / EN / Financial Administration	80% (final instalment after the final report)
D3 Report / EN/ Interim Report	100%
D4 Service / EN / Support of transnational partnership meetings, documentation & progress reporting	100%
D5 Event & facilitation / EN / Meetings	100%
D6 Report / EN / Final Report	80% (ongoing; will be finished until February 2016)
Work Package 2: Identifying CLIL-Principles Lead: P2 – Humboldt Universität	
D 7 Report / EN / Progress Report	100%
D 8 Report / EN / playingCLIL principles	100%
Work package 3: Linking/matching the principles to sector educational contexts Lead: P5 – Consejería de Educación	
D9 Report / EN / Progress Report	100%
D 10 Report / EN / Map the parameters-'playingCLIL' principles	100%

Work package 4: Monitoring Student learning / pedagogical impact Lead: P2 – Humboldt Universität	
D 11 Report / EN / Monitoring report student learning / pedagogical impact	100%
Work package 5: Writing Games Lead: P3 – Interacting UK	
D12 Report / EN / Writing games progress report	100%
D13 Product / EN / Prototype CLIL games	100%
D14 Product / EN / Course Content for Training of the Testers	100%
Work package 6: Training of Testers Lead: P3 – Interacting UK	
D15 Report / EN / training progress report	100%
D16 manual / EN / Training manual for testers	100%
D17 Product / EN / Testers' training course	100%
Work package 7: Testing in different learning environments Lead: P6 - Liceul cu Program Sportiv Suceava	
D18 Report / EN / Testing games progress report	100%
D19 Demonstrator, Prototype / All partner languages / Testing in school education	100%
D20 Demonstrator, Prototype / All partner languages / Testing in adult education	100%
D21 Demonstrator, Prototype / All partner languages / Testing in vocational education	100%
WP 8: Reviewing / Testing / Cross testing Lead: P3 – Interacting UK	
D22 Report / EN / Progress reports on testing and cross testing	100%
D23 Report / All partner languages / Review of Cross tests	100%
D24 Report (cluster of changes needed for all sectors / All partner languages / Practical guidance on the use of space	100%
WP 9: Handbook / e-book & paper-version Lead: P3 – Universidad Las Palmas de Gran Canaria	
D25 Report / EN / Progress report handbook (paper and e-book versions)	100%
D26 Product / EN / Handbook (paper version)	100%
D27 Product / EN / Handbook (digital e-book version)	100%
D28 Product / DE, ES, RO / Language versions Handbook	100%
WP 10: Dissemination Lead: P1 – Zukunftsbaue	
D29 Report / All partner languages / Progress report on dissemination	100%
D30 Product / All partner languages / Website and logo for playingCLIL	100%
D31 Product / All partner languages / Booklet to show the project and the aims and objectives	100%

D32 Seminar / EN / Seminars attached to conferences (meetings)	100%
WP 11: Exploitation	
Lead: P6 - Liceul cu Program Sportiv Suceava	
D33 Report / EN / Progress report on exploitation	100%
D34 Product / All partner languages / Exploitation strategy and stakeholder analysis per country	100%
D35 Product / All partner languages / playingCLIL flyer	100%
WP 12: Quality Management	
Lead: P1 - Zukunftsbaue	
D36 Report / EN / Quality Handbook	100%
D37 Report / EN / Interim quality report	100%
D38 Report / EN / Final quality report	100%

Process Monitoring

A process monitoring plan is available for all project partners at dropbox drive. This plan shows deadlines and status quo of deliverables, supporting documents and administrative/financial documentation.

Reporting						
Colour legend 5% 75%						
Partner	Category	Document	due to	Status	Percent	
P1 - Zukunftsbaue	example	example	31.01.2014	100%	100%	
P1 - Zukunftsbaue	basic document	example	31.01.2014		60%	
P1 - Zukunftsbaue	financial reporting	example	31.01.2014		30%	
P1 - Zukunftsbaue	content reporting	example	31.01.2014		10%	
P1 - Zukunftsbaue	basic document	declaration of employers costs	31.03.2014	100%	100%	
P1 - Zukunftsbaue	basic document	declaration of subsistence costs	31.03.2014	100%	100%	
P1 - Zukunftsbaue	financial reporting	Time sheet January (for each involved employee)	31.03.2014	100%	100%	
P1 - Zukunftsbaue	financial reporting	Time sheet February (for each involved employee)	31.03.2014	100%	100%	
P1 - Zukunftsbaue	financial reporting	Time sheet March (for each involved employee)	31.03.2014	100%	100%	
P1 - Zukunftsbaue	content reporting	Quarterly report 1	31.03.2014	100%	100%	
P1 - Zukunftsbaue	financial reporting	Time sheet April (for each involved employee)	30.06.2014	100%	100%	
P1 - Zukunftsbaue	financial reporting	Time sheet May (for each involved employee)	30.06.2014	100%	100%	
P1 - Zukunftsbaue	financial reporting	Time sheet June (for each involved employee)	30.06.2014	100%	100%	
P1 - Zukunftsbaue	content reporting	Quarterly report 2	30.06.2014	100%	100%	
P1 - Zukunftsbaue	financial reporting	Travel expense report for Suceava meeting	30.06.2014	100%	100%	
P1 - Zukunftsbaue	financial reporting	Time sheet July (for each involved employee)	30.09.2014	100%	100%	
P1 - Zukunftsbaue	financial reporting	Time sheet August (for each involved employee)	30.09.2014	100%	100%	
P1 - Zukunftsbaue	financial reporting	Time sheet September (for each involved employee)	30.09.2014	100%	100%	
P1 - Zukunftsbaue	content reporting	Quarterly report 3	30.09.2014		75%	
P1 - Zukunftsbaue	financial reporting	Travel expense report for Belfast meeting	31.10.2014	100%	100%	
P1 - Zukunftsbaue	financial reporting	Time sheet October (for each involved employee)	30.11.2014	100%	100%	
P1 - Zukunftsbaue	financial reporting	Time sheet November (for each involved employee)	30.11.2014	100%	100%	
P1 - Zukunftsbaue	financial reporting	Time sheet December (for each involved employee)	31.12.2014		0%	
P1 - Zukunftsbaue	content reporting	Quarterly report 4	31.12.2014		0%	
P1 - Zukunftsbaue	financial reporting	Time sheet January (for each involved employee)	31.03.2015		0%	
P1 - Zukunftsbaue	financial reporting	Time sheet February (for each involved employee)	31.03.2015		0%	

Supervision of Communication

Next to evaluation of the ongoing process and deliverables, a successful continuation of the project could only be ensured by monitoring the communication, participation and engagement of all partners.

At the beginning of the project an **internal documentation platform** (dropbox) was installed which provides access to all documents, deliverables and allows to follow the work progress.

The **core communication- and cooperation-platform are the steering group**, where all partners are present. The steering group meetings are attached to every project meeting since the kick-off. Additionally every 4-6 weeks the steering committee is discussing the work progress via skype. For all meetings including skype conferences agenda and minutes are available on the dropbox.

During the project's lifetime we had six project meetings. Each of them included a steering group meeting:

- Berlin (January 2014)
The main purpose of the kick-off was to create a common working basis for the project's lifetime. That includes also to agree on the project's steering and accounting rules. The meeting gave an overview on the shared responsibility for the several work packages of playingCLIL between the partners.
- Suceava (May 2014)
The Steering group monitored the work progress. However, as all agree that the training course will take place earlier (late October 2014 instead of winter 2015), consideration has been given to increase the pace of work. The next project meeting in Belfast has been extended from 2 to 3 days.
- Belfast (September 2014)
Two main topics were the focus of discussion: last appointments for the training course in October (involving all partners in Las Palmas) also the forthcoming interim reporting end of the year. P1 explained the essential requirements.
- Tenerife (March 2015)
The steering group made a review of the Interim Report process; all agreed on fostering work progress (particularly for dissemination and exploitation). The steering group was unanimous that this meeting was very productive and lead to good decisions (e.g. more efficiency and improved monitoring of working groups collaboration).
- Berlin (August/September 2015)
P1 introduced the partner to the final reporting process. The steering group agreed on an action plan in accordance with the requirements set by the grant agreement with the European Commission. All partner strengthen their efforts to finalise all open tasks (main focus on WP9: handbook). Additionally all partners update their activities for dissemination and exploitation. Finally, the steering group agreed on the agreement on ownership of products and commercialisation, proposed by P1.
- Las Palmas (November/December 2015)
The all-day steering group meeting at the end of the final conference in Las Palmas was focused on a review of all 38 deliverables to make sure that the project meet the requirements of the final report. Reviewing the whole project the steering group was very satisfied, particularly with regard to the final result (playingCLIL handbook) and the feedback from the visitors of the final conference.

In 2014 and 2015 we had 16 Skype conferences. These were helpful to discuss and monitor the work progress between the project meetings. At the beginning of each Skype conference topics were collected and the agenda was set jointly. Priority topics or issues were communicated in advance for a better preparation. Most discussed topics in the first project year were organisational and content questions regarding the training course in late 2014 as well as reaching the target groups in the different partner countries. In the second project year we shift the main focus to the finalisation of the handbook as well as the efforts for dissemination and exploitation.

External Evaluation – Executive summary

The report covers the activities of the external evaluator for the project playingCLIL in the period 7th of January 2014 –31st of December 2015.

Based on the agreement with the coordinator of the project playingCLIL following activities were carried out by the external evaluator Michaela Marterer of STVG. After the contract was signed, the preparation for the Kick-off meeting in Berlin was undertaken in developing a presentation with the roles and activities to be agreed by the consortium.

The evaluation is divided into 2 axes (cf. also the plan for external evaluation in the quality handbook):

Axis 1: Process Evaluation

Axis 2: Product Evaluation

Axis 1: Process Evaluation: For the evaluation at process level 3 areas were agreed:

1. Communication and progress
2. Meetings of the consortium / Steering group
3. Self-monitoring of the process within pCLIL

Within the Kick –off Meeting on 20th of January 2014 following indicators were agreed:

1: Indicators for Communication and progress:

Communication

- The satisfaction about the communication flow within the email communication
- The effectiveness of the Skype conferences
- Clearness about the next steps to do

Progress in general

- The timetable has been respected
- Planned activities have taken place
- Partners have contributed as stated in the work plan

- The sub products are ready and approved
- The goals of year one are met

2. Indicators for the evaluation of Meetings of the consortium and meetings of the Steering group

Meetings of the consortium

- Satisfaction concerning the information flow before the meeting was held
- Satisfaction concerning organization of the meeting was satisfactory
- Overall satisfaction with the meeting
- Satisfaction concerning the structure of the meeting
- Satisfaction regarding the lead of the meeting
- Satisfaction concerning the working methodology of the meeting
- Satisfaction regarding the results of the meeting
- Regarding the **content of the activities** within the project
- Information about the planed work in the project
- Clear understanding of objectives, roles, responsibilities and procedures
- Regarding the **financial management**
- Clear understanding of topics of financial management
- The 10th indicator is related to specific aims of each meeting

Meetings of the steering group

- Overall satisfaction with the meeting
- Satisfaction concerning the structure of the meeting
- Satisfaction regarding the lead of the meeting
- Satisfaction with decision making processes are transparent and fair
- Clear understanding of objectives, roles, responsibilities and procedures

For area 3: Self-monitoring of the process within pCLIL

For this area a “traffic light colours” the status of the deliverables was suggested. It was agreed the coordinator will give an overview of the status in the well prepared and during the kick-off presented timetable chart.

Axis 2: Product Evaluation

For the Evaluation of products and the Evaluation of Impact of the products / outcomes (short term, mid-term and long term) it was agreed the external evaluator consults the responsible partners for the testing and retesting phases in the project and will develop complementary tools if necessary. In the reporting period this was undertaken for the training course in Grand Canaries in October 2014.

The „Voice of users“ evaluation is undertaken by Humboldt University for teachers, trainers, students, adults within testing and re-testing for the product in general. For the impact in the phase of Testing and Retesting phase the external evaluator will consult the responsible partner if requested. The peer evaluation of products was agreed within the kick-off meeting to be undertaken in the second year of the project.

All over it was agreed to undertake the evolutions with online tools and when the external evaluator is present within the meetings agreed on by oral interviews and by observations and reflections.

The present report covers following meetings and process evaluations as well as Seminars, courses and conference:

- Kick-off Meeting in Berlin 20th – 21st January in Berlin, Germany
- Project meeting: 26th- 29th May 2014 in Suceava, Romania
- Project Meeting: 21st-23rd September 2014 in Belfast, Ireland
- Project Meeting: 25th -26th March 2015 in Tenerife, Gran Canaria
- Project Meeting: 30th August -2nd September 2015 in Berlin, Germany
- Project Meeting 2nd December 2015 in Las Palmas, Gran Canaria
- 1st Process Evaluation (for the period 1st January 2014 to 31st August 2014)
- 2nd Process Evaluation (for period 1st of September 2014 – 28th February 2015)
- 3rd Process Evaluation (for period 1st of March 2015 to 30th of September 2015)
- 4th Process Evaluation (for period 1st of October 2015 to 31st of December 2015)
- Evaluation of the training course in Las Palmas, Grand Canaries 26th Oct. – 1st Nov. 2014
- Evaluation of the EUROPEAN PLAYINGCLIL CONFERENCE – METHOD, PRACTICE, PERSPECTIVES in Las Palmas, Gran Canaria, Spain, 30th of November – 1st December 2015

It was agreed with the co-ordinator to **attend 2-3 meetings during the lifetime period**. And concerning the agreement the external evaluator was present during:

1. The Kick-off meeting in Berlin: with the aim to get an impression about the consortium, about the common understanding within the group, about their working style. (Axis 1)
2. The project meeting in Belfast: with the aim to get an impression about the status quo of the project activities in the different work packages as well as the preparation for the interim report and their knowledge about handling reporting (for the content as well for the financial issues) due to the fact most of the partners do not have a huge experience in being partner in European project activities. (Axis 1)
3. The final meeting in Las Palmas: with the aim to get an impression about the development of the consortium in working together, in finalising the products of the project and to attend the final conference. Additional to give inputs for the quality of the products (in comparison with the description in the proposal), also concerning formal conditions, languages versions etc. One important aim was also the possibility to talk with participants of the conference, about their experiences with Playing CLIL, their experiences when taking part in the training course or by using the materials with the short-term aim to get people know for the planned impact evaluation in the final stage of the project life time. (Axis 2)

General Evaluation and evaluation development of activities within the work packages

According to the process evaluation (cf. Axis 1) undertaken 4 times online and after each project meeting also the minutes of the meetings were studied and the monitoring undertaken by the coordinator to the insight of the work within the work packages and to give feedback for the process on the one hand and the deliverables on the other hand. The reasons for deviations and same delays of deliverables or processes were asked for and suggestions to deal with the situations were given to the coordinator.

Impact Evaluation

In the last phase of the project it was the aim also to make an impact evaluation regarding the outcomes and outputs of the project Playing CLIL. During the final conference in Las Palmas there was the possibility to get in contact with teachers and other stakeholders to talk about the impact of the project and to get the permission to send them a questionnaire via email.

It was possible to get feedback via email from 18 persons from the countries involved in the project activities in different stages of the project which underlines the value of the project's outcomes for the target group.

Communication with the coordinator and the consortium

With the coordinator: As described in the offer regularly communication with the coordinator took place via phone calls and via email. After getting the results of each different evaluation the results were discussed with the coordinator and recommendation for further steps were given.

This was one of the main aims to support the coordinator within his task in coordinating the project in coherence with the application, with the regulations of the European Commission and within the consortium.

With the consortium: The communication with the consortium was reduced to emailing when it came to the online evaluation or when it came to the process of impact evaluation. During the attendance at the 3 meetings there was the possibility to have short talks with the members of the consortium about the project. Their own lessons learned and effects for their organisation were asked during the last online process evaluation.

Results of the project Playing CLIL

All in all, the Playing CLIL project has been very successful in achieving its aims and objectives as outlined in the submitted detailed description of the project. At the end of EU funding, the partnership produced 38 deliverables of high and good quality giving proof of the manifold and widespread successful activities carried out by consortium members. The project's activities have been in with some deviations in accordance with its aims and objectives as declared in the original application submitted in the framework of the LLP Call 2013.

All detailed evaluation results can be found in the final external evaluation report.