

ELEGANT

Enhancing Teaching, Learning and Graduate Employability
through University-Enterprise Cooperation

PROJECT Elegant Deliverable

D.4.1. Quality Assurance Plan



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Contributing partners:	UNIDU (Prof Iraj Hashi and Prof Nebojsa Stojcic)
Author(s):	Fahmi Abu Al-Rub
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Abbreviations and Acronyms

DK/NO	Don't know/ No opinion
EACEA	Education, Audiovisual and Culture Executive Agency
EC	European Commission
EU	European Union
GA	Grant Agreement
HEI	Higher Education Institution
ICT	Information and Communication Technologies
NA	Not applicable
PC	Project Coordinator
sit-rep	Situation report
QEP	Quality and Evaluation Plan
WP	Work Package
WPL	Work Package Leader



1. Introduction

Elegant, is a project co-funded by the Erasmus+ Capacity Building for Higher Education programme aims to enhance the cooperation between partner country universities and enterprises in Jordan and Lebanon in order to improve the teaching and learning experience of their students, strengthen the employability skills of graduates, and create conditions for cooperation in the areas of applied research and knowledge transfer between partner universities and enterprises.

The specific objectives of the project in both countries are:

- To stimulate the University-Enterprise cooperation culture amongst the staff and students of partner universities.
- To develop new forms of industry oriented education in partner universities by establishing close cooperation with a number of enterprises through the newly set up Liaison Offices, arranging placement for students in companies, and involving qualified company employees in teaching and mentoring student projects and theses.
- To update and upgrade the capacities of academic and technical staff of partner universities through study visits to EU partner institutions and to improve the ICT curricula with the support of EU partners and local partner enterprises.
- Strengthen the internationalization of partner country universities by engaging EU professors in teaching and in improving the curricula of ICT courses.

The Elegant partnership is comprised by a total of 13 partners:

Table 1: Elegant partnership

P#	Organization name	Short name	Country
P1	University of Dubrovnik	UNIDU	Croatia
P2	Princess Sumaya University for Technology	PSUT	Jordan
P3	Jordan University for Science and Technology	JUST	Jordan
P4	Al Balqa Applied University	ABAU	Jordan
P5	The Information and Communications Technology Association of Jordan	int@j	Jordan
P6	Modern University for Business and Science	MUBS	Lebanon
P7	Beirut Arab University	BAU	Lebanon
P8	Syndicate of Computer Sciences in Lebanon	SCSL	Lebanon
P9	Staffordshire University	SU	UK
P10	Universita Politecnica delle Marche	UNIVPM	Italy
P11	Psicoglobal Co	PSICOGLOBAL	Portugal



The work-plan spans over 36 months and foresees 6 Work Packages:

Table 2: Work package reference number, type and title

WP#	Work package type	Title
WP1	Preparation	Establish University-Enterprise Cooperation Network in partner universities in JO and LB
WP2	Development	Implementation of new forms of industry-oriented education
WP3	Development	Improving the human capacities of University staff and revise/upgrade the ICT Curricula in partner universities
WP4	Quality Plan	Quality Control and Monitoring
WP5	Dissemination & Exploitation	Sustainability and Dissemination
WP6	Management	Management of the project

The Quality and Evaluation Plan (QEP) is being developed as part of WP; to ensure the production of concrete and high-quality results in line with the project objectives and the activities described in the project’s proposal.

In this context, the Quality will guide all partners on the evaluation and quality issues, by establishing a coherent set of guidelines by which all aspects of the project are managed and measured. It will be the use of these guidelines that will ensure better collaboration among the consortium members, individuals and groups, and will also ensure that the entire consortium is responsible for and engaged in the work that is produced by the project.

2. Aims and Objectives of the Quality Plan

This document is for internal use by the project team and will act as a guide for the internal quality management of the project.

The main purpose of this project Quality Plan is to describe the Quality Management procedures that the project team will follow in order to ensure, monitor and control the quality of all processes and deliverables produced during the Elegant project lifetime. In particular:

- To provide guidelines for adequate implementation and thereby assure that certain quality standards in the performance of our tasks are fulfilled.
- Establish and implement processes to detect and prevent deficient results;
- Identify, control, and correct items, services, and processes that do not meet established requirements;



- Identify the causes of problems and prevent reoccurrence as a part of corrective action planning;
- Review item characteristics, process implementation, and other quality-related information to identify items, services, and processes needing improvement.

In summary, we expect this quality plan to add value to the project by:

- Providing feedback and enabling continuous improvement;
- Improving partners communication;
- Enabling data driven management decisions;
- Improving process performance;
- Prompting decisive steps to correct matters that deviate from the work plan;
- Dealing with defective actions and preventing them from getting into processes.

3. Project Management Structure

The project management structure is analytically described in the Project Management Plan.

Within the scope of the Quality Assurance Plan, the following two additional structures are developed in line with the proposal and the decisions made during the kick-off meeting.

3.1 Quality Control and Monitoring

In order to achieve the quality objectives of the project, quality control and monitoring is undertaken by the Project Management Committee as well as internal quality team (composed of JUST and PSICOGLOBAL) and an External Evaluator.

The duty of the above group is to monitor and evaluate the progress of the project and to ensure that all its activities are carried out properly according to the selected standards for Quality Assurance and ensuring proper execution of the project to achieve its objective.

3.2 External Evaluator

In order to ensure an independent review and a consistency assessment of the project deliverables versus project target groups' needs/expectations, an experienced External



Quality Evaluator EQE will be appointed within the first six months of the project. The criteria for the selection of EQE is extensive experience of Tempus/Capacity Building in Higher Education/Erasmus programmes management (particularly financial and administrative management and quality management) and excellent knowledge of the Project's language (English).

4. Quality Management Strategy

Ultimately, the extent to which the project has reached its objectives will be determined by the number of the new forms of IT oriented education in partner universities by establishing close cooperation with a number of enterprises through the newly set up Liaison Offices and the updated and upgraded the capacities of academic and the improved ICT curricula with the support of EU partners and local partner enterprises. These indicators are described in some detail in the Logical Framework Matrix of the project proposal.

Indicators are described from a qualitative and quantitative point of view from the perspectives of the overall implementation of the project and particular project objectives.

Quality will be measured by using tools such as the monitoring and evaluation questionnaires answered by all partners and participants in the activities of the project, as well as evidence collected during project activities.

In particular, during project execution, the quality of the project and its deliverables are measured against selected quality standards regarding:

- Project Processes, to ensure the involvement and alignment of all partners according to the topics and tools to measure effectiveness.
- Project Deliverables, to measure the degree of achievement of the expected results, both in qualitative and quantitative form.

For each project component, both project processes and deliverables, one or more indicators is set, accompanied by the relevant metrics, according to which compliance is measured.

4.1 Metrics

Regarding the project management arrangements and progress, the following metrics are established:

- Accomplishment of deadlines (of WP and outputs/ results)
- Accomplishment of predicted objectives and main milestones
- Communication and management methodology between partners



The target groups metrics:

- Students/ teachers/ staff satisfaction rate
- Students/ teachers/ staff engagement
- Companies engagement
- Companies retention rate
- Target groups complaints

These are measured either on a **one year basis**, using the data provided via the Progress Reports or after the implementation of the relevant actions, or using satisfaction surveys (meetings, events, project progress).

4.2 Results scores

The quality of the key project processes will be monitored and assessed through internal self-evaluation of the consortium by the project partners.

The evaluation is done by each partner, who must answer questions on a questionnaire with an assessment of the performance of the consortium and of the current state of the partnership. This internal evaluation will be performed 3 times (annually) during the lifecycle of the project. The Internal Quality leaders (JUST and PSICOGLOBAL) will collect all the answers and elaborate a progress report.

In case WP Leaders, upon processing the results, find that one or more is below the expected performance, they will notify the PC in order to set forth problem-solving procedures.

The average score should be more than 3 and scores ≥ 3 should represent more than 70% of the total. Scores less than this will require corrective actions by the partnership, led by the Project Coordinator.

4.3 Quality of project deliverables

The deliverables of the Elegant project are classified into tangible ones (document based), such as:

- printed and/or electronic publications,
- New or revised curricula,
- reports,
- guidelines,
- equipment,
- handbooks,



As well as intangible deliverables in the form of:

- meetings (partnership, stakeholders' or other),
- organized events (such as roundtables, seminars, trainings, conferences),
- established social media presence,
- site and collaboration e-platform.

It must be noted that the Evaluation and Monitoring Table includes only the outcomes for the Elegant project that are considered key for the effective evaluation of quality of the project results.

4.3.1 Meeting and event evaluations

Meeting and event evaluations will be done by all participants. At the end of each meeting and event organized by and/or for the partnership, a relevant questionnaire will be completed by the participants. Standard questionnaires will be used, one for partner meetings (**Meeting Evaluation Form**) and one for events (**Event Evaluation Form**).

The partnership meeting questionnaires will be delivered using an online digital survey tool (Google forms) that allows respondents to remain anonymous in order to collect quantitative and qualitative data. At least 80% of the registered participants of the event must fill in a questionnaire to gain significant conclusions.

The event evaluations will be done on the spot using soft/hardcopies of the standard document.

The questionnaires include closed questions (in a 5-point Likert scale) as well as open-ended questions for remarks, comments and suggestions.

A summary of the data collected, including suggestions for changes and improvements will be compiled and included in the upcoming Quality and Monitoring Report.

The meeting/event is considered successful if the average score is more than 3 and the percentage of scores ≥ 3 is more than 70% of the total answers. Scores less than this will require corrective actions by the partnership, led by the Project Coordinator.

4.3.2 Training evaluations

Evaluations for deliverables like training courses, seminars, practical training, etc shall be done by the trainees/participants, using the appropriate questionnaire. The evaluations will be done on the spot, after the end of the trainings/seminars, using either hardcopies of the standard document or Google forms as an online digital survey tool, whatever is more practical depending the case.

The questionnaires include closed questions (in a 5-point Likert scale) as well as open-ended questions for remarks, comments and suggestions.



At least 70% of the registered participants of the training must fill in a questionnaire to gain significant conclusions.

A summary of the data collected, including suggestions for changes and improvements will be compiled and included in the upcoming Quality and Monitoring Report.

It is expected that the average score will be more than 3 and the percentage of scores ≥ 3 will be more than 70% of the total answers. Scores less than this will require corrective actions by the partnership, led by the Project Coordinator.

4.3.3 Other intangible deliverables

Other project deliverables, such as the Elegant website, the collaboration platform and the social media will be evaluated according the criteria set in the logical framework matrix, with a focus on the overall quality of the deliverable and the usability and the added value to the final users.

In the case of the webpage and social media, the internal evaluation process includes receiving feedback through email exchange and then the Project Coordinator will verify the accomplishment and incorporation of the partner's comments in the next Progress Report. This review will take place after the creation of the relevant pages and it will suggest if needed corrective measures.

In the case of the collaboration platform, the online deliverable will be evaluated internally through the standard deliverable evaluation form. Once the on-line deliverable is approved, the task is closed, and the platform can go live for public use. (can be a google drive, Mega, etc.).

The web tools will be considered user-friendly if the average score is more than 3 out of 5 stars. An average score less than this will require corrective actions by the partnership, led by the Project Coordinator.

5. Reporting

A monitoring mechanism facilitated by a 9-Month Quality and Evaluation Report will be established, providing a consolidated status of the project.

The information required for the evaluation compilation of the PR of the project shall be provided by the partners and WP leaders using the Progress Evaluation Form (see the annexes), the Internal Evaluation Form (see the annexes) and all other forms distributed during the previous one-year-period.

The report will be submitted by the WP leader, after the collection of all appropriate data representing the work done in the previous period with a 15 days' timeframe to submit the compiled Quality and Evaluation Report.



6. Document Control

Document revising and controlling will be among the work package leader, the responsible partners for the WP and the project coordinator.

6.1 Document Storage and Accessibility

In addition to the project website, there will also be a Google Drive platform for document storage. All partners will have access (for reading) to all documents and editing rights will be given by the PC according to the project's needs. The structure of the repository on the tool is the responsibility of the Project Coordinator.

6.2 Document Format-Filename

All documents essential to the progress of the project must be named using their title, version number, status (draft or final) and the relevant code of the deliverable.

Due to the various types of documents that will be produced in this project, a filename conversion is necessary in order to ease their archiving in the project internal management system and repository.

The following rules will be applied according to the type of document:

Deliverables: DX.X Title_Elegant _vxx

D: Deliverable, X.X: number according to project description, xx version number

Deliverable Presentations: P_DX.X Title_Elegant _vxx

P: Presentation, D: Deliverable, X.X: number according to project description, xx version number

Draft versions: 0.x (decimal numbers: v0.1, v0.2 etc)

Final versions: x (integers: v1, v2, etc).

WP Presentations: P_WPX.X Title_Elegant _vxx

Where, P: Presentation, X.X: WP number according to project description, xx version number

Draft versions of the document use decimal numbers (v0.1, v0.2 etc) while final versions of the document use integers (v1, v2, etc).

In case a deliverable exists in more than one language then the language code will be added at the end.

e.g. D4.1 Quality Plan_Elegant_v0.1_EN



All documents will be saved in MS Word, MS Excel or MS PowerPoint compatible or pdf file types. A template (including font, built-in header, footer, page numbers, etc.) to be used for the creation of Word documents is included in the annexes.

The templates of the documents to be used for the peer evaluation of deliverables, meeting evaluations, event evaluations shall also be placed in the Quality Management folder in the common folder of the project.

Documents or other material that is addressed to the public (informative material, brochures, leaflets, posters, presentations, website, DVDs etc) must bear appropriate logos and disclaimers, according to EC projects visual identity requirements.

All produced documents will be assigned a distribution/access level: Partnership (Confidential), or Public.

6.3 Exchange of Documents

All documents and computer data files should be stored as much as possible in the Project's dedicated Google Drive or such a good online data storage. Partners should notify via e-mail when a file has been added or changed.

7. Annexes

7.1 Annex: Internal Evaluation Form

7.2 Annex: Meeting Evaluation Form

7.3 Annex: Event Evaluation Form

7.4 Annex: Deliverable Evaluation Form

7.5 Annex: Training Course Evaluation Form

7.6 Annex: Progress Evaluation Form



Annex 7.1 Internal Project Evaluation Form

Date of Evaluation:	
Evaluation by (Name & Organization):	

Please answer each question with a grade between 1-5, where 1 is Poor and 5 is Excellent.

How do you evaluate....		1	2	3	4	5
1.	The extent to which the consortium commits time and resources as required by the Work Plan?					
2.	The consortium's efficiency to resolve problems?					
3.	The effectiveness and clarity of the communication among the partners and the Project Coordinator?					
4.	The commitment and proportionate involvement of all partners?					
5.	The arrangements for the implementation of the work packages and the administration of budgets?					
6.	The effectiveness of the project co-ordination?					
7.	The professional competence and commitment displayed by the Project Coordinator?					
8.	The quality of the relationship among the partners and team-development?					
9.	The quality of the project monitoring and evaluation processes?					
10.	The quality of the project information/results dissemination arrangements?					
11.	The adherence to the Work Plan by all partners?					
12.	The deviations from the Work Plan? If any, were they based on well-considered reasons and mutual agreement?					



How do you evaluate....		1	2	3	4	5
13.	The quality of the project in terms of its short, medium- and long-term impact at local/regional/national/European level?					
14.	The quality of materials/guides/reports/products throughout the life-cycle of the project?					
15.	The sufficiency, range and suitability of project resources, including, where appropriate, technology resources?					
16.	The sharing of resources/expertise amongst transnational partners?					
17.	The extent to which technology and other resources are used effectively and innovatively?					
18.	The link between project workplan and cost-effective use of resources?					
Other Comments and Suggestions:						

Annex 7.2 Meeting Evaluation Form

Dear colleague,

Thank you for your participation in this meeting. You are kindly requested to take part in this short survey. Your feedback is very valuable in view of the further project progress and performance. All data will be treated confidentially.

For each question, please assign a grade, on a scale of 1 to 5, with 5 being the highest (fully agree) and 1 the lowest (fully disagree).

If you give 1 or 2, please explain why and if it is possible give an advice, using the Comment lines.

Thank you for your precious support!

SECTION 1: Closed Questions

A. The meeting	1	2	3	4	5
(1) The meeting was well planned and organised.					
(2) The agenda of the meeting was balanced, focusing on all key aspects of the project.					
(3) The participants received all information about the meeting on time.					
(4) The presentations by the partners were clear and understandable.					
(5) Partners had the chance and the possibility to meet and interact with each other.					
(6) The timetable was respected.					
(7) The conference room and its facilities facilitated the work during the meeting.					
(8) The overnight accommodation was satisfactory.					



(9) Access to the venue of the meeting was easy.					
(10) Catering and meals were satisfactory.					

Comments: _____

B. The Project	1	2	3	4	5
(11) I have a clear view of the project aims and objectives.					
(12) I understand clearly the administrative structure of the project.					
(13) The information given as to the administrative / financial management facilitated my understanding of those issues.					
(14) The information given helped me to better understand the Activities of the project.					
(15) I understand clearly the interactions and links between the different Activities.					
(16) I understand clearly the role of my institution/organization in this project and what is expected from me for the project.					
(17) The timescales proposed are realistic and feasible.					
(18) The meeting contributed positively to the progress of the project and the scheduling of the next steps.					

Comments: _____



C. The Partnership	1	2	3	4	5
(19) I feel the project is built on a strong partnership with an efficient administrative and financial coordination.					
(20) The information given helped me better understand the deliverables each partner has to produce and contributed to the mutual understanding of each partner's mission.					
(21) The communication amongst the partners was effective and clear.					
(22) The meeting helped with the development of trust and positive attitudes among partners.					

Comments: _____

SECTION 2: Open Questions

Project partners are asked to provide their opinions and concerns on the following project aspects.

Please fill in what is relevant for you.

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

(24) The following element is still a major concern to me:



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

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

(27) Suggestions and aspects to be improved (good practices noted)

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

SECTION 3: Personal info

Name _____ & _____ Organisation _____
(optional): _____ Meeting _____
title: _____

Thank you for your cooperation!



Annex 7.3 Event Evaluation Form

Date of Evaluation:	
Event:	
Your name (optional):	
Your organization (optional):	

Please answer each question with a grade between 1-5, where 1 is Poor and 5 is Excellent.

How do you evaluate....		1	2	3	4	5
1.	The general organization and facilities of the event?					
2.	To which extent did the event live up to your expectations?					
3.	The presenters/facilitators?					
4.	The information and the material that was distributed before and during the event?					
5.	The agenda of the event?					
6.	The technical resources used?					
7.	The effectiveness of the methodologies used?					
8.	The usefulness of the event?					
9.	The value of the event for your professional growth?					
10.	The satisfaction from the level of participation to the event proceedings?					
11.	The feeling that the targets of the event have been fulfilled?					
12.	The accommodation and catering of the event? (*)					

Other Comments and Suggestions:

* only in case there was accommodation included



Annex 7.4 Deliverable Evaluation Form

Work Package	
Deliverable Name	
Date of Review	
Reviewer's Name & Organization	

1. Assessment of Deliverables by the Reviewer

Mark with X the appropriate column:

CONTENTS	Y	N	NA or DK/NO	Comments
(1) Are the contents of the Deliverable adequately clear and understandable?				
(2) Are the contents according to the Application Form description?				
(3) Are the contents according to the project objectives?				
(4) Are the contents according to the work package objectives?				
(5) Are all aspects thoroughly and in depth analyzed?				
(6) Does the Deliverable need the addition of elements to reach completeness?				
(7) Are there any parts/elements in the Deliverable that should be removed?				
FORMAT (for documents)	Y	N	NA or DK/NO	Comments
(8) Does the Deliverable use the available template with the appropriate formatting, logos, etc?				
(9) Are there other remarks about the format of the Deliverable (spelling, grammar, etc)?				

NA: Please mark as "NA" if the question does not concern the specific deliverable



2. Suggested improvements (Changes that should be implemented - Missing information - Further improvements - add rows as needed)

Page No.	Section	Suggested Improvement

3. Any other observations (e.g. minor corrections that need attention - add rows as needed)

Page No.	Section	Observations

4. Conclusion (Mark with X the appropriate line)

Deliverable accepted, no changes required	
Deliverable accepted but changes required	
Deliverable not accepted, it must be reviewed after changes are implemented	



Annex 7.5 Training Course Evaluation Form

Work Package: *(to be filled by the organizer)*

Seminar/Training Course Title: *(to be filled by the organizer)*

Date:

Location of training:

Your name (not compulsory):

Your company/organization (not compulsory):

We'd like to have your opinion on the organizational aspects and the overall quality for the training. Please complete the evaluation for the training session. Your feedback is valuable. ELEGANT project is committed to continual improvement and suggestions will be considered.

<i>Please answer each question with a grade between 1-5, where 1 is Fully disagree and 5 is Fully agree.</i>	1	2	3	4	5
(1) Please rate the overall training experience.					
a) The training was well planned and organised.					
b) The training facilities were adequate and comfortable.					
c) The technical resources used were satisfactory.					
d) Materials provided were helpful.					
e) The objectives of the training were clearly defined and met.					
f) The training content was well organised.					
g) The topics of the training were clear and easy to follow.					
h) Length of training was sufficient.					
i) The training enhanced my understanding on the subject.					
j) Training was relevant to my needs.					



k) The training will be useful to my work and my professional growth.					
l) Training met my expectations.					
(2) What is your opinion of the Trainers, regarding:					
<i>Please answer each question with a grade between 1-5, where 1 is Fully disagree and 5 is Fully agree.</i>	1	2	3	4	5
a) The trainer was knowledgeable about the training topic.					
b) The trainer had the ability to explain and illustrate concepts.					
c) The topics were presented in a clear and understandable manner.					
d) The trainer encouraged participation, interaction and answered questions clearly.					
e) The trainer's communication style kept me focused and interested.					

(3) Was this training appropriate for your level of experience?	Yes	No
(4) Which topics were not covered or insufficiently covered, in your opinion?		
(5) Which topics were not relevant in your opinion?		
(6) What did you like best about the training?		



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

Annex 7.6 Progress Evaluation Form

TABLE OF ACHIEVED / PLANNED RESULTS

<u>Title and reference number of the work package (WP)</u>	
<u>Indicators of achievement and or/performance as indicated in the project proposal</u>	

Activities carried out to date for the achievement of this result:

Activity N°	Activity Title	Start date	End date	Place	Description of the activity carried out

Activities to be carried out for the achievement of this outcome (entire project period: 2 or 3 years)

Activity N°	Activity Title	Start date	End date	Place	Description of the activity to be carried out

Changes that have occurred in this result since the original proposal:



TABLE OF ACHIEVED / PLANNED RESULTS

<u>Title and reference number of the work package (WP)</u>	
---	--

<u>Indicators of achievement and or/performance as indicated in the project proposal</u>	
---	--

Activities carried out to date to achieve this result:

Activity N°	Activity Title	Start date	End date	Place	Description of the activity carried

Activities to be carried out to achieve this outcome (before the end of the project)

Activity N°	Activity Title	Start date	End date	Place	Description of the activity to be carried

--

Changes that have occurred in this result since the original proposal:

Please add as many tables as necessary