



Empowering public authorities and professionals
towards trauma-informed leaving care support

TRAINING PROGRAMME EVALUATION REPORT

WP3 / A3.4 / D3.4.2



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Training programme evaluation report

Summary

1. Introduction
2. Piloting Process
3. Analysis of MOOC pilot results
 - 3.1 Italian Pilot
 - 3.2 Greek Pilot
 - 3.3 Hungarian Pilot
 - 3.4 French Pilot
 - 3.5 Video data
 - 3.6 Open questions
4. Revisions of MOOC structure and materials

1. Introduction

This document includes the analysis of the piloting process applied for the Carepath Project MOOC modules as presented in the document D3.4.1. Training pilots.

The main purpose is to describe participants involved, feedbacks received and revisions made.

This process had been particularly relevant in order to achieve the definitive form both of the training materials and the training process.

2. Piloting Process

A recursive process of revision has been applied:

- in a first step each partner of the Carepath Project revised the training material in all languages and before going online;
- then - before the online setting – CarePath units gave a feedback to ReadLab for the final version of the modules;
- after this phase, participants (enrolled by each partner) attended the sections as planned, evaluating the quality of the training modules and the efficacy of the training process (filling a questionnaire);
- Pilot participants had the possibility to give feedbacks also in an open form to the partner responsible for each module testing;
- Once all the information received through these channels (questionnaires and spontaneous feedback) had been collected and systematised, the necessary changes were made to reach the final form of the training materials and modules.

In Annex 1 we report the screenshots of the starting page of each module.

In Table 1 we present the module number, language, partners responsible for the recruiting and period of piloting activity in which each module has been piloted.

Tab. 1 Piloting process

MODULE NUMBER	LANGUAGE	PARTNER/S	START-END PILOT PERIOD	MOOC STARTING DATE (all modules)
1	Italian	IACP/UNITO	25 November 2019 - 10 December 2019	16 January 2020
2	Hungarian	Cordelia	25 November 2019 - 10 December 2019	27 February 2020
3	Greek	Ergo, E-Trikala	25 November 2019 - 10 December 2019	23 January 2020
4	French	Eurochild	25 November 2019 - 10 December 2019	03 February 2020

3. Analysis of MOOC pilot results

In line with the objective planned for this activity, we enrolled 91 persons in total (Table 2).

Tab. 2 Pilot participants per country

Country	Users enrolled	Users not enrolled
GR	6	2
IT	64	32*
FR	9	5
HU	12	15

*including unreachable emails

In table 3 we describe the results of the evaluation questionnaire filled by participants.

Tab. 3 Pilot evaluation

Questions	Country	0	1	2	3	4	5
		<i>Not at all</i>				<i>Very much</i>	<i>I do not know</i>
Q1 Are the contents consistent with educational aims?	IT	0,0%	0,0%	3,0%	39,4%	54,5%	3,0%
	GR	0,0%	0,0%	0,0%	17,0%	83,0%	0,0%
	HU	0%	0%	0%	0%	67%	33%
Q2 Are the contents of the lesson presented in an understandable way?	IT	0,0%	0,0%	12,1%	21,2%	63,6%	3,0%
	GR	0,0%	0,0%	0,0%	33,0%	67,0%	0,0%
	HU	0%	0%	0%	0%	67%	33%
Q3 Is there enough time to read, listen and watch the educational materials?	IT	9,1%	9,1%	15,2%	48,5%	15,2%	3,0%
	GR	0,0%	0,0%	0,0%	17,0%	83,0%	0,0%
	HU	0%	0%	0%	67%	0%	33%
Q4 How useful do you find the topics explored?	IT	0,0%	0,0%	6,1%	24,2%	66,7%	3,0%
	GR	0,0%	0,0%	0,0%	50,0%	50,0%	0,0%
	HU	0%	0%	0%	0%	67%	33%
Q5 How applicable do you think the themes of the lesson are?	IT	0,0%	0,0%	0,0%	30,3%	63,6%	6,1%
	GR	0,0%	0,0%	0,0%	67,0%	33,0%	0,0%
	HU	0%	0%	0%	0%	67%	33%
Q6 Would you suggest to a friend/colleague/knower this lesson?	IT	0,0%	0,0%	3,0%	27,3%	66,7%	3,0%
	GR	0,0%	0,0%	0,0%	17,0%	83,0%	0,0%
	HU	0%	0%	0%	0%	67%	33%
Q7 How would you assess the experience of this online training?	IT	0,0%	0,0%	3,0%	39,4%	54,5%	3,0%
	GR	0,0%	0,0%	0,0%	33,0%	67,0%	0,0%
	HU	0%	0%	0%	33%	33%	33%
Q8 How would you rate the level of the CarePath course?	IT	0,0%	0,0%	12,1%	39,4%	45,5%	3,0%
	GR	0,0%	0,0%	0,0%	33,0%	67,0%	0,0%

		HU	0%	0%	0%	0%	67%	33%
Q9	<i>Were the technical aspects (visuals, acoustics, pdfs, etc.) of the CarePath course satisfactory?</i>	IT	0,0%	3,0%	9,1%	33,3%	48,5%	6,1%
		GR	0,0%	0,0%	0,0%	17,0%	83,0%	0,0%
		HU	0%	0%	0%	0%	67%	33%
Q10	<i>Was the online training platform of the CarePath course user-friendly?</i>	IT	0,0%	0,0%	3,0%	18,2%	72,7%	6,1%
		GR	0,0%	0,0%	0,0%	17,0%	83,0%	0,0%
		HU	0%	0%	0%	0%	67%	33%

In the following paragraphs, we describe participant numbers per Country and principal results of each pilots.

3.1 Italian Pilot

The 37% of the participants answered to the quiz questions.

As regards the Evaluation questionnaire, in Table 3 we report the data obtained for the Italian version.

The most scattered answers are in Question 3 about the time needed to read, listen and watch the educational materials.

Option 4 (Very much) was the most popular option in all questions - except Q3 - indicating a high level of satisfaction.

The Q10 (on the training platform) received the highest percentage (72.7%) of positive opinions.

In general, the data collected show a high level of satisfaction of the participants.

3.2 Greek Pilot

Regarding the Evaluation questionnaire, in Table 3 the data obtained from participants are reported.

Option 4 (Very much) was the most popular option in all questions - except Q4 and Q5 (items that have nevertheless received a positive evaluation) - indicating a high level of satisfaction.

The Q6 and Q9 received the highest percentage (83%%) of positive opinions.

3.3 Hungarian Pilot

Percentages of responses on the Evaluation questionnaire are presented in Table 3.

Option 4 (Very much) was the most popular option in all questions - except Q3 and Q7 (items that have nevertheless received a positive evaluation) - indicating a high level of satisfaction.

3.4 French pilot

No one responded to the questionnaire since participants were asked to assess a final exam section without walking through previous modules content. However, after being enrolled, several participants responded via email and provided some useful feedback that we use to modify the structure of the training course.

3.5 Video data

The following data and graphs are based on YouTube analytics from 25 November to 8 December 2019

A total of 118 unique viewers were recorded (Figure 3.5.1) and a total of 122.3 watch time hours (Figure 3.5.2) has been recorded.

During the first weekend of the pilot phase a total of 36.2 hours has been recorded. The traffic was higher in the weekend compared to the weekdays.

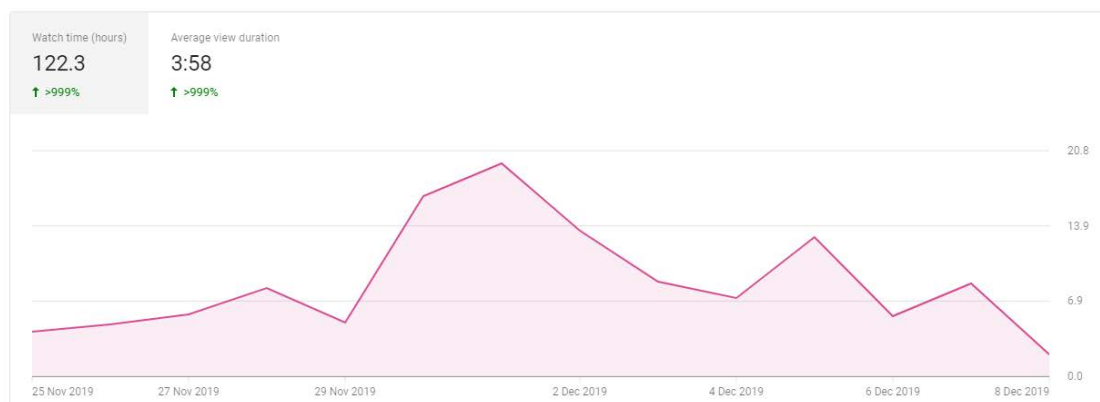


Figure 3.5.1 Watch time behavior

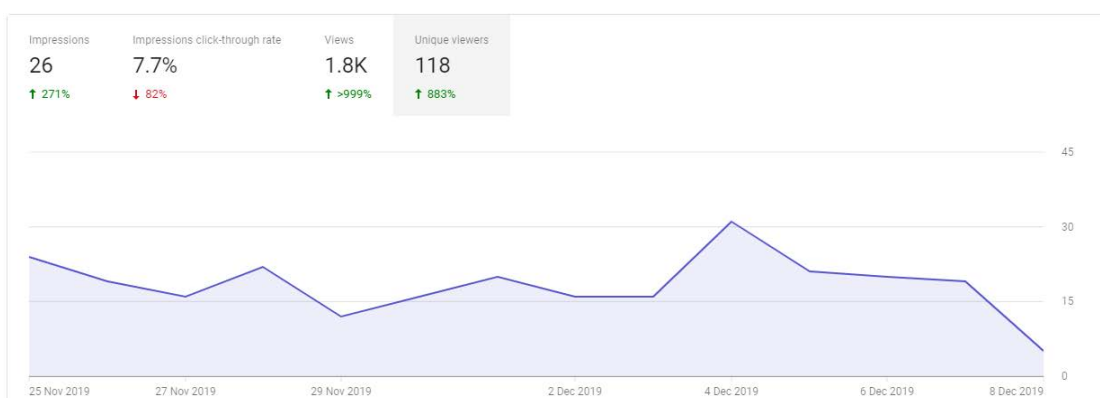


Figure 1.5.2 Unique viewers behavior

Modules 1&2 are driving the behavior and the data gathered since a) Italian pilot had the largest number of participants by far and b) the first two modules had the largest number of videos compared to the other modules (74 vs 9). In general:

- Module 1 videos are getting a better view rate.

- Module 2 video are accessed 1/3 less than Module 1 videos
- The average view duration of all videos is 3:58
- The Views by Operating system presented in Figure 3.5.3 show that Windows is the most frequently used operating system (the second is Android)
- Participants use mainly the computers as device, followed by mobile phones (Figure 3.5.4)
- The video with the highest number of views is 01 01 05 *Che cosa è una relazione di aiuto* (Figure 3.5.5)

Operating system	Views ↓	Average view duration	Watch time (hours)
<input type="checkbox"/> Total	1,848 100.0%	3:58	122.3 100.0%
<input type="checkbox"/> Windows	950 51.4%	3:56	62.4 51.1%
<input type="checkbox"/> Android	541 29.3%	3:32	31.9 26.1%
<input type="checkbox"/> Macintosh	218 11.8%	3:50	14.0 11.4%
<input type="checkbox"/> iOS	137 7.4%	6:03	13.8 11.3%
<input type="checkbox"/> Linux	2 0.1%	2:01	0.1 0.1%

Figure 3.5.3 Views by Operating system

Device type	Views ↓	Average view duration	Watch time (hours)
<input type="checkbox"/> Total	1,848 100.0%	3:58	122.3 100.0%
<input type="checkbox"/> Computer	1,161 62.8%	3:55	75.8 62.0%
<input type="checkbox"/> Mobile phone	554 30.0%	3:27	32.0 26.2%
<input type="checkbox"/> Tablet	133 7.2%	6:31	14.5 11.8%

Figure 3.5.4 Views by device type

Video	Views ↓	Watch time (hours)	Average view duration
<input type="checkbox"/> Total	1,848 100.0%	122.3 100.0%	3:58
<input type="checkbox"/> 01 01 05 <i>Che cosa è una relazione di aiuto</i>	70 3.8%	3.4 2.8%	2:55
<input type="checkbox"/> 01 01 01 <i>Introduzione e disclaimer</i>	58 3.1%	2.4 1.9%	2:26
<input type="checkbox"/> 01 01 06 <i>Il differenziale di potere, i rischi di passività appresa</i>	54 2.9%	2.9 2.3%	3:11
<input type="checkbox"/> 01 02 04 <i>Denominatori comuni e aspetti specifici delle diverse rela...</i>	48 2.6%	2.5 2.0%	3:03
<input type="checkbox"/> 01 01 02 <i>La cornice di riferimento</i>	45 2.4%	4.1 3.3%	5:24
<input type="checkbox"/> 01 02 01 <i>Centrarsi sulla malattia o sullo sviluppo delle potenzialità ...</i>	42 2.3%	2.0 1.6%	2:48
<input type="checkbox"/> 01 01 07 <i>Il Coping</i>	41 2.2%	2.1 1.8%	3:08
<input type="checkbox"/> 01 03 01 <i>Definizione di Trauma</i>	40 2.2%	2.8 2.3%	4:07
<input type="checkbox"/> 01 03 02 <i>trauma di Tipo1</i>	38 2.1%	3.5 2.8%	5:29
<input type="checkbox"/> 01 02 02 <i>Mettere la persona al centro</i>	34 1.8%	1.5 1.2%	2:37

Figure 3.5.5 Top 10 Video ranking per number of views

3.6 Open questions

In Table 4 the numbers of answers in relation to the open questions are reported. To what we can see in the table the number of the free-text-responses to the opens answers highlight a discreet use of them, which was aimed at deepening the personal experiences of the participants.

Tab. 4 Number of responses per each exercise

Unit level	Q1	Q2	Q3	Q4	Q5
1.1.3	43	35	28		
1.1.5	39	37	32	33	
1.1.7	37	36	33		
2.1.2	33	32	32	34	
2.1.6	30	31			
2.2.5	22	23	20		
2.2.6	23	22	23	22	22

4. Revisions of MOOC structure and materials

In line with the indications received from the participants in the different piloting sessions of the training modules, collected by e-mail and through the evaluation questionnaire, the following changes were made:

- 1) the learning self-assessment questions, previously mandatory, have been transformed into optional ones
- 2) the questions dedicated to those who had a work experience in the field of trauma previously mandatory for all have been transformed into optional (dedicated only to those who could fill them for previous work experience).
- 3) the number of videos in the modules has been reduced and merged with the in-depth material (optional)
- 4) set the success rate to pass to (unlock) the next module at 60% and increase the retry limit of each multiple choice question to 5.

