



Result N° 11

Evaluation Framework

MONITORING AND VALIDATION INDICATORS/DESCRIPTORS OF THE DEEPER COMMUNITY

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INTRODUCTION

The present document intends to set and explicate the indicators and descriptors that will be used to monitor and validate the experimental try out of the transferring of the Complex Learning model to the training system of Refugees and Asylum seekers.

This document and the plan of the monitoring and validation are strictly related to the Plan of Development of the Complex DEEPER Community.

DYNAMICS AND PROCESSES OF VIRTUAL COMMUNITY

DEEPER (*DEVELOPING INNOVATIVE AND INTEGRATE TRAINING PROGRAM FOR REFUGEES AND ASYLUM SEEKERS*) is a Leonardo Da Vinci Transfer of Innovation project financed by the Lifelong Learning program (2009).

DEEPER project aims to create a community of learning and practice, for trainers and operators dealing with refugees and asylum seekers.

In the COMPLEX DEEPER COMMUNITY the trainers will be involved in an active and participated network, where they can share experiences, tools and methods of work.

This interaction aims to valorize the cultural diversity, to integrate variety and complexity of existing training Systems.

It requires:

- Re-interpretation of training through the reconstruction and valorization of representative biographies;
- Recognition of the centrality of person in the learning process; increasing of the value of informal dimension of learning, of the importance of emotion and experience; integration between work and social spheres; valorization of a wide process of reconstruction of identity;
- Integration of existing different Training Systems in a common framework of tools, programs and roles in order to satisfy the learning needs and requirements of refugees and asylum seekers.

One expected result of DEEPER project is the creation of a on-line community oriented to encourage, support and valorize a collaborative learning process among trainers, operators, experts and stakeholders. The interactions within this Community will be an opportunity to empower the competences, tools and practices in the training of trainers.

The activation of the COMPLEX DEEPER Community will allow the building and promotion of a trainers network with the following aims:

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- Continuous retraining of trainers by fruition of learning resources and sharing of practices, experiences and approaches;
 - Construction of integrated and shared models and tools of training intervention;
 - Sharing and re-construction of models, roles and professional identities;
 - Creation and socialization of competences, models, tools and innovative matters for the training of refugees and asylum seekers;
 - Encouragement and support of the dialogue among the main actors of programming;
 - Realization and evaluation of trainers' activity addressed to refugees and asylum seekers.

The web forum of COMPLEX DEEPER COMMUNITY is the virtual place of exchange and interaction, that are the focus of the Project: the forum monitoring is the observation point to verify the functioning of the model and the validity of its transfer.

The COMPLEX DEEPER COMMUNITY is composed by two groups:

- DEEPER CONSORTIUM;
- TRAINERS DEEPER COMMUNITY.

Through the monitoring of DEEPER COMMUNITY interactions will be possible to record the process of growing community.

Requirements, critical situations, effectiveness and efficiency levels, will be observed in order to support the development of the Community. The monitoring will be applied by periodical detections using performance indicators in order to acquire more information on rush and continuity of processes. The aim is to optimize the use of resources and the achievement of targets. The monitoring action is both qualitative and quantitative, by periodical observation of forum messages, data-gathering and report.

The monitoring will be referred to:

1. numbers of registered people;
2. different belonging contexts of participants;
3. number of messages, themes talked, presences of users;
4. classification of messages by qualitative categories.

EFFECTIVENESS AND EFFICIENCY OF INTERACTIONS

Different factors influence the effectiveness and efficiency of the Community interactions:

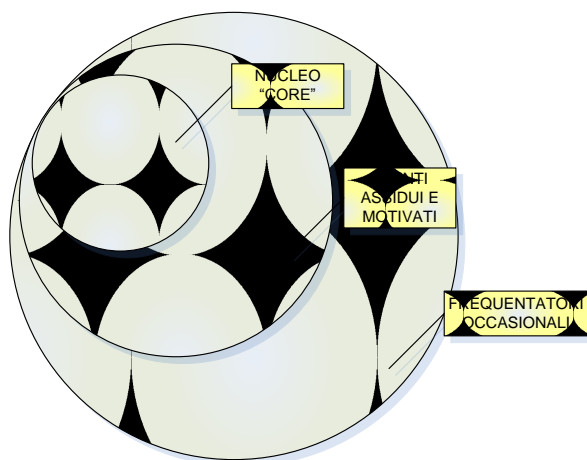
- kind of relationship among the participants;
- features of digital environment choosed;
- strategy of animation of the debate within the Community;
- strategy of management of the community mood;
- guide to the use of common rules.

The modality of collaboration and cooperation are important too.

These latter can be objectively controlled through the analysis of posts expressing:

- an agreement;
- a direct or undirect aswer;
- the avaiability to share personal experiences.

The structure of participation to the activities of the Community can be explicated by the following figure.



Normally it is possible to observe the following cathegories:

- core participants;
- motivated and frequent participants;
- occasional visitors.

Who takes part in the animation of the Community have some duties:

- to facilate the interactions;
- to manage the climate of the group;
- to manage the rush of comunication;
- to apply common rules;
- to address the dialogue within the topics.

The observation, than, will be focused on:

- the tendencies and strategies of interactions;
- the orientation to the achievement of the aims of the community;
- the use of strategies of collaboration among users.

The technological infrastructure must be able to facilitate the collaborative interactions according to:

- rules;
- duties;
- times;

that community adopts to reach the foreseen results.

The technological space of interaction, the virtual system and the functionalities will be monitored, in order to estimate if the chosen approach really promote or slaken the interactions.

QUANTITATIVE AND QUALITATIVE SURVEY OF INTERACTIONS IN THE DEEPER COMMUNITY

The monitoring of the COMPLEX DEEPER COMMUNITY is based on the analysis of qualitative and quantitative data.

From a quantitative point of view, the variables that will be observed are:

- total number of logged users in the forum, in order to evaluate the interest for the Community;
- total number of logged users sending messages, in order to evaluate the level of involvement;
- total number of sent messages, in order to evaluate the level of the participation in a time span;
- total number of threads, in order to evaluate the proposed themes and the level of initiative of the users;
- number of posts that have more than ten messages, in order to evaluate the interest for that theme or event;
- highest number of messages in one thread, in order to verify the attractiveness of the theme and its capacity to encourage answers;
- number of presences of the users in each day in order to evaluate their tendency to connect at the forum.

As for the qualitative dimension, the considered variables are:

- proposals of new arguments;
- replies having content pertaining to the foregoing messages;
- request of clarification or information about foregoing posts;
- request of technical help for platform or its tools;
- auto-presentation of each member of community;
- interventions proposing personal experiences;
- notifications of events, resources and news;
- answers and quoting to foregoing messages;
- messages that express agreement with the ideas of other users;
- messages that express disagreement with the others;
- polemical and controversial messages;
- messages that confirm the presence without adding contribution to the discussion;
- emotive messages: wishes, regards and acknowledgments;
- off topic messages;
- other types of messages.

Grid for quantitative level:

Time spano of survey:	
Number of log	
Number of users sending messages	
Number of messages	
Number of users not sending messages	
Number of <i>threads</i>	
Number of <i>threads</i> with more than 10 messages	
Highest number of messages in one <i>thread</i>	
Presences of users in each day	

Grid for qualitative level:

Time spano f survey:	
Typology	Title
Proposals of new arguments	
Replies with content pertaining to the foregoing messages	
Requests of clarification or information	
Requests of technical help	
Auto-presentation	
Interventions proposing personal experiences	
Notifications of events, resources and news	
Answers to one or more messages	
Messages expressing agreement with the ideas of other users	
Messages expressing disagreement with the others	
Polemical and controversial messages with other users	
Messages that confirm the presences without add something at the discussion	
Emotive messages: wishes, regards and acknowledgments	
off topic messages	
Informations and clarification on project, forum and technical tools	
Other messages	

Synoptic grid

MONITORING OF OPEN DEEPER FORUM - Time span of survey:														
Typology	Number of messages for each posts													
Proposal of new arguments														
Messages having theoretical references														
Request of information and clariments														
Request of technical help														
Self introduction														
personal experiences														
Notifications of events, resources and news														
Answer to one or more messages														
Agreement with other messages														
Disagreement with other messages														
Polemical or conflictual messages														
Messages that confirm the presece without add nothing to the discussion														
Emotive messages														
Off topics messages														
Information and clarification about Project, forum and technical tools														
Other messages														
Totale consultation														
Total messages														