

Ecosystem for European Education Mobility as a Service: Model with Portal Demo (eMEDIATOR)

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QUALITY ASSURANCE REPORT

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1. Activities to ensure that the project deliverables meet the requirements of the stakeholders

1.1. Scope of QA activities

Table 1

The requirements of the stakeholders		Content of QA activity	Responsible executors
Administration, Project Client, Students, Universities, Teachers, Entrepreneurs.	Project is delivered on time	Planning. Monitoring. Alerts (reminders). Meetings.	Project Manager
	Project is delivered within budget	Planning. Accounting for current expenses.	Project Manager
	To minimize the risks associated with the project	Risk identification. Expert assessment of the degree of significance of risks. Expert assessment of the effectiveness of preventive actions.	Project Manager
	Project meets the expected standards (adherence to process/design stage standards)	Examination of plans. Examination of reports. Revision of documents.	QA Manager (Internal Quality Auditor)
	Project is of high quality (the results of the project meet the requirements of the technical specifications)	Testing. Stakeholder surveys.	Development Team Leaders (development team managers)
	Dissemination (Deployment and Maintenance according to Plan)	Examination of plans and methods for disseminating Project results.	Development Team Leader



1.2 Objects and methods for monitoring and assessing the quality of Project components and results

Table 2

Objects of control/assessment	Evaluation methodology
1. Time frame for completing the Project stages	Control by Project Manager. Discussion of meeting deadlines at meetings on-line and at meetings. Reports to the Customer.
2. Spending of financial resources	
3. Documentation of results	Audit of the availability and content of documents drawn up during the implementation of the Project. Document accounting. Assessing the accessibility and preservation of documents.
4. Identification and classification of competencies	Expert assessment of the compliance of the composition and structure of competencies with the current standards and regulations of the EHEA. Coordination of the composition and structure of competencies with the Customer.
5. Model for acquiring and assessing competencies	Expert assessment of the proposed model of organization and methodology of educational processes as part of the service being developed.
6. Software	Development and acceptance of test plan and tests. Conducting testing. Adjustments based on testing results. Evaluation of the effectiveness of corrections.
7. Platform for communication and information of service users	Expert assessment of the compliance of the configuration and content of the site with the goals and objectives of the Project. Surveys of Project participants and involved respondents.
8. Activities to distribute the service and maintain its resource supply	Expert assessment of the compliance of planned activities to distribute the service with the goals and objectives of the Project. Surveys of Project participants and involved respondents.
9. Service user satisfaction	Surveys of development group members on the following topics: - clarity of project goals and objectives, - understanding consumer expectations and requirements, - resource support for the Project,



	<ul style="list-style-type: none"> - competence of the Project participants, - communications with Project managers and colleagues, - involvement in discussion and decision-making, - satisfaction with the results of one's own work, - satisfaction with the results of the Project.
10. Satisfaction of Project participants	<p>Surveys of users (experts who assumed the roles of users - students, teachers, entrepreneurs, university representatives).</p> <p>Survey topics:</p> <ul style="list-style-type: none"> - user-friendly website interface, - understanding and usefulness of the services offered.

2. Project Implementation Management

2.1 Established deadlines for the completion of the Project. Assessing their compliance

The Project Implementation Plan was initially adopted at the M1 Kick-Off meeting on Dec 7, 2021 and with changes (+7 tasks extra) adopted at the M5 meeting on June 29-30, 2023.

The plan provides for the content of Project activities and performers:

Directions of Project implementation	Executor (working group)
Development of Architecture and Concept	Transport and Telecommunication Institute, Latvia
Development of Pedagogical/Administration Component	University of Lodz, Poland
Development of Competence Component	University of Murcia, Spain
Development of Organizational Component	Transport and Telecommunication Institute, Latvia
Development of Technological Component	Panepistimio Ioanninon, Greece
Development Demo implementation of the developed eMEDIATOR components of the portal	Hochschule Aalen -Technik und Wirtschaft, Germany
Preparation of reports on the implementation of the Project	Transport and Telecommunication Institute, Latvia



For each of the areas of the Project, the composition of activities and the timing of their implementation have been determined. The Project implementation time is divided into 6 periods:

Period 1	Period 2	Period 3	Period 4	Period 5	Period 6
01-11-2021- 28-02-2022	01-03-2022- 30-06-2022	01-07-2022- 31-10-2022	01-11-2022- 28-02-2023	01-03-2023- 30-06-2023	01-07-2023- 31-10-2023

The Project Manager monitored the timing of the Project. On-line conferences and meetings were held regarding the timing of the Project. Materials containing the content of these activities are in the Emediator 2021 – 2023 catalog (<https://drive.google.com/drive/folders/1ADp8UdqPsogzh5z1OSkYIKV0KZj7uo1H>).

There were no deviations from the planned schedule during the implementation of the Project. The project was completed on schedule.

2.2 Risk analysis. Internal quality audits

The following risks relevant to the implementation of the Project have been identified:

- untimely (more than one month late) implementation of planned work at the stages of the Project,
- disruption of communication between groups of Project participants,
- loss of information about the progress and results of the Project due to non-compliance with the rules of documentation and document flow,
- poor quality implementation of the Project components due to insufficient competence of the performers.

On-line conferences and meetings were held on Project risk management issues. The list of these meetings is in the eMEDIATOR 2021 – 2023 catalog (<https://drive.google.com/drive/folders/1QBc6R8Gdcg7QgUybaSVnq4kwM-0mRv33?usp=sharing>). Materials for risk analysis were prepared by QA Manager. Based on the results of the risk analysis, decisions were made on preventive actions:

- a schedule for current reporting on the implementation of the Project implementation plan has been determined;
- the competence of the performers was assessed (based on the submitted CVs of the Project participants);
- communication channels between working group leaders have been agreed upon,
- cross-expert assessments of the current and intermediate results of the Project were carried out, as well as collective discussions of the objectives and results of the Project at meetings of representatives of all working groups.

In order to assess the compliance of the Project implementation processes with the rules in force in the Erasmus Project and the standards established by the European Educational Area



(EHEA), an internal quality audit was carried out (auditor G. Utekhin, certificate of leading quality auditor BVQI No: LA97/RU/474). Audit issues:

- planning,
- competence of performers,
- office work,
- current reporting,
- management of non-conformities.

The internal audit was carried out from October 12 to October 13, 2023. The results of the internal audit were discussed at a meeting of working group leaders on 10/19/23.

3. Documented Information Management

3.1 Established requirements for the composition of documented records

The QA Plan defines a list of documents drawn up during the process and based on the results of the Project. Those responsible for documenting the results of the Project are the heads of the working groups.

3.2 Checking the availability and accessibility of documents prepared during the implementation of the Project

Documents prepared during the Project are posted in the Emediator 2021 – 2023 catalog (<https://drive.google.com/drive/folders/1ADp8UdqPsogzh5z1OSkYIKV0KZj7uo1H>).

During the period from 23.10.2023 to 25.10.2023, an audit of the Project documents was carried out. As a result, it was established:

- documents are prepared in accordance with current requirements;
- accessibility of documents is regulated and ensured only for Project participants.

3.3 Verification of the procedure for maintaining the Project's document recording

Responsible for the placement and safety of Project documents is Girts Eldmanis (project manager). As a result of the internal audit of the Project documentation management processes (see clause 2.3), no inconsistencies were found.



4. Project Results Quality Management

4.1 Discussion of the results of service development

At the training (October 12 – 14, 2023), as well as during meetings of Project participants, the developers presented and discussed:

- concept, structure and identification of professional competencies (Competence Component),
- model of acquisition and assessment of competencies (Pedagogical Component),
- portal management system (Organizational Component),
- portal configuration (Architecture and Concept).

The assessment of the developed configuration and navigation of the Portal was carried out during training of potential users of the service with the participation of experts. A demo version of the Portal is presented to experts and potential users for evaluation. The evaluation results were transferred to the developer to improve the Portal configuration and develop a manual for users.

4.2 Results of assessing the Project implementation processes and using its results by surveying users

The quality of the Project components, their compliance with user expectations, as well as satisfaction with the organization and the results of the work were assessed using a survey method. The respondents were:

- representatives of universities participating in the Project,
- heads of project working groups,
- potential users of the service (portal).

Suggested grading scale:

- 1 – lower level of assessment (bad),
- 2,
- 3,
- 4,
- 5 - the highest level of assessment (excellent).

Four surveys were conducted.

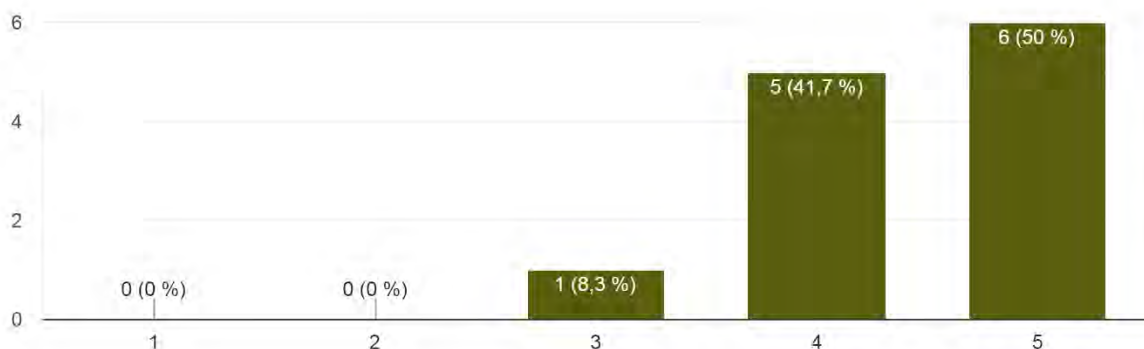
**QA Survey 1. Questions:**

1. Please rate the quality of Project Management in General.
2. Please write a short proposal to improve project management in general
3. Please rate the quality of Project Management in Task and Resources Planning.
4. Please write a short proposal for improving Task and Resource planning, if any.
5. Please rate the quality of Project Management in Reporting and Results Review.
6. Please write a short proposal to improve Reporting and Results Review, if any.
7. Evaluate the quality of management of individual periods by partner organizations.
Please rate the quality of project management for the first 5 periods.
Choose a rating on a scale where 1 is very poor and 5 is excellent.
8. Leave a comment about the level of organization of individual periods, if any.
9. How relevant were the M1-M5 International Meetings for you?
10. How would you rate the effectiveness of online meetings for managing the eMEDIATOR project?
11. How much did you like the content of the project? Assess your desire to continue project work in this direction in the future.
12. Please write in which direction you would be interested in continuing the eMEDIATOR project?
13. How would you rate the effectiveness of the possible use of Artificial Intelligence in solving the problems of the eMEDIATOR project? Assess the wide usage of AI in eMEDIATOR.

As a result of the survey, the following estimates were obtained:

3. Please rate the quality of Project Management in Task and Resources Planning.

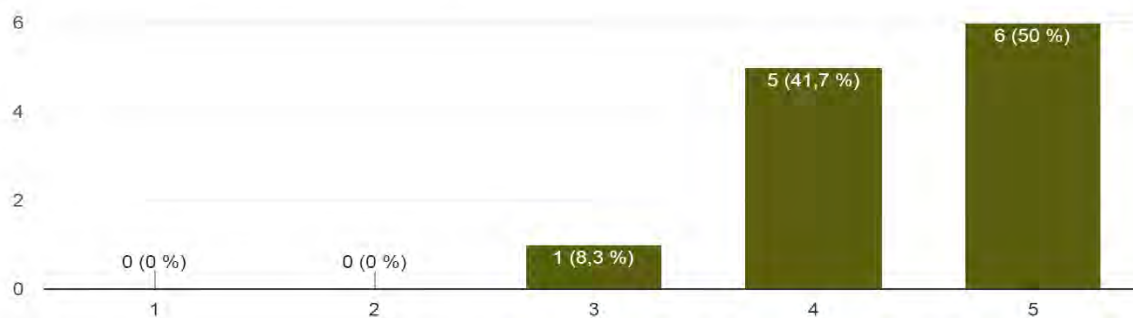
12 answers



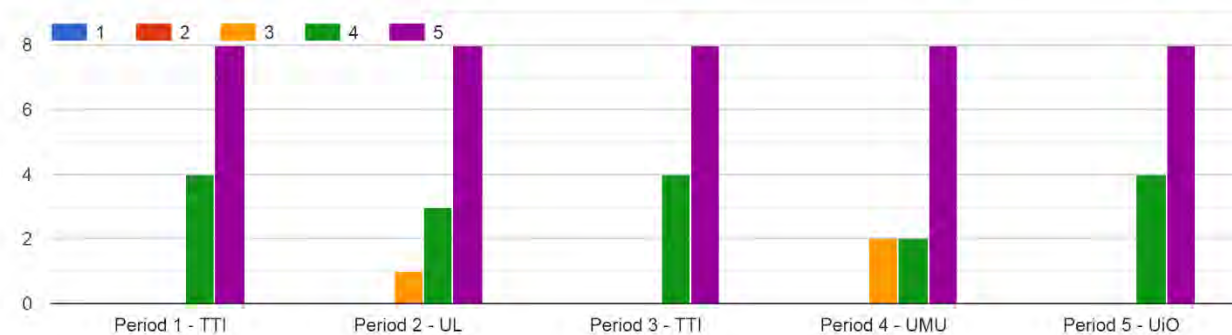


5. Please rate the quality of Project Management in Reporting and Results Review.

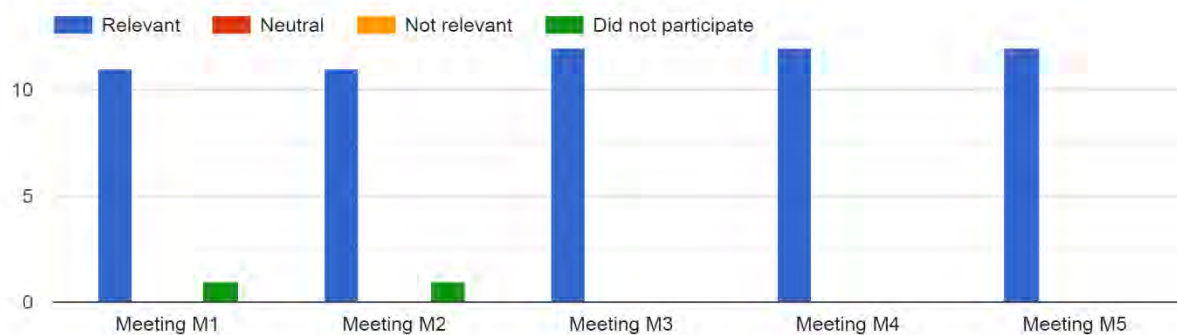
12 answers



7. Evaluate the quality of management of individual periods by partner organizations.



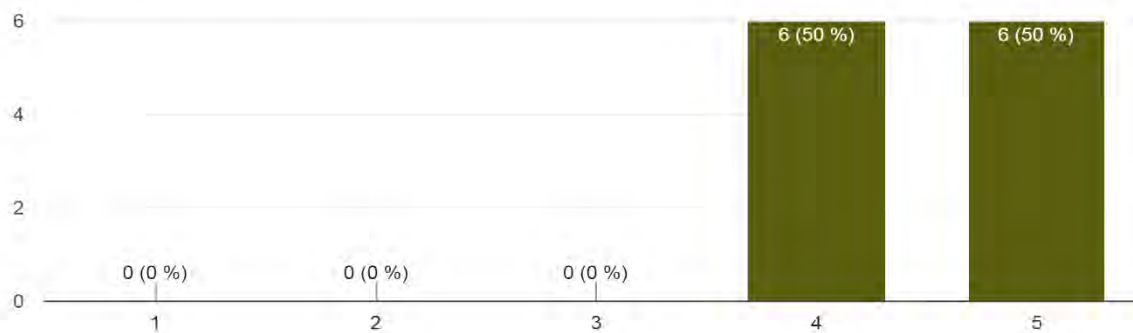
9. How relevant were the M1-M5 International Meetings for you?





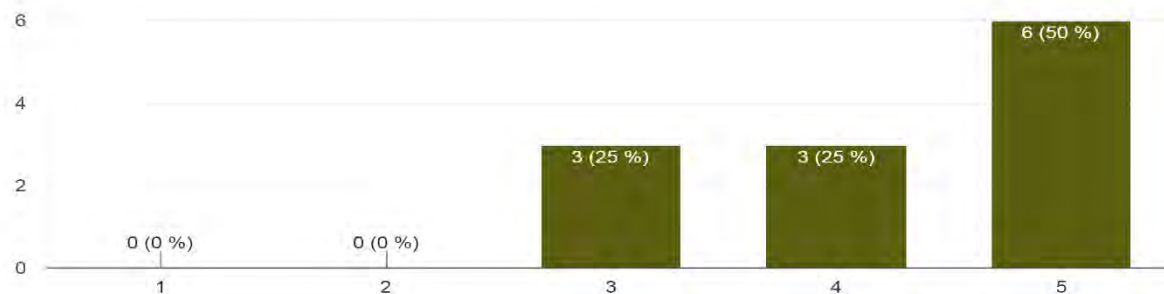
10. How would you rate the effectiveness of online meetings for managing the eMEDIATOR project?

12 answers



11. How much did you like the content of the project?

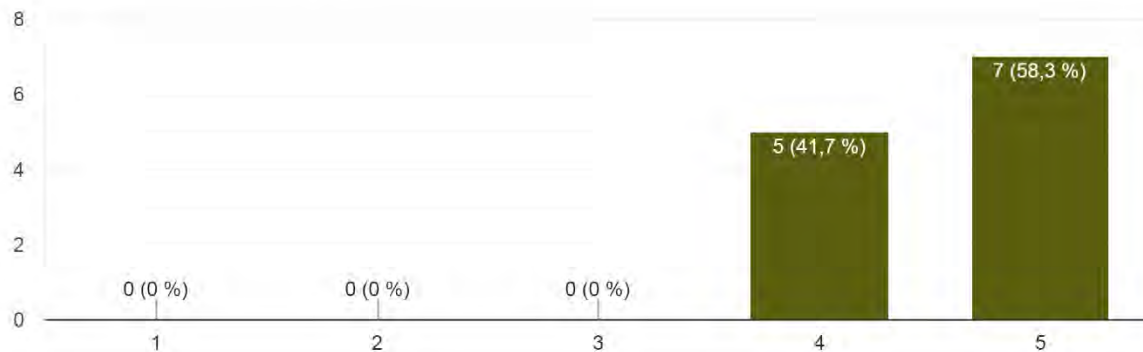
12 answers





13. How would you rate the effectiveness of the possible use of Artificial Intelligence in solving the problems of the eMEDIATOR project??

12 answers



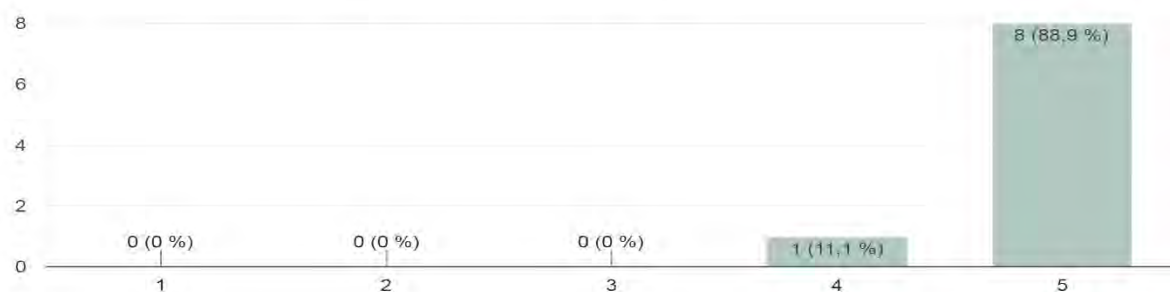
QA Survey 2. Questions:

1. Compliance of the project organization with the project goals.
2. Clarity of task statements
3. Resource support for completing assigned tasks
4. Regularity of step-by-step monitoring and analysis
5. Availability of criteria for assessing work results
6. Reliability of work results assessment
7. Timeliness and adequacy of taking corrective actions
8. Extent of application of the rules in force in the European Education Area
9. Level of cooperation and coordination between participating universities and Project implementing groups
10. Level and success of risk management in the project

As a result of the survey, the following estimates were obtained:

1. Compliance of the project organization with the project goals.

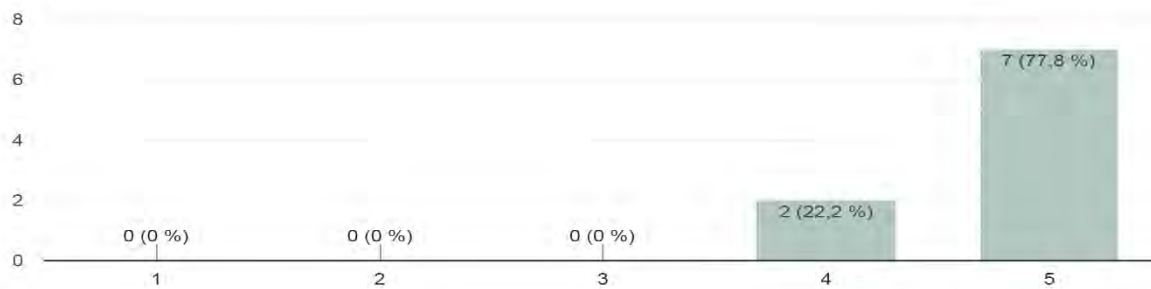
9 answers





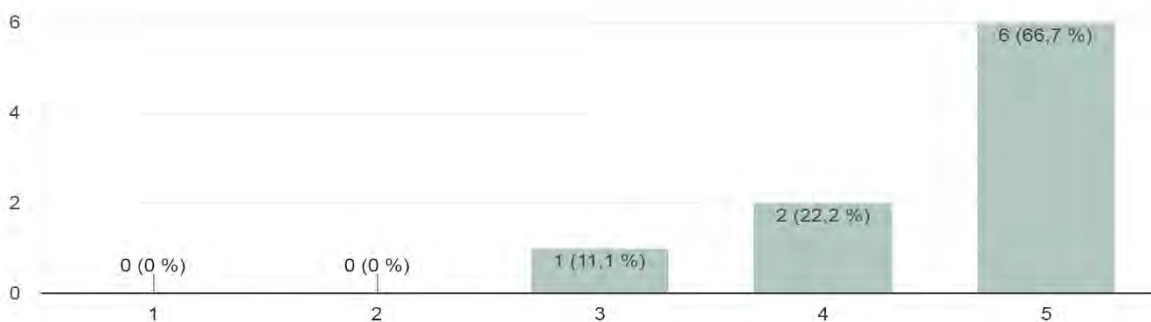
2. Clarity of task statements.

9 answers



3. Resource support for completing assigned tasks.

9 answers



4. Regularity of step-by-step monitoring and analysis.

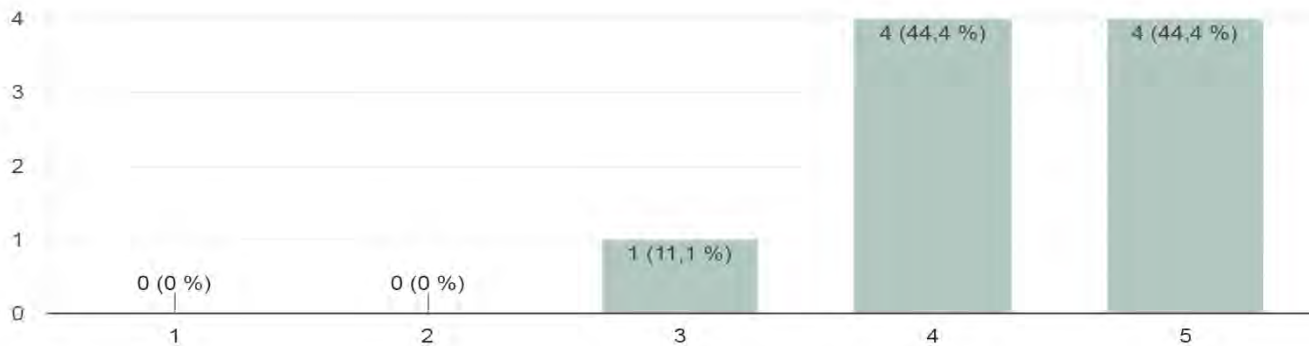
9 answers





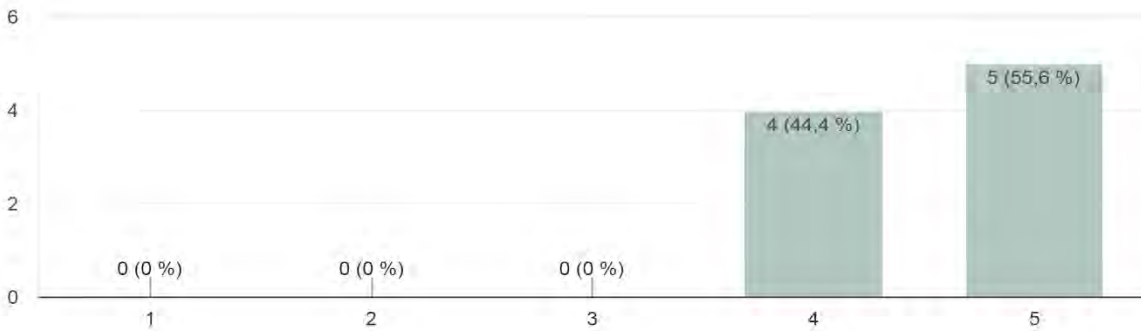
5. Availability of criteria for assessing work results.

9 ответов



6. Reliability of work results assessment.

9 answers



7. Timeliness and adequacy of taking corrective actions.

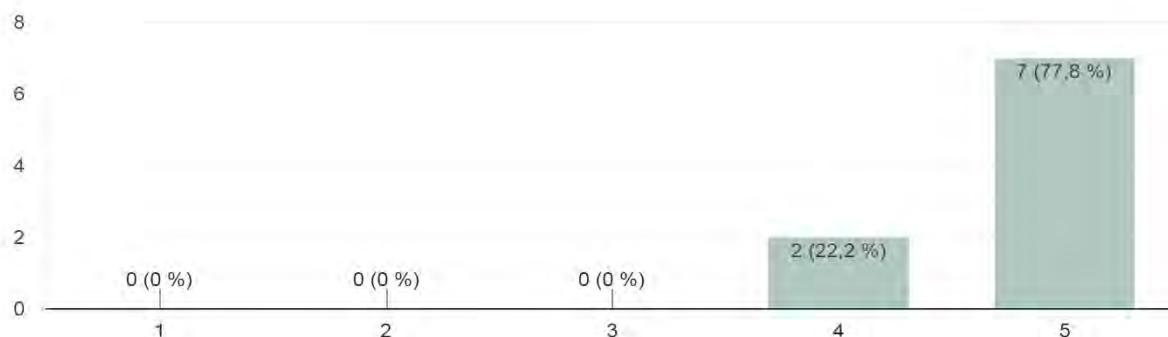
9 answers





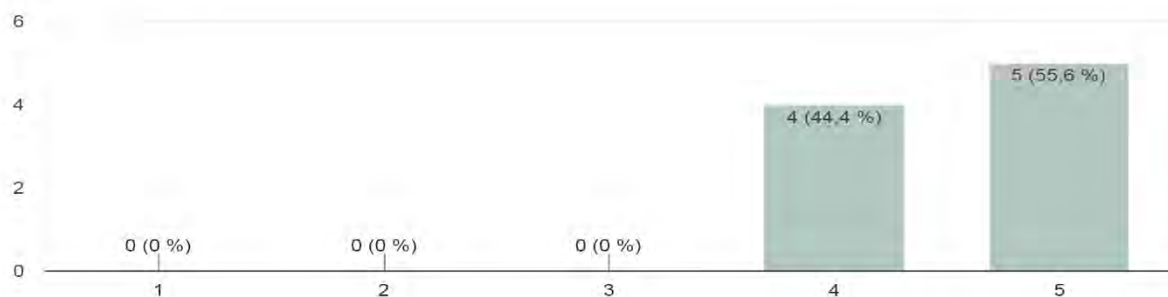
8. Extent of application of the rules in force in the European Education Area.

9 ответов



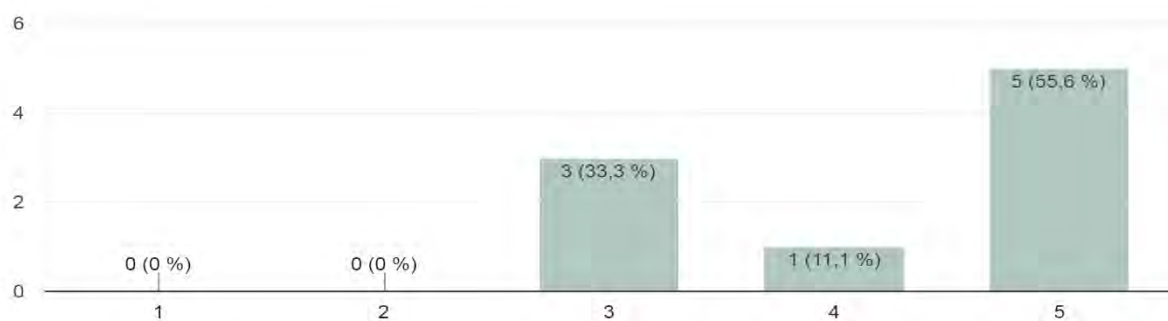
9. Level of cooperation and coordination between participating universities and Project implementing groups.

9 answers



10. Level and success of risk management in the project.

9 answers





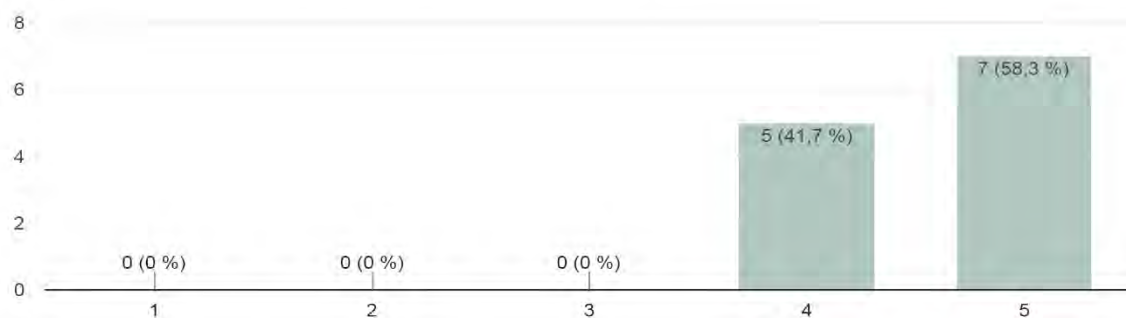
QA Survey 3. Questions:

1. Extent of compliance with the project implementation plan
2. The degree to which the Project results may contribute to the dissemination of digital learning tools
3. The extent to which the Project results may contribute to increased user mobility
4. The extent to which the Project results may contribute to the development of cooperation between educational institutions and enterprises from the business environment
5. The degree of usefulness and feasibility of planned activities for the implementation and maintenance of the service developed as a result of the Project
6. Degree of compliance of the developed services with the needs of potential users
7. Level of organization of work on the Project
8. Clarity of task statements
9. Level of cooperation and coordination between partners
10. Overall satisfaction with participation in the project.

As a result of the survey, the following estimates were obtained:

1. Extent of compliance with the project implementation plan.

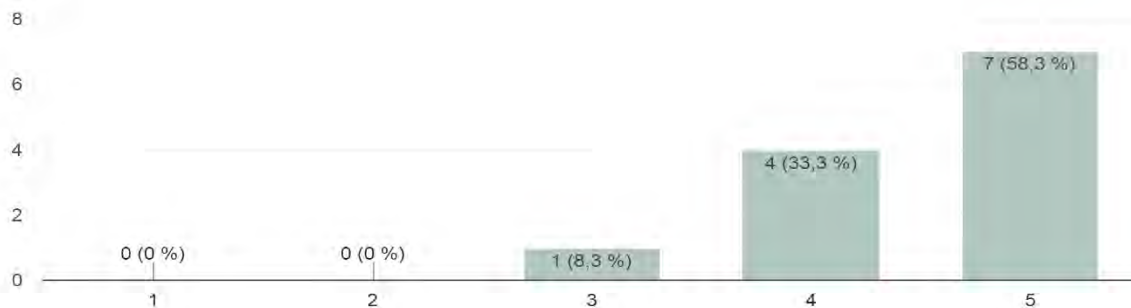
12 answers





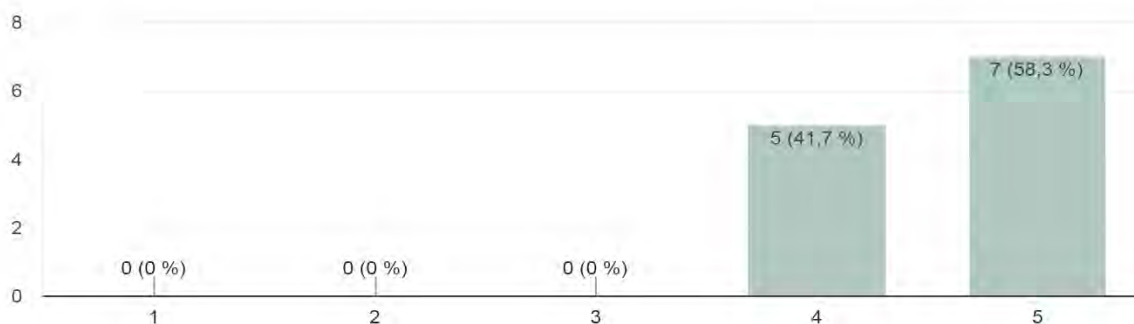
2. The degree to which the Project results may contribute to the dissemination of digital learning tools.

12 answers



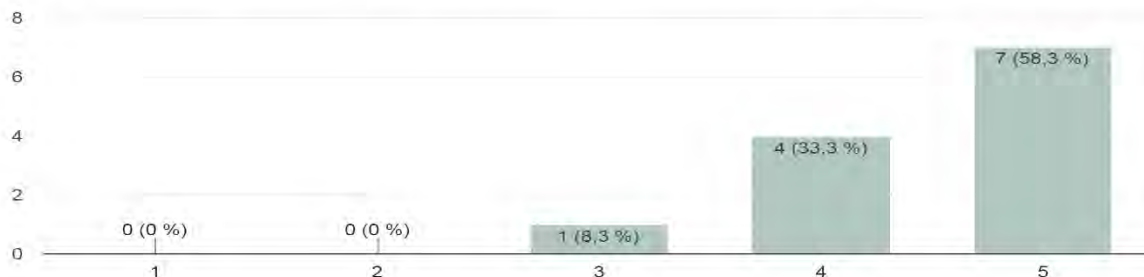
3. The extent to which the Project results may contribute to increased user mobility.

12 answers



4. The extent to which the Project results may contribute to the development of cooperation between educational institutions and enterprises from the business environment.

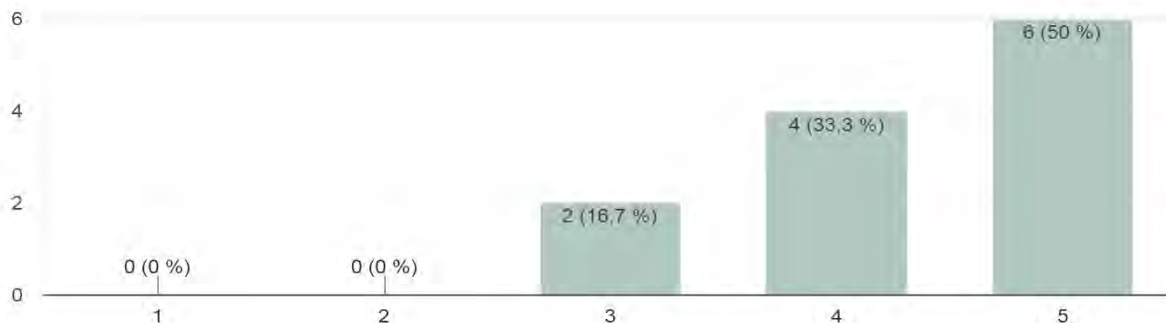
12 answers



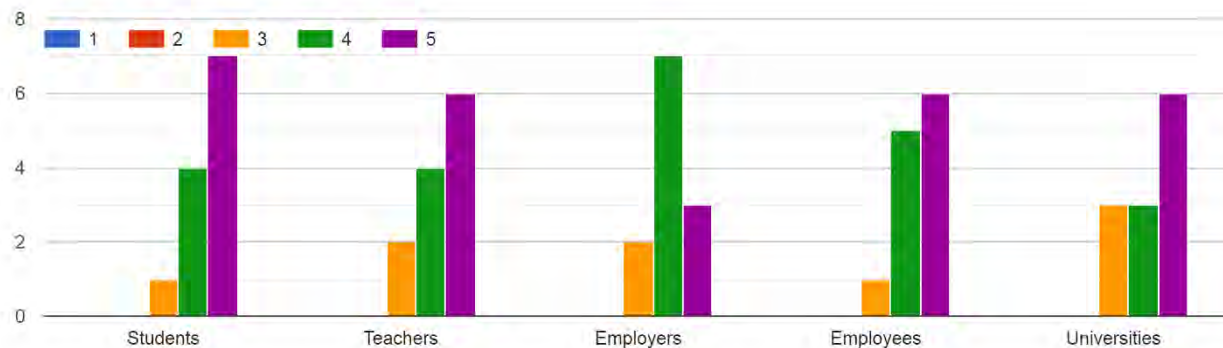


5. The degree of usefulness and feasibility of planned activities for the implementation and maintenance of the service developed as a result of the Project.

12 answers

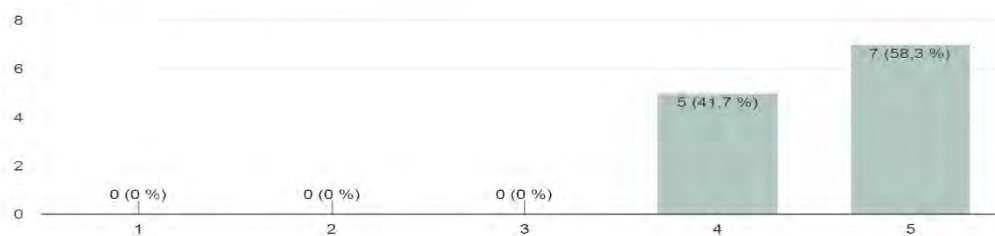


6. Degree of compliance of the developed services with the needs of potential users (1-bad, 5-excellent):



7. Level of organization of work on the Project.

12 answers





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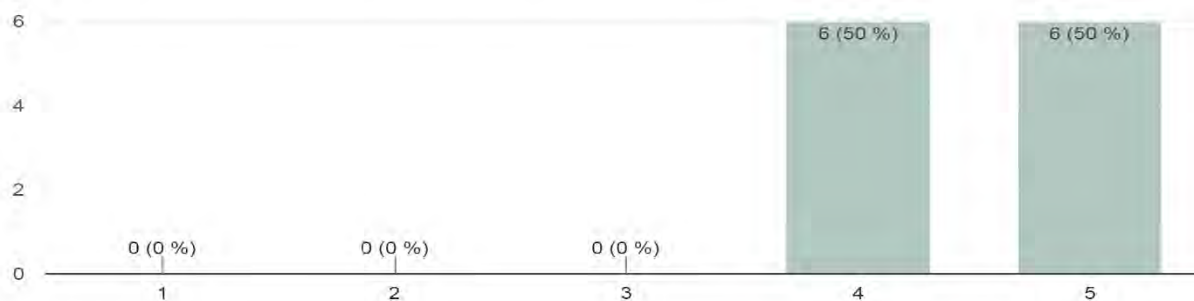
8. Clarity of task statements.

12 ответов



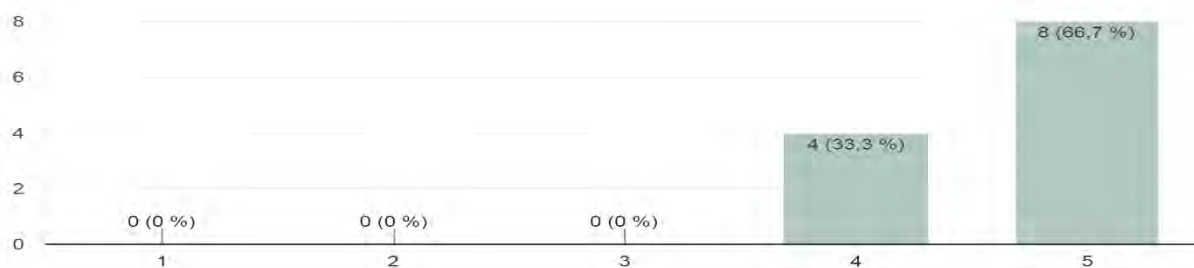
9. Level of cooperation and coordination between partners.

12 answers



10. Overall satisfaction with participation in the project.

12 answers



QA Survey 4. Questions:

1. Extent of compliance of LTT Activities with the project implementation plan
2. The degree to which the suggested education services may contribute to the dissemination of digital learning tools.
3. To what extent were LTT activities were provided with premises, workstations, demonstration facilities and coffee breaks in accordance with the expectations of training participants?



4. The extent to which the LTT Activities may contribute to the development of cooperation between educational institutions.

5. The degree of usefulness and feasibility of the service developed as a result of the Project and demonstrated at LTT Activities.

6. To what extent has the service been demonstrated to meet the needs of the potential users? (1-bad, 5-excellent):

7. General level of organization of LTT Activities (scheduling, attendance, training staff, services, transfers).

8. Clarity and accessibility of LTT Training materials.

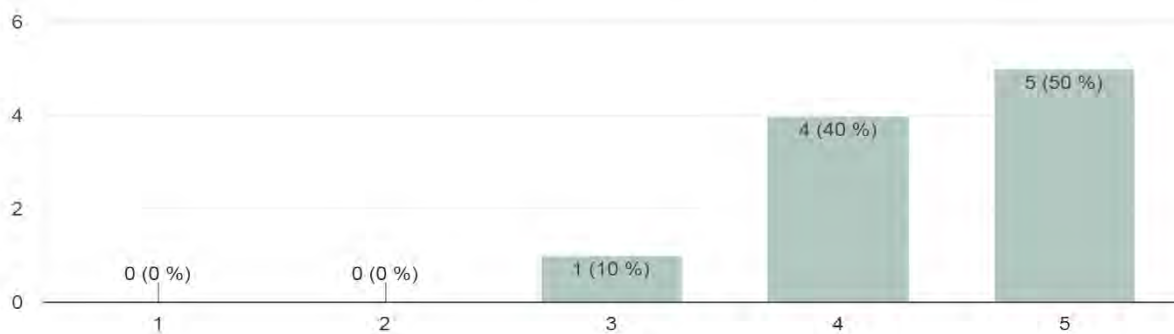
9. Level of cooperation and coordination between partners during LTT Activities

10. Overall satisfaction with participation in LTT events.

As a result of the survey, the following estimates were obtained:

1. Extent of compliance of LTT Activities with the project implementation plan.

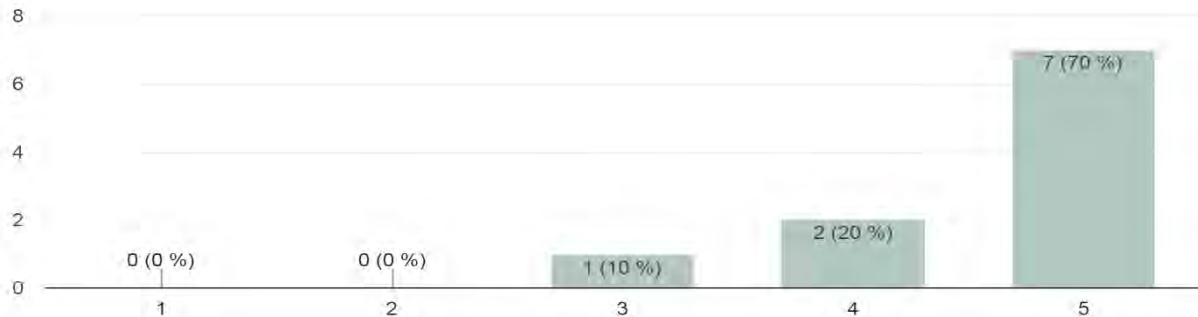
10 answers





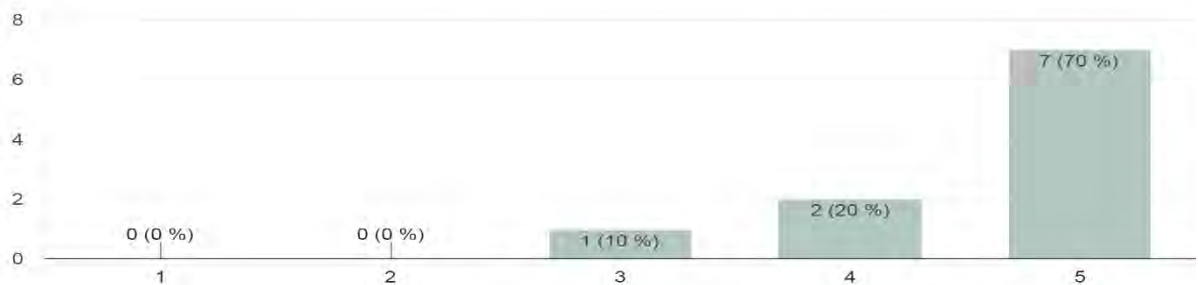
2. The degree to which the suggested education services may contribute to the dissemination of digital learning tools.

10 ответов



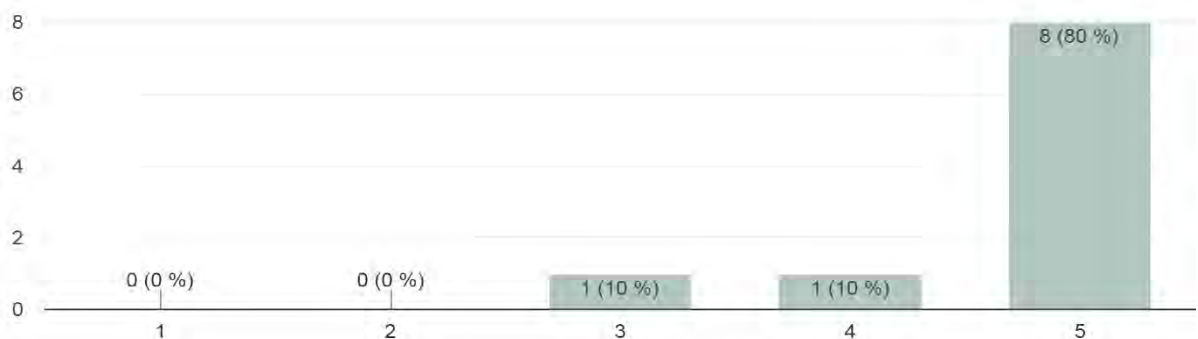
To what extent were LTT activities were provided with premises, workstations, demonstration facilities and coffee breaks in accordance with the expectations of training participants?.

10 answers



4. The extent to which the LTT Activities may contribute to the development of cooperation between educational institutions.

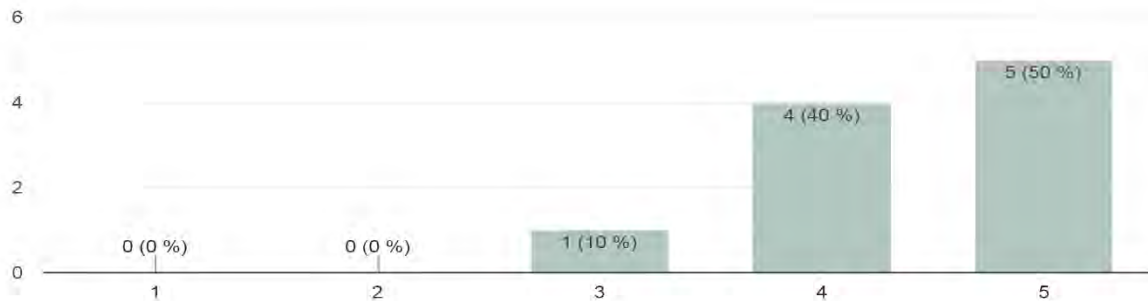
10 answers



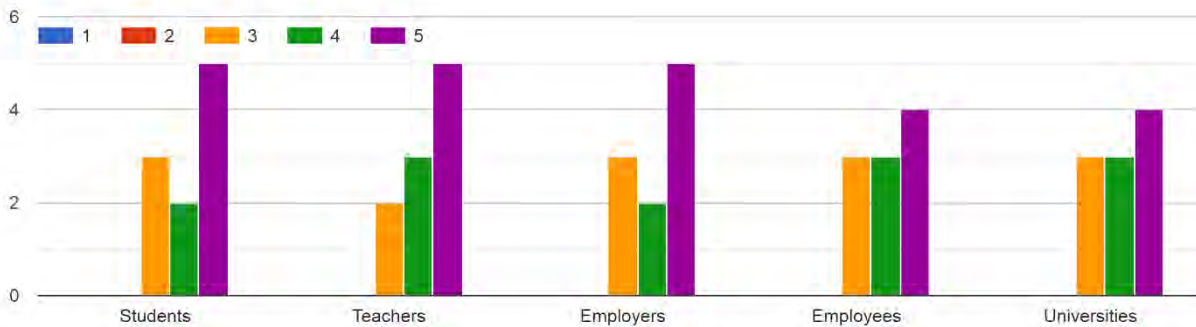


5. The degree of usefulness and feasibility of the service developed as a result of the Project and demonstrated at LTT Activities.

10 answers

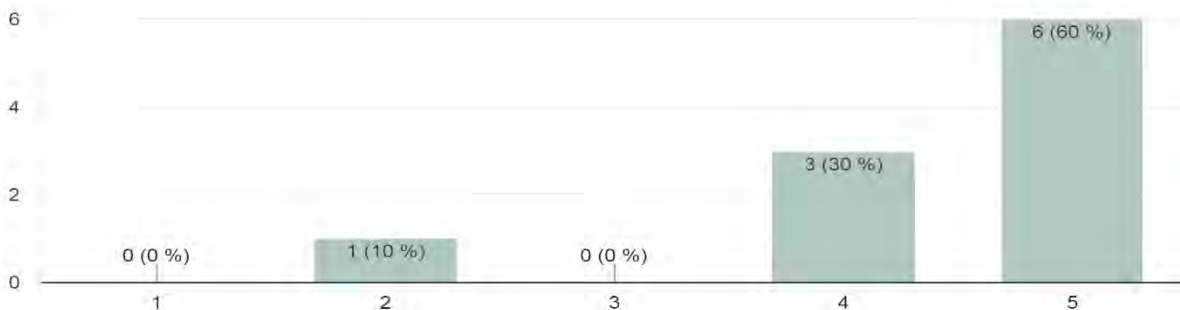


6. To what extent has the service been demonstrated to meet the needs of the potential users? (1-bad, 5-excellent):



7. General level of organization of LTT Activities (scheduling, attendance, training staff, services, transfers).

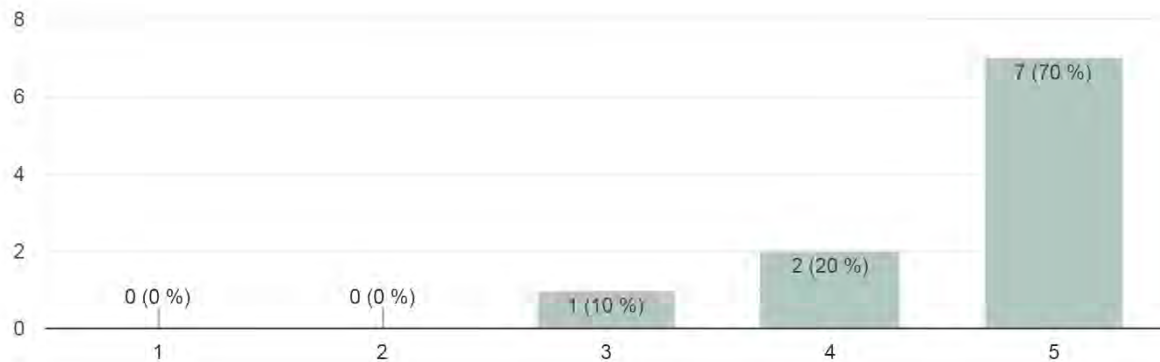
10 answers





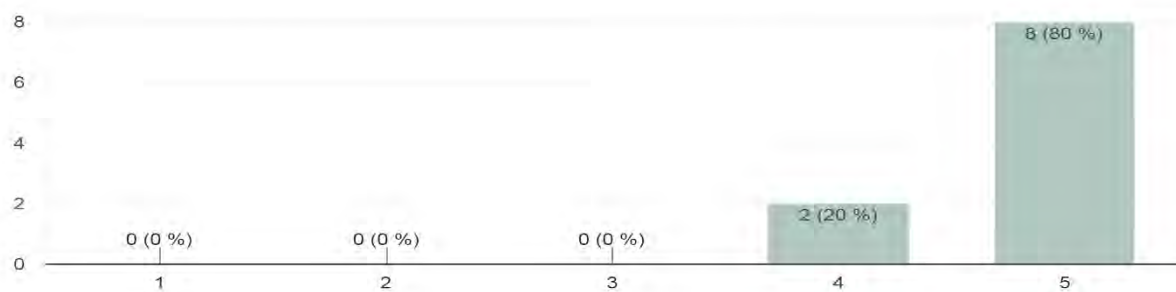
8. Clarity and accessibility of LTT Training materials.

10 answers



9. Level of cooperation and coordination between partners during LTT Activities.

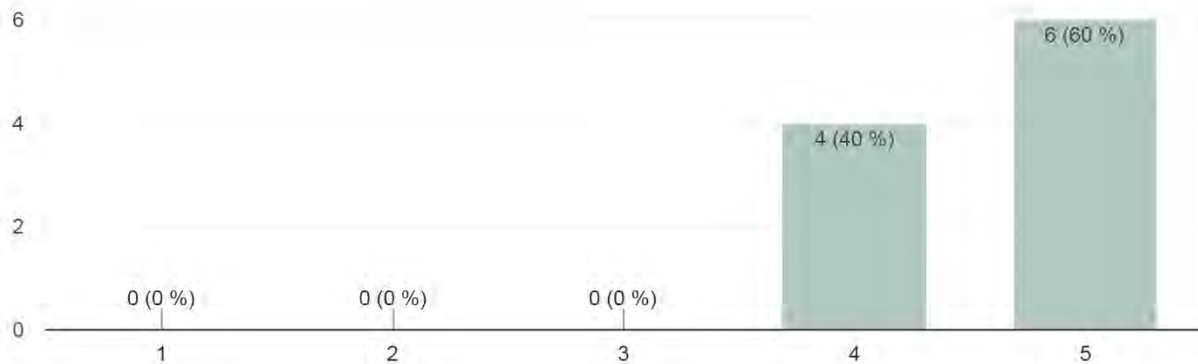
10 answers





10. Overall satisfaction with participation in LTT events.

10 answers



5. Conclusion on the implementation of the QA Plan

Activities to assess the quality of the components and results of the Project were carried out in accordance with the QA Plan. The results of the Project and assessments of its quality were discussed at the training of potential users of the service (held from October 12 to October 14, 2023) and at the meeting of Project participants on October 19, 2023.

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