



FlexWBL Project kick-off meeting

Survey Report

16-20 December, 2019

Introduction

This report summarizes the results of the survey conducted to evaluate the organizational effectiveness of the FlexWBL Project kick-off meeting held on 16-20 December, 2019 in Yerevan, Armenia. The survey is a part of WP3: Quality assurance and evaluation aimed at collecting feedback and suggestions for further improvement of meetings organized within the FlexWBL Project.

Methodology

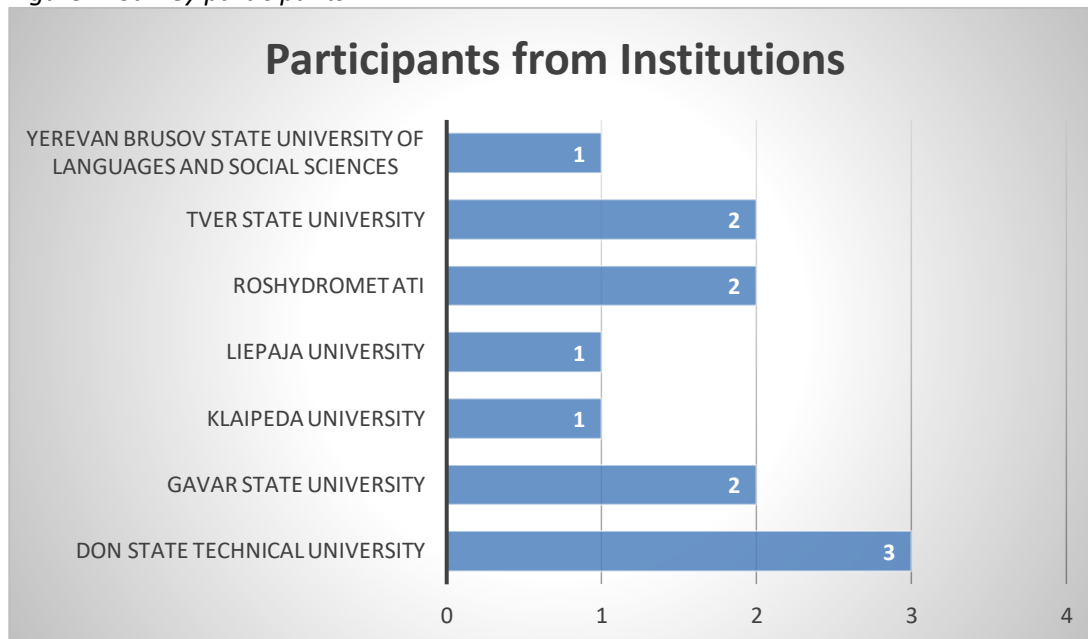
The survey was conducted from January 13, 2020 to 25th of January 2020 through online questionnaire. The survey was anonymous with general questions allowing the participants to express their opinion honestly. The questions were both structured, with optional choices ("Very dissatisfied", "Dissatisfied", "Neither satisfied nor dissatisfied", "Satisfied", "Very satisfied") and open, allowing the respondents to express their opinions and recommendations for the improvement of the next meetings.

The structured questions aimed to reveal the information on pre-arrival and during the meeting and were distributed in the following sections:

- ✓ Overall, how satisfied were you with the event?
- ✓ How satisfied were you with the pre-arrival support and information?
- ✓ How satisfied were you with the venue support and information?
- ✓ How satisfied were you with the Meeting following aspects?

The number of participants has not been that large, only 12 responses were collected (Figure 1).

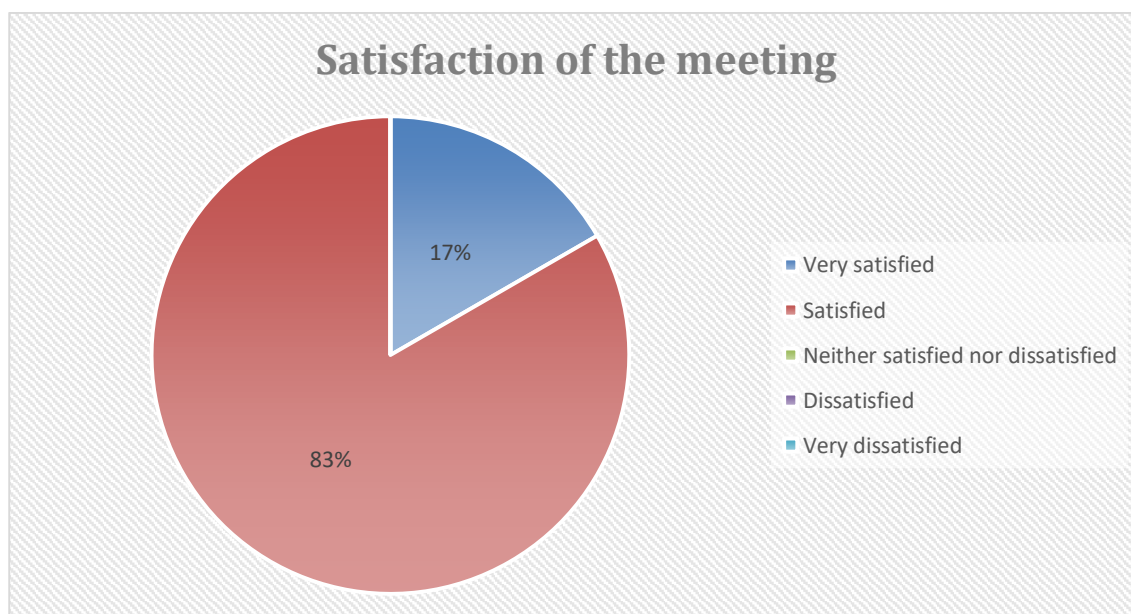
Figure 1. Survey participants



1. Overall, how satisfied were you with the event?

Generally, the kick-off meeting was organized successfully. All the participants were satisfied with the organization of the event in terms of meeting their expectations (Figure 2).

Figure 2. Participants satisfaction of the meeting



2.How satisfied were you with the pre-arrival support and information?

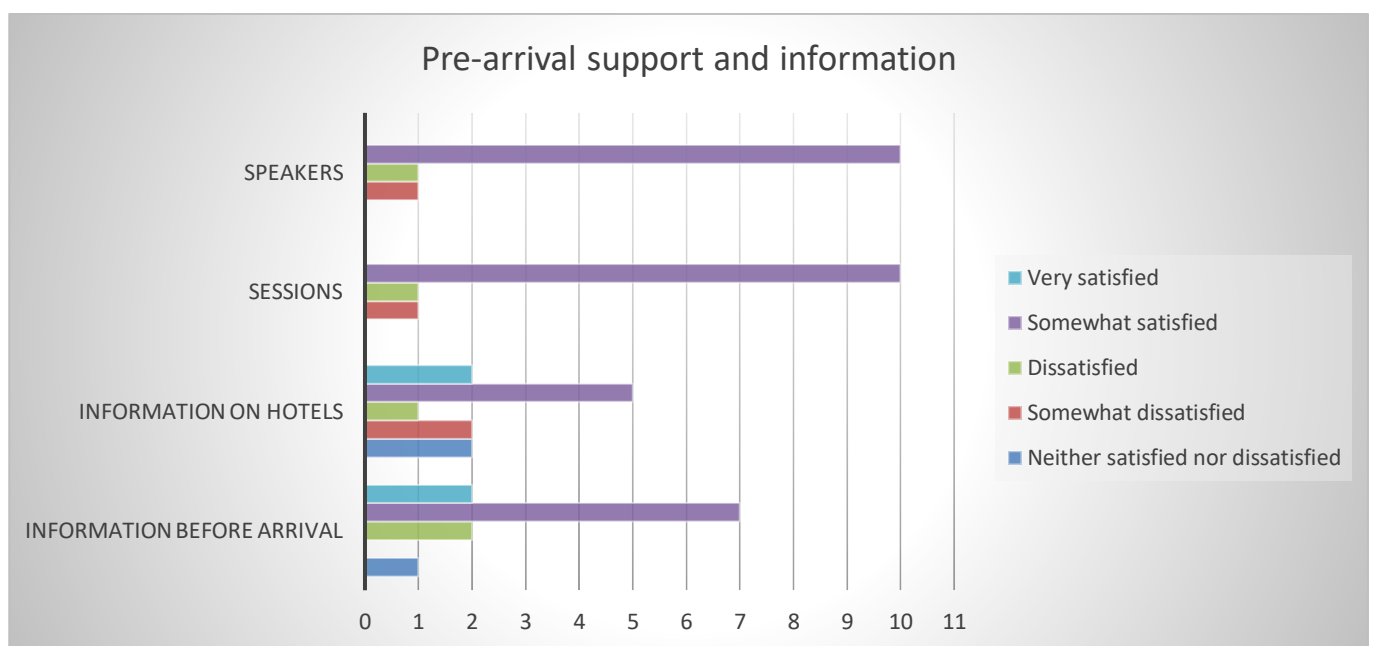
In general, the pre-arrival support and information was somewhat satisfying (Figure 3), since the kick-off meeting was organized in a noticeably short period of time.

More than half of the participants were somewhat satisfied with the provided information before arrival, though there were some participants with dissatisfaction. The comments indicate that participants would prefer more time to be allocated on meeting planning, as well as discussing the agenda in advance and getting it at least a week before the meeting.

Information on hotels overall was sufficient as well.

Pre-arrival support and information for sessions and speakers were assessed positively by the respondents (somewhat satisfying 83 %).

Figure 3. Pre-arrival support and information



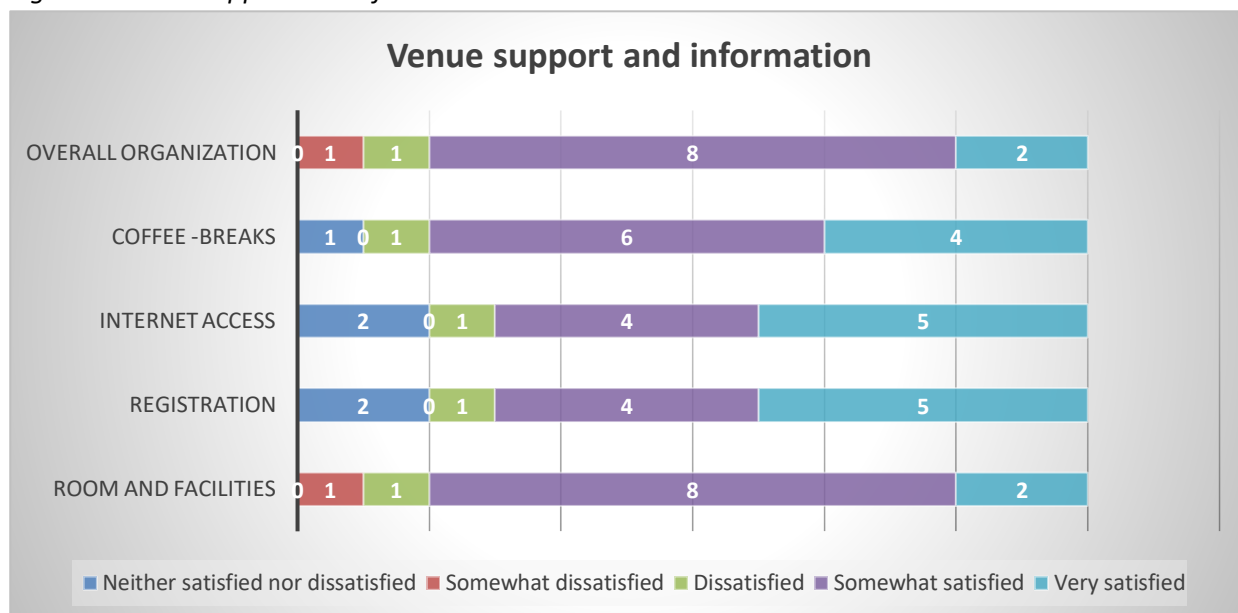
3.How satisfied were you with the venue support and information?

Overall, participants were satisfied with the provision of venue support and information of the kick-off meeting (Figure 4).

Participants reflections on the room facilities and overall organization was satisfying.

In general, the technical support, like internet access and registration, and catering during the meetings were more than satisfying.

Figure 4. Venue support and information



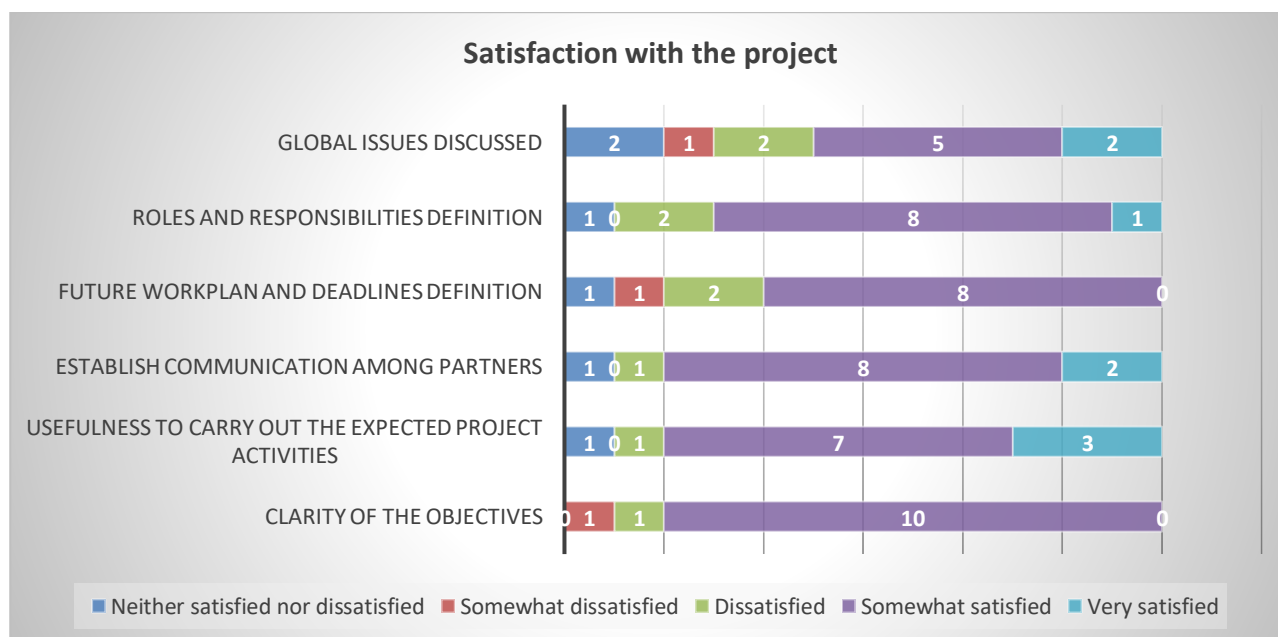
4. How satisfied were you with the Meeting following aspects:

This part of the survey was connected to the FlexWBL project context, objectives, responsibilities and expectations (Figure 5).

Overall, the projects objectives were clearly described (83% satisfaction of participants) and the expected project activities to be carried were considered useful.

Projects participants were given the appropriate platform to establish new communication ties.

Figure 5. Satisfaction with the project





5. What should be improved for the next meeting? Which difficulties detected must be solved? Please explain.

This section of the survey was aimed to reveal and determine the main difficulties and steps to be taken for improvement and better organization of the project's activities in future, as well as to fulfill project objectives.

Generally, the partners were satisfied with the organization of the meeting considering that the comments and feedbacks were aimed at getting better cooperation and results in the future.

Summarizing all the comments by the partners, the main dissatisfaction was related to the provision of pre-arrival support and information about the meeting. This may be due to the organization of the meeting in a short while. The majority claims that the information was not provided in advance and some difficulties occurred for travel arrangements.

Recommendations to be considered for future events:

- To start planning of the meeting earlier and to have work-package clarifications.
- To discuss the agenda and disseminate it at least a week before the meeting.
- To have wider discussion prior to the meeting about the training component, its goals and relevance to the project.
- To declare exact learning outcomes of workshops and training