

Evaluation Report

eGuidance Concept and Train-the-Trainer

Guide My W@y – A European Career Guidance Concept for International Youth Mobility

This report presents the evaluation of the eGuidance Concept and Train-the-Trainer training of the ERASMUS+ Project „Guide My W@y – A European Career Guidance Concept for International Youth Mobility“ in English language.

This project successfully developed the basis for advanced training measures for European vocational education and professional guidance counsellors in order to train virtual e-Counselling dialogues within the virtual e-Teaching classroom. These advanced training measures have been implemented in form of a virtual e-Teaching portal which has been set up as an internet-based, modular application allowing the training concept to be implemented into a virtual classroom.

This training has enabled European guidance counsellors from the project partner countries to conduct web-conferences and online meetings in small and medium-size groups and carry out the advanced training methods of the European Career Guidance Concept.

Furthermore, this training can be further employed towards European tutors who are engaged in the field of European vocational education and professional guidance counselling for circular international mobility of young people and young professionals. The virtual e-Teaching classroom and its training methods work as a concept for the sustainable implementation of advanced training programmes for European guidance counsellors and to train virtual e-Counselling dialogues and later implement these.

The training and the questionnaire has been accomplished by 7 counsellors from the project countries: Czech Republic, Germany, Poland and Spain and has been conducted in a total of 8 webinars (February-April 2016).

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1. The training and the webinars have been well prepared and organized

The project developed a virtual training of a total of 8 webinars (12.02. – 29.04.2016) which took place once a week and lasted for approximately 90 minutes each. These webinars instructed the counsellors who participated, in the eGuidance Concept, which is the European Career Guidance Concept adapted to virtual counselling. Additionally, the training also included webinars on how to use the virtual classroom and its tools for virtual counselling including the training of it through virtual counselling dialogues.

7 counsellors (EURES and other) from Czech Republic, Germany, Poland and Spain participated regularly at this training and have been introduced to two different types of virtual classrooms: Open Meetings and Vitero.

The virtual classroom, Open Meetings, is an open source software used for presenting, online training, web conferencing, collaborative whiteboard drawing and document editing, and user desktop sharing¹.

The virtual classroom, Vitero, is an information and communication technology company and a spin-off of the Fraunhofer IAO. They offer software solutions in the area of information, communication and knowledge management for all companies in all industrial sectors and public institutions. They focus on synchronous, web-based communication. Live e-learning (virtual classroom), web conferencing, and online collaboration are the main business segments of vitero².

The webinars have been announced in time for all participants and a course of the training had been created on the project learning platform, ILIAS. All webinars have been recorded for teaching and reflective purposes and every presentation and document within the webinars has been stored electronically on ILIAS and distributed on the project's Internet Portal and media channels.

Furthermore, the virtual counselling dialogues between the counsellors within the webinars have been recorded and processed as image videos for dissemination purposes, which can be found on the Internet Portal of the project: www.guidemyway.eu or www.guide-my-way.eu and media channels.

The first question referred to the advanced preparation and organization of all webinars as well as the surrounding tools and preparatory documents, including tutorials, presentations, guidelines, etc.

¹ <http://openmeetings.apache.org/>

² <http://vitero.eu/en/about-us/profile.html>

A cumulated total of 100% of the 7 participants agree on a well done organization and preparation, as depicted in the graph below:



This is a screenshot of the virtual classroom Open Meetings:

Example of a chat counselling dialogue - Recognition of Certificates

Summary: we talked about the certificates and qualifications, that my friend would join me abroad and of course my language knowledge

Summary Meeting Recognition of Certificates:
certificates I would need for abroad applications forms, costs for translation and the time it will take to translate and certificate them...

Targets for the meeting of Recognition of Certificates:

- 1) Inform yourself about who can both translate and certify documents
- 2) Inform yourself about the time and the costs
- 3) Fill out the application form and hand in the documents
- 4) Send the certified documents to the Ministry of Health and inform yourself about the application for a license

1) Website to find certified translators:
www.tradutoresoficiales.es/traductor-jurados-ingles/

This one provides a general overview over the costs and the time but you can also contact the translator directly: www.strakertranslations.com

Properties:
662 x 227
y: 234 h: 96

Activities and actions:

Chat:
Elena: Hey, I would like to receive some information which will help you with...
Lisa: That's great Thank you!

00:03:33 | 00:00:39

This is a screenshot of the virtual classroom Vitero:



A tutorial for both virtual classrooms can be watched here: <http://www.guidemyway.eu/e-guidance-training/contents-of-the-eguidance-concept/#module8>.

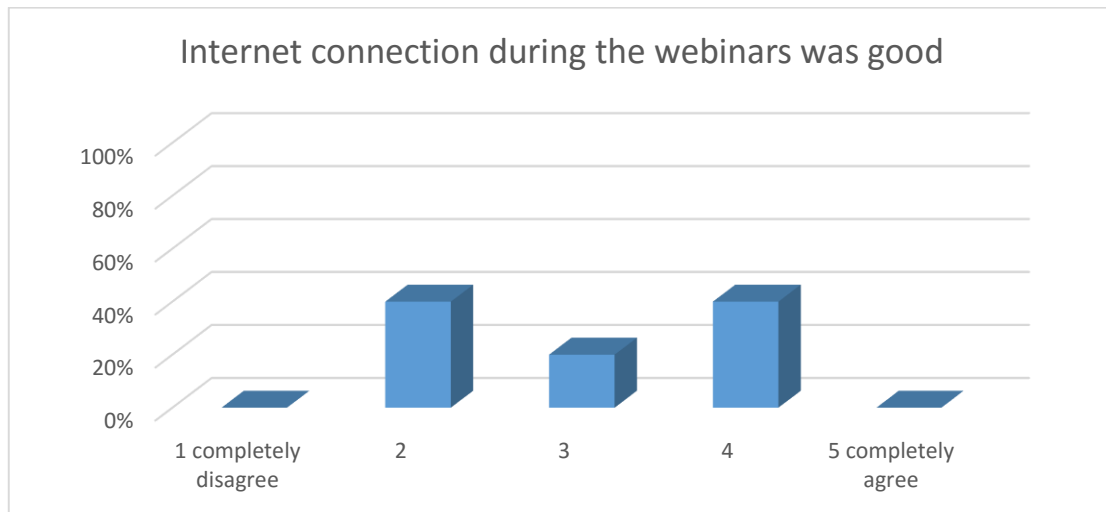
2. The technology during the webinars was good

Regarding the technological aspect of each virtual classroom, it has to be mentioned, that depending on the server of each computer or laptop and also the server of the virtual classrooms themselves, the technology can cause several difficulties.

Thus, during all eight webinars, some technical difficulties have been experienced by each participant. The difficulties expressed themselves through lack of a proper internet connection, connecting difficulties on entering the classroom, etc.

Eventhough these difficulties were of minor importance, some participants experienced it as difficult to both connect properly and follow the webinars in a steady way.

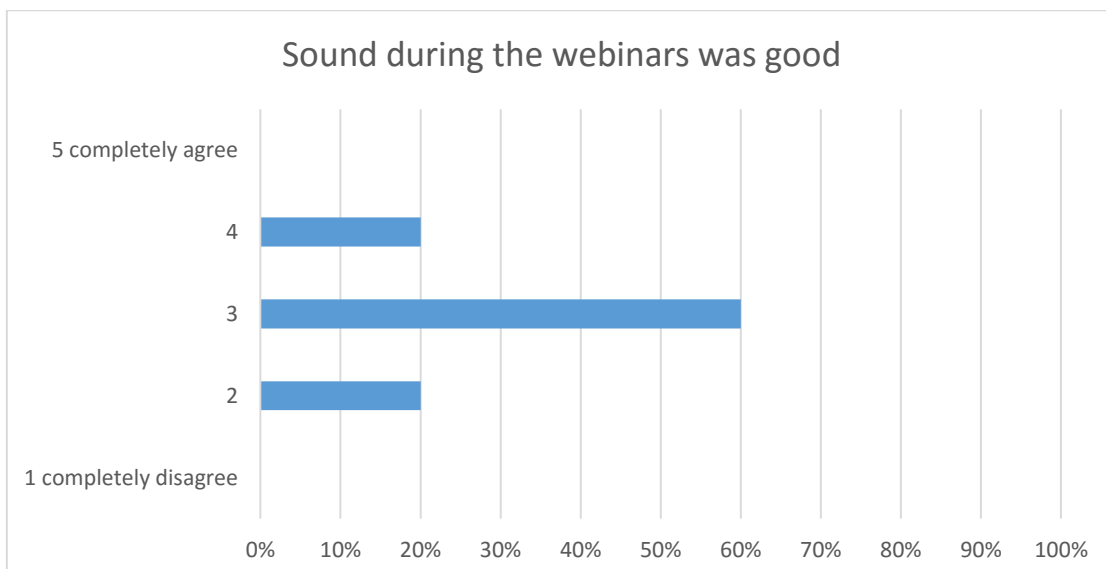
Therefore, the replies regarding the internet connection, 40% disagree that it was good, whereas 20 % are centrefold and other 40% agree slightly that the internet connection was good, as shown in the graph below:



Another difficult, technical aspect was the sound during the webinars. To be able to have a stable sound connection and be heard properly, every participant needed a headset, which includes a microphone. A headset is important for a webinar, since it allows a clear sound transmission and erases background noises.

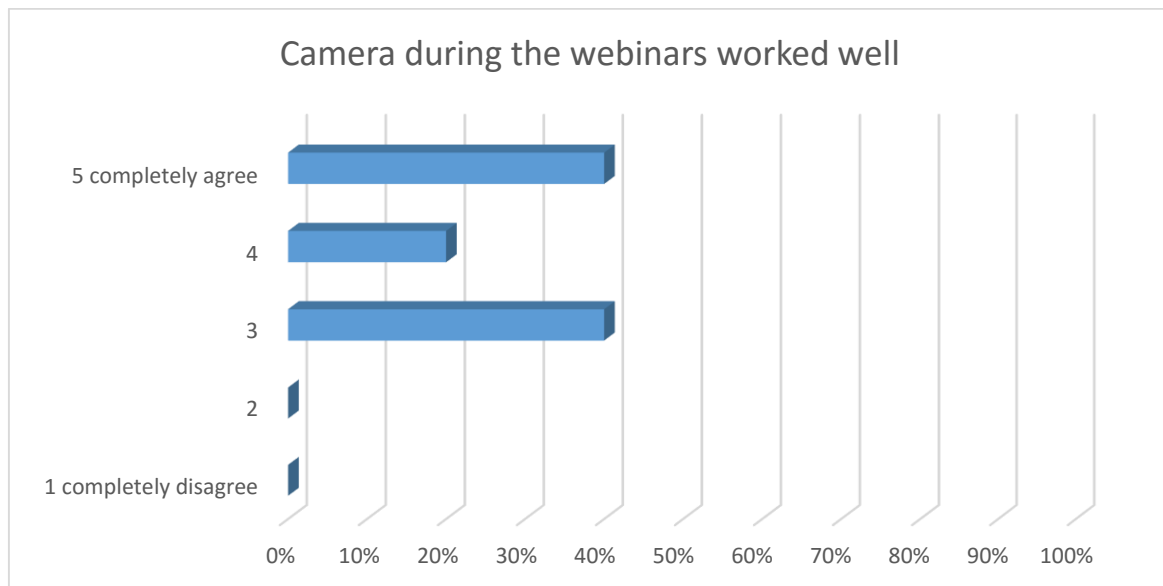
Nevertheless, due to several technical characteristics of each individual computer, laptop and even headset, the sound caused concerns for some participants during several webinars.

Regarding the topic of the sound, 60% of the participants are centrefold and a minority of each 20% both agree and disagree that the sound during the webinars was good, as shown below:

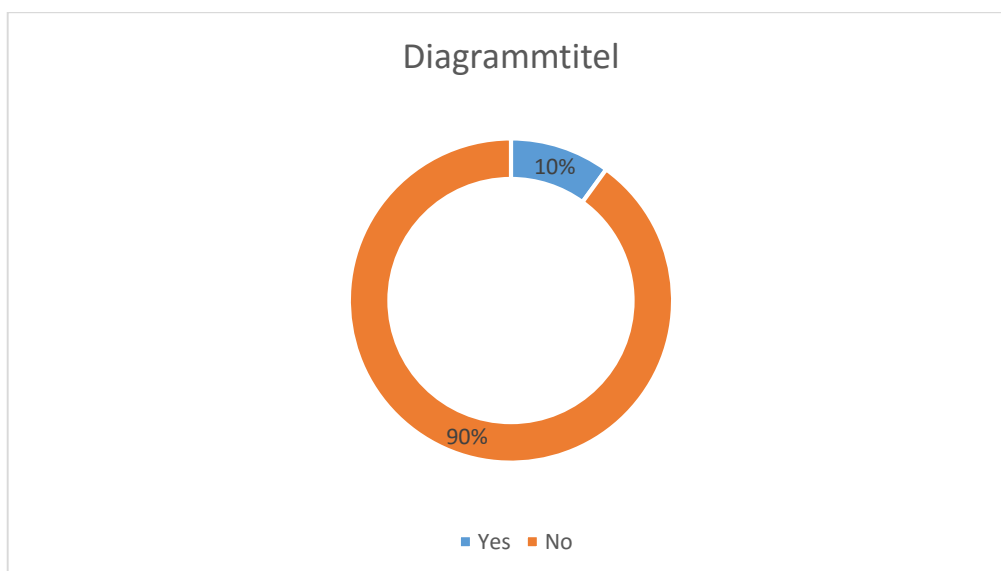


The training also included virtual counselling dialogues which depended on both the usage of a headset and a video camera. Due to difficulties with the internet connection and individual characteristics, the video quality sometimes got affected.

When asked about the camera quality during the webinars, 60% agreed that it didn't work well, whereas 40% are centrefold, as shown below:



Besides these technical issues, only 10% of the participants experienced other issues, such as log-in problems to the virtual classroom, as shown below:

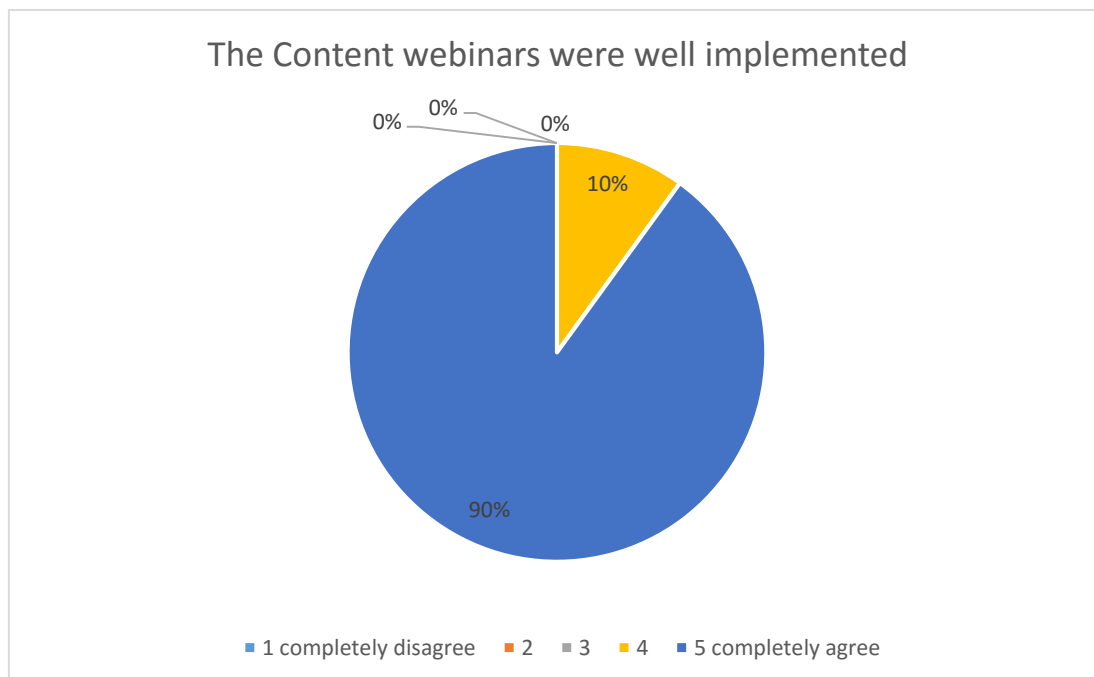


3. The eGuidance Concept webinars

The first three webinars included the presentation of the finalized eGuidance Concept. The content of the webinars presented the following topics:

- Methodology of Guidance and Counselling
- Content topics of international youth mobility
 - o Career Choice and Orientation
 - o Profiling
 - o Recognition of Certificates
 - o Legal Issues
 - o Intercultural Issues
 - o Matching
- How to adapt the concept to virtual counselling – an introduction

All of the seven participants, a cumulation of 100%, agree on the fact that the first three content webinars have been well implemented, as shown below:

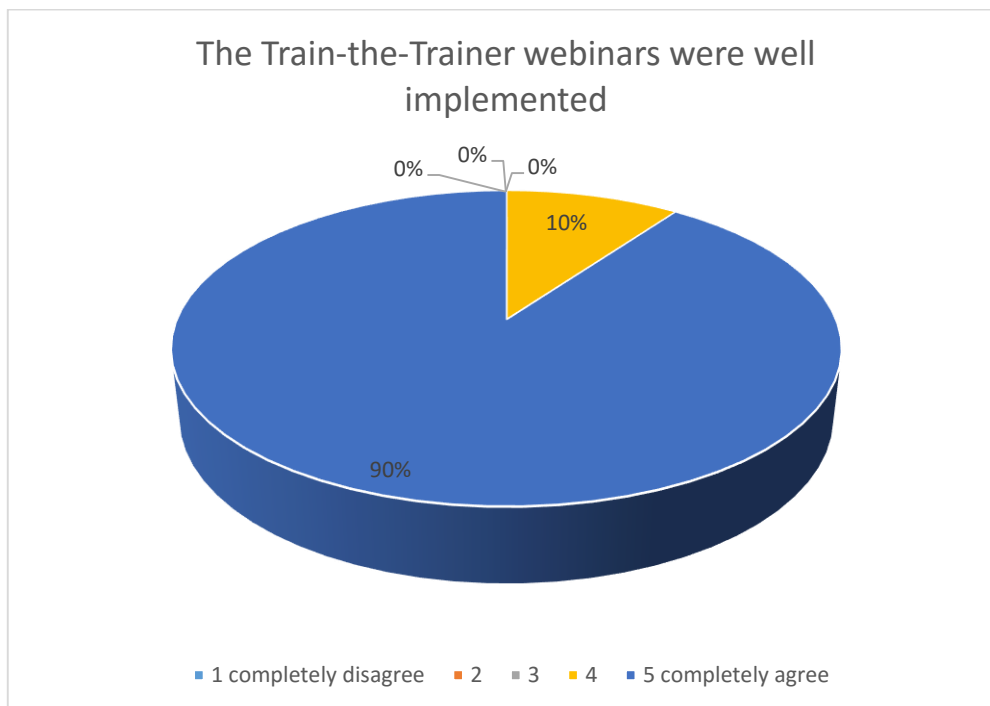


4. The Train-the-Trainer webinars

The next three webinars focused on the following topics:

1. Basics webinar: the virtual classroom – what is it like in practice?
 - What are the main differences between face-to-face and a virtual classroom?
 - What tools are at one's disposal?
 - What opportunities and limitations do the integrated tools bring along?
2. Specialisation webinar: how to communicate properly within the virtual classroom – getting to know several counselling scenarios:
 - What special features does the virtual communication have?
 - What type of counselling scenarios are possible?
 - How can the participant communicate adequately?
3. Specialisation webinar: how to implement the existing counselling concept into best practice dialogues

A cumulated amount of 100% of all participants agreed on the fact that the Train-the-Trainer webinars have been well implemented, as shown below:

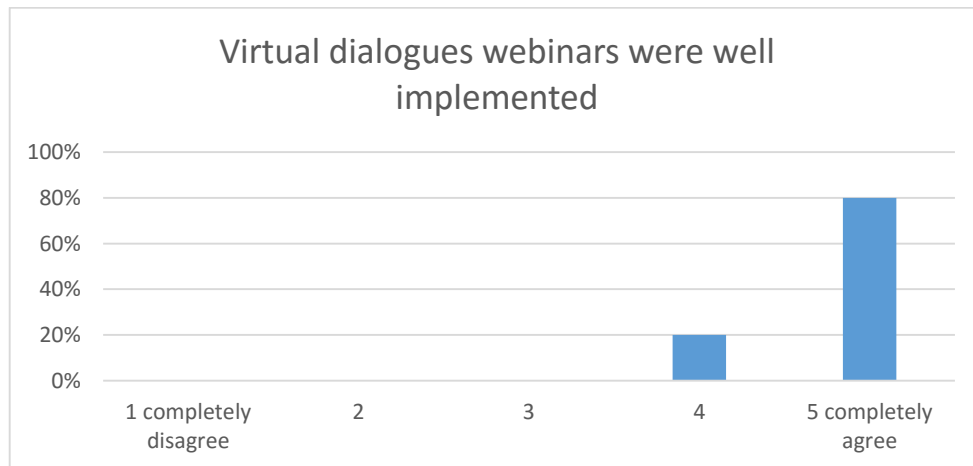


5. The virtual dialogues webinars

The last two webinars were about practicing several virtual counselling dialogues regarding the content topics and their adaptation to virtual counselling:

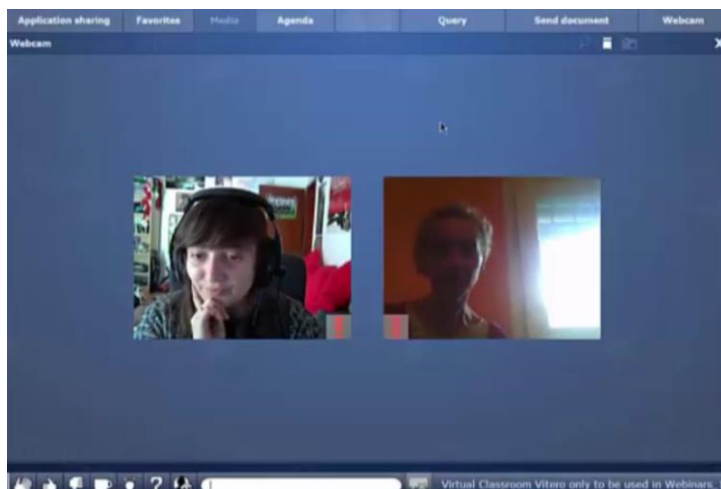
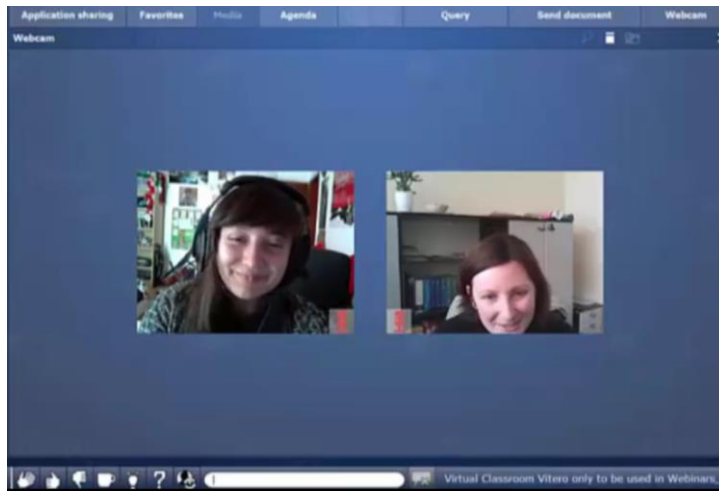
- Career Choice and Orientation
- Profiling
- Recognition of Certificates
- Legal Issues
- Intercultural Issues
- Matching

A cumulated result of 100% of all participants agreed on the virtual dialogues being well implemented, as presented below:



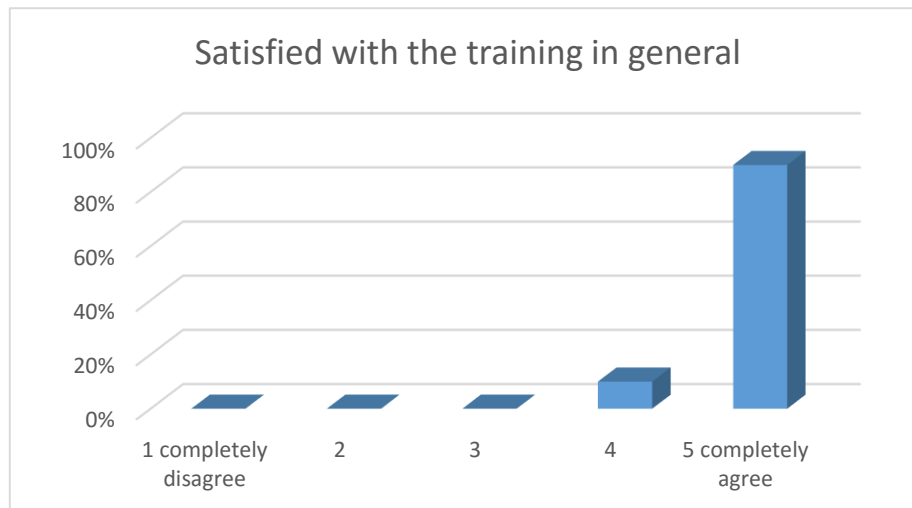
Here are some screenshots of the training dialogues:





6. Training in general and further usage

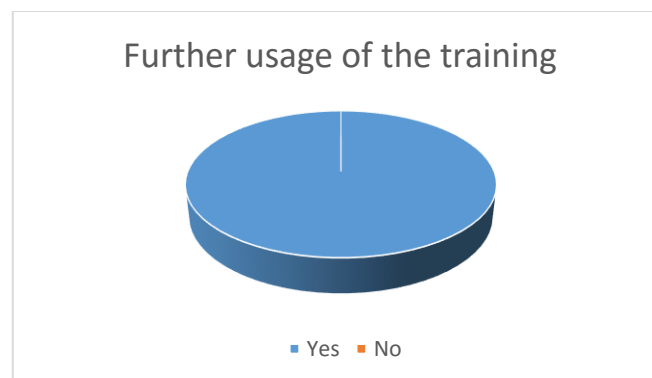
Regarding the entire training of the eGuidance Concept and Train-the-Trainer has been perceived as satisfying from a total of 100% of all participants, as presented below:



Additionally, all participants agreed that they will use this training in the future. They have received the instruction to train their colleagues and co-workers independently within this concept:

1. The participants passed through the webinar sessions in order to collect sufficient experience and knowledge.
2. The participants have been prepared towards their own training activity during virtual train-the-trainer webinars.
3. The participants have received a training guideline during these webinar sessions as well as the set of slides and additional instructions to be able to implement the webinar sessions independently with their colleagues and co-workers.

The results of their agreement can be seen in the graph below:



7. Questionnaire

EVALUATION – eGUIDANCE CONCEPT & TRAIN-THE-TRAINER

Please tell us how far you agree or disagree with the following statements:

Organisation

The webinars have been well prepared and organized in advance.

Completely disagree 1 2 3 4 5 Completely agree

Technical Aspects

The internet connection during the webinars was good.

Completely disagree 1 2 3 4 5 Completely agree

The sound during the webinars was good.

Completely disagree 1 2 3 4 5 Completely agree

The camera during the webinar worked well.

Completely disagree 1 2 3 4 5 Completely agree

EVALUATION – eGUIDANCE CONCEPT & TRAIN-THE-TRAINER

Did you experience other technical issues during the webinar?

Yes

No

If yes, please comment:

Content

The first three webinars on the eGuidance Concept were well-implemented.

Completely disagree 1 2 3 4 5 Completely agree

The train-the-trainer webinars were well-implemented.

Completely disagree 1 2 3 4 5 Completely agree

The last two webinars on virtual dialogues were well-implemented.

Completely disagree 1 2 3 4 5 Completely agree

EVALUATION – EGUIDANCE CONCEPT & TRAIN-THE-TRAINER

Conclusion

I was satisfied with the training in general.

Completely disagree 1 2 3 4 5 Completely agree

Will you use this training for further training?

Yes

No

If no, please comment: