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# Vocational training center for undergraduate university Students and teachers in Jordan (VTC)

## WP7: Quality Plan

### 2. ANNEXES

- A) Check list for managing project meetings
- B) Check list for reviewing administrative and management records
- C) Intermediate evaluation of the project management by the partners
- D) Satisfaction questionnaire for services delivered: training
- E) Satisfaction questionnaire for project meetings
- F) Satisfaction questionnaire for project management



## Annex A

### CHECKLIST FOR MANAGING PROJECT MEETINGS

#### Preparation

	Done? (✓)
Clarify the objectives of the meeting	
Confirm who will attend/participate and who will chair the meeting	
Confirm the date, time and location of the meeting with participants	
Prepare a draft agenda and distribute it for comments/additions	
Allocate subtasks to be carried out among the human resources in charge	
Assemble relevant data/information (including management/monitoring reports) and distribute copies in advance to those attending the review meeting	
Organize other logistics for the meeting (e.g. secretarial support, transport, venue, required equipment/materials for presentations, refreshments, etc.)	

#### The meeting

	Done? (✓)
The available time is effectively managed, based on the agreed agenda/timetable	
Each participant is given adequate opportunity to share his/her views (the meeting is not dominated by the loudest/most talkative)	
Key issues are clarified	
Supporting material is distributed	
Disagreements are cordially solved	
A problem solving approach is taken	
Agreement is reached (by consensus or vote) on key actions that need to be taken	
An accurate record of discussions and decisions is taken	
Meeting objectives are achieved	

#### Follow-up

	Done? (✓)
Finalization and dissemination of a record of key decisions taken/agreements reached	
Revision to action plan and/or time schedule if/as required	



## Annex B

### CHECKLIST FOR REVIEWING ADMINISTRATIVE AND MANAGEMENT RECORDS

	Done? (✓)
Are appropriate records being kept, and are they up to date?	
Are those responsible for keeping the records clear about their responsibilities and the record keeping procedures/systems?	
Are record keeping systems and procedures appropriately documented (i.e. guidelines)?	
Is the quality of information periodically checked and verified?	
Is an appropriate level/type of training in record keeping systems provided to staff?	
Is appropriate technology being used to record, analyze and report information?	
Are adequate resources available to support effective record keeping and information management?	
Are records and reports securely stored and easily retrieved?	
Is the information summarized and reported to the Lead Partner on a regular basis, and is it then made available to the Lead Partner in a clear and usable format?	
Is the information presented in a timely manner, and is it used by the partner to help them make informed decisions?	

## Annex C

### EVALUATION OF THE PROJECT MANAGEMENT BY THE PARTNERS

*At the end of each year of the life of the project:*

	Completely Negative	Partially Positive	Fully Positive	Exceeded Expectations
Have you been actively involved in the project development?				
Is the project coordination as much incisive as it should be?				
How is communication between partners?				
Are you satisfied with the implementation of the project activities?				
Is the project calendar well structured?				
Is the tasks sharing well distributed among partners?				
Do you receive feedbacks from the coordinator when requested on time?				
How do you rate overall the project management for the period of the last year?				

**Do you have any comments/suggestions?** .....

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## ANNEX D

### SATISFACTION QUESTIONNAIRE FOR TRAINING

**To be delivered to: training participants**

**Activity: training**

**Date and location:**

Issued by JUST

June 2016



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## QUESTIONNAIRE ON THE TRAINING APPRAISAL

### GUIDELINES ON HOW TO FILL THE QUESTIONNAIRE

The questionnaire that you will answer to, provides for every question the expression of a judgment for each of the following three elements:

- **Expectation** (what is your level of expectation for the *organization of the training session*)
- **Satisfaction** (how much you are satisfied with the *organization of the training session*)
- **Importance** (how much important you consider *organization of the training session*)

In order to express your opinion you will use a numeric scale which consists of the integers from 1 to 6 (the value 1 corresponds to the lowest rating; 6 to the highest).



## QUESTIONNAIRE

### OVERALL ASSESSMENT OF ORGANIZATION OF THE TRAINING SESSION

1	EXPECTATION [ 1..6 ]	SATISFACTION [ 1..6 ]	IMPORTANCE [ 1..6 ]
1.1 General organization and logistics of the training session			
1.2 Topics of the training session			
1.3 Objectives fulfillment			

### EVALUATION OF QUALITY OF TRAINING SESSION

2	EXPECTATION [ 1..6 ]	SATISFACTION [ 1..6 ]	IMPORTANCE [ 1..6 ]
2.1 Trainers			
2.2 Incisiveness of topics			
2.3 Use of technical resources			
2.4 Involvement of trainees			
2.5 Effectiveness of methodology			
2.6 Usefulness of training materials			
2.7 Added value of interactions within the e-learning platform			
2.8 Relevance to the trainees' professional growth			



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## ANNEX E

### SATISFACTION QUESTIONNAIRE FOR PROJECT MEETINGS

To be delivered to: all partners  
Activity: project meeting  
Date and location:

Issued by JUST

June 2016





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## QUESTIONNAIRE ON THE PROJECT MEETING APPRAISAL

### GUIDELINES ON HOW TO FILL THE QUESTIONNAIRE

The questionnaire that you will answer to, provides for every question the expression of a judgment for each of the following three elements:

- **Expectation** (what is your level of expectation for the *organization of the project meeting*)
- **Satisfaction** (how much you are satisfied with the *organization of the project meeting*)
- **Importance** (how much important you consider *organization of the project meeting*)

In order to express your opinion you will use a numeric scale which consists of the integers from 1 to 6 (the value 1 corresponds to the lowest rating; 6 to the highest).



## QUESTIONNAIRE

### OVERALL ASSESSMENT OF ORGANIZATION OF THE PROJECT MEETING

<b>1</b>	EXPECTATION [1..6]	SATISFACTION [1..6]	IMPORTANCE [1..6]
1.1 Information related to logistics			
1.2 Preparatory documents			
1.3 Agenda			

### EVALUATION OF LEVEL OF COMMITMENT

<b>2</b>	EXPECTATION [1..6]	SATISFACTION [1..6]	IMPORTANCE [1..6]
2.1 Participation of other partners			
2.2 Contribution to meeting sessions from other partners			
2.3 Relevance and clarity of topics			
2.4 Achievement of the targets of the meeting			



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## ANNEX F

### SATISFACTION QUESTIONNAIRE FOR PROJECT MANAGEMENT

To be delivered to: all partners

Activity: project management

Date:

Issued by JUST

June 2016



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## QUESTIONNAIRE ON THE PROJECT MANAGEMENT APPRAISAL

### GUIDELINES ON HOW TO FILL THE QUESTIONNAIRE

The questionnaire that you will answer to, provides for every question the expression of a judgment for each of the following three elements:

- **Expectation** (what is your level of expectation for the *project management*)
- **Satisfaction** (how much you are satisfied with the *project management*)
- **Importance** (how much important you consider *project management*)

In order to express your opinion you will use a numeric scale which consists of the integers from 1 to 6 (the value 1 corresponds to the lowest rating; 6 to the highest).



## QUESTIONNAIRE

### OVERALL ASSESSMENT OF PROJECT MANAGEMENT

1	EXPECTATION [1..6]	SATISFACTION [1..6]	IMPORTANCE [1..6]
1.1 Structure of project time schedule			
1.2 Communication between partners			
1.3 Timeliness of feedbacks from the coordinator when requested			
1.4 Incisiveness of coordination			

### EVALUATION OF LEVEL OF INVOLVEMENT

2	EXPECTATION [1..6]	SATISFACTION [1..6]	IMPORTANCE [1..6]
2.1 Actively involved in the project development			
2.2 Satisfied with the implementation of the project activities			
2.3 Distribution among partners of tasks sharing			