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WS3 / 06 SERCo Training Evaluation Toolkit

Project information

Project acronym: SERCo

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Project Description

The project promotes social economy as an effective instrument for integrated development of the Roma communities by:

- 1) analyzing the potential of applying social economy practices within Roma communities, from a social, economic and institutional point of view;
- 2) engaging policy-makers and civil servants and training Roma mediators for developing social enterprises; and
- 3) assisting Roma social business initiatives and promoting social economy within Roma communities and to the general public.

The SERCo partners recognize that social entrepreneurship can be a solution to the issues of Roma people, since it:

- helps resolving some of the existing needs of the community;
- facilitates the qualification on the job;
- uses local resources and allows the development of more entrepreneurs;
- supports traditional crafts;
- increases the qualification and education level;
- stimulates solidarity and lead to the improvement of the relationships between the members of the community;
- represents a self-help method;
- allows hiring people in vulnerable situations.

The project's core deliverables are:

- guidelines for Roma social entrepreneurship
- Mediators' training programme



- One-to-one mentoring for social enterprise development
- SERCO VLE for mutual learning
- Public roundtables & info days
- Network for Roma Social Economy

SERCO Consortium:

- University of Piraeus Research Center, / www.kep.unipi.gr , Greece – SERCo Coordinator
- IDEA ROM ONLUS, www.idearom.it , Italy
- CESIE, www.cesie.org, Italy
- The European Roma Information Office-ERIO , www.erionet.eu , Belgium
- Center for Interethnic Dialogue and Tolerance “AMALIPE”, www.amalipe.com , Bulgaria
- Fundacio Privada Pere Closa, www.fundaciopereclosa.org , Spain
- Tolerance and Mutual Aid Foundation (TMAF), Bulgaria
- Four Elements, www.4-elements.org , Greece
- Association Promoting Social Inclusion PAKIV (ACPSI PAKIV), www.pakiv.ro, Romania



Purpose of the SERCo Training Evaluation Toolkit

The purpose of the SERCo Training Evaluation Toolkit is to facilitate the continuous monitoring, evaluation and improvement of the SERCo Training Programme, regarding all three of its components, i.e. a) training programme methodology, material and delivery, b) one-to-one mentoring and c) mutual learning.

Specific indicators are introduced and organized that provide the basis for the future preparation of two evaluation briefs, after the end of each training circle. Three evaluation sheets are provided for each of its three components:

- 1) Training Delivery and methodology
- 2) One-to-one mentoring sessions
- 3) Mutual learning and the use of the VLE.



Performance indicators for the SERCo Training delivery

Task/Objective	Performance indicators	Objective / Target
Training methodology, material and delivery	Participants in 1st round of training	Seven (7) Roma trained as mediators per participant country (total 42 for the whole project)
	Participants in 2nd round of training	Twenty-eight (28) Roma trained as mediators per participant country (total 168 for the whole project)
	degree of satisfaction with the training material	80% of participants to grade the training material as very good or excellent
	degree of satisfaction with the training methodology and delivery	80% of participants to grade training delivery as either very good or excellent
	Percentage of Roma participants	100%
One-to-one mentoring	Participants in one-to-one mentoring sessions	7 potential Roma entrepreneurs to receive one-to-one mentoring from each participant country (total 60 for the whole project)
	degree of satisfaction with one-to-one mentoring	80% of participants to grade one-to-one mentoring as either very good or excellent
Mutual learning / Use of SERCo VLE	Number of SERCO VLE users	At least 50% of SERCO training participants to use the SERCo VLE
	degree of satisfaction with mutual learning / use of SERCo VLE	80% of participants to grade one-to-one mentoring as either very good or excellent



SERCo Evaluation Sheet for Training Delivery and methodology

Training information:

Training Round:	
Dates:	
Location:	
Organised by:	
Trainer:	



Instructions: Please indicate your level of agreement with the statements listed below in #1 - 11.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The objectives of the training were clearly defined.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Participation and interaction were encouraged.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The topics covered were relevant to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The content was organized and easy to follow.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The materials distributed were helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. This training experience will be useful for becoming an effective mediator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. The trainer was knowledgeable about the training topics.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. The trainer was well prepared.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The training objectives were met	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The time allotted for the training was sufficient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The meeting room and facilities were adequate and comfortable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Please tick a box below to indicate what you felt was the standard of the training material.

low

fair

very good

excellent

Comments:

Please tick a box below to indicate what you felt was the standard of the training methodology and delivery.

low

fair

very good

excellent

Comments:

Do you think the presented training activities are useful for becoming a Roma mediator for social entrepreneurship?

Yes

No

Comments:

Are there any specific changes you would make concerning the training activities or the general concept training material?

Yes

No



Comments:

What would you like to see excluded or included in the training material?

Comments:

Did the training promote collaboration and mutual learning?

Comments:

Did the training offer practical experiences?

Comments:

Any other comments that you may like to add:

Comments:

Thank you for taking the time to give us your views.



SERCo Evaluation Sheet for one-to-one mentoring sessions

Information for one-to-one mentoring sessions:

Dates:	
Location:	
Organised by:	
Mediator:	



Instructions: Please indicate your level of agreement with the statements listed below in #1 - 9.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The mentoring was helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Mentoring helped me understand social entrepreneurship better.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Now I understand the advantages of setting up a social enterprise for me and my community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The steps that need to be taken in order to set up a social enterprise are clear to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The SERCo mediator guided me in the process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. I am aware of the possible obstacles of setting up a social enterprise and how they can be overcome	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. The SERCo mediator was knowledgeable about the issue.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. The SERCo mediator was well prepared	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. After the SERCo one-to-one mentoring session I am intent on starting up a social enterprise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Please tick a box below to indicate what you felt was the standard of the SERCo one-to-one mentoring sessions.

low

fair

very good

excellent

Comments:

Do you think the SERCo one-to-one mentoring sessions were helpful for understanding what is needed to set up a social enterprise?

Yes

No

Comments:

Are there any specific changes you would make concerning the SERCo one-to-one mentoring sessions?

Yes

No

Comments:

Thank you for taking the time to give us your views.



SERCo Evaluation Sheet for mutual learning and the use of the VLE

Instructions: Please indicate your level of agreement with the statements listed below in #1 - 6.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The SERCo VLE was an important component of the training and mentoring sessions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The SERCo VLE is easy to use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. There are several tools available that facilitate mutual learning and community building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The VLE allowed me to interact and share experiences with SERCo mediators from other countries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. I did not notice any significant bugs in the VLE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. I used the VLE resources often during the training and mentoring sessions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please tick a box below to indicate what you felt was the standard of mutual learning through the use of the SERCo VLE.

low

fair

very good

excellent

Comments:

Do you think the SERCo VLE helped you complete the training and mentoring sessions?

Yes No

Comments:

Are there any specific improvements you would make to the SERCo VLE?

Yes No

Comments:

Thank you for taking the time to give us your views.