BUGI

Western Balkans Urban Agriculture Initiative

**EVALUATION PROJECT PROCESS REPORT**

**FOLLOWING THE PARTNERS’ INPUT**

(Annex 2 D4.1 QUALITY PERFORMANCE FRAME WORK)

Project Period

Month 1-6 2018

Short report elaborated by: UNIBO

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# Introduction

The BUGI project intends to develop a new Urban Agriculture master study curriculum and LLL programme, based on national strategies as well as on a needs analysis regarding farmers and the entrepreneurial sector. It will provide modern teaching tools and foster the transfer of knowledge, skills and technologies to five Western Balkan HEIs.

Furthermore, BUGI offers a study visit programme that provides grants to HEI professionals to go abroad and meet other colleagues and experts for an intensive learning week. BUGI foresees 6 study visits with training for participants from 5 HEIs.

No matter what the size or complexity of the project, it is necessary to measure the success of the project against well-defined criteria. The criteria were established within the *Quality Performance Frame work* and will help to determine whether the project is ‘under control’, such as the degree to which the target outcomes have been achieved, the delivery of outputs and the level of adherence to documented plans, budget, methodologies and standards.

To evaluate the progress of the BUGI project a questionnaire is distributed to partners about every 6 months for a regular self-reflection and self-evaluation.

The questionnaire collects feedback from the whole team of the partner organisation working in the project and gives them the opportunity to reflect and share their opinion about the project implementation. Therefore the team leader of the partner organisation working in the BUGI project meet is invited to fill in the questionnaire that contains 17 questions.

The information is treated confidentially.

The report provides valuable information to allow the Project coordinator and the Quality Committee to monitor the project. It captures strong and weak point to be taken into account for an efficient and smooth Project implementation.

The questionnaire was filled in by:

|  |
| --- |
| P1 UNAS - University of Sarajevo |
| P2 UNMO - University “Džemal Bijedić” of Mostar |
| P3 UDG - University Donja Gorica |
| P4 UP - University of Prishtina |
| P5 UHZ - University “Haxhi Zeka” of Peja |
| P6 UNIBO - University of Bologna |
| P7 SWUAS - South Westphalia University of Applied Sciences |
| P8 UL -University of Lubljana |

# CONCLUSIONS and recommendations for the next project period

Generally speaking the **satisfaction rate is excellent**. In 7 out of closed 15 questions the satisfaction rate is **over 80%.**

All partners **have a clear understanding** of the overall project aims and expected results. All partners (100 %) agrees with the work plan.

The **distribution of task is well accepted** (satisfaction rate 81,25%) and **all partners know and** understand the task and the role assigned to their organisation in the different WPs (Satisfaction Rate 84.38).

50% of the partners agree and 50% fully agree that the project management (e.g. decision-making, consultation, problem-solving) is smooth and transparent.

Slightly lower the satisfaction rate (75%) for the **management of administrative and financial matters** by the coordinator. The satisfaction rate drops to 62.5 % in regard to the question if partners have been given clear instructions and guidelines on financial and administrative management procedures and rules

Two partners feel that partners do not share the same vision regarding activities and outputs.

All partners are happy with the internal **communication flow**.

7 our to 8 partners agree or fully agree that **WP leaders are reliable and doing a good job** (contact, feedback and updates).

All partners **appreciate the working climate** and the mutual respect they experience in the consortium.

Only 2 partners are a slightly sceptical about the quality of the outcomes and results achieved so far.

Problems encountered: Four of eight partners state that they did not encounter any problems. 2 partners had to face some delay in finalizing WP1. One partner had to face difficulties, which are **internal to his/her organisation** (slow and complicate administration). Another challenge partners are facing that is **more internal** to their organisation than to partnership is the organisation of a motivated and competent project team/staff within their organisation. Staff often considers project work an additional work load and burden and can become a real hindrance in the work process.

**Suggestions for improvement (some project shortcomings)**

Nearly all partners state that **no change is needed**.

Two issues that could be improved, according to two partners, are: communication flow, time management and review of goals.

**Recommendations**

**For future work it ist essential to provide clear instructions and guidelines on financial and administrative management procedures and rules. They could be circulated, put on the project website. The best way to deal with these issues is to foresee a question time that should be integrated into the next meeting agenda giving all partners the opportunity to clear all their doubts. It could be foreseen that the questions are collected before the meeting.**

**As with most multi-country projects, communication can be difficult. To further consolidate the group, communication should be regular.**

An encouraging feedback from the last session: any further comment

**Dear all partners in project BUGI,  
you are the best.  
I am very happy to work with you.  
All the best for you and your family.**

# ANNEX

| 2. I (we) have a clear understanding of the overall project aims and objectives, as well as of the expected results | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response %** | **Response Total** |
| 1 | I don’t agree at all |  | 0.00% | 0 |
| 2 | I don’t agree |  | 0.00% | 0 |
| 3 | I neither agree nor disagree | |  | | --- | |  | | 12.50% | 1 |
| 4 | I agree | |  | | --- | |  | | 37.50% | 3 |
| 5 | I fully agree | |  | | --- | |  | | 50.00% | 4 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 4.38 | Std. Deviation: | 0.7 | **Satisfaction Rate:** | **84.38** | | Variance: | 0.48 | Std. Error: | 0.25 |  | | | | | answered | 8 |
| skipped | 0 |

| 3. The work plan is feasible | | | | |
| --- | --- | --- | --- | --- |
|  | | | Response % | Response Total |
| 1 | I don’t agree at all |  | 0.00% | 0 |
| 2 | I don’t agree |  | 0.00% | 0 |
| 3 | I neither agree nor disagree |  | 0.00% | 0 |
| 4 | I agree | |  | | --- | |  | | 100.00% | 8 |
| 5 | I fully agree |  | 0.00% | 0 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | Analysis | Mean: | 4 | Std. Deviation: | 0 | **Satisfaction Rate:** | **75** | | Variance: | 0 | Std. Error: | 0 |  | | | | | answered | 8 |
| skipped | 0 |

| 4. The tasks are well distributed among partners | | | | |
| --- | --- | --- | --- | --- |
|  | | | Response % | Response Total |
| 1 | I don’t agree at all |  | 0.00% | 0 |
| 2 | I don’t agree |  | 0.00% | 0 |
| 3 | I neither agree nor disagree |  | 0.00% | 0 |
| 4 | I agree | |  | | --- | |  | | 75.00% | 6 |
| 5 | I fully agree | |  | | --- | |  | | 25.00% | 2 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | Analysis | Mean: | 4.25 | Std. Deviation: | 0.43 | Satisfaction Rate: | 81.25 | | Variance: | 0.19 | Std. Error: | 0.15 |  | | | | | answered | 8 |
| skipped | 0 |

| 5. I (we) know and understand the task and the role assigned to my organisation in the different WPs and I’m (we’re) working accordingly | | | | |
| --- | --- | --- | --- | --- |
|  | | | Response % | Response Total |
| 1 | I don’t agree at all |  | 0.00% | 0 |
| 2 | I don’t agree |  | 0.00% | 0 |
| 3 | I neither agree nor disagree |  | 0.00% | 0 |
| 4 | I agree | |  | | --- | |  | | 62.50% | 5 |
| 5 | I fully agree | |  | | --- | |  | | 37.50% | 3 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | Analysis | Mean: | 4.38 | Std. Deviation: | 0.48 | Satisfaction Rate: | 84.38 | | Variance: | 0.23 | Std. Error: | 0.17 |  | | | | | answered | 8 |
| skipped | 0 |

| 6. Project governance (e.g. decision-making, consultation, problem-solving) is smooth and transparent | | | | |
| --- | --- | --- | --- | --- |
|  | | | Response % | Response Total |
| 1 | I don’t agree at all |  | 0.00% | 0 |
| 2 | I don’t agree |  | 0.00% | 0 |
| 3 | I neither agree nor disagree |  | 0.00% | 0 |
| 4 | I agree | |  | | --- | |  | | 50.00% | 4 |
| 5 | I fully agree | |  | | --- | |  | | 50.00% | 4 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | Analysis | Mean: | 4.5 | Std. Deviation: | 0.5 | Satisfaction Rate: | 87.5 | | Variance: | 0.25 | Std. Error: | 0.18 |  | | | | | answered | 8 |
| skipped | 0 |

| 7. The administrative and financial matters are handled efficiently by the coordinator | | | | |
| --- | --- | --- | --- | --- |
|  | | | Response % | **Response Total** |
| 1 | I don’t agree at all |  | 0.00% | 0 |
| 2 | I don’t agree |  | 0.00% | 0 |
| 3 | I neither agree nor disagree | |  | | --- | |  | | 25.00% | 2 |
| 4 | I agree | |  | | --- | |  | | 50.00% | 4 |
| 5 | I fully agree | |  | | --- | |  | | 25.00% | 2 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 4 | Std. Deviation: | 0.71 | Satisfaction Rate: | 75 | | Variance: | 0.5 | Std. Error: | 0.25 |  | | | | | answered | 8 |
| skipped | 0 |

| 8. I (we) have been given clear instructions and guidelines on financial and administrative management procedures and rules | | | | |
| --- | --- | --- | --- | --- |
|  | | | Response % | **Response Total** |
| 1 | I don’t agree at all |  | 0.00% | 0 |
| 2 | I don’t agree | |  | | --- | |  | | 12.50% | 1 |
| 3 | I neither agree nor disagree | |  | | --- | |  | | 37.50% | 3 |
| 4 | I agree | |  | | --- | |  | | 37.50% | 3 |
| 5 | I fully agree | |  | | --- | |  | | 12.50% | 1 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 3.5 | Std. Deviation: | 0.87 | **Satisfaction Rate:** | **62.5** | | Variance: | 0.75 | Std. Error: | 0.31 |  | | | | | answered | 8 |
| skipped | 0 |

| 9. There is accord and shared visions among partners regarding activities and outputs | | | | |
| --- | --- | --- | --- | --- |
|  | | | Response % | **Response Total** |
| 1 | I don’t agree at all |  | 0.00% | 0 |
| 2 | I don’t agree | |  | | --- | |  | | 12.50% | 1 |
| 3 | I neither agree nor disagree | |  | | --- | |  | | 12.50% | 1 |
| 4 | I agree | |  | | --- | |  | | 62.50% | 5 |
| 5 | I fully agree | |  | | --- | |  | | 12.50% | 1 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 3.75 | Std. Deviation: | 0.83 | **Satisfaction Rate:** | **68.75** | | Variance: | 0.69 | Std. Error: | 0.29 |  | | | | | answered | 8 |
| skipped | 0 |

| 10. The internal communication flows is fluent and regular and I (we) actively contribute to it | | | | |
| --- | --- | --- | --- | --- |
|  | | | Response % | **Response Total** |
| 1 | I don’t agree at all |  | 0.00% | 0 |
| 2 | I don’t agree |  | 0.00% | 0 |
| 3 | I neither agree nor disagree |  | 0.00% | 0 |
| 4 | I agree | |  | | --- | |  | | 87.50% | 7 |
| 5 | I fully agree | |  | | --- | |  | | 12.50% | 1 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 4.12 | Std. Deviation: | 0.33 | **Satisfaction Rate:** | **78.12** | | Variance: | 0.11 | Std. Error: | 0.12 |  | | | | | answered | 8 |
| skipped | 0 |

| 11. I (we) regularly receive updates from WP leaders about deadlines and instruction on activities to carry out | | | | |
| --- | --- | --- | --- | --- |
|  | | | Response % | **Response Total** |
| 1 | I don’t agree at all |  | 0.00% | 0 |
| 2 | I don’t agree |  | 0.00% | 0 |
| 3 | I neither agree nor disagree | |  | | --- | |  | | 12.50% | 1 |
| 4 | I agree | |  | | --- | |  | | 75.00% | 6 |
| 5 | I fully agree | |  | | --- | |  | | 12.50% | 1 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 4 | Std. Deviation: | 0.5 | **Satisfaction Rate:** | **75** | | Variance: | 0.25 | Std. Error: | 0.18 |  | | | | | answered | 8 |
| skipped | 0 |

| 12. I (we) can rely on the support of the coordinator and WP leader in case of problems | | | | |
| --- | --- | --- | --- | --- |
|  | | | Response % | **Response Total** |
| 1 | I don’t agree at all |  | 0.00% | 0 |
| 2 | I don’t agree |  | 0.00% | 0 |
| 3 | I neither agree nor disagree |  | 0.00% | 0 |
| 4 | I agree | |  | | --- | |  | | 62.50% | 5 |
| 5 | I fully agree | |  | | --- | |  | | 37.50% | 3 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 4.38 | Std. Deviation: | 0.48 | **Satisfaction Rate:** | **84.38** | | Variance: | 0.23 | Std. Error: | 0.17 |  | | | | | answered | 8 |
| skipped | 0 |

| 13. I (we) feel that my work is appreciated by partners and by the coordinators | | | | |
| --- | --- | --- | --- | --- |
|  | | | Response % | **Response Total** |
| 1 | I don’t agree at all |  | 0.00% | 0 |
| 2 | I don’t agree |  | 0.00% | 0 |
| 3 | I neither agree nor disagree |  | 0.00% | 0 |
| 4 | I agree | |  | | --- | |  | | 75.00% | 6 |
| 5 | I fully agree | |  | | --- | |  | | 25.00% | 2 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 4.25 | Std. Deviation: | 0.43 | **Satisfaction Rate:** | **81.25** | | Variance: | 0.19 | Std. Error: | 0.15 |  | | | | | answered | 8 |
| skipped | 0 |

| 14. I’m (we’re) satisfied with the quality of the outcomes and results achieved so far by the project | | | | |
| --- | --- | --- | --- | --- |
|  | | | Response % | **Response Total** |
| 1 | I don’t agree at all |  | 0.00% | 0 |
| 2 | I don’t agree |  | 0.00% | 0 |
| 3 | I neither agree nor disagree | |  | | --- | |  | | 25.00% | 2 |
| 4 | I agree | |  | | --- | |  | | 62.50% | 5 |
| 5 | I fully agree | |  | | --- | |  | | 12.50% | 1 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 3.88 | Std. Deviation: | 0.6 | **Satisfaction Rate:** | **71.88** | | Variance: | 0.36 | Std. Error: | 0.21 |  | | | | | answered | 8 |
| skipped | 0 |

| 15. I (we) think my (our) organisation is actively contributing to the progress of the project | | | | |
| --- | --- | --- | --- | --- |
|  | | | Response % | **Response Total** |
| 1 | I don’t agree at all |  | 0.00% | 0 |
| 2 | I don’t agree |  | 0.00% | 0 |
| 3 | I neither agree nor disagree |  | 0.00% | 0 |
| 4 | I agree | |  | | --- | |  | | 50.00% | 4 |
| 5 | I fully agree | |  | | --- | |  | | 50.00% | 4 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 4.5 | Std. Deviation: | 0.5 | **Satisfaction Rate:** | **87.5** | | Variance: | 0.25 | Std. Error: | 0.18 |  | | | | | answered | 8 |
| skipped | 0 |

| 16. Did you encounter any problem in the last period? Please describe with clear reference to the WP and the tasks concerned. Please also explain how did you solve them or how do you plan to solve them | | | |
| --- | --- | --- | --- |
|  | | Response % | **Response Total** |
| 1 | Open-Ended Question | 100.00% | 8 |
| |  |  | | --- | --- | | 1 | I don’t have any problem in the last period. | | 2 | - delayed data transfer (WP1, Del. 1.2-1.5) - sometimes unclear communication channels  - missing feedbacks/replies | | 3 | We did not encounter any problems so far. | | 4 | no unsolvable problems so far | | 5 | We don't have any problems. | | 6 | complicated and slow administration at university decision-making sites | | 7 | delay in finalizing the tasks for completing the initial WPs | | 8 | The Erasmus plus project is a team work and staff is responsible to accomplish different tasks. Involving team members in planning and decision-making processes is not easy since staff has other tasks to deal with during everyday activities.   We are planning to spend more time with staff and better coordination among staff involved in project implementation to ensure they continue to feel involved and are motivated to support the project implementation. | | | | |
|  | | answered | 8 |
| skipped | 0 |

| 17. Is there anything you would like to change / improve / be different? Please explain with clear reference to the WP concerned. | | | |
| --- | --- | --- | --- |
|  | | Response % | **Response Total** |
| 1 | Open-Ended Question | 100.00% | 8 |
| |  |  | | --- | --- | | 1 | No I don’t change nathing, I like to thank coordinators project for everything.  All the best | | 2 | - communication flow | | 3 | No, there is nothing that we would like to change related to any WP. | | 4 | project gorup should be even more connected cross-WPs, there is still room to improve | | 5 | There is nothing to be change. | | 6 | No | | 7 | Just respect timing in a more strict way | | 8 | Spend some time reviewing clear goals and offering some form of back up on a particular task that is very important for the project implementation | | | | |
|  | | answered | 8 |
| skipped | 0 |

| 18. Other comments (please highlight here if there are discrepancy in the team about any answer above). | | | |
| --- | --- | --- | --- |
|  | | Response % | **Response Total** |
| 1 | Open-Ended Question | 100.00% | 8 |
| |  |  | | --- | --- | | 1 | Dear all partners in project BUGI, you are the best. I am very happy to work with you. All the best for you and your family. | | 2 | . | | 3 | No comments so far, since we are really satisfied with guidance and management. | | 4 | no other comments | | 5 | N/A | | 6 | no | | 7 | - | | 8 | We all agreed that through better communication staff will perform to optimum standards | | | | |
|  | | answered | 8 |
| skipped | 0 |