

## EuroVIP evaluation report

Edited by Pour la Solidarité – PLS, in collaboration with  
Fondation Agir Contre l'Exclusion (FACE),  
Volunteering Matters,  
Federația VOLUM and  
Wisamar Bildungsgesellschaft gemeinnützige GmbH

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# 1 PURPOSE OF THE EVALUATION REPORT

This document firstly describes the structure, organisation, methods, rules and standards used to carry out the evaluation of the EuroVIP project.

On this basis, the document provides the evaluation of the project's results and impact. It notably brings together results in terms of the involvement of support structures for young people and companies, as well as the results in terms of positive outcomes and the integration of young people into employment. It also analyses the experience of the partners, the challenges encountered in mobilising stakeholders and in the elaboration of the project outputs taking into account local needs and contexts. Finally, this document proposes a set of recommendations based on activities and results of the project implementation.

## 2 EUROVIP PROJECT

### 2.1 Purpose of the project

European Volunteer Inclusion Program - EuroVIP is bringing an answer to the insufficient formal recognition of the skills and knowledge acquired in informal and non-formal environments, through a tool that complements the existing methodologies, the ProfilPASS. EuroVIP aims to strengthen the link between the economic and the associative world, by placing the company as the central actor in the professional insertion of volunteers searching for a job.

The objectives of the project are:

- To favour the professional inclusion and the employability of youth by the recognition of their skills and knowledge acquired during their voluntary missions;
- To strengthen the capacities of the organisations working with volunteers to develop a professional and personal orientation of volunteers, as well as to certify their formal, informal and non-formal knowledge and skills acquired all along their lives, including voluntary activities;
- To promote to the private sector voluntary activities and the skills and knowledge acquired by young volunteers during their volunteering engagement;
- To create working synergies in the promotion of voluntary activities in Europe and the recognition of competences acquired by young volunteers at the European Union (EU) level.

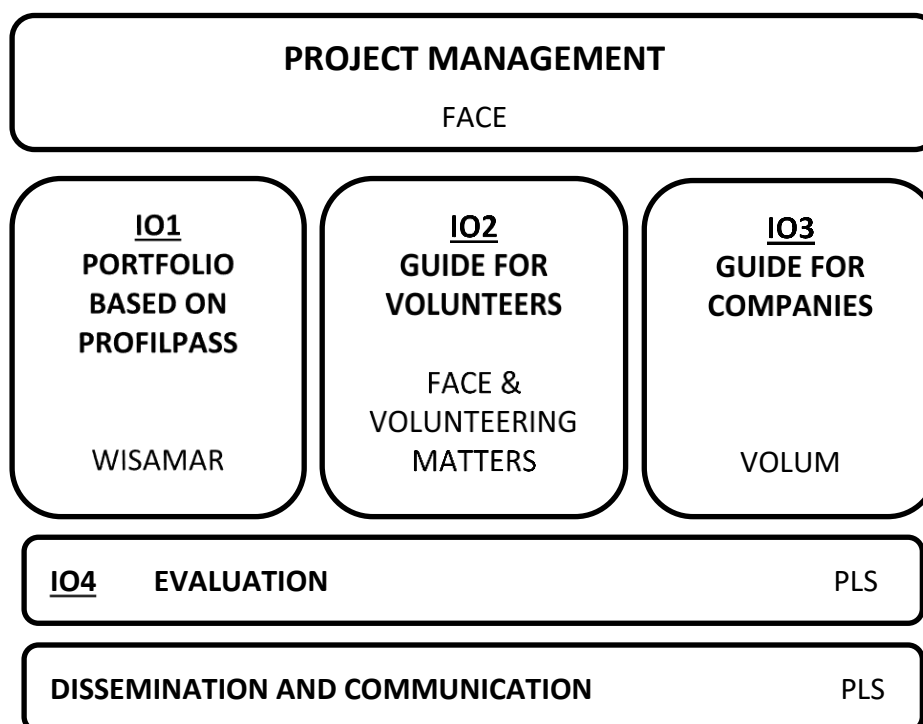
To do that, the five partners planned to:

- Implement an adaptation in five countries (Germany, United Kingdom - UK, France, Belgium, Romania) of the ProfilPASS to a portfolio for volunteering experiences;
- Transfer the portfolio to 60 organisations in France, UK and Romania, working with volunteers;
- Create a guide and adapt it to five countries (see above) directed to companies to help the recognition of volunteer's informal and non-formal skills and knowledge in their HR recruitment process;
- Raise awareness among 60 companies in France, UK and Romania on the added value of a volunteering experiences, based on the above guide;

- Build a success stories book with case studies of volunteers, and companies involved in volunteering inclusion and the methodology to replicate it;
- Evaluate and disseminate the project’s results.

## 2.2 Structure of the project

The following pattern (Figure 1) represents the project management, formal intellectual outputs (IO) and communication and dissemination structure of the EuroVIP project with lead partners for each activity and IO.



*Figure 1 - Organisation of the intellectual outputs and activities in the EuroVIP project*

Acronyms of the partner’s leaders of IO and activities:

<b>FACE</b>	Fondation Agir Contre l’Exclusion	France
<b>PLS</b>	Pour la Solidarité ASBL	Belgium
<b>Volum</b>	Federatia Volum	Romania
<b>Wisamar</b>	Wisamar Bildungsgesellschaft gemeinnuetzige GmbH	Germany
<b>Volunteering Matters</b>	Volunteering Matters	United Kingdom

The project structure (IO organisation), intra- and inter-outputs, activity processes and project management, maintain an efficient work, appropriate risk management and a collaborative

decision-making. This is allowing all the partners to contribute to the project according to the commitments made in the initial contract.

## **2.3 Organisation of the management project**

The general coordinator (FACE) is managing the project with the help of the steering committee. During the project implementation three transnational meetings took place, and 19 webinars (monthly rhythm) with related minutes drafted after each meeting. Project management is also assisted by longitudinal assessment that allows checking the progress and the quality of the project according to the partners and the external stakeholders.

Each activity leader is responsible for coordinating the activities in their IO according to the commitments and the planned schedule. It is important, as well, to manage each activity in compliance with the others and with the project in general. Each leader is also responsible to inform the general coordinator in case of a change from the initial plan of action.

Finally, the team responsible for the dissemination and exploitation of products and results plays a key role in the project management by helping to enhance the project's results and outputs and maximise their impact.

### **Conflict resolution**

In case of conflict, resolution is primarily the responsibility of the people involved in it who must find a common ground. Mediation may be put in place but in case of failure an escalation procedure may be invoked with the working package manager first and the general coordinator then.

## **2.4 Intellectual outputs and products management**

Each intellectual output (IO) and product is under the responsibility of the IO lead partner. However, they can delegate this responsibility to another identified partner. Any event that could jeopardise or delay the IO production must be reported to the main coordinator who will implement the necessary procedures. The presentation and production template of the output are provided by lead partner, after consultations with the main coordinator and in accordance with the graphic charter. Deadlines for each intellectual output are reminded one month before to all the partners involved in the IO production.

## **2.5 Stakeholder management**

The general coordinator has to take the external stakeholders of the project into account (European Commission, regional partners, local authorities, specialised associations and organisations hosting volunteers, companies, target audiences, etc.) and particularly the constraints that they might encounter in a difficult context.

The evaluation process is a key role in the project members' perception of the objectives' achievement and the external stakeholders' satisfaction.

### 3 EVALUATION METHODOLOGY OF EUROVIP

Evaluation is the process that takes stock of how project participants value the progress of the project and its ability to meet and exceed its objectives, particularly towards external stakeholders and territories.

#### 3.1 Purpose and nature of the evaluation

Evaluation provides an assessment through the systematic and regular review of project resources, outputs and results against objectives originally set. It allows a permanent investigation of the project value. The goal is to obtain, report and share descriptive and appreciative information about the potential for innovation, quality, relevance, efficiency and sustainability of the project and its impacts. It is mainly formative, intended to help participants to improve the project and not simply to prove the successes and failures (“not prove but improve”). However, it seeks first to highlight everything that works well in the project and to use the successes and the actors’ potential to always improve the project in the spirit of the appreciative inquiry.

#### 3.2 Main evaluation principles implemented in the project

This evaluation methodology used that of Liliane Esnault Consultants (LEC). The methodology is based on principles resulting from recognised research in the field and based on four pillars: the principles of action research, the qualitative evaluation, the appreciative inquiry<sup>1</sup> and the actor network theory<sup>2</sup>.

The evaluation as implemented in the project is qualitative, systemic, contextualised, facilitative and participatory. It takes place throughout the project, but it is not possible to carry out a permanent evaluation. The evaluation activities are one-time, spread throughout the project and lead to periodic feedback to project stakeholders. These activities are the place of deliberations which give equal place to all the actors, their interests, their values and their point of view. However, this does not necessarily mean that all opinions will be retained equally, but it ensures that all those who wish to do so will be able to express themselves.

#### 3.3 Evaluation goals

The evaluation goals are:

- To develop a reflexive and critical view on the project actions;
- To provide enough information to the project managers to maintain a global vision of the project, to make the necessary decisions;
- To highlight and valorise the results and the impacts through the intellectual output.

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<sup>1</sup> David L. Cooperrider, Peter F. Sorensen, Jr., Therese F. Yaeger, and Diana Whitney, *Appreciative Inquiry: An Emerging Direction for Organization Development*, editors.

<sup>2</sup> Latour, B., (1999) On Recalling ANT, in *Actor network Theory and After*, John Law and John Hassard editors; Blackwell Publishing, Oxford, UK.

Law, J., (1992) Notes on the Theory of the Actor-Network: ordering, strategy, and heterogeneity, *Systems Practise*, 5(4), pp379-393

It gives information, indicators and recommendations to all project stakeholders, project management, operators, field actors and decision-makers.

The evaluation ensures that:

- The intellectual outputs are relevant and efficient;
- The expected impact and the resources to achieve them are well explained;
- The project members' motivation is always supported;
- The actions undertaken will achieve and even exceed the project objectives;
- The coordination members (general coordination, IO lead partners and activity or project managers) have the necessary elements to correctly achieve the project in a positive atmosphere and mutual satisfaction of the actors. Otherwise, in case of conflict, they will be alerted and will be able to react quickly in the interest of the project.

The evaluation gives some information that allows to:

- Highlight the project innovation potential;
- Explain the goal of each activity and how they are efficient;
- Give some tools to researchers and actors on the ground;
- Guarantee that the intellectual outputs are relevant and readable;
- Promote the dissemination of the results and products.

### **3.4 How to implement the evaluation in the project**

The methodological procedure is appropriate to each project and includes:

- Guidelines based on results from previous evaluation projects;
- Evaluation steps along the project progress;
- Instruments to observe, collect and analyse data, assess the project advancement and communicate it to the partners;
- Specific resources planned by the project.

### **3.5 Scope limits of the evaluation**

The management activities have to be differentiated from evaluation activities because they are both specific and essential.

In case of problems, the evaluation process can give some idea about the situation to the general project coordinator or solution as collaborative work or conflict resolution procedures. However, it is always the general coordinator who will decide which solution to choose and how to set them up.

The general coordinator is also responsible for the financial management and schedule management.

In regard to evaluation, the limits are (non-exhaustive list):

- Participant-observer method is made when the evaluator participates in the activities (plenary meetings, some local activities if they are available);



- General evaluation questionnaire and specific evaluation questionnaire (activities evaluation) are gathered;
- Interviews are made during plenary meetings or by phone or Skype to avoid unnecessary travel;
- Intellectual outputs are examined.

### 3.6 Evaluation criteria and indicators

The evaluation process has to take into account:

- Participants' satisfaction in the project progress;
- Achievement of the objectives;
- Efficiency of actions;
- Relevant decisions;
- Project management quality (problem solving, conflict resolution, participants' support, progress facilitation, work progress evaluation, partners' efforts and results, internal and external communication, external stakeholders' project representation...);
- Product quality;
- Adaptation to the target audiences;
- Sustainability of project outputs;
- Significant of impacts on different levels: individual, institutional, target audiences, policy makers, local/regional/European policies;
- Relevant and effective communication and valuation methods;
- Capacity for future planning and opening up new perspectives.

Here, the important aspect of the evaluation is the members' project perception, measured by the appreciation degree of interviewed people. Nevertheless, more objective criteria can be used to support these appreciative criteria:

- Production of tangible elements: intellectual output, documents, pattern, web pages, etc.
- Event organisation: meetings, workshops, tests, conferences, etc.
- Information publications about the project progress and impacts, contributions: press articles, websites other than the projects website, television or radio, publications from authors who do not belong to the project.

The evaluation process will also take into consideration the following indicators listed in the Application Form:

- Assessment of opinion of volunteering organisations on the usefulness and good quality adaptation of the tool ProfilPASS, through a survey disseminated during the three national events with volunteering organisations in France, UK and Romania;
- Engagement of 180 young volunteers supported in their professional inclusion by the Portfolio (by Volunteering Matters, VOLUM and FACE, 60 by country);
- Reach a positive outcome rate of 75% for the volunteers supported by the Portfolio during the project;
- 60 companies approached during the project (Volunteering Matters, VOLUM and FACE to mobilise 20 companies in each country) and among them 10 directly involved in the project's activities;
- Effective dissemination of the intellectual outcomes.

## 3.7 Procedure

Activities included in the evaluation process:

- Evaluation methods and tools construction;
- Evaluation operationalisation: scheduling, data collecting and analysis (interviews, questionnaires, documents);
- Evaluation steps implementation;
- Assessment of the results and their significance;
- Feedback to network coordination and participants;
- Taking into account partners' opinions on the results;
- Writing the evaluation on specific intellectual outputs.

Evaluation activities are realistic, articulated in the life of the project and take into account the resources available in the project.

The evaluation has four main **steps**: Structure, Observe and Analyse, Appreciate, and Report.

Evaluation activities are planned in the Evaluation Action Plan (see Annex III of this document).

**Evaluation instruments** consist of participant observations, questionnaires, interviews and deliverables.

## 3.8 Evaluation products

### 3.8.1 Information processing

It is sometimes difficult to "anonymise" appreciative evaluation data, because the number of actors is small and the reference to the context makes it easy to identify the authors of the comments. Nevertheless, this will be done as much as possible. In some cases, data subjects may be asked to accept the use of their statements with the status of the source.

### 3.8.2 Deliverables

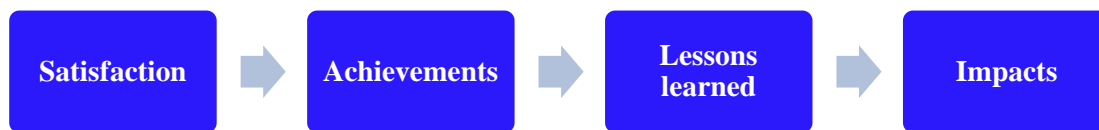
The project includes one contractual deliverable: a final evaluation report (IO4).

### 3.8.3 Organisation and presentation of the evaluation results

The evaluation is based on Kirkpatrick's work<sup>3</sup> used for educational assessment and contains four levels of evaluation.

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<sup>3</sup> Kirkpatrick, D.L., (1994) [Evaluating Training Programs](#). San Francisco: Berrett-Koehler Publishers, Inc.



*Figure 2 - The evaluation on four levels*

**Satisfaction: project assessment throughout its duration**

This level is measuring the participants’ overall and transversal perception of the project throughout the project timeline: their satisfaction with the project evolution, the project coordination, their own work and their contribution in it, etc. This level helps to maintain the participants’ commitment and motivation by highlighting the project’s good progress, the effective and constructive managing of problems and conflicts, the good atmosphere of cooperation between members and the beneficial impacts at every level (personal, organisational, project).

**Achievements: progress of tasks and achievements**

This level highlights the project outputs throughout its progression and how these contribute to reach (or exceed) the objectives. This part is encouraging the participants to follow the project objectives (not to lose sight of what was said or to start doing something else) and to consider upgrading and, even, if need be, introduce some corrective measures or changes of objectives.

**Lessons learned: knowledge and tracks of reflexion produced**

The goal of the project is not just about producing some outputs for the target audiences. It also includes the production of new knowledge, development and improvement of participants’ skills and practices, and, finally, the enrichment of participating institutions’ methods, tools, processes and experiences. It is important to highlight and disseminate the outputs and impacts of the project.

**Impacts**

It is important to show how the outputs are impacting the project’s stakeholders and all relevant decision-makers, policies, European activities and stakeholders involved in these areas. All of the project’s stakeholders have to highlight and valorise the project and its impacts to multiply the impacts at all levels. This action must be anticipated from the first project work and the participants have to be supported in the valorisation.

**3.9 The expected effects of the evaluation**

Typical impacts are:

- Increased empowerment of participants;
- Increased motivational support;
- Increased satisfaction of participants;
- Support and facilitation of project management;
- Increased project visibility;

- Increased awareness about the project's added-value and the need to maximise project impacts;
- Increased awareness about the need to disseminate, value and work towards the project output sustainability.

Longitudinal, appreciative and participatory (or collaborative) assessment has a permanent impact on the project and its members. It spreads an encouraging and motivating vision of the project's work to support efforts and encourage excellence. It encourages to spread the project's visibility to external stakeholders and target publics. By measuring the quality of the partners' work, it encourages them to disseminate and valorise their work.

## 4 PROJECT APPRECIATION

This appreciation results in particular from:

- The questionnaire "your initial vision of the project" sent to all partners;
- Evaluation questionnaires for transnational meetings (Paris, Leipzig, Bucharest, Brussels);
- Interviews with partners ("your advanced vision of the project");
- The evaluator's participation in transnational meetings and webinars;
- Reading internal project documents (minutes of meetings and webinars) and deliverables (intellectual outputs).

### 4.1 Global vision

The questionnaires "early vision" and "advanced vision" provide an overall assessment of the project's vision, which is shared by all participants.

The text of the questionnaire "early vision" is available in Annex I. The questionnaire "early vision" was sent to all identified project participants in November 2016. Three responses were obtained. An "anonymised" version of the responses is available in Annex II.

Given the small number of questionnaires obtained for the early vision, the evaluator made the decision to interview the partners more extensively about their "advanced vision". To do this, an interview guide was sent to all identified partners in June 2017. The text of the interview guide is available in Annex I. Four interviews were conducted between 19 and 26 June 2017. An "anonymised" version of the responses is available in Annex II.

The literal data concerning the overall answer to the first question were exploited thanks to software that allows representing in word clouds the frequency and importance of the terms used in the answers<sup>4</sup>.

A first illustration (Fig. 3a, 3b and 3c) compares the overall vision of the project that emerges from the questionnaires and interviews, compared to the general description of the project available in the submitted proposal.

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<sup>4</sup> <https://www.nuagesdemots.fr/>





*Figure 3c - Global vision of the project after 13 months*

We see that in its second part, the project is focused on putting into practice the elements developed in the first year of the project.

## 4.2 Complexity and risks

As for the assessment of the complexity, the risks - but also the interest of the project, the multiplicity of partners and contexts - the heterogeneity of local experiences and situations has been seen as an important challenge. The diverse nature of partners: education and training provider not specialised in accompaniment of volunteers – WISAMAR; European think & do tank specialised in European projects, conducting recommendations and evaluation but not specialised in accompaniment of volunteers – PLS; and organisations with actions more specifically dedicated towards volunteers, but bringing together actors of different kinds – FACE, VOLUM, Volunteering Matters – is the richness of the project, but naturally induces a diversity of actions in the field.

The precedence of experience in the field of the tool ProfilPASS, which constitutes the major basis for the transfer of the innovative tool, was initially only significant for WISAMAR, which is thus left with the main load of transfer, diffusion, awareness and support for partners in this area. However, this aspect has been well assimilated by the partners, thanks particularly to the EuroVIP training event organised in Leipzig in November 2016.

In the end, with the good quality of the intellectual outputs and actions in all countries involved, the complementarity of the partners founded its full justification.

At the level of the risks: the change of principal coordinator solved the initial difficulties with the project coordination.

### 4.3 Project progress and management

The progress of the project was in accordance with the defined schedule. The change of the main coordinator was of great benefit and the fact of finishing with the final conference in April 2018 was a particularly successful culmination, both from the point of view of the project's reputation and the promotion of the idea of promoting volunteering experiences as a lever for social and professional inclusion of young people, and its practical implementation.

There were several "at risk" episodes in the course of the first year of the project:

- The replacement of the main coordinator. As a result of this change, coordination improved and strengthened and it included a main coordinator whose commitment, availability and professionalism were highly appreciated by all partners;
- The non-existence of the English version of the EuroVIP project form. This slowed the non-French speaking partners in the good execution of the project. The English translation was subsequently done by the coordinator of the project.

However, all the partners consider that the change of the principal coordinator made it possible to resolve a major disruption to the good progress of the project. Also, the newly appointed coordinator showed, as soon as they took charge, that they understood the issues, that they wanted to coordinate and participate fully, and that they gave themselves the means. We can note in this sense its effectiveness - in cooperation with the partners involved – to ensure transitions relatively smoothly during the different episodes.

The partners were satisfied with the project process and did not have any major concerns about the ability to complete all tasks by the end of the project.

#### Transnational meetings and webinars

The purpose of the transnational meetings and webinars was:

- To inform all partners about the progress of the project, both from the point of view of the planning of activities and from the point of view of budgetary and financial matters;
- Discuss these elements and take stock;
- Plan actions for the next period;
- Take the necessary decisions collectively.

They brought together the project coordinator and at least one representative from each partner organisation.

Attending transnational meetings had its unique benefits: the meeting could be face-to-face, making information gathering and decision-making more enjoyable and above all more effective; we ensured that at least one representative from each partner was present. Partners particularly appreciated the transnational meetings and its advantages for the smooth project implementation.

However, regular webinars, in average one hour per month, were also greatly appreciated by all partners. They allowed for regular updates and exchanges among partners, and one representative from each partner was present.

#### Dropbox dashboard



In addition, a digital and common dashboard on Dropbox was created and shared among partners. This interactive tool allowed partners to share information regarding the developed activities, the allocated budget for each activity and other relevant information.

## 4.4 Appreciation by intellectual outputs (IO) and activities

### 4.4.1 Project management

Concerning management, most of it has already been dealt with in the section on project management. It is a set of activities and tools already well established. No innovations are to be added at this level.

The pace of both transnational meetings and webinars was finally judged to be very positive. Formal internal communication remained relatively "star-shaped" via the project pilot, but the frequency of plenary meetings and webinars kept a good level of transversal exchanges. The "cultural complexity" of the consortium, interesting in terms of complementarity of actors (researchers, trainers, professionals), sometimes caused misunderstanding. Nevertheless, "the spirit of project" largely prevailed and the last two meetings showed that the partners appreciated each other and viewed very positively the work carried out.

### 4.4.2 IO1

The assessment of this IO1 "**Portfolio based on ProfilPASS**" led by Wisamar results from interviews with partners, transnational meetings evaluation questionnaires and reading of the IO1.

The intellectual output IO1 was produced in accordance with the expectations – adapted to volunteers – and to the general satisfaction of all partners. IO1 was translated into four languages, adapted to five countries' contexts, printed and widely disseminated in all project countries. The realisation of IO1 was declared "completed" by the project coordinator.

Furthermore, national training events on ProfilPASS were organised in 2017, in the UK, France and Romania. Overall, 58 organisations welcoming volunteers in France, Romania and in the UK were trained to use the Portfolio, through 5 sessions. Furthermore, in France, Romania and in the UK, more than 240 volunteers have been supported over 12 months to identify their competences. Participants took part and rated the training events positively, and the tool as useful and adapted to volunteers, as it is shown by the questionnaires collected during the events, Annex 2).

### 4.4.3 IO2

The assessment of IO2 "**Volunteering experience as a step towards employment – A practical guide for recruiters**", led by both Volunteering Matters and FACE, results from minutes of the webinars, transnational meetings evaluation questionnaires and reading of the IO2. This is the Practical Guide for Recruiters, to inform recruiters on the profile of volunteers, the transferable competences they develop and how to spot them.



IO2 was produced in accordance with the expectations of all partners. IO2 was translated into four languages, published online and widely disseminated throughout the project and partners' websites. IO2 was presented to 58 companies during four dissemination events organised in UK, France, and Romania.

#### 4.4.4 IO3

The assessment of IO3 "**European best practices handbook on the support to young volunteers towards sustainable employment**" led by VOLUM results from minutes of the webinars, transnational meetings evaluation questionnaires and reading of the IO3.

This European best practices handbook sheds the light on professional success stories of former volunteers and gathers examples of activities that can be set up by organisations to favor the development of competences. Also, the handbook contains recommendations to better take into account the value of the volunteering sector.

IO3 was produced in accordance with the expectations of all partners. IO3 was made available in English and in French, published online in April 2018. IO3 was publicly promoted - and distributed on USB sticks with IO1 and IO2 - to participants during the final conference organised in Brussels on 26 April 2018, gathering 79 persons. The IO3 was also disseminated throughout the project and partners' websites.

#### 4.4.5 IO4

This "Final Evaluation Report" document is the intellectual output IO4 and presents the process, the instruments and the results of the evaluation steps.

#### 4.4.6 Dissemination and valorisation

The general tools of external communication (graphic charter, website) were in place and available.

It should be noted that actions in this area were of several kinds:

- All the actions on the ground (in particular the national events with the organisms welcoming the volunteers and the companies) were in fact actions which made the project and its approach known, and concretely disseminated the implementation of its recommendations and recommended tools and accompaniments;
- Actions to enhance project results, outputs and outputs were more likely to be present in the second half of the project; there were indeed still few concrete products to value.

The work on the publication of the deliverables was quite interesting. The mobilisation of graphic and editorial resources available from each partner certainly made it possible to have a homogeneity of publications that is quite promising in terms of external communication.

The different partners did a good job of promotion in their respective networks. In addition, the final conference made it possible to mark several points:

- The concept of valuing volunteer experiences as a lever for the social and professional integration of young people as developed and implemented in the project was an important concern for all stakeholders in the field;

- The results and recommendations of the project were considered interesting and valuable;
- The challenges encountered were indeed those that exist and that will need to be overcome quickly: a significant need for awareness and training of actors, professionals or not.

## 4.5 Appreciation of transnational meetings

Overall, transnational meetings were favourably appreciated. They were considered well organised, friendly. The choice made by the coordinator to leave the responsibility to the local partner not only of the practical organisation, but also of the agenda, worked quite well.

### First international meeting (Kick-Off) in Paris

This assessment was made outside the methodology presented here. Nevertheless, its results have been integrated into the data. This meeting was devoted mainly to:

- the launch of the project;
- discussion on the project goals and outcomes;
- presentation of the ProfilPASS tool, which was to be adapted for volunteers.

### Second transnational meeting in Leipzig

This meeting was dedicated mainly to the transfer and appropriation of the tool ProfilPASS, and a better knowledge about the partner Wisamar.

The partners appropriated the concepts, the approach, and the tools. They expressed a need for clarification regarding future work, but this was actually relatively normal and inevitable.

The collaboration took place; the partners appropriate the approach and the tool resulting from the transfer. The first elements to be produced were set up as always with a little slowness.

### Third transnational meeting in Bucharest

These days were devoted mainly to:

- a better knowledge about the VOLUM partner and the Romanian context for issues related to volunteering;
- the framing of IO2;
- the sharing of the first actions carried out in the field;
- the discussion on future actions.

The partners were confident in the progress of the project; they had a clear idea of the schedule. There was more uncertainty about what they will have to do: some seemed quite clear, others were more dubious.

The partners were starting to measure the field work they would have still to do, and there was still some uncertainty about some aspects. There was always a phase of fear when putting into action the principles developed at the beginning. In addition, the diversity of actions and experiences rather acted as a brake, while the partners with the most hesitation instead relied on those who were more advanced.

### Fourth transnational meeting in Brussels

This meeting was mainly devoted to:

- debriefing of the transnational event – final conference (26/04/2018) ;
- quantitative and qualitative evaluation of the project, and the final project reporting (27/04/2018).

All project deliverables were successfully completed, and partners had the opportunity to exchange on the dissemination results, on the upcoming project impact, conclusions and recommendations. The meeting also allowed clarifying the requirements for the final reporting.

## 4.6 Results and outputs

Table of results and outputs expected during the project:

N°	Result / product	date due	Status / comments
1	Transnational meeting No 1 / Kick-off meeting	05/2016	9-10/05/2016 in Paris
2	Webinars (and related minutes)	Monthly rythm	19 webinars, and related minutes made available from the first to the last one.
3	Graphic identity of the project	09/2016	Made available on 09/2016
4	Project website	12/2016	Made available on 12/2016
5	ProfilPASS Portfolio (IO1) adapted, translated and printed	09/2016	Available: 02/2016 Online on the project website, in four languages
6	Transnational meeting No 2 / Transfer of the tool ProfilPASS to partners	10/2016	14-15/11/2016 in Leipzig
7	National events with organisations hosting volunteers	03/2017	#France: 16/03/2017 #UK: 13/04/2017, 23/11/2017 and 19/06/2017 #Romania: 30/06/2017
8	Transnational meeting No 3	04/2017	18-19/05/2017 in Bucharest
9	Guide for recruiters (IO2)	10/2017	02/2018 Available online on the project website, adapted in five countries in their national languages
10	Handbook of best practices for volunteers (IO3)	10/2017	04/2018
11	National events with companies	01/2018	#France: 05/02/2018

			#UK: 23/03/2019 #Romania: 23/04/2018
<b>12</b>	Communication supports: newsletter	04/2018	04/2018
<b>13</b>	Transnational event (final conference) Brussels	04/2018	26/04/2018
<b>14</b>	Transnational meeting No 4	04/2018	26-27/04/2018 Brussels
<b>15</b>	Final evaluation report (IO4)	03/2018	04/2018

## 4.7 Synthesis

### 4.7.1 Satisfaction

The whole project was satisfactory on the one hand to the partners, on the other hand to the coordinator, and finally to the actors on the ground whose opinion was collected.

The general perception by the partners of the progress of the project and the actions of the coordination was good.

This satisfaction of partners can be analysed more precisely with respect to the following dimensions:

#### ***What the partners brought to the project***

The different types of partners felt they were able to contribute positively to the project, to the extent of what was expected, and to "fulfil their role".

It should be noted that the commitment of the partners was manifested in particular by the fact that the local actions carried out generally required a much longer invested time than what was strictly planned in the project limits.

#### ***What the project brought to the partners***

Those partners experienced in European projects and research (PLS) and education and training (WISAMAR) believe that they gained knowledge and skills in the broad area of volunteering, for which they did not necessarily have institutional competence, even though individual skills may have existed. They appreciated being able to play a positive role and ensure its sustainability outside the project.

The professional partners (FACE, Volunteering Matters, VOLUM) appreciated both an opening to new issues and the possibility of developing a well-structured approach and operational tools for these issues. They strengthened their ability to animate on-the-ground accompanying actions and to advance the concepts of the project in their specificity and novelty. While measuring the limits of their capacity, they understood that they could go further, and particularly through concerted geographical actions and the continuation of transterritorial cooperation.

#### ***What the project produced and disseminated***

The intellectual outputs produced by the project were of good graphic quality. The Portfolio's format was ultimately quite positive, as it allowed easy dissemination during public events.

The website was nice and up to date.

As they pointed out in the interviews, the partners felt well equipped to continue the work beyond the project.

### 4.7.2 Achievements

All the deliverables were produced, the latest deliverables being staggered according to the extension of the end of the project:

- Transnational meetings: all meetings were held according to schedule. The final conference (26 April 2018 in Brussels) allowed for an excellent dissemination and valorisation of the project's work;
- The tool Portfolio based on ProfilPASS (IO1) was adapted to young volunteers;

- 380 participants familiarised and trained to use tools created in the frame of EuroVIP:
  - 243 volunteers supported;
  - 77 volunteering organisations trained;
  - 58 companies aware of the added value and competences gained through volunteering experiences, 73,3 % of them in direct contact with volunteers;
- "Field" intellectual outcomes:
  - Volunteering experience as a step towards employment – A practical guide for recruiters (IO2);
  - European best practices handbook on the support to young volunteers towards sustainable employment (IO3);
- Three Portfolio national training events for organisations hosting volunteers were organised;
- Project management deliverables: reports, minutes, activity reports, interim and final report;
- Final evaluation report (IO4);
- Bridge the gap between the business sector and volunteers: 44 representatives from companies met up with volunteers from the EuroVIP Programme in order to change representations on volunteering and to valorise the competences acquired. These meetings took place under job datings, visit of companies, workshop on CV, job interviews simulation;
- Internal and external communication deliverables: graphic identity charter of the project, website with resources on volunteering, and deliverables of the project (<http://www.eurovip-erasmusplus.eu/>), newsletter, documentation, promotional events... with 15 101 individuals reached through the communication campaign.

### 4.7.3 Lessons learnt

#### Risk management

Although all the project partners were not very aware of and receptive to explicit risk management at the start of the project, overall, and remarkably the project coordinator, coped very positively and efficiently with the changes that took place (the main coordinator who changed).

#### Project management

Experience was enriching for the project leader. The project came to an end in good conditions and the partners got a lot of satisfaction (see in particular the evaluation questionnaire of the transnational meetings in Leipzig and Bucharest, in the Annexes).

The evaluation played a supporting role in trying to continuously relay to the partners the overall vision of the project, beyond the specificities of the local situations and the stages of the project.

#### Diversity of situations, devices and networks of actors

The diversity of actors, their positioning in the "chain" of intervention at the level of structures, their experience in valuing volunteer experiences, was in fact one of the highlights of this project. This made it possible to collect diverse, complementary, and even seemingly contradictory practices at the institutional or national level, which highlighted the field from many different angles. It also made it possible to multiply the ways to take a step back, to think about what was done, to challenge the problems, to vary the representations. This

profusion, which could be worrying at certain stages of the project, in fact made it possible to gather interesting ideas to make relevant recommendations at the end of the project.

#### 4.7.4 Impacts

##### At the partner level

The main elements were:

- A gain in knowledge and skills, whatever the field and the context of the different partners; the benefits of working between countries or regions with different approaches, policies and systems; the benefits of work between different types of institutions (organisations of different kinds, different approaches to fieldwork, games of various actors, etc.);
- Awareness of the importance of mobilising local networks of actors;
- The feeling of having a method, a structured approach and useful tools;
- The visibility of the communication actions;
- The desire to go further for everyone in their field;
- Mid-term impact:
  - EuroVIP allowed creating practical tools for volunteering stakeholders that have been tested and evaluated. These feedbacks will contribute to the building of better tools to support individuals in their professional pathways:
    - FACE is willing to improve the Portfolio and test it to support 1 000 volunteers. The development of a digital version is also in study. The methodology of the Portfolio should be as well developed to valorize mobility experiences and sport activities;
    - Volunteering Matters applied for further workshops and events to promote the valorisation of volunteers' competences. Furthermore, Volunteering Matters plans to roll out 1 000 project Portfolios as part of their Full Time Volunteer Programme;
    - Wisamar will use the tools developed and the results of the project to further engage companies in the valorization of volunteering;
    - PLS will further promote the tools and the results of the project.
  - 15 new partnerships created to bridge the gap between volunteering and business sectors.

##### At the level of organisations and institutions

Awareness of important elements concerning the promotion of volunteering as a lever for the social and professional integration of young people:

- It is an innovative concept, which is often still in the "experimental stage"; one of the most difficult questions is to show that "no, we have not been doing this for years ..."; what we do is good but we must go further, go from "do for" to "do with";
- There is still a step to be taken in the evolution of people and structures: opening more broadly the network of actors involved in the valorisation of volunteering, giving a different place to companies in the processes

##### At the level of local, national and European policies

While the concept of recognising volunteer experiences as a lever for socio-professional inclusion for young Europeans is making its way into politics, we see that it is still important to make sure that this idea is part of the processes of recognition and recruitment.

As far as young people are concerned, we can only hope for an even greater commitment from Europe in the implementation of policies enabling these people to take their full place in their process of recognising their volunteer experiences.

The EuroVIP project made it possible to highlight both the path already taken and the one that remains to be achieved. It also showed the richness of an approach rooted in practices to be able to offer professionals and decision-makers tools and elements of success.

#### **The expected effects of the evaluation**

Among the commonly recognised effects of longitudinal, appreciative and participatory evaluation, the following were generally stated:

- "empowerment" of the participants;
- motivational support;
- increased satisfaction of the participants;
- support and facilitation of project management;
- increased visibility of the project;
- awareness of how value is created by the project, and the need to work proactively to maximise impacts;
- awareness of the need to disseminate, develop and work towards the sustainability of the works and products of the project.

It seemed to us that the participants were able to appreciate these effects throughout the project. The evaluation process helped to spread an encouraging and motivating vision of the project's work, support efforts and encourage excellence. It has given impetus to spread the project's visibility beyond its limits, to external stakeholders and target audiences. It encouraged all stakeholders to engage in an active process of disseminating and promoting the outputs and results of the project, allowing them to measure the quality of their work and the value thus created at all levels.

#### **4.7.5 Synthesis of EuroVIP's recommendations to stakeholders**

Under the direction of PLS, the EuroVIP project partnership had the capacity to produce a relevant summary document to relay strong and useful recommendations to stakeholders. Indeed, during the project implementation, PLS drafted a set of recommendations and proposed it to the consortium partners. The set of recommendations was revised and validated. These recommendations are presented below and they were also included in IO3, for wider public dissemination and higher impact towards decision-makers, for local, national and European policies.

**Recommendation 1 – Decision-makers should support unemployed people that want to volunteer.** Volunteering is a powerful lever to employment: scientists in the United States of America highlight the beneficial effect of inserting a job seeker in a volunteer experience, which increases on average by 27% their chances of success (Spera C., Ghertner R., Nerino A., Ditommaso A., 2013). This is even more powerful for non-bachelor-level job seekers and those living in rural areas, whose chances increase by 51% and 55% respectively. Empirical studies on the subject, with a more qualitative than quantitative approach, also confirm that volunteering promotes the return to employment of individuals who are distant from it, or at



least that it helps to keep it at a distance. Volunteering missions should be encouraged by the decision makers, carried out, controlled and approved by the administration, but without creating a register. Volunteering must be part of a job search and as such the administration should ensure that an unemployed person is accompanied, not put brakes but actually support the person who wants to volunteer.

**Recommendation 2 – Decision makers should promote tools and methods to help volunteers raise awareness on their skills.**

For the acquisition of skills, volunteering has an educational dimension. The challenge today is to install an effective mediation between what is part of the learning phase and that of the mobilisation of the gains of the latter in the context of a job search. During this period, the persons concerned should be able to benefit from competent mediation to extract and evaluate the skills acquired, to make the person aware of these skills, so that they can be of professional benefit to them. Valorisation aims to encourage the acquisition of skills that volunteers themselves are not necessarily aware of, despite the fact that they experience it every day. The process consists of a self-evaluation process, maneuvered with the support of his supervisor. Support for this approach can take the form of a booklet, such as the Youth Pass or the Volunteer Experience Portfolio developed by the EuroVIP project.

Valorisation of volunteering is an important lever to improve the professional integration of young people particularly affected by unemployment. Volunteer activities often take place in an informal setting, meaning that no certification can attest to the commitment or skills acquired. Validation aims to guarantee what does not come from a formal educational process. It comes in a summative form (obtaining a certificate) or a formative form (educational aim in the context of the development of a professional project). Indeed, experience alone is not enough; there is a need to build a discourse around the experience, around what has been done during the volunteering experience, from meaning to discourse, and from meaning around the experience. Skills acquired by persons can be accredited by public or specialised structures (such as Institut de l'Engagement in France).

**Recommendation 3 – Decision-makers should promote non-formal and informal learning context of volunteering, notably throughout awareness-raising campaigns.** Decision-makers must support the effort to promote the non-formal and informal learning context. Volunteering should be seen as a serious work activity, not a hobby. As such, volunteering has to be recognised and supported, especially through advertising and awareness-raising campaigns.

**Recommendation 4 – Decision-makers should keep in mind and support that volunteering means that people are volunteers. The public authorities must promote that it is not expected from a volunteer to be an employee.**

Our societies are going through a period marked by the scarcity of employment and its precariousness. From an economic point of view, a massive recourse to voluntary practice, whatever the perspective in which it fits, carries a risk of development of substitution, precariousness and concealment of employment. Volunteer employment, despite free labour, is not without cost. Its management, in particular, is delicate, not being restrained by economic imperatives, as would an employee. The management of a volunteer job requires a fairly heavy investment in management, which requires a lot of effort to discourage abusive recourse.

Performed for free, volunteering subtracts from the work activity the commercial and professional logics that organised it, producing alienation, creating exclusion, which then becomes emancipatory at the same time as being a socialiser. The altruistic manifestation of the gift of self, it also allows the individual, isolated or not, to seek the contact with society and to establish stronger links with it. Public decision-makers should encourage and further and inexpensively develop such practice of volunteering.

**Recommendation 5 – Decision-makers should support that if one wants to use volunteers then they should first ask/associate organisations welcoming volunteers.** Any decision involving the use of volunteers must be developed and evaluated by structures that will know whether there is abuse or not. Indeed, decision-makers should adopt a new approach, in order to finally make use of volunteering both “more” and “differently”. “More” by developing at all decision-making levels ambitious and coherent strategies for employing researchers through the exercise of a voluntary activity. “Differently” by associating job seekers and host structures in this design work, as much as possible co-constructed. The synthesis between the “more” and the “differently” certainly responds to the absolute necessity of carrying out fiercely voluntary - but above all fair, balanced and consensual - reforms, conditions sine qua non for the success of the operation; the survival of “the goose that lays the golden eggs” is at stake.

**Recommendation 6 – Decision-makers should promote that financial benefits should not be sought from the employment of volunteers.** The free nature of volunteer activity does not imply the unproductive nature of it. On the contrary, volunteer activity creates capital, economic and social, just like any other paid job. The fear then becomes that volunteer positions come to replace existing jobs. Volunteer commitments should not replace “traditional” jobs. They must help improve the quality of life of others without putting job prospects at risk. Volunteering must remain a civic engagement in which individuals voluntarily engage.

**Recommendation 7 – Decision-makers should support and encourage people to be concerned and responsible about their community issues, encourage the spirit of society with a view to territorial cohesion.** While an overwhelming majority of volunteers are committed to “being useful to society and acting for others”, other motivations also drive them. These other motivations are more personal although they always imply a necessary collective dimension, or at least external to the individual: “to link relations with others”, “to defend a cause” or “to belong to a team”.

**Recommendation 8 – It is important that the decision-makers promote associating of structures employing volunteers in the development of public policies.** When developing the public policies, ask yourself if you can rely on the network of associations and social economy enterprises rather than just on the administration: make both work together.

## 5 ANNEX 1 – Evaluation tools

### 5.1 Early Vision Questionnaire

This questionnaire was sent to partners on 16 November 2016.  
Feedback received between 23 and 30 November 2016.  
Three sets of feedback.

The full text of the questionnaire is below.

#### Objectives

The evaluation process of the EuroVIP project comprises a longitudinal evaluation of the perception and appreciation of the project, its functioning, its actions and its impacts, by the members. This aims at providing a number of elements to support the reflexive processes for the members themselves including the project management.

You will find below a first questionnaire aiming at providing a vision of the project after 6-7 months (called "early vision"). There will be another questionnaire later in order to obtain an "advanced vision" of the project.

Preliminary remark: when the questionnaire asks "you", it is you as an individual, you as a member of your organisation/institution and you as a member of the project. Please be accurate if some discrepancies might happen between the different points of view (for example if you think your institution might have a point of view or a position different from your own on a given point).

#### Questionnaire

##### 1. Your general vision of the project

1.1 How would you describe in a few words the vision that you have currently of the EuroVIP project? Which are, for you, the main objectives and characteristics of this project?

1.2. What is your role in the project? Did you propose it? Does it meet your expectations?

##### 2. Risks

Table of risks as you perceive them

Thank you for filling the table below in the most thorough and accurate way

Risk	Probability	Impact	Action <sup>(1)</sup>
<b>General risks</b>			
<i>Example: Inability to deliver a deliverable or product according to plan</i>	<i>low</i>	<i>high</i>	<i>Project coordinator has the task to precisely control delivery of project deliverables. In case of problems, the decision is to be taken in consultation with the Regulatory Agency.</i>

<b>Risk linked to a specific Outcome (O) or Event (E) (tell which one)</b>			
<i>Example for O1: Capacity to identify volunteers and companies and to reach target audience</i>	<i>low</i>	<i>high</i>	<i>Each partner will commit substantial efforts to achieve this task and can get help from more experienced partners</i>
<b>Risk for your institution (or yourself)</b>			

You may add as many lines as you wish.

(1) Action to take to minimise risk or what to do if the risk occurs

### 3. Project advancement

- 3.1. What are your contributions up to now? How do you appreciate them (over expectations, as forecasted, less than forecasted, different from what was planned...)?
- 3.2. How do you appreciate the work done within the outputs which you belong to (over expectations, as forecasted, different from what was expected...)? Why?
- 3.3. How do you appreciate the general unrolling of the project?
- 3.4. How do you appreciate the project management?

### 4. Impacts

Impact table as you expect them or as you already recorded them

Thank you for filling the table below in the most thorough and accurate way

<b>Impact type</b>	<b>Range <sup>(2)</sup></b>	<b>Expected impact</b>	<b>Impact already recorded</b>	<b>Necessary action to maximise the impact</b>
<b>General impacts</b>				
<b>Impacts on your Institution/Region</b>				
<b>Impacts for yourself</b>				

(2) Short range (SR), medium range (MR), long range (LR)

You may add as many lines as you wish.

### 5. Orientation of the project for the coming year

- 5.1. Are there some results for which you think that they will probably not be reached? How will you manage this situation?
- 5.2. What are for you the most crucial steps for the project during the next year?
- 5.3. Do you think there should be some reorientations from the project (even minor ones)? If yes, which ones?

## 6. Role of evaluation

6.1. How do you appreciate the overall evaluation of the project? What would you suggest to improve it?

6.2 What kind of information are you expecting from the evaluation to help you improve your own position and your work in the project?

7. **Further remarks:** thank you for sharing your other remarks and/or suggestions

## 5.2 Advanced vision – interview guide

Interviews conducted in June 2017, instead of questionnaires, in order to get more detailed data for the evaluation.

Four interviews conducted.

### Objectives

The evaluation process of the EuroVIP project comprises a longitudinal evaluation of the perception and appreciation of the project, its functioning, its actions and its impacts, by the members. This aims at providing a number of elements to support the reflexive processes for the members themselves including the project management.

You will find below an interview guide aiming at providing a vision of the project at mid-term (called "advanced vision").

*Preliminary remark: when the question asks "you", it is you as an individual, you as a member of your organisation/institution **and** you as a member of the project. Please be accurate if some discrepancies might happen between the different points of view (for example if you think your institution might have a point of view or a position different from your own on a given point).*

### Interview guide

#### 1. Your general vision of the project

1.1. Please provide us with the status update of the project according to your perception?

1.2. What are you particularly satisfied with in this project?

1.3. Would you say that, overall, the project is running as planned?

If not, can you identify the main gaps?

1.4. What is your perception of what the different partners are doing and what they think about the project?

1.5. How do you appreciate the project management?

1.6. How is dissemination and valorisation going for the moment? Are you satisfied?

1.7. How do you think to act to support the effort (or even intensify it)?

1.8. What levers can you identify?

#### 2. Global analysis of your work and involvement

2.1. Which of your activities are carried out in the most satisfactory way?

2.2. Why?

2.3. Where the action should be taken? How?

### 3. The gap analysis

- 3.1. To go back in more detail on the deviations from the initial organisation, can you detail more precisely the main discrepancies and their causes (in your opinion).
- 3.2. How should you react?
- 3.3. How to help those who have more difficulty?

### 4. Impacts analysis

- 4.1. What impacts are already visible for your work on the project?
- 4.2. Is that better than what you were hoping for? What is it that can be attributed to?
- 4.3. If not, how do you analyse the situation?
- 4.4. In any case, what do you envisage to mobilise all the partners on this issue of impacts?
- 4.5. Do you already have some information/elements about the value created by the project?
- 4.6. How will you monitor this indicator?
- 4.7. Do you think the partners are well mobilised on these aspects (impacts, value)? How can this mobilisation be strengthened?

### 5. Orientation of the project for the coming year

- 5.1. What are for you the most crucial steps for the project during the next year?
- 5.2. What risks do you see for your workflow and how to deal with it?
- 5.3. Do you think there should be some reorientations from the project (even minor ones)? If yes, which ones?

### 6. Role of evaluation

- 6.1 What kind of information are you expecting from the evaluation to help you improve your own position and your work in the project?

**7. Further remarks:** thank you for sharing your other remarks and/or suggestions.

## 5.3 Evaluation questionnaires of the transnational meetings

The questionnaires (starting from the second) present common questions, making it possible to evaluate the evolution of the assessment from one meeting to another, and specific questions according to either the agenda or the progress of the scheduled meeting.

### 5.3.1 First transnational meeting (Kick-Off) in Paris (9-10 May 2016)

This questionnaire was administered before the implementation of the evaluation as presented in this document, which explains why it is not homogeneous with the following ones.

*We appreciate your help in evaluating this kick-off meeting. Please indicate your rating of the meeting in the categories below by circling the appropriate number, using a scale of 1 (strongly disagree) through 5 (strongly agree).*

**1. This kick-off meeting was well organized**

**1 2 3 4 5**

Comments:

**2. The content of the meeting was clear** **1 2 3 4 5**

Comments:

**3. The objectives of this meeting have been reached** **1 2 3 4 5**

Comments:

**4. This meeting will be useful in my activities for the project** **1 2 3 4 5**

Comments:

**Please share your suggestions on how this meeting could have been improved or other comments (for the next steering committees):**

– Thank you for your feedback! –

### 5.3.2 Second transnational meeting in Leipzig (14-15 November 2016)

*The goal of the training is for Wisamar to transfer the portfolio to partners and to train them to use of the tool. Each chapter of the tool will be developed, in order for participants to understand their interest, their goal and the general functioning of the ProfilPASS. Trained structure will benefit from a using guide, allowing them to train their related staff to use the toll, thus facilitating its spreading to the largest public possible.*

**Please return this questionnaire before leaving the meeting, or send it by e-mail before November 18th, 2016 to [sanjin.plakalo@pourolsolidarite.eu](mailto:sanjin.plakalo@pourolsolidarite.eu)**

#### Section 1: Organisation of the training

Are you satisfied with...?

The overall organisation before the meeting?	😊😊	😊	😞	😞😞
The overall organisation during the meeting?	😊😊	😊	😞	😞😞
The logistical aspects (venue and equipment)?	😊😊	😊	😞	😞😞
The quantity and the quality of information you received at the training?	😊😊	😊	😞	😞😞

Did you get the programme on time?	Yes	No	Could be better
------------------------------------	-----	----	-----------------

#### Section 2: Content of the training

Are you satisfied with the overall content of the training? <i>Please, elaborate briefly.</i>	😊😊      😊      😞      😞😞
Did the training meet its objectives?	😊😊      😊      😞      😞😞
If <b>NOT</b> , why?	
How would you rate your personal involvement before and during the training?	😊😊      😊      😞      😞😞
If <b>LOW</b> , why?	
How would you evaluate the method of Wisamar trainers in transferring ProfilPASS? <i>Please, elaborate briefly.</i>	😊😊      😊      😞      😞😞
How would you rate the level of interactions between participants during the training?	😊😊      😊      😞      😞😞
Which session(s) did you find the most interesting?	
Do you find the methodology used relevant to achieve the project aim?	😊😊      😊      😞      😞😞
What would you suggest for improving the training regarding both the format and the content?	
Other comments/suggestions	
Name of participant (Optional)	

### 5.3.3 Third transnational meeting Bucharest (18-19 May 2017)



Please return this questionnaire before leaving the meeting, or send it by e-mail before 24 May 2017 to [sanjin.plakalo@pourlasolidarite.eu](mailto:sanjin.plakalo@pourlasolidarite.eu)

### Section 1: Organisation of the meeting

Are you satisfied with...?

The overall organisation before the meeting?	😊😊	😊	😞	😞😞
The overall organisation during the meeting?	😊😊	😊	😞	😞😞
The logistical aspects (venue and equipment)?	😊😊	😊	😞	😞😞
The quantity and the quality of information you received at the meeting?	😊😊	😊	😞	😞😞

Did you get the programme on time?	Yes	No	Could be better
------------------------------------	-----	----	-----------------

### Section 2: Content of the meeting

Are you satisfied with the overall content of the meeting? <i>Please, elaborate briefly.</i>	😊😊	😊	😞	😞😞
Did the meeting meet its objectives?	😊😊	😊	😞	😞😞
If <b>NOT</b> , why?				
How would you rate your personal involvement before and during the meeting?	😊😊	😊	😞	😞😞
If <b>LOW</b> , why?				
How would you rate the level of interactions between participants during the meeting?	😊😊	😊	😞	😞😞
Which session(s) did you find the most interesting?				

Do you find the content of the meeting relevant to achieve the project objectives?	
Will you be able to use the information from the meeting in your professional activities?	
What would you suggest for improving the training regarding both the format and the content?	

Other comments/suggestions	
Name of participant (Optional)	

### 5.3.4 Fourth transnational meeting Brussels (26-27 April 2018)

Please return this questionnaire before leaving the meeting

#### Section 1: Organisation of the meeting

Are you satisfied with...?

The overall organisation before the meeting?	
The overall organisation during the meeting?	
The logistical aspects (venue and equipment)?	
The quantity and the quality of information you received at the meeting?	

Did you get the programme on time?	Yes	No	Could be better
------------------------------------	-----	----	-----------------

#### Section 2: Content of the meeting

Are you satisfied with the overall content of the meeting? <i>Please, elaborate briefly.</i>	
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Did the meeting meet its objectives?	😊😊      😊      😞      😞😞
If <b>NOT</b> , why?	
How would you rate your personal involvement before and during the meeting?	😊😊      😊      😞      😞😞
If <b>LOW</b> , why?	
How would you rate the level of interactions between participants during the meeting?	😊😊      😊      😞      😞😞
Which session(s) did you find the most interesting?	
Do you find the content of the meeting relevant to achieve the project objectives?	😊😊      😊      😞      😞😞
Will you be able to use the information from the meeting in your professional activities?	😊😊      😊      😞      😞😞
Other comments/suggestions	
Name of participant (Optional)	

## 5.4 Questionnaires for ProfilPASS national training events

*The goal of the three national training events in 2017 (France, Romania and UK) is to transfer the ProfilPASS to participants and to train them how to use the tool. The chapters of the tool will be developed in order for participants to understand their interest, their goal and the general functioning of the ProfilPASS, in order to enable them to use the toll.*

Please return this questionnaire before leaving the event, or return it to [sanjin.plakalo@pourolsolidarite.eu](mailto:sanjin.plakalo@pourolsolidarite.eu)

### Section 1: Organisation of the training

Are you satisfied with...?

The overall organisation before the meeting?	😊😊      😊      😞      😞😞
--	--------------------------

The overall organisation during the meeting?				
The logistical aspects (venue and equipment)?				
The quantity and the quality of information you received at the training?				

Did you get the programme on time?	Yes	No	Could be better
------------------------------------	-----	----	-----------------

**Section 2: Content of the training**

Did the event match your needs? <i>Please, elaborate briefly.</i>				
Did the training meet its objectives?				
If NOT, why?				
How would you rate the level of interactions between participants during the training?				
Which session(s) did you find the most interesting?				
Did you gain relevant knowledge and information on ProfilPASS?				
If NOT, why?				
Will you be able to use the tool in your professional activities?				

How do you evaluate the ProfilPASS?			
Could ProfilPASS be useful in your work?	Yes	No	I need to get more familiar with it
Would you like to stay informed on the project results? If so, then please leave us your e-mail address.			

Other comments/suggestions	
Name of participant (Optional)	

THANK YOU!

## 5.5 Questionnaires for the final conference

EUROVIP Final Conference / Conférence finale EUROVIP

Brussels / Bruxelles, 26.04.2018

EVALUATION QUESTIONNAIRE

### 1: Organisation of the conference / Organisation de la conférence

What is your opinion about... / Que pensez-vous de...

... the <b>organisation</b> of the conference in general? ... l' <b>organisation</b> de la conférence en général?	
... the <b>logistics</b> ... la <b>logistique</b> (place, access transports, equipment, etc.)?	
... the <b>informative documents and presentations</b> ? ... <b>documents et présentations</b> ?	

## 2: Contents of conference / Contenu de la conférence

Did the <b>event match</b> your <b>needs</b> ? Est-ce que l'événement a répondu à vos attentes ?	
Did you gain relevant <b>knowledge</b> and <b>information</b> ? Avez-vous appris des choses <b>pertinentes</b> ?	
Will you be able to <b>apply</b> such information in <b>your professional activities</b> ? Ces informations pourraient-elles vous <b>servir dans vos pratiques professionnelles</b> ?	

**How would you rate the different sessions ? / Comment évalueriez-vous les différentes sessions?**

I. Opening session Propos d'introduction	
II. Key speeches Discours-clés	
III. Round table on good practices of the volunteering valorisation Table ronde des bonnes pratiques de valorisation du volontariat	
IV. Conclusions Conclusions	

Which <b>speech</b> did you especially <b>like</b> or <b>dislike</b> and why? Quelle <b>intervention</b> avez-vous particulièrement <b>appréciée, ou pas</b> , et pourquoi?	
--	--

**Any other feedback or recommendation? / Des remarques ou recommandations?**

**THANK YOU! / MERCI !**

## 5.6 Questionnaires on impact assessment

Three questionnaires, for the three target groups: former volunteers, organisations hosting volunteers and companies. The three questionnaires were sent to the partners throughout the googleforms (see the direct links in the next sub-chapters), between 23 and 28 February 2018. All the three questionnaires were then disseminated by all partners, in their own countries.

### 5.5.1. Questionnaire for former volunteers - EuroVIP project's impact assessment

For the googleform of this questionnaire, [click here](https://docs.google.com/forms/d/1R7IXAMej3rY3c3NDDThJovJX0e0h51RaqX_iqHz0o_l/vi/wform?edit_requested=true), or copy/paste the following link:  
[https://docs.google.com/forms/d/1R7IXAMej3rY3c3NDDThJovJX0e0h51RaqX\\_iqHz0o\\_l/vi/wform?edit\\_requested=true](https://docs.google.com/forms/d/1R7IXAMej3rY3c3NDDThJovJX0e0h51RaqX_iqHz0o_l/vi/wform?edit_requested=true)

Your opinion is important!

The EuroVIP project partners would like to have your opinion on the tool Portfolio created in the framework of the ERASMUS+ Project European Volunteer Inclusion Program (EuroVIP). The aim of EuroVIP is to strengthen the recognition of skills and competences acquired by young adults (17-30 years old) during volunteer activities and to promote them as valuable for their entrance into the labour market.

\*Mandatory fields

Address e-mail \*



Co-funded by the  
Erasmus+ Programme  
of the European Union

Full name \*

Your city and country \*

Name of the organisation that welcomed you as a volunteer \*

How did you take possession of the Portfolio? \*

How did you use it? \*

Did the Portfolio help you to identify your personal skills? \*

Only one response.

Yes

- No

Did the Portfolio help your professional integration? \*

Only one response.

- Yes
- No

Did you find this tool useful for valorisation of skills and competences acquired during volunteer activities? (Please choose one answer) \*

Only one response.

- Very useful
- Useful
- Somewhat useful
- Not useful

Please justify your answer \*

What would you change in Portfolio? \*

Have you found a job or started training after using Portfolio? \*

Only one response.

- Yes
- No

Would you like to stay informed on the project? \*

Only one response.

- Yes
- No

---

### 5.5.2. Questionnaire for organisation hosting volunteers – EuroVIP project’s impact assessment

For the googleform of this questionnaire, [click here](https://docs.google.com/forms/d/1HMK2Yrgb_zyWGI9bd6_yU-TwpZv_GkU8xhUSG0AAaGE/viewform?edit_requested=true), or copy/paste the following link:  
[https://docs.google.com/forms/d/1HMK2Yrgb\\_zyWGI9bd6\\_yU-TwpZv\\_GkU8xhUSG0AAaGE/viewform?edit\\_requested=true](https://docs.google.com/forms/d/1HMK2Yrgb_zyWGI9bd6_yU-TwpZv_GkU8xhUSG0AAaGE/viewform?edit_requested=true)

Your opinion is important!

The EuroVIP project partners would like to have your opinion on the tool Portfolio created in the framework of the ERASMUS+ Project European Volunteer Inclusion Program (EuroVIP). The aim of EuroVIP is to strengthen the recognition of skills and competences acquired by young adults (17-30 years old) during volunteer activities and to promote them as valuable for their entrance into the labour market.

\*Mandatory fields



Address e-mail \*



Co-funded by the  
Erasmus+ Programme  
of the European Union

Name of your organisation \*

Your city and country \*

How did you take possession of the Portfolio? \*

How did you use it? \*

Did you find this tool useful for valorisation of skills and competences acquired during volunteer activities? (Please choose one answer) \*

Only one response.

- Very useful
- Useful
- Somewhat useful
- Not useful

Please justify why \*

Do you think you will reuse Portfolio in the future? \*

Only one response.

- Yes
- No

Please describe briefly your opinion: \*

What would you change in Portfolio? \*

Would you like to stay informed on the project results? \*

Only one response.

- Yes
- No

---

### 5.5.3 Questionnaire for companies – EuroVIP project’s impact assessment

For the googleform of this questionnaire, [click here](https://docs.google.com/forms/d/1iswpLFoqqUr6Kph93CZTfKXs9U70K3n5M0uHNzWe8B8/prefill), or copy/paste the following link:  
<https://docs.google.com/forms/d/1iswpLFoqqUr6Kph93CZTfKXs9U70K3n5M0uHNzWe8B8/prefill>

Your opinion is important!

The EuroVIP project partners would like to have your opinion about the recognition of skills and competences acquired during volunteering experiences in your recruitment process, and about the tool Portfolio created in the framework of the ERASMUS+ Project European Volunteer Inclusion Program (EuroVIP). The aim of EuroVIP is to strengthen the recognition of skills and competences acquired by young adults (17-30 years old) during volunteer activities and to promote them as valuable for their entrance into the labour market.

\*Mandatory fields

Address e-mail \*



Co-funded by the  
Erasmus+ Programme  
of the European Union

Name of your company \*

Your city and country \*

In your opinion, are skills and competences acquired during volunteering activities a lever to professional integration? \*

Only one response.

- Yes
- No

During your recruitment process, do you consider as important taking into account skills and competences acquired during volunteering activities by candidates? \*

Only one response.

- Yes
- No

Please justify your answer \*

Do you find that a tool/certificate valorising these skills and competences, such as the Portfolio, could be useful in your recruitment process? \*

Only one response.

- Yes
- No

If a candidate already showed you the Portfolio, did you find it useful for your recruitment process? (please choose one answer)

Only one response.

- Very useful
- Useful
- Somewhat useful
- Not useful

Please justify why

What would you change in the Portfolio?

If you know the practical guide for recruiters, did you find it useful?

Only one response.

- Yes
- No

Please justify why

Do you think this tool could be useful for other recruiters?

Only one response.

- Yes
- No

Please justify why

Would you like to stay informed on the project results? \*

Only one response.

- Yes
- No

## 6 ANNEX 2 – Evaluation data

This part presents the results obtained from the evaluation instruments insofar as they could be anonymised.

### 6.1 Early vision

**Number of responses: three.**

As specified earlier, this questionnaire was sent to partners on 16 November 2016. 3 feedbacks were received between 23 and 30 November 2016.

The evaluator's conclusions of the analysis of these questionnaires were presented at the transnational meeting in Bucharest (PPT support is available in the subpart 6.1.2.)

#### 6.1.1 Verbatim of the replies to the questionnaire

##### 1. Your general vision of the project

**1.1 How would you describe in a few words the vision that you have currently of the EuroVIP project? Which are, for you, the main objectives and characteristics of this project?**

*-The main objectives are to create tools to support volunteering stakeholders in the recognition of the added value of this type of experience. For volunteering organisations, it gives a new tool to better support their volunteers, in order to offer a better experience to them.*

*For volunteers, it is a way to value their experience as bringing as much values as a professional one. The ProfilPASS (PP) experience goes moreover behind the professional sphere, by launching a self-reflection process for the individual, serving it self-esteem and confidence.*

*-By endeavouring in the EuroVIP project our organisation hopes to validate the contribution its volunteers provide their community, and help their younger volunteers with their job applications when seeking fulltime employment.*

*-To meet the objectives of the project as named in the application at the same time to produce a portfolio that is valuable in practice, enable partners to work with and promote the PP according to their contexts, produce a handbook that is useful in practice – in short to meet the project objectives while producing something valuable in practice and real life contexts. Bring together expertise and knowledge of all partners in order to do so.*

**1.2. What is your role in the project? Did you propose it? Does it meet your expectations?**

*-My role is to coordinate the project in its global aspect, to facilitate the communication between partners and to stay at their disposal in case of difficulties. It is also a matter of making the decision when satisfying comprises can't be found, while keeping in the mind the objectives and the deadline of the project.*

*-We as partner provided feedback to Wisamar in the adaption of the ProfilPASS into the "Portfolio for Volunteering experiences – Based on the ProfilPASS. We also provide the linguistic support for this adaption. Upon completion of the "Portfolio for Volunteering experiences – Based on the ProfilPASS" we will lead the dissemination activities of the tool towards the third sector and employers. By providing training to internal and external stakeholders the volunteering organisations will be enabled to support their volunteers in validating their skills. The valuable skills gained whilst volunteering will also be promoted towards employers, in order to strive for the validation of volunteering as a pathway to employment.*

-We are responsible for leading IO 1 Adaptation of the ProfilPASS, we have been originally proposed by the DIE in Bonn (who designed and developed the original PP) to take part in the project and deliver theoretical and practical knowledge about the PP portfolio and process. This expectation corresponds with our expertise and the role within the project were clearly defined from the beginning. Therefore our expectations were met.

## 2. Risks

### Table of risks as you perceive them

Thank you for filling the table below in the most thorough and accurate way

Risk	Probability	Impact	Action <sup>(1)</sup>
<b>General risks</b>			
/	/	/	/
<b>Risk linked to a specific Outcome (O) or Event (E) (tell which one)</b>			
E5 - To mobilize 20 companies for the project, including 10 to welcome volunteers	X		<ul style="list-style-type: none"> <li>- To reach companies as soon as possible in the project so they can directly contribute to the good development and dissemination of the tool.</li> <li>- To build on already existing relation with companies</li> <li>- To reach companies through networks</li> </ul>
O3: To achieve the recognition of companies in using the ProfilPASS by companies for internal use.	Medium	High	<ul style="list-style-type: none"> <li>- Discussion with the Employee Volunteering department within Volunteering Matters is underway to see how we can best address the issue, as they have the best contacts with the private sector to address this issue. We are developing a joint strategy.</li> </ul>
O1: To generate interest amongst employers to support young people via internships and professional sponsors	Medium	High	<ul style="list-style-type: none"> <li>- Discussion with the Employee Volunteering department within Volunteering Matters is underway to see how we can best address the issue, as they have the best contacts with the private sector to address this issue. We are developing a joint strategy.</li> </ul>
With reference to the project objects, time plan and roles and tasks assigned in the project application Wisamar expects no general risks	/	/	/
<b>Risk for your institution (or yourself)</b>			
/	/	/	/

<sup>(1)</sup> Action to take to minimise risk or what to do if the risk occurs

## 3. Project advancement

**3.1. What are your contributions up to now? How do you appreciate them (over expectations, as forecasted, less than forecasted, different from what was planned...)?**

*-General coordination of the project, Administrative and reporting follow up, Organisation of the kick off meeting in Paris, Input into the IO1 "Adaptation of the ProfilPass"*

*-General appreciation: very good, as forecasted*

*-Provided feedback during the adaption process of the ProfilPASS into the "Portfolio for Volunteering experiences – Based on the ProfilPASS" and the briefing to internal stakeholders on the progress of the project.*

*We have been leading organisation of the IO1 Adaptation of the ProfilPASS to evaluate and valorise volunteering experiences.*

*The working hours have met our expectations. Nevertheless the work on the adaptation was different than expected at the beginning of the project. Contributions to the adaptation work from partners were less than hoped – this was not due to the willingness of the partners but to the work plan of the project, which planned an introduction to the ProfilPASS method and process after the adaptation was already done. Therefor knowledge about what had to be adapted, the PP, was not shared equally amongst partners with the result that work could not be shared as may have been good for the project.*

*Nevertheless the outcome is good taking into consideration time and circumstances.*

**3.2. How do you appreciate the work done within the WPs which you belong to (over expectations, as forecasted, different from what was expected...)? Why?**

*-Very good, as forecasted*

*-The work with the partners is really appreciated, with the necessary flexibility to address some of the setbacks in time management which occurred due to staff changes within our organisation.*

**3.3. How do you appreciate the general unrolling of the project?**

*-Good. I would have liked the IO1 (Adaptation phase of the ProfilPass) to be slightly shorter. This is to me due to a misunderstanding / not a really good understanding of the PP, a problem now solved thanks to the meeting in Leipzig. This has indeed favoured irrelevant feedbacks from all partners, as they did not know very well the tool and its philosophy.*

*-The project takes place at a manageable space, which allows for the necessary time for reflection on the work undertaken and to provide the necessary feedback to each other.*

*I would have appreciated project work plan to allow partner a better share of working activities for IO 1 – see above.*

*-Responds from partners after sometimes a bit slow, the involvement of partners would have been higher if everyone would have been on the same level concerning knowledge.*

**3.4. How do you appreciate the project management?**

*-Waiting for the feedback on this point!*

*-In light of recent staff changes, the departments of Volunteering Matters really appreciate the tailored approach the project lead took to familiarise the new staff members with the project and the support given in performing their tasks. The management play ball and keeps us well informed on the progress made and the outputs expected and played a crucial role in having the consortium working as a team.*

*-The project management under Jacopo Marinaro was **highly unprofessional** His attitude disrespectful and arrogant. His approach towards questions and problems that occurred were unprofessional and revealed lack of knowledge and/or willingness to address and solve these questions or problems.*

*With the change to Alice le Dret the project management has become very good and professional – questions and problems are met with a positive attitude and the willingness to solve them. Communication is excellent. Time plan and process are supported effectively.*

#### 4. Impacts

##### Impact table as you expect them or as you already recorded them

Impact type	Range <sup>(2)</sup>	Expected impact	Impact already recorded	Necessary action to maximise the impact
<b>General impacts</b>				
The profil Pass adaptation for the volunteering organisations	MR	LR	Not yet, though the first feedbacks from volunteering organisations when introducing the project were positive.	Organise the event with volunteering organisations as soon as possible, in order to let them time to invest in the project.  Communicate the Profil Pass as a flexible tool that will help them providing a better support to their volunteer.
Validation of skills of volunteers	SR	At least 60 volunteers in Britain		Briefing of external and internal stakeholders on the use of the PP.
Improved cooperation between internal and external stakeholders	MR	Around 5 internal stakeholders and at least an equal number of external ones will be approached to use the tool to validate the skills of their volunteers		Awareness raising of the stakeholders and organisation of the national event for volunteer organisations
Sensibilisation and implementation of companies	MR	At least 10 companies		Adaption of the tool for a tailored approach within an Volunteering Matters offered EV scheme
Engaging of European wide use of the tool	LR	Use of the tool amongst the Volonteurpe members and awareness raising towards the EU institutions		Use of the Volonteurpe community website to raise awareness of the project and hosting of a transnational webinar on the use of the PP and the guidelines.
<b>Impacts on your Institution/Region</b>				

Combination with the FACE project “CIVIGAZ”	MR	LR		So far the project has been introduced to CIVIGAZ project coordinators so they can support their group of volunteers with the PP. We will be able to measure their commitment and so the range for our institution when the PP will be printed out and when coordinators will start using it.
<b>Impacts for yourself</b>				
Awareness raising on unformal and non-formal learning recognition	MR	MR		
Recognition of volunteering during private sector recruitments process	MR	At least 10 companies		Awareness rising via the guidelines and the EV scheme that is under construction.
Collaboration amongst internal and external stakeholders in the certification of volunteering activities	LR	Adoption of the developed tool for usage amongst internal and external stakeholders.		Awareness raising, training and, if necessary, adaption of the “Portfolio for Volunteering experiences – Based on the ProfilPASS” with internal and external stakeholders.
Improve the attractiveness of volunteering with Volunteering Matters	LR	Certification of volunteering activities by the different departments working directly with volunteers within Volunteering Matters		Awareness raising, training and, if necessary, adaption of the “Portfolio for Volunteering experiences – Based on the ProfilPASS” with internal stakeholders.

<sup>(2)</sup> Short range (SR), medium range (MR), long range (LR)

## 5. Orientation of the project for the coming year

### 5.1. Are there some results for which you think that they will probably not be reached? How will you manage this situation?



*-The mobilisation of companies might be a difficulty, not only for us but also for other project partners.*

*-To avoid this, I would suggest mobilising companies in the production of the guide as a way for them to share their good practices on the inclusion of volunteer.*

*-The most challenging aspect of this project will be the implication of the employers and to entice them to use the tool within their companies. Together with the Employee Volunteering Department a strategy is being developed to address this issue. At this moment various approaches are under consideration, which will become more tangible in the first months of 2017. The most probable road taken will include the adaption of the "Portfolio for Volunteering experiences – Based on the ProfilPASS" to fit within a one day scheme which employee volunteers can use to mentor young people. This will generate more interest for the tool and the guidelines to be published.*

*-I am sure all results will be met from our side according to assigned tasks and objectives within the application plan. I assume these to be the same for all partners.*

## **5.2. What are for you the most crucial steps for the project during the next year?**

*-Event with volunteers organisation, Event with companies*

*-Our most crucial steps will be the raising of awareness of the Portfolio for Volunteering experiences – Based on the ProfilPASS" and the guidelines for employers amongst internal and external stakeholders in preparation of the national events for volunteer organisations and partners in the private sector.*

*-Involvement of companies to work with the ProfilPASS method and process, delivery of PP to companies.*

## **5.3. Do you think there should be some reorientations from the project (even minor ones)? I yes, which ones?**

*The proposed pilot, as discussed in Leipzig is considered to be a good idea by the departments involved in Volunteering Matters. Whilst discussing the common approach of the project amongst the department the issue on how the impact of the project could best be measured was also raised. Volonteuropa is also considering the organisation of transnational webinars on the project and would like to inquire if consortium partners would like to collaborate on it.*

## **6. Role of evaluation**

### **6.1. How do you appreciate the overall evaluation of the project? What would you suggest to improve it?**

*-Good so far! I like the idea to have an early vision and another one later on.*

*-Evaluation has just started with the PP training in Leipzig as far as I can tell.*

*-Evaluation Questionnaire of the meeting is the expected and normal procedure within EU funded projects and very useful.*

### **6.2 What kind of information are you expecting from the evaluation to help you improve your own position and your work in the project?**

*-I would like to get partners' feedbacks on the management and the coordination of the project: are they satisfied with the communication system, the rhythm of webinar, the overall orientation of the project? Which improvements are needed.*

*-We would appreciate to see how other teams tackle issues and risks encountered similar to our own so we might liaise on strategies on how to overcome these challenges.*

*-The results of the evaluation of the PP training in Leipzig will help us to improve the organisation of such meetings as well as ProfilPASS training. Remarks have been helpful and will be taken into consideration.*

**7. Further remarks: thank you for sharing your other remarks and/or suggestions**  
/

## 6.1.2 Presentation for restitution to the partners during the transnational meeting in Bucharest

### SOMMAIRE

1. Evaluation instruments and products
2. Early vision
3. Next steps

### Evaluation instruments and products

*EuroVIP Evaluation = Participatory appreciative evaluation approach*

Instruments

- Participatory observations: to be associated to the project activities, immersed into the project
- Questionnaires: to collect opinions of the respondents on the subjects covered
- Documents: mainly to review the project deliverables (outputs)

Products

- Evaluation report (output IO4)

### Evaluation – early vision

### Evaluation – early vision

Risks observed

- Impact: need to be proactive, otherwise the impact will not occur

Conclusions

- The work on the impact is really important if we wish to reach the objectives
- There is a rich diversity of situations, which is a richness for the project
- A clarification work to be done
  - ✓ Each partner should describe its ecosystem a little, with what type of companies he/she works
  - ✓ The project allows to reflect on volunteer 'work'

### Evaluation – early vision

Conclusions

- Companies are to be encouraged to accompany young people
- How to meet the Objective 2? It is not mandatory by the project, otherwise it would not cost much
- Involvement of "focus groups" (young people, volunteers) is an important aspect
- IO1 is a good quality product, but what about the rest. Thus it would be important to include recommendations into the project deliverables.

### Evaluation – next steps

More information would be needed

- Interviews with one of the participants to partners' national events: return to people to make them talk about their practices
- Interviews with the project coordination and with partners, instead of questionnaires, to be organised before end 2017

## 6.2 Advanced vision

### Number of interviews: four (one from each partner).

As specified earlier, interviews “advanced visions” were conducted in June 2017, instead of questionnaires in order to get more detailed data for the evaluation.

The evaluator’s conclusions of the analysis of these interviews were presented at the webinar N°16 (PPT support is available in the subpart 6.2.2.)

### 6.2.1 Verbatim of the replies to the interview

#### 1. Your general vision of the project

##### 1.1. Please provide as with the status update of the project according to your perception?

- *The project is quite in a decisive phase, the operationalisation. It is necessary to be able to support the volunteers with that, and also to involve the companies, two main objectives, and important moment of the project. I am not very worried, but we still have to move forward, and not give up. For the three organisations it is not easy.*

- *The project is running well, and according to the Gantt proposal plan. We run a bit out of time with the event to be organised. But we did that as we had to adapt to national context and events (holidays in ROM). It is going to take place on Friday 30 June.*

- *Quite well on time, even though we have some delays, IO1, IO2, but I think this is normal in projects. But I think we are fine. Project partners know quite well the next steps and do their best. We are well off for the project.*

- *The project goes quite well. We are slightly in late with the schedule*

*We have published good documents*

*We will do the same with IO2*

*The IO1 portfolio we have dedicated more time*

*It could have been good to have room for a second rewriting of IO1 based on feedback from different national aspects. Yet we work on the limited national framework, and we have changed staff. So portfolio is fine, at the moment 5 volunteers have used it.*

##### 1.2. What are you particularly satisfied with this project?

- *The IO1 engineering*

*Cooperation and motivation within the partnership*

- *The Portfolio - well adapted. I consider it to be a very good instrument for evaluation, we adapted it well, and we able to include it into the national context and present it as support instrument to other materials and we have in ROM.*

- *Since the coordinator changed, it is now very well coordinated, very good job of the new project coordinator. Also satisfied with the time management. At last, satisfied with the IO1, the good result.*

- *The flexibility that it gives us to achieve the results, in our national contexts. This is good as we have our particularities and can adapt to them*

*There are clear deadlines, and we still can keep track of it.*

*The mutual support given is very useful, from FACE, notably for indd.*

*The way we work together.*

##### 1.3. Would you say that, overall, the project is running as planned?

### **If not, can you identify the main gaps?**

- Yes it is running as planned.

*Don't give up the volunteers support. A little warning on it.*

*- It runs as planned. Gaps: the main one would be that it we did not have the project in ENGLISH from the beginning. It was difficult to work on it and to own it at the beginning, as we had no details. But after the meeting in May, some things started to change and to be clearer. For the next evaluation, we will see if there will be less misunderstandings and gaps.*

*- Yes. The association was very much involved in the first year. No dissemination events are to be done by us at this stage.*

*- Behind the schedule, because the application form was only available in FR. Difficult to see, where we have to go. At the beginning I did not even look at that. The original starting position was not clear. For the judgment.*

*At the same time, we have to accept the realities*

*IO2 and IO3 we will work to make sure that project succeeds.*

### **1.4. What is your perception of what the different partners are doing and what they think about the project?**

*- PLS: expertise at European level, support in communication, and evaluation, a partner not at the level of operationalisation, but complementary.*

*FACE, Volum and VN: the three partners in the operationalization: a useful project, for their network in particular. A small concern at the level of VOLUM, which is in network tools optics, it is necessary to make compromises that do not necessarily meet their needs. Volunteering Matters rather pessimistic and worried about mobilisation.*

*Wisamar: happy with the project, their tool can be replicated. Everything is fine.*

*- Not a fair question, to judge their work. I do not have a clear vision of what they are doing. They are far away. I only have webinars to learn more. What I can say is when we had to work together, PLS is used to do a communication part professionally and with commitment, and PLS was of great support when problems with the website, to solve problems, and about Wisamar: Anne was very supportive and we worked well together with her. She respected the deadlines, and I appreciated her expertise on the PP, and the fact she was flexible in adapting the instrument on volunteering, and accepted and validated the experience that the association had on volunteering, and we find best way to validate the instruments. We are used to work hard and have qualitative programmes. But when organising events for Portfolio, we had impressions not enough efforts was put in other countries to organise it.*

*It was disappointed to hear some others had only few 3-4 people at the seminar, while we invested much more. For instance at another event when you spend one hour on presenting the Portfolio, but one hour is not enough to train the people, you can only describe it a bit. This is why we selected more people.*

*- Everyone is trying their best is committed to do their best.*

*- I noticed that we work with volunteers on different ways, we do not exactly understand on what other do or how they see it. 180 volunteering project are run by the association.*

*- This is why the flexibility is precious, to adapt the project.*

*Our perception was very much based on what the project leader is saying, due to FR version of the application only. Easier to understand each other's sensitivities.*

### **1.5. How do you appreciate the project management?**

*- It goes well. Currently busy with several missions, but the new trainee should be able to help. We communicate regularly, and on a well-defined project plan, sense of compromise from everyone. Everyone participates.*

*- I appreciate the management; they are flexible in adapting the activities / plan, according to each partner and national context. They are very responsive, and reactive. You receive detailed answers quickly.*

*I appreciate the summary and documents that we receive after the seminar  
They are solution oriented.*

*- Excellent, since Alice is the coordinator.*

*- I really appreciate this, especially the project coordinator (FACE - Alice Le Dret). Regular webinars are very useful to speak and exchange on regular basis.*

*Alice is also very approachable by the phone, and reactive as well.*

*Used in one to two days formats, sessions, what was more adapted to us. We could find solutions notably thanks to FACE.*

### **1.6. How is dissemination and valorisation going for the moment? Are you satisfied?**

*- The dissemination event was the organisation of the event in France, with very good returns. We are going to organize a second event. There is a conference in Clermont-Ferrand and we are participating this month. Other opportunities to present the project took place.*

*- We could promote more than now. I consider it to be responsibility of each partner.*

*We could do more, at national level.*

*We do not know how other partners do it, and how they do, but in ROM I think we could promote more.*

*In the association, even if we did not organise the Profilpass seminar so far, we used the PP in other seminars and workshops we had, with youngsters, where a theme was valorisation of competences. We integrated it in our day to day activities. It was very well received by those who saw it.*

*- I am satisfied. We could increase a bit our own dissemination activities in Germany.*

*- The weaker point at the moment.*

*We run 180 projects. It is more difficult to involve the people from our side. Regional partners could be involved across the country. The validation of volunteering seems a strategic issue here, and work on it.*

*There will be conference, now after elections we think about it.*

*Validation is important issue.*

*Now there is also a result (IO1) that can be disseminated. Other volunteering organisations wait for results to see.*

### **1.7. How do you think to act to support the effort (or even intensify it)?**

*- Aspects of communication and valorisation - articles, events on volunteering, host the « news » part on volunteering.*

*- We already support in. But to intensify it, we will also you it by training people on it. We are going to build training sessions, including the session we built we are going to include the sessions on ProfilPass, on days that we have dedicated to evaluation and monitoring volunteers. We are going to intensify PP. We now have 87 organisations and umbrella, we are going to build a small document to offer the PP how to be used apply on volunteers.*

*- By active activating of my contacts and networks. Now we have something to show, some products.*

*- It is important to have more adaptation phases, to adapt the document. This will be important. To adapt to a tool IO1 to the association, once the outputs are over.*

*The briefing of volunteers is not established yet we need to work more on it.*

### **1.8. What levers can you identify?**

- Articles, events on volunteering, host the « news » part on volunteering. Stakeholder. Participate in conferences.
- The platform we have with 87 organisations  
The newsletter we have with 1000 of organisations that involve volunteers.  
The training courses and workshops, to include ProfilPass (PP) as the best practice to use to evaluate competences.
- Our contacts and networks.
- Umbrella of volunteering organisations across London, to spread across London. Through social medias, too, and articles publications. Communication is secondary activity, as there are many other professional commitments. Face-to-face and organisations contacts are definitely the best for us, as we have a network of volunteering organisations – Country members. But the competition is strong. They look us with strange eyes when we offer it for free. But free has no value. And our volunteers find it valuable, but have to offer it to other organisations. But first we want to try the bunch of 20 in our organisations, and then we will see by showing the results to others.  
Also the linguistic changes.

## **2. Global analysis of your work and involvement**

### **2.1. Which of your activities are carried out in the most satisfactory way?**

- Portfolio operationalisation – Actors training. We really answered a need. They are very takers, and with very critical mind for tool improvement.
- The experience and the expertise we brought in adapting the PP. The most important one.
- Everything within IO1. All activities within IO1.
- Tangible results, such as the printed portfolio here in our office, and then the first good feedback from our volunteers.

### **2.2. Why?**

- Idem
- I really think that without Wisamar and Volum, within IO1 I do not think we would have such a good quality product.
- I felt there were some difficulties at the beginning, but due to the fact the project was written, there was this ideas of Wisamar only knowing ProfilPass, so Anne felt she was the only one knowing about what it is. Other partners were not aware about what it was. And in Leipzig things came together, it was useful to understand each other and to come together with something very good. Partners can show around and use it and disseminate it.
- Because from the good feedbacks we can say we did something useful.

### **2.3. Where the action should be taken? How?**

- The challenge now is to set up the portfolio, to achieve the goal. How: taking into account the point of view of everybody, the resources of the situations.
- We will focus on valorisation. On coordination of IO3.  
For future, the only thing would be to write the project next time on different way.
- Validation of activities in other offices: Scotland, London and Wales.  
Across the country it is needed to work on this validation, notably with external partners. We need to provide them a carrot, mainly.



### **3. The gap analysis**

#### **3.1. To go back in more detail on the deviations from the initial organisation, can you detail more precisely the main discrepancies and their causes (in your opinion).**

*- We are in June, and the volunteers support just began. In Romania, not at all yet. There are only France and United Kingdom who organized the event. Delay on the rest because of internal calendars problems. And also because of the time taken to complete the portfolio. Bad anticipation about how long the finalization of portfolio would take.*

*- I would not know to compare this as I would like to analyse with arguments.*

*We did not have the project in English at the beginning.*

*We had the Gantt proposal, and the presentations, but I would not know what would be the discrepancies. At personal level, I regret that I do not know French.*

*- All is now going quite well. I am looking very much forward to receiving opinions of evaluation how partners react and what they say about dissemination.*

*- The application form was in French.*

*I was not part of the project from the inception.*

*Time for portfolio adaptation.*

*INDD software*

*Corporate sectors involvement, financial institutions and big enterprises.*

#### **3.2. How should you react?**

*- Always being in solutions researches, in cooperation, to unlock each country situations. This has been done so far and it has helped us to get out of many complicated situations. Bounce on the problem as soon as possible. By recalling the potential sanctions. Put a little bit of order.*

*- I reacted and asked for the project in English. It was not clear about the impact it would have on the association. Communication was the way to react.*

*- It was a good follow up when I took over the project.*

*The adaption process, we had to take more time, for more adaption. It would be good to do a follow up project, to improve it even more.*

*Work with INDD: the French partner was helpless with it. Time consuming and costly. We do a lot with a limited amount of time and money.*

*It would be helpful that the EC support project managers with learning opportunities.*

#### **3.3. How to help those who have more difficulty?**

*- Same response as above (3.2. first response).*

*- We discussed it together in Bucharest*

*To have it more in mind in the next future experiences, in common language to everybody.*

*- With the evaluation results, to see who is reporting difficulties in implementing things.*

*- Regular meetings are very and really important, and the solidarity between us all. We have to look common solutions for all.*

### **4. Impacts analysis**

#### **4.1. What impacts are already visible for your work on the project?**

*- The appropriation of the tool by hosting volunteers associations.*



- We integrated with the instrument in our mission and activities; it is also ours as we were part of the development process.

And we are promoting it and making the best of it.

- IO1 production has improved my understanding of ProfilPass, and also my contacts with Institute for Adult Education.

- The publication of the portfolio (IO1) it was good to see that our genuine enthusiasm was present, the line manager was satisfied.

On different parts of the country, we got feedback that we have a useful tool. It is encouraging. And we already have 5 volunteers using it. We collect general feedbacks from them, and will collect more.

#### **4.2. Is that better than what you were hoping for? What is it that can be attributed to?**

- Yes and no. We are roughly OK. The tool was immediately presented as something flexible, which can be used without being too rigid.

- In order to hope for something, we need to have something.

It was not clear from the KOM how we were going to adapt the instrument. But it is good we had booklets for once. I fell in love with the 2 Wisamar instruments, and I wanted to adapt them as better as we could. And we managed to do that.

- It is a good result, better than what I was thinking.

The genuine enthusiasm was something that I have not seen with other projects. Related to two other issues:

-The publication is short and understandable and accessible enough, and is focused on volunteering

-It is an opinion that comes from managers from the field,

-My announcements after discussions with the colleagues is that it could be good to adapt it more, to make it even more tailored

-Validation issue – our organisations strive to it and IO1 could help to get there

#### **4.3. If not, how do you analyse the situation?**

-The external dissemination is needed to be made, with more people and to more regions across the country.

But, I am still quite new to volunteering sector. And other organisations except mine are outside. And the corporate sector is really something different, with no guarantee of success after investment in time. And that is the risk. And organisations already use their own mentoring schemes. And we have to make it matching. And we have to train organisations, and to establish cooperation with them what does not go well. We try to approach it from different angles. With contacts from others, too.

#### **4.4. In any case, what do you envisage to mobilise all the partners on this issue of impacts?**

- The evaluator job would be to tell us if we reach the objectives, and what we could do: remind each partner to write everything. When volunteers support will start, we will be able to really identify the impacts.

- It is not our duty to mobilise partners to better disseminate until the end. But I could to give examples of how we integrated instruments as parts of our organisation, and not as part of the project. We are not building project, we also try to find ways to make them as sustainable as possible during and after the project. To integrate it into our training courses, workshops, to have as bigger impact as possible.

- No answer to this. Partners' activities right now are different from what my association does, so they have to do that and see how people react.
- We are already doing this, with the project leader, how to have to best impact. Taking the national context into account.

**4.5. Do you already have some information/elements about the value created by the project?**

- A great tool is already there, and we managed to transmit it. Help the volunteers organisations with the tool.
- No. But we will have some for sure, after the seminar.
- The only feedback so far from outside my association, it was from ProfilPass community and Institute for Adult Education, is that they really appreciated our work, and what was produced so far within the project. Really good feedback.
- At the very early stage, our full time volunteering goes to review with the governments. And we look for this added value of volunteering. We had no debriefing tool. Some of the volunteering sector organisations.

**4.6. How will you monitor this indicator?**

- Number of trained organisations, number of volunteers and feedback.
- Usually we use:  
Attendance sheet  
Support by phone, or in person (face to face), offered to organisations. To see if more help is needed in using it. Small reports from these interactions could be made  
We plan to build a questionnaire for organisations that will be given to them after the use of PP by their volunteers.
- I should think about this and would like to get suggestions.
- Our teams will be on their own start to using it. Following the pilot will have to be done. To be present with what is done. There is an important monitoring: using and satisfaction.

**4.7. Do you think the partners are well mobilised on these aspects (impacts, value)? How can this mobilisation be strengthened?**

- Yes, rather yes. By asking to fill in indicators and valorisation tables.
- As said earlier, I will not judge others. I would like to see that the others integrate the instruments we built together into their activities, and that they do not take it as loose, built in the project, and to be forgotten after the end of project. Sustainability plan would be good have.
- It can be strengthened, we need to share and make people aware of it. Although it is not always the nicest part of work.
- We really help each other with it. However, we all have our different contexts. We have partners – members in each country, and we can help dissemination across them, and also provide with our platform.

**5. Orientation of the project for the coming year**

**5.1. What are for you the most crucial steps for the project during the next year?**

- The real implementation of the supporting and the companies' mobilization.
- A challenge / responsibility we are going to face in the association: Coordinating the development of IO3 - I would like to plan it from July-August, to make sure that everything is put in place

- When it comes to the association duties, receiving testimonies might be more difficult, but I think we will manage. Information on both handbooks: the production, we will be fine, but we still have to produce that. We are little further away. Even if there is no dissemination event, we should manage to do something in this respect.
- We have finished the two crucial steps in the country.  
The next crucial step is now the use of the IO1 in Scotland  
And IO2 to be done, and to be adapted to employers, very crucial.

## **5.2. What risks do you see for your workflow and how to deal with it?**

- Companies are not interested in the tool: Opening to all recruiters type, expanding the competence field. Also a result, experimentation.  
You have to be amble.
- The time to coordinate the development of IO3 overlaps the busiest time of the year for the association – working 12 hours a day.  
We are planning to deal with this risk by planning in advance for it.
- The same as above. Activation of some people from the field here in Germany. But it is not a big risk.
- Not to dream too much.  
We had discussion after Bucharest. If it was obtainable to adapt IO2.  
And there is a risk that other projects take time.  
The regular meetings (webinars) are important, to be well informed.

## **5.3. Do you think there should be some reorientations from the project (even minor ones)?**

### **I yes, which ones?**

- No
- No
- No
- This will depend on the sort of IO2  
There are two actually:  
External dissemination = we are breaking ground even within our own organisations  
If IO2 does not work out, than to find other ways to find employers

## **6. Role of evaluation**

### **6.1 What kind of information are you expecting from the evaluation to help you improve your own position and your work in the project?**

- What do the partners think about the project, how does it stick to their expectations, what is holding them back for the project?
- We are open to any kind of feedback whether it is constructive, bad or good.  
We would prefer it to be constructive, and improve what we can. To see how we can build steps from now on.
- The same as said earlier: some insights on other partner's perspectives, their validation of the project, notably on IO2 and IO3, as we are not any more in the centre of the activities. Their idea is it working good for them. What companies and volunteers think about the profilpass. I am sure that if was in Bucharest I would have had better idea of how partners feel.
- It is important when looking about what other partner do and expect, regarding notably the inspiration they may give.  
Working together  
As we look from our own perspectives

And to make project sustainable.

## 7. Further remarks: thank you for sharing your other remarks and/or suggestions

- I appreciate the way you built questions, and the way you built interview.

But this is part of what I appreciate: the PLS's professionalism.

- No. Nothing right now. Very comprehensive.

- No. Wait for common analysis of evaluation.

## 6.2.2 Presentation for restitution to the partners during the webinar n°16 of 13/12/2017

**EuroVIP**  
ERASMUS+ PROGRAMME  
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# Evaluation update

Webinar n° 16, 13 December 2017

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## SOMMAIRE

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1. Evaluation instruments and products
2. Advanced vision
3. Next steps

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## Evaluation instruments and products

**EuroVIP Evaluation – Participatory appreciative evaluation approach**

### Instruments

- Participatory observations: to be associated to the project activities, immersed into the project
- Questionnaires and interviews: to collect opinions of the respondents on the subjects covered
- Documents: mainly to review the project deliverables (outputs)

### Treatment of information from the evaluation

- “Anonymous” processing, as far as possible

### Products

- Evaluation report (IO4): detailed plan (v1) to be shared by email asap

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## Evaluation – advanced vision

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## Evaluation – advanced vision

### General vision of the project

- General and unanimous satisfaction with the project coordination, cooperation and mutual support among partners
- Although slightly in late with the schedule, the project runs as planned
- Webinars remain appreciated, useful for regular exchanges
- Not to let go:
  - The accompaniment of the volunteers
  - Mobilisation of companies

### Gaps

- Wrong anticipation on the time needed to adapt and finalise IO1
- Unclear starting position for some - application not available in English from the beginning

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## Evaluation – advanced vision

### General vision - levers for dissemination and valorisation

- Strategic watch/monitoring on volunteering
- Post articles (e.g. feed the section “News” on EuroVIP’s website)
- Seize the opportunity of publishing another concrete product (IO2) to widely disseminate
- Make effective and regular use of own websites, national and European platforms, e-newsletters, relevant contacts, networks (umbrella of organisations) and social medias
- Seize the opportunity of project-related events
- Face-to-face and organisations contacts

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## Evaluation – advanced vision

### Impact analysis

- Impact is already visible, for some partners: integration of IO1 in missions and activities; IO1 appropriation by voluntary associations; feedbacks that the tool is useful
- Value created by the project: One great tool has been created (IO1) & partners manage to transfer it
- To do in terms of impact: equip volunteer organisations with the tool. Examples of indicators for monitoring to be provided, by partners:
  - number of trained organisations
  - number of trained volunteers
  - attendance sheets
  - support by telephone (or face to face) followed by minutes
  - questionnaire for organisations to be filled after the use of Portfolio by their volunteers

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## Evaluation – advanced vision

### Orientation of the project for the time that remains

- Crucial steps to be taken:
  - The real implementation of accompaniment of volunteers
  - Mobilisations of companies
  - Elaboration of IO3 / Receiving testimonies
  - Organisation of dissemination events
- Risks:
  - The time that remains overlaps one of the busiest times of the year
  - The companies are not interested in the tool
- How to deal with the risks:
  - Anticipate and manage time
  - Open to all types of recruiters, by broadening the field of competence
  - Activate people from the field
  - Be humble

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## Evaluation – advanced vision

### Recommendations (tracks for IO4)

- First draft proposal of recommendations will be provided to partners by end 2017
- Extracts (work in progress):
  1. Volunteering is a powerful lever to employment
    - Scientists highlight the beneficial effect of investing a job seeker in a volunteer experience, which increases on average by 27% their chances of success. This is even more powerful for non-bachelor-level job seekers and those living in rural areas, whose chances increase by 51% and 55% respectively. Empirical studies on the subject, with a more qualitative than quantitative approach, also confirm that volunteering promotes the return to employment of individuals who are distant from it, or at least that it helps to keep it at a distance.

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## Evaluation – advanced vision

### Recommendations (tracks for IO4)

2. Decision-makers should adopt a new posture, in order to finally make use of volunteering both "more" and "differently"
  - "More" by developing at all decision-making levels ambitious and coherent strategies for employing researchers through the exercise of a voluntary activity; "Differently" by associating job seekers and host structures in this design work, as much as possible co-constructive. The synthesis between the "more" and the "otherwise" certainly responds to the absolute necessity of carrying out fiercely volunteerist - but above all fair, balanced and consensual - reforms, conditions *sine qua non* for the success of the operation; the survival of the hen with the golden eggs is at stake.

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## Evaluation – next steps

- Regular participation to all the upcoming webinars, data processing
- Critical reading of the upcoming output IO3
- Evaluation of the final events in Brussels (final conference 26/04/2018, and transnational meeting 27/04/2018)
- Finalisation of the evaluation report (IO4) by April 2018

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## Thank you for your attention

[sanjin.plakate@pourtasolidarite.eu](mailto:sanjin.plakate@pourtasolidarite.eu)



## 6.3 Appreciation of transnational meetings

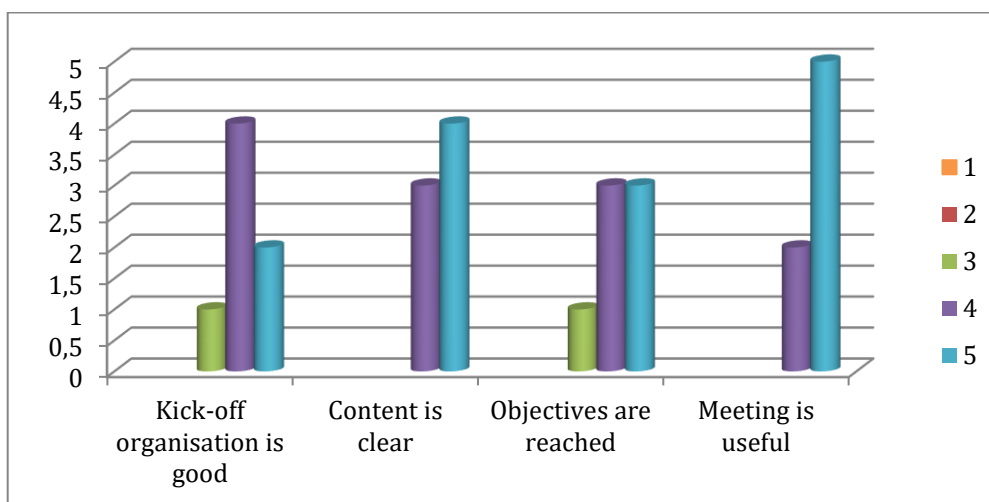
### 6.3.1 First transnational meeting (Kick-Off) in Paris

Seven responses to this questionnaire.

Evaluation criteria	--	-	o	+	++
<b>A. Organisation of the meeting</b>					
The kick-off meeting was well organised			1	4	2
<b>B. The content of the meeting</b>					
The content of meeting was clear				3	4
<b>C. Objectives of the meeting</b>					
The objectives of this meeting have been reached			1	3	3
<b>D. Usefulness of the meeting in the upcoming project activities</b>					
The meeting will be useful in my activities for the project				2	5

- A. Your comments regarding the organisation of the seminar?  
*Helpful information was sent in time.*
- B. Your comments regarding the clarity of the meeting?  
*The presentations and materials were useful and clear.  
We received the agenda and the documents before the meeting and we did know what to expect and how to prepare.  
Yes - Clear agenda covering main topics.*
- C. Your comments regarding achievement of objectives of the meeting?  
*Details have been clarified.  
Maybe a lot more focus on the communication and evaluation part from the project.  
Unfortunately PLS was unable to attend so some areas were not discussed in detail.  
National agreements still to be completed.*
- D. Your comments regarding the usefulness of the meeting in your upcoming activities for the project  
*The meeting was helpful to set the details and role and direction of activities, as a common understanding for everybody.  
I was glad I could clear things related to the project.  
Yes - Now have a better understanding of ProfilPASS.*
- E. Suggestions for the next meeting  
*To spend more time on communication and evaluation part.  
Please send the agenda of days earlier.  
A more pleasant way to the hotel.*

*Dates and times for agenda could have been given earlier. It would have helped to get good flights (with respecting travel budget) also planning flight times according to beginning and ending of the meeting.*



In the graphs: "1" corresponds to strongly disagree (- -) and "5" to strongly agree (+ +).



### 6.3.2 Second transnational meeting in Leipzig

#### Number of responses: six

All participants were highly satisfied with this training event, and the transnational meeting. The event allowed them to understand how the ProfilPASS works and how attractive the tool is.

Evaluation criteria	--	-	+	++
<b>A.Organisation of the training</b>				
1. Are you satisfied with the overall organisation before the meeting?			2	4
2. Are you satisfied with the overall organisation during the meeting?			1	5
3. Are you satisfied with the logistical aspects (venue and equipment)?			1	5
4. Are you satisfied with the quantity and the quality of information you received at the training?			3	3
<b>B.Content of the training</b>				
1. Are you satisfied with the overall content of the training?			2	4
2. Did the training meet its objectives?			1	5
3. How would you rate your personal involvement before and during the training?			4	2
4. How would you evaluate the method of Wisamar trainers in transferring ProfilPASS?				6
5. How would you rate the level of interactions between participants during the training?			3	3
6. Do you find the methodology used relevant to achieve the project aim?			1	5

Evaluation criteria	Yes	No	Could be better
<b>A.Organisation of the training</b>			
Did you get the programme on time?	6		

For the reading of the comments: the comments are resumed below as they are, in extenso.

- B.1. Elaborate briefly your satisfaction level with the overall content of the training  
*Gave good understanding of the tool (+++). Fit to our local needs. Maybe having tips to train the trainers would have been interesting.  
 Very good induction on the tool will enable training the training effectively.  
 The training provided good understanding of the ProfilPASS.  
 I am satisfied. What could have helped to have is examples of how a ProfilPASS process worked in the organisations that implemented it + Tips and tricks, difficult situations (if any) and how they were met.*
- B.2. If the training did not meet its objectives, explain why.  
*No answers.*



- B.3. If your personal involvement before and during the training was low, explain why.

*I could have asked more questions in order to clarify to myself the concept of the ProfilPASS.*

About the level of interactions between participants: *There were people who were not that involved (this being their way of being but I think they could have been challenged)*

- B.4. Can you elaborate briefly your evaluation about the method of Wisamar trainers in transferring ProfilPASS.

*Really interactive and dynamic.*

*Well adapted, attractive*

*Very well adapted to target audience*

*Thank you for the inspiration.*

- B. Which session(s) did you find the most interesting?

*Evaluation process (day one)*

*Value of ProfilPASS (day two)*

*First morning and relating it to our own work*

*Last session on national content and challenges*

*Identifying and extracting skills gained in formal, non-formal and informal contents.*

*Extracting competence and building personal profile.*

*The house method + design the activities for the future.*

- B. What would you suggest for improving the training regarding both the format and the content?

*More days for training within the project plan would have been helpful.*

*Shorter first day and longer second day.*

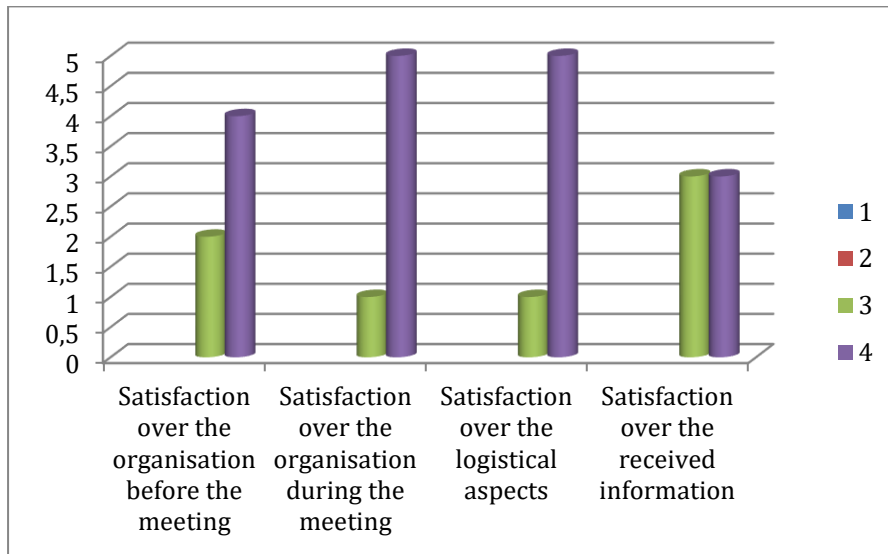
*Maybe to have a document to wrap up all the clues and keys that have been given.*

*Tips and tricks, difficult situations (if any) and how they were met.*

- B. Other comments/Suggestions

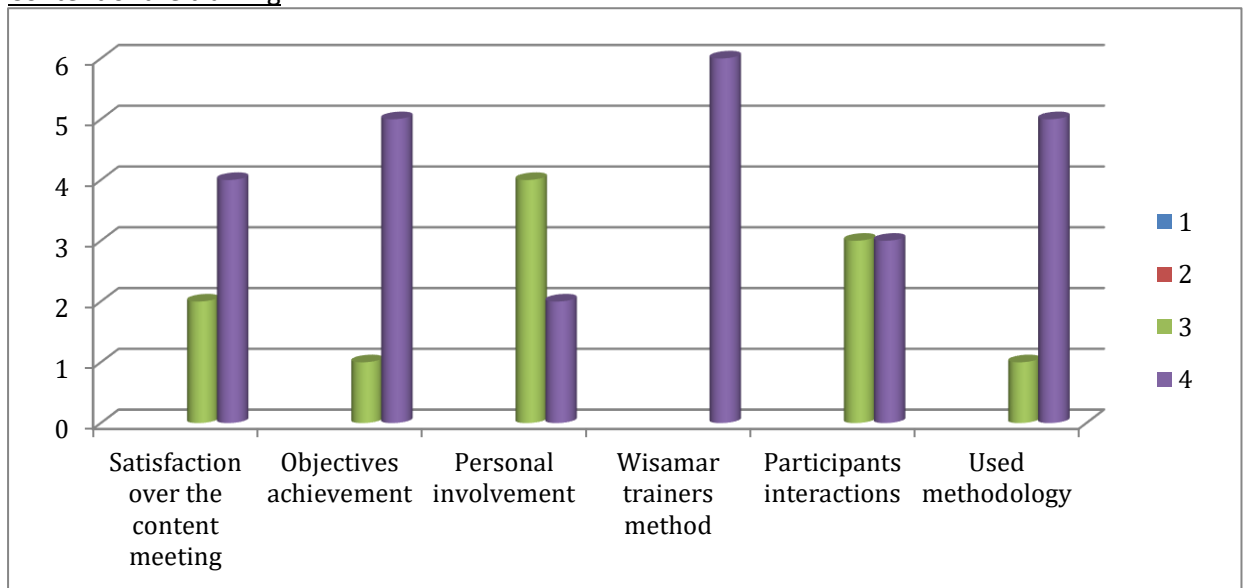
*Thank you very much !*

### Organisation of the training



In the graph: “1” corresponds to really bad (☹☹) and “4” to really good (☺☺).

#### Content of the training



In the graph: “1” corresponds to really bad (☹☹) and “4” to really good (☺☺).

### 6.3.3 Third transnational meeting in Bucharest

#### Number of responses: six

The answers are coherent.

Overall the meeting was very positively appreciated.

The partners have a clear vision of the project and what they have to do, and considers that as far as their institution is concerned, the project is going well, and quite as planned.

Evaluation criteria	--	-	+	++
<b>A.Organisation of the meeting</b>				
1. Are you satisfied with the overall organisation before the meeting?			1	6
2. Are you satisfied with the overall organisation during the meeting?			1	6
3. Are you satisfied with the logistical aspects (venue and equipment)?			1	6
4. Are you satisfied with the quantity and the quality of information you received at the training?			1	6
<b>B.Content of the meeting</b>				
1. Are you satisfied with the overall content of the meeting?			1	6
2. Did the meeting meet its objectives?				7
3. How would you rate your personal involvement before and during the meeting?			5	2
4. How would you rate the level of interactions between participants during the meeting?			2	5
5. Do you find the content of the meeting relevant to achieve the project objectives?			1	6
6. Will you be able to use the information from the meeting in your professional activities			4	3

Evaluation criteria	Yes	No	Could be better
<b>A.Organisation of the training</b>			
Did you get the programme on time?	7		

For the reading of the comments: the comments are resumed below as they are, in extenso.

- B.1. Elaborate briefly your satisfaction level with the overall content of the meeting  
*Constructive sessions, clearer definition of objectives and action plan, reflexion on the content of the project.*  
*Meeting clarified many points and was vital for a successful outcome of the whole project.*
- B.2. If the training did not meet its objectives, explain why.  
*No answers.*
- B.3. If your personal involvement before and during the training was low, explain why.  
*No answers.*

- B. Which session(s) did you find the most interesting?

*Discussion on the outputs and on impacts*

*Session on the future framework of the IO2*

*Feedback and next steps*

*Discussion on budget and outputs + Feedback session*

*Guest speaker + IO2 discussion*

*Debate sessions + Sessions on IO1, IO2, IO3 + 4*

- B. What would you suggest for improving the next transnational meeting regarding both the format and the content?

*Some session (on brainstorming) could have been more deeply prepared*

*To be included, in the days of the meeting also informal interaction*

*We could submit ideas from each part for things to talk about in advance (PERHAPS) to ensure discussion stays relevant.*

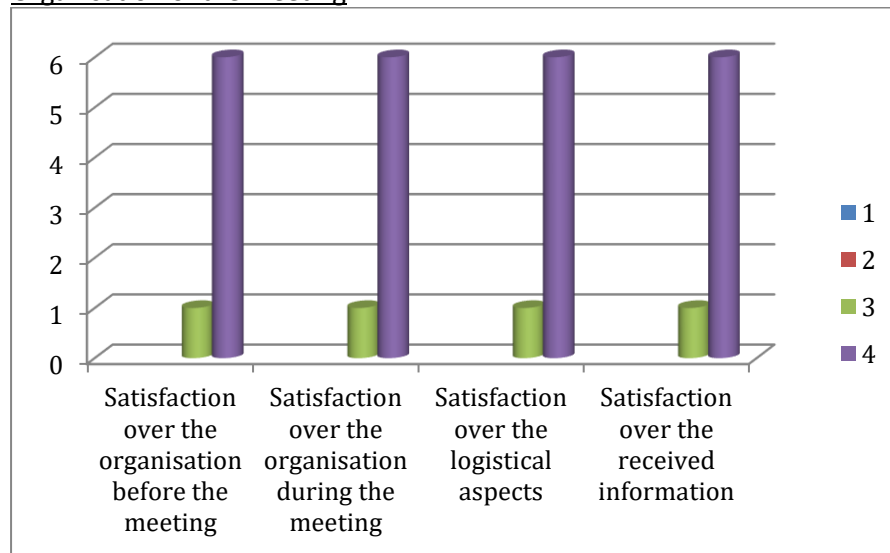
- B. Other comments/Suggestions

*The meeting allowed clarifying better the content of outputs and roles of partners.  
Great food, great people.*

*Happy to see you!*

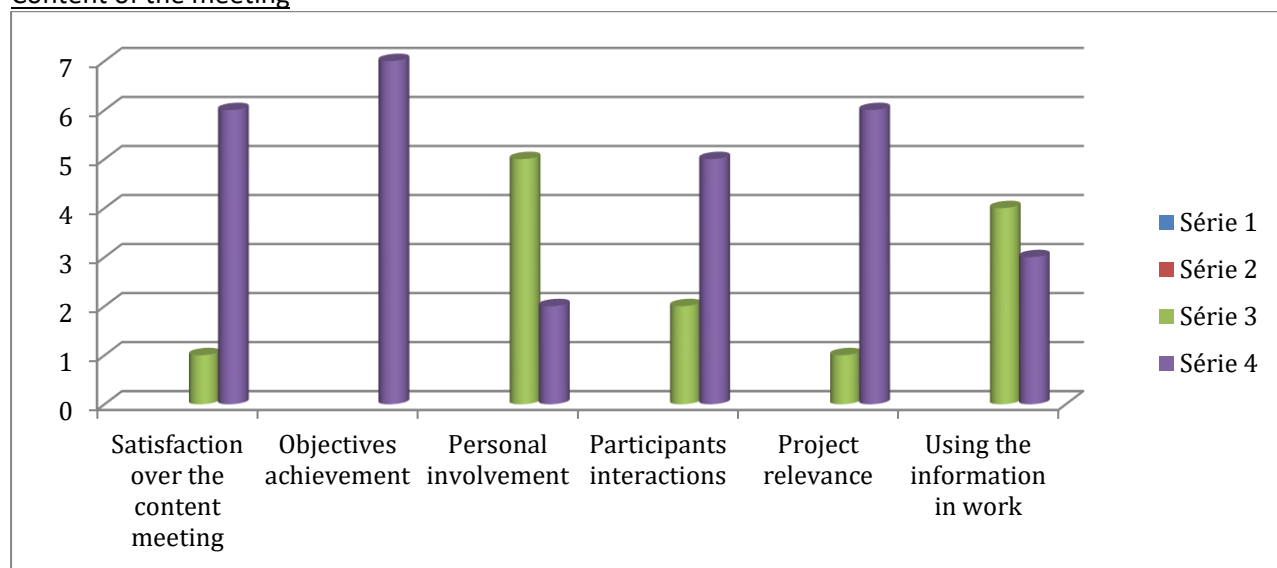
*IO2 discussion was most substantial work and the time we spent discussing could be longer + with S.M.A.R.T. goals.*

Organisation of the meeting



In the graph: “1” corresponds to really bad (☹☹) and “4” to really good (☺☺).

### Content of the meeting



In the graph: "1" corresponds to really bad (☹☹) and "4" to really good (☺☺).

### 6.3.4 Forth transnational meeting in Brussels

The forth and last transnational meeting in Brussels on 26-27 April 2018, and 7 participants filled the questionnaire.

In hindsight, all transnational meetings have an excellent organisational score. They are considered useful and in correct numbers. They made it possible to better understand the situation of the various partners. The consortium has worked well and is considered fairly balanced. Among the very positive elements: the satisfaction of having engaged things, of possessing useful tools.

Regarding the final conference (26 April 2018, 9AM-2PM), clearly the partners were satisfied with the event, both in form and substance. The conference allowed a step back and a perspective of the work accomplished.

The tables and comment below sum up the results from two days of meeting.

Evaluation criteria	--	-	+	++
<b>A.Organisation of the meeting</b>				
1. Are you satisfied with the overall organisation before the meeting?			1	6
2. Are you satisfied with the overall organisation during the meeting?			1	6
3. Are you satisfied with the logistical aspects (venue and equipment)?			2	5
4. Are you satisfied with the quantity and the quality of information you received at the training?			2	5
<b>B.Content of the meeting</b>				
1. Are you satisfied with the overall content of the training?			1	6
2. Did the training meet its objectives?			1	6
3. How would you rate your personal involvement before and during the training?			4	3
4. How would you rate the level of interactions between participants during the training?			3	4
5. Do you find the content of the meeting relevant to achieve the project objectives?			1	6
6. Will you be able to use the information from the meeting in your professional activities			3	4

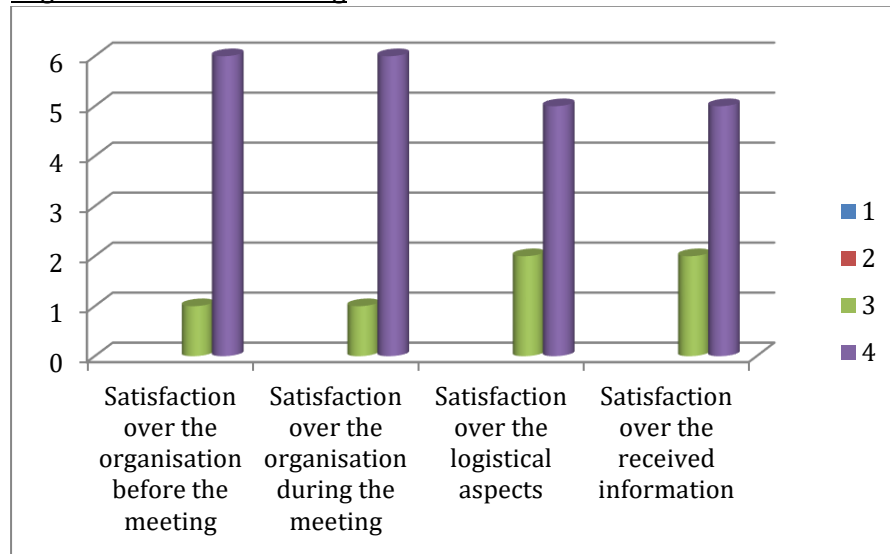
For the reading of the comments: the comments are resumed below as they are, in extenso.

- B.1. Elaborate briefly your satisfaction level with the overall content of the meeting  
*No answers.*
- B.2. If the training did not meet its objectives, explain why.  
*No answers.*
- B.3. If your personal involvement before and during the training was low, explain why.  
*I have joined the project only a month ago so I could not get as involved as I would have liked to!*

- B. Which session(s) did you find the most interesting?  
*The quantitative and qualitative evaluation*  
*The one of the professor from Gand University*

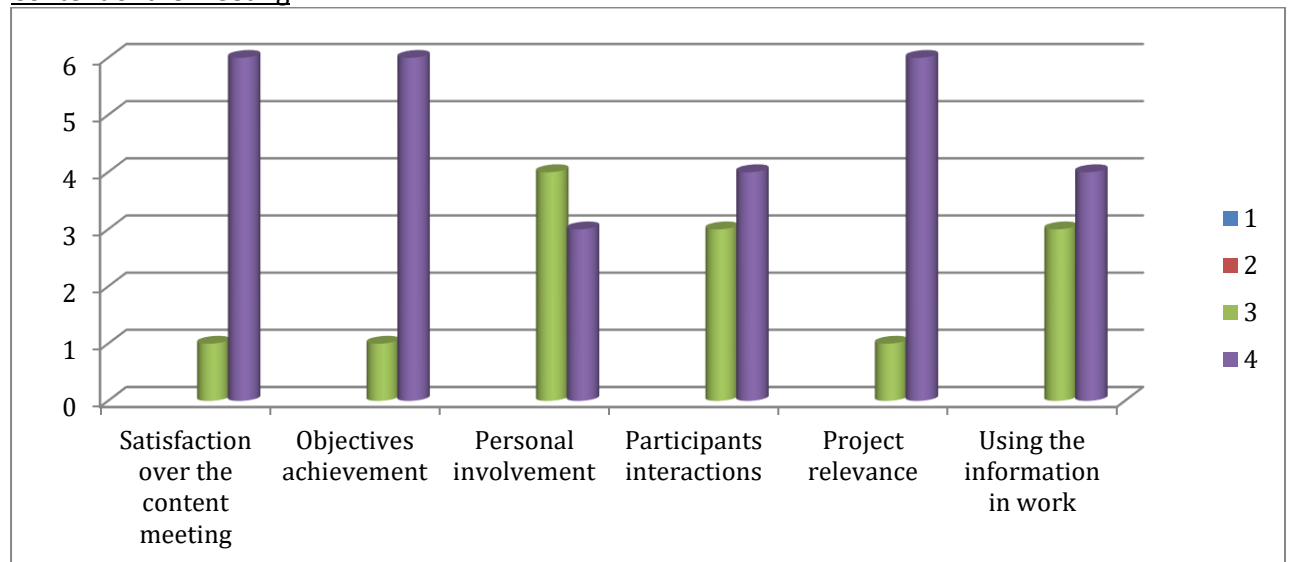
- B. Other comments/Suggestions  
*Thank you!*  
*Thank you for such a great organisation of the meeting! 😊*

#### Organisation of the meeting



In the graph: “1” corresponds to really bad (☹☹) and “4” to really good (😊😊).

#### Content of the meeting



In the graph: “1” corresponds to really bad (☹☹) and “4” to really good (😊😊).

## 6.4 Appreciation of ProfilPASS training events

The ProfilPASS training event in France took place on 16 March 2017, and 15 participants filled the questionnaire.

In the UK, two ProfilPASS training event took place, the first one in April 2017 (four participants filled the questionnaire) and the second one on 19/06/2017 (five participants filled the questionnaire. There were no questionnaires collected in Romania.

The tables and comment below sum up the results from the three training events (one in France and two in the UK).

Evaluation criteria	--	-	+	++
<b>A.Organisation of the training</b>				
1. Are you satisfied with the overall organisation before the meeting?			2	21
2. Are you satisfied with the overall organisation during the meeting?			2	21
3. Are you satisfied with the logistical aspects (venue and equipment)?		1	4	18
4. Are you satisfied with the quantity and the quality of information you received at the training?			7	17
<b>B.Content of the training</b>				
1. Did the event match your needs?			5	17
2. Did the training meet its objectives?			9	14
3. How would you rate the level of interactions between participants during the training?			6	19
4. Did you gain relevant knowledge and information on ProfilPASS?			4	20
5. Will you be able to use the tool in your professional activities?		1	13	9
6. How do you evaluate the ProfilPASS?			13	8

Evaluation criteria	Yes	No	Could be better (A.) / I need to get more familiar with it (B.)
<b>A.Organisation of the training</b>			
Did you get the programme on time?	23		
<b>B. Content of the training</b>			
Could ProfilPASS be useful in your work?	15	1	11
Would you like to stay informed on the project results?	2		NA

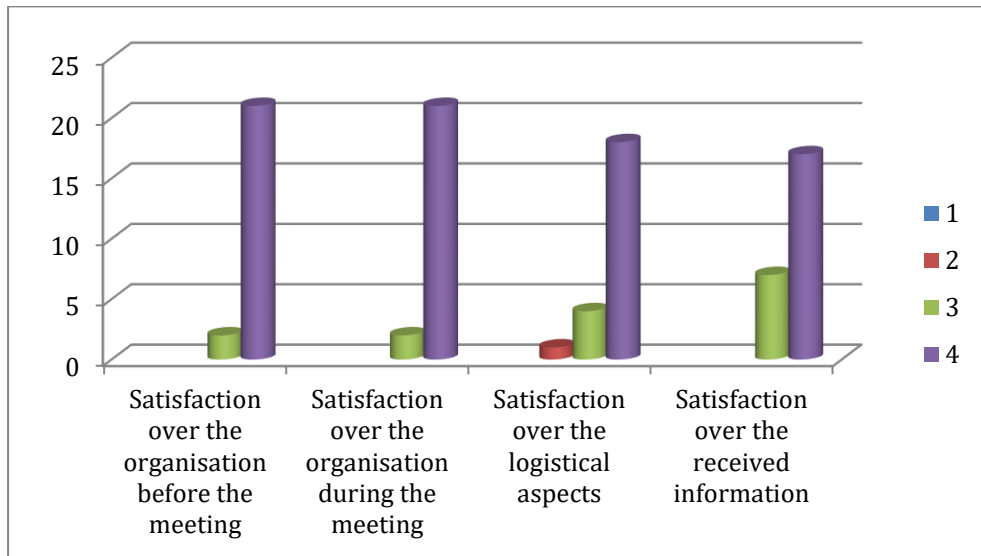
For the reading of the comments: the comments are resumed below as they are, in extenso.

- B.1. Elaborate briefly on your satisfaction level of the event matching with your needs.  
*Very satisfied, because of the exchanges and of the transferred tool.  
Precise presentation.*



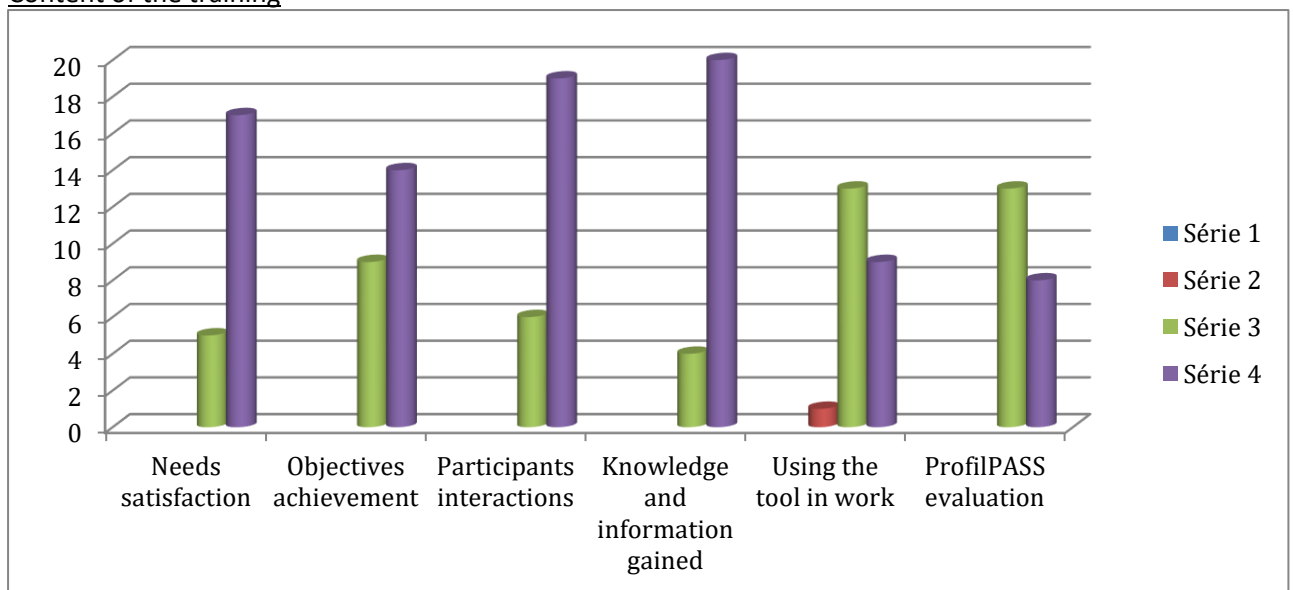
- B.2. If the training did not meet its objectives, explain why.  
*Little information on the accompaniment. Methodology envisaged? By who?*
- B.4. If you did not gain relevant knowledge and information on ProfilPASS, explain why.  
*No answers.*
- B. Which session(s) did you find the most interesting?  
*Workshops*  
*Workshops*  
*All*  
*All, especially the morning session*  
*Presentation of the Portfolio.*
- B.5. If you do not feel able yet to use the tool, please explain why.  
*Not yet, the methodology should be pushed further.*  
*Our organisation has already developed another tool.*  
*Depending on the profiles*
- B.6 Explain why you evaluated ProfilPASS with this rating?  
*I rate the ProfilPASS the best because it is adaptable to everyone.*
- B. Other comments/Suggestions  
*The Portfolio needs to be tested before evaluating it.*  
*A little too much unnecessary interventions.*  
*A room with windows.*  
*Good trainings make the right trainings.*  
*Very dynamic and pedagogical.*  
*Super!*  
*Create a working group with FACE + organisation « MOB ».*  
*Very interesting interactions, but maybe we had no enough time.*  
*A rewarding and very interesting day.*  
*Promising tool, adaptable according to the profiles of our volunteers.*  
*Thank you!*  
*Yes, the event has totally met my needs, very complete and participative.*  
*The afternoon because more dynamic, but the morning was very interesting too.*  
*Good quality meal.*  
*Thank you for both organisation and enrichment.*  
*The morning session, the presentation of the Portfolio and its means of use.*  
*Why not organise an exchange with the same group in 6 months to get "practical" feedback on the use of it?*  
*I want to stay informed, it seems very interesting.*

### Organisation of the training



In the graph: “1” corresponds to really bad (☹☹) and “4” to really good (☺☺).

#### Content of the training



In the graph: “1” corresponds to really bad (☹☹) and “4” to really good (☺☺).

## 6.5 Appreciation of the final conference in Brussels (26 April 2018)

The final conference took place on 26 April 2018 in Brussels (European Economic and Social Committee Rue Van Maerlant 2, room VMA3), with 79 participants, and 35 participants filled the questionnaires analysed below. A big promotional campaign preceded the event. The appreciation of the event was good and enthusiastic. A diversity of selected speakers (researchers, experts, ground actors, companies) was appreciated. All participants received USB sticks containing all project publications in all languages.

The tables and comments below sum up the results from the questionnaires.

Evaluation criteria	--	-	+	++
<b>A. Organisation of the conference</b>				
1. What is your opinion about the organisation of the conference in general?			4	30
2. What is your opinion about the logistics?			6	29
3. What is your opinion about the informative documents and presentations?		2	11	22
<b>B. Content of the conference</b>				
1. Did the event match your needs?	1	2	13	19
2. Did you gain relevant knowledge and information?	1	2	13	19
3. Will you be able to apply such information in your professional activities?		5	11	19
<b>C. Sessions evaluation</b>				
I. How would you rate the opening session?		4	14	14
II. How would you rate the key speeches?		1	12	21
III. How would you rate the round table on good practices of the volunteering valorisation?		1	15	18
IV. How would you rate the conclusions?		3	9	16

For the reading of the comments: the comments are resumed below as they are, in extenso.

- Which speech did you especially like or dislike and why?

*Lesley Hustinx intervention for her critical mind recall.*

*The presentation of the project results by Alice Le Dret to highlight the progress made and the one to do.*

*I really appreciated Ms. Hustinx speech.*

*I really liked the speech of Lesley Hustinx.*

*Alice le Dret on Eurovip project, Louis Bazire for BNP and Alban V.D. Straten.*

*BNP PARIBAS : Lack of interest.*

*Lesley Hustinx key speech for the content, Piotr Sadowski key speech for enthusiasm and Raphael Darquenne speech for his social commitment.*

*Pavel Trantina, EESC, clear and short, contextualize. Lesley Hustinx, Gant University, risks*

related to volunteering for young people from a disadvantaged background. Interesting lighting of sociology. Risks of too much institutionalization of volunteering.

Louis Bazire speech because he showed another vision of volunteering within a company. I appreciated the different perspectives presented during the conference.

Lesley Hustinx: An extremely relevant presentation that puts volunteering in a more global context.

Alice Le Dret: I would have appreciated if she was able to give more detail about the program / tools / recommendations + Raphaël Darquenne: experimentation of young people in difficulty.

Lena: Excellent wrap up.

I really appreciated Raphaël Darquenne intervention, very interesting, precise and suggestive as regards of good practices.

Round table of good practices because real cases were presented in connection with the public concerned.

Platform for Citizen Service: interesting project, Lesly Hustinx: clear and relevant, Piotr Sadowski: clear and relevant, Alice Le Dret: too much information, Raphael Darquenne: not clear.

Hustinx : presents the limits/risks of volunteering instrumentalisation. Essential reflection for public policies (as EUROVIP). Darquenne : Get into the work with disadvantaged youth who need help the most and develop competencies.

- Any other feedback or recommendation?

Maybe more participative animation.

No answers about the harmonization of the statutes.

A bit more interactive and involving the audience.

The opening session was too long and offset with the rest of the interventions that really brought new ideas or points of attention.

Thank you for such a well-prepared conference 😊.

The culture impact on volunteering because depending on the country, the meaning and the recognition of volunteering is different.

Presence of elected representatives and companies, important HR services (BNP PARIBAS). A time manager (time indicated somewhere?) = Harmonization of presentations, fewer texts, more illustrations. Very interesting project, with multiple highlight on the subject and feedback from the field.

A large and rich topic that would have certainly taken more time given the number of speakers.

Current volunteers on the panels.

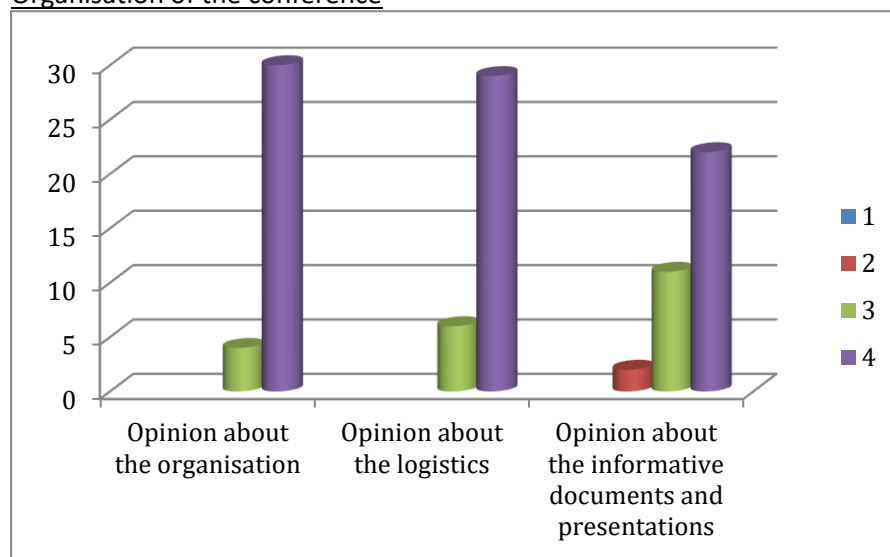
More Q & A sessions!

Too short! Not enough time for some presentations.

Thank you for offering Oxfam fairtrade juice... Next time, let's offer SPA (local) instead of Chaudfontaine (Coca Cola, multinational) 😊 or even better jars of water instead of plastic bottles for every person present (we all have access to cups). Conclusion not rapping up the actual content of the previous presentation. Lack of exchanges debates (with participants or among speakers).

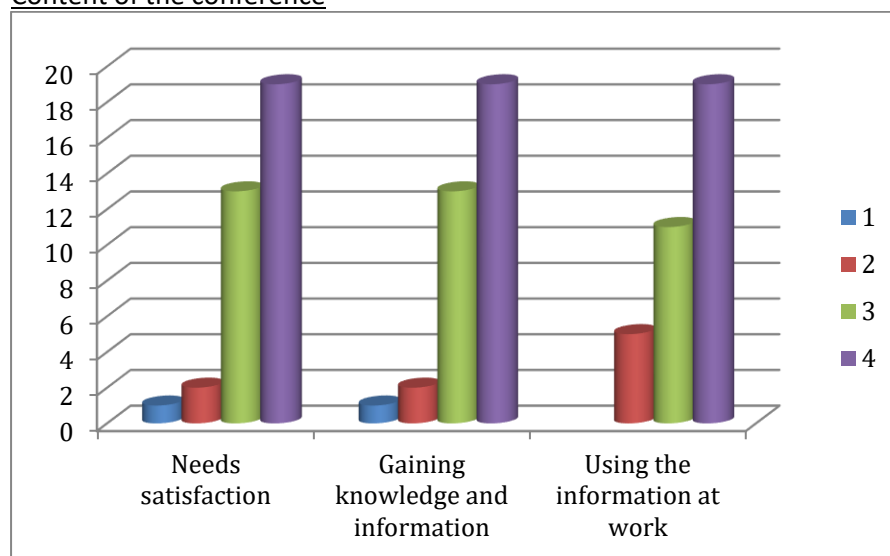
Publish the access plan on Facebook because the access is really difficult (not the same building than the one indicated: Rue Belliar 99-101). Otherwise it was perfect, PLS are the most beautiful.

### Organisation of the conference



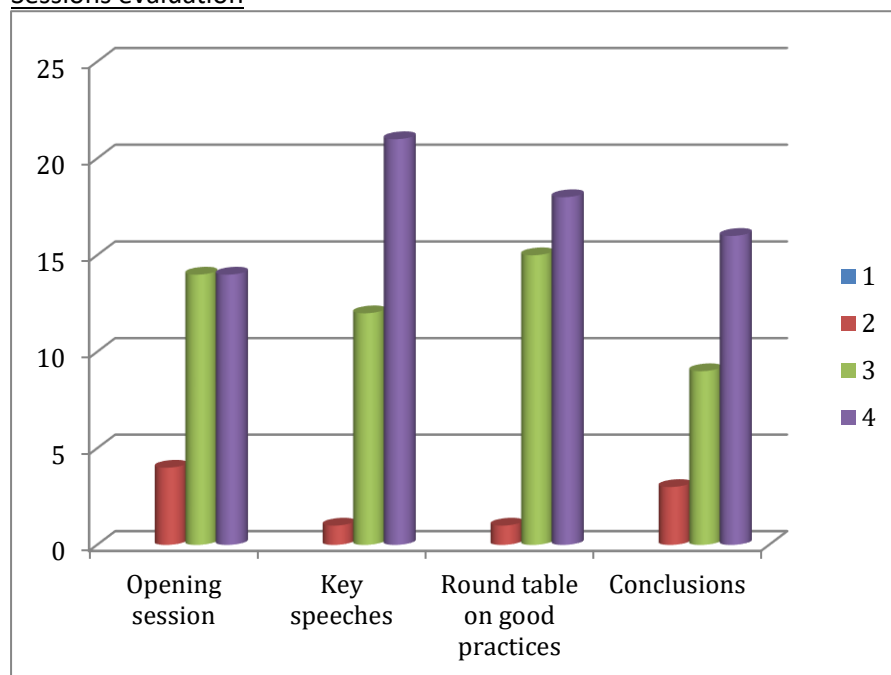
In the graph: “1” corresponds to really bad (☹☹) and “4” to really good (☺☺).

### Content of the conference



In the graph: “1” corresponds to really bad (☹☹) and “4” to really good (☺☺).

### Sessions evaluation



In the graph: "1" corresponds to really bad (☹☹) and "4" to really good (☺☺).

## 6.6 Appreciation of impact assessment

### 1. Questionnaires filled by organisations hosting volunteers

Romania, UK: no filled questionnaires available

France: 9 questionnaires collected, the results below are based on them.

Evaluation criteria	--	-	+	++
<b>A. Usefulness of the Portfolio</b>				
1. Did you find this tool useful for valorisation of skills and competences acquired during volunteer activities?		3	4	2

Evaluation criteria	Yes	No
<b>B. Portfolio in the future</b>		
1. Do you think you will reuse the Portfolio in the future?	3	5
2. Would you like to stay informed on the project results?	5	3

A. How did you take possession of the Portfolio?

*Via training CIVIGAZ at FACE Saint Denis (x2).*

*The tool was proposed by FACE.*

*Service civique action CIVIGAZ.*

*During the training of the coordinators (x2)*

A. How did you use it?

*By group training*

*By individual or collective use.*

*Monthly to bi-monthly. A first joint quick reading of the document, then a more individual work of volunteers, followed by revision (with me).*

*Collective session with the volunteers, and to help them fill them as they go.*

*Individual use with my help to guide them: each volunteer takes his portfolio and fills the parts he wants to fill.*

*I did a half-day collective workshop.*

*In a workshop with young volunteers.*

*Collectively first to appropriate the document, then individually.*

*I used the Portfolio as a group. We gradually fill it together, the skills acquired in CIVIGAZ, but also other know-how and engagement experiences.*

*I have presented it individually to the young people, and they fill it when they have time.*

A.1. Justify why did you find this tool useful/not useful for valorisation of skills and competences acquired during volunteer activities?

*Complicated, it seems too abstract to volunteers.*

*They have trouble filling it, lack ideas and they do not always see the interest.*

*We use this tool on behalf of young people and we do not consult them before. Young people are not very invested.*

*It allows to formalise the skills acquired by volunteers in (the word is illegible) terms.*

*For people who start volunteering without having other experiences (such as volunteering), it is sometimes difficult to complete certain sections.*

*The portfolio allowed the volunteers to self-evaluate and define their (two unreadable words). He was also very helpful with volunteers to build their CV.*

*The portfolio often helps to make young people aware of their skills and qualities. But sometimes often the difficult level to have it filled by the young person alone.*

*This allowed for beautiful moments of exchange, especially in collective times young people were able to help each other, especially on the skills.*

*It is useful because it makes it possible to highlight the know-how / savoir-faire of the VSC but also their skills and experience of commitment.*

*Too complicated, not concrete enough, not enough focused on experiences - personal and professional qualities. Young people would need to be much more guided to fill it.*

**B. What would you change in Portfolio?**

*Examples of answers / examples much more concrete.*

*Examples of answers / examples much more concrete – young people at the training CIVIGAZ have education level from college 4<sup>th</sup> class to Bac+2*

*Wording of certain items.*

*Make several versions according to the level of the volunteers in term of qualifications.*

*Simplify it.*

*Simpler, more accessible sentences.*

*I would have developed the notion of commitment that does not seem clear enough. What engagement experiences can we put?*

*There should be more examples / explanations for each page to fill out. For a good half it would have taken answers to choose from a list.*

**B.1. Describe why you think you will reuse / not reusi Portfolio in the future?**

*I did not manage to appropriate the Portfolio.*

*It is an additional tool that takes time and which, for me, overlaps with other tools. The public is saturated with this kind of tools.*

*Form not necessarily adapted to all.*

*Yes, because it is useful to valorise the experience of young people, but it must be used with professional insertion's professionals.*

*The young people did not manage to own the tool, me either.*

## **2. Questionnaires filled by former volunteers**

France, Romania, UK: no filled questionnaires available.

## **3. Questionnaires filled by companies**

France, Romania, UK: no filled questionnaires available.



## 7 ANNEX 3 – Evaluation plan presented at the kick-off meeting in Paris



POUR LA SOLIDARITÉ  
European think & do tank

Table of contents

- What assessment stands for
- Assessment's process
- Assessment's objective
- Assessment's target groups
- Assessment's tools
- Assessment's methodology
- Assessment's conclusion & recommendations

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European think & do tank

What assessment stands for

- Follows all cycles of project's life
- Specific and dedicated moments, schedule base on the whole process
- Topics
  - Activities
  - Stakeholders
  - Tools
  - Outcomes

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Assessment process is...

- Qualitative
- Quantitative
- Participative
- Longitudinal

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Objective

To audit and monitor strategic issues offfor EuroVIP

- Objectives
- Risk & impacts
- Stakeholders' involvement
- Partners' experience, testimony
- Outcomes

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Evaluation's target groups

All the stakeholders' categories – directly or indirectly – connected with the EuroVIP planet, i.e. :

- Young volunteers
- Companies
- Volunteers organisations
- Project's partners + communities

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- Questionnaires
- Documents
- Interviews
- Direct observation

- PLS will manage the process of evaluation and coordinate working sessions of the evaluation group
- Evaluation group will be composed by one representant of each partner
- Evaluation group will be responsible for collecting data and validate tools

- Collect and analyse all documents
- Identify and analyse all activities
- Clarify objectives
- Translate objectives in quanti and quali impacts
- Analyse results and present final report

- Report
- Statistics
- Recommendations

Thank you for your attention

francoise.kemajou@pourlasolidarite.eu  
evelyne.bidault@pourlasolidarite.eu  
severine.fox@pourlasolidarite.eu

## 8 ANNEX 4 – Evaluation action plan

<b><i>Presentation of the Evaluation plan</i></b>		
Evaluation plan		
Presentation to partners		At the kick-off meeting (9-10 May 2016)
<b><i>General questionnaires</i></b>		
Questionnaire early vision	Have the vision of all the partners at the beginning of the project	November 2016
Presentation of the early vision to partners		May 2017 (Bucharest)
<b><i>Interviews with all the partners</i></b>		
Interviews advanced vision	Have the vision of all the partners at a time close to the end of the project	June 2017
Presentation of the advanced vision to partners		December 2017 (webinar)
<b><i>Evaluation questionnaires of the transnational meetings</i></b>		
Paris	Appreciation of meetings	Distributed during meetings
Leipzig		
Bucharest		
Brussels		
<b><i>Evaluation questionnaires of the national training events</i></b>		
France	Appreciation of training events	Distributed by partners during the events
UK		
Romania		
<b><i>Critical reading of deliverables</i></b>		
Webinar reports		All along the project

Profil Pass (IO1)		May 2017
IO2		September 2017
IO3		March 2018
<b><i>Impact assessment questionnaires</i></b>		
France	Assessment of impact of the project outputs, on the 3 target groups	Shared by partners, by emails, February 2018
UK		
Romania		
Germany		
<b><i>Writing evaluation report</i></b>		
Writing final Evaluation report		April 2018