Quality Assurance Plan

AGFORWEB

Agroforestry practices in West Balkan for sustainable development:
weaknesses and strengths

UCG
Univerzitet Crne Gore

Project information

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CONTENT

List of abbreviations

CFRI – Croatian Forest Research Institute, Croatia

EACEA Education, Audiovisual and Culture Executive Agency

NA – National Agency

PMU – Project Management Unit

QAC – Quality Assessment Committee

QAP – Quality Assessment Plan

UB – University of Belgrade, Serbia

UFS – University of Forestry, Bulgaria

UNIOS – University of Osijek, Croatia

UOM – University of Montenegro, Montenegro

WP – Work package

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1. INTRODUCTION

The Quality Assurance Plan is developed as first AGFORWEB project output to define the main procedures to be followed by the partners to ensure the optimal quality of the project activities, results and management in line with the AGFORWEB project Grant Agreement, the Partnership Agreements and Guidelines for the Use of the Grant.

Quality assurance is a quality management process that consists of establishing standards, guidelines and procedures to prevent quality issues and maintain the integrity of the product or service throughout its development.

The QA Plan defines procedures for internal and external monitoring, quality management and quality requirements for the project deliverables, and quality assessment procedures and tools. QA process is not one-man show usually it is achieved through team effort and under supervision of PMU and QAC in the case of AGFORWEB project in their roles of quality managers.

2. OVERVIEW OF THE PROJECT

AGFORWEB is intended to meet the horizontal priority of Environment and fight against climate change. Land degradation and desertification and climate change have a huge negative impact on agriculture. Agriculture is directly threatened by climate change due to rising temperatures and declining rainfall that directly affect yield reductions due to plant stress. This inevitably affects both food producers and the market. During the 20th century, the woody component, which was integrated in farming systems, was neglected and excluded due to the rising need for use of bulky machines. Cultural landscape of Europe, which is similar in its original characteristics to agroforestry landscape, has changed significantly in recent decades because of human activity and climate change. These changes are reflected in the loss of biodiversity, soil degradation, and soil and water losses; under the influence of climate change, the problem becomes even greater. The woody component, currently neglected in conventional farming systems, has taken its well-deserved place in agroforestry systems. The role of woody component is very important because enables agroforestry systems to provide a number of ecosystem services such as maintaining the local microclimate, water retention in the soil, erosion control, maintaining biodiversity and carbon accumulation as contribution to climate change mitigation.

Nowadays, in different socio-economic conditions, agroforestry is applied either traditionally without a clear awareness of the potential of these production systems for the environment as well as to expand the range of products and employment opportunities or is completely neglected at the expense of intensive agriculture. Promotion of agroforestry practices and their advantages to local communities as well as the training of higher education staff in this area, are steps in the action to support in the introduction and adoption of appropriate measures for mitigation and adaptation to climate change. The potential of the agroforestry system as an adaptive measure in the fight against climate change is not sufficiently recognized in the existing curricula of subjects in the field of agroforestry at universities in the countries of this consortium.

Therefore, it is necessary to make certain changes in the curricula of those subjects in order to better meet the learning needs of students and reduce skills mismatches, while also being relevant for the labor market and for the wider society. An effective way to meet those needs is to exchange knowledge and experience in the field of agroforestry among neighboring countries both EU countries and EU candidate countries. However, sometimes it is not enough just to train staff in higher education, but also to raise the awareness of the local community about the importance and potential of adaptive measures so that each stakeholder supports their adoption and implementation.

Therefore, AGFORWEB will improve existing and develop new curricula, improve students' knowledge, skills and competencies in agroforestry and digital data use and management. Develop Digital database on agroforestry systems, Manual on how to use digital database, Textbook on agroforestry for the students and Guide for farmers and local self-government.

3. QUALITY ASSURANCE PLAN OBJECTIVES AND GOALS

Assessment and assurance of the AGFORWEB project quality defines quality standards, methods for quality assessment and methods to detect and correct the occurred problems during the project realization. Internal and external monitoring of the AGFORWEB project will be used to ensure the project efficiency, progress and constant improvement in line with defined standards and time schedule. According to the recommendations derived from permanent quality control, corrective actions will be taken on time keeping the project on right direction.

Objectives and goals of Quality Assurance (QA) Plan are to provide structure and order to the processes and its products to meet appropriate internal and external requirements. It includes list of actions and responsible partner/person to carry them out.

QA procedures set up by the AGFORWEB project consortium will measure and assure the quality of the project's processes, outputs, and impacts to:

a) Maintain a high quality level of outputs throughout the project life,
b) Minimize the risk of poor implementation,
c) Provide the project's PMU and the consortium with evidence to be used in external audits, and
d) Maximize the potential for follow-up initiatives and dissemination and exploitation actions.

To achieve the QA objectives, we defined set of QA tasks, as follows:

- Establishing the internal work quality standards and procedures;
- Monitoring and reviewing reports from WP leaders and Partner Institutions on behalf of the PMU;
- Preparing regular reports to the PMU;
- Organizing Quality Assurance Committee (QAC) meetings (every three months)
- Arranging and establishing independent external and internal evaluations by expert(s)
- Reviewing of financial spending
- Analyzing of quality evaluation reports and define measures and corrective actions if needed

To fulfill all defined tasks responsibilities are divided among partners and project bodies (PMU and QAC), following their roles in the project and available expertise and experiences. For external evaluation the process of proposing, selecting and engaging of the external evaluators is defined together with minimum requirements that each of them should have in relation to the project results (outcomes) evaluated.

3.1 QUALITY ASSURANCE PLAN

There are two broad quality review areas related to the type and nature of activities and deliverables foreseen throughout the AGFORWEB project lifecycle. Accordingly, this document will focus on:

I. Quality of project management: clearly defined roles and rules, obligations, and time-planning, partner collaboration and internal communication, iterative monitoring, reporting and continuous improvement, and

II. Quality of final outputs and results: on time delivery of coherent content that is relevant to project target groups and concrete final outputs and results, to fulfil project goals, targets and objectives, with defined measurable indicators to ease quality assessment.

3.1.1. Quality of project management

Main role in the project management is of the leading partner University of Belgrade (UB) and Project management unit (PMU) which consists of the members of the project team from each of the participating institutions. PMU will be formed at the first working meeting (Kick-Off meeting) of the project. The PMU members are project coordinator and project administrator from the project leading institution (UB) and one member from each of the participating institutions (UOM, CFRI, UFS and UNIOS). PMU is responsible for monitoring of the dynamics and time frames of each of the activities as well as the financial and legal aspects of the project.

Communication between the partners will take place at the scheduled live or virtual meetings of the PMU (every 4 months) and Quality Assurance Committee (QAC) meetings (every three months), but also by daily communication via e-mail, phone or other means.

Every three months, WP leaders will submit (send to project manager) report on the performed activities and the achieved results (Format is in Appendix 1). Project manager will integrate the quarterly reports from all WPs and present them at the PMU meetings. Based on a joint analysis of reports PMU will give instructions for improving of the current and future project activities and ways of reporting about them.

Besides that, each partner (except UFS) is responsible for one Working Package (WP) as follows: UOM - WP3 – Development; UNIOS - WP4 – Innovative learning material; CFRI - WP5 – Quality

assessment and dissemination and leading partner (UB) lead two WPs: WP1 - Project management and WP2 - Preparation.

Therefore, partners' management role is mainly related to the WP of its' responsibility and additionally leading partner is responsible for overall project management. UFS has a role in WP2, WP3 and WP4 and also contribution to WP1 and WP5 and will share responsibilities with other partners, as well.

This entails:

- Making sure that own completed outputs conform to quality standards and requirements as defined in the quality assurance plan and the application form.

- Review, when requested and within the constraints of resources available, other partners' completed outputs and/or parts of outputs.

- Communicating any delays, problems or failure risks to National Agency (NA) (through the PMU), to put into place preventive or remedial actions.

- Adopting efficient internal management and coordination procedures to deliver high-quality outcomes on time

3.1.2. Quality of final project outputs

To ensure quality of final project outputs the specific quality review tools will be developed according to the project output characteristics. AGFORWEB project will produce several different results and Reports. Project results will be firstly internally assessed by responsible partner, other project partners and PMU and QAC. According to the plan all project results will goes through external evaluation depending on their type, and reports will be assessed by CFRI and UB and accepted finally by QAC. Specific procedure will be explained in detailed for every of project result and activity.

Final project outputs (results, reports) are listed according to WPs in which are developed followed by events that will be organized by this WP. Evaluation procedure and available tools are described in following chapters in relation to the type of the output and type of the event. Engagement of external evaluators is also connected to the type of the output.

Final outputs of AGFORWEB project

WP2 Preparation - has a specific objective detailed analysis of curricula and identification of gaps within the curricula of current subjects in agroforestry at UB, UOM, UFS and UNIOS compared to the European and UK universities (Bangor University, University of Coventry, University of Greenwich, Czech University of Life Science Prague etc.).

Work within this WP will create a basis for improving study conditions and directly positively affected the overall goal of the AGFORWEB project. Secondly the methodology for Digital database on agroforestry practices will be developed together with Digital database.

The main results and type of evaluation is as follows:

- Report No1 on current curricula analysis – external evaluation
- Methodology for digital database – internal evaluation
- Digital database on agroforestry practices – external evaluation

WP3 Development – has an objective to improve the quality of learning contents in the field of agroforestry at UB, UOM, UFS and UNIOS by providing modern curricula. Beside this the knowledge transfer is important and will be done through study visits of teaching staff between partner institutions and students who will visit other countries and institutions to heave opportunity to get acquainted with different practices of agroforestry.

The main result and type of evaluation are:

- Report No2 on improved seven (7) curricula – external evaluation
- Report No3 of proposal for (1) new curricula – external evaluation
- Report No4 on (10) study visits – external evaluation
- Report No5 on (25) guest lectures – external evaluation
- Four (4) Bachelor´s and (4) four master´s thesis defended before committees – evaluated by committees in which one of three members will be from consortium

WP4 Innovative learning materials – will provide quality and informed content that will enable students to acquire knowledge and skills to independently plan and design agroforestry practices in accordance with the natural conditions and needs of the local community and farmers.

The main results and types of evaluations are:

- Textbook for students in English, Serbian, Croatian, Montenegrin and Bulgarian – external evaluation
- Manual for using the digital database with supplementary material in the step-by-step use of GIS-tools – external evaluation
- Guide for farmers and local self-government – external evaluation

WP5 Quality assurance and dissemination – the main objective is to ensure adequate monitoring of the quality of project activities as well as the achieved project results. Disseminating of the project results and ensuring of the visibility of project and its results outside academic community is also envisaged here.

The main outputs and type of evaluations are:

- Quality Assurance Plan – internal evaluation
- Dissemination Plan – internal evaluation
- Promotion materials – internal and external evaluation depending on the type of the material

Main types of project events

Here we presenting planned events and type of quality assurance tool that will be implemented in relation to the WP in which they will be organized.

WP1 Project management will organize regular project meetings

- Project meetings - every 4 months.

WP2 Preparation will organize meeting of partner institutions (2 persons per partner) will participate at:

- Consultation regarding curricula analysis and methodology for digital database – internal evaluation

WP 3 Development – will organize guest lecturers and study visits for the project partners and students of partnering institutions

- 25 guest lectures to project partner Universities – external evaluation
- 9, 3-days study visits of student to project countries – external evaluation

WP5 Quality assurance and dissemination – will be responsible for organization of QAC meetings every three months, and to prepare materials for the work of QAC. Second task is to overlook organization of 10 community workshops (2 per partner) to disseminate project results and to raise awareness on agroforestry practices and possibilities.

- QAC meetings - every three months
- 10 community workshops to disseminate project results – external evaluation

3.1.3. Quality assurance measures applied to project outputs and event

Depending on type of materials/outputs and events the different quality assurance measures will be employed. For each result and event, we will define specific measure and explain the process how to implement it. In addition, there are definitions and explanations of minimum quality assurance requirements (see subchapter 3.2.) for each of the project output and activity.

Table 1: Quality assurance measures

WP	Project output	Applied QA measure
WP2 Preparation	Report No1 – analysis of existing curricula	Evaluation will be done by reference expert in the field of agroforestry from higher-education institution, as external evaluator.
	Methodology for development of the Digital database	Will be evaluated internally by project partners and by experts from partner institutions

	Digital database on agroforestry practices	The quality of the database will be evaluated by students who will filled in the short questionnaire embedded into the project webpage (presented in Appendix 2).
WP3 Development	Report No2 – 7 improved curricula	Evaluation will be done by self-assessment of partners and experts from Universities and additionally by students enrolled in the school year 2023/24 which will fill in the questionnaire presented in Appendix 3.
	Report No3 – 1 new curricula	Will be evaluated by external expert in the field of agroforestry and students via questionnaire (Appendix 3).
	Report No4 – on 10 study visits	Synthesized document will be assessed internally by partners and QAC
	Report No5 – on 25 Guest lectures	Synthesized document will be assessed internally by partners and QAC
	Each study visit	Will be evaluated as event externally by participants, students using questionnaire (Appendix 3)
	Guest lectures	Will be evaluated as event externally by students using questionnaire (Appendix 3
WP 4 Innovative learning materials	Textbook on agroforestry practices	Internationally recognized external experts will review the book. Additional evaluation will be done by students via questionnaire (Appendix 3).
	Manual on how to use Digital database on agroforestry practices	Will be evaluated by external experts. Additionally will be evaluated by students via questionnaire (Appendix 3)

	Guide for farmers and local self-government	Will be evaluated internally by partners. And externally by local farmers and government representatives on community workshops using questionnaire (Appendix 3)
WP5 Quality assurance and dissemination	QA plan	Will be evaluated internally by partners and by QAC during project meeting and QAC meeting
	Dissemination plan (DP)	Will be evaluated internally by partners and by QAC during project meeting and QAC meeting
	Community workshops (10)	Will be evaluated as event externally by participants via questionnaire (Appendix 3)
	Report on community workshops	Synthesized document will be evaluated internally by project partners.
	Dissemination materials	Developed by project partners will be evaluated internally by project partners and wherever is possible externally by users.

Depending on type of the dissemination material evaluation forms (questionnaires) will be developed and used. Main difference is between printed and electronic dissemination materials, and audio or video materials.

3.2. QUALITY ASSURANCE REQUIREMENTS

<u>Quality assurance requirements for project documents</u>

All partners will use a consistent format for all documents (reports, publications, manuals, plans, word document, power point presentations) in order to ensure a common appearance of deliverables as well as to ensure that a minimum amount of information will appear consistently in all documents produced by the AGFORWEB project. Templates are provided at the project webpage.

All documents will be stored on AGFORWEB webpage and platform for visibility and use for all partners when needed.

When partners produce documents, they are obliged to use the Erasmus+ logo consisting in the following sentence

 "Co-funded by the European Union", on the cover or the first page. They must use following disclaimer on the inner pages:

"*The European Commission support for the production of this publication does not constitute an endorsement of the contents which reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein*."

It is proposed that each document and file produced throughout the AGFORWEB project has a unique identification name. The name should consist of the elements listed below, separated by underscores, in the following order:

1) Project acronym

2) Title of Work package and number of activity

3) Document title (short)

4) Date (dd/mm/yyyy)

5) Revision number (if applicable) with name of contributors.

Quality assurance requirements for web page and other digital and web based tools

The Project Coordinator will be responsible for setting up and maintaining the AGFORWEB webpage with all information and materials received from the project partners. All partners are asked to promote the AGFORWEB project on their webpages and social networks such as Twitter, LinkedIn, Facebook, You Tube profiles/groups by providing a short description of the project, logo, and link to the AGFORWEB website.

Following the project's web dissemination strategy, news about the AGFORWEB project will be prepared and available for published on all project languages including English, when partner provide the translation. All partners should regularly provide information for dissemination on webpage. Webpage will be linked to all partners' webpages and other interested stakeholders and social networks.

Quality assurance requirements for internal communication

The quality assurance mechanisms of the project foresee regular communication and periodical Information flow, to meet the following objectives:

1. Communicate project goals and targets, ongoing tasks and activities to the staff of participating organizations.
2. Ensure instant and direct implementation of remedial actions and corrective measures

Internal communication is under responsibilities of Project Coordinator and according to need he can set some requirements like use of specific Subject in e-mail communication, use of reply to all function or not in e-mail communication or automatic reply function.

That requirement will become mandatory for all project partners. All project partners are responsible for quality of internal communication as well.

Quality assurance requirements for events

Quality of events (meetings, workshop, study visits, etc.) is assured by an accurate defined documents and procedures for preparing, realization and post-event activity.

In the preparation phase, the organizer of event is obliged to provide participants with all necessary information (draft agenda, letter of invitation and note on venue, traffic, and hotels)

several weeks before the event. The draft agenda should be circulated for partner's opportunity to add items relevant for them. The final agenda should be sent out in advance on time. Power point presentations should be prepared using defined template. It is highly important that partners send representatives to events who are able to contribute to the event or benefit from it (e.g. in case of workshop and trainings). Participants should come well informed and prepared for the events.

During the event, AGFORWEB participants should be registered using the attendance list with the ability to get printed material. Posters, roll-up and other promotional materials shall be displayed during the event. Event must respect the scheduling time. Some event details will be recorded. Events should be evaluated based on a template (evaluation list – Annex 5.3) filled by the participants of the event. After the event, minutes of meetings and event report need to be created by the event organizer and available as soon as possible. Event report should include the collected statistical data, a summative narrative of the data and recommendations for the implementation of upcoming events within the AGFORWEB project. The results of the evaluation may be presented at the following event for further improvement of upcoming events.

Based on obligations of the beneficiaries defined in the Grant Agreement, related to information requirements, the partners should inform the public, press and media (Internet included) of the event which must visibly indicate "with the support of the European Union" as well as the graphic logos of the project and Erasmus+ Programme.

Project events should meet the following minimum requirements:

Before the event

- Clearly set themes and target groups.

- Clearly structured agenda, reflecting the type, purpose & time- planning of the event.

- Compliance with standards and specifications of the dissemination plan

- Realistic time planning.

During the event

- Registration desk and materials.

- Keeping and updating lists of participants.

- Documentation of main event activities for record keeping and promotional purposes.

- Filling in of evaluation forms.

After the event

- List of participants.

- Presentations, or any other material produced at the event uploaded to the project's website, project's SharePoint platform, and/or circulated within the consortium.

Quality assurance requirements for project meetings

All foreseen project meetings should meet the following minimum requirements:

Before the meeting

- Project meeting agenda outlining key issues or problems to be discussed among participants. The agenda for each meeting should be circulated well before the meeting to allow participants to prepare for the discussions.

- Realistic time-planning taking into account number of participants, issues to be addressed.

- Online preparation session before meeting (if needed)

During the meeting

- Keeping and updating lists of participants.

- Full documentation of meeting activities (e.g. photos, videos) for record keeping and promotional purposes.

- Distribution of attendance certificates.

After the meeting

- Meeting minutes prepared, circulated within the consortium, updated according to the partners' feedback and reviews.

Quality assurance requirements for dissemination materials

The CFRI together with UB as project lead partner is responsible for designing and printing all promotional material such as flyers, poster, roll-up, folder, etc. for dissemination during the AGFORWEB project events (partners´ meetings, study visits, workshop, etc.) and other general events such as conferences or symposia. The draft version will be sent to all partners for

comments and suggestions, before printing, publishing and distribution. The materials will be disseminated by all project partners at events which are relevant to reach the project's target groups.

Materials such as brochures and flyers should meet the minimum requirements described in the graph below.

Before release

- Content accuracy.

- Relevance to project goals and objectives.

- Compliance with standards and specifications

- Compliance with the publicity requirements of the ERASMUS+ Programme.

- Readiness for on-time release/publication.

After release

- Met quantitative project indicators as defined in the project.

- Suitable with target groups and reached the wider public.

- On-time release/publication.

- Evaluation & assessment feedback and reporting, as foreseen in the project

Quality assurance requirements for reviewing procedure

The approach for the quality reviewing procedure of the project's results and outcomes. Depending on the type of the result and outcomes, the evaluation approach can consists of two-step (a and b), three-step (a, b and e), four-step procedure (a, b, c and e) or (a, b, d and e) or five-step procedure, as follows:

a) Self-assessment by the partner responsible for the specific result.

b) Assessment by the Project coordinator.

c) Assessment by external evaluator.

d) Assessment by users of the specific result.

e) Final assessment by QAC.

External evaluators are proposed and selected by project partners based on the required expertise of the evaluator.

Quality assurance assessing tool for users of the specific results

Quality assessment of project results or activities done by users is widely used assessment tool, which usually consists of questions organized in shorter or longer questionnaires using different type of questions. Here we are presenting overview of main components and types of questions that can be used to assess different dissemination activities, and project results.

Those activities are workshop for local communities, study visits and visiting lectures. The questions are prepared according to planned participants' types, like local government, citizens, professionals or students, and to planned activities (workshop, study visit, lecture).

Different project results are, namely: curricula (new and improved), manual for use of digital database, textbook, and presentations. All questionnaires will consist of three set of questions:

a) Set of questions describing reader/participant: age, employment status, organization, educational level etc.

b) Set of questions on expectation from the material/event: reasons to participate, expectations from the event, level of fulfillment of the expectations from the event, present knowledge on agroforestry etc.

c) Set of questions to assess the quality of the material/event: about venue, organization, presentations, presenters, teachers, technical quality, material provided etc.

Here we are presenting main questions for each set of the questions, which can be adjusted to the specific material/event according to defined need of the project or reporting.

For web-based results: web page, digital database, other electronic social media, we will use shorter web-based questionnaires, which will be incorporated into the project web page.

Developed questionnaires for main types of activities are in Appendix 8.2 to 8.5.

4.   TASKS, ROLES AND RESPONSIBILITIES

In the context of QA plan UB (University of Belgrade) as project coordinator is responsible for:

- Acting as a contact point supporting and consulting all partners and providing information on all quality-related issues to external auditors and third parties.
- Maintaining close collaboration with each partner responsible for each output and event, in order to prevent any failure risks, provide support and consultancy for continuous improvement, and ensure a high quality level for outputs.
- Secure clear, continuous and on time internal communication and collaboration among the project partners
- Organize project, PMU and QAC meetings
- Produce progress and financial reporting.

UB will encourage the discussion of items related to quality assurance (challenges, shortcomings, open questions compromising the quality of deliverables, etc.) via QAC meetings and reports that are followed up together with the Project Coordinator and partners.

Project management unit (PMU) roles are:

- Decision-making.
- Ensuring that project processes, contractual obligations and project results and outputs will be completed on-time and in accordance with the quality standards defined in the quality assurance plan.
- Triggering preventive and remedial actions, to secure the quality of outputs and results.
- Monitor the project management and execution process and propose continuous improvement.
- PMU is involved in all quality assurance processes securing the quality of the project management and results.

Quality assurance committee (QAC) in this context have a role in:

- QAC has a central role in securing of the quality of main project results and outcomes and will be intensively involved in overseeing of the other parts of the quality assurance procedures
- Review of QA Plan
- Review of Dissemination Plan
- Review of all project intellectual outputs, reports and results
- Give a feedback on Quality review reports
- Defining of internal and external reviewers for main project results

QAC meetings will take place every three months and will be planned to held together with a project meeting with all partners. Meeting can be also organized as a virtual or hybrid event.

The role of CFRI is to prepare and moderate the meeting together with the Project Coordinator, while partners are responsible to contribute to the meeting by preparing questions and solutions. The QAC meetings will happen regularly in order to discuss and establish patterns on quality in the project. The results of the QAC meetings and field visits will be included into the project reports. The drafts of the meetings reports will be discussed with the Project Coordinator and the final version made available to all partners. The reports should include an analysis of the current status of development and quality of project deliverables, conclusion and recommendations for the upcoming project period.

CFRI, in the context of its role is responsible for:

- Developing the AGFORWEB QA plan, fine-tuning the plan based on the consortium's and Quality assurance committee feedback, and implementing the quality assurance strategy of AGFORWEB project.
- Organize together with leading partner reviewing project outputs and processes, particularly focusing on milestones and key project outputs.
- Compiling the quality review forms received from intellectual output leaders and partners responsible for the organization of the multiplier events, and integrating their feedback in the quality assurance reports.
- Preparing the three quality assurance reports (one annually).
- Supporting UB in project reporting and National Agency's audits.

All partners of the project haves a role:

- To plan and manage work for their WP
- To organize multiplier events according to project plan and assure that main goal of each event will be achieved
- To ensure filling the quality review forms by all participants
- To give inputs to quality reports produced based on those quality review forms for the event of their responsibility
- Clearly and on time communicate with project coordinator and other project partners
- Provide needed information to coordinator and other project partners and agencies if needed
- Prepare and submit reports on time
- Participate at project meetings
- To facilitate dissemination of project results

All partners are responsible for quality of the AGFORWEB project implementation in order to achieve overall broader and specific objectives. They should respect defined procedures and tools for quality assurance, in fully respect to the signed partnership agreements.

5. INDICATORS

Indicators represent means for measuring level of achievement for planned activities. It is especially relevant for dissemination of the project information, results and messages.

In Dissemination Plan for each dissemination activities project partners assess targeted number of people to be reached by each of the activity. Those numbers are important as they are indicators of our success, and they will be monitored regularly.

Monitoring of those indicators will be done via participants' lists, registration lists (for on-line events), number of visitors to the web page, number of followers, number of likes and/or shares for web products, number of participants of the conference or any other organized event.

For quality assurance evaluation different type of indicators will be used and extracted from evaluation forms embedded in the web page, database or any other web material, and evaluation questionnaires distributed to the participants.

Here we will look at the questions on satisfaction of the participants of different project events and measure ratio of those who are satisfied in comparison with total number and with number of those who are not.

Similar indicating system will be used in questionnaires assessing produced materials like new and improved curricula, textbook, manual for use of the database, guide for farmers and local government.

Indicators for quality of web page, other web based products like database itself will be extracted from short questionnaires incorporated into the web page which will be offered to the visitors of web page and users of different web based material, automatically.

6.   INDEPENDENT EVALUATOR

Role of independent evaluators are crucial for quality of the project results as they bringing in to the process their experiences, professional excellence and specific knowledge on the agroforestry topic.

For the purpose of AGFORWEB project we will use different external evaluators depending on their professional expertise and availability. Main documents which will undergo the external evaluation procedure are: curricula (both new and improved), textbook and guide for farmers and local government. First tree main results are from area of education and science and last one is more professional and applicable so the external experts will be selected from different pools.

Selection process will be tailored according to the project needs and for that purpose the list of possible external evaluators will be formed using inputs from all partners in the project as they are also experts in this field and have a knowledge on possible and suitable external evaluators.

List will be drafted by invitation send week before project meeting in March 2023 and discussed and finalized during the meeting. The final list will be available for all partners and will be possible to change and amended during the project life based on new information and successful contacts with the evaluators.

Second step is selection of several most suited evaluators for each project result and sending the letter of invitation to become the external evaluator for AGFORWEB results. According to their response PMU will reach the decision or propose different evaluators to be contacted.

Parallel to this process each partner institution will select internal evaluator among the institution staff dealing with agroforestry topics. This group of evaluators will evaluate same project results as external securing multiple perspectives on the developed material.

All evaluating reports will be synthesized and discussed by project team and according to the conclusions the materials will be improved.

Reports from evaluation of each project result also will be discussed by Quality assessment committee, which will propose needed steps to the responsible partner with aim to achieve required quality of the project results.

7. EXTERNAL MONITORING

Evaluation of the project activities and results will be performed by independent external expert(s) who will carry out independent comprehensive monitoring evaluations to review, and report upon, the progress of the project at the mid-point of the project and six months prior to the end of the project. The evaluations will be made to make sure that the project is carried out according to plan and to provide advice to improve the quality of the project realization. External monitoring of quality will take place twice during the project and Financial evaluation will take place during the final year.

The external monitoring of the project includes assessment of various project aspects:

- relevance - is the project still relevant in terms of its goals and achievements,
- efficiency - are the activities within the work-packages done on time,
- effectiveness - how well are the project specific objectives met,
- impact - at the level of departments, faculty, university, and
- sustainability - what would stay after the project is finished.

The external monitoring performed by the National Erasmus Office (NEO) and EACEA comprises three types of monitoring, based on the deliverable achievement:

- preventive (in the first project year),
- advisory (after the first project year), and
- control (after the end of the project – sustainability checks).

Considering all aspects and findings within the course of the three subsequent types of monitoring, the NEO will send a report to EACEA.

The external evaluation of the project aims to:

- Provide an outside critical view of the project approach and methodology and give suggestions for their improvement during and after the project implementation;
- Monitor the effectiveness of the project activities and the quality of the project results during and after the project implementation;
- Evaluate the project progress and overall satisfaction measurement of all partners involved with project management and financial handling;
- Evaluate the single phases of the project;
- Evaluate the milestones of the project (e.g. creation of the Guidelines and Plans);
- Measure the impact of the project activities.

8. APPENDIX

8.1. Project three months repot form

Table 2. Template for project three months reporting

Work Package	WP
Activity	Activity Activity Activity
Output	
Name of the WP leader	

Short description of the activity: Activity – ………………… Activity – ……………………

Activity –

…………………..

Activity

…………………………..

Short description of the output:

Planed activity in next period:

Comments (delay, risks, etc.):

8.2. Questionnaire for evaluation of Gust lectures and Study visits

a) Socioeconomic questions

Please fill in the spaces with your answers or mark the right answer.

Age …………………………………………….. Number

Gender …………………………………………….F, M, Do not want to answer

Program that you are studding …………………………………………………………………………………………

Year or semester ………………………………..Number

b) Assessing the previous knowledge and interest in topic

What is the reason for participating at this event? ……………………………………………………………

What are your expectation from this event? ……………………………………………………………………

Question	Level of agreement (1-poor … 5-excellent)					
	1	2	3	4	5	No
Please assess level of your knowledge on agroforestry						
Please assess level of your interest in topic						
Please assess the level of how your expectation been meet						

c)   Assessing the Quality of material/event

Question	Level of agreement (1-poor … 5-excellent)					
	1	2	3	4	5	No
Please assess the technical quality of provided materials						
Please assess quality of presentation of the topic						
Please assess quality of organization and venue						
*Please assess quality of field part of the study visit (only for the study visit)						
Please state your overall satisfaction with the quality of the event.						
Please assess how useful is this event for your future work/studding						

Please list the what was the most interesting part for you: …………………………………………………

Please name the less interesting part: …………………………………………………………………………..

According to your opinion, is there any part which should not be part of this material/event?

………..

8.3.   Questionnaire for evaluation of Community workshops

a)   Socioeconomic questions

Please fill in the spaces with your answers or mark the right answer.

Age ………………………………………………….. Number

Gender ………………………………………………….F   M   Do not want to answer

Professional area of work …………………………………………………………………………………………………

Achieved level of education: less then high school

High school

Bachelor or similar

Diploma/master

Higher then diploma/master

Year of experience ………………………………. Number

Place of residence…………………………………….

Do you possess arable land   Y   N   Do not want to answer

Do you possess forests   Y   N   Do not want to answer

b)   Assessing the previous knowledge and interest in topic

What is the reason for participating at this event? …………………………………………………………………

What are your expectation from this event? …………………………………………………………………

	Level of agreement (1-poor … 5-excellent)					
Question	1	2	3	4	5	No
Please assess level of your knowledge on agroforestry						
Please assess level of your interest in topic						
Please assess the level of how your expectation been meet						

c) Quality of material/event

	Level of agreement (1-poor … 5-excellent)					
Question	1	2	3	4	5	No
Please assess the technical quality of provided materials						
Please assess quality of presentation of the topic						
Please assess quality of organization and venue						
Please state your overall satisfaction with the quality of the event.						
Please assess how useful is this event for your future work						

Please list the what was the most interesting part for you: …………………………………………………………

Please name the less interesting part: …………………………………………………………………………………..

According to your opinion, is there any part which should not be part of this material/event?

……..

8.4. Questionnaire for evaluation of webpage

This questionnaire will be embedded into the webpage of the project and will automatically be offered to all visitors of the web page or users of any of web based project products.

	Level of agreement (1-poor … 5-excellent)					
Question	1	2	3	4	5	No
Please assess the technical quality						
Please assess quality of information provided						
Did you find what you were looking for?						
Was the material useful for you?						
How did you find out about us	my teacher	colleagues	internet sources	project partners	something else	

8.5. Questionnaire for evaluation of Digital database

	Level of agreement (1-poor … 5-excellent)					
Question	1	2	3	4	5	No
Please assess the technical quality						

Please assess quality of information provided						
Did you find what you were looking for?						
Was the material useful for you?						
How did you find out about us	my teacher	colleagues	internet sources	project partners	something else	