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**UNIVERSITY OF SPLIT, FACULTY OF ECONOMICS**

# **Quality Control and Monitoring Plan of FINAC ERASMUS+ project**

**Adopted at the 1. Steering Committee meeting**

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**11/25/2016**

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## Introduction

According to the FINAC project application, the University of Split, as the Lead Partner for the Work Package 6 – Quality plan, has prepared an outline of activities to be implemented as part of this package. This outline builds on the description provided in the project application. (see Annex 1)

As foreseen by the application, the quality control and monitoring is envisaged to consist of five components, two internal and three external. The combination of internal and external view on the project is expected to provide a useful input in the process of securing quality of the FINAC project.

## Internal evaluation

**Internal evaluation will be divided in two parts, event evaluation and project evaluation:**

1. **Event evaluation.** A short evaluation form will be available on the official project web page ([www.finac.org.rs](http://www.finac.org.rs)) during or after each project event (see Annex 2). The questions in the form will be standardised and same for each event, in order to enable comparison across project events. The form is anonymous and it will cover the following sections: Quality of the organisation, Quality of the presentations, Quality of the objectives, Tasks and activities, Overall satisfaction, and Any further comments. Completing the form should not take more than 3 minutes, as the idea is not to make it too time consuming.

For the visitors to the website logged in through **the Workspace**, the form will appear automatically for each event. To the event participants without the access to Workspace, a direct link to fill the form will be sent via e-mail during or after the event. University of Belgrade (responsible for the project website) will send the database with the answers filled in the forms to the University of Split. University of Split will analyse the data and prepare a short brief for all events aprior between two meetings of the project Steering Committee.

2. **Project evaluation** (i.e. internal evaluation of project management and content development). At the project Steering Committee meeting in Split (meeting venue will be proposed and need to be accepted on Kick off meeting in Belgrade) planned for June 2017, members of the project Steering Committee will be invited to fill an evaluation form which will cover the activities across work packages. After collecting the answers from the Steering Committee members, the University of Split will produce a short report based on this evaluation and send it back to the Steering Committee. The project evaluation in this form will be conducted at each meeting of the Steering Committee until the end of the project.

The project evaluation form will be drafted by the University of Split (by 1 September 2017) and adopted at the 1st Steering Committee meeting that in (meeting venue will

be know latter) – upon which the first evaluation will be conducted. The Steering Committee should also decide whether this form will be anonymous or not.

## External evaluation

- 1. External expert evaluation.** The external component will consist of the evaluation by an external independent expert, appointed by the project Steering Committee during 2017, with the task to produce a report on the effects of the project with regards to its goals. Prior to this, the University of Split will propose 3 experts based on its assessment of their competences for the task. Finally, the chosen expert will be hired by the project coordinator, under the budget heading Subcontracting – **”6.3. External evaluation by the independent expert”** (maximum amount foreseen for this activity EUR 5.000).
- 2. External evaluation by National Erasmus+ Office.** As part of their regular activities, National Erasmus+ Offices in the two regional countries are expected to conduct regular desk monitoring and field monitoring visits. The official feedback received by the consortium will be taken as input for the quality enhancement by the project consortium.
- 3. Financial audit.** The audit of financial management of the project will be conducted in the second part of project implementation period and is the responsibility of project Grant Holder (University of Belgrade).

## Lead partner

On behalf of the University of Split, the person responsible for the overall implementation of the work package, as well as the contact person is Ivana Bilic, E-mail: [ibilic@efst.hr](mailto:ibilic@efst.hr) .

## Annex 1. Activities under Work Package 6 as stipulated in the project application

**Lead partner:** University of Split

**Starts:** November 2016

**Ends:** June 2019

**Activities:**

- 6.1. Producing project’s internal plan for assuring quality,
- 6.2. Internal evaluation by the Steering Committee,
- 6.3. External evaluation by the independent expert.

Quality control and monitoring is envisaged as a combination of internal and external project evaluation. On the external side, an independent expert will be invited to evaluate the effectiveness of the project, i.e. the extent to which it contributes to the stipulated goals, whereas on the internal part, the quality will be evaluated by the Steering Committee and will focus both on the technical aspects and content aspects of the project. Last but not least, the consortium expects feedback on the implementation from the National Erasmus + Offices in the two countries, as well as from the EACEA. With respect to the financial management, the project foresees the audit to be conducted by a professional auditor (placed under MNGT in WP.8.4).

The first activity in the work package refers to the adopting of the quality plan by the project Steering Committee. The second activity is the Internal Evaluation by the project Steering Committee. The third activity is the External Evaluation by an external independent expert.

Deliverable	Description	Deadline
6.1. Producing project’s internal plan for assuring quality	The Quality Plan will be drafted and adopted by the project Steering Committee. The plan will contain the description of internal evaluation procedures by the Steering Committee (activity 6.2) and external ones (activity 6.3), methodology of evaluation, as well as a set of quality criteria against which the project will be evaluated.	15 January 2017.
6.2. Internal evaluation by the Steering Committee	Within 6.2 activities, the Steering Committee evaluates the entire project implementation to the point, first prior to 18 <sup>th</sup> month of project and second before the end of the project.	15 September 2019.
6.3. External evaluation by the independent expert	At this level it has been foreseen to invite an external expert to conduct an evaluation before 18 <sup>th</sup> month of project year. The evaluation will target project content development i.e. the extent to which it contributes to the stipulated goals.	15 April 2018.

## Annex 2. Event evaluation form

Event: xxxxx Venue:xxxxx Date: xxxxx Partner responsible: xxxxx Contact E-mail: xxxxx

Dear Participant,

Thank you for attending this event. In our effort to improve an organization and the impact of these events we invite you to complete the following questionnaire. In most of the questions you will be asked to rate your satisfaction on a scale by ticking the appropriate answer. In all the questions you will be asked to describe your personal opinion in a few words and to give suggestions for the improvement of the following events.

We thank you in advance for your valuable contribution!

### 1. Quality of the organisation

	Very low			Very high	
Please evaluate the overall quality regarding the organisation of the meeting	1	2	3	4	5
Please evaluate the quality of information provided	1	2	3	4	5
Please evaluate timelines of the organization	1	2	3	4	5
Please evaluate the meeting venue location	1	2	3	4	5
Please evaluate catering	1	2	3	4	5
Please evaluate the quality of organization staff(s)	1	2	3	4	5

**Additional comments/suggestions:**

\_\_\_\_\_

### 2. Quality of the presentations

	Very low			Very high	
Please evaluate the overall quality of the presentations	1	2	3	4	5

Please indicate which presentations were particularly good and/or helpful \_\_\_\_\_

Please indicate which presentations were not good and/or helpful \_\_\_\_\_

Were topics missing \_\_\_\_\_

What topics you think we should consider or include \_\_\_\_\_

**Additional comments/suggestions:**

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**3. Objectives**

	Very low				Very high
To what extent did the organisers meet the objectives of the meeting?	1	2	3	4	5
To what extent did the presenters meet the objectives of the meeting?	1	2	3	4	5

**Additional comments/suggestions:**

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**4. Tasks and activities**

	Very low				Very high
Are the upcoming tasks and activities clear to you after the meeting?	1	2	3	4	5

**Additional comments/suggestions:**

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**5. Overall satisfaction**

	Very low				Very high
How satisfied are you with the meeting in general?	1	2	3	4	5

**Additional comments/suggestions:**

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**Any further comments/suggestions:**

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### Annex 3. Event attendances list

Event: xxxxx Venue:xxxxx Date: xxxxx Partner responsible: xxxxx Contact E-mail: xxxxx

No.	Name	Organisation	Signature	Permission <sup>1</sup> signature	E-mail
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

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<sup>1</sup> I confirm with my signature that project organizers and project partners are allowed to use event photos for project promotion activities