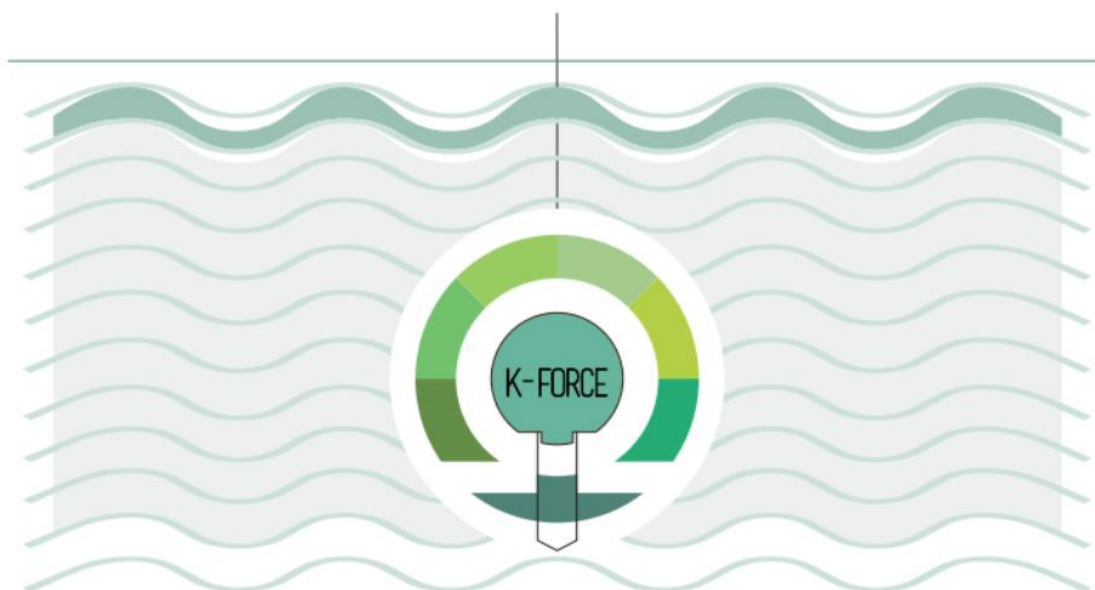


## Knowledge FOR Resilient soCiEty



573942-EPP-1-2016-1-RS-EPPKA2-CBHE-JP



# Quality Assessment Report



# Quality Assessment Report

<b>Project Acronym:</b>	<b>K-FORCE</b>
<b>Project full title:</b>	<b>Knowledge for resilient society</b>
<b>Project Number:</b>	573942-EPP-1-2016-1-RS-EPPKA2-CBHE-JP
<b>Funding:</b>	ERASMUS + Capacity Building in Higher Education
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## TABLE OF CONTENT

DOCUMENT CONTROL SHEET .....	3
TABLE OF CONTENT.....	4
ABBRIATIONS .....	6
1. INTRODUCTION .....	7
2. Quality control .....	8
2.1 Quality of the project implementation.....	8
2.2 Quality of project deliverables.....	9
2.3 Quality of K-FORCE events .....	10
2.3.1 Kick-off meeting in Novi Sad.....	12
2.3.2 Project management meeting in Tirana.....	12
2.3.3 Project meeting and Study visit in Aalborg.....	13
2.3.4 Project meeting and Study visit in Copenhagen and Lund.....	13
2.3.5 K-FORCE Symposium.....	14
2.3.6 Study visit and training in Zilina .....	15
2.3.7 Project meeting and study visit to UKIM.....	15
2.3.8 Project meeting and S-FORCE Symposium, Novi Sad .....	16
2.3.9 Project meeting and study visit in Tuzla.....	16
2.3.10 Project meeting in Banja Luka .....	17
2.3.11 Second K-FORCE Symposium in Tirana.....	17
2.3.12 Project meeting at UKIM, Skopje.....	18
2.3.13 General events assessment .....	18
2.4 Quality of K-FORCE SMS events .....	19
2.4.1 Evaluation of SMS at FTN-UNS in winter semester 2017/2018.....	21
2.4.2 Evaluation of SMS at FTS-UNS in Summer semester 2017/2018 and 2018/2019.....	24
2.4.3 Evaluation of SMS at VTSNS in 2018/2019.....	27
2.4.4 Evaluation of SMS at UNTZ in 2018/2019 .....	30
2.4.5 Evaluation of SMS at UBL in 2018/2019 .....	33
2.4.6 Evaluation of SMS at EPOKA in 2018/2019 .....	37
2.4.7 Evaluation of SMS at TU in Tirana in 2018/2019.....	40



2.4.8 Evaluation of SMS at FTN-UNS in 2019/2020.....	43
2.4.9 Evaluation of SMS at ULB and UNTZ in 2019/2020.....	46
2.4.10 Evaluation of all 68 SMS.....	47
2.5 Quality of printed materials.....	51
2.6 Quality of website and other electronic tools.....	51
2.7 Quality of K-FORCE E-Library.....	52
2.8 Quality of project management.....	53
2.8.1 Management structure .....	53
3 INTERNAL MONITORING.....	55
3.4 Levels of internal monitoring quality control.....	55
3.2. Quality feedback by the target groups .....	55
4 PARTNERS' TECHNICAL AND FINANCIAL REPORTING.....	71
5 SUSTAINABILITY .....	71



## ABRIVATIONS

<b>EACEA</b>	Education, Audiovisual and Culture Executive Agency
<b>EU</b>	European Union
<b>HEI</b>	Higher Education Institution
<b>WBC</b>	Western Balkan Countries
<b>K-FORCE</b>	Knowledge FOr Resilient soCiEty
<b>LFM</b>	Logical Framework Matrix
<b>NEO</b>	National Erasmus Office
<b>PST</b>	Project Support Team
<b>QAPT</b>	Quality Assurance Project Team
<b>SC</b>	Steering Committee
<b>WP</b>	Working Package
<b>UNS</b>	University of Novi Sad
<b>UKIM</b>	University Ss. Cyril and Methodius
<b>LU</b>	Lund University
<b>UT</b>	University of Tirana
<b>DTU</b>	Denmark Technical University
<b>AAL</b>	Aalborg University
<b>UNIZA</b>	University of Zilina
<b>EYPS</b>	European Youth Parliament Serbia
<b>DRM&amp;FSE</b>	Disaster Risk Management and Fire Safety Engineering
<b>P1, P2 ....</b>	Partner 1, Partner 2.....
<b>ICT</b>	Information and Communication Technology



## 1. INTRODUCTION

Work package 7 of the K-FORCE project was 'QUALITY ASSURANCE AND MONITORING'. The aim of this work package was to assure the optimal quality, structure, processes and results of the project. Quality control included the content of the project, development & implementation methodologies, keeping to the time plan, dissemination, horizontal & vertical coordination of WGs and efficiency of the whole process.

The Quality Assurance Project Team-QAPT was comprised of:

- Chair of the QAPT- University “Ss. Cyril and Methodius in Skopje” (UKIM),
- Co-Chair - Lund University (LU) and
- Steering Committee member - University of Tirana (UT).

The QAPT team conducted continuous monitoring of the project, supported by all partners (in form of feedback, inputs about developments in their countries and institutions, different reports etc.) in order to steer the project into the right direction.

UKIM was responsible for preparing the Quality Assurance and Monitoring Manual which formalized the approach that would be followed by the partners of the project in order to ensure the highest possible quality of the project activities, outputs and outcomes and project management. The draft version was reviewed by the QAPT team. The feedback from WP leaders and from all project partners helped in finalizing the manual which was approved by the Steering Committee and adopted by the Consortium. The electronic version of the Manual is available on the website of the project. During the project implementation UKIM monitored the implementation and acceptance of the quality procedures.

The manual defined procedures for:

- Internal monitoring, quality and risk management,
- External monitoring, and
- Partners’ technical and financial reporting.

The manual defined also the quality expectations regarding the project deliverables:

- Reports, documents, teaching materials and glossary;
- Events, workshops and meetings;
- procedures for internal and external monitoring.

As a result of the monitoring carried out during the project implementation the Quality Assessment Report is prepared. The QA report represents a sublimation of all questionnaires that were conducted in order to assess the quality of main activities, as: organisation of meetings



and workshops, teaching and training mobilities (SMS), quality of outcomes and deliverables, as well as project management.

The quality assessment was conducted by internal Quality Assurance Project Team-QAPT and by External expert and the results are presented in two separate reports.

Quality control included the content of the project, development & implementation methodologies, keeping to the time plan, dissemination, horizontal & vertical coordination of WGs and efficiency of the whole process.

## 2. Quality control

The main tasks of the QAPT were:

- Develop Quality Assurance (QA) mechanisms and create QA procedures;
- Create questionnaire templates for reviewing different types of activities, distribute them and analyze them;
- Conduct peer review of new learning material, by EU partners;
- External review of the multilingual disaster-related glossary;
- External QA audit report.

### 2.1 Quality of the project implementation

The overall broader objective to which K-FORCE project was contribute is to build a sustainable educational foundation in DRM&FSE field in WBCs with aim to ensure national professional resources and regional capacity for resilient society. In the three years of K-FORCE project period, 7 curricula were modernized or developed and implemented at WBC partner HEIs:

- 4 Disaster Risk Management and Fire Safety Engineering academic master/module programmes (P1, P3, P4, P6);
- Disaster Risk Management and Fire Safety Engineering academic doctoral programme at P1;
- 1 Protection Engineering vocational master programme at P2;
- 1 Economic and Financial Resilience vocational master module at P5.

The specific objectives of the project were:

1. To improve the current provision in DRM&FSE education and training, by developing/modernizing programmes for current and future WBC workforce.
2. To establish a continuous offer of LLL courses for professionals.
3. To develop teaching materials for students.





4. To adopt the teaching materials to the needs of the members of non-academic WB Partners (P13-P16) and to other interested companies and entities.
5. To establish an interactive ICT-based platform, access to which will be fully open to the public. Utilization of this platform will enhance the learning of both students and employees.
6. To develop a glossary specialized for DRM&FSE.
7. To set up DRRM&FSE network and to involve academic staff and professionals from a wide range of interested stakeholders.

Overall objective were in the forefront of all decisions at the Project meetings. Parallel other ways of communication were used on daily level. Sometimes partners prioritised certain activities over others which have a higher impact in relation to the achievement of the objectives.

The quality control facilitated a critical overview of the project progress every 6 months, done by the Consortium and/or Steering Committee. Upon the overview results, possible changes to the originally planned timescale were suggested in order to ensure efficient implementation of activities in the following period.

WG Chairs consolidated the above progress reports and produced summary reports to the Project Coordinator on 3-month basis. The results of these activities were agreed upon, compiled and are published in WG reports.

Based on the available documentation, the Logical Framework Matrix-LFM and Project results presented on the project web page, it is concluded that all project tasks are finished mostly on time.

## 2.2 Quality of project deliverables

The deliverables of the project are classified into deliverables such as reports, publications, manuals, methodology, plans, printed and electronically available learning materials, as well as in the form of organized events (trainings, workshops, conference, seminar, info days, etc.).

The quality of all deliverables from aspect of their relevance to reach the overall objective and the specific objectives, is on a high level.

A consistent and common format for all document based deliverables (word document, power point presentations) was followed by all partners using templates provided within the Quality Assurance and Monitoring Manual, as: Checklist for review of deliverable; Word document template (reports, publications, agendas, learning materials); Power point presentation template; Attendance sheet template; Participants feedback form; Event report template.



Those templates were adopted 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 project. This was not relevant for deliverables that had a different format (i.e. project brochures, newsletters). The monitoring showed that all partners used these templates for the deliverables which are in general posted on the project web page.

On the cover or the first page all publications as deliverable, have the Erasmus+ logo consisting of sentence *"Funded by Erasmus+ Programme of the European Union"* and the disclaimer *"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."* Is posted on the inner pages.

### 2.3 Quality of K-FORCE events

The Project **Kick-off meeting** was organized in December 2016 in Novi Sad.

During the regular 3 year-period (M1-M36) and the extended period (M37-M42) **Steering Committee Board, Western Balkan Board and Project Management Team** organized 11 Project meetings. Meeting were organized at different partner institutions.

The **Consortium board** participated in 5 Project meetings.

In the framework of the Project meetings, **4 Study Visits and Training events** and **2 Workshops** were organized.

The quality of the events was assessed upon questionnaires filled by all participants Based on the analysis results presented in this chapter, all events within the project were organized professionally. The organizers provided in due time a full information package to the participants including the draft agenda, letter of invitation and a note on the logistics (informing about travel arrangements, venue, suggested hotels, etc.). Time for preparation activities depended on the type of event e.g. several months for conference and several weeks for trainings.

The meeting organizers ensured smooth registration processes (including list of attendees) and the implementation of the meetings respecting appropriate time for event sessions and breaks as well as the availability of all necessary materials (e.g. training and promotional material). The organizers also ensured the recording of minutes of the meetings in a concise style including a list of action points.

Where appropriate (e.g. for trainings, seminars) also feedback forms were distributed among participants and event reports related to feedback forms were prepared by organizers. Power point presentation were prepared using appropriate template. Each event was documented by appropriate materials.



WG7 conducted partial control during any visit/meeting/teaching assignment at WBC partners. At the base level, majority of project activities and events were evaluated by suitable questionnaires. Lecturer were evaluated by both, students and local teaching staff. In same time the competency of the attendees and the organization was evaluated by the host institution.

The Questionnaire for survey of professionals and students was prepared by P8/P7/P10/P11 (DTU/AAL/UNIZA/UKIM).

Partner P11 coordinated the research and development of the questionnaires and executed aggregation of results and these results are given in this final report and presented below. The mid-time results were presented at the meetings in Zilina and Banja Luka.

The questionnaire on Youth Safety Culture survey was prepared by P14-EYPS and the results are presented in separate report.

Questionnaires on project events were divided in 4 parts:

- Event content

1 The content of the event is relevant to the topic	2 The discussions were relevant for the participants	3 The materials distributed are useful and informative	4 The event was interactive and interesting	5 The event activities provided me substantial amount of practical informat. and answers	6 The goal of the event has been achieved
--	---	---	--	---	--

- Organization

7 The overall organization was professional	8 The style and level of communication between organizers and participants was professional	9 The methods of working were suitable for the topics and for the participants	10 The event time management and length were appropriate	11 The venue and facilities
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- Event results

12 My expectations about this event were met or exceeded	13 I enjoyed the cooperation and interaction with the other participants	14 This event covered to a very high extent the topics I have expected	15 The information I got will be of immediate use to me
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- Event general assessment

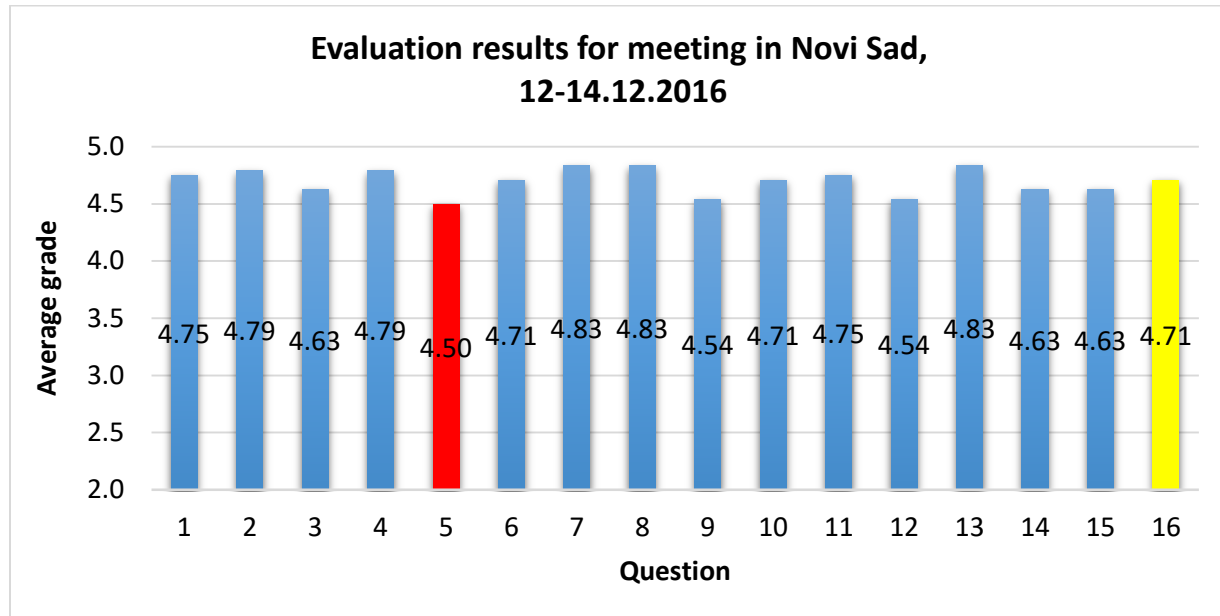


## 16 General assessment

### How would you generally mark this event?

#### 2.3.1 Kick-off meeting in Novi Sad

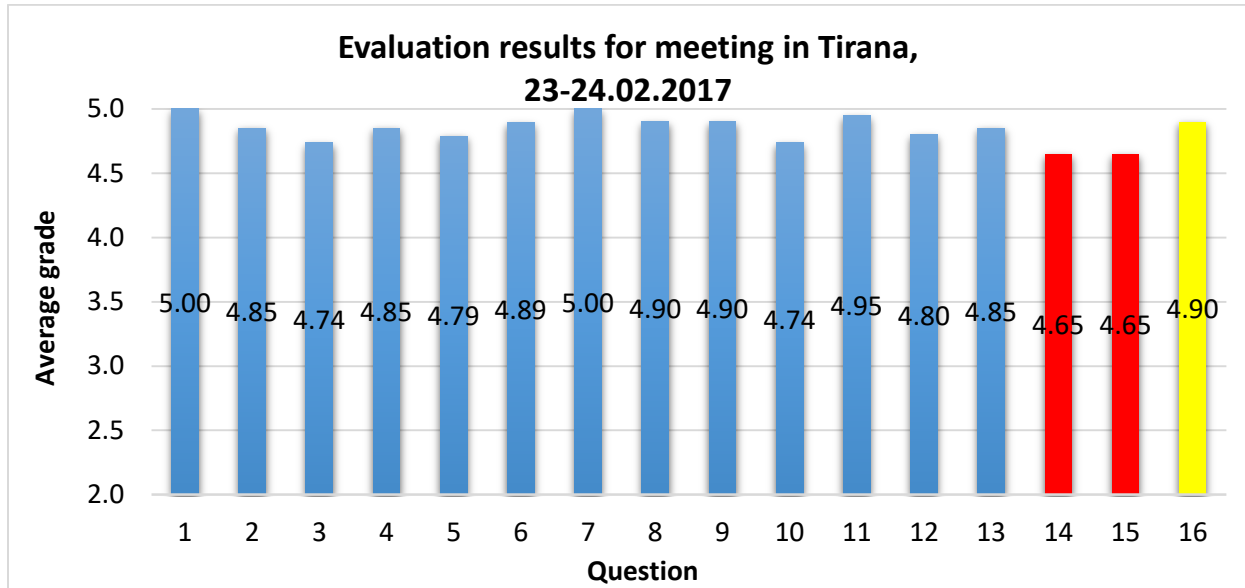
The Kick-off meeting was held in Novi Sad, at Faculty of Technical Science, University of Novi Sad, 12-14.12.2016, Number of participants: 24.



**The lowest grade is 4.5 and the General assessment is 4.71.**

#### 2.3.2 Project management meeting in Tirana

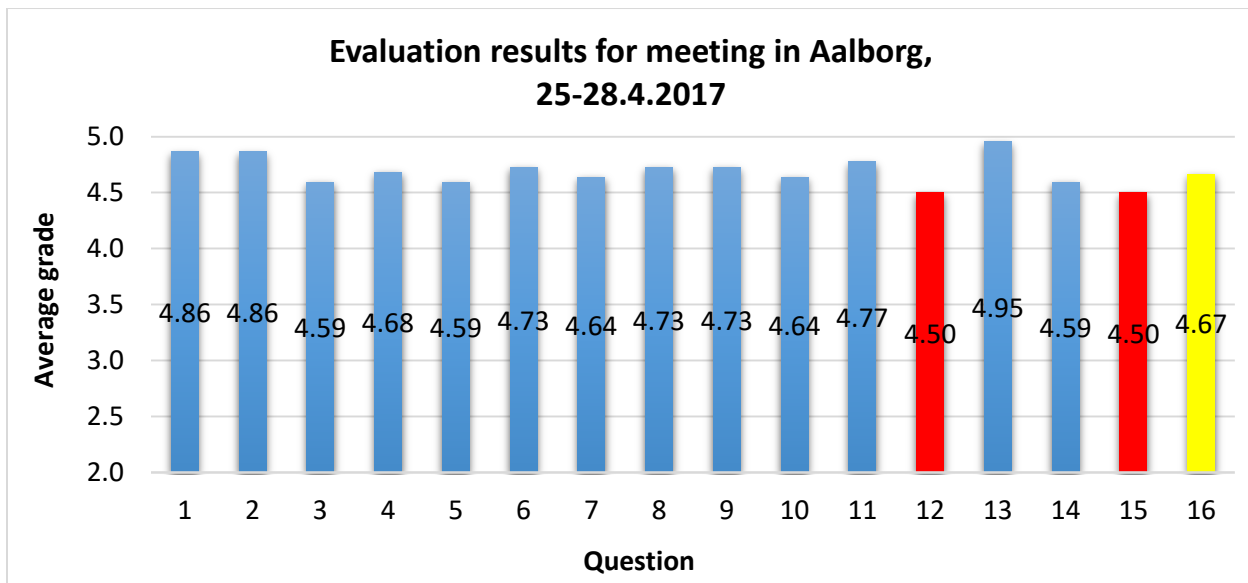
The meeting was held in Tirana, Faculty of Economy and EPOKA University, Tirana, Albania, period 23-24.02.2017, Number of participants: 20.



**The lowest grade is 4.65 and the General assessment is 4.9.**

### 2.3.3 Project meeting and Study visit in Aalborg

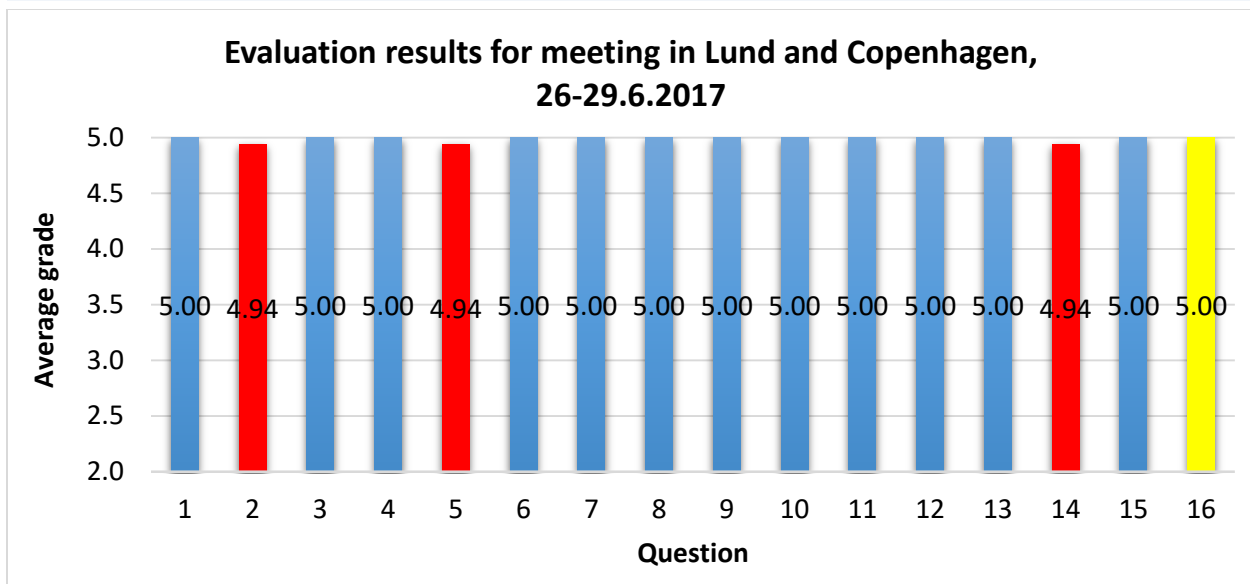
The Project meeting and Study visit was held in Aalborg, University of Aalborg, Aalborg and Esbjerg, 25-28.04.2017, Number of participants: 22.



**The lowest grade is 4.5 and the General assessment is 4.67.**

### 2.3.4 Project meeting and Study visit in Copenhagen and Lund

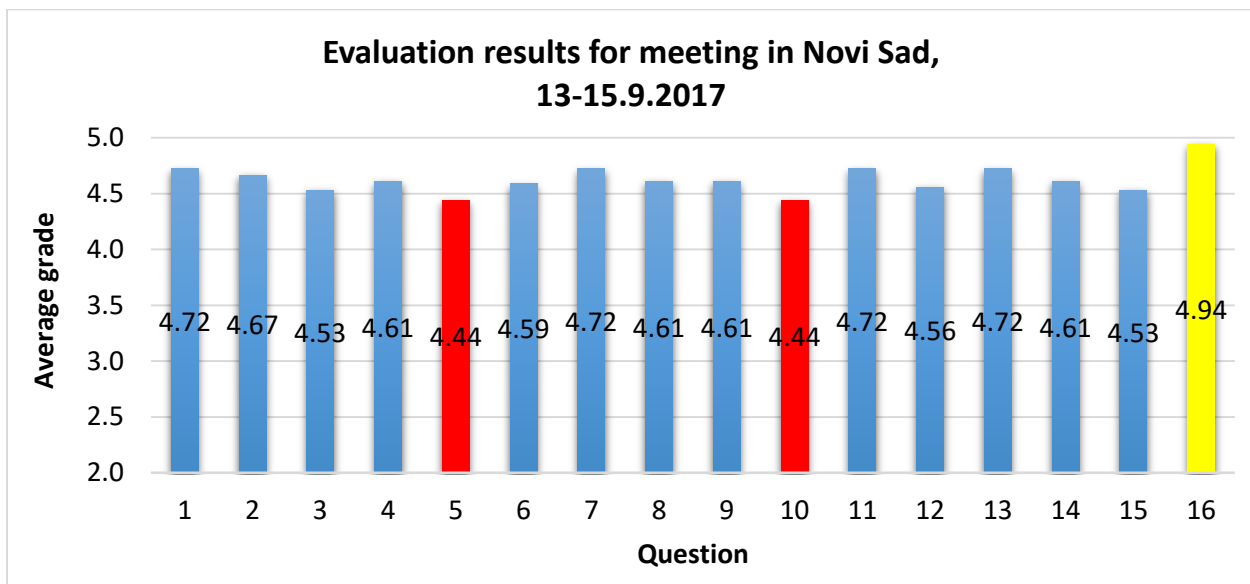
The Project meeting and Study visit was held in Copenhagen and Lund, Technical University of Denmark and Lund University, Sweden, 26-29.06.2017, Number of participants: 17.



The lowest grade is 4.94 and the General assessment is 5.0.

### 2.3.5 K-FORCE Symposium

The K-FORCE Symposium was held at University of Novi Sad, Serbia, 13-15.09.2017, Number of project participants: 18. K-force Western Balkan Board and Consortium project management meeting was held parallel to the Symposium.

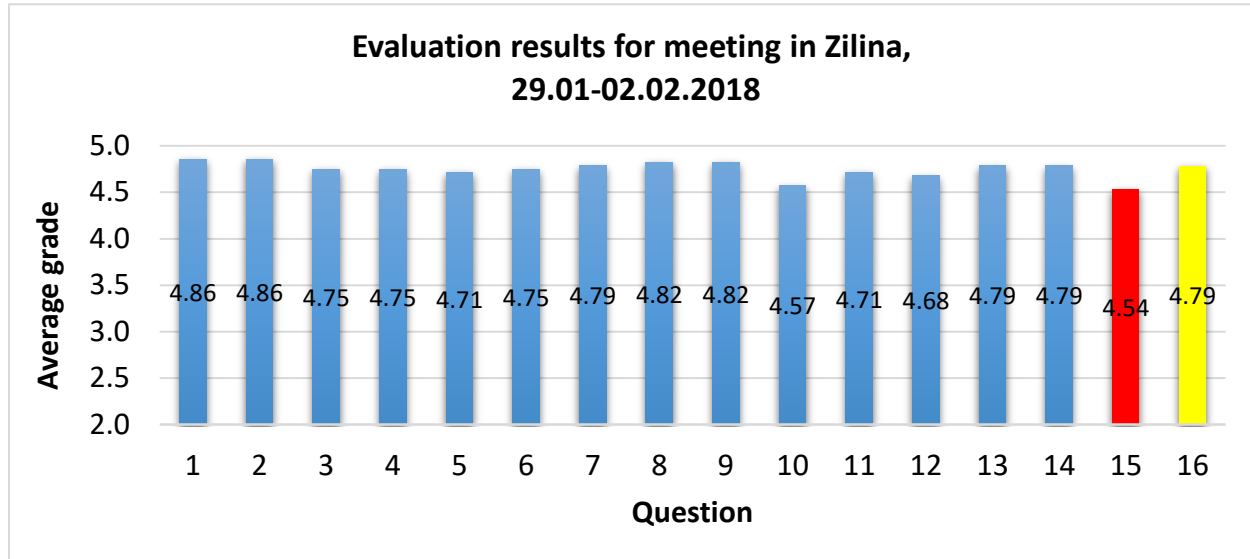


The lowest grade is 4.44 and the General assessment is 4.94.



### 2.3.6 Study visit and training in Zilina

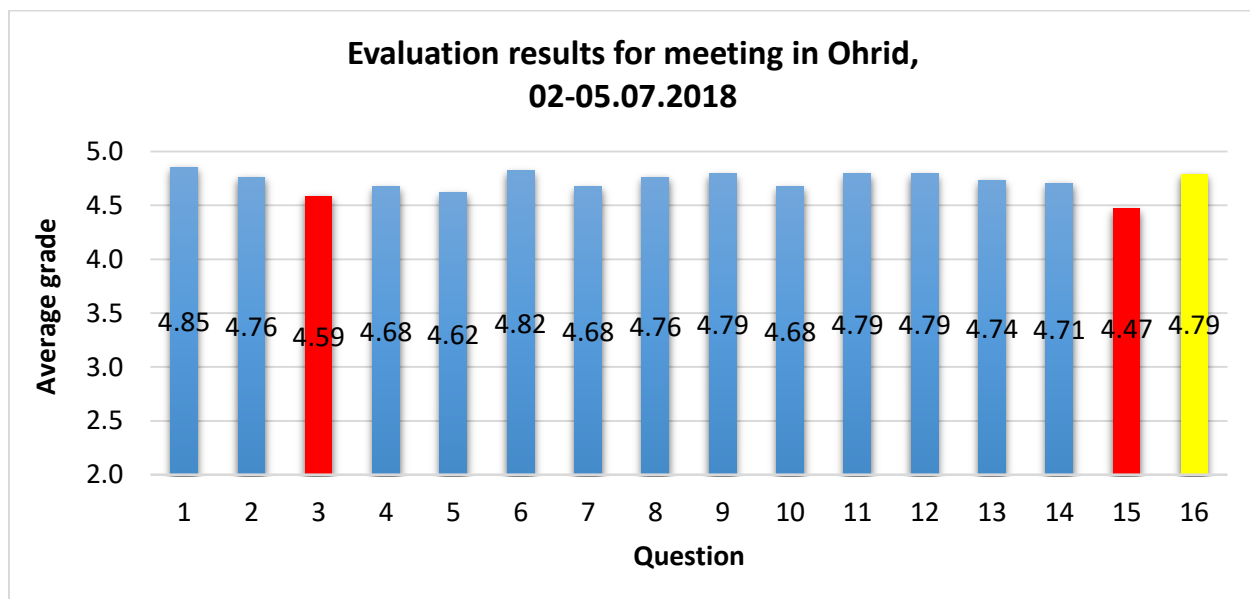
The Study visit and training was held at University of Zilina, Slovakia, 29.1-02.2.2018, Number of project participants: 28



**The lowest grade is 4.54 and the General assessment is 4.79.**

### 2.3.7 Project meeting and study visit to UKIM

The Project meeting and study visit was organized in Skopje and one part in Ohrid, Macedonia, 02-05.07.2018, number of project participants: 34

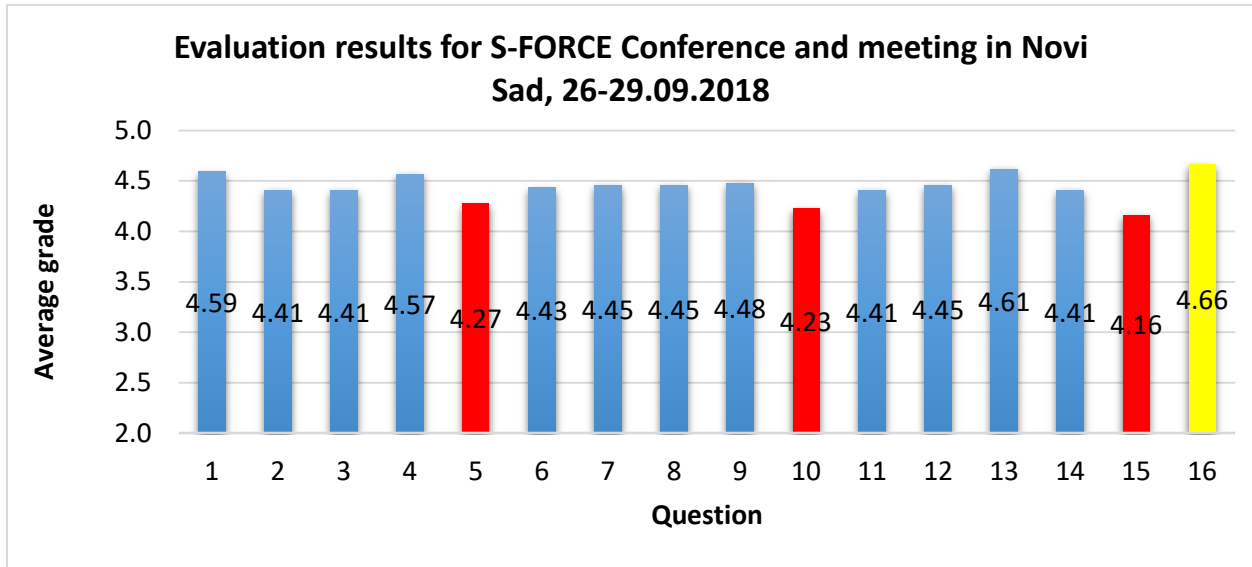


**The lowest grade is 4.47 and the General assessment is 4.79.**



### 2.3.8 Project meeting and S-FORCE Symposium, Novi Sad

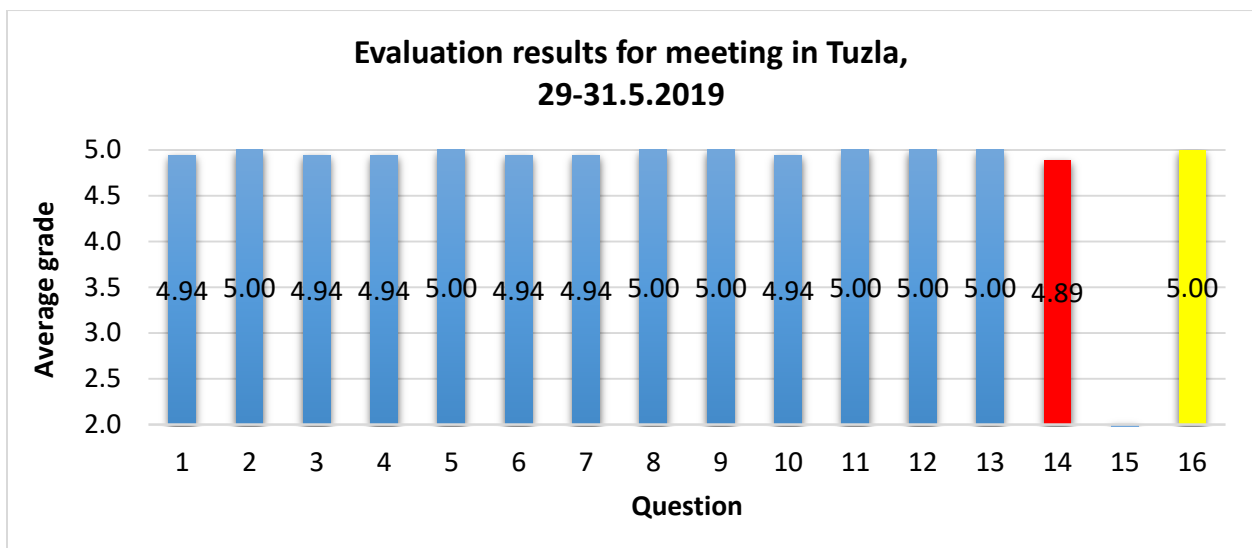
The Project meeting and S-FORCE Symposium was held in Novi Sad, 26-29.09.2018, number of participants: 44



**The lowest grade is 4.16 and the General assessment is 4.66.**

### 2.3.9 Project meeting and study visit in Tuzla

The Project meeting and study visit was held in Tuzla, University of Tuzla, Bosna and Hercegovina, 29-31.05.2019, number of participants 18.



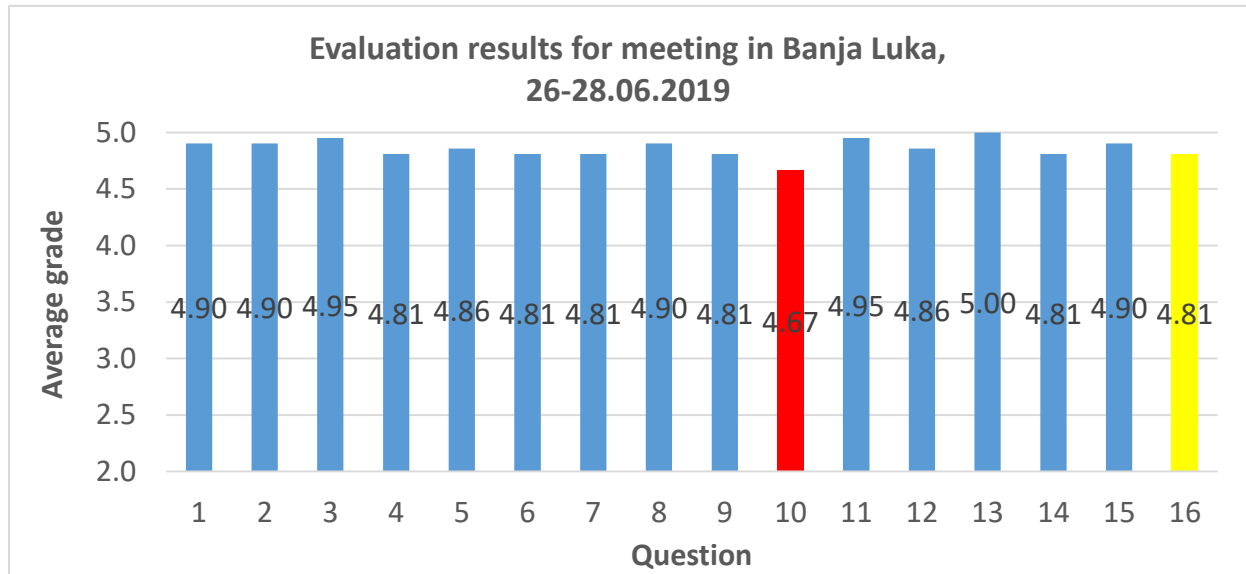
**The lowest grade is 4.89. Question 15 was missing. The General assessment is 5.0.**





### 2.3.10 Project meeting in Banja Luka

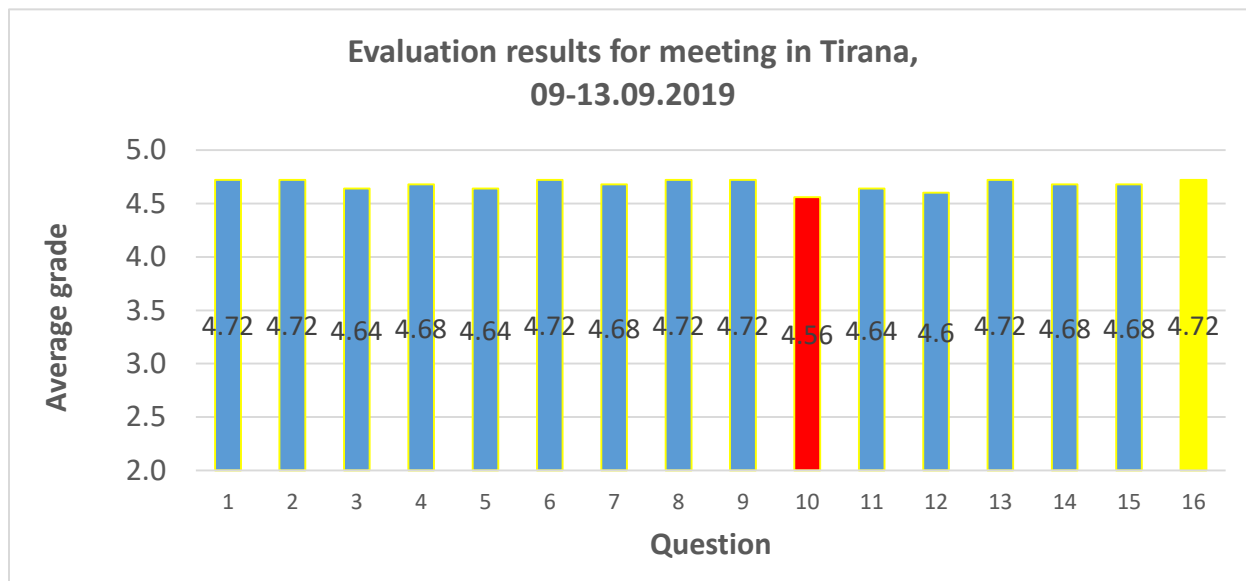
The Steering Committee meeting, Western Balkan Board meeting and Project Management Meeting were held at University of Banja Luka, at the premises of Faculty for Architecture, Civil Engineering and Geodesy, 26-28.06.2019. Number of participants: 28.



**The lowest grade is 4.67. The General assessment is 4.81.**

### 2.3.11 Second K-FORCE Symposium in Tirana

The Second K-FORCE Symposium was held at the Faculty of Economy, University of Tirana and Epoka University in Tirana. The event took place on 9 September 2019. Number of participants from partner institutions was 38. The workshop and Project meeting took place in Tirana, Girokastro and Saranda.

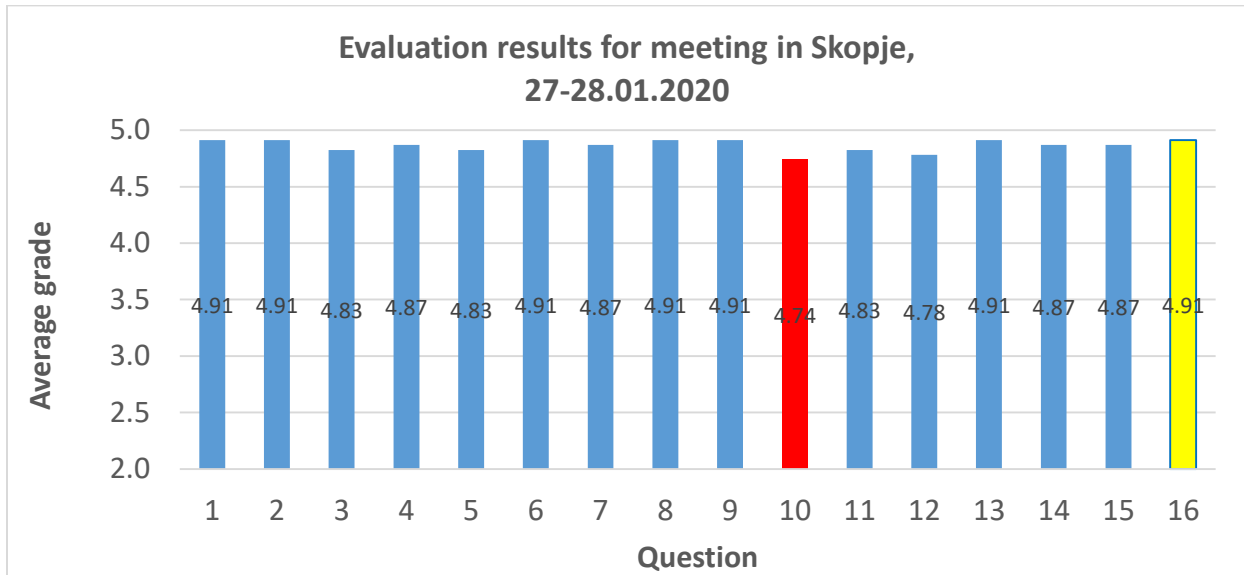




**The lowest grade is 4.68 and the General assessment is 4.84.**

### 2.3.12 Project meeting at UKIM, Skopje

During 27th and 28th of January 2020, Steering Committee meeting, Western Balkan Board meeting and Project Management Meeting were held at Ss. Cyril and Methodius University in Skopje, at the premises of Faculty for Civil Engineering. Number of participants was 23.



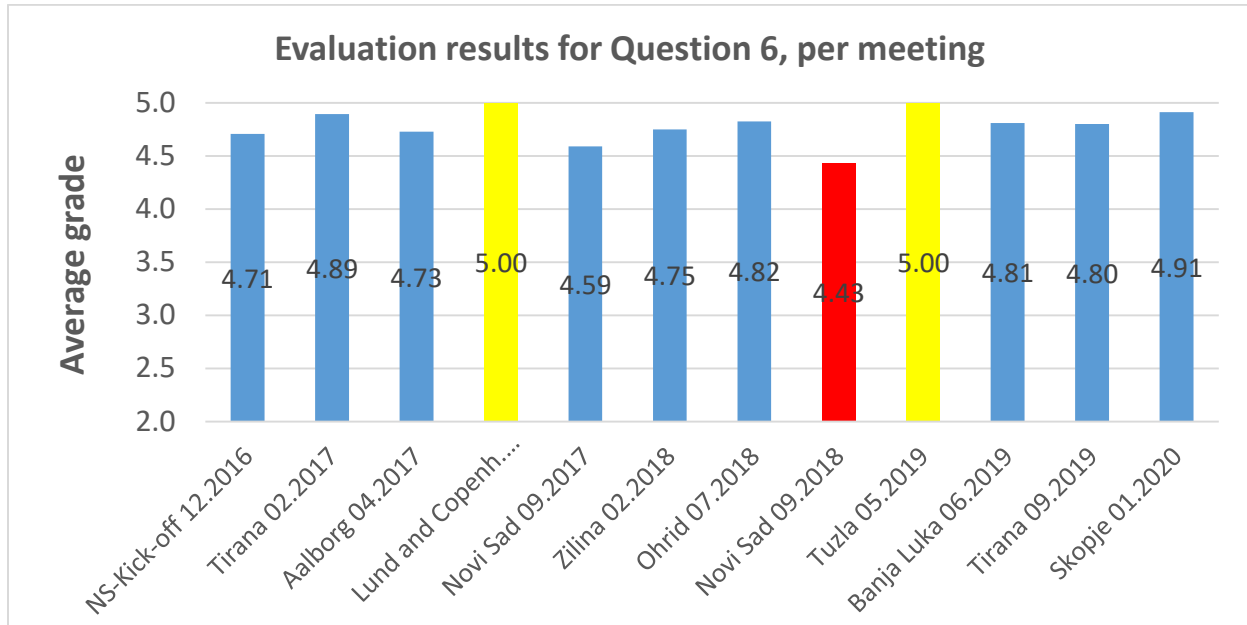
**The lowest grade is 4.74 and the General assessment is 4.91.**

### 2.3.13 General events assessment

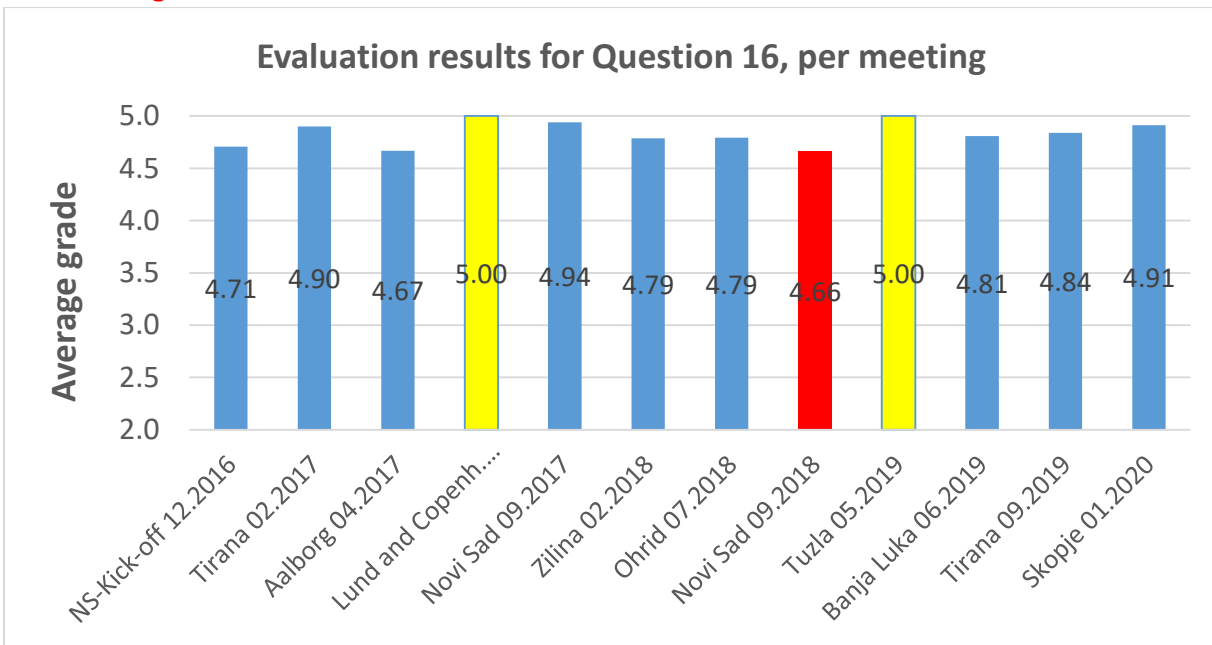
The general assessment of all 12 meetings has shown that the meetings were organized professionally. **The Average grade for all 12 meetings is 4.78.**

The most appropriate questions were:

- **Question 6: The goal of the event has been achieved. For all 12 meetings the grades are over 4.43 and 4.79 in average.**



- **Question 16: Overall evaluation. For all 12 meetings the grade is over 4.66 and 4.83 in average.**



## 2.4 Quality of K-FORCE SMS events

Within the K-FORCE project, over the regular three years and during the extension period, 68 guest lectures (SMS) were organized at WBC HEIs. Presentations, webinars and written lectures are posted on the project web-page. Most of the written lectures were in EN, only few were in SR and these lectures are translated into EN by external expert.



The quality of the organised SMS was evaluated by 3 different questionnaires, answered by guest lecturers, students and host professors.

The **Questionnaire for the quest lecturer** contains following questions:

1. The content of lecture is relevant to the field DRM&FSE
2. The discussions were relevant for the participants
3. I enjoyed the cooperation and interaction with the other participants
4. The participants had relevant knowledge in this field
5. The goal of the event has been achieved
6. The overall organisation was professional
7. The methods of working were suitable for the topics and for the participants
8. The event time management and length were appropriate
9. The venue and facilities were appropriate
10. My expectations about this event were met or exceeded
11. The goal of the event has been achieved
12. How would you generally mark this event

The **Questionnaire for the students** contains following questions:

1. The lectured material was interesting
2. The material was intellectually challenging
3. The lectured material was not very difficult
4. The lecture content fulfilled my expectations
5. The lecture was not overwhelming and strenuous
6. The presentation was interesting
7. I am satisfied with the dynamics and duration of the lecture
8. I will be able to use in practice what I have learned
9. Overall, I would like to give this lecture the grade....
10. Overall, I would like to give this lecturer the grade....

The **Questionnaire for host professors** contains following questions:

1. The content of lecture is relevant to the field DRM&FSE
2. The structure of the lecture is relevant
3. The lecture was interactive and interesting
4. The activities during the lectures provided enough practical information and answers
5. Level of difficulty and the complexity of teaching was adequate
6. The lecture is well prepared and organized
7. I am satisfied with the dynamics and duration of the lecture
8. The lecture has met my expectations
9. I believe that students will be able to use in practice what they have learned

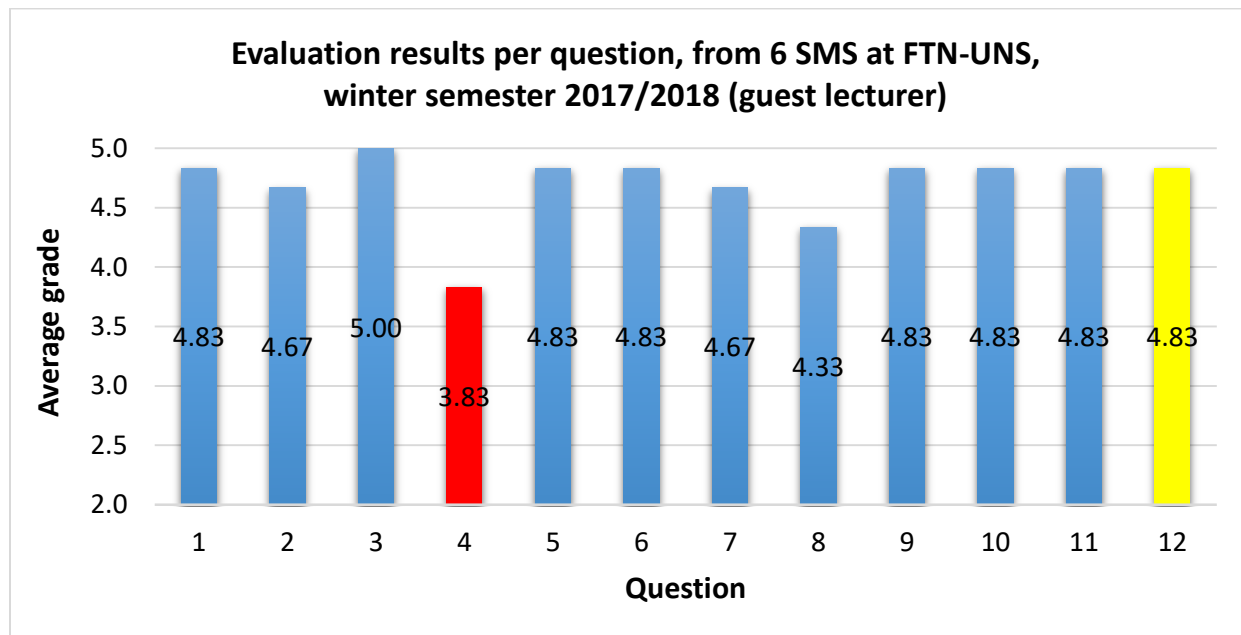


- 10. How would you generally mark the lecture
- 11. How would you generally mark this lecturer

### 2.4.1 Evaluation of SMS at FTN-UNS in winter semester 2017/2018

Evaluation results for 6 teaching mobilities (SMS), realized at FTN-UNS in winter semester 2017/2018, were presented at the meeting in Zilina and final findings are part of this report.

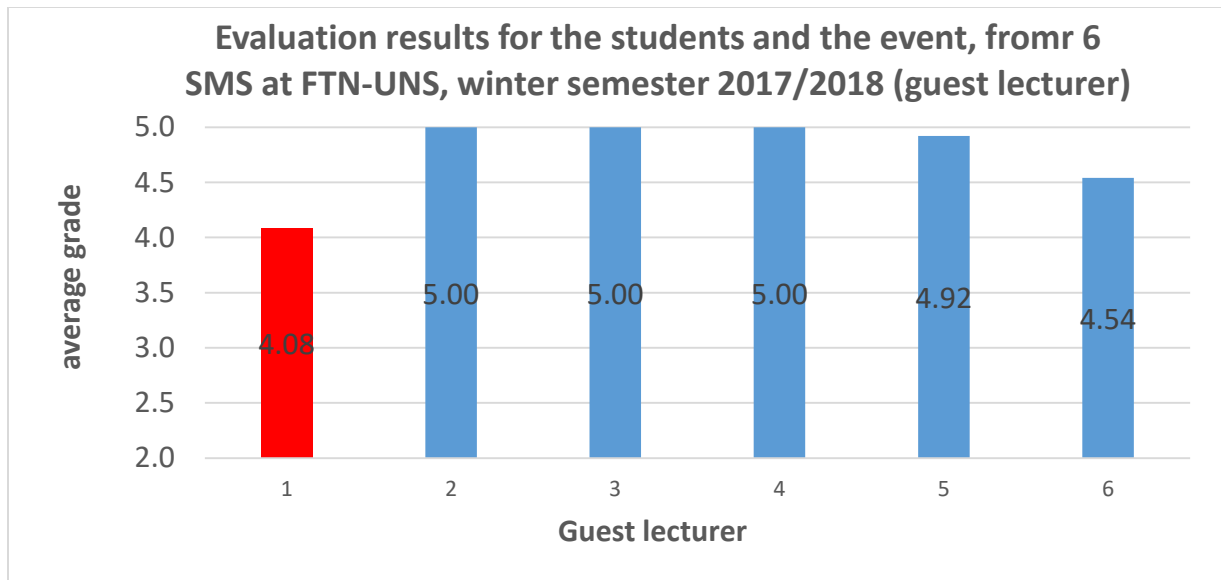
The evaluation results for the students and the event, based on questionnaires for guest lecturers, are as follows. The general questions are marked with yellow and the lowest grade with red colour.



The 4<sup>th</sup> question: **The participants had relevant knowledge in this field** got lowest grade 3.83.

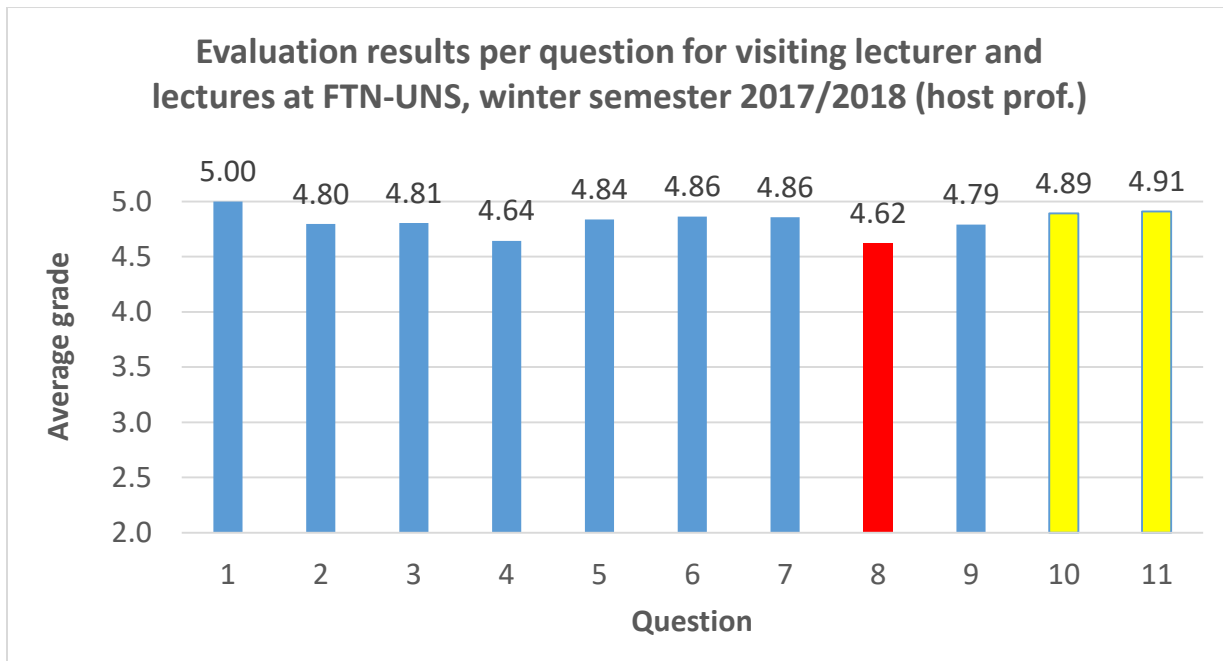
Most of the students were faced with the topic DRM&FSE for the first time and from that aspect the grade was expectable. As a result of further project activities, participation of the students on lectures that followed and the professor's engagement, this problem was overcome and the **grade rised to 4.45**.

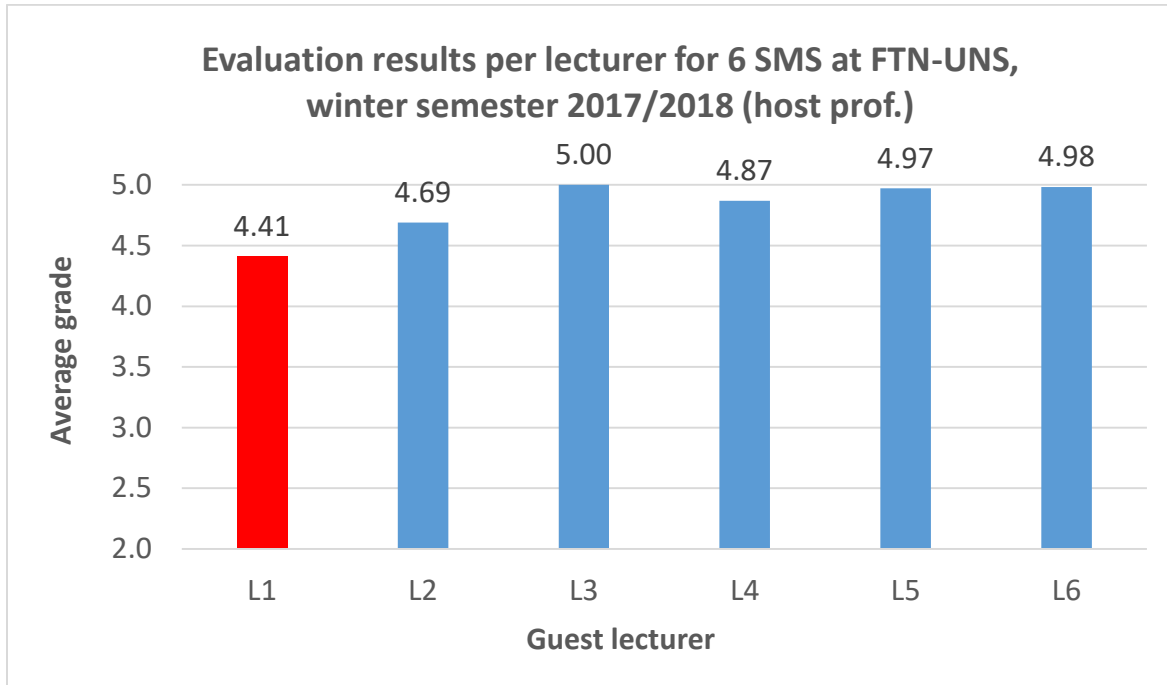
The final evaluation results per guest lecturer are as follows:



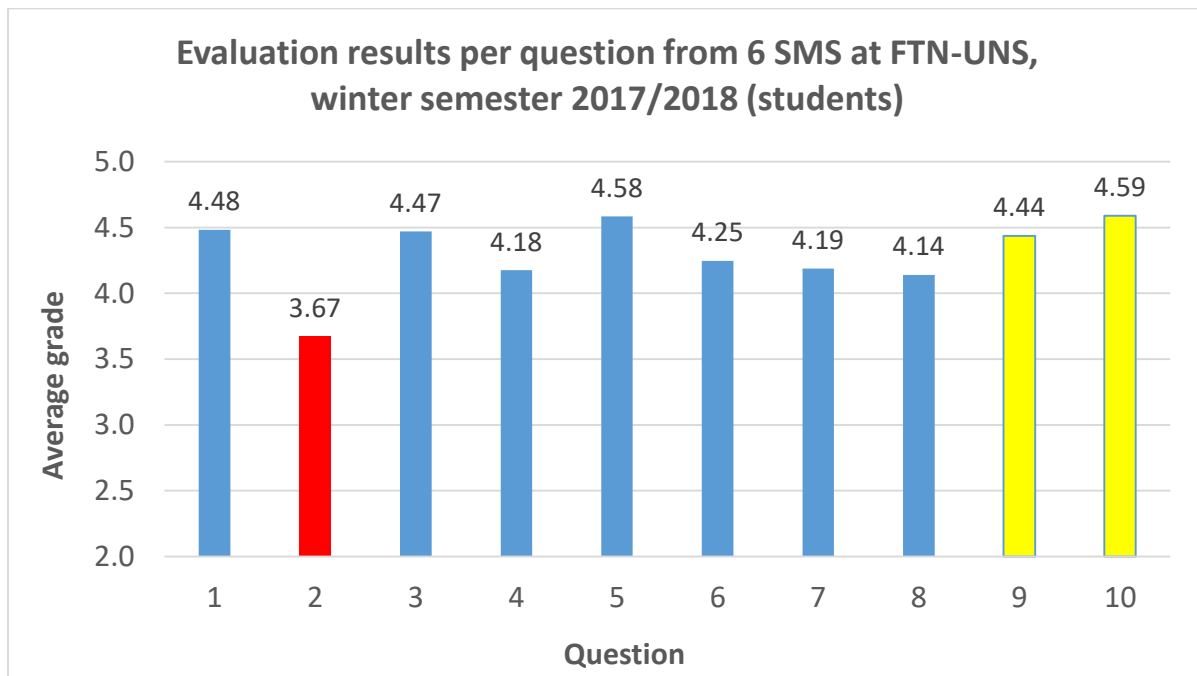
All 6 lecturers were satisfied with the organization of the SMS and the **grades are higher than 4.08. The Average grade of all 6 lecturers is 4.69.**

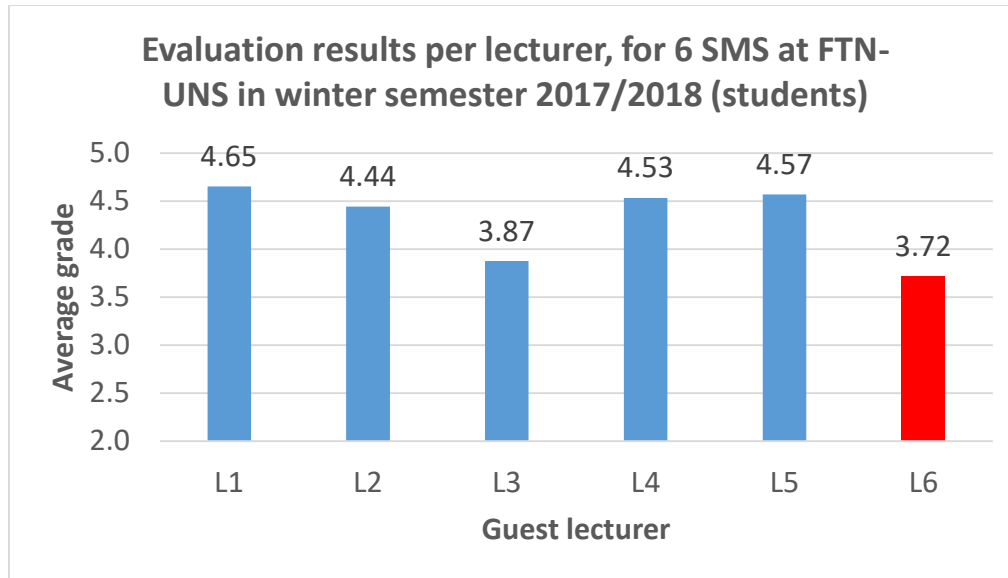
The guest lecturers and their lectures were evaluated by host professors too. The results based on questionnaires answered by host professors are as follows. The **Average grade for all 6 lecturers is 4.82.** It was found out that the material presented at the lectures and the way how it was presented was with a high quality.





The students evaluated the guest lecturers and lectures and the results are as follows. The **Average grade** for all 6 Lecturers and lectures is **4.30**.

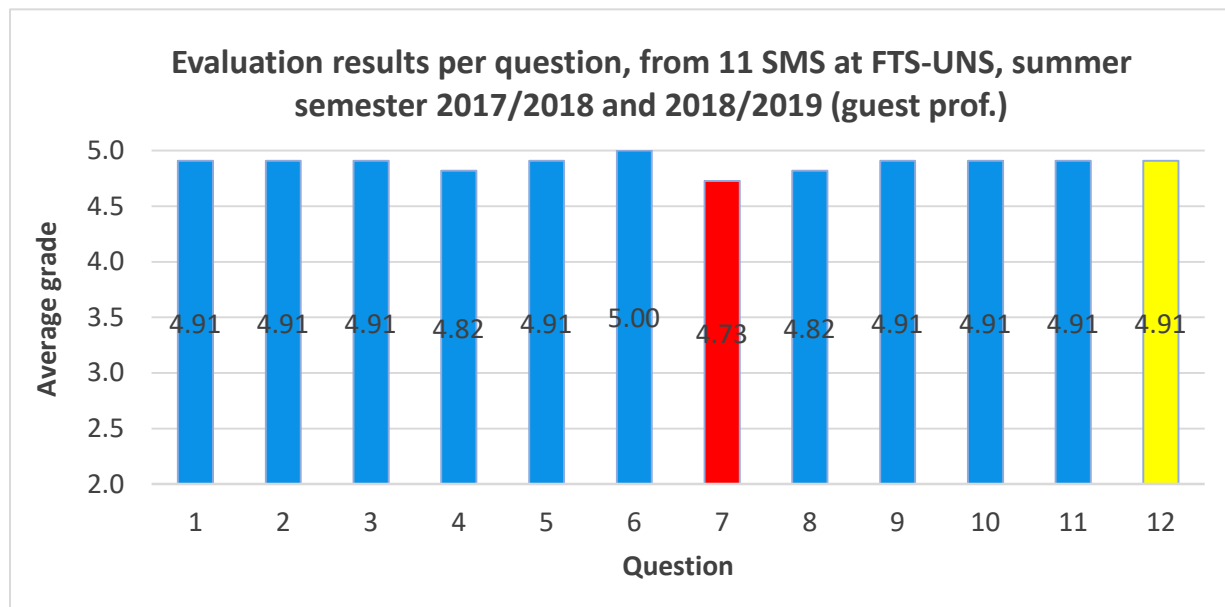




#### 2.4.2 Evaluation of SMS at FTS-UNS in Summer semester 2017/2018 and 2018/2019

In 2017/2018-spring semester 5 SMS were realized at FTS-UNS in Novi Sad, while in the 2018/2019 school year (both semesters) 6 more teaching mobilities were realized.

The following diagram presents the evaluation results for the event and the students and was based on questionnaires answered by guest lecturers.

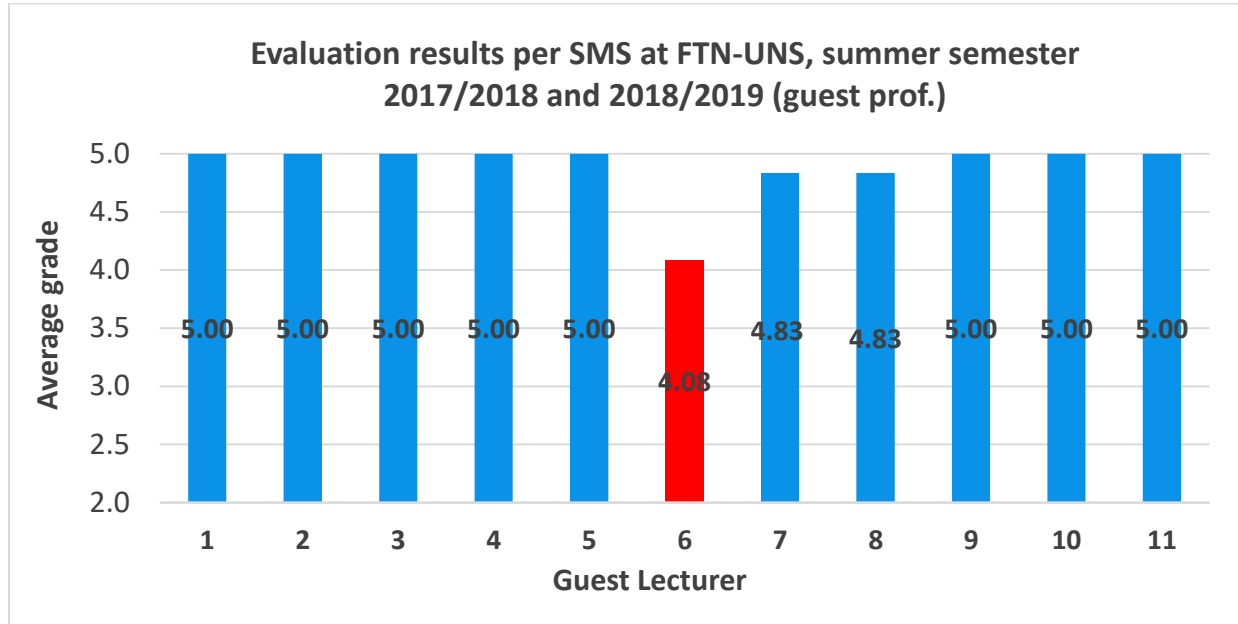




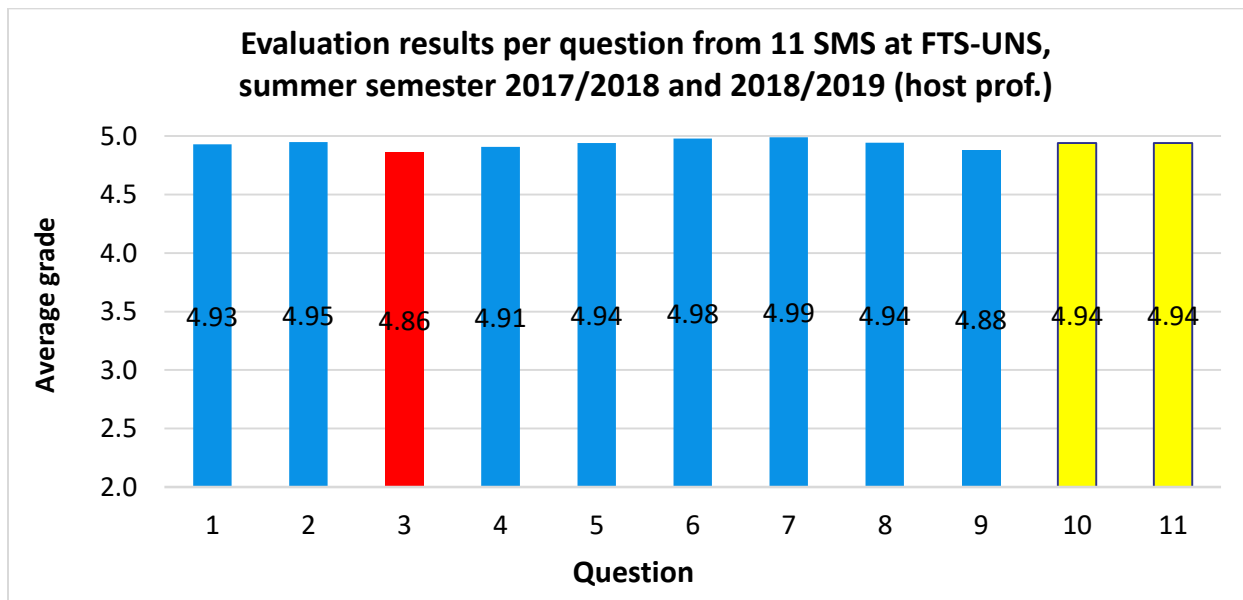


All questions were **grade over 4.73**. The 4<sup>th</sup> question: **The participants had relevant knowledge in this field** is better rated than for the previous SMS at FTS-UNS, which means that the quality of students was improved after the 1<sup>st</sup> semester.

The evaluation results for the students and the event, based on questionnaires filled by guest professors, are as follows. **The average grade is 4.89**.



The host professors evaluated the quality of lectures and the lecturers by answering the corresponding questionnaire and the results are presented in the following diagram:



The guest lecturers were evaluated by host professors with average grade **4.93**.

The most general questions were:



10- Overall, I would like to give this lecture the grade....

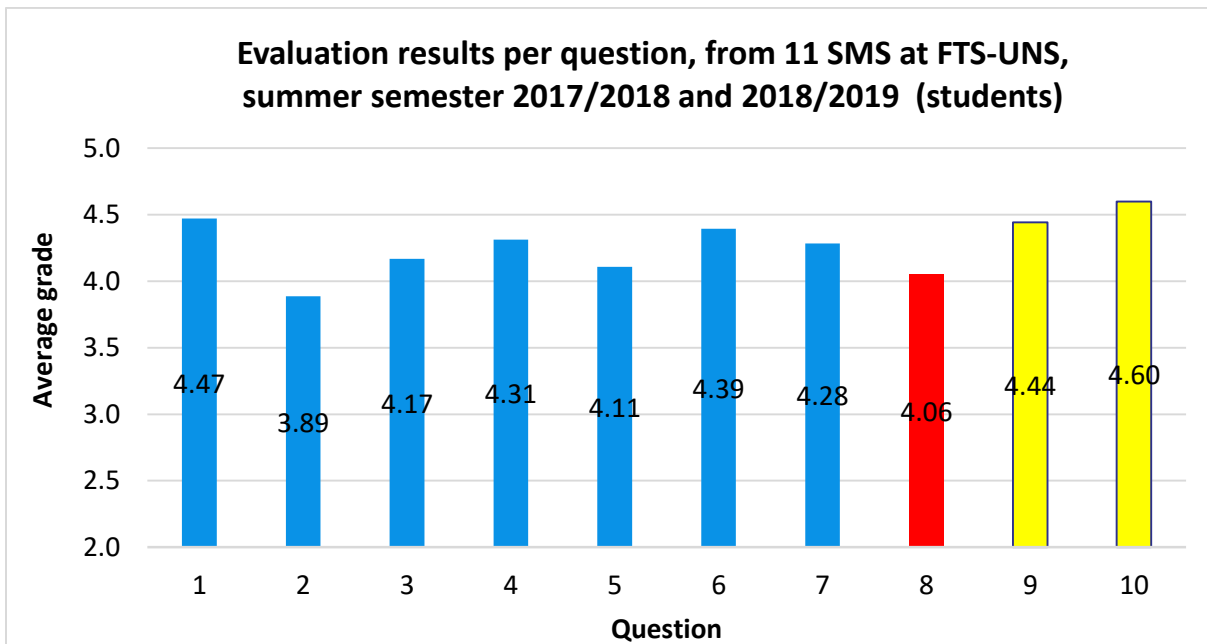
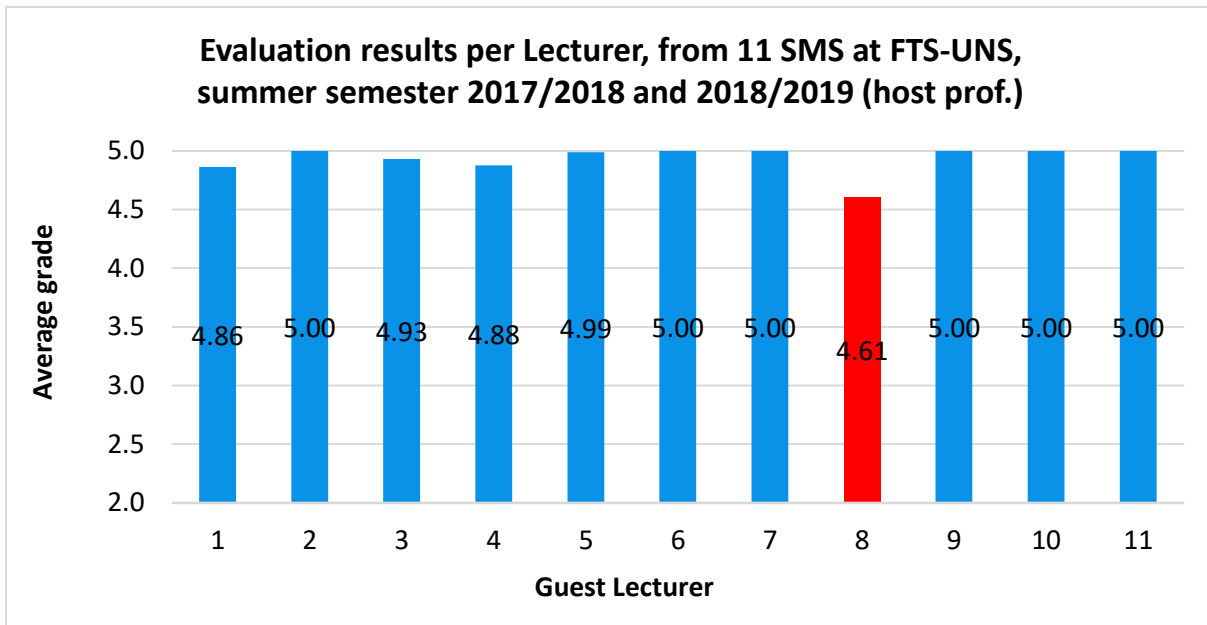
11-Overall, I would like to give this lecturer the grade....

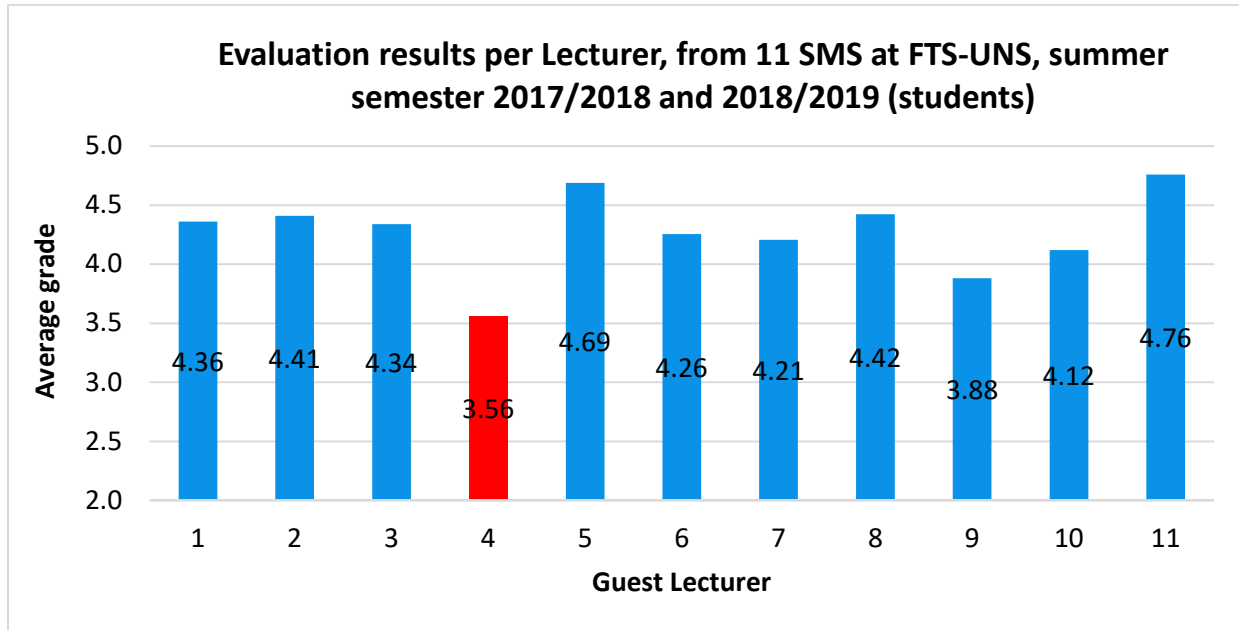
**These questions are grade with 4.94.**

According to questionnaires answered by students, the **average grade** of all 11 guest lectures realized in this period **was 4.27**. **The most general questions are:**

9. Overall, I would like to give this lecture the grade....

10. Overall, I would like to give this lecturer the grade....

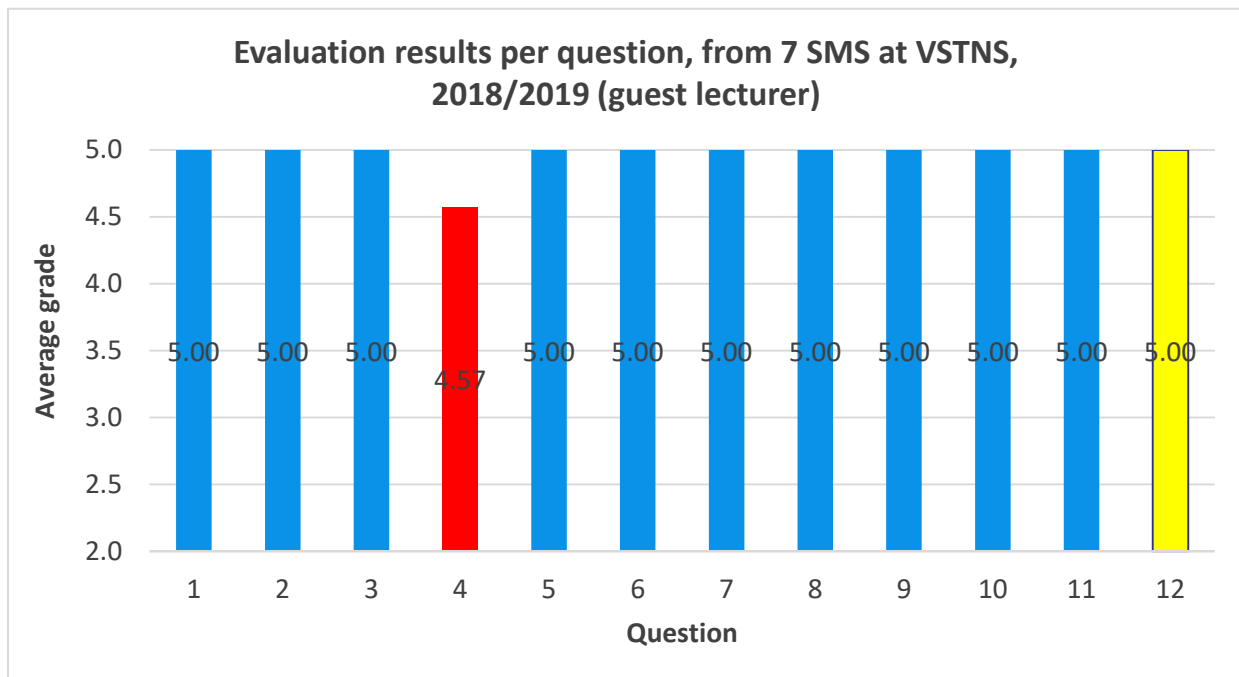


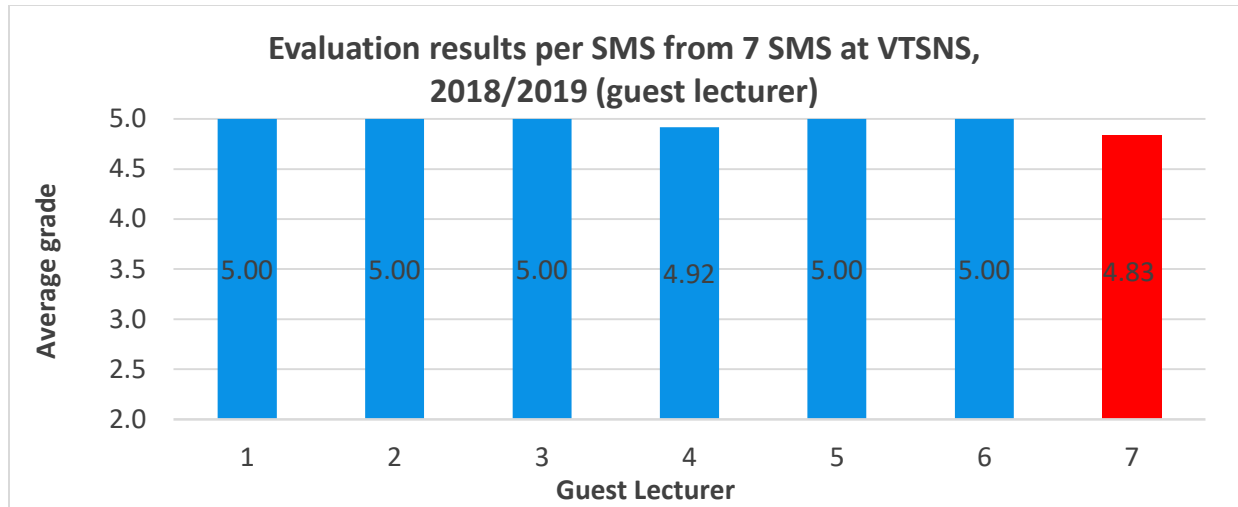


#### 2.4.3 Evaluation of SMS at VTSNS in 2018/2019

In 2018/2019 school year 7 SMS were realized at VTSNS in Novi Sad.

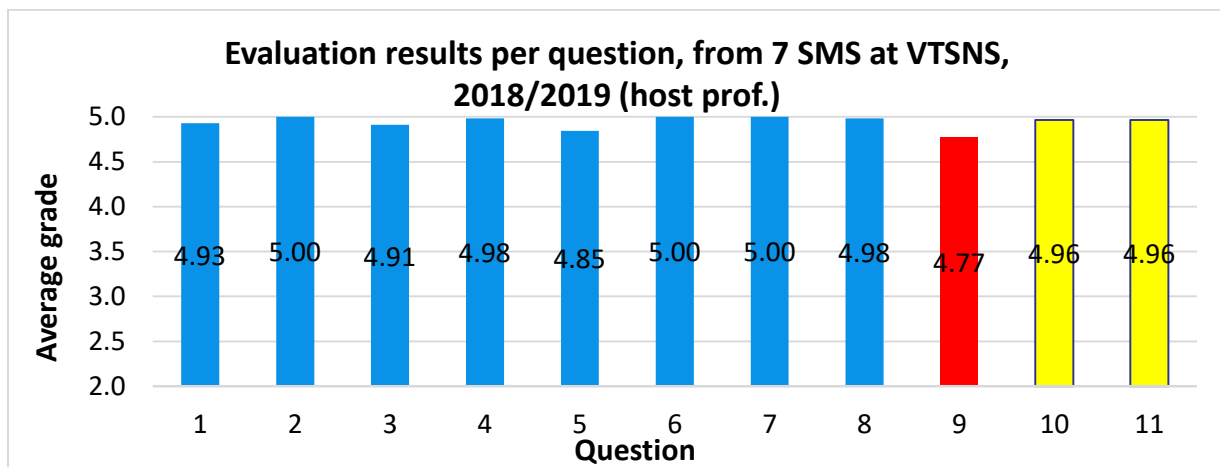
The following diagram presents the evaluation results for the event and the students and was based on questionnaires answered by guest lecturers.



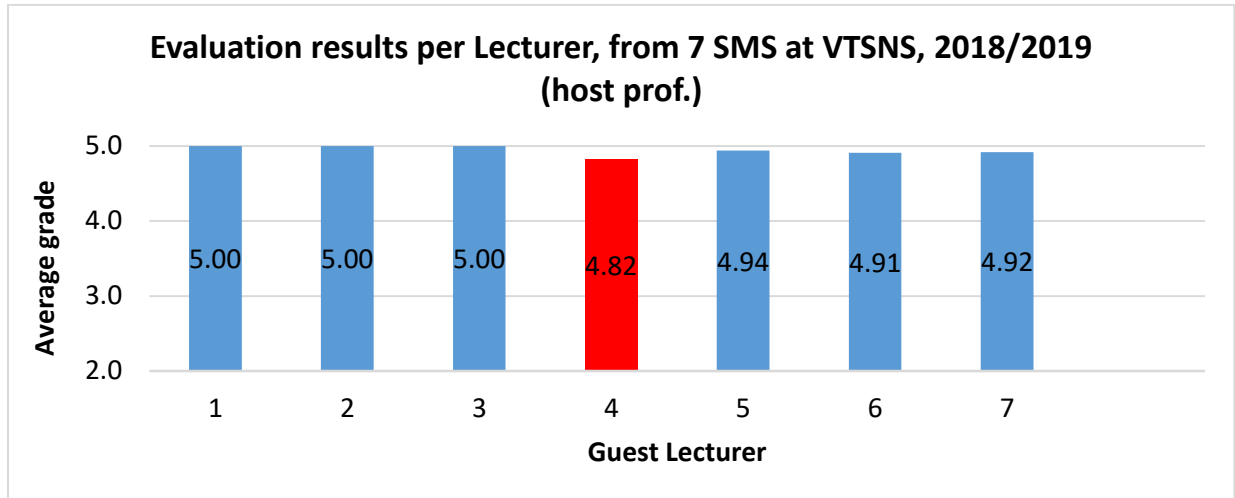


The average grade for the events and the students that was given by the 7 guest lecturers is **4.96**.

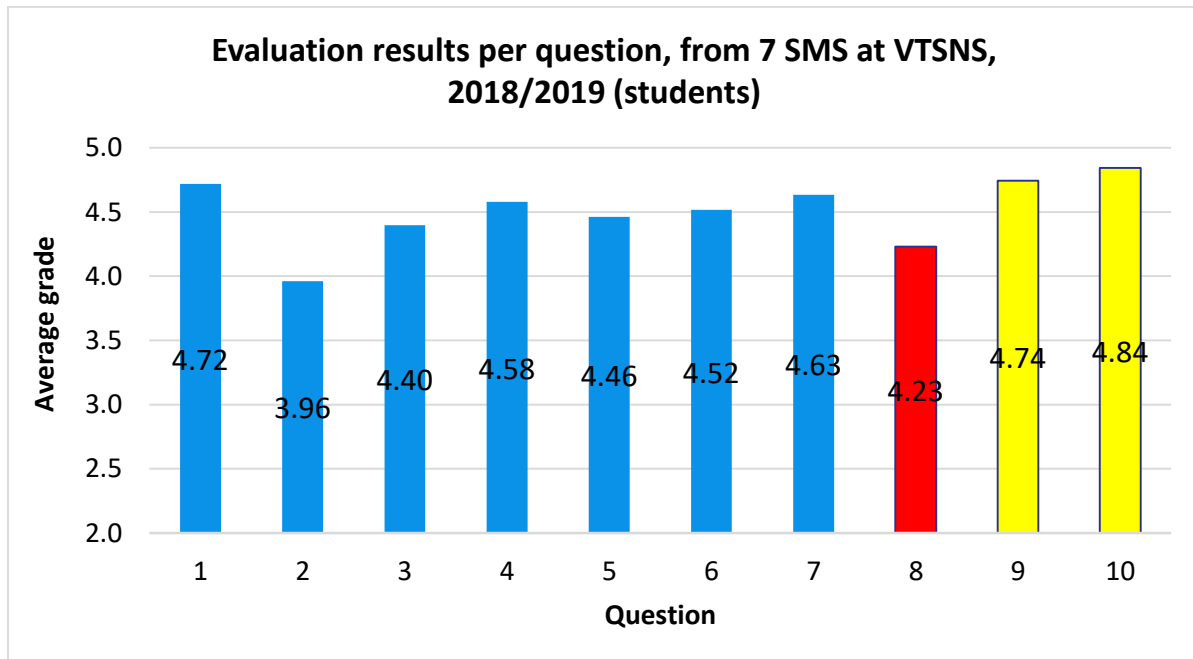
The evaluation for the guest lecturers by host professors is given below.

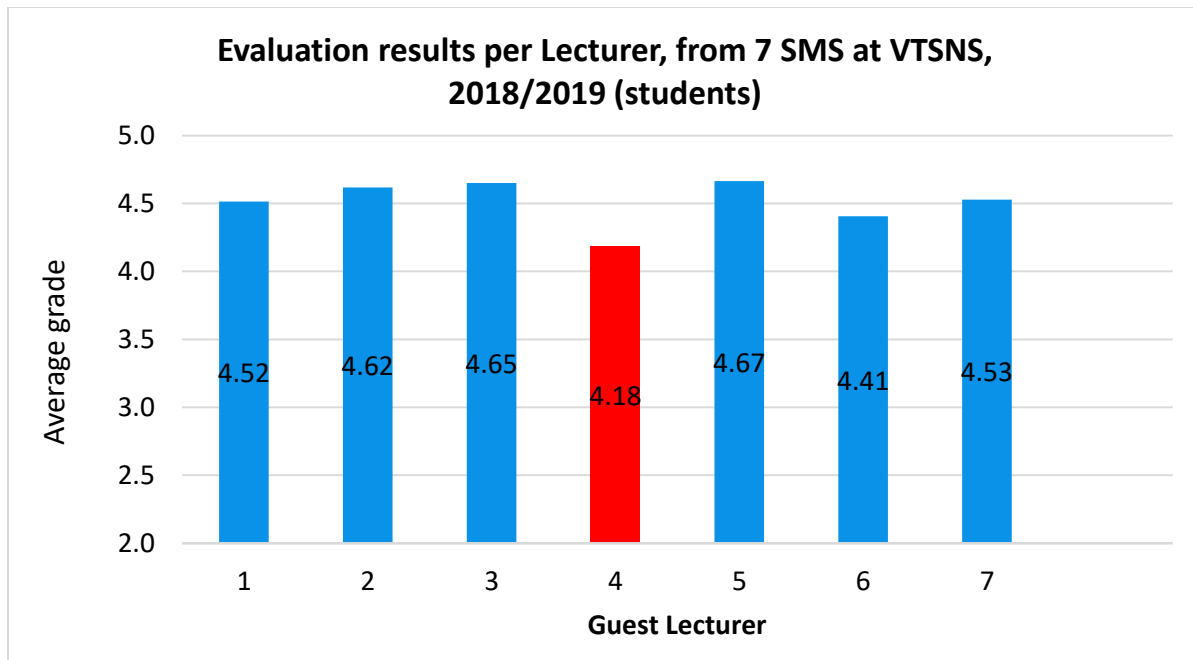


The evaluation per guest lecturer is presented in the following diagram and the **average grade is 4.94**.



The students were satisfied too. Their answers are analysed and presented in the following diagram. **The average grade for the guest professors is 4.51.**



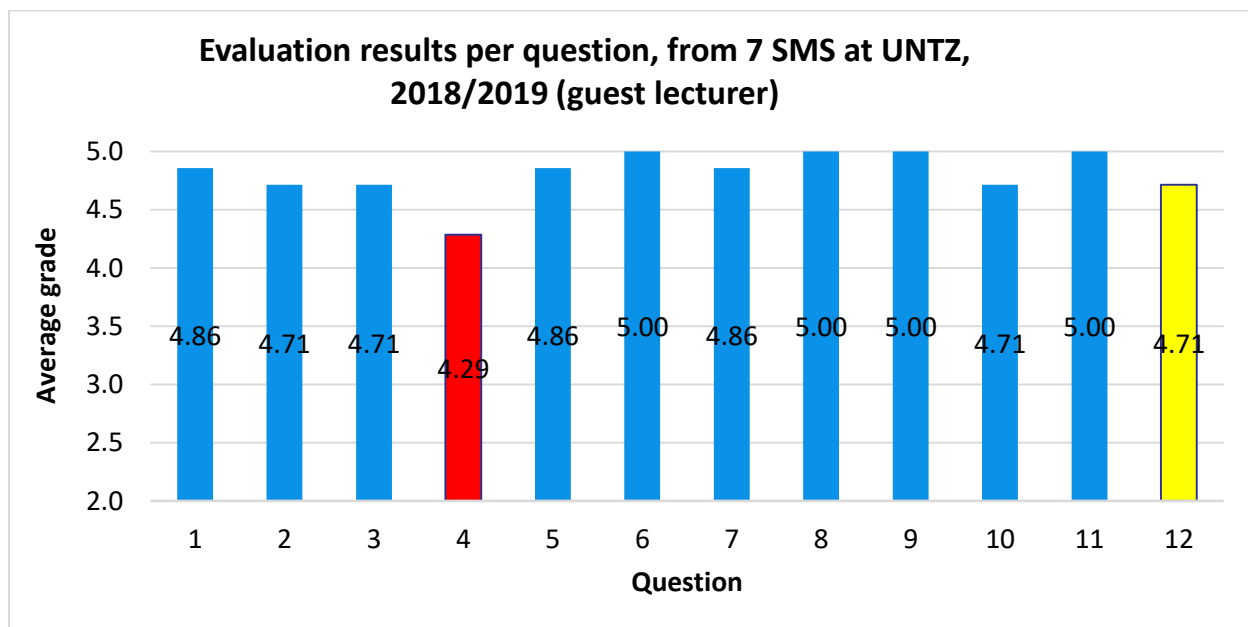


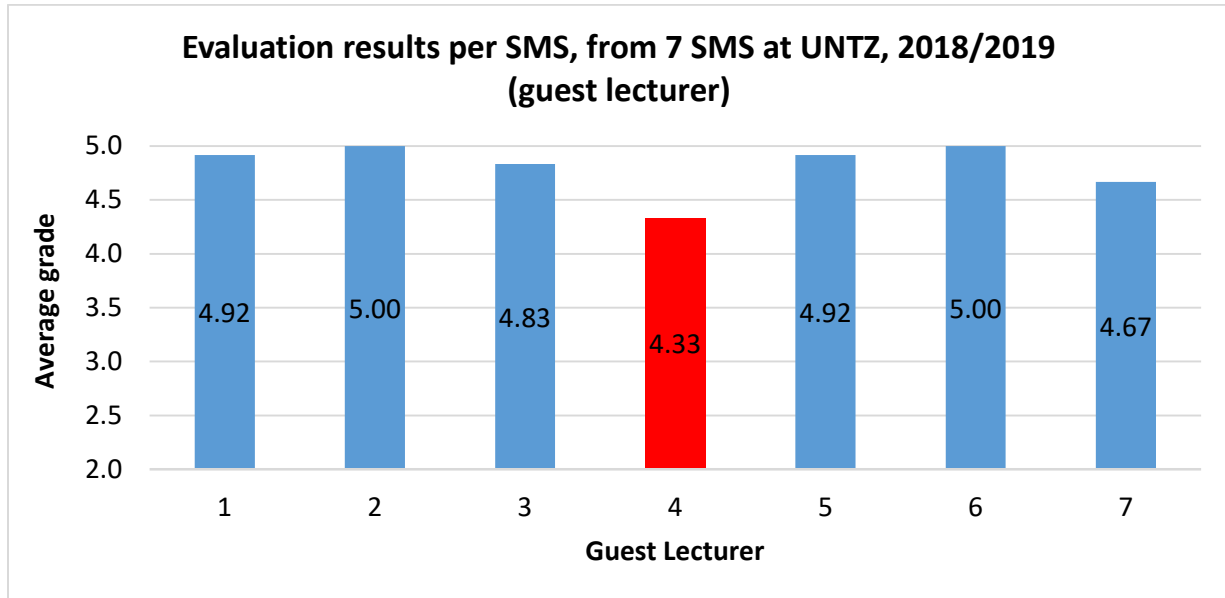
#### 2.4.4 Evaluation of SMS at UNTZ in 2018/2019

In 2018/2019 school year 7 SMS were realized at UNTZ in Tuzla.

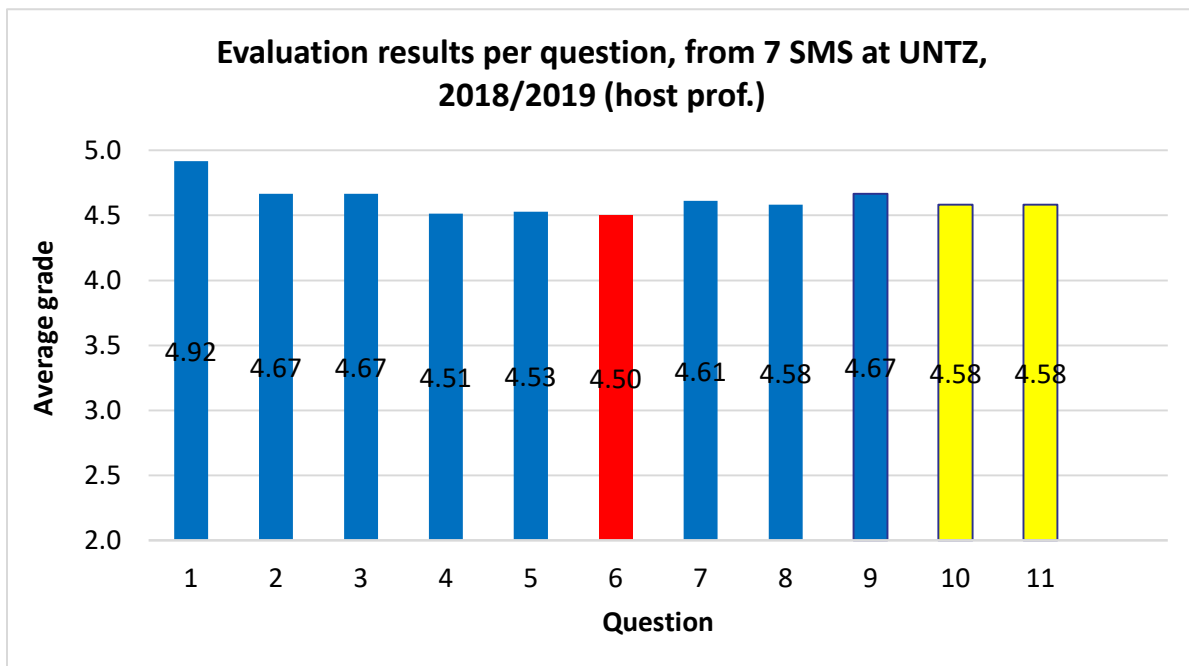
The following diagram presents the evaluation results for the event and for the students. This diagram is based on questionnaires answered by guest lecturers.

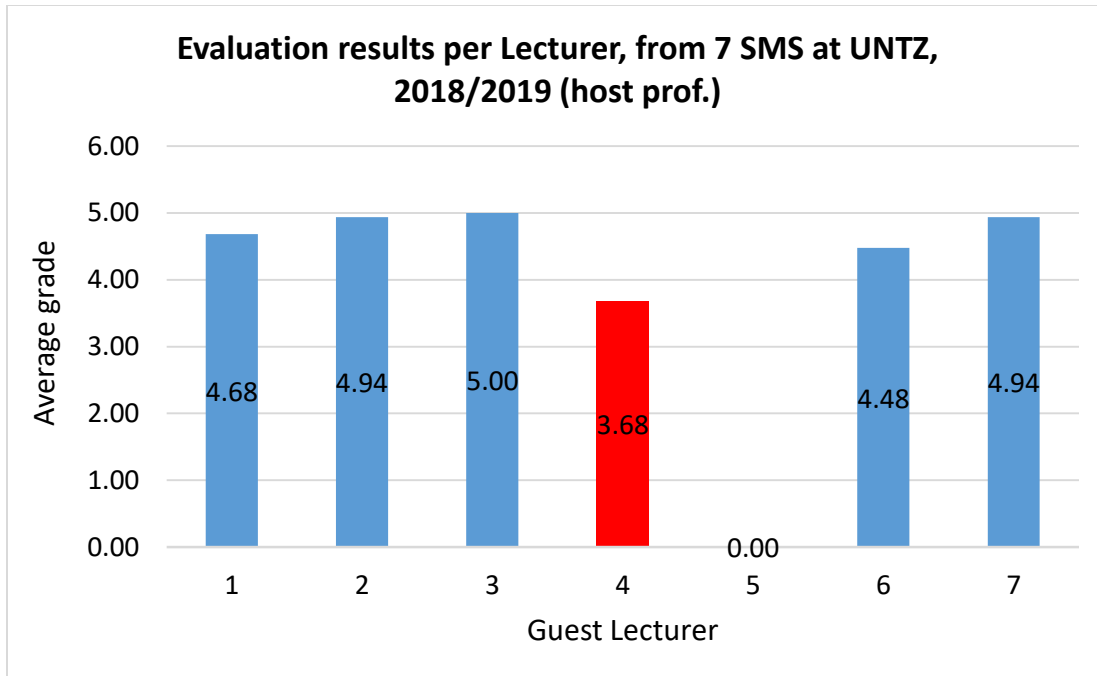
**The average grade is 4.81**, which means the visiting lecturers were satisfied with the organization of the event and the quality of the students that attended the lectures.



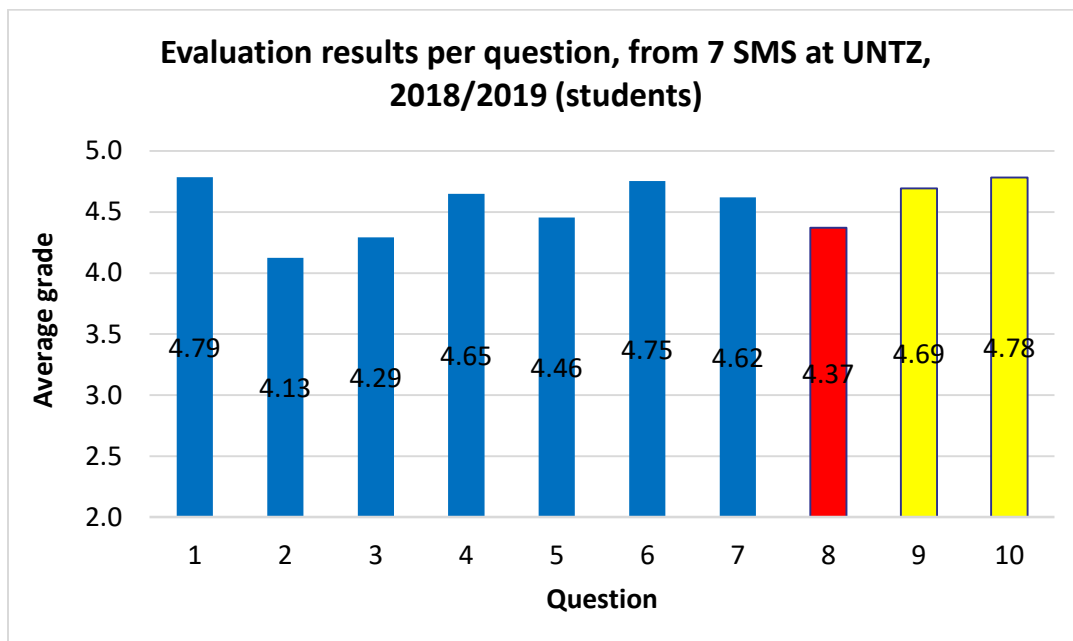


The evaluation results for the lectures, done by host professors are presented on the following diagrams. **The average grade is 4.62.**

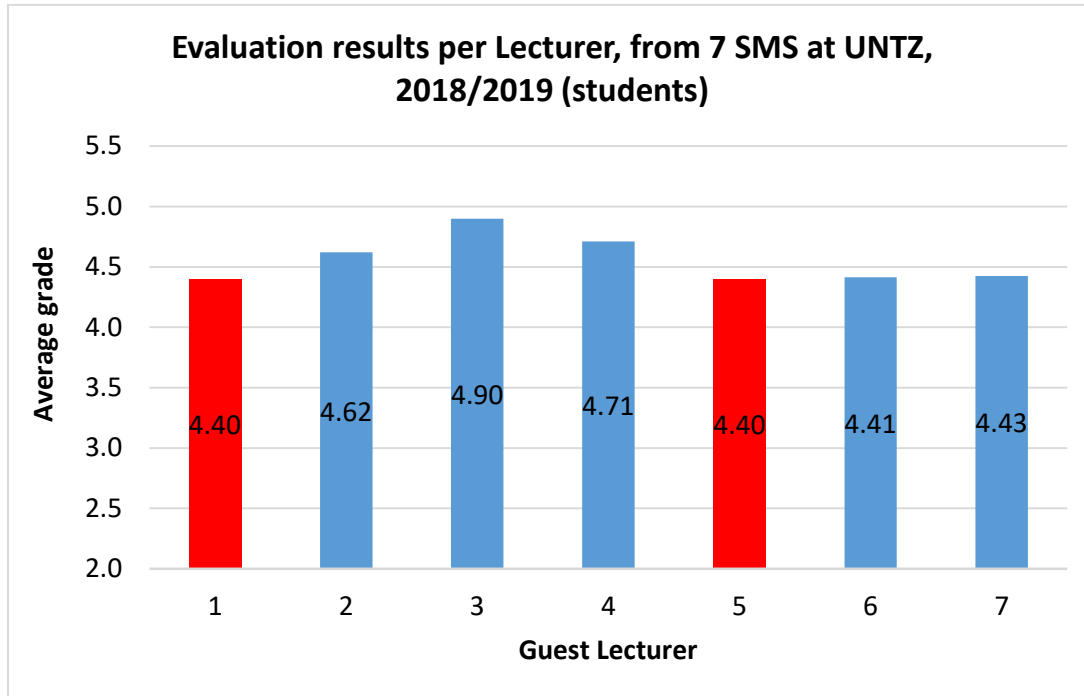




The evaluation results for the lectures and lecturers, based on questionnaires for students, are presented in the following diagrams. **The average grade is 4.55.**





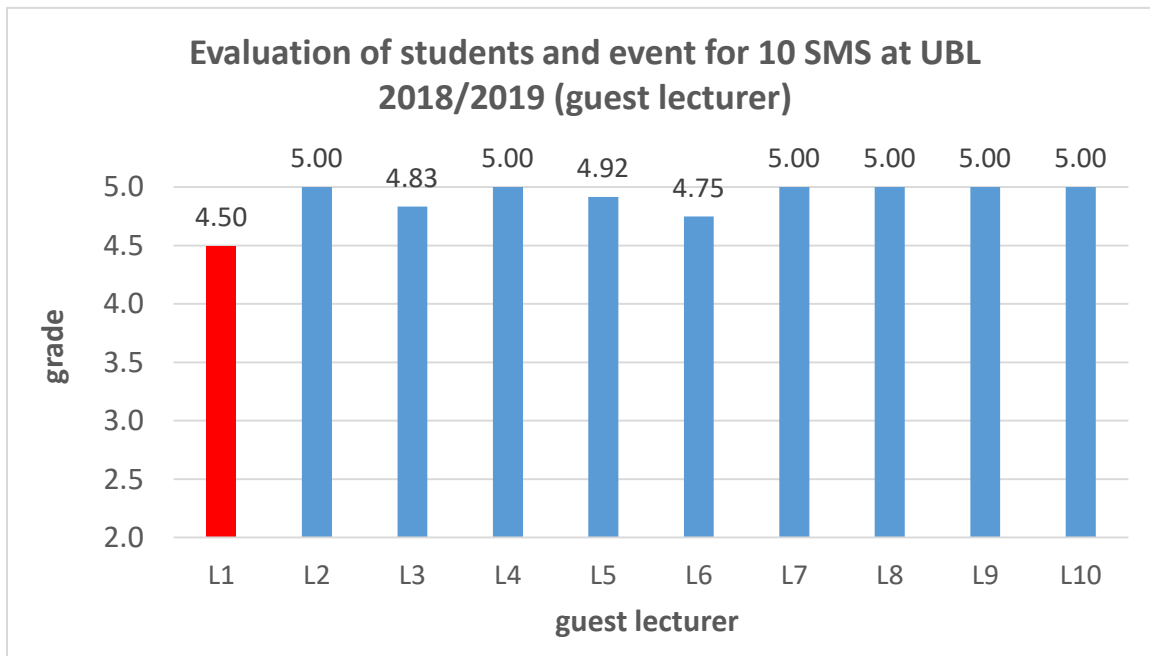
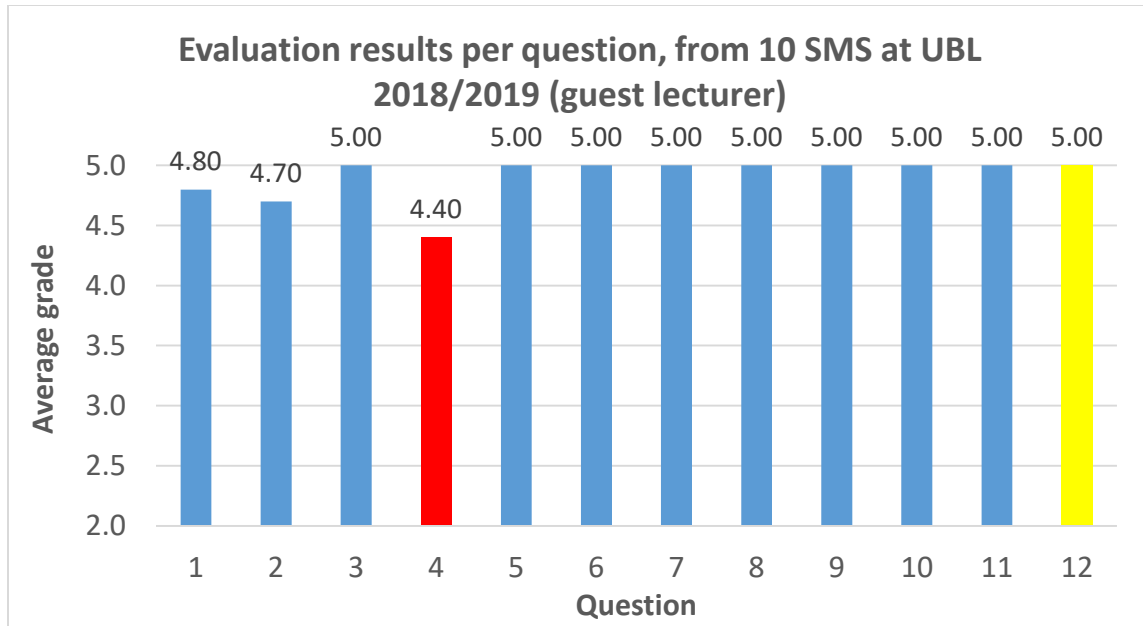


#### 2.4.5 Evaluation of SMS at UBL in 2018/2019

In 2018/2019 school year 10 SMS were realized at UBL in Banja Luka.

The following diagram presents the evaluation results for the event and for the students. This diagram is based on questionnaires answered by guest lecturers.

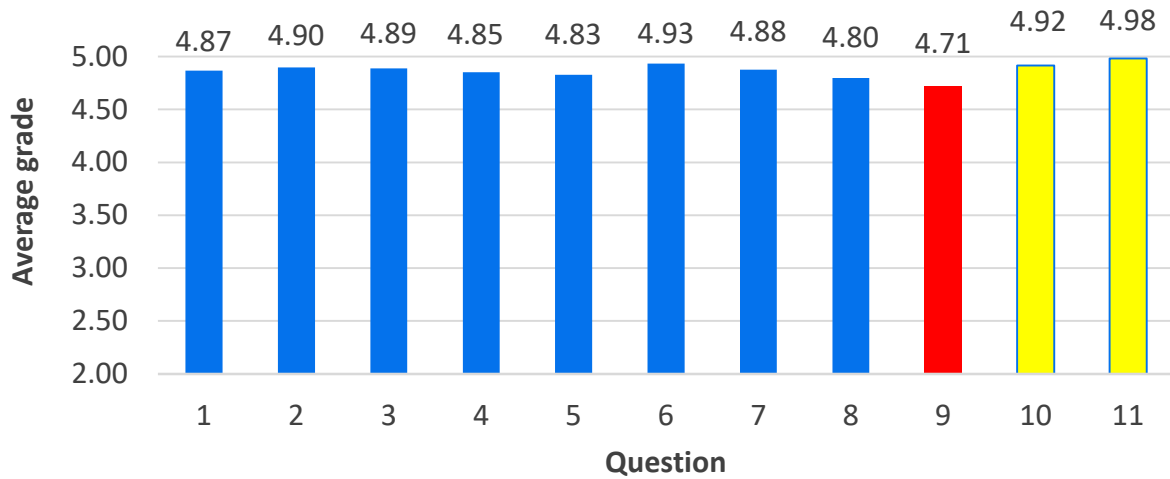
**The average grade is 4.9**, which means the visiting lecturers were satisfied with the organization of the event and the quality of the students that attended the lectures.



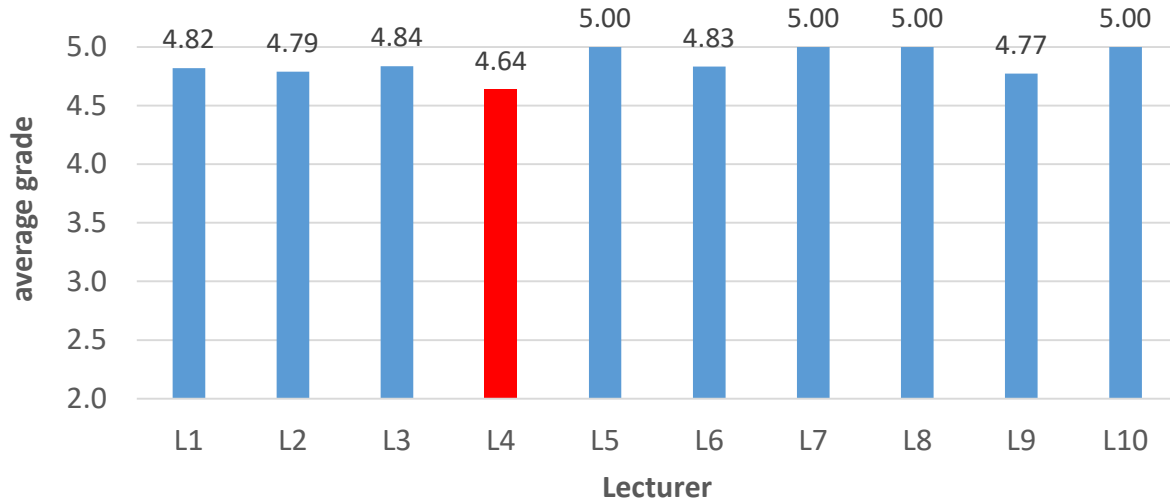
The evaluation results for the lectures, done by host professors are presented on the following diagrams. **The average grade is 4.87.**



### Evaluation results per question, from 10 SMS at UBL 2018/2019 (host prof.)

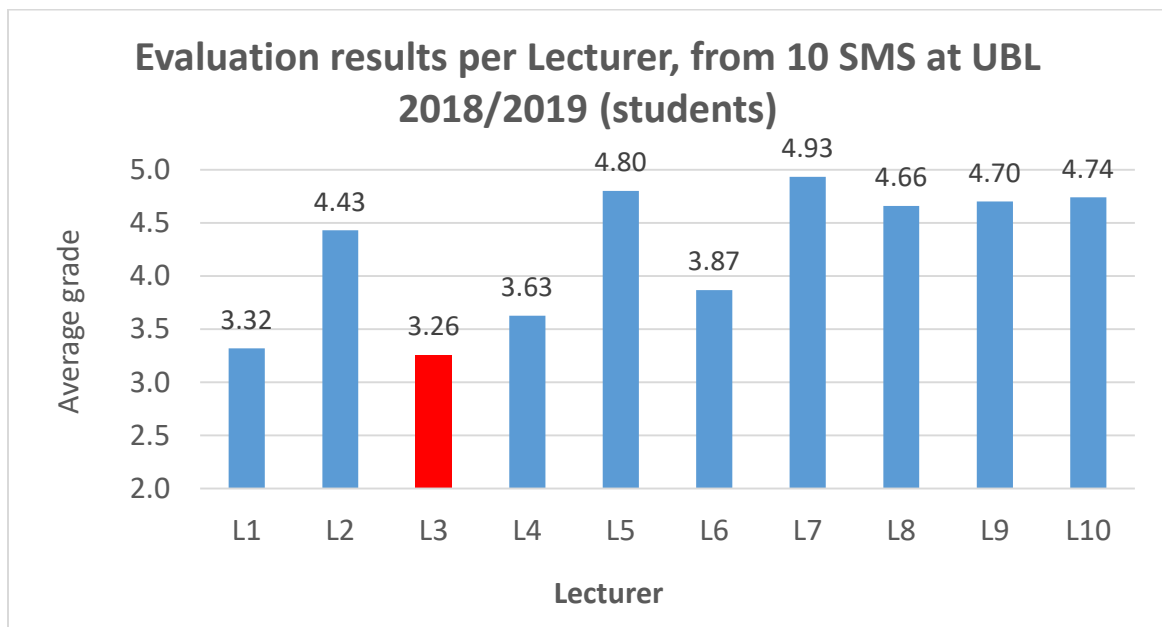
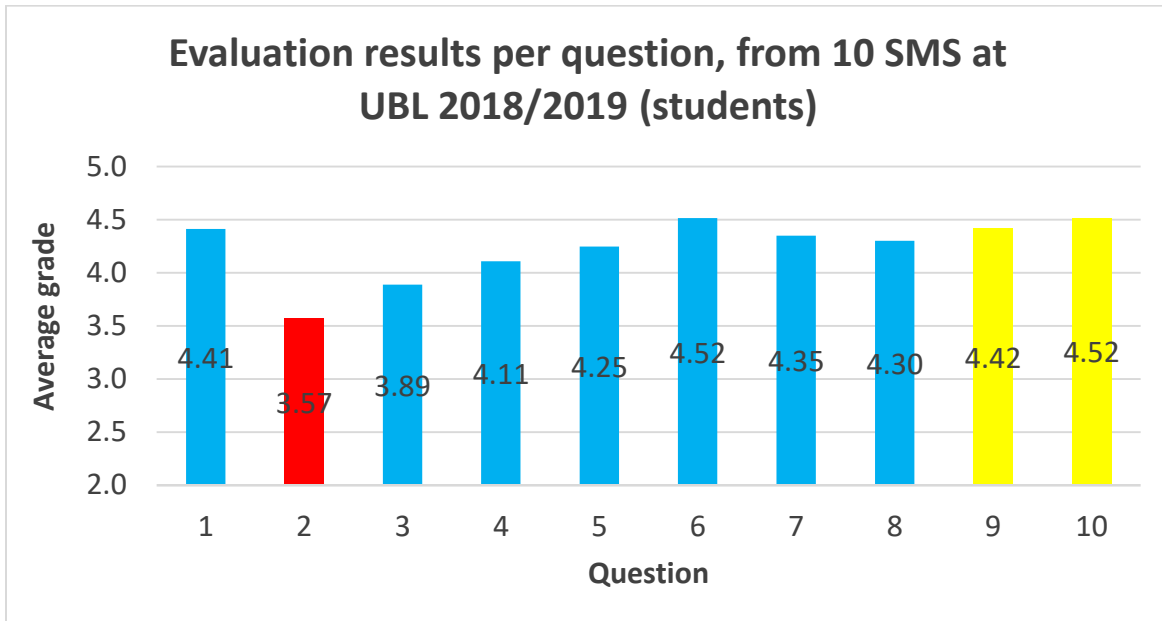


### Evaluation results per lecturer, for 10 SMS at UBL 2018/2019 (host prof.)





The evaluation results for the lectures and lecturers, based on questionnaires for students, are presented in the following diagrams. **The average grade is 4.23.**



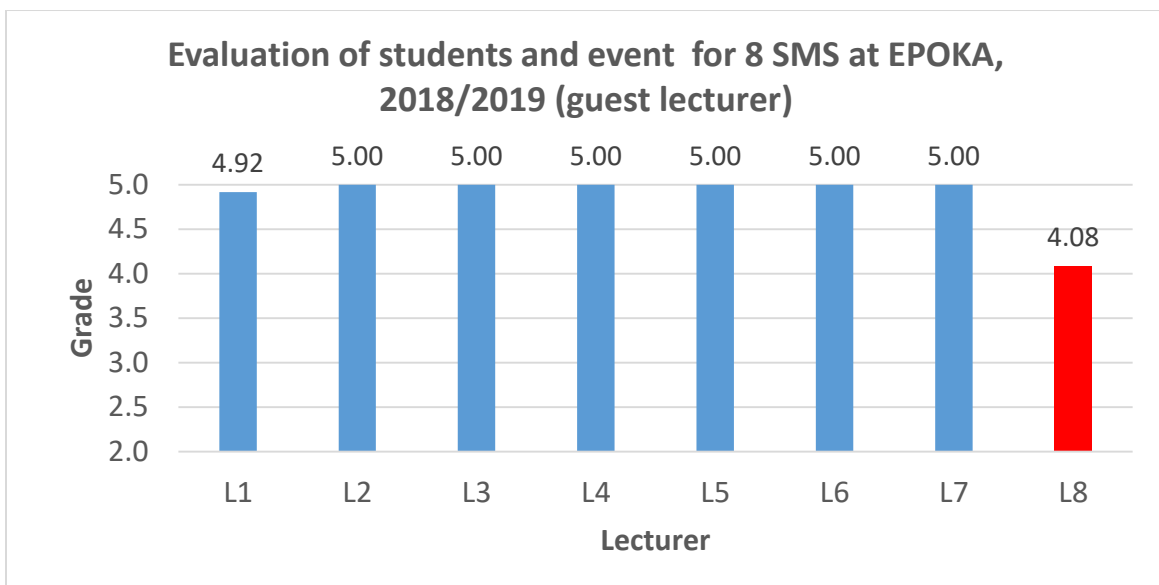
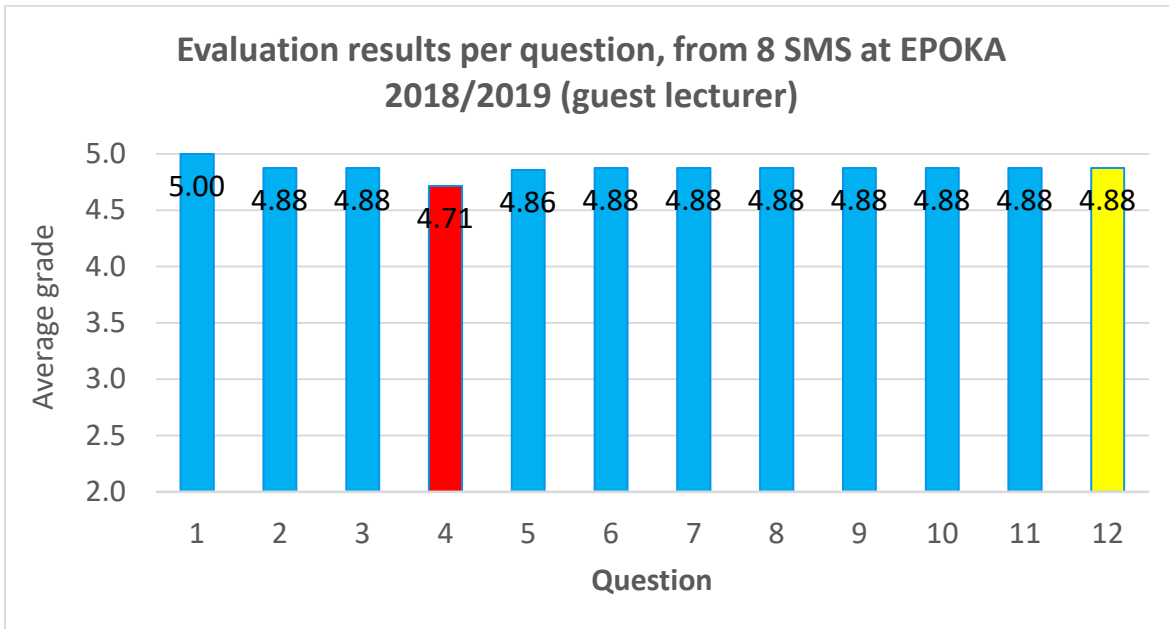


### 2.4.6 Evaluation of SMS at EPOKA in 2018/2019

In 2018/2019 school year 8 SMS were realized at EPOKA University in Tirana.

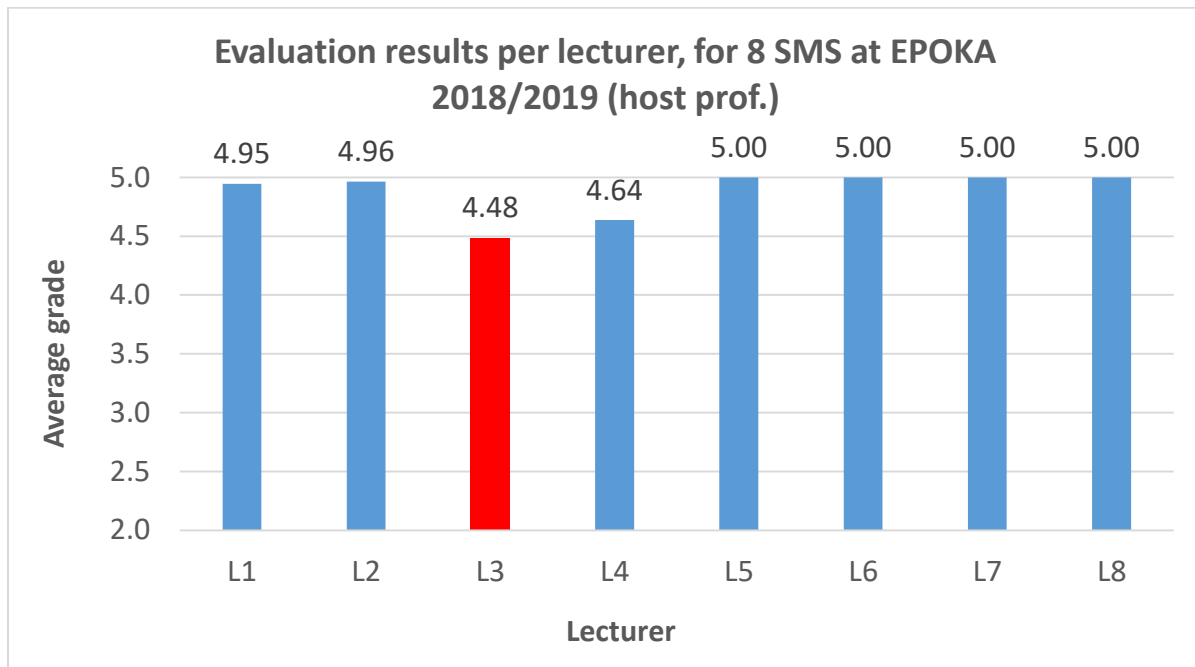
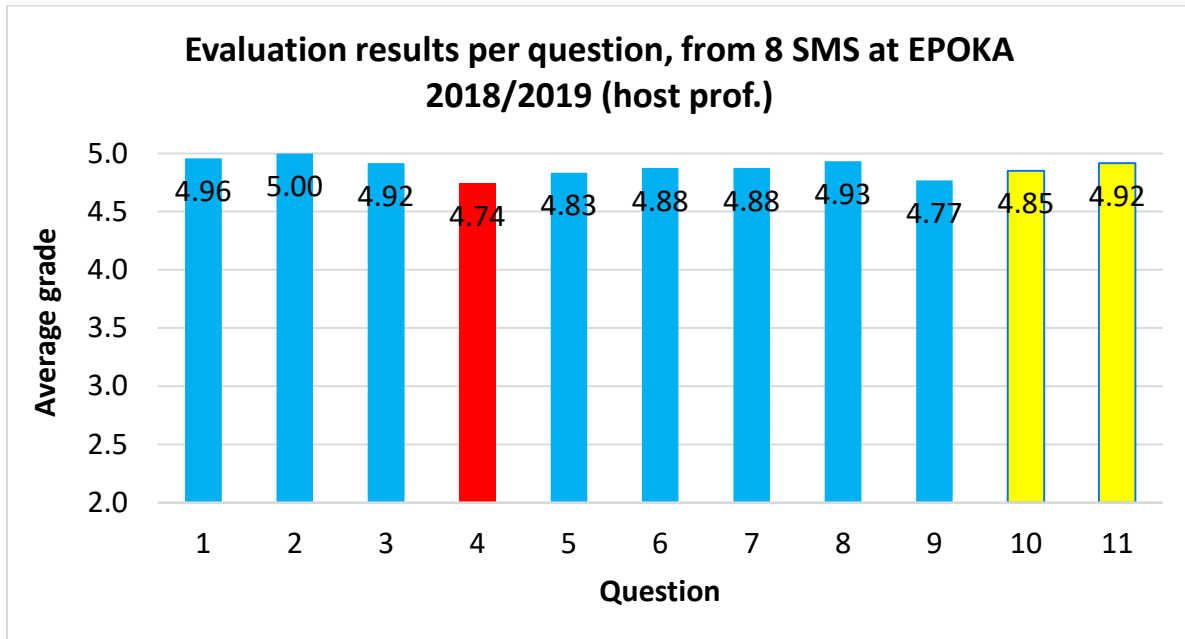
The following diagram presents the evaluation results for the event and for the students. This diagram is based on questionnaires answered by guest lecturers.

**The average grade is 4.88**, which means the visiting lecturers were satisfied with the organization of the event and the quality of the students that attended the lectures.



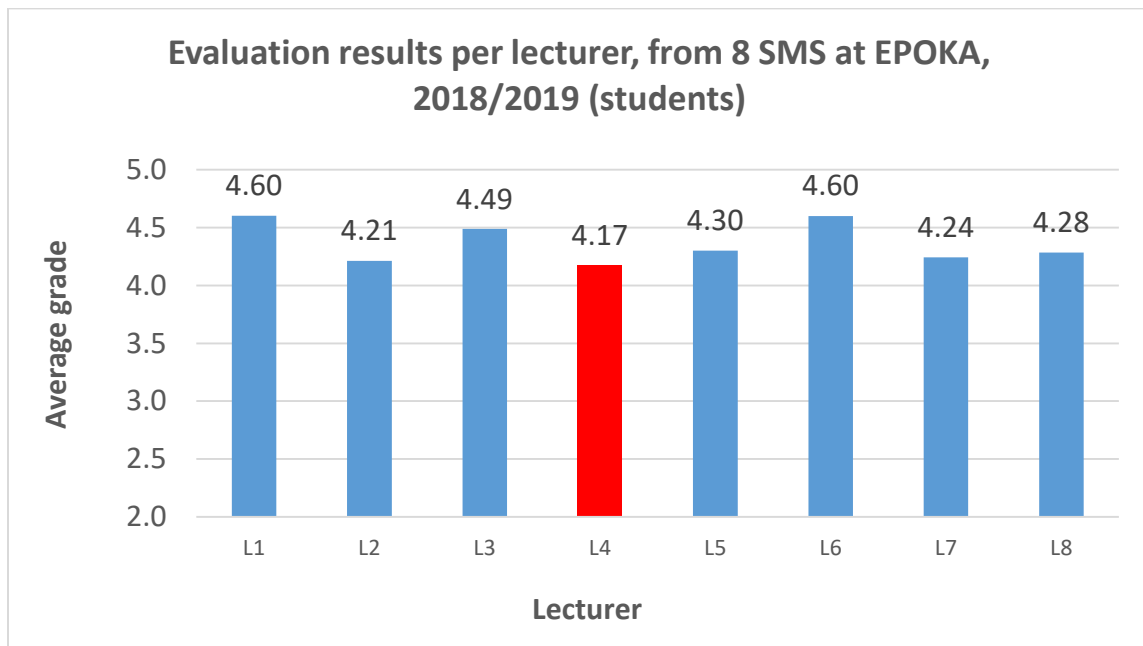
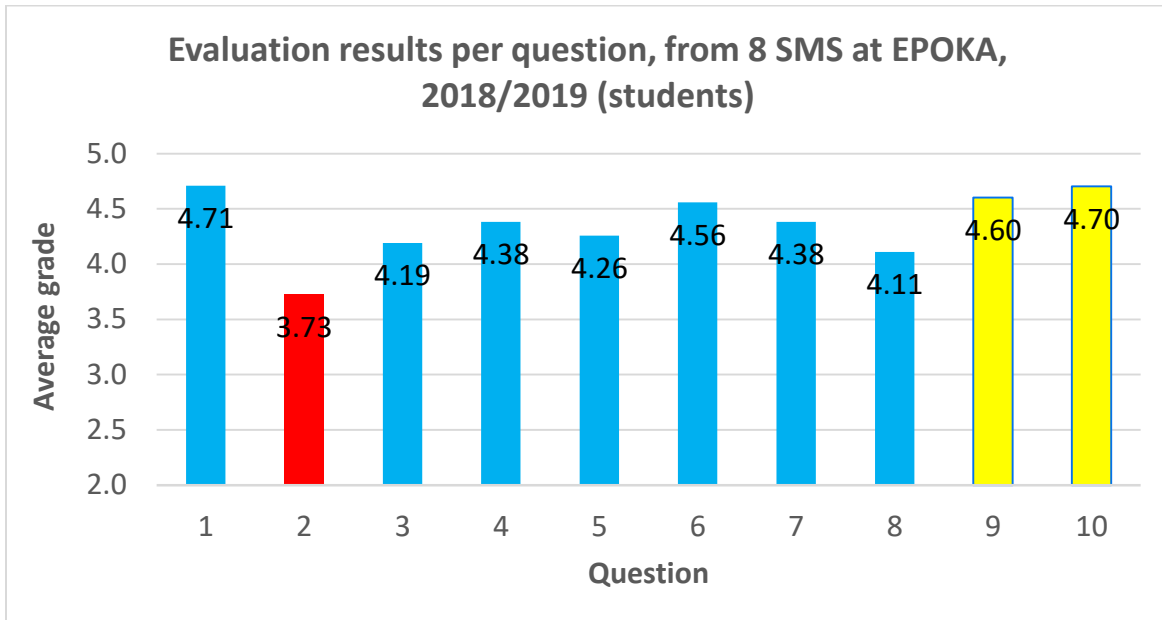


The evaluation results for the lectures, done by host professors are presented on the following diagrams. **The average grade is 4.88.**





The evaluation results for the lectures and lecturers, based on questionnaires for students, are presented in the following diagrams. **The average grade is 4.36.**



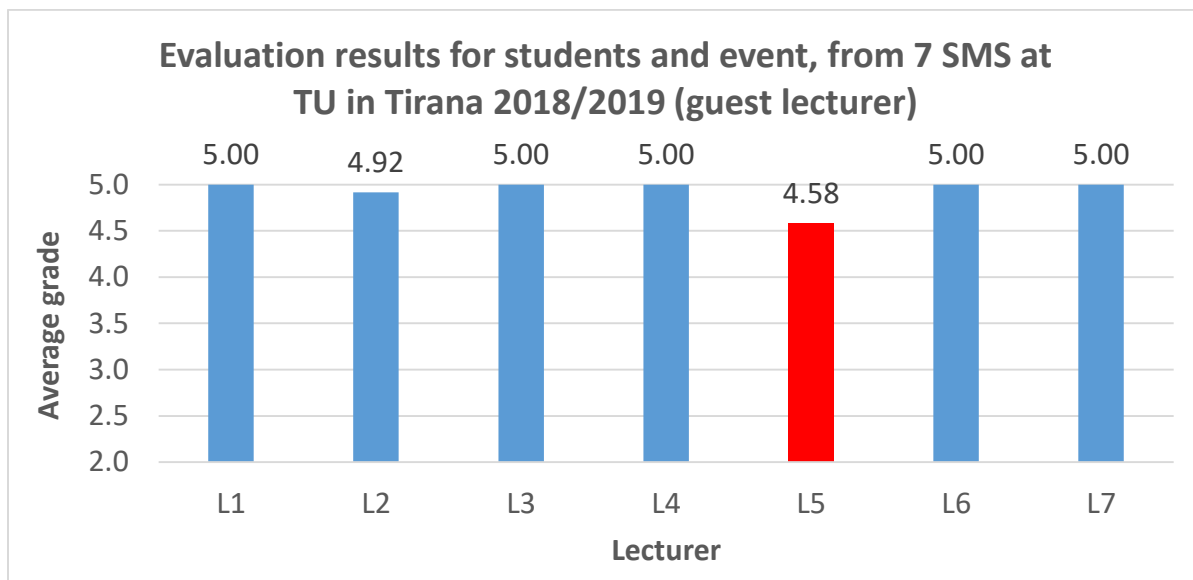
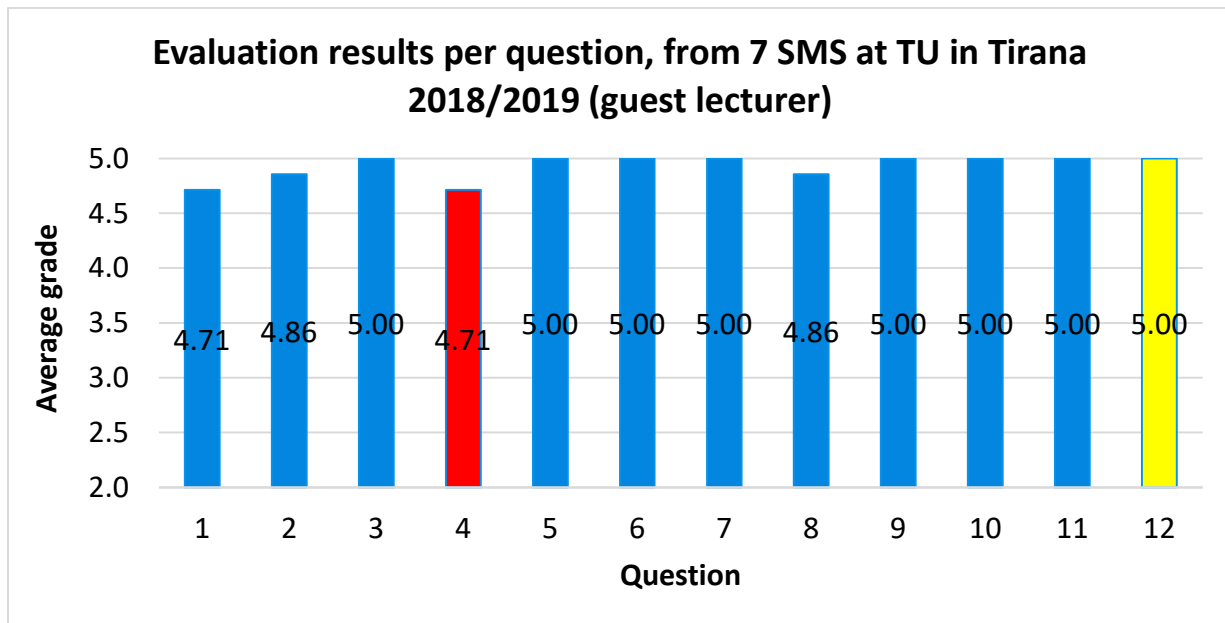


### 2.4.7 Evaluation of SMS at TU in Tirana in 2018/2019

In 2018/2019 school year 7 SMS were realized at Tirana University-TU in Tirana.

The following diagram presents the evaluation results for the event and for the students. This diagram is based on questionnaires answered by guest lecturers.

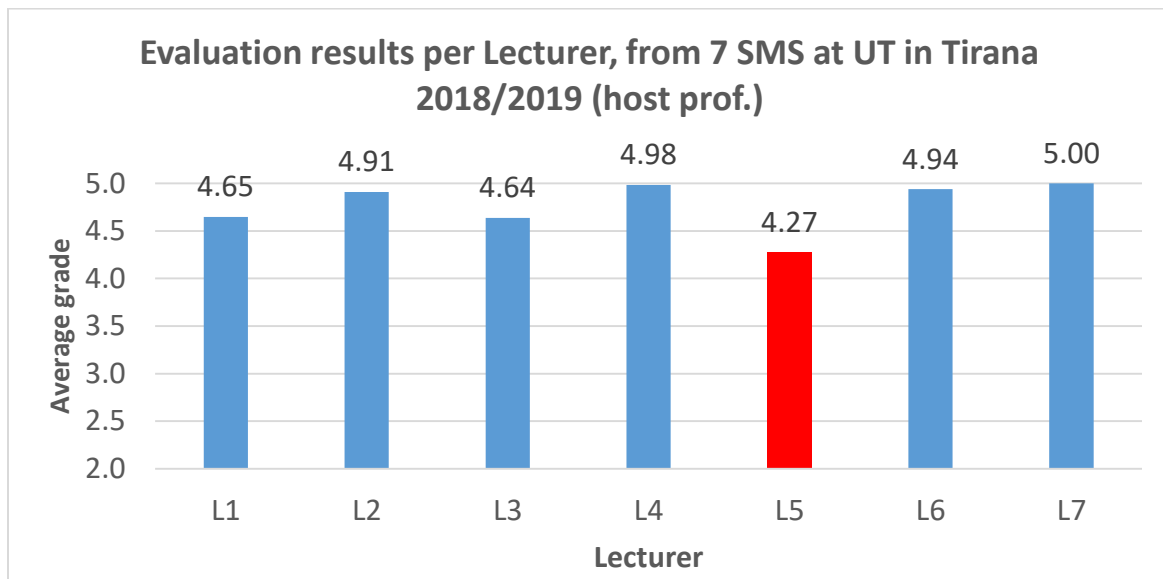
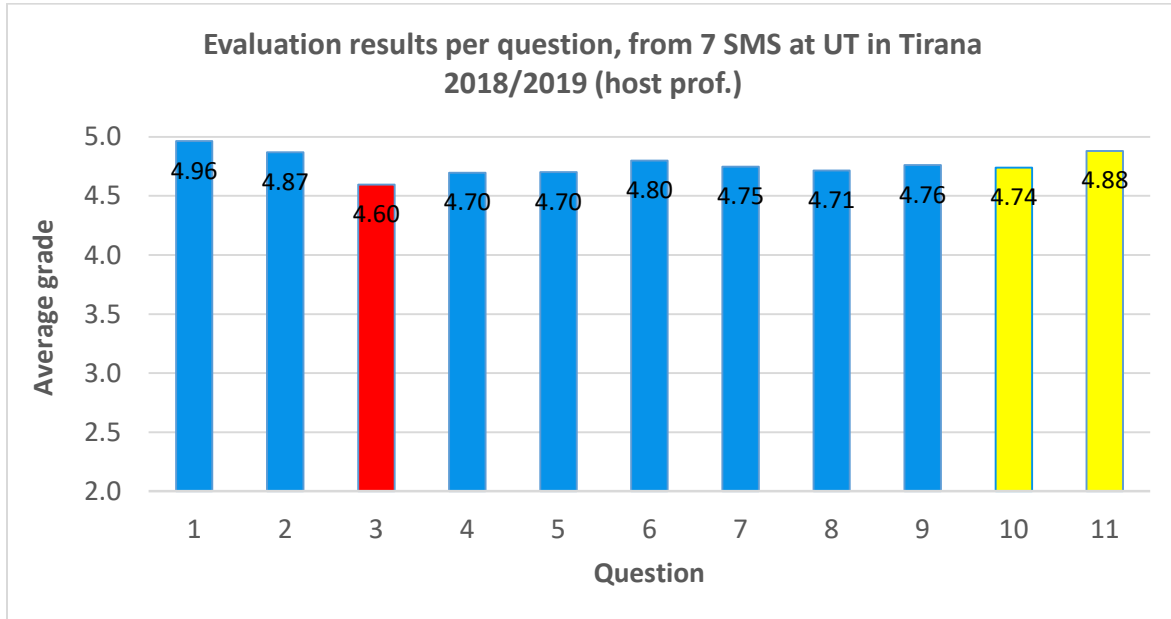
**The average grade is 4.93**, which means the visiting lecturers were satisfied with the organization of the event and the quality of the students that attended the lectures.





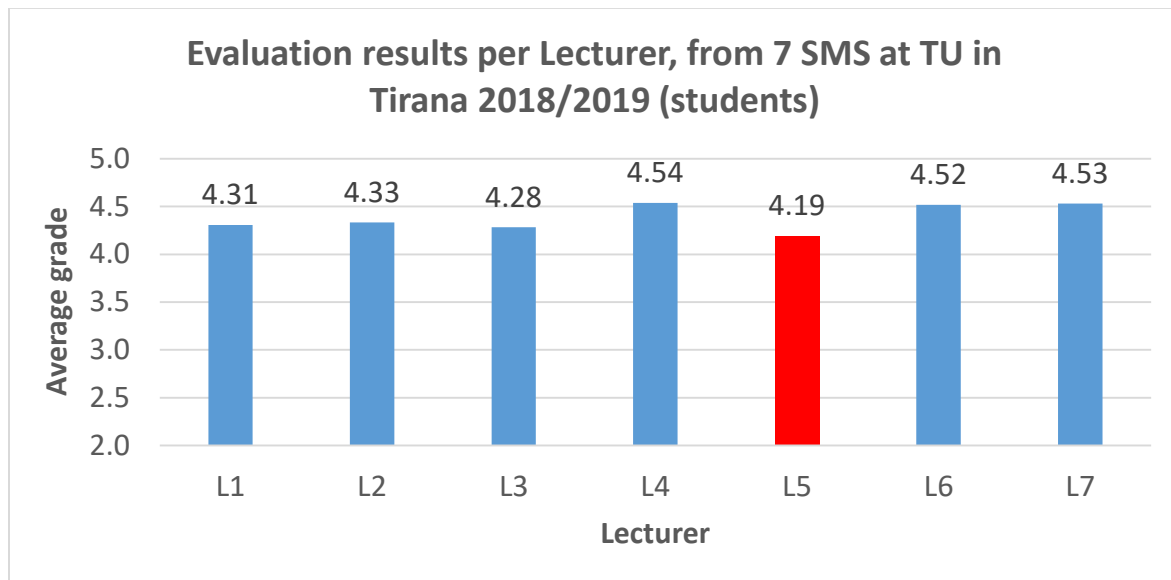
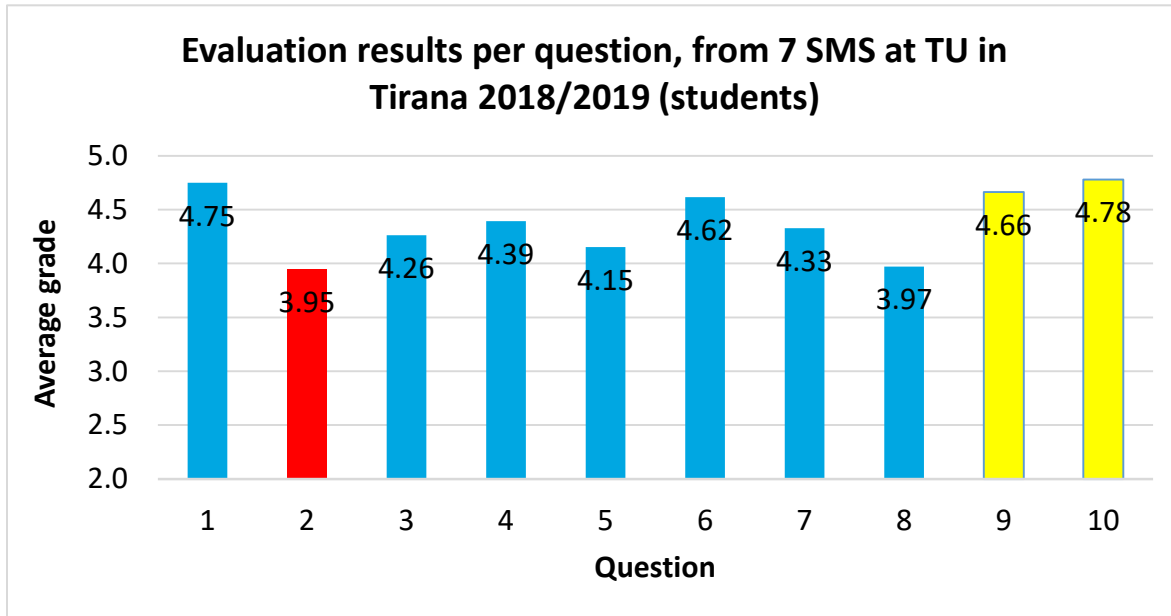


The evaluation results for the lectures, done by host professors are presented on the following diagrams. **The average grade is 4.77.**





The evaluation results for the lectures and lecturers, based on questionnaires for students, are presented in the following diagrams. **The average grade is 4.39.**



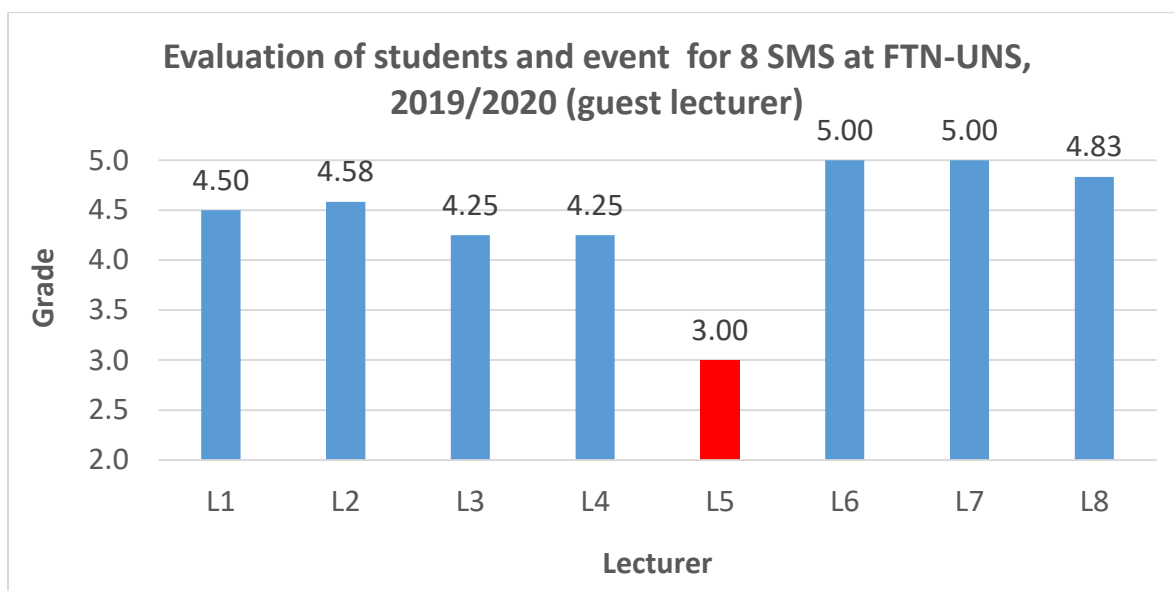
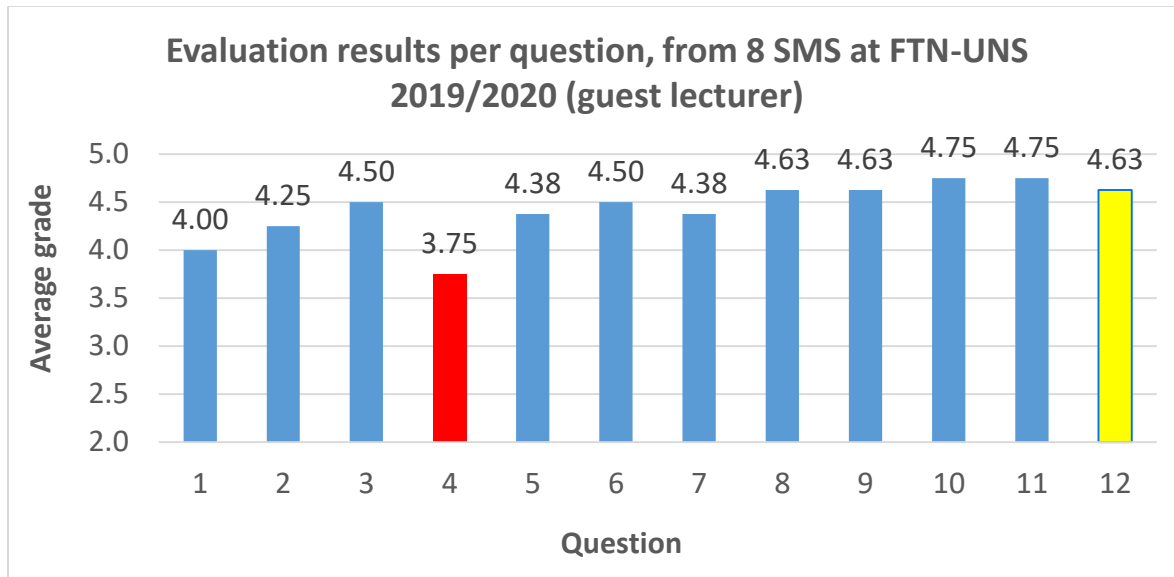


### 2.4.8 Evaluation of SMS at FTN-UNS in 2019/2020

In 2019/2020 school year 8 SMS were realized at FTN-UNS in Novi Sad, Serbia.

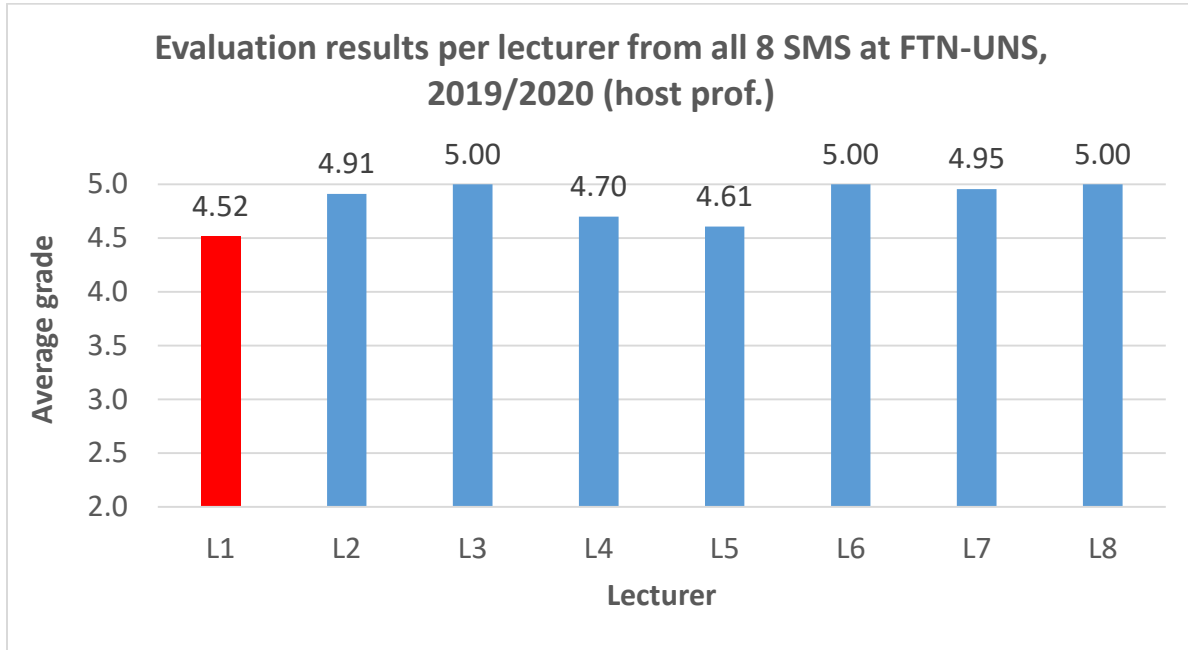
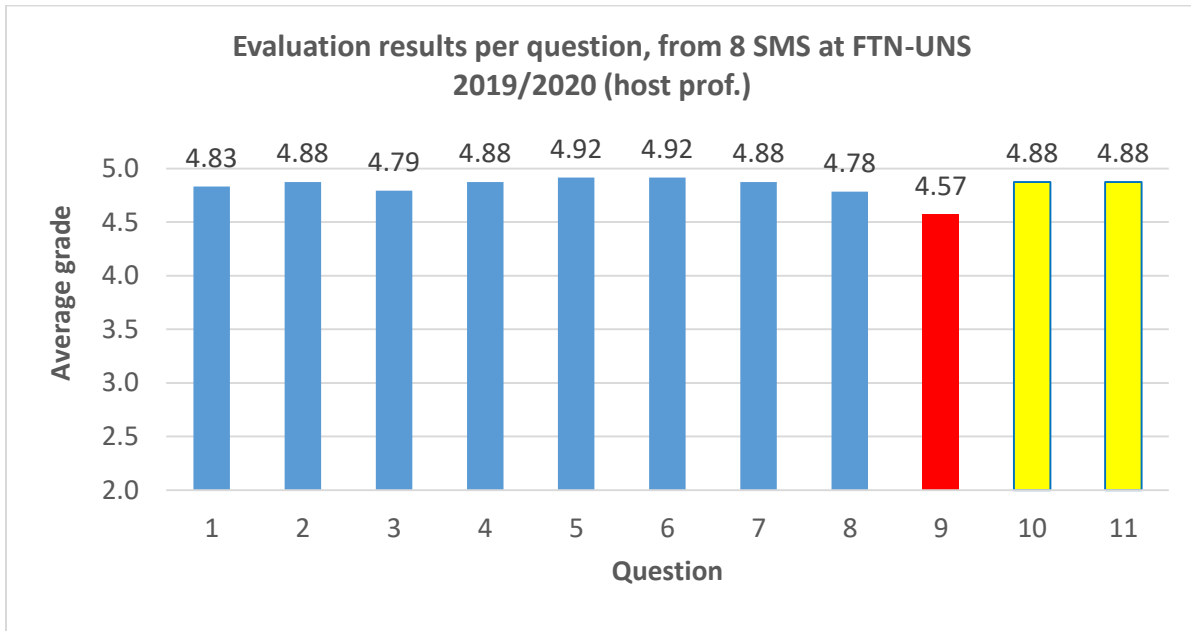
The following diagram presents the evaluation results for the event and for the students. This diagram is based on questionnaires answered by guest lecturers.

**The average grade is 4.43**, which means the visiting lecturers were satisfied with the organization of the event and the quality of the students that attended the lectures.



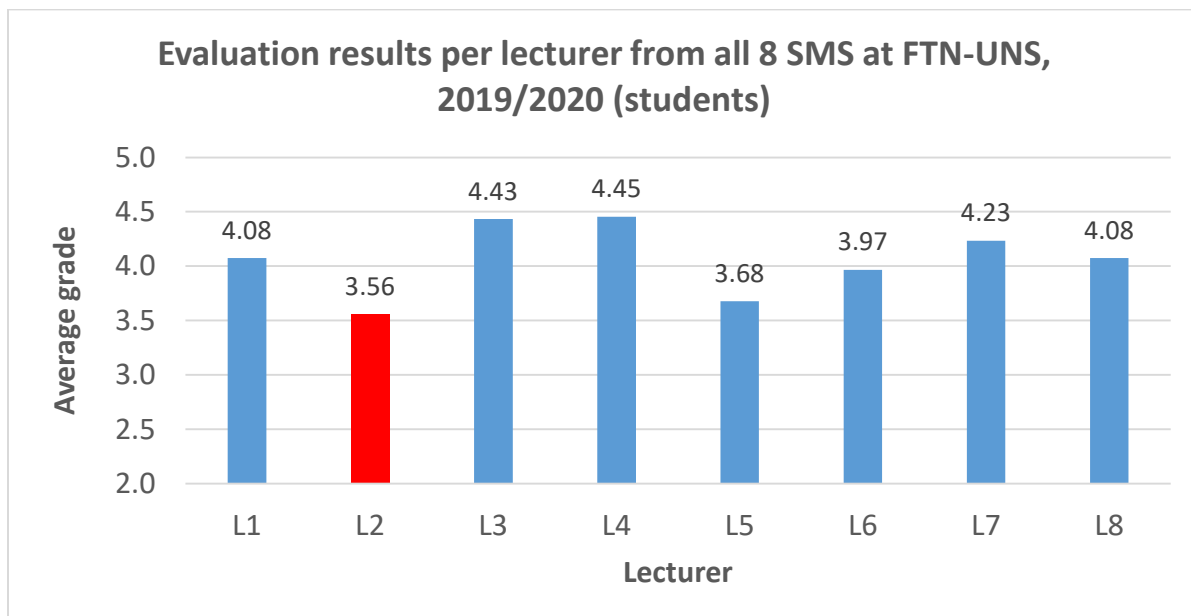
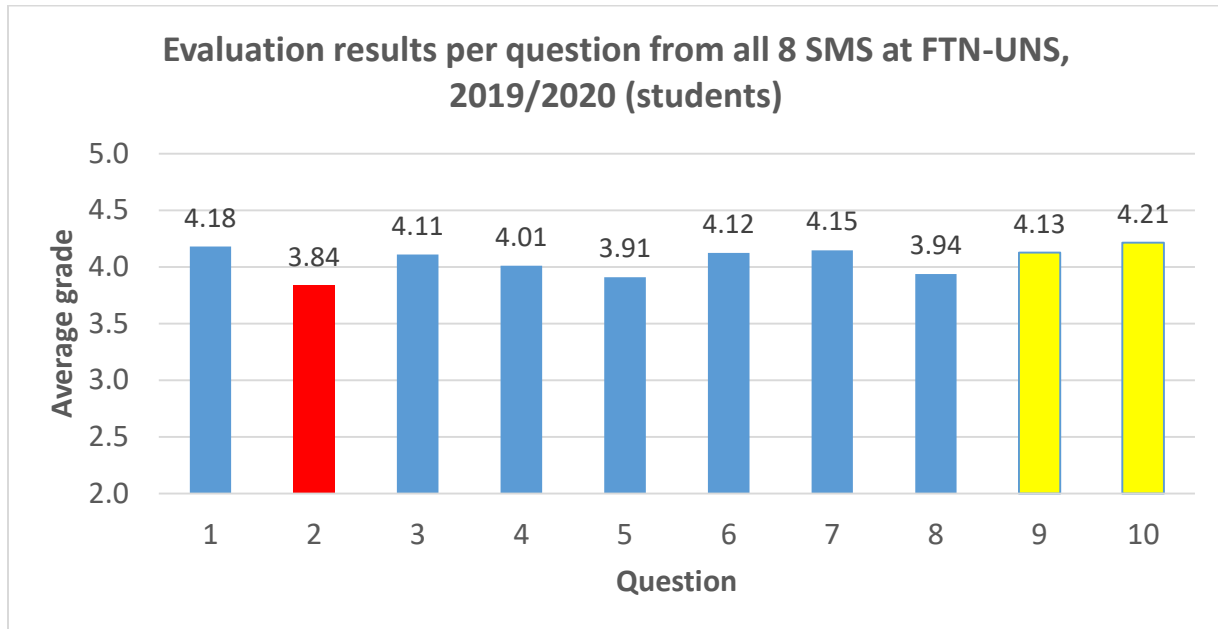


The evaluation results for the lectures, done by host professors are presented on the following diagrams. **The average grade is 4.84.**





The evaluation results for the lectures and lecturers, based on questionnaires for students, are presented in the following diagrams. **The average grade is 4.06.**



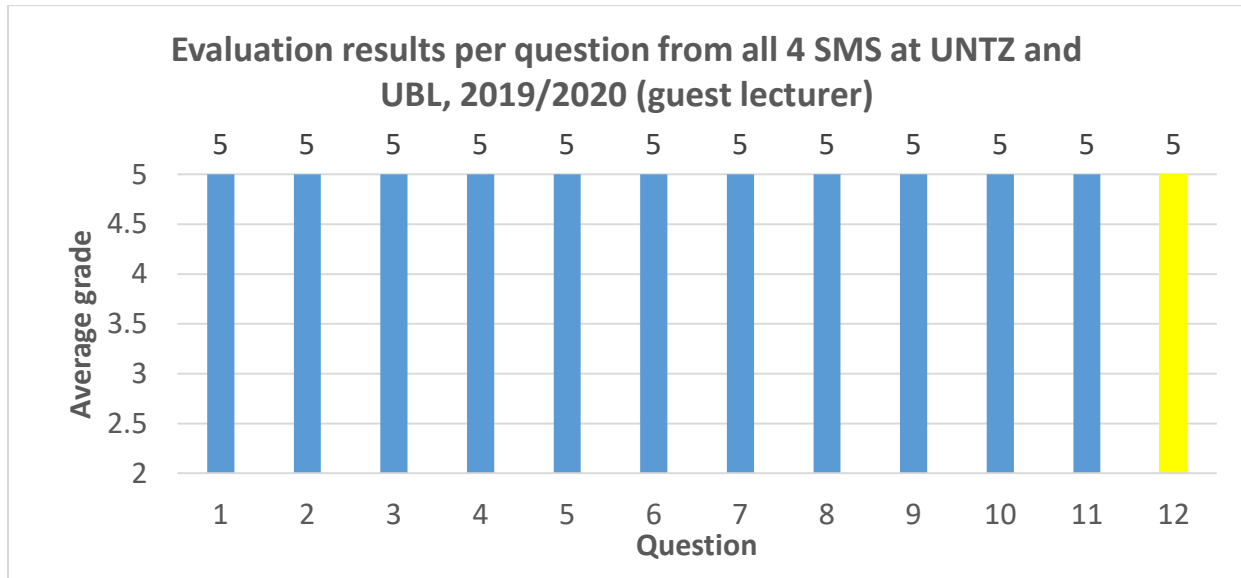


### 2.4.9 Evaluation of SMS at ULB and UNTZ in 2019/2020

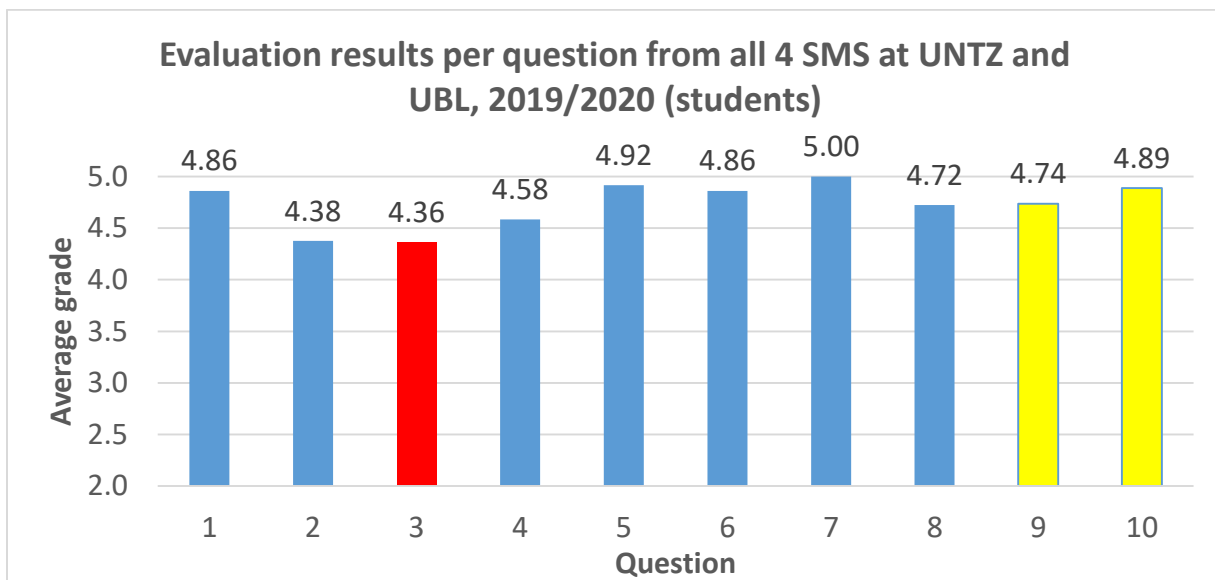
In 2019/2020 school year 2 SMS were realized at UBL in Banja Luka and 2 at UNTZ in Tuzla, Bosnia and Hercegovina.

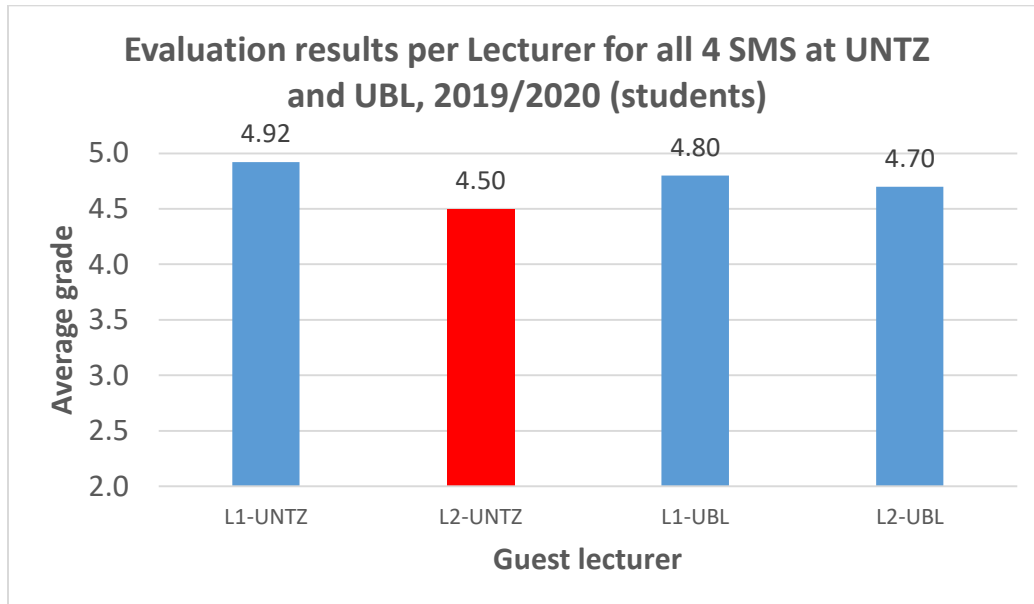
The following diagram presents the evaluation results for the event and for the students. This diagram is based on questionnaires answered by guest lecturers.

**The average grade is 5**, which means the visiting lecturers were satisfied with the organization of the event and the quality of the students that attended the lectures.



The evaluation results for the lectures and lecturers, based on questionnaires for students, are presented in the following diagrams. **The average grade is 4.73.**





#### 2.4.10 Evaluation of all 68 SMS

The most relevant questions which mostly show were the lectures (SMS) successfully organised and conducted, are:

##### Questions for the quest lecturers:

4. The participants had relevant knowledge in this field
11. The goal of the event has been achieved

##### Questions for the students:

4. The lecture content fulfilled my expectations
8. I will be able to use in practice what I have learned
9. Overall, I would like to give this lecture the grade....

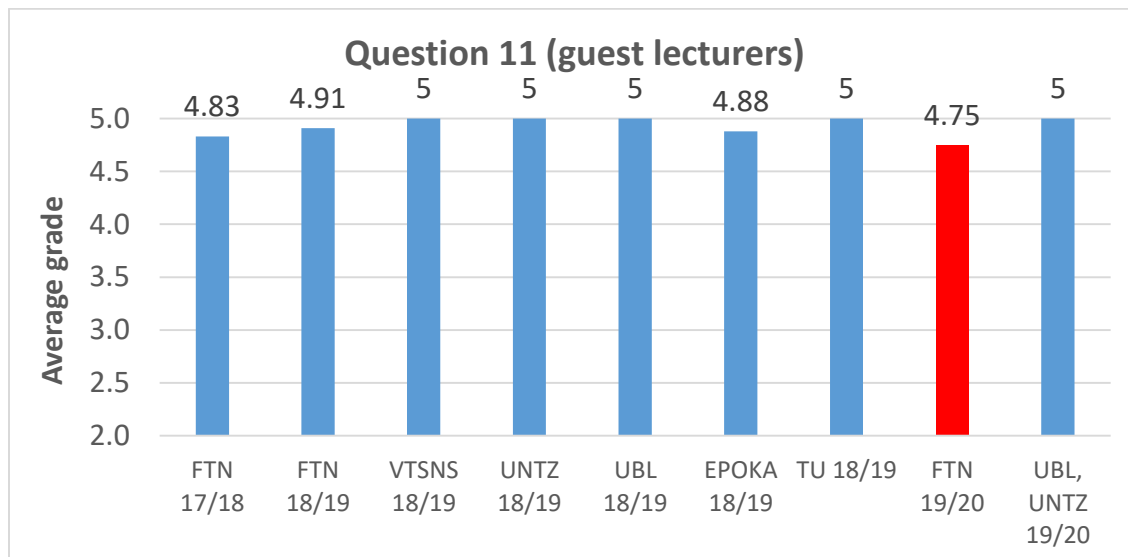
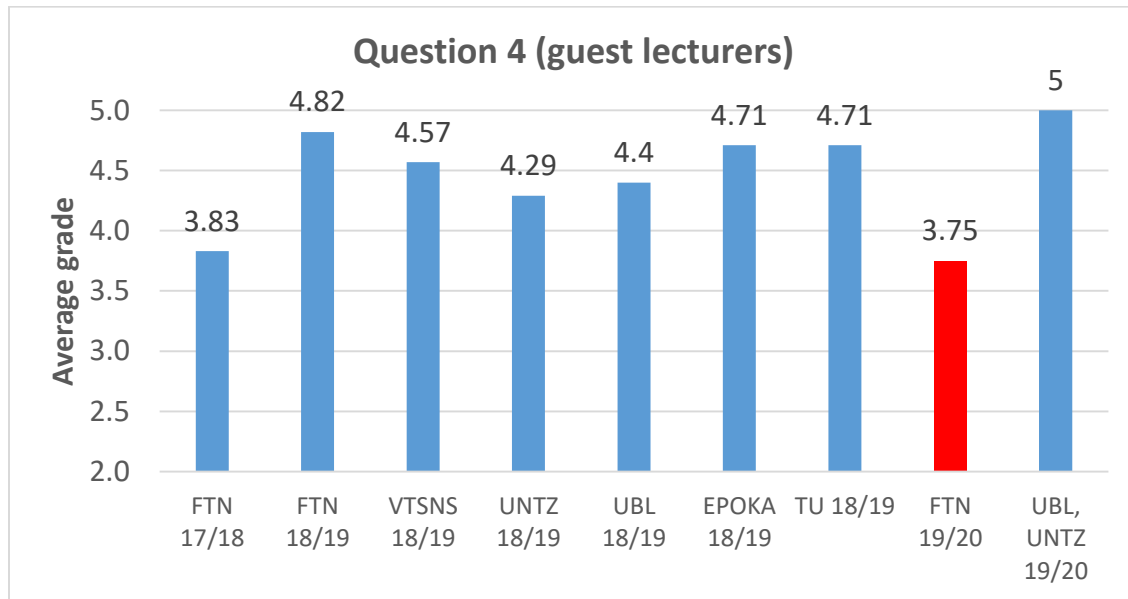
##### Questions for host professors:

8. The lecture has met my expectations
9. I believe that students will be able to use in practice what they have learned

According to the results of the questionnaires answered by the guest lecturers, students' basic knowledge on the DRM&FSE topic (question 4) was initially weak, but over time it was improved. Drop in grades is noticed in 2020, when the new generation has been enrolled at FTN-UNS. **The Average grade for the students' relevant knowledge of all 68 SMS is 4.45.**

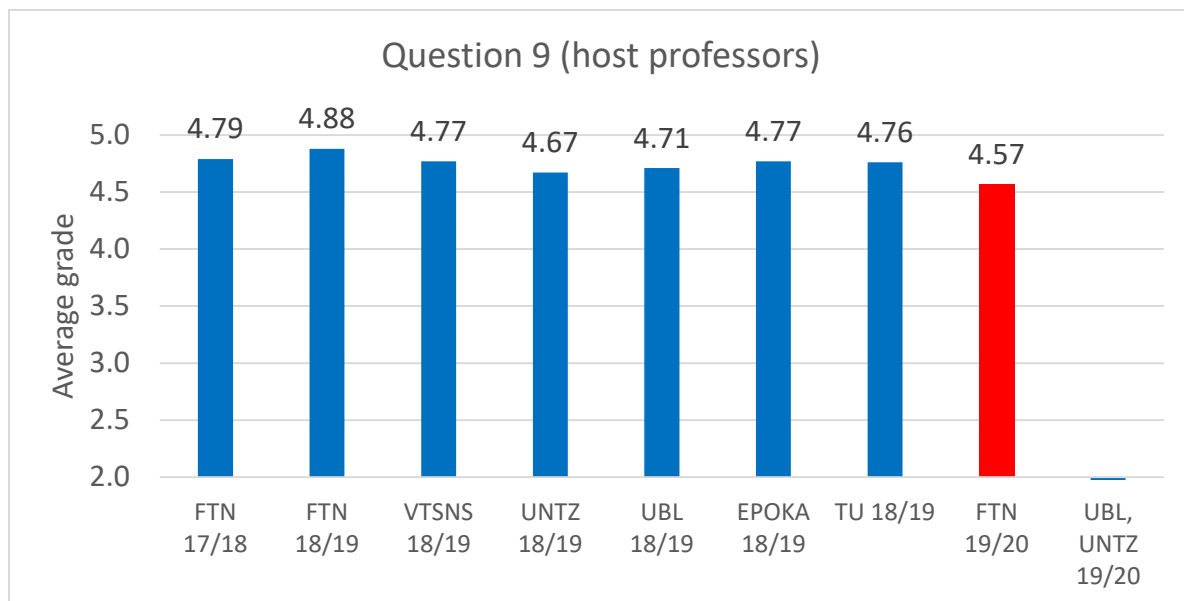
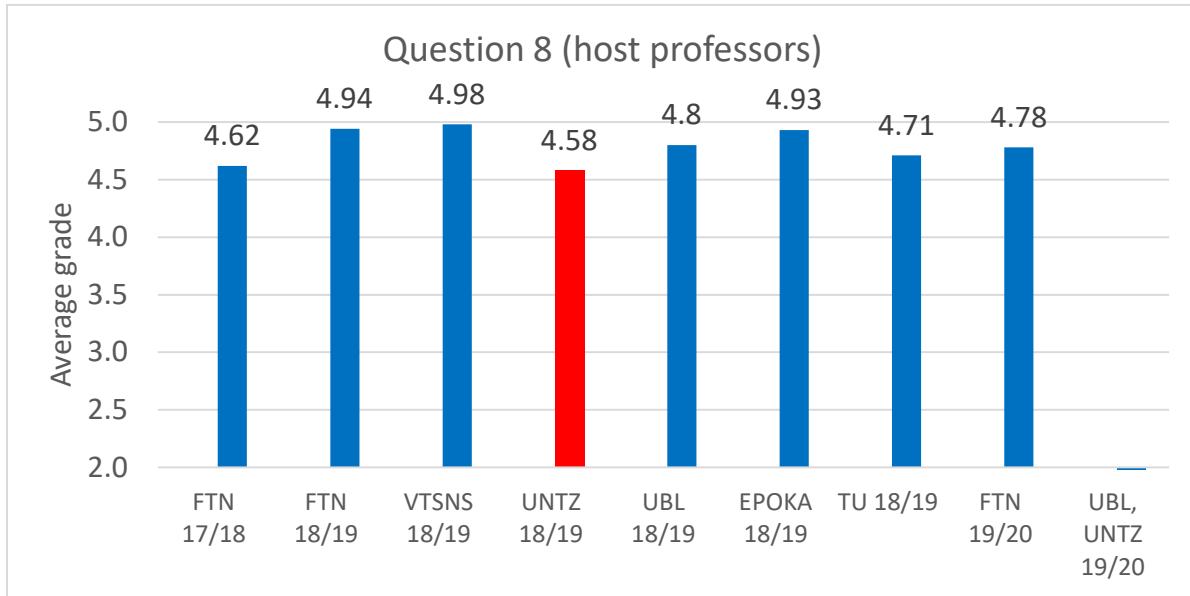


The guest lecturers answered that the goals of all 68 SMS have been achieved (question 11). **The Average grade for this question is 4.93.** The evaluation results are presented below.



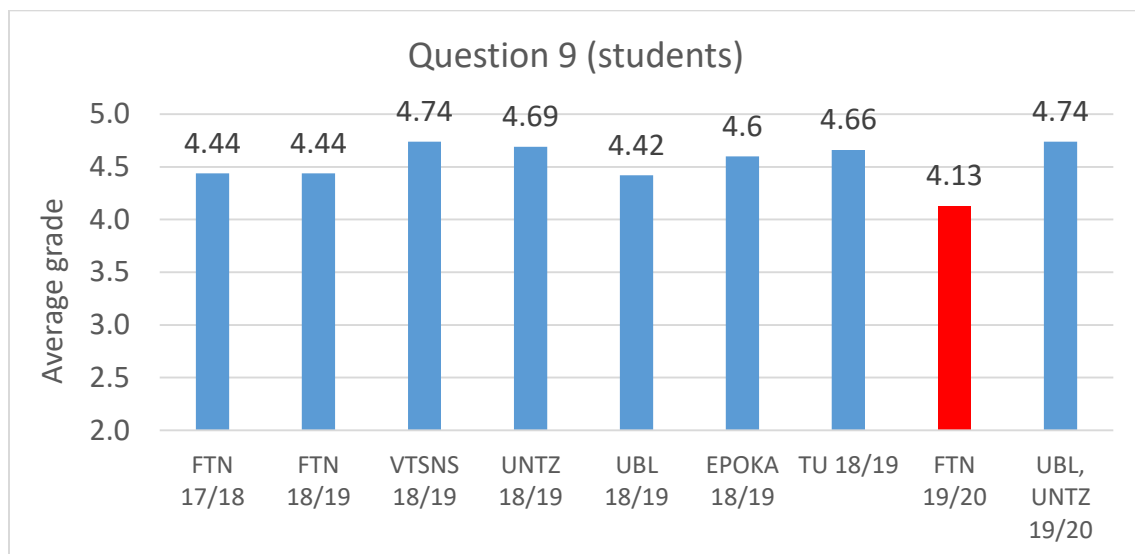
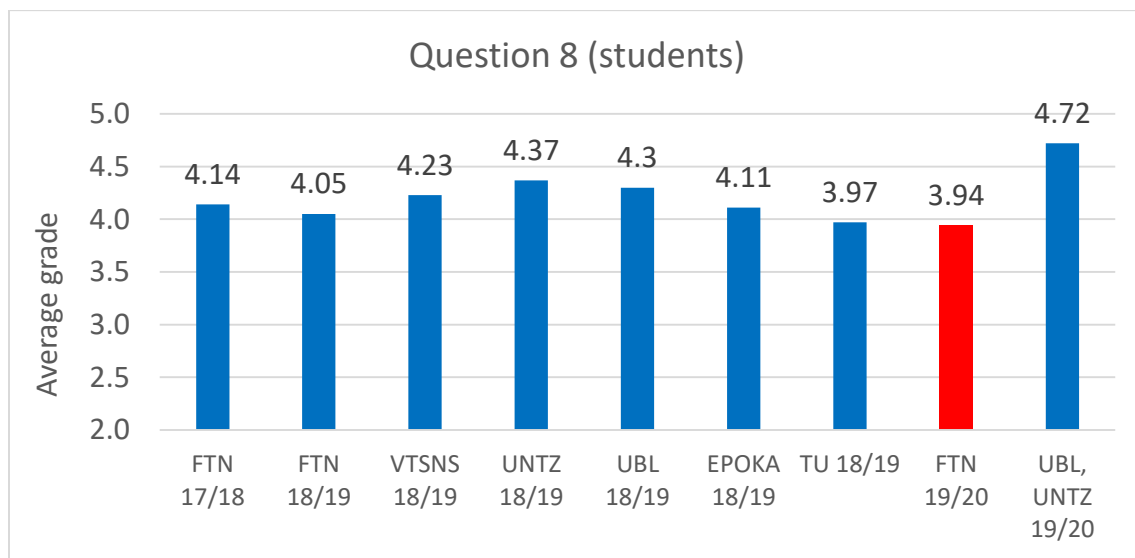
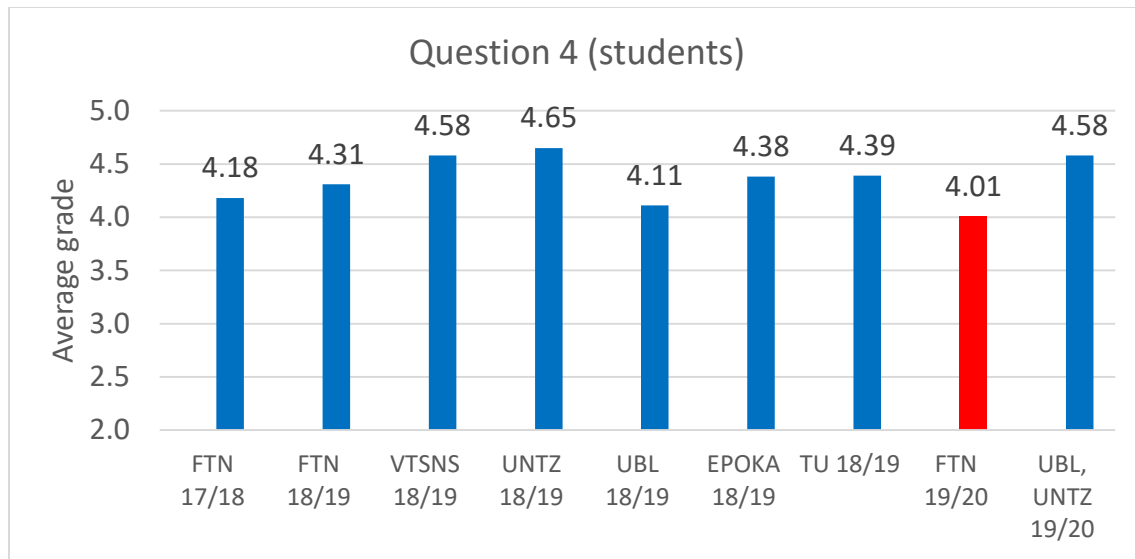
According to the host professors, the realised lectures had met the expectations (question 8) and the **average grade is 4.79.** They believe that students will be able to use in practice what they have learned (question 9). **The average grade is 4.74.** Evaluation results from all 68 SMS are presented below.





According to the students' opinion, the lectures' content fulfilled the expectations (average grade for question 4 is 4.35), they will be able to use in practice what have learned (average grade for question 8 is 4.20) and the overall grade for all 68 SMS (question 9) is 4.54.

The evaluation results are presented below.





## 2.5 Quality of printed materials

The most important print materials for project promotion were flyers, poster, roll up, folder, notebook, which were designed for the use of dissemination during project events (partners meetings, study visits, consortium meetings, and symposia). Several small brochures and three-page fliers, designed to promote newly developed programs and teaching and training activities of the project, were printed and distributed to potential students and DRM&FSE companies management. The aim of publications and promo materials was to make content available to the general public and end-users and to provide information on project- the background, objectives and description of work and expected results.

The project coordinator (UNS) was responsible for design of all promotional material. The draft version was sent to all partners for comments and suggestions, before printing, publishing and distribution. The materials were disseminated by all project partners at events which were relevant to reach the project's target group.

Within the work package WP3, Project Application partners developed/prepared learning material and glossary that was reviewed and corrected by partners P7-P11 and external reviewers, in order to raise its quality to a higher level.

As the subject of the project is the implementation of Master, PhD programs and LLL courses, for which it was planned to be implemented both in the language of the PA partners and in English language, all materials are in EN and then translated by external experts in cooperation with P1-P6 into SR, AL and B&H. Materials were reviewed and returned to WBC partners in electronic form.

Within the work package WP6, K-FORCE partners developed/prepared Glossary of most important terms used in the field of DRM&FSE. P11 sub-contracted an external reviewer, to carry out an external review of the Glossary and the Review was positive.

## 2.6 Quality of website and other electronic tools

As a central point for dissemination purposes, University of Novi Sad, created the project website available under <http://www.kforce.gradjevinans.net/> since September 2016. It contains all relevant information regarding the project, its objectives, results achieved, news, information on events and project partners.

The maintenance activities included adding of the electronic publications of the project that were intended for general public and for dissemination of the project. The site also offers a private area in which the consortium members could access all documents necessary for the management of the project. The website is being continuously updated. Apart from dissemination purposes, the project website was also used for project management, through its



special area “Administration”. The structure reflects its double purpose nature and is split in two sections, a private one and a public one. The main parts of the KFORCE Website are summarized here:

Public area (sub-categories):

- HOME
- ABOUT PROJECT (Project Rational, Objectives, Project Management, LMF, Work plan, K- Force visual identity)
- CONSORTIUM MEMBERS (Lead partner, Member from Programme Countries, Members from partner Countries, Associated Members)
- PROJECT RESULTS
- EVENTS
- GALLERY
- CONTACT
- PUBLICATIONS
- E-LIBRARY

Private area:

- ADMINISTRATION

UNS was responsible for setting up and maintaining the K-FORCE web-site with all information and materials received from project partners. Moreover, all partners were asked to promote K-FORCE project on their websites and other electronic tools (such as: Facebook, Twitter and LinkedIn profiles/groups, newsletters, etc.) by providing short description of the project, logo and link to K-FORCE website. Following the project’s web dissemination strategy, news about K-FORCE project were published in different languages EN, SR, AL, BiH.

The K-FORCE platform can be accessed by all partners depending on their assigned tasks and roles. UNS will set up and maintain the K-FORCE platform.

All partners will regularly provide information for dissemination on website. Web site will be linked to all partners’ web sites and other interested stakeholders and social networks.

## 2.7 Quality of K-FORCE E-Library

K-FORCE supported the production and adoption of Open Educational Resources in diverse European languages. For this purpose a Glossary of DRM&FSE key words and terms and K-FORCE On-line Library were developed. In addition, Educational ICT based laboratories were created in WBC HEIs with interoperability capabilities. The K-FORCE On-line library provides international and regional case-studies and research publications. These measures insure common regional problem approach and knowledge compatibility also in accordance to



contemporary trends in field of DRM&FSE. Public has an open access to K-FORCE Web portal and K-FORCE On-line library where they may find guidebooks, glossary, curriculum, guides, textbooks, conference proceedings and other. This is not only important from aspect of dissemination, but also provides virtual mobility of teachers, students and trainees in the region and availability of materials.

## 2.8 Quality of project management

**Project Management (WP9)** was led by University of Novi Sad. It consisted of planning, organizing, motivating, and controlling resources, procedures and protocols for achieving specific goals addressed in project. It resulted in partnership terms and conditions being fully agreed upon, management procedures being fully established and teamwork culture being built. The objective to produce and deliver planned outputs was successfully realized.

The primary challenge of project management was to achieve all of the project goals and objectives while honoring the preconceived constraints. The primary constraints were scope, time, quality and budget. The secondary — and more ambitious — challenge was to optimize the allocation of necessary inputs and integrate them to meet pre-defined objectives.

Due to the size of the Consortium and the wide span of the project outcomes, the management team expected various challenges while the project picked up speed. Hence in order to establish mechanisms that will ensure a good project start and adherence to the time plan the Project Management and Reporting Guide was developed. The Project Management and Reporting Guide offered instruction on how to report upon an implemented activity, gave a detailed definition of eligible and ineligible costs, as well as necessary supporting documents that need to be provided in order to justify the costs. Taking into account that most of the rules are defined by the Grant Agreement, Project Management and Reporting Guide defined procedures for their practical implementation. By clear defined procedures for financial management and reporting, the communication between the project coordinator and other beneficiaries was simplified. Additionally, the beneficiaries were able to fulfill successfully their contractual obligations and to provide all necessary inputs with high quality to project coordinator whose responsibility was to further incorporate them in reports for the EACEA.

**The conclusion is that all beneficiaries were actively involved in the fulfillment of agreed procedures defined in the Project Management and Reporting Plan.**

### 2.8.1 Management structure

The K- FORCE Consortium consisted of 14 members and 2 associated partners from Western Balkan (WB) and Program Countries (PR).

To achieve the goals, K-FORCE project was planned in three phases: preparation, development and implementation and valorization phase. Each phase consisted of Work Packages (WP) led

by WG Chair and Co-chair, monitored by SCM. WPs consisted of several activities, each led by Activity leader, resulting with one or more deliverables. Competences, knowledge, experience, expertise and skills of project partners ensured reliable environment for realization of planned project activities as well as responsible, timely, cost effective and efficient task and project realization.

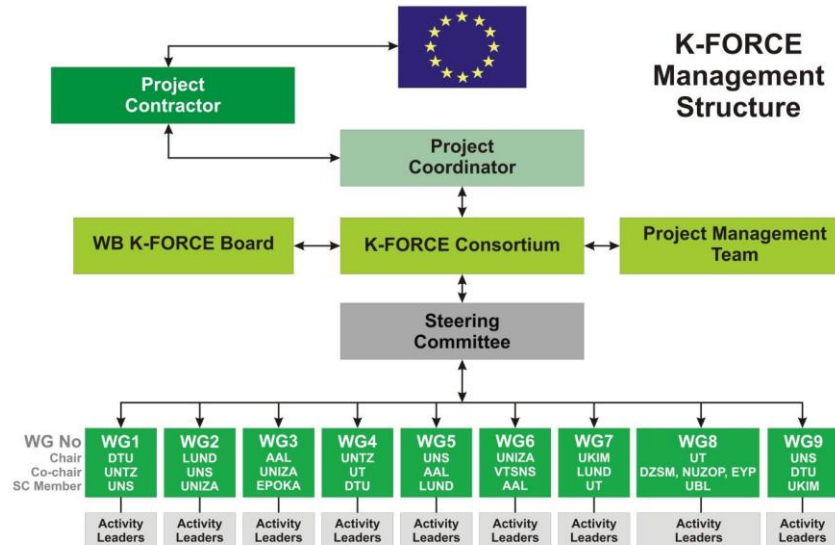


Figure 1. Management Structure Organogram

The project management structure was established and officially adopted at the kick-off meeting.

**K-FORCE Consortium** - consisting of two contact persons from every partner institution, provided strategic project management and monitored the overall progress. The Consortium members met four times during the project.

**Steering Committee** - The Steering Committee was led by Alburg University (P8) with members from HEIs. Steering Committee met in full attendance twice a year, at and between Consortium meetings.

**WB K-FORCE Board** - a sub-body of K-FORCE Consortium, was formed from contact persons of partners from WB countries and met in person every six months.

**Project Management Team** - Finally, University of Novi Sad (P1) formed the Project Management Team (PMT), which included management, legal, administrative, financial and technical staff, from both University and Faculty structures. PMT provided continuous project management support. Led by the Project Coordinator, the PMT was accountable for overall project management and timely execution. It prepared, executed and documented of all K-FORCE bodies' meetings and ensured efficient follow-up.



PMT ensured permanent communication between all the bodies and persons described so far, on all levels. To fill the time gaps between meetings in person, the PMT encouraged SKYPE, telephone conversations, electronic communication and blog/discussions.

### **3 INTERNAL MONITORING**

The Internal monitoring was carried out by all partners and comprises a wide evaluation of the following:

- self-evaluation by using the LFM;
- work plan evaluation;
- budget and cash flow tables evaluation;
- monitoring visits of the QAPT;
- questionnaires for survey of target groups (e.g., participants in the dissemination and training events);
- SC meetings.

#### **3.4 Levels of internal monitoring quality control**

The internal monitoring control mechanism was based on four levels of control. Concerning, first of all, the Deliverable authors, Task and WP-leaders then the Deliverable reviewers as a second level of control, the subsequent third level of control by the project Coordinator and the last fourth level of the Steering Committee control and the final report approval. Additionally, internal quality control was also required by the partners, i.e., the contact persons always checked the output of his/her project team before sending documents for review or before uploading them on the K-FORCE web-page.

#### **3.2. Quality feedback by the target groups**

The impact assessment of the project activities and satisfaction from the project achievements by the project target groups was investigated and controlled by visits, interviews, questionnaires and consultation with the stakeholders, beneficiaries and final users. Therefore, a feedback templates for different meetings/events were developed in accordance with the specific needs and maintaining the main template items.

Additionally, a specific event report template was developed and filled by project partners (organizers) for all K-FORCE events (workshops, info days, trainings, etc. – except SC meetings).

#### **3.3. Internal evaluation questionnaire**

In order to assess the quality of project implementation and assess the opinion of all partners on the correctness of the implementation of certain activities, a questionnaire that covered the first half of the project was conducted. The questionnaire was answered by 25 project



participants, mostly from Partner countries. The Questions were divided into **5 groups: Relevance, Objectives, Communication and Management, Implementation and Dissemination.**

The results on the **RELEVANCE** are as follows:

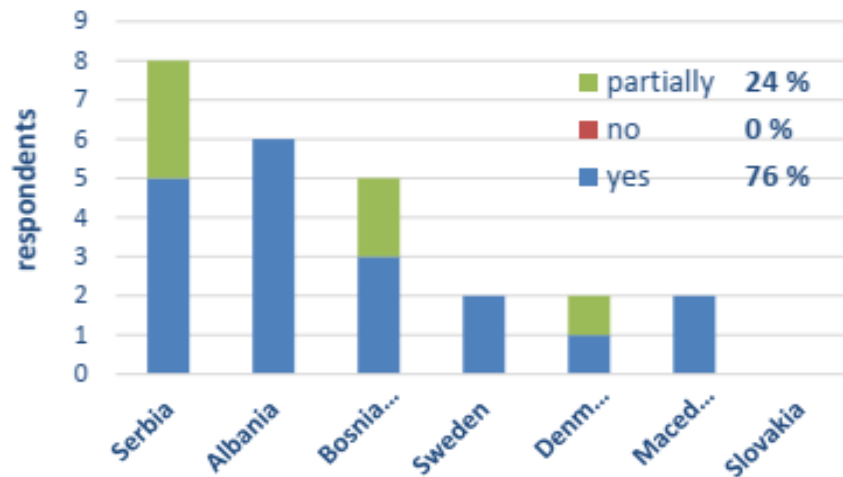
## K'Force: QA - Internal Evaluation

### 1. Relevance:

1. Do you expect the Master Programs or modules, as project outcomes, to be novelty in the education process in the WB partner countries?

- Yes  
 No  
 Partially

Comment



#### Comments:

- There are no MPs in the field of DRM&FSE designed according to WBC needs and contemporary EU trends.
- In existing study programs only few subjects concerning the problem of DRM&FSE are involved (usually forming modulus), therefore the purposed study program will be unique in WB Countries.

#### Reccomendations:

- Discuss the topic and the implementation of new courses extensively with all partners





2. Do you expect the PhD study programs, as project outcomes, to be novelty in the education process in the WB partner countries?

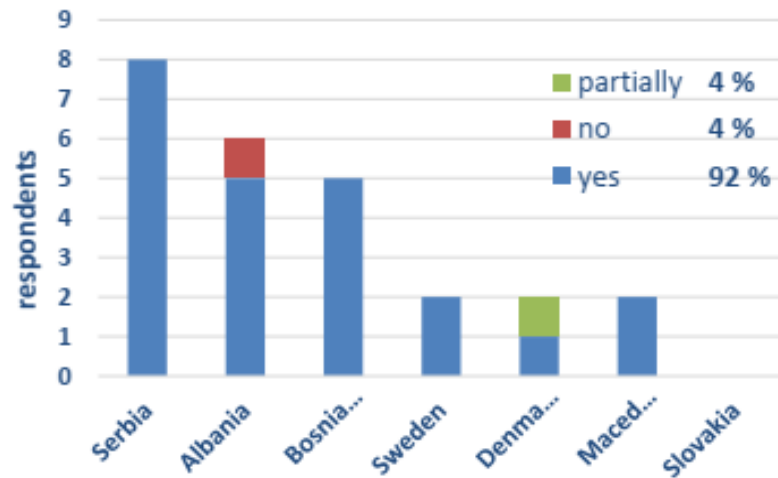
- Yes
- No
- Partially

Comment

Your answer

Recommendation

Your answer



Comments:

- The suggested PhD programme in DRM&FSE represents a significant novelty in education in the WB area, and this is strongly linked to the education needs of the WB in this subjects.
- This programme does not exist currently and will greatly improve the sustainability of DRM&FSE programmes by providing future teachers and experts in the field - a very important aspect.

Reccomendations:

- Sustainability: All partner countries HEIs should nominate 2 candidates for enrolment at PhD studies at UNS. For this purpose to find possibility for providing scholarships.

3. Do you expect the LLL courses, as project outcomes, to be novelty in the education process in the WB partner countries?

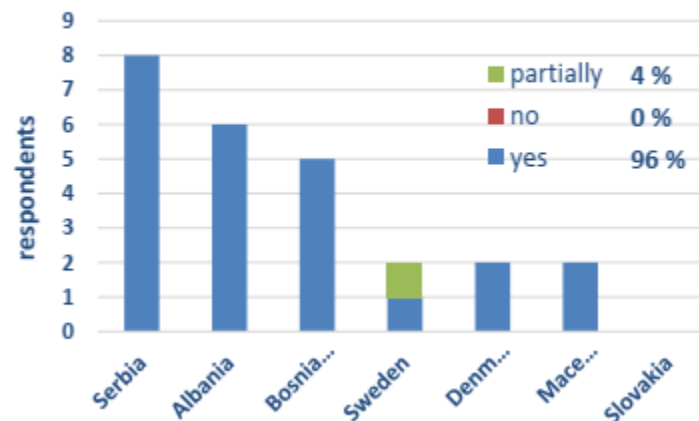
- Yes
- No
- Partially

Comment

Your answer

Recommendation

Your answer





Comments:

- LLL courses face some difficulties in terms of their implementation in Albania. The new Higher Education Law has not yet distributed its bylaws which would make it clear how to develop LLL courses. We are exploring and consulting relevant authorities to find out the best way to develop this outcome. Certified LLL courses in the field would have a very good impact on labor market representatives working in the field and would make the project results more visible.

Recommenations:

- Because of the lack of experts in this field, to organize these courses often and as much as possible.
- HEIs should issue the LLL certificates with ECTS.
- Continual improvement of programes curricula, according to specific needs in region.

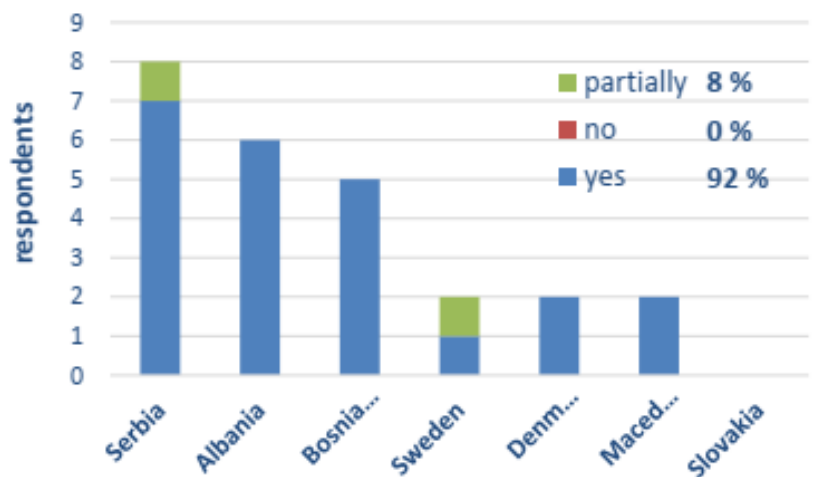
4. Does this project reflect the real needs in the WB partner countries?

- Yes
- No
- Partially

Comment

Your answer

Recommendation



Comments:

- The Balkan region is susceptible to natural hazards (earthquakes, winds, floods, landslides, forest fires), therefore the need of experts in area of Disaster risk management and Fire safety is more emphasized.
- In WBC there are not enough professionals educated in this field.

Recommenations:

- Needs to be reassessed after 5 years.



5. Are there possibilities and expectations the project outcomes to be implemented in WB countries not involved as partners in the project?

Yes

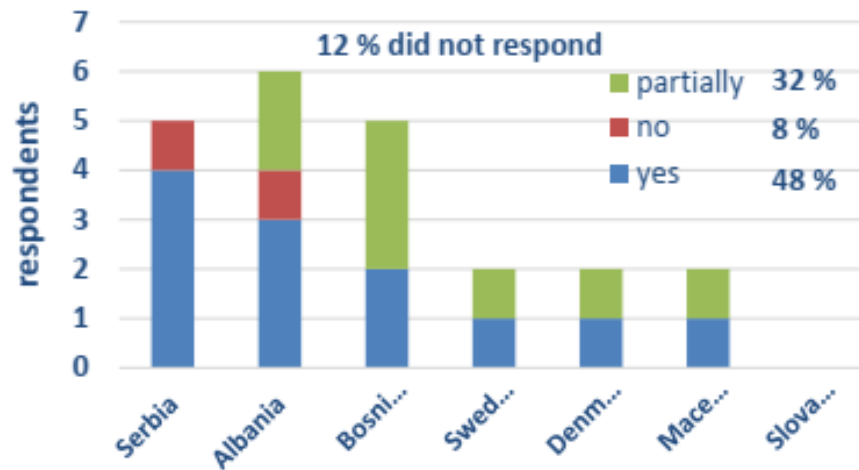
No

Partially

Comment

Your answer

Recommendation



Comments:

- This is **potentially possible**, and it relies on the efforts made by the WB countries to further expand the dissemination of the outcomes to other WB countries.
- Existing cooperation between the **Universities** and the **Institutions** in the WB region may help in dissemination the knowledge in area of Disaster risk management and even involving the same study programs.
- Students from all WB countries may be enrolled in established MPs and PhD study programs.

Reccomendations:

- To analyze the national priorities and programs in neighbor countries and judge which country is suitable to expand the project results.
- To contact HEIs authorities and find out is there a wiling for such dissemination.

The results on the **OBJECTIVES** are as follows:



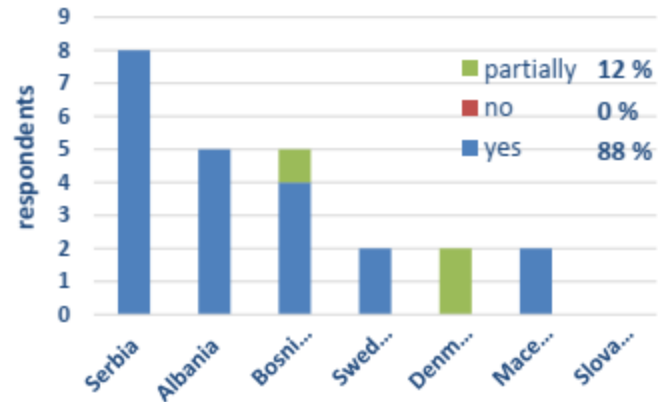
## K'Force: QA - Internal Evaluation

### 2. Objectives:

1. Are the objectives and expected outcomes of the project realistic?

- Yes  
 No  
 Partially

Comment



Comments:

- The consortium is very engaged in realization the **project Work Plan** and respective duties are very well defined.
- All 6 MPs and 1 PhD study programme are in accreditation process, first generation of students (24) have been enrolled at modernized MP at UNS.
- The workflow is in compliance with the planned activities and the set milestones have been reached.
- **The project is a bit ambitious.**

Recommendations: NO

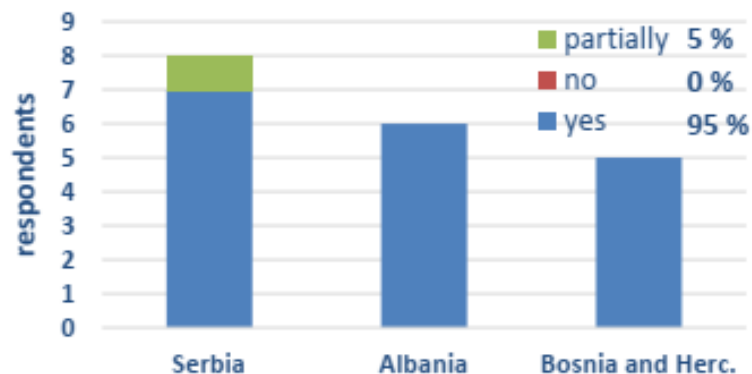
2. Do the project activities and expected outcomes correspond to the needs of your institution (only for partners in the project)?

- Yes  
 No  
 Partially

Comment

Your answer

Recommendation



Comments:

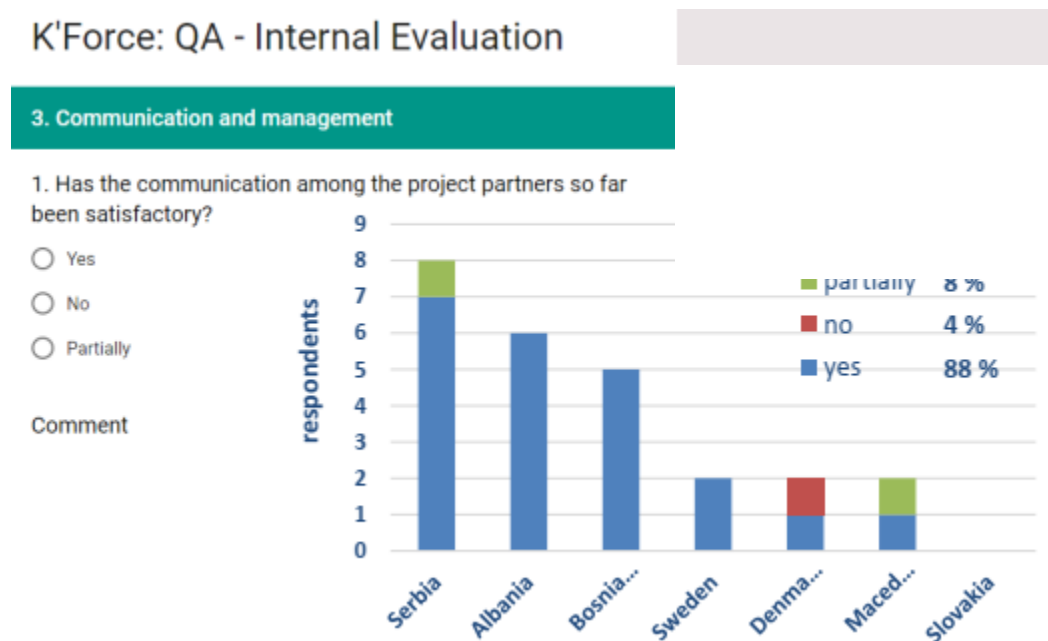


- All partners analyzed their needs and vision before joining the project consortium. The main goal for all of them is to strengthen the degree programs, improve academic qualifications and expand research.
- We believe our role is more to help satisfy the needs of other partners in the project, and since I believe we are doing so, our wishes and needs are also met- **Comment from youth organization in Serbia.**

Reccomendations:

- Improve cooperation in creating learning materials in all languages.

The results on the **COMMUNICATION AND MANAGEMENT** are as follows:



Comments:

- Communication has been positive among project partners.

Reccomendations:

- Try to increase the notice for next events and activities. E.g. prepare agenda of the meetings 2-3 weeks in advance, send more often reminders about next events and deadlines for completing the expected tasks (possibly by e-mail and not only during meetings, as they are not always attended by everyone).
- Minutes of meetings should be circulated by emails. Decisions taken in internal meetings (small groups) should be immediately communicated to all partners.



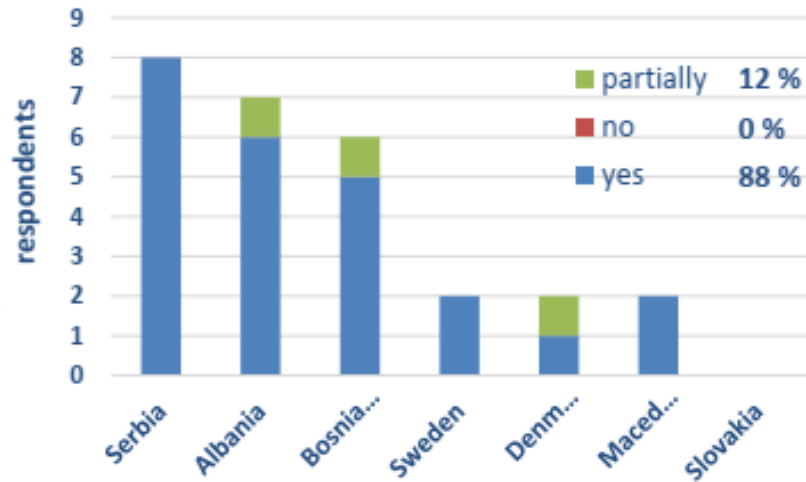
2. Are you satisfied with the amount of information provided by the project management team?

- Yes
- No
- Partially

Comment

Your answer

Recommendation



Comments:

- Projects administrators have provided information on project schedules and the organization is at very high level.
- Very satisfied. Detailed information and instructions given every time. Responsive to questions as well.

Recommendations: NO

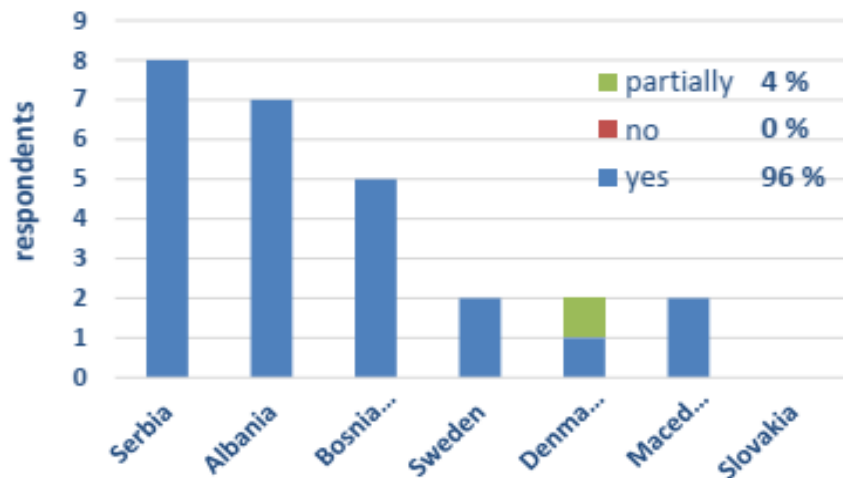
3. Do you find the information provided by the project team useful?

- Yes
- No
- Partially

Comment

Your answer

Recommendation



Comments:

- Information is useful both on project administration and running of work to achieve project objectives
- **Information sometimes comes in the very last minute, and it is difficult to respond properly to the requirements.**

Recommendations: NO



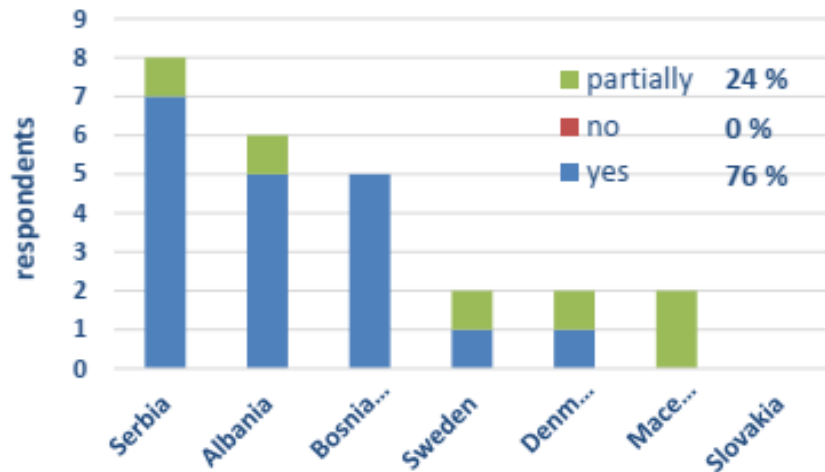
4. Are you satisfied concerning transparency in project implementation?

- Yes
- No
- Partially

Comment

Your answer

Recommendation



Comments:

- Sufficient information about project activities have been provided
- Transparency during project meetings is present, however, I do not feel informed about the developments of other partners between meetings.

Recommendations: NO

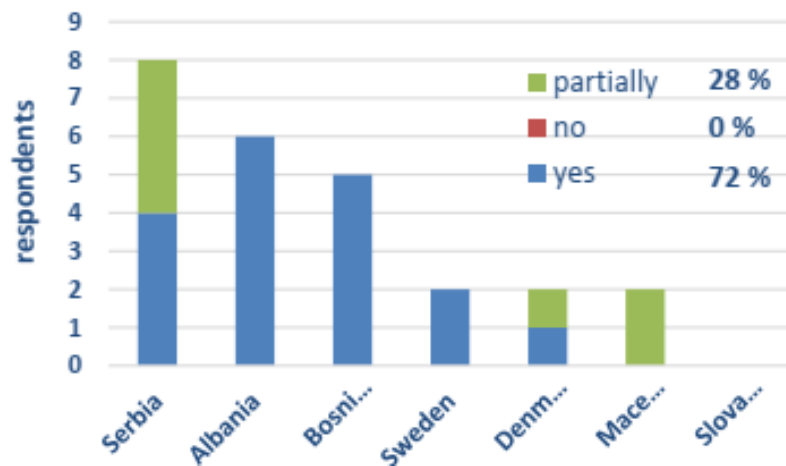
5. Do you feel that you are well connected (e.g. communicating regularly) with the other project partners?

- Yes
- No
- Partially

Comment

Your answer

Recommendation



Comments:

- Good communication has been established.
- **There are difficulties in communication with Macedonian Directorate for Protection and Rescue-MDPR.**
- Communication with **program countries** maybe is not so good due to sporadic involvement in project activities.

Recommendations:



- Reassess the MDPR involvement in project activities and redistribute their tasks to other project partners.

The results on the **IMPLEMENTATION** are as follows:

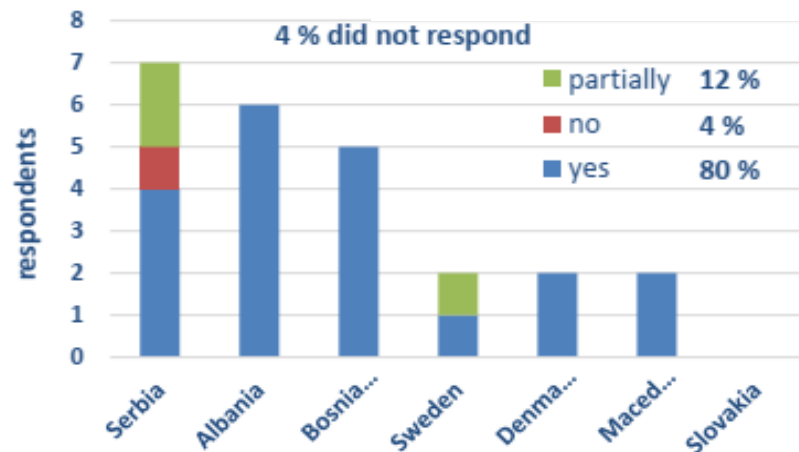
## K'Force: QA - Internal Evaluation

### 4. Implementation:

1. Do the work package leaders efficiently manage their work package?

- Yes
- No
- Partially

Comment



Comments:

- So far, everything is going on according to the plan. It seems that there have been no visible problems in WP management.
- Work package leaders have managed successfully the work.
- Work package leaders have provided us with on time directions and managed with us our responsibilities, fulfilled our expectations.Reccomendations:
- Reassess the MDPR involvement in project activities and redistribute their tasks to other project partners.

Recommendations:

- **Make a list of dissemination activities for the next 6 months.**





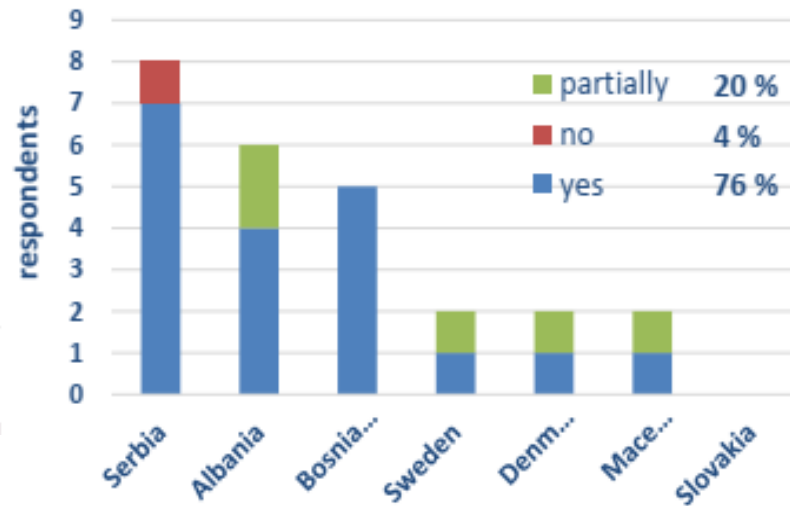
2. Are all the partners involved in the work packages adequately engaged in realization of the activities?

- Yes
- No
- Partially

Comment

Your answer

Recommendation



Comments:

- I suppose they are, I have no information.
- Everything so far was done in cooperation with all project partners.
- Good cooperation exists between the project partners.

Recommendations: NO

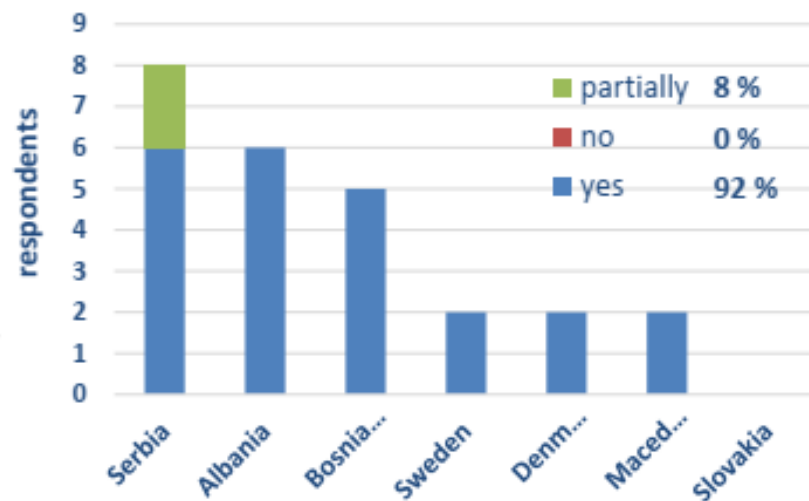
3. Are the planned activities realized in accordance with the Work Plane?

- Yes
- No
- Partially

Comment

Your answer

Recommendation



Comments:

- There is delay in equipment procurement due to specific issues in Albania and BiH



Recommendations:

- The equipment should be installed until June 2018

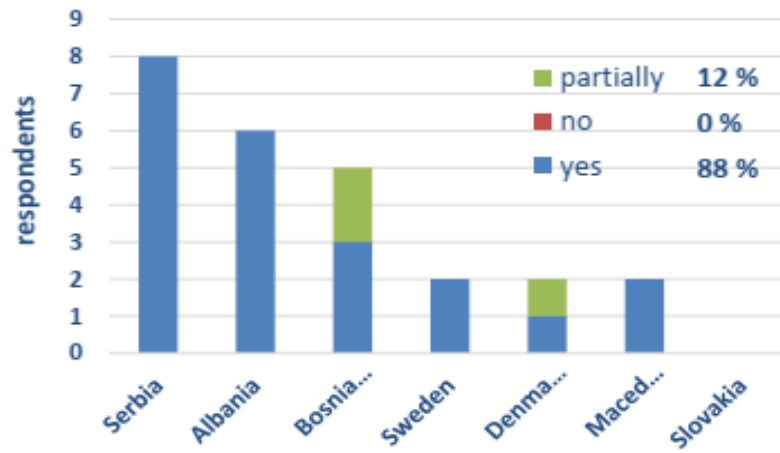
4. Are you satisfied with the engagement of your own institution in the project?

- Yes
- No
- Partially

Comment

Your answer

Recommendation



Comments:

- All institutions provided support and engagement to conduct the project.
- There are some obstacles, but will be resolved.
- I believe we are offering as is expected of us according to the project description. We feel welcome in the consortium although we are the only students.

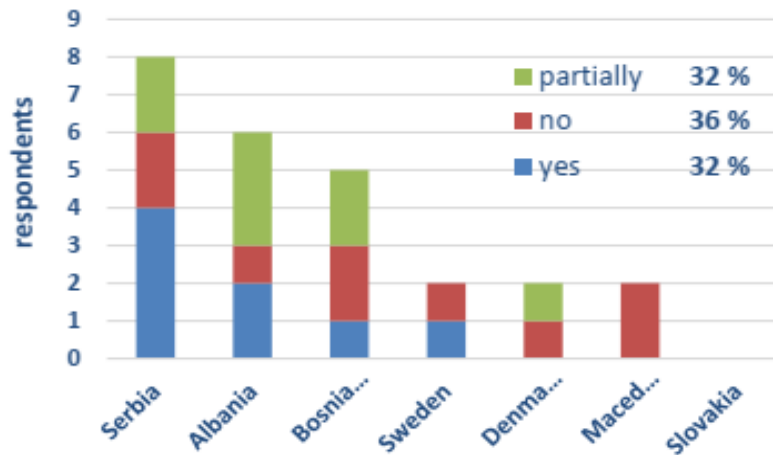
Recommendations: NO

5. Do you think your institution may contribute much more than what has been done so far?

- Yes
- No
- Partially

Comment

Your answer



Comments:

- Considering our internal resources, based on the recommendations of the project leader, we can further assist in project implementation.
- There is always option for improvement, particularly in the dissemination activities. There is always more work to do, and better ways to contribute.

Recommendations:



- Lawyer to accelerate the delayed activities concerning the equipment procurement procedures, in order the lab to be ready for the next academic year, when the new Master Program is expected to start.

The results on the **DISSEMINATION** are as follows:

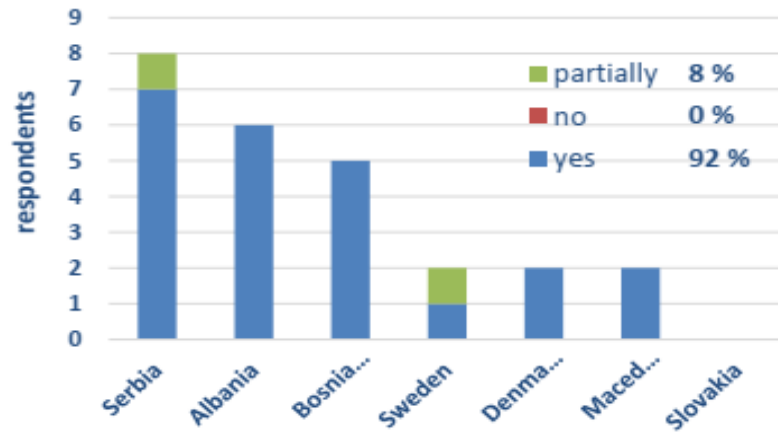
## K'Force: QA - Internal Evaluation

### 5. Dissemination:

1. Are you satisfied how the Project web-site looks like? Is it well organized?

- Yes  
 No  
 Partially

Comment



Comments:

- The website is very easy for accessing the information
- I like very much the website and it is very well structured and always up to date

Recommendations: NO

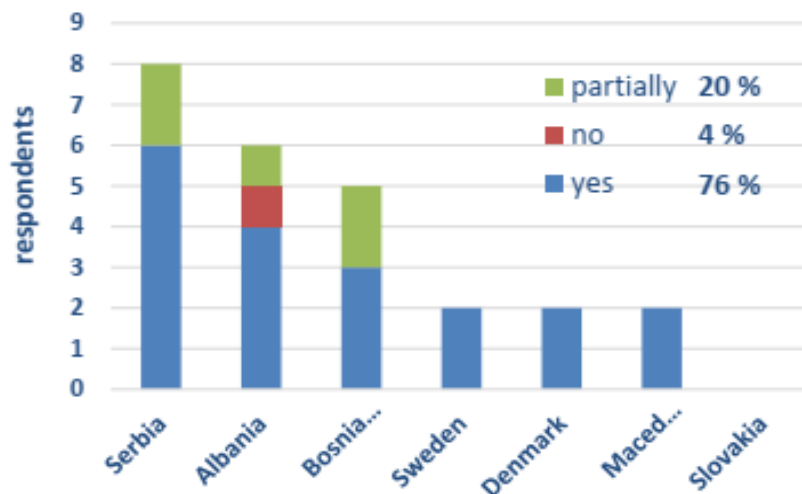
2. Are the updates of the project web-site on time?

- Yes  
 No  
 Partially

Comment

Your answer

Recommendation





Comments:

- The updates are placed in time after the events/accomplishes that take place within the project
- Some of the news about previous meetings weren't uploaded in time

Recommendations: NO

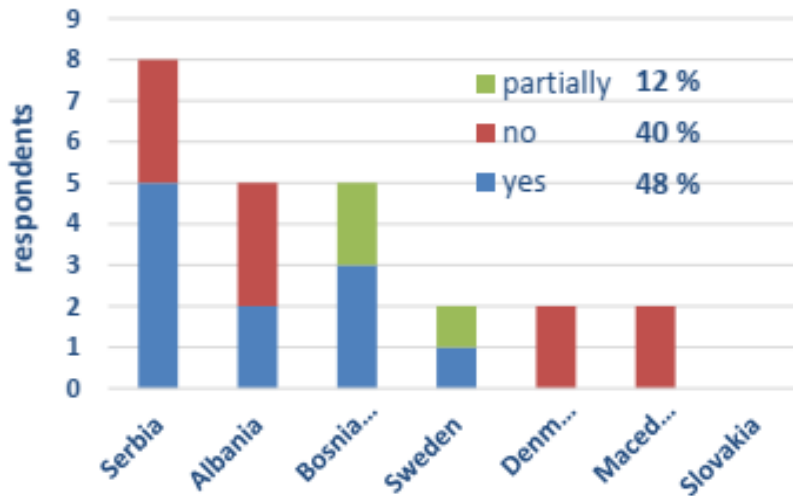
3. Is the web-site of your institution linked to the project web-site?

- Yes
- No
- Partially

Comment

Your answer

Recommendation



Comments:

- Unfortunately, some websites are under construction, however it will be linked as soon as they are up and running.

Recommendations:

- On the page <http://kforce.uns.ac.rs/consortium-members/members-from-programme-countries.html> , where the institutions are listed, the links to the university webpages are present but it would be nice to add link on all names such that you click on the name and go to the university webpage or even better to the specific department which is participating.

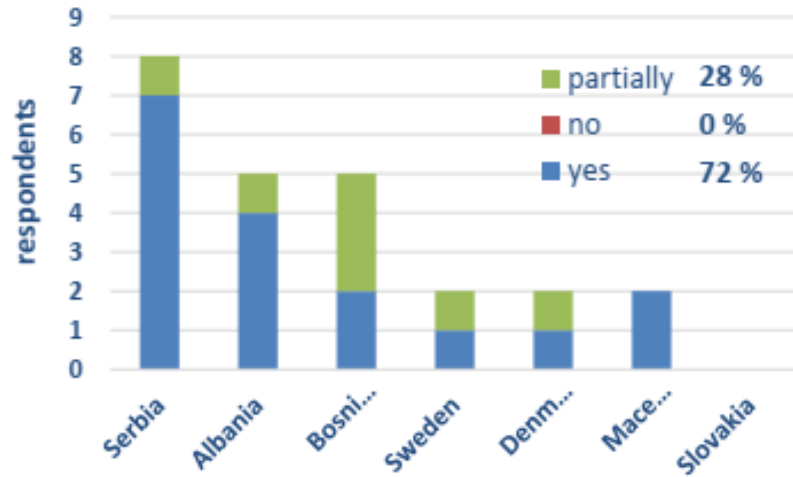


4. Are the public services and enterprises dealing with DRM&FSE informed about the project activities?

- Yes
- No
- Partially

Comment

Your answer



Comments:

- The second activity organized for the dissemination process in **Albania** was to introduce the project objectives to the stakeholders and experts in the DRM field. It was accomplished with the market research for the master program. Therefore, a number of meetings were organized with experts from corresponding stakeholders.
- Since this is the first project year and not all activities are fully developed, we expect that in the following period this issue will be improved.

Recommendations:

- To prepare more dissemination activities in Albania and BiH and media champagne.

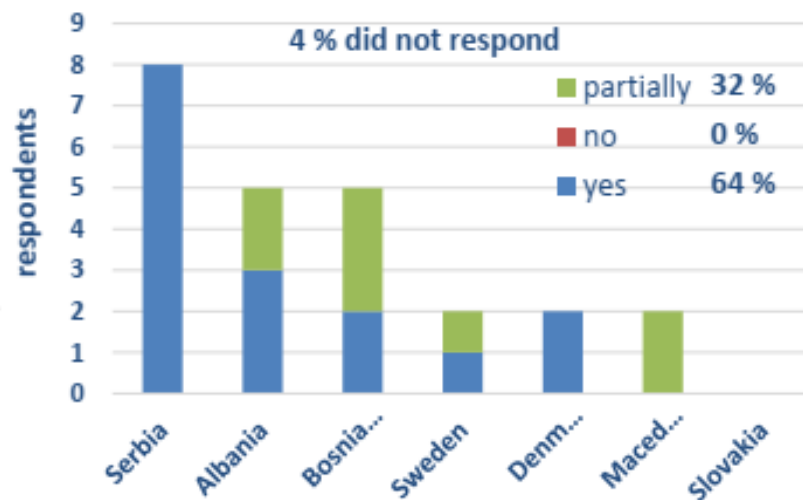
5. Are the public services and enterprises dealing with DRM&FSE interested in educating their employees in DRM&FSE issues

- Yes
- No
- Partially

Comment

Your answer

Recommendation





Comments:

- First Albania (**and all other WB countries**) is a country that often experiences disasters so it is a priority of the government to address this issue at all level of power, or governmental structures. Secondly Insurance companies, Banks, different companies are faced with the need for Risk Management strategies, plans. So this situation makes it indispensable the education of employees and of future students that will be employed in the above mentioned sectors.

Recommendations: NO

**GENERAL CONCLUSIONS:**

**1. PROJECT RELEVANCE:**

- Master and PhD programmes and LLL courses in DRM&FSE, as project outcomes, are novelty in education process in WB Countries.
- Natural hazards (earthquakes, winds, floods, landslides, forest fires), are often in the Balkan region, therefore the need of experts is more emphasized.
- In WBC there are not enough professionals educated in this field. This fact guarantees the sustainability of the project.
- The option for involving these programmes in other WBC (which are not partners in the project) **has to be investigated**. Overall opinion is that possibilities exist.

**2. PROJECT OBJECTIVES:**

- The conclusion is: the project outcomes are realistic and correspond to the needs of all institutions involved in the project.

**3. COMUNICATION AND MANAGEMENT:**

- Good communication has been established between WBC institutions.
- Communication with **program countries** maybe is not so good due to sporadic involvement in project activities.
- According to the score transparency in project realization and connection between partners could be improved.
- Project management team is doing his job well, some improvement is possible from aspect of giving information on time.

**4. IMPLEMENTATION:**

- There is always option for improvement, particularly in the dissemination activities.
- WP leaders could involve other partners more. Most of the partners can contribute more than they have done so far.



- Most of the activities are following the Working Plan and are finished on time. The rest are in progress.

#### **5. DISSEMINATION:**

- The web-page is well structured but, according to some respondents, not always launched on time.
- All institutions are not linked to the official web-page.
- Dissemination activities have to be improved. There is a need more institutions to be interested in the project outcomes.

## **4 Partners' technical and financial reporting**

All partners in the program followed the Manual for Contractual and Financial Management and the Partnership Agreement. According to these documents, six biannual financial reports of the partners and two technical reports were prepared.

Twice a year, the PST team and the Coordinator made a check of the financial reporting documents. The required review was made on the basis of the following assessment criteria:

- Conformity of the expenditures with the budget of the project;
- Eligibility of the expenditures;
- Correctness and completeness of all supporting documents and certified copies of invoices;
- Correctness of the calculations and applied exchange rates;
- That any changes which occurred between the budget categories are eligible and justified;
- Financial biannual reports must be signed in original by the appointed contact person of the partner institution;
- Expenditures must be in conformity, including full eligibility, with the allocated budget.

An external audit on the financial activities and supporting documents has been conducted and the evaluation report is positive.

## **5 SUSTAINABILITY**

Master and PhD programmes and LLL courses in DRM&FSE, as project outcomes, are novelty in education process in WB Countries. Natural hazards (earthquakes, winds, floods, landslides, forest fires), are often in the Balkan region, therefore the need of experts is more emphasized. In WBC there are not enough professionals educated in this field. This fact guarantees the



sustainability of the project. The option for involving these programmes in other WBC (which are not partners in the project) has to be investigated. Overall opinion is that possibilities exist.

The K-FORCE On-line library provides international and regional case-studies, professional literature and research publications. This fact insures common regional problem approach and knowledge compatibility also in accordance to contemporary trends in field of DRM&FSE. Public has an open access to K-FORCE Web portal and K-FORCE On-line library where they may find guidebooks, glossary, curriculum, guides, textbooks, conference proceedings and other. This is not only important from aspect of dissemination, but also provides virtual mobility of teachers, students and trainees in the region and availability of materials.

The following issues are recommended for sustainability of the master and PhD study:

1. Increased visibility of the master study DRM&FSE, including advertising at TV and radio programmes, web portals, University and faculty web sites, regular visits to universities to attract new students to this master program.
2. Establish a close cooperation with the Industry, professionals, Ministries of Security of WB countries involved and other institutions dealing with security issues;
3. Organize training drills related to simulation of fire, earthquake, flood or other natural or man-made disaster, as an example for the future activities that can be performed in the light of numerous risks the world is facing with lately.
4. Usage of procured software and equipment to maximum extent in training process within the course;
5. Secure the guest lectures to be held by prominent professors from the related fields;
6. Professors and assistants must continue with permanent education in the related field through attendance at professional training seminars, conferences and related workshops.
7. Conduct periodical trainings of professionals from related fields.