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## Smart Grid Technology – A Master Program [SGT-MAP]

### WP7 – Quality Control and Monitoring of the SGT-MAP

#### 7.4 Conducting Surveys

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**30/03/2018**



**Document Data**

Dissemination Level*		
<b>PU</b>	Public	
<b>RE</b>	Restricted to a group specified by the Consortium and the Commission Services	
<b>CO</b>	Confidential, only for members of the Consortium and the Commission Services	<b>X</b>

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<b>Document Version</b>	1.0
<b>Reviewed by</b>	Mahmoud Elmesalawy, HU

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## 1 Introduction

To assure high level of quality regarding to the outputs of the project, each activity/deliverable was evaluated for its completion in due time as well as for its quality (completeness, clarity and comprehensiveness). For this purpose, several surveys are designed and developed in order to assess the project activities, outcomes, and the extent of success in responding to the society needs. Additionally, surveys are used to illustrate to what extent the project achieves their objectives.

## 2 Objectives of the Deliverable

The main objective of this report is to provide an assessment for the different activities and deliverables produced by the project partners through conducting several surveys related to these activities and deliverables. This report is shared by all contact persons of the project partners as well as the project PI through the project sharing point “Project Dropbox folder” which shows the evaluation results provided by the conducted surveys on different project activities and deliverables. Therefore, different correction actions are taken by the contact person of each partner and WPLs based on the provided evaluation results.

## 3 Methodology

For evaluating the quality of different activities and deliverables of the project, several surveys were done by using the QA forms that are designed and developed by the QA team at HU. Each QA form contains a group of indicators, which are measured on a scale from 1 to 5, where 5 is the best and 1 is the worst. The indicators are established to reflect the quality of the activity/deliverable that need to be evaluated and formulated as a set of questions presented in a QA Form.

In this context, several QA forms are developed as follows: the Meeting Evaluation Form (SGT-MEF), Event Evaluation Form (SGT-EEF), and the Workshop Evaluation Form (SGT-WSEF) that are used to evaluate the quality and effectiveness of the organized meetings, info sessions, and workshops, respectively; The Website Evaluation Form (SGT-WEF) that is used to evaluate the quality and usefulness of the developed project website; the Communication Evaluation Form (SGT-CEF) that is used to evaluate the effectiveness of the communication methodology followed in the project between partners and members; the Project Evaluation Form (SGT-PEF) to evaluate the quality of the whole project management and implementation processes. Also, two specific QA forms are developed to be used by the internal and external assessors (in addition to other required QA forms) for evaluating the quality of the whole project implementation which are Internal Evaluation Form (SGT-IEF) and Project External Evaluation Form (SGT-PEEF), respectively. Also, to guarantee a unified format for all deliverable reports in the project with a certain level of quality of their contents, a Deliverable Document Template (SGT-DDT) is designed to be used by

WPLs for drafting the deliverable reports and the developed Deliverable Evaluation Form (SGT-DEF) is used for evaluating the deliverable document in terms of its format, completeness, clarity and comprehensiveness.

Since the prime objective of the project is the development of teaching materials for the proposed SGT master program, two special forms are developed to be used for internal and external review of the developed courses specifications and courses contents which are the Specifications Evaluation Form (SGT-CSEF) and the Course Contents Evaluation Form (SGT-CCEF). All the developed QA forms are uploaded to the project website and to the project Dropbox folder which can be accessible by all project members and assessors for the evaluation process. Some of the activities are evaluated immediately once they are completed such as meetings, info sessions and workshops and others are evaluated continuously such as project website, communications between project partners/members, developed courses materials, whole project implementation process. Each QA form is distributed and filled by specific target group in which all filled forms are collected and analysed to get the evaluation results and feedback as shown in the next section.

As HU (P6) managing the implementation process of WP7 which includes the conducting surveys activities, the QA responsible team at HU contacts all partners and described clearly to all of them the different activities that need to be evaluated with surveys using the developed QA forms in addition to the action items that need to be accomplished by each partner for achieving this objective. The following table shows sample of such description which sent to all partners to be followed in the context of quality assurance process.

P1: UNIABDN	
Activity	Action Items
Evaluating the quality of the developed strategic plan for the SGT-MAP program	Documenting the developed strategic plan according to the attached SGT-DDT (Deliverable Document Template).  Send the strategic plan document to all partners to be evaluated using the attached SGT-DEF (Deliverable Evaluation Form) → <b>At least two persons in each partner should fill this form.</b>
Evaluating the quality and effectiveness of the Kick-off meeting organized by UNIABDN	<b>All attendees</b> from UNIABDN should fill the SGT-MEF-1 (Meeting Evaluation Form) to evaluate the meeting.
Evaluating the quality and effectiveness of the first progress meeting organized by UNI-KLU	<b>All attendees</b> from UNIABDN should fill the SGT-MEF-2 (Meeting Evaluation Form) to evaluate the meeting.
Evaluating the quality and usefulness of the developed project website.	<b>All project members</b> from UNIABDN should fill the SGT-WEF (Website Evaluation Form) to evaluate the project website.  Also <b>at least other 5 non-project members</b> from UNIABDN should fill the SGT-WEF to externally evaluate the project website.
Evaluating the quality and efficiency of	<b>All project members</b> from UNIABDN should fill the SGT-CEF



the communication methodology between the consortium members.	(Communication Evaluation Form).
Evaluating the project implementation process as a whole	<b>All project members</b> from UNIABDN should fill the SGT-PEF (Project Evaluation Form) to evaluate the implementation process of the project as a whole.
Evaluating the developed project quality assurance plan and its associated quality forms.	<b>At least two project members</b> from UNIABDN including the QA representative member of UNIABDN should evaluate the developed QA plan and its associated quality forms by filling the SGT-DEF (Deliverable Evaluation Form)

P2: UNI-KLU	
Activity	Action Items
Evaluating the quality and effectiveness of the Kick-off meeting organized by UNIABDN	<b>All attendees</b> from UNI-KLU should fill the SGT-MEF-1 (Meeting Evaluation Form) to evaluate the meeting.
Evaluating the quality and effectiveness of the first progress meeting organized by UNI-KLU	<b>All attendees</b> from UNI-KLU should fill the SGT-MEF-2 (Meeting Evaluation Form) to evaluate the meeting.
Evaluating the quality and usefulness of the developed project website.	<b>All project members</b> from UNI-KLU should fill the SGT-WEF (Website Evaluation Form) to evaluate the project website.  Also <b>at least other 5 non-project members</b> from UNI-KLU should fill the SGT-WEF to externally evaluate the project website.
Evaluating the quality and efficiency of the communication methodology between the consortium members.	<b>All project members</b> from UNI-KLU should fill the SGT-CEF (Communication Evaluation Form).
Evaluating the project implementation process as a whole	<b>All project members</b> from UNI-KLU should fill the SGT-PEF (Project Evaluation Form) to evaluate the implementation process of the project as a whole.
Evaluating the developed project quality assurance plan and its associated quality forms.	<b>At least two project members</b> from UNI-KLU including the QA representative member of UNI-KLU should evaluate the developed QA plan and its associated quality forms by filling the SGT-DEF (Deliverable Evaluation Form)

P3: US	
Activity	Action Items
Evaluating the quality and effectiveness of the Kick-off meeting organized by UNIABDN	<b>All attendees</b> from US should fill the SGT-MEF-1 (Meeting Evaluation Form) to evaluate the meeting.
Evaluating the quality and effectiveness of	<b>All attendees</b> from US should fill the SGT-MEF-2 (Meeting

the first progress meeting organized by UNI-KLU	Evaluation Form) to evaluate the meeting.
Evaluating the quality and usefulness of the developed project website.	<b>All project members</b> from US should fill the SGT-WEF (Website Evaluation Form) to evaluate the project website.  Also <b>at least other 5 non-project members</b> from UNI-KLU should fill the SGT-WEF to externally evaluate the project website.
Evaluating the quality and efficiency of the communication methodology between the consortium members.	<b>All project members</b> from US should fill the SGT-CEF (Communication Evaluation Form).
Evaluating the project implementation process as a whole	<b>All project members</b> from US should fill the SGT-PEF (Project Evaluation Form) to evaluate the implementation process of the project as a whole.
Evaluating the developed project quality assurance plan and its associated quality forms.	<b>At least two project members</b> from US including the QA representative member of US should evaluate the developed QA plan and its associated quality forms by filling the SGT-DEF (Deliverable Evaluation Form)

P4: ASSTMT	
Activity	Action Items
Evaluating the quality of the developed curriculum map and SGT-MAP program courses specifications	Documenting the developed curriculum map and courses specifications according to the SGT-DDT (Deliverable Document Template).  Send the courses specifications document to all partners to be internally evaluated using the SGT-DEF (Deliverable Evaluation Form) → <b>At least two persons in each partner should fill this form.</b>
Evaluating the quality and effectiveness of the Kick-off meeting organized by UNIABDN	<b>All attendees</b> from ASSTMT should fill the SGT-MEF-1 (Meeting Evaluation Form) to evaluate the meeting.
Evaluating the quality and effectiveness of the first progress meeting organized by UNI-KLU	<b>All attendees</b> from ASSTMT should fill the SGT-MEF-2 (Meeting Evaluation Form) to evaluate the meeting.
Evaluating the quality and usefulness of the first info session organized by HU.	<b>All attendees</b> from ASSTMT should fill the SGT-EEF (Event Evaluation Form) to evaluate the organized info session.
Evaluating the quality and usefulness of the developed project website.	<b>All project members</b> from ASSTMT should fill the SGT-WEF (Website Evaluation Form) to evaluate the project website.  Also <b>at least other 5 non-project members</b> from ASSTMT should fill the SGT-WEF to externally evaluate the project website.



Evaluating the quality and efficiency of the communication methodology between the consortium members.	<b>All project members</b> from ASSTMT should fill the SGT-CEF (Communication Evaluation Form).
Evaluating the project implementation process as a whole	<b>All project members</b> from ASSTMT should fill the SGT-PEF (Project Evaluation Form) to evaluate the implementation process of the project as a whole.
Evaluating the developed project quality assurance plan and its associated quality forms.	<b>At least two project members</b> from ASSTMT including the QA representative member of ASSTMT should evaluate the developed QA plan and its associated quality forms by filling the SGT-DEF (Deliverable Evaluation Form)

P5: AU	
Activity	Action Items
Evaluating the quality and effectiveness of the developed dissemination plan	Documenting the developed dissemination plan according to the SGT-DDT (Deliverable Document Template).  Send the dissemination plan document to all partners to be internally evaluated using the SGT-DEF (Deliverable Evaluation Form) → <b>At least two members in each partner should fill this form.</b>
Evaluating the quality and effectiveness of the Kick-off meeting organized by UNIABDN	<b>All attendees</b> from AU should fill the SGT-MEF-1 (Meeting Evaluation Form) to evaluate the meeting.
Evaluating the quality and effectiveness of the first progress meeting organized by UNI-KLU	<b>All attendees</b> from AU should fill the SGT-MEF-2 (Meeting Evaluation Form) to evaluate the meeting.
Evaluating the quality and usefulness of the first info session organized by HU.	<b>All attendees</b> from AU should fill the SGT-EEF (Event Evaluation Form) to evaluate the organized info session.
Evaluating the quality and usefulness of the developed project website.	<b>All project members</b> from AU should fill the SGT-WEF (Website Evaluation Form) to evaluate the project website.  Also <b>at least other 5 non-project members</b> from AU should fill the SGT-WEF to externally evaluate the project website.
Evaluating the quality and efficiency of the communication methodology between the consortium members.	<b>All project members</b> from AU should fill the SGT-CEF (Communication Evaluation Form).
Evaluating the project implementation process as a whole	<b>All project members</b> from AU should fill the SGT-PEF (Project Evaluation Form) to evaluate the implementation process of the project as a whole.
Evaluating the developed project quality assurance plan and its associated quality forms.	<b>At least two project members</b> from AU including the QA representative member of AU should evaluate the developed QA plan and its associated quality forms by filling the SGT-DEF (Deliverable Evaluation Form)





P6: HU	
Activity	Action Items
Evaluating the quality and effectiveness of the Kick-off meeting organized by UNIABDN	<b>All attendees</b> from HU should fill the SGT-MEF-1 (Meeting Evaluation Form) to evaluate the meeting.
Evaluating the quality and effectiveness of the first progress meeting organized by UNI-KLU	<b>All attendees</b> from HU should fill the SGT-MEF-2 (Meeting Evaluation Form) to evaluate the meeting.
Evaluating the quality and usefulness of the first info session organized by HU.	<b>All attendees</b> from HU should fill the SGT-EEF (Event Evaluation Form) to evaluate the organized info session.
Evaluating the quality and usefulness of the developed project website.	<b>All project members</b> from HU should fill the SGT-WEF (Website Evaluation Form) to evaluate the project website.  Also <b>at least other 5 non-project members</b> from HU should fill the SGT-WEF to externally evaluate the project website.
Evaluating the quality and efficiency of the communication methodology between the consortium members.	<b>All project members</b> from HU should fill the SGT-CEF (Communication Evaluation Form).
Evaluating the project implementation process as a whole	<b>All project members</b> from HU should fill the SGT-PEF (Project Evaluation Form) to evaluate the implementation process of the project as a whole.

P7: ASWU	
Activity	Action Items
Evaluating the quality and effectiveness of the Kick-off meeting organized by UNIABDN	<b>All attendees</b> from ASWU should fill the SGT-MEF-1 (Meeting Evaluation Form) to evaluate the meeting.
Evaluating the quality and effectiveness of the first progress meeting organized by UNI-KLU	<b>All attendees</b> from ASWU should fill the SGT-MEF-2 (Meeting Evaluation Form) to evaluate the meeting.
Evaluating the quality and usefulness of the first info session organized by HU.	<b>All attendees</b> from ASWU should fill the SGT-EEF (Event Evaluation Form) to evaluate the organized info session.
Evaluating the quality and usefulness of the developed project website.	<b>All project members</b> from ASWU should fill the SGT-WEF (Website Evaluation Form) to evaluate the project website.  Also <b>at least other 5 non-project members</b> from ASWU should fill the SGT-WEF to externally evaluate the project website.
Evaluating the quality and efficiency of the communication methodology between the consortium members.	<b>All project members</b> from ASWU should fill the SGT-CEF (Communication Evaluation Form).
Evaluating the project implementation	<b>All project members</b> from ASWU should fill the SGT-PEF



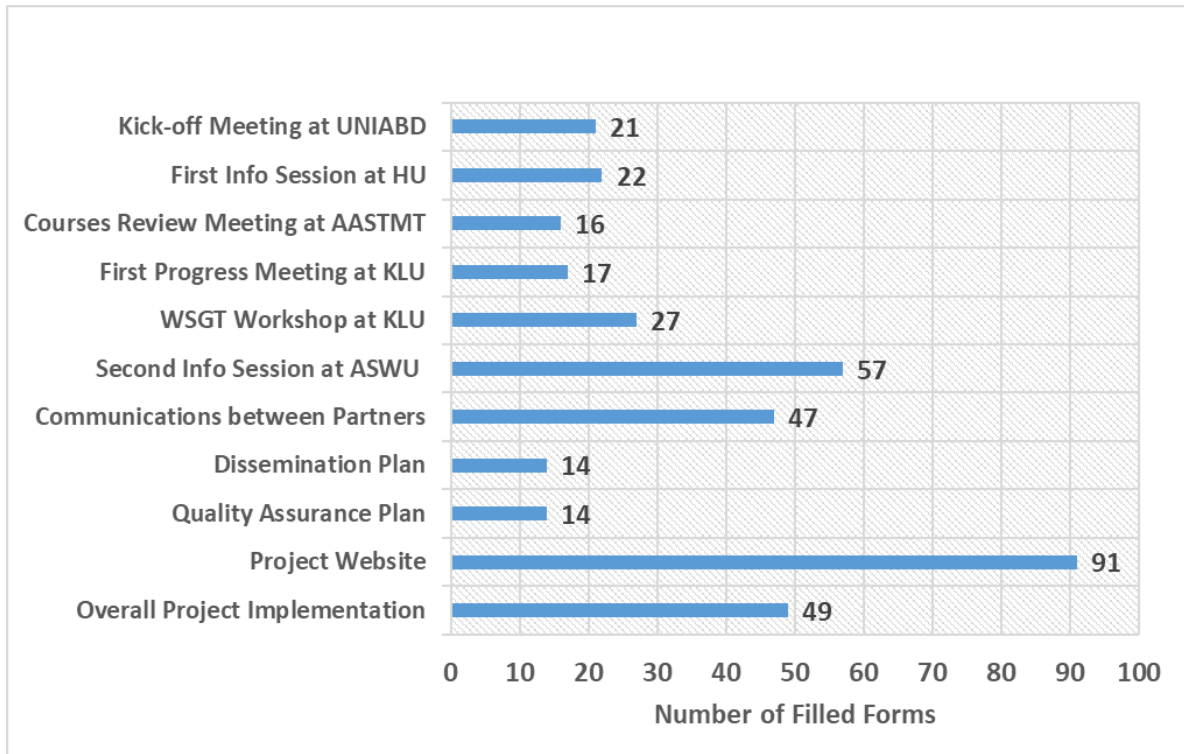
<b>process as a whole</b>	(Project Evaluation Form) to evaluate the implementation process of the project as a whole.
<b>Evaluating the developed project quality assurance plan and its associated quality forms.</b>	<b>At least two project members</b> from ASWU including the QA representative member of ASWU should evaluate the developed QA plan and its associated quality forms by filling the SGT-DEF (Deliverable Evaluation Form)

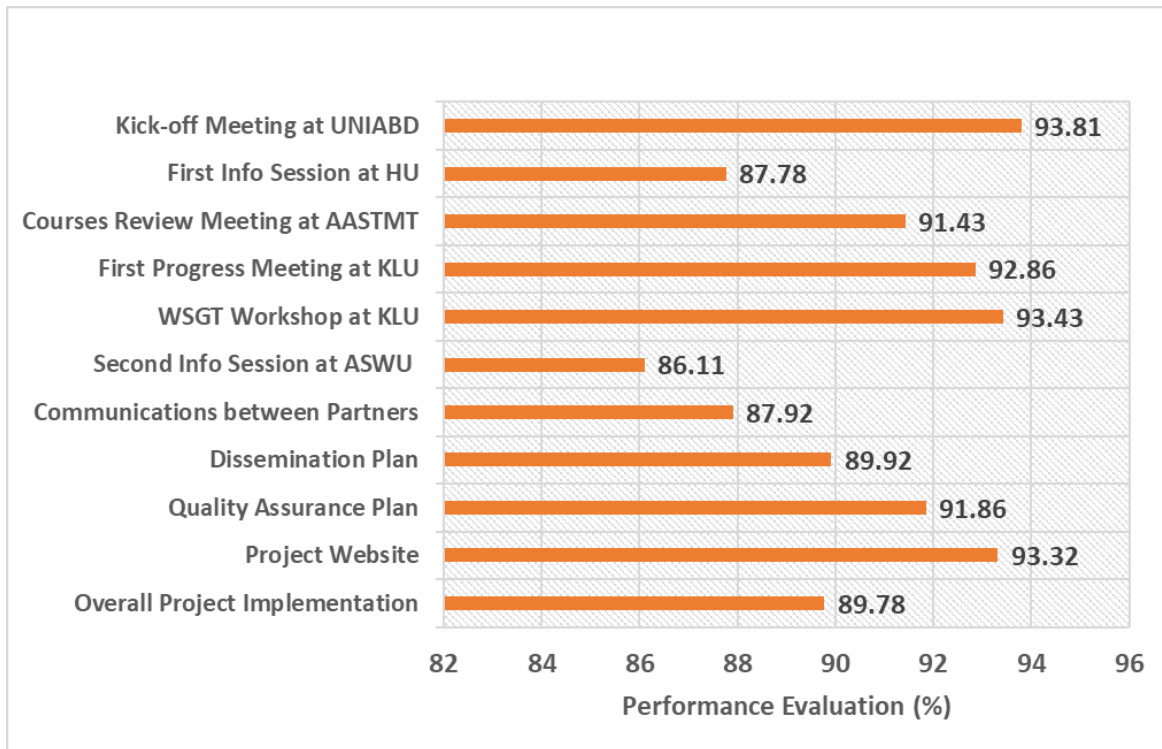
## 4 Results

The following table shows the brief quality assessment results of the various activities achieved in the first half period of the project (All filled QA forms with the provided comments are available on the project Dropbox folder).

Brief Quality Assessment Results				
No.	Evaluated Item	Evaluation Form	Number of Filled Forms	Performance Evaluation (%)
1	Kick-off Meeting at UNIABD - UK	Meeting Evaluation Form (SGT-MEF)	21	93.81
2	First Information Session at HU - Egypt	Event Evaluation Form (SGT-EEF)	22	87.78
3	Courses Review Meeting at AASTMT - Egypt	Meeting Evaluation Form (SGT-MEF)	16	91.43
4	First Progress Meeting at KLU - Austria	Meeting Evaluation Form (SGT-MEF)	17	92.86
5	WSGT Workshop at KLU - Austria	Workshop Evaluation Form (SGT-WSEF)	27	93.43
6	Second Information Session at ASWU - Egypt	Event Evaluation Form (SGT-EEF)	57	86.11
7	Communications between Project Partners/Associated Partners	Communications Evaluation Form (SGT-CEF)	47	87.92
8	Dissemination Plan	Deliverable Evaluation Form (SGT-DEF)	14	89.92
9	Quality Assurance Plan	Deliverable Evaluation Form (SGT-DEF)	14	91.86
10	Project Website	Website Evaluation Form (SGT-WEF)	91 (49 Project Members + 42 Non-project Members)	93.32

11	Overall Project Implementation	Project Evaluation Form (SGT-PEF)	49	89.78
12	SWOT for SG-MaP Program	SWOT Survey	44	The results of the survey formed guidance to formulating project Objectives stated in the strategic plan ( <a href="http://sgt-map.eu/strategic-plan.php">http://sgt-map.eu/strategic-plan.php</a> )
13	Training Courses Selection	Training Courses Selection Form	24	The most frequently selected courses are: SGT 703, SGT 710, SGT 712, SGT 719, and SGT 727





## 5 Conclusions

All project activities and deliverables are featured with good performance evaluation rate based on the latest several conducted surveys after several corrective actions that are taken by different partners according to the issued comments in different conducted surveys.