CHINESE
FOR EUROPEANS
欧 洲 人 学 中 文

QUALITY POLICY

Content

Antwerp・Hamburg・Milan・Vilnius・Warsaw
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Partners:

I. Quality policy objectives

Quality policy of the project "Chinese for Europeans" has been prepared and implemented in order to specify and define common rules of the project development prevailing over the whole project lifetime. Quality Policy Document enables performance of project tasks to reach the quality of final results consistent with the project assumptions.

The quality policy is to achieve sustained, satisfaction growth by providing products and services which consistently satisfy the needs and expectations of all participants involved: partners, beneficiaries, funding institutions, stakeholders etc. Achievement of aims of this policy is assured by all partners, who are individually responsible for the quality of their work (work packages and tasks).

The quality policy involves monitoring and evaluation activities, which should give answer to fundamental questions if:

- project aims and objectives were met,
- all planned deliverables were completed and are usable,
- expectations and needs of all participants were met,
- all human resources and financial resources were properly applied,
- pattern of organization was effective,
- all tasks were correctly balanced among partners according to competences and resources,
- communication mechanisms were effective,
- project results are transferable and sustainable.

II. Deliverables list and their assignment to Partners

2.1. Lead Partners of Work Package (WP)

Work Package Number	Work Package Title	Lead Partner
WP1	Content of the Project	P1
WP2	Project Technology	P1
WP3	Web Content Administration	P6
WP4	Dissemination	P5
WP5	Exploitation	P2
WP6	Quality Policy	P3
WP7	Project Management	P1

2.2. Manager of Deliverable

Deliverable Number	Outputs / Products / Results	Manager of Deliverable
D1WP1	Module 0. The Language basis	P5
D2WP1	Module 1. The Children	P4
D3WP1	Module 2. The Students	P1
D4WP1	Module 3. The Business	P2

D5WP1	Module 4. The Tourists	P6
D6WP1	The Product *China: Things To Know Before You go*	P3-
D7WP1	The languages of the project results	All*
D8WP1	Manual for teachers	P1
D1WP2	The project website (the informative version, CMS)	P6
D2WP2	The e-learning platform (CLMS)	P6
D3WP2	Corporate Identity	P1
D4WP2	Multimedia materials	P1
D5WP2	Mobile	P1
D1WP3	Uploading of the content	P6
D2WP3	Updating of the content	P6
D3WP3	Internet society	All
D1WP4	Valorisation strategy	P5
D2WP4	Dissemination activities	All
D3WP4	Bulletins	All
D1WP5	Exploitation activities	All
D2WP5	Printed informative materials	All
D3WP5	The Conference	P1
D4WP5	Post-conference publications	P1
D1WP6	The Quality Policy document	P3
D2WP6	Testing and evaluation	All
D1WP7	Reports from partnership meetings	P1
D2WP7	Extranet	P6

III. Quality planning for efficiency and effectiveness

3.1. Project duration

3.1.1. Project assumption

Start: 01-01-2011
End: 31-12-2012
Duration: 24 months

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
Content of the Project																								
Project Technology																								
Content administration																								
Dissemination																								
Exploitation																								
Quality Policy	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Project Management																								

3.1.2. Project

Start: 01-01-2011
End: 30-06-2012
Duration: 30 months

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
Content of the Project																														
Project Technology																														
Content administration																														
Dissemination																														
Exploitation																														
Quality Policy											■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Project Management																														

3.2. Partnership cooperation

3.2.1. Rules of cooperation of the project partners

The project shares ownership with all project partners, which means:

- identification with the project objectives and aims
- active participation
- shared responsibilities

of all the partners from the inception until the project's end.

All the partners take part in realization of the project according to task allocation. Each partner is obliged to assign Partner Project Manager, a representative responsible for the project development in partner's institution.

- Partner Project Managers cooperate on daily basis in the process of project development.
- Partner Project Manager must be substituted in case of absence (holidays, illness).
- Partner Project Manager must actively participate in Partnership Meetings presenting the outputs of his/her institution.
- Partner Project Manager is responsible for timely preparation of all required reports and information according to regulations.
- Partner Project Manager is responsible for communication with other Partner Project Managers and within his /her institution

Each partner is obliged to assign Manager of Deliverable, a representative responsible for development of particular deliverable assigned to partner's institution.

- Manager of Deliverable is obliged to prepare outlines of the deliverable, presents them to the Project Manager who places it on Extranet for internal evaluation.

- Manager of Deliverable collects evaluation results and prepares a report, if evaluation is positive, development of deliverable is continued, otherwise the outlines are reworked and process is repeated.
- Manager of Deliverable as soon as deliverable is ready presents it to Project Manager for evaluation.
- If internal evaluation is positive Manager of Deliverable presents the deliverable to experts for evaluation
- If external evaluation is positive Manager of Deliverable presents the deliverable to stakeholders and beneficiaries for evaluation and application.
- Manager of Deliverable collects information about the deliverable and is active in process of continuous improvement.

Each partner is obliged to assign Project Quality Reviewers representatives responsible for quality control of all outputs of the project. Partner Project Manager, Manager(s) of Deliverable and Project Quality Reviewers can be the same person(s).

3.2.2. Principles of communication within the partnership

Virtual communication

- The Extranet system and e-mail are the basic means of communication between the partners.
- The partners use the Extranet system and e-mails to express their comments and opinions about the products, suggest changes or improvements of products, as well as solve potential problems.
- All the documents prepared by the partners, concerning organizational, financial or legal issues are sent to other partners within the Extranet systems and by e-mails.
- Each partner is obliged to check his e-mail box and confirm receipt of a message.
- All the project partners have access to general announcements.
- Messages prepared for a particular partner are delivered exclusively to this partner.
- Messages related to work of third parties are copied and passed to these parties.

Face to face communication

- The partners are obliged to participate in Partnership Meetings organized at least twice a year by partners in rotating locations.
- The types of meetings: kick of meeting, working meetings, evaluation meetings, final meeting expanded to valorization event in form of international conference
- Before each meeting, agenda must be communicated. The aims of the meeting must be defined and realistic
- After each Partnership Meeting, minutes from the meeting are prepared and made available to all the participants with the Extranet system. The minutes are discussed and commented by all the partners.
- Bilateral visits are organized when necessary for project development.

Distance communication

- The partners can use telephone (Skype), phone conferences, fax or letter when adequate.

IV. Quality monitoring and control procedures

The procedures and principles of quality monitoring and control are connected with monitoring and control performed by Partnership members, as well as, internal evaluation of products realized by the project partners and external evaluation realized by experts. Testing and evaluation concern all the project products and results:

4.1. Evaluation of the quality of cooperation within the Partnership

The Project Manager, Quality Manager and Project Quality Reviewers (internal and external) keep monitoring of the Partnership work and control the progress of work including quality, quantity and time schedules. The coordinator is obliged to prepare a work plan and keep records of all the activities realized in course of project work, including agendas and minutes from Partnership Meetings, records of contacts in the Extranet system and documents.

Formative valuation of project management, as well as evaluation of Partnership cooperation is carried out among the project partners with questionnaires used for evaluation of Partnership Meetings. The quality of meetings is evaluated in terms of:

- relevance of discussed topics,
- relevance of applied methods of work,
- efficiency of discussion,
- the level of personal engagement,
- a degree to which the expectations of participants were realized, objectives that were achieved.

The questionnaire is completed by all the project participants. Summative final evaluation of methods used in course of the project work, as well as evaluation of cooperation within the partnership during realization of the Chinese for Europeans project will be carried out with a questionnaire covering three issues:

- relevance,
- efficiency,
- added value.

The questionnaire consists of three sets of closed questions and five open questions and it is completed by each member of the project team during the last month of the project eligibility.

If a partner does not fulfill his/her obligations, the coordinator starts the following procedure:

- a warning and setting a deadline to eliminate the errors or shortcomings,
- a written call to fulfill particular commitments immediately,
- renegotiations / termination of the agreement.

4.2. Procedures of the elaboration of deliverables

Manager of a deliverable is responsible for each deliverable to be prepared on time.

As soon as a draft of deliverable is ready, it is passed to the Project Manager. Project Manager informs the Partnership and if applicable presents the draft for internal evaluation. According to the results of internal evaluation the deliverable is either returned to the Manager of Deliverable for starting product from scratch, introduction of improvements or passed to external evaluation to peer reviewers or beneficiaries. The manager of the deliverable is

responsible for collection of evaluation results of peer reviewers and beneficiaries and for performance of the process of continuous improvements.

4.3. Internal partners' evaluation

Internal evaluation is realized in the production phase of the project and precedes the process of external evaluation. The products are made accessible to users and external evaluators, after they have been accepted by all the project partners. Internal evaluation aims at monitoring and improvement of products, in order to obtain final results' quality assumed in the project.

The partners write comments and evaluate products in the Extranet system. They use a special box for comments and assign points. Each product is evaluated in a scale from 1 to 10 points: a score below 5 disqualifies the product (disqualification of a product by the project users means that it must be elaborated once again, from the beginning), a score between 5 and 7 points means that the product needs some improvement, products receiving from 8 to 10 points are accepted.

The Extranet system provides each partner with access to opinions and suggestions of the other project partners. Significant changes and improvements to the products are discussed by e-mail. The results of evaluation are available in the Extranet system.

4.4. External experts' evaluation

Experts' opinions:

- concern all the products,
- are obtained from experts in the fields of linguistics, ICT and foreign language didactics,
- the experts cannot be formally related to any of the project's partners,
- the opinion concerns the quality of content, including the merits and methodology, with special emphasis on the language course,
- the experts evaluate the products according to the same principles that are applied by the partners realizing internal evaluation,
- external experts' opinions are prepared in a written form.

As soon as the experts' opinions are issued, the errors are eliminated and the "Chinese for Europeans" project results are improved according to experts' suggestions. Improvements resulting from evaluation need to be approved by experts, who carried out external evaluation.

V. Quality improvement for relevance

As soon as the products are made available for the users, the products are verified and improved according to the needs of the "Chinese for Europeans" project beneficiaries. Quality policy is focused on development and implementation of principles of the culture of continuous improvement to increase the relevance to beneficiaries.

Users' opinions concern all the products and are obtained with a testing questionnaire. Evaluation concerns the products relevance, functionality, usefulness for the beneficiaries, as well as the way and clarity of presentation on the project web page. The opinions are collected not only from representatives of target groups, but also from other users. A questionnaire is

completed by users representing countries of origin of the project partners. The survey is carried out according to the same principles that were applied to internal evaluation.

Results of the survey are collected and commented by the project partners in their official languages. General evaluation of the project, based on the surveys' results, concerns the following aspects of the project:

- relevance,
- efficiency,
- sufficiency,
- impact,
- support.

Simplified version of the evaluation questionnaire is available on the project web page and further development of products is based on its results. All the opinions of users have impact on the project's development.

VI. Quality upgrade for sustainability

At the stage of maturity, the project products are to be evaluated, updated and improved. The following activities are planned for this period:

- **Product - related**: adjusting the content of products to changing everyday life conditions, adding new products meeting the current needs of beneficiaries indicated in research and surveys.
- **Technological**: adjusting the existing and new products to state of the art technological solutions and requirements of devices used in the process of language learning, with particular emphasis on all applications.
- **Valorisation - related**: establishing long-term cooperation with organizations and institutions which cooperate with Chinese schools, universities, business centers, entrepreneurs, companies, travel agencies in all EU Member States. We will use for this purpose the direct contacts, questionnaires and the tools of Web2.0 society as: blogs, forums etc.

VII. Quality norms and standards

The following norms and standards are applied to organization of IT processes management, which are used during realization of the "Chinese for Europeans" project to support realization of project tasks and guarantee high quality of products: ISO/IEC 20000 norm – it defines international requirements concerning IT services management. The norm contains a number of recommendations to be implemented by organizations, as well as guidelines for auditors. It enables implementation of an integrated quality management system. The standard enables: creating company's own IT structure, eliminating basic IT-related mistakes in the company, testing the efficiency of IT.

Moreover, the norm defines requirements concerning:

- management and reporting of services,
- information security management,

- implementation of new services and modifications within existing services, management of relationships with end users,
- control processes.

The most important element of this norm, as well as other ISO norms, is quality improvement according to the PDCA pattern (the so called Deming's circle):

The ITIL (IT Infrastructure Library) methodology is a set of instructions that should be followed in order to provide efficient management of IT systems. ITIL offers a process approach, focused on delivery of IT services rather than technology itself. It orders IT processes, defines them, describes appropriate activities, duties, responsibilities, indicators. The ISO 20000 norm is based on the ITIL methodology.
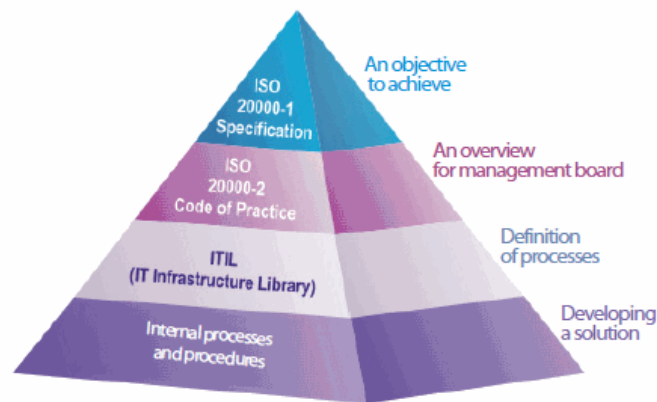
The COBIT (Control Objectives for Information and related Technology) methodology is a collection of good practices in the field of IT management. The standard is meant to support management, auditing and monitoring of IT systems. COBIT includes description of monitoring mechanisms enabling management of IT processes. COBIT is a description of 34 processes, covering 210 objectives focused on four thematic groups:

- Planning and Organization,
- Acquisition and Implementation,

- Delivery and Support,
- Monitoring and Evaluation.

These norms and standards have been adjusted to the needs of "Chinese for Europeans" project.

VIII. Quality Key Performance Indicators

8.1. Formative Key Performance Indicators

Qualitative indicators:

- Satisfaction level of Partnership members evaluating quality of Partnership Meetings in terms of: usefulness of presentations and discussions, working methods, cooperation with other partners, expectations to the meeting, treatment of difficulties quality of participation and outcomes expressed in questionnaires. The quality is satisfactory if average of scored number of points is higher than 50% of maximum value.
- Satisfaction level of beneficiaries evaluating quality of deliverables in terms of: relevance, efficiency, impact, sufficiency and support, expressed in questionnaires. The quality is satisfactory if average of scored number of points is higher than 50% of maximum value available in questionnaires.

Quantitative indicators

- Number of visits to the web site after the deliverables are uploaded and available to end users will be 24.000 hits.
- Number of registered users after the deliverables are uploaded and available to end users will be 2.400 accounts.
- Number of contributions to the web page after the deliverables are uploaded and available to end users will be more than 1.200 regular users.

8.2. Summative Key Performance Indicators

Qualitative indicators:

- Satisfaction level of Partnership members evaluating quality of project Partnership in terms of: relevance of the activities, added value of the activities and efficiency of the activities in questionnaires. The quality is satisfactory if average of scored number of points is higher than 50% of maximum value.
- Satisfaction level of beneficiaries evaluating quality of deliverables after eligibility period in terms of: relevance, efficiency, impact, sufficiency and support, expressed in questionnaires available on the website. The quality is satisfactory if average of scored number of points is higher than 50% of maximum value available in questionnaires.
- Satisfaction level of stakeholders evaluating quality of project outcomes in terms of: effectiveness, impact and sustainability potential, expressed in questionnaires. The quality is satisfactory if average of scored number of points is higher than 50% of maximum value available in questionnaires.

■ Positive peer reviewers' opinions accepting the assessed deliverables in the reports. The quality is satisfactory if after implementation of all the improvements proposed by experts the deliverables are accepted as meeting the requirements of good practices.

■ Certificates of full functionality according to specifications issued by testing staff and end users. The quality is satisfactory if the certificates prove 90% of functionalities to work according to technical specifications, norms and standards.

Quantitative indicators:

■ Number of visits to the web site to be at least: **24.000**
■ Number of registered users to be at least: **2.400**
■ Number of contributions to the web page to be at least: **1.200**.
■ Number of participants in the conference to be at least: **60**.
■ Number of active contributors to the conference content to be at least: **20**.
■ Number of stakeholders participating in evaluation process at least: **20**.

IX. Quality tools

9.1. Extranet

9.2. Questionnaires

■ Attachment 1. Evaluation questionnaire for the users (Beneficiary questionnaires)
■ Attachment 2. Evaluation questionnaire for the users (Questionnaire for users)
■ Attachment 3. Evaluation questionnaire for participants of the partnership meetings
■ Attachment 4. Questionnaire for the partners summarizing the project

X. Quality, roles and responsibilities

Roles and responsibilities	Company	Person
Project Manager	Mescomp Technologies SA	Małgorzata Jendryczka
Quality Manager	International Certificate Conference e.V.	Robert Williams
Project Quality Reviewers	Mescomp Technologies SA	Justyna Wicik Anna Wolska Małgorzata Pyrowicz
	Antwerp Management School	Hayian Zhang
	International Certificate Conference e.V.	Ellinor Hasse
	Fondazione Italia Cina	Francesca Bonatti
	Soros International House	Daiva Malinauskiene
	EduActive	Rafał Rosa
Project sponsor	The Education, Audiovisual and Culture Executive Agency	Dominique Loir /Karin De Kelver
Project stakeholders	Warsaw Academy of Computer Science, Management and Administration	Sławomir Czepielewski
	The Polish Promotional Programme Foundation	Krzysztof Przybył
	TOYA Ltd.	Jacek Kobierzycki

Attachment 1. Evaluation questionnaire for the users

Beneficiary questionnaires

Note:

"Beneficiaries" are individuals who have practical experience of using the project outcomes. This may have been by involvement in the testing process, or in their normal employment or training activities

The following questionnaires have been devised specifically for the Chinese4.eu project. The information is to be used to assess user perceptions of the results and to identify areas for further development. No organization or individual contributing to this survey will be identified to any third parties or in any narrative evaluation report.

Criteria: Relevance; Efficiency; Impact; Sufficiency; Support
Scope of evaluation: Communication scenarios, Information about country and culture, Information about legal matters

Please rate how much you agree with the following statements in respect of the Chinese4.eu project activities that have taken place since the start of the project.
Indicators are: 4 = agree entirely; 3 = mostly agree; 2 = mostly disagree; 1 = disagree entirely;

1.1 USER assessment of the RELEVANCE of the Chinese4.eu language resources	4 Agree	3	2	1 Disagree
Chinese4.eu accurately meets the needs of students				
Chinese4.eu accurately meets the needs of SME entrepreneurs and employees from EU				
Chinese4.eu accurately meets the needs of tourists from EU				
Chinese4.eu accurately meets the needs for communication				
The communications scenarios of the Chinese4.eu language tools are appropriate to my needs				
The wordlists of the Chinese4.eu language tools are appropriate to my needs				
The content of the Chinese4.eu is appropriate to my needs				

1.2 User assessment of the EFFICIENCY of the Chinese4.eu language resources	4 Agree	3	2	1 Disagree
The Chinese4.eu language tools are easy to navigate				
The tutorials (How to enter Chinese4.eu) are a helpful tool when working with all modules				
The Chinese4.eu language tools are fast enough to meet my needs				

	4 Agree	3	2	1 Disagree
The layout of the Chinese4.eu language tools is clear and easy to read				
The voice-overs in the Chinese4.eu language tools are clear and easy to understand				
The Chinese4.eu language tools are acceptable for use in basic conversation				
The Chinese4.eu language tools are acceptable for use in everyday target focused conversation				
The Chinese4.eu language tool is acceptable for reading basic signs				

1.3 User assessment of the IMPACT of the Chinese4.eu language resources on the way that you do your job	4 Agree	3	2	1 Disagree
The Chinese4.eu language tools can save me time in some situations				
The Chinese4.eu language tools can save resources in some situations (e.g. interpreters)				
The Chinese4.eu language tools have improved my speaking and listening skills in Chinese				
The Chinese4.eu language tools have improved my communication skills in Chinese				

1.4 User assessment of the SUPPORT for the Chinese4.eu language resources	4 Agree	3	2	1 Disagree
The tutorials (How to enter Chinese4.eu) enabled me to start using the Chinese4.eu language tools without any external support				
The tutorials have enabled me to resolve any difficulties that I have had in using the Chinese4.eu language tools				
The on-line tutorials for the Chinese4.eu language tools are easy to access				
The on-line tutorials for the Chinese4.eu language tools have been effective				

1.5. Narrative Comments

1.5.1.
Q: What problems did you experience when using the Chinese4.eu language tools?

1.5.2.
Q: What are the most positive aspects of the Chinese4.eu language tools?

1.5.3.
Q: What are the most negative aspects of the Chinese4.eu language tools?

1.5.4.
Q: What improvements do you suggest?

1.5.5.
Q: Do you have any other comments?

Attachment 2. Evaluation questionnaire for the users

Chinese4eu. Questionnaire for users

We're carrying out a poll to find out what users of Chinese4eu project think of the project. This poll is dedicated to the users of the project, who are acquainted with each product of the project. Please, while answering the questions, mark only one of the options below.

The project website (www.Chinese4.eu) in your opinion:

- ☐ is easy to browse it and not difficult to find the information you look for
- ☐ takes some time to find out how to use the website
- ☐ is too complicated to find anything and I needed some help
- ☐ other _____

On the chinese4.eu website you can learn Chinese. Lessons are divided into target group modules. What do you think about this way of presentation?*

- ☐ I think the modules are presented in interesting way and good order for someone who starts to learn representing anyone of the target groups
- ☐ I think that thematic modules are interesting but the order of them is inadequate for someone who starts to learn Chinese
- ☐ I think the thematic modules are too complicated both in the way they present the information and the level of the language

The most difficult for you while using the Language Course on the website was:*

- ☐ to find the exercises to check what you have learned
- ☐ to get on another lessons
- ☐ to understand the grammar
- ☐ other _____

Do you think the mobile applications that support learning a new language are:*

- ☐ easy to download
- ☐ difficult to download
- ☐ extremely difficult to download

Did you use the mobiles and/or emails application? If so, how many times during taking your language course?*

- ☐ every time my lesson was connected with some materials in the mobiles/emails
- ☐ only at the beginning of my course (one, two times)
- ☐ always when I was away from the computer and wanted to learn

Language course has also the basic section. The illustrations were selected adequately and the information is clear and unambiguous:*

- ☐ completely agree
- ☐ rather agree
- ☐ neither agree nor disagree
- ☐ don't agree

The document "The world in accordance to the Chinese" provides information needed in particular situations abroad. In your opinion in this section:*

- ☐ completely agree

☐ rather agree
☐ neither agree nor disagree
☐ don't agree

Do you think that blogs on Chinese4.eu site are interesting and provide useful information?*

☐ yes, I read the blogs every time a new one appears
☐ yes, but I read the blogs only when I am looking for some particular information and help
☐ no, I don't read the blogs
☐ I think that the blogs _____

Imagine yourself a situation when you need some information about studying in China and want to improve your Chinese and you already know about Chinese4.eu project. What would you do? (you can mark two answers):*

☐ you browse www.Chinese4.eu to find the information about studying in China
☐ you send a question to other Chinese4.eu users through Chinese4.eu Facebook site, asking about things you are interested in
☐ you read various internet fora and read people opinions
☐ you ask for help in some institutions such as university or your school
☐ other _____

Please, leave us a short info about yourself. *

☐ Female
☐ Male

Age:*

☐ 11 – 18 years old
☐ 18 – 25 years old
☐ between 26 – 50 years old
☐ over 50

Target group*

☐ Student
☐ Businessman
☐ Tourist
☐ other

Attachment 3. Evaluation questionnaire for participants of the partnership meetings

PARTNER: _____

MEETING: _____

Please rate the following aspects of Chinese4.eu partnership meetings that have taken place since the start of the project.
Indicators are**: 4** = all positive**; 3** = mainly positive; **3** = mainly negative; **1**= all negative;

Please assess individual aspects of the first Chinese4.eu meeting on_____ at _____	4 Agree	3	2	1 Disagree
a. Usefulness of presentations Presentations were relevant for the project				
b. Usefulness of discussions Discussions were relevant for the project				
c. Working methods The methods of working were suitable for the topics and the group				
d. Cooperation with other partners I enjoyed the cooperation with the other partners				
e. Expectations for the meeting My expectations about this meeting were met or exceeded				
f. Treatment of difficulties Difficulties were treated constructively/readily				
g. Quality of my participation I am satisfied with the quality of my own participation				
h. Outcomes of the meeting I was satisfied with the outcome of the meeting				

What I liked best about the meeting was:

What I liked least about the meeting was:

Attachment 4. Questionnaire for the partners summarising the Project

PARTNER QUESTIONNAIRES

The following questionnaires have been devised specifically for the Chinese4.eu project and are linked directly to the criteria for evaluation detailed in the methodology.
Please complete them and return them by E-mail only to _____ for analysis.

Chinese4.eu QUESTIONNAIRE-PART 1, RELEVANCE, ADDED VALUE & EFFICIENCY

LOGFRAME EVALUATION

Please rate how much you agree with the following statements in respect of Chinese4.eu activities that have taken place since the start of the project. Indicators are: **4** = agree entirely; **3** = mostly agree; **2** = mostly disagree; **1** = disagree entirely.

1.1 Partnership assessment of the RELEVANCE of the activities	4 Agree	3	2	1 Disagree
a. Realistic assessment of project risks The assessment of risks, assumptions and conditions at the application stage was realistic				
b. Need for the project, and beneficiaries of the project The identification of the need for, and beneficiaries of, the Chinese4.eu project was accurate				
c. Design and development of projects The design and development of the products so far should achieve the objectives				
d. Partnership capacity The partnership (as a whole) had sufficient expertise and resources to achieve the desired outcomes				
e. Communications Communications between the partners were always relevant and useful				
f. Commitment and capacity of external partners The external partners involved in the development of the product were to influence the development of the products				

1.2 Partnership assessment of the ADDED VALUE of the activities	4 Agree	3	2	1 Disagree
a. Over-achievement of targets The results exceeded expectations of quality and quantity				
b. Unforeseen benefits Some of the work completed demonstrates additional benefits to those expressed in the original proposal				
c. Transferability of outputs Most of the work completed can be used in other applications (e.g. projects, economic sectors or geographical area)				

1.3 Partnership assessment of the EFFICIENCY of the activities	4 Agree	3	2	1 Disagree
a. Financial planning and forecasting The budget for the project was sufficient to achieve the outcomes				
b. Management practices Management of the project by the coordinator produced good results				
c. Resources management Optimum use of partnership resources was made by the coordinator				
d. Time management The partnership took full advantage of the time specified in the proposal and partnership contracts				
e. Conflict-free relationships The partnership was able to resolve differences of opinion with each other and/or stakeholders)				
f. Co-funding Contribution elements from the partnership and their institutions were utilized				
g. Technical assistance solutions Technical aspects of product development work well				
h. Monitoring and review The partnership was kept informed of project progress and notified of action necessary to address any issues				
i. Performance indicators There were achievable targets for measuring the performance and progress of the project				

j. Remedial action Concerns were rectified effectively when things did not go according to plan				

CHINESE4.EU QUESTIONNAIRE-PART 1.4 PARTNERSHIP NARRATIVE EVALUATION

1.4.1 "Praise"
What do you particularly like about results of the project?

1.4.2 "Criticism"
What did you find annoying and or unsatisfactory about working on the project?

1.4.3 "Lessons learned"
What, if you were to start again, should have been done differently?

1.4.4 "Objectives"
How well have the objectives of the "learning modules" been achieved

1.4.5 "Comments"
What are your additional comments and recommendations?