

## Evaluation of Distributed CCeD Session 3b October 5<sup>th</sup>, 2011

There were 18 responses to this survey which is a full house, thank you!

**Overall:** Partners were more positive about this session than the previous one, possibly because there were fewer technical problems or because it was shorter.

**Business Plan & VITAE Design:** Almost everyone feels that these will be good quality though only a minority strongly agree. It is difficult to know whether these are final opinions or whether people are holding off a final judgement until the finished documents are complete. Comments reveal a desire for more collaboration between the two teams on a number of issues eg ECTS points, course length, long term sustainability.

**Session Preparation:** 95% felt well prepared. Comments included releasing the agenda earlier for possible revision and making all documents available before the meeting.

**Session Execution:** 95% felt the session went well but only 61% felt they made a useful contribution; 88% were happy with the contribution of the facilitators but only 55% felt that they had no technical problems during this session. Comments include that the pace was better, that there should be more protocols eg use the raised hand icon to speak and that those with tech problems should be given special attention before the meeting instead of during. 90 minute sessions in smaller groups is preferred.

**Suggestions for improvements:** Have a Plan B (eg Skype) and make more use of screen sharing. There are problems with Google Docs when you want to do more advanced things eg transferring to Excel. Do we really need video? This might save bandwidth.

**General suggestions:** Smaller groups would be more effective. We are improving.

**Face to face compared to online meetings?** We are more focused and brief in the online mode, relationship building is good but slower, the quality of work is good but could be higher in a f2f. We miss the chance for small talk. The facilitators have to be more proactive to get contributions than in a f2f. Motivation is maintained because of the open repository of work done in Google Docs. Communication between meetings also contributes to how effective the online meetings are. Is the hist.no list the best way?

## **Conclusions**

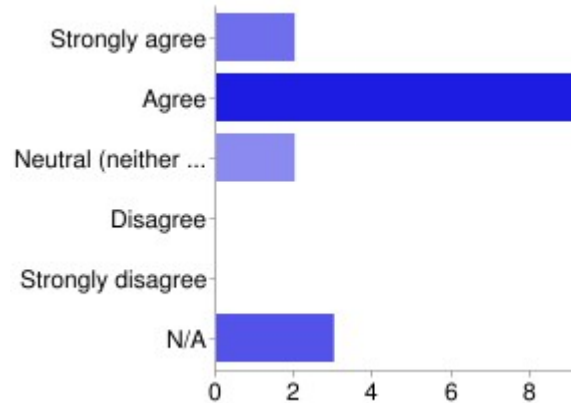
The results of the survey indicate that the distributed CCeD process is making good progress. There are still problems both technical and procedural. Some of these cannot be solved because they are contradictory (eg shorter or longer meetings) but the general direction is positive and the organisers are responsive to the comments of the partners. As the time draws near to implement the results of the distributed CCeD process it seems that partners are looking more to the medium and long term implications of this way of working and have mastered the immediate challenge of participating in distributed CCeD.

## Appendix: Survey data

### Concerning results achieved so far

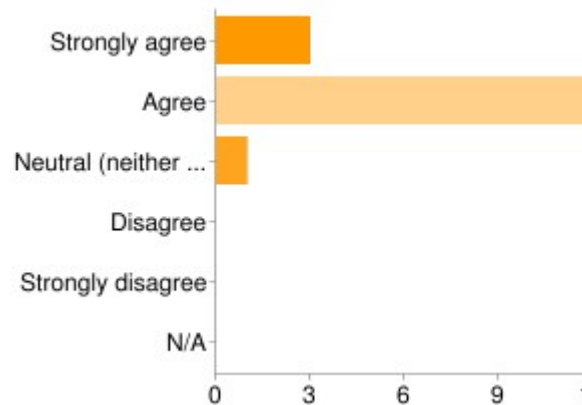
The current Vitae Business Plan will end up as a product of good quality, i.e. that the work which has been done so far is satisfactory.

Strongly agree	2	11%
Agree	11	61%
Neutral (neither agree nor disagree)	2	11%
Disagree	0	0%
Strongly disagree	0	0%
N/A	3	17,00 %



The current Vitae Design Documents will end up as a product of good quality, i.e. that the work which has been done so far is satisfactory.

Strongly agree	3	17%
Agree	14	78%
Neutral (neither agree nor disagree)	1	6%
Disagree	0	0%
Strongly disagree	0	0%
N/A	0	0%



### **Write down your views and your suggestions for improvements in relation to the results produced so far.**

Some more coordination between the countries would be an improvement.

We have to make a matrix showing the transition from the original Vitae course til the localised version of the course.

I think that even more work between the meetings could be positive. I also think that we even earlier in the project should have focused even more on the fact that Vitae course and the Business model should be useful also after the project. I felt that this sesion went in the right direction concerning this challenge.

Perhaps we need even more cohesion between the different partners. E.g. the calculation of the ECTS-points?

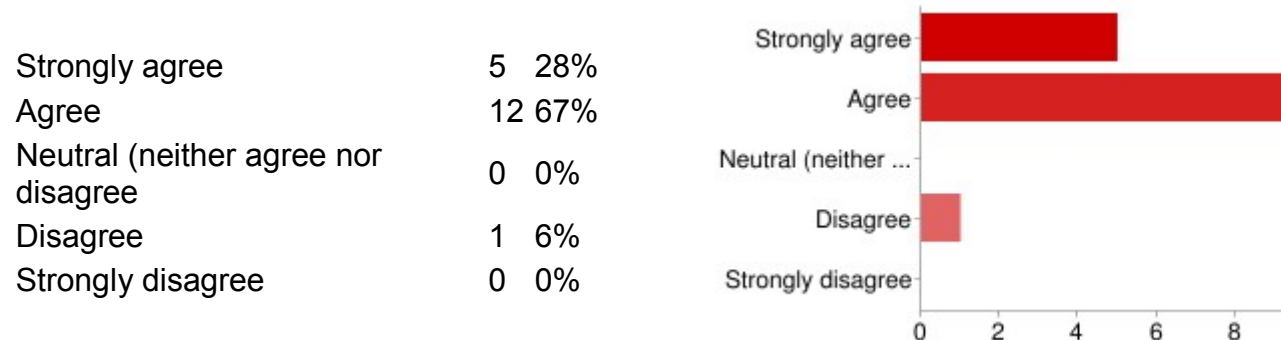
I think it might be worth to take both the overall documents and the national versions in separate form

It is important that the document reflects the way the Vitae course should be run in each country, and that the business plan is consistent with the course, i.e. that possible income and all costs related to the course are put in. I think that there is still more work to be done here. The discussion of the size of the course is very important. The size will be a parameter to whom it might be sold, to the possible income, to the costs, and to the aproval procedure in the institutions etc. The learning outcomes are the same, how different can the size then be and what factor decides these differences?

I would just like to acknowledge the huge amount of work that has gone into these two documents. Perhaps we are lucky to have such good partners or perhaps the CCeD process is guiding us down that road or most likely it is a combination of both.

### **Concerning session preparation for the second session**

**I feel I was well prepared for the this session (session three b).**



### **Write down your thoughts and any suggestions for improvements in relation to the session preparation phase.**

(This meeting was of course dedicated to a certain WP, and therefore it did not activate all the partners.)

Everyone should have good quality headsets with microphones integrated.

Perhaps we could all upload the documents by the day before the meeting and the moderator could send one message highlighting the documents we should look at.

Yet my laptop had so many problems ...

For me there was not a clear agenda before the meeting. It would be great if e.g. 2 weeks before the meeting the moderator asks if someone got additional topics for the agenda.

Chat window is not really observed by the moderator"

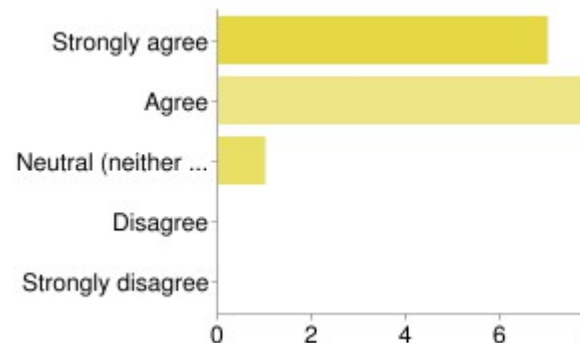
More could be done in the preparation for our PB (norwegian)

The use of a presentation from each country strongly contributed for the success of the session

## Concerning session execution

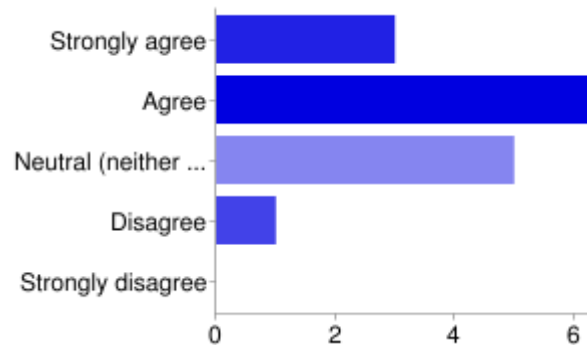
**I think the session execution phase in this session (session three b) was good, i.e. the discussions we had in plenum worked well.**

Strongly agree	7	39%
Agree	10	56%
Neutral (neither agree nor disagree)	1	6%
Disagree	0	0%
Strongly disagree	0	0%



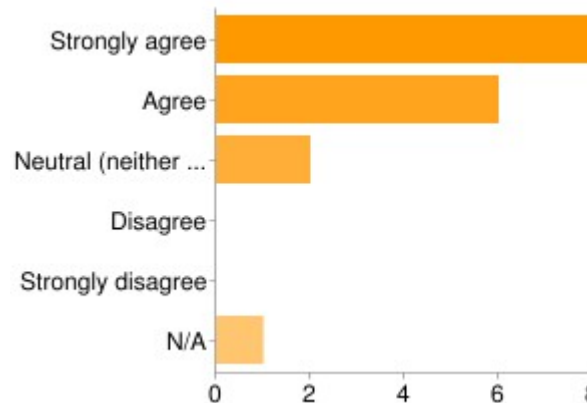
**I feel I made a useful contribution in this session.**

Strongly agree	3 17%
Agree	8 44%
Neutral (neither agree nor disagree)	5 28%
Disagree	1 6%
Strongly disagree	0 0%



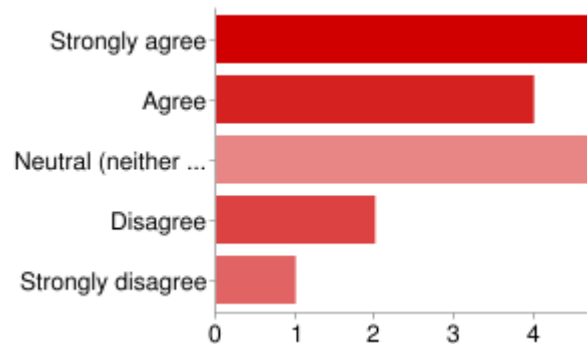
**I feel that the contribution from the facilitators was good in this session.**

Strongly agree	9 50%
Agree	6 33%
Neutral (neither agree nor disagree)	2 11%
Disagree	0 0%
Strongly disagree	0 0%
N/A	1 6%



**I had no technical problems during this session.**

Strongly agree	6 33%
Agree	4 22%
Neutral (neither agree nor disagree)	5 28%
Disagree	2 11%
Strongly disagree	1 6%



**Write down your views and your suggestions for improvements in relation to the session execution phase. Consider both technical implementation, practical implementation, etc.**

some problems with our sound (micro) from Portugal

Still we have some small technical challenges, to make the session even more smooth. The "speed" in the meeting was much better than last meetings - that was a relief.

Technical tests are very important and bad sound can really destroy a session.

We can benefit from establishing some rules. Eg. to raise our hand (use the tool to raise the hand) when we want to say something.

Furthermore, the audio quality is still a problem. It would have been EXITING to try a session where everybody have a headset (as recommended).

Perhaps the moderator could take note of people who had technical problems in a session and personally invite these people for a test session the day before the next meeting. In the middle of a meeting it sometimes takes too much time to explain to people why/how they should use headphones or how to adapt their sound. This is better done the day before so that we can still change

headsets/microphones/speakers if necessary

Technical test possibility should be used by everybody, so that we can start in time.

For me smaller workgroup meeting with a maximum time of 90 minutes would be more effective

I had several technical problems, i.e. lost the sound for some time and also lost the cursor for long periods of time. This resulted in not being able to give some feedback during the session that I wanted to bring forward.

I have a feeling that in long sessions over an hour in length that somehow the system gets clogged (a cache problem?). Anyway it seemed to lead to my screen freezing whenever I wanted to mute or unmute my mike which disrupted my contributions.

just some connection problem; more than usual and quite fastidious this time

## **Generally about Distributed Concurrent Design**

**Write down your views and your suggestions for improvements in relation to tools (Adobe Connect, Google Docs, etc.) used in this project.**

Our chosen tools work fine, in my opinion!

Works OK

I think that the few problems we are meeting now are mainly due to the software and the bandwidth in different countries. As mentioned before we all need good headsets.

It is necessary with a person who controls the technology (technical facilitator) in addition to the facilitator. In this session, it was very much to do to manage Adobe Connect.

Today it worked very well for almost everybody I think - so it seems to be the right system. Last time was a different matter when so many of us did not get in or kept getting kicked out. Perhaps for such situations we could always have a Plan B (e.g. Skype without picture) to go to quickly when things do not work out.

Don't think we need the video function in general - maybe without the technical quality would be better.

Why didn't we use screen sharing? I mean, for single participants? Would have it been too heavy? Having to first move document in Google docs seemed to slow down sharing, but maybe this is my impression.

As mentioned before, some problems with the technology this time. It is also important that that everybody are using proper headset. Otherwise unnecessary noise comes across, reducing the quality for the whole group.

I think we could use Raise hands to attract attention.

Google docs works fine, but the spreadsheet is quite simple and not completely compatible with excel.

Perhaps one person needs to take a good look at the collection of documents in the UnderstandIT collection and make sure that it is tidy and logical. I think it is for the most part but there may be one or two things which need moving.

Also note the problem I mentioned above that Adobe might not be good over longer meetings. There's nothing you can do about this but it might be worth asking Adobe direct whether they know if this is a problem and what the solution might be.

Google Docs does not work well across formats eg trying to copy survey results page into a Word document does not work at all; trying to copy data from a Google spreadsheet into a Word document works only in IE not in FF or, bizarrely, Google Chrome. Leads to a great deal of wasted time and frustration!

I think it's ok;

maybe we had some very minor troubles in retrieving files sometimes; this is really of minor consequence

### **Write down your views and your suggestions for improvements in relation to Distributed CCeD in general.**

Today we had just the plenum, and too many participants to make good discussions. Break out groups are very useful.

I think that we are getting better and better at working in Distributed CCD.

As our meetings are not so frequent we could do with more testing in advance and with a little round of introduction to the basic function buttons on the screen before we start (e.g. how to switch off our mikes, how to raise our hands to speak, etc.)

I really like this kind of meeting in order to raise the level of motivation, but it could be more motivating if each participant can contribute more, which means we need smaller online-meeting groups.

CCeD is quite a new method as such. The use of Adobe connect and Google docs is also quite fresh for this purpose.



In my view both the method and the tools seems to work quite well.

Moreover - the development team also seems to understand and perform their task in the project very well and produce appropriate results in line with the timeschedule. Therefore my conclusion is that the CCeD method function well, as least for our team. I guess that the documents prepared in front of each session are sufficient for running CCeD with success.

I think that distribute CCeD is working well.

I like it; think it's useful and involving;  
prone to connection problems though and so, less effective than in person (yet you simply can't do it in person so many times, so the net result is largely positive

### **Compare your experience in taking part in Distributed CCeD sessions compared with taking part in traditional F-2-F meetings.**

We prepare may be in a slightly differnt way. Short and to the point, for short board presentation (few pages etc) .

We make shorter talks, which is very good, compare with more talkative sessions F2F.

The relationship grows may be slower when we work online than if we work F2F.

The quality of the work is absolutely as good as in F2F groups.

Sometimes it is difficult to understand what people are saying because of variations in the sound

I think that this is more challenging, but that it is working well and saving the project a lot of money.

a.) preparations are probably not so good because we have the impression that we can still read documents during the session

b.) perhaps not everybody gets heard in online sessions unless the moderator actively encourages them

c.) relationship building works surprisingly well in the sessions, including jokes etc. which is great!

d.) I guess the quality of the outcome would be a little higher in f2f meetings, however, they would also take longer

I had too many hardware problems to be really helpful

traditional meetings are more effective, but it would be not possible to have more face-ot-face meetings ;)

Online sessions are very effective, though it seems to me that sometimes it is easier to be distracted by external events... However, it is of paramount importance, when performing (transnational) joint activities to have the ability to meet anytime needed without affording travel expenses ;-)

a) preparations

At least as thoroughly as for normal f-2-f meetings. The work is completely open as a result of sharing documents in Google docs. This

also increase the effort and quality of the work.

b) initiative to talk

I think less than in f-2-f meetings. We need to use the instruments better, like raise hands etc.

c) building relationship

Much worse - smalltalk during breaks can not take place. Especially I think that a success factor of the meeting is that most of the participants already know each other well.

d) Quality of my work.

Same answer as in a)

The one thing that is missing is the opportunity to socialise at the start, at the end and maybe a little bit during. This makes it seem more intensive than the face to face version. I'm not sure what the solution to this is as the meetings are already at the limit of what people are prepared to tolerate in terms of length for an online meeting. Breaking it in two is also probably not a good idea as you lose the momentum and have to go through all the sound checks again.

In fact what is missing is probably a better way of communicating between meetings. We have the generic hist.no email list but I hesitate to use it except for very urgent or important messages. It is not a good medium for discussion. If we had some form of discussion forum where it is easy to follow the thread then more issues could be discussed before and after the meeting.

from all these viewpoints, it's much better to have it than to have not

## Generally about research

**Write down your comments on this survey, suggestions for questions that should be asked, ideas about how research can be performed, etc.**

I like the survey - very relevant questions.

very good and helpful questions in the questionnaire! well done!

Some questions lack the N/A option

Have a look in the ECTS users guide before assigning ECTS points

The survey is very well structured. Steps in CCED are very well identified, even if sometimes some of them they might be further decomposed.

In survey like this there is a trade off between accuracy and the length of the survey. For instance is the two former questions difficult to answer very precisely and in a way that are helpful. To answer the CCeD question, for instance, in a way that is helpful for making the

method better, requires in my opinion much more detail. But this again means that the survey will be too long.

I think that there could be a special survey just for CCeD (D-CCeD) after all the sessions with the purpose of making the method stronger.

I have reached the stage where I want to know more about where this research is going and how I could put it into practice. For example in this VITAE case study we have a greatly reduced number of CCeD planning groups. How would it work if we were designing the course from scratch? I am curious.

feel guilty of poor contribution ... I'll live with it though

## **And finally...**

**Do you have something that is not written yet, but you would like to convey? Then write it down here.**

I have said it before and I say it again. I am very impressed of the work and the constructive engagement of the UnderstandIT team!

I continue to be impressed by the contribution of my project partners.

see above ... I stay guilty