Pulse
Language and Communication Skills for Foreign Nurses

IO3) E-LEARNING COURSE FOR WORKPLACE LANGUAGE AND COMMUNICATION FOR NURSES

DELIVERABLE 3.2.

METHODOLOGY FOR PILOT TESTING AND EVALUATION OF THE E-LEARNING COURSE FOR WORKPLACE LANGUAGE AND COMMUNICATION FOR NURSES

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Contents

Introduction

The pilot testing of the e-learning course for workplace language and communication for nurses will be carried out in all partner countries – France, Italy, Netherlands, Spain, Romania and Bulgaria in the period 25.07. – 07.09.2018. The whole course (all 6 units) should be tested in each country, irrespectively of the language.

The main objective is to collect feedback from target group representatives and language specialists about the developed e-learning course with respect to the training content and methodology and based on the results to improve the course, if needed. In order to achieve this objective, the participants will be involved in the following activities:
- Piloting workshops (E1 – E6);
- Individual work with the course – each participant will have to test at least 2 units of the course;
- Filling in evaluation questionnaires.

The scope of the feedback that will be collected will cover the following issues:
- *Training content* – appropriateness of topics covered considering the real work situations the nurses are involved in, easy to understand, meeting the expectations of nurses, useful for improvement of their language and communication skills (spoken and written interaction in the work situations covered by the course);
- *Tests/activities* – correspondence between the content and the tasks the trainee has to fulfil, providing support to the learning process;
- *Hints* – comprehensiveness, adequacy, understandable, supporting learning process;
- *e-learning system* – easy for navigation, appropriate structure and design, interactivity.

This document provides guidelines to partners with respect to organization and conducting of the pilot workshops, the support to be provided to participants during the individual testing of the course, as well as the evaluation questionnaires and the template for reporting the results obtained at national level.

1. Participants in the pilot testing and evaluation

In each country at least 15 nurses and trainers in French, Italian and/ or Dutch language should be involved. The nurses (local, who plan to work abroad or foreign ones) have to know the respective language at level A2 or B1, according to their self-assessment or holding a certificate, since these are the entry levels for the course. It is recommendable the language trainers to have experience in training medical professionals.

2. Promotion and preparation of participants for individual testing and evaluation of the e-learning course

The responsible partners in each country have to promote the piloting of the course and recruit participants through direct contacts using the Stakeholders list, contacts with nurses' associations, agencies for recruiting nurses for work abroad, hospitals, companies, providing homecare, language

training centres providing training to medical professionals etc., as well as using social media. In the promotion campaign brief information about the project and the e-learning course should be provided.

The preparation of participants for the individual work with the course could be carried out either by organizing piloting workshops or by providing instructions by e-mail or Skype. Partners should decide which option is most appropriate for the particular conditions in their country.

2.1. Organization and conducting of the piloting workshops (E1 – E6)

If partners decide to organise and conduct the workshops before the individual testing, in the promotion campaign they should provide event's programme together with the brief information about the project and the e-learning course.

In this case the objective of these events is to present the e-learning course to nurses, working in the partner countries and to trainers in the three languages (French, Italian and Dutch), to provide guidelines for work with the e-learning system and the pilot testing and evaluation process, as well as to collect information about participants' first impressions and reactions to the course design and content.

The workshops will be a half day events. The partners are free to decide whether morning or afternoon session is appropriate for the conducting the events. Example of the programme is provided in Annex 1.

During the workshop all necessary conditions and atmosphere should be ensured so that the participants understand clearly their tasks in the pilot testing and evaluation and how to work with the e-learning system, as well as to be motivated to work individually with it after the workshop.

At the end of the workshop all participants will have fill in an evaluation questionnaire about the event (Annex 2). The partner's expert conducting the workshop will have to summarise the participants' reactions and opinions shared, as well as questions asked, according a template provided in Annex 3.

It is recommendable to distribute the evaluation questionnaires (Annexes 4 and 5) that the participants will have to fill in after the individual work with the e-learning course in order to know on what issues they have to focus during the piloting.

It is necessary at the end of the workshop the partner's expert to make a list of the course units that will be tested by each of the nurses, so that all units of the course, irrespectively of the language, be piloted in each country. Also equal distribution of participants and units tested should be ensured. It is recommended that the language trainers go through the entire course in the respective language in order to provide expert opinion with respect to content and methodology complementing the opinion of the end users.

2.2. Providing instructions by e-mail, individual meetings and/or Skype

The objective in this case is also to provide to already recruited participants (nurses, working in the partner countries and to trainers in the three languages) information about the e-learning course, guidelines for work with the e-learning system and the pilot testing and evaluation process.

The experts from partner organisations, responsible for this task, should make a list of the course units that will be tested by each of the nurses, so that all units of the course, irrespectively of the language, be piloted in each country. It is recommended that the language trainers go through the entire course in the respective language in order to provide expert opinion with respect to content and methodology complementing the opinion of the end users.

As pointed out in the previous item, it is recommendable to distribute the evaluation questionnaires that the participants will have to fill in after the individual work with the e-learning course in order to know on what issues they have to focus during the piloting.

3. Individual testing and evaluation of the e-learning course

The nurses involved will have to pass through at least 2 units of the e-learning course. The language trainers in French, Italian and/or Dutch should review the entire course in the respective language.

The partner responsible for pilot testing and evaluation in each country should appoint appropriate expert, project team member, whom the participants may contact by phone and e-mail, if they have questions, difficulties etc. and need support.

The partners that selected the second option for preparation of the participants for the individual work of the course (item 2.2.) could organise and conduct the piloting workshop during the period for individual testing and evaluation. The objective in this case is to provide support and clarification of participants' questions. So, the partners should decide what is the appropriate time for the workshop provision and design the programme of the event, according to the identified needs of participants.

At the end of the testing period all participants have to fill in the evaluation questionnaires. They will be available online, but partners are free to administer them by e-mail, too. The paper version is not recommended because it will take more time to process the results.

All participants will receive a certificate for participation in the piloting and evaluation of the e-learning course for workplace language and communication for nurses, signed by the partner organisation that organised the piloting in the respective country.

4. Reporting on pilot testing and evaluation of the e-learning course (15.09.2018)

Every partner should prepare a report on the results from the pilot implementation of the e-learning course according a common template (Annex 6). Based on the national reports and overall report summarising the results obtained will be elaborated by ITPIO.

Annex 1

WORKSHOP
E-LEARNING COURSE FOR WORKPLACE LANGUAGE
AND COMMUNICATION FOR NURSES
…….. *(date),* **…….** *(place)*

PROGRAMME

9:00 – 9:30	*Registration of participants*
9:30 – 10:00	Introduction - summary of project objectives and activities - objectives of the workshop
10:00 - 10:30	Overview of the e-learning course and instructions for the testing and evaluation
10:30 – 11:30	Demonstration of the individual work on selected unit/s Questions and answers
11:30 - 12:00	*Break*
12:00 - 12:30	Collecting feedback from participants – sharing 3 positive and 3 negative impressions related with the e-learning course
12:30 - 13:00	Agreement on the ways of communication between the participants in the pilot testing and evaluation and the partner organization in the respective country in case of questions and need of support
13:00 – 13:30	Filling in questionnaires for evaluation of the piloting workshop - by the participants and partner's expert conducting the workshop
13:30	Closing

Annex 2

EVALUATION QUESTIONNAIRE
FOR THE PARTICIPANTS IN THE PILOTING WORKSHOP*

Dear participant,
Please, answer the questions below, marking your opinion with "X".
Your opinion is necessary for the evaluation of the workshop's quality and effectiveness.
Your impressions and opinions about the e-learning course for workplace language and communication
for nurses presented will be used in the future work on the topic.

The project team

1. General information

a. Country: **…….**

b. Gender
□ Female
□ Male

c. Position
□ nurse in a hospital
□ nurse in a company providing home care
□ trainer in ……. language (write French, Italian or Dutch) in a language training company
□ trainer in ……. language (write French, Italian or Dutch) in a school
□ trainer in ……. language (write French, Italian or Dutch) in University
□ other, please specify ….

2. Evaluation of the workshop

2.1. Please assess the following aspects of the work shop in a 1-5 scale where 1 is 'not good' and 5 is 'very good'.

	1	2	3	4	5
Preliminary information about the event	☐	☐	☐	☐	☐
Event room	☐	☐	☐	☐	☐
Registration support	☐	☐	☐	☐	☐
Meals/coffee breaks	☐	☐	☐	☐	☐
Materials provided	☐	☐	☐	☐	☐
Quality of speaker/s	☐	☐	☐	☐	☐
Quality of the whole content on the agenda	☐	☐	☐	☐	☐
Did the event met your expectations	☐	☐	☐	☐	☐

2.1. In general, how satisfied are you with the event?
□ Very satisfied
□ Satisfied
□ Unsatisfied
□ Very unsatisfied

2.2. The event objectives and activities were clearly presented.
□ Completely agree
□ Agree
□ Disagree
□ Strongly disagree

2.3. The topics addressed in the event were:
□ Very interesting
□ Interesting
□ Not very interesting
□ Not interesting at all

2.4. How would you evaluate the e-learning course presented with respect to nurses' language and communication skills development aimed at work abroad?
□ Very useful
□ Useful
□ Not very useful
□ Not useful at all

2.5. It is clear for me what I have to do as a participant in pilot testing and evaluation of the e-learning course.
□ Completely agree
□ Agree
□ Disagree
□ Strongly disagree

2.6. I think it will be easy for me to work with the e-learning system while testing the selected units of the course.
□ Completely agree
□ Agree
□ Disagree
□ Strongly disagree

2.7. Additional comments about the event and the e-learning course
………
………
………

THANK YOU!

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If the piloting workshop is conducted during the individual testing of the e-learning course by nurses and language trainers, some of the questions in the questionnaire have to be adapted to the topics of the agenda by the respective project partner, responsible for piloting.

Annex 3

TEMPLATE
FOR SUMMARISING THE FEEDBACK PROVIDED BY THE PARTICIPANTS IN THE PILOTING WORKSHOP
To be filled in by the expert/s conducting the workshop

1. General information
a. Country ….
b. Date of the workshop: ……
c. Number of participants:
- Nurses ….
- Trainers in French, Italian, Dutch (underline the correct one/s) in a language training company ….
- Trainers in French, Italian, Dutch (underline the correct one/s) in a school ….
- Trainers in French, Italian, Dutch (underline the correct one/s) in a University ….
- Other (please, list and give numbers) ……

2. Summary of the participants' feedback and reactions

2.1. Comments, opinions and remarks shared about the organisation and conducting of the workshop (positive and negative ones, if any)
………
………
………

2.2. Comments and opinions provided with respect to the e-learning course in general during and at the end of the workshop (positive and negative ones, if any)
………
………
………

2.3. Top 3 positive opinions shared about e-learning course (most frequently pointed ones), related with the content and the e-learning system
1. ……..
2. ……..
3. ……..

2.4. Top negative opinions shared about the e-learning course, if any (most frequently pointed ones), related with the content and the e-learning system

1. …….
2. …….
3. …….

2.5. Questions asked related with the content and the e-learning system

……
……
……

3. Main conclusions of the expert conducting the workshop with respect to the participants' interest and attitude to the e-learning course demonstrated during the workshop

……
……
……

Annex 4

**EVALUATION QUESTIONNAIRE
FOR THE NURSES INVOLVED IN THE PILOT TESTING**

Dear participant,
Please, answer the questions below, marking your opinion with "X".
Your impressions and opinions about the e-learning course for workplace language and communication for nurses will be used in the future work on the topic.

The project team

1. General information

a. Country: **…….**

b. Gender
□ Female
□ Male

c. Position
□ nurse in a hospital
□ nurse in a company providing home care
□ other, please specify ….

d. Language version of the e-learning course tested
□ French
□ Italian
□ Dutch

e. Units of the course tested
□ Unit 1
□ Unit 2
□ Unit 3
□ Unit 4
□ Unit 5
□ Unit 6

2. Evaluation of the tested units

2.1. Is the content of the units you tested understandable to you?
Please, insert the numbers of the units tested and provide and mark your answer to the question for each unit.

Unit	Answer				
	Definitely YES	Rather YES	Don't know	Rather NO	Definitely NO

If, your answer is Rather NO or Definitely NO, please point out the reasons:
……
……
……

2.2. Are you satisfied with the relevance of the content of the units you tested to the real work situations?
Please, insert the numbers of the units tested and provide and mark your answer to the question for each unit.

Unit	Answer				
	Definitely YES	Rather YES	Don't know	Rather NO	Definitely NO

If, your answer is Rather NO or Definitely NO, please point out the reasons:

....
....
....

2.3. Do you think that the activities included in the units you tested contribute to improvement of language and communication skills needed at a workplace abroad?
Please, insert the numbers of the units tested and provide and mark your answer to the question for each unit.

Unit	Answer				
	Definitely YES	Rather YES	Don't know	Rather NO	Definitely NO

If, your answer is Rather NO or Definitely NO, please point out the reasons:

....
....
....

2.4. Do you think that the support provided to the units you tested in your mother tongue (glossary) is enough to understand the content of the dialogues and perform the activities included?
□ Definitely YES
□ Rather YES
□ Don't know
□ Rather NO
□ Definitely NO

If, your answer is Rather NO or Definitely NO, please point out the reasons:

....
....
....

2.5. Do you think that the e-learning system is easy for navigation?

□ Definitely YES

□ Rather YES

□ Don't know

□ Rather NO

□ Definitely NO

If, your answer is Rather NO or Definitely NO, please point out the difficulties you encountered:

……

……

……

2.6. Are you satisfied with the level of interactivity of the e-learning course?

□ Definitely YES

□ Rather YES

□ Don't know

□ Rather NO

□ Definitely NO

If, your answer is Rather NO or Definitely NO, please point out the reasons:

……

……

2.7. Are you satisfied with the course design?

□ Definitely YES

□ Rather YES

□ Don't know

□ Rather NO

□ Definitely NO

If, your answer is Rather NO or Definitely NO, please point out the reasons:

……

……

2.8. Will you use the e-learning course for improvement of your language and communication skills needed at a workplace abroad?

□ Definitely YES

□ Rather YES

□ Don't know

□ Rather NO

□ Definitely NO

If, your answer is Rather NO or Definitely NO, please point out the reasons:

……

……

2.9. Will you recommend the e-learning course to your colleagues, planning to or working abroad?
□ Definitely YES
□ Rather YES
□ Don't know
□ Rather NO
□ Definitely NO

If, your answer is Rather NO or Definitely NO, please point out the reasons:
……
……
……

3. Please, provide your comments, opinions and suggestions on other issues related to the e-learning course not included in the questions above
……
……
……

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Annex 5

EVALUATION QUESTIONNAIRE
FOR THE LANGUAGE TRAINERS INVOLVED IN THE PILOT TESTING

Dear participant,
Please, answer the questions below, marking your opinion with "X".
Your impressions and opinions about the e-learning course for workplace language and communication for nurses will be used in the future work on the topic.

The project team

1. General information

a. Country: **…….**

b. Gender
□ Female
□ Male

c. Position
□ trainer in ……. language (write French, Italian or Dutch) in a language training company
□ trainer in ……. language (write French, Italian or Dutch) in a school
□ trainer in ……. language (write French, Italian or Dutch) in University
□ other, please specify ….

d. Language version of the e-learning course tested
□ French
□ Italian
□ Dutch

2. Evaluation of the e-learning course

2.1. Is the content of the of the e-learning course adequate for improvement of language and communication skills of nurses from level A2/B1 to B1+?
□ Definitely YES
□ Rather YES
□ Don't know
□ Rather NO
□ Definitely NO

If, your answer is Rather NO or Definitely NO, please point out the reasons:

....

....

....

2.2. Do you think that the activities, which the learner has to perform in each unit, adequately support the development of language and communication skills of nurses in the respective language in professional context?
Please, mark your answer to the question for each unit.

Unit	Answer				
	Definitely YES	Rather YES	Don't know	Rather NO	Definitely NO
Unit 1					
Unit 2					
Unit 3					
Unit 4					
Unit 5					
Unit 6					

If, your answer is Rather NO or Definitely NO, please point out the reasons:

....

....

....

2.3. Do you think that grammar and vocabulary are appropriately integrated in the course content?
□ Definitely YES
□ Rather YES
□ Don't know
□ Rather NO
□ Definitely NO

If, your answer is Rather NO or Definitely NO, please point out the reasons:

....

....

....

2.4. Do you think that the support provided to the units in the respective mother tongue (glossary) is enough to understand the content of the dialogues and perform the activities included?
□ Definitely YES
□ Rather YES
□ Don't know
□ Rather NO
□ Definitely NO

If, your answer is Rather NO or Definitely NO, please point out the reasons:
....
....
....

2.5. Do you think that the e-learning system is easy for navigation?
□ Definitely YES
□ Rather YES
□ Don't know
□ Rather NO
□ Definitely NO

If, your answer is Rather NO or Definitely NO, please point out the difficulties you encountered:
....
....
....

2.6. Do you think that the e-learning course is enough interactive?
□ Definitely YES
□ Rather YES
□ Don't know
□ Rather NO
□ Definitely NO

If, your answer is Rather NO or Definitely NO, please point out the reasons:
....
....
....

2.7. Do you think that the course design is enough attractive and eye-catching?
□ Definitely YES
□ Rather YES
□ Don't know
□ Rather NO
□ Definitely NO

If, your answer is Rather NO or Definitely NO, please point out the reasons:

………

………

………

2.8. Will you recommend the e-learning course to nurses, planning to work abroad?

□ Definitely YES

□ Rather YES

□ Don't know

□ Rather NO

□ Definitely NO

If, your answer is Rather NO or Definitely NO, please point out the reasons:

………

………

………

3. Please, provide your comments, opinions and suggestions on other issues related to the e-learning course not included in the questions above

………

………

………

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Annex 6

PULSE
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TEMPLATE

**NATIONAL REPORT
ON PILOT TESTING AND EVALUATION
OF THE E-LEARNING COURSE FOR WORKPLACE LANGUAGE AND COMMUNICATION FOR NURSES
IN …….** *(Country)*

Introduction
Please, provide information about the period of piloting in the respective country, the date of the piloting workshop, the way of recruiting participants, the total number of participants, the number of nurses and the number of language trainers involved, the language versions tested and evaluated.

1. Summary of the results obtained during the piloting workshop
Please, provide summarised data of the answers of participants to each of the questions included in the evaluation questionnaire (Annex 2) in graphs and short analysis. Include also the feedback provided by the participants that was summarised by the expert conducting the workshop (Annex 3).

2. Summary of the evaluation of the e-learning course

2.1. Evaluation of the e-learning course by the nurses involved
Please, provide summarised data of the answers of participants to each of the questions included in the evaluation questionnaire (Annex 4) in graphs and short analysis. Include also summary of the questions asked and comments provided by the nurses to the expert from your organisation, appointed to provide support during testing of the course, making differentiation between those that are related to the content and the ones related to the e-learning system design and navigation.

2.2. Evaluation of the e-learning course by the language trainers involved
Please, provide summarised data of the answers of participants to each of the questions included in the evaluation questionnaire (Annex 5) in graphs and short analysis. Include also summary of the questions asked and comments provided by the language trainers to the expert from your organisation, appointed to provide support during testing of the course, making differentiation between those that are related to the content and the ones related to the e-learning system design and navigation. Point out differences in evaluation identified when comparing the opinions of trainers and nurses, if any and provide possible explanations.

3. Conclusions
Based on the results of testing and evaluation of the e-learning course presented, please define conclusions with respect to:

- *Training content relevance to the to the real work situations;*
- *Adequacy of activities included in the course units;*
- *Comprehensiveness of glossary provided in support of the learning process;*
- *Usefulness of the course for improvement of language and communication skills of nurses planning to or working abroad;*
- *Level of interactivity, way of navigation and attractiveness of the design of the e-learning system;*
- *Other important issues identified in the analysis of all comments, opinions, remarks provided by the participants in the course testing and evaluation.*