

Evaluation – Facilitators Report

Evaluation forms were sent to all facilitators of the Academy 2012. Evaluations forms were filled and returned to planning team by 9 facilitators. The results of the evaluation are shown below.

Preparation of the Academy

How would you rate the information and the support provided by the offices?

Answers:

- Everything was really clear. I had all the information;
- We've got what we needed. It came quite late – it should have come at least 2 months earlier;
- And big thank you for all the details, like cheaper train ticket, buying the flights for us, sending us the literature etc.!!!
- All the support materials were distributed in advanced. The “information packages” were released in a very organised way and in accordance to the timeframe of preparation of the event.
- It was sufficient but not maybe coming very early.
- The information provided was good. However I would like to suggest a different approach to the many emails with multiple attachments system. This tends to get confusing and searching through your emails trying to find an attachment is a hassle – apart from the offices needing to email multiple copies to people who can't find them. Can I suggest a simple webpage (part of the academy site or whatever) where all the latest version of the documents can be found? From then on, emails to the people concerned only needs to contain the link and what has been updated.
- I already knew my WOSM counterpart so preparation was not a problem. However my WAGGGS counter-part for the joint work on embracing change (Change Management) was changed three times... preparation was frustrating so I ended up preparing most of the material myself. This makes things harder, especially when you have never met the person before. Having said this I have to say the person was great and we worked very well together.
- Absolutely fine.
- Information was good, it could be a little bit more coordinated as to limit the number of e-mails.

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How would you describe the preparation with your co-facilitator? Is there any room for improvement and how?

Answers:

- With one colleague we did it quite well, using Skype, on-line documents etc. As I was busy when the first information about co-facilitators came we couldn't start working soon, but only around 3 weeks before the event. But as we were efficient we had everything ready on time. We shared our knowledge and structured the session well – according to participants' feedback and our feeling.
- With the other colleague it was more complicated as he was replacing the other co-facilitator. He was really busy and we could not meet for Skype. We tried to do some work by e-mails but it wasn't easy. Luckily we are both flexible and we were able to successfully finalise the session at the event. But from the participants' perspective the information about the session should be announced in advance in order to be able to decide.
- No one from WAGGGS side did all the sessions with someone from WOSM-side. Good working, but maybe a bit late. Not getting answers to my e-mails very fast.
- I believe that the Academy is the top training event in Europe. However I feel that the manner in which some facilitators prepare for the Academy is far from ideal.
- To make matters worse, there seems to be nobody within the structure to ensure that the material is prepared before the academy (not the day before), that the material prepared is of an acceptable standard, and that the material within the topics blends with each other. At least I never received any form of feedback about the sessions I prepared.
- The net effect is that we have participants who notice that sometimes sessions are just discussions based without any real learning or knowledge transfer taking place, and that sometimes facilitators are not really prepared for the session. I believe we can do better.
- It is very challenging to arrange sessions with you do not know and have not met. Whilst we can use Skype etc it not the same as working with someone you know and then you can plan a session to complement each other's styles.
- No room for improvement, I think it is worth having sessions that were done in previous events and letting the same facilitators doing them. So the preparation can be reduced to an acceptable limit and the facilitators already know each other.

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Are there other ways the Planning team, the Offices, the Working Groups and the Committee Members can support you in your preparation?

Answers:

- If the similar session was run at some event it would be good to know.
- Providing more information about how the topic covered by the session can be addressed in accordance to the different WG/CG objectives. Actively contributing to support the facilitators in the preparation of the session.
- Better coordination of the workshops maybe, now the ideas for the sessions came for core groups, would it be better to come from working groups?
- Well, I think there is still room for more coordination. There have been many similar sessions at the 2012 Academy and this should be reduced by implementing the involvement of more than just those working groups who are dealing with the main theme of the event.

Any other comments or recommendations?

Answers:

- In terms of timeframe the preparation phase of the event could start earlier. The constraints of coordination between the facilitators in order to prepare the sessions were evident.
- Kandersteg was a very good place to have Academy!
- Thank you!

During the Academy

Did you experience support by the Planning Team? If so, how and how can it be improved?

Answers:

- On logistics aspects yes. It was great;
- Yes – by constantly asking how is it, by daily evaluation, short meetings in-between, etc. Also the logistical support (the info, the material) was good.
- All the support requested was provided

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- Yes, good support. Maybe more introductions of other facilitators? Lunch/dinner together or something like that?
- The planning team did a good job.
- I got all the support I required.
- Yes, I think there is not much room for improvement. I mean handing out the list of rooms and participants right at the beginning of the event could be one, but this is really really a detail.

Rate the following elements: a) Induction session and b) Daily evaluation
Are they useful? Should they be improved? If so, how?

Answers:

- They should be improved by an ice breaking between the facilitators. We don't know each others.
- Induction session – I haven't participated as I came later. As I came later I didn't know some key people as I didn't know which face go with which name. Maybe it's good that people are presented even if they come later.
- Daily evaluation – I liked the approach you encouraged us to think about some topics and to get something for us as well. Although I think some people didn't say some problems as the group was quite big, but I felt ok. I think it should be kept, I take it as a "normal" part of all events.
- Both the Induction session and the daily evaluation are important moments of the event itself.
- The induction session was structured and clear.
- The evaluation moments and processes should be understood as the starting point of work to improve the quality of the event itself. Therefore it seems important to move on to clear evaluation procedures (individually and in group) with concrete goals and outcomes.
- I was not taking part in the induction session.
- Daily evaluation was good, maybe it could have been earlier, that we would not miss the evening programme.
- I suggest that the induction session also includes the fact that we are there to provide an example of the way training should take place.

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- The daily evaluation was ok – maybe a bit longish for people who ran 2 sessions during the day.
- Induction session – very helpful.
- Daily evaluation – bad behaviour by some facilitators made this a frustrating meeting that went on too long.
- Induction session was necessary and useful, maybe even the facilitators should do a little bit more in terms of group work and interactivity and not just being shown the rooms.
- The daily evaluation was OK, but I am not sure if it is needed every day

[What did you learn from the cooperation with your co-facilitators?](#)
[Please refer to content and method, training style, other.](#)

Answers:

- We had good cooperation with both co-facilitators, we complemented each other.
- Maybe it was not much learning as such, but more confirmation that we are on the same “line”. We also have similar style of working. But still I learned some other perspectives on the target group, got some small ideas, like energizer, or approach to the topic.
- The experience and methods shared with some of the other facilitators.
- A better understanding of the public present at the Academy and of their expectations regarding the event.
- Improvement of my facilitation skills to deliver sessions for more diverse audiences.
- I ran sessions with people I had worked with before and new people. It is very hard working with people you do not know as it very hard to know how best to support each other. Is it really necessary to have a WAGGS and WOSM facilitator for each session – would it be enough to say that sessions are run by facilitators from both?
- It is great having fun facilitating a session and participants like that. So I think apart from learning, having fun at the same time is my main lesson a learned

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What do you take back home as a facilitator?

Answers:

- Lot of experiences by the participants. And a network in Europe.
- The confirmation how good it is to work with various people (facilitators)
- The motivation I usually get at guiding and scouting international events
- How good it is to work together with people from various organisations without looking for the differences but looking for similarities
- How good it is to have free time while working at such events and spend it with different people, share
- Some good thoughts from the participants in the sessions.
- Slightly higher blood pressure. But a satisfied feeling that our sessions went well.
- More ideas, motivation and more experience.
- A fun experience in a beautiful surrounding.

Additional comments?

Answers:

- Thank you!
- Full marks to the KISC staff for the support to the facilitators before/during the sessions with setup, projector etc. This should be the norm for these events as much as possible!

After the Academy

What would you recommend to the next generation facilitators?

Answers:

- To give a strong place to the sharing of experiences between the participants.
- Be flexible, don't panic, there is always a way :) As usual, it is good to think what participants need + want to hear, experience

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- The need to have structured and clear session programmes in advance so that the people attending exactly know what will be the structure and focus of the session.
- Start working together early enough.
- If you were attending the highest training institution in Scouting and Guiding, how would you expect the facilitators to be prepared and act?
- Prepare your sessions well – some participants thought that some facilitators were not well prepared.
- Make sure you provide a good balance of input and discussion.
- Use a wide variety of working methods.
- Be more prepared. I have seen many sessions poorly prepared and it is not at all in any case acceptable that a session has to be cancelled because a facilitator is not able to handle Alcohol. So this – and I am disappointed to state – has to be addressed because obviously some of the facilitators have not left behaving like teenagers

What is your feedback to the Work groups?

Please refer to the relevance of the topics according to the audience

Answers:

The workgroup was relevant to the expectations of the participants.

How to transfer ideas to MO/NSO – I think it is good to integrate in every event some time at the end to start planning the future steps and have last moments to discuss, ask, etc with participants. I think it's one of the weakest points of such events that you have to do all that in little free time and you don't have plan when coming home. At home you usually don't take time for planning and some great ideas are gone because of that.

Recruitment and retention of young people – Constant input and time for sharing is important. It was good to hear some experience from the "outside" world – it was inspiring, as always. I think it is always good to have time to look at some other practices but we didn't have enough time to go deeper. I was thinking of maybe having two separate sessions on both topics, although they are connected, in order to have time to go deeper, discover more, and see some more details that matter.

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E-learning - The high number of people attending the e-Learning sessions demonstrates that there is some interest from our NSOs regarding new approaches to on-line training/ e-Learning. A number of our NSOs, mostly not as part of a national strategy, are in very beginning process of understanding the benefits of e-Learning and therefore still taking small steps forward in terms of using new online tools to tackle and complement some areas and methods of their training delivery.

The concept of e-Learning in the context of Scouting seems to be clear enough for all the participants and there was a general agreement about it after a short brainstorming. A short note should be made to underline the need to underline the role of e-Learning as a complementary method in terms of training delivery.

The educational approach to e-Learning, which was the focus of the session, was clear enough to enable participants to understand that one of our main focus when working in web platforms must be the quality of the content provided and the suitability of that content according to the audience and specificities of that audience in terms of learning. The tasks/ assignments made through the session were a good support to the learning of the participants and enabled them to have some moments of sharing and networking in small groups.

The flexibility in terms of tasks and assignments, as well as the objectives of the session, enabled to address the different expectations and backgrounds of the participants. The majority of the participants attending my sessions are involved in Training, although there were a significant number of people from the Programme area as well from Administration. Therefore the educational approach to e-learning particularly addressed the participants with more expertise in pedagogy and stronger background in terms of programme design.

To also reach the participants having administration and management roles one objective was added to the session "...". This way it was also possible to slightly tackle the implementation of an e-Learning strategy and discuss aspects some issues related to the structures of the NSOs.

A 10 minutes Open Space was held in the end of the session when some of the participants shared what their NSOs are really doing in terms of e-Learning. Some established further contacts between them and requested the region regular updates regarding the topic. From the Region point of view it was possible to map some of the practices and work being done.

General – More coordination

Many participants comment that some sessions lack the learning value, which would be expected (i.e. a participant leaves the session none the wiser than before). Work groups could ensure that the topics they pick should have that educational value to make attending the session worthwhile. The targeted audience should also be published well in advance so people know what to expect. As stated above, I am convinced that the Academy needs a theme (embracing change in 2012), but it

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should be more open and it should be even more variety. I could even imagine to have two or three areas of different workshops, in terms of method, duration, and content. The open forum is one way of moving from just having 3-hours-sessions all the time and it should be even more promoted. I would also like to see more creative ways of workshops, such as speed-workshops, where you change every 30 minutes or things like that.

Do you think a follow-up in whatever way of the participants is useful? If so, how?

Answers:

- Can be, but it takes time. If we do the follow-up we need to take time at the beginning of the event to create learning goals (pax should do it for themselves), to support their process during the event (10 min at the end of session or daily evaluation, etc.) and then it would make much more sense to follow-up. But such kind of events are more for sharing, discovering, don't go that much in depth; I see the follow-up much more for the event as Pick'n'Mix.
- Session description and materials, support, and contact are three main vectors that should be addressed in the follow-up process of the sessions delivered at the academy.
- Participants (as well as those who were not physically attending the academy) should have access to the structure of the sessions as well as to a good part of the content and outcomes of each session.
- Some of the people attending the sessions are also directly working, or starting to, at national or other levels, in some of the topics presented at the Academy. Therefore it is really important to provide them a contact point and an open channel in terms of support for their future work.
- There was a wish of a special Facebook-group for one of the sessions. Lets see, if we make it.
- Definitely useful, maybe an email to each participant listing the sessions attended and whether any have come in useful so far (say after 6 months) could be an interesting statistic – so long as this information is used in the choice of sessions next time round.
- A follow up to ask what action they have taken as a result of the Academy may be useful – but the fact they attended a personal development experience and widened their network is probably good enough for many people.
- Yes, participants should be kept informed about future events and the availability of material on the sessions.