DX.sea

SATISFACTION REPORT OF THE TRAINING

DX.sea "Accelerating Digital Transformation for
Higher Education Institutions in Southeast Asia"

Project number: 101083265

Part of the Quality Assurance plan activities
Training of Trainers (Module A and B),
Vientiane, Laos, Nov. 4–8, 2024

Riga Technical University
2024

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1. Introduction

This report summarizes the results of the survey conducted to evaluate the effectiveness of the DX.sea workshop: Training of Trainers (Module A and B), held at Vientiane, Laos, at one of the partner universities from November 4 till 8, 2024. The main aim of the provided survey is to assess the extent to which the objectives of the report were fulfilled, identifying the participants' reflections on its quality, hence improving the implementation of the project.

2. Methodology

The data was collected through an online questionnaire, ensuring anonymity. This approach enables participants to express their opinions honestly, thereby increasing the survey's validity. It was distributed among the participants of the workshop. The questionnaire measures satisfaction levels using a scale of five levels, ranging from "Very Unsatisfied" to "Very Satisfied." Additionally, there are open-ended questions that gather participants' opinions. Data cleaning and data descriptive analysis were the main parts of the analytical tools used in the conduction of this report.

3. Results

Table 1. Universities respondents represent

Universities	Count	Percent
University of Heng Samrin Thboungkhum	2	9%
Champasak University	1	4%
The National University of Laos	5	22%
Universiti Malaysia Sabah	2	9%
Universiti Teknologi Malaysia	2	9%
Savannakhet University	3	13%
Institute of Technology of Cambodia	3	13%
SKU	1	4%
UGR	1	4%
UHK	1	4%
IST	1	4%
undefined	1	4%
TOTAL	23	

As indicated in the table above in total there were 23 people answering the questions regarding the workshop. Each of the representative were asked to identify their institution to understand the range of participants.

3.1. Content of the Workshop
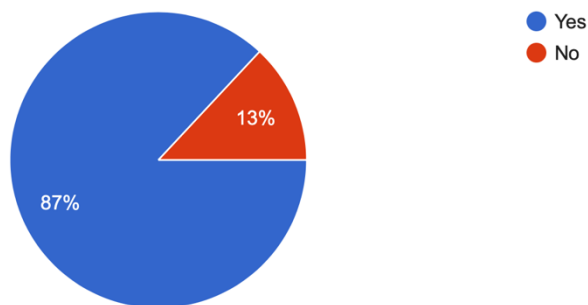
Did the workshop meet your expectations?
23 responses

Figure 1

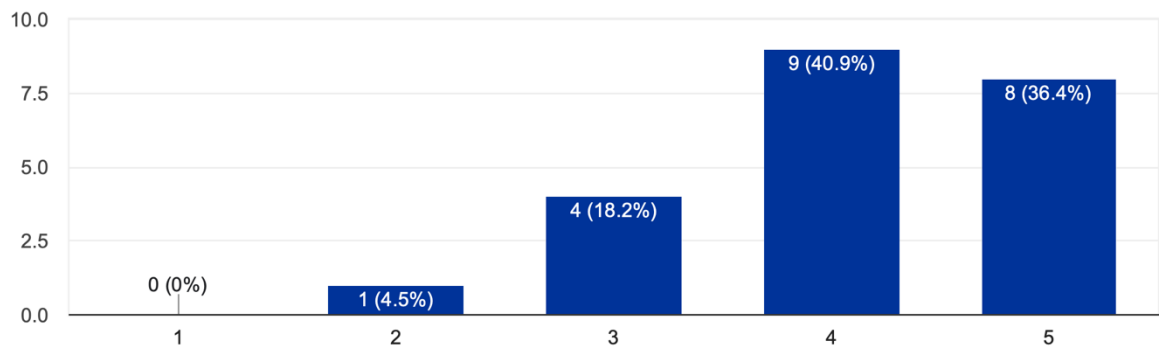**Rate the relevance of the workshop content to your needs**

22 responses

Figure 2

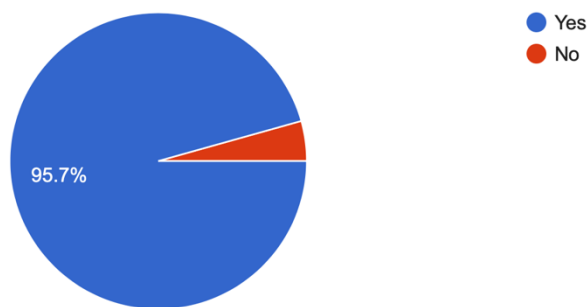**Were the workshop objectives clearly defined?**

23 responses

Figure 3

How would you rate the depth of the content presented?
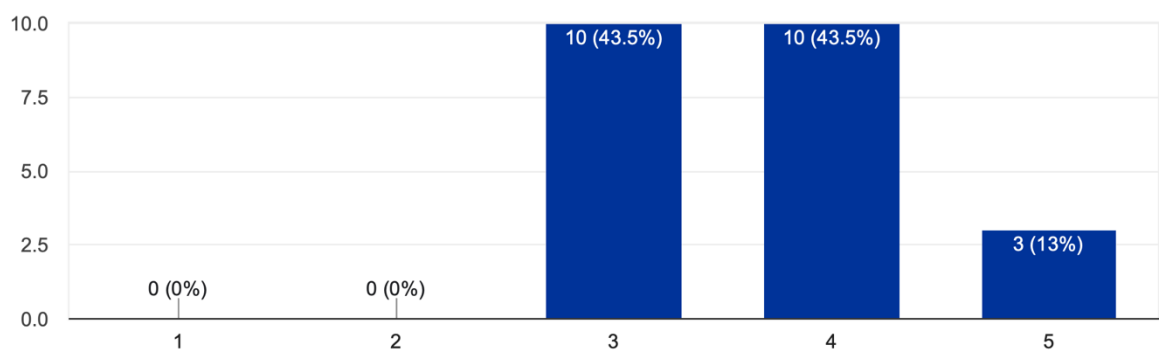
23 responses

Figure 4

The *Figure 1* shows that the workshop met expectations of 20 respondents (87%). For 17 respondents (77.4%) the workshop was relevant to their needs, with 8 respondents

(36.4%) rating the workshop as very relevant (*Figure 2*). Only 1 respondent (4.5%) admitted that workshop was not relevant to their needs. All respondents save for one said the objectives of the workshop was clearly defined (*Figure 3*). 13 respondents (56.5%) found the content of the workshop oriented toward specific, in-depth information; however, 10 respondents (43.5%) rated the depth of the content as average (*Figure 4*). 17 respondents (73.9%) provided their suggestions for improving the content of the workshop. Most of the respondents noted that the workshop sessions went too fast and that there was not enough time for practical sessions. There were also some complaints about too small font size on presentations and the speed of lecturers' speech (too fast to fully comprehend).

3.2. Organization of the workshop

How would you rate the overall organization of the workshop?
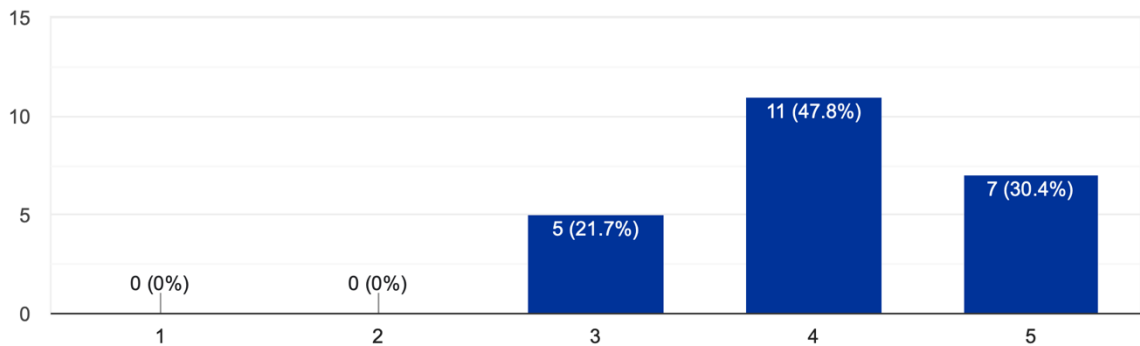23 responses

Figure 5

Were the workshop materials provided in a timely manner?
23 responses
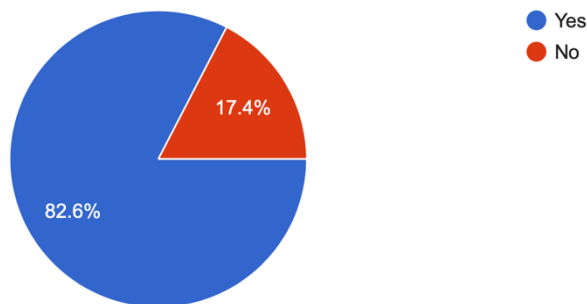
Figure 6

How would you rate the venue/location of the workshop?
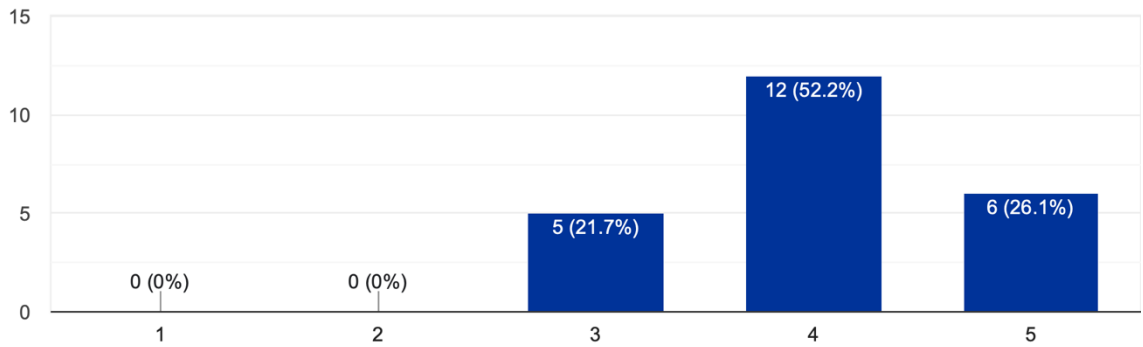23 responses

Figure 7

Were the workshop facilities (seating, lighting, etc.) satisfactory?
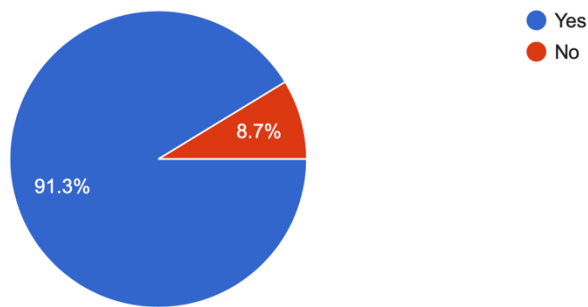23 responses

Figure 8

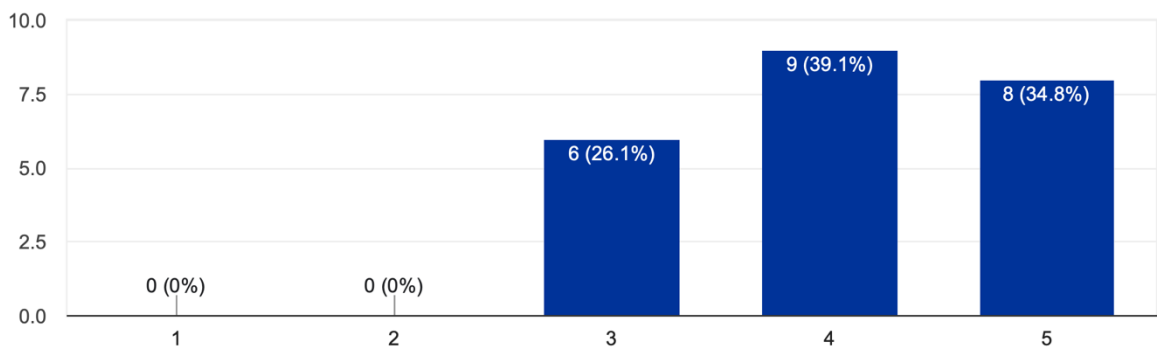Rate the timing and scheduling of the workshop sessions
23 responses

Figure 9

18 respondents (78.2%) were satisfied with the organization, 7 of them (30.4% overall) rating it as excellent (*Figure 5*); none of the respondents rated the organization as

dissatisfactory. 4 respondents (17.4%) expressed their wishes for workshop materials to be provided earlier (*Figure 6*). 18 respondents were satisfied with the venue (*Figure 7*) and 21 respondent (91.3%) found the facilities satisfactory (*Figure 8*). 17 respondents (73.9%) were satisfied with the scheduling of the workshop (*Figure 9*). 9 of the respondents (39.1%) provided suggestions for improvement of organization. Most of the suggestions came from respondents who rated the organization, venue, and scheduling as average and were suggesting more involvement of the facilitator to solve issues, thought the lighting were insufficient, and expressed their want to receive the materials earlier, to get acquainted with them.

3.3. Communication

All of the respondents rated the communication about the workshop beforehand as well as during it as satisfactory. One respondent suggested the option to join the participants' WhatsApp group be open also during the workshop not only beforehand.

3.4. Overall quality of the workshop

This section included open-ended questions to gather overall opinions of the respondents. Respondents found sessions on Moodle the most valuable, as well as hands-on practical sessions. However, most expressed need for even more practical sessions to consolidate the knowledge gained during the lectures, as well as include more examples during the theoretical sessions and provide materials in advance. Respondents also noted the quality of the social dinner and found it as a great opportunity for networking, but asked the organisers to be more aware of dietary restrictions participants may have.

4. Conclusion

According to the results of the survey, most of the participants were satisfied with the DX.sea workshop: Training of Trainers (Module A and B) that took place in one of the project partner universities in Vientiane, Laos. Practical sessions were mentioned as the greatest advantage of taking part in the workshop; in fact, participants expressed their willingness to have even more time spent on hands-on activities. This workshop could be considered as an example for the future activities related to similar or the same topic.

Anexes

Anex 1. Agenda of the DX.sea workshop: Training of Trainers (Module A and B)

Day	Time	Activity	Remark
		Departure and travel time to Laos	
Day 1 4 Nov	8:00 - 9:00 AM	Registration	NUOL team
	9:30 - 10:00 AM	Opening remark by the Rector of NUOL	
	10:00 - 10:30 AM	Photo session	Photographer
	10:30 - 11.00 AM	Workshop Briefing	Khamphanh Sithavong
	11:00 - 11:30 AM	**Module A: Understanding Digital Transformation** 1. Challenges and Opportunities of Digital Transformation 2. Best Practices for Successful Digital Transformation	Professor Sérgio Guerreiro (IST) + José Ramón Trillo (UGR)
	11:30 - 12:30 PM	**Module A: Change Management and Organizational Culture** 1. Introduction to Change Management 2. Understanding Organizational Culture 3. The Role of Leadership in Change Management	Rui Mendes (IST)
	12:30 - 1:30 PM	Lunch	
	1:30 - 2:00 PM	**Module A: Building a Digital Transformation Roadmap** 1. Technology Selection and Implementation 2. Monitoring Progress and Measuring Success 3. Developing a Customized Digital Transformation Roadmap	José Ramón Trillo (UGR)
	2:00 - 3:00 PM	**Module A: Understanding Digital Transformation** 1. Governance and Risk Management in Digital Transformation	Professor Sérgio Guerreiro (IST) + José Ramón Trillo (UGR)

		2. Measuring and Sustaining Digital Transformation Success		
	3:00 - 4:00 PM	**Module A:** Strategic Leadership in Digital Transformation 1. Challenges and Opportunities of Digital Transformation 2. Best Practices for Successful Digital Transformation: the cases of Técnico Lisboa and UGR 3. Conclusion and Future Directions in Digital Leadership		Professor Sérgio Guerreiro (IST) + José Ramón Trillo (UGR)
	4:00 - 5:00 PM	Interview session with Module A participants - Leaders		Team UMS
		(Team UMS: Video recording for dissemination)	1. How has this workshop changed your understanding of digital transformation, and how do you plan to apply this knowledge in your organization? 2. What are the key challenges you foresee in implementing digital transformation initiatives in your country, and how do you plan to address them? 3. How do you see digital transformation impacting the economic and social development of Laos/Cambodia, and what role can leaders like you play in this process? 4. What specific digital tools or technologies introduced during the workshop do you find most relevant for your organization's growth? 5. How do you plan to engage your team or community in adopting digital transformation strategies, and what steps will you take to overcome resistance to change?	
			6. Can you share your experience of attending the digital transformation workshop and how it has inspired or equipped you to drive change in your organization or community?	
Day 2 5 Nov	8:00 - 9:00 AM	Attendance taking		NUOL team
	9:00 - 10:30 AM	**Module B: Introduction to Digital Infrastructure** 1. Definition and Importance of Digital Infrastructure 2. Overview of ICT Infrastructure Design 3. Role of Digital Infrastructure in Education		Liisi Järve (TalTech)

		Future Trends in Digital Infrastructure and LMS 1. Emerging Technologies in Digital Infrastructure 2. Advancements in LMS Features and Functionality 3. Predictions for the Future of Educational Technology	
	10:30 - 11:30 AM	**Module B: Understanding Learning Management Systems (LMS)** 1. Introduction to LMS 2. Types of LMS and their Features 3. Architecture of LMS 4. Management of LMS	Liisi Järve (TalTech)
		Challenges and Considerations in Digital Infrastructure and LMS Implementation 1. Addressing Technical Challenges 2. Ensuring User Adoption and Engagement 3. Security and Data Privacy Concerns	
	11:30 - 12:30 PM	**Module B:** **Instructional Design Models** 1. **ADDIE Model:** Analysis, Design, Development, Implementation, and Evaluation. 2. **SAM Model:** Successive Approximation Model, which focuses on iterative design. 3. **Merrill's Principles of Instruction:** Focusing on task-centered learning.	Ondrej Krejcar (UHK)
	12:30 - 1:30 PM	Lunch	
	1:30 - 2:30 PM	**Module B:** **Continue Instructional Design Models** 4. **Gagne's Nine Events of Instruction:** A framework to enhance teaching and learning. 5. **Kirkpatrick's Model of Evaluation:** For assessing the impact of instructional programs. 6. **Bloom's Taxonomy:** For classifying educational goals.	Ondrej Krejcar (UHK)

2:30 - 3:30 PM		**Module B: Introduction to Moodle**	Silver Abozenko (TalTech)
		1. Overview of Moodle LMS 2. Setting up a Moodle Course 3. Managing Content in Moodle 4. Utilising Moodle for Course Delivery and Assessment 5. Managing and Securing Students' Data 6. Manage gradebook (attendance: 10%, assignment: 20%, quiz: 20%, exam: 50%) and grade export	
3:30 - 4:30 PM		**Module B:** **Practical Workshop** 1. Designing User-friendly LMS Interface (Accessibility Rules and Recommendations) 2. Managing User Roles 3. Course backup and reuse course materials 4. Best practices on how to manage courses for new academic year: Create new course Vs. Reuse the old course by removing old students and add new students into existing course 5. Manage report on duration spent by each student inside a course 6. Notification settings on class activities: Assign, Deadline, Warning 7. Using Moodle mobile app for better user friendly interface 8.User registration (Manual Vs. Bulk Vs. External database enrollment synchronization) and user cohort management in Moodle LMS	Silver Abozenko (TalTech) supporting Dominik Palla (UHK) During the training sessions, Silver Abozenko (TalTech) will lead the training while Dominik Palla (UHK) will assist participants and provide additional support.
Day 3 6 Nov	8:00 - 9:00 AM	Attendance taking	NUOL team

	9:00 - 10:30 AM	**Module B:**
		Continue Hands-on Activities and Exercises
		
		1. DesigningInteractiveLearningPathsinMoodle(20 minutes)
		   • Introduction to Learning Paths
		   • Hands-on Activity: Creating Conditional Activities
		2. GamificationinOnlineLearning(20minutes)
			Dominik Palla (UHK) supporting Silver Abozenko (TalTech)
			
			During the training sessions, Dominik Palla (UHK) will lead the training while Silver Abozenko (TalTech) will assist

		• Introduction to Gamification
		• Hands-on Activity: Creating Badges
		3. DataAnalyticsinMoodle(20minutes)
		    • Introduction to Moodle Analytics
		    • Accessing Reports and Logs
		    • Interpreting Data
		    • Hands-on Activity: Viewing and Analyzing Course Reports
			participants and provide additional support.

	10:30 - 11:30 AM	**Module B:** **Continue Hands-on Activities and Exercises** 1. Collaborative Learning Tools in Moodle (20 minutes) • Introduction to Collaborative Learning • Hands-on Activity: Setting Up a Forum for Discussion • Hands-on Activity: Setting Up a Group Assignment	Dominik Palla (UHK) supporting Silver Abozenko (Taltech) During the training sessions, Dominik Palla (UHK) will lead the training while Silver Abozenko (TalTech) will assist participants and provide additional support.

		2. Mobile Learning Adaptation (20 minutes)
		    • Importance of Mobile Learning
		    • Hands-on Activity: Exploring Moodle Mobile App
		    • Optimizing Course Content for Mobile
		3. Exploring Moodle Plugins (20 minutes)
		    • Introduction to Plugins
		    • Popular Plugins to Enhance Courses
		    • Hands-on Activity: Installing and Configuring a Plugin
		
		• Best Practices for Using Plugins	

	11:30 - 12:30 PM	**Module B:** **Continue Hands-on Activities and Exercises** 1. **Creating Adaptive Assessments:** • • Designing assessments that adapt to learners' performance. • • Incorporating dynamic quizzes and tests. 2. **Integrating AI-Based Tools for Feedback:** • • Using AI to provide personalized feedback and track learner progress. • • Automated grading tools and real-time analytics. 3. **Data-Driven Decision-Making:**	Silver Abozenko (Taltech) supporting Dominik Palla (UHK) During the training sessions, Silver Abozenko (TalTech) will lead the training while Dominik Palla (UHK) will assist participants and provide additional support.

		• • Utilizing LMS data analytics for assessing learning outcomes. • • Identifying patterns in student engagement and performance. 4. **Rubrics and Advanced Grading Techniques:** • Creating detailed rubrics for consistent and transparent assessment.	
		• Using advanced grading tools in Moodle. **5. Summative vs. Formative Assessment Strategies:** • • Best practices for creating formative assessments that guide learning. • • Using summative assessments for final evaluations and certification.	
	12:30 - 1:30 PM	Lunch	
	1:30 - 2:30 PM	**Module B:** **Case Studies and Best Practices** 1. Case Studies from TalTech & UHK 2. Best Practices in Digital Infrastructure Design and LMS Implementation 3. Lessons Learned from Successful Implementations	TalTech + Palla Dominik (UHK)
	2:30 - 3:30 PM	**Module B:** **Conclusion and Reflection** Questions and Answers (Slido) Questionnaire for OER Specifications MS Forms (UHK)	TalTech + Dominik Palla (UHK)
	3:30 - 5:00 PM	Interview session with Module B participants (Team UMS: Video recording for dissemination)	
Day 47	8:00 - 9:00 AM	Attendance taking	NUOL team

Nov	9:00 - 10:30 AM	**Module B:** **Training Manuals Revision and feedback,**	Pawan Kumar (Taltech) ONLINE
		Q&A	
	10:30 - 11:30 AM	**Module B:** **Ensuring Excellence in Digital Education**	José Ramón Trillo (UGR)
	11:30 - 12:30 PM	**Training Final Session**	
	12:30 - 1:00 PM	Lunch	
	1:00 - 4:00 PM	**7th DX.sea Board Meeting**	**Board Meeting Agenda:** 1. **Next Training Programme** 2. **Internal Agreement** ○ Discussiononresolvingbare currency loss issues among partners. 3. **Financial Documentation** ○ Reviewandapprovaloffinancial reports and statements. 4. **Work Package Progress Updates** ○ Presentationsonthestatusand progress of each work package. 5. **Others** ○ Anyadditionalmatterstobe addressed.
	1:00 - 4:00 PM	**Module development Team Meeting**	The purpose of this meeting is for the trainers to make any necessary refinements to the module following the implementation of the workshop.

Day 5 8 Nov	8:00 - 9:00 AM	Attendance taking	Team NUOL
	9:00 - 10:30 AM	Closing Remarks and Certificate Distribution	Khamphanh Sithavong
	11:00 AM - 4.00 PM	NUOL Campus Tour and Lao Cultural Exchange Activities	
9 Nov		**Departure from Laos**	