



NEEDS

Testing the Online Course - Results Analysis

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NEEDS Intellectual Output 5 Online Course - Testing Report

The 'Needs-based education and studies in societal security' (NEEDS) project

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Intellectual Output 5 (IO5) Online course module
Task 5.5

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on behalf of: NEEDS project, project consortium

For further information on NEEDS, see: <https://cbss.org/projects-cbss/needs/>

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Introduction

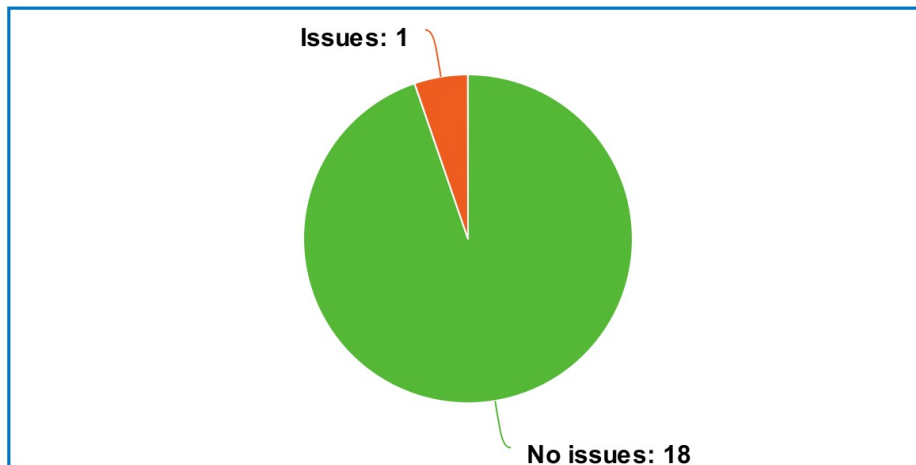
This report presents an evaluation of the NEEDS online course, using user feedback obtained from questionnaires with a focus group and discussions with individual users. The report and the process of gathering the feedback aims to assess various aspects of the course, including technical issues, the effectiveness of skill tests, course materials, user perspectives, and suggestions for improvement.

For gathering the user feedback, a main questionnaire was distributed to a total of 19 participants, and additional feedback was collected through individual discussions with the focus group as well as with 3 other users of the course and also through a separate, smaller questionnaire with an additional 4 participants. The feedback data was collected in conjunction to the NEEDS ISP studies throughout the year of 2022 and in the spring of 2023. The questionnaires with the focus group are used as a base for this report, with additional feedback from the individual users and the smaller questionnaire included whenever relevant.

Technical Issues

Of the 19 participants who completed the main questionnaire, 18 reported no technical issues while accessing the course. However, one participant using Windows and Chrome encountered an issue with pictures not loading. No such technical issues were reported by any users outside the main questionnaire. Since there was only one isolated incident, and the other Windows and Chrome users didn't encounter any problems, this suggests that the course's technical infrastructure is generally reliable in terms of potential technical issues.

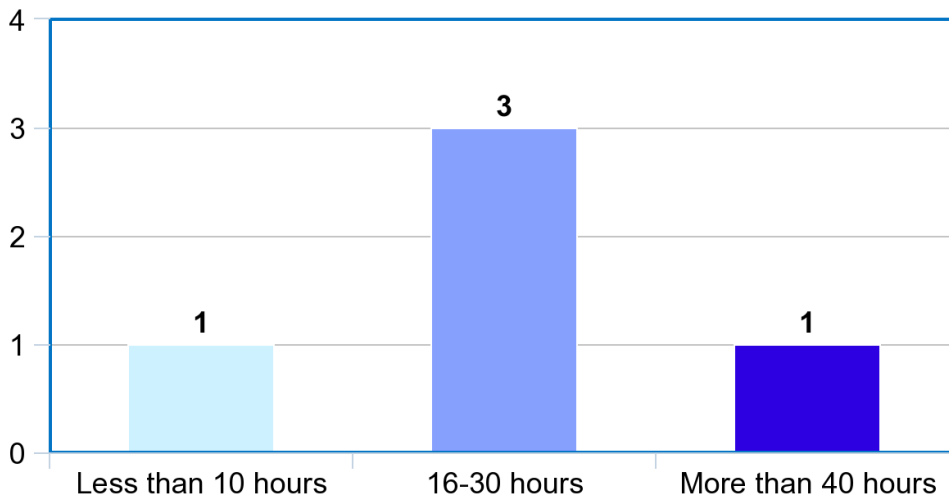
Technical issues



Time spent studying

Data on the time spent studying the course was gathered from a smaller pool of users, this includes 4 respondents of the secondary questionnaire and one individual user outside of the questionnaires. Of the five people in total who gave their input on the matter, one person reported spending less than 10 hours studying on it, three people reported 16-30 hours of study time and one person reported an estimation of 40+ hours of study time for completing the course.

Time spent studying



Skill tests

The first skill test included in the course was deemed useful by 17 participants of the main questionnaire, while two participants reported the opposite. Similarly, 16 participants reported that their results from the first skill test met their expectations, whereas three participants expressed dissatisfaction. These findings indicate that most participants found the initial skill test informative and that it aligned with their expectations.

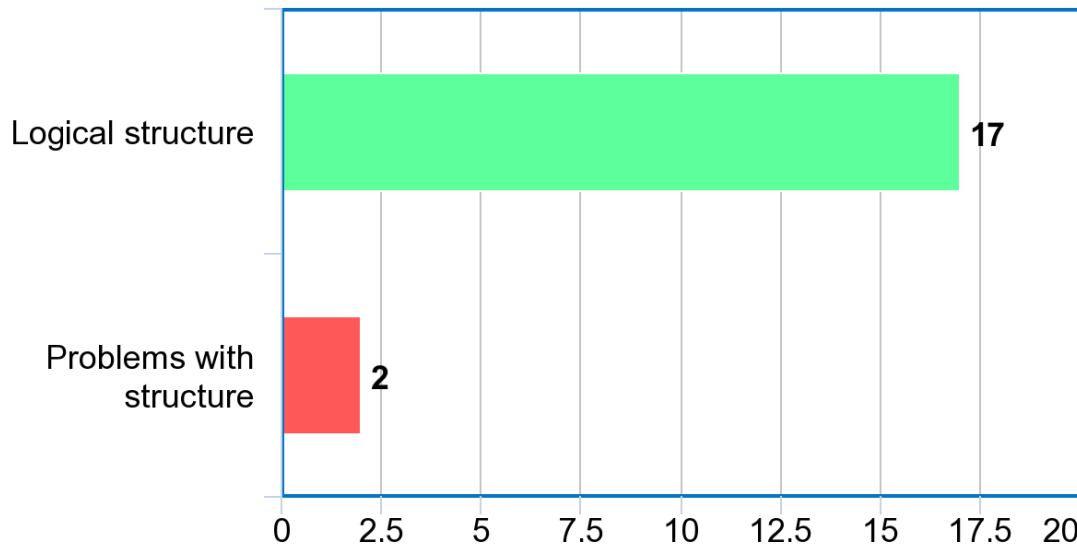
In contrast, the second skill test received positive feedback from 18 participants, who reported improved results compared to the first test. Only one participant reported no improvement. There was some overlap here, as both of the users who reported that the first skill test was not useful, also reported that the first skill test did not meet their expectations.

Course materials

Regarding the course materials, 17 participants of the main questionnaire found the structure to be logically organized. However, two users expressed concerns about the lack of cohesion between the crisis diagnosis and crisis management sections and suggested earlier placement of the risk assessment section in the course structure.

All participants of the main questionnaire agreed that the course materials were easy to understand, highlighting their clarity and comprehensibility. All users unanimously agreed that the course provided them with a good perspective on societal security, with no-one disagreeing in either the main questionnaire or the individual user feedbacks.

Course structure



Assignments and target audience

Overall, users highly regarded the course assignments, finding them motivational and suitable for the course materials. 19 out of the 19 participants of the main questionnaire reported this and the sentiment was also echoed in the individual user feedbacks. When asked about the target audience, all questionnaire participants mentioned students as the primary beneficiaries. While some specified that students from related fields could benefit the most, others believed the course had value for students from a variety of fields. Additionally, non-profit organizations, practitioners in the field, and the general public were identified as potential beneficiaries by about 1/4th of the participants each.

Feedback and suggestions for improvement

The feedback obtained from the focus group as well as individual users outside of the questionnaires revealed several suggestions for enhancing the course:

One user recommended improving the course's overall structure, indicating that it felt "rough" to them. However, it should be noted that the vast majority of the users found the structure of the course logically organized.

One suggestion collected from the users, is making tasks, questions, and scenarios easier to understand initially and gradually increasing their complexity as the course progresses.

One user in their suggestions highlighted the benefits of including students from different age groups as potential user groups of the course to facilitate knowledge sharing and the adoption of new technologies.

One user appreciated the opportunity to practice scenario creation in the course, but suggested providing finished scenarios for certain exercises, such as press conferences. They further elaborated

that this would allow participants to focus on data collection and message conveyance rather than creating scenarios from scratch.

The last suggestion gathered from the users is breaking up longer segments of the course into shorter segments to improve information retention and user engagement in the course.

Conclusion

Overall, the feedback for the course was very positive, with participants highlighting the course's accessibility, content, and its potential benefits for students and professionals. The participant users also provided some suggestions for improvements to the courses structure and contents.



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