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**MODERNIZATION OF HIGHER EDUCATION
IN CENTRAL ASIA
THROUGH NEW TECHNOLOGIES
(HiEdTec)**



5.8 REPORT ON THE QUESTIONNAIRE FOR THE EVALUATION OF THE COURSES FOR LECTURERS FOR THE ACQUISITION OF DIGITAL SKILLS AND INNOVATIVE TEACHING AND LEARNING METHODS: KAZAKHSTAN

**Project: Modernization of higher education in Central Asia through new
technologies (HiEdTec)**

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Project coordinator: Ruse University named after Angel Kanchev



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EXECUTIVE SUMMARY

Evaluation of the quality and results of trainings on the acquisition of digital skills and innovative teaching and learning methods, which were conducted in three universities in Kazakhstan - project partners, based on the data from a survey of students.

Evaluation of online digital skills courses and innovative teaching and learning methods is based on the opinions of their participants. The purpose of this assessment is to determine the degree of usefulness of the conducted trainings for teachers of higher educational institutions in Kazakhstan, as well as to assess the methodology and quality of their organization and content. This evaluation report will be attached to the progress reports.

The courses were conducted in accordance with the project "Modernization of the higher education system in Central Asia through new technologies" (HiEdTec), WP5.8. Evaluating digital skills courses for educators and innovative teaching and learning methods in Kazakhstan.



INTRODUCTION

The purpose of this study was to determine the quality of the organization and content of the courses, the degree of assimilation of the presented materials and the satisfaction of the students. The methodology for conducting the assessment consisted of collecting feedback from participants on online courses on digital skills acquisition and innovative teaching and learning methods, their analysis and conclusions on the results with a view to making possible amendments in the future.

Courses and trainings for teachers were conducted online, and also included assignments, their verification and consultations. They were aimed at the formation of digital skills and the assimilation of innovative teaching and learning methods, as well as to develop lecturers' skills in using the learning management system on the Moodle platform, techniques, programs and services for the development of digital educational resources, methods of their application in the educational process and in the classroom. Traditional, distance and blended learning technologies.



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PROJECT OVERVIEW

Online courses on digital skills acquisition and innovative teaching and learning methods were organized according to the schedule and delivered by trainers trained during the project. The courses were practice-oriented and allowed teachers to further use them in the educational process.

The main goal of the project is to adapt the education system in partner countries to the digital generation by introducing and effectively using innovative educational technologies and didactic models (IET & DM) based on ICT in the educational process.

The consortium consists of 24 full partners - universities from 4 EU countries and 5 partner countries. The project will help transform higher education institutions into innovative universities and improve the quality of trained professionals required for the digital transformation of industries (Industry 4.0).



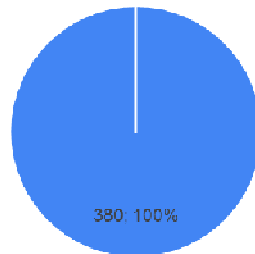
SURVEY RESULTS HIEDTEC

GENERAL INFORMATION

We received 380 responses to our questionnaire: Kazakhstan - 380 answers

1. Which country are you from?

Which country are you from? / Из какой Вы страны?



■ Kazakhstan / Казахстан

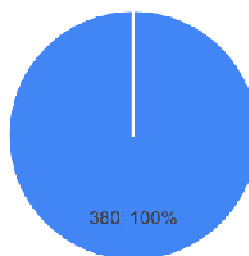
380 answers

All 380 respondents were from Kazakhstan.

2. Are you referring to the training for a teacher or for a lecturer?

380 answers

Teacher or lecturer / Учитель или лектор



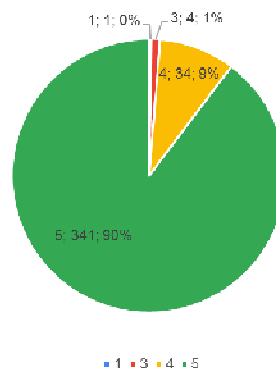
■ Lecturer / Преподаватель



All 380 respondents studied by program for teachers

3. Overall, please tell us how well structured the training courses were
1 means not at all well structured and 5 means extremely well structured
380 answers

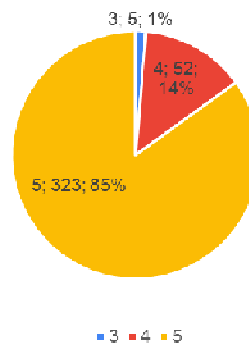
Distribution of ratings / распределение оценок



From 380 answers, 42% of respondents consider the structure to be understood and very well structured, 33% of respondents - well structured. No one considers a poorly structured and unstructured course, that is, the structure satisfies everyone.

4. Please tell us how you rate the quality using a 1 to 5 scale where 1 means very bad and 5 means extremely good

Distribution of ratings / распределение оценок



380 answers

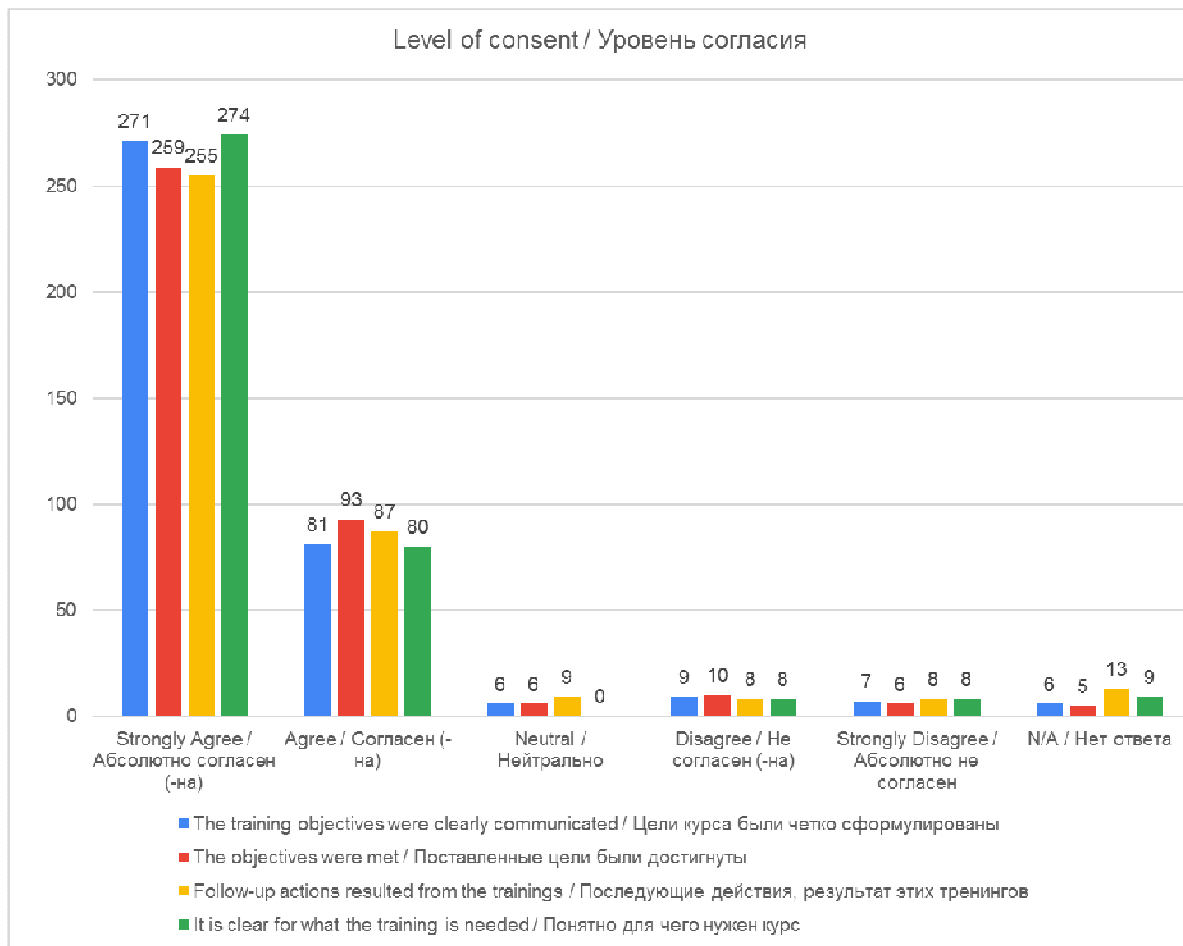


From 380 answers, 85% of respondents consider the quality of the course excellent, 14% good. In general, 99% of respondents rate the course highly, only 5 people consider it satisfactory - 1%.

5. **Now we have a few questions about the objectives of the trainings.**

Please tell us your level of agreement with the following statements about the training courses, using a 1 to 5 scale, where 1 means you strongly disagree and 5 means you strongly agree. If a statement does not apply to you, please select "NA."

This section contains 12 assertions to be assessed.





As a result, the following answers were received from 380 respondents:

5.1. It is clear what the course is for:

281 respondents expressed full agreement; 71 respondents agreed. 16 - expressed disagreement with this statement to one degree or another. 12 people found it difficult to answer (the answer "neutral" is also included here, hereinafter).

5.2. Follow-up actions, result of these trainings:

259 respondents expressed full agreement; 93 respondents agreed. 16 - expressed disagreement with this statement to one degree or another. 11 people found it difficult to answer.

5.3. Course objectives were clearly articulated:

255 respondents expressed full agreement; 80 respondents agreed. 16 - expressed disagreement with this statement to one degree or another. 22 people found it difficult to answer.

5.4. Objectives have been achieved:

274 respondents expressed full agreement; 87 respondents agreed. 16 - expressed disagreement with this statement to one degree or another. 9 people found it difficult to answer.

5.5. I use the skills I learned during the training in my institution

291 respondents expressed full agreement; 58 respondents agreed. 16 - expressed disagreement with this statement to one degree or another. 15 people found it difficult to answer.

5.6. The technical equipment has been explained sufficiently

264 respondents expressed full agreement; 90 respondents agreed. 16 - expressed disagreement with this statement to one degree or another. 10 people found it difficult to answer.

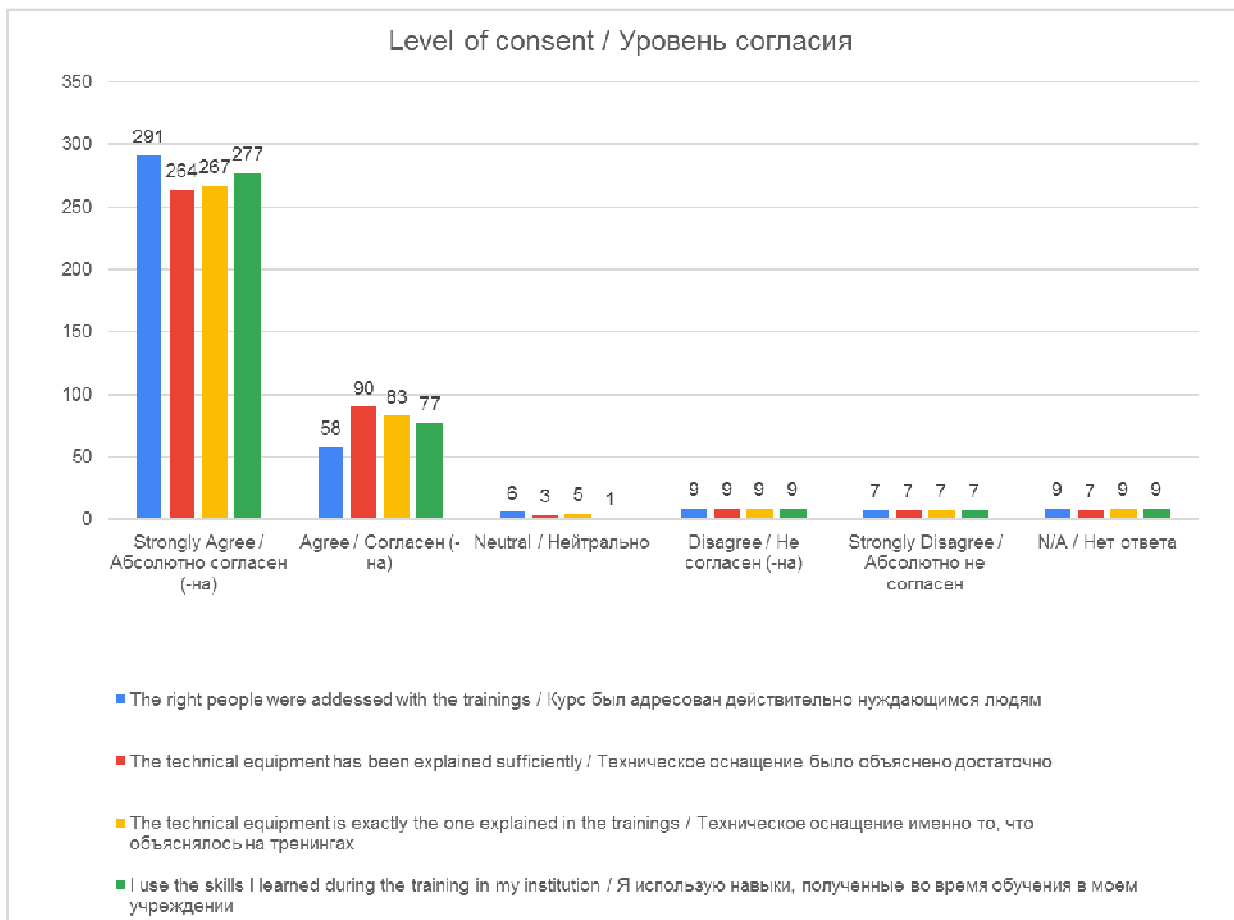
5.7. The technical equipment is exactly the one explained in the trainings

267 respondents expressed full agreement; 83 respondents agreed. 16 - expressed disagreement with this statement to one degree or another. 14 people found it difficult to answer.



5.8. The right people were addressed with the trainings

277 respondents expressed full agreement; 77 respondents agreed. 16 - expressed disagreement with this statement to one degree or another. 10 people found it difficult to answer.



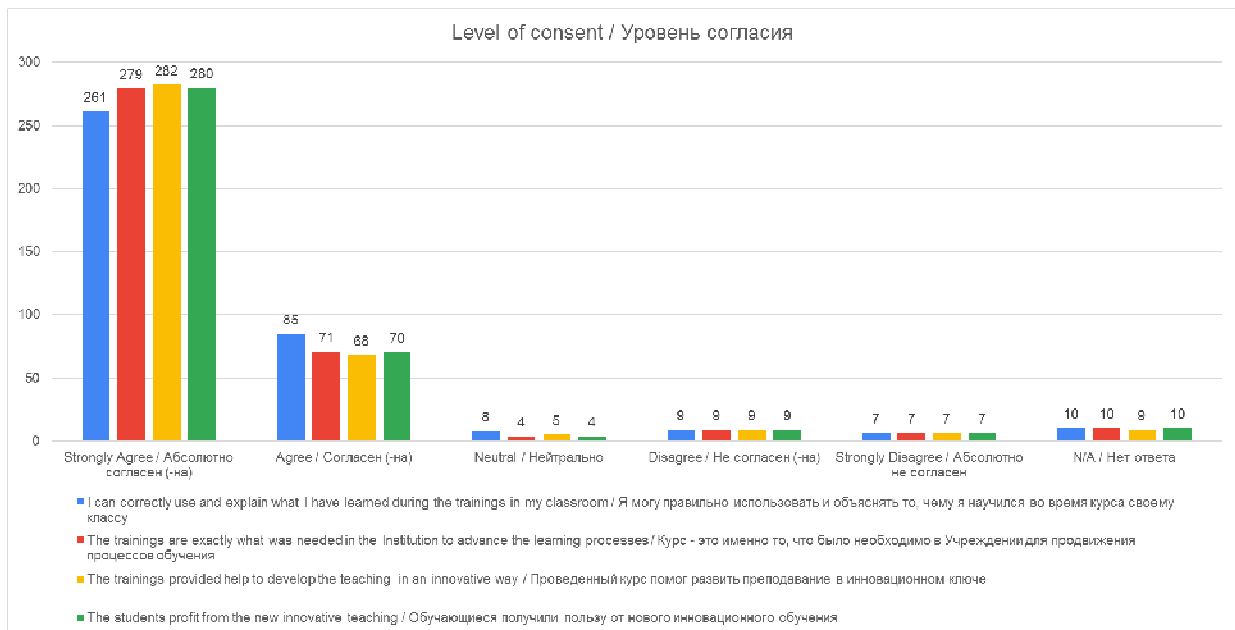
5.9. The trainings provided help to develop the teaching in an innovative way

261 respondents expressed full agreement; 85 respondents agreed. 16 - expressed disagreement with this statement to one degree or another. 18 people found it difficult to answer.



5.10. I can correctly use and explain what I have learned during the trainings in my classroom

279 respondents expressed full agreement; 72 respondents agreed. 16 - expressed disagreement with this statement to one degree or another. 14 people found it difficult to answer.



5.11. The students profit from the new innovative teaching

282 respondents expressed full agreement; 68 respondents agreed. 16 - expressed disagreement with this statement to one degree or another. 14 people found it difficult to answer.

5.12. The trainings are exactly what was needed in the Institution to advance the learning processes

280 respondents expressed full agreement; 70 respondents agreed. 16 - expressed disagreement with this statement to one degree or another. 14 people found it difficult to answer.



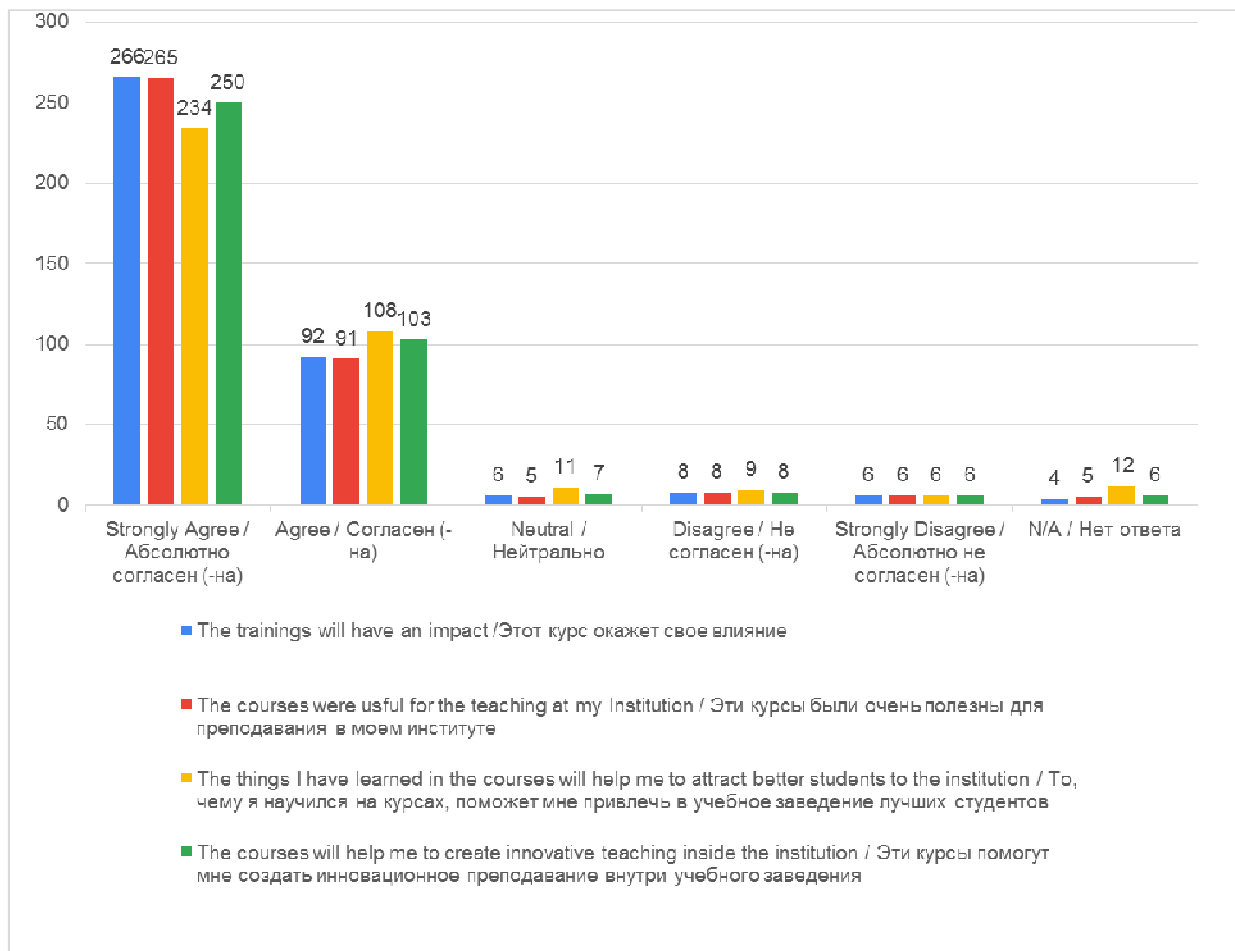
Summing up this group of questions, we can conclude that the overwhelming majority of respondents gave a high and very high assessment on all points, 10-22 people did not want or could not answer certain questions, and 16 (4.2%) people expressed their discontent. The latter fact shows that there is room for improvement of the course.

6. We would also like your feedback on the outcome of the trainings.

Please tell us your level of agreement with the following statements using a 1 to 5 scale, where 1 means you strongly disagree and 5 means you strongly agree.

This section contains 12 assertions to be assessed.

As a result, the following answers were received from 380 respondents:





6.1. The trainings will have an impact

266 respondents expressed full agreement; 92 respondents agreed, 14 - disagree, 10 - find it difficult to answer.

6.2. The courses were useful for the teaching at my institute

265 respondents expressed full agreement; 91 respondents agreed, 14 - disagree, 12 - find it difficult to answer.

6.3. The things I have learned in the courses will help me to attract better students to the institution

234 respondents expressed full agreement; 108 respondents agreed, 15 - disagree, 24 - find it difficult to answer.

6.4. The courses will help me to create innovative teaching inside the institution

250 respondents expressed full agreement; 103 respondents agreed, 14 disagreed, 13 found it difficult to answer.

6.5. The learned information helps me to hold more interesting classes

259 respondents expressed full agreement; 96 respondents agreed, 14 - disagree, 11 - find it difficult to answer.

6.6. The courses help me to please the needs of my students better

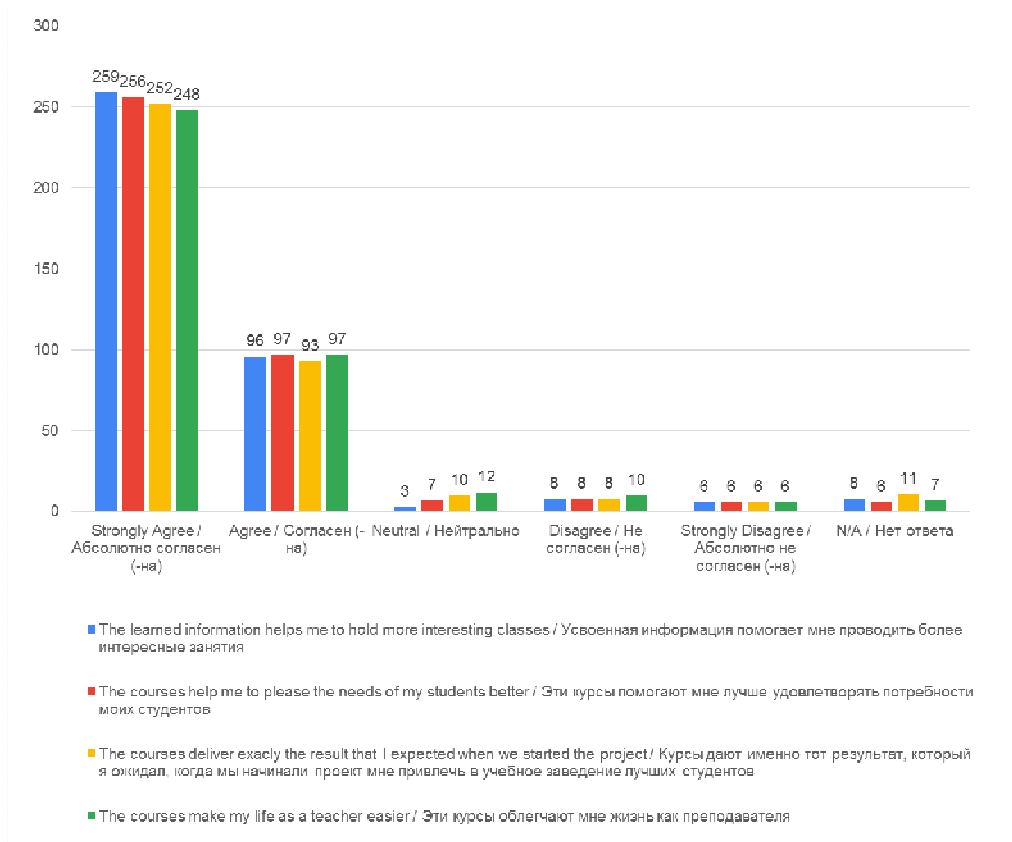
256 respondents expressed full agreement; 97 respondents agreed, 14 - disagree, 13 - find it difficult to answer.

6.7. The courses deliver exactly the result that I expected when we started the project

252 respondents expressed full agreement; 93 respondents agreed, 14 - disagree, 21 - find it difficult to answer.

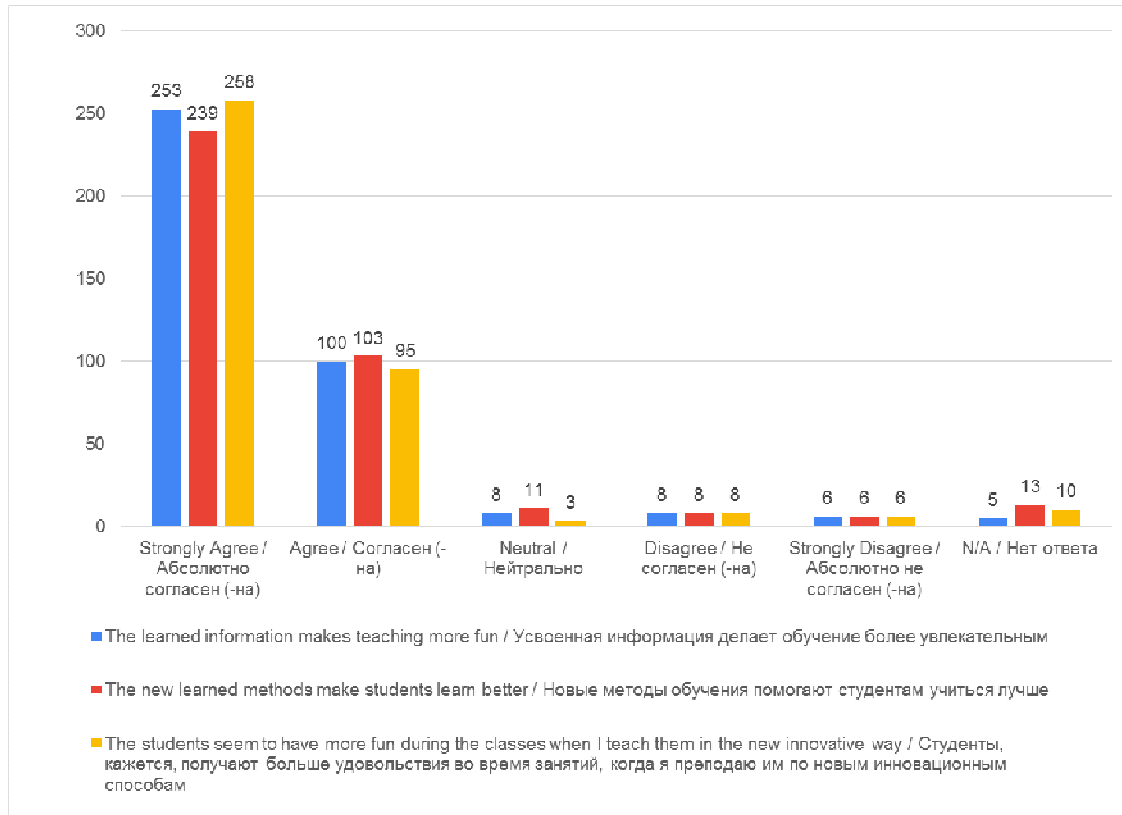
6.8. The courses make my life as a teacher easier

248 respondents expressed full agreement; 97 respondents agreed, 16 - disagree, 19 - find it difficult to answer.



6.9. The learned information makes teaching more fun

253 respondents expressed full agreement; 100 respondents agreed, 14 - disagree, 13 - find it difficult to answer.



6.10. The new learned methods make students learn better

239 respondents expressed full agreement; 103 respondents agreed, 14 - disagree, 24 - find it difficult to answer.

6.11. The students seem to have more fun during the classes when I teach them in the new innovative way

258 respondents expressed full agreement; 95 respondents agreed, 14 - disagree, 13 - find it difficult to answer.

In this group of questions, the overwhelming majority of respondents also gave a high and very high assessment on all points, 10-24 (2.6-6.3%) people did not want or could not answer certain questions or are neutral to the statement, and 16 (4.2%) people expressed their dissatisfaction. The most doubtful is the thesis about the facilitation of the teacher's work and the benefits for students.



7. **If the training was not what you expected, what would you have expected?**

Most of the reviews are positive, indicating that all expectations have been met:

- The course was needed.
- All was good.
- Everything was great.
- The course exceeded expectations.
- Exactly what I expected.
- Hope that the material received will be of great benefit over time.
- The course exceeded my expectations. I didn't think at the very beginning that it would be so interesting. I was expecting another boring course, but I was pleasantly surprised.
- Thanks to the organizers, everything went well.
- The first step for me was to deal with the zoom program and record a video lecture. In the future, I will master the rest of the programs. Thanks again for your hard work!
- Thank you for organizing a useful seminar and presentation! I am very glad to the success of your university!
- During the training, I learned a lot, the development of digital educational resources, recording video lectures.
 - The digital course is different from any course I've attended before. Clear and understandable organization of the course. The topics are selected with a great knowledge of an innovative teaching method.
 - Expanded the functionality of work, there was a lack of knowledge in the development of electronic resources.
 - The presentation of the material was in an accessible form, I liked the sequence of different types of topics and materials.
 - A variety of information provided, a lot of teaching material that can be used in your teaching activities.
 - There were only positive impressions from the joint work with the trainers.

Suggestions and comments on expectations are mainly related to poor computer training of trainees, the Internet and the language of courses:

- People with different levels of proficiency in technology did not have time to master all the information. Plus, weak internet (at individual listeners).
- Speak more in Kazakh.



- It is advisable to conduct this course during the holidays, since I spent the day on-line, there is not enough time to consolidate the material, since I am not very competent in computer work.
- Division into levels of initial training.
- Organize additional classes (applies to less prepared).
- That the connection will be better (Most likely this refers to a listener from some distant region).
- Division into groups according to age criteria. Young people grasp faster and move forward.

Some listeners with more advanced training would like more information:

- I would like some new technologies.
 - More advanced information on Teams.
8. **IF you disagree with any of the point above in No.5 or 6, please comment here mentioning the reasons.**

The given answers do not indicate the reasons for disagreement or the respondents do not answer the question posed.

Most of the answers agree or give a positive assessment to the courses:

- I agree with all statements.
- I got everything I expected.

The remarks mainly concern the lack of "live communication":

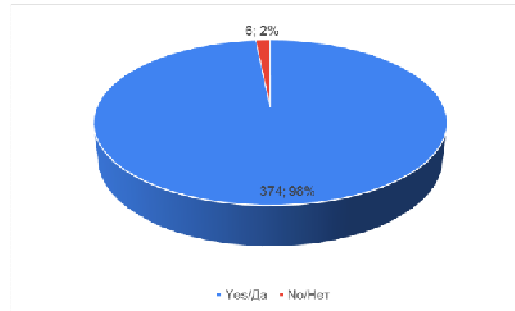
- Nothing can replace live communication.
- Lack of live communication.
- ... But this is a technique and you need to understand that not everyone is given right away.

As a result of the analysis of the answers, the trainers will take into account all the comments in the preparation and conduct of the next courses.



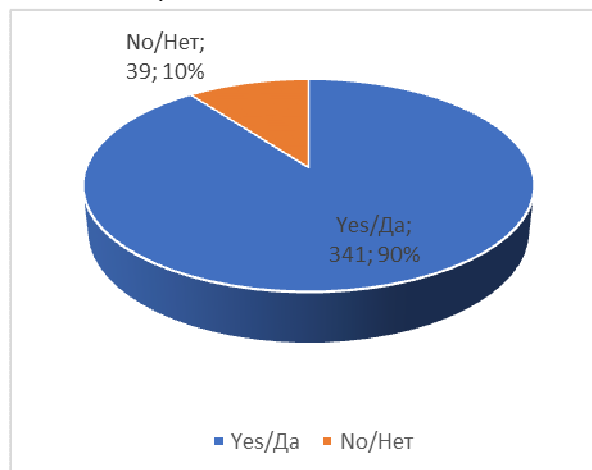
9. **Were the training courses given on time?**

98% of 380 respondents chose "yes".



10. **Did you get the chance for comments and criticism?**

90% of 380 respondents chose "yes", 10 - answered "no".



This leads to the conclusion that the number of listeners per trainer should be reduced in order to be able to send comments and the possibility of “live communication”.

11. **If the answer to question 10 was “no,” what comments or criticism would you make in the training courses?**

In general, the audience was satisfied with the feedback from the trainers. However, as the statements below show, the comments and criticism did not always satisfy the students and this is due to their different initial training, sometimes large groups and technical provision of the students:

- I could not keep up with the coaches due to a technical failure.



- Big load during quarantine, many other online activities.
- Divide students into groups according to the level of technical skills
- Be considerate of participants.
- The course was oversaturated with new digital technologies! Just got acquainted with one program, and already it is necessary to understand another.

12. **Any other comments**

Mostly positive reviews without specific advice:

- All teachers were delighted with the professionalism of all experts, lecturers! "Everyone woke up from hibernation!" It is important! You are now inspired to create digital educational resources and e-textbooks! Keep it up! Forward, Kazakhstan!
- There would be more such really training courses.
- I am good at computer. But I have long wanted to learn how to work on platforms. Thank you for the opportunity to develop digital literacy. I liked the course very much. The trainers are super. Practical lessons were conducted in a simple, accessible language. The content of the classes was very interesting.
- Huge gratitude to the organizers, coaches for their professionalism, patience, goodwill. New interesting projects for them, success in the implementation of their professional ideas.
- I really liked the team that delivered the course. Professionals in their field. There would be more such responsible, competent teachers. Then everything will be great.
- On time, relevant, professional.
- I liked the master classes on the university platform.
- Thanks to the topics covered, the course can lead to more interesting and exciting activities.
- I liked the fact that the course on innovative methods was organized in the technology of the activity method, which allowed the teachers not to be passive listeners, but to actively participate and work in a group with other participants.
- Based on my experience in the courses, I will recommend this course on innovative methods to my colleagues.
- The correct scheme of the course on innovative methods was chosen, it was possible to watch Internet broadcasts in free time.

Among the specific advice and wishes were the following:

- Thank you for the course, it is desirable to conduct the next one in Kazakh.
- Conduct courses in Kazakh.



- It was necessary to attract exactly those students to such courses who did not have any knowledge and skills in this area.
- Need more practice.
- Teachers need to pass digital literacy before taking these courses
- Still, it is necessary to divide the students, determine the level of their initial training and build the entire course according to their level.

The proposals boil down to the following: differentiation of students according to the degree of preparation and language characteristics for the formation of different groups with different programs.

CONCLUSION

The methodology we have chosen for assessing the quality of work and learning outcomes in the form of an anonymous questionnaire allows us to obtain objective reviews, on the basis of which recommendations for further courses can be developed. A sample of 380 respondents, including almost all listeners, testifies to the reliability of the results obtained.

Based on the analysis of the responses received, the following conclusions were done:

- As a result of the courses, teachers learned to use innovative educational tools and technologies based on digital skills for teaching, use the Moodle learning management system, and create effective video tutorials and digital educational resources and e-courses.
- Technologies based on virtual and augmented reality are familiar to teachers, and about half of them use these technologies in their work. All course participants know where to use them most effectively.
- The structure of the training courses was well organized;
- The quality of teaching was very high;



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- The level of training objectives achieved was very high;
- The training was useful for all users;
- However, when organizing future courses, groups with fewer trainees should be formed, divided by language of instruction and prior digital and Internet skills. For the least trained teachers and those who do not have a stable Internet connection, conduct training in a traditional (classroom) form.