

## Evaluation Report on Quality Support Training Programme

04/10/06 - 12/10/06

Funded by the Big Lottery Fund

### Migrant Organisations' Development Agency

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## 1. INTRODUCTION

In October 2006 MODA (Migrant Organisations' Development Agency) provided a free 4-day training programme for 37 people from 27 community groups. The training was part of MODA and Islington CAB's partnership Quality Support Project which is funded by the Big Lottery Fund. Publicity for the training programme was done by QSP officers and MODA. The information was included in MODA E-bulletin for three weeks. The target was to recruit 10-12 groups for each day of the training. The target was exceeded as an average of 15 trainees attended each training day.

The training courses were free for London community groups and were held according to this schedule:

- **Strategic Planning** (4 October 2006)
- **Fundraising Strategy** (5 October 2006)
- **Practical Fundraising** (11 October 2006)
- **Monitoring and Evaluation** (12 October 2006)

**Venue:** SAVO, 8th Floor, Hannibal House, Elephant and Castle

**Facilitator:** Dr. Kamal Rassul (MODA Director)

**Methodology:** Each training session started with introduction and informal assessment of the needs of participants. This included exploring any training they had before, their experience in voluntary organisations, the level of their knowledge of the subject and their learning needs. As 70% of participants had no previous training in the areas offered, the trainer used a teaching style approach aiming at providing, simplifying and sharing information and experience. He explained his methodology at the start of each training course as:

- General & introductory
- Simple, free of jargon
- Introduce concepts and tools, accessible, possibly memorizable
- Related to work, reality
- Interactive, participatory
- Glossary provided
- Handouts given

The overall method used was interactive, trying to involve the trainees in all learning points and get feedback from them regarding the relevance of the theoretical approach and practical elements to their own experiences. When necessary the terminology used in the training was introduced first making sure that the trainees would be familiar with the language used.

**Formal evaluation:**

Each of the training days was evaluated through a feedback form in three sections: a first section, common to all trainings, related to the overall approach (e.g., expectations met, trainer's approach, suitability of presentation, exercises) and the handouts provided; and a second section, specific for each training course, related to extent to which the learning aims of each training day were achieved. The third section was open-ended asking people to write their own comments about elements of each of the above two sections. The complete list of the results is available on Appendix A. The written feedback is on Appendix B, the list of the participants is provided in Appendix C.

## **TRAININGS: ATTENDEES, AIMS AND EVALUATION RESULTS**

### **1.1. Strategic Planning**

**Attendees:** 17 people

**Completed evaluation forms:** 14

#### **Aims of the event**

This practical training course aimed to:

- To provide managers with knowledge and skills about how to develop an appropriate strategic plan for their organisation.
- Look at how the plans can be used externally to make the case for the organisation
- Use it internally to create a sense of sustainability, direction and purpose.

**Evaluation results** (see page 10 for the complete results)

General (0-5 scale): 1 people not responding

- ❖ 11 participants considered that the course aims were very well met, with an average score of 4.8;
- ❖ 12 participants considered that the course met their expectations (4.2) and was set at the right level (4.2);
- ❖ all participants considered the presentation clear and easy to understand (4.9) and thought the trainer responded well to questions (4.7);
- ❖ The majority of the participants found the handouts a good record of the course contents, with an average score of 4.5.

Specific (0-5 scale):

- ❖ all participants further developed their knowledge of strategic planning concepts and processes and believed they could now start a planning process for their project (4.5);
- ❖ all participants either agreed or strongly agreed that they can now identify shortcomings or unrealistic plans (4.7) and better understand their role within an organisation (4.6);
- ❖ all participants learned tools and concepts they can share with colleagues (4.6);

## 1.2. Fundraising Strategy

**Attendees:** 15 people

**Completed evaluation forms:** 12

### **Aims of the event**

This practical training course aimed to equip participants with the knowledge and skills required to develop and cost a fundraising strategy for their organisation. By the end of the course trainees were expected to learn how to:

- define fundraising strategy and differentiate it from funding proposal
- identify and link funding strategy to organisational strategy
- be able to understand and use the glossary of fundraising strategy
- use PEST analysis
- understand the process of devising fundraising strategy
- consider and include all relevant issues and questions which ensure an effective fundraising strategy
- be able to cost long-term funding targets
- enhance organisation's capacity and efficiency in fundraising

**Evaluation results** (see page 11 for the complete results)

#### General (0-5 scale)

- ❖ all participants either agreed or strongly agreed that the course aims were very well met, with an average score of 4.8;
- ❖ all participants either agreed or strongly agreed that course was set at the right level, that the presentations were clear to understand and the handouts were a good record of the course content (4.3);
- ❖ 9 participants thought that the group work was useful (4.3).

#### Specific (0-5 scale)

- ❖ 11 participants either agreed or strongly agreed that they developed their knowledge of how to design a fundraising strategy (4.5);
- ❖ The majority of participants understood how to involve in a process (4.3), how to relate funding issues to changing environment (4.3), assess and develop fundraising capacity of an organisation (4.3);

### 1.3. Practical Fundraising

**Attendees:** 15 people

**Completed evaluation forms:** 13

#### **Aims of the event**

This practical training course aimed to:

- provide an understanding of how to develop a fundraising proposal
- provide knowledge about sources of funding
- relate fundraising activities to fundraising strategy and organisational context;
- explain how to identify and approach donors;
- explain the requirements of donors and how to respond to them
- provide competence in filling in application forms

#### **Evaluation results** (see page 12 for the complete results)

##### General (0-5 scale)

- ❖ All participants considered that the course aims were well met, with an average score of 4.8;
- ❖ All participants considered that the course met their expectations, was set at the high level and the presentation was very clear and easy to understand (4.7);
- ❖ All participants found the handouts a good record of the course contents (4.5) and the trainer responding well to questions (4.8);
- ❖ All participants either agreed or strongly agreed that the work group was very useful, with an average score of 4.5;

##### Specific (0-5 scale): 3 people not responding

- ❖ 10 participants have further developed their knowledge of how to design a fundraising strategy, with an average score of 4.3;
- ❖ the majority of participants understood how to involve in a process (4.1), how to relate funding issues to changing environment (4.1) and how to assess and develop the fundraising capacity of their organisation (4.2);
- ❖ 10 participants learned tools and concepts they can share with colleagues (4.3)

## 1.4. Monitoring and Evaluation

**Attendees:** 15 people

**Completed evaluation forms:** 13

### **Aims of the event**

This is a one-day introductory course to monitoring and evaluation was aimed at managers and staff who have an active responsibility for M&E within their organisation. By the end of this course participants were expected to have gained:

- Concise understanding of the concepts, principles and processes of monitoring and evaluation
- Knowledge and skills in designing monitoring and evaluation (M&E) systems
- Knowledge and skills in using different tools and methods for data collection
- Knowledge about application of qualitative and quantitative data analysis tools and methods, effective report writing and presentation

**Evaluation results** (see page 13 for the complete results)

### General (0-5 scale):

- ❖ All participants either agreed or strongly agreed that the course aims were well met, with an average score of 4.5;
- ❖ 10 participants considered that the course met completely or quite completely their expectations and that it was set at the right level (4.2);
- ❖ All participants found the presentations clear and easy to understand (4.8) and thought the trainer responded well to questions (4.6) and the handouts were a good record of the course content (4.7);

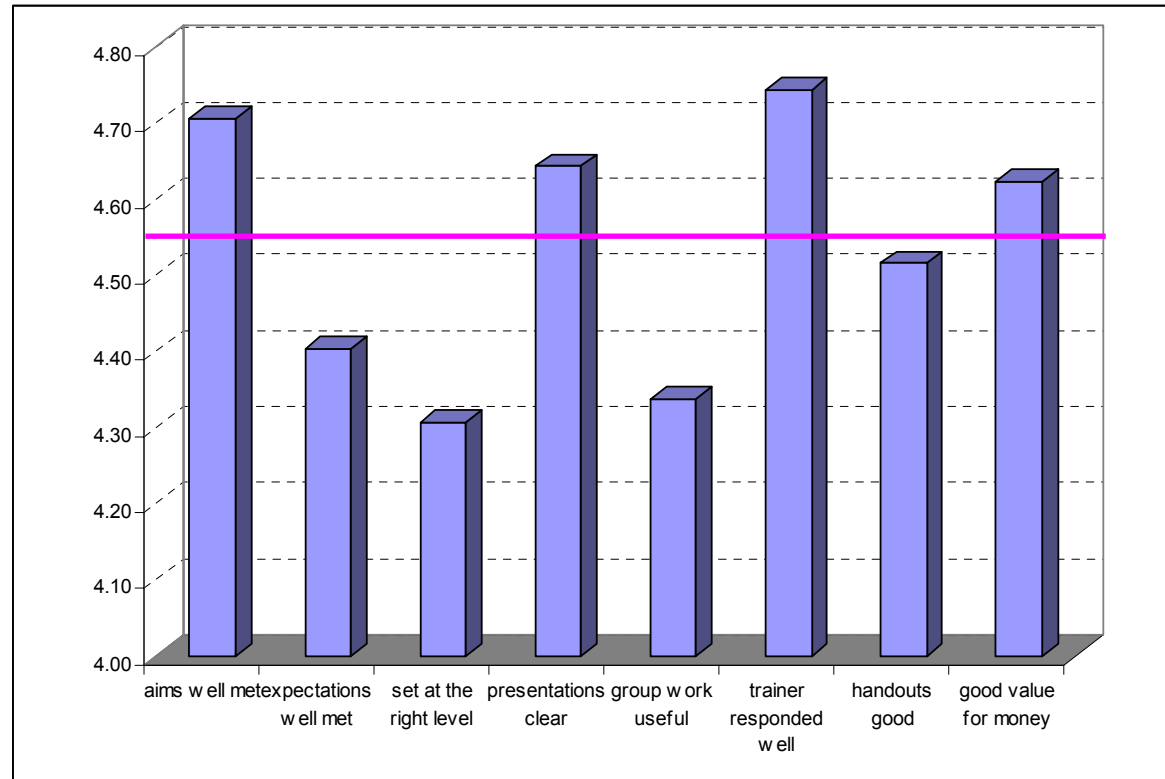
### Specific (0-5 scale): 2 people not responding

- ❖ All participants understood basic concepts, principles and processes of Monitoring and Evaluation and became able to relate M&E to different stakeholders (4.5);
- ❖ 11 participants considered they had developed their knowledge and skills for designing a M&E system for their organisation, with an average score of 4.4;
- ❖ 9 participants either agreed or strongly agreed the course provided them with skills in using different tools for data collection (4.1).

## OVERALL TRAINING EVALUATION RESULTS

The following figure reports together the average results of the general section of the evaluation form for all the trainings.

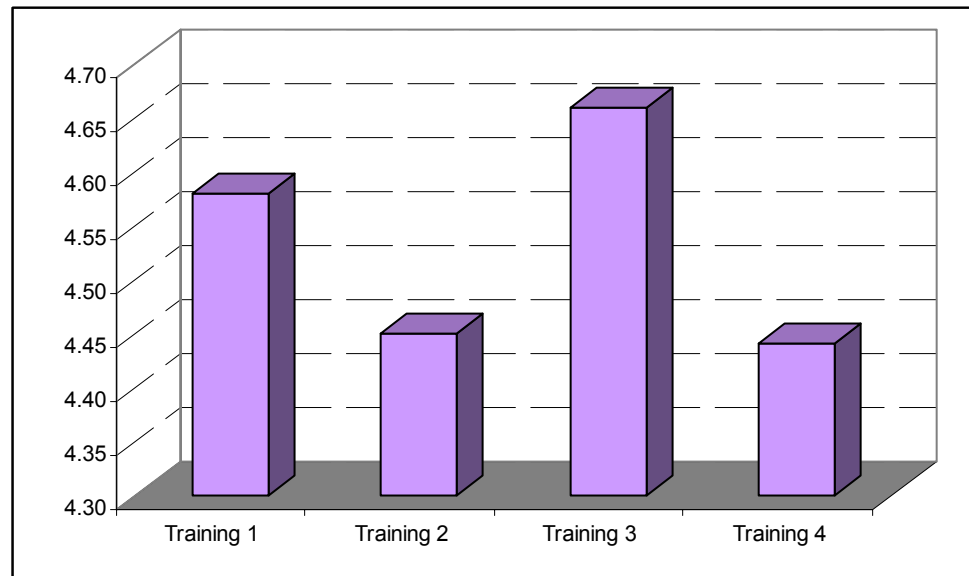
**Fig 1.1 – Average scores of the general section of evaluation form (scale 0-5)**



The graph clearly shows an average score of 4.54 for each of the questions, meaning that the trainings were very successful. A great emphasis should be given to over 4.7 scores got by the successfully met aims and by the well responding behaviour of the trainer.

Next figure reports the average score for each of trainings, measured by using the general section results

**Fig 1.2 – Training average scores (scale 0-5)**



All the trainings were very successful, since all of them are above the 4.4 score, that means that the level of agreement from the users is greater than 90% overall.

The most successful trainings were the “Practical Fundraising” (4.66) and “Strategic Planning” (4.58).

## APPENDIX A - Evaluation form results

### Strategic Planning

#### General

	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 10	P 11	P 12	P 13	P 14	P 15	AVG
the course aims were well met	5	5	5	4	5	5	5	0	5	5	5	5	0	4	4	4.8
the course met my own expectations	5	4	4	4	5	5	3	3	5	5	5	5	0	4	4	4.4
the course was set at the right level for me	5	4	3	4	5	5	3	3	5	5	4	4	0	5	4	4.2
the presentations were clear and easy to understand	5	5	5	4	5	5	5	5	5	5	5	5	0	4	5	4.9
the group work was useful	5	4	0	4	5	4	4	5	4	5	5	4	0	5	5	4.5
the ttrainer responded well to questions	5	4	5	4	5	5	5	4	5	5	4	5	0	5	5	4.7
the handouts are a good record of course content	5	5	5	4	5	5	4	5	3	5	5	5	0	3	4	4.5
overall, the course is good value for money	5	4	4	4	5	5	5	4	5	5	5	5	0	5	5	4.7

#### Specific

	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 10	P 11	P 12	P 13	P 14	P 15	AVG
have further developed my knowledge of strategic panning concepts and processes	5	5	4	4	5	5	4	5	5	5	5	5	5	5	4	4.5
can start a planning process for my project	4	4	5	4	5	5	5	4	4	5	4	5	5	4	4	4.5
can identify shortcomings of unrealistic plans	5	4	5	4	5	5	5	4	4	5	5	5	5	5	4	4.7
better understand my role within organisation	5	4	5	4	5	5	4	0	4	5	5	4	5	5	4	4.6
I can differentiate between vision, aims, objectives, values, policies and procedures	5	3	5	4	5	5	5	5	5	5	5	5	5	5	5	4.8
I learnt tools and concept that I can share with my colleagues	5	4	5	4	5	5	5	4	4	5	5	4	5	5	4	4.6

**Fundraising strategy**

General

	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 10	P 11	P 12	AVG
the course aims were well met	5	5	5	5	4	5	4	5	5	4	5	5	4.8
the course met my own expectations	4	4	5	4	4	5	4	4	4	4	5	5	4.3
the course was set at the right level for me	4	4	5	4	4	5	3	4	4	4	4	5	4.2
the presentations were clear and easy to understand	4	4	5	4	4	5	4	5	5	4	4	4	4.3
the group work was useful	5	5	4	4	3	4	3	0	4	5	5	5	4.3
the ttrainer responded well to questions	5	5	5	4	4	5	5	5	5	5	5	5	4.8
the handouts are a good record of course content	5	5	4	4	4	4	4	4	5	4	4	5	4.3
overall, the course is good value for money	4	4	4	4	5	5	5	4	5	5	5	5	4.6

Specific

	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 10	P 11	P 12	P 13
have further developed my knowledge of how to design a fundraising strategy	5	5	5	5	5	4	4	4	3	4	5	5	4.5
know who to involve in the process	4	5	5	4	4	4	4	4	4	4	4	5	4.3
know how to relate funding issues to changing environment	4	4	4	5	4	4	3	5	4	4	5	5	4.3
asses and develop fundraising capacity of my organisation	5	5	5	5	4	4	4	4	4	4	4	4	4.3
understand importance of mix funding	5	4	4	5	4	4	5	4	4	4	5	5	4.4
I learnt tools and concept that I can share with my colleagues	4	5	5	5	4	5	4	4	4	4	5	5	4.5

**Practical Fundraising**

General

	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 10	P 11	P 12	P 13	AVG
the course aims were well met	5	5	5	4	4	5	5	5	5	4	5	5	5	4.8
the course met my own expectations	5	4	4	4	5	5	5	5	5	4	5	5	5	4.7
the course was set at the right level for me	5	4	4	4	5	5	5	5	5	4	5	5	5	4.7
the presentations were clear and easy to understand	5	5	4	4	4	5	5	5	5	4	5	5	4	4.6
the group work was useful	4	4	4	4	5	5	5	5	5	4	5	5	4	4.5
the ttrainer responded well to questions	5	5	5	4	5	5	5	5	5	4	5	5	5	4.8
the handouts are a good record of course content	4	4	5	4	5	4	5	5	4	4	5	5	5	4.5
overall, the course is good value for money	5	4	4	4	4	5	5	5	5	4	5	5	5	4.6

Specific

	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 10	P 11	P 12	P 13	P 14
have further developed my knowledge of how to design a fundraising strategy	5	5	4	4	0	5	5	5	5	0	0	5	4	4.3
know who to involve in the process	5	4	3	4	0	5	5	5	5	0	0	5	4	4.1
know how to relate funding issues to changing environment	5	4	3	4	0	5	4	5	5	0	0	5	5	4.1
asses and develop fundraising capacity of my organisation	5	5	4	4	0	4	5	5	5	0	0	5	4	4.2
understand importance of mix funding	5	4	4	4	0	5	5	5	5	0	0	5	4	4.2
I learnt tools and concept that I can share with my colleagues	5	4	5	4	0	5	5	5	5	0	0	5	4	4.3

## Monitoring and Evaluation

### General

	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 10	P 11	P 12	P 13	AVG
the course aims were well met	4	5	4	5	5	5	5	4	4	5	5	4	4	4.5
the course met my own expectations	3	5	4	5	5	5	4	3	4	5	5	3	4	4.2
the course was set at the right level for me	3	5	4	5	5	5	4	4	4	5	5	2	3	4.2
the presentations were clear and easy to understand	5	5	4	5	5	5	5	4	5	5	5	4	5	4.8
the group work was useful	4	5	4	4	4	5	5	2	4	5	4	4	2	4.0
the ttrainer responded well to questions	4	5	4	5	5	5	5	4	5	4	5	4	0	4.6
the handouts are a good record of course content	4	5	4	5	5	5	5	4	5	4	5	5	5	4.7
overall, the course is good value for money	4	5	4	5	5	5	5	0	4	5	4	4	5	4.6

### Specific

	4	5	4	5	5	5	4	4	4	5	4	5	5	4.5
understand basic concepts, principles and process of M&E	4	5	4	4	5	4	5	0	4	5	5	5	4	4.5
Can relate M&E to different stakeholders	3	5	4	5	5	4	5	0	5	5	4	4	4	4.4
Developed my knowledge and skills for designing an M&E system for my organisations	3	5	4	5	5	5	4	3	4	5	5	3	2	4.1
Got skills in using different tools for data collection	4	5	4	5	5	5	5	4	4	5	5	4	5	4.6
understand difference and relationship between M&E	3	5	4	5	5	5	4	4	4	5	5	4	4	4.4
learnt tools and concepts that I can share with my colleagues	4	5	4	5	5	5	4	4	4	5	4	5	5	4.5

## **APPENDIX B - WRITTEN FEEDBACK**

### **Strategic Planning – 04/10/2006**

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- 1.a. The writing on the handouts needed to be a bit bigger.  
1.b. I feel more confident and I am looking forward to going back to the organisation to share what I have learnt.
- 2.b. Fantastic training and hope to do it again if possible.
- 3.a. This programme of training provides a lot of information for me and the concepts of strategic planning.  
3.b. I have learnt knowledge of strategic planning for my future use, of funding applications and writing of business plan for my own organisation.
- 4.a. Really this course is very useful and I hope to continue all others related to this
- 5.a. I have enjoyed this seminar and still have learned more because I managed to take everything which was "told".
- 6.a. In handouts some information given is written in very small fonts which would be difficult to read at a later stage may be when revising or look through.  
6.b. It has offered guidelines and support.
- 7.b. I have gained a clearer understanding about strategic plans for my organisation and how to analyse and problem solve to achieve successful performance of project for the organisation.
- 8.a. In my point of view it was very useful training because I achieved more interesting things to my knowledge.  
8.b. The training was helped me more thinking and it achieved a new understanding.
- 9.a. ALEX PASCAL  
I am looking at more advanced objective, but the simplicity of the course afforded me the opportunity to respond to funding applications and some of the areas of the plans and now have in development. The diversity of its participants was very interesting, particularly because of the needs that new communities are seeking.  
9.b. What was most strategic was how to advise organisations and their management about taking a new look, without causing confusion in the rank.

### **Fundraising Strategy – 05/10/2006**

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- 1.a. Some as yesterday it is about and some fonts used (although it was addressed by the trainer earlier on ).  
1.b. Everything was fine. Excellent trainer. Thank you.
- 2.a. Very good and detailed.  
2.b. At our organisation we talked about fundraising strategy, but it was not given much importance. After attending this course I understand how extremely important a fundraising strategy is and how to write one.
- 3.a. The training was very clear.

4.a. Good session

4.b. Good

5.a. Very useful information which we would use to develop our organisation.

5.b. I have gained a great deal from this useful workshop, it has consolidated my knowledge in this area. Thank you.

6.a. Presentation was clear but very dependent on overheads (i.e. presenter reading off slides). Overall, workshop was helpful and insightful. Thanks.

7.a. Documents were too hard to read. Better handouts to back up the quality of the lecture.

7.b. Good beneficial course.

8.a ALEX PASCAL

I have recognised a number of weaknesses in the approach we have previously used in fundraising and now have a clearer understanding. Also meeting others with different organisations was useful to hear of their approaches.

8.b. Targeting the right areas and spotting funding criteria.

### **Practical Fundraising – 11/10/2006**

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1.a IKECHUKWN OKEKE

This is a time of eye opening. Much more, the encouragement of good relationship amongst the participants. I am proud of Dr. Rasul.

1.b . I thought I knew how to fill in an application but today, I am proved wrong, Dr. Rasul is wonderful.

2.a .Good

2.b . Good

3.a . A lot to take in, will definitely encourage others in coming. At first I was nervous about filling in the form, but I feel more confident especially after filling in the form.

4.a To get another training to improve my knowledge in governance and other training for quality mark

5.a Every aspect of training was very clearly explained.

5.b every aspect was explained thoroughly and clearly and well understood and it has empowered me and increased with more knowledge my confidence as well Thanks so much.

6.a The training is very clear, simple and full of knowledge. The trainer is very sincere and willing to share his knowledge and experiences.

6.b I am more confident to define capacity building to small BME group in Pan London Area.

7.a Got a lot of info about how to apply for funding.

8.a Since I have been coming to this training I have achieved so much and the way things are being told to me it was like a story not to forget. Thanks so much.

9.a Excellent: I developed my knowledge and approached to fundraising strategy. Hope this course will replicate to allow other people to increase their knowledge in this sector.

9.b This course is really useful, it went beyond my own expectation. The trainer was competent, qualified and responded fully to questions. The presentation was clear and presentation slides were clearer and more understandable than the previous times.

### **Monitoring and Evaluation – 12/10/2006**

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1.a Trainer reinforced learning progress by getting participants to recall what they have learned or understood.

1.b As per previous comment.

2.a Good

2.b Good

3.a The course content is very academic as the delivery needs to be more of participating and fun ways.

3.b Make use of participants energy to read explain parts of the notes/questions.

4.a Overall the course was useful and informative. Some of the information and exercises were difficult due to the mixture of people attending.

4.b It would have been useful to maybe do some exercises or activities based around data collection and analysis.

5.a In regards to point three, I felt that the pace of the session could have processed a bit faster. Certain aspects that I was already familiar with, overall the course was very informative and well presented.

5.b In terms of data collection, we were not really given skills that I could use within my employment that I had not already (previously) developed.

6.a IKECHUKWN OKEKE - This is a period of cross-cultural training. The blend is wonderful as every person expressed satisfaction like my humble self.

6.b I am very satisfied.

7.a So much information. I think one day for this is not enough, especially for the new comers.

7.b I learn a lot out of this course

8.a I feel so happy with this course, because it is very useful, developed my knowledge.

9.a Group work was left too vague so it led to confusion as to what expected.

9.b It would have been more helpful to have an example for more, to have as reference and see the practical applications at MTE techniques and approaches.

10.a This course was useful for me and I like to get another training for future.

10.b Really I got this course a lot of skills and knowledge and I expect to you if have any course relate to this in future.

11.a When I come the first time I did not learn anything about monitoring and evaluation but in his time I can understand well what is the monitoring made.

**APPENDIX C – List of participants**

<b>Name</b>	<b>Organisation</b>	<b>Training</b>
Abe Tse	Haringey Chinese Community	4
Raymond Yip	Haringey Chinese Community	1
Mohamed Dini	Gargaar somali welfare association	All
Ali Karshe	Gargaar somali welfare association	All
Rod Bowen	Copleston Centre Office	2
Margaret Nakiwunga	Busoga Association UK	1,2,3
Apollo Kakaire	Busoga Association UK	1
Jennifer Hayes	Hurley Pre-school	3
Alex Pascall	Caribbean Heritage Centre	1,2
Joyce Pascall	Caribbean Heritage Centre	1,2
Mohammad Abdullah	Sahil Housing Association	1
Elizabeth Mulumba	Great Nile Trust	1,3
Bob Wilson	Turnaround Resources E1	2
Ola Oyewusi	The Carers Project	2
Thomas Bubi	African Support & project Centre	4
Smaybery	Turnaround Resources E1	3
Bob Wilson	Turnaround Resources E1	1,2
Evelyn Omoike	Volunteer Reading Help	4
Ikechukwu Okeke	House of Refuge	3,4
Heather Stabler	Waste watch	4
Jackie Mckeay	Waste watch	4
Fatin Yasser	I.W.L	All
Halina Arif	Muslim mediation service	All
Naushabahkan	Muslim mediation service	3
Paizah Neave	Millennium Disability Agency	3,4
S. Mahdi	INGO foundation	3
Araslies Altarad	DAAP	1
Kamil Al-Sharifi	Iraqi NGO Forum	4
	The crisis project	2,3,4
Marisa Niel	Latin American Women's Aid	4
Iman Alhara	British Black Anti Poverty Network	2
Hannali Santos	In-shape, healthy living partnership	2
Suj Ahmed	ICAB	1,2,3
Victor Momodu	ICAB	1,4
Elena Ivaldi	MODA	All
Valentina Caravelli	MODA	All