# STOREM Midterm Quality Report

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| **Project Acronym:** | STOREM |
| **Project full title:** | Sustainable Tourism, Optimal Resource and Environmental Management |
| **Project No:** | **598496-EPP-1-2018-1-IT-EPPKA2-CBHE-JP** |
| **Funding Scheme:** | ERASMUS+ |
| **Coordinator:** | UNICA – University of Cagliari |
| **Project start date:** | October 15, 2018 |
| **Project duration:** | 36 months |

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| **Abstract** | Unimagdalena, the leader of the WP3, established a Quality Control Plan at the beginning of the project. That document set the procedures and monitoring methods to guarantee the compliance of the tasks and objectives of the project. It also offered the guidelines to use the OpenProject platform that along with the Dropbox folder set up by the coordinators, has been used as the official platform to organize and store the project's deliverables.<br><br>The aim of this report is to show the progress of the activities of the project and describe how the Quality Control process has been working this far in achieving its goal of assuring the optimal quality of each task. |

# DOCUMENT CONTROL SHEET

| Title of Document | Midterm Quality Report |
|---|---|
| Work Package | WP3 – Quality Plan |
| Last version date | 23/04/2020 |
| Status | Final version |
| Document Version | v.01 |
| Number of pages | 10 |
| Dissemination level | Internal |

# CONTRIBUTION HISTORY

| Version | Date | Description | Responsible Partner |
|---|---|---|---|
| v.01 | 23/04/2020 | Draft version to be reviewed by Coordinators - UNICA | UniMagdalena – P3 |
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## Table of Content

# ABBREVIATION LIST

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| QA | Quality Assurance |
| QC | Quality Control |
| QCP | Quality Control Plan |
| SC | Steering Committee |
| WPx | Work Package Number X |

**EXECUTIVE SUMMARY**

According to the Quality Control Plan that was presented and approved in the kick-off meeting of the STOREM project, this document presents the progress of the project activities and reports on the implementation and use of the proposed templates, guidelines and evaluation tools. It also reports how the Open Project platform has been used this far and its relevance to the project.

For the most part, the members of the STOREM team have complied with the guidelines and deadlines for each deliverable and for each QC evaluation process. There have been minor delays due to specific situations at the partner universities but the quality of the deliverables has been excellent considering that all the deliverables have passed the QC process and the WP leaders have successfully implemented the recommendations given by the reviewers.

Overall, the leaders of the Quality Assurance process are satisfied with the progress in implementation of the Work Packages and the compliance with the guidelines and procedures provided in the QCP.

# 1. QUALITY OF PROJECT DELIVERABLES

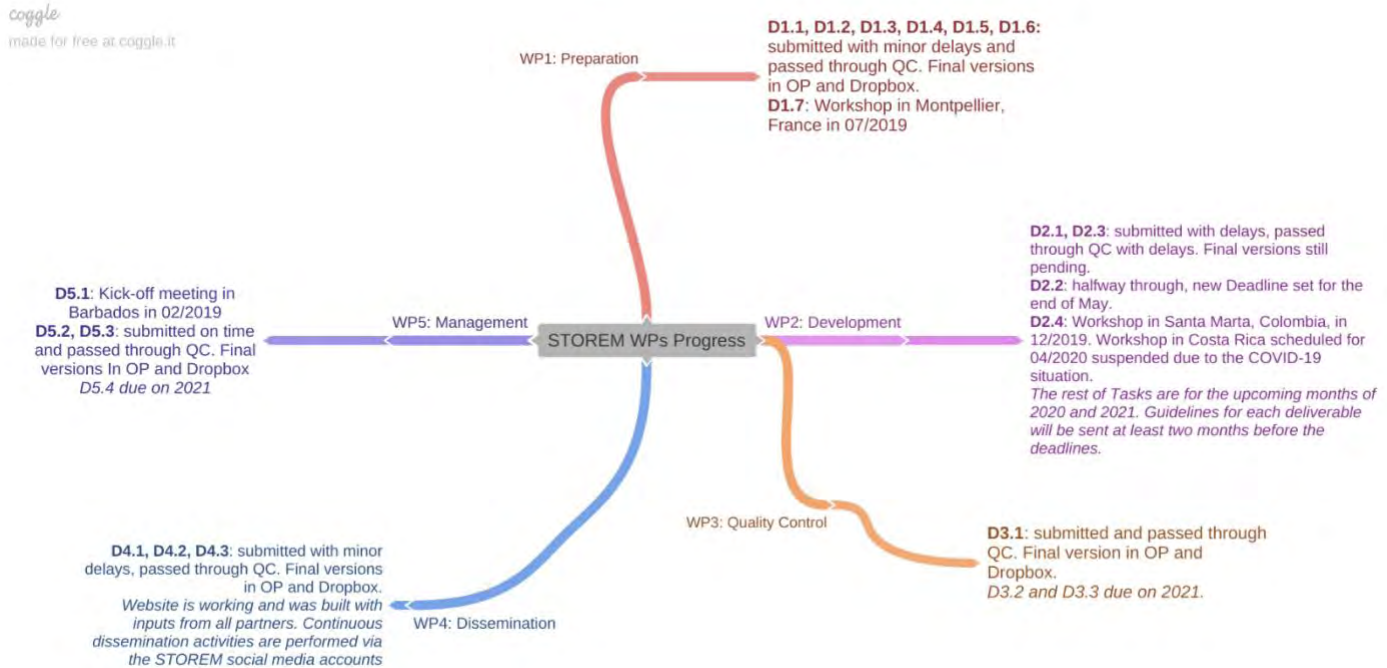The following figure provides an overview of the current state of the deliverables of the project:



*Figure 1: Mind map of the STOREM Work Packages Progress*

As shown in the figure, this is the current state of progress of the reports in each Work Package. First, we highlight the deliverables that have been sent by the WP leader, passed through the quality control process, and have their last version uploaded to the Open Project platform, which confirms the completion of the task. WP1: Preparation, has been successfully implemented. The figure also contains information on the deliverables that have delays, and the ones that are foreseen for the remainder of the year and for 2021. An important factor influencing the completion of the tasks is the good communication within the partnership, and the willingness of the consortium to adapt to dynamic circumstances in partner countries, as well as globally. Constant follow-up and group discussions during the SC meetings provide valuable feedback and extra support to members in order to clear up doubts and accomplish the project objectives through impactful contributions.

In February 2019, during the kick-off meeting, the QCP was presented and along with it, a Calendar of Assignments and Reviews for the semester. After that, we have used the same methodology to guide the work in the deliverables and control the quality assurance process. The following tables contain the three Calendars we have used so far and the specific dates of submission and quality control reviews:

| WP | Deliverable | Title | Submission | WP Leader | Reviewer | First Reviewer Submission |
|---|---|---|---|---|---|---|
| WP1 | D1.1 | Investigate national issues and environmental threats in coastal territories in Latin America and ACP countries | 25/02/19 | P2 - UPVM | UNICA | 15/03/19 |
| | D1.2 | Analysis of existing policies for environmental resource management in the EU context, in West Indies, Colombia and Costa Rica | 18/03/19 | P2 - UPVM | EAFIT | 26/03/19 |
| | D1.3 | Analysis of the current training paths in resource management and sustainability in Colombia, Costa Rica and West Indies in order to identify available good practises, crucial points and weaknesses | 14/04/19 | P2 - UPVM | UNIMAGDALENA | 23/04/19 |
| | D1.4 | Analysis of the current training needs in resource management and sustainability in the diverse coastal context of Colombia and Costa Rica | 13/07/19 | P2 - UPVM | UWI | 7/08/19 |
| | D1.5 | Analysis of the required academic processes in PCs HEIs in order to activate the 2 new Masters degrees and the set of new courses in the existing graduate (master) course degrees | 13/07/19 | P2 - UPVM | UCI | 10/08/19 |
| | D1.6 | Analysis of the involvement strategy to include and assess the post-conflict situation and IDP educational and career problems | 30/05/19 | P2 - UPVM | UNICA | 6/08/19 |
| WP3 | D3.1 | Definition of a quality framework for the project | 25/02/19 | P3 - UNIMAGDALENA | UNICA | 8/03/19 |
| WP4 | D4.1 | Disseminate and exploit strategy and plan | 29/03/19 | P4 - EAFIT | UPD | 5/04/19 |
| | D4.3 | Project website and online dissemination service | 26/08/19 | P4 - EAFIT | UNIMAGDALENA | 2/09/19 |
| WP5 | D5.1 | Organisation of the kick-off meeting | 22/02/19 | P1 - UNICA | UPVM | 11/03/19 |
| | D5.2 | Formation of the project management committees | 22/02/19 | P1 - UNICA | UWI | 27/02/19 |
| | D5.3 | Set up an online document collaboration environment | 22/02/19 | P1 - UNICA | UPD | 1/03/19 |

*Table 1: Calendar of assignments – First semester 2019*

| WP | Deliverable | Title | Submission | WP Leader | Reviewer | First Reviewer Submission |
|---|---|---|---|---|---|---|
| | D1.7 | Strategic Tourism, Resource Management and Hospitality Planning Workshop | 30/08/19 | P2 - UPVM | UNIMAGDALENA | 19/09/19 |
| WP2 | D2.1 | Defining pathways objectives, learning outcomes, and career perspective | Deadline Extension | P7 - UWI | UCI | Deadline Extension |
| | D2.3 | Define delivery approaches and assessment | Deadline Extension | P7 - UWI | UPVM | Deadline Extension |
| | D2.4 | Training and validating workshop in PC HEIs by EU faculty members | 27/01/20 | P7 - UWI | UPD | 1/02/20 |
| WP4 | D4.2 | Implement IDPs involvement strategy and dissemination | 15/10/19 | P4 - EAFIT | UNIMAGDALENA | 5/11/19 |
| | D4.3 | Project website and online dissemination service | 26/08/19 | P4 - EAFIT | UNIMAGDALENA | 2/09/19 |

*Table 2: Calendar of assignments – Second semester 2019*

| WP | Deliverable | Title | Submission | WP Leader | Reviewer | First Reviewer Submission |
|---|---|---|---|---|---|---|
| WP2 | D2.1 | Defining pathways objectives, learning outcomes, and career perspective | 12/03/20 | P7 - UWI | UCI | |
| | D2.2 | Design the curricula academic course modules | Deadline extension: June 2020 | | UNICA | |
| | D2.3 | Define delivery approaches and assessment | 24/03/20 | P7 - UWI | UPVM | 31/03/20 |
| | D2.4 | Training and validating workshop by European Union faculty members | Workshop in Costa Rica to be rescheduled | | UPD | |
| | D2.6 | Analysis and setting up of teaching and learning resources | Deadline: 15/05/2020 | | EAFIT | |
| | D2.9 | University - Enterprise Partnership Model involving local government | Deadline: 15/06/2020 | | UWI | |

*Table 3: Calendar of assignments – First semester 2020*

This approach has proven to be useful for the partnership, with institutional teams committed to implementing it and providing suggestions to strengthen it along the way. Most of the delays have been due to institutional issues caused by the coincidence of dates with student assessment periods. The deliverables D2.1, D2.2 and D2.3 have had special delays considering that these are fundamental parts of the Master's new courses and need to be defined thoroughly by the staff at each university. The COVID-19 situation has also put a strain on universities and the involved parties, which is why we will be more flexible with the deadlines for the reports over the next months. However, we will continue to update on the status of progress on each deliverable in the monthly Steering Committee meetings.

The reviews of the deliverables that are already in the OP platform can be found in the Annex 1.

## 2. QUALITY OF EVENTS/WORKSHOPS

We have held three events under the STOREM project so far. All of them have been evaluated with the proposed Event Participant Feedback survey template, and each university has been able to edit the survey according to the specific objectives and needs of each event.

Positive outcomes of the events include a growing visibility of the partnership activities and objectives in partner countries, as well as the involvement of key stakeholders that are essential for the sustainability of the network and potential collaborations. Raising awareness on the strategic importance of sustainable tourism and optimal resource and environmental management has generated a positive disruption in academic discussions, thanks to the inclusion of an interdisciplinary group of staff members and company representatives that have attended the workshops and the subsequent curricular developments at partner HEIs.

Indeed, it is perhaps too soon to claim that the events have had huge impacts, but they represent early-stage victories in the process of building bridges and links between academics, businesses and authorities (both at university and external levels) around the STOREM pathway.

From a quality assurance perspective, all the events have complied with the following mandatory items:

- Definition of draft and final agenda
- Selection of venue and facilities
- Definition of registration process
- Information about travel arrangements

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- Preparation of activities and presentations
- Preparation of necessary materials
- Selection of speakers/presenters (if applicable)
- Distribution of promotional materials
- Recording of minutes of the meetings

Partners who have hosted these workshops have also used the appropriate templates: Attendance List, Event Participant Feedback and Event Report templates. For further information and specific details, please refer to the Events Report in the Annex 2.

# 3. QUALITY OF DISSEMINATION STRATEGIES AND TOOLS

The STOREM project is present in social media and information is accessible through its own website:

Website: http://storem-erasmus-cbhe.com/

It features a comprehensive and user-friendly set of information pages, both in English and Spanish, on the project, partners, news and resources with the potential to increase the outreach and engagement of the interested populations and target groups once the activities are fulfilled and published. The website has a clear visual identity and considers the branding guidelines of the Erasmus+ program.

Facebook: https://www.facebook.com/storemerasmus

Instagram: https://www.instagram.com/storemproject/

In general, promotion activities and dissemination efforts have followed the strategy set in WP4 and partners are sharing STOREM related content on their websites and social media channels to introduce the project to their public.

We notice that interactions and audience are slowly building up. The number of followers is relatively low given the stage of the project that is currently underway and the impact of the Covid-19 situation in the development of own content, but at the same time, this has been compensated with a series of news and articles discussing topics of relevance to the project focus areas and the implication of the current pandemic for the tourism sector. This is expected to change with the implementation of the dissemination guidelines instructed by EAFIT and a more aggressive approach to promote the contents and project results. This, through a mix of press releases, progress snippets and social media activities.

On the other hand, an integral part of the dissemination strategy is the focus on the scholarship opportunities for vulnerable populations in Colombia. This is a cross-cutting effort since it not only needs the scholarship details to reach potential students, but also the project information to reach the general public, authorities and key stakeholders that may turn into allies of the partnership and even members of the Advisory Board. For this reason, UPD, EAFIT and UNIMAGDALENA have developed a thorough process to identify, contact and engage diverse actors from different sectors nationwide in a bid to make them aware of the STOREM activities and goals for these target groups. More information and details on the matter can be consulted through the D4.2 report.

## 4. OPEN PROJECT PLATFORM

In order to simplify the STOREM quality management process, and follow up on the project calendar and its milestones, the online collaborative project management tool "Open Project" was set up, and can be found in the following website: http://cetep.unimagdalena.edu.co/openproject/

Open Project has been a great tool to maintain order in the project's tasks. There, you can find in the work breakdown structure, the five work packages with its deliverables, responsible institution/person and deadline. All of the deliverables that have passed the Quality Assurance process have been uploaded in OP by their WP leaders. This way, coordinators and project members can check the final version of the documents at any time.

It also contains a folder with the minutes of the meetings and the PowerPoint presentations of each workshop, which was created upon request of several partners who wanted to find it there in addition to the Dropbox folder.

Considering that we have had new staff from UNA and from other universities joining the project, and upon the request of the coordinators, we created an Open Project Tutorial to facilitate the navigation through the platform. See Annex 3.