

REPORT

Study Visit on EVS partnership building KOSOVO*

4th to 8th June 2013



(*) All reference to Kosovo in this document, whether to the territory, institutions or population, in this text shall be understood in full compliance with United Nations Security Council Resolution 1244 and without prejudice to the status of Kosovo

Background information

→ Aim and objectives

This study visit on EVS partnership building was a support measure organized by the SALTO South East Europe Resource Centre and CIMO, the Finnish National Agency in the frame of the European Union's Youth in Action Programme. The aim of the activity was to offer the opportunity to a small group of 15 youth workers coming from youth organizations directly involved with European Voluntary Service (EVS) in Finland, Albania and Kosovo, to discover together the youth work scene in Kosovo and explore possibilities for establishing partnerships for hosting or sending volunteers within the EVS programme.

The specific objectives of the study visit were:

- to get familiar with the youth reality in Kosovo,
- to visit different youth organizations and learn about their activities and experience with EVS,
- to promote cooperation between organizations coming from Finland, Kosovo and Albania,
- to provide a basis for partnership building within the Action 2 - EVS.

→ Methodology

A variety of methodology was used during this short study visit. The event was a combination of short thematic inputs, organized visits and meetings, informal social events and structured time for reflection and discussion. Partnership building was an underlying process present throughout the whole study visit, which also included individual reflection time with the help of a tool for partnership building developed especially for this event.

There were not many structured sessions of non-formal education during the study visit, as the idea was to bring facilitator's involvement to the minimum possible level, living more space to the participants and the local stakeholders and the partnership building process among them. More structured sessions were the welcome evening and the session on getting to know each other, which included activities for getting to know each other and group building; the sessions on introducing the participants with youth work and EVS in Kosovo and with the cooperation between Finland and Kosovo in these fields, done through short inputs and discussions; the reflection on the visits, done using the "world café" method; and the last session on partnership building, which was organized in a form of structured open space. All other events and activities were also planned, structured and facilitated by the organizers' team, but they were less formal and included more time for informal interaction between the different stakeholders.

To ease and support the partnership building process, the participants were presented with a tool for partnership building. The tool included questions for individual reflection focused on the local organizations that we visited, on the other organizations represented at the study visit, and on any other questions for further exploration regarding EVS and the Youth in Action Programme. The participants were encouraged to use the tool for reflection during the whole event. At the end the facilitator asked the participants to use the outcomes consisted in the tool in order to plan their actions during the session on partnership building, which was divided into sort clusters of time

available for individual meetings, small group discussions or consultations regarding EVS and the Youth in Action Programme. The tool for partnership building is attached to this report, and the outcomes of its use are included in the summary of the evaluation forms.

→ Participants

First name	Last name	Organization	Country
Adela	Bani	Partners Albania	Albania
Lavdrim	Shehu	Youth in Free Initiative	Albania
Jerina	Stamo	Albanian National Training and Technical Assistance Resource Center (ANTTARC)	Albania
Merdiana	Beqiri	Albaaniyhdistys Bashkimi ry	Finland
Ilmi	Dibrani	Youth services of Oulu	Finland
Janne	Kuitu	Youth services of Kuopio	Finland
Heli	Lehto	Internation youth centre Villa Elba	Finland
Mimosa	Lindström	Kansainvälinen vapaaehtoistyö ry (KVT)	Finland
Veli-Matti	Pyhänniska	Youth services of Oulu	Finland
Hanna-Maria	Rajala	Maailmanvaihto ry	Finland
Muhamet	Arifi	Balkan Sunflowers	Kosovo
Fleta	Baraku	NGO "Twelve"	Kosovo
Heloina	Elezaj	Youth centre Ardhmeria-Kline	Kosovo
Armend	Morina	Peer Educators Network	Kosovo
Ljubisa	Saric	SHL Kosova	Kosovo
Jehona	Veselaj	Youth centre Ardhmeria-Kline	Kosovo

→ Organizing team

The organizing team present at the Study visit was composed of a representative from the SALTO South East Europe Resource Centre – Jana Gruden, a representative from CIMO, the Finnish National Agency - Terhi Liintola, person responsible for technical support - Milica Milovic (GAIA) and facilitator - Dragan Atanasov (creACTIVE).

→ Venue

The study visit to Kosovo has taken place at different locations: Prishtina, Klina, Orahevec (small town 28 kilometres from Prizren) and Plemetina (small town 14 kilometres away from Prishtina), where we have visited the following local youth organizations: Childproof (Klina), Youth Centre Ardhmeria-Kline (Klina), SHL Kosova (Orahevec) and Balkan Sunflowers (Plemetina).

The base for our visits was Prishtina where participants were accommodated in single rooms in »Hotel Begolli«. Hotel Begolli is located 5 minutes from the city center. However on the 6th June we have visited Plemetina, where participants had a possibility to stay at local families. The aim of these home stays was to give participants an opportunity to deepen their understanding of local realities and provide space for intercultural exchange among all involved.



Map of Kosovo with locations that we have visited.

Programme and implementation of the study visit

➔ Final version of the programme

The final version of the activity program is attached to this report. The program was generally implemented as it was planned at the preparatory meeting. There was one minor change: a visit of the Ministry of Youth, Culture and Education was added on the last day. The Director of the Youth Department of the Ministry sent an invitation for a visit only during the study visit itself. The invitation was considered and accepted by the team, in order to use the unique opportunity for meeting officials from the Ministry and establishing contacts that might be useful for further cooperation.

The short study visit was a combination between meetings with various local stakeholders in the field of youth work and EVS and a structured process of partnership building. During three working days, the participants had a chance to visit local organizations and meet representatives of relevant institutions; but also to interact with each other and initiate processes of partnership building and project development. In addition, there was also an opportunity for exploring the local culture in Kosovo through an organized evening activity with local young people and an optional overnight stay with hosting families.

The activity program was planned, designed and implemented by the organizing team of the study visit. The process was facilitated by Dragan Atanasov, while the visits and all other activities that involved interaction with the local community were implemented in close cooperation with Milica Milovic, as a person responsible for technical support during the event. The representatives of the

SALTO South East Europe Resource Centre and CIMO, the Finnish National Agency (Jana Gruden and Terhi Liintola) were also involved in implementing the program, particularly by providing inputs on various topics.

○ **Introduction, getting to know each other**

The participants had a chance to get to know each other during the welcome evening and the morning of the first working day. The welcome evening consisted of two short activities aimed at getting to know each other, followed by an informal time with snacks and drinks offered by the organizers. The structured activities included a version of the game scrabble, during which the participants were asked to write their name on the board and tell a short story about its meaning and origin. For the second activity each participant had to write three personal statements that were true and one that was not. Then the participants were invited to walk around and meet everyone else, trying to guess the false statement, which also served as an introduction to the informal social time.

The first morning session was used for more getting to know each other, through a short speed dating exercise, which provided a chance for the participants to exchange their experiences in the field of non-formal education, youth work and EVS with most of the other group members. During this session the group was also introduced to the study visit, its background, the aim and objectives, the activity program, the partnership building process, as well as with all logistical and technical issues.

○ **Introduction to youth work and EVS in Kosovo; and to the cooperation between Finland and Kosovo in the fields of youth and EVS**

In order to provide a basis for discussing and planning cooperation in the field of EVS, the participants were firstly introduced with youth work and EVS in Kosovo and the existing cooperation between Finland and Kosovo in those two fields. This introduction was done through short inputs, followed by time for questions and short discussions.

The situation in the field of youth work in Kosovo was introduced by a guest speaker – Mr. Rand Engel from the organization Balkan Sunflowers. He spoke about his experience of working in the non-profit sector in Kosovo, but he also outlined some major characteristics of the work of organizations in the field of youth work, their strengths and weaknesses, and the potentials for cooperation with them. Jana Gruden from the SALTO South East Europe Resource Centre then made a short input about the experience that organizations from Kosovo have in the frame of the Youth in Action Programme and EVS in more particular. She shared statistical information about the number of accredited organizations, approved projects and sent and hosted volunteers, but she also underlined the main developments in this field in Kosovo.

There were three short inputs on the cooperation between Finland and Kosovo in the fields of youth and EVS. Firstly, the participants met a guest from the Embassy of Finland in Kosovo, who shared some information about the history of cooperation between the two sides and the potential programs that could be used. Then the representative of CIMO, the Finish National Agency – Terhi Liintola presented information about the number of projects already implemented in cooperation between organizations from Finland and Kosovo. At the end there was a short input by one of the Finish participants – Ilmi Dibrani, who was originally from Kosovo and thus he could make a comparison between the two countries, both in the sense of their cultures and the different working environments in the youth field.

○ Visits of youth organizations from Kosovo

The visits of local youth organizations were the most essential element of the study visit. This part of the event provided the participants with an opportunity to meet youth workers, young people and EVS volunteers from accredited EVS sending, host and coordinating organizations from Kosovo. Thus, it was crucial for establishing partnerships in the field of EVS between organizations from Finland and Kosovo.

During the study visit the group visited four organizations from three different places: Childproof (Klina), Youth Centre Ardhmeria-Kline (Klina), SHL Kosova (Orahovec) and Balkan Sunflowers (Plemetina). Each visit consisted of a short presentation prepared by organization's staff, followed by questions from the participants and short discussion, and informal time for interacting with organization's team, target group and EVS volunteers, if the organization was hosting ones. There was fairly enough time for the participants to exchange contacts and shortly talk with the staff of all organizations they have visited. Though there was probably not enough time to discuss concrete project ideas, the networking process was initiated and a platform was provided for further communication and cooperation.

On the third working day there was time allocated for reflection on the visits of local organizations. During one hour the participants shared their impressions from the visits and answered some concrete questions raised by the organizers' team, such as: what has surprised them the most during the visits; what kind of potential for cooperation have they discovered etc.

○ Other meetings with local stakeholders

Besides meeting the guest speakers during the first day and the representatives of local organizations, the participants also had an opportunity to meet Mr. Xhevat Bajrami – Director of the Youth Department in the Ministry of Youth, Culture and Education. The group met the director over dinner on the first day of the study visit. Inspired by the meeting, the director invited the participants for a visit of the Ministry, which was scheduled for the morning on the 7th of June. Both meetings were an occasion for discussing questions in the field of youth work in Kosovo, particularly in relation to the cooperation between institutions and organizations and the support that the Ministry was providing to the youth sector in Kosovo. During the visit of the Ministry the participants received copies of the Kosovo youth strategy, while they also met other officers from the Ministry who could provide more detailed information regarding some more specific questions.

The second working day of the study visit included an organized evening activity involving local young people. Balkan Sunflowers, as one of the accredited EVS sending, host and coordinating organizations, organized a film screening and a small music concert in their learning center in Plemetina, near Pristina. This event was an opportunity for the participants to learn more about the lifestyle of young people in Kosovo by talking directly to them. The event lasted for about two hours and it included some time for informal talks and interaction with the community members.

The organizers also provided the participants with an optional overnight stay with a hosting family on the 6th of June. The aim of this activity was to give participants an opportunity to deepen their understanding of local realities and provide space for intercultural exchange among all involved. In addition, in this way the participants could also experience an important aspect of the EVS hosting project of one of the accredited organizations – Balkan Sunflowers. All EVS volunteers hosted by this organization spend at least three months in host families in villages around Pristina. Staying overnight in one of the families that this organization cooperates with was a very unique opportunity for the representatives of organizations from Finland to experience something that their young people would also experience if they are sent to Balkan Sunflower's hosting project. The participants

who decided not to stay with hosting families were provided with room and boarding in the hotel in Pristina.

○ Partnership building in the field of EVS and consultations regarding the Youth in Action Programme

The process of partnership building during this study visit was done on two different levels: partnership building between organization represented at the event and the local organizations that the group visited; and networking among the participants themselves. While the main focus of this event was to provide a platform for establishing partnerships between organizations from Finland and Kosovo, participants from Albania were also involved and this provided a chance for partnership building with them as well. On the other hand, while the focus was naturally put on the local organizations that the group visited, representatives of other local organizations were also involved in the study visit. These two aspects had to be taken into consideration when planning and facilitating the partnership building process in order to utilize the involvement of various individuals and organizations to the greatest extent possible.

The process of partnership building was started already with the getting to know each other activities, but the most important session for establishing partnerships took place on the afternoon of the 7th of June. The partnership building component was imagined as a self-directed process, planned and organized by the participants themselves. To achieve this, at the beginning of the study visit each participant received a copy of the tool for partnership building developed particularly for this event. The tool included reflective questions that the participants could use in order to summarize their impressions and to outline potential fields of cooperation both with the visited organizations and with the other organizations represented at the event. The tool also provided space for noting additional questions regarding the Youth in Action Programme and EVS, which the participants would like to talk about during the event. The facilitator introduced the tool at the very beginning of the study visit and encouraged the participants to use it for taking notes throughout the whole study visit. At the last day the participants could use the main outcomes and conclusions listed in the tool in order to plan their actions during the partnership building session, which was designed in the form of open space that each participant could fill in according to one's individual wishes and expectations. This session also provided space for consultations with the representatives of the SALTO South East Europe Resource Centre and CIMO, the Finish National Agency regarding the Youth in Action Programme and EVS.

Outcomes of the Short Study Visit

➔ Aim and objectives

We believe that the objectives of this study visit were accomplished to a great extent. In relation to the first objective, the participants had a chance to get familiar with the youth reality in Kosovo, not only through talking to representatives of the youth sector in Kosovo, but also through meeting young people and talking directly to them. An opportunity was also provided for an overnight stay with hosting families in Plemetina, which was another great chance for exploring the reality of young people in Kosovo.

Another objective was to visit youth organizations and learn about their activities and experience with EVS. In total four organizations were visited; the participants met their staff members, the young people that they work with and their currently serving EVS volunteers as well. The visits also

included time for informal interaction between the participants and organizations' staff, which provided exchange of ideas and experiences between them.

The third objective was to promote cooperation between organizations coming from Finland, Kosovo and Albania. The whole event was organized in a way that would encourage the cooperation between the organizations represented at the study visit. As a result, most of the participants managed to initiate cooperation with at least one more organization present at the event. Examples for such partnership can be found in the final evaluation forms.

Most of the concrete ideas resulting from this study visit were in the field of Action 2 – EVS, which was in fact the fourth objective of the event. The evaluation forms include a number of concrete plans for cooperation in the field of EVS, including sending volunteers from Finland to Kosovo and/or Albania and the other way around. Cooperation within Action 2 – EVS was in the focus of our work, and as a result we can conclude that this objective was reached as well.

Taking into consideration everything stated above, we can conclude that the overall aim of this event was achieved to a great extent – the study visit did offer an opportunity to a small group of youth workers coming from youth organizations directly involved with European Voluntary Service (EVS) in Finland, Albania and Kosovo, to discover together the youth work scene in Kosovo and explore possibilities for establishing partnerships for hosting or sending volunteers within the EVS programme.

➔ Overview of participants' evaluation forms

The evaluation forms that participants filled in at the end were overly positive. The average grades for each question varied from 4 (on project venues, partnership building process) to 4.7 (on facilitation) out of 5. The participants were also asked to write comments for each of the questions. All comments are compiled into one file and attached to this final report.

The participants generally gave very positive feedback on the study visit. Most of them said that the study visit completely met or exceeded their expectations. It was more intensive than what most of them expected, and they felt like they got a lot during just three days. Participants were very satisfied with the practical and logistical organization of the event, especially considering the number and variety of activities that were implemented. The facilitation of the event was also graded positively.

Main complaint was the lack of the time and the great intensity of the event. Many participants recommended at least one additional day in case another study visit is organized in the future. They would have appreciated more time for reflection on the visits and discussions within the group. They also felt like there was not enough time to get to know the represented organizations and thus they asked for more free time for partnership building within the group, but also for exploring Kosovo and the local culture. Another suggestion for next events was to provide more detailed information in advance – such as the number of participants.

As expected, highlights of the study visit were the visits of local organizations and the social event and overnight stay in Plemetina. Participants stated that they have learned the most during these activities, but also from the discussions and reflections we have had. At the end of the study visit they felt that they learned the most about the reality in Kosovo (the work of organizations, the youth sector), the work of organizations in Finland and about EVS in general.

➔ Ideas and plans for cooperation

One of the questions in the evaluation form asked for concrete ideas or plans for cooperation in the field of EVS that have originated during the study visit.

Most of the participants had some concrete ideas for cooperation at the end of the event. Ideas listed in the evaluation forms include: exchange of EVS volunteers, youth exchanges, job shadowing projects and study visits. As expected, most of the ideas were in the framework of EVS, including both sending volunteers from Finland to Kosovo and/or Albania and the other way around. A couple of evaluation forms mentioned more strategic partnerships in the sense of sharing good practices and establishing long-term cooperation. Some of the participants stated that they already knew which concrete organization they would like to cooperate with, which was the aim of the event.

Annexes:

1. Final activity program
2. Tool for partnership building used during the study visit
3. List of participants
4. Useful resources
5. Summary of participants' evaluation forms

Annex 1: Final activity program

4 th of June	5 th of June	6 th of June	7 th of June	8 th of June
9:00 – 10:00	Introduction to the SSV and getting to know each other on a personal and professional level	Traveling to Klina	Visit of the learning center of Balkan Sunflowers in Plemetina and meeting an EVS volunteer (9:30 – 11:00)	Departure of participants
10:00 – 11:00				
11:00 – 12:00				
12:00 – 13:00		Meeting with Youth Center Ardhmeria (11:30 – 13:00)	Visit of the Ministry of Youth, Culture and Education (12:00 – 13:00)	
13:00 – 14:00				
14:00 – 15:00				
15:00 – 16:00	Cooperation between Finland and Kosovo in the field of youth and EVS: short inputs by Finish NA, participant from Finland and the Finish embassy in Pristina	Lunch in Klina	Lunch and free time	
16:00 – 17:00				
17:00 – 18:00	Coffee Break	Meeting with SHL Kosovo (15:00 – 16:30)	Reflection on the visits Partnership building in the field of EVS and consultations regarding the YiA Programme	
18:00 – 19:00	Introduction to youth work and EVS in Kosovo: short inputs by SALTO SEE and quest speaker from Balkan Sunflowers + Q&A	Traveling to Plemetina (16:30 – 18:00)	Partnership building continued Evaluation, follow-up and closure	
19:00 – 20:00				
20:00 – 23:00				
Night in	Dinner	Accommodation and dinner in the hosting families	Dinner out in a traditional restaurant	
	Arrival of participants	Movie night and concert in Plemetina (20:30 – 23:00)	Pristina	

Annex 2: Tool for partnership building used during the study visit

Study Visit EVS partnership building 4th to 8th of June 2013, Kosovo	
Tool for partnership building	

This tool was designed to assist you in the process of building partnerships with organizations represented at this Short Study Visit. You can use it to summarize your impressions from the visits, to mark important findings about the other organizations, to note your ideas for potential cooperation with them, as well as to list questions and issues that you would like to further explore either during the SSV or after it. Using the tool is optional – feel free to use it in the way that makes the most sense for you, or even not to use it at all!

The tool has three parts: the first part is supposed to be used for summarizing your impressions from the visits; the second part lists all organizations represented at the SSV and it is a place where you can mark potential points for cooperation with each of them; and the third part gives you the opportunity to state the most important questions that you would like to explore during the SSV. All three parts are meant to be used simultaneously, so feel free to fill them in the way that makes the most sense for you. And you can always get back to one of them in order to make additional notes or corrections.

Even if you decide not to use this tool, we are strongly encouraging you to find another way to mark your findings during this SSV. During the upcoming few days you will get to know many individuals and organizations and it might not be easy to keep track of all the different data you will collect. Make sure you take note of everything important in such a way that you can keep and use the information also after the SSV.

Part I: Impressions from the EVS hosting projects visited during the SSV

Organisation's name			
General impressions from the visit:			
We are interested in sending volunteers in this project	<input type="checkbox"/> Yes <input type="checkbox"/> No	Comments:	
The requested profile of volunteers fits to the profiles of our potential EVS volunteers	<input type="checkbox"/> Yes <input type="checkbox"/> No	Comments:	
The organization is interested to host volunteers from my organization	<input type="checkbox"/> Yes <input type="checkbox"/> No	Comments:	
Other ways to cooperate with this organization	<input type="checkbox"/> Host their volunteers <input type="checkbox"/> Exchange knowledge and experience <input type="checkbox"/> Do other projects in the framework of the Youth In Action Programme <input type="checkbox"/> Other:		

Questions to further explore:

Part II: Potential points for cooperation with the other organizations represented at the SSV

Organization	Working in a similar field	Sharing similar priorities and values	Interested in hosting our volunteers	Interested in sending volunteers to our project	Interested in developing other types of projects	Notes/ questions
Partners Albania						
Albanian National Training and Technical Assistance Resource Center						
Youth in Free Initiative						
Peer Educators Network						

SHL Kosova							
Balkan Sunflowers							
Youth centre Ardhermeria-Kline							
Youth services of Kuopio							
Youth services of Oulu							
Kansainvälinen vapaaehtoistyö ry (KVT)							
Albaanijhdistys Bashkimi ry							
Internation youth centre Villa Elba							

Maailmanvaihto ry				
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Part III: Additional questions and issues to be further explored

Theme	Question/ Issue	Individuals that I could discuss this question with
Youth work and EVS in Kosovo		
Cooperation between Kosovo/Albania and Finland in the field of EVS and the Youth in Action Programme		
Sending and hosting EVS volunteers		
EVS/ Youth in Action Programme in general		

Annex 3: List of participants

First name	Last name	Gender	Organisation	Country	E-mail
Lavdrim	Shehu	male	Youth in Free Initiative	Albania	lavdrimshehu@yahoo.co.uk
Jerina	Stamo	female	Albanian National Training and Technical Assistance Resource Center	Albania	jerina.stamo@gmail.com
Adela	Bani	female	Partners Albania	Albania	abani@partnersalbania.org
Janne	Kuitu	male	Youth services of Kuopio	Finland	janne.kuitu@kuopio.fi
Ilmi	Dibrani	male	Youth services of Oulu, youth worker in a youth house	Finland	ilmi.dibrani@ouka.fi
Veli-Matti	Pyhänniska	male	Coordinator for civic services in Oulu	Finland	veli-matti.pyhanniska@ouka.fi
Mimosa	Lindström	female	Kansainvälinen vapaaehtoistyö ry (KVT)	Finland	mimosa@kvtf Finland.org
Merdiana	Begiri	female	Albaaniyhdistys Bashkimi ry	Finland	merdiana.begiri@helsinki.fi
Heli	Lehto	female	International youth centre Villa Elba	Finland	heli.lehto@korkola.fi
Hanna-Maria	Rajala	female	Maailmanvaihto ry	Finland	hanna.rajala@gmail.com
Jehona	Veselaj	female	Youth centre Ardhmeria-Kline	Kosovo	jehonna_veselaj@hotmail.com
Heloina	Elezaj	female	Youth centre Ardhmeria-Kline	Kosovo	linna_richi@hotmail.com
Muhamet	Arifi	male	Balkan Sunflowers	Kosovo	muhamet.arifi@balkansunflowers.org
Ljubisa	Saric	male	SHL Kosovo	Kosovo	ljubisa.saric@hotmail.com
Armend	Morina	male	Peer Educators Network	Kosovo	armend.morina@kosoovinnovations.org

List of visited organisations

Visited organisation	Country	Town	EVS contact person name	EVS contact person e-mail
Youth centre Ardheria-Kline	Kosovo	Klina	Vitore Zefi	vitorezefi@yahoo.com
Balkan Sunflowers	Kosovo	Prishtina	Nenad Andric	Nenad.Andric@balkansunflowers.org ; rand.engel@balkansunflowers.org
Childproof	Kosovo	Klina	Mevlude Murtezi	Info.cipof@gmail.com
SHL Kosova	Kosovo	Rahovec	Shkumbin Arifi	shkumbinarifi@gmail.com

Team

Organisation	Contact person name	Contact person e-mail
SALTO South East Europe Resource Centre	Jana Gruden	jana.gruden@mva.si
CIMO, Finnish National Agency	Terhi Liintola	Terhi.liintola@cimo.fi
facilitator (creACTIVE)	Dragan Atanasov	atanasov@kreativ.mk
technical support (GAIA)	Milica Milovic	milicam78@gmail.com

Annex 4: Useful resources

• Related to EVS

- [Hopscotch to quality in EVS](#)
- Youthpass:
 - [Youthpass for all!](#)
 - [Guide](#)
- [Hands on guide EVS](#)
- [Hands on guide mentoring](#)
- [Hands on guide hosting](#)
- [Use your hands to move ahead](#)
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• Youth policies and youth work in Kosovo

- [Youth policies and youth work in Kosovo](#)

• Recognition of youth work and non-formal learning in SEE

- [Impact of the Cooperation with South East Europe within the Youth in Action Programme](#)
- [Symposium on Recognition of Youth Work and Non-formal Learning in SEE](#)
- [Unlocking Doors to Recognition -Setting up strategies for better recognition of youth work and non-formal education / learning in your context](#)

Annex 5: Summary of participants' evaluation forms

1. To what extend are you satisfied with the Study Visit in general?

Average grade: **4.3**

Comments:

- I am very satisfied with the Short Study Visit and I hope that in the future we can do youth exchange and study visit.
- The Study Visit was very useful and interesting. Some organizational problems did however take place.
- I was really satisfied and glad to be part of this SSV.
- I would say absolutely it satisfied me! It has concluded many different activities in it, so that made it an interesting learning.
- One of the best study visits I have joined.
- It was short time for discussions and working groups.
- Program was really intense but interesting! I got very inspired about a lot of things (despite the last day's tiredness) especially from visit to Plemetina. Only minus was lack of time. Visit could have been one or two days longer so that it wouldn't have been so packed. Rather slow than fast :)
- My scale, better than they used to be.
- I am really satisfied with this study visit because now we can do any project with Finland!
- Pretty good methodology.
- Very good.
- First study visit, new people, practical lessons.
- Nice, tight, variable, touching, well structured program.

2. To what extend are you satisfied with practical organization and logistics of the Study Visit?

Average grade: **4.4**

Comments:

- I think that you did a very great job.
- Again, all activities and materials given during the study visit were really practical and helped us to see better the aims of this study visit.
- Great.
- Full five! No complaints!
- A bit of free time would have been nice, but it was even better to get so much of the program.
- Too small room at hotel also too hot.
- Good but in the day two I was really tired all the day :(
- Everything went smoothly and according to the planned agenda.
- The meeting room needs to be more comfortable.
- Good, little more free time needed.

3. To what extent are you satisfied with the information and support received beforehand?

Average grade: 4.5

Comments:

- I received enough information and I am happy for that.
- More information about the organizations and Finish youth work were needed.
- We got lot of information no. Personally, for me it was my first experience on being in the middle of so much prepared people, so that gave me the opportunity to get more useful info.
- Just a little confusion about the stay in host families. List of participants would have been nice to have in advance (easier to know how much material to bring).
- Very good organized.
- Not sure if it was just because of my own busy situation but I had a feeling sometimes that I have dropped away of e-mails and didn't receive all the info.
- Had I had more information about the program (earlier) I would have come more prepared.
- Very good.
- We have received enough information.
- EVS tips – materials – links and stuff have helped me a lot to profound mu knowledge on EVS practices.
- It was very clear.
- Enough

4. How did you like the project venues? (accommodation, food, working room)

Average grade: 4

Comments:

- I like it very much, especially the working room.
- The working room was a bit too small for so many people, but the hotel otherwise was really nice. Good restaurant-choices too.
- Well, I would say that the accommodation could have been better. Instead, everything else was very good.
- Accommodation and food very good. Working room a little bit too small.
- Food was super! (one big reason I love Balkans even though I am a vegetarian). Accommodation was good but the working place at the hotel was maybe a bit small.
- Only minus was the working room, too small and noisy for this group.
- 1 for room at hotel and 5 for food and accommodation
- Everything was good!
- Acceptable.

5. To what extent are you satisfied with the activity program of the Study Visit? Please name the program elements that were of the greatest importance for you personally.

Average grade: **4.5**

Comments:

- I liked Plemetina very well, the job they do and so on. All the activities were good.
- Music in Plemetina, seeing the youth centers, meeting all the people. However, I find it strange that BSF was so much in our schedule (3 days, something).
- The visit.
- I would specify the visit of the centers.
- Very well spent time but most important for me was to get to know the people that joined this SV and their organizations, and the "bigger" youth centers.
- Partnership building, study visits in locations.
- Programme was very well organized and since I am quite practical person I really enjoyed the experience in Plemetina.
- The entire visit to Plemetina + meeting the people SHL Kosova was great. Wonderful staff organizing the trip. Informal talks with the other participants.
- That we know more about other NGOs.
- Partnership building element – table rotation and the comments we had to put on paper.
- Meeting the EVS volunteers.
- Roma, Plemetina, Youth Center visits.