SALTO SEE MEETING OF EVS ACREDITED ORGANISATIONS IN SERBIA
6th – 7th October 2017, Belgrade

REPORT

Facilitators: Marija Popović, Danijela Matorčević
SALTO SEE representative: Andrej Troha
TEMPUS Foundation representatives: Petar Kecman, Iva Tašić, Srđan Mitrović

1.) Aims of the meeting:
- to promote quality in EVS
- to support organizations in exchange of experience and challenges faced in implementing EVS
- to inform organizations about support system offered by SALTO SEE and Tempus Foundation in Serbia
- to support networking between organizations
- to inform organizations about the novelties in E+ for the future

2.) Short description:
This has been the first meeting of EVS accredited organisations in Serbia. It gathered some very experienced EVS organisations, some fairly experienced and almost half of the group were representatives of the not experienced organisations in EVS, but willing to get more involved.
As Serbia is currently at the pilot phase and practicing to become fully involved Erasmus+ programme country, EVS organisations in Serbia at the moment have two support structures: SALTO SEE and TEMPUS. At the meeting we had 22 participants, representatives of 21 organisations having different statues in EVS (majority of them accredited, few in the process of accreditation or with first accreditation request granted negative, few needing to do their re-accreditation), accompanied by 1 representative of SALTO SEE, 3 representatives of TEMPUS Foundation and 2 facilitators.
This meeting comes in a very important period of EVS programme. It is announced that the next year EVS will cease existing and the European Solidarity Corps (ESC) programme will replace it. At the moment, we do not have many information about the ESC, as it has not yet been finalised and voted upon by the European Commission. Nevertheless, this meeting is useful to all EVS organisations, as it is focusing on QUALITY in EVS projects. No matter how the Erasmus+ programme evolves when it comes to volunteering, reflecting about and encouraging quality in EVS will be useful for potential involvement of these organisations in any Erasmus+ volunteer programme.

3.) Final programme:

DAY 1
09:30 – 10:00   Registration of participants
10:00 – 11:30   Introductory session
11:30 – 12:00   Coffee break   DAY 2
12:00 – 13:30   Sending role   09:30 – 11:00   Quality EVS project
13:30 – 15:00   Lunch break   11:00 – 11:30   Coffee break
15:00 – 16:30   Hosting and Coordinating role   11:30 – 12:30   Open Space
16:30 – 17:00   Coffee break   12:30 – 13:00   Evaluation and closure
17:00 – 18:30   Support system in EVS

4.) Achievements of the meeting:

Even though the meeting was just one and a half day long, the participants got to know each other well rather fast, thanks to the getting to know activities at the beginning of the meeting. The atmosphere in the group was positive from the start and throughout the whole meeting. Participants used the opportunity to share their EVS related experiences and discuss about quality in EVS projects. In specific sessions, the group discussions resulted in recommendations for EVS organisations in order to develop quality projects.

Also, participants got more acquainted with the SALTO SEE and TEMPUS Foundation, as well as with the basic introduction to the ESC programme.

In general, the meeting was useful to all and all participants have expressed their satisfaction and gratitude with this possibility for meeting other EVS organisations in Serbia. However, as one expressed also in the evaluation form – the less experienced organisations/participants gained more from this meeting and several very experienced organisations not so much, as there were not many possibilities to voice and actually discuss something they call "higher" doubts in implementation of EVS projects. Taken that the majority of the group participants were less experienced organisations in EVS, and that the meeting was tailored to the existing group and exchange among them, it is a pity that not more highly experienced organisations have participated at the meeting.

5.) DETAILED PROGRAMME DEVELOPMENT WITH RESPECTIVE SESSION RESULTS:

Session	INTRODUCTORY SESSION
Date/duration	**6th October 2017; 90 minutes**
Objectives	• To introduce the meeting, its actors and stakeholders • To start the process of getting to know each and group building • To introduce the background of the meeting, the working programme, its objectives and purpose • To briefly inform the participants about the novelties in Erasmus+ (in relation to EVS) for the future

Session flow	- Introductory welcome by Andrej
	- Presentation of team members
	- Ice-breaking activities and name games – Methods: name games and following:
	   o GROUP GEOGRAPHY: people are given instruction that the room is Serbia, where is the North, South, East and West. According to that they should position themselves in the room according where they come.
	   o Participants line-up themselves according to the:
	     ▪ experience in EVS (how many years)
	     ▪ how many volunteers they received?
	     ▪ how many volunteers they sent?
	- Getting to know each other better (especially in relation to the topic of the meeting) –
	- SPEED DATING:
	   o Town/Place of your organisation and how nice area/city it is for potential EVS volunteers?
	   o What is your personal experience in/with EVS?

	o As organisation – tell us more about your accreditation (process and) result? o The most interesting aspect of my work with EVS is… o The most boring aspect of my work with EVS is… o Challenges of young people today are... o Young people do not want to volunteer (in my local context) because… o Your experience with submitting Erasmus+ projects to the EACEA in Brussels - Presentation of the programme and the background of it, including short intro about the novelties in Erasmus+ - Expectations and possible contributions of participants - Participants are asked to write their expectations/contributions as answers to the following two questions: 1) "This meeting will be successful, if…", 2) "How can I contribute that this meeting get useful for me and my every day work?"
Session results and comments	Participants have gotten to know a bit about each other and the process of group building has started. They have felt good within the group and in the second part of the session they have already started to share their EVS experience so far. The activity of line-up showed that most of the participants are less experienced and not experienced in EVS so far. During the activity of writing their expectations from the meeting – there were no specific expectations, but only the general ones like: getting to know more EVS organisations in Serbia, networking, exchange of experiences, sharing, learning about EVS projects, etc.

Session	SENDING ROLE
Date/duration	6th October 2017; 90 minutes
Objectives	- To introduce the EVS project life-cycle elements/parts - To explore participants' experiences with sending EVS and in relation to different parts of the EVS project life-cycle - To provide opportunity for answers for potential participants' questions and needs for clarifications in relation to the sending role with EVS projects
Session flow	- Presentation of the overall EVS project life-cycle (Defining – Accreditation phase, Preparation phase, Implementation phase – Activity – EVS service, Evaluation and follow-up phase) with some milestones explanation and definition (project dates vs activity dates; on-arrival TC and mid-term meeting; report timing; etc.) – the idea is not to reveal too much about the project life-cycle at this stage, as we will leave to the participants to fill in the timeline with their experiences. - Group discussions and short presentations of the good practices as SO (in sending EVS role). Whoever has a good practice example is presenting, while using post-its and writing on post-its main idea of the presentation and post them on the timeline. (Participants are reminded of their application forms for the meeting where they expressed the wish to share this with the others.) If there are questions/concerns raising up, we are opening plenary discussion and answering those.
Session results and comments	Through presenting their good practice examples, participants have filled in the project management timeline. We have noticed that not enough practical examples have been shared for reintegration of volunteers after their return home. Therefore, we have agreed to have "reintegration of volunteers" as one of the topics in the open space planned for tomorrow. During the presentations and open discussions in plenary, we have tackled following elements/issues/topics: - Pre-departure training/meeting elements - Contract/agreement between all organisations and the volunteer - Work permit - Suggested mentorship of an ex EVS about visa procedure and residence permit - Preparation of the project application – visa budget planned well in advance; preparation period to be long enough - Involve volunteer in drafting project with HO/SO - Organising Skype conference with the volunteer during the preparation period – enable visualisation of the office space of the HO - Have sending mentor; have regular Skype meetings with the volunteer - Process of accreditation and accreditor asking questions was/is useful for organisations to reflect about different aspects of their future EVS projects - Gather feedback at the end from the volunteer and the HO – motivation for others - Importance of valorisation in the evaluation and follow-up phase - Existing web-platforms for valorisation and dissemination of results - During the EVS service, SO should perform several levels of evaluation and regular feedback from their sent volunteers - Using EuroPEERS for promotion of EVS - Regular EVS meetings (regular timing) in the organisation as a tool for promotion of EVS + including ex EVS volunteers in those meetings, so then the meetings serve also in the process of reintegration of volunteers - Having own network of contact points / cooperating organisations in the country – ex EVS being included in other organisations - Annual EVS event

Session	HOSTING AND COORDINATING ROLE
Date/duration	6th October 2017; 90 minutes
Objectives	- To define challenges and their potential solutions in hosting and coordinating roles during different phases of EVS project life cycle - To provide opportunity for answers for potential participants' questions and needs for clarifications in relation to the hosting and coordinating roles with EVS projects
Session flow	Complex silent floor brainstorming exercise with small groups and presentations in plenary: - Six flipchart papers with following titles:

	1. Challenges in hosting role during the preparation phase of an EVS project 2. Challenges in hosting role during the activity phase of an EVS project 3. Challenges in hosting role during the evaluation / follow-up phase of an EVS project 4. Challenges in coordinating role during the preparation phase of an EVS project 5. Challenges in coordinating role during the activity phase of an EVS project 6. Challenges in coordinating role during the evaluation / follow-up phase of an EVS project - Participants are divided in 6 groups and each group stands around one flipchart paper. They then have several minutes to write down any association they have for that flipchart, in silence. After several minutes, facilitator asks the groups of participants to move to the following flipchart paper (clockwise direction). They have again several minutes to read all that is written there and add their own thoughts. And, so we continue in clockwise direction and in silence until we have reached the first flipchart where we started the activity. This is when the silence is finished. - The small groups discuss the challenges written on that very flipchart paper. They have then 30 minutes for summing up all the challenges on that paper and offering solutions for each. - The session finishes with presentations of the solutions to the plenary.
Session results and comments	Typed in below

COORDINATING ROLE

Challenge	Solution
PREPARATION PHASE	
Partner values and motivation	• contact making project/seminar • work with partners that you know • partners should work with same topics (be from similar field)
Meeting highest standards	training – task division
(Not)knowing partners and finding partners	Contact receiving and sending organisations via recommendations Skype – research
Task division among Coordinating – Receiving and Sending organisations	Done through Agreement and meetings
IMPLEMENTATION PHASE	
Promotion on social networks	Define minimum standards regarding the project communication
Trying not to crack under the pressure	Check if everything is going ok and make adaptations if need
Volunteer wants to go home	Get in touch with the coordinator; do a retention - if something can be changed; if there is a problem in the organisation, then try to solve it first. In case it doesn't resolve, start a procedure of bringing them back. In case it is a personal issue, that's another story.
Volunteer does not respect the project	Call them on the contract they signer; make detailed contracts btw
FOLLOW-UP AND EVALUATION	
Different points of view	
Sharing experience	
Dissemination	
Final report	
Motivation for evaluation	
Youthpass	
Obtaining information and reports from all partners	
Long term effects	

RECEIVING ROLE

Challenge	Solution
PREPARATION PHASE	
Accommodation	• Agreement with volunteer • Start on time contract with owner
Capacity of organisation	
Activities for volunteers	To have plan B, flexibility
Social mentoring	Ex-EVS volunteers
Choosing right volunteer	APV – Skype – Motivation letter
Pre-departure	SALTO tools online, Programme Guide
Documents and visa	Research – communication with Embassy and immigration office – responsible person
IMPLEMENTATION PHASE	
Number/quantity of activities	Activities need to be balanced; In general, better more activities than less activities as the person might feel purposeful
Disappointment with volunteer tasks	Clear definition of tasks in the contract, define tasks in advance; call for project needs to be clear and list all the tasks.
Disappointment with mentor	Mentor needs to been explained what their role is; they should be volunteers; the mentor should/may be obligated with a contract or defined tasks in written. In the call for mentor tasks have to be clearly explained. If the mentor does not comply with the tasks, call them on the paper they signed/the call.
Monitoring of learning process	YouthPass to be filled in on constant basis, make volunteer writes a diary to follow the learning process.
Cash flow - where to find the last 20%	In 20% put costs for sending organisations e.g. and some costs which can be paid later if possible.

Cultural challenges and difficulties	Role of sending organisation to prepare the volunteer. However, the mentor/host should support the volunteer.
Volunteer wants to go home	Get in touch with the sending organisation do a retention - if something can be changed; if there is a problem in the organisation, then try to solve it first. In case it doesn't resolve, start a procedure of bringing them back. In case it is a personal issue, that's another story. Mutual flexibility of all involved sides for making compromises is needed.

FOLLOW-UP AND EVALUATION

Communication between partners	• People with experience • Collect information regularly • Separate communication (individual and collective)
Satisfaction on both sides	Rethink the project and propose solutions – adaptations
Values "keeper"	Take into account different value systems, be flexible, adapt
Presentation of problem	Debate space for feedback – constructive solution
Tools for evaluation	• Evaluation toolkits (CoE + EU) • Periodic review (RO-SO-V) • Platform
Valorisation of the project	• Meet the local authorities • Go to schools
Job	Develop competences (mentor support and orientation)

Session	SUPPORT SYSTEM IN EVS
Date/duration	6th October 2017; 90 minutes
Objectives	• To provide information on the support system and its stakeholders' roles in EVS in Serbia • To clarify questions that were raised in the previous sessions, and which are related to the roles of SALTO SEE and The Tempus Foundation

Session flow	Introduction:
	• Speaker welcomes the guests and presents the topic of the show. She reminds the guests in the TV studio that they will have opportunity to ask questions to the guests.
	• Introduction of the guests (Andrej Troha, Iva Tašić, Srđan Mitrović and Petar Kecman);
	• The speaker was interviewing guests in parallel. After each question, the audience was given an opportunity to ask additional questions and to ask for clarifications.
	
	• She asked following types of questions:
	   ○ Questions: What is SALTO SEE/Tempus Foundation? What are its aims?
	   ○ What is your main field of work?
	   ○ How does SALTO SEE/Tempus Foundation support the organisations to take part in EVS?
	   ○ How does SALTO SEE/Tempus Foundation support individual volunteers?
	   ○ How big is your team?
	   ○ How organisations can get in contact with you?
	
	• Specific question to Andrej Troha:
	   ○ Where do you see yourself (SALTO SEE) in the future, taking into account the changes in the Programme, WB countries becoming Programme Countries etc.
	• Specific questions to Srđan Mitrović
	   ○ Do you have any resources in Serbian available?
	   ○ When will Tempus Foundation become officially NA for E+?
	   ○ How many deadlines you will publish for E+ Youth next year?
	
	• THANK YOU FOR YOUR ATTENTION AND GOODBYE!

Session results and comments	The session was interactive, and the audience asked quite some questions. They were mostly related to the future of Erasmus+, and EVS, as well as to some concrete aspects of work of SALTO SEE, and the Tempus Foundation. The session has made clear the roles and responsibilities of those two organisations, as well as brought them closer to their beneficiaries.

Session	**RECOMMENDATIONS FOR QUALITY EVS PROJECT**
Date/duration	**7th October 2017; 90 minutes**
Objectives	• To answer participants' questions still left unanswered from the timeline • To draft recommendations / minimum requirements for each of the phases of the EVS project cycle in order to ensure its quality
Session flow	The participants are split into 3 groups for 3 roles within EVS projects: sending, receiving, coordinating. Their task is to list a "minimum must" of organisations in that role to do in order to have a quality EVS project. After small groups of 40 minutes, participants present their group results in the plenary.
Session results and comments	Typed in below

SENDING ORGANISATION
Accreditation phase:
- To be competent in your area of work with young people, and to have capacity and good working background in your organisation, in order to get the accreditation.

Preparation phase:
- (Writing and applying process)
- To find a reliable partner (check the background of the partner if not familiar).
- Defining the topic between parties (including volunteer if known)
- Finding the right volunteer before applying (if not the open call after)
- (after the project is approved)
- Pre-departure training
- Setting and introducing the insurance for the volunteer (Basic info about Cigna, setting the account, etc.)
- Visa support (In a technical way)
- Agreement (Before signing the agreement, sending organisation should go through the agreement with the volunteer)
- Searching and booking the flight for volunteer.
- Online meeting between all the parties before departure

Implementation phase:
- Communication with the volunteer
- Providing any support and assistance for the volunteer if need.
- Communicating with the receiving organisation

Evaluation phase:
- Evaluating with a participant (live or via internet)
- Including the volunteer in dissemination activities of the project
- Annual meeting for returned EVS volunteers (registering the volunteer)

COORDINATING ORGANISATION
Coordinating prepares and applies for the project. It always includes 2 more partners (sending and receiving). It receives volunteers and distribute them to receiving partner(s).
Preparation phase:
- Collaboration with local partners
- Research for international partners (sending)
- Task division among all partners
- Writing the application
- Choosing the volunteer (depending on the agreement with hosting orgs)
- Preparation of accommodation, mentor, etc. together with hosting before the arrival of the volunteer (or depending on the agreement)
- Creating and signing Activity agreement together with sending partners and volunteer
- Creating and signing agreement with local partners

Activity phase:
- Youthpass
- Administration and support (visa, residency, etc.)
- EVS trainings
- Updating Mobility tool
- Insurance support
- Grant distribution

Follow-up phase:
- Dissemination of results
- Final report
- Grant distribution

RECEIVING ORGANISATION
Idea development and project preparation
- Getting accreditation for a receiving organisation
- Find a coordinating /sending organisation
- Communication between volunteer, receiving and sending organisation
- Optional: finding a volunteer and developing application according to their needs
- Arranging practicalities: living arrangements of the volunteer (approximately, so that the volunteer can know what the conditions are before they apply)
- Optional: conducting a survey about the volunteer's habits and needs in order to get to know them better and decrease risks
- Make sure the volunteer is interested in the topic of the program before the selection

- Communicating sending costs with the coordinating organisation; sending organisation can, according to a deal with the coordinator, to get some money
- Developing DRAFT weekly program for the volunteer
- Decision on a mentor, supervisor and a coordinator in the receiving organisation
- Write the application (include the language costs!)

Project preparation phase
- Constant communication with the sending organisation and the volunteer
- Communication regarding practicalities
- Sending an info pack to the volunteer what are the rules, what they can expect, what to bring, phone numbers etc.
- Arranging practicalities: living arrangements of the volunteer - already decided
- Conducting a health check of the volunteer in their country; in case of work with children and if state requires this
- Call for volunteer (if it hasn't been pre-decided already)
- Language support arrangements (plan it in advance, write it in the project application)
- Developing detailed weekly program for the volunteer

Implementation phase
- Health insurance (sending organisation is responsible for this)
- Conducting a health check of the volunteer in the receiving country for the ones working with children and youth, if required by the state or similar
- Arranging visa/residence permit for the volunteer; note: in Serbia, the person needs to be register to the police latest 24h after a foreigner arrives to Serbia
- Prepare the on arrival and mid-term training; SALTO usually organises OAT for volunteers with projects above 2 months and MTT for volunteers with projects above 6 months
- Welcoming the volunteer - they should be surrounded by people
- YouthPass - support the volunteer with keeping records of their learning; on the Belgian NA website, there is a printable version of a YouthPass booklet BEIJ; SALTO has a lot of tools
- Education/introduction of the volunteer about their tasks
- Regular meetings and evaluations with the mentor and supervisors
- Setting an agreement with the volunteer regarding the condition of their apartment and making sure that these are respected (mind the volunteer's right to privacy)
- Establish a procedure in a case of emergency at the beginning
- Following intercultural challenges/shocks that the volunteer might be experiencing
- Host can find a community for the volunteer in accordance with the volunteer's interest and hobbies
- Support volunteer's personal project

Evaluation and follow-up
- Finalising the YouthPAss
- Promotion of the project in the local community
- Development of the plan of activities for the volunteer for when they go back
- Evaluation of the project - volunteer's stay in the receiving country
- Evaluation between the sending and receiving organisation
- Report of volunteer during his/her stay in HO

Session	OPEN SPACE
Date/duration	7th October 2017; 60 minutes
Objectives	• To create time and space for participants to engage deeper around issues in/about EVS projects of concern to them.
Session flow	Methodology: Standard OPEN space technology flow (with a bit shortened version). A trainer presents the OPEN space principles and gets the group start discussions in (open space) small groups. - Identified topics: • Online Linguistic Support • Financial aspect of hosting EVS project in Serbia • Ideas for Re-integration process of EVS volunteers upon their return to Serbia • Strategic EVS • European Solidarity Corps presentation
Session results and comments	Due to high interest in presentation of ESC, that topic was covered in the plenary after Open Space with the rest of the 4 topics. The presentation of ESC was based on the following link: https://europa.eu/youth/solidarity_en Specific discussions' outcomes are typed in below.

Strategic EVS
- KA1
- Impact and dissemination is the most important in all partner countries (for the project evaluation – 35% of points and overall aim)
- It can-must be thematic as a part of wider change on different levels (local, regional, national, EU)
- 1 approved project per year
- No budget limits
- A lot of volunteers
- Volunteers to work in the local communities
- It includes complementary activities: trainings, etc.
- Only 1 partner is enough to apply, others can be nominated after approval (pay attention to budget lumpsums)
- Only got programme countries to apply, Serbia can be partner
- "Strategic" means to provide impact

Reintegration of volunteers
- Including the volunteer in the activities/work of the sending organisation
- Finding opportunities for volunteer to apply gained skills
- Support in overcoming the reverse cultural shock (psychological professional help? financial/practical issues)
- Mid-term evaluation (Life after EVS) - arranging the reintegration activities with sending organisation before end of project
- Organising „Cultural shock evening" in the local community (for friends, family, colleagues of volunteer)
- Weekly gatherings in local communities (sharing of EVS experiences)
- Coordination between sending, hosting organisation and volunteer - recommendations for volunteer's possibilities/options
- Mentoring other EVS volunteers
- Including them in project development Erasmus + Youth exchanges
- Annual event of EVS volunteers, organized twice per year by SALTO SEE

Online Linguistic Support
- Doesn't fit everybody's needs
- Compromises – budget relocations
- 12 languages
- test for the language you don't speak – time consuming without "skip" option
- doesn't fit the needs of beginners
- OLS feedback:
  - Volunteer
  - Organisation
- Sending org:
  - start with OLS before activity period, so the volunteer goes to EVS prepared
  - resources to prepare volunteer as a base for OLS (handbook, volunteer who speaks that language, etc.)
- responsibility of volunteer – regular OLS practice, problem to fit the daily schedule
- tell to org as soon as you realise you cannot fit OLS in your working hours / or if it doesn't fit you
- OLS is a part of working hours
- Host org to provide volunteer support to EVS volunteer doing OLS
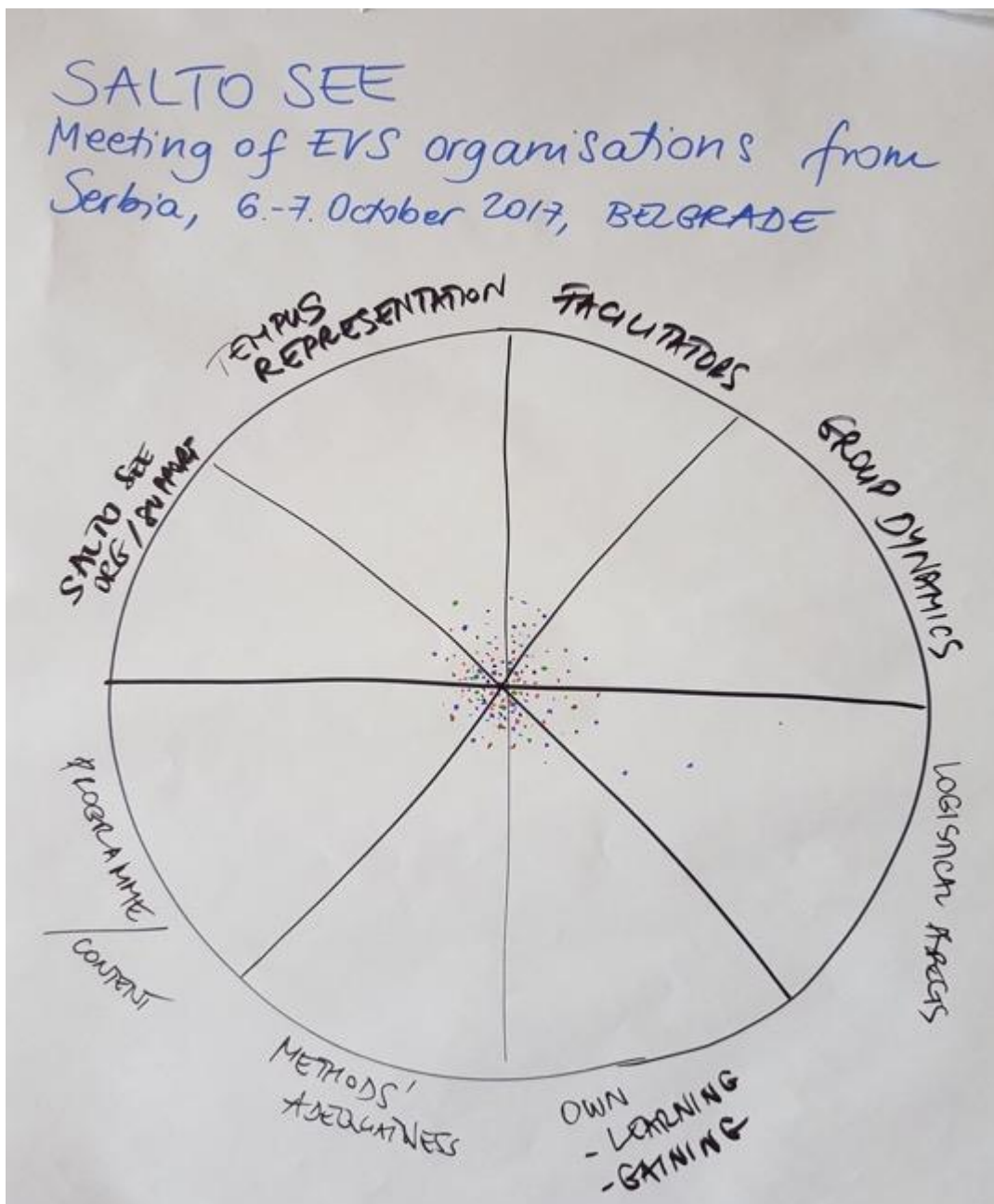

Financial practicalities in EVS
Each HO should be aware that SO or CO (if applicant) implement the project according to the rules of their NA and therefore the HO should get informed about those rules and specifics. For example, HO can agree with SO, CO and the volunteer that pocket money and food cost could be paid on a monthly base directly to the volunteer on his/her private account.
HO should take care to have evidence of payment - for example if HO accommodated volunteer in a flat, they pay for the rent to the owner on his bank account and in that way, they have secured the evidence (bank statement).
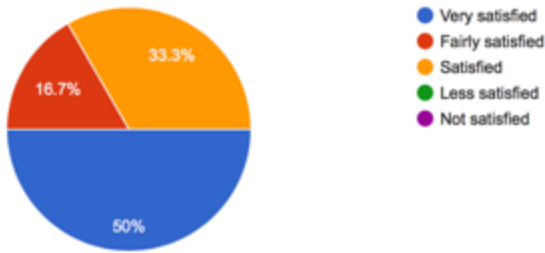Also, there could be an option that HO receive the payment (for all costs related to the volunteer's stay) and issue an invoice to the SO or CO so they can make justification of those costs.

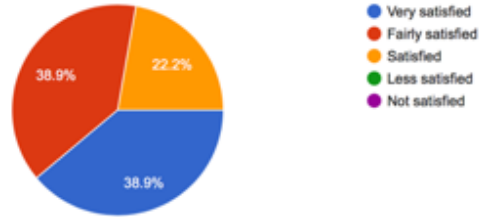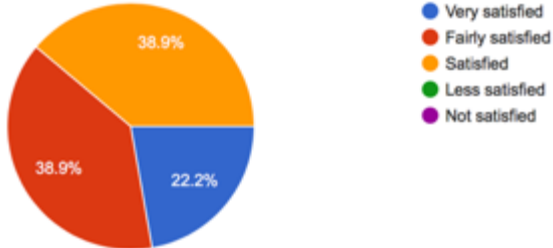| Session	**EVALUATION AND CLOSURE OF THE MEETING**
Date/duration	**7th October 2017; 30 minutes**
Objectives	• To evaluate the meeting • To collect some ideas and hints how to make the meeting better • To come back to expectations and to review what was fulfilled and share where to find answers if by any chance there were some questions left unanswered
Session flow	- Evaluation Round: Participants share their experience from the meeting and feedback on programme elements - Evaluation Pizza: Visual Evaluation tool - Evaluation form – participants are asked to fill in a short evaluation form in electronic form

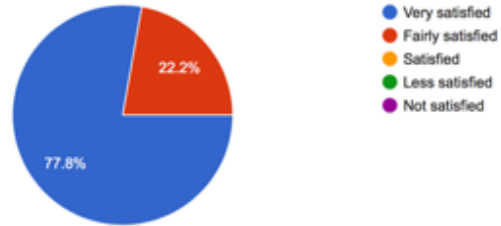# Evaluation summary

Please evaluate the location of the meeting

Very satisfied
Fairly satisfied
Satisfied
Less satisfied
Not satisfied

50%
16.7%
33.3%

Please evaluate personal involvement

Very satisfied
Fairly satisfied
Satisfied
Less satisfied
Not satisfied

38.9%
22.2%
38.9%

Please evaluate accommodation and food

Very satisfied
Fairly satisfied
Satisfied
Less satisfied
Not satisfied

38.9%
38.9%
22.2%

Please evaluate trainers' competences

Very satisfied
Fairly satisfied
Satisfied
Less satisfied
Not satisfied

77.8%
22.2%

Please evaluate working place

Very satisfied
Fairly satisfied
Satisfied
Less satisfied
Not satisfied

50%
38.9%
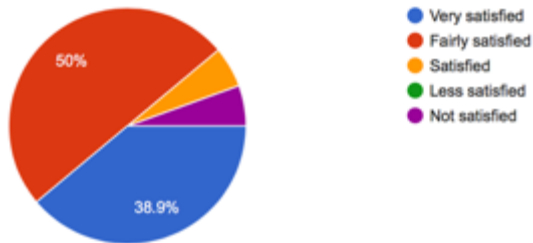
Please evaluate working methods

Very satisfied
Fairly satisfied
Satisfied
Less satisfied
Not satisfied

77.8%
16.7%
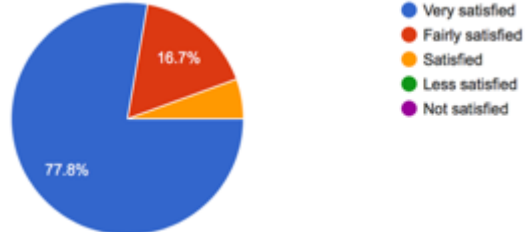
Please evaluate group spirit

Very satisfied
Fairly satisfied
Satisfied
Less satisfied
Not satisfied

77.8%
16.7%
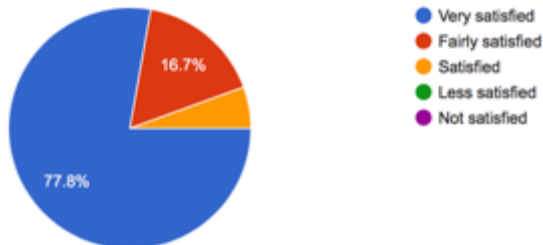
Please evaluate practical information provided before the training

Very satisfied
Fairly satisfied
Satisfied
Less satisfied
Not satisfied

88.9%
11.1%
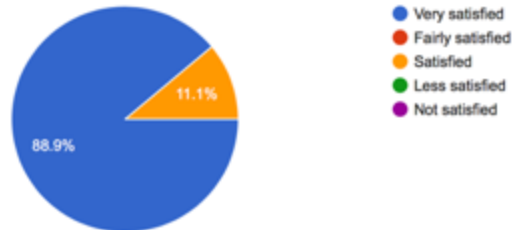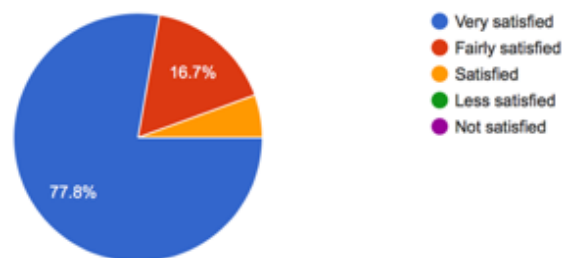
Please evaluate the following objectives of the training

- Supporting the exchange of experience and challenges faced in implementing EVS

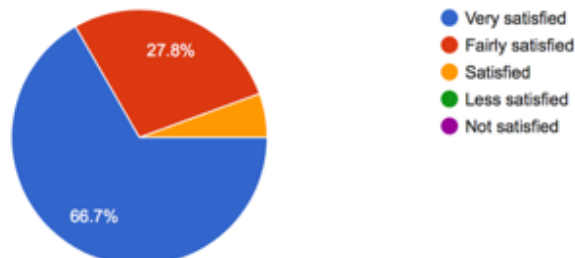Very satisfied
Fairly satisfied
Satisfied
Less satisfied
Not satisfied

72.2%
22.2%
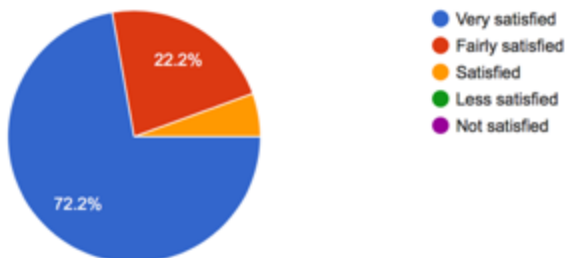
- Informing about support system offered by SALTO SEE and Tempus Office

Very satisfied
Fairly satisfied
Satisfied
Less satisfied
Not satisfied

77.8%
16.7%

- Support networking between organisations

Very satisfied
Fairly satisfied
Satisfied
Less satisfied
Not satisfied

22.2% / 16.7% / 61.1%
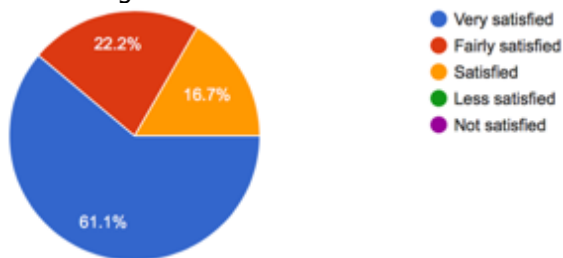
- To inform organisations about the novelties in E+ for the future

Very satisfied
Fairly satisfied
Satisfied
Less satisfied
Not satisfied

27.8% / 66.7%

- Facilitating contact with SALTO SEE

Very satisfied
Fairly satisfied
Satisfied
Less satisfied
Not satisfied

94.4%
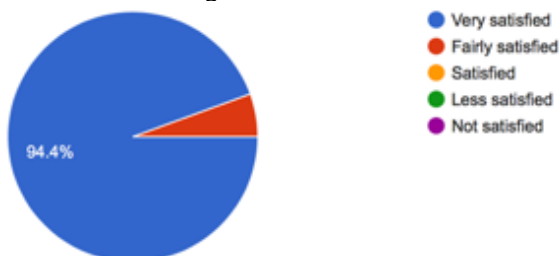
Which programme sessions were the most useful for you and why?	Which programme sessions were the least useful for you and why?
• Open space • All of them :) Everytime we learnt something knew. • The last one, because we all chose interesting topics that need to be discussed. Especially appreciated the clarification of strategic EVS and ESC, regardless that currently is not available for Serbia, we needed this input and to keep track about these programmes. • I would say it was challenges in preparation for HO and SO because it can be wery usefull, and we could hear examples of other organizations • Hosting and Coordinating role • Recommendations for quality EVS project - because we've been working in groups and shared either knowledge or experience • The last one, where we get know a bit better with group EVS and online language course. • All programme sessions were useful, especially the exchange of experience and challenges faced in implementing EVS (in all stages and roles) among the participants. • informations about the novelties in E+ for the future • All sessions were useful but the open session for me was the most informative. • Open space but I should have come more prepared for it. • sending role • New program for EVS, because we don't know the future of EVS programm. • knowing about ESC, brainstorming in groups about different roles and tasks. • Sending Role, Hosting and Coordinating Role, Recommendations for quality EVS Project • Exchange of practices - hosting and coordinating role. • Sessions where we worked in small groups on minimum requirements for HO, SO and CO. • Communicationg with other organisations.	• Challenges • Info about SALTO and FT. But it doesn't mean it was not necessary, it was really useful for newcomers. • Maybe the group work for coordinating and receiving roles. It was maybe not as productive and didn't give concrete problems and solutions. • least usefull was topic of coordinatig program, because we didnt have any NGO which did that, so considering our organization if we decide to coordinate programme we should search more informations from salto and tempus . • Sending role • no one • All was very useful for me personaly • I cannot point out a least useful programme session, all very informative and helpful. • n/a • As I said all sessions were useful at list because we were sharing the inf. • NA • hosting role • none. • N/a • All were useful • Sending role, as we do not send volunteers and are not accredited as sending organisation. • There were no such sessions :) • There was no useful sessions.

Do you have any recommendations to the programme which we could take into consideration when designing the programme of next such meeting?

- There should be a session where newcomers and more experienced ones split, so they can exchange doubts among themselves. It is great that more experienced share their knowledge with newcomers, and it nice to be like that in bigger part of the meeting, but sometimes we spent too much time on basic stuff ans informations, and more experienced didn't have time to express their doubts which are on a "higher" level.
- I think you are on the right track. From a meeting to a meeting in the future, I am sure we will go more deep, detailed and concrete, and deal with other aspects of volunteering service. I would like more best practices exchange, as it is most useful.
- Probably its not possible but it would be good on next meeting to have one complete pair of volunteer, so and ho . So when we discuss about some topics that thay can be there and present through interactive discussion whole proces. Just oppinion, I think its not possible.
- Examples of good practices and solving problems, using mother thong language on meeting
- One or two days longer meeting (important for exchange experience) and in general it is much useful cuz we have time for more important topics.
- to make 3 days meeting
- To insist more on practice experiences and challenges of the participants.
- This meeting need to be 3 to 5 days long, we need to have exchange of knowledge more.
- N/a
- Maybe a prior online assessment about levels of experience. That might help to think of how to better design some section.
- Maybe a pre-meeting (online) getting-to-know-each-other and exchange in terms of organisation's aims and activities. A simple introductory mail to the participant's list proposing that people introduce themselves would be helpful. It would strengthen the networking and exchange during the event.
- Maybe to add 1 more day so participants could share their experience with EVS more in details.

USEFUL LINKS

1. SALTO Youth SEE web-page: https://www.salto-youth.net/rc/see/ ; FB page: https://www.facebook.com/SALTO-YOUTH-South-East-Europe-Resource-Centre-359995264196045/
2. Schedule of Trainings for EVS volunteers for 2017: https://www.salto-youth.net/rc/see/evs/trainingschedule17/
3. Publications of SALTO SEE - https://www.salto-youth.net/rc/see/resources/
4. Support activities, offered by SALTO SEE: https://www.salto-youth.net/rc/see/activities/
5. Foundation Tempus – Youth unit – Web page: http://erasmusplus.rs/category/youth/?langkl=lat

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