

HOW-TO-NOTE: EDUCATION STAKEHOLDER PARTICIPATION CARDS

Education Stakeholder Participation Cards are a part of the Citizen Oversight Mechanism of the „Scoala Mea” initiative. These anonymous surveys will solicit feedback from parents, pupils, school staff and local coalitions on the performance of educational institutions.

THE PURPOSE OF APPLYING PARTICIPATION CARDS is to provide the opportunity for educational services beneficiaries (parents and pupils) and providers (school administrators and teachers) to express their reaction/response on the quality of educational services provided by the appropriate educational institution; at the same time, to regularly assess the performance of this institution and help the authorities to improve educational services.

The surveys contain both closed questions and response options, and open questions so as to be given the opportunity to identify the specific problems faced by the educational institution concerned. ESPs are planned for the use of local / regional public authorities and senior management of schools to conduct quantitative assessments of stakeholders’ satisfaction of educational services the beneficiaries of which they are.

It should be mentioned that participation cards were developed and coordinated both with international consultants within the World Bank’s GPSA initiative and the partner of the initiative - the Ministry of Education, Culture and Research of the Republic of Moldova. ESPs are regularly updated on the official website of the current initiative: <http://www.scoalamea.md> and all schools are encouraged to use these tools, being the beneficiary schools or any other schools of the country. We also encourage the initiative of the Administration Councils of the beneficiary schools to disseminate the best practices of applying these tools among other interested schools, as well as to raise other schools’ interest to apply such tools. Moreover, one of the objectives under the initiative is to encourage update of the normative acts necessary to introduce these tools (participation cards) into formal evaluation mechanisms used at the local and national levels.

Proposed Activities		
Activities	Stakeholders involved	Recommendations
1. Apply the ESPs according to the ESPs table below and participation card instructions.	School Administration Board	Project team provides assistance and guidance to coalitions, but they are intended to acquire ownership implementation of the ESPs.
2. Cross and match information from first results.	School Administration Board	Determine any advances.

3. Verify any compliance with commitments or action plan for recommendation implementation.	School Administration Board, school management.	It is necessary to have both inputs (comparative ESPS and the verification of any activities in implementation of recommendations)
4. Discuss results within School Administration Board to determine a course of action or actions needed to influence more attention to recommendations.	School Administration Board.	Here is where sustainability and engagement is tested. At this point project will only be able to support but not implement with coalitions for this group of schools. Make sure communication and knowledge resources are left available for them.

Type of Participation card	Objective/ Utility	Frequency	Stakeholder source	Implementation
Service Provider Participation Card (SPPS)	Review performance of the school based on verifiable and evidentiary data.	For a full process it should be applied at least once a year. Recommendable prior to the start of the summer session (i.e. in the months of March-April), so as to avoid coincidence with the period of preparation for the Baccalaureate sessions (in the case of the 9 th and 12 th grades) and have sufficient time for tabulation of results, their analysis and discussion within the Administration Council, as well as consideration in the preparation of the school development priorities and the corresponding draft budget of the institution for the next school year.	School administrators/ managers and teachers.	This participation cards requires data collection (by applying survey), data research (verifying evidence) and data analysis to provide feedback and solution brainstorming. School Administration Board should collect data by requesting and filling out the participation card at meetings with school admins and managers. All teachers within the institution should be involved to apply the participation card individually, ensuring their anonymity. The answers or data collected should be verified based on evidence provided by the school. The school point of contact can fill out the participation card on paper or online and individually. The teachers can also complete the participation cards online or on paper. If the cards are completed on paper, the contact person within the institution will ensure introduction of the answers received in electronic format, thus ensuring accuracy and fairness. Introducing answers in online format is necessary in order to generate aggregated final results and visualize them.
Service User Participation Card (SUPS)	Match and verify information provided by the service provider participation card.	For a full process it should be applied at least once a year. Just	Parents and students	It should be applied to pupils and parents from classes at each level (from grade 7 to 12). The Board may, in the case of pupils, a few minutes

	<p>This tool should reconcile information from the SPPS and the information from the UPS.</p>	<p>like with the FRPS, it is recommendable prior to the start of the summer session (i.e. in the months of March-April), so as to avoid coincidence with the period of preparation for the Baccalaureate sessions (in the case of the 9th and 12th grades) and have enough time for tabulation of results, their analysis and discussion within the Administration Council, as well as consideration in the process of preparation of the school development priorities and the corresponding draft budget for the next school year.</p>	<p>(with the prior consent of the management of institutions) collect participation cards from different classes at the same time. Considering the proper equipment of the institutions with the necessary technical equipment and Internet connection, completion of participation cards will be made by students based on a schedule agreed in advance. For parents, use of participation cards within regular meetings with parents organized by each separate class by the end of the school year is recommended. The schedule for organizing these meetings is coordinated and communicated to the Board of Directors. Similarly, the parents will be given the opportunity to complete participation cards online, or, if it is not possible for whatever reason, on paper within the regular parents meetings organized by each class individually. If the reports are completed on paper, the contact person within the institution will ensure introduction of the responses received in electronic format, thus ensuring accuracy and fairness. Introduction of answers in online format is required in order to generate aggregated final results and their graphical visualization.</p>
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