Research Design for
Panl10n End-User Training: Experiences and Lessons

Introduction

PAN Localization project is a regional initiative to develop local language computing capacity in Asia. This endeavor, however, goes beyond the technical aspect of computing and content development among partner countries and institutions. It shall undertake trainings to end-users and towards the end, pave the way for a comprehensive literature of experiences and lessons that similar endeavors in the future can derive knowledge and guidance from. Whilst the Project aspires to enhance human resources capacity in Asia, it also envisions pushing forward policy frameworks for local language content creation and access in the region.

It is within this context that a research design for Panl10n Project is drafted. In the general sense, this research aims to provide an exhaustive review of the Project, particularly in documenting the different training programs (using the appropriate applications to specific target end-user groups concerned) that were carried out by partner countries. It will also include sharing of best practices and an exchange of valuable lessons unique to each partner.

The specific objectives of the research are as follows:

1. Examine effective means to develop and conduct training programs in the local language computing, specific to each user group;
2. Investigate challenges experienced by partner countries/institutions and discuss suitable solutions implemented therefor; and
3. Determine future policy directions and training programs.

At the end of the research, it is also desired that the following issues are addressed:

1. On the policy framework relative to training in localized content --- *What are the existing ICT training and diffusion policies and do they explicitly address the local language requirements? How can policy around training be strengthened in the region for effective diffusion of localized ICTs?*

2. On the legal implications of developing local content and translating these into other other languages (or vice-versa) --- *What are the issues related to development of training material of localized applications in local languages? Can material from English or other languages be re-used? What are the copyright implications?*

3. On the effectiveness of training in the vernacular/Impact of Language in teaching/learning technology --- *How much more effective is training material in local languages compared to similar material in foreign languages? How large is language a barrier to use and to learn the use of technology?*

4. On the need to customize training methods and tools --- *How do different training methods and tools compare, when training a variety of user-groups, including gender? Is there need to specialize training mechanisms and tools for these user-groups?*

5. On training user-groups in terms of accessing and eventual creation of local language content --- *How hard is it to train different user-groups to use localized technology to access content? How much harder is it to train the same user-groups to create and publish content? What are different barriers to learning to use localized ICTs to communicate, and to access and publish local language content: age, gender, level of education, etc.?*

6. On the relevance of education intervention (such as training) and the significance of the actual Project --- *Are the objectives appropriate and worth the investment (of resources)?*

7. On the urgency of a feedback mechanism and evaluation process to ascertain its effectiveness, the efficient use of resources, its impact and sustainability --- *Is the Project worth replicating and/or expanding?*

Review of Related Literature

A review of related literature, including those provided electronically, shall be undertaken. Materials on ICTs, training and relevant training tools on the subject matter shall be used as reference. Likewise, a country assessment shall be culled from available resources, including but not limited to geographical, socio-economic profile, etc., which shall also include information on ICT capability, among others.

Methodology

The research shall use primary data. Country training reports from partners shall be consolidated. For validation, key informant interviews, focus group discussions (FGDs), survey questionnaire, shall be done. These will cover information on training methods utilized, issues and challenges faced and solutions undertaken.

In order to ensure comparability of data and to ensure the particiation of the end-users in the research, a common training evaluation questionnaire will be used by all country partners implementing end-user training. This questionnaire shall cover the participants' assessment of the training coverage, the manner it was handled, the course materials, their participation, expectations and feedback and their possible recommendations for the training to be improved. (Attached is a draft common questionnaire for the end-users who will participate in Pan L10n training.)

Secondary information resources shall also be used. A review of public records, such as policy pronouncements, existing laws and regulations, government ICT roadmaps (if any), training modules and other references shall be carried out.

Findings

This section will consolidate primary and secondary data, especially those that pertain to training --- methods, issues and lessons. It will be exhaustive and in-depth as it will include even the unique experiences of a partner-country.

Analyses of Data

This section will correlate findings with related studies thereto, existing policies and training processes, within the context of customized training requirements of end-users and country-specific scenario (e.g. cultural realities, government interventions, presence of info-mediaries, etc.)

Recommendations

Given the lessons and experiences from the country partners, the questions posited at the beginning of the study shall be addressed. At the same time, future endeavors (e.g. training follow-through, creation of necessary policies, etc.) shall be discussed to ensure that the Project's desired impact is felt not only by the target end-users but other stakeholders as well.

This questionnaire seeks to get your perception on the following (relative to the Training Program that was just concluded): (i) training module/content; (ii) training materials and other resource documents; (iii) the conduct/manner of training; and, (iv) your actual participation. Your cooperation shall be highly appreciated as your answers shall be valuable inputs to improve/enhance the Project's Training Program. Thank you.

1. **Conduct of Training**

   A.1 ***General View on the Training Process***. Encircle the answer that best reflects your views. (**SA**-strongly agree **A**-agree **U**-Undecided **D**-disagree **SD**-strongly disagree)

1.	There is balance in inputs sessions, exercises/practice lessons and discussions.	SA	A	U	D
2.	The Program duration is too short.	SA	A	U	D
3.	The Program was logically sequenced.	SA	A	U	D
4.	The pacing was fast.	SA	A	U	D
5.	The time allotted for every activity (lessons, exercises, discussions, including breaks) was sufficient.	SA	A	U	D
6.	The objectives of the Program have been made clear to participants.	SA	A	U	D
7.	I feel that I learned a lot from the Program.	SA	A	U	D
8.	Given the chance, I will not undergo this Program in the future.	SA	A	U	D
9.	If there is a training follow-through, I will definitely undergo it.	SA	A	U	D
10.	It was generally an excellent program.	SA	A	U	D
11.	The training location is accessible.	SA	A	U	D
12.	Our (lodging) accommodations are comfortable.	SA	A	U	D
13.	Our meals were adequatel.	SA	A	U	D
14.	Training supplies and equipment were ready and available.	SA	A	U	D
15.	Our training venue was conducive to learning.	SA	A	U	D
16.	It would have been better if the training was conducted only in English.	SA	A	U	D

17.	The training was effective for me because it was given in my local language.	SA	A	U	D
18.	I was participative because we were all in the same field of interest/line of work.	SA	A	U	D
19	Men were more active than women during the Program.	SA	A	U	D
20.	The trainers gave preferential treatment to women, especially during the practical exercises.	SA	A	U	D
21.	There was a bias in favor of participants with none-to-low level of computer skills and knowledge.	SA	A	U	D

A.2 *Trainer Evaluation.* Encircle the number that best reflects your views.

Name of Trainer _____

Attribute	Very effective	Good	Not very effective	Not effective
Knowledge of subject	4	3	2	1
Organization of sessions	4	3	2	1
Good command of the language during the training	4	3	2	1
Obvious preparation	4	3	2	1
Style and delivery	4	3	2	1
Responsiveness to Group	4	3	2	1
Producing good learning climate	4	3	2	1

(Provide additional sheets if necessary/Evaluation should be done per trainer.)

A.3 Assessment if skills learned. Encircle the number that best reflects your views.

5=Outstanding 4=Very good 3=Good 2=Needs Improvement 1=Non-existent

1. Before the training, my computer skills were _____.   5   4   3   2   1

2. After the training, my computer skills are _____.   5   4   3   2   1

2. Training Materials and Other Resource Documents

2.1.   Please check the appropriate blank.

1. On the hand-outs

_____ Too many	_____ Just right	_____ Too few
_____ Very relevant	_____ Satisfactory	_____ Irrelevant
_____ Reader-friendly	_____ Just right	_____ Cannot be understood
_____ No handouts given		

2. On the visual aids used

2.1 On Flipcharts

_____ Too many	_____ Just right	_____ Too few
_____ Well-used	_____ Just right	_____ Hardly-used
_____ No Flipcharts used.		

2.2. On overhead projector/Presentation slides

_____ Too many	_____ Just right	_____ Too few
_____ Well-prepared	_____ Satisfactory	_____ Badly-prepared
_____ No overhead projector nor presentation slides used		

B.2.   Kindly answer the following questions:

1. What additional/other materials would have been helpful to the conduct of the training?

_____

_____

2. What materials were unnecessary/ineffective?

_____

_____

3. Training Module and Content. *Please answer the following questions as honestly as possible.*

1. Which part did you like best in the Training Module? Why?

    _____
    _____

2. Which part did you like the least? Why?

    _____
    _____

3. What did you learn from the Program?

    _____
    _____

4. What did you not learn from the Program, which you expected to learn?

    _____
    _____

5. Which part shall be most useful to you? Why?

    _____
    _____

6. Which part shall be the least useful to you? Why?

    _____
    _____

7. Is/are there topic(s)/content that you feel should be added to the Program? Why?

    _____
    _____

8. Is/are there topic(s)/content that you feel should be dropped from the Program? Why?

    _____
    _____

9. To what extent has the Program duplicated (or complemented, as appropriate) prior trainings you attended?

    _____
    _____

10. Do you have any suggestions on how the Program can be enhanced/improved.

    _____
    _____