Level Up

# D5.2 – Report on the evaluation of the training courses

Deliverable D2.5
December 2025
Prepared by: European University Cyprus

Co-funded by
the European Union

## *Disclaimer*

This document was produced in the course of the Level Up project, which received funding from the Digital Europe Programme (DIGITAL) of the European Union under Grant Agreement no 101100679.

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# Deliverable Information

| | |
|---|---|
| Grant Agreement #: | 101100679 — Level Up — DIGITAL-2022-TRAINING-02 |
| Project Title: | LEVEraging knowLedge of training providers in UPskilling and reskilling of SMEs' managers and employees towards empowering their digital transformation |
| Project Acronym | Level Up |
| Project Start Date: | January 1st, 2023 |
| Work Package: | WP5: Training Delivery and Evaluation |
| Related Task(s): | T5.4 Evaluation reporting for revisions/adaptations |
| Deliverable Title: | D5.2 – Report on the evaluation of the training courses |
| Deliverable Type: | R — Document, report |
| Dissemination level | PU – Public |
| Number of Pages: | 158 |
| Date of last Update | 20-Jan-26 |
| Responsible Organization: | European University Cyprus (EUC) |

**History of changes**

| Version | Date | Submitted by | Reviewed by |
|---|---|---|---|
| **v1.0** | 22/11/2025 | European University Cyprus | GRANTXPERT, JOIST, CITEA |
| **v2.0** | 02/12/2025 | European University Cyprus | GRANTXPERT, JOIST, CITEA |
| **V3.0** | 20/01/2026 | European University Cyprus | GRANTXPERT |

**Summary of changes**

Following the final project review meeting and the feedback provided by the European Commission, Deliverable **D5.2 – Report on the evaluation of the training courses** was revised to broaden the impact evaluation by integrating trainer feedback and consolidating quantitative and qualitative evaluation data collected across the project.

To address the EC review comment, the following updates were implemented:

| EC Review Comment | Section Added / Revised | Page | Comments / Notes |
|---|---|---|---|
| **Broaden the impact evaluation by integrating structured feedback from trainers** | **Feedback from trainers** | p. 10 | A dedicated section was added to integrate structured qualitative feedback from trainers across all consortium partners. This feedback captures professional insights on course delivery, learner engagement, content relevance, and areas for improvement, complementing participant satisfaction data and strengthening the qualitative dimension of the impact evaluation. |
| **Consolidating quantitative and qualitative data already collected for the** | **Follow-Up Survey for the courses participants** | p. 13 | A post-training follow-up survey was introduced to assess medium-term impact, consolidating quantitative and qualitative data collected from over 400 participants who completed courses at least six months prior. This addition strengthens impact |

| | | | |
|---|---|---|---|
| **funding agency (400+ responses)** | | | analysis beyond immediate post-course satisfaction, covering employability, skills application, productivity, and career development outcomes. |
| **Include the number of participants to the evaluation surveys of the project** | **Participation – Participation to evaluation surveys** | p. 19 | A dedicated subsection was added to explicitly report the number of evaluation responses collected across all partners. This responds to EC feedback provided during the review meeting by transparently presenting the total volume of evaluation data underpinning the analysis and demonstrating the robustness of the evidence base. |
| **Provide a consolidated participation and performance table including: […] and the number of evaluation responses (overall and per course).** | Annex 2: Complete listing of courses and feedback counts | p. 149 | Annex 2 provides a detailed breakdown of the number of evaluation responses collected per course, ensuring full transparency and traceability of evaluation data. |

# Table of Contents

Deliverable Information ..... 2

Table of Contents ..... 5

Executive Summary ..... 9

Feedback from trainers ..... 11

Follow-Up Survey for the courses participants ..... 14

Participation to Evaluation Surveys ..... 20

- Country participation ..... 21
- Participation by thematic area ..... 22
  - Cybersecurity related courses ..... 23
  - Artificial Intelligence related courses ..... 24
  - Business related courses ..... 26
  - Data related courses ..... 29
  - Media and Marketing related courses ..... 30
  - Digital currency related courses ..... 32
- Participant Satisfaction ..... 32

Course analysis ..... 37

- EUC analysed courses ..... 38
- GX analysed courses ..... 88
- CSC analysed courses ..... 135

Impact ..... 141

Impact on participants ..... 141

Scientific impact ..... 142

Economic impact ..... 143

Societal impact ..... 143

Annexes ..... 144

Annex 1: Course evaluation survey (questionnaire form) ..... 144

Annex 2: Complete listing of courses and feedback counts ..... 148

Annex 3: Robocoast data reports ..... 152

Annex 4: Listing of courses included in thematic areas ..... 153

## List of Figures

Figure 1: Follow-Up Survey results ..... 18
Figure 2: Feedback forms received (Top 10 country numbers) ..... 21
Figure 3: Top 10 participant number courses and their countries of implementation. ..... 22
Figure 4: Respondent numbers in Cybersecurity related courses (51 out of 1494, or 3.41%) ..... 23
Figure 5: Number of respondents in AI-related courses (949 from 1494, or 60.52%) ..... 24
Figure 6: Workearly (DIGIAN) AI-related numbers (603 from 2053, or 29.37%) ..... 25
Figure 7: Robocoast (PRIZZTECH) AI-related numbers (456 from 702, or 64.95%) ..... 26
Figure 8: Number of respondents in business related courses ..... 27
Figure 9: Workearly business related numbers (1303 from 2053, or 63.46%) ..... 28
Figure 10: Robocoast business related numbers (100 from 702, or 14.24%) ..... 28
Figure 11: Data related numbers (175 of 1494, or 11.71%) ..... 29
Figure 12: Workearly data related courses (750 from 2053, or 35.53%) ..... 30
Figure 13: Media and Marketing related numbers (246 from 1494, or 16.46%) ..... 30
Figure 14: Robocoast media and marketing related numbers (237 of 702, or 33.76%) ..... 31
Figure 15: Participation numbers in Digital currency related courses (19 of 14940, or 1.27%) ..... 32
Figure 16: Learning objectives clearly stated and achieved ..... 33
Figure 17: Content of the course was easy to follow ..... 33
Figure 18: Course content was relevant to my needs ..... 33
Figure 19: Satisfaction of the course contributing to professional development ..... 34
Figure 20: Satisfaction with the duration of the course ..... 34
Figure 21: Trainer support satisfaction ..... 34
Figure 22: Q1: ”How would you rate this section as a whole?” ..... 35
Figure 23: Q2: "The exercises effectively re-enforced the concepts covered in the theory section" ..... 35

Figure 24: Q3: "The provided examples help you understand how to approach the exercises" ..... 36

Figure 25: Average score (out of 100) of courses from Robocoast ..... 36

Figure 26: Common evaluation survey, question scores ..... 141

## List of Tables

Table 1: Summary of feedback by the trainers ..... 13

Table 2: Employment situation after programme completion (aggregated responses) ..... 18

Table 3: Contribution of Level Up training to career development (aggregated responses) ..... 19

Table 4: Participants survey - evaluations received ..... 20

Table 5: Sample table for course analysis ..... 37

Table 6: List of abbreviations to question headings ..... 38

Table 7: List of courses (for feedback recorded from GrantXpert, EUC, JOIST and Stackfuel) ..... 148

Table 8: List of courses (for feedback) recorded from Robocoast ..... 150

Table 9: List of courses (for feedback) recorded from Workearly ..... 150

# Executive Summary

This deliverable presents the consolidated evaluation of the training courses implemented under **WP5: Training Delivery and Evaluation**, in line with the activities defined in **T5.2 Implementation of training courses**, **T5.3 Evaluation process: feedback from participants**, and **T5.4 Evaluation reporting for revisions/adaptations**.

During WP5, the consortium implemented a comprehensive programme of upskilling and reskilling activities across seven training providers:

1. Stackfuel GmbH [henceforth **Stackfuel**]
2. JOIST Innovation Park [henceforth **JOIST**]
3. GrantXpert Consulting [henceforth **GX**]
4. European University Cyprus [henceforth **EUC**]
5. DIGIAN (Workearly) [henceforth **Workearly**]
6. PRIZZTECH (Robocoast) [henceforth **Robocoast**]
7. Danilo Dolci Center for Creative Development [henceforth **CSC**]

Collectively, the seven partners delivered **251 training courses**, significantly surpassing the original target of 100 courses. Participation also exceeded expectations, with over **16,483 participants** trained against a target of 15,000, and **5,198 SMEs** engaged against a target of 3,000.

### EVALUATION METHODOLOGY

In accordance with **T5.3**, all training providers were required to collect structured feedback from participants at the end of each training course. Four partners—**GX, EUC, JOIST and CSC**—adopted a **common evaluation survey form**, developed collaboratively under WP5. This form was used across multiple courses and countries to gather harmonized feedback data. The **online survey form** is included in Appendix 1. Partners **GX** and **CSC** have provided ready-made individual reports. The bodies of these reports have been incorporated in the deliverable in appropriate sections.

Partner **Stackfuel** used their own institutional evaluation form and collected data for their training courses. However, the partner provided their dataset in a format harmonized with the common evaluation form mentioned above. As such, their answers have been integrated with the other partners It should be noted here that the dataset from Stackfuel did not include answers for one question that the common evaluation form included. More specifically, the question "*I am satisfied with the trainer's support*" did not provide any data.

Partner **Workearly** used their own institutional evaluation form and collected data for their training courses. Their dataset has been made available but is not harmonized with the common evaluation form mentioned earlier. As such Workearly's answers will be presented separately.

Partner **Robocoast** used their own institutional evaluation form and collected data for their training courses. Furthermore, collected information has been formulated into individual course reports. The individual reports will be included in Appendix 3. The reports have been used to extract participation and satisfaction numbers for the course. Their answers will be presented separately in appropriate sections in this report.

### CHALLENGES IN DATA COLLECTION

Collecting evaluation data across seven providers, multiple countries, and hundreds of training sessions proved demanding. Common challenges included the difficulty of obtaining complete survey responses, participant dropout at the end of sessions, and variation in internal tools used by providers. Despite these challenges, all partners made significant efforts to collect as much feedback as possible, including:

- Sending repeated reminders
- Encouraging participants during the session
- Providing quick-access links or QR codes

Where formal written surveys were not completed, trainers and organisational teams collected **informal feedback** verbally during or immediately after the sessions. These insights were also considered valuable and were incorporated into the analysis, particularly regarding course improvements, learner satisfaction, and suggestions for future delivery.

### USE OF EVALUATION FINDINGS

In alignment with T5.4, EUC gathered and analysed all evaluation data, including survey responses, trainer feedback, and qualitative comments. The findings supported adjustments to course content, improvements in delivery methods, refinement of learning materials, and better alignment with participant needs and market relevance. Several providers revised and re-offered courses, integrating lessons learned from earlier delivery rounds.

Furthermore, an additional **Post-Training Impact Survey** was implemented for participants who had completed Level Up courses at least six months prior. This follow-up survey enabled the assessment of medium-term outcomes related to skills application, employability, productivity, and career development, complementing immediate post-course evaluations with a longitudinal impact perspective.

The overall findings confirm high levels of participant satisfaction, strong relevance to market needs, and a demonstrable impact on upskilling and reskilling efforts across Europe. Detailed participation analytics, satisfaction metrics, and impact analysis are presented in the full report.

# Feedback from trainers

This section presents a consolidated analysis of **structured qualitative feedback collected from trainers** involved in the delivery of Level Up training courses across all consortium partners.

Trainer feedback represents a key qualitative dimension of the evaluation framework, as it captures professional insights on learner engagement, course delivery, and learning dynamics that extend beyond participant satisfaction metrics. Trainers, through their direct interaction with learners and course content, are uniquely positioned to assess the clarity, relevance, and practical effectiveness of the training activities.

The feedback was collected through written exchanges, structured follow-up communication, and post-delivery reflections. It focuses on core aspects of training quality and implementation, including course organisation, delivery methods, participant engagement, practical applicability of content, and identified areas for enhancement.

By integrating trainer feedback alongside quantitative participation data and participant evaluations, this section strengthens the overall assessment of training performance and impact. The qualitative evidence presented here supports a more comprehensive understanding of training outcomes, informs continuous improvement under WP5, and contributes to a balanced and robust evaluation of the Level Up training programme.

### PARTNER-SPECIFIC TRAINER FEEDBACK

**GrantXpert**

Trainers collaborating with **GrantXpert Consulting Ltd** expressed strong appreciation for the overall organisation and professionalism of the training process. Feedback highlighted:

- excellent coordination and communication,
- well-managed sessions,
- positive participant response and engagement.

One trainer noted that the sessions were highly successful and well-received, while another emphasised the value of structured collaboration throughout the delivery phase.

**JOIST**

Trainers delivering courses through **JOIST Innovation Park** reported:

- high engagement evidenced through quiz and assignment completion,
- strong learner understanding of course material,

- frequent follow-up questions from participants seeking to apply knowledge in practice.

Trainers also highlighted that **step-by-step explanations and clear guidance** supported consistent learning outcomes across different learner profiles.

**CSC (Danilo Dolci Center for Creative Development)**

Trainers from **Danilo Dolci Center for Creative Development** provided consolidated and anonymised feedback indicating that:

- courses were well structured and accessible,
- content effectively supported the development of basic digital competences,
- Artificial Intelligence and Canva-related courses generated particularly strong interest.

While engagement levels were generally high, trainers noted that participation increased significantly when **concrete tools and practical examples** were introduced.

**Robocoast**

Trainers collaborating with **Robocoast** provided highly positive feedback on:

- smooth cooperation and clear communication,
- effective logistics for both online (Teams) and face-to-face delivery,
- strong participant enthusiasm and engagement.

Trainers reported no major issues or complaints and described the Level Up project as **well-organised, professional, and impactful**, with participants responding enthusiastically to the training topics.

**Workearly**

Trainer feedback collected through follow-up calls by **Workearly** highlighted strong learning outcomes across multiple courses:

- **Excel courses:**
  Trainers observed significant improvements in participants' confidence, particularly among beginners, with strong engagement during hands-on exercises and immediate application to real work tasks.
- **AI and automation courses:**
  Trainers reported high curiosity and motivation, with participants quickly identifying concrete use cases for AI tools within their workflows. Courses helped demystify AI and encouraged further experimentation.

| |
|---|
| • **No-code and automation tools:**<br>Trainers noted rapid confidence-building among participants, strong peer interaction, and creative thinking around process optimisation.<br><br>Overall, trainers concluded that the courses successfully balanced foundational knowledge with real-world applicability. |
| **Stackfuel**<br><br>Trainers from Stackfuel GmbH provided constructive feedback focusing on future enhancement:<br><br>• incorporating more industry-specific use cases,<br><br>• adding synchronous elements to support asynchronous learning,<br><br>• increasing interactivity through additional exercises, examples, and visualisations.<br><br>This feedback has been documented as part of continuous course improvement and aligns with participant suggestions captured through evaluation surveys. |
| **EUC**<br><br>Trainers from European University Cyprus reported strong learner engagement, with participants actively contributing to group discussions and sharing practical examples from their own work contexts. Trainers highlighted that the interactive format and the use of real-world case studies enhanced the relevance of the content and supported its immediate applicability to participants' professional roles. |

***Table 1: Summary of feedback by the trainers***

# Follow-Up Survey for the courses participants

In addition to the standard post-training evaluation survey, the Level Up consortium designed and implemented an **additional follow-up survey** to assess the **medium-term impact** of the training programme. This survey was developed specifically for project reporting purposes and was implemented **separately from the original evaluation instruments**.

The follow-up survey was distributed **only to participants who had completed Level Up courses at least six months before**, allowing sufficient time for the application of acquired knowledge and skills in real-world professional, entrepreneurial, academic, or voluntary contexts. This time-lag approach was intentionally adopted to strengthen the **validity of impact findings** beyond immediate satisfaction metrics.

The survey targeted participants across different employment statuses at the time of enrolment, including:

- individuals in education (school, university, or recent graduates not yet employed),
- unemployed or inactive participants, and
- employed or self-employed participants.

Through this approach, the consortium aimed to **consolidate quantitative and qualitative data already collected for the funding agency**, responding directly to the European Commission's recommendation to broaden impact evaluation. In total, **over 400 follow-up responses** were analysed, significantly strengthening the project's evidence base.

**Objectives of the follow-up survey**

The specific objectives of the additional follow-up survey were to:

1. assess medium-term employment and career outcomes following course completion;
2. capture how participants applied acquired digital, AI, data, cybersecurity, marketing, and business skills in practice;
3. document career development effects beyond formal employment change, such as improved productivity, efficiency, confidence, or entrepreneurial activity;
4. complement immediate post-course evaluations with a longitudinal, impact-oriented perspective; and
5. provide a structured consolidation of quantitative and qualitative impact data for reporting purposes.

The survey link can be found here: https://forms.gle/HmpedVKGv2p8LdxWA

# ANALYSIS OF PARTICIPATION PROFILE AND MEDIUM-TERM IMPACT

The additional follow-up survey provides valuable insight into the **profile of Level Up participants** and the **medium-term impact** of the training programme, complementing the immediate post-course evaluations with a stronger impact perspective.

## PARTICIPANT PROFILE

The follow-up survey confirms that Level Up successfully reached a **diverse yet clearly employment-oriented audience**. A strong majority of respondents (approximately **72%**) were **employed (full-time, part-time, or self-employed)** at the time of enrolment, indicating that the programme primarily served **active professionals and entrepreneurs** seeking to upskill. At the same time, the programme also attracted participants in education (**around 11%**) and individuals who were **unemployed or inactive** (**approximately 15% combined**), demonstrating inclusiveness and relevance across different labour market positions.

Gender data show a **high participation of women (around 72%)**, highlighting the project's strong contribution to **gender inclusion in digital and emerging technology skills**. Country-level data further indicate a broad European reach, with particularly strong participation from Finland (around **70%**), complemented by participants from Cyprus, Greece, Italy, Germany, and other countries.

## EMPLOYMENT OUTCOMES

Among participants who were **in education or recent graduates not yet employed at the time of enrolment**, the results are particularly strong: **approximately 73% reported having found a job after completing the programme**. This suggests a clear employability benefit for younger participants and those transitioning into the labour market.

For participants who were **unemployed or inactive at enrolment**, around **23% reported securing employment** after completing the programme. While more modest, this outcome is significant given the structural barriers often faced by this group and demonstrates the programme's potential to support labour market reintegration.

Among participants who were **employed at the time of enrolment**, the majority (≈ 280 responses) reported **no formal change in employment status**, reflecting that many participants were already in stable jobs. Importantly, this stability does not indicate a lack of impact:

- around 25 respondents reported career progression (promotion or higher-skilled roles),
- approximately 15 respondents experienced improved employment stability, and
- around 20 self-employed participants highlighted tangible improvements in business performance or productivity.

## CAREER DEVELOPMENT AND SKILLS IMPACT

The strongest and most consistent impact of Level Up is observed in **skills development and work performance**.

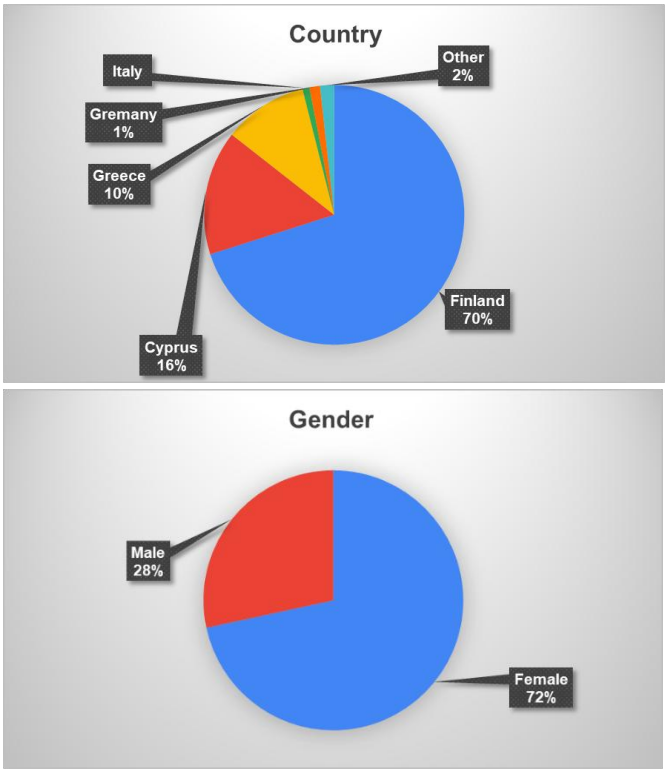
- **Approximately 320 responses** explicitly highlighted **skills development and upskilling**, particularly in AI, digital tools, cybersecurity, marketing, and business applications.
- **Around 190 responses** reported **improved work performance and efficiency**, including higher productivity, faster task completion, and increased confidence in applying new tools.
- **About 130 responses** pointed to **entrepreneurial and business development impact**, such as improved workflows, enhanced marketing capacity, or increased competitiveness.
- **Over 110 responses** emphasised **career orientation and future opportunities**, including increased employability, motivation for career change, or preparation for further studies.

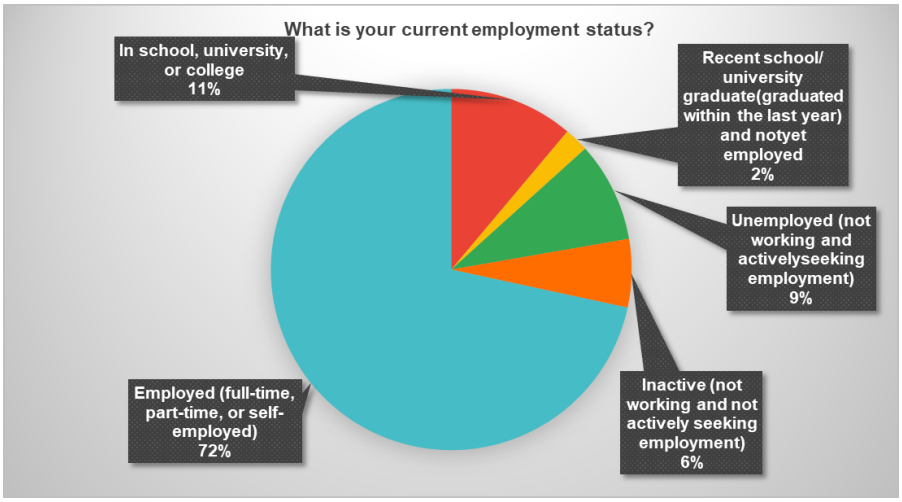
Only a **small minority (≈ 55 responses)** reported limited or no direct career impact, often noting participation driven by personal interest rather than immediate professional need.

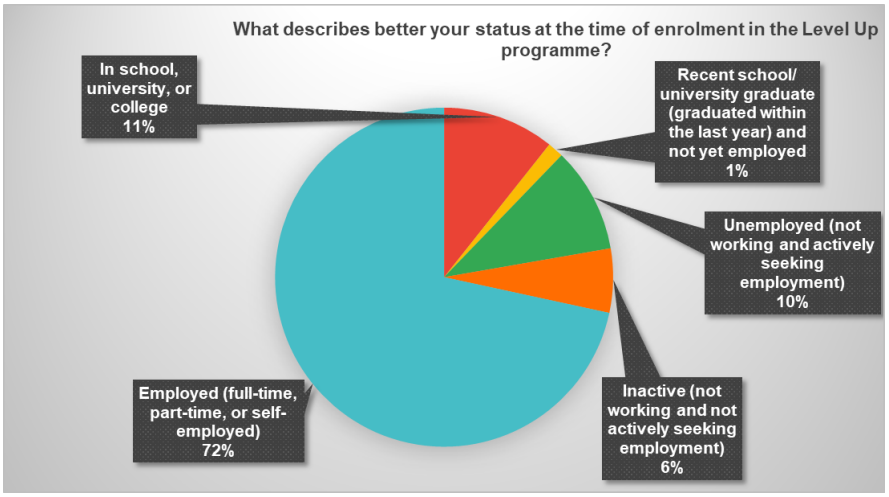
### OVERALL IMPACT ASSESSMENT

Overall, the follow-up survey provides strong evidence that Level Up achieved **substantial medium-term impact**, particularly in **skills acquisition, productivity gains, and employability readiness**. While immediate job changes were not universal—especially among already-employed participants—the programme clearly strengthened participants' **human capital**, **career resilience**, and **capacity to adapt to digital transformation**, directly supporting the project's objectives and the priorities of the Digital Europe Programme.

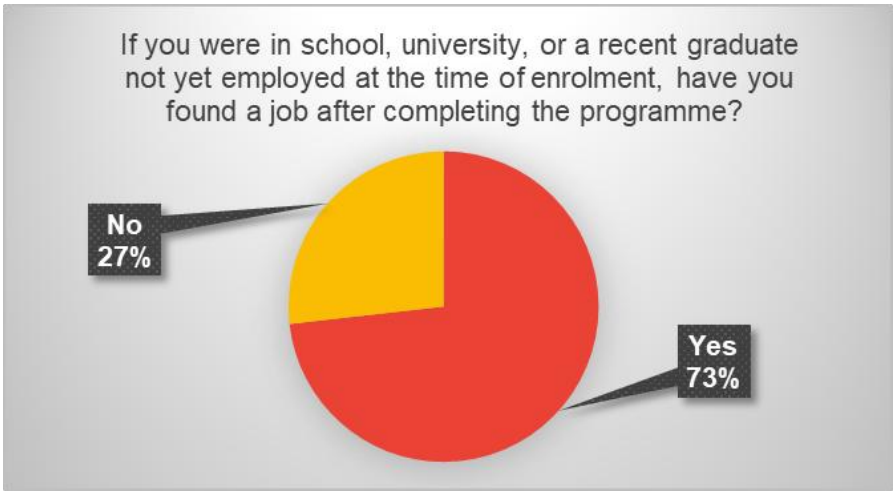
## OVERVIEW OF PARTICIPANT CHARACTERISTICS AND SURVEY RESULTS






## IN SCHOOL, UNIVERSITY, OR A RECENT GRADUATE NOT YET EMPLOYED AT THE TIME OF ENROLMENT



## UNEMPLOYED OR INACTIVE AT THE TIME OF ENROLMENT

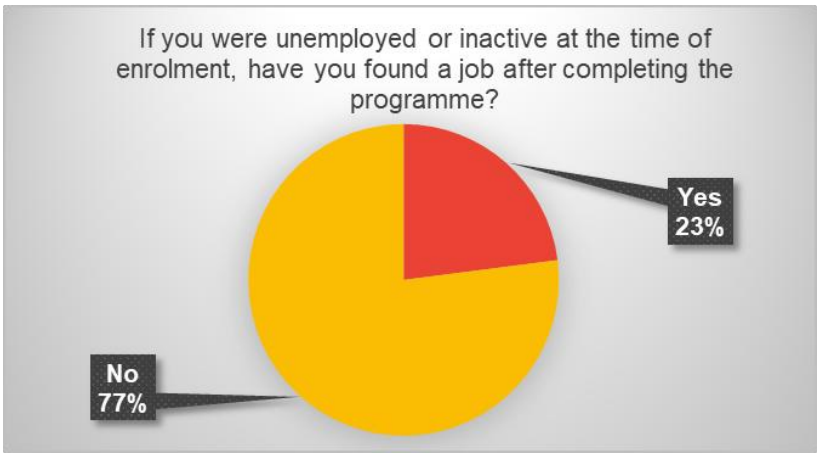



*Figure 1: Follow-Up Survey results*

## EMPLOYED AT THE TIME OF ENROLMENT

| Employment outcome category | Description | Number of responses* |
|---|---|---|
| **No change in employment situation** | No formal change in job status; includes respondents reporting stable employment with improved skills or efficiency | ≈ 280 |
| **Career progression** | Promotion to a higher-level role and/or transition to a position requiring higher skills or qualifications | ≈ 25 |
| **Improved employment stability** | Transition from under-employment to full-time employment or from unstable to stable employment | ≈ 15 |
| **Self-employment / entrepreneurial improvement** | Improved productivity, efficiency, business development, or preparation for entrepreneurial activity | ≈ 20 |
| **Not applicable / not employed** | Question not applicable or respondent unemployed at enrolment | ≈ 110 |

*Table 2: Employment situation after programme completion (aggregated responses)*

The majority of respondents reported **no immediate change in their formal employment status** following programme completion, reflecting the fact that many participants were already in stable employment. A smaller number indicated **career progression**, including promotions or transitions to higher-skilled roles, while others reported **improved employment stability**, such as moving from under-employment to full-time work. Notably, several self-employed participants highlighted **improvements in productivity, efficiency, or business development**, even where no formal employment change occurred. A significant subset of responses was classified as **not applicable**, corresponding to participants who were not employed at the time of enrolment.

CONTRIBUTE TO YOUR CAREER DEVELOPMENT

| Contribution category | Description | Number of responses |
|---|---|---|
| **Skills development and upskilling** | Acquisition or strengthening of digital, AI, IT, cybersecurity, marketing, data, or technical skills; improved competence and qualifications | ≈ 320 |
| **Improved work performance and efficiency** | Increased productivity, efficiency, confidence, ability to perform tasks better or faster in current role | ≈ 190 |
| **Entrepreneurial and business development impact** | Support for starting, developing, or scaling a business; improved workflows, marketing, competitiveness, or service offering | ≈ 130 |
| **Career orientation, motivation, and future opportunities** | Increased confidence, inspiration, employability, preparation for career change, job seeking, promotion, or further studies | ≈ 110 |
| **Limited or no direct career impact** | No immediate or perceived contribution to career development; participation driven by personal interest | ≈ 55 |

*Table 3: Contribution of Level Up training to career development (aggregated responses)*

Due to the optional and open-ended nature of the question, responses were analysed qualitatively and grouped into thematic categories reflecting the main types of perceived career impact. Reported figures indicate aggregated mentions rather than unique respondents.

# Participation to Evaluation Surveys

This document is based on data provided by the partners for feedback collected for delivered courses. It presents information collected between 03/11/2023 and 10/10/2025. 5 partners (GX, EUC, JOIST, CSC and Stackfuel) provided data based on a common evaluation form enabling harmonised data collection and comparative analysis. Partners Workearly and Robocoast implemented their own internal evaluation tools, which are summarized in some form in the deliverable but not included in the statistical charts further below (related to participant satisfaction).

To contextualise the scope of the evaluation dataset, Table 4 below presents an overview of the total number of evaluation responses received across all partners, distinguishing between the common evaluation survey and individual partner evaluation tools.

Number of evaluations received

| Evaluation forms | Number |
|---|---|
| Number of evaluations received from the common survey (GX, EUC, JOIST, Stackfuel, CSC) | 1,534 |
| Number of evaluations received from individual survey tools (Robocoast, Workearly) | 2,754 |
| **Total number of evaluations received** | **4,288** |

***Table 4: Participants survey - evaluations received***

This overview consolidates all quantitative evaluation data collected during the reporting period and demonstrates the breadth of participant feedback underpinning the participation analysis, satisfaction assessment, and impact evaluation presented in this deliverable.

## Country participation

First, we present the participating countries and the numbers of feedback forms received. Below you can see two diagrams. On the left we have the top 10 countries from the data set associated with the common evaluation form (and referring to data collected in Greece, Cyprus, Italy and Germany).

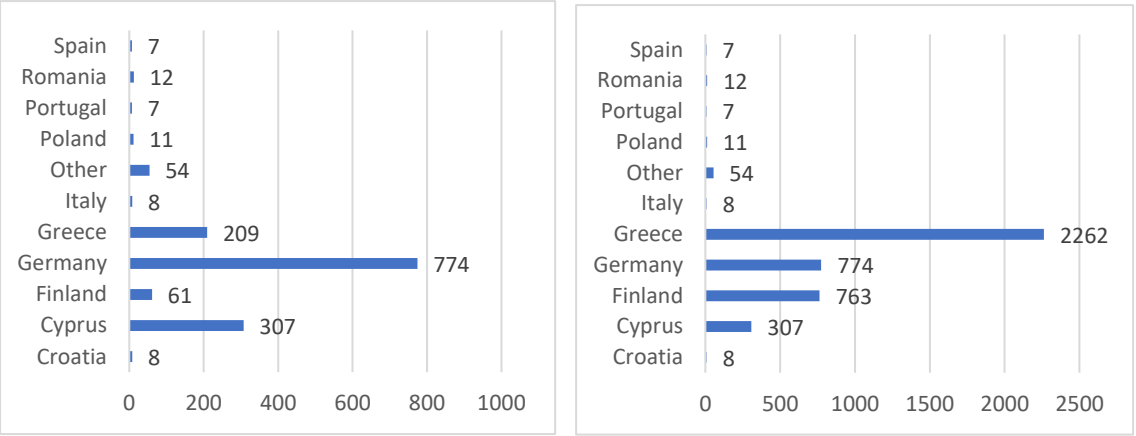



***Figure 2: Feedback forms received (Top 10 country numbers)***

On the right we again have the top 10 countries, but this time from the data set associated with all evaluation mechanisms (common form and individual implementations). The right diagram includes data from Finland as well as some more data from Greece.

Referring to the collective diagram on the right, most of the feedback was collected from Greece (53.7%), Germany (18.4%), Finland (18.1%) and Cyprus (7.03%). The feedback available was collected from 48 countries. Appendix 4 includes a listing of the countries.

Second, we present courses for which feedback was collected. The data listed 98 individual courses. The figures below show the top 10 in number of participant courses as well as the country in which the training took place.

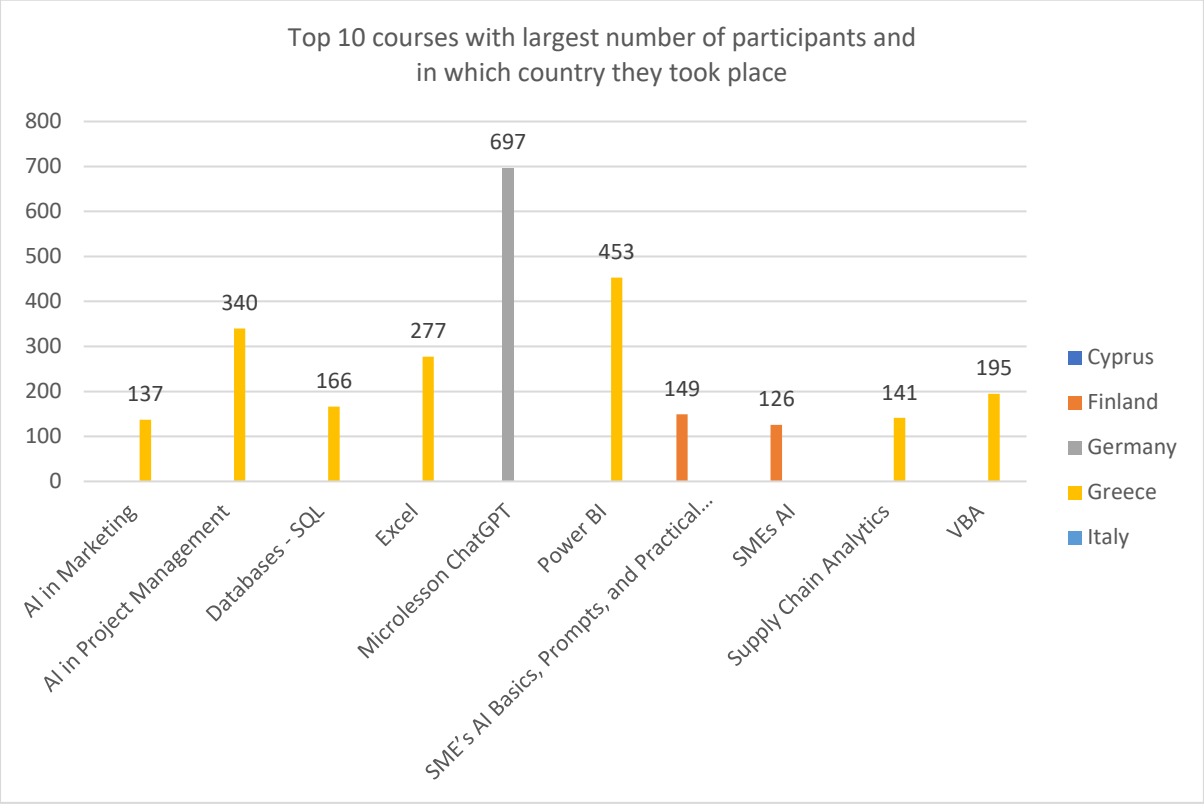



***Figure 3: Top 10 participant number courses and their countries of implementation.***

## Participation by thematic area

**Overview**

We considered it useful to report on the numbers of respondents that participated in courses but produce grouping of courses relating to their thematic area. The project focuses on upskilling and reskilling SME employees or jobseekers in Cybersecurity, Data Literacy, Data Analytics, Artificial Intelligence, microelectronics / microcontrollers, Internet of Things, 3D printing and 3D modelling, cloud and programming. As such we identified potential categories or areas (as listed below) that seem to be addressed from various courses offered by various partners. The thematic areas focus on:

- Cybersecurity
- Artificial intelligence
- Business
- Data
- Media and Marketing and

- Digital Currency.

In what follows we have a subsection for each thematic area. In each subsection, we first present data that was available in the **common evaluation survey** dataset (GX, EUC, JOIST and Stackfueal) and then continue presenting (any applicable) equivalent finding based on data from Workearly and Robocoast.

**Appendix 5 includes a complete listing of all courses included in each of the thematic areas mentioned above.**

## Cybersecurity related courses

**Common evaluation survey**

The figure below demonstrates the number of respondents to courses relating to cybersecurity

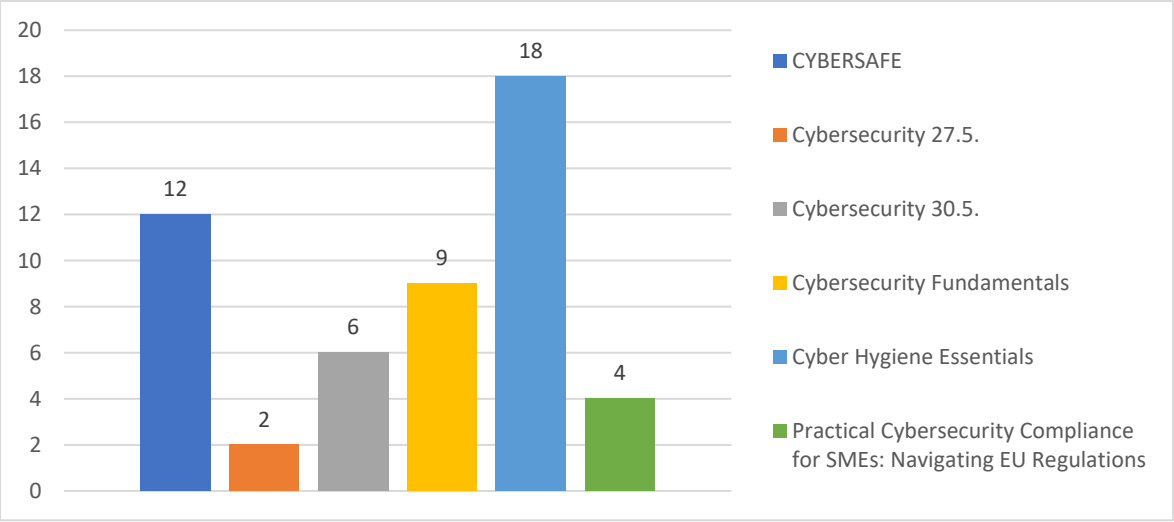



*Figure 4: Respondent numbers in Cybersecurity related courses (51 out of 1494, or 3.41%)*

Cybersecurity courses attracted a moderate but targeted level of participation, reflecting the sustained interest of SMEs in practical threat-prevention skills and regulatory obligations. In response to the question **"what did you like most"**, 10 answers mentioned the practical examples, the interactive activities and the quizzes that were used.

In answer to the question **"how can we improve the course"**, one response suggested that the course was recorded and made available to participants to watch again while two other participants made

suggestions about the duration of the course. One suggested to increase the duration to 5 hours and the second suggested the split of the course into two parts

**Workearly and Robocoast evaluations**

The Workearly set of courses did not include anything on Cybersecurity.

The Robocoast set of courses included one course titled “The importance of Cybersecurity for SMEs” which had 13 out of 702 respondents (or 1.85%)

## Artificial Intelligence related courses

**Common evaluation survey**

The figure below demonstrates the number of respondents in AI related courses. (**Note**: the common evaluation survey did not include any large numbers of respondents for AI courses, apart from the one course in Germany on GPT. Other comparative numbers of responses were included in Greece or Finland, but these have been reported in the Workearly and Robocoast section below)

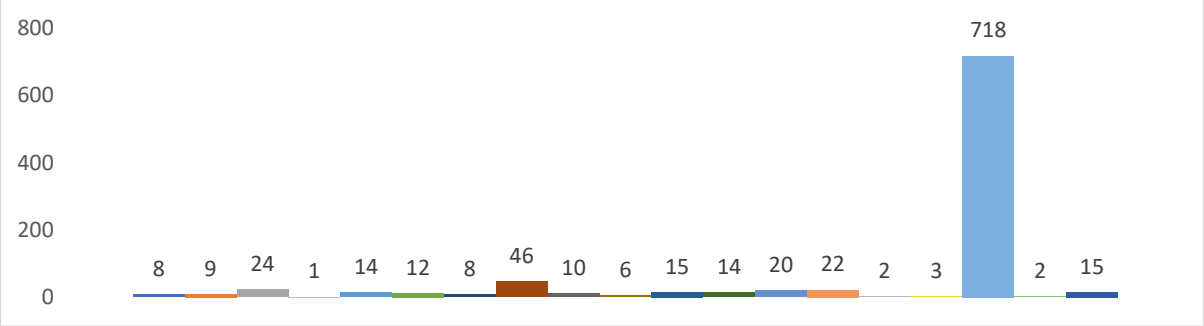



*Figure 5: Number of respondents in AI-related courses (949 from 1494, or 60.52%)*

AI related courses covered a wide range of applications across business, education, research workflows, and creative industries. This diversity illustrates both the consortium’s wide course offering and the cross-sector relevance of AI skills. They attracted high engagement reflecting a strong demand for practical training on emerging technologies. The highest participation courses in the graph above include:

- Microlesson GPT (718)
- ChatGPT for Digital Excellence: From Basics to Advanced Applications (JOIST) (46)
- ChatGPT in Education (24)
- Analyze the Future: Data and Artificial Intelligence in Business Development (20)

- Artificial Intelligence: Discover how to apply AI in your daily life (22)

Other notable course titles: Machine learning (15); Master Scholar GPT for research excellence (14); Artificial Intelligence (12); AI as a releaser of creative potential [1] (14)

In response to the question **"what did you like most"**, 19 answers mentioned the practicals, a very well-chosen examples which demonstrated clear points. Also, a few participants commented on the quality of delivery from the pertinent trainer (identifying, for various people, characteristics like, clarity in explanation, sense of humour, expertise on the field, teaching effectiveness as well as their professionalism and paced delivery of the material). Learners particularly appreciated examples demonstrating how AI tools can streamline real tasks, such as content creation, data analysis, and research support. Trainer expertise was repeatedly highlighted as a key factor supporting understanding and confidence.

In answer to the question **"how can we improve the course"**, (referring to various courses) 4 respondents suggested that the seminar was face-2-face rather than online; 22 comments requested more practical examples and interactive activities; 7 participants (from various courses) suggested a longer duration for the seminar. These suggestions indicate that participants view AI as a topic requiring deeper exploration and sustained practice. Future versions of the courses may benefit from expanded hands-on components, guided exercises, and optional follow-up workshops.

**Workearly and Robocoast evaluations**

The following figure shows the number of respondents in AI-related courses in Greece (from Workearly).

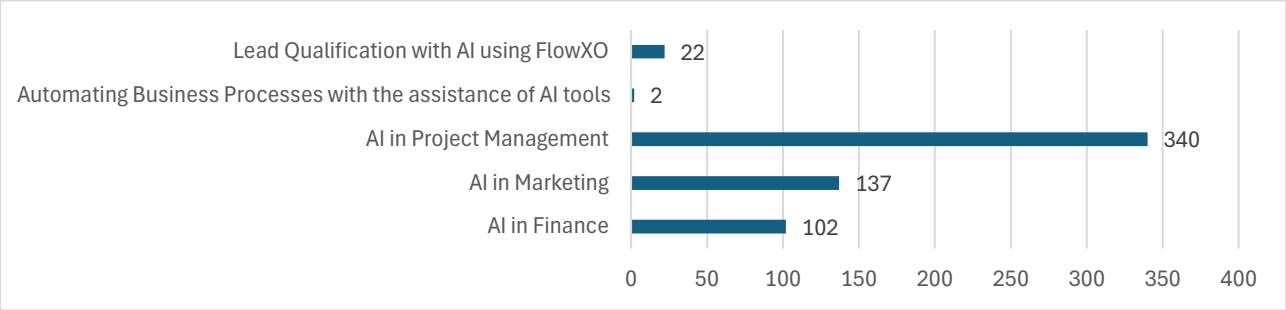



*Figure 6: Workearly (DIGIAN) AI-related numbers (603 from 2053, or 29.37%)*

[1] TRANSLATED FROM FINNISH, USING TRANSLATE.GOOGLE.COM

The figure below shows the number of respondents in AI-related courses in Finland (from Robocoast)

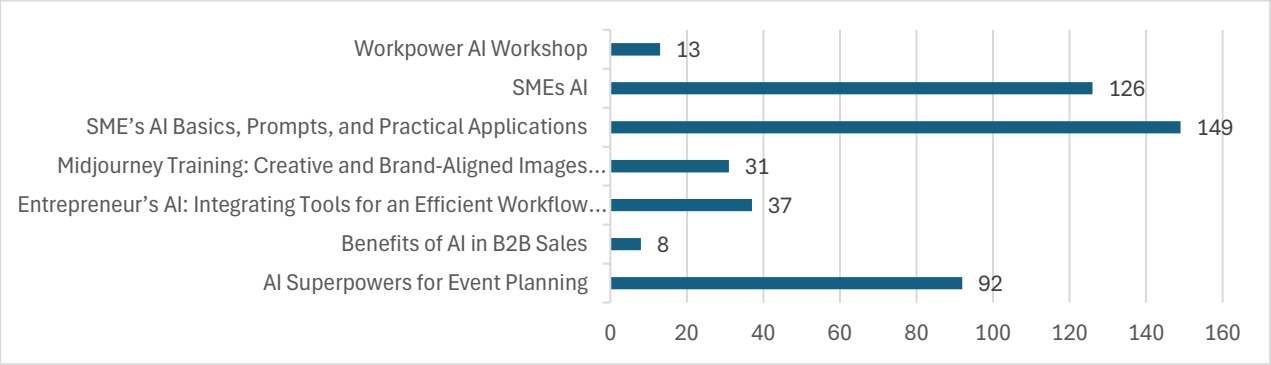



***Figure 7: Robocoast (PRIZZTECH) AI-related numbers (456 from 702, or 64.95%)***

Here too, we can see the increased interest in AI related courses and specifically in the above graphs we note that most courses focus on business aspects of SMEs (i.e. project management)

## Business related courses

**Common evaluation survey**

The following graph shows the number of respondents that participated in business related courses. The Business thematic area included a diverse set of courses designed to strengthen SMEs' operational efficiency and digital capacity. These courses covered practical, work-oriented tools and workflows. The highest participation courses in the graph above include:

- Optimize Workflow with Canva: Enhance Efficiency, Collaboration, and Design in Project Management (28)
- Mastering Project Management with Notion (24)

- Analyze the Future: Data and Artificial Intelligence in Business Development (20)

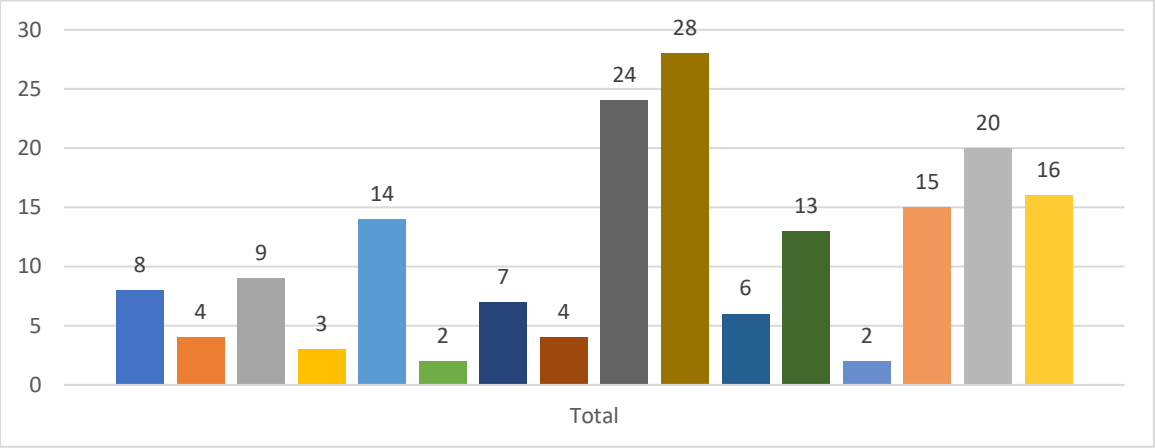



*Figure 8: Number of respondents in business related courses*

- Data Visualization with Power BI – Webinar (16)
- Junior Business Analyst Bootcamp (14)

Other notable course titles include: Power Automate: Automation and Optimisation of Business Processes (13); Google Tools to Run Your Business More Efficiently (9) and Simple Digital Tools for Businesspeople and Start-ups (7)

This variety reflects the digital skills most requested by SMEs seeking streamlined operations and improved productivity.

In response to the question **"what did you like most"**, participants highlighted the clarity of explanations and noted that many examples closely mirrored real SME scenarios, making the content directly applicable to their workplace.

In answer to the question **"how can we improve the course"**, several respondents indicated that additional practical examples, guided demonstrations, and hands-on exercises would help them better apply the concepts presented.

Overall, Business-related trainings were well received, with feedback emphasizing the value of interactive formats and real-world examples that align with the operational realities of SMEs.

**Workearly and Robocoast evaluations**

The figures below show the number of respondents in business related courses for Workearly and Robocoast.

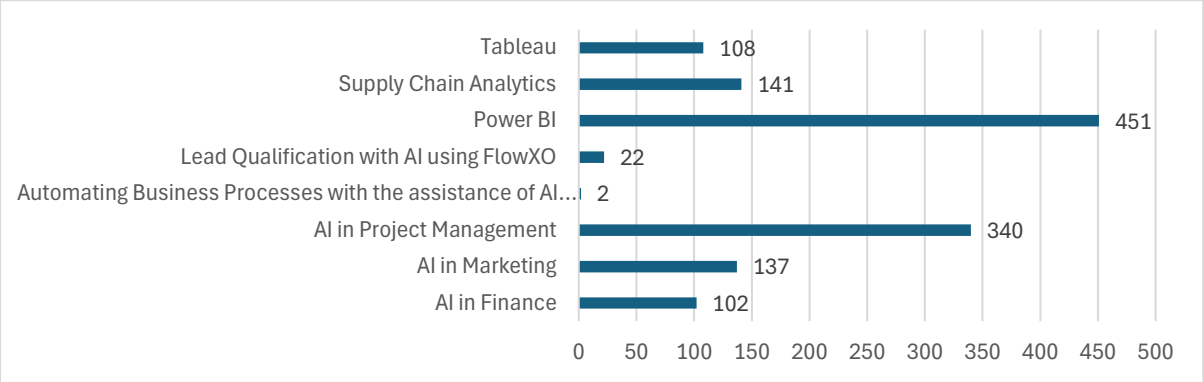



***Figure 9: Workearly business related numbers (1303 from 2053, or 63.46%)***

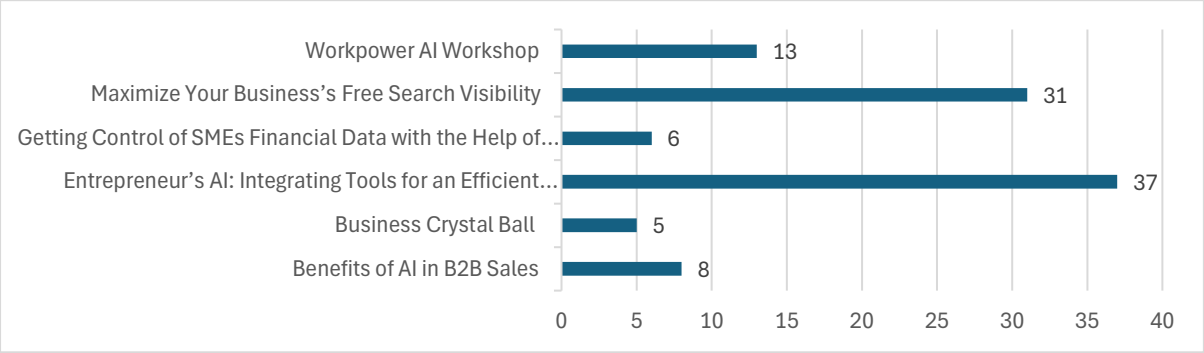



***Figure 10: Robocoast business related numbers (100 from 702, or 14.24%)***

Both partners included business related courses, but it is evident that Workearly focused nearly 2/3 of its courses (almost 63.5%) to business related aspects.

## Data related courses

**Common evaluation survey**

The figure below shows the respondent numbers that participated in data related courses. In this instance there are (again) a few courses for "data".

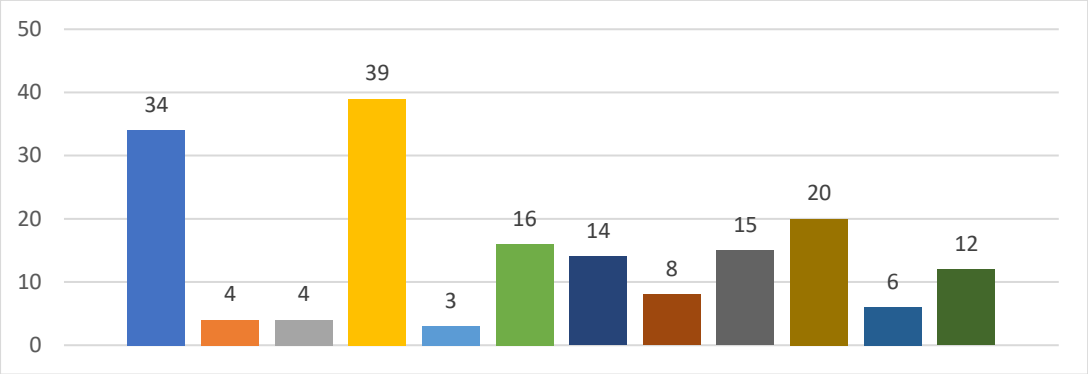



***Figure 11: Data related numbers (175 of 1494, or 11.71%)***

The data thematic area included a variety of courses assisting SMEs with data analysis and efficiency in business decisions and processes. We must mention the versatility and capabilities of Microsoft Excel, providing features and functions that help gain valuable insight on various business aspects. The highest participant number courses included:

- Excel of data reporting (39)
- Advanced Excel for data visualization and presentation (34)
- Analyze the Future: Data and Artificial Intelligence in Business Development (20)
- Introduction to time series analysis and visualization in Excel (16)

Other notable courses were: Junior business analyst bootcamp (14); Structured data (12) and Exploring Data Science and AI in Analytics with Python (8).

In response to the question **"what did you like most"**, several respondents mentioned the good structure of the course and how easy it was to follow and learn new things. Also mentioned that the topic was interesting.

In answer to the question **"how can we improve the course"**, (referring to various courses) several respondents mentioned they would like more examples and hands-on exercises.

**Workearly and Robocoast evaluations**

The figure below depicts the respondent participants in data related courses from the dataset of Workearly. The technologies mentioned are well known standards in the industry and tools that are heavily utilised in SMEs.

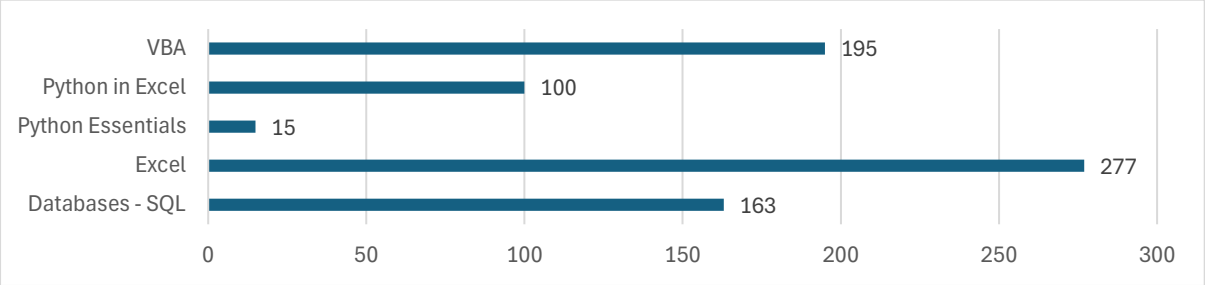



*Figure 12: Workearly data related courses (750 from 2053, or 35.53%)*

The Robocoast set of courses included on course on data titled: "Getting Control of SMEs Financial Data with the Help of Power BI (Parts 1 to 4)" which had 6 out of 702 participants (or 0.85%).

## Media and Marketing related courses

**Common evaluation survey**

The figure below demonstrates the respondent participants to courses that related to media and marketing courses. A larger variety of courses related to media and marketing, providing guidance to SMEs on generating and using media to achieve more successful marketing for their products and services.

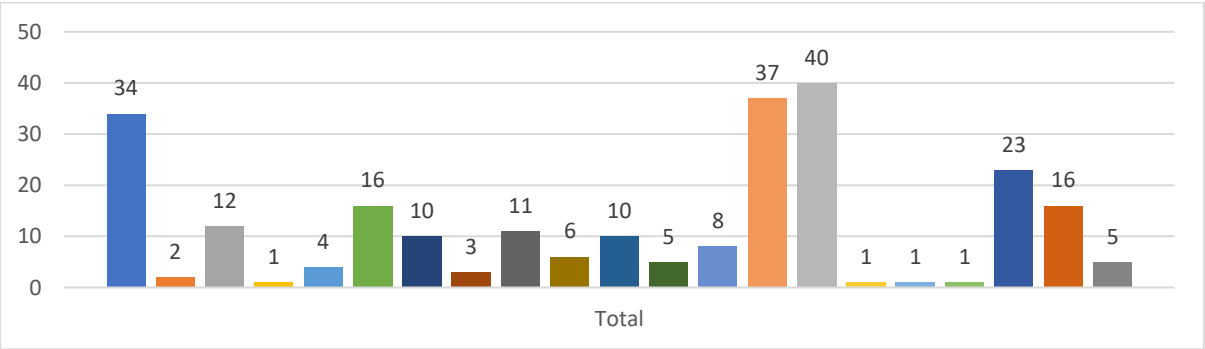



*Figure 13: Media and Marketing related numbers (246 from 1494, or 16.46%)*

The highest number courses in this thematic include:

- Wix: Building your own website easily, no programming skills needed (40)
- TikTok: learn how to create stunning videos (37)
- Advanced Excel for Data Visualization and Presentation (36)
- Category Visualization - Best Practices (23)

Other notable courses were: Data visualization with Power BI (16); Introduction to Time Series Analysis and Visualization in Excel (16) and two courses on Canva, having a total of 13 participants.

In response to the question **"what did you like most"**, (for various courses) a few respondents mentioned the good examples of the course; and also commented on the presenter being very well prepared and having a positive attitude.

In answer to the question **"how can we improve the course"**, (referring to various courses) several respondents mentioned they would like face-2-face seminars, having more examples and time to practice.

**Workearly and Robocoast evaluations**

The Workearly set of courses included one course titled "AI in Marketing" which had 137 out of 2053 participants (or 6.67%)

The Robocoast media and marketing related courses along with their participation numbers are given in the figure below.

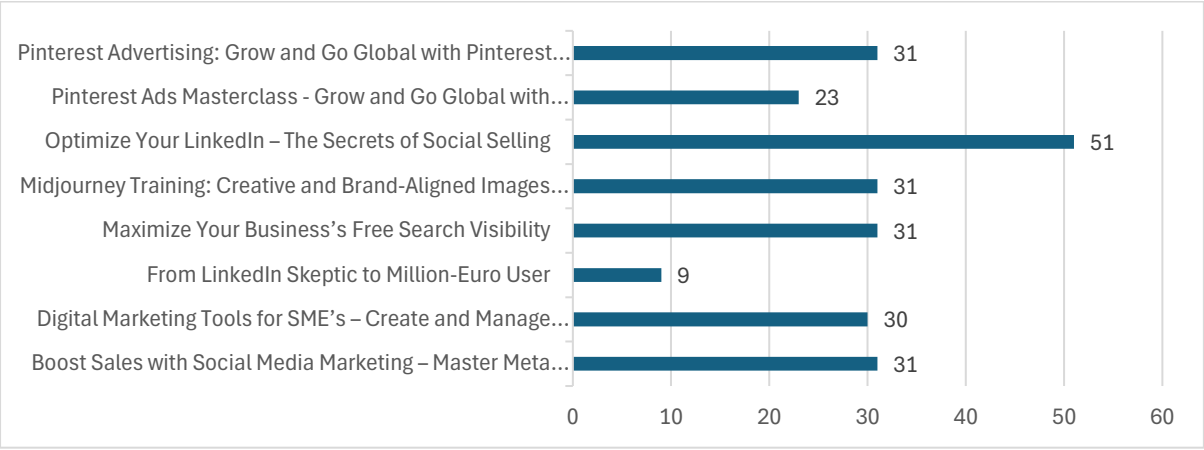



***Figure 14: Robocoast media and marketing related numbers (237 of 702, or 33.76%)***

## Digital currency related courses

**Common Evaluation Survey**

The number of respondent participants in courses relating to digital currency is shown in the diagram below.

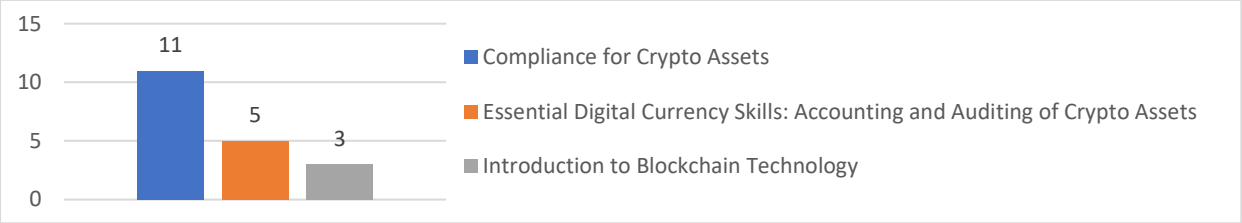



*Figure 15: Participation numbers in Digital currency related courses (19 of 14940, or 1.27%)*

In response to the question **"what did you like most"**, (for various courses) several respondents mentioned the knowledgeability of the trainer as well as the clarity of the presentation.

In answer to the question **"how can we improve the course"**, a few responses suggested that more examples, more interaction and more time is needed.

**Workearly and Robocoast evaluations**

Relating to the non-common evaluation implementation used by Workearly and Robocoast, both partners did not deliver any courses related to Digital currency.

# Participant Satisfaction

In this section we will take a look at the collective satisfaction of participants based on their responses. First we look at the common evaluation form (GX, EUC, JOIST and Stackfuel) and then present what information if available for Workearly and Robocoast.

**Common evaluation form**

The graphs provided below relate to the common form (evaluation survey) as collected from GX, EUC, JOIST and Stackfuel. The indicative analysis presented refers to 1494 answers[2] to the feedback questionnaire received between 03/11/2023 and 10/10/2025. What follows presents an account of questions relating to:

[2] With the exception of one question relating to the support of the trainer which has not been included in the stackfuel data

- Learning objectives
- Content being easy to follow
- Content relevant to needs
- Course contributed to development of participants' professional competencies, knowledge and skills
- Duration of the course
- Support of the trainer[3]

These questions were presented in a scale from 1 (very dissatisfied, being the worst, and shown first from left), to 5 (very satisfied, being the best, and shown first from right). What follows presents data for all courses in all countries.

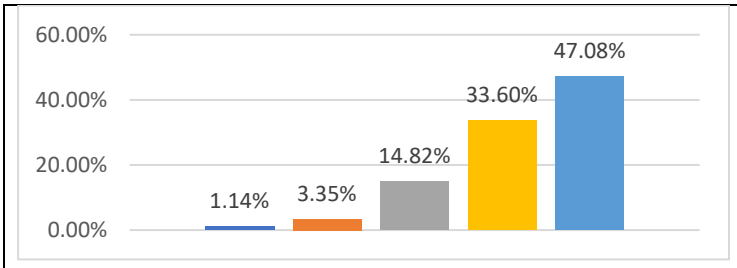



*Figure 16: Learning objectives clearly stated and achieved*

The **learning objectives of the course were adequately covered** with 80.68% answering

- Satisfied, 33.60%
- Very satisfied, 47.08%

The **content of the course was easy to follow** with 83.29% answering

- Satisfied, 32.55%
- Very satisfied, 50.74%

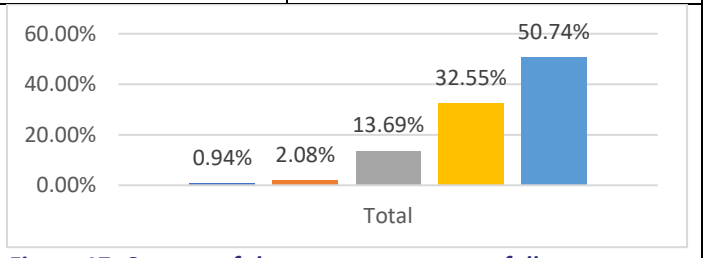



*Figure 17: Content of the course was easy to follow*

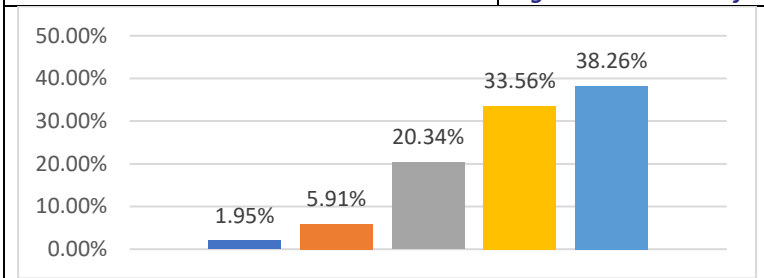



*Figure 18: Course content was relevant to my needs*

The **content of the course was relevant to the needs of participants** with 71.82% answering:

- Satisfied, 33.56%
- Very satisfied, 38.26%

The **course contributed to the development of professional competencies, knowledge and skills** of participant, was appreciated by participants with 68.84% answering:

- Satisfied, 31.97%
- Very satisfied, 36.87%

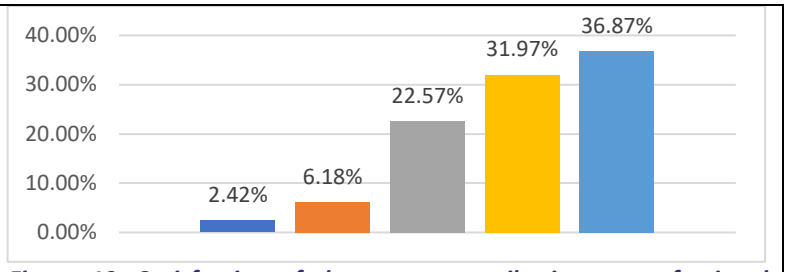



*Figure 19: Satisfaction of the course contributing to professional development*

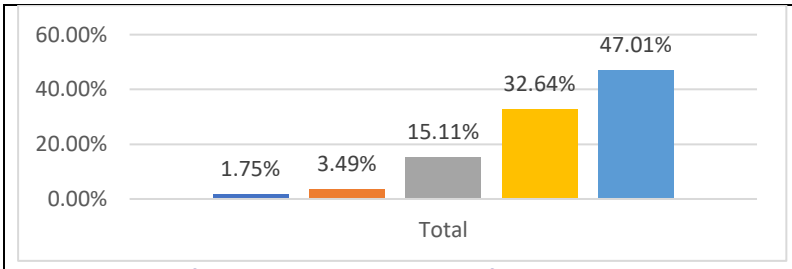



*Figure 20: Satisfaction with the duration of the course*

The **duration of the course** was adequate for participants with 79.65% answering

- Satisfied, 32.64%
- Very satisfied, 47.01%

The following graph relates to 702 answers from GrantXpert, EUC and JOINST and the Stackfuel data set did not include answer for the question below

The **trainer's support** was appreciated by participants with 585 of 702 (83.33%) answering:

- Satisfied 151 (21.51%)
- Very satisfied 434 (61.82%)

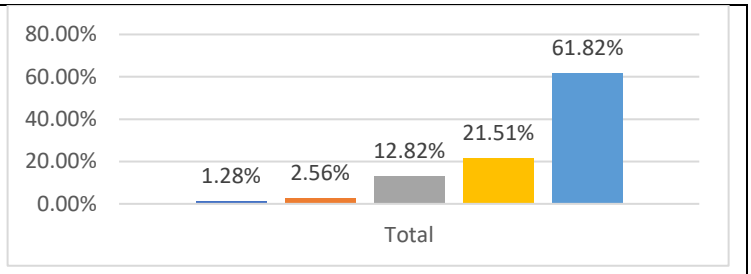



*Figure 21: Trainer support satisfaction*

Overall, considering scale categories 4 and 5 together, the results across all questions consistently exceed 68%. This high level of satisfaction demonstrates not only the relevance and quality of the training content, but also the programme's effectiveness in strengthening participants' digital competencies. The findings indicate that the courses substantially contributed to upskilling and reskilling efforts, equipping learners with practical knowledge and capabilities that support their active participation in the digital transformation.

**Workearly**

The Workearly data set included answers to 3 questions relating to participant satisfaction. The questions were set using a 1 (worst) to 5 (best) scale. In the graphs that follow we present the average

percentage for scale scores as recorded in the data. Note that scale 1 (very dissatisfied, being the worst, is shown first from left), and scale 5 (very satisfied, being the best, is shown first from right). The first question asked the participants to rate the section as a whole

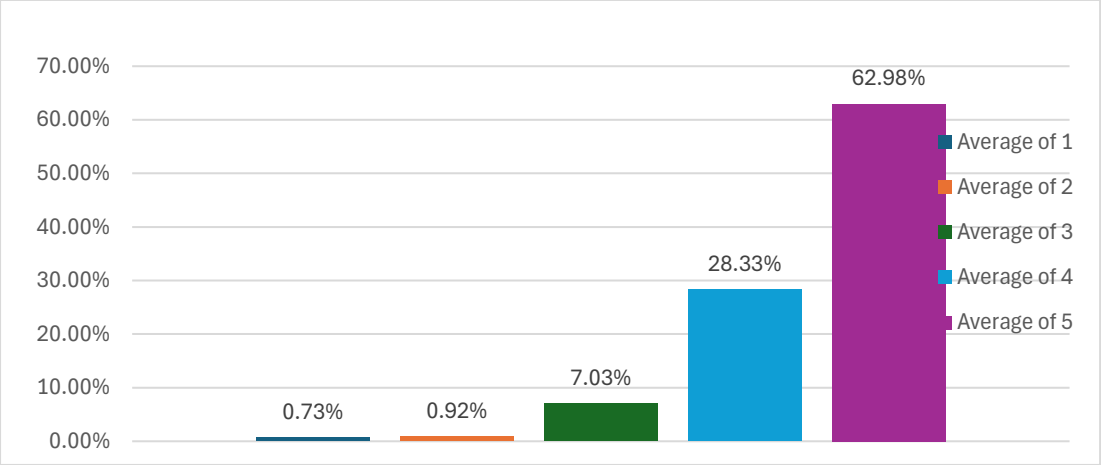



***Figure 22: Q1: "How would you rate this section as a whole?"***

The score at scales (4) "satisfied" and (5) "very satisfied" sum up to 91.31% which would render the sections quite successful.

The remaining two questions tried to assess a) whether the provided (during the training) exercises re-enforced the covered theoretical material as well as b) if the examples that were used to demonstrate concepts help participants understand how to approach. As it can be seen from the diagrams below both questions had favourable results with 88.38% of the participants finding the exercises useful, and 83.45% of the participants agreeing that the examples help them know how to tackle the exercises.

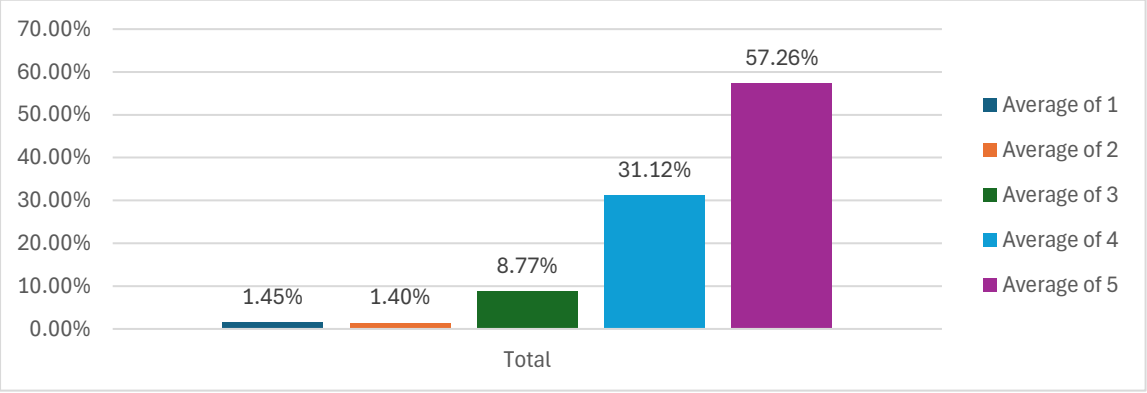



***Figure 23: Q2: "The exercises effectively re-enforced the concepts covered in the theory section"***

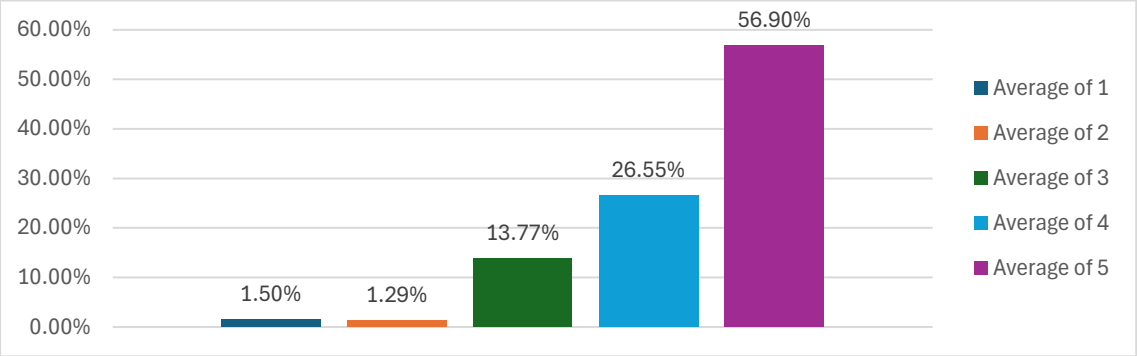



*Figure 24: Q3: "The provided examples help you understand how to approach the exercises"*

**Robocoast**

The Robocoast data set included the number of feedback forms received and the resulting score of participant satisfaction for each recorded course. Multiple instances of courses were present; they were grouped and the diagram below shows the average score of satisfaction that each course achieved. Values range from 50 to 100 with an average score (for all courses) of 82.16% which will characterize the courses successful.

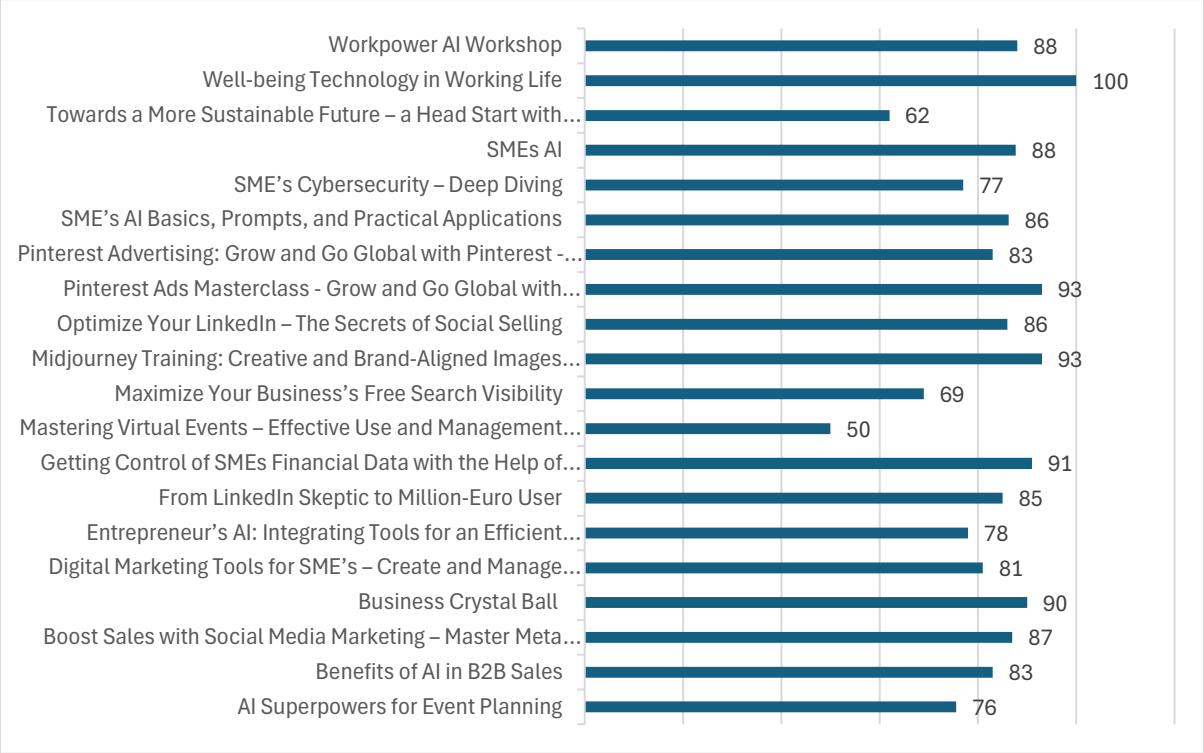
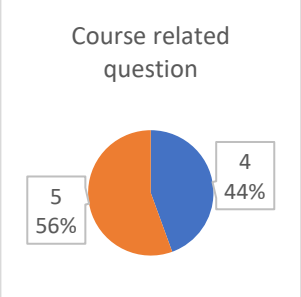



*Figure 25: Average score (out of 100) of courses from Robocoast*

# Course analysis

In this chapter we present the analysis of individual courses based on the collected data set from the **common evaluation form**. Each course will be presented in a table. The table will contain the title of the course, followed by the number of responses and optionally followed by some introductory course details. Then we have the analysis of the course which will be demonstrated by showing the counts of results relating to scaled questions available on the evaluation form. All analysis graphs refer to a scale from 1 to 5 with 1 being very dis-satisfied (i.e. worst) and 5 being very satisfied (i.e. best). The information continues by providing indicative answers to open ended questions ('what did you like most?', 'how can we improve the course?' and a positive 'testimonial'). The final section of the analysis indicates how many (if any) respondent participants were willing to subscribe to the newsletter of the project; and it concludes by providing some brief conclusion related to the performance and evaluation of the course. The table below provides a sample course to demonstrate the layout to expect.

***Table 5: Sample table for course analysis***

<table>
<tr><td colspan="3">COURSE TITLE<br>[X responses, course details and other comments or useful information]</td></tr>
<tr><td colspan="3">Data analysis (1=very dis-satisfied, 5=very satisfied)</td></tr>
<tr><td colspan="3"> 
</td></tr>
<tr><td colspan="3">Open-ended questions</td></tr>
<tr><td>What did you like most?</td><td>How can we improve the course?</td><td>Testimonial / Review</td></tr>
<tr><td>• A good remark</td><td>• Some suggestion</td><td></td></tr>
<tr><td colspan="2">Conclusion</td><td>Newsletter subscriptions: #</td></tr>
<tr><td colspan="2">Pending</td><td></td></tr>
</table>

Furthermore, to economise in space and manage to have all data analysis graphs (of a course) on one page the following abbreviations were applied:

***Table 6: List of abbreviations to question headings***

| | |
|---|---|
| [The learning objectives were clearly stated and achieved at the beginning of the course] | Learning Objectives |
| [The content of the course was easy to follow] | Content easy to follow |
| [The course material/content is organized in a way that facilitates learning] | Content organised for learning |
| [The course material and content were delivered in a clear way] | Content delivered clearly |
| [The course content was relevant to my needs] | Content relevant to needs |
| [The duration of the course was adequate] | Adequate course duration |
| [The course platform was easy to navigate] | Easy platform navigation |
| [The course contributed to the development of my professional competencies, knowledge and skills] | Course contributed to development |
| [I am satisfied with the trainer's support] | Satisfied with trainer support |
| [The course content was practical and included assignment/quizzes/case studies] | Practical course content |

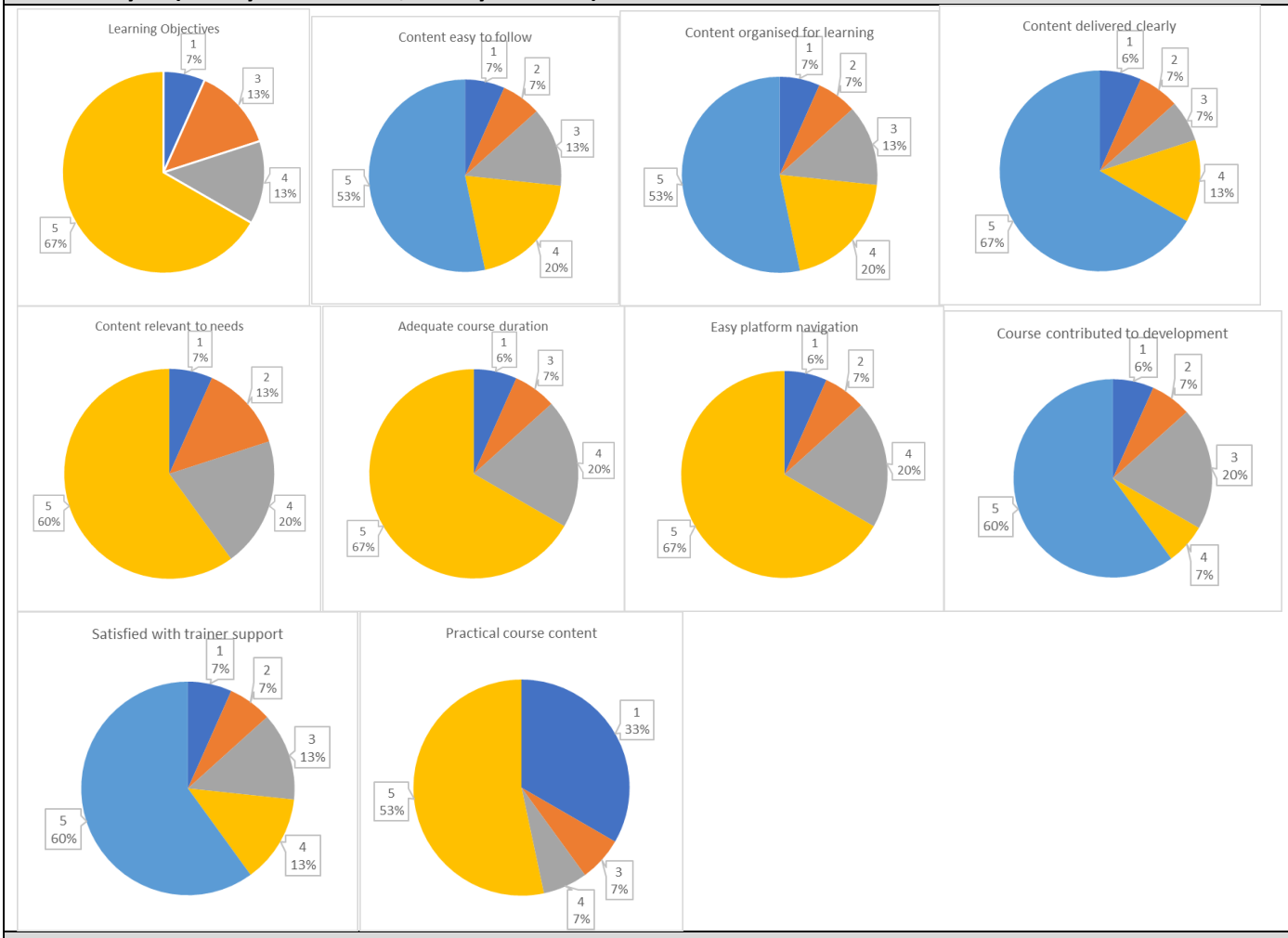
In what follows we first present the courses that have been analysed by EUC. Following that we present the analysis provided from GX of some of their courses. The chapter will conclude with showing the analysis provided from CSC of some of their courses.

## EUC analysed courses

Analyze the future: data and AI in business development

[15 responses, title was in Greek, translates using translate.google.com]

**Data analysis (1=very dis-satisfied, 5=very satisfied)**




**Open-ended questions**

| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| | • 2 x More practical on Power BI<br>• Make it interactive with a demo link that we could upload our data and get some results - to start getting used -<br>• More examples of Cypriot companies | |

| **Conclusion** | **Newsletter subscriptions: 4** |
|---|---|

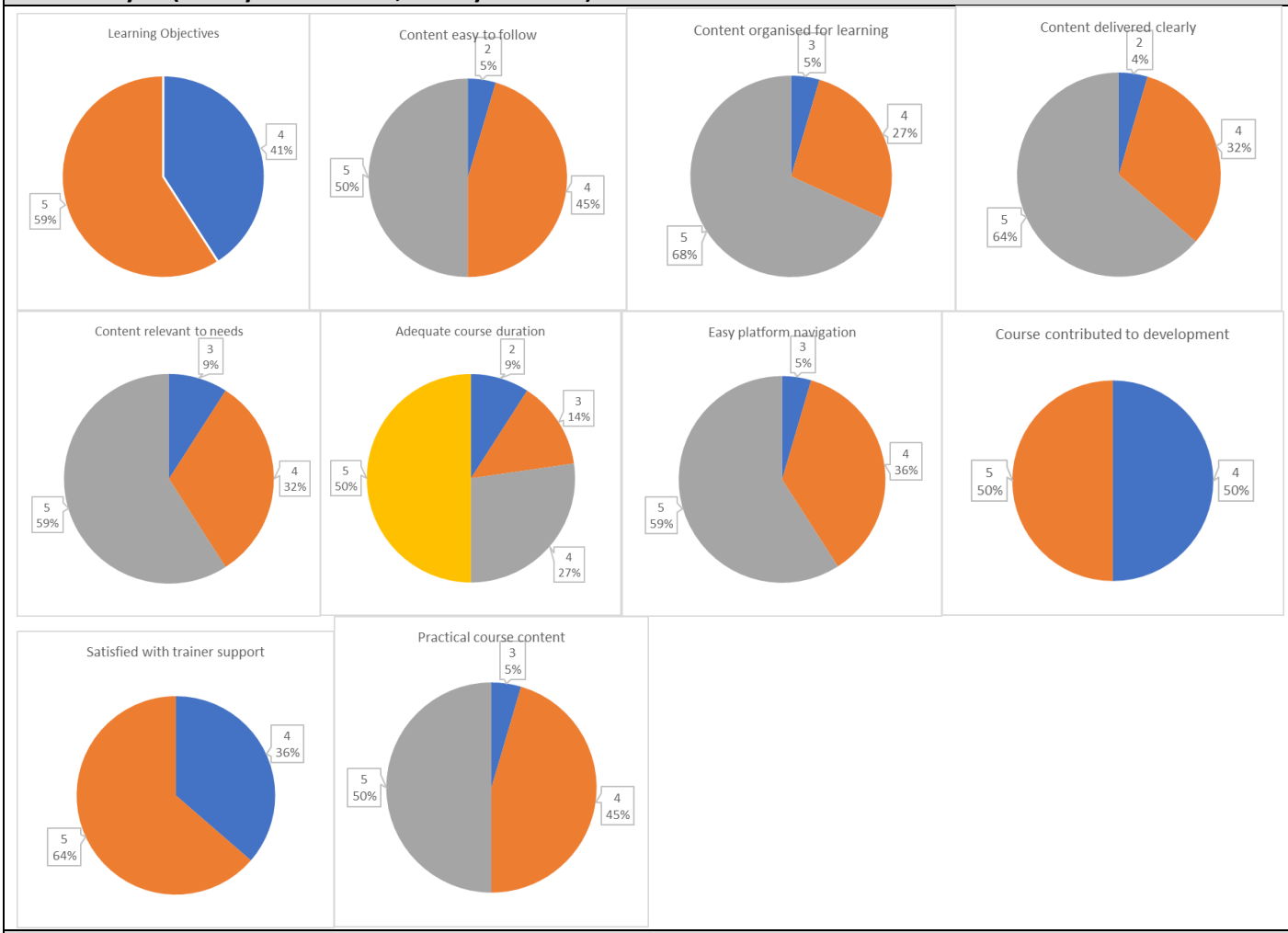
73% of respondents were satisfied or very satisfied with the 'content being easy to follow' and the 'content being organized for learning'. 80% claimed the 'content was delivered clearly' with 87% suggesting 'adequate time for delivery' and 80% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 67%. This number is a little lower relative to others. This will be further discussed and explained in the impact chapter. For now we can say that such short duration courses act as introduction to new technologies and attract interest of someone to further get involved and not so much as a major contribution to competences and skills. Overall the course appears to have achieved its objectives of introducing this

| |
|---|
| new technology to the participants and attracting interest with answers to the 'how to improve the course' question mentioning more examples, making the course more interactive and considering local businesses. |

Artificial Intelligence: Discover how to apply AI in your daily life

[22 responses]

**Data analysis (1=very dis-satisfied, 5=very satisfied)**




**Open-ended questions**

| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| | • At least 45 minutes for the instructor to present more examples<br>• More practice<br>• More practical examples<br>• More time for questions | • Highly recommended<br>• [translated] Quick, easy to understand, very good trainer |

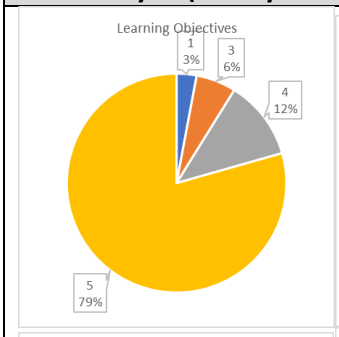
| **Conclusion** | **Newsletter subscriptions: 1** |
|---|---|
| 95% of respondents were satisfied or very satisfied with the 'content being easy to follow' and 93% that the 'content being organized for learning'. 96% claimed the 'content was delivered clearly' with 77% suggesting 'adequate time for delivery' and 91% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course | |

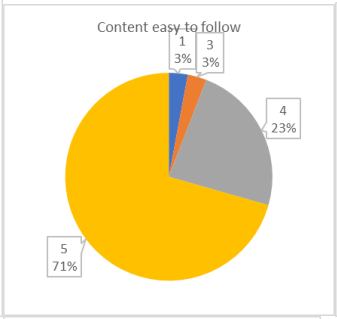
contributing to professional development, competences and skills' was 100%. Overall the course appears to have achieved its objectives of introducing this new technology to the participants. The low number for the 'adequate time' question is mirrored in the answer to 'how to improve' which claims "*at least 45 minutes for the instructor to present more examples*"

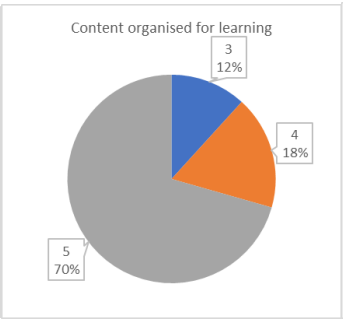
Advanced Excel for Data Visualization and Presentation

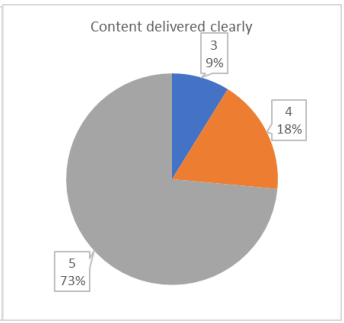
[34 responses]

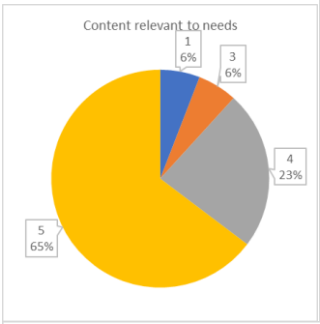
**Data analysis (1=very dis-satisfied, 5=very satisfied)**

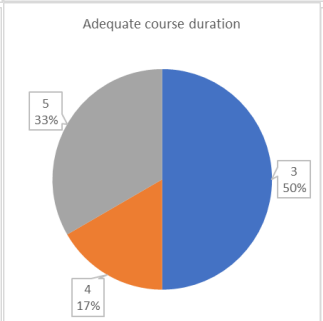


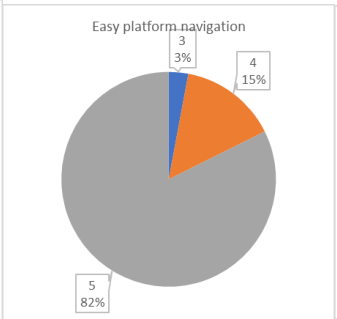



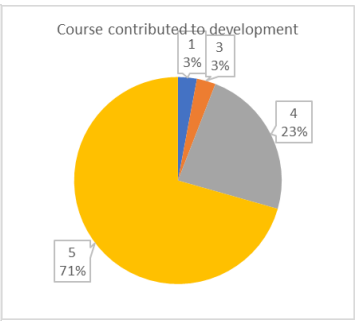



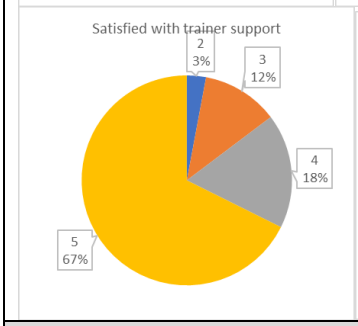



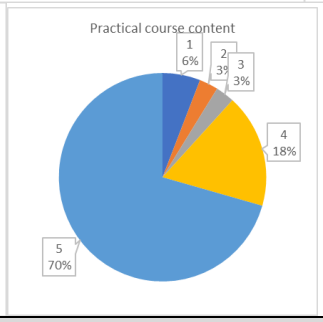




**Open-ended questions**

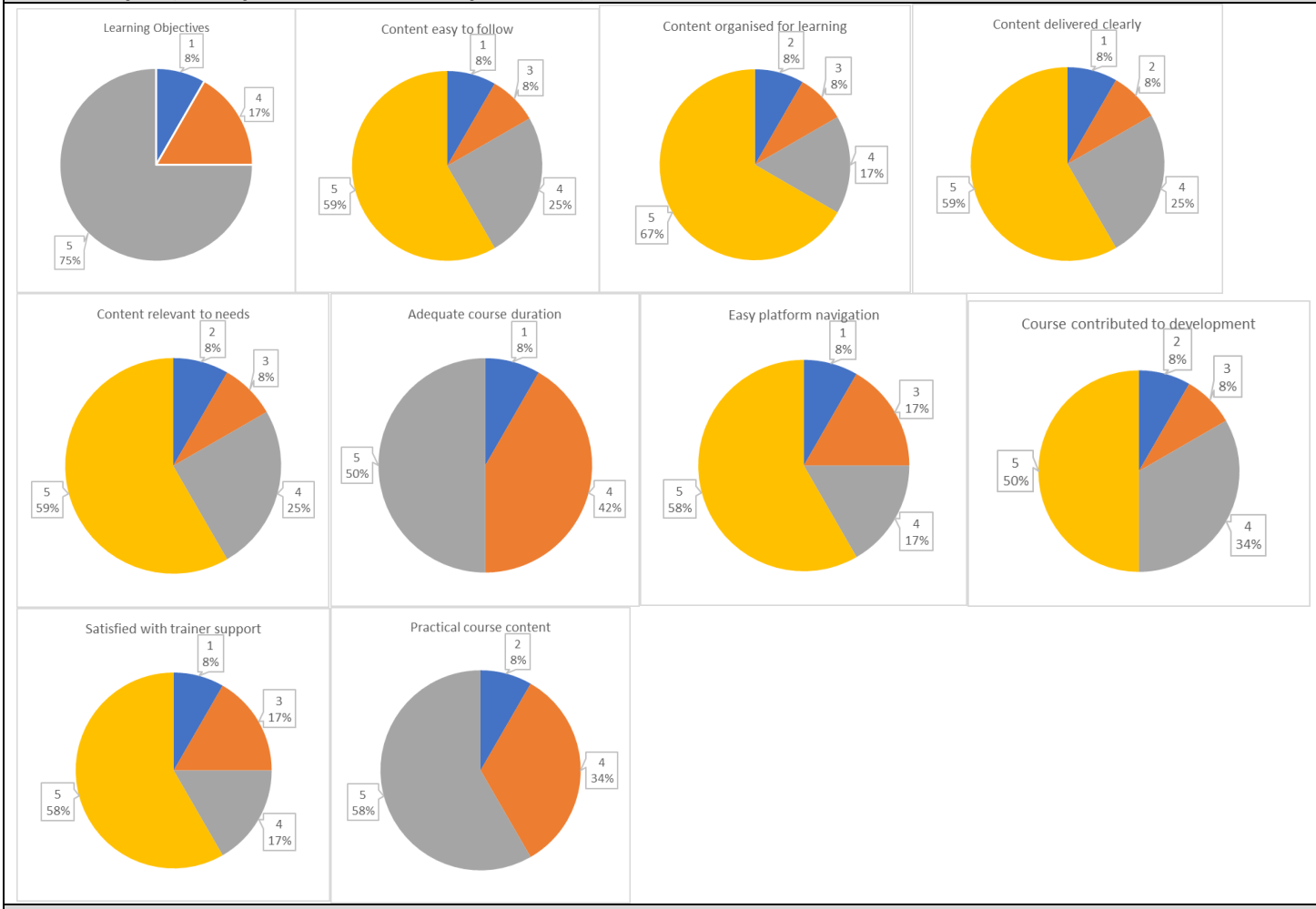
| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • Clear structure of the course and videos showed the steps that were introduced<br>• Practice sessions<br>• The hands-on exercises | • More complex exercises<br>• It would be helpful to provide example Excel sheets that we can use to implement the steps ourselves, rather just watching it in a video. In short, it would be helpful to made the course somewhat more interactive. | • Advanced excel offers power tools for data visualization<br>• Excellent<br>• The course was very impactful, was able to understand about Pivot tables and data visualisation<br>• It was thrilling |
| **Conclusion** | | **Newsletter subscriptions: 20** |

| |
|---|
| 94% of respondents were satisfied or very satisfied with the 'content being easy to follow' and 88% for the 'content being organized for learning'. 91% claimed the 'content was delivered clearly' with 50% suggesting 'adequate time for delivery' and 88% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 94%. a major contribution to competences and skills. Overall, the course appears to have achieved its objectives with the only concern being that of adequate time. |

Artificial intelligence [in Finnish]

[12 responses]

**Data analysis (1=very dis-satisfied, 5=very satisfied)**




**Open-ended questions**

| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • Very clear training with many good tips | | |

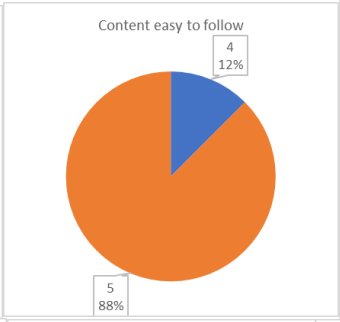
**Conclusion** | **Newsletter subscriptions: 2**

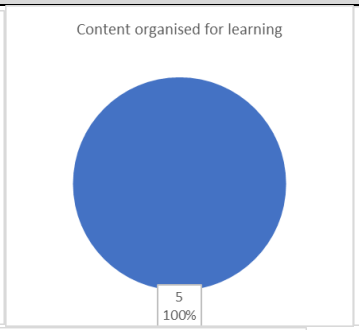
84% of respondents were satisfied or very satisfied with the 'content being easy to follow' and for the 'content being organized for learning' and claimed the 'content was delivered clearly' with 92% suggesting 'adequate time for delivery' and 84% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 84%. Overall, the course appears to have achieved its objectives.

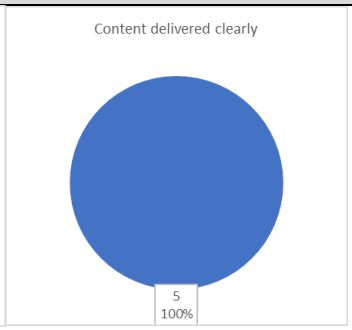
AI FOR BUSINESS

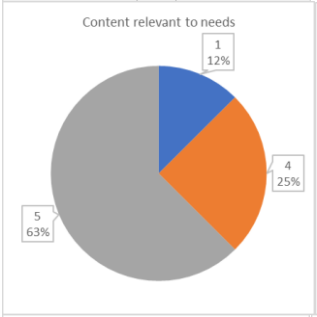
[8 responses]

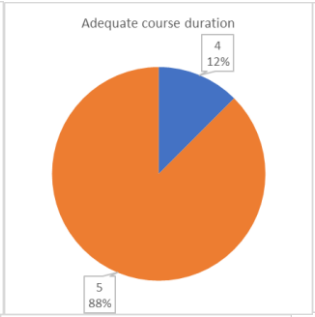
**Data analysis (1=very dis-satisfied, 5=very satisfied)**

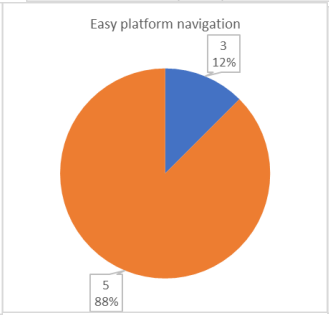


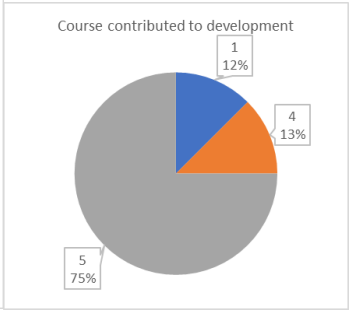



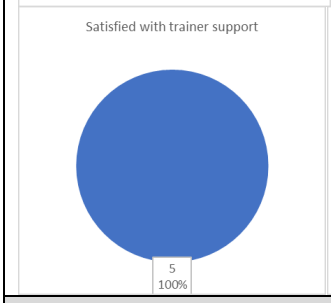



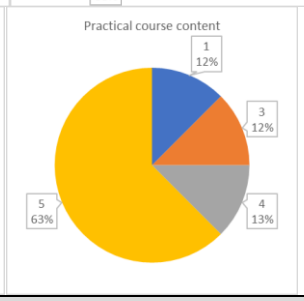




**Open-ended questions**

| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • Interactive platform | | • Excellent |

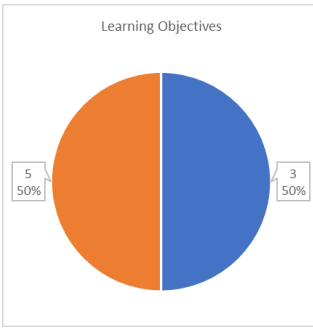
**Conclusion** | **Newsletter subscriptions: 5**

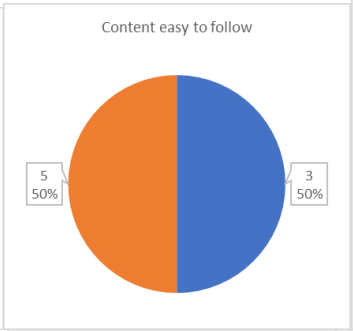
100% of respondents were satisfied or very satisfied with the 'content being easy to follow' and for the 'content being organized for learning' and claimed the 'content was delivered clearly'. 100% suggested 'adequate time for delivery' and 88% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 88%. The course scores are very high, the course was a success.

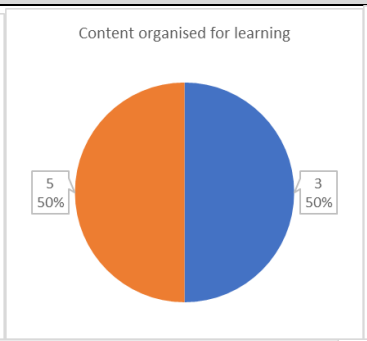
AI in Education

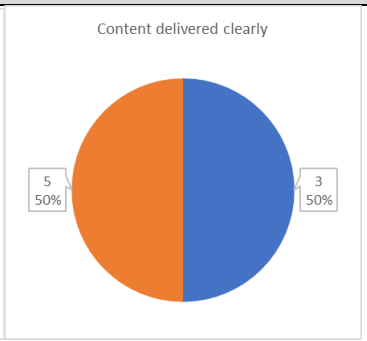
[2 responses]

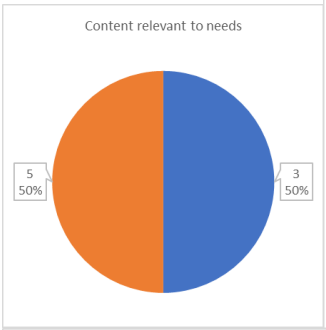
**Data analysis (1=very dis-satisfied, 5=very satisfied)**

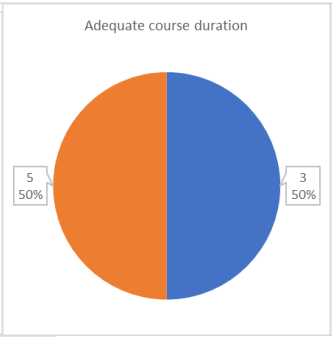


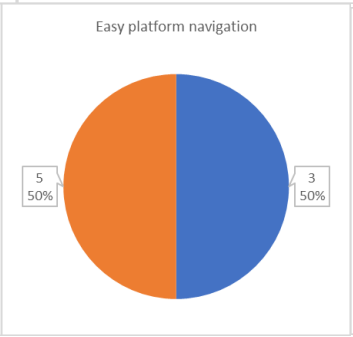



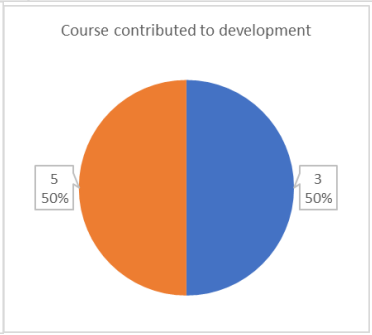



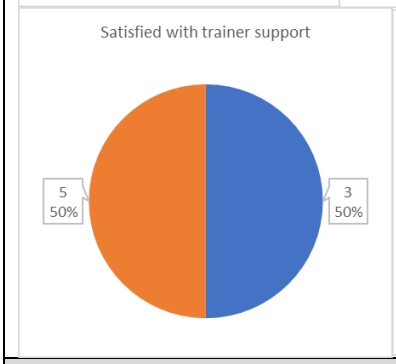



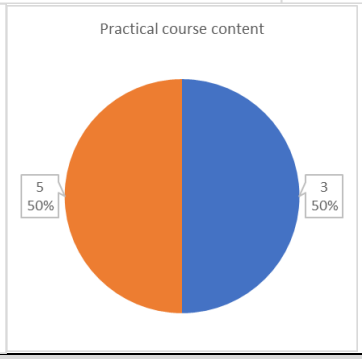



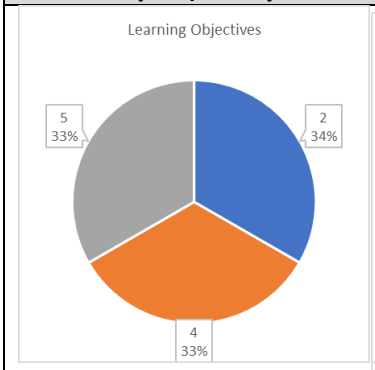



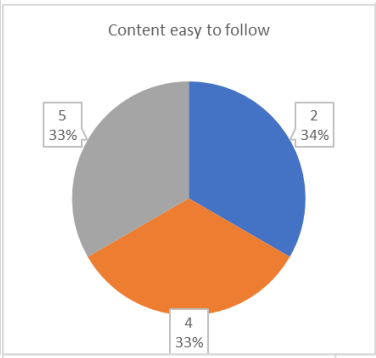

| **Open-ended questions** | | |
|---|---|---|
| What did you like most? | How can we improve the course? | Testimonial / Review |
| | | |
| **Conclusion** | | **Newsletter subscriptions: 1** |
| This course has a small number of responses, so it is difficult to put forward any statements. | | |

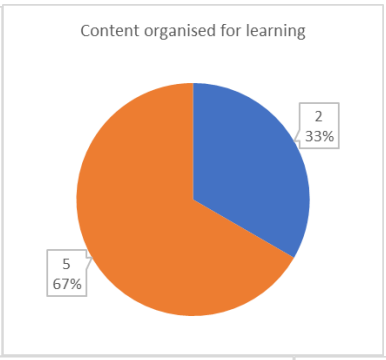
AI mindset

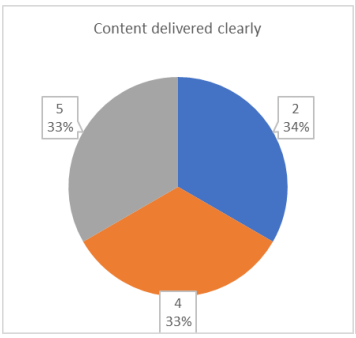
[3 responses]

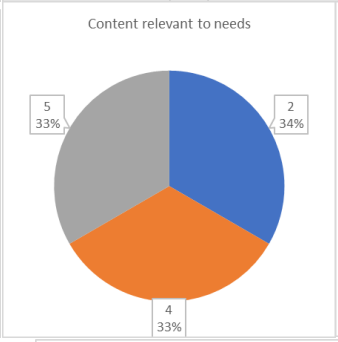
**Data analysis (1=very dis-satisfied, 5=very satisfied)**

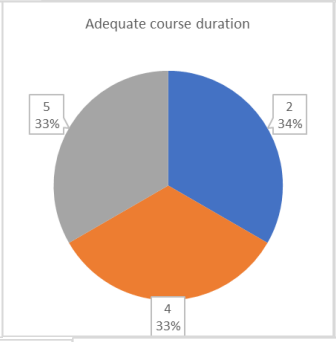


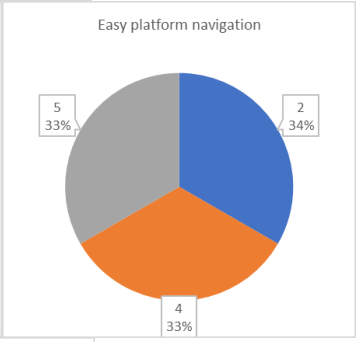



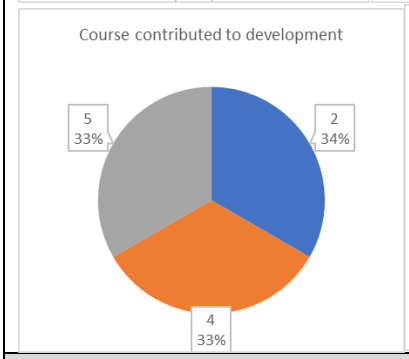



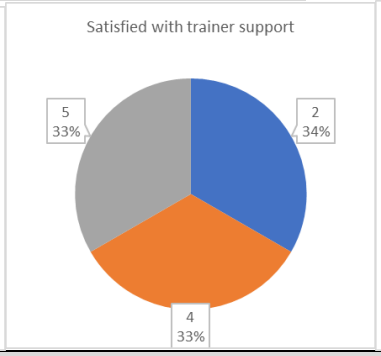



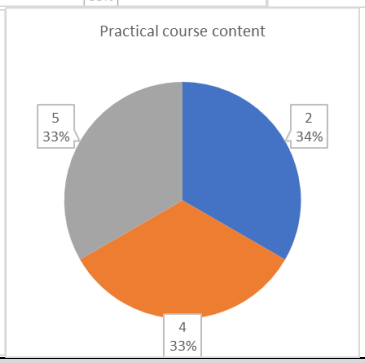



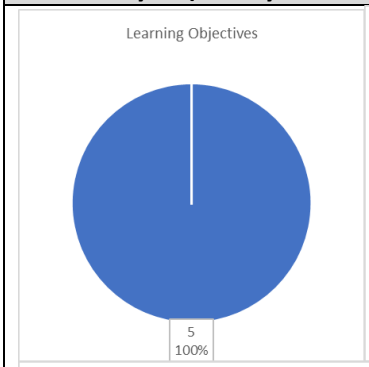



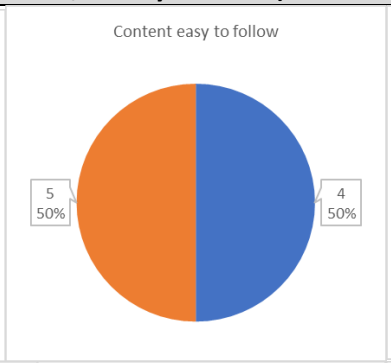

| **Open-ended questions** | | |
|---|---|---|
| What did you like most? | How can we improve the course? | Testimonial / Review |
| | • More exercises | |
| **Conclusion** | | **Newsletter subscriptions: 0** |
| This course has a small number of responses and not comments can be made. | | |

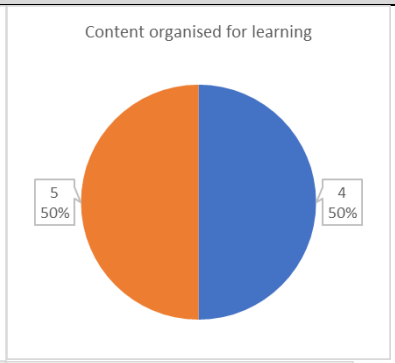
Canva 22.5.2025

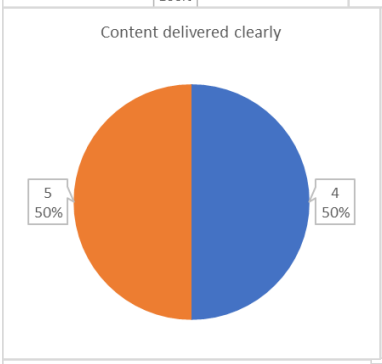
[2 responses]

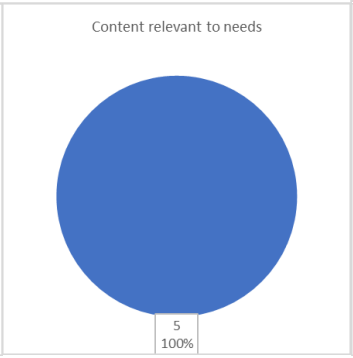
**Data analysis (1=very dis-satisfied, 5=very satisfied)**

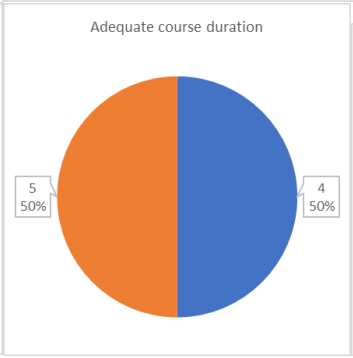


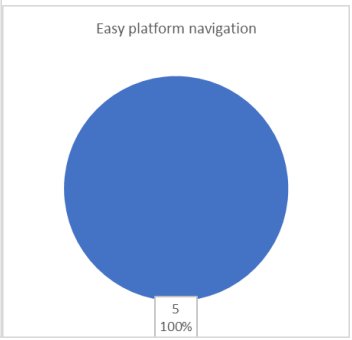



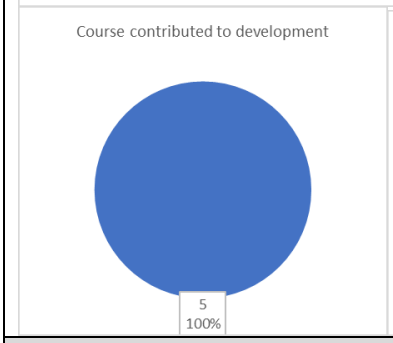



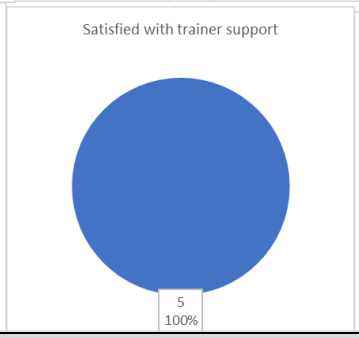



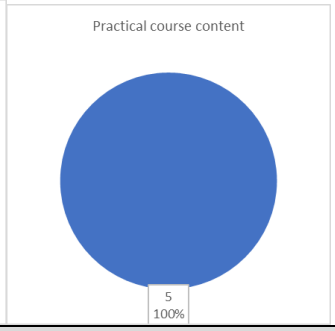



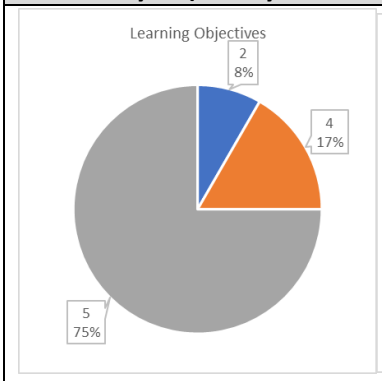



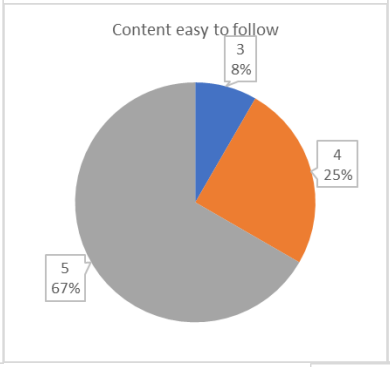

| **Open-ended questions** | | |
|---|---|---|
| What did you like most? | How can we improve the course? | Testimonial / Review |
| | | |
| **Conclusion** | | **Newsletter subscriptions: 2** |
| This course has a small number of responses. | | |

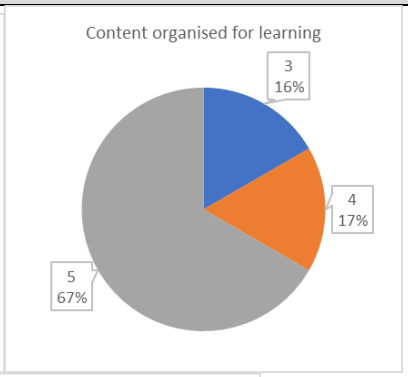
Canva 28.5.2025

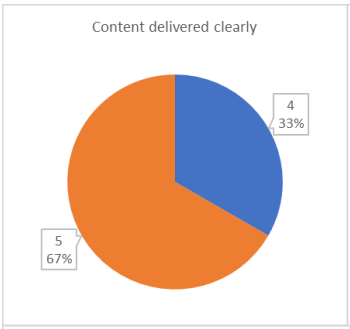
[12 responses]

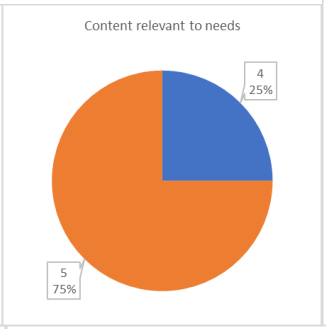
**Data analysis (1=very dis-satisfied, 5=very satisfied)**

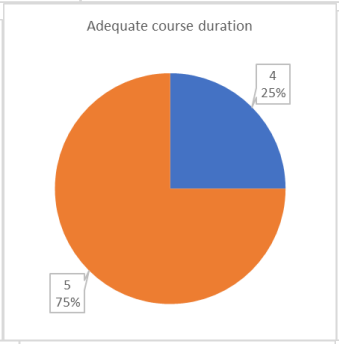


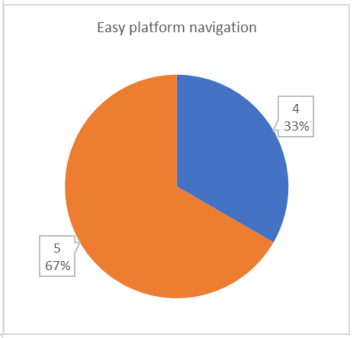



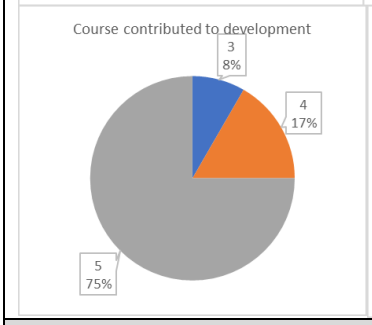



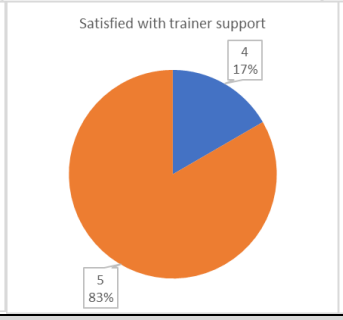



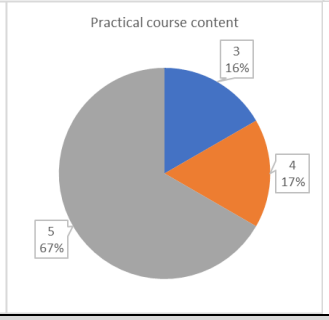




**Open-ended questions**

| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • The educator was very professional and presented everything clearly.<br>• The trainer was well prepared. It was easy to follow. | • Second part would be good! | • Very good info clearly given. Thank You! |

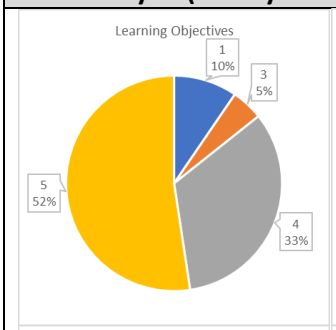
**Conclusion** | **Newsletter subscriptions: 8**

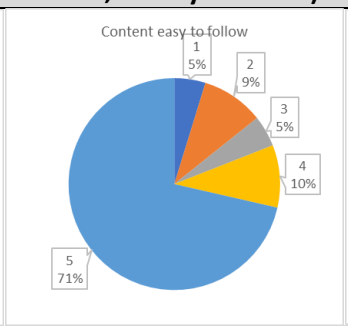
92% of respondents were satisfied or very satisfied with the 'content being easy to follow' and 84% for the 'content being organized for learning' while 100% claimed the 'content was delivered clearly' with 100% suggesting 'adequate time for delivery' and claimed that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 92%. Overall, the course appears to be successful achieve high score in all areas.

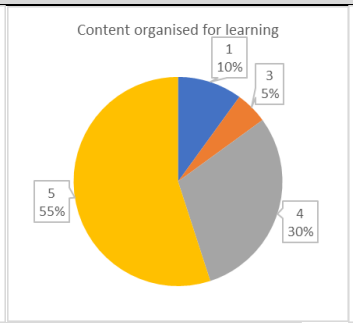
Category Visualisation - Best Practices

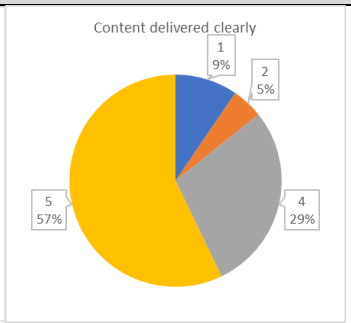
[21 responses]

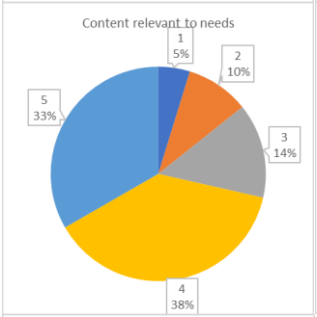
**Data analysis (1=very dis-satisfied, 5=very satisfied)**

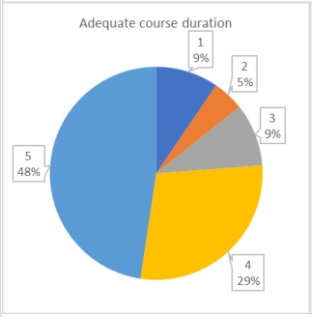


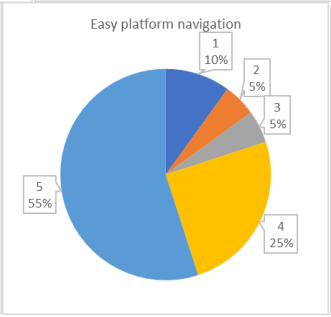



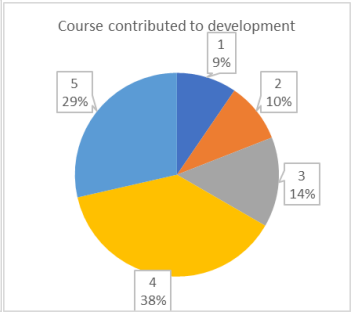



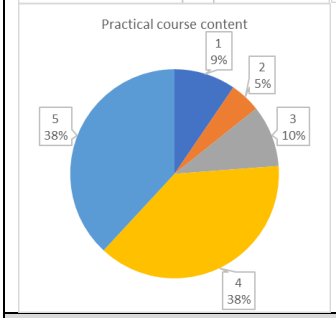




**Open-ended questions**

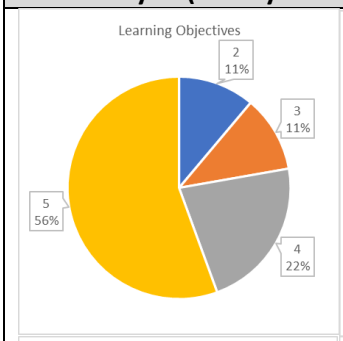
| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • Good examples & many variations in the diagrams<br>• Interactions & different presentation forms<br>• Practical orientation<br>• Programming practice<br>• video explanations | • Increase practical relevance with exercises for self-study.<br>• Provide the data for download. | • Overall very well done if you prefer e-learning |

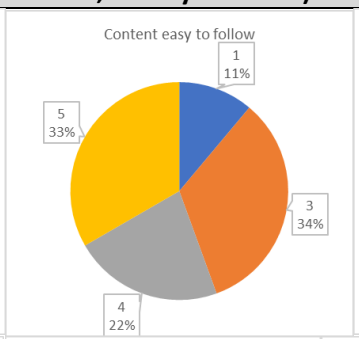
| **Conclusion** | **Newsletter subscriptions: 0** |
|---|---|
| 81% of respondents were satisfied or very satisfied with the 'content being easy to follow' and 85% for the 'content being organized for learning'. 86% claimed the 'content was delivered clearly' with 77% suggesting 'adequate time for delivery' and 71% said that the 'content is relevant to needs'. 67% of respondents were satisfied with respect to 'the course contributing to professional development, competences and skills'. This can be attributed to the general nature of the course. | |

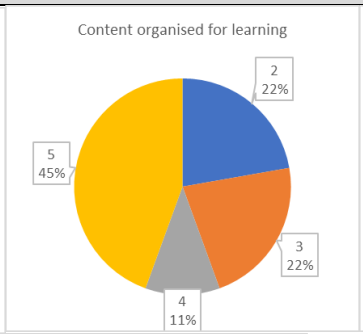
Chat GPT - 17 April

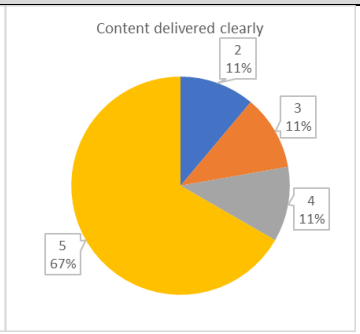
[9 responses]

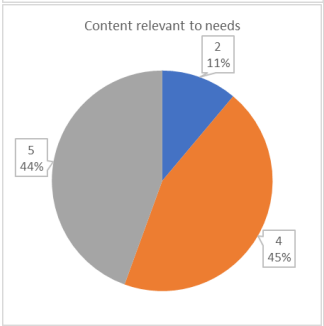
**Data analysis (1=very dis-satisfied, 5=very satisfied)**

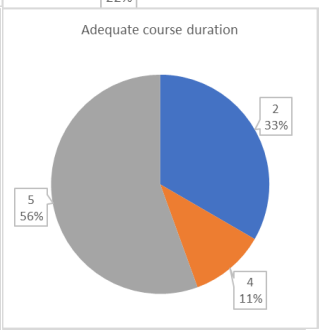


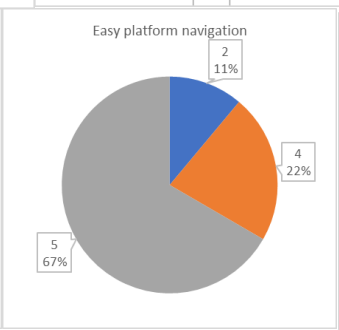



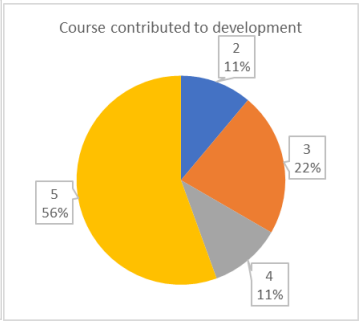



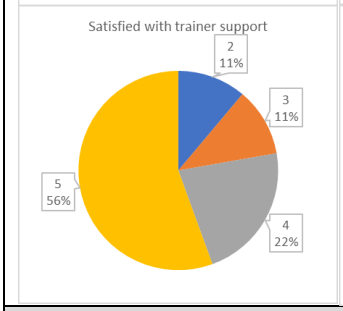



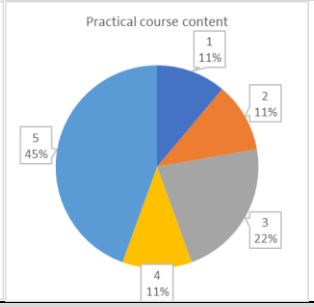




**Open-ended questions**

| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • The subject and it's perspectives<br>• New knowledge, clarification comments [translated from Greek] | • More duration<br>• By giving us time to implement the steps at the same time<br>• More interactive with participants working on examples | • Very informative! |

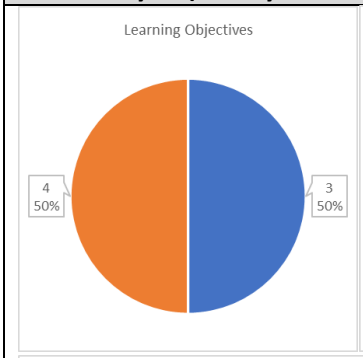
**Conclusion** | **Newsletter subscriptions: 5**

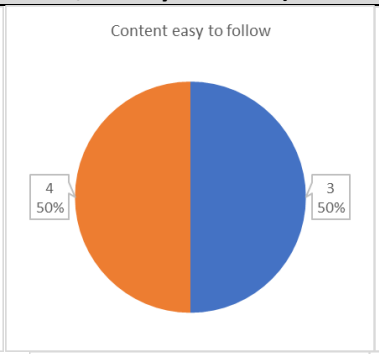
55% of respondents were satisfied or very satisfied with the 'content being easy to follow' and 56% for the 'content being organized for learning' while 78% and claimed the 'content was delivered clearly' with 67% suggesting 'adequate time for delivery' and 89% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 67%. The scoring numbers for this course are not the best, especially the ones relating to the 'content being easy' and 'organized for learning'. It is possible that the trainer should re-design certain aspects of material.

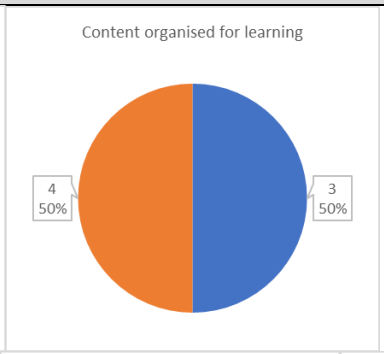
ChatGPT & Co.: Fundamentals of Generative AI

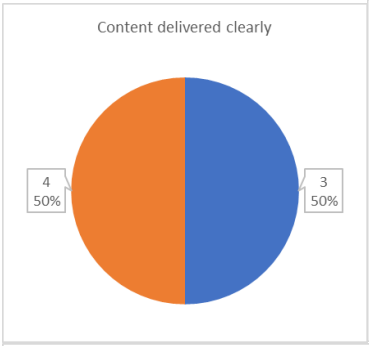
[2 responses]

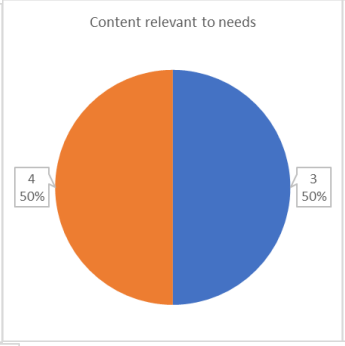
**Data analysis (1=very dis-satisfied, 5=very satisfied)**

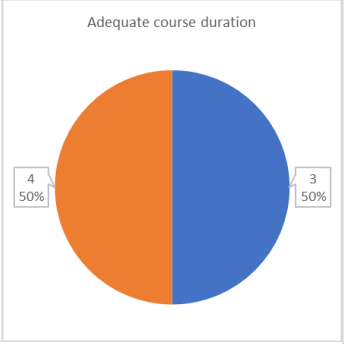


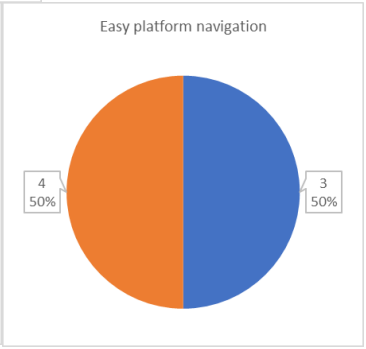



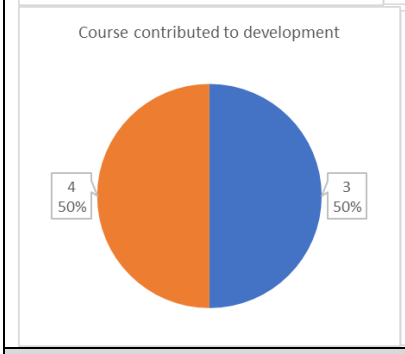



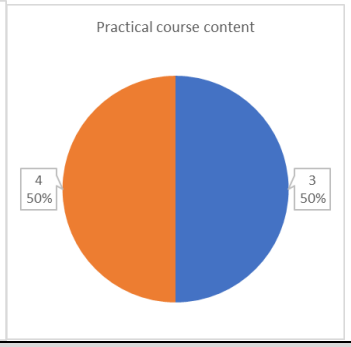



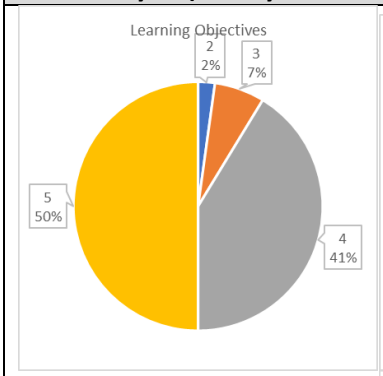



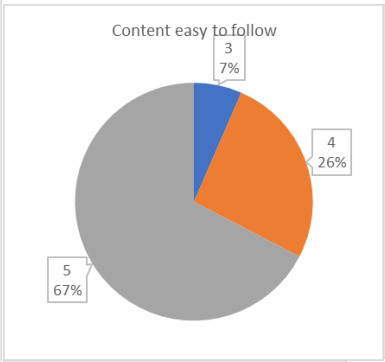

| **Open-ended questions** | | |
|---|---|---|
| What did you like most? | How can we improve the course? | Testimonial / Review |
| | | |
| **Conclusion** | | **Newsletter subscriptions: 0** |
| Small number of responses, no comments inserted | | |

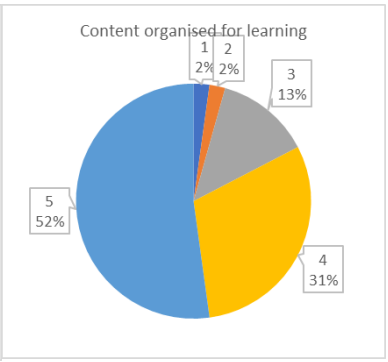
ChatGPT for Digital Excellence: From Basics to Advanced Applications

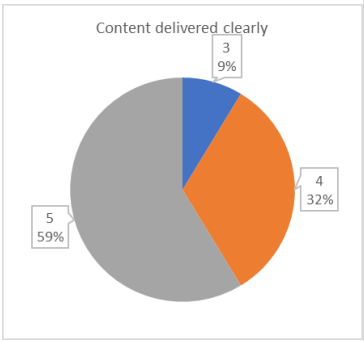
[46 responses, training completed by JOIST]

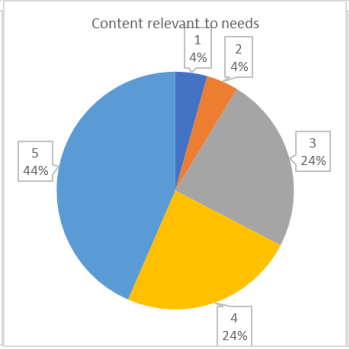
**Data analysis (1=very dis-satisfied, 5=very satisfied)**

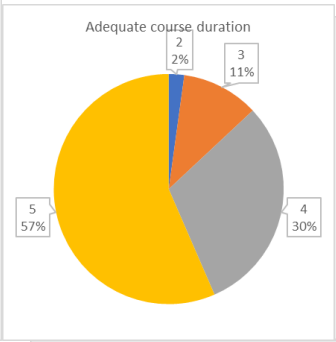


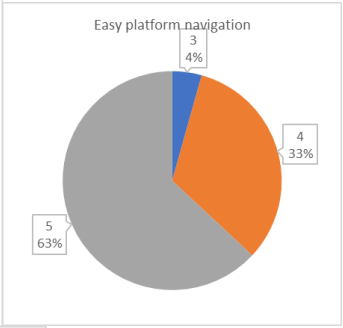



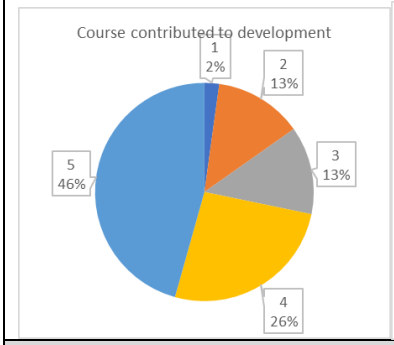



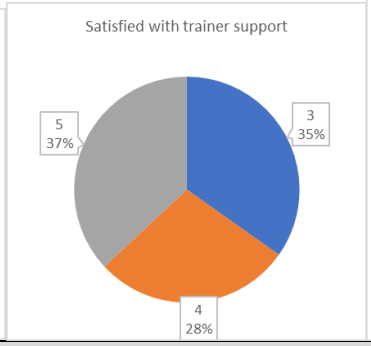



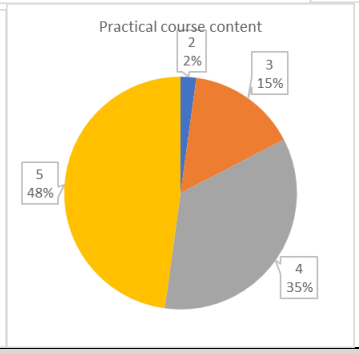




**Open-ended questions**

| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • Examples<br>• Simple and clearly explained topics<br>• The modules were short and clear | • Have an extra quiz<br>• Let it free to be copied<br>• More quizzes<br>• (partial) consider making it more concise and focused on the key benefits or applications of ChatGPT | • easy to go through; provides basic info about ChatGPT<br>• It was helpful and easy to assimilate the content in adequate amount of time. |

**Conclusion**

**Newsletter subscriptions: 18**

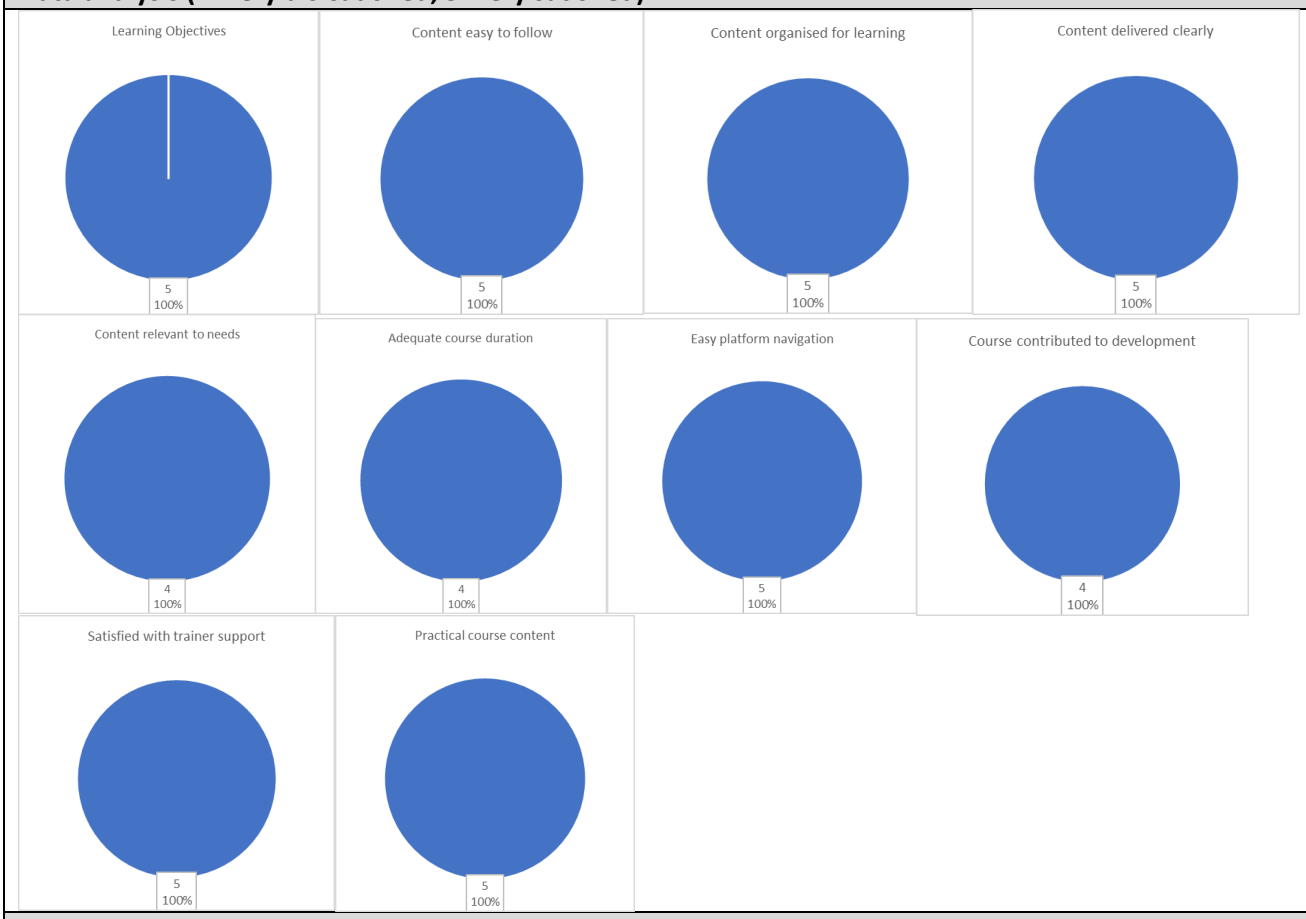
93% of respondents were satisfied or very satisfied with the 'content being easy to follow' and 83% for the 'content being organized for learning' and 91% claimed the 'content was delivered clearly' with 87% suggesting 'adequate time for delivery' and 68% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 87%. Overall, the course appears to have

| |
|---|
| achieved its objectives with a small glitch at the 'relevant to needs' question which can be attributed to the general nature of the course itself. |

Content marketing with AI

[1 response]

**Data analysis (1=very dis-satisfied, 5=very satisfied)**




**Open-ended questions**

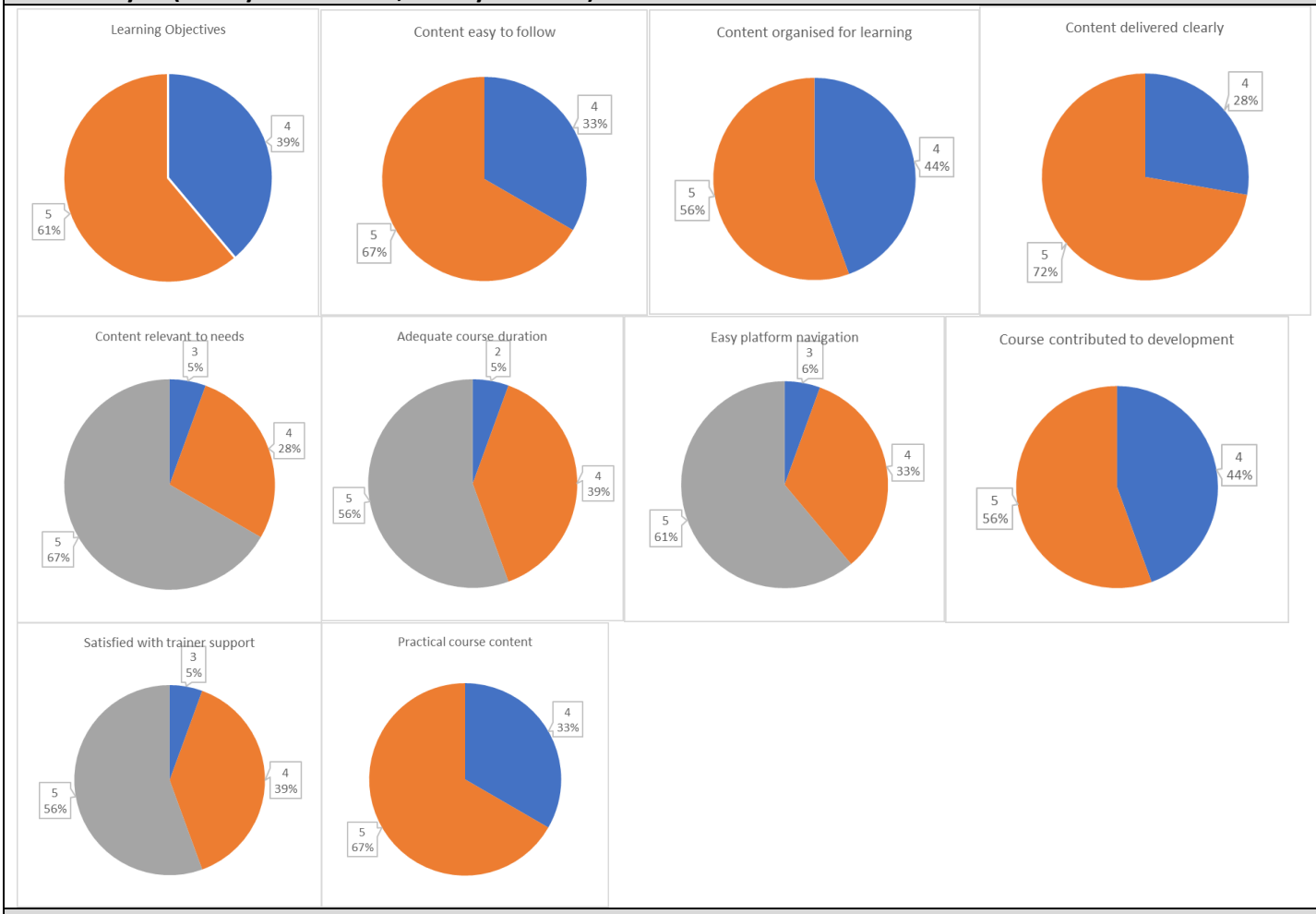
| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| | | |

| **Conclusion** | **Newsletter subscriptions: 0** |
|---|---|
| Single respondent, no statements made. | |

Cyber Hygiene Essentials

[18 responses]

**Data analysis (1=very dis-satisfied, 5=very satisfied)**




**Open-ended questions**

| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • The real situation tests<br>• The videos and the quiz | • I recommend that the duration be at least 5 hours<br>• Less repetition on some subjects<br>• Move focus on SMEs security controls | • A very constructive and easy to understand seminar |

**Conclusion**

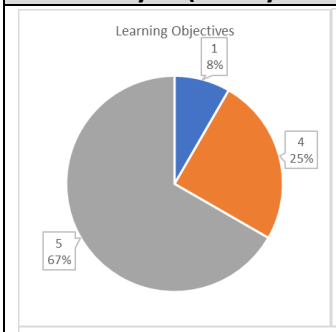
**Newsletter subscriptions: 8**

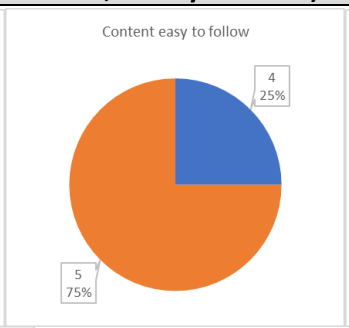
100% of respondents were satisfied or very satisfied with the 'content being easy to follow' and for the 'content being organized for learning' as well as claimed the 'content was delivered clearly' with 97% suggesting 'adequate time for delivery' and 95% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 100%. Overall, the course appears to have achieved its objectives

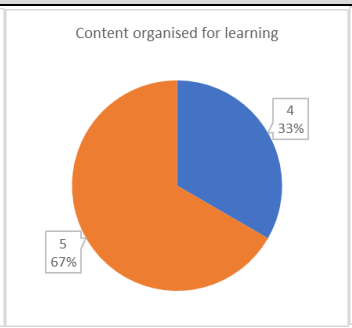
## Cybersafe

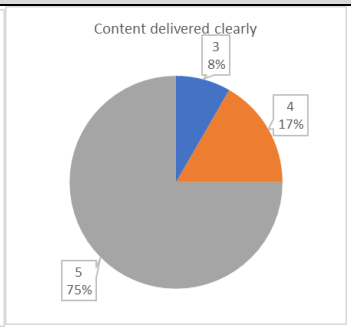
[12 responses]

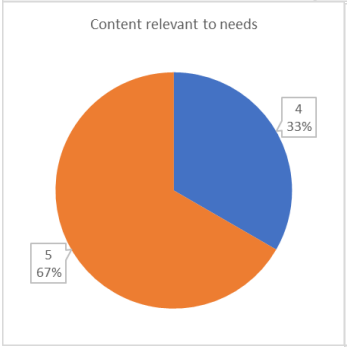
**Data analysis (1=very dis-satisfied, 5=very satisfied)**

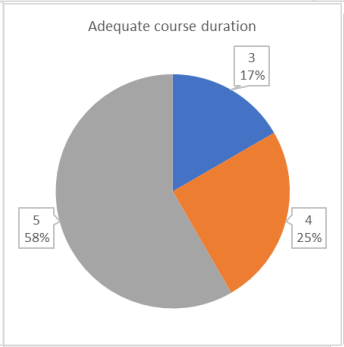


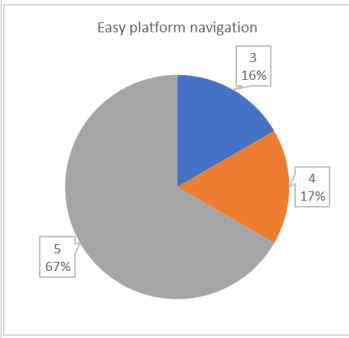



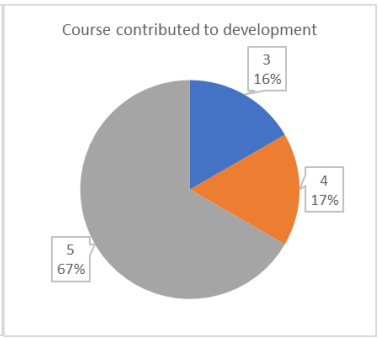



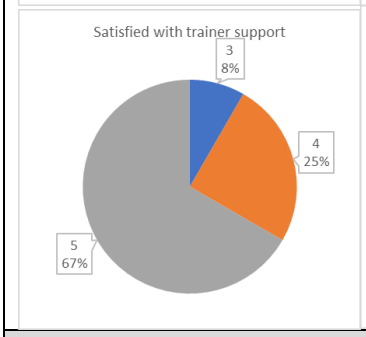



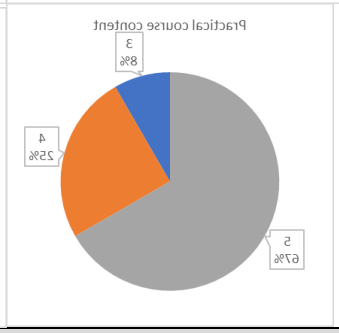



**Open-ended questions**

| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • It was very clear and interesting | • Maybe dividing the course into 2 sessions | • |

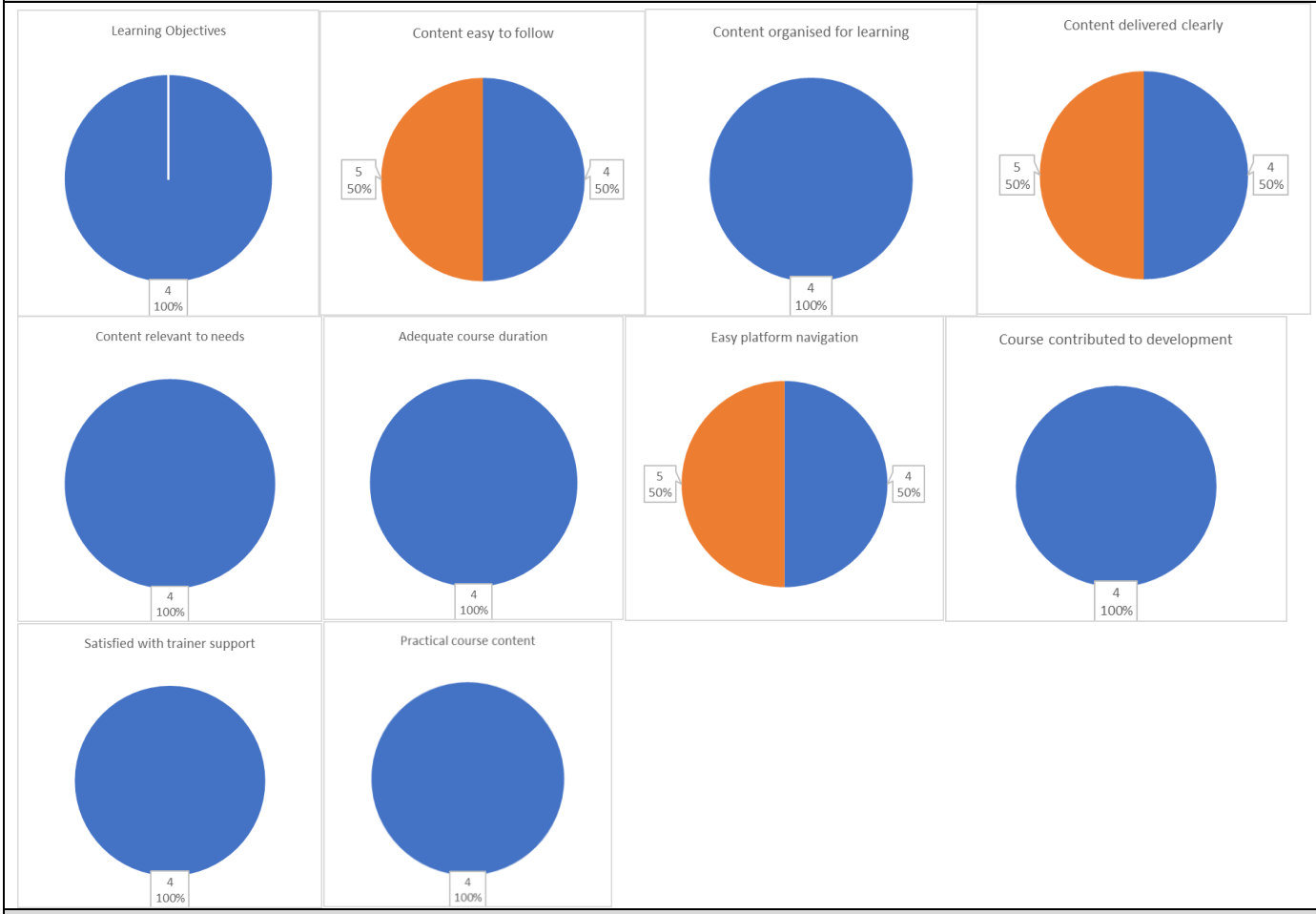
| **Conclusion** | **Newsletter subscriptions: 8** |
|---|---|

100% of respondents were satisfied or very satisfied with the 'content being easy to follow' and the 'content being organized for learning' and 92% claimed the 'content was delivered clearly' with 83% suggesting 'adequate time for delivery' and 100% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 84%. The course scores are high so, overall, the course appears to have achieved its objectives

Cybersecurity 27.5

[2 responses]

**Data analysis (1=very dis-satisfied, 5=very satisfied)**




**Open-ended questions**

| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • | • | • |

| **Conclusion** | **Newsletter subscriptions: 1** |
|---|---|
| Course has too few responses, difficult to draw conclusions | |

Cybersecurity 30.5.

[6 responses]

**Data analysis (1=very dis-satisfied, 5=very satisfied)**

**Open-ended questions**

| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • Everything | • Be more simple<br>• The duration | • Perfect |

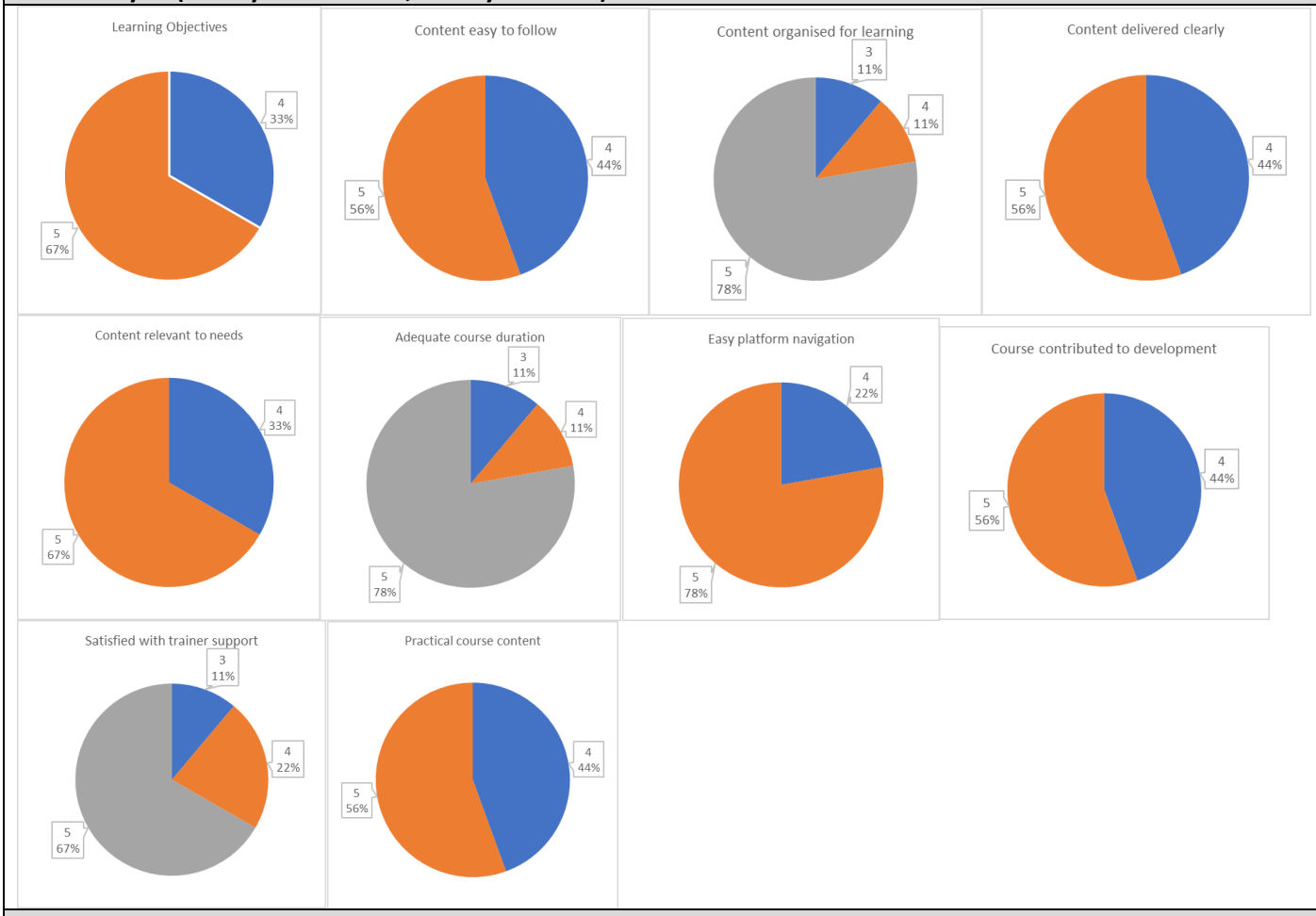
**Conclusion** | **Newsletter subscriptions: 0**

67% of respondents were very satisfied with the 'content being easy to follow' and the 'content being organized for learning' and claimed the 'content was delivered clearly' with 67% suggesting 'adequate time for delivery' and also answered that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 67%. The course scores are the same in all answers. Though not very high; this might be due to the small number of responses

## Cybersecurity Fundamentals

[9 responses]

**Data analysis (1=very dis-satisfied, 5=very satisfied)**




**Open-ended questions**

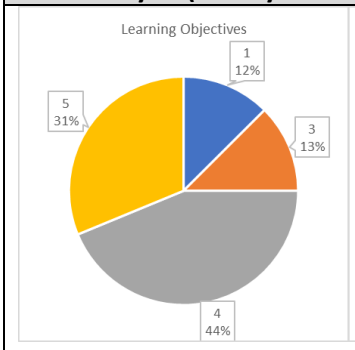
| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • The practice at the end of each chapter<br>• The interactive activities<br>• The team questions | • Assing more practicals and if possible, assignments<br>• More real-life examples | • Very good fundamentals course |

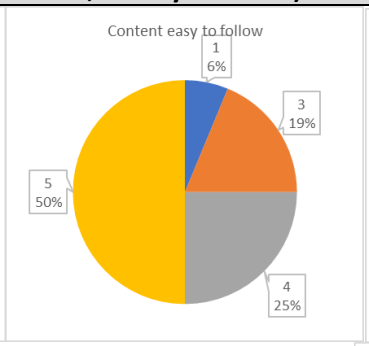
| **Conclusion** | **Newsletter subscriptions: 4** |
|---|---|
| 100% of respondents were satisfied or very satisfied with the 'content being easy to follow' and 89% for the 'content being organized for learning' and 100% claimed the 'content was delivered clearly' with 89% suggesting 'adequate time for delivery' and 100% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 100%. The course scores are high so, overall, the course appears to have achieved its objectives | |

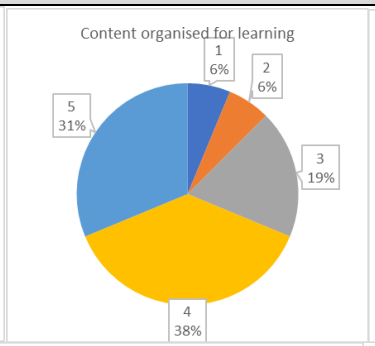
Data visualisation with Power BI - webinar

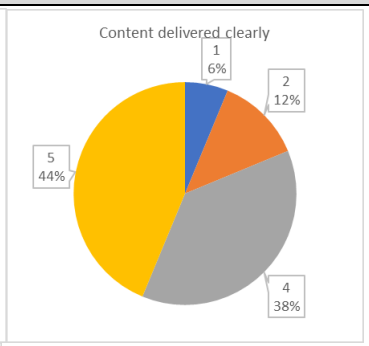
[16 responses]

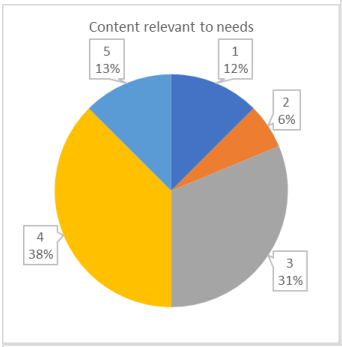
**Data analysis (1=very dis-satisfied, 5=very satisfied)**

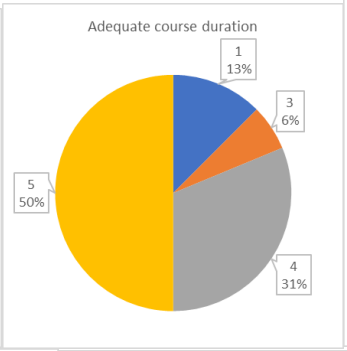


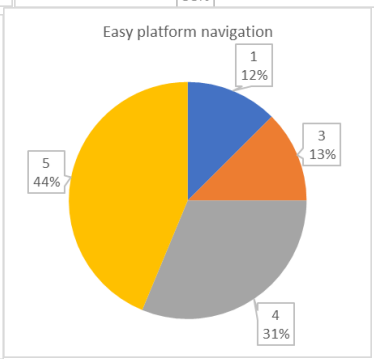



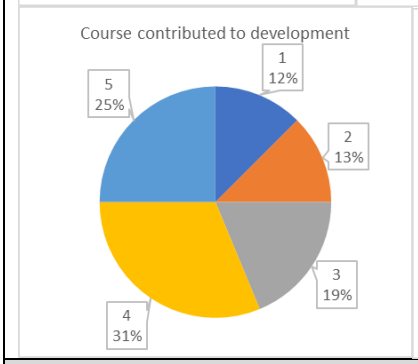



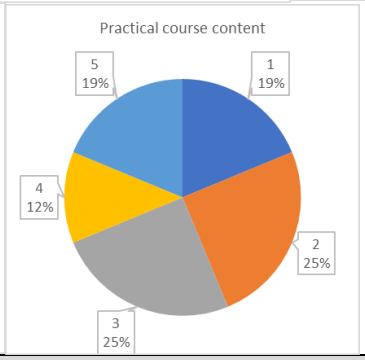




**Open-ended questions**

| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • Compactness<br>• Structure<br>• Explanation<br>• Practical exercises | • Less text to read. Convey content via video | • Essential points are presented concisely and clearly<br>• Short and very well-prepared content. Great!<br>• Very good length and amount of information, ideal for further training etc. |

**Conclusion**

**Newsletter subscriptions: 8**

75% of respondents were satisfied or very satisfied with the 'content being easy to follow' and 69% with the 'content being organized for learning' and 82% claimed the 'content was delivered clearly' with 81% suggesting 'adequate time for delivery' and 51% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 56%. At this instance, the numbers for 'the

content is relevant to needs' and 'the course contributing to professional development' are relatively low; this would suggest that there might have been a mismatch of the course with half of the attending audience.

## Databases - SQL

[4 responses]

**Data analysis (1=very dis-satisfied, 5=very satisfied)**

**Open-ended questions**

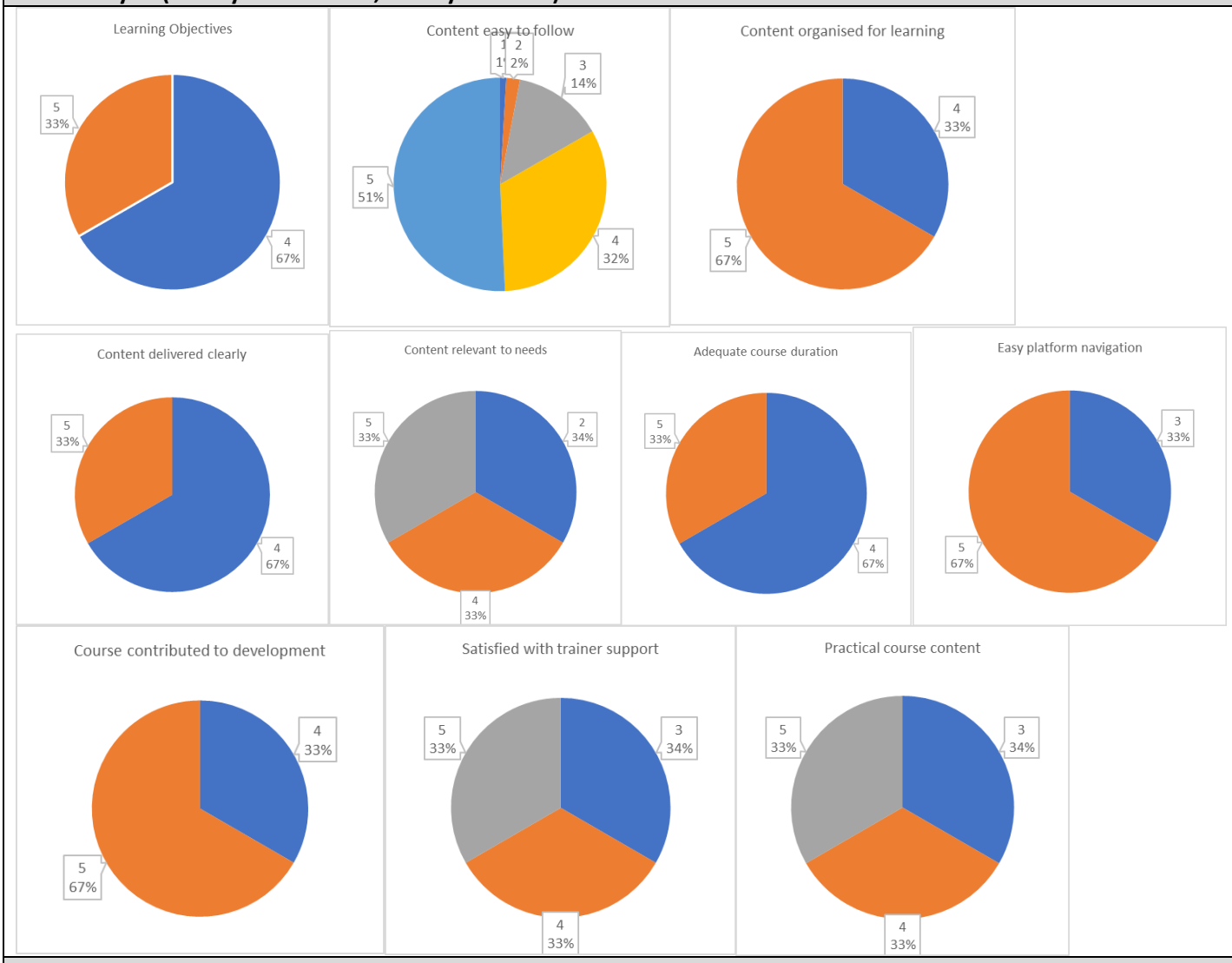
| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • Follow up quizzes after each chapter | • More video/follow tutorials, less in-text theory | • |

| **Conclusion** | **Newsletter subscriptions: 2** |
|---|---|
| Small number of responses, no comments made. | |

## Digital Marketing Tools (Canva, Instagram, Meta)

[3 x 1 response] This analysis presents three 'Digital Marketing tools' as one entity

**Data analysis (1=very dis-satisfied, 5=very satisfied)**




**Open-ended questions**

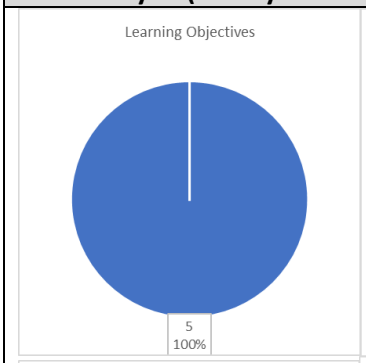
| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • | • | • |

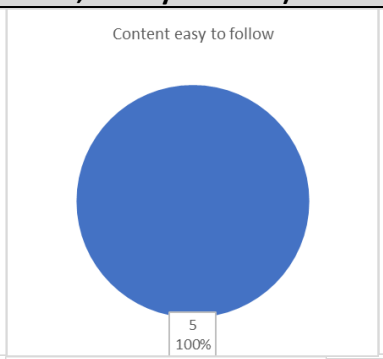
| **Conclusion** | **Newsletter subscriptions: 3** |
|---|---|
| 3 single responses, no comments made. | |

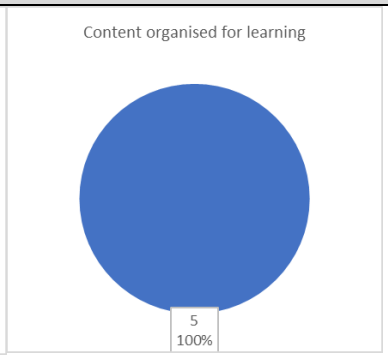
Excel (Workearly)

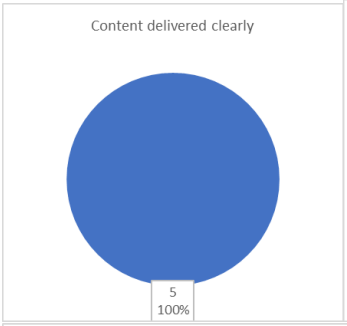
[4 responses]

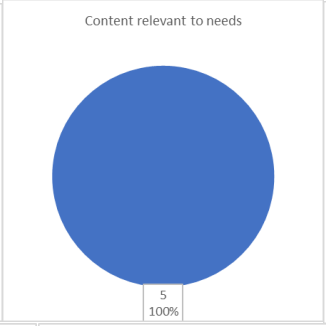
**Data analysis (1=very dis-satisfied, 5=very satisfied)**

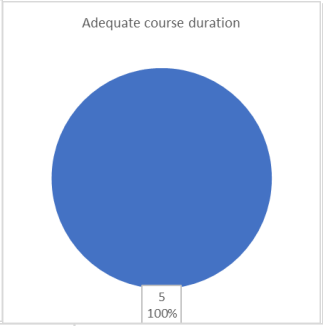


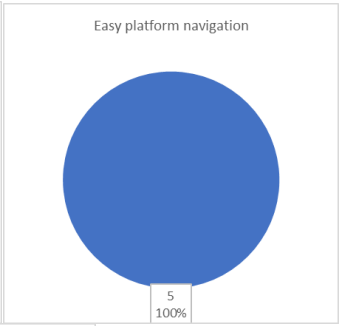



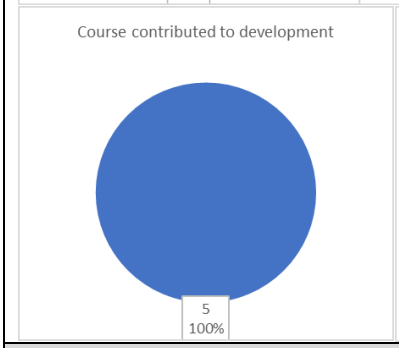



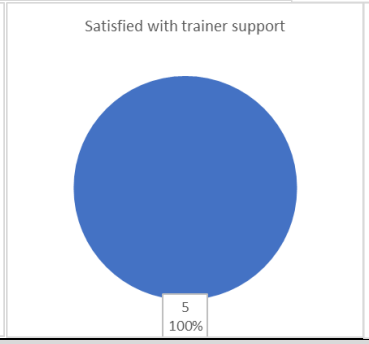



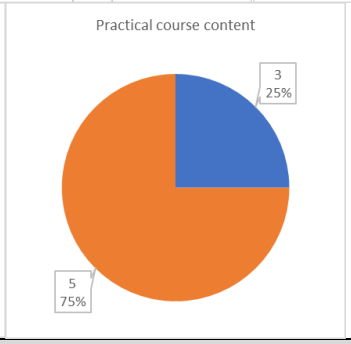




**Open-ended questions**

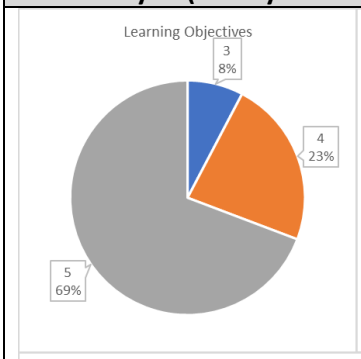
| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • The structure | • More examples | • I really enjoyed this course! The comprehensive material, engaging instructor, and practical examples greatly helped me to learn new tools as a beginner |

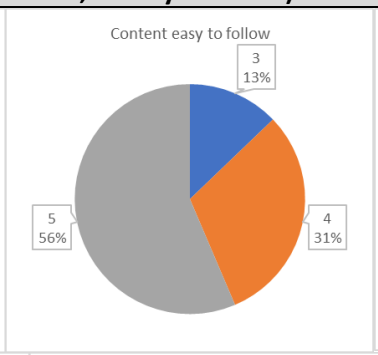
| **Conclusion** | **Newsletter subscriptions: 2** |
|---|---|
| Small number of responses. | |

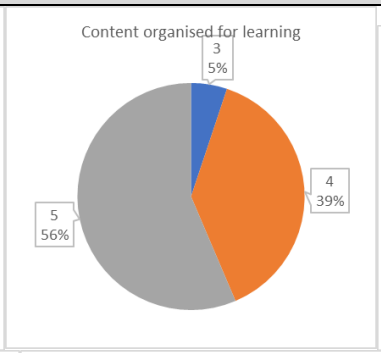
Excel for Data Reporting

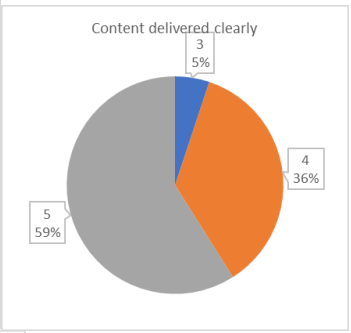
[39 responses]

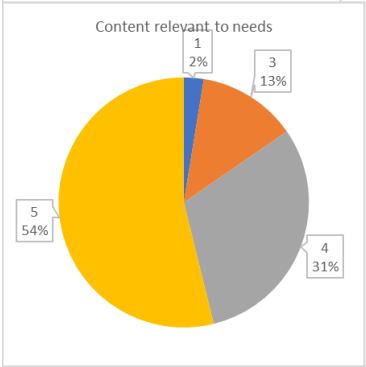
**Data analysis (1=very dis-satisfied, 5=very satisfied)**

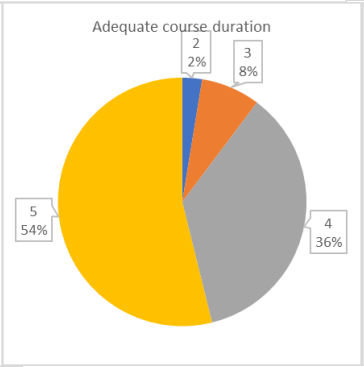


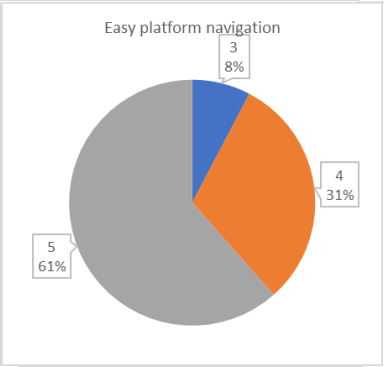



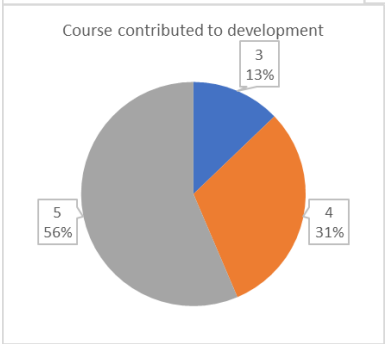



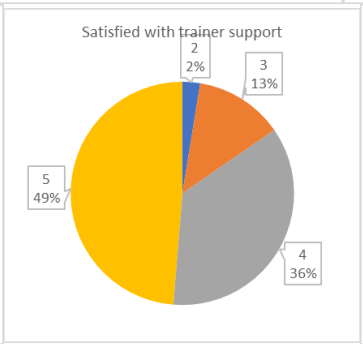



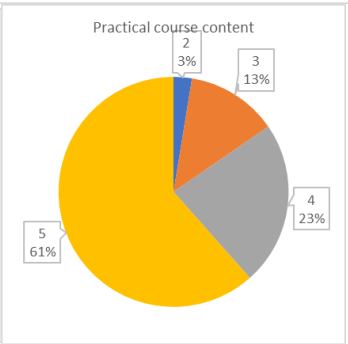




**Open-ended questions**

| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • Explanation of functions<br>• Navigation<br>• The materials provided<br>• The course content was easy to understand<br>• Excel the data validation | • Maybe add more hands-on examples<br>• More visuals<br>• Consider adding real-world examples and hands-on projects to reinforce learning | • Clear and compact course<br>• Excellent<br>• Very useful and detailed |

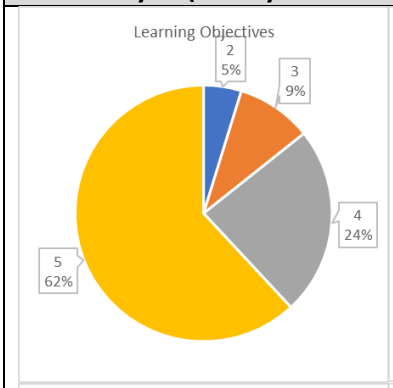
| **Conclusion** | **Newsletter subscriptions: 19** |
|---|---|
| 87% of respondents were satisfied or very satisfied with the 'content being easy to follow' and 95% claiming the 'content being organized for learning' and 95% noted that the 'content was delivered clearly' with 90% suggesting 'adequate time for delivery' and 85% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course | |

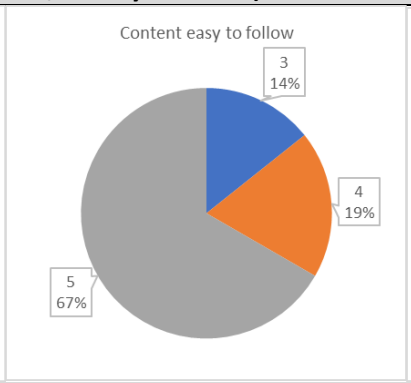
| |
|---|
| contributing to professional development, competences and skills' was 87%. The course scores are high so, overall, the course appears to have achieved its objectives |

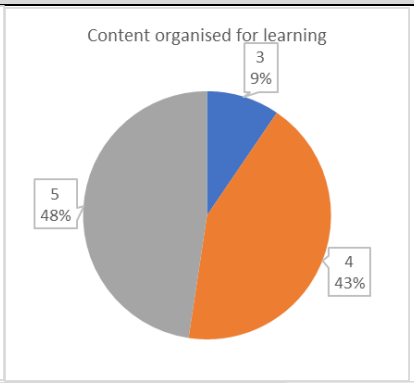
## Experimental Techniques in Systems Biology

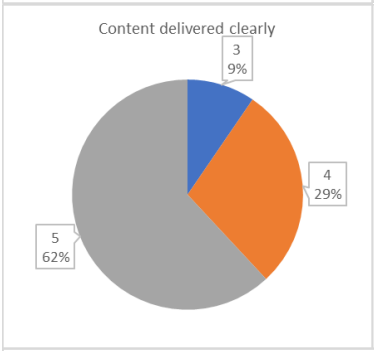
[21 responses]

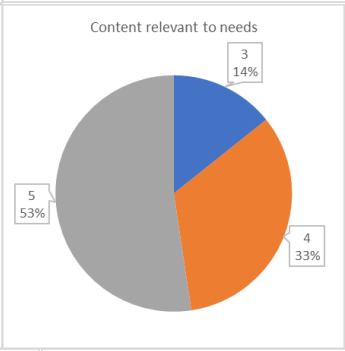
**Data analysis (1=very dis-satisfied, 5=very satisfied)**

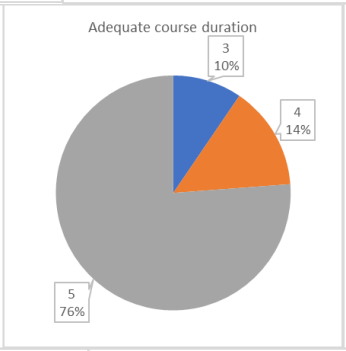


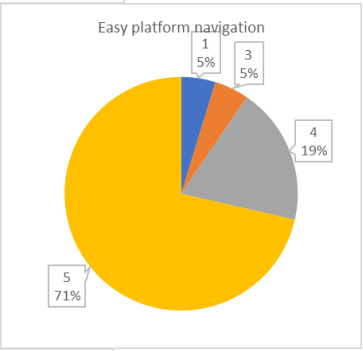



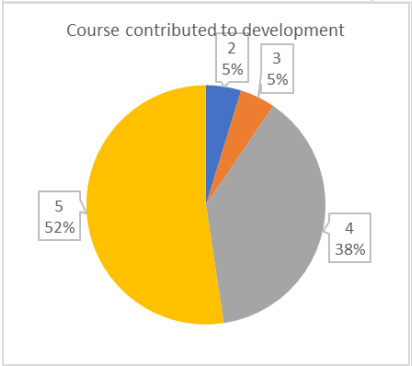



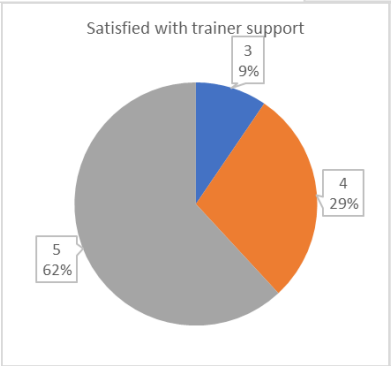



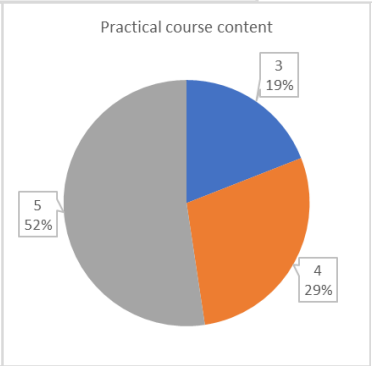




**Open-ended questions**

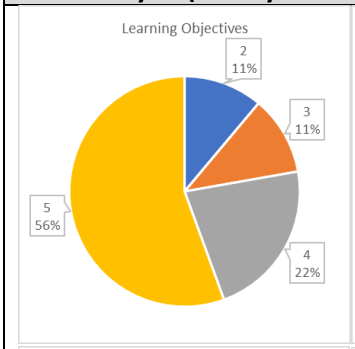
| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • Interesting topic and useful for the future<br>• Videos | • More explanation<br>• Videos / extra pictures<br>• Have an open chat room to all participants to allow for an open discussion (paraphrased) | • Very interesting and useful course<br>• Highly recommended for research scientists |
| **Conclusion** | | **Newsletter subscriptions: 9** |

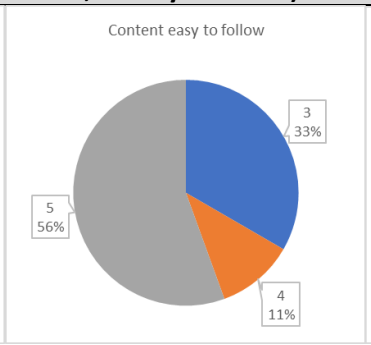
86% of respondents were satisfied or very satisfied with the 'content being easy to follow' and 91% claiming the 'content being organized for learning' and 91% noted that the 'content was delivered clearly' with 90% suggesting 'adequate time for delivery' and 86% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 90%. The course scores are high so, overall, the course appears to have achieved its objectives

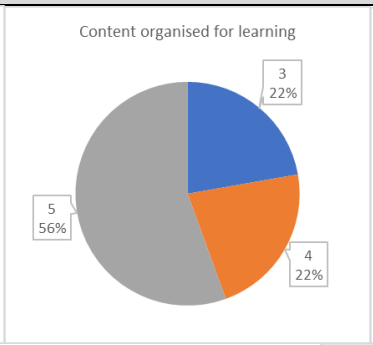
Experimental Techniques In Systems Biology 2

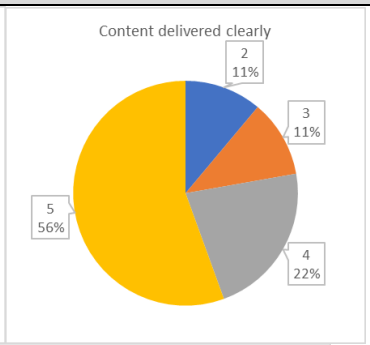
[9 responses]

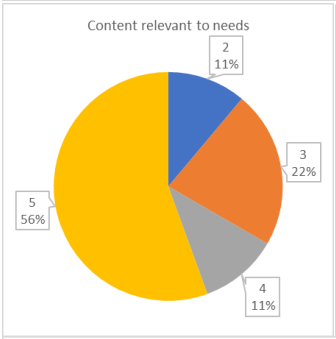
**Data analysis (1=very dis-satisfied, 5=very satisfied)**

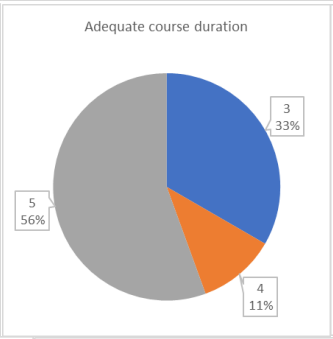


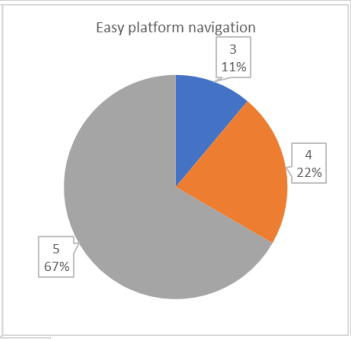



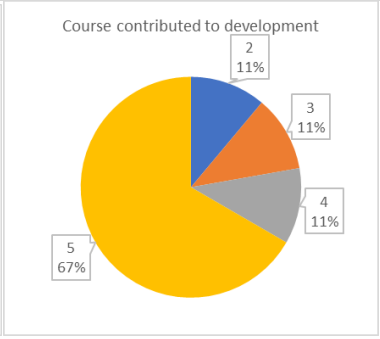



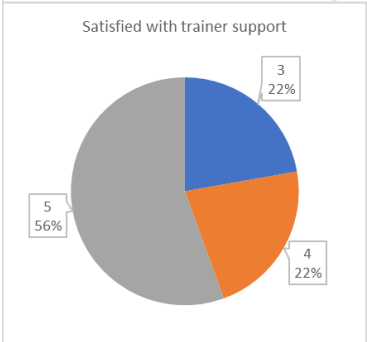



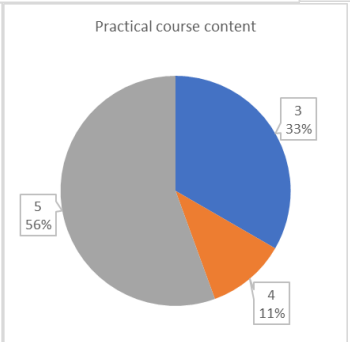




**Open-ended questions**

| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • Course content<br>• The lecture videos<br>• The course organization and the freedom if you want to learn | • Make more minimal slides | • |

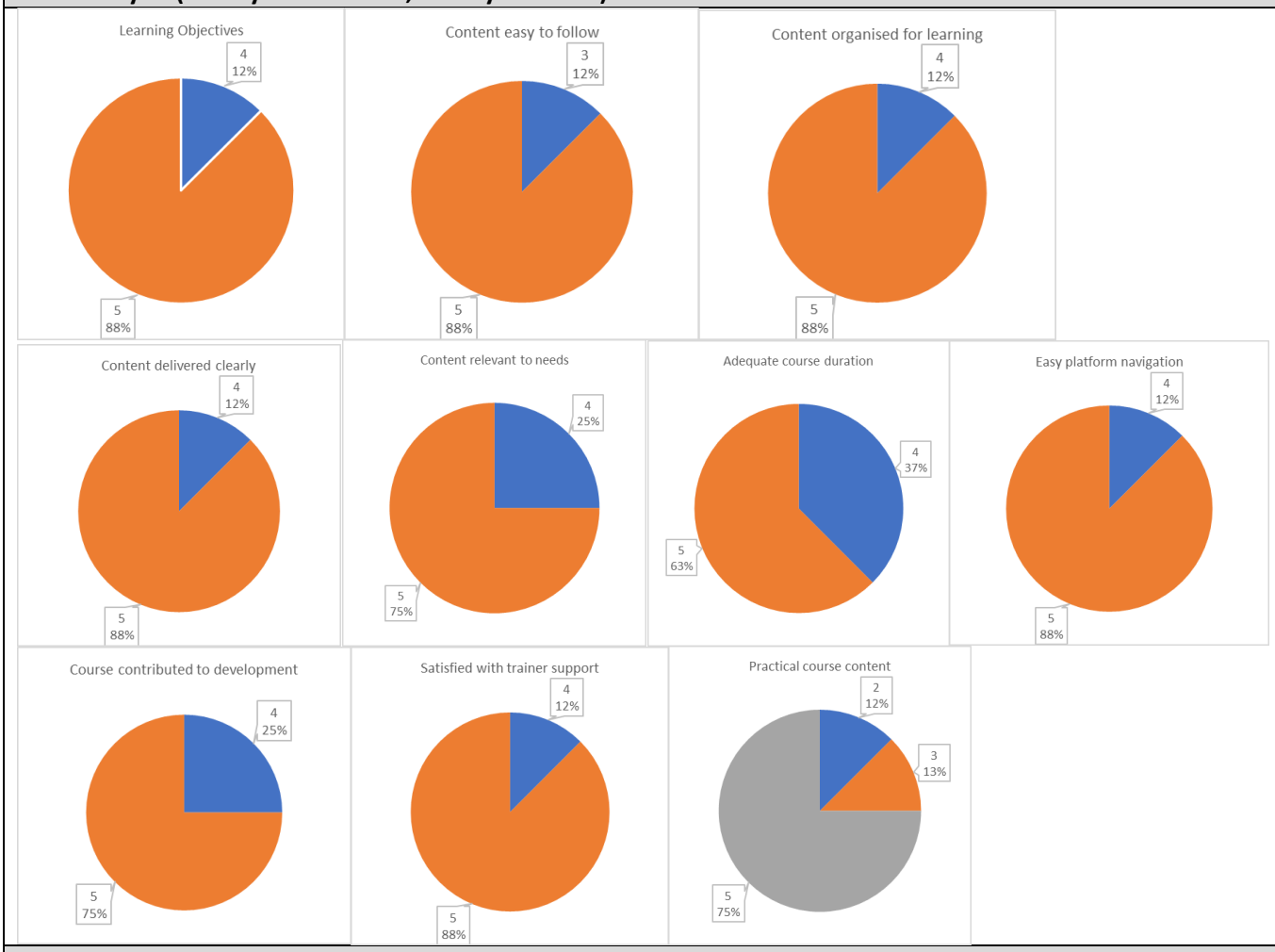
**Conclusion** | **Newsletter subscriptions: 0**

67% of respondents were satisfied or very satisfied with the 'content being easy to follow' and 78% claiming the 'content being organized for learning' and 78% noted that the 'content was delivered clearly' with 67% suggesting 'adequate time for delivery' and 67% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 78%. At this instance the course scores fall short of a high threshold of 85. This might be because of the small number of response or simply because of a mismatch of audience members.

Exploring Data Science and AI in Analytics with Python

[8 responses]

**Data analysis (1=very dis-satisfied, 5=very satisfied)**




**Open-ended questions**

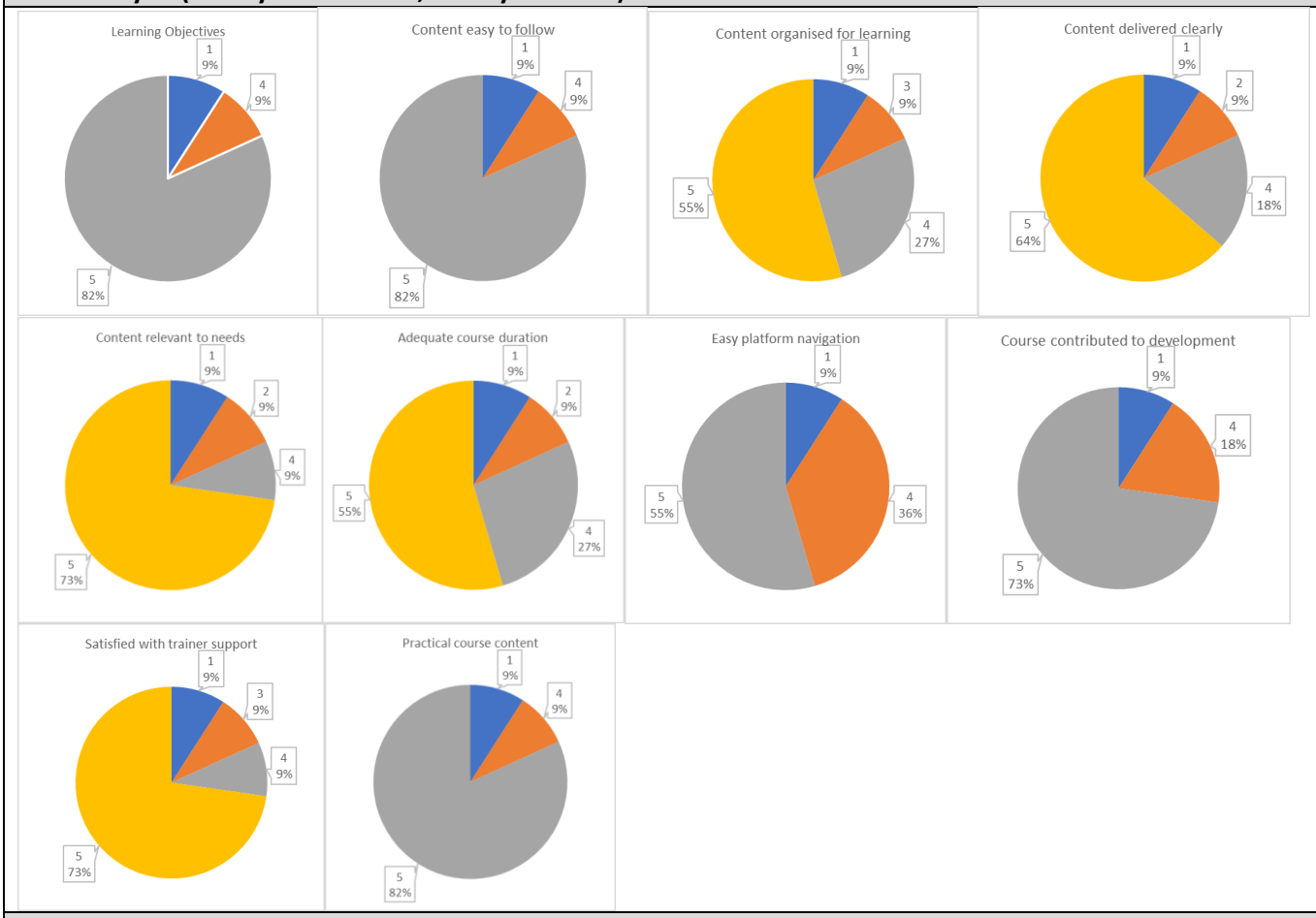
| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • The content of the webinar was easy to follow (paraphrased) | • Add a quiz to make it more interactive | • The course was very easy to follow even for people that don't have any certificates or any advanced knowledge on the subject and |

| | | |
|---|---|---|
| | • Add more assignments (after webinar) so participants have | succeeded in making me more interested in the python language. |
| **Conclusion** | | **Newsletter subscriptions: 3** |
| 88% of respondents were very satisfied with the 'content being easy to follow'; 100% claimed the 'content being organized for learning' and also noted that the 'content was delivered clearly' with again 100% suggesting 'adequate time for delivery' and 100% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 100%. The course scores are high so, overall, the course appears to have achieved its objectives | | |

Future-ready design: Adobe XD for Aspiring Ui/IX designers

[11 responses]

**Data analysis (1=very dis-satisfied, 5=very satisfied)**




**Open-ended questions**

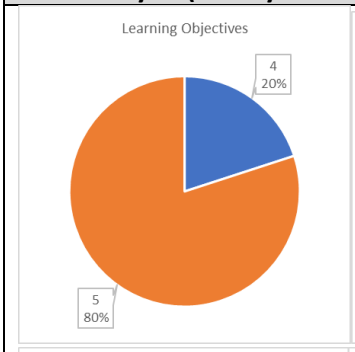
| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • | • I would like more written material<br>• More practice | • Very good |
| **Conclusion** | | **Newsletter subscriptions: 8** |

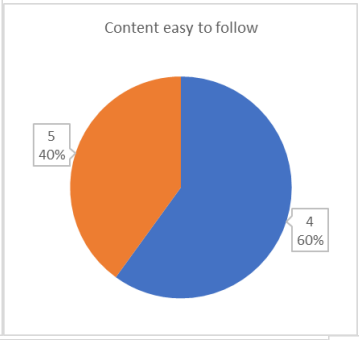
| |
|---|
| 91% of respondents were satisfied or very satisfied with the 'content being easy to follow' and 82% claiming the 'content being organized for learning' and 82% noted that the 'content was delivered clearly' with 82% suggesting 'adequate time for delivery' and 82% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 91%. The course scores are high so, overall, the course appears to have achieved its objectives |

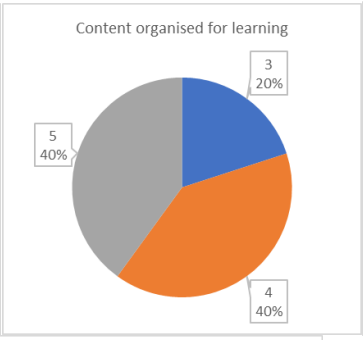
How to create virtual meeting 28.5

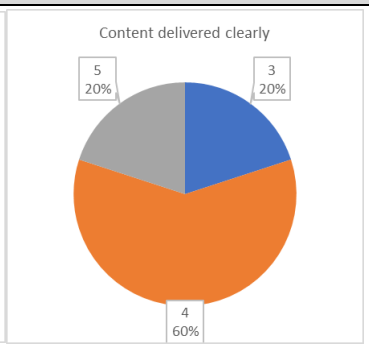
[5 responses]

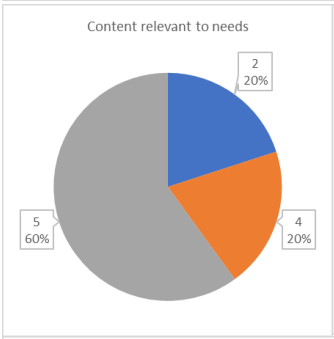
**Data analysis (1=very dis-satisfied, 5=very satisfied)**

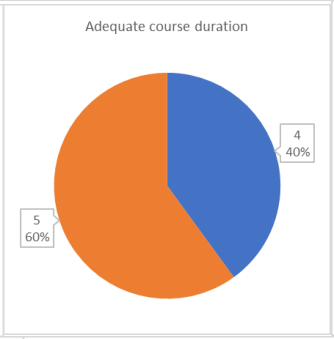


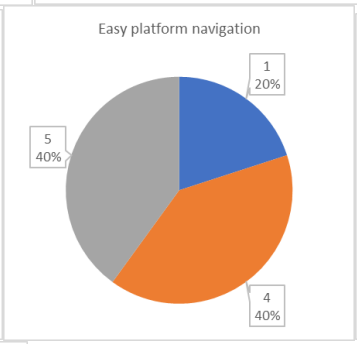



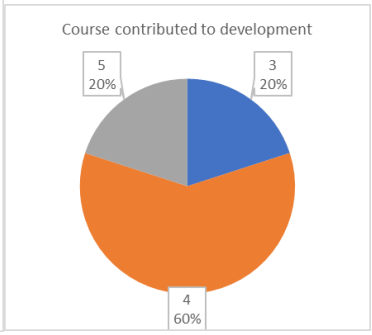



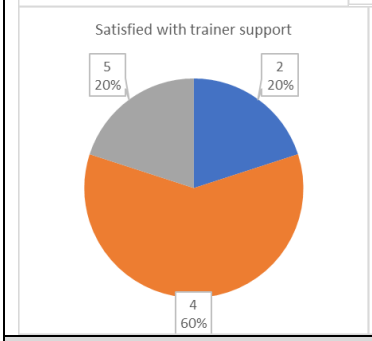



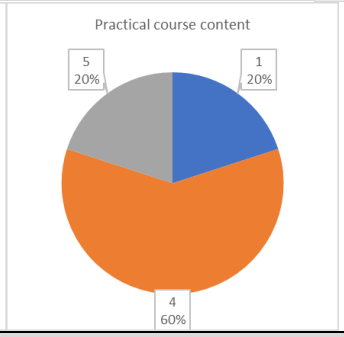




**Open-ended questions**

| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • Examples were very clear and useful | • | • Very useful |

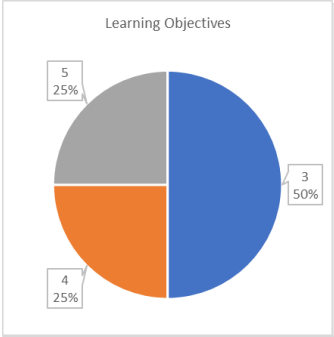
| **Conclusion** | **Newsletter subscriptions: 3** |
|---|---|
| 100% of respondents were satisfied or very satisfied with the 'content being easy to follow' and 80% claiming the 'content being organized for learning' and 80% noted that the 'content was delivered clearly' with 100% suggesting 'adequate | |

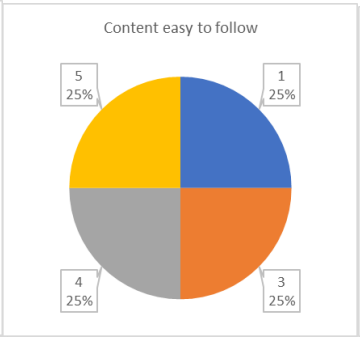
time for delivery' and 80% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 80%. The course scores are high so, overall, the course appears to have achieved its objectives

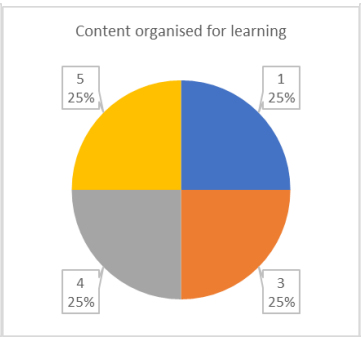
## Introduction to Bioinformatics and Computational Biology

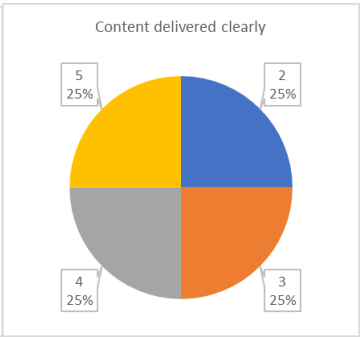
[4 responses]

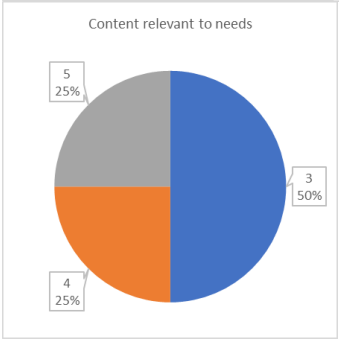
**Data analysis (1=very dis-satisfied, 5=very satisfied)**

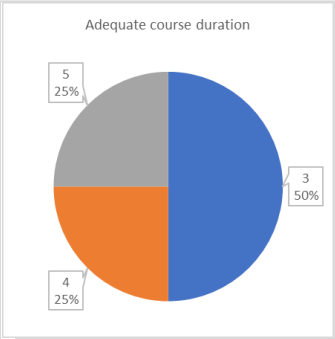


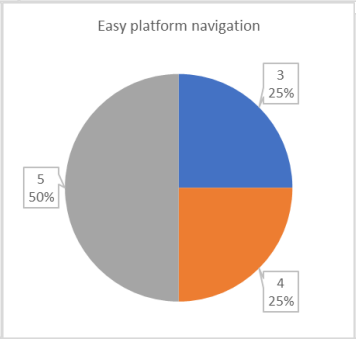



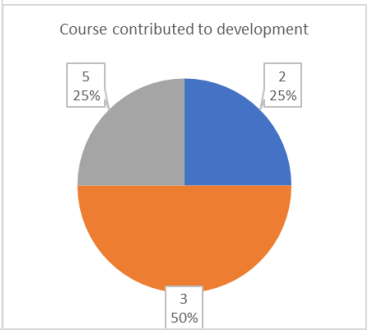



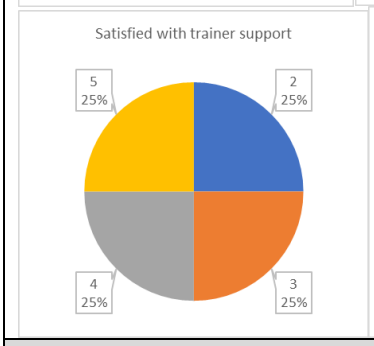



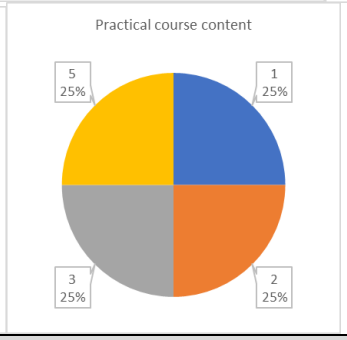




**Open-ended questions**

| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • Interesting content as bioinformatics is a hot topic | • Less slides for each lecture to follow the content easier (rephrased) | • |

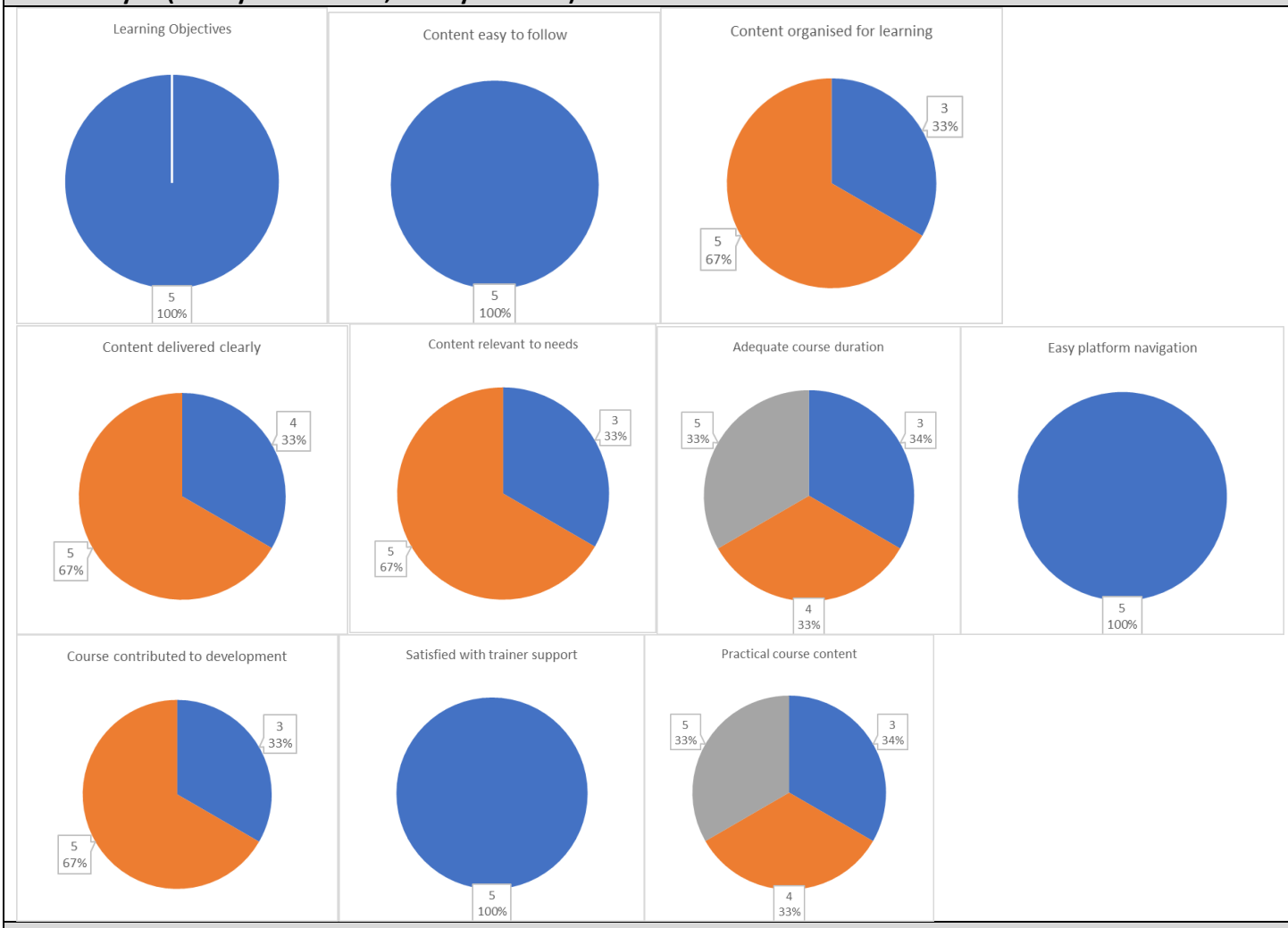
**Conclusion** | **Newsletter subscriptions: 1**

Small number of responses.

## Introduction to Data Analysis for SMEs

[3 responses]

**Data analysis (1=very dis-satisfied, 5=very satisfied)**




**Open-ended questions**

| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • I like that it was easy to follow for beginners in the field without any practical experiences | • Get more videos<br>• Maybe more practice examples of how data analytics can be implemented in start-ups and small businesses | • Very good |

| **Conclusion** | **Newsletter subscriptions: 1** |
|---|---|
| Small number of responses. | |

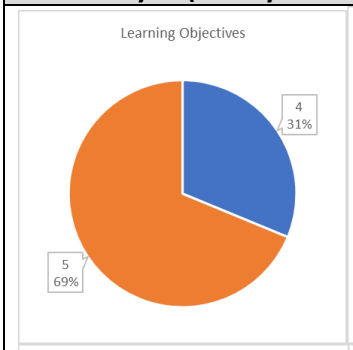
**Please note:** up until now we have included all courses irrespective of the number of responses but refrained from commenting on courses having less than 5 responses. This is because, in smaller samples, the data does not have too many notable differences worth reporting and/or discussing. For the remainder of the deliverable, we will exclude the entries of courses with small number of responses. Below we list the course that have been excluded:

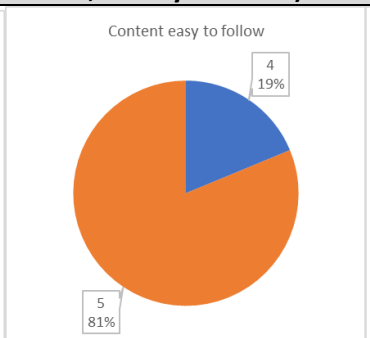
- How can I utilize AR & VR in my virtual training (1 response)
- Open data in Marketing 15.5 (3 responses)
- Power BI (2 responses)
- Practical Cybersecurity Compliance for SMEs: Navigating EU Regulations (4 responses)
- Tableau (4 responses)

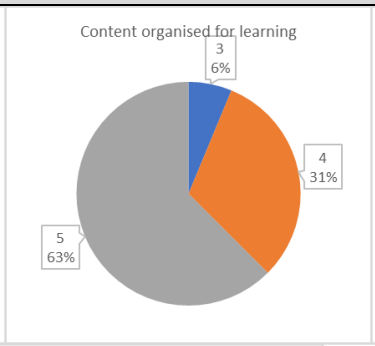
## Introduction to Time Series Analysis and Visualization in Excel

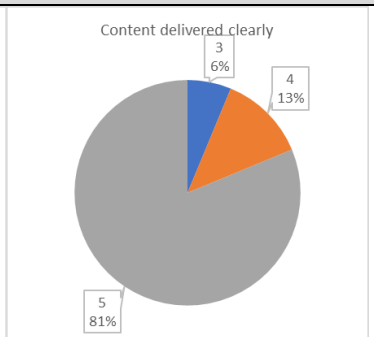
[16 responses]

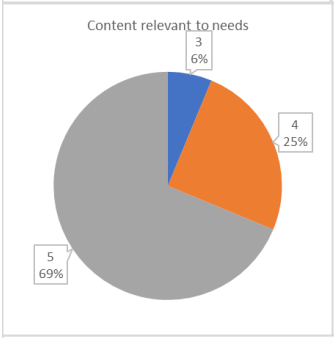
**Data analysis (1=very dis-satisfied, 5=very satisfied)**

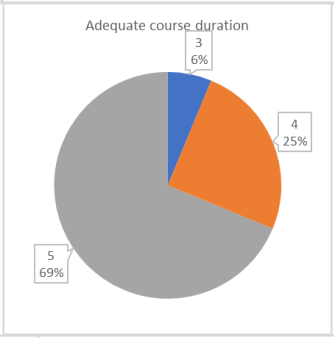


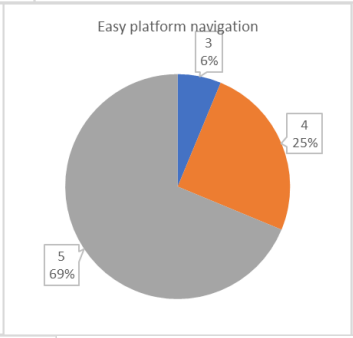



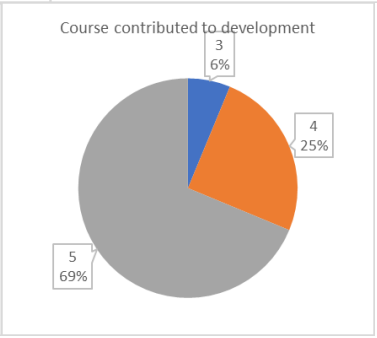



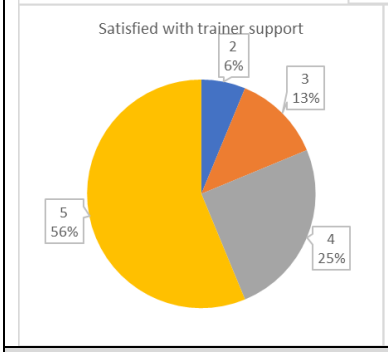



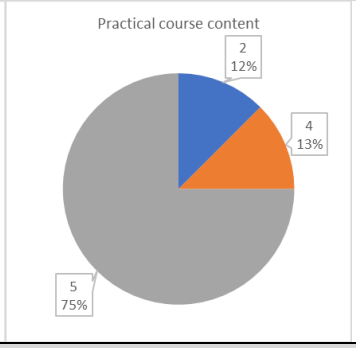




**Open-ended questions**

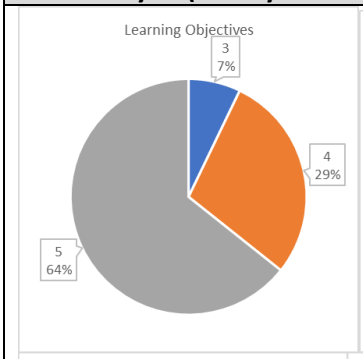
| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • A clear explanation and application of the subject matter compacted<br>• The workbench | • | • (partial) “incredibly insightful course “ |

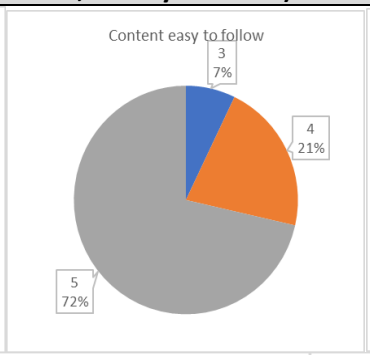
| **Conclusion** | **Newsletter subscriptions: 10** |
|---|---|
| 100% of respondents were satisfied or very satisfied with the ‘content being easy to follow’ and 94% claiming the ‘content being organized for learning’ and 94% noted that the ‘content was delivered clearly’ with 94% suggesting ‘adequate time for delivery’ and 94% said that the ‘content is relevant to needs’. The percentage of the question relating to ‘the course contributing to professional development, competences and skills’ was 94%. The course scores are high so, overall, the course appears to have achieved its objectives | |

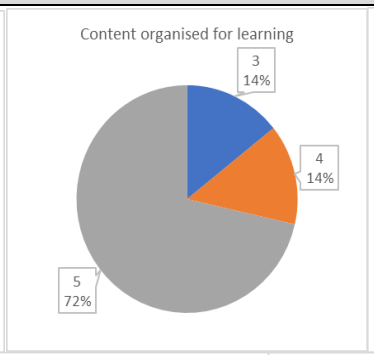
Junior business analyst bootcamp

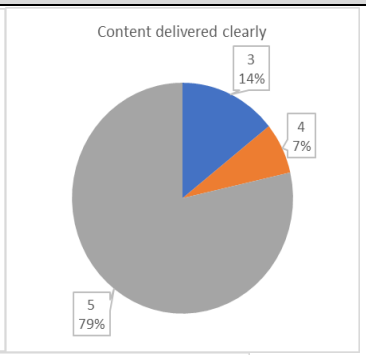
[14 responses]

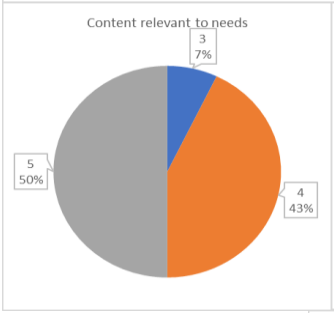
**Data analysis (1=very dis-satisfied, 5=very satisfied)**

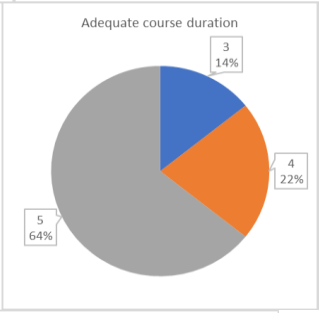


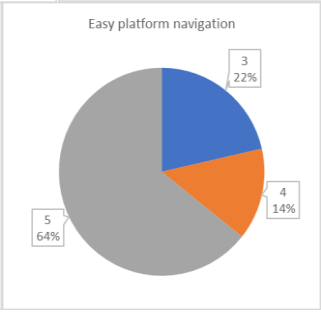



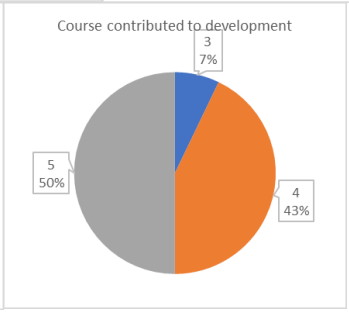



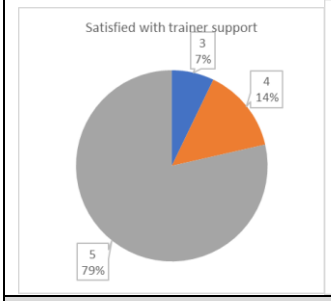



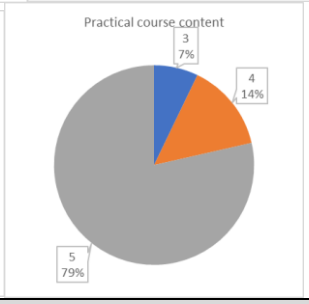




**Open-ended questions**

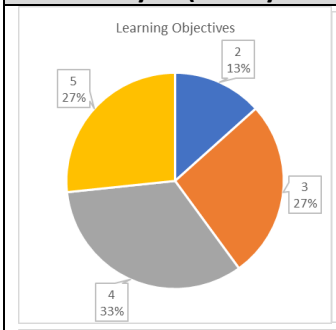
| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • The seminar was very constructive, and it gave me a lot of knowledge<br>• Case studies (x 3)<br>• The real-life examples (x 2) | • Make it 3 or 4 sessions (more time is needed) and more capacity<br>• More business cases | • A good starting point for a junior BA in the making<br>• It was very didactic and beneficial |

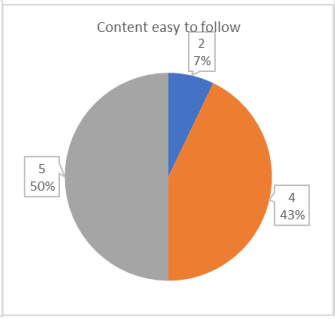
| **Conclusion** | **Newsletter subscriptions: 8** |
|---|---|
| 93% of respondents were satisfied or very satisfied with the 'content being easy to follow' and 86% claiming the 'content being organized for learning' and 86% noted that the 'content was delivered clearly' with 86% suggesting 'adequate time for delivery' and 93% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 93%. The course scores are high so, overall, the course appears to have achieved its objectives | |

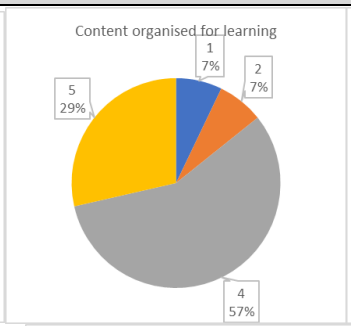
## Machine Learning

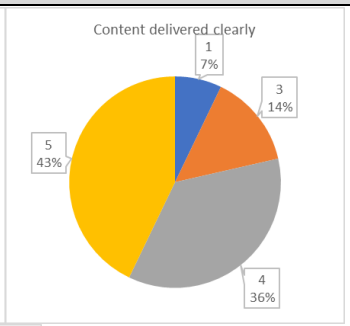
[14 responses]

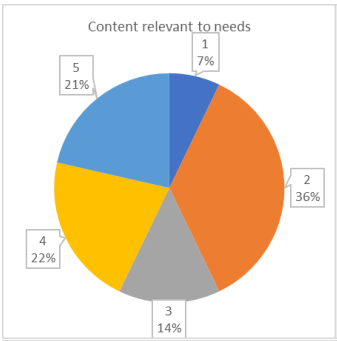
**Data analysis (1=very dis-satisfied, 5=very satisfied)**

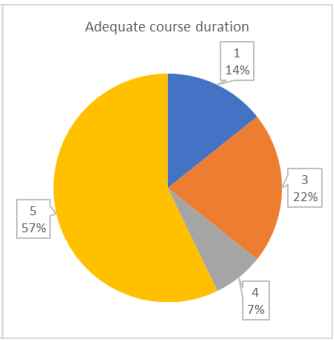


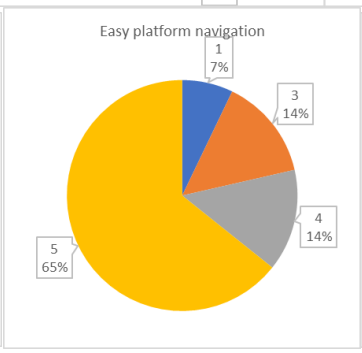



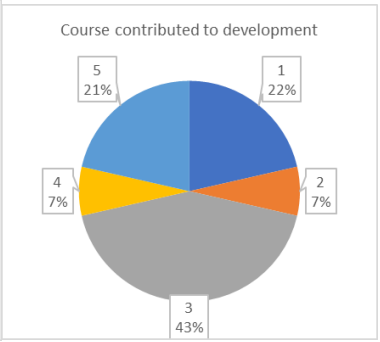



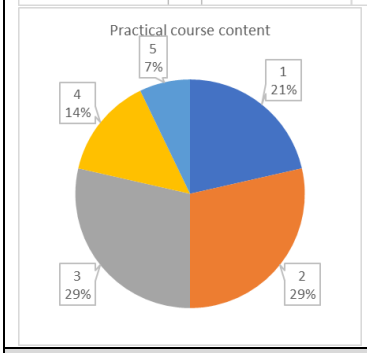




**Open-ended questions**

| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • Clear structure<br>• The video and the explanatory graphics<br>• Use cases for language models | • Give even more examples<br>• Keep text shorter<br>• Not so much text<br>• Somewhat a lot of text | • |

**Conclusion** | **Newsletter subscriptions: 0**

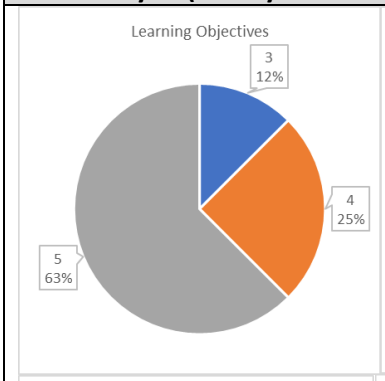
93% of respondents were satisfied or very satisfied with the 'content being easy to follow' and 86% claiming the 'content being organized for learning' and 79% noted that the 'content was delivered clearly' with 64% suggesting 'adequate time for delivery' and 43% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 28%. The scores of answer for this course are low; this indicates that from one side the course delivery could have done with some adjustments (one of the comments mentions "not so much text") as well as maybe include some more time for the material to be better described. On the

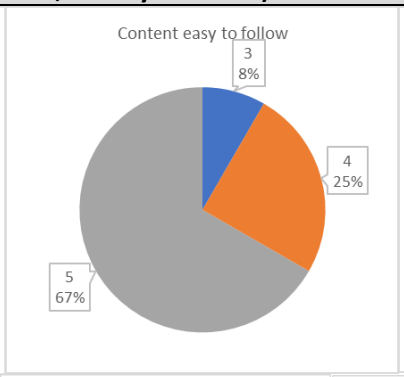
other side the contents of the course were not a match for the 'needs' of the audience and it would not offer any development of professional competences or skills. Next time this course is offered the material might require some adjustment (maybe a narrowing down of context) but also the audience selection needs to be a little bit more careful.

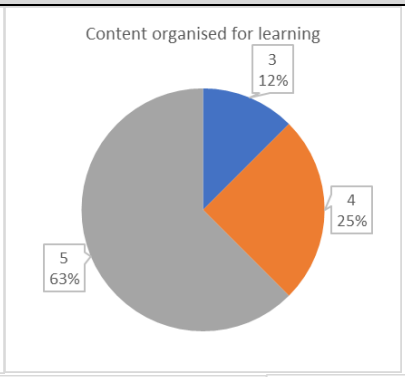
## Mastering Project Management with Notion

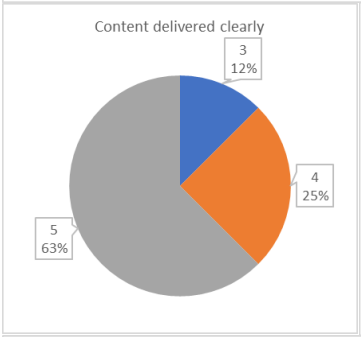
[24 responses]

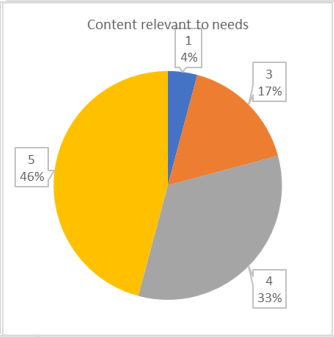
**Data analysis (1=very dis-satisfied, 5=very satisfied)**

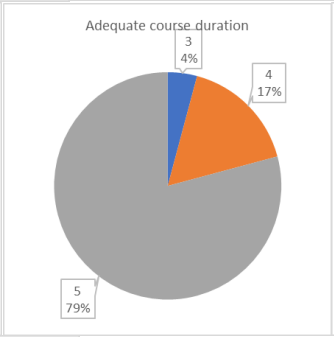


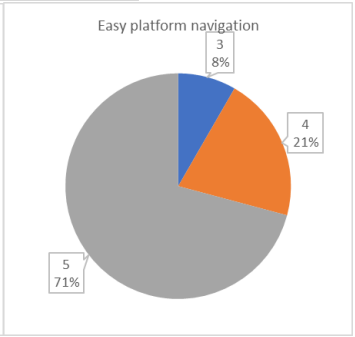



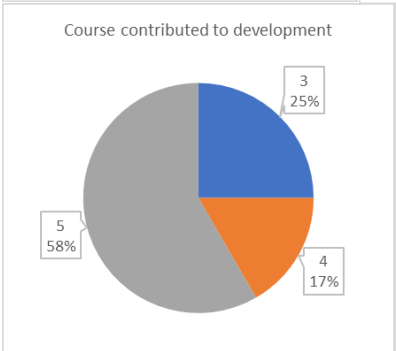



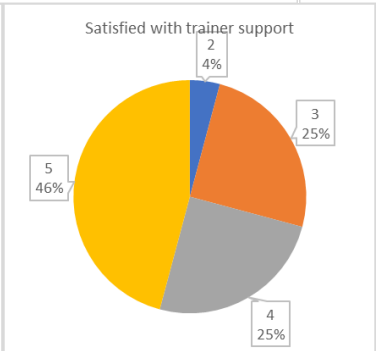



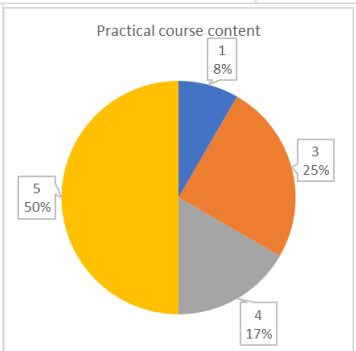




**Open-ended questions**

| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • Content<br>• It had practical examples<br>• The clarity | • Add a quiz<br>• Add more visuals, add videos (x2)<br>• More examples | • This course completely transformed by understanding of Notion<br>• Very informative |

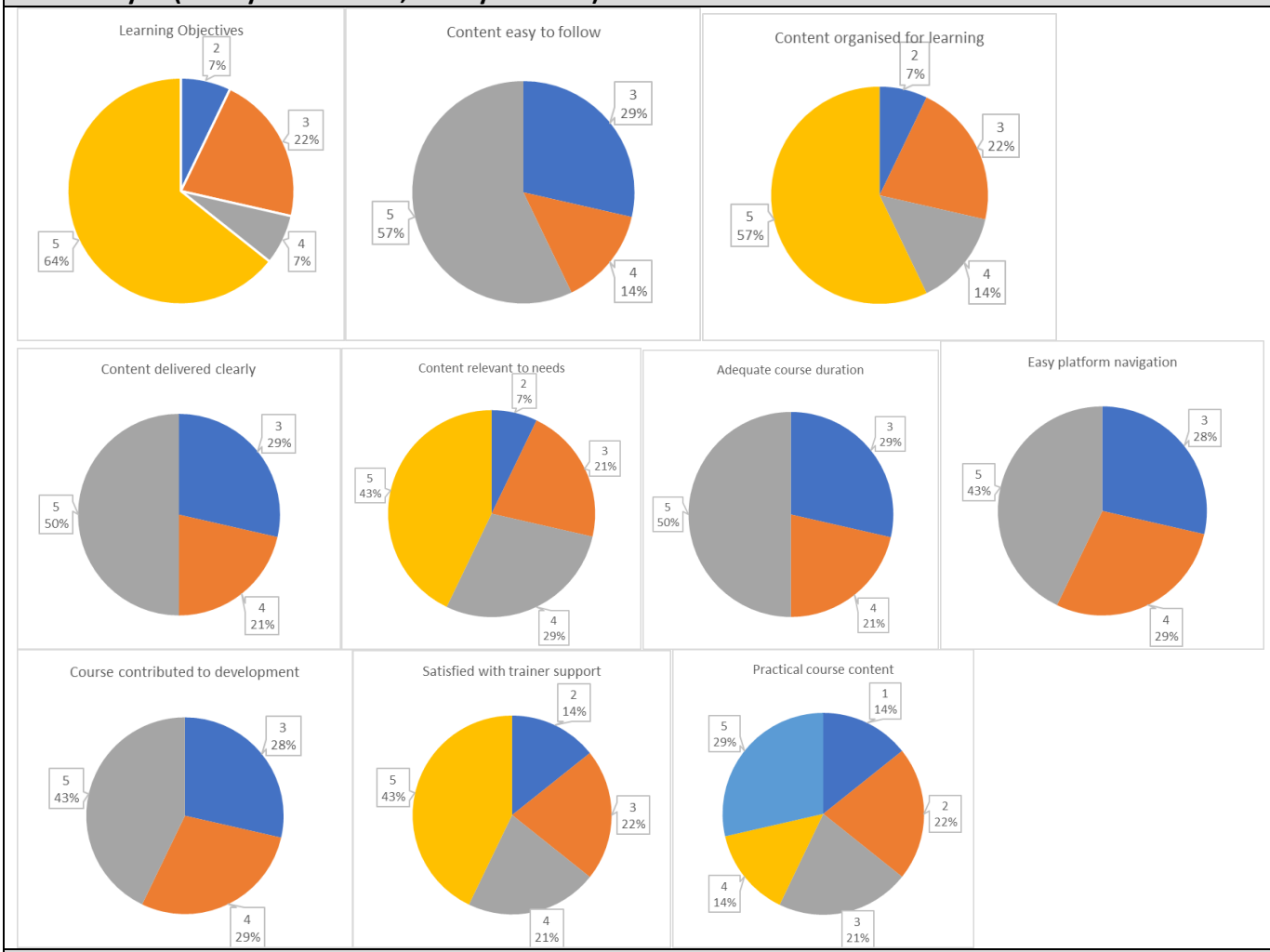
| **Conclusion** | **Newsletter subscriptions: 8** |
|---|---|

92% of respondents were satisfied or very satisfied with the 'content being easy to follow' and 88% claiming the 'content being organized for learning' while 88% noted that the 'content was delivered clearly'. 96% of respondents suggested 'adequate time for delivery' and 79% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 75%. The score for the last question seems a little lower than the other but we must consider that this course was for a specific application being utilized for project management which means that participants would already be aware of some of the introduced futures (hence no development was considered). However, overall, the course scores are high so it would appear that the course was a success.

Mastering Scholar GPT for Research Excellence

[14 responses]

**Data analysis (1=very dis-satisfied, 5=very satisfied)**




**Open-ended questions**

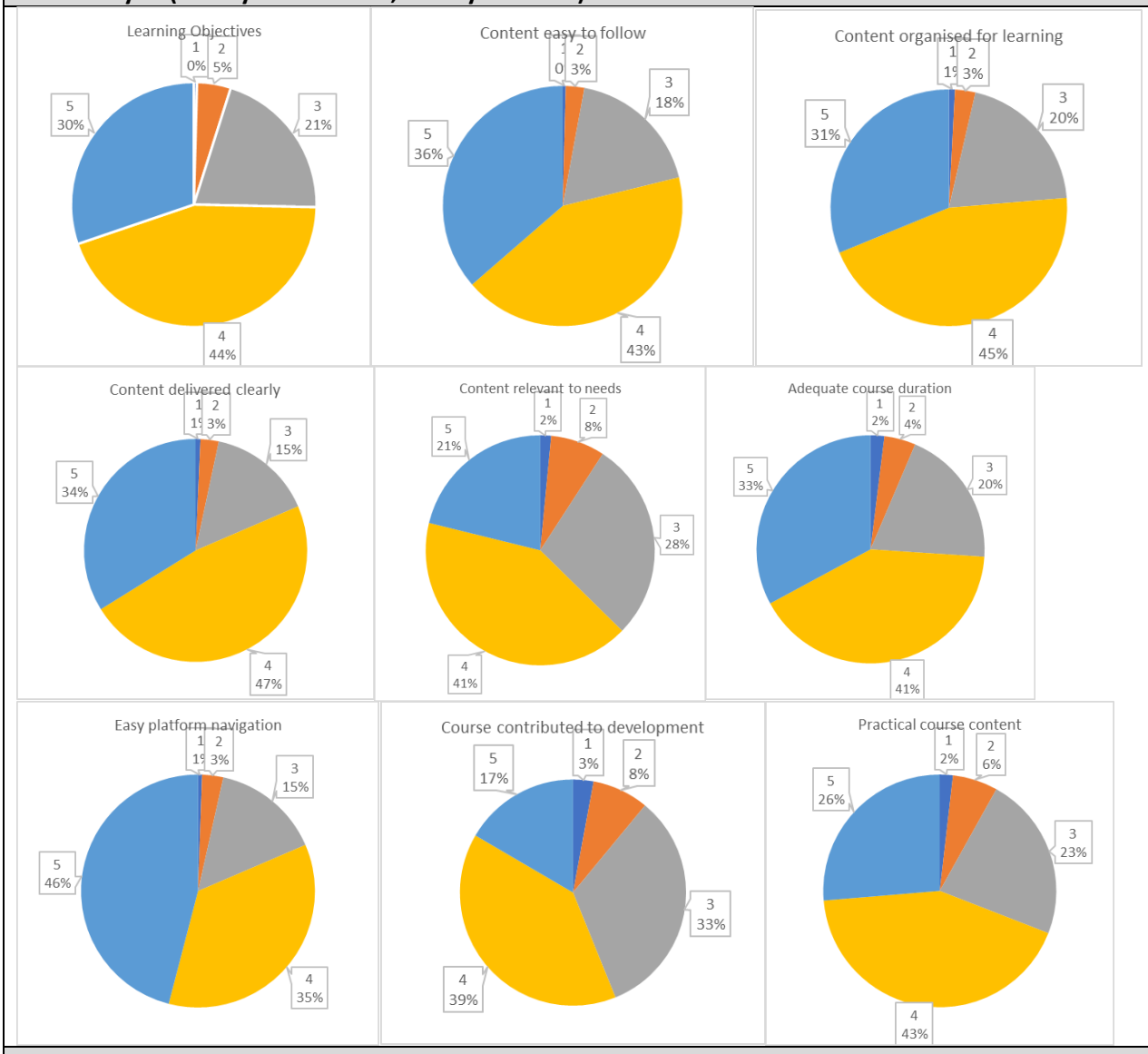
| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • Clarity | • More examples<br>• Practical question | • Excellent course<br>• Very good presentation |

| | | |
|---|---|---|
| • It was a good course! It was analytical, clear and very informative. | • With a short assignment | |
| **Conclusion** | | **Newsletter subscriptions: 4** |
| 71% of respondents were satisfied or very satisfied with the 'content being easy to follow' and 71% claimed the 'content being organized for learning' while 71% noted that the 'content was delivered clearly'. 71% of respondents suggested 'adequate time for delivery' and 72% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 72%. The scores of the course are below 75 horizontally; it is believed that this is because the audience was academics and researchers which were quite a bit more strict and not forthcoming with their scoring. | | |

## Microlesson ChatGPT

[718 responses, this is the largest number of responses course, *it is believed that there have been multiple instances of the course and they were reported on together in a single file; let's not forget that this partner (Stackfuel) used their own mechanism for data collection and then converted data to the common evaluation form*]

**Data analysis (1=very dis-satisfied, 5=very satisfied)**




**Open-ended questions**

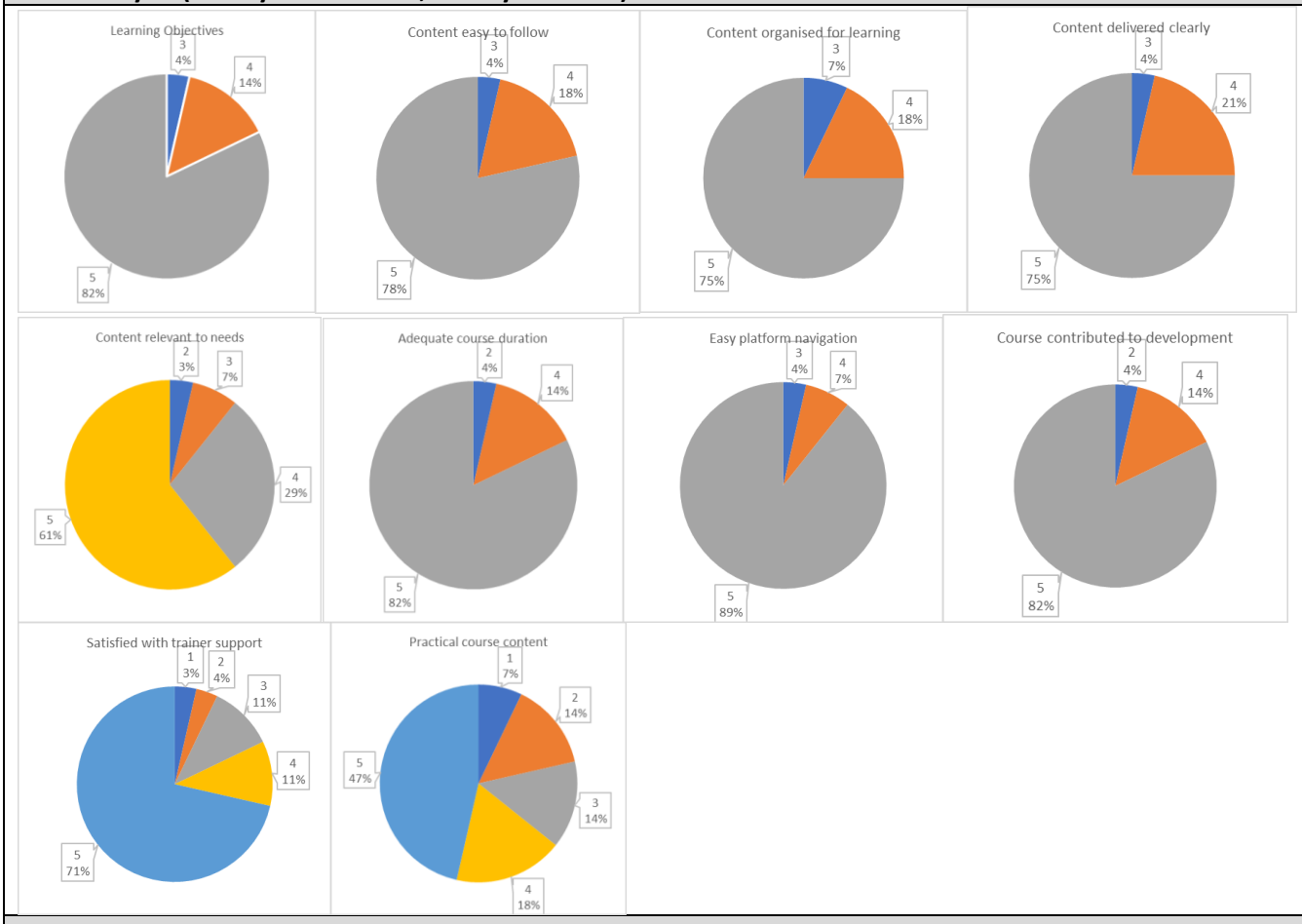
| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • The use cases for language models<br>• Clear and understandable (x 4)<br>• Course content<br>• Examples for AI tools | • Too long chapters to read – maybe more videos with explanations and use cases<br>• A little more practical examples directly over ChatGPT | • Very current topic, well worked out and well researched<br>• TOP work, I really think it's great<br>• Perfect<br>• I look forward to the next training! |

| | | |
|---|---|---|
| • Good mix of videos, text exercises<br>• Handouts<br>• Interesting topic at the cutting edge<br>• Possibilities generative AI and further AI tools<br>• Short and crisp<br>• Short and informative<br>• The mix of formats<br>• The mix of interviews<br>• Videos, but also the variation of formats<br>• Well-structured, topics explained well | • Do not use gender language in the text.<br>• Ethical and legal challenges are very important, but they were a bit hard to digest and somewhat tedious in this format.<br>• Include even more examples (multiple times)<br>• Insert practice tasks<br>• Integration of active exercises (multiple times)<br>• Less long text, more graphics (multiple times)<br>• More audio, less text (multiple times) | |
| **Conclusion** | | **Newsletter subscriptions: 0** |
| 79% of respondents were satisfied or very satisfied with the 'content being easy to follow' and 76% claimed the 'content being organized for learning' while 81% noted that the 'content was delivered clearly'. 74% of respondents suggested 'adequate time for delivery' and 62% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 56%. The scoring numbers of this course are relatively low. It is believed that this can is because of: 1) the large number of the sample and 2) (as previously discussed) the subject is very popular/trending and exciting but it cannot, in a short format training, provide enough information for people to absorb it and make it their own (knowledge). | | |

Optimize Workflow with Canva: Enhance Efficiency, Collaboration, and Design in Project Management

[28 responses]

**Data analysis (1=very dis-satisfied, 5=very satisfied)**




**Open-ended questions**

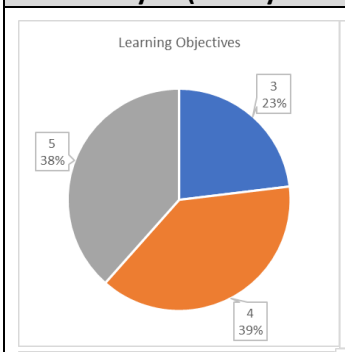
| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • Clear and fast<br>• I didn't even know what Canva was up until now and all the features that it provides. Very cool. | • Maybe more written material<br>• Maybe an entire case to study | • Excellent presentation of CANVA's capabilities<br>• I recommend the course, it is really easy and understandable<br>• Really great course!!! |

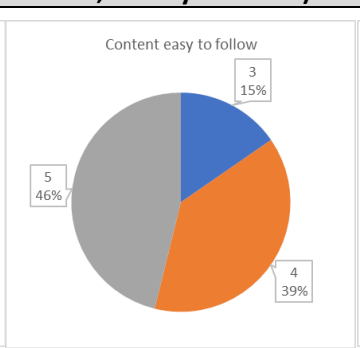
| **Conclusion** | **Newsletter subscriptions: 13** |
|---|---|
| 96% of respondents were satisfied or very satisfied with the 'content being easy to follow' and 93% claimed the 'content being organized for learning' while 96% noted that the 'content was delivered clearly'. 96% of respondents suggested 'adequate time for delivery' and 90% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 96%. The scores of the course are very high so the course can be considered a success. | |

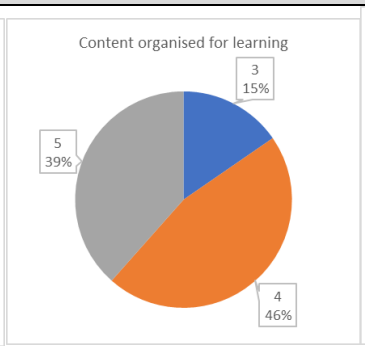
Power Automate: Automation and Optimisation of Business Processes

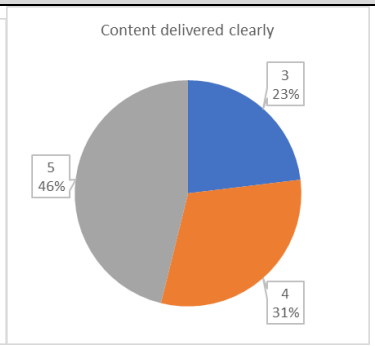
[13 responses]

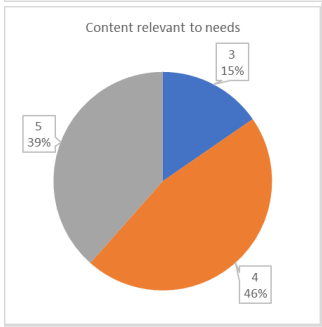
**Data analysis (1=very dis-satisfied, 5=very satisfied)**

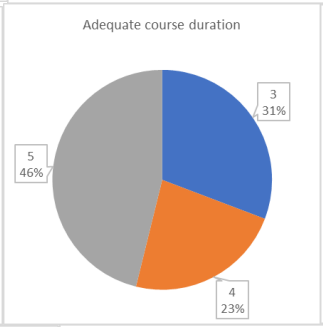


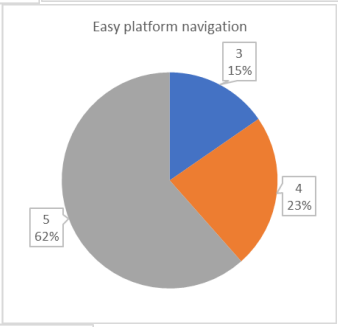



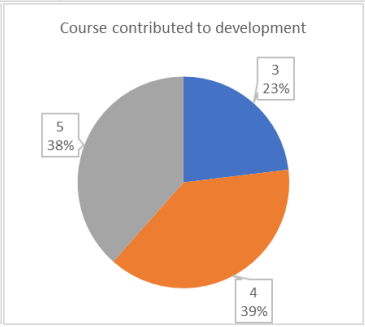



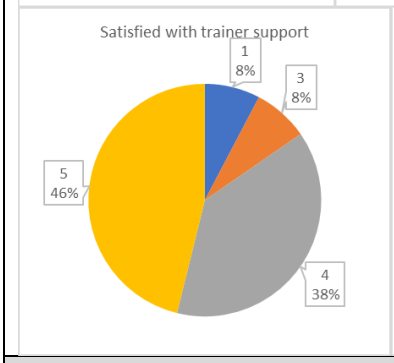



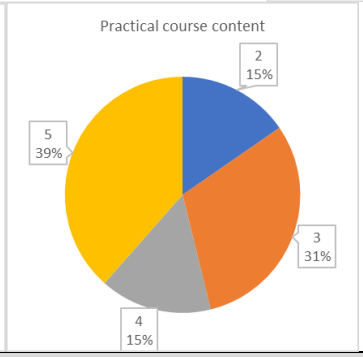




**Open-ended questions**

| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • Actions<br>• Each topic easily understandable and easy to digest<br>• video | • more advanced examples<br>• you can add projects<br>• provide quizzes | • I like this course, it's basic but powerful.<br>• The course is well structured and give you fundamental knowledge about power automate |

| **Conclusion** | **Newsletter subscriptions: 8** |
|---|---|

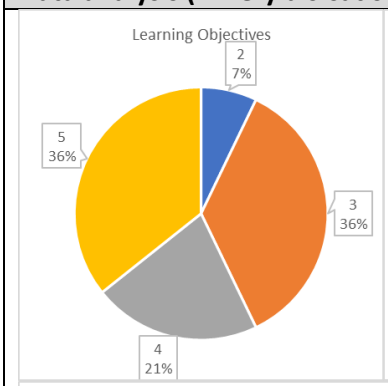
85% of respondents were satisfied or very satisfied with the 'content being easy to follow' and 85% claimed the 'content being organized for learning' while 77% noted that the 'content was delivered clearly'. 69% of respondents suggested 'adequate time for delivery' and 85% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 77%. The difference between the last two numbers (needs > competences) would suggest that the course is useful but more examples, material and information might introduce new knowledge (and competences). This is evident from the comments made for the open

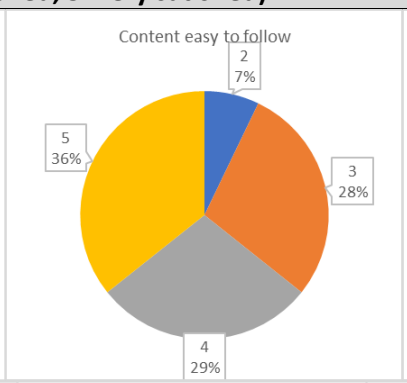
| |
|---|
| question “what would improve the course?”, where respondents wanted “more advanced examples” as well as “projects” and “quizzes”. |

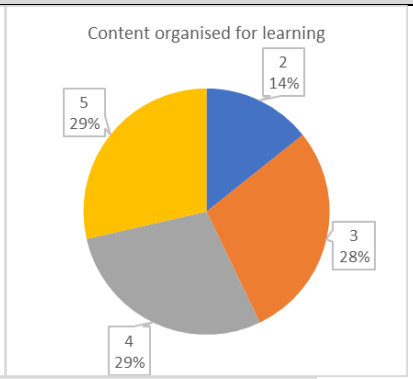
AI as a releaser of creative potential

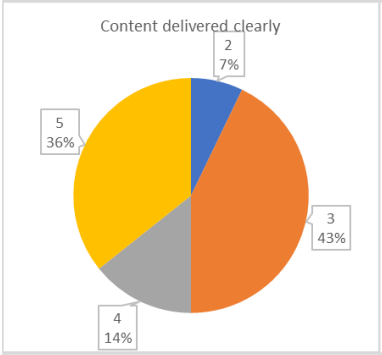
[14 responses, title translated from Finnish]

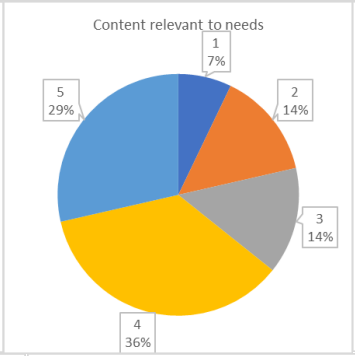
**Data analysis (1=very dis-satisfied, 5=very satisfied)**

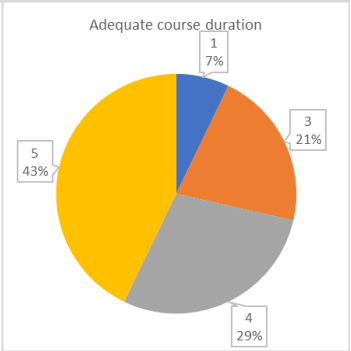


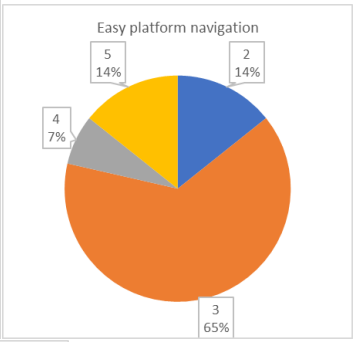



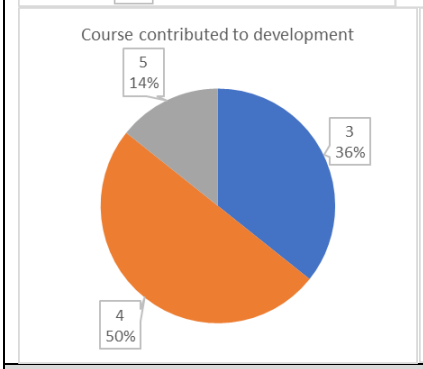



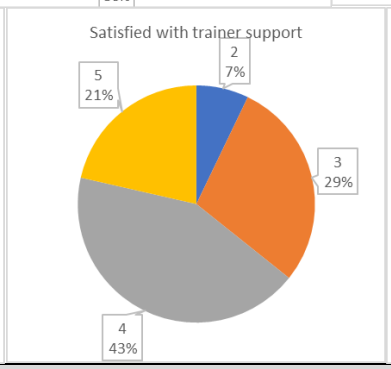



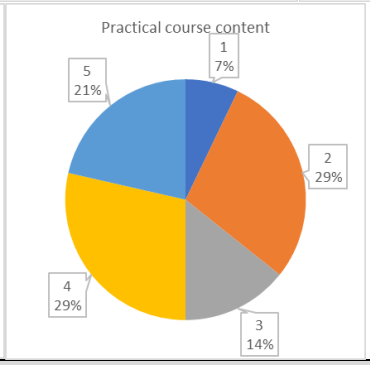




**Open-ended questions**

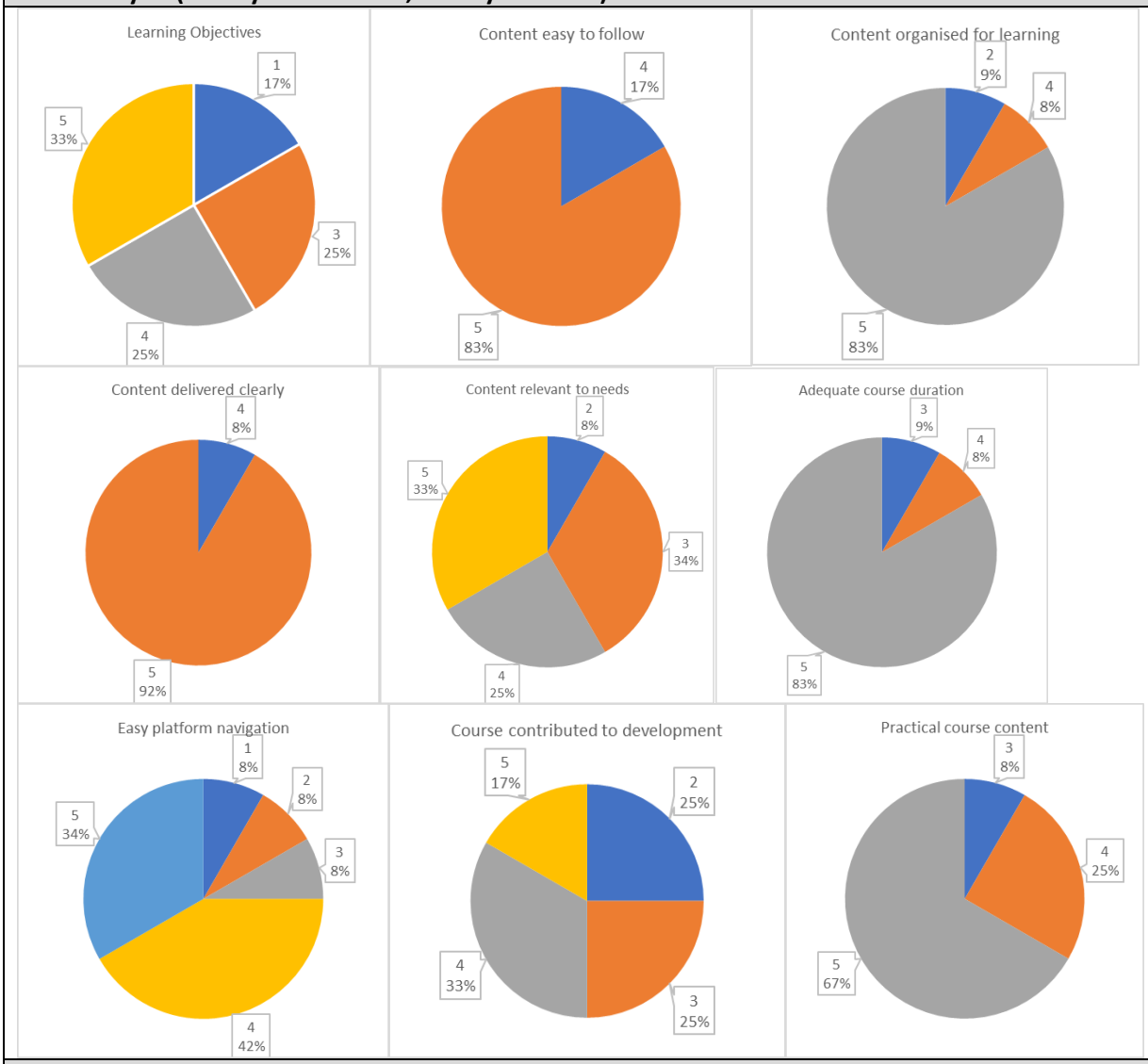
| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • Clear examples<br>• The package was good and adequate | • More chances to experiment<br>• Next time live, Trainer present. Concretely doing exercises with our own computers. So, we can experiment and do it ourselves | • Eye-opening<br>• More please<br>• Nice |
| **Conclusion** | | **Newsletter subscriptions: 1** |

65% of respondents were satisfied or very satisfied with the 'content being easy to follow' and 58% claimed the 'content being organized for learning' while 50% noted that the 'content was delivered clearly'. 72% of respondents suggested 'adequate time for delivery' and 65% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 64%. The scores for this course are relatively low. It is worth noting that scale option 3 (not dis-satisfied or satisfied) obtained 28% for the 'content being easy' and for the 'content being organized for learning'; it got 43% for the 'content being delivered clearly' 21% for 'adequate time', 14% for 'covering needs' and 36% for the 'contributed to development'. Once again, it is noted that this course relates to AI and the subject matter is a generalized notion of 'releaser of creative potential'. This subject not focusing on a more specific aspect of AI, say, for example, a specific piece of software that performed usable, useful functions relating to some aspect of people's daily life and work, might have been the reason why some large percentages choose to select scale option 3 (showing a slight indifference and possibly thinking…"*cannot use this in my work or career, what good is it?*"). One other aspect that might have negative affected was that the training was online or even possibly recorded; We note one answer for the 'how can we improve the course?' question: "*next time live, trainer present. Concretely doing exercises with our own computers. So we can experiment and do it ourselves*".

Structured Data

[12 responses]

**Data analysis (1=very dis-satisfied, 5=very satisfied)**




**Open-ended questions**

| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • Clear explanations and generally good graphics<br>• The short and fast delivery, as well as the methods. | • More examples for prompts<br>• a contact person, email for inquiries, etc.<br>• (partial) make text parts audible as a podcast | • Top |

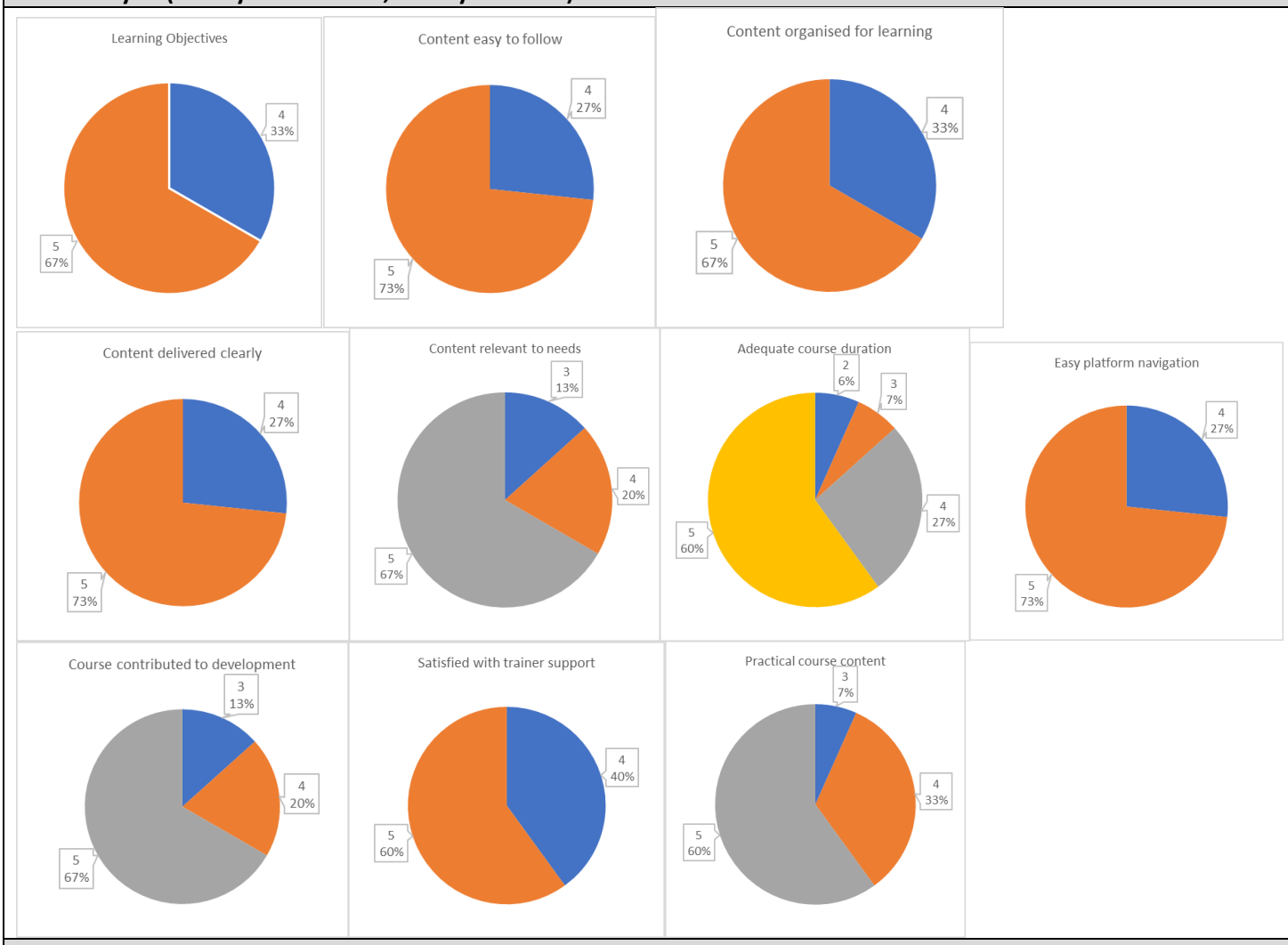
| **Conclusion** | **Newsletter subscriptions: 8** |
|---|---|
| 100% of respondents were satisfied or very satisfied with the 'content being easy to follow' and 91% claimed the 'content being organized for learning' while 100% noted that the 'content was delivered clearly'. 91% of respondents suggested 'adequate time for delivery' and 58% (used scale 4 and 5) with another 34% using scale 3 to answer that the 'content is | |

relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 50% (from scales 4 and 5) with the remaining 50 being split up between scale value 3 and even 2 (dis-satisfied). Here it is obvious that the subject matter was not well matched with this audience. Even through participants were happy with the content delivery and duration, a large part of them did not see the usefulness of the information. We also not an answer about "*making the text parts audible as a podcast*" which might indicate that the material included too much text to read and, not seeing the usefulness, participants got bored.

WooCommerce Essentials: Launch Your Own Online Store

[15 responses]

**Data analysis (1=very dis-satisfied, 5=very satisfied)**



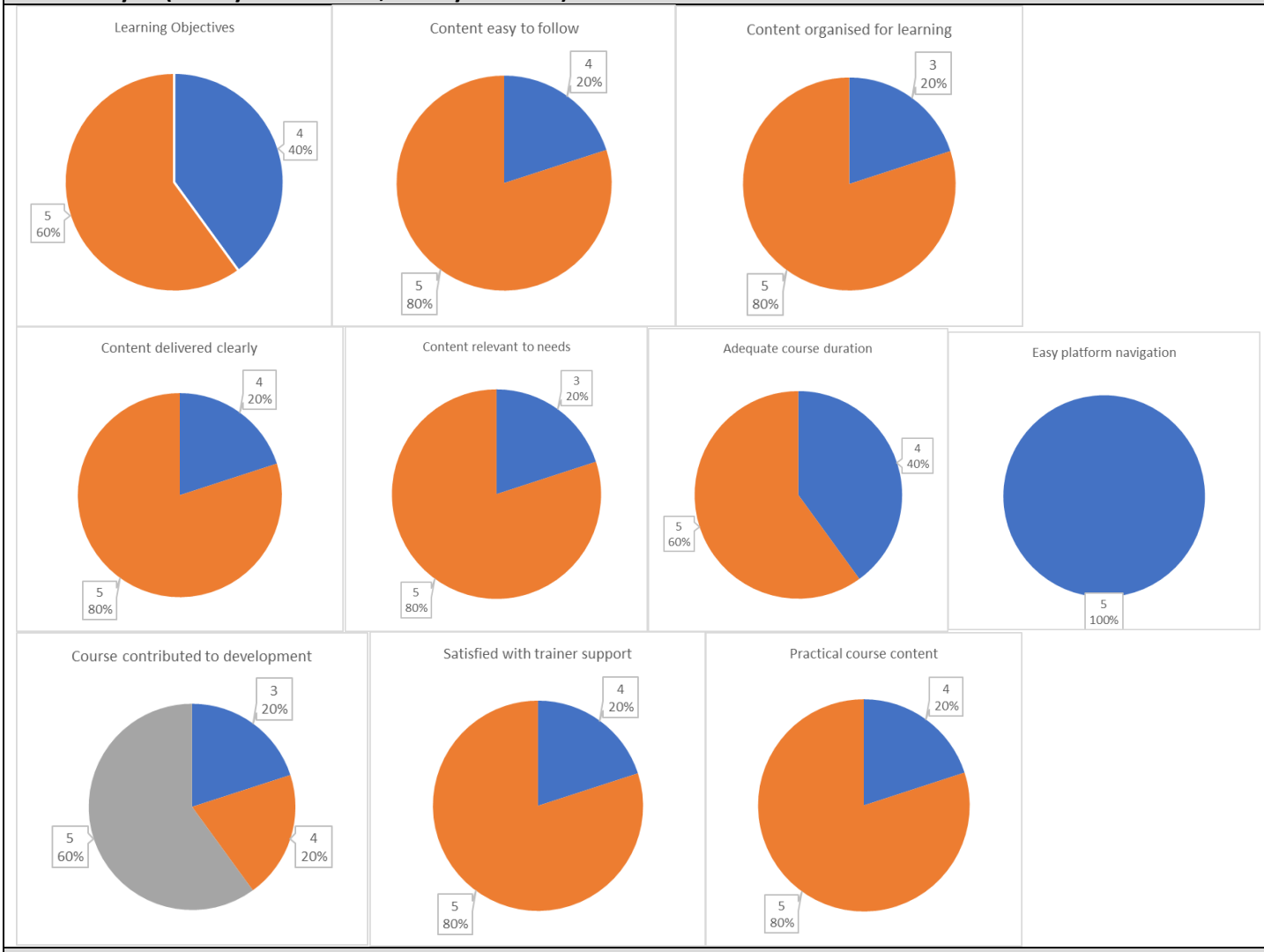

| **Open-ended questions** | | |
|---|---|---|
| What did you like most? | How can we improve the course? | Testimonial / Review |
| • | • More lessons | • I think that the course will provide you with some skills that will help you in your career |
| **Conclusion** | | **Newsletter subscriptions: 4** |

100% of respondents were satisfied or very satisfied with the 'content being easy to follow' and 100% claimed the 'content being organized for learning' while 100% noted that the 'content was delivered clearly'. 87% of respondents suggested 'adequate time for delivery' and 87% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 87%. The scores for the course were high; the course was a success.

Virtual meeting 22.5.

[5 responses]

**Data analysis (1=very dis-satisfied, 5=very satisfied)**




**Open-ended questions**

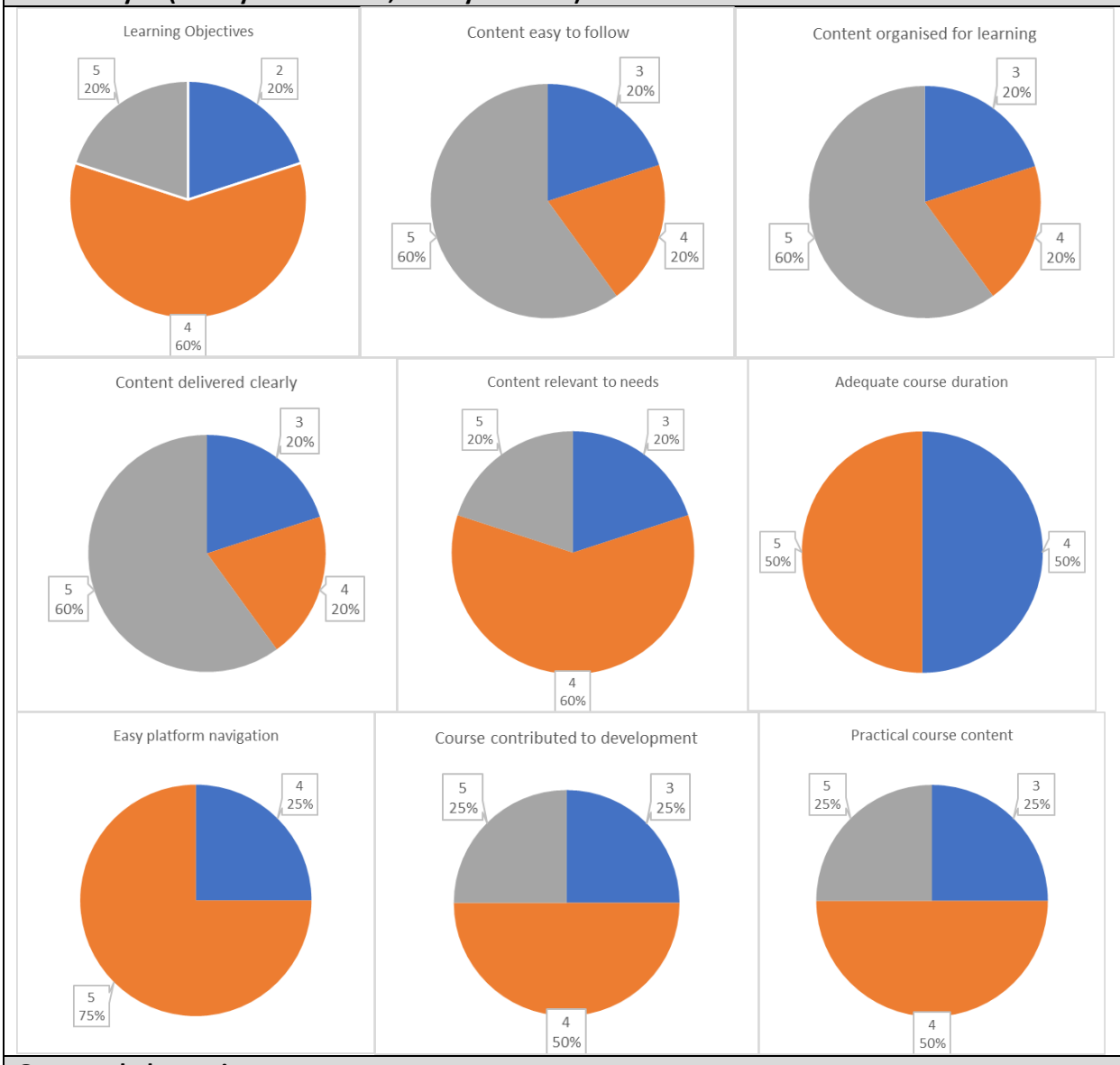
| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • A good introduction to the subject<br>• Clear presentation, examples | • | • A good introduction to the subject. Greater understanding and some |

| | | |
|---|---|---|
| | | practical tips. Good value for a free webinar. I appreciated it. |
| **Conclusion** | | **Newsletter subscriptions: 1** |
| 100% of respondents were satisfied or very satisfied with the 'content being easy to follow' and 100% claimed the 'content being organized for learning' while 100% noted that the 'content was delivered clearly'. 100% of respondents suggested 'adequate time for delivery' and 100% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 80%. All scores are high so this course was a success. However, we must note that (we believe) this is an example why small response number surveys are better left back. | | |

Presentation preparation

[5 responses]

**Data analysis (1=very dis-satisfied, 5=very satisfied)**




**Open-ended questions**

| What did you like most? | How can we improve the course? | Testimonial / Review |
|---|---|---|
| • Switching between text, video, case examples<br>• The interview | • Do not include so much pure text | • Thanks for the interesting course on generative AI models |
| **Conclusion** | | **Newsletter subscriptions: 0** |
| 80% of respondents were satisfied or very satisfied with the 'content being easy to follow' and 80% claimed the 'content being organized for learning' while 80% noted that the 'content was delivered clearly'. 50% of respondents suggested 'adequate time for delivery' and 80% said that the 'content is relevant to needs'. The percentage of the question relating to 'the course contributing to professional development, competences and skills' was 75%. This is a small response count survey and as such a different question affects (maybe more than it should) the percentage of the answer. | | |

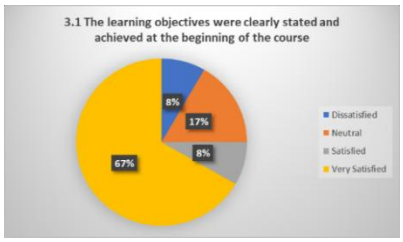
# GX analysed courses

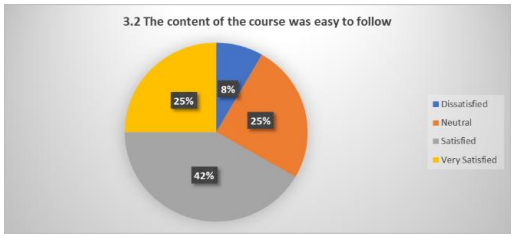
## C1: ChatGPT in Education v.1 (1st Online webinar)

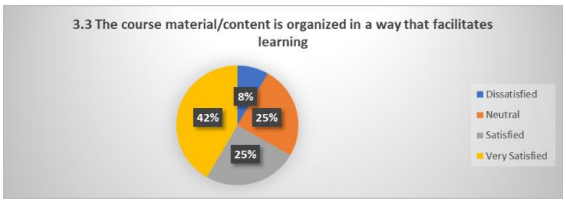
The 1st webinar of 'ChatGPT in education' was held on the 22nd of November 2023 by Costas Pringipas, Educational technologist, with the participation of 129 high-skilled workers. The course had a duration of 2 hours, and it was provided in Greek. All participants completed the course, and 44 certificates were issued.

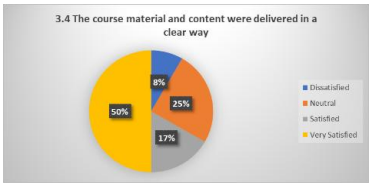
### Data Analysis

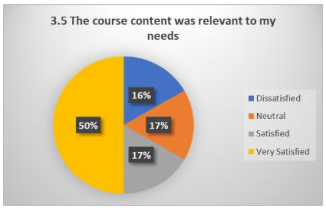
12 participants from Cyprus provided their feedback through the online survey.

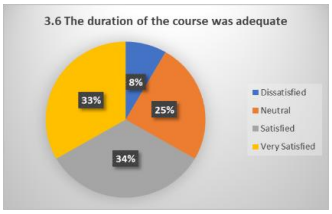


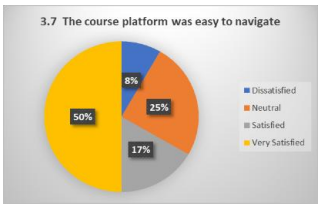



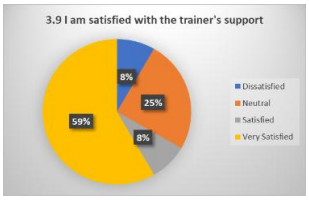



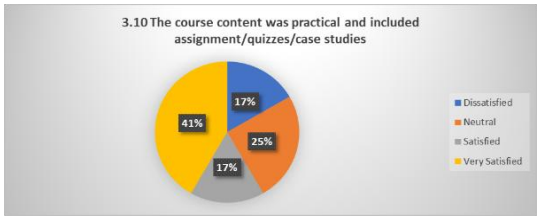



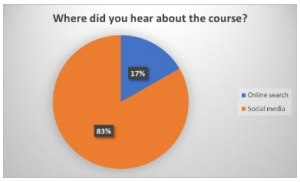



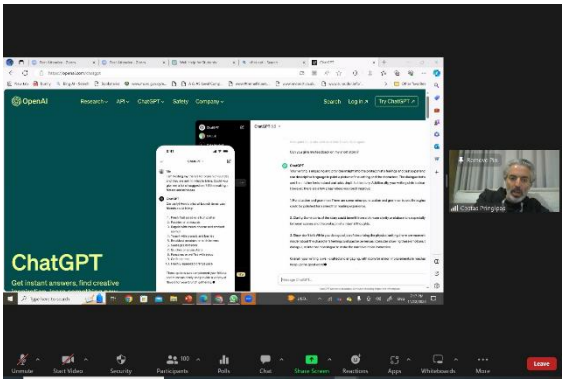



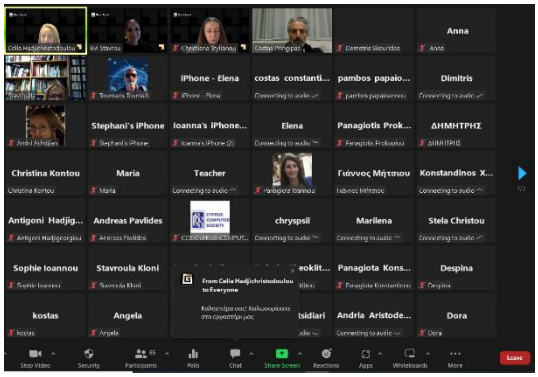


| What did you like the most? | How can we improve the course? | Testimonial or Reviews | Subscriptions to the Newsletter |
|---|---|---|---|
| 1. Costas Pringipas<br>2. Examples<br>3. Presenter's sense of humor | 1. More applications during the class<br>2. More examples<br>3. Nothing | 1. Very Good<br>2. Very useful<br>3. It will be nice to organise a course for GPT for high school students. | 6 |




## Conclusion

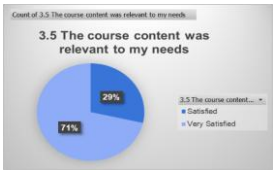
The course received positive feedback from over 65% of the 12 respondents, who expressed satisfaction with various aspects such as the course content, duration, platform, and overall experience. The majority of respondents learned about the course through social media. To enhance the course further, participants suggested incorporating more practical examples.

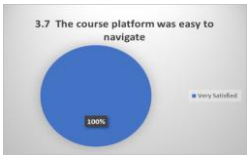
C2: Simple Digital Tools for Businesspeople and Start-ups v.1 (Online)

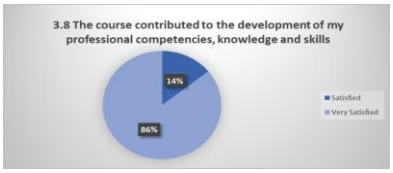
The 1st webinar of 'Simple Digital Tools for Businesspeople and Start-ups' was held on the 28th of November 2023 by Christiana Stylianou, PhD(c), MBA, BSc Training and Business Development Manager at GrantXpert Consulting, with the participation of 22 business people and start-up founders. The course had a duration of 2.5 hours, and it was provided in English. All participants completed the course, and 20 certificates were issued.

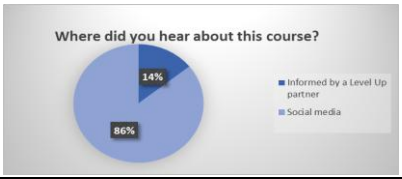
## Data Analysis

7 participants from Cyprus provided their feedback through the online survey.



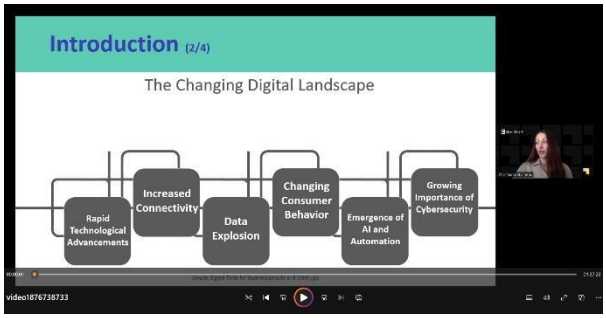





| What did you like the most? | How can we improve the course? | Testimonial or Reviews | Subscriptions to the Newsletter |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1. Detailed explanations of every step of the process.<br>2. The case Study<br>3. The examples of digital tools used were very interesting and thoroughly explained and analysed by ms. Stylianou. clear and easy delivery of the presentation.<br>4. The tools presented were new to me<br>5. The trainer | 1. Nothing<br>2. More examples | 1. A very beneficial webinar for every professional with a constructive breakdown and sufficient examples on the topic.<br>2. Excellent<br>3. The course was full of practical examples that simplified complex digital tools, making it enjoyable and easy to follow the trainer's guidance. well done.<br>4. Very impressed and well informed presenter. | 4 |



## Conclusion

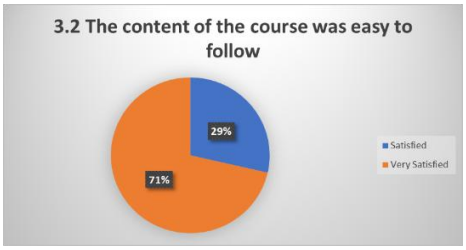
The course received positive feedback from over 86% of the 7 respondents, who expressed satisfaction with various aspects such as the course content, duration, platform, and overall experience. The majority of respondents learned about the course through social media. To enhance the course further, participants suggested incorporating more practical examples.

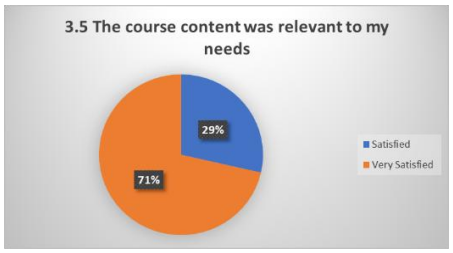
C3: ChatGPT in Education v.2 (2nd online webinar)

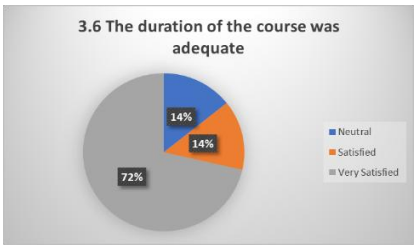
The 2nd webinar of 'ChatGPT in education' was held on the 29th of November, 2023 by Costas Pringipas, Educational technologist, with the participation of 86 high-skilled workers. The course had a duration of 2 hours, and it was provided in Greek. All participants completed the course, and 52 certificates were issued.

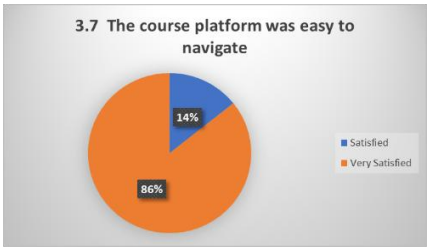
## Data Analysis

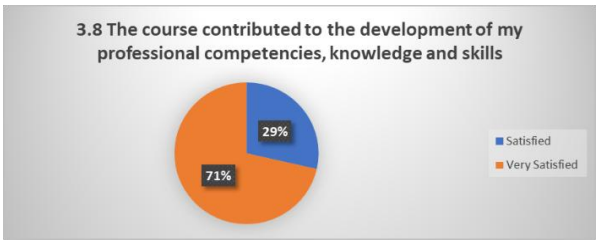
10 participants from Cyprus provided their feedback through the online survey.

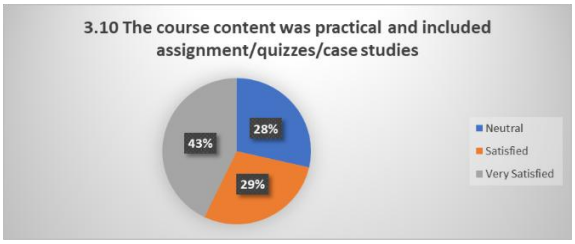


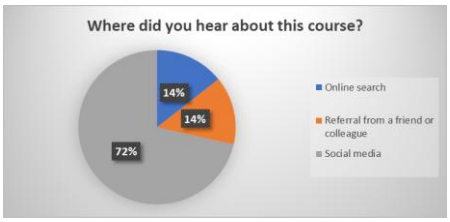


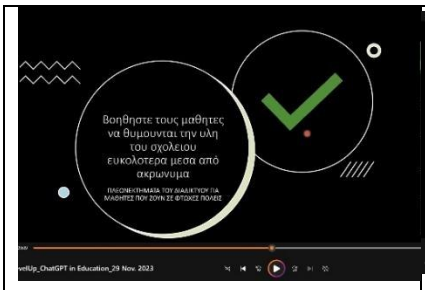



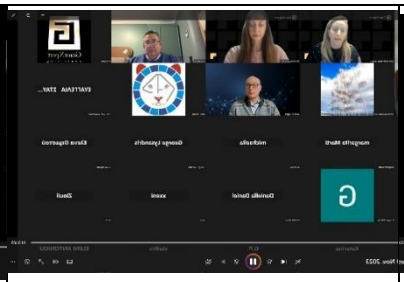





| What did you like the most? | How can we improve the course? | Testimonial or Reviews | Subscriptions to the Newsletter |
|---|---|---|---|
| 1. Great info about things I didn't know.<br>2. The examples shown<br>3. The instructor was very clear and gave us good examples.<br>4. The practical examples<br>5. Presenter's competency | 1. It could be more interactive maybe a quiz or a puzzle to solidify our learning<br>2. More practical examples<br>3. Two sessions - theory and practice<br>4. More Seminars<br>5. More practical activities | 1. Excellent presentation<br>2. It was nice having the Tutor's guidance & to have participants share their thoughts and questions about the ChatGPT tool in Education<br>3. The course is a must for anyone interested in learning about AI and how it can help people.<br>4. Very interesting beginners' course on Chat GTP. Looking forward to a follow-up. | 4 |





## Conclusion

The course received positive feedback from all the 10 respondents, who expressed satisfaction with various aspects such as the course content, duration, platform, and overall experience. The majority of respondents learned about the course through social media. To further improve the course, participants recommended the inclusion of additional practical examples and quizzes. Furthermore, it was suggested that the course could be divided into two sessions—one focused on theoretical aspects and the other on practical application.

C4: ChatGPT in Education v.3 (face to face)

The 3rd ChatGPT in Education, face to face course was conducted in Greek on the 14th of December 2023 by Costas Pringipas, Educational technologist, at “Latsia Lyceum” in Nicosia (Address: Argolidos 31, 2222 Latsia, Nicosia), with the participation of 59 teachers. The course had a duration of 2 hours. All participants completed the course, and no certifications were requested to be issued. Also, no formal feedback was received from this course.

## Conclusion

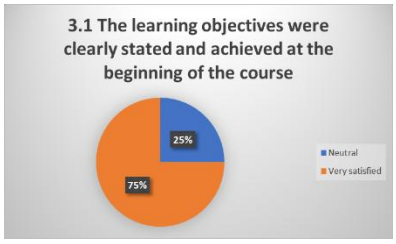
Overall the courses received verbal evaluation and all the teachers were highly satisfied with the content, the duration and the course material.

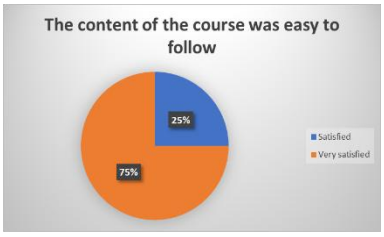
C5: Introduction to Blockchain Technology v.1 (webinar)

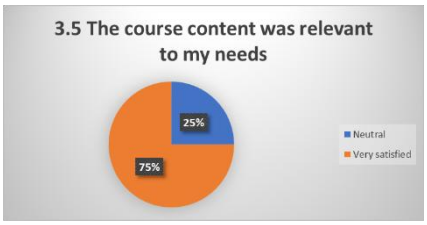
The Introduction to Blockchain Technology v.1 was held online via Zoom on the 18th of January 2024 by George Agathangelou, Senior Associate – Grant Thornton Blockchain (Cyprus) Ltd with the participation of 34 SME employees. The course had a duration of 2 hours, and it was provided in English. All the participants completed the course and 24 certificates were issued.

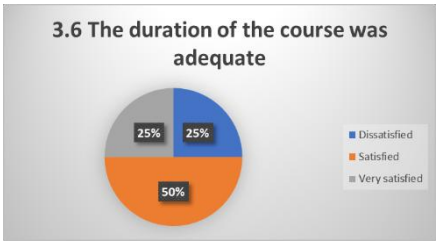
## Data analysis

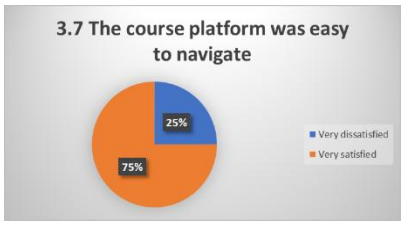
4 participants from Cyprus provided their feedback through the online survey.

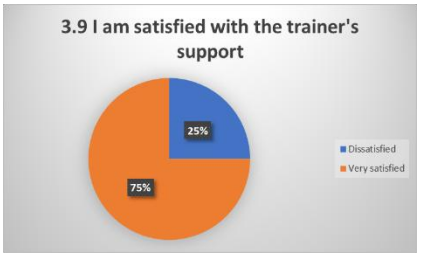


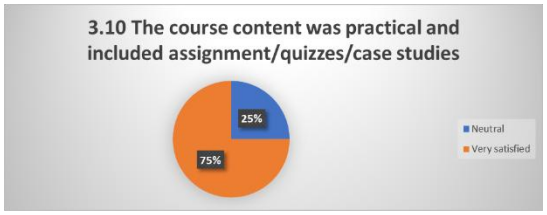








| What did you like the most? | How can we improve the course? | Testimonial or Reviews | Subscriptions to the Newsletter |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1. Everything<br>2. The crypto assets subject<br>3. The crypto assets topic | 1. More examples<br>2. Some explanation as to the mechanics of the technology and how one can have access.<br>3. Very good - more examples are essential to understand the complex definitions of blockchain | 1. Keep up the good work on providing training on blockchain technologies. Well done. I learnt a lot.<br>2. Very nice topics on digital skills and technology with prestigious speakers. | 2 |

## Conclusion

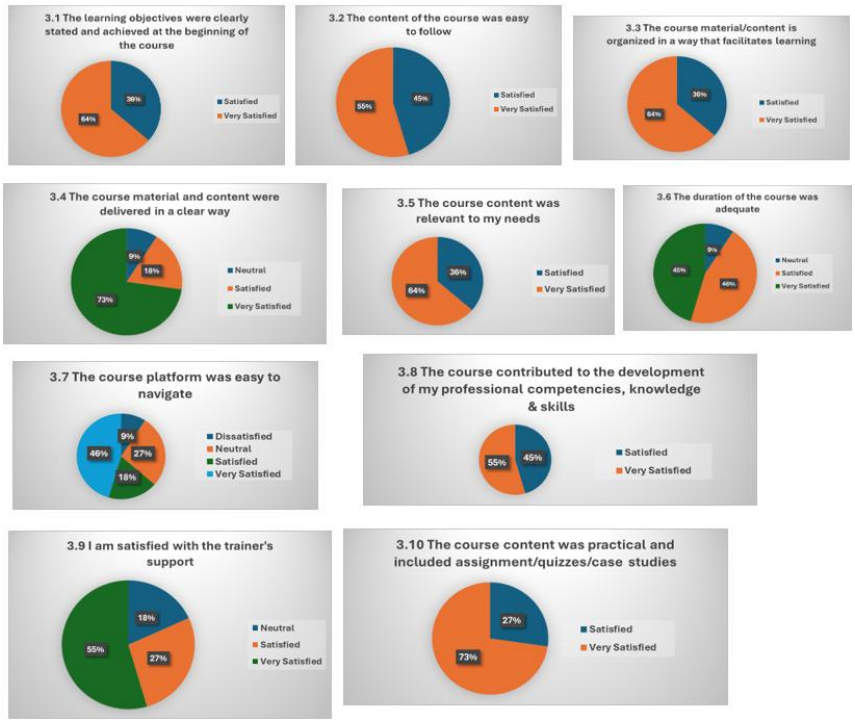
Overall, the course received positive feedback from all the 4 respondents. 75% of them were highly satisfied with various aspects such as the course content, material, platform, and 25% were neutral in regards to examples, quizzes, and overall course content. Also, 25% of the respondents believe that the course needs to be modified to contribute to their specific professional development, thus the course material and trainer's support should be improved. The majority of respondents learned about the course through social media. For further improving the course, participants recommended the inclusion of additional practical examples and more explanation of the technological aspects.

C6: Compliance for Crypto Assets v.1 (webinar)

The Compliance for Crypto Assets v.1 was held online via zoom on the 13th of February 2024 by George Agathangelou, Senior Associate – Grant Thornton Blockchain (Cyprus) Ltd with the participation of 29 high-skilled workers. The course had a duration of 2 hours, and it was provided in English. All the participants completed the course and 23 certificates were issued.

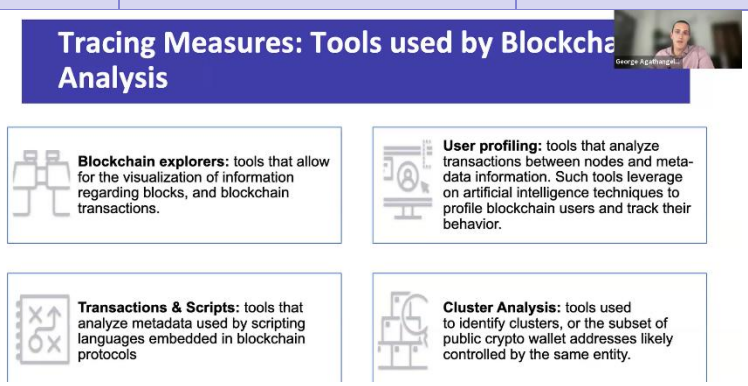
## Data analysis

10 participants from Cyprus and 1 form Bulgaria provided their feedback through the online survey. The evaluation results are presented in the figure and table below.




| What did you like the most? | How can we improve the course? | Testimonial or Reviews | Subscriptions to the Newsletter |
|---|---|---|---|
| **1. Easy to follow information**<br>**2. Excellent presentation by Mr Agathangelou.**<br>**3. I joined due to personal interest in the course and I liked the presenter a lot. Easy** | 1. Examples<br>2. maybe include cases of cryptos utilised for ml/tf, explanation of the fund flow in crypto service providers<br>3. Maybe make it a bit more interactive | Thank you for giving me the opportunity to participate. It was a nice afternoon full of new information on crypto currencies. | 2 |

| | | | |
|---|---|---|---|
| **examples, organised presentations**<br>**4. Quiz at the end of each session**<br>**5. The clarity of information provided**<br>**5. The clarity of the presenter**<br>**6. The practical examples, through mentimeter, although the topic is complex.**<br>**7. The topic is interesting** | 4. More interactivity<br>5. More real life examples<br>6. More time for exercises<br>7. More time for participants to practice on more exercises.<br>8. Real case studies would have helped understand the compliance aspect better. | | |




## Conclusion

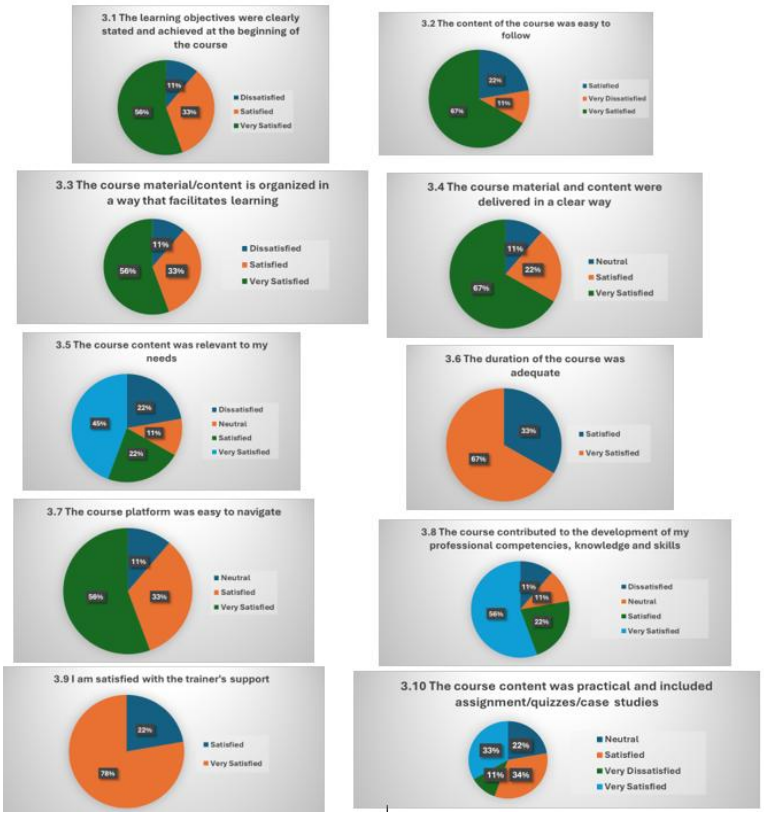
Overall, the course received very positive feedback from all the 11 respondents. All the participants were either satisfied or highly satisfied with the course content, examples and material and they stated that the course contributed to the development of their professional skills and competencies. Only 9% were not satisfied with the course platform, and also remained neutral regarding the duration of the course and the delivery approach. The respondents highlighted the excellent presentation of the trainer and the provided practical examples and quizzes. As areas of improvement the participants mentioned the inclusion of more real case studies, the allocation of more time for the practical part of the course and the addition of more interactive elements to the course. The respondents were informed about the course through social media, partners, referrals from colleagues, online search and the project's website.

C7: Google tools to Run your Business More Efficiently v.1 (webinar)

The Google tools to Run your Business More Efficiently v.1 course was held online via Zoom on the 21st of February 2024 by Christina Shailas, Founder CEO of Gear Education Google for Education Partner with the participation of 48 employees. The course had a duration of 3 hours, and it was provided in English. All the participants completed the course and 42 certificates were issued.

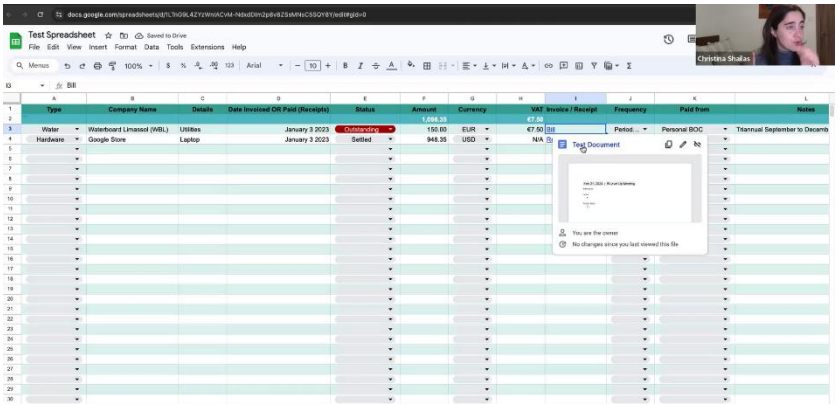
## Data analysis

8 participants from Cyprus and 1 from Poland provided their feedback through the online survey. The evaluation results are presented in the figure and table below.




| What did you like the most? | How can we improve the course? | Testimonial or Reviews | Subscriptions to the Newsletter |
|---|---|---|---|
| 1. clear content<br>2. I learned new things<br>3. Likeable presenter<br>4. Presenter - lovely and enthusiastic 😍<br>5. Seeing the latest features | 1. I might be wrong but goals of the course could be mentioned at the beginning (i missed some parts due to concurrent calls)<br>2. Introduce the topic on google for educatio too. It will be very interesting | 1. brief, packed with information, interactive trainer Christina<br>2. Google tools course was amazing. Simple topic but learned so | 2 |

| | | | |
|---|---|---|---|
| 6. The presentation and most important the presenter<br>7.Trainer's narration, very talkative<br>6. Very engaging, easy to follow, nice accent, easy terms | 3. maybe small workshops for participants<br>4. More interactive work to apply in real time<br>5. More playful or interactive activities!<br>6. N/A | much about the tools that i didnt know.<br>3. Great presentation<br>4. Great presentation, interesting topics | |




## Conclusion

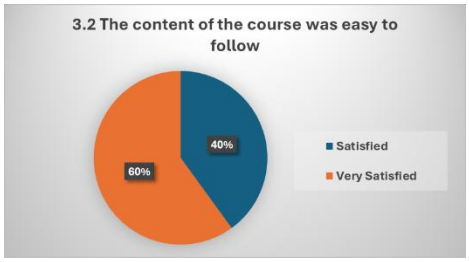
Overall, the course received highly positive feedback from all the 9 respondents. More than 85% of the respondents were satisfied with the course content, examples, provided material, the navigation to the platform, the duration of the course and the trainer's support. Also, more than 72% stated that the course supported them to further develop their professional skills and competencies. An 11% of the respondents remained neutral in regards to this aspect and to the relevance of the course to their specific needs. The respondents highlighted the excellent presentation of the trainer and the clear content of the course. As areas of improvement the participants mentioned the inclusion of more interactive activities like short workshops during the course. The respondents were informed about the course through social media, partners, referrals from colleagues, project's website, newsletters, and direct email invitations.

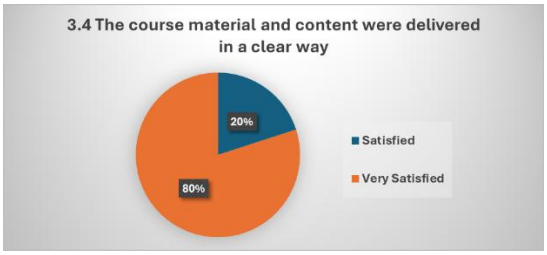
C8: Essential Digital Currency Skills: Accounting and Auditing of Crypto Assets v.1 (webinar)

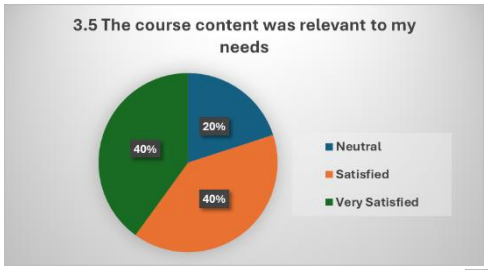
The Essential Digital Currency Skills: Accounting and Auditing of Crypto Assets v.1 course was held online via Zoom on the 14th of March 2024 by Alexis Nikolaou, Managing Director of Grant Thornton (Blockchain) Cyprus with the participation of 37 high-skilled workers. The course lasted 2 hours, and it was provided in English. All the participants completed the course and 30 certificates were issued.

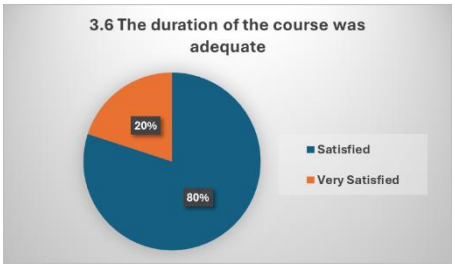
## Data analysis

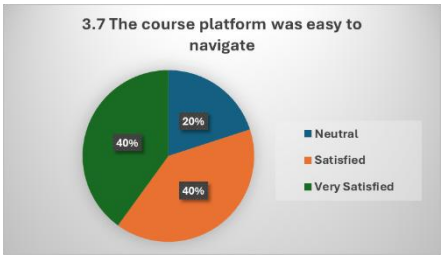
5 participants from Cyprus provided their feedback through the online survey. The evaluation results are presented in the following figure and table.

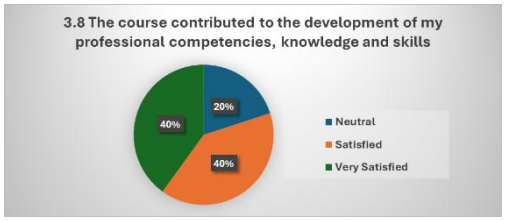


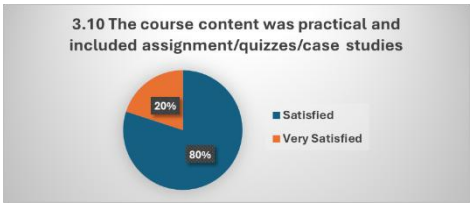


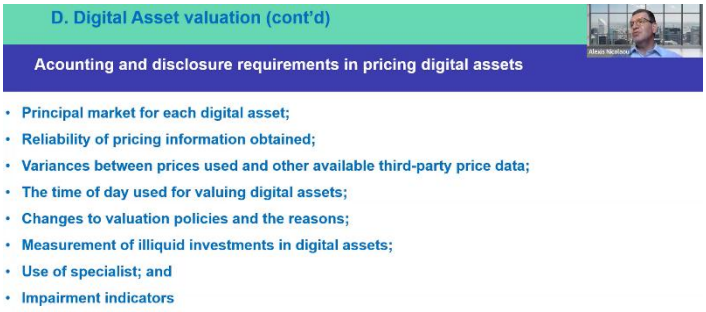





| What did you like the most? | How can we improve the course? | Testimonial or Reviews | Subscriptions to the Newsletter |
|---|---|---|---|
| 1. Knowledgable trainer, one of the best in Cy<br>2. Short and to the point<br>3. The content of the course | 1. Interaction between participants<br>2. More examples and practical. Theoretical models should be applied in simple terms.<br>3. N/A | great course not only for experts on the field but also for people curious for new and different knowledge | 2 |




## Conclusion

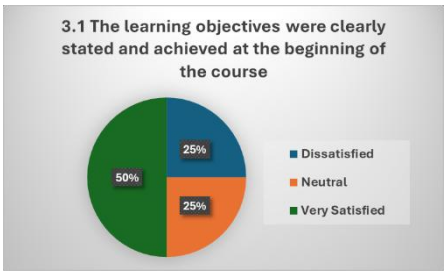
Overall, the course received exceptionally positive feedback from all 5 respondents. More than 85% of the respondents were satisfied with the course content, examples, provided material, the navigation to the platform, the course duration, and the trainer's support. In 2 questions only 20% remained neutral regarding the correlation of the content to their needs and the platform's efficiency. 100% of the respondents agreed that the course's material and content were very well organized. Beyond that the respondents highlighted the trainer's knowledge of the topic. As areas of improvement, the participants mentioned including more interactive activities and examples and using simpler language to present the theory. The respondents were informed about the course through social media, referrals from colleagues and employers, the project's website, and newsletters.

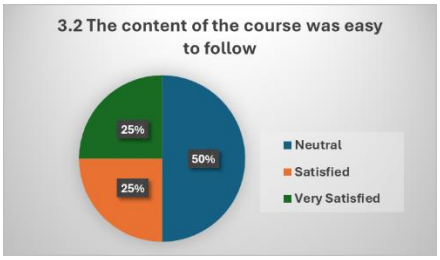
C9: Digital Efficiency for SMEs v.1 (webinar)

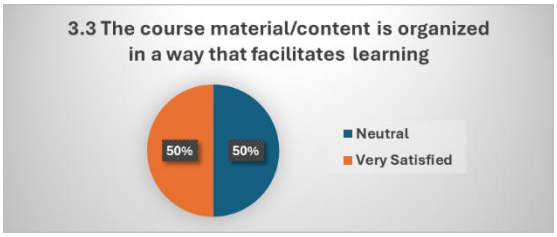
The Digital Efficiency for SMEs v.1 course was held online via Zoom on the 20th of March 2024 by Dr Ouranio Anastasiou, Senior EU Project Manager, GrantXpert Consulting Ltd with the participation of 27 employees. The course lasted 2 hours, and it was provided in English. All the participants completed the course and 17 certificates were issued.

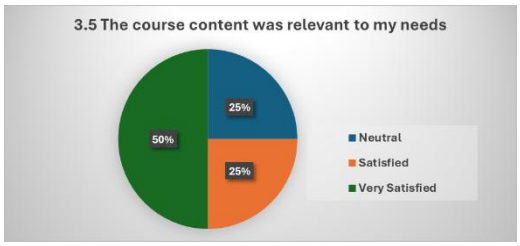
## Data analysis

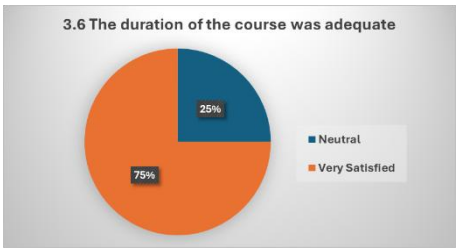
3 participants from Cyprus and 1 from Poland provided feedback through the online survey. The evaluation results are presented in the following figure and table.

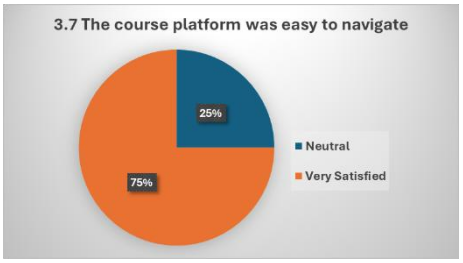


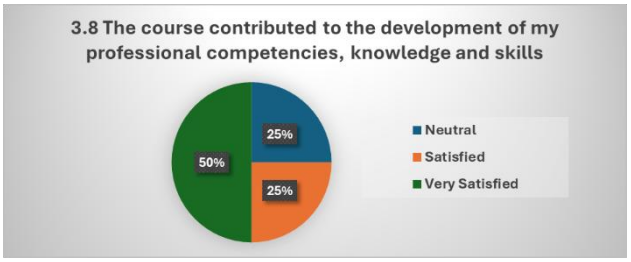



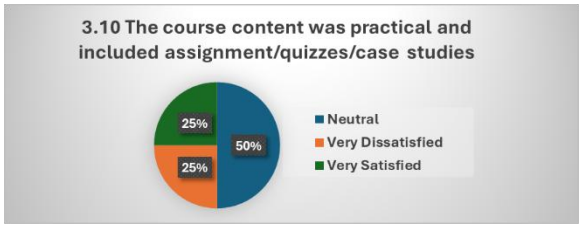







| What did you like the most? | How can we improve the course? | Testimonial or Reviews | Subscriptions to the Newsletter |
|---|---|---|---|
| 1. info sharing<br>2. new tools that we didn't know before<br>3. Open and direct tutor<br>the info shared | 1. Prepare tasks we can work on as a workshop<br>2. send us a list with the info shared<br>3. send us an email with a summary | - | 3 |

| Features Tools | Ease of Use | Subscription Options | Best for Type of Work | User Friendly | Complexity | Accessibility | Platform | Features in Detail |
|---|---|---|---|---|---|---|---|---|
| zapier | Easy | Free Plan: Basic features, Starter: $19.99/month, Professional: $49/month, Team: $299/month | Automating workflows between apps | ✓ | Low | Web-based | Web-based | Automation of tasks between web apps and services |
| IFTTT | Easy | Free | Creating simple conditional statements | ✓ | Low | Web-based | Web-based | Automation of tasks between internet-connected services and devices |
| Power Automate | Easy | Free Plan: Basic features, Per flow plan: $15/user/month, Per user plan: $40/user/month | Automating workflows across apps | ✓ | Medium | Web-based | Web-based | Automating processes in Microsoft Office 365, Dynamics 365, and third-party apps |
| integromat | Moderate | Free Plan: Basic features, Starter: $9/month, Basic: $29/month, Business: $99/month | Connecting cloud applications | ✓ | Medium | Web-based | Web-based | Integration of cloud applications and automation of workflows |
| automate.io | Easy | Free Plan: Basic features, Professional: $49/month, Premium: $99/month, Enterprise: | Integrating cloud applications | ✓ | Low | Web-based | Web-based | Integration of cloud applications and automation of workflows |

## Conclusion

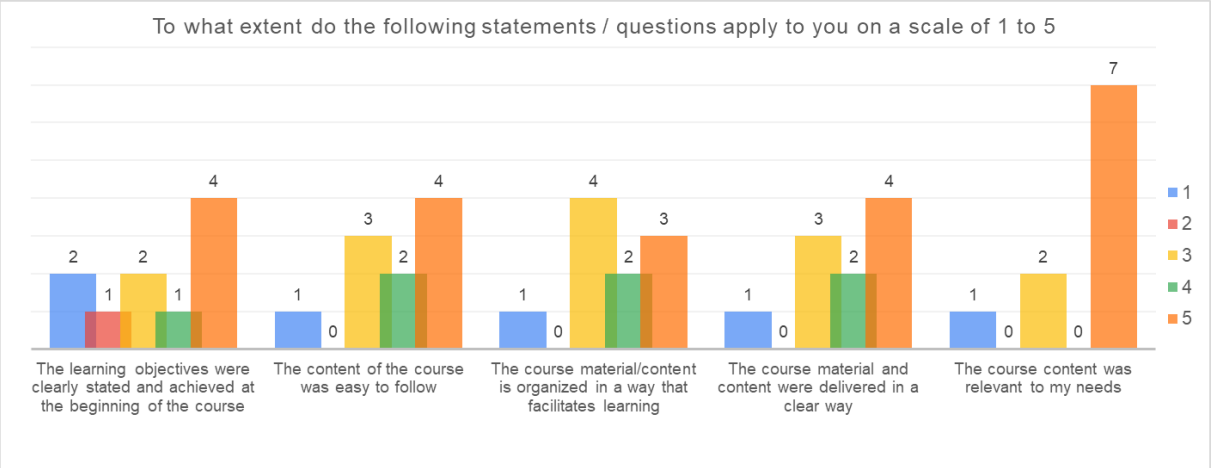
Overall, the course received positive feedback from all 4 respondents. 75% were satisfied with the examples, provided material, the navigation to the platform, the course duration, and the trainer's support. 25% remained neutral regarding the correlation of the content to their needs and the platform's efficiency, the organization of the material, the practical content, and the trainer's support. 25% were disappointed with the presentation of the learning objectives and the practical part of the course. The strengths of the course were the shared information and the newly presented tools. As areas of improvement, the participants mentioned including more practical and interactive activities such as short workshops. The respondents were informed about the course through social media and referrals from colleagues and friends.

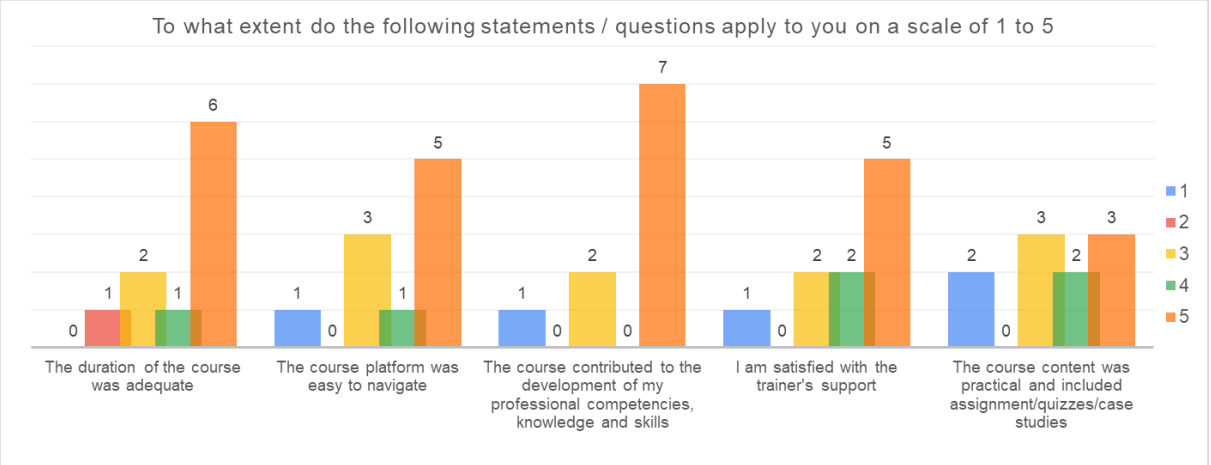
C10: Maximizing Brand Impact: Marketing, Social Media, and Branding Strategies v.1 (webinar)

The Maximizing Brand Impact: Marketing, Social Media, and Branding Strategies v.1 course was held online via Zoom on the 29th of May 2024 by Evi Stavrou, Social Media/Marketing Manager, GrantXpert Consulting Ltd with the participation of 45 employees. The course lasted 2 hours, and it was provided in English. All the participants completed the course and 38 certificates were issued.

## Data analysis

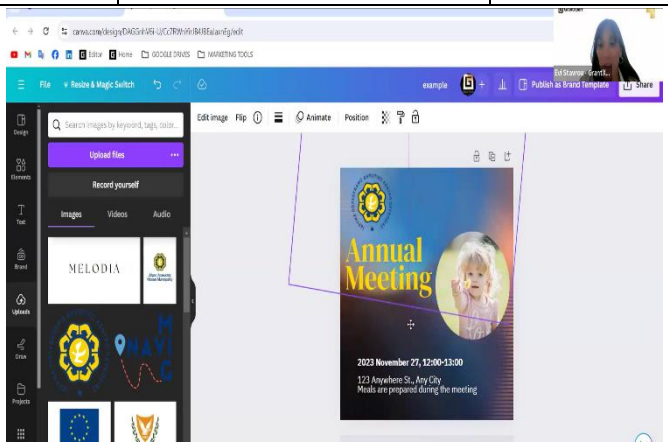
6 participants from Cyprus and 3 from Poland provided feedback through the online survey. The evaluation results are presented in the following figure and table.




| What did you like the most? | How can we improve the course? | Testimonial or Reviews | Subscriptions to the Newsletter |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1. all the examples<br><br>2. Buffer and Canva apps<br><br>3. easy to follow, trainer was very lively<br><br>4. It was very clear and understandable all the parts of seminar | 1. Make more seminar like this 👌😊<br><br>2. more examples!!<br><br>3. Not Sure Yet.<br><br>4. The course was too basic in my opinion. It would be better if you deliver also an advanced course on the subject. | 1. Excellent 👌<br><br>2. I learnt about Buffer and Canva and importance of social media.<br><br>3. Very useful information! thank you for sharing the knowledge! | 3 |




## Conclusion

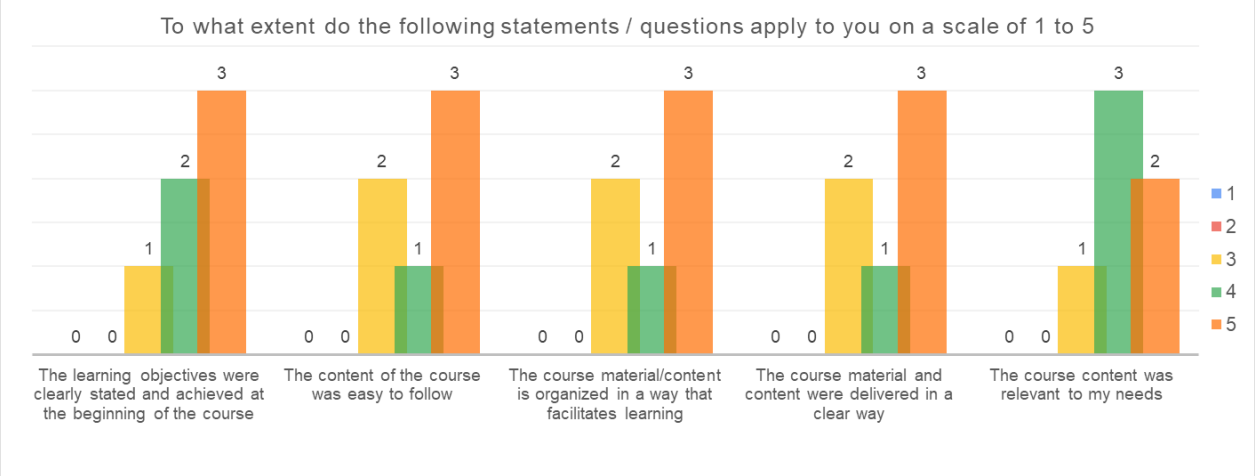
Overall, the course received highly positive feedback from all 4 respondents. 100% were satisfied with the content and examples, the provided material, the navigation to the platform, the course duration, and the trainer's support. 88% agreed that the course was relevant to their needs and enhanced their professional skills and competencies while the remaining 12% was neutral regarding these aspects. The strengths of the course were the presented examples, the easy language used by the trainer, and the Buffer and Canvas apps presentations. As areas of improvement, the participants mentioned including more examples and providing a more advanced course on the same topic. The respondents were informed about the course through social media and referrals from colleagues and friends, promotional material, online research and by a Level Up partners.

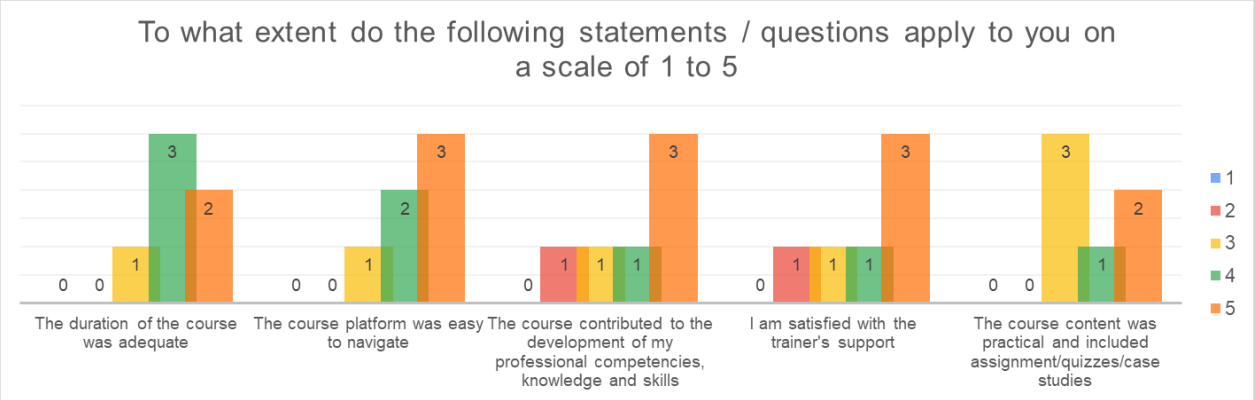
C11: How to grow your SME with viral TikTok strategies? V.1 (webinar)

The course *How to grow your SME with viral tiktok strategies?* was held online via Zoom on the 9th of October 2024 by Charis Maimaris with the participation of 58 employees. The course lasted 3 hours, and it was provided in English. All the participants completed the course and 58 certificates were issued.

## Data analysis

6 participants from Cyprus provided feedback through the online survey. The evaluation results are presented in the following figure and table.




| What did you like the most? | How can we improve the course? | Testimonial or Reviews | Subscriptions to the Newsletter |
|---|---|---|---|
| • Depth<br>• Many information, good quality, up to date | • Perhaps slightly shorter<br>• Make it physical | • Great experience! Thank you! | 5 |

| | | | |
|---|---|---|---|
| • The whole content was great, the practical example of video editing was very good as i have never used anything like that. So for someone that doesn't have tik tok or never created any video, all the information was gold! | • Maybe if you could include some examples of how we could also use animation instead of our face :) | • Great presentation, valuable info, informative and to the point. The presenter was amazing as well and the team that organized this deserves 5 starts! | |

## Conclusion

Overall, the webinar "How to Grow Your SME with Viral TikTok Strategies?" received highly positive feedback from all respondents. Almost all participants were satisfied with the content and examples, the provided material, the navigation to the platform, the course duration, and the trainer's support.

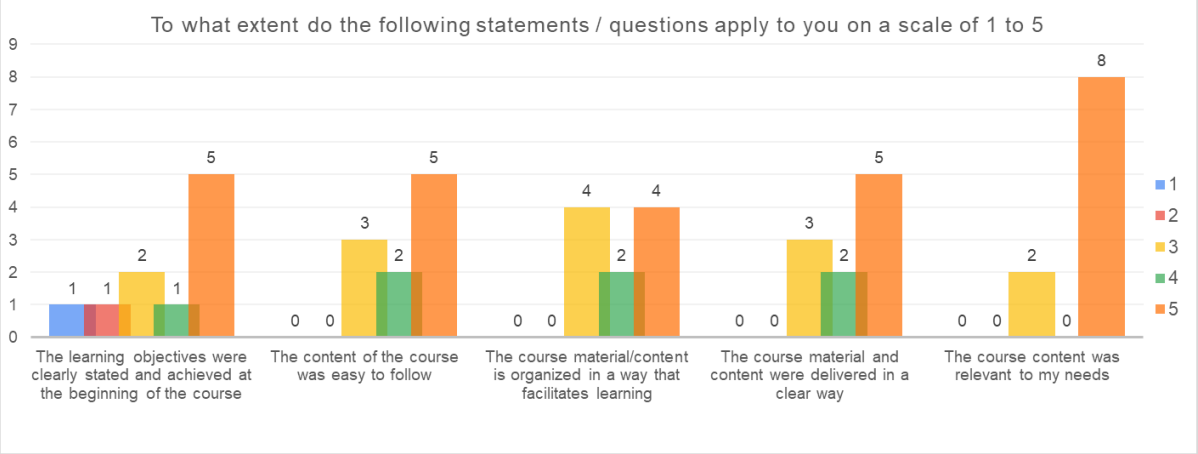
The strengths of the webinar were the practical examples, especially the video editing demonstrations, the easy-to-understand language used by the trainer, and the clear and engaging presentation style. As areas of improvement, participants suggested including more examples, such as using animations instead of live appearances, and potentially offering a more advanced course on the topic.

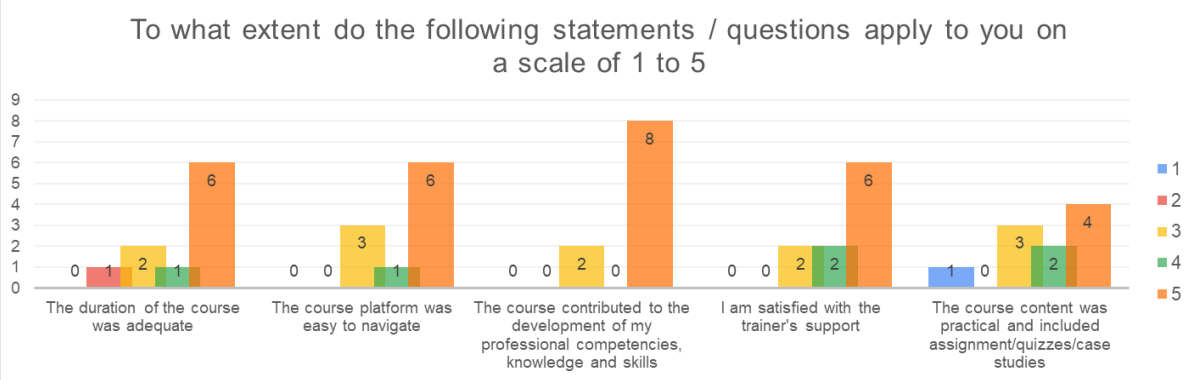
C12: How to Use AI tools to market your products and services? V.1 (webinar)

The course ***How to Use AI tools to market your products and services?*** was held online via Zoom on the 16th of October 2024 and concluded on the 30th of October 2024 by Polis Xinaris, with the participation of 48 employees. The course lasted 12 hours, in total, and it was provided in English. All the participants completed the course and 48 certificates were issued.

## Data analysis

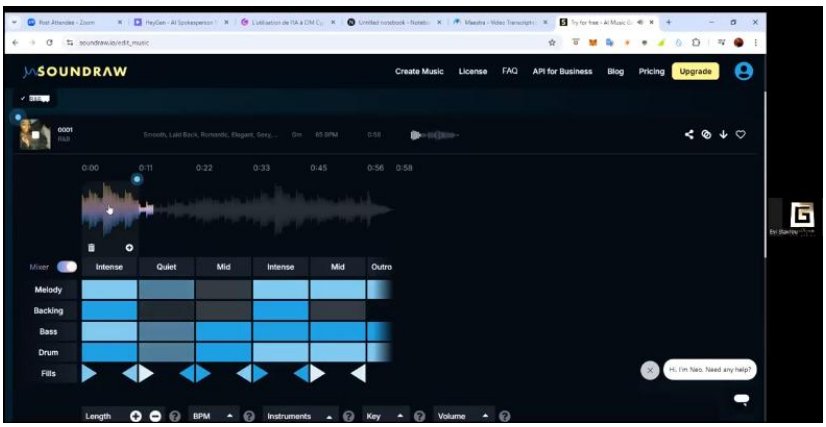
7 participants from Cyprus, 1 from Greece, 1 from Portugal and 1 from Germany provided feedback through the online survey. The evaluation results are presented in the following figure and table.

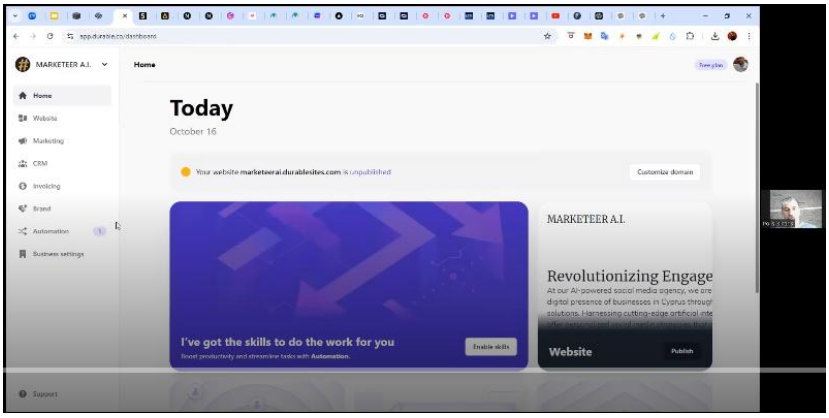



| What did you like the most? |
|---|
| • Very explanatory and easy to follow<br>• The examples<br>• The showcasing of free ai tools<br>• The practical tools showed during the course<br>• The info was great!<br>• Insight on all the ai app available to help further develop my business<br>• The practical aspect of the webinar. It was fantastic that we got to see how we can use those tools in action. I also liked that I discovered some tools i was unfamiliar with.<br>• The awesome content at all |
| **How can we improve the course?** |
| • Maybe if webinar' duration change to 2hrs<br>• Eh, not much I can think of. I just find scripts incredibly boring. Hard to listen to monotone scripts.<br>• While the content was extremely interesting and relevant, the structure of the course and the delivery could be improved and streamlined. Having the slides with links for the |

| |
|---|
| platforms during the presentation would have been helpful, maybe include a small summary of what the tool does. I know a presentation exists but it was not shown during the session which made it harder to follow.<br>• Make it longer and even more in depth<br>• Send a list of all relevant ai apps before the webinar to have a chance to familiarize ourselves with them.<br>• The course was fantastic, but there were a few minor technical issues that caused brief interruptions. You could improve that for a smoother experience<br>• Sometimes i saw to long a screensaver |
| Testimonial or Reviews |
| • Very insightful. A lot of examples and useful insights were given by polis.<br>• Brilliant!<br>• Great delivery, very insightful. Thank you again polis and moderator Evi<br>• Valuable course, amazing content, great team, Mr. Xinaris presented the course in a clear, engaging and insightful way. It is highly recommended for anyone looking for ways to market their products or service using ai tools.<br>• Very deep insights |
| • Subscriptions to the Newsletter |
| • xeniamdemetriou@gmail.com<br>• elinaantimissarh@gmail.com<br>• rita.dias@beinnovative.pt<br>• vas@freyialabs.com<br>• hello@celinemoniotphotography.com<br>• spastri.joanna@gmail.com<br>• nkleanthous1@gmail.com<br>• silbersurfer@kabelbw.de |






## Conclusion

The course received highly positive feedback, with participants highlighting its practical and insightful content. Attendees appreciated the easy-to-follow structure, the variety of examples, and the showcasing of free AI tools that could be directly applied to enhance their businesses. Specific mentions included the practical demonstrations of tools like Buffer and Canvas, as well as the discovery of lesser-known AI applications. Many valued the opportunity to see these tools in action and praised the clear and engaging delivery of the trainer.

Suggestions for improvement included extending the duration for a more in-depth exploration, sharing relevant AI tools in advance for better preparation, and incorporating links to platforms directly into the presentation for easier reference. Participants also suggested streamlining the structure and delivery, ensuring presentations are shown during the session, and addressing minor technical issues for a smoother experience.

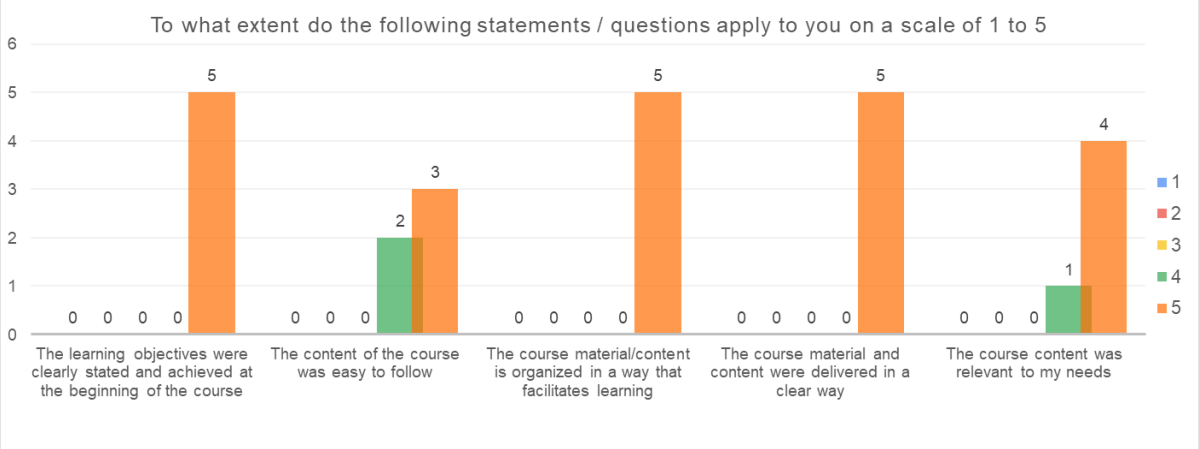
Overall, attendees found the course highly valuable, describing it as insightful, engaging, and rich in practical knowledge, with a strong recommendation for those looking to integrate AI tools into their workflows.

C13: How to build a stunning website for your SME with Wix? V.1 (webinar)

The course ***How to build a stunning website for your SME with Wix?*** was held online via Zoom on the 23th of October 2024 and concluded on the 30th of October 2024, Christiana Stylianou, GrantXpert Consulting Ltd with the participation of 38 employees. The course lasted 12 hours, in total, and it was provided in English. All the participants completed the course and 38 certificates were issued.

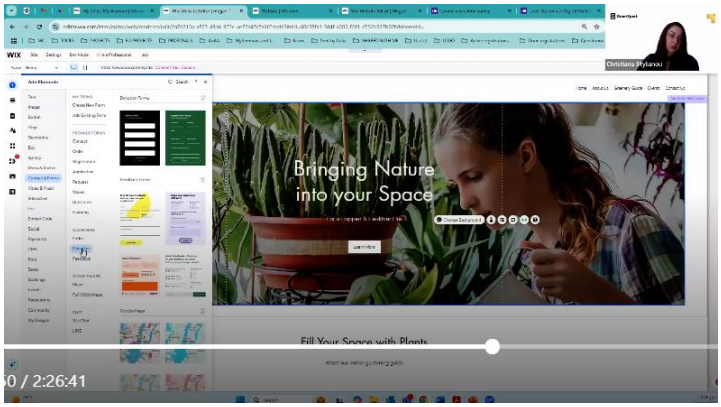
## Data analysis

4 participants from Cyprus and 1 from Portugal provided feedback through the online survey. The evaluation results are presented in the following figure and table.



| What did you like the most? | How can we improve the course? | Testimonial or Reviews | Subscriptions to the Newsletter |
|---|---|---|---|
| • Practical exercise<br>• the examples<br>• The multifunctionality of wix and offering free services and acting as an easy and practical AI tool, as well.<br>• The practical part and the step by step instructions | • Maybe three hrs is too much for both instructor and trainee<br>• You can improve the course by transforming it into being a bit more interactive<br>• I think that the course includes | The course combined theory and practice in a simple way, and the instructor was always available to support us and answer questions.<br><br>The course was highly insightful, packed with plenty of examples and clear explanations. The trainer was exceptionally organized and demonstrated a deep knowledge of the subject matter.<br><br>This course was really a great initiative and opportunity, and I liked it a lot, it was extremely useful and aided us improve, learn and get new insights! | 3 |

| | | | |
|---|---|---|---|
| on how we can create the website using ai, templates and so on.<br><br>• the step-by-step procedure | everything that is needed. | I recently completed the online course 'How to Build a Stunning Website for Your SME with Wix' led by Christiana Stylianou. The course was very practical and well-structured, providing valuable insights into website creation using Wix. As someone who never used Wix before, I found the content highly accessible and informative. I highly recommend this course!<br><br>Very interesting course and very well communicated. Helped me get many ideas to plan out. | |




## Conclusion

The course received exceptionally positive feedback from all respondents. All participants (100%) expressed satisfaction with the content, examples, provided material, platform navigation, course duration, and trainer support. Moreover, 100% of respondents agreed that the course was relevant to their needs and significantly enhanced their professional skills and competencies. Key strengths highlighted by participants included the practical exercises, step-by-step instructions for creating a website using AI and templates, and the presentations on Buffer, Canvas, and Wix. The trainer's ability to combine theory with practice, clear explanations, and deep subject knowledge were particularly appreciated.

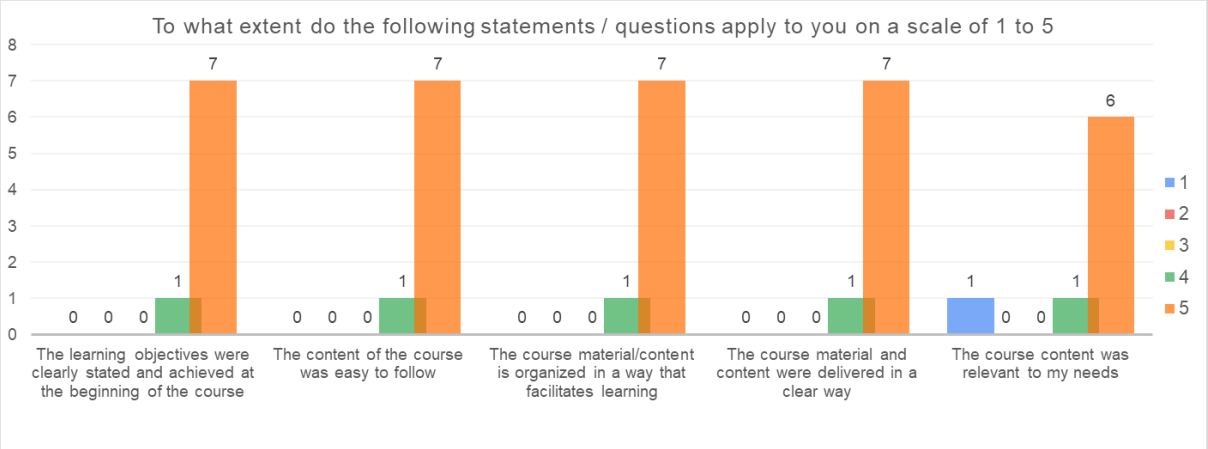
Testimonials emphasized the course's value, organization, and accessibility, with one participant stating, "The course was very practical and well-structured, providing valuable insights into website creation using Wix. I highly recommend it!". Areas for improvement included making the course more interactive and exploring more advanced topics in future sessions. Suggestions were also made to consider shortening the duration to enhance engagement for both trainers and trainees. Overall, the course was described as insightful, practical, and an excellent opportunity for learning and professional development.

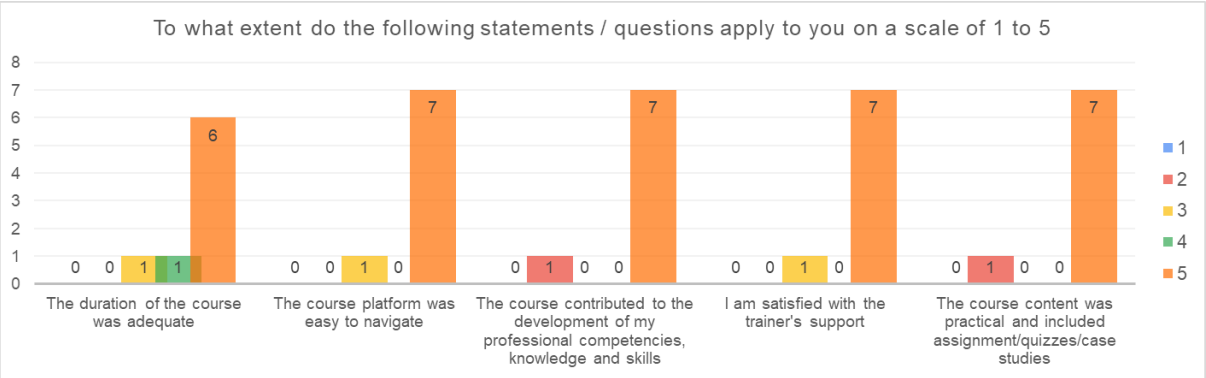
C14: How to improve your digital skills in marketing and unlock the power of social media? V.1 (webinar)

The course ***How to improve your digital skills in marketing and unlock the power of social media?*** was held online via Zoom on the 30th of October 2024 by Evi Stavrou with the participation of 37 employees. The course lasted 3 hours, and it was provided in English. All the participants completed the course and 37 certificates were issued.

## Data analysis

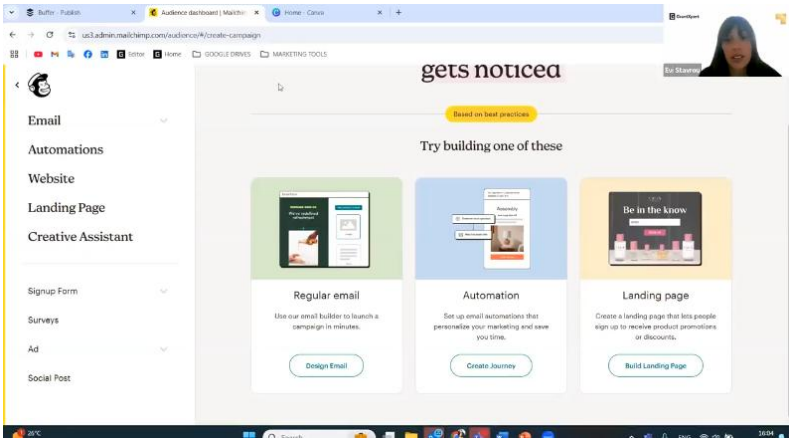
8 participants from Cyprus provided feedback through the online survey. The evaluation results are presented in the following figure and table.




| What did you like the most? | How can we improve the course? | Testimonial or Reviews | Subscriptions to the Newsletter |
|---|---|---|---|

| | | | |
|---|---|---|---|
| - The person who presented it, she was very insightful and kind<br>- The trainer's positive and pleasant presence<br>- The tips she provided.<br>- The presentation<br>- Explaining how to improve is easy and nice. | - I had no idea about all the other more tailored/advanced courses until I filled in this form. Would have loved to take part in something more specialised but had no idea about it :)<br>- Less time in speeches. | - Perfect<br>- Very good experience and nicely explained. Easy to understand and improve my skills. Very nice !! Will recommend to other people | efy.zeniou@gmail.com<br>makkoulam@gmail.com<br>Marilena—vio@hotmail.com |




## Conclusion

The course received exceptionally positive feedback from all respondents. Participants expressed satisfaction with the content, examples, provided material, platform navigation, course duration, and trainer support. They unanimously agreed that the course was relevant to their needs and significantly enhanced their professional skills and competencies.

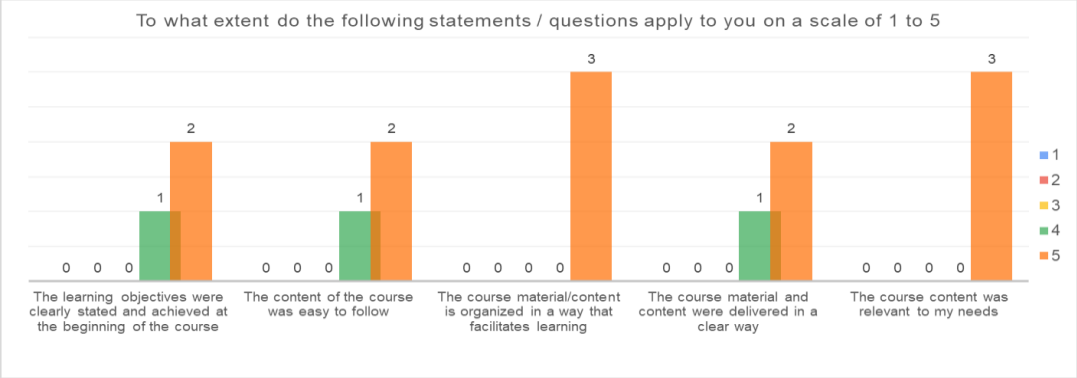
Key strengths highlighted by participants included the practical exercises, step-by-step instructions for creating a website using AI and templates, and the presentations on Buffer, Canvas, and Wix. The trainer's ability to combine theory with practice, clear explanations, and deep subject knowledge was highly appreciated. Areas for improvement included suggestions to make the course more interactive and to explore more advanced topics in future sessions. Some participants also suggested that the course duration could be adjusted to better suit both instructors and trainees. Overall, the course was described as insightful, practical, and an excellent opportunity for learning and professional development.

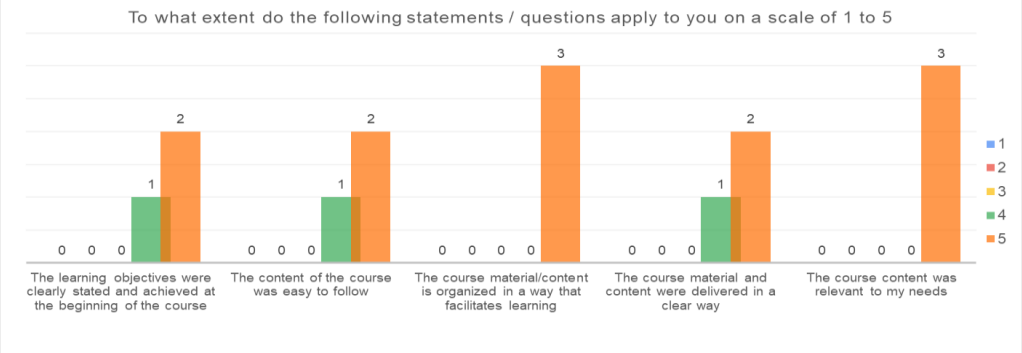
C15: The AI Revolution: Hospitality Industry Strategy, Use Cases, and Competitive Advantage V.1 (face-to-face)

***The AI Revolution: Hospitality Industry Strategy, Use Cases, and Competitive Advantage*** course was held face to face on the 9th of October 2024 by Monica Odysseos with the participation of 25 people. The course lasted 4 hours and it was delivered to the management and executive team of PHC Franchised Restaurants Public Ltd, following the identification of their training needs regarding AI.

## Data analysis

3 participants from Cyprus provided feedback through the online survey. The evaluation results are presented in the following figure and table.




| What did you like the most? | How can we improve the course? | Testimonial or Reviews | Subscriptions to the Newsletter |
|---|---|---|---|
| - Very insightful and current presentation on AI.<br>- Engaging Instructor | - More examples<br>- Nothing | - AI possibilities are plenty and this course was an eye opener | - |

| | | | |
|---|---|---|---|
| - The course was well organized and a way to learn something new. | | | |

## Conclusion

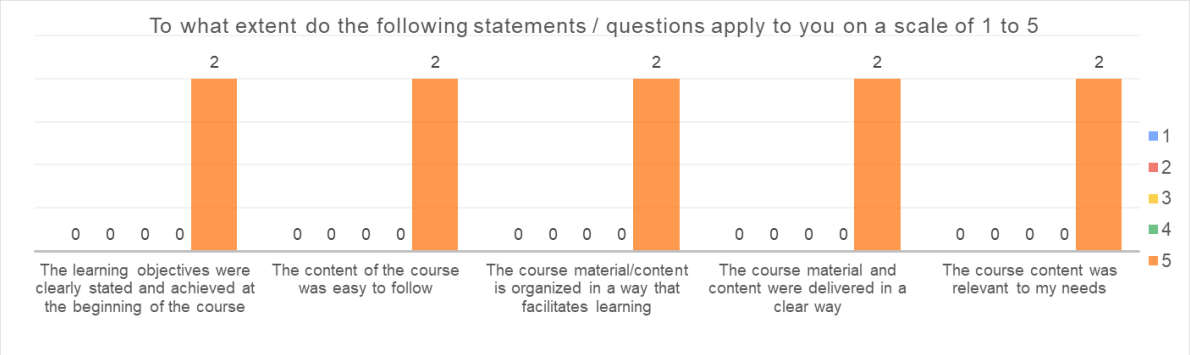
The course received overwhelmingly positive feedback, with participants praising its insightful and current presentation on AI, the engaging instructor, and the well-organized structure. Attendees found it an excellent opportunity to learn something new, describing it as an eye-opener to the vast possibilities of AI. Suggestions for improvement included incorporating more examples and exploring advanced topics in future sessions.

C16: The AI Revolution: Hospitality Industry Strategy, Use Cases, and Competitive Advantage V.2 (face-to-face)

The course ***AI Revolution: Hospitality Industry Strategy, Use Cases, and Competitive Advantage*** was held face to face on the 13th of November by GrantXpert Consulting with the participation of 27 employees. The course lasted 4 hours and it was delivered to the management and executive team of PHC Franchised Restaurants Public Ltd, following the identification of their training needs regarding AI.

## Data analysis

2 participants from Cyprus provided feedback through the online survey. The evaluation results are presented in the following figure and table.



| What did you like the most? | How can we improve the course? | Testimonial or Reviews | Subscriptions to the Newsletter |
|---|---|---|---|
| - Monica is amazing trainer<br>- Well organised seminar | - All nice<br>- More practice with laptops | - | - |

## Conclusion

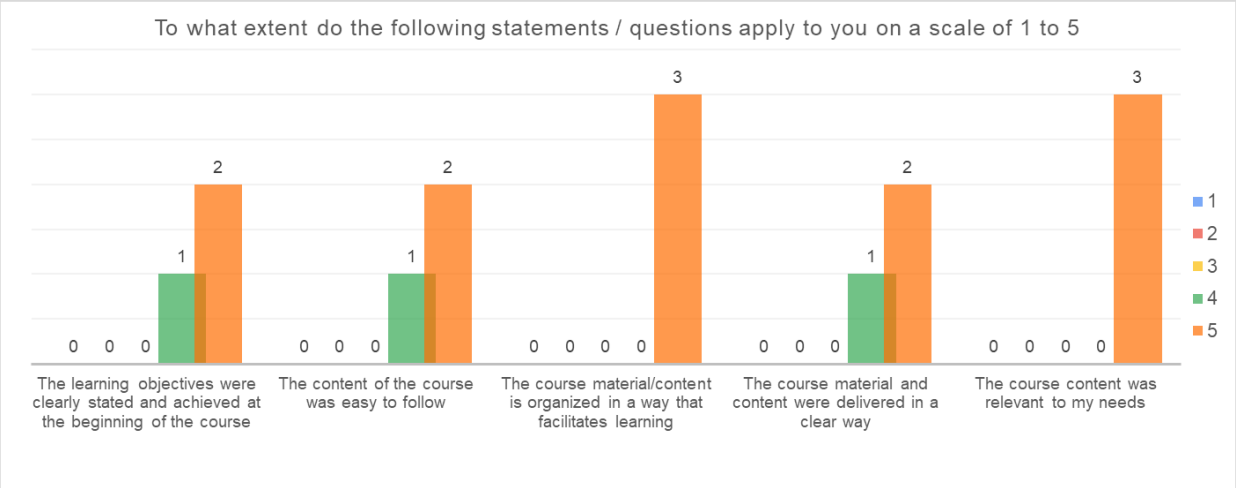
The course received highly positive feedback, with participants commending the well-organized seminar and highlighting Monica as an excellent trainer. Attendees described the experience as enjoyable and valuable, with suggestions for improvement including more hands-on practice with laptops.

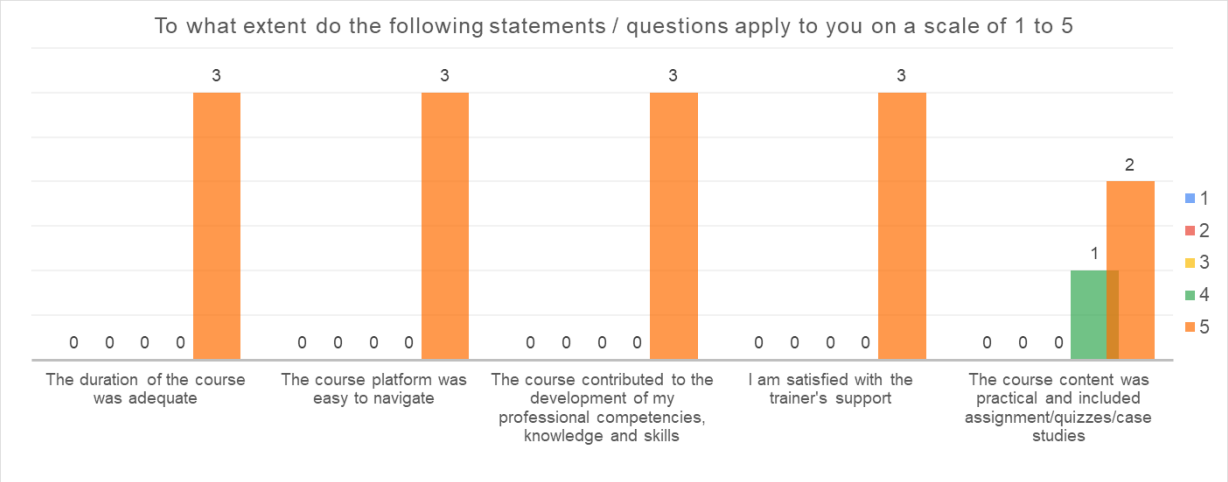
C17: Prototype your tech idea using Microcontrollers V.1 (webinar)

***The Prototype your tech idea using Microcontrollers*** course was held face to face on the 13th of November by Odysseas Economides with the participation of 27 employees. The course lasted 3 hours and it was delivered in English.

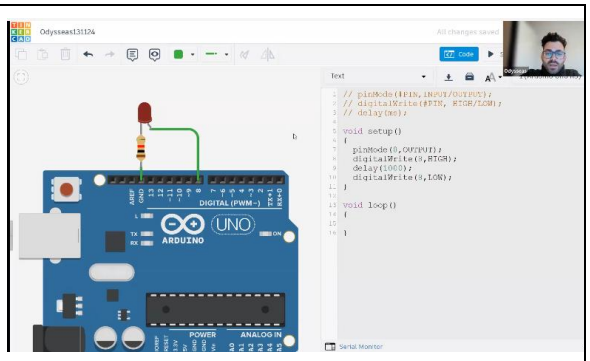
## Data analysis

3 participants from Cyprus provided feedback through the online survey. The evaluation results are presented in the following figure and table.



| What did you like the most? | How can we improve the course? | Testimonial or Reviews | Subscriptions to the Newsletter |
|---|---|---|---|
| - Very easy to follow<br>- Odysseas is perfect<br>- Everything | - More courses on the topic but physical<br>- Hands on! | - Microcontrollers and Arduino are very interesting topics. I have enjoyed the course a lot and the trainer answered all my questions. Thanks<br>- What a great session! | El.georgiou8@hotmail.com<br>Vas@freyialabs.com |




## Conclusion

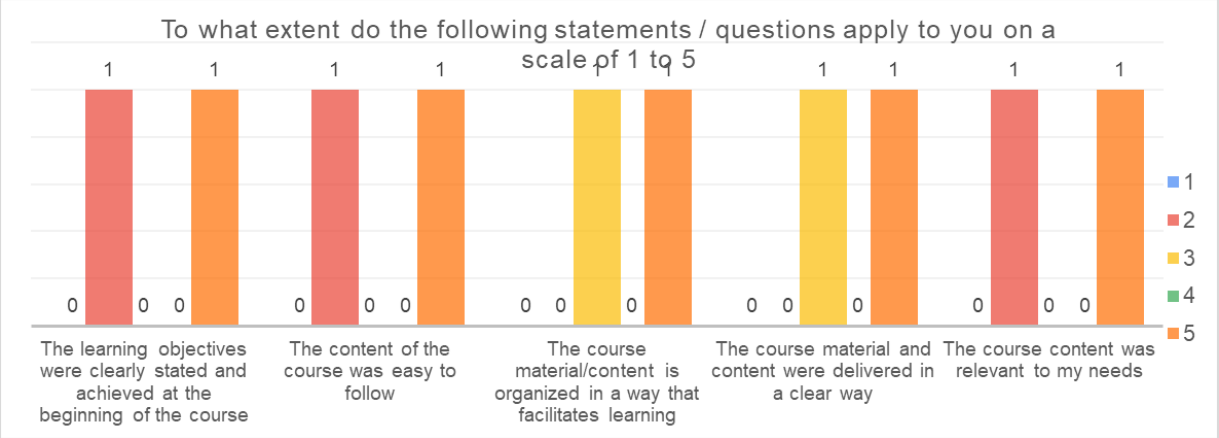
The course received outstanding feedback, with participants praising its clarity, engaging hands-on approach, and Odysseas as an exceptional trainer. Attendees found microcontrollers and Arduino fascinating, appreciating the trainer's responsiveness to their questions. Suggestions included offering more physical courses on the topic. Overall, the session was described as highly enjoyable and informative.

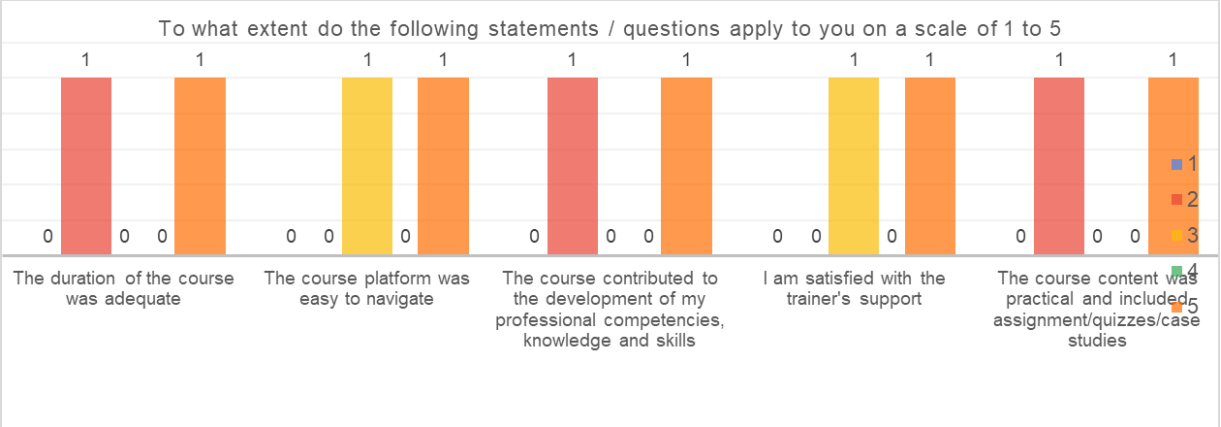
C18: Harnessing the power of Gemini for Google Workspace to drive your business forward V.1 (webinar)

The ***Harnessing the power of Gemini for Google Workspace to drive your business forward*** course was held face to face on the 26th of November 2024 by Christina Shailas with the participation of 24 employees. The course lasted 3 hours and it was delivered in English.

## Data analysis

2 participants from Cyprus provided feedback through the online survey. The evaluation results are presented in the following figure and table.



## Conclusion

The *Harnessing the Power of Gemini for Google Workspace to Drive Your Business Forward* course received very positive feedback, with participants praising its practical content and engaging

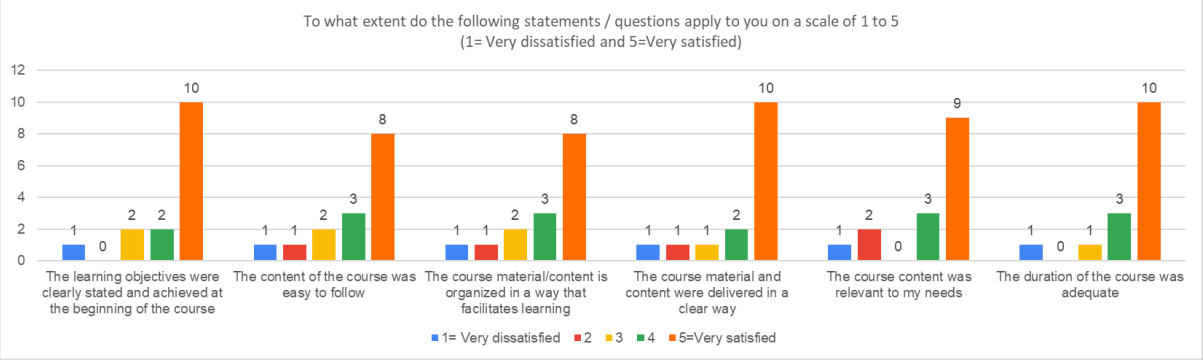
delivery. Attendees found the session informative and suggested offering more courses on similar topics.

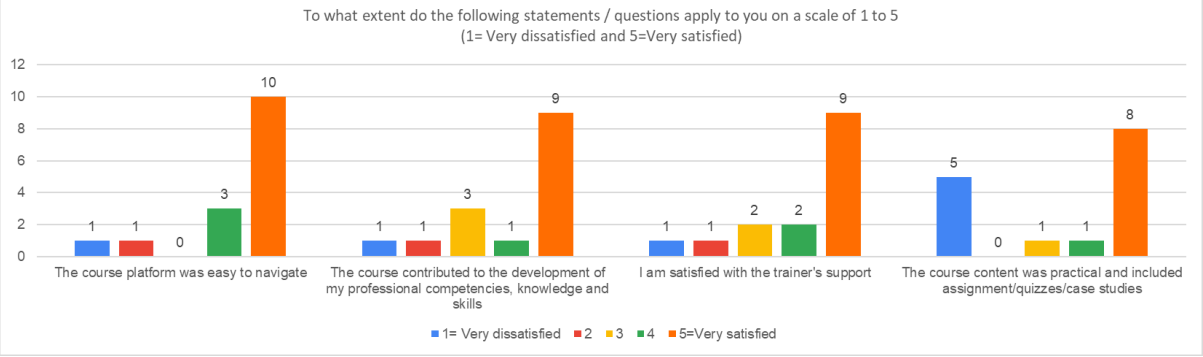
C19: Analyze the Future: Data and Artificial Intelligence in Business Development (Αναλύστε το Μέλλον: Δεδομένα και Τεχνητή Νοημοσύνη στην Επιχειρηματική Ανάπτυξη)

The course ***Analyze the Future: Data and Artificial Intelligence in Business Development (Αναλύστε το Μέλλον: Δεδομένα και Τεχνητή Νοημοσύνη στην Επιχειρηματική Ανάπτυξη)*** was held online on the 5th of December 2024 by George Malekkou (Software Innovation Architect, CEO, Powersoft Computer Solutions Ltd) και Chryso Mousikou (BI Analyst, Powersoft Computer Solutions Ltd), with the participation of 53 employees. The course lasted 3 hours and it was delivered in Greek.

## Data analysis

15 participants from Cyprus provided feedback through the online survey. The evaluation results are presented in the following figure and table.




| What did you like the most? | How can we improve the course? | Testimonial or Reviews | Subscriptions to the Newsletter |
|---|---|---|---|
| - topic is interesting. | - I wanted more practice on PowerBi rather than describe the business | - Thank you grantexpert for this opportunity, offering courses in greek language in such a topic is an amazing | 4 |

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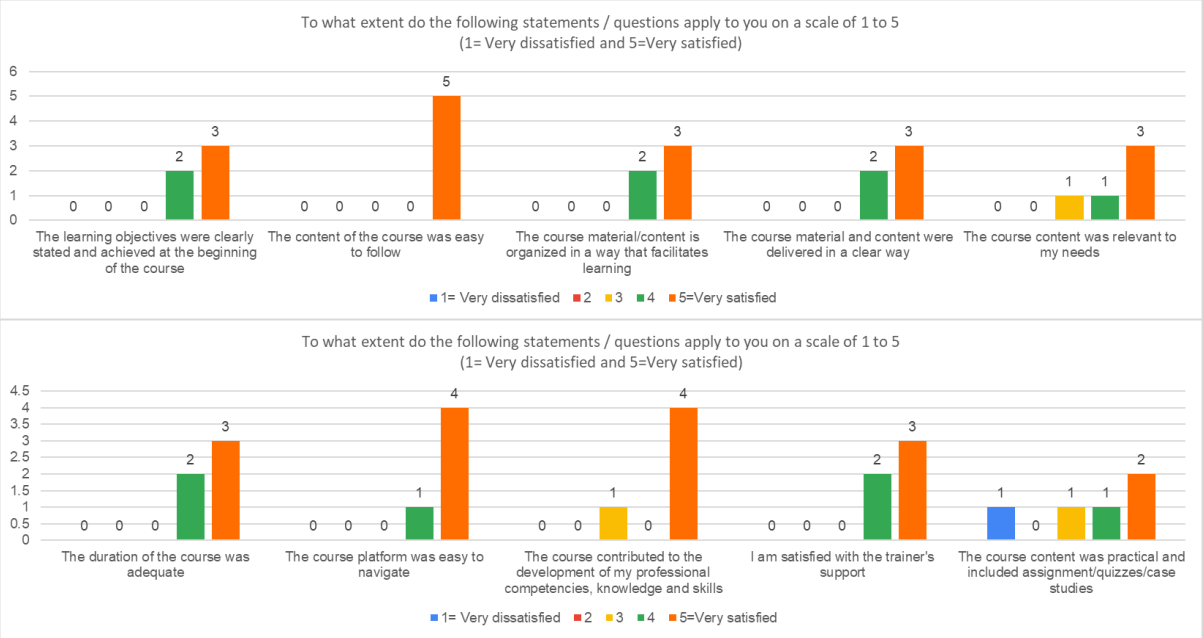
|---|---|---|---|
| - The easy language the trainers used.<br>- Η αμεσότητα των εκπαιδευτων.<br>- The teaching effectiveness of tutors<br>- The practical examples<br>- it gave me the wake up call i needed to start using the data<br>- very useful seminar o power bi. made me understand important aspects of inventory management<br>- Expertise from trainers<br>- well organised seminar, easy to follow and all my questions were answered. | intelligence applications only. It was good however.<br>- More examples from cypriot companies<br>- Make it interactive with a demo link that we could upload our data and get some results - to start getting used -<br>- as an overview it was ok. I would like to participate in courses that will be digging inside certain modules in greater depth<br>- all perfect thanks<br>- I wanted to practice on PowerBI. | opportunity for us as business owners.<br>- I am leaving the course feeling that you love what you do and that you will offer excellent support in a future collaboration.<br>- This is an overview course regarding the BI tools and the power it can give to CEOs to analyze their company in data and be able to see the "big picture" in an easy and quick format. Highly recommended to all businesses that would want to be a step in front of the competition.<br>- well organised seminar, easy to follow and all my questions were answered. | |

C20: Understanding and Leading the Legal AI Revolution

The course ***Understanding and Leading the Legal AI Revolution*** was held online on the 11th of November 2024 by Sharpel Petri, with the participation of 23 employees. The course lasted 3 hours and it was delivered in English.

## Data analysis

5 participants from Cyprus provided feedback through the online survey. The evaluation results are presented in the following figure and table.



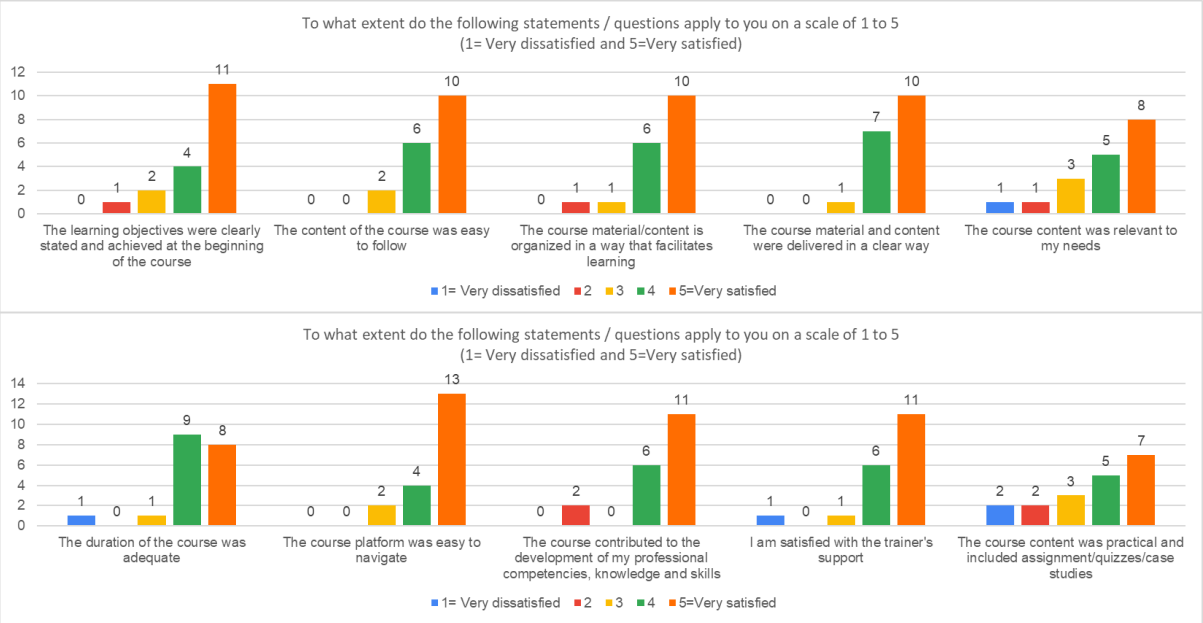

| What did you like the most? | How can we improve the course? | Testimonial or Reviews | Subscriptions to the Newsletter |
|---|---|---|---|
| Trainer knowledge<br><br>Easy to.follow<br>Practicing in break out rooms<br>Topic<br>The subject which was discussed | Practicing in break out rooms | Thank you for providing fully funded courses, which is a big help to small law firms | |

C21: Analyse the Future: Data and Artificial Intelligence in Business Development

The course ***Analyse the Future: Data and Artificial Intelligence in Business Development*** was held online on the 12th of February 2025 by George Malekkou (Software Innovation Architect, CEO, Powersoft Computer Solutions Ltd) και Chryso Mousikou (BI Analyst, Powersoft Computer Solutions Ltd), with the participation of 57 employees. The course lasted 3 hours and it was delivered in English.

## Data analysis

19 participants from Cyprus provided feedback through the online survey. The evaluation results are presented in the following figure and table.




| What did you like the most? | How can we improve the course? | Testimonial or Reviews | Subscriptions to the Newsletter |
|---|---|---|---|
| - the AI examples for the apparel industry<br>- The trainers were eager to answer questions and very direct. I liked them a lot<br>- clarity, well structured presentations | - If you could please be so kind as to send the presentations, along with the video.<br>- If you could please be so kind as to send the presentations, along with the video and a certificate of attendance, as I am a | - The Analyse the Future: Data and Artificial Intelligence in Business Development course was informative, particularly for the retail sector. As an SME owner, it provided me with valuable insights into using AI for business growth, especially in areas like inventory management. | 4 |

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| - The examples and the fact that they were showing us the system<br>- The course content was well-structured and easy to follow, making complex concepts accessible and actionable. I now have new ideas on how to integrate AI into my business strategy.<br>- the AI and ethics aspect we touched<br>- the topic is interesting. although i am not relevant to powerbi.<br>- training topic<br>- The last part of the course with the presentation of the actual AI Tools<br>- dashboards | job seeker and need the certificate for my CV.<br>- Less duration, 3 straight hours for professionals is too much.<br>- maybe more examples, more interactive<br>- some practise exercises on our cases<br>- technical enough to challenge my understanding, yet still accessible and practical.<br>- make courses two hours long<br>- more instructions on how to do things<br>- nothing<br>- I Didn't like the fact that the course looked more like a sales presentation of the platform in some parts<br>- videos' integration | - I highly recommend this course to fellow entrepreneurs.<br>- Useful course, well structured and extremely useful for the current business needs.<br>- The course content was well-structured and easy to follow, making complex concepts accessible and actionable. I now have new ideas on how to integrate AI into my business strategy.<br>- Although some concepts were advanced, I gained valuable insights into how AI can optimise business processes, particularly in retail and inventory management. As the trainer emphasised, 'Data is king,' and this course reinforced just how crucial data-driven decision-making is for business growth.<br>- quite interesting topic | |

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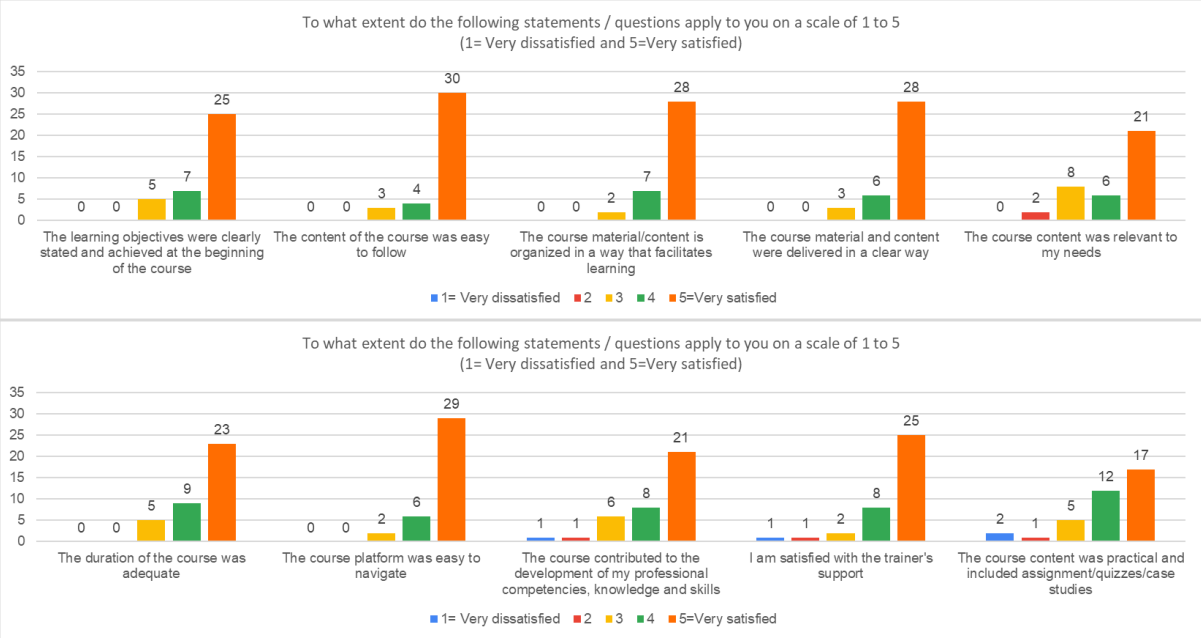
C22: Online Course Series on the Latest Digital Trends and Skills: TikTok – Learn How to Create Impressive Videos (Σειρά διαδικτυακών μαθημάτων στις τελευταίες Ψηφιακές Τάσεις και Δεξιότητες: TikTok: Μάθε πώς να δημιουργείς εντυπωσιακά βίντεο)

The course ***Online Course Series on the Latest Digital Trends and Skills: TikTok – Learn How to Create Impressive Videos (Σειρά διαδικτυακών μαθημάτων στις τελευταίες Ψηφιακές Τάσεις και Δεξιότητες: TikTok: Μάθε πώς να δημιουργείς εντυπωσιακά βίντεο)*** was held online on the 12th of February 2025 by Charis Maimaris, with the participation of 195 employees. The course lasted 6 hours and it was delivered in Greek.

## Data analysis

37 participants from Cyprus provided feedback through the online survey. The evaluation results are presented in the following figure and table.




| What did you like the most? | How can we improve the course? | Testimonial or Reviews | Subscriptions to the Newsletter |
|---|---|---|---|
| - The tips and talking about the algorithms<br>- τα παραδείγματα<br>- Excellent TikTok course! The trainer was highly knowledgeable, providing | - Not passing it so much to the marketing side as to personal side, most people want personal fame and growth not business promotion. | - Very useful tips on TikTok! This was the first time I came across such an interesting topic, covering everything from the equipment used for videos to content creation strategies. | 12 |

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| clear and practical tips that were straight to the point.<br>- The trainer has a motivating and engaging way of speaking.<br>- Practical examples<br>- tooop<br>- Εποικοδομητική παρουσίαση<br>- to content<br>- Τα παραδείγματα!<br>- Tips and Tricks<br>- οτι ηταν πολύ επεξηγηματικό<br>- The examples provides that are adjustable in real life<br>- Η επεξήγηση για το πως να διαχειριζομαστε το φως στα πλανα μας και τον τροπο που θα κραταμε το ενδιαφερον αυτου που θα βλεπει τα βιντεο<br>- Positive attitude, clear instructions<br>- Friendly trainer and good explanations<br>- Nothing<br>- The examples<br>- The techniques we learned<br>- Interaction<br>- Everything was clear and the person speaking was very nice and the course in general was very helpful<br>- The presentation. | - με εκτενέστερη ανάλυση και παραδείγματα στην πράξη για μεγαλύτερη κατανόηση<br>- Nothing!<br>- να έπρεπε να κανουμε ενα μικρό βίντεο εμεις και να παρουμε ανατροφοδοτηση<br>- Maybe longer course with a break in the middle<br>- A practical section maybe<br>- Practice during the course<br>- He didn't show us how to use the platform<br>- More practical than theory<br>- Not taking so long time<br>- very good<br>- some practical assignment or review questions to do at the end of the course in order to assess the knowledge the participants got and make it more engaging for them to actually learn and pay attention<br>- Please provide a Certificate and if possible the presentations by email<br>- If you could please be so kind as to send the | - Well done, GrantXpert! Great session and valuable insights.Very interesting tips on TikTok! I really liked the presentation and the practical examples.<br>- 10/10<br>- Ξεκάθαρα, απλά και εύκολα κατανοητά τα όσα μας μίλησε ο παρουσιαστής.<br>- Vast selection of learning seminars, very good organisation, presenter and service. Thank you.<br>- Interesting information and friendly trainer<br>- Very nice<br>- Excellent, marvelous and fabulous.<br>- Very informative & useful course to level up my content creation skills on social media.Highly recommended for students to learn about it even if it's not something they will want to do professionally in the future<br>- Very good material<br>- Please provide a Certificate and if possible the presentations by email | |

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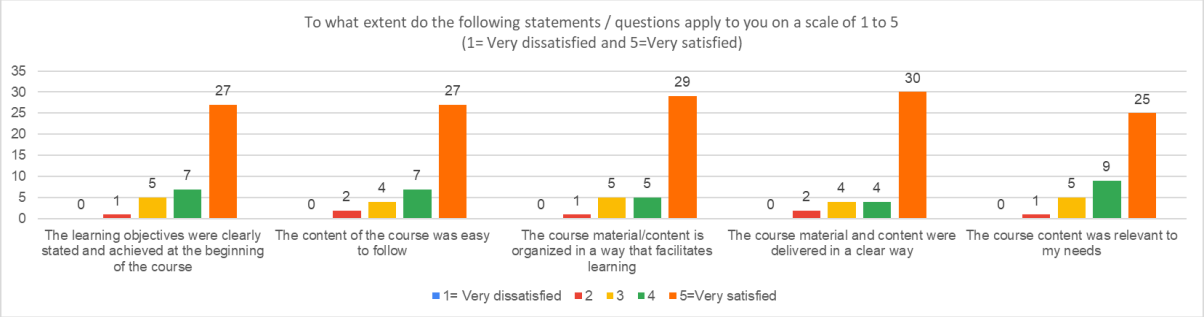
| - the course content was very organized and easy to follow, the instructor was helpful and used clear real life examples in the presentation<br>- The equipment suggestion at the end<br>- The tips for the purpose | presentations, along with the video. | | |

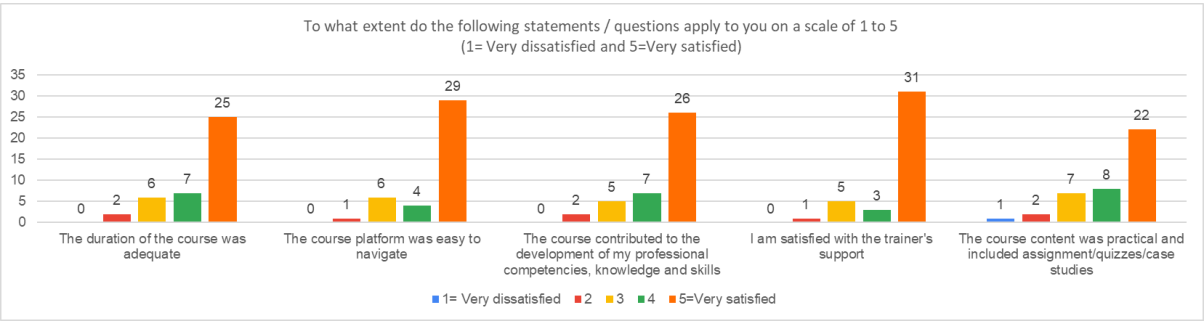
C23: Series of online courses on the latest Digital Trends and Skills: Wix – Create websites without programming knowledge (Σειρά διαδικτυακών μαθημάτων στις τελευταίες Ψηφιακές Τάσεις και Δεξιότητες: Wix: Δημιούργησε ιστοσελίδες χωρίς γνώσεις προγραμματισμού)

The course ***Series of online courses on the latest Digital Trends and Skills: Wix – Create websites without programming knowledge (Σειρά διαδικτυακών μαθημάτων στις τελευταίες Ψηφιακές Τάσεις και Δεξιότητες: Wix: Δημιούργησε ιστοσελίδες χωρίς γνώσεις προγραμματισμού)*** was held online on the 19th of February 2025 by Charis Maimaris, with the participation of 167 employees. The course lasted 6 hours and it was delivered in Greek.

## Data analysis

40 participants from Cyprus provided feedback through the online survey. The evaluation results are presented in the following figure and table.




| What did you like the most? | How can we improve the course? | Testimonial or Reviews | Subscriptions to the Newsletter |
|---|---|---|---|
| The instructor<br>The topic was interesting<br>The useful case study used to start building a website.<br>She answered all my questions clearly<br>Step-by-step approach<br>The presentation and the content.<br>The trainer was calm and easy to follow<br>The examples and tools<br>The slides<br>Answered questions<br>Its good that you sent the recordings for reference. I liked the course very | More time to practice although she gave us time and case study<br>Nothing<br>More time to practice<br>Adding more real-life case studies<br>Everything was perfect.<br>More time to practice<br>Not taking so long<br>Με περαιτέρω παρουσιάσεις στο wix και παρόμοια εργαλεία δημουργίας ιστοδελίδων<br>Nothing<br>Make those courses face to face | Thank you for showing how to build a website from zero. Nice course and useful presentation.<br>I came across this wix course by chance, and it turned out to be exactly what i needed. The course was practical, easy to follow, and directly relevant to my work.<br>I build and customise a website in an hour - impressive<br>Highly valuable course<br>It was very helpful and interesting.<br>10/10<br>Nice course | 12 |

| | | | |
|---|---|---|---|
| much. Especially the no code tools movement<br><br>The easy to navigate content & the way the trainer explained things simply & clearly at every step<br><br>Η συνοπτική αλλά άκρως πληροφοριακή παρουσίαση<br><br>The course tools<br><br>The trainer was kind, answered all questions and was giving good examples at every step<br><br>The example<br><br>Saw the recording - excellent | If you could please be so kind as to send the presentations, along with the video.<br><br>If you could please be so kind as to send the presentations, along with the video and a certificate of attendance, as i am a job seeker and need the certificate for my cv.<br><br>Unfortunately i lost it and the certificate. Please arrange for courses outside of the office hours. | Highly relevant course for all industries, easy to understand and practice. Started practicing already<br><br>Very informative & easy to follow content<br><br>The wix course provided a comprehensive understanding of the platform. I had experience with other tools, but not wix, so it was an insightful learning experience.<br><br>"if you could please be so kind as to send the presentations, along with the video.<br><br>Highly recommended<br><br>All perfect thanks - very informative | |

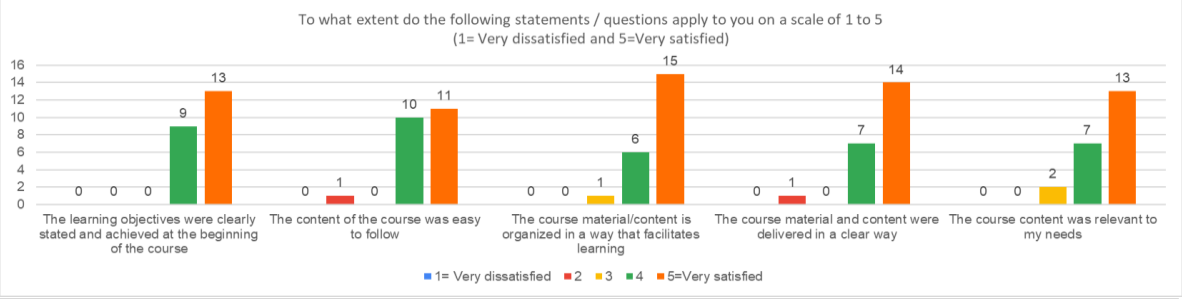
C24: Series of online courses on the latest Digital Trends and Skills: Artificial Intelligence – Mastering Effective Use (Σειρά διαδικτυακών μαθημάτων στις τελευταίες Ψηφιακές Τάσεις και Δεξιότητες: Τεχνητή Νοημοσύνη: Ανάπτυξε τις δεξιότητές σου για τη σωστή χρήση της)

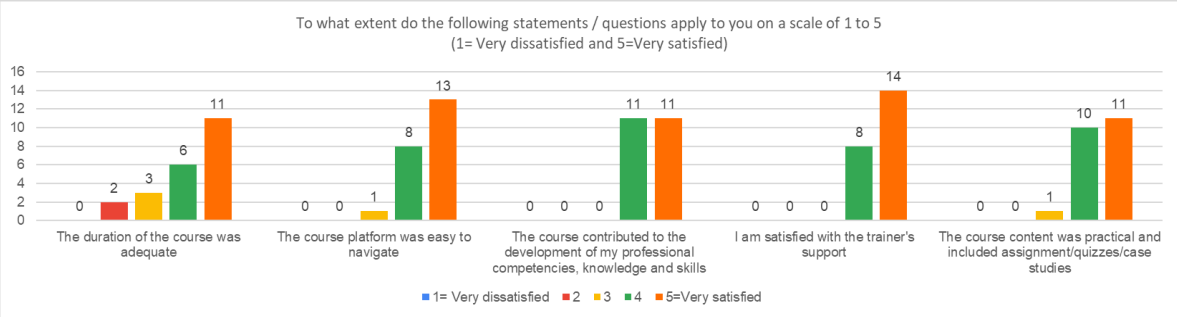
The course ***Series of online courses on the latest Digital Trends and Skills: Artificial Intelligence – Mastering Effective Use (Σειρά διαδικτυακών μαθημάτων στις τελευταίες Ψηφιακές Τάσεις και Δεξιότητες: Τεχνητή Νοημοσύνη: Ανάπτυξε τις δεξιότητές σου για τη σωστή χρήση της)*** was held

online on the 26th of February 2025 by Charis Maimaris, with the participation of 169 employees. The course lasted 6 hours and it was delivered in Greek.

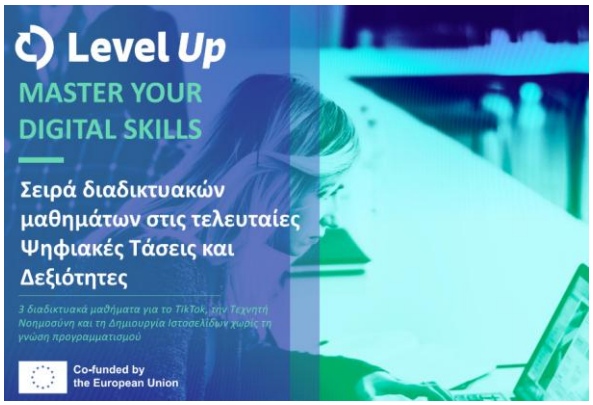
## Data analysis

22 participants from Cyprus provided feedback through the online survey. The evaluation results are presented in the following figure and table.




| What did you like the most? | How can we improve the course? | Testimonial or Reviews | Subscriptions to the Newsletter |
|---|---|---|---|
| the topic<br>The online examples by the presenter<br>Πολύ καλη μεταδοτικότητα<br>Τα πρακτικά παραδείγματα στο τέλος της παρουσίασης.<br>Presenters frame<br>nice topc<br>interesting trainer - speaks nice | If you could please be so kind as to send the presentations, along with the video.<br>more practice<br>At least 45 minutes for the instructor to present more examples<br>Περισσότερα πρακτικά παραδείγματα.<br>MORE TIME FOR QUESTIONS,<br>nothing<br>more time for questions | Highly recommend<br>Γρήγορο, εύκολα κατανοητό, πολύ καλό ομιλητής/εκπαιδευτής | 9 |

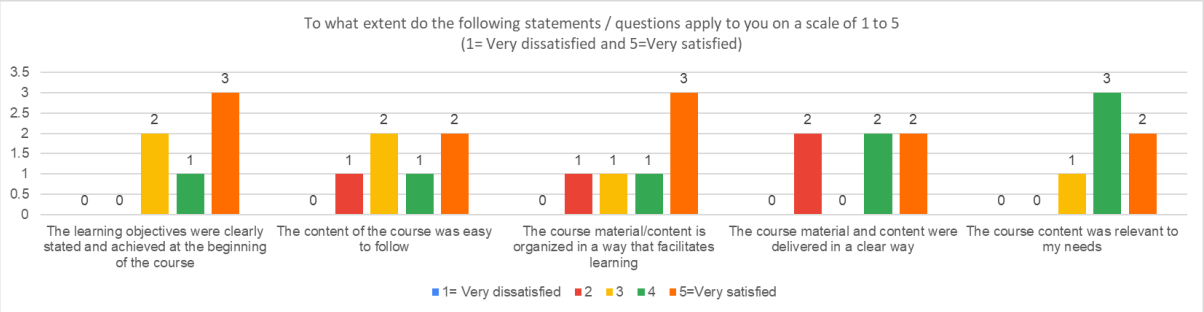


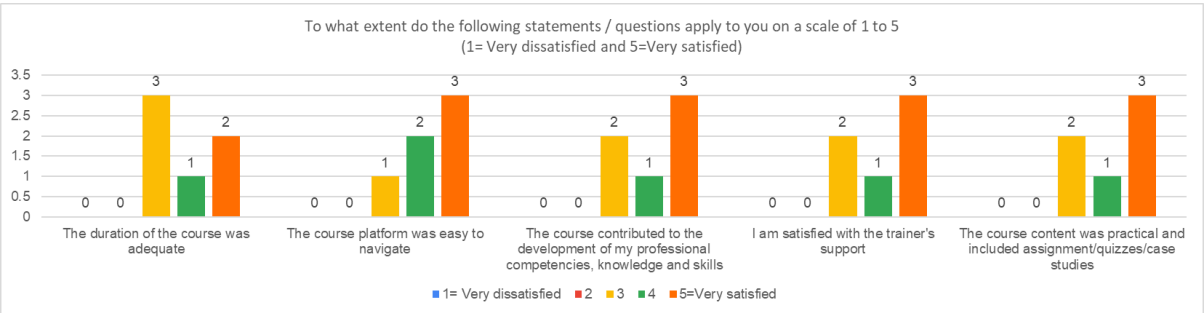

## C26 & C27: Advanced Excel tools for management reporting and data analysis (PART A and PART B)

The courses ***Advanced Excel Tools for Management Reporting and Data Analysis*** **(Part A and Part B)** were held online on the 25th and 27th of February by Constantinos Kounnis, with the participation of 39 and 33 employees respectively. Each course lasted 3 hours and was delivered in English.

### Data analysis

6 participants from Cyprus provided feedback through the online survey. The evaluation results are presented in the following figure and table.



| What did you like the most? | How can we improve the course? | Testimonial or Reviews | Subscriptions to the Newsletter |
|---|---|---|---|
| • Examples of knowledge application<br>• the topic itself was interesting<br>• Presentation | • more time for questions -better explanations -more time to practice -you could have sent the exercises earlier<br>• Expand the quizzes<br>• If you could please be so kind as to send the presentations, along with the video and a certificate of attendance, as I am a job seeker and need the certificate for my CV | N/A | 1 |

| | |
|---|---|
| | |

# CSC analysed courses

## C1. Social Media Management for SMEs: a practical approach with CANVA (online)

The course "Social Media Management for SMEs: a practical approach with CANVA" is available on CSC's e-learning platform, Inventing the Future (https://inventingthefuture.eu/). A total of 26 individuals attended the course at the writing of this report.

### Data Analysis

Out of the 21 evaluation responses, 20 participants were from Italy. Responses to the questions are shown in Figure 1 and Table 1.

To what extent do the following statements / questions apply to you on a scale of 1 to 5 (1= Very dissatisfied and 5=Very satisfied)

| | Average rank |
|---|---|
| The learning objectives were clearly stated and achieved at the beginning of the course | 4.5 |
| The content of the course was easy to follow | 4.8 |
| The course material/content is organized in a way that facilitates learning | 4.6 |
| The course material and content were delivered in a clear way | 4.5 |
| The course content was relevant to my needs | 4.2 |
| The duration of the course was adequate | 4.5 |
| The course platform was easy to navigate | 4.3 |
| The course contributed to the development of my professional competencies, knowledge and skills | 4.0 |
| I am satisfied with the trainer's support | 4.3 |
| The course content was practical and included assignment/quizzes/case studies | 4.3 |

| Responses | 1 | 2 | 3 | 4 | 5 | Total |
|---|---|---|---|---|---|---|
| The learning objectives were clearly stated and achieved at the beginning of the course | 0 | 0 | 1 (5%) | 7 (35%) | **12** (60%) | **20** |
| The content of the course was easy to follow | 0 | 0 | 1 (5%) | 3 (15%) | **16** (80%) | **20** |
| The course material/content is organized in a way that facilitates learning | 0 | 0 | 2 (10%) | 4 (20%) | **14** (70%) | **20** |
| The course material and content were delivered in a clear way | 0 | 0 | 3 (15%) | 4 (20%) | **13** (65%) | **20** |
| The course content was relevant to my needs | 0 | 0 | 3 (15%) | **11** (55%) | 6 (30%) | **20** |
| The duration of the course was adequate | 0 | 0 | 2 (10%) | 5 (25%) | **13** (65%) | **20** |
| The course platform was easy to navigate | 0 | 1 (5%) | 2 (10%) | 6 (30%) | **11** (55%) | **20** |
| The course contributed to the development of my professional competencies, knowledge and skills | 0 | 1 (5%) | 4 (20%) | **8** (40%) | 7 (35%) | **20** |
| I am satisfied with the trainer's support | 0 | 0 | 2 (10%) | **9** (45%) | **9** (45%) | **20** |
| The course content was practical and included assignment/quizzes/case studies | 0 | 0 | 5 (25%) | 4 (20%) | **11** (55%) | **20** |

Where did you hear about this course?

| Response | Average | Total |
|---|---|---|
| Social media | 5% | 1 |
| Promotion in an event | 10% | 2 |
| Informed by a Level Up partner | 19% | 4 |
| Referral from a friend or colleague | 24% | 5 |
| Newsletter/Press release/Level Up website | 10% | 2 |
| Other | 29% | 6 |
| Total responses to question | 100% | 21/20 |

Note: the "Other" response included referrals from other organizations and/or projects

| What did you like the most? | How can we improve the course? | Testimonial or Reviews | Subscriptions to the Newsletter |
|---|---|---|---|
| 1. Clarity of the topics<br><br>2. The course's organization, which I think was designed to put into practice the things we learnt right after the end of the course.<br><br>3. The possibility of perfecting already existing knowledge, but at the same time knowing and clarifying other types of functionalities. | 1. Add more questions to the quiz in order to test more of the explained topics.<br><br>2. More available material.<br><br>3. I think it's perfect | 1. I'm happy about this course and the things I've learned<br><br>2. The course was easy to follow and helped me gain basic knowledge on social media management<br><br>3. I enjoyed the course and the way it is organized: simple to follow but very useful and informative. | 1 |

## Conclusions

The course on Social Media Management for SMEs received positive feedback on its easily understandable content (80% of the respondents) and the way it was structured, which facilitated the learning process (70%). The duration of the course was also appreciated (65%) as well as the support from the trainer (55%). Majority of the participants learned about this course from their friends/colleagues, or through other organizations/projects. Finally, participants left their suggestions on how to improve the course, mainly focusing on adding more material and more tests in order to test their knowledge.

C2. Introduction to microcontrollers (online)

The introductory course to microcontrollers includes videos, quizzes and other types of learning material, and it is available on CSC's e-learning platform, Inventing the Future (https://inventingthefuture.eu/). To the writing of this report, a total of 6 participants attended this course.

## Data Analysis

2 participants from Italy left their feedback through the questionnaire at the end of the course. Figure 2 and Table 2.

To what extent do the following statements / questions apply to you on a scale of 1 to 5 (1= Very dissatisfied and 5=Very satisfied)

| | Average rank |
|---|---|
| The learning objectives were clearly stated and achieved at the beginning of the course | 3.5 |
| The content of the course was easy to follow | 3.0 |
| The course material/content is organized in a way that facilitates learning | 4.5 |
| The course material and content were delivered in a clear way | 3.5 |
| The course content was relevant to my needs | 3.0 |
| The duration of the course was adequate | 3.5 |
| The course platform was easy to navigate | 4.0 |
| The course contributed to the development of my professional competencies, knowledge and skills | 3.5 |
| I am satisfied with the trainer's support | 3.5 |
| The course content was practical and included assignment/quizzes/case studies | 3.5 |

| Responses | 1 | 2 | 3 | 4 | 5 | Total |
|---|---|---|---|---|---|---|
| The learning objectives were clearly stated and achieved at the beginning of the course | 0 | 0 | 1 (50%) | 1 (50%) | 0 | 2 |
| The content of the course was easy to follow | 0 | 0 | 2 (100%) | 0 | 0 | 2 |
| The course material/content is organized in a way that facilitates learning | 0 | 0 | 0 | 1 (50%) | 1 (50%) | 2 |
| The course material and content were delivered in a clear way | 0 | 0 | 1 (50%) | 1 (50%) | 0 | 2 |
| The course content was relevant to my needs | 0 | 0 | 2 (100%) | 0 | 0 | 2 |
| The duration of the course was adequate | 0 | 0 | 1 (50%) | 1 (50%) | 0 | 2 |
| The course platform was easy to navigate | 0 | 0 | 0 | 2 (100%) | 0 | 2 |
| The course contributed to the development of my professional competencies, knowledge and skills | 0 | 0 | 1 (50%) | 1 (50%) | 0 | 2 |
| I am satisfied with the trainer's support | 0 | 0 | 1 (50%) | 1 (50%) | 0 | 2 |
| The course content was practical and included assignment/quizzes/case studies | 0 | 0 | 1 (50%) | 1 (50%) | 0 | 2 |

| What did you like the most? | How can we improve the course? | Testimonial or Reviews | Subscriptions to the Newsletter |
|---|---|---|---|

| | | | |
|---|---|---|---|
| The introduction to the knowledge of microcontrollers<br>Correct some incorrect information that I knew | Introducing some practical exercises<br>Include more practical activities | This course is based on microcontrollers and their use in practical life<br>4 out of 5, absolutely recommend this course | 1 |

## Conclusions

Participants provided valuable feedback on the course. They expressed satisfaction on the structure of the platform, which was easy to navigate, and appear to be overall satisfied with the duration of the course and the support of the trainer. Although it is a difficult topic, participants stated that the content effectively clarified misconceptions, and expressed the desire for more practical learning experiences to complement the theoretical knowledge presented.

C3. Digital Tools: Getting Started with the Google Suite (face-to-face)

A course dedicated to Google's digital tools, specifically focusing on Google Documents and Google Sheets, was held on 05/06/24 and /07/06/24 in Palermo. The classes were conducted in Spanish, since it is the technician's native language, with a group of 19 participants,4 day 6 June and 15 day 7 June .

## Data Analysis

19 participants from Italy, 17 provided their feedback through the online survey. The evaluation results are presented in Table 3 and Table 4.

We proceeded in this analysis by entering the number of responses for each score.

| to what extent do the following statements/questions apply to you on a scale of 1 to 5 (1= very dissatisfied and 5=extremely satisfied) | | | | | |
|---|---|---|---|---|---|
| Questions | 1 | 2 | 3 | 4 | 5 |
| The learning objectives were clearly stated and achieved at the beginning of the course | | 1 | 1 | 8 | 7 |
| The content of the course was easy to follow | | | 1 | 8 | 8 |
| The course material/content is organized in a way that facilitates learning | | 1 | | 8 | 8 |
| The course material and content were delivered in a clear way | | | | 4 | 13 |

| | | | | | |
|---|---|---|---|---|---|
| The course content was engaging to my needs | 1 | | 2 | 8 | 6 |
| The course content was relevant to my needs | 1 | 1 | 4 | 6 | 5 |
| The duration of the course was adequate | | | 4 | 6 | 7 |
| The course platform was easy to navigate | | 1 | 3 | 3 | 10 |
| The course contributed to the development of my professional competencies, knowledge and skills | 2 | 1 | 2 | 7 | 5 |
| I am satisfied with the trainer(s)/support by training provider | | | 1 | 3 | 13 |
| The course content was practical and included assignment/quizzes/case studies | | 3 | 2 | 5 | 7 |
| How did you hear about this course? | | | | | |
| Online search | / | | | | |
| Social media | / | | | | |
| Promotion in an event | / | | | | |
| Informed by a Level Up partner | / | | | | |
| Referral from a friend or colleague | / | | | | |
| Newsletter/Press release/Level Up website | / | | | | |
| Other (please specify) ……Through another organization…… | 17 | | | | |

| What did you like the most? | How can we improve the course? | Testimonial or Reviews | Subscriptions to the Newsletter |
|---|---|---|---|
| 1. Development in Excel<br><br>2. It helps to get things done quickly | 1. A more participatory course might help<br><br>2. To be more practical<br><br>3. Explain a bit slower sometimes, but I understand that this is due to time constraints. | 1. I found it very useful, the only thing was that it was too short.<br><br>2. It helped me and caught my interest. I would like to know more about this kind of digital tools. | 1 |

## onclusions

The majority of the participants (94%) evaluated the course positively, enjoying the clarity of the content and the way it was organized. They were also particularly satisfied with the tutor of the course, and found the platform easy to navigate. Many participants found the course very useful for enhancing their ability to navigate Google tools more quickly, while some others suggested adding more content in order to extend the course. Moreover, participants stated that this learning experience intrigued them and sparked their interest in learning more about these valuable tools. Lastly, most of the participants reported having found the course through another organization.

# Impact

## Impact on participants

**Common evaluation survey**

The data set from the common evaluation survey investigated various aspects of the impact that courses have had on participants. Based on the received feedback it can be concluded that participants were overall satisfied with courses. The figure below shows the scores obtained for the questions asked

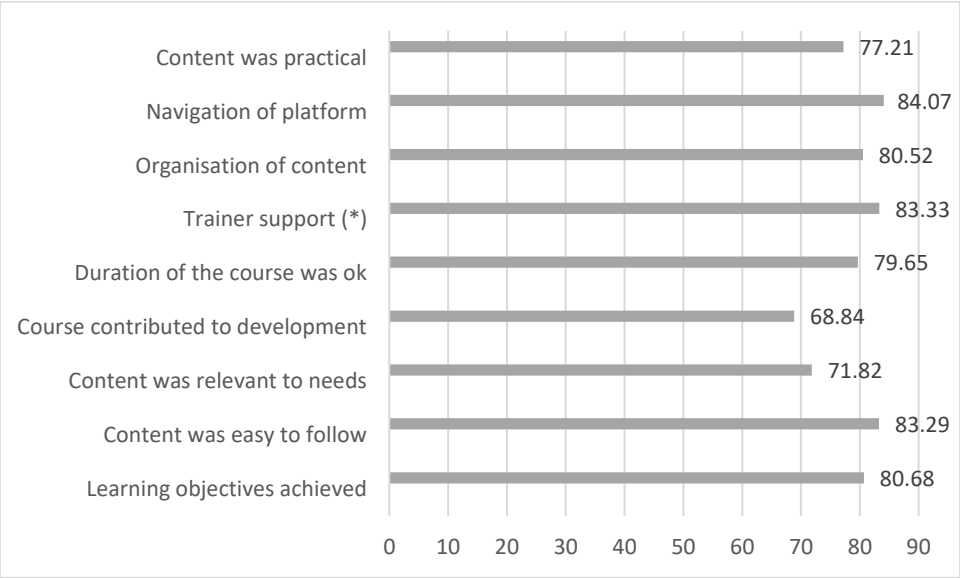



*Figure 26: Common evaluation survey, question scores*

The score for the question "The course contributed to the development of my professional competencies, knowledge and skills" (shortened in the graph as 'course contributed to development') is the lowest at 68.84. This can be explained as part of the trend for courses to embrace artificial intelligence in any opportunity. Consider the scale 3 percentage which was 22.57 or a total of 336 entries. Out of these 336 entries 270 had to do with a course relating to AI. As a technology it is new and exciting, it does offer many new possibilities for many aspects of business, science etc. However, a short duration course, which does not provide in depth knowledge, and is usually focused on a certain aspect or a specific usage or application, does not contribute much to professional competencies knowledge and skills of a professional. The course acts as an introduction, it can attract the interest of someone to further investigate and get involved with the technology, none the less it does not provide enough background and experience to be considered as a major contribution to professional competencies, knowledge and skills. More is needed. This would explain that almost a quarter of the participants answered neutrally for this question (neither satisfied nor dis-satisfied). The same exact argument could be made for the second lowest scoring question "The course content

was relevant to my needs" (which was shortened in the graph as 'course relevant to needs')which achieved a score of 71.82. In this case 303 participants used option 3 as their answer and looking at the courses, 234 of them where AI related. Now consider that those 303 answers represent a 20.34% (that's a fifth of participants).

In both cases, things might have been different if some aspects of the course(s) were altered to align a little more with the needs of the participants and offer an opportunity to develop competencies and skills.

In other numbers, the evaluation results demonstrate a high level of satisfaction across most aspects of the training programme. More than **80% indicated that learning outcomes were clearly stated and achieved**; more than **83% answered that the content was easy to follow**, reflecting the clarity and coherence of the course design and delivery. **Organisation of the content also scored about 80%** with **platform navigation scoring, the highest, above 84%**. Satisfaction with the **duration of the course was at above 79%** suggesting the time allocated was appropriate but might need a small increase and finally **more than 77% answered that the course content was practical enough** This slightly lower than the 80 mark suggests a need to strengthen the practical dimension of training through additional exercises, demonstrations, case studies, and applied activities

Integrating the above scores to use a single number and characterise common evaluation survey courses, results in an average score of 78.82.

Overall, the evidence indicates that the training programme under WP5 has been highly effective in upskilling and reskilling participants, with relatively strong results across all satisfaction indicators and a clear impact on learners' digital readiness.

**Individual implementation evaluations**

The primary question from Workearly ("rating the section as a whole") achieved an average of 91.31

The average score from Robocoast achieved a score of 82.16

## Scientific impact

Here we attempt to present some key findings from the analysis of the training program evaluations:

- It has been evident that the trainings do work in providing necessary skills to participants. Numerous answers to the 'what did you like most' question included: "**great info about things I did not know**" (chat GPT in education); "**interest topics and useful for my future**" (experimental techniques in system biology); "**I learned new things**" (Google Tools to Run Your Business More Efficiently); "**new tools that we didn't know before**" (Digital Efficiency for SMEs); "**to learn new and useful netsites**" (Virtual meeting 22.5.); "**Good tips for Canva**" (Canva 28.5.); "**learning new practical social media tools**" (Excel (Workearly)); "**I didn't even now what Canva was up until now and all the features that it provides. Very cool.**"(Optimize Workflow with Canva: Enhance Efficiency, Collaboration, and Design in Project Management); "**There was a deep enough look into many functions of excel that will make it easier for me**

**to henceforth discover several on my own**" (Excel for data reporting); "**…With features like pivot tables, conditional formatting, and built-in formulas, you can easily organize, analyze, and visualize large datasets …**" (Excel for data reporting); "**… for someone that doesn't have tik tok or never created any video, all the information was gold!**" (How to grow your SME with viral TikTok strategies?); "**it gave me tips to use CHAT GPT in a better way**" (Chat GPT, 17-April); "**NEW IDEAS**" (Digital marketing and social media); "**The techniques we learned**" (TikTok – Learn how to create stunning videos); "**how to protect myself from the internet**" (Cybersecurity 30.5); "**understanding how many features the excel provides in data reporting**" (excel for data reporting); and more.

- Especially when it comes to introducing software tools, practical examples and hands-on interactive activities should accompany any training course. Learning to do things from a book or a video cannot provide the same experience as actually completing any task and the associated activity under the guidance of an experienced trainer and a well-structured tutorial plan. There are numerous instances in the answers to the 'how can we improve the course' that suggest more examples, more exercises, more quizzes, more practical hands-on activities, more time for practice.

## Economic impact

The economic impact of the training programme is evident in the way it strengthened participants' employability, productivity, and capacity to contribute to digitally enabled workplaces. Many participants reported gaining new or enhanced knowledge that they were able to apply directly in their professional roles, improving the efficiency of daily tasks and supporting more informed decision-making. Jobseekers and early-career professionals benefited in particular from exposure to cutting-edge tools and technologies, which are increasingly required in the labour market and therefore enhance their competitiveness. At the same time, employees in the workforce expanded their practical digital skills—such as automation, data handling, and the use of AI-driven tools—leading to improved operational performance within SMEs. Overall, the feedback confirms that the training offer delivered tangible economic value by equipping individuals with relevant, market-aligned skills that support both career progression and organizational digital transformation.

## Societal impact

The training programmes have contributed meaningfully to strengthening digital literacy at a broader societal level. By equipping participants with practical digital skills, critical thinking abilities, and increased confidence in using modern tools, the programme supports more informed and responsible engagement in digital environments. As participants apply these skills in their workplaces, communities, and everyday digital interactions, they help diffuse digital knowledge more widely, reducing skill gaps and fostering a culture of continuous learning. In this way, the impact of the training extends beyond individual beneficiaries and contributes to a more digitally capable and resilient society.

# Annexes

## Annex 1: Course evaluation survey (questionnaire form)

### Course evaluation survey

* Indicates required question

1) Gender *

*Mark only one oval.*

- Male
- Female
- Non-binary

2) Please select your country: * Dropdown

*Mark only one oval.*

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland
- Italy
- Latvia
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Poland

- Portugal
- Romania
- Slovakia
- Slovenia
- Spain
- Sweden
- Other (Please write your country to the next question)

If you selected 'Other' to the previous question, please write below your country:

3) Please select the course you participated in: *

4) To what extent do the following statements / questions apply to you on a scale of 1 to 5 (1= Very dissatisfied and 5=Very satisfied) * *Mark only one oval per row.*

| | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| The learning objectives were clearly stated and achieved at the beginning of the course | | | | | |
| The content of the course was easy to follow | | | | | |
| The course material/content is organized in a way that facilitates learning | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| The course material and content were delivered in a clear way | ☐ | ☐ | ☐ | ☐ | ☐ |
| The course content was relevant to my needs | ☐ | ☐ | ☐ | ☐ | ☐ |
| The duration of the course was adequate | ☐ | ☐ | ☐ | ☐ | ☐ |
| The course platform was easy to navigate | ☐ | ☐ | ☐ | ☐ | ☐ |
| The course contributed to the the development of my professional competencies, knowledge and skills | ☐ | ☐ | ☐ | ☐ | ☐ |
| I am satisfied with the trainer's support | ☐ | ☐ | ☐ | ☐ | ☐ |
| The course content was practical and included assignment / quizzes / case studies | ☐ | ☐ | ☐ | ☐ | ☐ |

5) What did you like most?

……..

6) How can we improve the course? Please share your recommendations with us.

……..

7) Where did you hear about this course? *

*Mark only one oval.*

- Online search
- Social media
- Promotion in an event
- Informed by a Level Up partner
- Referral from a friend or colleague Newsletter/Press release/Level Up website
- Other

8) If you liked the course, please add a testimonial or review.

…..

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9) Would you like to subscribe to our newsletter? If yes, please enter your email * address below.

*Mark only one oval.*

- Yes
- No

E-mail address *

## Annex 2: Complete listing of courses and feedback counts

The tables below list the courses for which feedback has been received. Please note that the main body of the report mentioned 98 courses while the tables below number 101 courses. This is because names of courses were similar and treated as unique entries when all courses were listed together

***Table 7: List of courses (for feedback recorded from GrantXpert, EUC, JOIST and Stackfuel)***

| No | Course Title | Forms Received |
|---|---|---|
| **1** | Advanced Excel for Data Visualization and Presentation | 34 |
| **2** | Advanced Excel tools for management reporting and data analysis | 6 |
| **3** | AI FOR BUSINESS | 8 |
| **4** | AI in Education | 2 |
| **5** | AI Mindset | 3 |
| **6** | Analyse the Future: Data and Artificial Intelligence in Business Development | 35 |
| **7** | Artificial Intelligence | 12 |
| **8** | Artificial intelligence as a releaser of creative potential | 14 |
| **9** | Artificial Intelligence: Discover how to apply AI in your daily life | 22 |
| **10** | Canva | 14 |
| **11** | Category Visualisation - Best Practics | 23 |
| **12** | Chat GPT - 17 April | 9 |
| **13** | ChatGPT & Co.: Fundamentals of Generative AI | 2 |
| **14** | ChatGPT for Digital Excellence: From Basics to Advanced Applications (JOIST) | 46 |
| **15** | ChatGPT in Education | 24 |
| **16** | Compliance for Crypto Assets | 11 |
| **17** | Content Marketing with AI | 1 |
| **18** | Cyber Hygiene Essentials | 18 |
| **19** | CYBERSAFE | 12 |
| **20** | Cybersecurity | 8 |
| **21** | Cybersecurity Fundamentals | 9 |
| **22** | Data Visualization with Power BI - Webinar | 16 |
| **23** | Databases - SQL | 4 |
| **24** | Digital Efficiency for SMEs | 4 |
| **25** | Digital Marketing Tools - Canva Videos | 1 |
| **26** | Digital Marketing Tools - Instagram | 1 |
| **27** | Digital Marketing Tools for SME's - Create and Manage Meta Accounts | 1 |
| **28** | Essential Digital Currency Skills: Accounting and Auditing of Crypto Assets | 5 |
| **29** | Excel (Workearly) | 4 |
| **30** | Excel for Data Reporting | 39 |
| **31** | Experimental Techniques in Systems Biology | 21 |

| | | |
|---|---|---|
| **32** | Experimental Techniques in Systems Biology 2 | 9 |
| **33** | Exploring Data Science and AI in Analytics with Python | 8 |
| **34** | Future-ready Design: Adobe XD for Aspiring UI/UX Designers | 11 |
| **35** | Google Tools to Run Your Business More Efficiently | 9 |
| **36** | Harnessing the power of Gemini for Google Workspace to drive your business forward | 2 |
| **37** | How can I utilize AR & VR in my virtual training | 1 |
| **38** | How to build a stunning website for your SME with Wix? - Christiana Stylianou | 5 |
| **39** | How to create Virtual meeting 28.5. | 10 |
| **40** | How to grow your SME with viral TikTok strategies? - Charis Maimaris | 6 |
| **41** | How to improve your digital skills in marketing and unlock the power of social media? | 8 |
| **42** | How to Use AI tools to market your products and services? - Polis Xinaris | 10 |
| **43** | Introduction to Bioinformatics and Computational Biology | 4 |
| **44** | Introduction to Blockchain Technology | 3 |
| **45** | Introduction to Data Analysis for SMEs | 3 |
| **46** | Introduction to Time Series Analysis and Visualization in Excel | 16 |
| **47** | Junior Business Analyst Bootcamp | 14 |
| **48** | Machine Learning | 15 |
| **49** | Mastering Project Management with Notion | 24 |
| **50** | Mastering Scholar GPT for Research Excellence | 14 |
| **51** | Maximizing Brand Impact: Marketing, Social Media, and Branding Strategies | 10 |
| **52** | Microlesson ChatGPT | 718 |
| **53** | Open data in Marketing 15.5. | 3 |
| **54** | Optimize Workflow with Canva: Enhance Efficiency, Collaboration, and Design in Project Management | 28 |
| **55** | Power Automate: Automation and Optimisation of Business Processes | 13 |
| **56** | Power BI | 2 |
| **57** | Practical Cybersecurity Compliance for SMEs: Navigating EU Regulations | 4 |
| **58** | Presentation preparation | 5 |
| **59** | Prototype your tech idea using Microcontrollers | 3 |
| **60** | Simple Digital Tools for Businesspeople and Start-ups | 7 |
| **61** | Structured Data | 12 |
| **62** | Tableau | 4 |
| **63** | The AI Revolution: Hospitality Industry Strategy, Use Cases, and Competitive Advantage | 6 |
| **64** | TikTok – Learn how to create stunning videos | 37 |
| **65** | Understanding and Leading the Legal AI Revolution | 5 |
| **66** | Wix: Build your own website easily, no programming skills needed | 40 |
| **67** | WooCommerce Essentials: Launch Your Own Online Store | 15 |

*Table 8: List of courses (for feedback) recorded from Robocoast*

| No | Course Title | Forms Received |
|---|---|---|
| **68** | AI Superpowers for Event Planning | 92 |
| **69** | Benefits of AI in B2B Sales | 8 |
| **70** | Boost Sales with Social Media Marketing – Master Meta Tools Full Course | 31 |
| **71** | Business Crystal Ball | 5 |
| **72** | Digital Marketing Tools for SME's – Create and Manage Meta Accounts | 30 |
| **73** | Entrepreneur's AI: Integrating Tools for an Efficient Workflow (Part 1 of 4) | 37 |
| **74** | From LinkedIn Skeptic to Million-Euro User | 9 |
| **75** | Getting Control of SMEs Financial Data with the Help of Power BI (Parts 1 to 4) | 6 |
| **76** | Mastering Virtual Events – Effective Use and Management of Zoom | 2 |
| **77** | Maximize Your Business's Free Search Visibility | 31 |
| **78** | Midjourney Training: Creative and Brand-Aligned Images with AI | 31 |
| **79** | Optimize Your LinkedIn – The Secrets of Social Selling | 51 |
| **80** | Pinterest Ads Masterclass - Grow and Go Global with Pinterest (Training Series) | 23 |
| **81** | Pinterest Advertising: Grow and Go Global with Pinterest - Who Is Pinterest Advertising For? | 31 |
| **82** | SME's AI Basics, Prompts, and Practical Applications | 149 |
| **83** | SME's Cybersecurity – Deep Diving | 9 |
| **84** | SMEs AI | 126 |
| **85** | The Importance of Cybersecurity for SMEs | 13 |
| **86** | Towards a More Sustainable Future – a Head Start with Responsible ICT | 4 |
| **87** | Well-being Technology in Working Life | 1 |
| **88** | Workpower AI Workshop | 13 |

*Table 9: List of courses (for feedback) recorded from Workearly*

| No | Course Title | Forms Received |
|---|---|---|
| **89** | AI in Finance | 102 |
| **90** | AI in Marketing | 137 |
| **91** | AI in Project Management | 340 |
| **92** | Automating Business Processes with the assistance of AI tools | 2 |
| **93** | Databases - SQL | 163 |
| **94** | Excel | 277 |
| **95** | Lead Qualification with AI using FlowXO | 22 |
| **96** | Power BI | 451 |
| **97** | Python Essentials | 15 |
| **98** | Python in Excel | 100 |

| | | |
|---|---|---|
| **99** | Supply Chain Analytics | 141 |
| **100** | Tableau | 108 |
| **101** | VBA | 195 |

# Annex 3: Robocoast data reports

To economize in space the relative documents have been embedded in the report. You may double click on any icon to open the report.

| | | | | |
|---|---|---|---|---|
| Autumn 2024 | | | | |
| AI Basics 5.9. Feedback.docx | AI Basics 14.11. feedback.docx | Cybersecurity 11.9. Feedback.docx | Effective Use and Management of Zoom | Entrepreneur_s AI 1 19.9. Feedback.docx |
| LinkedIn day 11.10. Feedback.docx | Master Meta Tools 10.9.-9.10. Feedback.d | Maximize Your Business_s Free Search | Meta accounts 3.9. Feedback.docx | Optimize Your LinkedIn The Secrets o |
| PowerBI series 2.10 - 13.11. Feedback.docx | SME_s Cybersecurity - Deep Diving 13.11. Fee | Sustainable Future ICT 4.10. Feedback.do | Workpower AI workshop 30.10. Feedb | |
| Spring 2025 | | | | |
| AI Superpowers for Event Planning 5.2. fee | AI Superpowers for Event Planning 21.1. F | AI Superpowers for Event Planning 22.1. fe | AI Superpowers for Event Planning 23.1. fe | Benefits of AI in B2B Sales 29.1. feedback.d |
| Business Crystal Ball 22.5. Feedback.docx | Midjourney Training 27.3. feedback.docx | Next Level AI in B2B 12.3. and 19.3 feedbac | Pinterest Ads Masterclass 21.1. feedb | Pinterest Advertising 14.1. Feedback.docx |
| SME AI 15.5. Feedback.docx | SMEs AI 16.1. feedback.docx | SMEs AI 20.3. Feedback.docx | Sustainability Reporting – An Easy W | Well-being Technology in Workin |
| Autumn 2025 | | | | |
| SMEs AI 21.10. Feedback.docx | SMEs AI 28.10. Feedback.docx | | | |

# Annex 4: Listing of courses included in thematic areas

The following table provides the titles of the courses that were included when discussing the participation numbers specific to thematic areas. The courses refer to the **common evaluation form** as used by GX, EUC, JOIST and Stackfuel.

| Thematic area | List of courses |
|---|---|
| Cybersecurity | • CYBERSAFE<br>• Cybersecurity 27.5.<br>• Cybersecurity 30.5.<br>• Cybersecurity Fundamentals<br>• Cyber Hygiene Essentials<br>• Practical Cybersecurity Compliance for SMEs:<br>• Navigating EU Regulations |
| Artificial intelligence | • AI FOR BUSINESS<br>• Chat GPT - 17 April<br>• ChatGPT in Education<br>• Content Marketing with AI<br>• Satakuntalainen tapahtumateko & tekoäly luovan potentiaalin vapauttajana<br>• AI : TekoГ¤ly 5.6.<br>• Exploring Data Science and AI in Analytics with Python<br>• ChatGPT for Digital Excellence: From Basics to Advanced Applications (JOIST)<br>• How to Use AI tools to market your products and services? - Polis Xinaris<br>• The AI Revolution: Hospitality Industry Strategy, Use Cases, and Competitive Advantage<br>• 05 Δεκ. 2024: Αναλύστε το Μέλλον: Δεδομένα και Τεχνητή Νοημοσύνη στην Επιχειρηματική Ανάπτυξη<br>• Mastering Scholar GPT for Research Excellence<br>• 12 Feb. 2025: Analyse the Future: Data and Artificial Intelligence in Business Development<br>• 26 Feb. 2025: Τεχνητή Νοημοσύνη: Ανάπτυξε τις δεξιότητές σου για τη σωστή χρήση της / Artificial Intelligence: Discover how to apply AI in your daily life<br>• AI in Education<br>• AI Mindset<br>• Microlesson ChatGPT<br>• ChatGPT & Co.: Fundamentals of Generative AI<br>• Machine Learning |
| Business | • AI FOR BUSINESS<br>• Digital Efficiency for SMEs<br>• Google Tools to Run Your Business More Efficiently<br>• Introduction to Data Analysis for SMEs |

| | |
|---|---|
| | • Junior Business Analyst Bootcamp<br>• Power BI<br>• Simple Digital Tools for Businesspeople and Start-ups<br>• Tableau<br>• Mastering Project Management with Notion<br>• Optimize Workflow with Canva: Enhance Efficiency, Collaboration, and Design in Project Management<br>• How to grow your SME with viral TikTok strategies? - Charis Maimaris<br>• Power Automate: Automation and Optimisation of Business Processes<br>• 26 Nov. 2024: Harnessing the power of Gemini for Google Workspace to drive your business forward<br>• 05 Δεκ. 2024: Αναλύστε το Μέλλον: Δεδομένα και Τεχνητή Νοημοσύνη στην Επιχειρηματική Ανάπτυξη<br>• 12 Feb. 2025: Analyse the Future: Data and Artificial Intelligence in Business Development<br>• Data Visualization with Power BI - Webinar |
| Data | • Advanced Excel for Data Visualization and Presentation<br>• Databases - SQLExcel (Workearly)<br>• Excel for Data Reporting<br>• Introduction to Data Analysis for SMEs<br>• Introduction to Time Series Analysis and Visualization in Excel<br>• Junior Business Analyst Bootcamp<br>• Exploring Data Science and AI in Analytics with Python<br>• 05 Δεκ. 2024: Αναλύστε το Μέλλον: Δεδομένα και Τεχνητή Νοημοσύνη στην Επιχειρηματική Ανάπτυξη<br>• 12 Feb. 2025: Analyse the Future: Data and Artificial Intelligence in Business Development<br>• 25 and 27 Feb. 2025: Advanced Excel tools for management reporting and data analysis<br>• Structured Data |
| Media and Marketing and | • Advanced Excel for Data Visualization and Presentation<br>• Canva 22.5.<br>• Canva 28.5.<br>• Content Marketing with AI<br>• Digital Efficiency for SMEs<br>• Introduction to Time Series Analysis and Visualization in Excel<br>• Maximizing Brand Impact: Marketing, Social Media, and Branding Strategies<br>• Open data in Marketing 15.5.<br>• Future-ready Design: Adobe XD for Aspiring UI/UX Designers<br>• How to grow your SME with viral TikTok strategies? - Charis Maimaris<br>• How to Use AI tools to market your products and services? - Polis Xinaris<br>• How to build a stunning website for your SME with Wix? - Christiana Stylianou |

| | |
|---|---|
| | • How to improve your digital skills in marketing and unlock the power of social media?<br>• 12 Feb. 2025: TikTok: Μάθε πώς να δημιουργείς εντυπωσιακά βίντεο / TikTok – Learn how to create stunning videos<br>• 19 Feb. 2025: Wix: Δημιούργησε ιστοσελίδες χωρίς γνώσεις προγραμματισμού / Wix: Build your own website easily, no programming skills needed<br>• Digital Marketing Tools for SME's - Create and Manage Meta Accounts<br>• Digital Marketing Tools – Instagram<br>• Digital Marketing Tools - Canva Videos<br>• Category Visualisation - Best Practices Data<br>• Visualization with Power BI – Webinar<br>• Presentation preparation |
| Digital Currency. | • Compliance for Crypto Assets<br>• Essential Digital Currency Skills: Accounting and Auditing of Crypto Assets<br>• Introduction to Blockchain Technology |

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