

Deliverable 7.2

Interim Quality Assurance Report

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Deliverable factsheet

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Abstract:	The document reports all quality assurance mechanisms undertaken during the first half of the project, reporting of deliverables' reviews, monitoring of first 18 months risks and planning of any additional measures needed to be implemented during the second half of the project.
Keyword List:	Risk, quality, SWOT, plan, monitoring

Consortium

	<i>Role</i>	<i>Name</i>	<i>Short Name</i>	<i>Country</i>
1.	Coordinator, PBL	Aalborg University	AAU	Denmark
2.	Games developer	Nurogames GmbH	Nurogames	Germany
3.	PBL, academic partner	University of Macedonia	UOM	Greece
4.	Data analytics	ARTIFICIAL INTELLIGENCE TECHNIQUES, SL	Artelnics	Spain
5.	Academic partner	Northumbria University	Northumbria	UK
6.	Flipped classrooms	EKPAIDEFTIRIA E. MANTOULIDI S.A.	Mantoulides	Greece
7.	Secondary education	Revheim skole, Stavanger Kommune	Revheim	Norway

Revision History

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1	30/06/2020	UOM	Sent to coordinator for submission

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List of Abbreviations

The following table presents the acronyms used in the deliverable in alphabetical order.

<i>Abbreviation</i>	<i>Description</i>
CA	Consortium Agreement
EACEA	Education, Audiovisual and Culture Executive Agency
IPR	Intelligence Property Rights
KPI	Key Performance Indicator
SWOT	Strengths Weaknesses Opportunities Threats
WP	Work Package

Executive Summary

The Flip2G project aims to establish a Knowledge Alliance between higher education institutions, schools and private companies that will boost skills development and introduce novel, data-driven approaches to education and training.

WP7 is the Quality Assurance work package for FLIP2G. Its main aim is to provide quality monitoring mechanisms that will guarantee the results' superiority as well as the timely progress of the project. A quality assurance strategy and a corresponding plan will specify the procedures and criteria for the overall quality assurance of the project results and will provide co-ordination of the testing and quality checks that will be undertaken in the course of the work of the other WPs.

The present deliverable is the second deliverable of WP7, D7.2 – Interim Quality Assurance Report. Its purpose is to provide feedback on all mechanisms carried out during the first 18 months of the project's lifetime for the quality assurance of its outcomes.

More specifically, this deliverable focuses on the following aspects and analyses:

- Introduction of the e-quality framework and its concepts for consideration in the FLIP2G project regarding quality assurance.
- Update of the SWOT analysis and the risk management tables from the D7.1 report based on the project's progress during the first 18 months.
- Information on the peer review process for the upcoming deliverables of the project.

1 Introduction

1.1 Scope

This deliverable presents the procedures to be followed by the FLIP2G consortium in order to assure high quality of results and effective risk monitoring and mitigation.

1.2 Audience

The intended audience for this document is the FLIP2G consortium and the European Commission.

1.3 Structure

The structure of the document is as follows:

- Section 2 presents the e-learning quality assurance framework investigated.
- Section 3 presents the interim SWOT analysis.
- Section 4 presents the interim risk analysis.
- Section 5 details the peer review process.

2 Quality assurance: e-quality framework

The project consortium studied various quality assurance frameworks to investigate the variables taken into consideration during quality assurance. The most relevant and holistic framework identified is the e-quality framework, which was designed in order to promote high quality for e-learning processes (Masoumi & Lindström, 2012). Based on the framework, that is shown in Figure 1, seven main categories should be taken into consideration while ensuring high quality in e-learning. These categories are:

- Institutional factor. Relevant literature indicates that long-term aims and objectives of the educational institutions affect the implementation of e-learning. Such factors include administrative and institutional affairs (e.g. structure, budgets, strategies), research and reputation.
- Technological factor. This factor includes accessibility in the e-learning tools, interface design and functionalities' quality and development and sustainability of the tools available for e-learning.
- Pedagogical factor. This includes the learning resources available during e-learning, the assessment methodologies employed and the learning environments used. The social aspect should also be taken into consideration (e.g. students' socializing and community building), as well as how e-learning ensures student-centered and interactive learning experiences.
- Student support. Administrative and technical support of students is essential for successful e-learning, i.e. announcements, guidelines, user manuals, technical problem solving etc.
- Faculty support. The faculty participating in e-learning should be provided with support during their course development in the e-learning environment, the monitoring of the learning processes and the administrative management of the course.
- Evaluation factor. The evaluation factor can measure to what extent the administration, the teachers and the students are satisfied by the e-learning experience.
- Instructional design factor. The iterative design and re-design of the learning resources, environment and processes in line with the pedagogical and technological objectives can lead to successful and high quality e-learning.

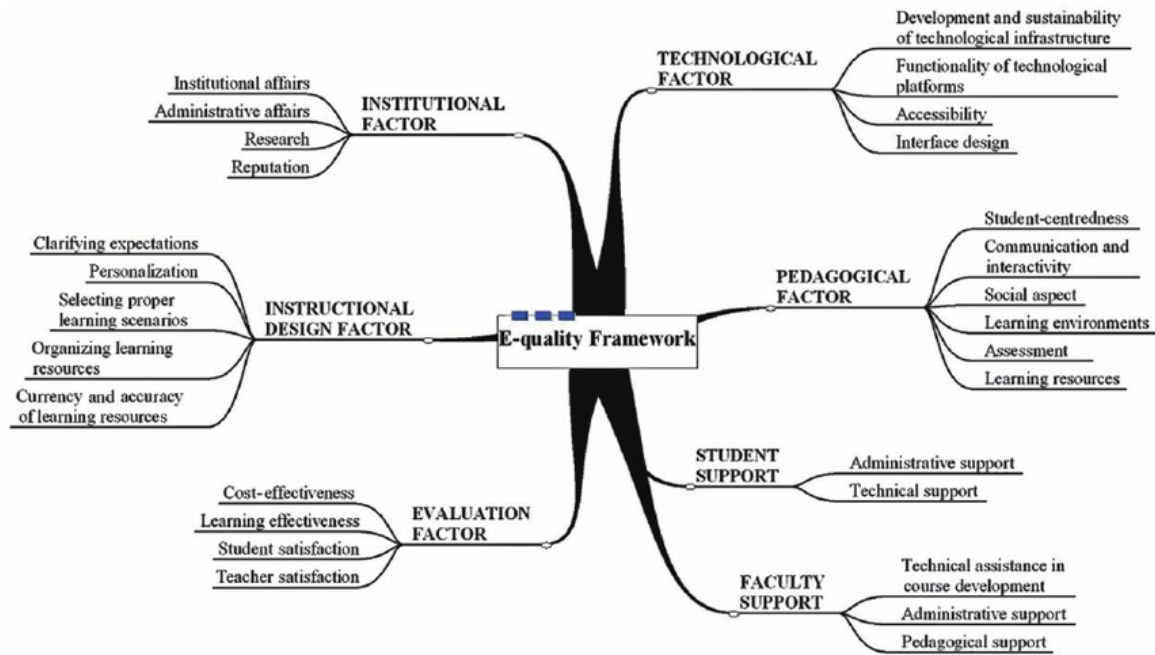


Figure 1 e-quality framework

In the context of the FLIP2G project, the e-quality framework was used to document how the aforementioned factors can be employed to ensure high quality results.

Table 1 FLIP2G quality assurance based on the e-quality framework

Factor	Sub-factors	FLIP2G context
Institutional	Institutional affairs	All consortium institutions' goals are in line with FLIP2G objectives
	Administrative affairs	Administrative processes run smoothly across the consortium
	Research	FLIP2G organizations' research teams are involved in PBL, flipped classrooms, LA, gaming environments
	Reputation	The consortium's reputation will be improved through the exploitation of the FLIP2G results
Technological	Development and sustainability of technological infrastructure	The gaming environment and LA dashboard developed will be set up in accordance to privacy

		policies and high functioning technical specifications
	Functionality of technological factors	The gaming environment and LA dashboard will include a variety of functionalities to support all stakeholders
	Accessibility	All members of the consortium will provide any relevant information required to the stakeholders for the successful employment of the FLIP2G results
	Interface design	The gaming environment and the LA dashboard's interface will be user friendly and simple in interacting with all features
Pedagogical factor	Student centeredness	The FLIP2G learning model and PBL strategy provide active participation and student-centred learning processes
	Communication and interactivity	The FLIP2G learning model and PBL strategy allow interactions between students during problem solving
	Social aspect	Students' active participation during classroom and within the game allow their socializing
	Learning environments	The FLIP2G game will be a learning environment with interactions, learning resources and learning activities
	Assessment	Different quiz results and LA visualizations will be available for student assessment
	Learning resources	Learning resources of various modes will be available in the FLIP2G game

Student support	Administrative support	Administrative student support is provided by each FLIP2G educational institution
	Technical support	Technical student support is provided by each FLIP2G educational institution
Faculty support	Technical assistance in course development	Technical assistance to faculty is provided by each FLIP2G educational institution
	Administrative support	Administrative faculty support is provided by each FLIP2G educational institution
	Pedagogical support	Pedagogical support is provided by each FLIP2G educational institution
Evaluation factor	Cost effectiveness	The FLIP2G results are developed within the project budget and will be sustained by each organization after the project's end
	Learning effectiveness	Learning effectiveness will be achieved through multiple trials in different educational settings and re-design of results when necessary
	Student satisfaction	Student satisfaction will be achieved through multiple trials in different educational settings and re-design of results when necessary
	Teacher satisfaction	Teacher satisfaction will be achieved through multiple trials in different educational settings and re-design of results when necessary
Instructional design factor	Clarifying expectation	The design of all FLIP2G results has followed clearly defined learning objectives

	Personalization	The design of the FLIP2G game has taken into consideration game design guidelines for secondary education students
	Selecting proper learning scenarios	Learning scenarios for the FLIP2G game have been selected based on GBL guidelines
	Organizing learning resources	Each educational institution will organize and upload their learning resources within the game for each trial
	Currency and accuracy of learning resources	Each educational institution will make sure the learning resources used in the trials will be accurate and relevant to the course's topics

3 SWOT Analysis

The SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis is adopted as a suitable method for performing project self-evaluation. In this section, we present the results of the SWOT analysis conducted by the consortium partners after 18 months of project work.

3.1 Applying SWOT in FLIP2G

The aim of the interim SWOT analysis is to validate and evaluate how the initial parameters that were identified in the initial SWOT analysis played and continue to play a part in maximizing the potential of the strengths and opportunities, while minimizing the impact of the weaknesses and threats. The details of the SWOT analysis process can be found in D7.1 “Quality Assurance Plan”.

3.1.1 Interim internal SWOT analysis results

Internal analysis focuses on studying the strengths and weaknesses of the FLIP2G project. The results of the internal SWOT analysis are depicted in Table 2 and are structured as follows:

- The first two columns denote the number and description of the item, i.e. the items to be rated as strengths or weaknesses,
- The third and fourth column denote the average rate allocated by the consortium partners, as well as the characterisation assigned – either S for Strength (rating > 3,5), N for Neutral (rating between 3 and 3,5) or W for Weakness (rating < 3),
- The fourth column includes provided comments or suggestions.

Table 2. Interim internal SWOT analysis for FLIP2G, Strengths / Weaknesses

No.	Item	Rating		Comment / Suggestion
1	Size of consortium	4,5	S	Size is appropriate for the project's objectives.
2	Composition of consortium	4,0	S	Good coverage and mix between partners representing different sectors, with however a limited representation of the private and public sectors. Important to involve the organisations that signed letters of consent.
3	Collaboration between participating partners	4,2	S	Good kick off meeting and alignment of aims across Consortium.
4	Communication between participating partners	3,8	S	Early stages of project, initially good, will need to be revisited as more work packages run in parallel to ensure communication is effective.
5	Consortium meetings	3,5	N	Limited scope for Consortium meetings throughout the project.
6	Exchange of information - level of transparency between related WPs and	3,5	N	Initially good, no problems foreseen.

	involved partners			
7	Technological innovativeness	3,8	S	Process for research in place, strong technical partners.
8	Scientific/technical capacity of partners for the specific project	4,0	S	Experienced partners in their respective areas.
9	Sufficiency of resources (budget, time)	2,8	W	Unclear areas that need further clarifications especially with regards to travel and events.
10	Existence of clear objectives and measurable results	3,8	S	The discussions carried out during the kick off meeting clarified the project objectives and organized the work to be done.
11	Existence of clear work plan to achieve project's objectives	4,0	S	Initially good. Clearer work plan needed for further work packages to ensure this continues.
12	Existence of clear methods to measure project's success	3,0	N	In progress. The combination of PBL, flipped classroom, learning analytics and games is novel and calls for new research design.
13	Sufficiency of risk management methods	3,0	N	In progress.
14	The availability of useable results for dissemination in several countries.	4	S	Project pilots covering different audiences (secondary, university, adult training) ensures potential of relevant useable results applicable to a number of countries and institutions

3.1.2 Interim external analysis results

External analysis focuses on studying the opportunities and threats of the FLIP2G project. The results of the external SWOT analysis are depicted below.

Table 3. Interim external SWOT analysis for FLIP2G, Opportunities

No.	Opportunity	Suggestion
1	Potential to create innovative pedagogy on applying PBL with flipped classroom model in serious games	Apply learning design and test in higher and secondary education.
2	Novel combination of flipped classroom in serious games and learning analytics	Explore a novel research area.
3	Size and reach of Consortium	Utilise European reach of consortium to strengthen dissemination of outputs from project
4	Changes in available technologies	Ongoing monitoring of technological progress of learning platforms and

		functionalities
5	Increase motivation for self-directed learning and engagement with from an early age	Execute pilots in secondary education courses. Support student-centric active learning approaches that reinforce SDL such as FC and PBL

Table 4. Interim external SWOT analysis for FLIP2G, Threats

No.	Threat	Suggestion
1	Little experience with training with games in secondary education	Difficult to attract the interest of secondary education students. Creation of an attractive and engaging gaming environment with interesting scenarios. Difficult for teachers to implement the usage of games as a teaching tool which could render the game less effective or ineffective. Difficulty to implement GBL approach for teachers and educators without a gaming background. Need for dedicated tutorial to facilitate integration
2	Lack of uptake of project outputs	Research and user testing phases in initial year of project essential. Need to strengthen established network to maintain relationships throughout the three years. Build upon network through utilising events and other dissemination activities attended or planned through the consortium or the project.
3	Project outputs become out dated over the course of the project due to change in user requirements	Thorough testing of skills/needs by all partners.
4	Lack of innovative outputs from the results' application in real world settings	Definition of associated KPI required. Structure of trainings tested and designed to ensure outputs.

4 Risk Management

This section illustrates the overall process for the risk management of the FLIP2G project. On the one hand, it provides a maintained overview of all individual activities and on the other hand, it determines the different procedures available to prevent risks from happening and for dealing with risks should they occur. Our risk management plan involves continually:

- **Measuring risk:** identifying what the risk factors are
- **Assessing risk:** estimating what is the probability and impact of these risk factors.
- **Monitoring risk:** analysing what is the current status of a particular risk
- **Managing risk:** preventing or handling risks.

The analysis of the risk management methodology can be found in D7.1 “Quality Assurance Plan”.

In the interim risk analysis, the consortium has identified 27 risks for the overall project. These are analysed in the risk registry in Table 8.

The most important risks identified are:

- Difficulty to create the game.
- Difficulty in creating courses and incorporating content within the game for all audiences to apply to trials.
- Difficulty in disseminating project progress and results due to covid-19 restrictions in physical presence and events.
- Difficulty in completing project tasks due to covid-19 circumstances.

Table 5 FLIP2G Interim Risk Analysis

No.	Risk	Effect	Pr	Im	RF	Mitigation Measures	Pr*	Im*	RF*	Contingency Measures
General Project Risks										
0.1	Lack of effective performance of the consortium	Project results of poorer quality	7	9	63	The consortium has been carefully selected according to their particular abilities and liability for effectively accomplishing successful research technology development. Performance will be constantly monitored by both the Project Coordinator and the WP leaders.	5	9	45	The coordinator will be responsible for finding out the source of the problem and come up with a solution such as allocate or recruit new, more skilful staff or, in more extreme cases, replace the problematic partner with a different one.
0.2	Retreat of a partner from the consortium	Potential deviation in work plan	5	8	40	The Project Coordinator will constantly monitor the level of partners' commitment to FLIP2G. The specific mitigation measurements will be established in the Consortium Agreement.	3	8	24	Either distribution of the withdrawer's assigned work among the rest of the RTD partners or its replacement by a new partner with similar expertise.
0.3	Personnel alterations	Potential effect on the work plan and partners' communication	7	3	21	Partners will reduce probability by trying to keep the same employees assigned to the same roles in the project and build robust working processes. Partner organisations will employ more than one person in this project and will ensure a smooth process for responsibilities' re-	6	3	18	All partners will try to communicate knowledge of the project to the new team members in order to familiarise them with the project work and integrate them smoothly in the project team. The online

						allocation in order to ensure continuation as much as possible.				documentation in the website private area will also contribute to this.
WP3 Risks										
3.1	Difficulty to create the game	No environment will be available for the project	7	9	63	The FLIP2G partner Nurogames has extensive experience in gaming development and is responsible for the task.	7	8	52	The risk has increased from the initial risk assessment due to delays on the game development plan. The consortium is in constant communication with the lead partner to ensure a high quality result.
3.2	Difficulty to include PBL and LA modules within the gaming environment	Difficulty to apply the FLIP2G model in the game software with no corresponding modules	7	7	49	The FLIP2G consortium includes experts in gaming and LA technologies (Nurogames, Artelnicis) that will ensure the high quality configuration and development of the technologies required.	5	7	42	Depends on the modules that are found but could be mitigated with testing some few modules at a time.
3.3	Delay in the actual delivery of the game	Game gets launched too late	7	9	63	The consortium is in constant communication with the lead partner to ensure a high quality result.	7	8	52	Any small delays will follow an improved version of the game to ensure its high quality delivery.
WP4 Risks										
4.1	Trial deployment based on successful completion of Task 3.2	Potential delay of outputs from Task 3.2 will delay start of WP4	2	4	8	Nurogames lead Task 3.2 and will collaborate strongly with Artelnicis who will lead WP4. This will ensure the completion of work to deadlines in order to begin WP4	1	4	4	Nurogames will continually update Consortium partners on progress to ensure planned trials are not affected.
4.2	Difficulty in creating courses and incorporating content within the game for all	Potentially limits the relevance of the trials to participants	3	6	18	Ensure user testing of courses and content is applied and features of the game meet the needs established	1	6	6	Artelnicis with Nurogames, AAU and UOM will oversee the WP4 tasks.

	audiences to apply to trials					through WP1 and WP2.				
4.3	Students do not participate in the trials	Potentially limited use and user testing regarding suitability of trials	7	8	56	Each trial partner will make sure to gather members of their target groups in order to participate in the trials.	4	8	32	Aside from expressions of interest gathered already, all partners will continue to maintain relationships with potential participants and establish interest from additional parties as the project progresses
4.4	Limited number of innovative results (e.g. learning analytics visualizations in the game, game scenarios etc.)are generated during the trials	Potentially limits the impact of the project to the audiences	6	6	36	The FLIP2G Consortium will define the scope of an innovative output in the bounds of the project. Creative ways will be sought in order to produce innovative outcomes from the trials. Trials will be designed with outputs in mind. All partners coordinating or delivering trials will be involved in the design process to ensure suitability for audience, length of trial etc.	4	6	24	Ongoing monitoring required throughout trials to optimise outputs, transferring outputs that are not fully developed to other trials for potential completion.
4.5	Limited number of trials	Potentially limits the testing of developed results and suitability of trails for evaluation.	4	7	28	Partners will endeavour to organize as many trials as possible.	2	6	12	Establish how to utilise gathered results from trials run. Request consortium partners inform WP lead of other training opportunities to complete required number of trials to enable in depth evaluation.
WP5 Risks										
5.1	Difficulty to evaluate the validity of the results	Difficulty to draw homogenous conclusions and assess the added value of each result.	3	8	18	The FLIP2G consortium will consult the already set success indications on the project results when performing evaluations, along with a robust	1	8	8	Partners will utilize existing evaluation models and frameworks that will guide the evaluation process.

						evaluation methodology that will be planned.				
5.2	Difficulty to interpret the Learning Analytics results from the trials	Problems providing insights to educators and learners through learning analytics	2	6	15	Arelnics and UOM have extensive expertise on Learning Analytics. All partners will closely examine the analytics results and produce insights for successful evaluation.	1	8	8	Further study on the exploitation of learning analytics will be carried out.
WP6 Risks										
6.1	Conflict arises over potential IPR issues for future exploitation	Created knowledge during project cannot be utilized and/or existing tools cannot be employed.	5	8	40	IPR management will be covered in the Consortium Agreement before the start of the project. IPR for all newly created knowledge will be shared by the Consortium. The tools will be created using open source software where possible.	4	8	32	Issues connected with IPR will be solved by discussions within the consortium and will be addressed in the updated exploitation plans.
6.2	Difficulty to reach the indicated numbers of activities and events for results' dissemination	Problems in promoting the project's results.	6	8	48	All partners will engage in dissemination activities and will utilize their networks and communication channels for sufficient dissemination activities. Due to covid-19 circumstances this risk has been increased. The consortium has increased its online presence through social media to reach wider audience.	4	8	32	All partners will organize activities and events for the dissemination of the results and reach to stakeholders for participation.
6.3	Solution fails to find new adopters before the project end	The project results fail to have an impact on educational practice.	7	7	49	Exploitation activities will begin from Month 1 of the project. All partners will be involved in the promotion of FLIP2G and its results as well as coming up with an appropriate business plan to ensure sustainability. All partners have experience in spinning off successful products from EU projects which helps to minimise	6	7	42	Failure to find new adopters will be identified and dealt with before the end of the project. Moreover, further dissemination activities may be planned.

						risk.				
6.4	Outdated website	Reflect poorly on the project as a whole or discourage potential interest in the project from external sources	5	8	40	Channels of communication will be established between all project partners, to ensure that any new information can be uploaded to the website the soonest possible. If the project partners do not volunteer news updates, the website developer is responsible for retrieving updates periodically.	6	8	48	Other dissemination channels will be also employed in order to overcome problems with the website.
WP8 Risks										
8.1	Partners fail to meet key delivery milestones leading to the project falling behind schedule	Deviation in work plan and possibly in results' quality.	6	8	48	Use of project management principles, regular calls, meetings and a shared document repository, will help the experienced AAU Project Managers coordinate the project. A small consortium facilitates closer relationships between the partners. Risk monitoring will ensure any potential issues/risks are identified and corrected asap.	5	7	35	The consortium will decide appropriate corrective actions, e.g. release of draft versions of the late outputs in order for the next tasks to be able to progress although the final output was not yet delivered.
8.2	Partners unsure of vision for the project	Potential work plan deviations.	8	8	64	The first meeting for FLIP2G contained an interactive vision workshop to ensure all partners help shape the overall vision and are on the same page. All work for the project must constitute a step in achieving the vision. The resulting vision statement will be reviewed every 6 months.	2	8	16	The consortium plans to consider replacing the project coordinator with a new, more skilled person..
8.3	Inadequate partners' coordination	Potential deviation in work plan and objectives' accomplishment.	7	7	49	Project management will be responsible for efficiently managing the consortium and ensuring that each partner will be acting according to his	5	6	30	If conflicts over financial issues do occur, the consortium plans to confront them by

						assigned responsibilities and roles.				organizing a meeting for partners to negotiate having the coordinator as a leader. Standard voting procedures will be followed according to the provisions of the CA. In case, however, of extreme financial issues, the consortium will follow the appropriate, European legal procedure.
8.4	Conflicts over financial issues	Potential deviation in work plan and results' quality.	7	7	49	FLIP2G consortium, having the coordinator as a leader, will be responsible for assessing and examining costs, spending, and excess issues on budget for ensuring the appropriate distributing of the project's budget.	5	7	35	In case of serious problems in the communication of the partners, the coordinator will be responsible for organising a meeting to find out and confront the communication problems. Standard voting procedures will also be followed according to the provisions of the CA.
8.5	Failure in partners' communication	Project's accountability and financing is endangered.	3	8	24	In order to ensure successful communication channels between partners, FLIP2G plans to organise teleconferences as well as plenary meetings at short uniform intervals.	2	8	16	Coordinator will draw the attention of all partners to the importance of these reports for the overall project and will request immediate actions for all organisations (including the coordinator's organisation), such as

										dedication of more personnel etc., in order to complete this task.
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5 Peer Review of Deliverables

The FLIP2G consortium is committed to delivering results of outmost quality. For this reason the consortium decided to adopt a peer review process for all technical deliverables of the project.

5.1 Peer review process

5.2 Review report

For facilitating and formalising the review process a review report template has been prepared and is provided in Annex A of this document. This review report will be completed for each reviewed deliverable. It includes 3 sections: evaluation, recommendation and comments. Analytical details on the peer review plan can be found in D7.1 “Quality Assurance Plan”.

5.3 Allocation of reviewers

All technical deliverables of FLIP2G will be peer reviewed, which essentially means that only management deliverables (deliverables of WP7 and WP8) will be excluded from the peer review process. The list of all deliverables subjected to peer review is available in Table 6. The table also includes the partner responsible for each review. For objectivity reasons, the review partner is always different than the leading partner. The reviewer may be employed by the review partner or not. However, the reviewer should preferably not have been involved in the deliverable creation.

The empty information on the Table for deliverables due after the first year of the project will be updated in the Interim Quality Assurance Report for the corresponding deliverables.

Table 6. Reviewers and deadlines for FLIP2G deliverables

Deliverable	Leader	Nature	Diss Lev	Reviewer	Indicative dates due		Submission to EC
					To Reviewer	Reviewed	
D3.2 FLIP2G learning environment	Nurogames	Report & software	PU	Artelnics	07/06/2020	25/06/2020	M18 (30/06/2020)
D3.3 FLIP2G LA tools	Artelnics	Report & software	PU	Nurogames	07/06/2020	25/06/2020	M18 (30/06/2020)
D4.1 Pilots plan	Northumbria	Report	PU	UOM	07/09/2020	27/09/2020	M21 (30/09/2020)
D5.1 Pilots evaluation plan	UOM	Report	PU	Northumbria	07/09/2020	20/11/2020	M36 (31/12/2021)
D6.2 Interim Dissemination activities Report	AAU	Report	PU	Revheim	07/06/2020	20/06/2020	M18 (30/06/2020)

D6.4 Interim Exploitation and Sustainability Plan	AAU	Report	PU	Mandoulides	07/06/20 20	20/06/202 0	M18 (30/06/2020)
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References

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