

Digital Literacy Competences for 21st Century Librarians

SATISFACTION SURVEY REPORT

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Introduction

The Metropolitan Library Consortium is implementing the Digital Literacy Competences for 21st Century Librarians proposal granted by the Institute of Museums and Libraries. The project involves developing an online Certification to strengthen librarians' digital skills. This report covers the Certification sessions offered from August 2023 to July 2024. During this period, three sessions were offered, which are broken down as follows:

- February 20 to March 23, 2023- 14 participants
- November 13 to December 15, 2023- 49 participants
- May 20 to June 24, 2024- 43 participants

Satisfaction Survey

The first part of the satisfaction survey consists of 16 closed questions using the Likert scale. These questions measure aspects of course design, objectives, assessments and evaluation, instructional material, activities, technology, technical support, and accessibility. The participants select from a Likert scale these options: completely agree, agree, neutral, and disagree. The questions are the following:

1. User-friendly design.
2. The course design includes the location of the course parts, netiquette, technical support, technological requirements, and institutional policies.
3. Space is provided for the facilitator and participants to present.
4. The objectives are consistent with the course level and the learning activities.
5. The assessment instruments are varied.

6. The instructional material contributes to the achievement of the objectives.
7. The instructional material is up to date.
8. The presentation of the instructional materials is varied.
9. The course activities and exercises helped me better understand the concepts presented.
10. Active learning activities are offered, such as self-assessment exercises.
11. Technical support is offered.
12. There are instructions on how to obtain support if necessary.
13. Information is provided on how to activate the accessibility functions on the platform.
14. The course provides alternative means of accessing the course materials to meet the needs of people with functional diversity.
15. COBIMET staff were available to meet the participants' needs.
16. The tasks were corrected within the stipulated time.

The second part of the satisfaction survey is qualitative. It includes five open questions:

1. How would you describe your experience with the Certification?
2. What do you recommend for a future session of this Certification?
3. Would you recommend this online course to other people interested?
4. What was the most outstanding or valuable aspect of the course for you?
5. Was there any aspect of the course that needs improvement?

After finishing the five certification modules, each participant must complete a satisfaction survey to obtain their certificate. The following presents the survey results for each of the sessions.

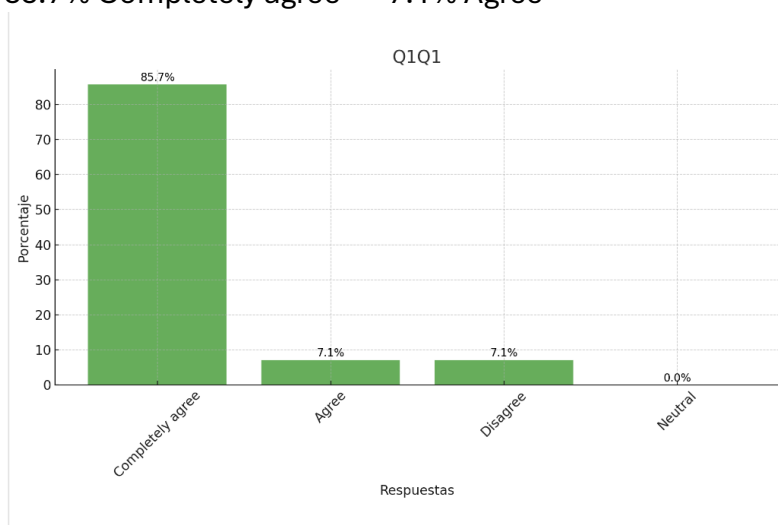
First Session

The first session was offered from February 2nd to March 24th, 2023; an English session was provided in which 14 participants completed the certification. The results were as follows:

Quantitative Report by Question

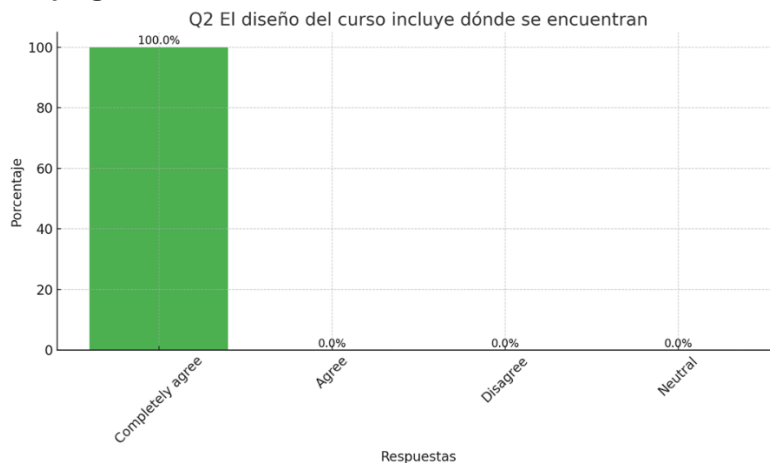
1. User-friendly design

85.7% Completely agree 7.1% Agree



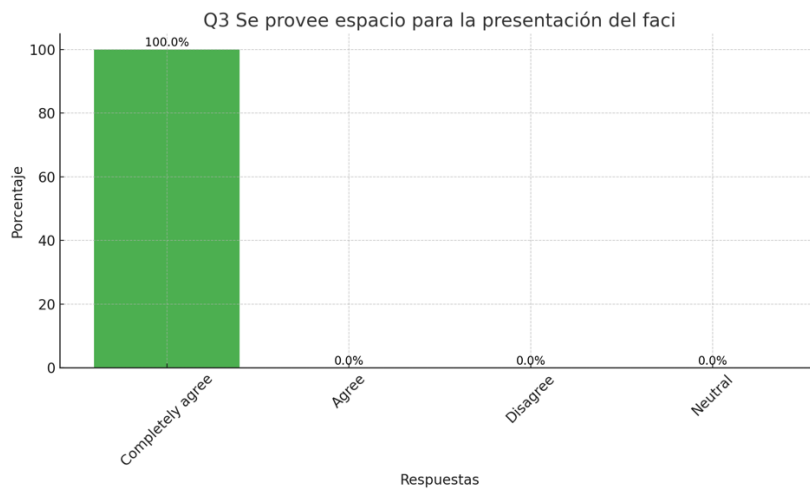
2. The course design includes the location of the course parts, netiquette, technical support, technological requirements, and institutional policies.

Completely agree: 100%



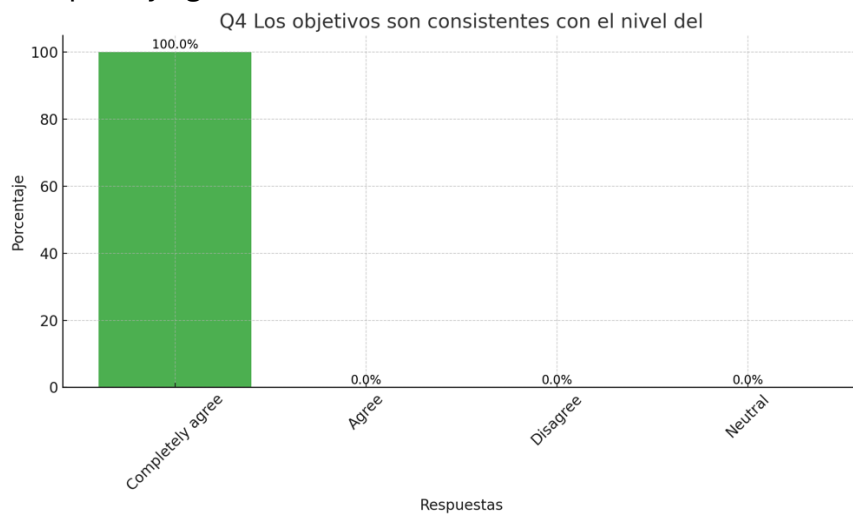
3. Space is provided for the facilitator and participants to present.

Completely agree: 100%



4. The objectives are consistent with the course level and the learning activities.

Completely agree: 100%



5. The assessment instruments are varied.

Completely agree: 92.8% Agree: 7.1%



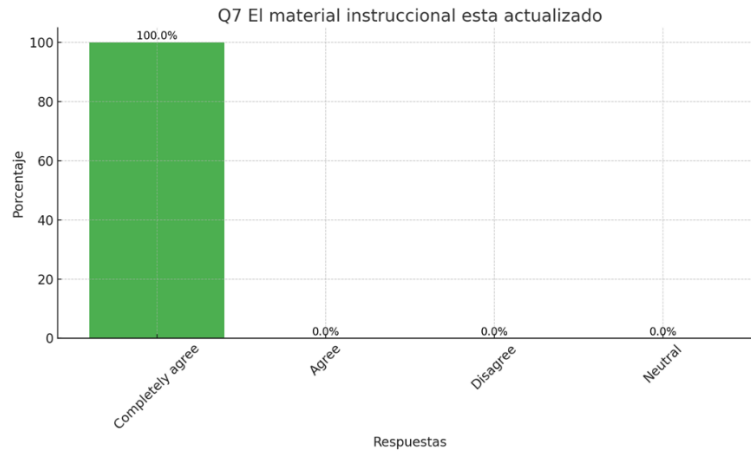
6. The instructional material contributes to the achievement of the objectives.

Completely agree: 100%



7. The instructional material is up to date.

Completely agree: **100%**

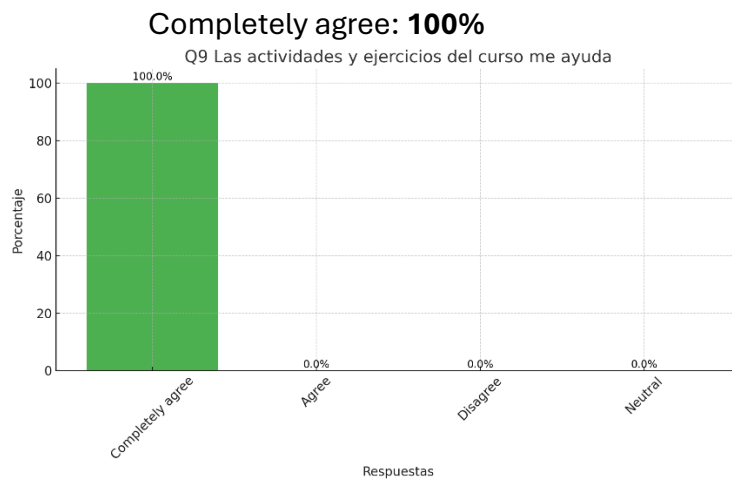


8. The presentation of the instructional materials is varied.

Completely agree: **100%**

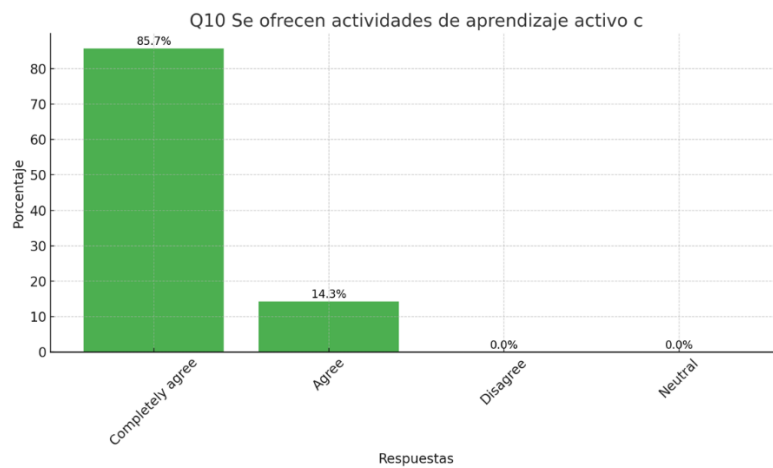


9. The course activities and exercises helped better understand the concepts presented.



10. Active learning activities are offered, such as self-assessment exercises.

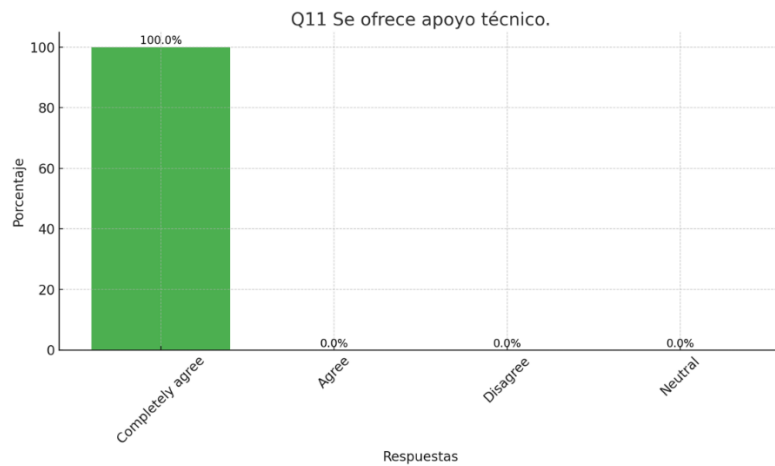
Completely agree: 85.7% **Agree:14.3%**



11. Technical support is offered.

Completely agree: 92.8%

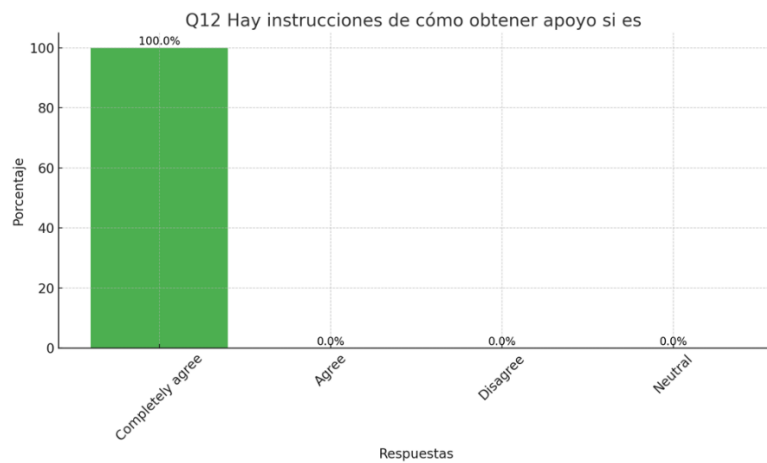
Agree: 7.1%



12. There are instructions on how to obtain support if necessary.

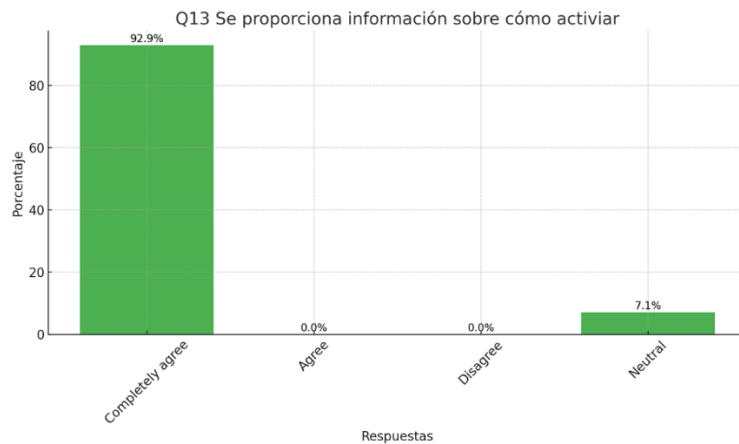
Completely agree: 100%

Agree: 7.1%



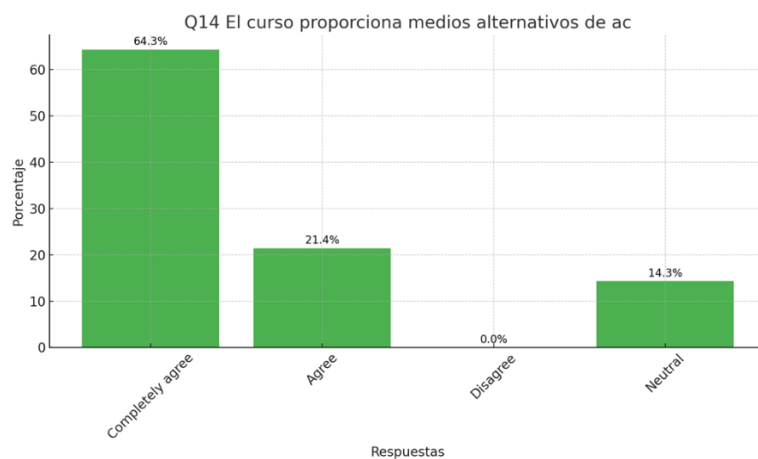
13. Information is provided on how to activate the accessibility functions on the platform.

Completely agree: 92.8% 0.0 Neutral: 7.1%



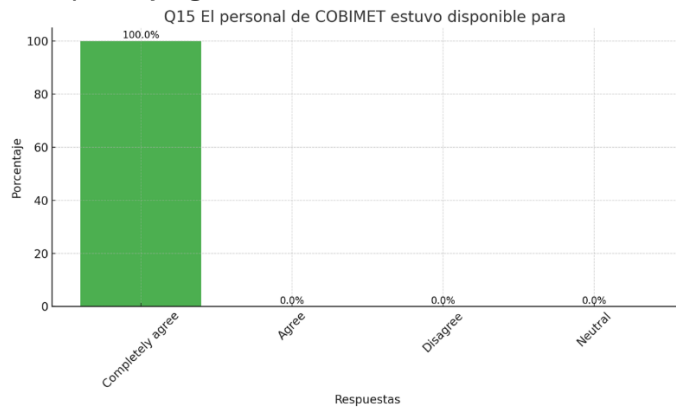
14. The course provides alternative means of accessing the course materials to meet the needs of people with functional diversity.

Completely agree: 64.3% Agree: 21.4% Neutral: 14.3%



15. COBIMET staff were available to meet the participants' needs.

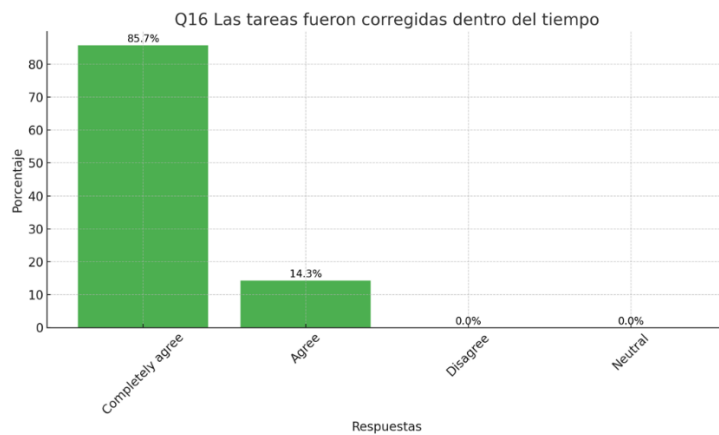
Completely agree: **100%**



16. The tasks were corrected within the stipulated time

Completely agree: **85.7%**

Agree: **14.3%**



Quantitative Report Summary

Participants rated the organization, availability of support staff, and resources presented positively. However, some responses suggest opportunities for improvement, especially in accessibility and the possibility of adding synchronous sessions to increase interaction.

Strengths

- **Course design and clarity:** The course design was rated as accessible and well-structured, with 85.7% "Totally agreeing" regarding its ease of use and 100% regarding the clarity of objectives and content.
- **Diversity and value of content:** Participants highlighted the value of the course resources and materials, such as concepts on digital citizenship and search engines, with 92.8% satisfied with the variety of assessment instruments.
- **Course recommendation:** Most would recommend the course to others, highlighting its relevance and usefulness.
- **Technical support availability:** The availability of support staff (COBIMET) received a perfect rating, with 100% "totally agreeing."

Areas for improvement

- **Accessibility and alternative means:** 14.3% of participants responded neutrally about alternative access for people with functional diversity, suggesting the need to optimize this area.
- **Synchronous sessions:** Some comments indicated that incorporating live sessions could improve the experience, allowing more significant real-time interaction and resolution of doubts.
- **Improvements in the interface and evaluation:** It was suggested that the interface be optimized to be even more intuitive and that the pace of the evaluations be adjusted to facilitate the completion of tasks within the stipulated time.

Qualitative Report by Question

1. Q17 - How would you describe your experience in the Certification? A majority described their experience as excellent, thanking both the course structure and the feedback received. Participants highlighted that the opportunity was enriching and that the content allowed them to obtain knowledge applicable to their work.

Opportunity for further study: Some participants mentioned the desire to have more time to study the topics in greater depth, which reflects the interest in exploring beyond what was seen in the course.

2. Q18 - What do you recommend for a future session of this Certification?

Synchronous sessions: Some recommend including live (synchronous) sessions, where interaction is allowed, and doubts are clarified in real-time. This suggestion was not widespread but highlights the importance of direct interaction for specific participants.

In-depth content: Some suggested going deeper into technology topics and offering follow-up courses on specific topics.

3. Q19—Would you recommend this online course to other interested people? Most participants would recommend the course, expressing high satisfaction with phrases such as "I would completely recommend it" and "highly recommended." Some participants even indicated that they had already recommended the course to others. This indicates a high overall satisfaction level and the value participants found in the course content and teaching methods.

4. Q20 - What was the course's most notable or valuable aspect for you? Comments highlighted the "diversity of resources" and "new concepts" such as digital citizenship, search engines, and information management. In addition, they mentioned the following:

Value of resources and tools: Participants highlighted the variety of educational resources and access to digital tools, which was perceived as one of the course's most valuable elements. The collaboration and digital development sections were especially appreciated.

New knowledge: Some comments pointed out the importance of discovering websites and tools they were unaware of, which added value to their experience.

5. Q21 - Was there any aspect of the course that you consider needs improvement?

More time for content: Although most did not mention aspects that need improvement, some people suggested that the time available for the course could be longer, allowing for deeper exploration of the materials and better quality in the assignments.

Satisfaction without additional suggestions: Several responses indicated that they had no recommendations for improvement, suggesting that the course adequately covers the needs of most participants.

Qualitative Report Summary

General Summary

Most participants described their experience in the Certification as positive and enriching. Words such as "excellent," "satisfactory," and "useful" were common. Many highlighted that the course allowed them to acquire new skills and knowledge in specific topics, especially digital and social skills.

Strengths

- **Valuable and relevant content:** Several participants mentioned that the content was "excellent" and that the shared resources were especially useful. The diversity of resources, from digital citizenship concepts to search engines and information management, was widely valued.
- **Course Recommendation:** Most comments expressed a solid willingness to recommend the course. Comments such as "I would definitely recommend it" and "I would completely recommend it" suggest high satisfaction.
- **Course Structure:** The structure and organization of the content were highlighted, with mentions of its clarity and the ease of following the lessons. Some mentioned that the design was easy to handle and that the course was suitable for self-directed learning.

Areas for Improvement

- **Synchronous Sessions:** Some participants recommended including one or more synchronous sessions to improve interaction and clarify doubts in real-time.
- **Deepening Content:** Some suggestions include exploring specific topics further, such as Artificial Intelligence and new technological tools.
- **Improving the Interface:** The course interface was recommended to be optimized to be even more intuitive.
- **Time and Pace of Assessments:** A couple of comments suggested that the pace of assignments and quizzes could be adjusted to give participants more time.

This qualitative report balances the course's positive aspects with recommendations for future editions, mainly aimed at improving interaction and access to live sessions.

Second Session

The second session, a significant milestone, was successfully conducted from November 13 to December 15, 2023. A Spanish session was provided in which 49 participants completed the certification. Three groups undertook the certification in unison, marking a commendable achievement. Below are the results of the satisfaction survey:

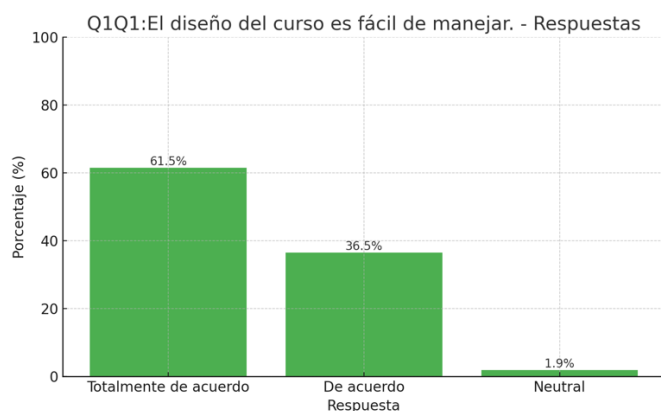
Quantitative Report by Question

1. User-friendly design

Completely agree: 61.5%

Agree: 36.5%

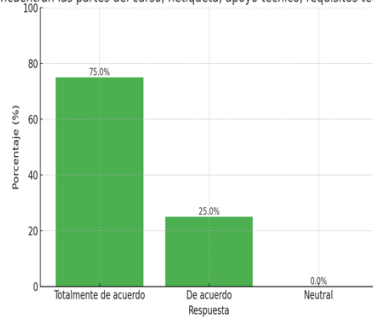
Neutral: 1.9%



2. The course design includes the location of the course parts, netiquette, technical support, technological requirements, and institutional policies.

Completely agree: 75.0% Agree: 25.0%

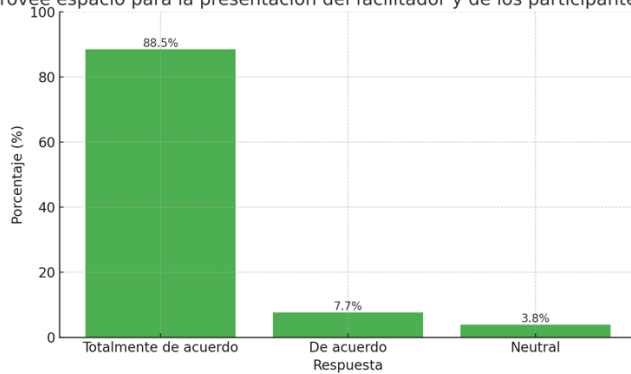
Q2 El diseño del curso incluye dónde se encuentran las partes del curso, netiqueta, apoyo técnico, requisitos tecnológicos y políticas institucionales. - Respuestas



2. Space is provided for the facilitator and participants to present.

Completely agree: 88.5% Agree: 7.1 Neutral: 3.8

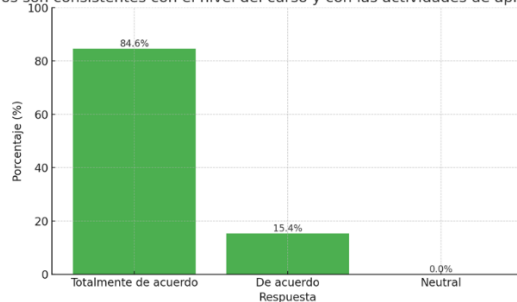
Q3 Se provee espacio para la presentación del facilitador y de los participantes - Respuestas



4. The objectives are consistent with the course level and the learning activities.

Completely agree: 84.6% **Agree: 15.4%**

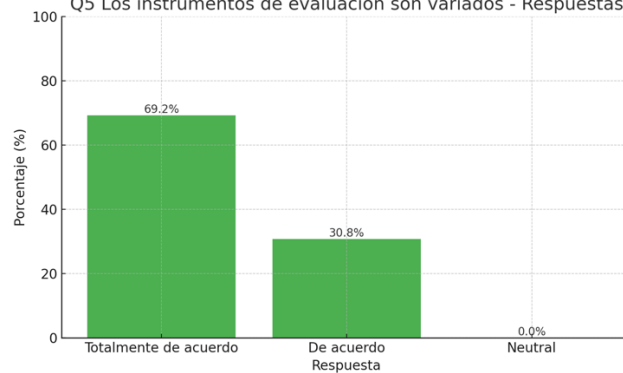
Q4 Los objetivos son consistentes con el nivel del curso y con las actividades de aprendizaje - Respuestas



5. The assessment instruments are varied.

Completely agree: 69.2% **Agree: 30.8%**

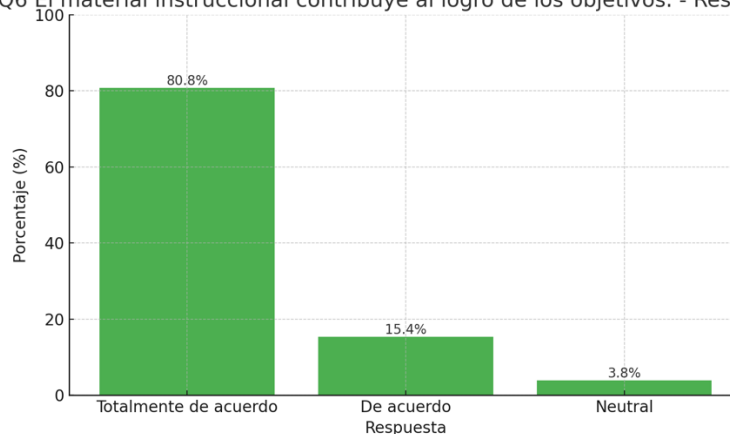
Q5 Los instrumentos de evaluación son variados - Respuestas



6. The instructional material contributes to the achievement of the objectives.

Completely agree: 80.8% **Agree: 15.4%** **Neutral: 3.8%**

Q6 El material instruccional contribuye al logro de los objetivos. - Respuestas

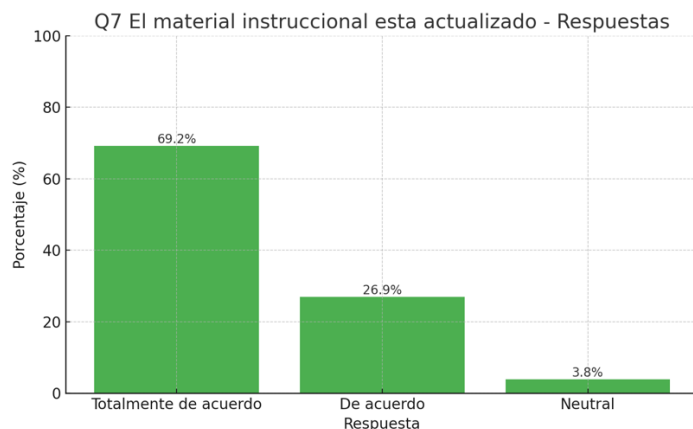


7. The instructional material is up to date.

Completely agree: 69.2%

Agree: 26.9%

Neutral: 3.8%

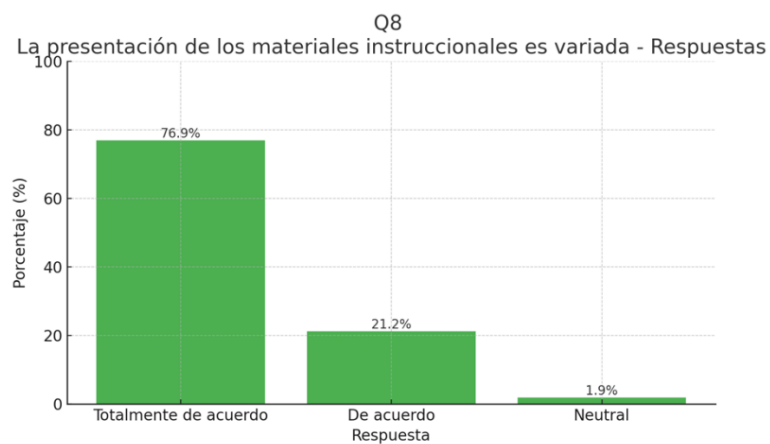


8. The presentation of the instructional materials is varied.

Completely agree: 76.9%

Agree: 21.2%

Neutral: 1.9%



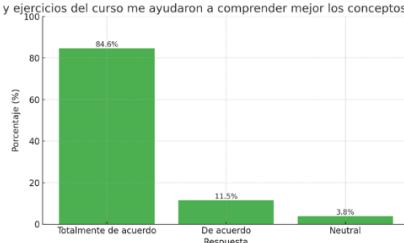
9. The course activities and exercises helped me better understand the concepts presented.

Completely agree: 84.6%

Agree: 11.5% respondió

Neutral: 3.8

Q9 Las actividades y ejercicios del curso me ayudaron a comprender mejor los conceptos presentados. - Respuestas



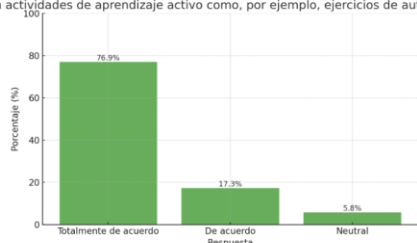
10. Active learning activities are offered, such as self-assessment exercises.

Completely agree: 76.9%

Agree: 17.3%

Neutral: 5.8%

Q10 Se ofrecen actividades de aprendizaje activo como, por ejemplo, ejercicios de autoavalió. - Respuestas

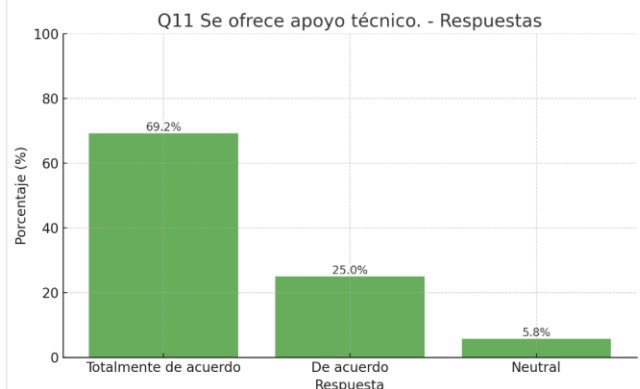


11. Technical support is offered.

Completely agree: 69.2%

Agree: 25.0%

Neutral: 5.8%



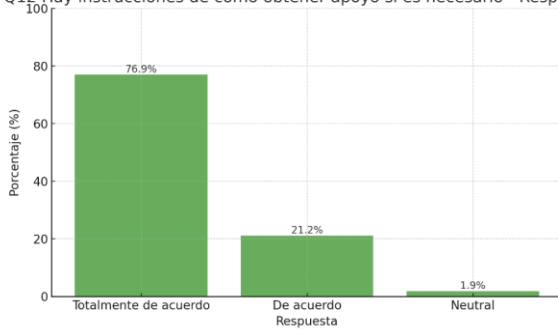
12. There are instructions on how to obtain support if necessary.

Completely agree: 76.9%

Agree: 21.2%

Neutral: 1.9%

Q12 Hay instrucciones de cómo obtener apoyo si es necesario - Respuestas



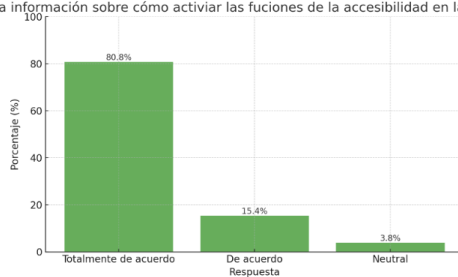
10. Information is provided on how to activate the accessibility functions on the platform.

Completely agree: 80.8%

Agree: 15.4%

Neutral: 3.8%

Q13 Se proporciona información sobre cómo activar las funciones de la accesibilidad en la plataforma. - Respuestas



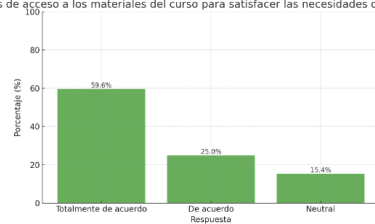
11. The course provides alternative means of accessing the course materials to meet the needs of people with functional diversity.

Completely agree: 59.6%

Completely agree: 25.0%

Neutral: 15.4%

Q14 El curso proporciona medios alternativos de acceso a los materiales del curso para satisfacer las necesidades de las personas con diversidad funcional. - Respuestas



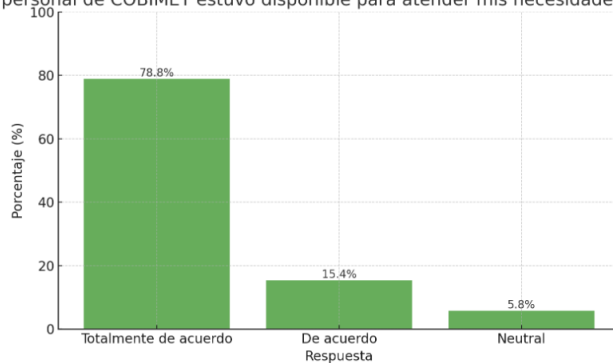
15. COBIMET staff were available to meet the participant's needs.

Completely agree: 78.8%

Agree: 15.4%

Neutral: 5.8%

Q15 El personal de COBIMET estuvo disponible para atender mis necesidades - Respuestas

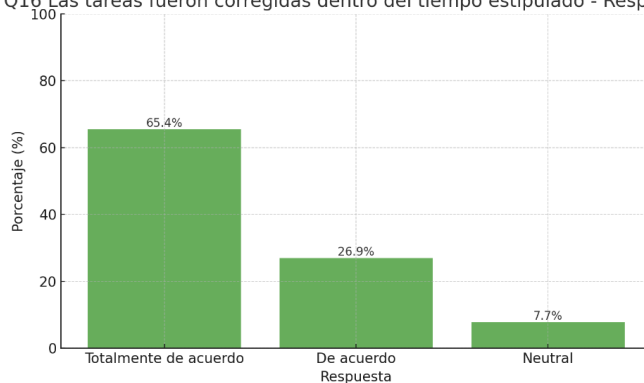


16. The tasks were corrected within the stipulated time

Completely agree: 65.4%

Agree: 26.9%

Q16 Las tareas fueron corregidas dentro del tiempo estipulado - Respuestas



Quantitative Report Summary

The certification has been well-rated in terms of design, relevance of objectives, and effectiveness of instructional material. Most participants find the course easy to navigate and the objectives adequately aligned with the learning activities. Additionally, the variety and currency of the material significantly contribute to achieving the certification's objectives.

Strengths:

- The course design, a labor of thoughtful planning, has received overwhelming validation. Most participants (61.5%) have resounded 'Strongly Agree' that the course is

easy to navigate, affirming the intuitive and accessible design. The alignment of course objectives with learning activities has been a cornerstone of confidence for 84.6% of respondents. This high percentage underscores the relevance and appropriateness of the course content at the designated level. Effective and varied instructional material: 80.8% of participants responded "Strongly Agree" that the instructional material contributes to achieving the objectives and is up to date. Additionally, the variety in the presentation of the material (76.9%) was positively valued.

- **Technical support and accessibility:** A high percentage of participants consider there is sufficient technical support (69.2%) and clear instructions on how to get help if needed (76.9%). Moreover, accessibility was well-rated, with 80.8% satisfied with the information on enabling features.
- **Staff availability:** 78.8% of participants noted that support staff were available to meet their needs, reflecting on efficient assistance and a willingness to help.

Areas for Improvement:

- **Alternative access means for people with functional diversity:** Although accessibility was generally well-rated, the percentage of positive responses regarding providing alternative access means was 59.6% "Strongly Agree" and 25% "Agree." It is suggested that the availability of these means to meet various functional needs be strengthened or more clearly communicated.
- **Timely grading of assignments:** 65.4% of respondents indicated they "Strongly Agree" that assignments were graded within the stipulated time. However, this area could improve to achieve even higher satisfaction by ensuring faster participant feedback.
- **Clarity and specificity in policies and requirements:** While the course is considered to include the necessary policies and technological requirements, 25% of respondents only "Agree" with this statement, suggesting that providing more detailed or specific instructions in certain sections could be beneficial.

Qualitative Report by Question

Q17 - How would you describe your experience in the Certification?

- The comments show general satisfaction with the certification experience. The following points stand out:
 - Satisfaction with learning: Many participants rated the learning experience positively, using expressions like "excellent" and "very satisfied."
 - Applicability and learning: Several participants mentioned that the course allowed them to update their knowledge and learn aspects applicable to their work environment.

Q18 - What do you recommend for a future session of this Certification?

- The recommendations were primarily positive, indicating that the course meets expectations. Some specific comments include:
 - Satisfaction with the current content: Several participants expressed that the course is complete and would not make changes, using expressions like "nothing to improve" and "the course is perfect."
 - Suggestions for improvement: A few participants suggested adjusting some modules to provide greater depth on specific topics.

Q19 - Would you recommend this online course to others interested in the subject?

- Most participants would recommend the course to others, reflecting the Certification's positive reception and perceived value. Common phrases were:
 - High recommendation: Participants responded affirmatively, with expressions like "definitely yes" and "I would recommend it," indicating high satisfaction.

Q20 - What was the most outstanding or valuable aspect of the course for you?

- Among the highlights, participants mentioned the following:
 - Updated and relevant topics: Topics on AI and flowchart creation were positively valued, being perceived as valuable and modern knowledge.
 - Refreshing previous knowledge: Some participants mentioned the initial modules as a good opportunity to review and consolidate previous knowledge.

Q21 - Was there any aspect of the course that you consider needs improvement?

- Overall, the comments indicate that there were no significant negative aspects. Common comments included:
 - Nothing to improve: Most participants felt that the course was well-structured and offered no suggestions for improvement, reflecting high satisfaction with the course content and format.

Summary: The qualitative comments reflect a positive experience and a high perceived value in the course content. With some adjustments to the depth of specific topics and the clarity of advanced modules, the course could offer participants an even more comprehensive and enriching learning experience.

Identified Strengths:

1. Overall Satisfaction and Learning Experience: Participants expressed high satisfaction with the course, describing it as "excellent" and highlighting the value of the learning gained. Most felt that the experience met their expectations and appreciated the knowledge's applicability to their work environment.
2. Relevant and Up to date Content: The topics covered, especially those related to artificial intelligence and flowchart creation, were valued as significant and valuable. The initial modules were also mentioned as a good review of prior knowledge, providing a solid learning foundation.

3. Highly Recommendable: Most participants would recommend the course to others, indicating a positive perception and high valuation of its quality.
4. Satisfaction with the Course Structure and Material: Many comments reflected satisfaction with the current design and structure of the course, considering that no additional adjustments are needed and that it is well-organized to meet students' needs.

Areas for Improvement:

1. Greater Depth in Some Specific Topics: Although the course was generally well-rated, some participants suggested providing more depth in specific topics to enrich the learning experience further.
2. Clarity in the Presentation of Advanced Modules: While only a few participants mentioned it, there were suggestions to adjust certain advanced modules, possibly to clarify and delve deeper into high-demand or more professionally relevant topics.

Third Session

The third certification session lasted from May 20 to June 24, 2024. A Spanish session was provided, during which 43 participants completed the certification. On that occasion, two groups met. Below are the results of the satisfaction survey.

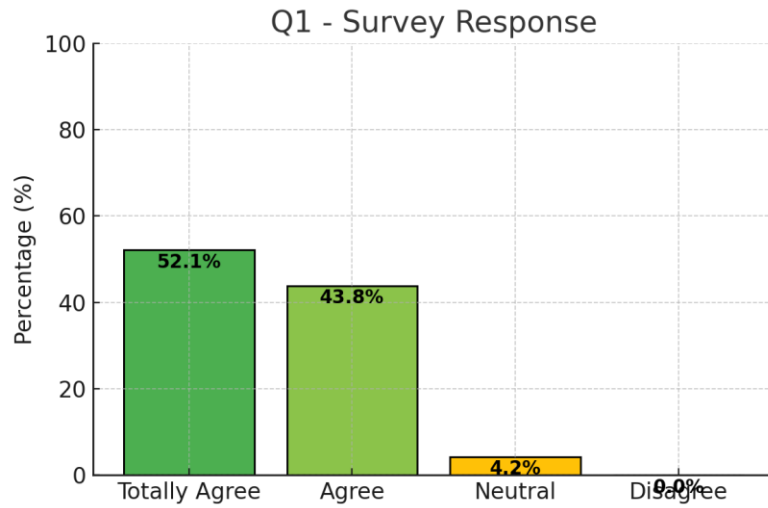
Quantitative Report by Question

1. User-friendly design

Totally agree: 52.1

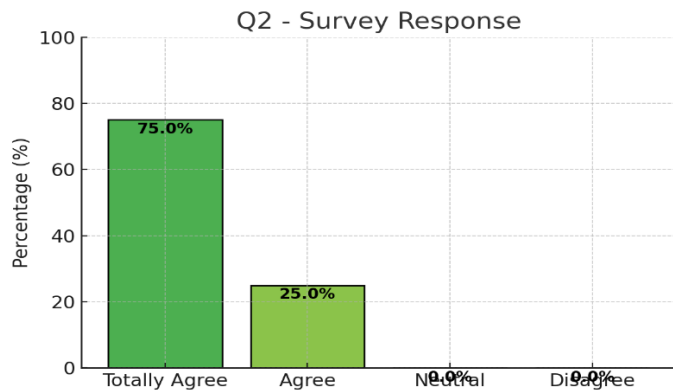
Agree: 43.8

Neutral: 4.2



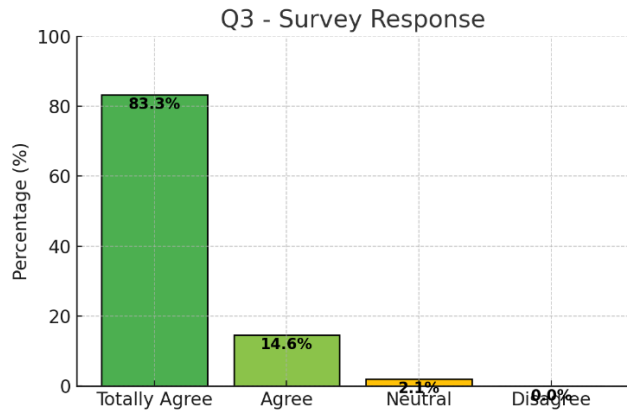
2. The course design includes the location of the course parts, netiquette, technical support, technological requirements, and institutional policies.

Totally agree: 75% Agree: 25%



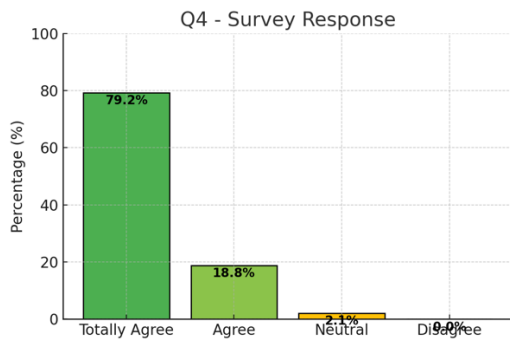
3. Space is provided for the facilitator and participants to present.

Totally agree: 83.3% Agree: 14.6% Neutral: 2.1%



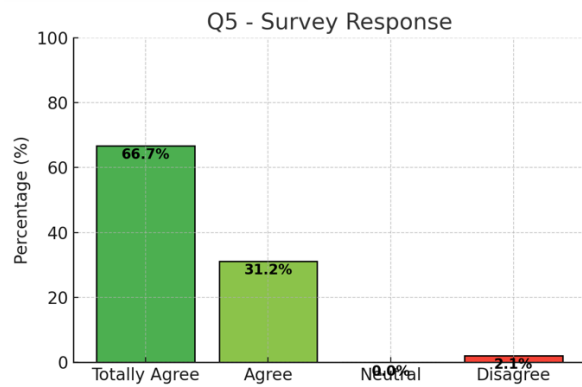
4. The objectives are consistent with the course level and the learning activities.

Totally agree: 79.2% Agree: 18.8



5. The assessment instruments are varied.

Totally agree: 66.7 Agree: 31.2 Disagree: 2.1
Neutral

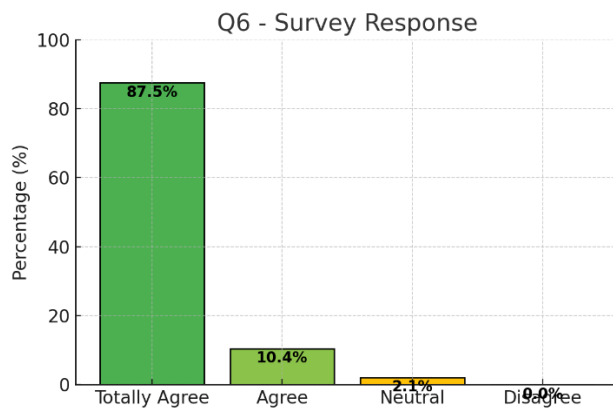


6. The instructional material contributes to the achievement of the objectives.

Totally agree: 87.5

Agree: 10.4

Neutral: 2.1

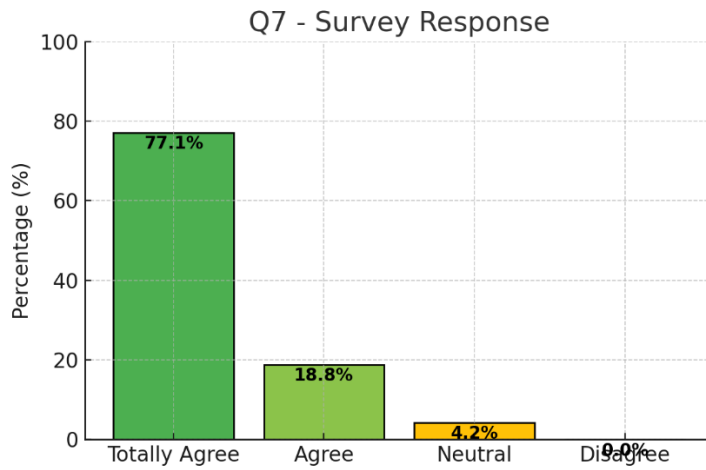


7. The instructional material is up-to-date.

Totally agree: 77.1

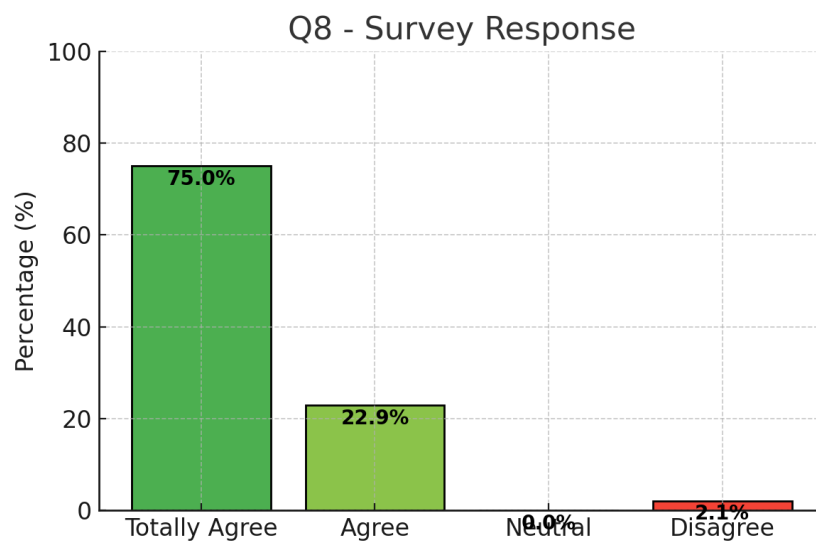
18.8: Agree

Neutral: 4.2



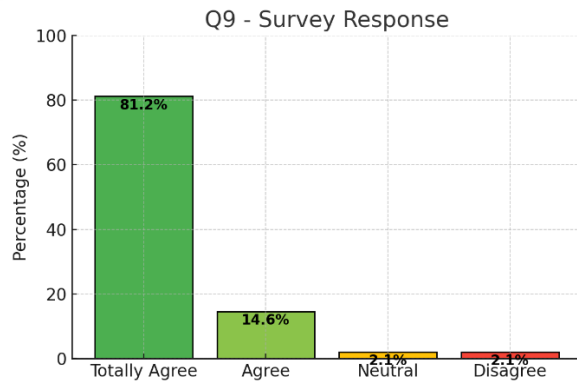
8. The presentation of the instructional materials is varied.

Totally agree: 75.5 Agree: 22.9 Disagree: 2.1%



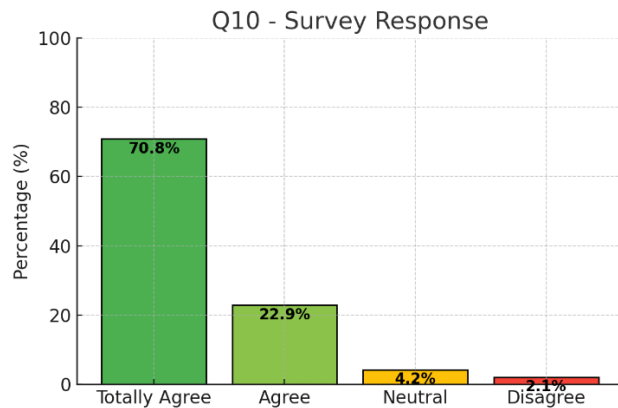
9. The course activities and exercises helped better understand the concepts presented.

Totally agree: 81.2% Agree: 14.6% Neutral: 2.1 Disagree: 2.1



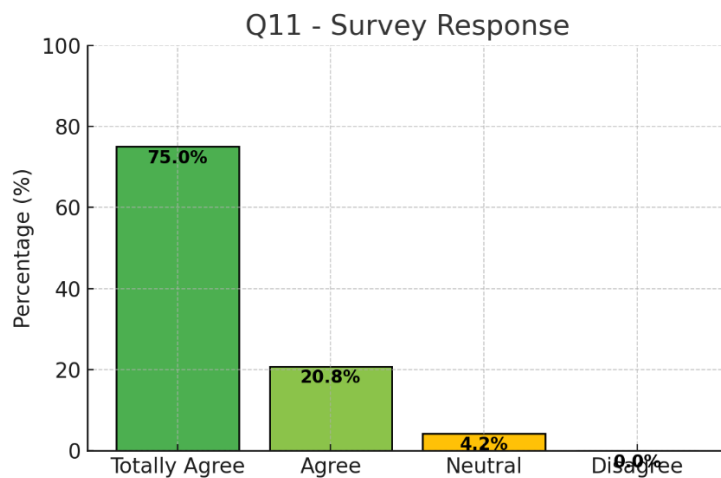
10. Active learning activities are offered, such as self-assessment exercises.

Totally agree: 70.8% Agree: 22.9 Neutral: 4.2 Disagree: 2.1



11. Technical support is offered.

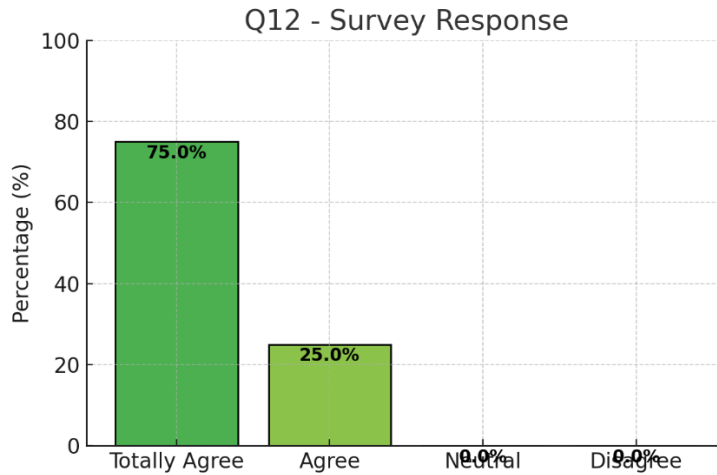
Totally agree: 75.5% Agree: 20.8 Neutral: 4.2
Disagree: 9.5%



12. There are instructions on how to obtain support if necessary.

Totally agree: 75%

Agree: 25%

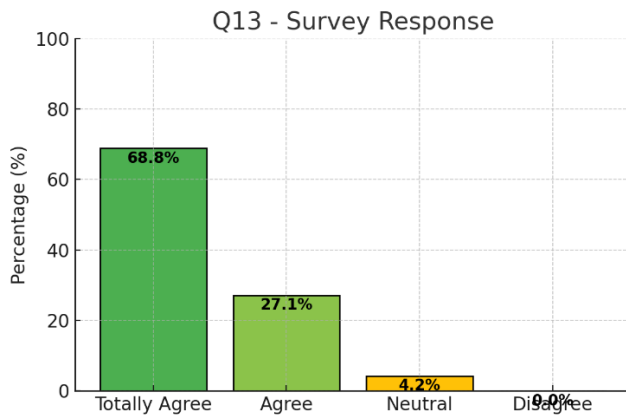


13. Information is provided on how to activate the accessibility functions on the platform.

Totally agree: 68.8%

Agree: 27.1%

Neutral: 4.2



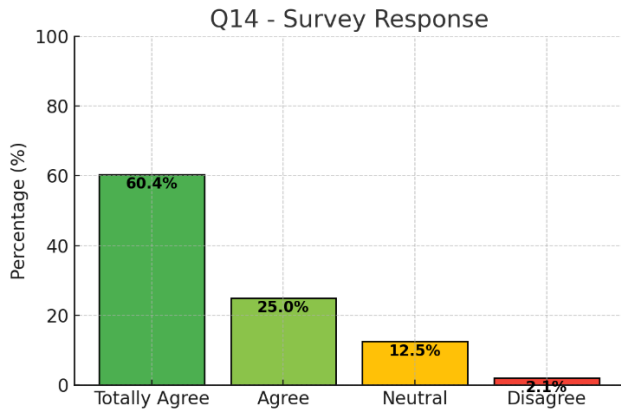
14. The course provides alternative means of accessing the course materials to meet the needs of people with functional diversity.

Totally agree: 60.4

Agree: 25%

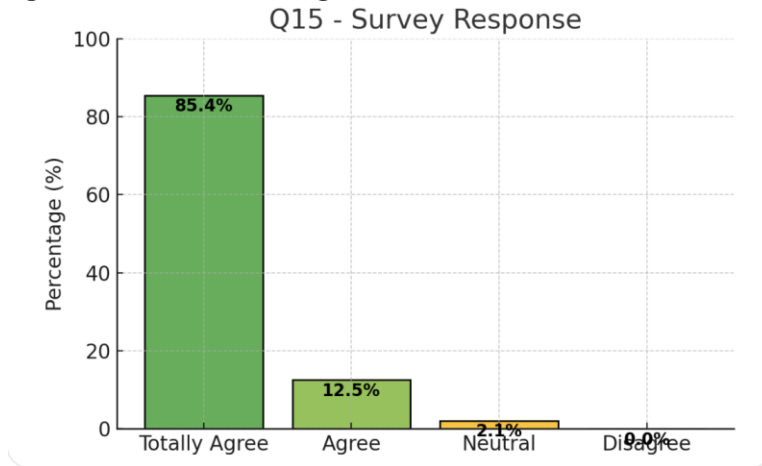
Neutral: 12.5

Disagree: 2.1



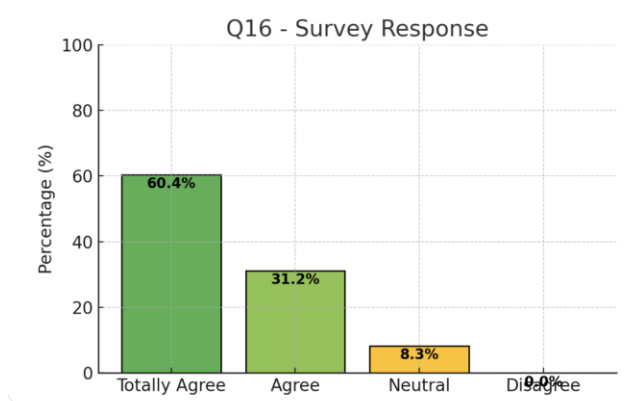
15. COBIMET staff was available to meet the participant's needs.

Totally agree: 85.4% Agree: 12.5 Neutral: 2.1



16. The tasks were corrected within the stipulated time

Totally agree: 60.4 Agree: 31.2 Neutral: 8.3%



Quantitative Report Summary

The course evaluation shows a high level of satisfaction across most key aspects, highlighting the design's ease of use, the content's quality and currency, and the availability of support staff. Most participants expressed "Strongly Agree" in areas related to the course structure and clarity, technical support, and the relevance of the materials. This suggests that the course meets expectations and provides an effective and well-organized learning environment.

Strengths

- Satisfaction with the course design: Participants found the course easy to navigate and appreciated the clarity in the structure and presentation of the content, as indicated by the high percentage of positive responses in the initial questions.
- Relevant and up-to-date content: The course materials were considered relevant and updated, facilitating the achievement of objectives and supporting effective learning.
- Technical support and accessibility: Participants predominantly responded positively to the technical support and the platform's accessibility.
- Support staff: The availability of support staff was highlighted, providing an enriching learning experience.

Areas for Improvement

- Variety in assessment instruments: Some participants expressed lower satisfaction with the variety of assessment tools (Q5), and their responses suggested the possibility of including additional evaluation methods.
- Active learning activities: Although generally well-rated, some responses indicated that the quantity or type of active learning activities, such as self-assessment exercises (Q10), could be improved.
- Alternative access methods: Although positively rated, there were suggestions for improvement regarding alternative access for people with functional diversity (Q14), indicating a possible area for including more options or enhancing accessibility.

Qualitative Report by Question

Q17 - How would you describe your experience in the Certification? The comments highlight "overall satisfaction" and "content quality" of the course. Additionally, they mentioned the following:

- **Satisfaction with learning:** Participants rated the learning experience positively, mentioning that it was comprehensive and met their expectations. Expressions like "excellent" and "very satisfied" were recurring.
- **Applicability of knowledge:** Some participants emphasized that the topics learned directly apply to their work, increasing the certification's value in their daily activities.

Q18 - What do you recommend for a future session of this Certification? The recommendations focused on "adding more practical exercises" and "expanding some topics." Additionally, they mentioned the following:

- **Content suggestions:** Some participants suggested expanding certain modules or delving deeper into specific topics, such as advanced disaster prevention techniques.
- **Additional exercises:** To reinforce the knowledge imparted, it was suggested that more practical activities and real-time examples be included.

Q19 - Would you recommend this online course to others interested in the subject? Most participants expressed an affirmative and positive response. Additionally, they mentioned the following:

- **The usefulness of the course:** The comments reflect that the course is considered useful and relevant, being a recommendable resource for those looking to strengthen their knowledge of emergency prevention and management.
- **Ease of use:** In addition to recommending it, participants mentioned that the platform and the course are easy to use and follow, enhancing the learning experience.

Q20 - What was the most outstanding or valuable aspect of the course for you? The comments highlight the "relevance of the materials" and the "practical application" of the content. Additionally, they mentioned the following:

- Value of resources and tools: Participants emphasized the variety of resources and educational tools provided, especially on emergency techniques. This diversity was perceived as a fundamental element of the course.
- New knowledge and skills: Some participants stressed the importance of learning new techniques and concepts they were unfamiliar with, which added value to their experience and better prepared them for emergencies.

Q21 - Was there any aspect of the course that you consider needs improvement? The comments focus on "improvements in the depth of some topics" and "increasing interactivity." Additionally, they mentioned the following:

- In-depth coverage of specific topics: Some participants suggested that certain topics could be explored in more detail to optimize learning in key areas.
- Interactivity: It was also mentioned that more interactive and dynamic activities could be included to allow for a more practical application of the knowledge.

Qualitative Report Summary

Participants overwhelmingly expressed their satisfaction with the certification experience. They found the learnings applicable to their work and were eager to recommend the certification to their colleagues, a testament to its effectiveness.

Strengths

User-friendly platform: Participants expressed reviewing the platform's material was easy.

Relevant content: Most participants said it is valuable and pertinent to their profession.

The certification program's modules were equipped with practical tools and direct web links, allowing participants to explore tools and applications in real-time.

Areas for improvement

Interactivity: Some participants suggested adding interactivity and dynamic activities.

Assignments: Other participants suggested increasing the difficulty of the assignments.

Expand on some topics: Work more in-depth on some actual topics, such as artificial intelligence.

Follow-up to participants who did not complete the Certification

This project's evaluator contacted the participants who still needed to complete the Certification. The purpose was to know why they didn't finish.

Below are various reasons why participants do not complete the Certification. These reasons reflect the main barriers identified for completing or starting the Certification.

1. **Personal/Family Situations:** Some participants reported family situations that hindered their continued participation in the Certification despite their initial interest in the program.
2. **Other Work Commitments:** Several individuals mentioned that they were enrolled in other workshops by their institution, which reduced their time and availability to dedicate to the Certification.
3. **Technical Difficulties with the Online Platform:** Frequent problems were reported with internet connectivity, access to the platform, and the login process, negatively impacting the learning experience and limiting progress in the program.
4. **Insufficient Time for Each Module:** Some participants felt they needed more time due to personal and technical difficulties. It was suggested that each module be extended to two weeks.
5. **Feeling Overwhelmed Due to Workload:** Personal circumstances and additional work created extra pressure for participants, resulting in some feeling overwhelmed.
6. **Support and Communication with Instructors:** While the support team's kindness and patience were mentioned positively, some participants expressed that communication was insufficient or consistent enough to maintain a smooth progression in the Certification.

Evidence of responses is shared.

Anonymous 2

1. Did any particular situation prevent you from moving forward with the Certification? Explain your answer.
2. Although I requested support via email and phone, the course was never available on the platform.
3. Were there issues with the online platform, internet connection, or other devices that affected your learning experience during the Certification? Explain your answer.
4. Although I requested support via email and phone, the course was never available on the platform.
5. Did you feel you had enough time to dedicate to each module? Explain your answer.
6. Although I requested support via email and phone, the course was never available on the platform.
7. Were there moments when you felt overwhelmed by the amount of work or pressure to submit assignments? Explain your answer.
8. Although I requested support via email and phone, the course was never available on the platform.
9. Did you receive enough support or feedback from the instructors or support team? Explain your answer.
10. Although I requested support via email and phone, the course was never available on the platform.

Anonymous 2

1. Did any particular situation prevent you from moving forward with the Certification? Explain your answer. No.
2. Were there issues with the online platform, internet connection, or other devices that affected your learning experience during the Certification? Explain your answer. No.
3. Did you have enough time available to dedicate to each module? Explain your answer. Regular.
4. Were there moments when you felt overwhelmed by the amount of work or pressure to submit assignments? Explain your answer. N/A.

5. Did you receive enough support or feedback from the instructors or support team?
Explain your answer. Yes.

Anonymous 3

1. Did any particular situation prevent you from moving forward with the Certification?
Explain your answer. No.
2. Were there issues with the online platform, internet connection, or other devices that affected your learning experience during the Certification? Explain your answer.
No.
3. Did you have enough time available to dedicate to each module? Explain your answer. Yes.
4. Were there moments when you felt overwhelmed by the amount of work or pressure to submit assignments? Explain your answer. No.
5. Did you receive enough support or feedback from the instructors or support team?
Explain your answer. Yes.

Anonymous 4

1. Did any particular situation prevent you from moving forward with the Certification?
Explain your answer.

I don't understand this question because I completed and fulfilled all the modules, although I have not received any communication or certificate yet.
2. Were there issues with the online platform, internet connection, or other devices that affected your learning experience during the Certification? Explain your answer.

The platform doesn't help much.
3. Did you have enough time to dedicate to each module? Explain your answer.

Yes, I felt the time allocated to each module aligned with the course objectives.
4. Were there moments when you felt overwhelmed by the amount of work or pressure to submit assignments? Explain your answer.

No, however, I would like to say that spelling errors occasionally distracted me.
5. Did you receive enough support or feedback from the instructors or support team?
Explain your answer.

No, on one occasion, I sent a question and did not receive a response.

6. Did any particular situation prevent you from moving forward with the Certification? Explain your answer.

Difficulty in finding time after my workday.

7. Were there issues with the online platform, internet connection, or other devices that affected your learning experience during the Certification? Explain your answer.

I didn't receive notifications that the course opened on May 24, and I found out in the first week of June.

8. Did you have enough time to dedicate to each module? Explain your answer.

The reality is that even though I found time, I could not complete two assignments.

9. Were there moments when you felt overwhelmed by the amount of work or pressure to submit assignments? Explain your answer.

The amount of work did not overwhelm me; I found it adequate. What I could not do was organize myself better to meet all the course requirements.

10. Did you receive enough support or feedback from the instructors or support team? Explain your answer.

From the assignments submitted, I received feedback.

Conclusion

The second year of implementation of this project was full of challenges and, at the same time, satisfaction. It was possible to make it a reality that participants enrolled could experience and benefit from the content that was carefully worked on during the first year. Reading the participants' comments about satisfaction was exciting and filled the COBIMET team with pride. In the second year, they also had challenges, such as keeping the participants engaged and supporting them when needed. We have accumulated lessons learned to continue improving the project during the third year and for it to continue having equal or greater success.