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Directorate General for Education and Culture

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Final external evaluation of the Community action programme to promote bodies active at European level in the field of culture

Final report - Annexes

ERNST & YOUNG

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6.1 Terms of reference

TERMS OF REFERENCE

Tender no EAC/41/2006

Final evaluation of the Community action programme to promote bodies active at European level in the field of Culture – Decision N° 792/2004 of the European Parliament and of the Council of 21 April 2004

Contracting Authority: European Commission

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1. BACKGROUND

1.1. Context

Creating and fostering an ever-closer union among the peoples of Europe has been a priority of the European Union for many years. In addition, EU aims to contribute to the flowering of the cultures of the Member States, while respecting their national and regional diversity and at the same time bringing the common cultural heritage to the fore.

This objective was further confirmed in the Laeken Declaration annexed to the conclusions of the European Council of 14 and 15 December 2001. One of the basic challenges to be resolved by the European Union is how to bring citizens closer to the European design and the European institutions.

In addition, the European Union has always ascribed a particular importance to the role of networks of cultural organisations in Cultural cooperation in Europe and has agreed to encourage the cultural organisations in their countries to participate actively in non-governmental cooperation on a European Scale. This objective has been particularly stressed by the Council and the Ministers of Culture within the Council, in the Resolution of 14 November 1991 on European cultural networks .

Further to the resolutions of the European Parliament on minority languages and cultures, the European Union has engaged in action to promote and safeguard the linguistic diversity in the Union, in order to preserve languages as an element in Europe's living cultural heritage. The most recent European Parliament resolution on regional and lesser-used European languages was adopted on 13 December 2001

and called for a more active policy from the European Union with respect to regional and minority languages.

From the 1980s until 2001, on the basis of a specific budget line, the Commission funded around 1500 projects to safeguard and promote regional and minority languages. This separate action was terminated for a lack of a legal basis. A large number of projects involving or affecting these languages have been financed through mainstream programmes, namely Socrates and Leonardo Da Vinci.

In the light of the resolution adopted on 11 February 1993 by the European Parliament on European and International preservation of the sites of Nazi concentration camps as historical memorials, the Community aspires to improve the knowledge and dissemination of the culture and history of the European peoples and to conserve and safeguard of cultural heritage of European significance.

In order to achieve these different objectives, a Community action programme to promote bodies active at European level in the field of Culture was established on 21 April 2004 for a period of three years and with a financial framework of EUR 19 millions (The programme starts the 1st January 2004 and shall end the 31st December 2006). This programme put together three different actions which have been supported in the past through the EU budget without any specific legal base. These actions were implemented through the ex-A line of the budget as follows:

- Heading A-3015 which provided annual operating grants to organisations pursuing an aim of general interest and promoting the language diversity in Europe: (1) European Bureau for Lesser-Used Languages (EBUL), organised as a network of national committees working in the Member States and (2) the Mercator research, information, and documentation network composed by three centres having each one its own thematic programme and specialist role: Mercator Media at the University of Wales Aberysthyth (UK) researches the media; Mercator Legislation at the CIEMEN foundation, Barcelona (E), is concerned with language legislation; and Mercator Education at the Fryske Akademy, Ljouwert (NL) studies education at all levels.

- Heading A-3042 which provided annual operating grants to organisations of European cultural interest. The budgetary authority earmarked each year the organisations as well as the specific amount they were supposed to receive.

- Heading A-3035 which provided action grants for the preservation of the sites of Nazi concentration camps as historical memorials

As a consequence of the introduction of the new Financial Regulation (Council Regulation (EC, Eurotom) N° 1605/2002 of 25 June 2002) which requires a basic act to cover these existing actions, the Community action programme mentioned above has been established on 21 April 2004. The three different actions take respectively the form of Part I (ex A-3015), Part II (ex A-3042) and Part III (ex A-3035).

It is also important to note that this programme comes definitely to an end by 31st December 2006; no successive programme shall be established in the present form. However, these three different community

actions should be integrated in other framework programmes as the new “Integrated Programme for Lifelong Learning” for the Part I, the new Programme “Culture 2007-2013 for the part II and the new programme “Citizens for Europe 2007-2013” for the Part III.

1.2 The programme/actions to be evaluated

1.2.1 Aim of the programme to be evaluated

According to the Decision N° 792/204, the programme aims to strengthen Community action in the field of Culture and increase its effectiveness by supporting the activities of bodies active at European level in this field. The programme covers the following activities:

(a) the ongoing work programme of a body which pursues an aim of general European interest in the field of culture or an objective forming part of the European Union's policy in this area;

(b) a specific action in this area.

These activities must contribute, or be capable of contributing, to the development and implementation of Community cooperation policy and actions in the field of culture. According to the programme, the main activities of these bodies that are likely to contribute to the strengthening and effectiveness of Community action in the field of culture are as follows:

- Representation of stakeholders at Community level,
- Dissemination of information on Community action,
- Networking of bodies active in the cultural field,
- Representation and informing of the regional and minority language communities of the European Union,
- Finding and disseminating of information in the legislation, education and media fields,
- Fulfilling the role of cultural ‘ambassador', promoting awareness of Europe's common cultural heritage,
- Preservation and commemoration of the main sites and archives associated with the deportations, symbolised by the memorials which have been raised on the sites of the former camps and other places of mass-civilian martyrdom and extermination, and the keeping alive of the memory of the victims at these

1.2.2 Instruments of intervention

According to the decision, grants may be awarded to support activities carried out by the bodies eligible for Community funding under the programme that fall within the three following areas:

Part I: Permanent activities of the following bodies pursuing an aim of general European interest in the field of Culture:

- European Bureau for Lesser-Used Languages

- Centres of the Mercator network

This support takes the form of an annual operating grant to co-finance expenditure associated with the permanent annual work programme of these organisations.

The grant shall not fund all their eligible expenditure in the calendar year for which it awarded; at least 20 % of the bodies' budgets must be co-financed from non-Community sources. The decision mentions also that the principle of gradual reduction shall not apply to operating grants awarded to European Bureau for Lesser-Used Languages and Centres of the Mercator network since they are bodies pursuing an objective of general European interest.

These operating grants may be awarded to the above mentioned organisations on the basis of an appropriate work programme and budget provided that they comply with all the requirements of the Financial Regulation and its implementing rules, and the basic act.

Part II: Permanent activities of other bodies pursuing an aim of general interest in the field of culture or an objective forming part of the European Union's policy in this area.

This support takes the form of an annual operating grant to support the conduct of the permanent work programmes of organisations or networks promoting European Culture and cooperation in the field of the cultural sector and making a contribution to cultural life and the management of culture.

The grant shall not fund all their eligible expenditure in the calendar year for which it awarded. At least 20 % of the bodies' budgets must be co-financed from non-Community sources. Such co-financing may be partly contributed in kind, provided the contribution is valued at no more than the cost actually incurred and evidenced by accounting documents or the cost generally obtaining on the market in question.

The decision mentions also that the principle of gradual reduction shall apply to operating grants awarded under this part of the programme. This reduction shall apply from the third year onwards, at a rate of 2,5 per cent per year. In order to observe this rule, which applies without prejudice to the co-financing rule mentioned above, the percentage of Community co-financing corresponding to the grant awarded for a given financial year shall be at least 2,5 points below the percentage of Community co-financing corresponding to the grant awarded for the previous financial year.

In order to award grants under this part of the programme, the Commission shall publish call for proposals. However, in 2004 and 2005, grants may be awarded to the organisations mentioned in Annex II provided that they comply with all the requirements of the Financial Regulation and its implementing rules, and the basic act.

It is important to note that under this part of the programme, the legislator was concerned of ensuring an appropriate funding stability and continuity for organisations to which the European Community has

granted support over previous years. In that context, the "earmarking system" came to an end in 2005 and a first open call for proposals has been published in August 2005 to award operating grants for the year 2006.

Part III: Actions to preserve and commemorate the main sites and archives associated with the deportations, symbolised by the memorials which have been raised on the sites of the former camps and other places of mass-civilian martyrdom and extermination, and to keep alive the memory of the victims at these sites.

This support takes the form of an action grant to co-finance a specific project in this area. A grant award under this part may not cover more than 75 % of the eligible costs of the action concerned.

The projects must help:

- to preserve and commemorate the memory of victims of deportations and incarceration in the camps;
- to explain why, how and what happened in the former camps and other places of mass-civilian martyrdom and extermination;
- to facilitate the dissemination of the European Populations History and improve the knowledge of the present and future generations on that period.

In order to award grants under this part of the programme, the Commission publish annual call for proposals.

1.2.3 Funding of the programme

According to the decision, the financial framework for the implementation of the programme for the period 01/01/2004 to 31/12/2006 is hereby set at EUR 19 million. This global budget has been shared out as follows between the different actions:

	2004	2005	2006	Total
Part I	1,200 Mio €	1,224 Mio €	1,248 Mio €	3,672 Mio €
Part II	5,308 Mio €	4,158 Mio €	3,462 Mio €	12,928 Mio €
Part III	0,8 Mio €	0,8 Mio €	0,8 Mio €	2,4 Mio €

1.2.4 Actions launched to date

Part I: Co-funding of permanent activities of bodies pursuing an aim of general European interest in the field of Culture (European Bureau for Lesser-Used Languages and Centres of the Mercator network)

In 2004, 2005 and 2006, operating grants have been awarded to the bodies listed in Annex point 2.1 of the Decision (Earmarking system) .

Part II: Co-funding of permanent activities of other bodies pursuing an aim of general interest in the field of culture or an objective forming part of the European Union's policy in this area

In 2004 and 2005, operating grants have been awarded to organisations listed in Annex II of the Decision (Earmarking system). Among the 40 organisations mentioned in Annex II of the Decision, operating grants have been awarded respectively to 36 organisations in 2004 and 35 organisations in 2005 (some of them have been considered as non-eligible and some of them did not applied). The maximum amount of grant awarded has been earmarked each year by the budgetary authorities. The earmarked beneficiary organisations come from different Member States as follow:

Countries	2004	2005	
Belgium	9	8	
Netherland	6	6	
United Kingdom		5	5
Deutschland	6	7	
France	4	4	
Danemark	3	2	
Italy	1	1	
Finland	1	1	
Spain	1	1	

For the financial year 2006, a call for proposals has been published on 18/08/2005 with the deadline 28/10/2005 for submission of proposals. The Commission received 220 applications.

Further information about this call for proposal is available on the following web address:

http://ec.europa.eu/comm/culture/eac/other_actions/support_eur_org/part2_form_en.html

Part III: Action to support the preservation and the commemoration of the main sites and archives associated with the deportations, symbolised by the memorials which have been raised on the sites of the former camps and other places of mass-civilian martyrdom and extermination, and to keep alive the memory of victims at these sites.

The Action is carried out through the publication of an annual call for proposals.

For 2004 and 2005, 53 projects have already been selected via the publication of two calls for proposals (EAC 33/2004 and EAC 91/2004).

The lists of the projects funded are available on the following web address:

http://ec.europa.eu/comm/culture/eac/other_actions/support_eur_org/pdf_word/resultsEAC33_2004.pdf

http://ec.europa.eu/comm/culture/eac/other_actions/support_eur_org/pdf_word/results_call_91_04.pdf

For 2006, the call for proposal has been published on 02/03/2006 . The deadline for submission is 21/04/2006.

Further information about this call for proposals are available on the following address:

http://ec.europa.eu/comm/culture/eac/other_actions/support_eur_org/mem_form_en.html

1.2.5 Management of the programme

- Part I of the programme is managed by Unit A5 – Multilingualism Policy

- Part II and part III of the programme have been managed by Unit C1 – Culture. From 1st January 2006, the management of these two actions has been transferred to the Executive agency "Education, Audio-visual and Culture" to Unit P5 "Culture".

1.2.6 Previous evaluations

An external evaluation of the budgetary line A-3042 (Cultural bodies of European Interest) was carried out on behalf on the European Commission in 2002 .

An external evaluation of the activities in the field of regional and minority languages (1998-2002) was carried out on behalf on the European Commission in 2004 .

2. CONTRACT OBJECTIVES & EXPECTED RESULTS

2.1 Overall objectives

The overall objectives to which this contract should contribute are as follows:

- Possible improvements in the implementation of any future EU-programme. Even if the current programme comes to an end by the end of 2006, the three actions are supposed to be implemented through other framework programmes (Part I through Life long learning programme, Part II through the "programme Culture 2007-2013" and Part III through the programme "Citizens for Europe 2007-2013" for the Part III).

- Detailed assessment report to be provided by the Commission on the implementation of the current programme by 31 December 2007 in conformity with Decision 792/2004/EC

2.2 Specific objective

The specific objective of this contract is to procure an external, independent final evaluation of the current (2004-2006) programme. This evaluation should focus on the entire programme period (2004-2006).

2.3 Results to be achieved by the contractor

The results to be achieved by the contractor are as follows:

- A final external evaluation of the current "Community action programme to promote bodies active at European level in the field of Culture".

- Recommendations for the improvement of the implementation of these actions in any future DG-EAC programme.
- A presentation of the final results in the premises of the Commission in Brussels.

3. THE EVALUATION

3.1 Scope and coverage of the evaluation

The evaluation should focus on the implementation of the current programme (2004-2006)

The specific issues to be evaluated are as follows:

- Effectiveness of the programme ;
- Its efficiency and cost-effectiveness ;
- Its sustainability

3.2 Main evaluation questions

The main evaluation questions have been grouped under 3 main headings. It is expected that the contractor will provide conclusions on the "programme European Cultural Organisations" as a whole as well as on the three different parts of the programme.

i) Effectiveness

ii) Efficiency

iii) Sustainability

In each heading, the main evaluation questions have been further detailed in order to propose some judgement's criteria to the contractor. These criteria aim to guide the contractor to provide concrete answers to the main evaluation question.

It is also expected that the contractor selected will use their knowledge and experience to refine these questions and propose further questions to the Steering Group.

i) Effectiveness

It is anticipated that some research by the contractor, both documentary and on the basis of interviews with relevant players, will be required in order to clarify the current interpretation of official goals.

In order to provide an answer to the following questions the contractor should focus on the effectiveness of each part of the programme with respect to their specific objectives and priorities. Nevertheless, the contractor is expected to provide a conclusion on the overall effectiveness of the programme.

- To what extent does the programme as a whole contribute to the development and implementation of Community cooperation policy and actions in the field of culture?

In particular, as example of judgement's criteria it is proposed to the contractor to determine to what extent is the programme on track to:

a) stimulate exchanges of experiences in order to promote greater cultural diversity and cultural dialogue and to enhance mutual knowledge between cultures

b) contribute to the mobility of art and artists in Europe

c) improve the knowledge and dissemination of the Culture and history of the European peoples

d) preserve and commemorate of the main sites and archives associated with deportations, symbolised by the memorials which have been raised on the sites of the former camps and other places of mass-civilian martyrdom and extermination, and the keeping alive of the memory of the victims at these sites

e) foster the impact of the implemented activities on the general public (visibility and accessibility)

f) dissemination of information on Community action to regional and minority language communities in the 25 Member States (Eblul and Mercator Centres)

g) research and dissemination of information on regional and minority languages in the fields of legislation, education and media (Mercator Centres);

h) representation of regional and minority language communities in the 25 Member States (Eblul)

- Looking at the implementation of the programme, what have been the major constraints on the achievement of the global objectives?

ii) Efficiency

In order to provide an answer to the following question the contractor should focus on the efficiency of each action of the programme with respect to their specific objectives and priorities. Nevertheless, the contractor is expected to provide a conclusion on the overall efficiency of the programme.

- How, economically, have the various inputs of the programme (financial and human resources) been converted into outputs (projects and complementary activities) and results? To what extent are the current mechanisms of intervention the most appropriate in terms of cost-effectiveness? To what extent could other mechanisms of intervention improve the cost-effectiveness of the programme?

Here are some sub-questions in order to guide the contractor to answer to the above main evaluation question:

a) How appropriate has the frequency and timing of calls for proposals (invitation to

submit an application in case of earmarking) been?

b) How user-friendly have the calls for proposals / infopack (in case of earmarking) been?

c) How efficient has the selections process in the different parts of the programme been?

d) How efficiently have agreements with beneficiaries been prepared, dispatched, monitored, controlled and liquidated?

e) To what extent are the budget of the programme and the resources deployed for its implementation commensurate with its intended outputs and results?

f) Grant amounts: to what extent are small scale bodies/activities/projects which require small amounts of funding able to achieve the objectives of the programme?

iii) Sustainability

- To what extent has the financial community support created some synergies in order to allow a long-term and lasting development of the beneficiaries' activities in the future?

3.3 Methodology to be followed in data collection and analysis

This section gives broad guidelines on the data collection tools and analysis methods to be followed by the contractor. It is expected that the contractor will use their knowledge and experience to refine the suggested approach in discussion with the Steering Group. Tenderers should justify their choice of evaluation techniques and point out relative advantages and disadvantages.

The evaluation should be approached in 6 stages:

a) Reconstruction of the intervention logic

b) Basic data and information-gathering

c) Structured surveys

d) In depth interviews

e) Case studies

f) Analysis and assessment.

All data used or referred to in the final evaluation report must be linked to comprehensive metadata (i.e., information enabling users to interpret the data correctly, such as definitions of variables used, sampling decisions, how the data was processed, etc). The sources of all information cited or otherwise referred to must also be given.

a) Reconstruction of the intervention logic

The reconstruction of the intervention logic of the programme should be used to identify the data and information needed to carry out an analysis and assessment.

b) Basic data and information-gathering

Data and information should be gathered from published sources (programme documentation, Programme web site , evaluation reports, speeches etc.) and directly from the parties (applications, final reports, projects database, etc.).

c) Structured surveys

The evaluation should draw on information and views supplied by key programme stakeholders including:

- Project co-ordinators
- Project participants
- Project applications rejected
- Commission staff

The Key tool for gathering such views should be one or several structured questionnaire scripts. Focus group could be also considered. The contractor should invite questionnaire respondents to provide objectively verifiable evidence in support of their views.

d) In depth interviews

A sample of project coordinators should be interviewed in depth.

e) Case-studies

Case-studies should be undertaken of an illustrative sample of best-practice projects, and consideration given to examining less successful projects.

f) Analysis and assessment

Considerable emphasis should be placed on this stage of the evaluation. The detailed evaluation of the Programme should be guided by the data and information gathered from published sources, internal information from the administrators of the action and key stakeholders, information and opinion gathered by interviews, surveys etc. The contractor must support findings and recommendations by an explanation of the degree to which these are based on opinion, analysis, and objectively verifiable evidence. Where opinion is the main source, the degree of consensus and the steps taken to test the opinion should be given. Where overall judgements in terms of standard evaluation criteria are made, the criteria used should be explained.

3.4 Management

The contract will be managed by Unit C1 – Culture of the Directorate –General for Education and Culture.

A stakeholder Steering Group will be involved in the management of the evaluation. The responsibilities of the Steering Group will include ensuring that the monitoring and supervision of the contractor does not compromise the contractor's independence in evaluating the action.

4 LOGISTICS AND TIMING

4.1 Location

The operational base for the evaluation will be the contractor's home office. It is anticipated that the contractor might need to carry out some interviews in some of the countries which participate to the programme.

The meetings with the steering committee (see point 4.4) shall take place in Brussels at the services of the Commission.

4.2 Starting date

The indicative starting date is by the end of December 2006. The contract will actually start after both parties have signed the contract.

4.3 Period of execution

The period of execution of the contract is a maximum of 7 months.

4.4 Work-plan and timetable

The following outline work plan and timetable is envisaged:

Deadline (from starting date) Task

Inception phase

One month Kick off meeting in Brussels (within one week from the signature of the contract from both parties). Contractor prepares inception report (within three weeks from the signature of the contract from both parties) and presents to Steering Group in Brussels.

Data and information collection phase

Middle of month 4 (105 days)

Desk and field research completed. Contractor presents interim report to the Steering Group in Brussels.

Analysis phase

End of month 5 (150days) Contractor presents draft final report and draft executive summary to Steering Group in Brussels.

In compliance with points 6. 1, 6.4 and 6.5 of these terms of reference Within 21 calendar days of the date when the Commission has sent its comments on the draft final report, contractor sends its final report in both paper and electronic version. .

The reporting requirements are specified in detail in section 6 below.

4.5 Budget

The estimated total budget, covering all the results to be achieved by the contractor as

listed in section 2.3 above, is between 50.000 € - 70.000 €.

5. REQUIREMENTS

5.1 Personnel

5.1.1 Overall requirements

The tenderer should propose an allocation of resources that they believe will best achieve the desired results, taking into account the evaluation scope and indicative methodology described in section 3 above.

5.1.2 Key experts

All experts who have a crucial role in implementing the contract are referred to as key experts. The profiles of the key experts for this contract are set out below. It is not necessary that each of these profiles correspond to a single individual. One expert may have the skills and experience required to cover more than one role in the project. Equally, one role may be divided between two or more experts if the Tenderer believes that this will be the most effective way to achieve the desired results. In addition, a higher number of experts may be proposed than indicated below. Whatever the case, the team proposed by the Tenderer must possess all the skills and experience described below:

Key expert 1: Team Leader

Qualifications and skills

Graduate qualification. Excellent project planning and project management skills. Excellent oral and written communications skills. Team-building and management skills.

Professional experience

In-depth, up-to-date knowledge of and practical expertise in leading-edge evaluation techniques. A minimum of 5 years of experience of the evaluation of policies or expenditure programmes. Significant experience of leading evaluation projects in international settings. In-depth knowledge of EU policies dealing with Culture policies. In-depth knowledge of EU policies dealing with Language policies.

Key expert 2

Qualifications and skills

Graduate qualification. Excellent project management skills. Excellent oral and written communications skills. Excellent survey, questionnaire and structured interview design skills. Skilled in manipulating and analysing survey data.

Professional experience

In-depth, up-to-date knowledge of and practical expertise in leading-edge evaluation techniques. At least 3 years of experience of the evaluation of expenditure programmes. Significant experience of taking a prominent role in evaluation projects in international settings. Experience in conducting interviews.

Key expert 3

Qualifications and skills

Graduate qualification. Excellent communications skills.

Professional experience

Knowledge of evaluation techniques. Experience of the evaluation of expenditure programmes. In-depth knowledge of. EU policies dealing with culture policies.

Key expert 4

Qualifications and skills

Graduate qualification. Excellent communications skills.

Professional experience

Knowledge of evaluation techniques. Experience of the evaluation of expenditure programmes. In-depth knowledge of the EU policies dealing with culture policies.

5.2.3 Facilities to be provided by the Contractor

The Contractor shall ensure that experts are adequately supported and equipped. In particular it shall ensure that there is sufficient administrative, secretarial and interpreting provision as necessary, to enable experts to concentrate on their primary responsibilities.

6. REPORTS

6.1 Reporting requirements

10 copies of the final report must be submitted to the responsible body (see section 3.4 above) in printed form. Each report (inception, interim, draft final report, final report) must also be sent to the responsible body by email. Electronic files must be in Microsoft Word for Windows format. The language and style required for each report are specified in sections 6.2 to 6.6 below.

The period within which the responsible body will comment on all reports is specified in sections 6.2 to 6.6 below. In the absence of observations from the responsible body within the deadlines specified, the report will be considered as being approved. If not specified in the articles here below, within 21 calendar days of receiving the responsible body's observations, the contractor must submit the report in definitive form, taking full account of these observations, either by following them precisely, or by explaining clearly why they cannot be followed. If the responsible body still considers the report unacceptable, the contractor will be invited to amend the report until the Commission is satisfied.

6.2 Inception report

The inception report must be submitted in English within twenty one calendar days of the date of signature of the contract by the last of the two parties. The responsible body will comment on the inception report within 21 calendar days of its receipt. It should detail how the methodology proposed by the contractor is going to be implemented in the light of an examination of the quality and appropriateness of existing data, and in particular how the methodology will answer each evaluation question and provide a judgement.

6.3 Interim report

The first interim report must be submitted in English by the middle of month 4 from the date of signature of the contract by the last of the two parties. The responsible body will comment on the interim report within twenty one calendar days of its receipt. The aim of this first interim report is to provide information about the initial phase of data collection in the field (primary data) and secondary data.

The report should contain information on possible problems encountered in the data collection activity as well as a calendar for the remaining activities to be carried out. The contractor may be in a position to provide preliminary answers on some of the evaluation questions. This report will provide the basis for a dialogue between the contractor and the Steering Group about the adequacy of the data collection activity.

6.4 Draft final report

The draft final report, including a draft executive summary, must be submitted, in English, by the end of month 5 of the date of signature of the contract by the last of the two parties. The responsible body will comment on the draft final report within twenty one calendar days of its receipt.

This document must provide the conclusions of the evaluator in respect of the evaluation questions in the terms of reference, and must be clearly based on evidence generated through the evaluation. The draft final report should also contain some exploratory recommendations developed on the basis of the conclusions reached by the evaluator.

It is essential that the report be clear, unambiguous and comprehensible for the non specialist.

Any potential reader must be able to understand:

– the purpose of the evaluation;

– exactly what was evaluated;

– how the evaluation was designed and conducted;

– what evidence was found;

– what conclusions have been drawn on the basis of this evidence;

– what recommendations are being made / lessons learnt on the basis of these conclusions.

The structure of the report should reflect its different uses and follow a broad classification into three parts:

• Executive summary. This must provide, in a maximum of 10 pages, a synthesis of

a) general description of the programme/action etc. to be evaluated

b) purpose of the evaluation

c) scope of the evaluation

d) methodology

e) Strengths and weakness of the chosen evaluation design

f) the main conclusions of the evaluation and the key items of evidence that underpin them, g) the resulting recommendations.

- Main report. This must be aimed at those directly involved in the evaluation and the management of the Programmes. The main report must present in full the results of the analyses, conclusions and recommendations arising from the evaluation. It must also contain a description of the activity to be evaluated, the context of the evaluation, and the methodology used (with an analysis of the latter's strengths and weaknesses).
- Technical annexes. These should collate the technical details of the evaluation, and must include the terms of reference, questionnaire templates, interview guides, any additional tables or graphics, and references and sources.

More details about the structure of the main part of the draft final report will be provided to the selected contractor by the responsible body .

The draft final report will be subjected to a preliminary quality assessment that will verify the extent to which it respects the relevant criteria contained in the contracting authority's Evaluation Standards .

6.5 Final report

The final report and executive summary must be submitted within 21 calendar days of the date when the Commission has sent its comments on the draft final report. The responsible body will comment on the final report within fifteen calendar days of its receipt.

The body of the report must be written in English. The executive summary must be written in English, French and German. It must take into account the results of the quality assessment of the draft final report and discussions with the Steering Group about the draft final report, insofar as these do not interfere with the autonomy of the evaluator in respect of their conclusions.

6.2 Table concerning the recall of evaluation questions

A. Effectiveness of the programme and of its Parts

The questions raised by the task specifications concerning the effectiveness of the programme and its Parts have be summed up into three evaluation questions, which will be answered for each Part of the programme. Some of those questions raised by the terms of reference will be answered through the feeding of adequate effectiveness indicators in relation to the objectives each of these questions refers.

Questions asked by the terms of reference	Proposed evaluation questions	Parts involved
To what extent is the programme on track to represent regional and minority language communities in the 25 Member States (Eblul)? (**part I**)	**A1.** What are the **outputs** of the programme or one of its Parts? Has the programme or its Parts achieved its **operational objectives**? **A2.** What are the **results** of the programme or one of its Parts? Has the programme or its Parts achieved its **specific objectives**?	Parts I, II and III
To what extent is the programme on track to disseminate information on Community action to regional and minority language communities in the 25 Member States (Eblul and Mercator Centres)? (**part I**)		
To what extent is the programme on track to search for and disseminate information on regional and minority languages in the fields of legislation, education and media (Mercator Centres)? (**part I**)		
To what extent is the programme on track to enhance mutual knowledge between cultures? (**part II**)		
To what extent is the programme on track to stimulate exchanges of experiences in order to promote greater cultural diversity and cultural dialogue? (**part I and II**)		
To what extent is the programme on track to contribute to the mobility of art and artists in Europe? (**part II**)		
To what extent is the programme on track to improve the knowledge and dissemination of the Culture and history of the European peoples? (**part III**)		

To what extent is the programme on track to preserve and commemorate of the main sites and archives associated with deportations, symbolised by the memorials which have been raised on the sites of the former camps and other places of mass-civilian martyrdom and extermination, and the keeping alive of the memory of the victims at these sites? (**part III**)		
To what extent is the programme on track to foster the impact of the implemented activities on the general public (visibility and accessibility)? (**part I, II and III)**		
To what extent does the programme as a whole contribute to the development and implementation of Community cooperation policy and actions in the field of culture?	**A3.** To what extent does **the programme as a whole** contribute to the development and implementation of Community cooperation policy and actions in the field of culture?	programme
Looking at the implementation of the programme, what have been the major constraints on the achievement of the global objectives?		

B. Implementation and efficiency of the programme Parts

Questions asked in the task specifications	Evaluation question	Parts
How appropriate has the frequency and timing of calls for proposals (invitation to submit an application in case of earmarking) been? How user-friendly have the calls for proposals / info pack (in case of earmarking) been?	**B1.** To what extent has the call for proposals procedure (conception, publication and implementation) allowed an effective implementation of the programme or of one of its Parts? [1]	Parts II and III
How efficient has the selections process in the different parts of the programme been?	**B2.** To what extent has selection procedure allowed an effective[2] implementation of the programme or of one of its Parts?	Part II (from 2006), and part III
How efficiently have agreements with beneficiaries been prepared, dispatched, monitored, controlled and liquidated?	**B3.** How effectively have agreements with beneficiaries been prepared, dispatched, monitored, controlled and liquidated? Has it increased over the period?	Parts I, II and III
How, economically, have the various inputs of the programme (financial and human resources) been converted into outputs (projects and complementary activities) and results? To what extent are the budget of the programme and the resources deployed for its implementation commensurate with its intended outputs and results? Grant amounts: to what extent are small scale bodies/activities/projects which require small amounts of funding able to achieve the objectives of the programme?	**B4.** To what extent are the budget of the programme and the resources deployed for its implementation commensurate with its intended outputs and results? Are the current mechanisms of intervention the most appropriate in terms of cost-effectiveness?	Parts I, II and III
To what extent are the current mechanisms of intervention the most appropriate in terms of cost-effectiveness? To what extent could other mechanisms of intervention improve the cost-effectiveness of the programme?		

[1] It was decided with the steering group to not analyze deeply the effectiveness of the earmarked selection procedure, but to put the emphasis on the call for proposal procedure.

[2] It was decided with the steering group to analyze the effectiveness of the selection procedure, and not the efficiency, as it was set forth in the call for tender.

- **C. Sustainability of the programme Parts**

Questions asked in the task specifications	Evaluation question	Parts
To what extent has the financial community support created some synergies in order to allow a long-term and lasting development of the beneficiaries' activities in the future?	**C1.** To what extent has the financial community support created some synergies in order to allow a long-term and lasting development of the beneficiaries' activities in the future?	Parts I, II and III

6.3 Documentary sources

Regulatory documents
– Treaty on European union – Treaty establishing the European Community – Decision n° 792/2004 of 21 April 2004 establishing a Community action programme to promote bodies active at European level in the field of culture – Decision n° 1720/2006 establishing the action programme in the field of lifelong learning – Decision n°1903/2006 establishing the Culture programme (2007-2013) of 12 December 2006 – Decision n°1903/2006 establishing the Culture programme (2007-2013) of 12 December 2006 – European Parliament Resolution 13/10/2005 – Commission communication n° 596/2005 « A new framework strategy for multilingualism» – Commission communication n° 449/2003 « Promote language learning and linguistic diversity : an action plan 2004– 2006 » – Lifelong learning programme – priorities of the 2005 general call for proposals EAC 61/2006
Commission and beneficiaries working documents
Part I
– EBLUL workplan for 2004, 2005 and 2006 – EBLUL budgets for 2005 and 2006 – EBLUL final report for 2004 – Financial annex (annex III) for 2005 and 2006 – Mercator education budget for 2004, 2005 and 2006 – Mercator education workplan for 2004, 2005 and 2006 – Mercator education final report for 2004 and 2005 – Mercator legislation budget for 2005 – Mercator legislation workplan for 2004, 2005 and 2006 – Mercator media workplan for 2004, 2005 and 2006 – Mercator media final report for 2005 and 2006 – Call for proposals DG EAC 61/2006 and specifications
Part II

- Call for proposal DG EAC 38/2005 and specifications
- Call for proposals EACEA 06/2006 and specifications
- Guidelines 2004 and 2005
- Evaluation grids , call for proposal 2006
- Applicants list for 2004, 2005 and 2006
- Application form for 2004, 2005 and 2006
- Budget form for 2004, 2005 and 2006
- Expert evaluation form

Part III

- Call for proposals DG EAC 33/2004 and specifications
- Call for proposals DG EAC 91/2004 and specifications
- Call for proposals DG EAC 11/2006 and specifications
- Applicants list for 2004 and 2005
- Results of call for proposals 2004, 2005 and 2006
- Application form and budget form for 2004, 2005 and 2006

Previous evaluation documents

- Ex-Post Evaluation of Activities in the Field of Regional and Minority Languages 1998-2002, Final Report (1998-2000), 4 June 2004, Interarts.
- Evaluation ex post/midterm of the linguistic objectives achievement in Socrates and Leonardo da Vinci, Final Report, 18 December 2003, Deloitte & Touche.
- Evaluation of the line A-3042: Organisations promoting European culture

Websites

- http://eacea.cec.eu.int/static/index.htm
- http://www.eblul.org/
- http://www.mercator-central.org/
- http://www.mercator-education.org/
- http://www.ciemen.org/mercator/
- http://www.aber.ac.uk/cgi-bin/user/merwww/index.pl

6.4 List of persons interviewed

Table 1 Interviews within the inception phasis

Targets	Data collection tool
Teresa Condeço, Part I correspondent A5 unit « politique du multilinguisme »	Face to face interview
Antonio Farrauto, Part II correspondent	Face to face interview
Anastassios Tsirakidis, Part III correspondent, Executive Agency	Phone interview

« Education, audiovisual et culture »	
Marie-Luce Vissol, Part III correspondent, P5 unit « Culture »	Phone interview

6.4.1 Face-to-face interviews at EU level

DG EAC interviews

- Xavier Troussard, Head of Unit C1 – Culture
- Antonio Farrauto, Unit C1 – Culture
- Harald Hartung, Head of Unit C5 - Multilingualism policy
- Teresa Condeco, Unit C5 - Multilingualism policy
- Christine Boon-Falleur, Head of Unit D4 - Civil society: Partnerships and visits
- Jacques Delmoly, Adviser, Directorate General Culture and Communication

Executive Agency interviews

- Anastasios Tsirakidis, Executive Agency, P5 Culture
- Marie-Luce Vissol, Executive Agency, P5 Culture

6.4.2 Primary data collection tools

Table 2 Primary data collection implemented

Target	Function / title	Institution	Data collection tools	Total population	Interview planned / questionnaire sent	Interview realised/ questionnaire received	Return
Jacques Delmoly	Adviser	Directorate General Culture and Communication	Face-to-face interview	1	1	1	N/
Xavier Troussard	Acting Head of Unit	DG EAC, C1 - Culture	Face-to-face interview	1	1	1	N/
Part I							
Harald Hartung	Head of Unit	DG EAC, C5 - Multilingualism policy	Face-to-face interview	1	1	1	N/
Teresa Condeco	Policy Co-ordinator	DG EAC, C5 - Multilingualism policy	Face-to-face interview	1	1	1	N/
Neasa Ni Chinneide	President	EBLUL	Face-to-face interview	1	1		N/
Maite Puigdevall	co-ordinator	Mercator Legislation	Face-to-face interview	1	1	1	N/
Durk Gorter	co-ordinator	Mercator Education	Face-to-face interview	1	1	1	N/
		Mercator Media	Face-to-face interview	1	1		N/
Romedi Arquint	President	FUEN (Federal Union of European Nationalities)	Phone interview	1	1	1	N/
Aleksander Sutden-Kirchner	President	YEN (Youth of European Nationalities)	Phone interview	1	1	cancelled	N/
Davyth Hicks	Head	Eurolang - news agency	Phone interview	1	1		N/
Philippe Blair		Council of Europe	Phone interview	1	1	(negative reply)	N/
Euromosaic experts			Phone interview	1	1		N/
Part II							
Antonio Farrauto	Programme Assistant	DG EAC, C1 - Culture	Face-to-face interview	1	1	1	N/
Beneficiaries 2004, 2005 and 2006			Questionnaire	53	48	30	**63**
Beneficiaries 2004, 2005 and 2006			Face-to-face interview	53	10	7	**70**
Earmarked beneficiaries not reconducted in 2004 or 2005			Phone interview	3	3	1	**100**
Non selected applicants			Phone interview	167	7	3	**43**
Part III							
Christine Boon-Falleur	Head of Unit	DG EAC, D4, Civil society: Partnerships and visits	Face-to-face interview	1	1	1	N/
Risto Raivio	Deputy Head of Unit	DG EAC, D4, Civil society: Partnerships and visits	Face-to-face interview	1	1	cancelled	N/
Anastasios Tsirakidis		Executive Agency, P5 Culture	Phone interview	1	1	1	N/
Marie-Luce Vissol		Executive Agency, P5 Culture	Face-to-face interview	1	1	1	N/
Beneficiaries 2004, 2005 and 2006			Questionnaire	65	55	21	**38**
Beneficiaries 2004, 2005 and 2006			Face-to-face interview	65	10	6	**60**
Non selected applicants 2005 and 2006			Phone interview	117	10	8	**80**

6.4.3 Visits

Part II

List of bodies visited - Part II -					
	Date of the visit	Name of the organisation	Person met	City	Country
1	04/05/2007	European Festivals Association	Hugo DE GREEF	Bruxelles	BE
2	30/03/2007	European Forum for the Arts and Heritage	Ilona KISH	Bruxelles	BE
3	04/05/2007	European Network of Cultural Administration Training Centres	Giannalia COGLIANDRO	Bruxelles	BE
4	23/04/2007	Informal European Theatre Meeting	Mary Ann DE VLIEG	Bruxelles	BE
5	24/04/2007	RESEO European Network of Opera Education Departments/ Réseau Européen des Services	Luke O'SHAUGHNESSY	Bruxelles	BE
6	20/04/2007	European Network of Arts Organisations for Children and Young People	Tanja MLAKER	Amsterdam	NL
7	19/04/2007	International Foundation Manifesta	Hedwig FIJEN	Amsterdam	NL
8	22/05/2007	Les Rencontres : Association of European Cities and Regions for Culture	Anne-Geneviève COTTE	Paris	FR
9	24/05/2007	European Opera Centre trust	Kenneth BAIRD	Manchester	UK
10	to be defined	Prix Europa	Peter Leonhard BRAUN	Berlin	DE

Part III

List of projects visited - Part III -						
	Date of the visit	Name of the organisation	Name of the project	Person met	City	Country
1	03/05/2007	Latvia during 50 Years of Occupation Museum Foundation	Collecting Video-testimonies of victims of Deportations	Lelde Neiname	Riga	LV
2	02/05/2007	Estonian heritage society	Mass repression and deportation in Estonia 1939-1945	Helle Solnask	Tallin	EE
3	24/04/2007	Faculty of Journalism and Political science of Warsaw Univerity	The Story of the Transports of Jews from Guetto in Teresin to the Auschwitz concentration camp	Halina Grazyna Oblas-Fadlallah	Varsovie	PL
4	24/04/2007	Fundacja Osrodka Karta	"International Slave- and Forced Labourers Documentation Project" (ISFLDP)	Mr Gluza Zbigniew	Varsovie	PL
5	01/06/2007	Stiftung Neue Synagoge Berlin - Centrum Judaicum	Berliner Spuren und Zeugnisse von in den Freitod getriebener Jüdinnen und Juden der Jahre 1938-1945	Dr. Hermann Simon	Berlin	DE
6	31/05/2007	Stiftung Topographie des Terrors	Gedenkorte in Europa. Netzwerk der Erinnerung an di NS-Opfer	Mr Thomas Lutz	Berlin	DE
7	not available a questionnaire has been sent	Deutsche Gesellschaft e. V.	Stolpersteine	Mrs Birgit Lucas	Berlin	DE
8	31/05/2007	Aktion Sühnezeichen Friedensdienste e.V.	Überleben in nationalsozialistischen Lagern Austellungs, Interview and Begegnungsprojekt	Dr Christian Stafffa	Berlin	DE
9	09/05/2007	Figli della Shoah	Journey in the Memory of the Shoa Educational proposals	Silvia Fóa	Milan	IT
10	09/05/2007	Fondazione Centro di Documentazione Ebraica Contemporanea	Digital archive of viedo interviews to Jews arrested in Italy and deported to the camp of Auschwitz-Birkenau and survived	Michele Sarfatti	Milan	IT

6.4.4 Phone interviews

- Part I : Romedi Arquint, FUEN President

- **Part II, earmarked beneficiaries non reconducted in 2004 and 2005**

✓ European Musical Festival - München – DE.	Non selected in 2004	Hansjörg STAEHLE	Personal data unavailable
✓ Momentum Europa - Kobenhaven – DK	Non selected in 2005	Lofting KJELD	Deceased.
✓ Fédération Européenne des Choeurs de l'Union - Lokeren - BE	Non selected in 2005	Marc BROECKAERT	Interviewed.

- **Part II, non selected applicants (2006)**

  - ✓ Fédération internationale des musiciens, Thomas Dayan
  - ✓ Association internationale des critiques d'art, Alexandra Gelley
  - ✓ European cultural parliament, Karl-Erik Norrman

- **Part III, non selected applicants (2004, 2005, 2006)**

✓ A 100013	CERCIL (Centre de recherche et de documentation sur les camps d'internement et la déportation juive dans le Loiret)	Nathalie Grenon
✓ A 13506	IN VISU	Louis Mesplé
✓ A 13471	Mairie d'Agelès- sur- Mer	Pierre Fuentes
✓ A 13465	Comité International de Dachau	Jean Samuel
✓ A 13525	Association Mémoire du Camp d'Aix Les Milles	Odile Boyer
✓ A 13528	CréaTEF	Georges Nonou
✓ A 13533	Collège André Malraux	Vincent Moissenet
✓ A 13466	Comité français pour Yad Vashem	Jenny Laneurie

6.5 Glossary

- DG : Directorate general
- DG EAC : Directorate General for Education and Culture
- EACEA : Executive Agency for Education and Culture
- EP: European Parliament
- ILLP: Integrated Lifelong Learning Programme
- EBLUL: European Bureau for Lesser-Used Languages
- FUEN : Federal Union of European nationalities
- PFD : Partnership for Diversity

- RML : Regional minority languages
- Selection criteria : all the criteria allowing the selection of a project or a body (and not only the operational and financial criteria)
- YEN: Youth of European Nationalities

6.6 Part I : Evaluation by beneficiary

MERCATOR EDUCATION

Legend of evaluation symbols	
Objectives achieved	☑
Objectives partially achieved	▣
Objectives not achieved.	☒
Non relevant – non applicable	⊘

Evaluation issues	Conclusion
Effectiveness	☑
Sustainability and added value	☑

DATA COLLECTED

- Primary data

✓ Face-to-face interview: Durk Gorter interviewed at Amsterdam University on April 19th 2007.

- Secondary data :

✓ Final reports :

- Mercator Education final activity reports 2004, 2005 and 2006.
- Mercator Education work plans 2004, 2005 and 2006.

✓ Interarts evaluation report

✓ Regional dossiers (Frisian in the Netherlands, Basque in Spain)

✓ Mercator Education Leaflet

PRESENTATION OF MERCATOR EDUCATION

- ✓ Mercator is an information and documentation network which aims at improving the exchange and circulation of information on minority languages and cultures. It provides the general public as well as people with special interests with up to date and reliable information on the situation of the linguistic communities.
- ✓ Mercator Education specializes in the theme of education of minority languages in Europe. It collects information on regional languages educating, teaching and learning through a local expert's network. Those experts initiate, support and publish the elaboration of technical dossiers on these languages. They provide research material as well as pedagogical material on their website, and answer all technical questions from different publics.

Financial elements

During the programme period, Mercator Education relied on European funding for 60 to 73% of its resources. A more detailed analysis is presented in the Efficiency assessment.

Table 3 : Evolution of Mercator Education grant funding in € (2004-2006)

	2004	**2005**	**2006**
EU grant	72 400	140 000	140 000
Own resources	19 746	53 978	38 277
Total	**94 150**	**195 983**	**180 283**

Source: Mercator Education final financial statements for 2004, 2005, 2006.

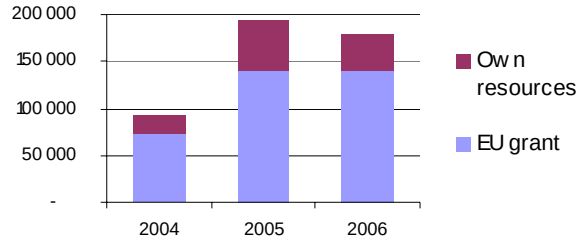
In 2005, only part of the grant was used within the legal year, and almost half was used in the first month of 2006, which allowed for a peak in activity and staff (8 persons).

An important part of its functioning costs are covered by the Fryske Academy (Ljouwert Frisian university) which shelters the Mercator Education project and structure.

The Fryske Academy provides Mercator with legal base, bank account, and support staff. Mercator research staff all work at the Fryske Academy, in the Department of social sciences. Mercator has its own budgetary line.

The Province of Friesland (local government) and the Royal Netherland Academy of Arts and Sciences specifically support the "Digibyb" project (digital Library) managed by Mercator Education.

Figure 125 Evolution of Mercator Education resources (in €)



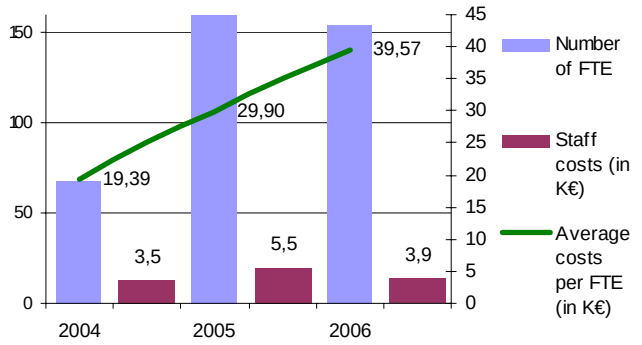
Source: Mercator Education final financial statements 2004, 2005, 2006.

Mercator Education has a stable proportion of own private resources, which has evolved from 27% in 2004 to 39% in 2005, to return to 27% in 2006.

It is interesting to note that the important increase of the EU grant, which almost doubled between 2004 and 2006, has not lead to a decrease of Mercator Education own resources.

This highlights the lever effect of the EU grant for other funding, whether they are private or public. According to the stakeholders, the EU funding plays the role of a positive signal for other potential financial supporters.

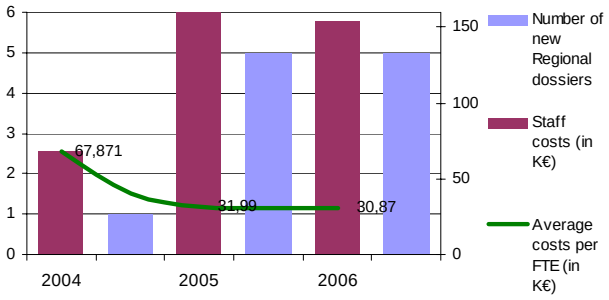
Figure 126 Mercator Education expenditure distribution, in € (2004-2006)



Source: Mercator Education final financial statements 2004, 2005, 2006.

- •Staff costs represent the major share of expenses by large. It amounts to 83% (on average) of expenditure overall, which hides an evolution between 2004 and 2005-2006. In fact, the staff costs evolved from 74% in 2004 to 82% in 2005, to 87% in 2006. The gap between 2004 and 2005 is explained by the late use of the first year grant, which was mostly used in 2005. The delayed use of the 2004 grant in 2005 generated both a peak in activity (Actions and dissemination) and 8 recruitments. These two elements make 2005 a special year, both in terms of staff costs and of action costs, which appear higher or lower than their overall trend.

Figure 127 Mercator Education expenditure distribution, per year (in €)



Source: Mercator Education final financial statements 2004, 2005, 2006.

- •Travel costs decreased throughout the period, as well and conferences and seminars. This cost item is higher in 2004 because the 3rd international Mercator Symposium was organized by Mercator Education and took place in Ljouwert/ Leeuwarden. This corresponds to the rotation between the 3 Mercator centers established in order to avoid making the cost of such a conference weigh on the same centre.
- •Operating costs remained low and constant throughout the period. It reflects the fact that the Fryske University supports Mercator for the basic costs (premises, electricity etc).

EFFECTIVENESS : OUTPUTS ASSESSMENT

Overview of Mercator education main activities in the past three years

The realizations of Mercator have remained at the same level over the period: this consistency seems to be very useful to develop expertise and popularity among the countries.

✓ Regional dossiers

The Regional dossiers are compact booklets aiming at "providing policy-makers, teachers, students, researchers, journalists and others with compact, basic information on schooling in minority language regions in the European Union". The number of existing dossiers reaches 38 in 2006. They are being updated every 5 years, to ensure the relevance of its content. They are written by expert authors selected by Mercator Education staff, and reviewed by a second expert before publication.

Table 4: Evolution of Regional dossiers realized by Mercator Education

	2004	2005	2006	Total
Number of existing dossiers	28	33	38	38
Number of printed dossiers distributed	1058	1 605	1 943	4 606
Number of downloads	9 764	18 254	na	na

Source: Mercator Education final financial statements 2004, 2005, 2006.

✓ European network of schools

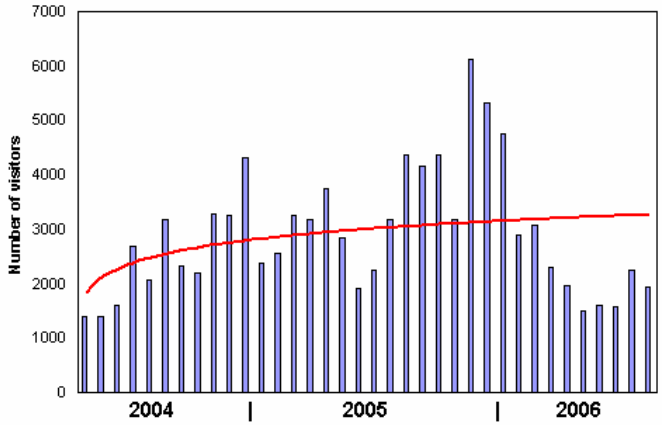
In January 2003 Mercator-Education started a digital network for bi- or trilingual pre-primary and primary schools in the European minority language regions, before expanding the network with multilingual secondary schools in those regions. This initiative aims at creating links between teachers in minority languages and pupils, in order to improve the diffusion of specific methods and to fight the minoritarian feeling among children, through sharing common experiences.

✓ Website:

- Mercator education fulfils many roles: visibility of Mercator,
- dissemination of research, networking of experts and stakeholders,
- sharing of documentary resources
- sharing of good practices and experiences

As the chart shows, there has been a steady increase in the number of visitors on Mercator's website.

Figure 1 : Evolution of the number of visitors on Mercator education website



Source: Mercator Education final reports 2004, 2005, 2006

✓ Mercator Education also participates in several joint projects with the other Mercator centres and EBLUL :

- Symposia (annual conference gathering the 3 Mercators)
- Promotional material (editing and publication of joint promotional material)
- Common website (Visual identity for the Mercator websites, leading to more harmonization)
- Monthly newsletter

EFFECTIVENESS : OUTPUTS ASSESSMENT

Achievement of the operational objectives

<table>
<tr><th></th><th>Objective</th><th>Analyse</th><th>Assessment</th></tr>
<tr>
<td>Evaluation question

A.I.1 What are the outputs of Part I?

Has Part I of the programme achieved its operational objectives?</td>
<td>The three main objectives have been set up by Mercator education.

Collecting at European level information in the field of education</td>
<td>This objective has been fully achieved, through the different main activities of Mercator Education, which have been multiplied in the last three years:
• the Regional dossiers
• the European Network of schools
Both activities require a very important work of data research, production, validation and treatment (translation, formatting, uploading) of information.
The objective of collection at “European level” is reached since data are collected directly in every European region under study, from local language experts (Regional dossiers) or practitioners (Network of schools), who validate. Moreover, Mercator Education adapted to European Union enlargements, and focused with a strong interest on education issues in the linguistic minorities of the new Member states.

<table>
<tr><th colspan="4">List of countries from which information was collected</th></tr>
<tr><td colspan="3">Regional dossiers already published</td><td>Regional Dossiers to be published</td></tr>
<tr><td>Spain
France
Austria
Sweden
The Netherlands
Italy</td><td>United Kingdom
Belgium
Slovakia
Republic of Ireland
Poland</td><td>Germany
Hungary
Scotland
Finland
Greece</td><td>Estonia
Lithuania</td></tr>
</table>
</td>
<td>☑</td>
</tr>
</table>

	Disseminating at European level information in the field of education	The information gathered by Mercator Education appears to be very efficiently re-disseminated on as wide a scale as it was collected from. The diversity of nationalities interested in Mercator Education's realization is a sign of wide dissemination "at European level". • Among the weaknesses concerning Mercator Education outlined in the 2004 evaluation report was the issue of dissemination : *"Dissemination of the centres' output and their visibility beyond their own and neighbouring states needs addressing, as they tend not to be too well known among regional and minority language constituencies".* There was no strong communication to reach the target groups in the school community. It remains uneasy to assess the level of notoriety of Mercator Education in the RML communities. However, two elements clearly point out an improvement in this matter: first, the increase in the number of persons reached through common dissemination tools (website visitors, downloaded regional dossiers etc), and second, the increase of participants to networks (Schools, experts network etc). A clear effort has been cast on the dissemination tools, with visible results.	
	Disseminating European information in the minority language communities	This objective derives from the Annex I to the Regulation: "dissemination of information on Community action". It is not entirely fulfilled, as Mercator Education is not a strong relay for Community information about its cultural and linguistic policies. However, in a more general manner, Mercator Education contributes to disseminating information of European relevance. The interconnections established between language minorities in different countries, such as the exchange between Basques in Spain and Frisians in the Netherlands underlines the effective dissemination of European information.	
Conclusion on outputs : Considering the increasing level of Mercator Education activities over the past three years, the operational objectives can be considered as achieved.			

EFFECTIVENESS : RESULTS ASSESSMENT

<table>
<tr><th>Evaluation question</th><th>Objective</th><th>Analyse</th><th>Assessment</th></tr>
<tr>
<td>A.I.2 What are the results of Part I? Has the part I of the programme achieved its specific objectives?</td>
<td>Representing all regional or minority language communities in the EU</td>
<td>
The number of RMLs represented throughout the work of Mercator Education amounts at 28 in 2006. There has been a clear increase in coverage, since more countries and languages are studied in the Regional dossiers every year.

The enlargement has been clearly taken into account, since studies were carried out on the RML in the 10 new Member states as soon as they integrated the EU, as showed in the table below.

<table>
<tr><th colspan="4">List of RML on which information was collected</th></tr>
<tr><td colspan="3">Regional dossiers already published</td><td>Regional Dossiers to be published</td></tr>
<tr><td>Asturian
Basque
Breton
Catalan
Cornish
Corsican
Croatian
Finnic
Frisian</td><td>Gaelic
Galician
German
Hungarian
Irish
Kashubian
Ladin
Lithuanian
North Frisian</td><td>Occitan
Romani & Beash
Sami
Scots
Slovak
Slovene
Sorbian
Swedish
Turkish Occitan
Welsh</td><td>Vöro in Estonia
Polish in Lithuania</td></tr>
</table>

It is difficult to determine the exact number of RML in Europe, which Unesco estimates at around 120 languages. Euromosaic estimates amount them to nearly 138 since the entry of the 10 new EU Members.

The coverage of Mercator Education reaches 20% and isn't exhaustive for the moment, given the requirements needed to work on 120 languages. Thus, the number of RML covered by Mercator Education seems already very important regarding the total number of languages in Europe and their means.
</td>
<td>☑</td>
</tr>
</table>

	Promoting the linguistic diversity in the Union	Mercator Education promotes the linguistic diversity by improving the general and technical knowledge about these RML in Europe. Through its conferences, network of schools, and publication, Mercator Education acts strongly in favour of linguistic diversity in the Union, and facilitates the integration of minority languages in education. • Among the weaknesses concerning Mercator Education outlined in the 2004 evaluation report was the issue of recommendations : *"Considering the expertise of the Mercator Education as a centre of information brokers and the already proven quality and usefulness of the dossiers, it might be a fruitful task* ***to include, in future revised editions of the dossiers, a set of recommendations*** *for each of the linguistic communities studied."* This element has not been included in the regional dossiers. The "promotion" objective is not fulfilled through activism in the countries concerned or recommendations leading to a better acknowledgement of a language. The part of Mercator is not to take position on a political and institutional given situation, but to inform about it, and not to make practical recommendations.	☑
	Safeguarding the linguistic diversity in the Union	Safeguarding a minority language means increasing or stabilising the number of speakers. It appears very difficult to find data on the number of speakers in minority languages Learners and teachers are targeted by Mercator Education. The increased number of dossiers and the increased use of the website is a step forward in the contribution of Mercator Education to the safeguarding of language diversity.	☑
Conclusion on results: Considering the remarkable quality and scope of the realisations, Mercator Education has achieved the strategic objectives.			

ADDED VALUE AND SUSTAINABILITY

Added value of EC support

There is a strong added-value of the EC support. It allows arousing confidence in the public, as well as in the other supporters. According to the Mercator Education staff, it brings credibility and visibility to Mercator activities and boost its impacts on users.

- Among the weaknesses concerning Mercator Education outlined in the 2004 evaluation report was the issue of allocation of tasks between the 4 organisms in Part I :

"*Asymmetry in the size and scope of EBLUL and MERCATOR should lead to clearer distribution of functions between the 4 institutions"*.

The 3 Mercator centres are organised on the basis of autonomy. The thematic division of study fields allowed a limited overlapping. The coordination issue seems to be solved by the coordination meetings organised regularly between the Mercator centres, combined with the annual Symposia gathering the 3 Mercator. Moreover, the limited role of EBLUL has reduced considerably the problem, although the risk of overlapping is not suppressed.

Sustainability : perspectives for 2007-2013

For the coming years, Mercator Education managed to find other projects, supported by other institutions, such as a pilot study on the viability of a language research on multilingualism in Frisian. This project has materialized itself under the form of a city covenant with the city of Ljouwert.

Mercator education will also apply to the Lifelong learning programme. Finding new partners didn't worry Pr. Gorter, as they were already in contact with many experts and partners trough their network.

The end of their operating grant is seen as an opportunity to restructure Mercator, launch new projects and rethink the Centre's strategy and purposes.

MERCATOR LEGISLATION

Legend of evaluation symbols	
Objectives achieved	☑
Objectives partially achieved	▣
Objectives not achieved.	☒
Non relevant – non applicable	⊘

Evaluation issues	Conclusion
Effectiveness	☑
Sustainability and added value	☑

DATA COLLECTED

- Primary data

✓ Face-to-face interview:

- Maite Puigdevall,
- Auréli Argemi I Roca
- Oriol Ampuero

interviewed at the CIEMEN in Barcelona on May 10th 2007.

- Secondary data :

✓ Final reports :

- Mercator Legislation final activity reports 2005, 2006.
- Mercator Legislation work plans 2004, 2005, 2006.

✓ Interart evaluation report

✓ Documents:

- Quarterly Bulletin of the Mercator centre for Legislation and linguistics rights.
- Working paper n° 20
- Exemplary of the Universal declaration of Linguistic rights.

PRESENTATION

- ✓ Mercator Legislation and Linguistic rights belongs to the Mercator Centers network, which are research and documentation centres dealing with the regional and minority languages.
- ✓ Mercator Legislation and Linguistic rights is a centre specializing in documentary resources relative to EU RML through a legal focus; it gathers documents and realizes studies about the RMLs legal acknowledgment, their use in the administration, and the issue of linguistic rights. They publish regularly updated overviews on local legislation on RMLs, as well as judicial watch at international and European level.

Financial elements

Mercator Legislation has relied in European Union grant for 73 to 74% percent of its total budget in 2005 and 2006. Besides its own resources, it receives a subsidy from a foundation (Fundació pels Drets Col·lectius dels Pobles).

Table 5 Evolution of Mercator legislation grant funding in € (2005-2006)

	2005	**2006**
EU grant	140 000	140 000
Other subsidies	20 000	20 000
Own resources	27 374	29 359
Total	**189 379**	**191 365**

Source: Mercator Legislation final financial statements 2005 and 2006.

An important part of its functioning costs are covered by the CIEMEN (Centre Internacional Escarré per a les minories ètniques i les nacions) which shelters the Mercator Legislation project and structure.

Realizations of Mercator legislation per year

Mercator Legislation has several projects, which can be organized into three kinds:

Information and documentations services

✓ Database and resource centre

Approximately 400 new documents were uploaded in the database on 2006.

The information available on the database mainly consists in legal texts, which are both difficult to find on institutional websites. The database was re-structured and reorganized in 2005 and 2006, in order to incorporate new legal and regulatory documents and facilitate access to them.

In 2006, the database has known an important increase in interest: a convention with the Linguistic policy Secretary (SPL) of the Generalitat de Catalunya signed in November 2006 creates a convergence between Mercator database and the SPL database, with more than 16000 entries concerning state legislation.

✓ Information and documentation demands.

Mercator Legislation plays an important of expert in the field of linguistic rights. Therefore, its Q&A service answers many queries, from different categories of public.

An archive section was introduced to the Newsletter page, in order to offer all previous newsletters to the readers.

Research and studies

✓ Bulletins

The Mercator Bulletins are a quarterly publication, edited in electronic as well as paper version. Mercator Legislation Bulletins contain a in-depth overview of constitutional and legal changes concerning RMLs in European countries. It also includes the most important judicial decisions with an incidence on the use of RMLs. The Bulletin also includes a bibliography of recent publications of interest. Bulletins convey the original legal texts and their translation.

✓ Dossiers

The Dossiers focus themselves on theme, with the aim of analyzing a concrete situation rather than disseminating primary documentation. They are written in English and Catalan. It can be realized whether by a Member of Mercator Legislation team, or by an external expert.

✓ Work papers

The Work papers are monographs realized by external contributors, which can propose a work theme or be ordered by Mercator Legislation.

Dissemination and publications.

✓ Website

The webpage was translated into German and Polish in 2006, which raises the number of languages available to 5.

English and French versions already existed, beside Catalan. The most consulted pages are the map of each linguistic minorities' zones, the Italian Constitution, and the "news" section.

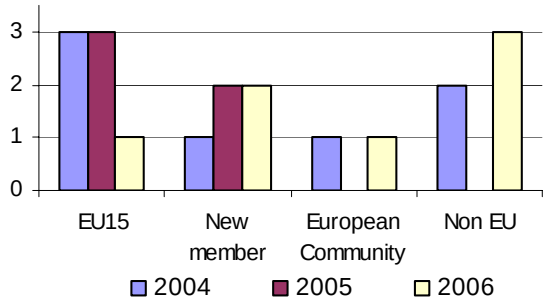
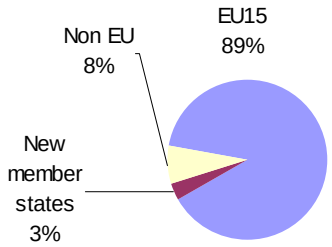
Mercator Legislation also participates in several joint projects with the other Mercator centres and EBLUL:

- Data base experts
- Symposia
- Promotional material
- Newsletter
- Website

<table>
<tr><th colspan="4">EFFECTIVENESS: OUTPUTS ASSESSMENT</th></tr>
<tr><th>Evaluation question</th><th>Objectives</th><th>Analyse</th><th>Assessment</th></tr>
<tr>
<td>.I.1 What are the outputs of Part I ?

Has Part I of the programme achieved its operational objectives ?</td>
<td>Collecting at European level information in the field of legislation</td>
<td>Mercator legislation has based its work and collected information to nurture it in a very wide basis.
The Working Papers and the Dossiers reflect this extended field of work:
Table 6 Countries of research and publication by Mercator Legislation in 2004-2006
<table>
<tr><th></th><th>Work Papers</th><th>Dossiers</th></tr>
<tr><td>2004</td><td>- Italy - Spain
- Estonia - France</td><td>- French Guinea
- European union</td></tr>
<tr><td>2005</td><td>- Lithuania - United-Kingdom
- Spain</td><td>- Malta
- Spain</td></tr>
<tr><td>2006</td><td>- Morocco - Italy/Slovenia
- Slovakia - European Union</td><td>- Russia</td></tr>
<tr><td>Total</td><td>11</td><td>5</td></tr>
</table>
Source: Mercator Legislation final reports 2005 and 2006, website.

The table above was transposed into the graph below.
It highlights that subjects concerning the European Union 15 “old Members” have been decreasing through the period, from 3 in 2004 and 2005 to only 1 in 2006. Symmetrically, the number of new Members states studied in Mercator Legislation publication has increased. This reflects a clear inclusion of new Member states and their RMLs in the research scope, which contributes to a wide and representative data</td>
<td>☑</td>
</tr>
</table>

		collection at European level in the field of legislation on minority languages. *Figure 2 Geographical distribution of Mercator Legislation research topics*  *Source: Mercator Legislation final reports and website.*	
	Disseminating at European level information in the field of legislation	There is a clear increase in the dissemination of information during the period. First, an increase in the number of visitors of Mercator Legislation website can be noted. In 2006, the average number of hits is of 88 907 per month. They were of 75 000 in 2005, which reveals an increase of 18,5%. It follows the trend observed since 2004, and reveals an increase in interest from the site visitors. However, the Consultancy service receives information demands from only 3% of persons from one of the 12 new Member states. This shows that there is still a small proportion of new European citizens in the users of Mercator Legislation services. *Figure 3 Geographical origin of Mercator Legislation information service users*  Among the weaknesses concerning Mercator Legislation outlined in the 2004	☑

		evaluation report was : "Difficulties encountered when facing languages from the EU's candidate and accession countries, which complicate speed in adding documents to databases reproducing them in the centre's own publications." This weakness seems to have been tackled. One of the main realizations of 2006 was the translation of the webpages into Polish. This effort towards a language that is not in the usual area of Mercator is a clear sign of inclusion of the EU latest Member states in its scope of action.	
	Disseminating European information in the minority language communities	In its evaluation report, Interact mentioned that one of Mercator Legislation's strengths was: "Research generally focused on issues of interest to the EC and relevant to ongoing EU debates, as well as to subjects of a wider international relevance, with ability to change according to emerging issues." Indeed it remains a strong point of Mercator Legislation's work. Special edition of both Dossiers and Work papers were dedicated to the RMLs issues regarding EC law and the European constitution: - The Juridical Regime of Languages and the Recognition of Linguistic Diversity in the European Constitution - Dossiers n°17, fourth quarter 2004: "The rules governing the languages of the European Union: which languages and to what extent? A practical guide ». European information is considered and well disseminated.	☑
Conclusion on outputs Mercator Legislation's realizations are very well in line with the operational objectives of the Programme, and designed in order to be the most effective possible. There has been a visible increase in the range and tools of these realizations since 2004, which has allowed a better inclusion of new European Union Member states. It could still be increased.			

<table>
<tr><th colspan="4">EFFECTIVENESS : RESULTS ASSESSMENT</th></tr>
<tr><th>Evaluation question</th><th>Objective</th><th>Analyse</th><th>Assessment</th></tr>
<tr><td rowspan="2">A.I.2 What are the results of Part I? Has the part I of the programme achieved its specific objectives?</td><td>Representing all regional or minority language communities in the EU</td><td>Since it studies legal contexts, Mercator Legislation departs from national frames, rather than from specific RMLs. The coverage of the research works concerns 15 countries and includes 7 out of 12 new Member states. This wide representation of RMLs characterises the results of Mercator Legislation action.

<table>
<tr><th colspan="2">Dossiers</th><th colspan="2">Work papers</th></tr>
<tr><td>Countries/ continents</td><td>Languages</td><td>Countries</td><td>Languages</td></tr>
<tr><td>Greece
Slovenia
Slovakia
Hungary
Luxembourg
Malta
French Guyane
Latin America
Central Europe</td><td>Rom
Lower-German
Frisian (Netherlands)
Catalan
Mari (Russia)
Amazigh (Morocco)</td><td>Italy
United –Kingdom
Lithuania
Latvia
Estonia
Slovakia
Spain
Sweden
Finland
Turkey
Russia</td><td>Friul
Rom
Cornish
Slovene</td></tr>
</table></td><td>☑</td></tr>
<tr><td>Promoting the linguistic diversity in the Union</td><td>Among the weaknesses concerning Mercator Legislation outlined in the 2004 evaluation report was the lack of visibility.

An optimal promotion of linguistic diversity cannot be lead without a strong visibility. This point seems to have been improved, through the work realised on the website. The increase in number of the visitors on the website, and the numerous conference to which Mercator Legislation took part (19 in 2006), is an important tool for promotion.

Moreover, Mercator Legislation has worked on and promoted a Universal declaration of Linguistic rights, presented by the UN Council of Human Rights in 2007.</td><td>☑</td></tr>
</table>

	Safeguarding the linguistic diversity in the Union	The safeguard of linguistic diversity has been taken in the narrow sense by Mercator legislation, which contributes effectively to a legal protection on linguistic diversity. The work of legal watch and dissemination it realizes is an important and useful tool in the field of RMLs. Mercator Legislation contributes greatly to safeguarding the linguistic diversity in the Union.	☑

Conclusion on results

Considering the quality of the outputs, the strong expertise and the coverage on European RMLs, Mercator Legislation has achieved the strategic objectives of the programme.

QUALITY OF IMPLEMENTATION

- Among the weaknesses concerning Mercator Legislation outlined in the 2004 evaluation report, it was mentioned:

"High rates of staff turnover, partly the result of insecurity about financial stability of the organization".

This issue was mentioned during the interview. It is of course a consequence of the annual term of support, which give little long-term perspective to Mercator Legislation works, and to its staff, who can't be hired on a long-term contract. Nevertheless, the partnership implemented with the Linguistic secretary of the Catalan government is on a 9-year basis. It will certainly provide Mercator Legislation with more certainty, and therefore more stability to its team.

ADDED VALUE AND SUSTAINABILITY

Added value of EC support

- The Community support is of great value, not only on a financial basis. It is seen as a quality label, and it attracts very strongly other investor's confidence. It brings credibility, visibility, and it sparks often the path to financial autonomy.

Sustainability : perspectives for 2007-2013

Mercator legislation definitely benefits from the **local sensitivity to RML** in Catalunya. The team also believes that the issue of RMLs recognition will at a time gain in visibility in the European Union, for two reasons: most new Member states have an official language with low speakers' community, and there is an increasing "legalization" of the issue of linguistic rights. As a consequence, the increasing in time interest and relevance of their research seems likely.

In terms of **financial support**, Mercator Legislation has followed the path of the other Mercator centres, and has found new resources. There are many savings banks in Spain, and a banking sector law requires every savings bank to have a foundation, dedicated to social works. It is a very important source of funding for non-profit organization, and many different saving banks are already partners for some of the CIEMEN's projects.

Contracts have already been signed between Mercator Legislation and some Catalan language agencies on specific projects, which make Mercator Legislation a sort of sub-contractor.

Mercator Legislation applied to the Lifelong learning programme. The privileged "exit strategy" from the 2004-2006 Programme is to **create a wider Mercator Network** with the 3 centres already in place, including new Member states partners. Contacts have already been firmly established with France, Italy, Slovenia, Czech Republic, Hungary, Slovakia and Estonia, to create a RML research network.

MERCATOR MEDIA

Legend of evaluation symbols	
Objectives achieved	☑
Objectives partially achieved	▣
Objectives not achieved.	☒
Non relevant – non applicable	⊘

Evaluation issues	Conclusion
Effectiveness and impacts	☑
Sustainability and added value	▣

DATA COLLECTED

- Primary data

- ✓ Phone interview: Elin Haf Jones interviewed on June 18th 2007.

- Secondary data :

- ✓ Final reports :
- ✓ Mercator Media final activity reports 2005 and 2006.
- ✓ Mercator Media work plans 2004, 2005 and 2006.
- ✓ Interarts evaluation report

PRESENTATION OF MERCATOR MEDIA

- ✓ Mercator is an information and documentation network which aims at improving the exchange and circulation of information on minority languages and cultures. It provides the general public as well as people with special interests with up to date and reliable information on the situation of the linguistic communities.
- ✓ Mercator Media specializes in the theme of Media, related to minority languages in Europe, but the term media is defined widely, to include radio, television, film, newspapers, magazine and book publishing, archives and libraries and electronic data storage and networks. The work programme has included conferences, study visits, discussion groups, international publications and research work for the television and film industries.
- ✓ The Mercator Media project is now hosted at the Department of Theatre, Film and Television of the University of Wales in Aberystwyth, which is the biggest department in this University.

Financial elements

Mercator Media relies for broadly 80 % of its budget on European funding, and 20% provided by the University of Wales. Mercator staff works at the University of Wales, in the Department of theatre, film and television studies, but it is dedicated to Mercator projects.

Table7 : Evolution of Mercator Media grant funding in € (2004-2006)

Year	2004-2005	2005-2006
EC grant	149 638	139 711
Own resources	37 410	36 359
Total budget	187 048	176 070

Source: Mercator Media final financial statements 2004-2005 and 2005-2006

Overview of Mercator Media main activities in the past three years

Media covers several projects, with different aims :

1. Consolidation of works with the enlargement countries

✓ Extend the network of informants, especially in the enlargement countries

For 2004, 65 new informants coming from the 12 new Member states:

- Latvia 1
- Lithuania 1
- Poland : 3
- Estonia : 3
- Hungary : 2
- Slovakia : 1

- Czech Republic : 1

✓ Translation of questionnaires into languages of the enlargement countries

Translation in Russian and Polish. These versions are valuable for eastern countries.

✓ Contact Media institutions in new Member states

260 institutions in new Member states were contacted (television, radio broadcasters, on line media, printed press, book publishers, etc.)

✓ New entries from new Member states in the database

145 entries in the media database from new Member states.

✓ Overviews of media in enlargement countries

State by state overviews of the broadcast media have been added for the Czech Republic, Estonia , Malta, Slovakia and Slovenia along with specific language overviews

2. Development of Website

✓ Updating information on the Database

The basis is updated once a month. Except at the beginning of 2004, this rythm was followed.

✓ Improvement of the accessibility of website

Review of Mercator's ranking on six major search engines : ranked first on two, good ranking on others

6 new links from other minority language related websites (22 requests)

New section added to the front page

Subscription facility to the monthly electronic newsletter

Expansion of the news archive section

Improvements mainly concerned consistency of fonts, updating of links, and hierarchisation within the listing of publications. Links between University of Wales and Mercator.

On the year 2005-2006, 535 unique visitors to the website per week (former year, 466). A total of 27 820 through the year.

✓ Creation of FAQ

Answers provided within one working week.

✓ Reorganisation of overviews

10 overviews were added. Activity on going. The objective is to provide access according to language and state.

✓ Creation of a Webcasting Directory of Minority Language Media

Links with 41 media institutions undertaking webcasting (15 different states, 26 different languages)

✓ Translation of Website

French translation on going but part of it is achieved.

Example : 43 overviews of the 49 are available in French.

3. Publications

✓ Mercator Media Forum

Year 2004-2005: 200 pages with a large list of contributions provided by Mercator. 300 copies were sent to the OSCE.

Articles on media in enlargement countries. Source of the article: the office of the High Commissioner for National Minorities of the Organisation for Security and Cooperation in Europe , a conference held in October 2003 concerning a set of guidelines on the use of minority languages in the broadcast media.

✓ Brochure on Mercator centres' work

Distributed in large numbers at the Commission's own conference on minority languages in education systems in April 2006.

✓ Mercator Monographs

On going (Templates were produced and texts for 2 monographs as pilot projects are prepared)

4. On line consultation in dubbing and subtitling

On line questionnaires on the public's practices and preferences concerning dubbing and subtitling. The 100 questions were submitted in three languages (Welsh, English, French)

5. Networks

✓ Network related to academics researching

2 new Members, 20 network Members

✓ Network related to informants

65 new informants.

✓ Network related to professionals (broadcasters, journalists, editors…)

Lack of results because not enough staff dedicated to this task.

6. Participation to events

20 major events mentioned in the final report, in adequacy with targets of the workplan

✓ Attendance to the International conference "Regional Languages in the New Europe"

Cooperation with EBLUL, MERCATOR centres and Commission

✓ Coordination meeting with Mercator centres and European Commission

✓ Mercator International Symposium

✓ Mercator electronic newsletter (monthly)

✓ Cooperation with EBLUL

Difficulties with the Lingualia project : discussions between EBLUL and CIEMEN foundation did not take place. The projects seems to be dropped.

EFFECTIVENESS : OUTPUTS ASSESSMENT

Achievement of the operational objectives

<table>
<tr><th>Evaluation question</th><th>Objective</th><th>Analyse</th><th>Assessment</th></tr>
<tr>
<td>A.I.1 What are the outputs of Part I?

Has Part I of the programme achieved its operational objectives?</td>
<td>Collecting at European level information in the field of media</td>
<td>This objective has been achieved, through several activities:
Extension of network of informants
• Questionnaires
• Contact with media institutions
• Media database
• Overviews of media
• Participation to events
• Animation of networks (academics, professionals, informants)
• Cooperation with institutions acting in the same field (EBLUL, Mercator Centres, European Commission, OSCE)
These activities encompass work of data research, production, validation and treatment (translation, formatting, uploading) of information. Data are collected in every European region from local informants.
Moreover, Mercator Media adapted to European Union enlargements, and focused several of its outputs on media issues in the linguistic minorities of the new Member states (see above “Consolidation of work in the enlargement countries”).

<table>
<tr><th colspan="5">List of countries from which information was collected</th></tr>
<tr><td>Austria
Belgium</td><td>Denmark
Estonia</td><td>Greece
Croatia</td><td>Lithuania
Luxembourg</td><td>Poland
Portugal</td></tr>
</table>
</td>
<td>☑</td>
</tr>
</table>

		Cyprus Czech republic Germany Spain Finland France Hungary Ireland Italy Latvia Malta Netherlands Sweden Slovenia Slovakia United Kingdom	
	Disseminating at European level information in the field of media	The information gathered by Mercator Media is disseminated through several means : • A growing network of informants and media institutions • Translations • A website, providing a media database and overviews • Paper and electronic publications • Participation to events and organisation of the Mercator Symposium • Among the weaknesses concerning Mercator Media outlined in the 2004 evaluation report was the issue of dissemination : *"Dissemination of the centres' output and their visibility beyond their own and neighbouring states needs addressing, as they tend not to be too well known among regional and minority language constituencies".* As it was noticed for other Mercator centre, it remains uneasy to assess the level of notoriety of Mercator Media in the RML communities. Nevertheless, significant issues have to be pointed out : • Improvements concerning website accessibility and functionalities • Substantial development of the network	☑
	Disseminating European	This objective derives from the Annex I to the Regulation: "dissemination of information on Community action". It is fulfilled since website provides clear link	☑

	information in the minority language communities	toward specific information concerning European Community action : Languages & EU and http://europa.eu.int/languages. A specific information was provided concerning the Commission's Action Plan for Linguistic Diversity and Other Language-related Activities.	
Conclusion on outputs : Considering the high level of improvements, considering the period 2004-2006, the operational objectives are achieved.			

<table>
<tr><th colspan="7">EFFECTIVENESS : RESULTS ASSESSMENT</th></tr>
<tr><th>Evaluation question</th><th>Objective</th><th colspan="5">Analyse</th><th>Assessment</th></tr>
<tr><td>A.I.2 What are the results of Part I? Has the part I of the programme achieved its specific objectives?</td><td>Representing all regional or minority language communities in the EU</td><td colspan="5">As It was already mentioned, is difficult to determine the exact number of RML in Europe, which Unesco estimates at around 120 languages, and Euromosaic survey at 138. Mercator Media covers 63 RML in 2006. A substantive increase in the coverage rate was noticed. The enlargement has been taken into account.

List of language overviews available

Albanian
Armenian
Asturian
Basque
Belarusian (Poland)
Breton
Catalan
Catalan (Italy)
Cornish
Corsican
Croatian (Austria)
Croatian (Hungary) Cyprus
Czech (Austria)

Francoprovençal
French (Vallée d'Aoste)
Frisian (West)
Friulan
Gaelic
Galician
German (Alsace Lorraine)
German (Belgium)
German (Czech Republic) German (Denmark)
German (Hungary)

German (South Tyrol)
Greek (Hungary)
Hungarian (Austria)
Hungarian (Romania)
Hungarian (Slovak Republic)
Irish
Kashubian
Ladin
Latgalian Lithuanian
North Frisian
Occitan
Oïl Languages

Polish (Czech Republic)
Polish (Lithuania)
Romany (Czech Republic)
Romany (Hungary)
Romany (Slovak Republic)
Russian (Estonia)
Russian (Latvia)
Rusyn / Lemko
Sami

Saterfrisian (East Frisian)
Serbian (Hungary)
Silesian
Slovak (Austria)
Slovene (Austria)
Slovene (Hungary)
Slovene (Italy)
Sorbian
Stellingwarfs
Swedish (Finland)
Turkish (Bulgaria)</td><td></td></tr>
</table>

		Danish	German (Poland)		Samogitian Sardinian	Võro-Seto Welsh	
	Promoting the linguistic diversity in the Union	Effort was carried out to promote fora. Leaflets in 5 languages were distributed, quite early before forum. The main tool of website is however the website. • Among the weaknesses concerning Mercator Media outlined in the 2004 evaluation report was the issue of recommendations : *"the context in which Mercator Media works is strictly University related and departmental. It does not therefore count with the specialised prestige and resources that the CIEMEN (a research and cooperation centre for minorities), or the Fryske Academy (a renowned scientific centre for research and education with a strong Frisian emphasis) can provide to the other two Mercator centres. This is a major factor to take into account when comparing the visibility, output and cooperation activities of the three centres.."* *"A substantial part of its work is technical – updating the database, working on enquiries, preparing applications, administration and management, preparation of work plan, coordinating projects or conferences, and so on. Nonetheless, their focus is more academic."* A substantial work was done about visibility related to Website (ranking on search engines, requests links from other websites, website ergonomics).				
	Safeguarding the linguistic diversity in the Union						
Conclusion on results:							

Mercator Media manage to carry out outputs (see above) with very small budget :

Heading	Amount (€)
Publication	9 000€
Dissemination	770€

However, analysis with the global budget split implies a more detailed assessment :

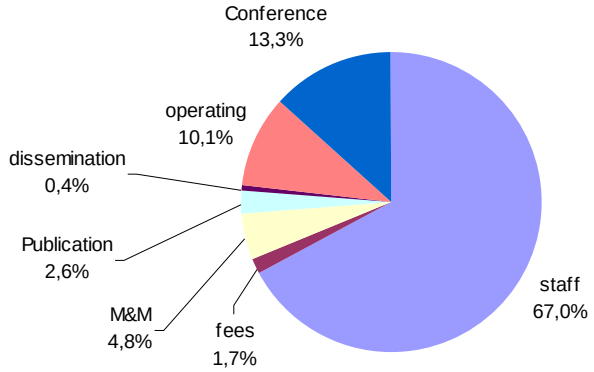


Figure 4 Mercator Media budget split between headings

3,15 equivalent full time workers were dedicated to the project for the year 2005-2006. Cots by equivalent full time worker is therefore 39 800,6€. This cost seems relatively high for an average salary. It is true that 256% of staff is a managing staff, and 59% is administration staff. However, the question is : is it relevant to dedicate more than 80% of its staff to the management ?

Moreover, Mercator Media have mainly focused its strategy of dissemination/promotion/communication on an achieved website. Even if publications and participations to events take part to this strategy, diversification of means could be intensified.

Therefore, efficiency could probably be improved with a slightly different allocation between headings.

Added value of EC support

Concerning Mercator Media, EC support offers a strong added value for two major reasons :

- European support offers an independency for project. They don't need to focus on territories or national issues.
- European support offers credibility with some partners and allow to strengthen relationships with partners, notably part of media institutions or national informants

Sustainability : perspectives for 2007-2013

The split between EU funding and self-financing shows a clear dependency of Mercator Media body on EU funding

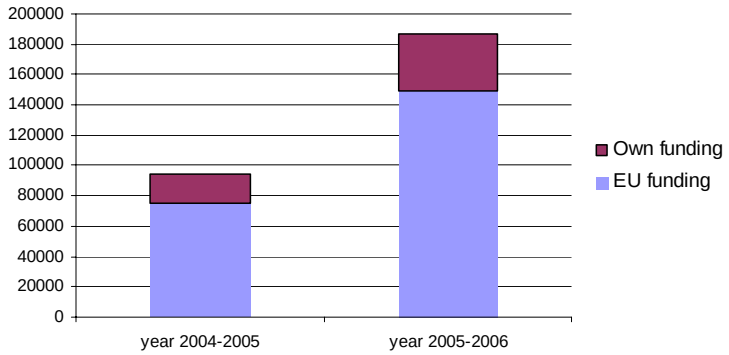


Figure 5 Split EU funding/self-financing Mercator Media

Source : Mercator Media monitoring data and final report

	EU funding	Self-financing	Total
Year 2004-2005	74 993,21€	19 525,2€	94 518,41€
	79%	21%	
Year 2005-2006	149 638€	37 409,68€	187 047,7€
	80%	20%	

The level and the quality of outputs mainly rely on human resources investment Changes occurred in the project-s personnel during the year 2005-2006 shows that MERCATOR Media is relatively exposed :without the high level of contribution of the Director, projects outputs would have been limited..

The European Bureau for Lesser-Used Languages (EBLUL)

Evaluation issues	Conclusion
Effectiveness	☑
Sustainability and added value	▣

DATA COLLECTED

- Primary data

✓ Face-to-face interview:

- Neasa Ni Chinneide, EBLUL's president
- Davyth Hicks, Eurolang's Editor-in-chief

interviewed in Brussels on June 8th 2007.

- Secondary data :

✓ Final reports :

- EBLUL final activity reports 2004, 2005 and 2006
- EBLUL final financial statements 2004, 2005 and 2006.

✓ Interart evaluation report

PRESENTATION

- ✓ The European Bureau for Lesser-Used Languages (EBLUL) is a Non-Governmental Organisation (NGO) promoting languages and linguistic diversity. It disseminates information on Community action in the field of languages and represents and informs lesser-used language communities on EU policies and funding programmes. EBLUL is based on a network of Member State Committees (MSCs) in the EU Member States. Through the Member State Committees, it serves European linguistic communities, and local and regional authorities' activities through supporting administrative procedures for applications and seeking adequate partnerships. It also provides information at the European level, through the Information and Documentation Centre, publications, seminars and other presentations of European policies.
- ✓ In 2004, EBLUL went through a management crisis within the team, which lead to the closing of Brussels' office. The work plan for 2004 was signed only in September 2004, which explains the smaller amount of grant awarded, and the relatively reduced activities.

  As a consequence, the European Bureau translated to Dublin, a new team was gathered, and there was an important reduction in the scope of activities and projects. In 2005, a new president and a new board of directors were elected. EBLUL's activities became less of a lobbyist, and turned themselves more to the dissemination of information in European Union funding possibility and kept organising its main yearly event: the partnership for diversity. (*Source: interviews with DG EAC, EBLUL direction team)*

Financial elements

EBLUL relies for between 54 and 74% of its budget on European funding.

	2004	2005	2006
EU grant	133 940	448 445	233 030
Own resources	34 958	204 456	68 500
Total	168 898	652 901	303 536

EBLUL had some financial difficulties, in relation with a bank guarantee achievement in 2005; consequently, it didn't receive as large a grant as expected.

Realizations of EBLUL per year

EBLUL has several projects:

✓ Networking Project: Member states committees

EBLUL seeks to extend its European network of Members, which counts 19 Members in 2006.

The Estonian MSC was created in 2005. EBLUL's ambition is focused on having the 5 new Member states left join and create a MSC.

An MSC audit was launched, so to have a good overview of the human and financial resources of the organization as well as of the internal and external contact (co-operation and networking) possibilities.

✓ Eurolang Press Agency

EUROLANG	**2004**	**2005**	**2006**
Web visitors	1 million hits 350,000 readers per month	1 million hits 450,000 readers per month	1 million hits 350,000 readers per month
Articles published	113 articles	370 articles	na
Journalists	21	23	25

On average, the news agency carries 1–2 full-length articles per day. These include both full-length articles (500 words plus) and 'News in Briefs' (NiB, around 300 words).

Eurolang sends out a weekly newsletter via e-mail, for thousands of recipients.

Volunteers translate Eurolang articles into other languages.

2005 : The new website launched in July 2005. It now includes a magazine section featuring the cultural life of Europe's RML communities, including film, music, books, and theatre.

In addition, the website provides updated information on EU funding opportunities, upcoming conferences and events as well as authoritative sociolinguistic data on Europe's lesser used languages.

Eurolang also participated in various public debates (eg the Café Babel debates in Brussels).

✓ Partnership for diversity

This project aims at creating a network of expertise in the promotion of regional and minority languages. It counts 33 Members, which are national, regional and local authorities, official language-planning agencies and private foundations. The regional/local authorities and the organisations that decide to support the Bureau financially become *Associate Members of the Bureau.*

Six conferences have already taken place: Pfd Forum conferences III and IV in 2004, Pfd Forum conference V in 2005, Pfd forum Conference VI in 2006.

✓ Public service Provision in Minority Languages

The project arose from the Pfd and collaboration between the Irish and Finnish Committee MSCs. It was extended to include Wales in 2005.

The specific goal is to produce information on the experiences and methods to improve service delivery with respect to the citizens of minority language groups, and to share the results widely in the EU.

✓ Dissemination and Documentation Project

In 2004, the EBLUL brochure on EU funding possibilities (now available electronically) was translated into German and Italian. Drafting of a new and improved version of Vade Mecum has been completed, running to 133 pages, and is now available electronically.

✓ Dublin Info point

Among the 3 info points (Samorin and Slovakia), Dublin's provides services and facilities provided by the INFO Point during 2004 :

Disseminating information on the European Union

- Information on European Union treaties and instruments relating to language, education and cultural matters.
- Information on European Union Institutions, on their policies etc.
- Advice on the European programmes available for funding for projects and schemes relating to language and educational issues.
- Provided information for Eurolang (on-line news service for lesser-used languages) and the media in the region

Disseminating information on RMLs

- Information on lesser-used language matters in the European Union (status of lesser-used languages in different countries
- Provided information for Eurolang (on-line news service for lesser-used languages) and the media in the region

Supporting administrative procedure

- Partnership between EBLUL's office in Brussels and the Info Point in Dublin on certain projects, activities and administration.
- Dealt with general enquiries on a daily basis, by post, email, fax, phone etc.
- When necessary certain enquiries were forwarded to the main office in Brussels, or to the relevant region, in particular with the Celtic languages' communities.

Seeking partnerships

- Search for different financing resources, as well as the possibilities for particular projects.
- Search for co-partnership on certain projects.

EFFECTIVENESS : OUTPUTS ASSESSMENT			
Evaluation question	**Objective**	**Analyse**	**Assessment**
A.I.1 What are the outputs of Part I ? ***Has Part I of the programme achieved its operational objectives ?***	Disseminating European information in the minority language communities	EBLUL and EUROLANG constitute a major relay for EU institutional information: Its "funding" entry constitutes a very useful page on EU programmes in relation with RML. EBLUL brochure on EU funding is also an interesting tool. Reports by the European parliament, communications by the European Commission, or the European council are also available at EBLUL's website. Call for proposals are also relayed. Not only institutional EU information is broadcast on both EBLUL and Eurolang websites. EBLUL's most important tool for disseminating European information in the minority language communities is Eurolang. The news agency constitutes a very effective information conveyor, with a direct entry point to the minority language communities, with information translated into 28 languages.	☑
	Supporting administrative procedures for applications	In 2005, several Member State Committees have organised workshops in their countries to inform on opportunities to access European funding and discuss future developments within their regions: Germany, Finland, the Netherlands, Spain, UK, Ireland, Estonia, Slovakia, France, Greece, and Sweden. The workshops have been supported with the updated EBLUL "European funding information pack". The info-points are also a tool for supporting administrative procedures for applications. The Dublin info-point has provided precious assistance for the project bearers. Some projects were directly steered by the Info Point, in particular those pertaining to regional language issues in the Celtic region of Europe. They answered enquiries, helped with the application dossiers, and played a transmission role between the applicants and EC services when necessary. EBLUL's local info-points can be compared with the national "Relais culture Europe", with a specific focus on RMLs.	☑

	Seeking adequate partnerships	EBLUL has created a major partnership, with local, regional and national authorities, official language-planning agencies, universities, and private foundations, call partnership for diversity. It is an important step taken towards an institutional collaboration, on a more powerful level than NGOs or associations. Through the PFD network, EBLUL has consolidated contacts in many minority languages communities. The annual forum conference allows for Members to meet and exchange about the situation of the own minority language community. Luxembourg 1 — Denmark 3 Ireland 1 — UK 1 Germany 4 — Belgium 3 Netherlands 2 — Finland 11 Spain 4 — Ireland 1 Italy 2 The number of Members increases regularly, and tops at 33 now. Moreover, EBLUL's info-point in Dublin searches partners for projects-bearers, in the perspective of co-applying to an EU programme.	

Conclusion on outputs

EBLUL's outputs are varied and relevant in regard with their operational objectives.

EFFECTIVENESS: RESULTS ASSESSMENT			
Evaluation question	**Objective**	**Analyse**	**Assessment**
A.I.2 What are the results of Part I? Has the part I of the programme achieved its specific objectives?	Representing all regional or minority language communities in the EU	 *Figure 6 Number of stringers/freelance EUROLANG journalists, per year and country coverage (2004-2006)* EBLUL represents most of European RML communities. Its 19 MSC are national satellites which cover a very important share of European Union countries, and 24% are a new Member state. Eurolang itself ensures a wide representation of information from the RML communities. Its stringers or free-lance journalists come from as many countries as MSC. Since the magazine section implementation, Eurolang also covers the cultural in a community, which is a very inclusive form of representation. In all its activities, EBLUL successfully plays its part of representation of lesser-used languages communities, with a good geographical coverage, given the 2004 difficulties. *Source : EBLUL final reports 2004 ans 2005*	☑
	Promoting the linguistic diversity in the Union	The Partnership for diversity aims to disseminate best practice in the field of minority language promotion. A common research project has emerged from it: Public service provision in Minority languages. This compared study aims at disseminating and emphazing the best practices allowing a better implementation of language acts, a well as a greater recognition of RMLs.	☑

		The project will suggest different means to improve the efficiency and impact of the tools currently employed in the delivery of language services.	
	Safeguarding the linguistic diversity in the Union	According to the interviews realized with European commission officials, EBLUL plays a major role in safeguarding the linguistic diversity in the European Union. Its visibility has increased since 2004, partly thank to its many attendance of conferences, the latest being the International Conference on Minority Languages. Results of this safeguarding mission can be seen in the increased integration of the RML in most of European Union programmes for 2007 (Lingua, Leonardo, Lifelong learning…).	
Conclusion on results The results achieved by EBLUL are in adequacy with the programmes planned, and in spite of difficulties in 2004, they have been well reached.			

ADDED VALUE AND SUSTAINABILITY

- EC support had a very important paper for EBLUL, given its very important share of their budget. EBLUL is a specific voice in Europe, and it assumes very well its role of intermediary between the EC and the minority language communities. The community added-value lies in the Echanges organized between European groups and in the transboarder cooperation. The presence of a former EBLUL Member in the cabinet of commissioner for Education, Training, Culture and Multilingualism is a strong indicator about EBLUL's competence and recognition in the field of RMLs.

Sustainability : perspectives for 2007-2013

The more innovative action of EBLUL, the Partnership for diversity, is self-sustainable thanks to the Associate partners' fees. They also constitute a financial basis for EBLUL. Moreover, the Irish government co finances some of EBLUL's projects, and the Pfd in particular.

6.7 Questionnaires

6.7.1 Part II – English version

Final external evaluation of the Community action programme to promote bodies active at European level in the field of culture

Methodological guide to fill in the following questionnaire

Context and issues of the evaluation

- You were awarded an operating grant from the European Union as a beneficiary of the Community action programme to promote bodies active at European level in the field of culture. The European Commission launched an external and independent evaluation, lead by Ernst & Young advisory, Public Sector. Thus, the grant beneficiaries are invited to fill in the following questionnaire. We thank you gratefully in advance for your participation, which is indispensable to the achievement of the evaluation.

- All questions do no necessarily refer to your activity. In this instance please don't consider the question.
- Your answers will be treated anonymously, and in full respect of our confidentiality obligations.

- A frame at the end of the questionnaire is dedicated to receiving your comments.You may also specify or shade some of your answers. The size of this frame is not a limitation.

- **Email :** chloe.samaniego@fr.ey.com or guilhem.biancarelli@fr.ey.com
- **Fax :** (33-1) 55 61 80 96
- **Mail :** Chloé Samaniego
Ernst & Young
17th floor
17, Faubourg de l'arche
92 037 La Défense Cedex

-
A technical assistance through telephone (00 33 1 46 93 77 80) and email (chloe.samaniego@fr.ey.com) is available, should you meet any difficulties in answering the questionnaire, or need any further information.

Evaluation scope

- The evaluation scope deals with the whole period of the Programme 2004-2006.

How to fill in the questionnaire…

- This file is divided into 3 sheets (***click on the title to be automatically directed***) :

1 - The methodological note
2 - The table of contents
3 - The questionnaire

- In order to answer the questions directly on the excel file,you can alternatively:
1) fill in the adequate cell or tick the answer(s) with the letter: **X**.
2) use the drop-down menu, by clicking on the cell, and selecting the answer you want.
- It is also possible to print the questionnaire on a A4 sheet and to fill in the paper support, so to send it back by fax or mail.

Many thanks in advance for your contribution to this questionnaire.

Back to the methodological note

Table of contents

I. You
II. Objectives of your organisation, choice of a target public
III. The activity of your organisation in general
IV. Your activities
V. Dissemination of your realisations
VI. Implementation of the Call for proposals procedure (for 2006 only)
VII. Selection procedure
VIII. Monitoring of the grant agreements
IX. Financial outputs
X. Sustainability
XI. Your results
XII As a conclusion...your opinion on the programme as a whole

Many thanks in advance for your contribution to this questionnaire.

Back to the methodological note

I. You

Name of the organisation

Status of the organisation

Private company		Foundation / Charity	
University		NGO	
Public organisation		International organisation	
Association		Federation	

Other, please specify : .....

Institutional website

Contact person

SURNAME		**Phone n°**		**Member state**	**(choose a country)**
First name		**Fax n°**			
Function / Title		**Email**			

II. Objectives of your organisation, choice of a target public

1 **What are the main objectives of your organisation ?**

2 **At which target public -if any- is aimed your activity ?**

III. The activity of your organisation in general

3 **What is your main field of activity ?** ***(several answers allowed)***

Performances (theater, dance, music)		Writing (literature, poetry, comics)	
Fine arts (painting, sculpture)		Patrimonial heritage (architecture, archeology, history)	
Other, please specify :		Audiovisual (cinema, documentary, multimedia..)	

4 **For which year did you receive a grant ?** ***(several answers allowed)***

2004	2005	2006

Thank you for sending us any leaflets or documents presenting your organisation and its activities.

IV. Your activities

5 What were the main activities of your organisation during the year you were supported by the EC? ***(several answers allowed)***

1 Organising a cultural and artistic performance (concert, play...)	☐	Please answer questions 6 to 9
2 Producing a performance or a cultural and artistic product (supply of premises, equipment, staff, aid...)	☐	Please answer questions 10 to 14
3 Support to cultural and artistic creation	☐	Please answer questions 15 to 17
4 Participation in or animation of a cultural network of partners (federation, meetings…)	☐	Please answer questions 18 to 22
5 Representing cultural partners before public decision-makers (European, national, local institutions)	☐	Please answer questions 23 to 28
6 Training (initial education, continuing education ...)	☐	Please answer questions 29 to 30
7 Collecting and disseminating information concerning cultural and artistic performances and products	☐	Please answer questions 31 to 42
8 Research activities (thesis, surveys, data-gathering...)	☐	Please answer questions 43 to 46

Others, please specify : .....

1) You organised a cultural and artistic performance

6 How many different performances did you organise ***(several answers allowed)*** **?**

	2004	2005	2006		2004	2005	2006
Ballets				Plays			
Concerts				Festivals			
Audiovisual productions				Exhibitions			

Other, please specify : .....

7 How many artists did participate to the performances ***(several answers allowed)*** **?**

	2004	2005	2006		2004	2005	2006
Ballets				Plays			
Concerts				Festivals			
Audiovisual productions				Exhibitions			

Other, please specify : .....

8 What is the nationality of the artists participating to these performances ? (several answers allowed - drop-down list)

Country	Number of artists	Country	Number of artists
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	

☛ State out of EU 25 : please specify which… .....

9 In which countries did you organise cultural and artistics performances ? ***(several answers allowed - drop-down list)***

Country	Number of performances	Country	Number of performances
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	

☛ State out of EU 25 : please specify which… .....

2) You took part in the production of a cultural or artistic performance or product

10 What kind of products or performances did you contribute to, and how many were there? (several answers allowed)

Performance	Number	Product	Number
Exhibition		Audio recording	
Concerts		CD-ROM, DVD	
Audiovisual productions		Written production	
Plays		Performance programme	
Festival		Exhibition catalogue	
		Website	

Other, please specify : .....

11 In how many languages were these products available?

12 Could you please specify in which language ?

German		Latvian	
English		Lithuanian	
Danish		Maltese	
Spanish		Dutch	
Estonian		Polish	
Finnish		Portuguese	
French		Slovak	
Greek		Slovene	
Hungarian		Swedish	
Irish		Czech	
Italian			

☛ State out of EU 25 : please specify which…

13 In which States were these products and performances made ? (several answers allowed - drop-down list)

Country	Number of performances	Country	Number of performances
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	

☛ State out of EU 25 : please specify which…

14 How precisely did you take part in the making of products and performances?

3) You supported cultural and artistic creation

15 What kind of support did you give (several answers allowed) ?

	2004	2005	2006		2004	2005	2006
Grants/financial support				Sponsoring			
Awards and prizes				Accomodation			
Promotion				Traveling			
Technical assistance				Equipment supply			
				Premises supply			

Other, please specify :

16 How many artists did you support?

17 Nationality of the artists (several answers allowed - drop-down list)

Country	Number of artists	Country	Number of artists
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	

☛ State out of EU 25 : please specify which…

4) You took part in a cultural network

18 Are you a moderator of your network or a simple member ?

Moderator		Member	

19 How many members are there in your network?

20 What different kinds of bodies are members of your network ? (several answers allowed)

Private company		Foundation	
University		NGO	
Public organisation		International organisation	
Association		Federation	

Other, please specify :

21 What are the countries of origin of the members in your network? ***(several answers allowed - drop-down list)***

Country	Number of members	Country	Number of members
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	

☛ State out of EU 25 : please specify which…

22 What different kinds of activity did you carry out in the framework of your network? (several answers allowed)

- Information provided to the network members
- Information provided to the general public about the network members
- Information from European institutions on the cultural sector
- Informating the European institutions about your network
- Connecting partners
- Assistance to project building
- Good practice and experience exchange
- Lobbying before the European institutions
- Organisation of meetings with representatives of European institutions
- Recommendations/ regulatory propositions

Please specify

5) You assumed the representation of cultural partners before public decision-makers

23 What different kinds of representation activities did you assume ?

24 What are the different kinds of organisations you represent ? (several answers allowed)

Public or private organisation?

Public		Private	

Regional, national, European or international organisation ?

Regional		National	
European		International	

25 Before which kind of organisations do you represent them? ***(several answers allowed)***

National institutions		Training centers	
European institutions		Courts of Justice	
International institutions		Corporations	

Other, please specify :

26 Did you ever take part in institutional meetings organised by the EU?

Yes, at least once		Yes, between 2 and 3 times	
Yes, more than 4 times		No, never	

27 Nationality of the represented organisations ? ***(several answers allowed - drop-down list)***

Country	Number of organisations	Country	Number of organisations
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	

☛ State out of EU 25 : please specify which….

28 Do you think that the cultural stakeholders's representativity before European institutions has improved ?

(choose an answer)

☛ Please, specify which…

6) You organised training activities (continuing, initial...)

29 What kind of training did you deliver? *(several answers allowed)* How many per year?

Core training for students		/year	School education		/year
Continuing education		/year			

Others, please specify : .....

30 In which countries did you realise your trainings ?

Country	Number of trainings	Country	Number of trainings
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	

☛ State out of EU 25 : please specify which.… .....

7) You collected and disseminated information

31 Did you make translations?

(choose an answer)

32 Into how many languages do you offer your information ?

33 Could you please specify in which language ?

German		Latvian	
English		Lithuanian	
Danish		Maltese	
Spanish		Dutch	
Estonian		Polish	
Finnish		Portuguese	
French		Slovak	
Greek		Slovene	
Hungarian		Swedish	
Irish		Czech	
Italian			

☛ State out of EU 25 : please specify which.… .....

34 Who asks you for information? (several answers allowed)

Representatives of European institutions		Artists	
Representatives of public bodies		General public	
Partners, members of a network		Cultural institutions	

Other, please specify : .....

35 What are the themes of the queries ? (several answers allowed)

Functioning of European institutions	
Identification of possible existing fundings	
Conditions for grant award	
European initiatives in the field of culture	
Information concerning your organisation	

Other, please specify : .....

36 Do you disseminate information on EU actions in the field of culture ?

(choose an answer)

37 If the answer is yes, what kind of information do you disseminate ?

38 How many conferences did you organise with the aim of providing information on EU actions in the field of culture ?

2004	2005	2006	
			conferences

39 How many participants attended these conferences ?

2004	2005	2006	
			persons

40 If you have a website, how many people visited it?

2004	2005	2006	
			persons/month

41 If you have a website, what are its 5 main links to websites containing information on EU actions in the field of culture ?

1
2
3
4
5

42 What is your website dedicated to ?

Disseminating informations
Chats
Resources platform (documents downloading)

8) You carried out research activities

43 Can you please specify the nature of research you carried out ?

44 Have the results of your research been disseminated?

(choose an answer)

☛ Please, specify how

45 If the answer is yes, in which states were they disseminated (several answers allowed) ?

Country	Number of disseminations	Country	Number of disseminations
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	

☛ State out of EU 25 : please specify which….

46 If you supported academics in their research, how many of them were there?

V. Dissemination of your realisations

47 What means did you use in order to ensure your realisations' visibility ?

9 Product making (cd-rom, dvd, books…) — Please answer questions 48 to 52
10 Information disseminating (publications, press articles, websites…) — Please answer questions 53 to 57

9) You published a product within the frame of your organisation's activities

48 What kind of products did you make ? *(several answers allowed)*

Information boards		CD	
Performance programmes		CD-ROM, DVD	
Exhibition catalogue		Newletter, email	
Website page		Data base	

Other, please specify :

49 In how many languages were these products available?

50 Could you please specify in which language ?

German		Latvian	
English		Lithuanian	
Danish		Maltese	
Spanish		Dutch	
Estonian		Polish	
Finnish		Portuguese	
French		Slovak	
Greek		Slovene	
Hungarian		Swedish	
Irish		Czech	
Italian			

☛ State out of EU 25 : please specify which….

51 How many products were made? *(several answers allowed)*

Information boards		CD	
Performance programmes		CD-ROM, DVD	
Exhibition catalogue		Newletter, mail	
Website page			

Other, please specify :

52 In which countries were these products disseminated (several answers allowed) ?

Country	Number of products	Country	Number of products
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	

☛ State out of EU 25 : please specify which.…

10) You disseminated information

53 How many documents did you translate ? (if possible, how many pages translated)

number of pages/documents

54 In how many different languages did you offer this information ?

languages

55 Could you please specify in which language ?

German		Latvian	
English		Lithuanian	
Danish		Maltese	
Spanish		Dutch	
Estonian		Polish	
Finnish		Portuguese	
French		Slovak	
Greek		Slovene	
Hungarian		Swedish	
Irish		Czech	
Italian			

☛ State out of EU 25 : please specify which.… ☛ State out of EU 25 : please specify which.…

56 Did you offer information adapted to the public you targeted ? *(several answers allowed)*

Representatives of European institutions		Artists	
Representatives of public bodies		General public	
Partners, members of a network		Cultural institutions	

Other, please specify :

57 Which channels of information did you mostly use? *(several answers allowed)*

Mail		Website	
Telephone		Conferences	
Email		Press	

Other, please specify :

VI. Implementation of the Call for proposals procedure (for 2006 only)

58 Through which channel were you informed of the Call for proposals ?

Internet		Phone	
Paper publication		Face-to-face interview	

Other, please specify :

59 What do you think about the period of launching of the Call of proposals, given you own activity's calendar?

Perfectly adequate		Adequate	
Rather inadequate		Totally inadequate	
Other, please specify :		No opinion	

60 Did you benefit from any technical assistance ?

There wasn't any		I didn't need it	
I was not aware of it		Yes, I did	

61 In case you did benefit from technical assistance, about which issue was it ? (several answers allowed)

Defining the content of activities of your organisation		Elaboration of the budget	
Respect of administrative requirements		Search for partners	
Selection criteria			

Other, please specify :

62 What is your opinion about the assistance you benefited from ?

Very useful		Useful	
Little useful		Useless	
Other, please specify :		No opinion	

63 Do you regard the time you spent on administative tasks as :

Perfectly adapted		Long	
Adapted		Excessively long	
		No opinion	

VII. Selection procedure

NB: Here, the terms of "selection criteria" refer to the whole set of criteria used by the Committe to evaluate and select the grant beneficiaries. In detail, selection criteria are : elegibility criteria, selection criteria strictly speaking, and award criteria.

64 Do you have a good understanding of the selection procedure?

(choose an answer)

65 Do you regard the selection procedure as a guarantee of independence?

(choose an answer)

☛ Please specify .....

66 What is your opinion on the relevance of the selection criteria, regarding the programme's objectives ?

(choose an answer)

☛ Please specify .....

67 What is your opinion on the clearness of the selection criteria?

(choose an answer)

☛ Please specify .....

68 What are the strengths and weaknesses of the selection procedure?

Strengths

Weaknesses

VIII. Monitoring of the grant agreements

69 How do you regard the quality of your relationship with the authorities in charge of the programme ?

(choose an answer)

70 How do you regard the frequency of your contacts with the authorities in charge of the programme ?

(choose an answer)

71 How do you regard the monitoring of your activity by the authorities in charge of the programme ?

72 Do you regard the level of requirements, in terms of reporting (content of final and interim reports, deadlines) as :

Perfectly adequate ☐ Adequate ☐

Rather inadequate ☐ Totally inadequate ☐

☛ Please specify ..... No opinion ☐

73 Which informations do you reckon the activity report should content, in order to give a faithful image of your activity ?

74 What are the main elements that you had to monitor closely ?

Financial elements ☐ Your material outputs ☐

The impact of your output ☐ Your networks partners ☐

Other, please specify : .....

75 How do you regard the clearness of the agreements signed with the Commission ?

(choose an answer)

☛ Please specify .....

76 What are the main administrative difficulties you encountered during the agreement monitoring?

77 Did you regard payment terms (pre-financing of 80% and final payment of 20%) as :

Perfectly adequate ☐ Adequate ☐

Rather inadequate ☐ Totally inadequate ☐

☛ Please specify ..... No opinion ☐

78 Did you regard payment delays as :

Perfectly adequate ☐ Adequate ☐

Rather inadequate ☐ Totally inadequate ☐

☛ Please specify ..... No opinion ☐

79 Did you regard the co-financing rules as :

Perfectly clear ☐ Clear ☐

Rather clear ☐ Unclear ☐

☛ Please specify ..... No opinion ☐

IX. Financial outputs

80 What amount of human resources was employed in your organisation ?

	full-time workers
	half-time persons

Thanks to specify the work hours (ex : 50%, ou 0,5 for a half-time)

	interns, volunteers
	external experts

☛ Please specify .....

81 What was the total budget of your organisation, per year ?

2004	2005	2006

82 What was the amount of the operating grant you were awarded by the EC, per year ?

2004	2005	2006

83 What was the amount of your private funding, per year ?

2004	2005	2006

84 Did the principle of gradual reduction in 2006 had a negative impact on your organisation's activty ?

(choose an answer)

85 Were you able to run your organisation just as you expected, with the grant amount awarded ?

Yes, absolutely		Yes	
No		Not at all	
☛ Please specify		No opinion	

X. Sustainability

86 Did your human resources vary during the subsidy period ?

(choose an answer)

☛ If yes, please specify to which extent: .....

87 Did the operating grant you received lead you to create or implement other projects ?

(choose an answer)

☛ If yes, please specify to which extent: .....

88 Did the grant you received brought you credibility or visibility ?
Did it strengthen your capacity to attract partners ?

(choose an answer)

☛ If yes, please specify to which extent: .....

89 Did you have difficulties in finding other resources ?

(choose an answer)

☛ If yes, please specify to which extent: .....

90 Did your activities generate incomes ?

(choose an answer)

☛ If yes, please specify to which extent: .....

91 Do any of your partnerships continue from one year to the next ?

(choose an answer)

☛ If yes, please specify to which extent: .....

92 Did other organisations use the results of your activity ?

(choose an answer)

XI. Your results

93 To what extent does your activity carry out an European dimension ? (several possible answers)

Through your field of activity **(choose an answer)**

Through the nationality of the organisation's members **(choose an answer)**

Through the localisation of your outputs **(choose an answer)**

Other, please specify : .....

94 To what extent does your activity contribute to strengthening the mobility of art and artists in Europe, in terms of results?

(choose an answer)

☛ Please specify to which extent: .....

95 What is your final opinion on your own results ?

XII. As a conclusion...your opinion on the programme as a whole

96 What is your opinion on the European community cooperation tools in the field of culture ?

97 To what extent do your activities contribute to : (several possible answers)

Promotion of bodies active at European level in the field of culture **(choose an answer)**

Contribution to the developpment and implementation of Community cooperation policy and actions in the field of culture **(choose an answer)**

Dissemination of information on Community action **(choose an answer)**

Networking of bodies active in the field of culture **(choose an answer)**

Represention of stakeholders at Community level **(choose an answer)**

Other, please specify : .....

98 Do you have any suggestions on improving the programme ? If so, please write them in the box:

Concerning the Calls for proposal

Concerning the selection procedure

Concerning the beneficiaries monitoring

99 What is your opinion on the progress of European cooperation in the field of culture ?

100 To what extent did the programme contribute to the mobility of art and artists in Europe, in your opinion?

Commentaries

6.7.2 Part III – English version

Final external evaluation of the Community action programme to promote bodies active at European level in the field of culture

Back to methodological note

I. You

Name of the organisation

Status of the organisation

Private company		Foundation / Charity	
University		NGO	
Public organisation		International organisation	
Association		Federation	

Other, please specify :

Institutional website

Contact person

SURNAME		**Phone number**		**Member state**	**(choose a country)**
First name		**Fax number**			
Function / Title		**Email address**			

II. Objectives of your project and choice of a target public

1 What objectives lead you to creating and developing your project ?

2 At which target public -if any- is aimed your activity ?

III. The activity of your organisation in general

3 What is your main field of activity ? (several answers allowed)

Thank you for sending us any leaflets or documents presenting your organisation and its activities.

IV. Your project

4 What was your project about ?

1 Sites restoration		Please answer questions 5 to 7
2 Commemorations or events organisation		Please answer questions 8 to 11
3 Archives treatment (paper, visual or audio)		Please answer questions 12 to 15
4 Searching and disseminating testimonies		Please answer questions 16 and 17
5 Realising and producing art works or didactic or educational material and documents (DVD, documentaries…)		Please answer questions 18 to 23
6 Disseminating information (publications, websites…)		Please answer questions 24 to 31
7 Other activities - to specify		Please answer questions 32

Whatever your realisations, please answer question 33

1) You realised sites restoration activities

5 What kind of sites were restored ?

6 In particular, what kind of restoration tasks or works did you undertake?

7 In which countries were they located (several possible answers, drop-down list) ?

Country	Number of sites	Country	Number of sites
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	

☛ Other countries out of EU 25, please specify : ..... ☛ Other countries out of EU 25, please specify : .....

2) You realised commemoration(s) or organised events

8 What aspect did your commemoration(s) take ? ***(several possible answers)***

Commemorative tablet		Ceremony	
Organisation of a performance		Speech/conférence	

Others, please specify : .....

9 How many commemoration(s) or events did you realise ?

10 Did you organise events outside of your country ?

(choose an answer)

☛ State out of EU 25 : please specify which.…	.....	☛ State out of EU 25 : please specify which.…	.....

11 How many persons did attend the commemoration(s) or events you realised ?

3) You realised archives treatment

12 What kind of realisation, concerning archives restoration, did you carry out ?

Digitizing archives		Constituting archives database	
Searching for archives		Restoring archives	
Archives exhibition		Translating archives	
☛ Please specify :		Historic research	

13 What was the topic of your research works ?

14 Were the results of your research works disseminated ?

(choose an answer)

15 If yes, in which countries were they disseminated ? (several possible answers, drop-down list)

	Number of dissemination		Number of dissemination
(choose a country)		**(choose a country)**	
(choose a country)		**(choose a country)**	
(choose a country)		**(choose a country)**	
(choose a country)		**(choose a country)**	

☛ State out of EU 25 : please specify which.…	.....	☛ State out of EU 25 : please specify which.…	.....

4) You searched and disseminated testimonies

16 Did you collect victims' testimonies ? If yes, could you specify under which shape ?

(choose an answer)

17 What kind of support did you use to disseminate your testimonies ?

Films/ DVD		Books	
Internet tools		CD, CD-Rom, DVD	
Public interventions			

Others, please specify : .....

5) You realised or produced art works or didactic or educational material and documents

18 What kind of art works or didactic or educational material and documents did you realise ?

Films/ DVD		Books	
Documentaries		CD roms	
Music pieces		Sculptures	

Others, please specify : .....

19 How many art works or didactic or educational material and documents did you realise?

20 How many art works or didactic or educational material and documents did you produce?

21 Did you realise art works or didactic or educational material and documents aimed at young public ?

(choose an answer)

22 Could you please specify in which language ?

German		Latvian	
English		Lithuanian	
Danish		Maltese	
Spanish		Dutch	
Estonian		Polish	
Finnish		Portuguese	
French		Slovak	
Greek		Slovene	
Hungarian		Swedish	
Irish		Czech	
Italian			

☛ State out of EU 25 : please specify which.…	.....	☛ State out of EU 25 : please specify which.…	.....

23 In which countries were they disseminated ? ***(several possible answers, drop-down list)***

Countries	Number of dissemination	Countries	Number of dissemination
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	
(choose a country)		(choose a country)	

☛ State out of EU 25 : please specify which.… ..... ☛ State out of EU 25 : please specify which.… .....

6) You disseminated information

24 What kind of informative documents did you use ?

Maps		Books	
Chronologies		Leaflets	
Films/ DVD		CD roms	
Publications		Internet	
Presence of guides during the visit			
Others, please specify :			

25 In how many languages do you offer your information ?

26 What kind of media did you use to disseminate your information ?

Press		Audiovisual tools	
Internet tools		Specialised distribution	
Public interventions			
Others, please specify :			

27 In which language do you offer your information ?

German		Latvian	
English		Lithuanian	
Danish		Maltese	
Spanish		Dutch	
Estonian		Polish	
Finnish		Portuguese	
French		Slovak	
Greek		Slovene	
Hungarian		Swedish	
Irish		Czech	
Italian			

☛ State out of EU 25 : please specify which.… ..... ☛ State out of EU 25 : please specify which.… .....

28 Who asks you for information ? ***(several possible answers - drop-down list)***

European institutions representatives		Victims/victims representatives	
Public institutions representatives		General public	
Partners, members of a network		Pupils/students	
Others, please specify :		Academics	

29 Do you have one or more Internet websites ?

(choose an answer)

30 How many persons visited your website(s) ?

persons/year

31 Did you develop actions specifically oriented to the young public?

(choose an answer)

☛ Please specify : .....

32 Do you have partnerships with : ***(several answers allowed)***

Public or private organisations?

Public			

Regional, national, European or international organisations ?

Regional		National	
European		International	

☛ Please specify : .....

VI. Implementation of the Call for proposals procedure

33 Through which channel were you informed of the Call for proposals ?

Internet		Phone	
Paper publication		Face-to-face interview	
Other, please specify :			

34 What do you think about the period of launching of the Call for proposals (29/07/2004, 18/12/2004, 2/03/2006), given you own activity's calendar?

Perfectly adequate		Adequate	
Rather inadequate		Totally inadequate	
Other, please specify :		No opinion	

35 Did you benefit from any technical assistance ?

There wasn't any		I didn't need it	
I was not aware of it		Yes, I did	

36 In case you did benefit from technical assistance, about which issue was it ? (several answers allowed)

Defining the content of activities of your organisation		Elaboration of the budget	
Respect of administrative requirements		Search for partners	
Selection criteria			
Other, please specify :			

37 What is your opinion about the assistance you benefited from ?

Very useful		Useful	
Little useful		Useless	
Other, please specify :		No opinion	

38 How long did you spend in your administrative tasks ?

39 Do you regard the time you spent on administative tasks as :

Perfectly adapted		Long	
Adapted		Excessively long	
Other, please specify :		No opinion	

40 Do you regard the level of precision on the objectives to be reached by the projects as:

Excellent		Good	
Rather weak		Weak	
Other, please specify :		No opinion	

VII. Selection procedure

NB: Here, the terms of "selection criteria" refer to the whole set of criteria used by the Committe to evaluate and select the grant beneficiaries. In detail, selection criteria are : elegibility criteria, selection criteria strictly speaking, and award criteria.

41 Do you have a good understanding of the selection procedure?

(choose an answer)

42 Do you regard the selection procedure as a guarantee of independence?

(choose an answer)

☛ Please specify .....

43 What is your opinion on the relevance of the selection criteria, regarding the programme's objectives ?

(choose an answer)

☛ Please specify .....

44 What is your opinion on the clearness of the selection criteria?

(choose an answer)

☛ Please specify .....

45 What are the strengths and weaknesses of the selection procedure?

Strengths

Weaknesses

46 Did you encounter difficulties during the selection procedure? If yes, which ones ?

VIII. Monitoring of the grant agreements

47 How do you regard the quality of your relationship with the authorities in charge of the programme ?

(choose an answer)

☛ Please specify .....

48 How do you regard the frequency of your relationship with the authorities in charge of the programme ?

(choose an answer)

☛ Please specify .....

49 How did you regard the monitoring of your project by the authorities in charge of the programme ?

50 Do you regard the level of requirements, in terms of reporting (content of final and interim reports, deadlines) as :

Perfectly adequate		Adequate	
Rather inadequate		Totally inadequate	
☛ Please specify		No opinion	

51 Which informations do you reckon the final report should content, in order to give a faithful image of your activity ?

52 What are the main elements that you had to monitor closely ?

Financial elements		Your material outputs	
The impact of your output		Your networks partners	
Other, please specify :			

53 How do you regard the clearness of the agreements signed with the Commission ?

(choose an answer)

☛ Please specify .....

54 What are the main administrative difficulties you encontered during the agreement monitoring?

55 Did you regard payment conditions (pre-financing of 80% and final payment of 20%) as :

Perfectly adequate		Adequate	
Rather inadequate		Totally inadequate	
☛ Please specify		No opinion	

56 Did you regard payment terms as :

Perfectly adequate		Adequate	
Rather inadequate		Totally inadequate	
☛ Please specify		No opinion	

57 Did you regard the co-financing rules as :

Perfectly clear		Clear	
Rather clear		Unclear	
☛ Please specify		No opinion	

58 Did you regard the level of demands in terms of monitoring and financial control as:

Perfectly clear		Clear	
Rather clear		Unclear	
☛ Please specify		No opinion	

IX. Financial outputs

59 What amount of human resources was employed in your organisation ?

full-time workers

half-time workers

Thanks to specify the work hours (ex : 50%, ou 0,5 for a half-time)

interns, volunteers

external experts

☛ Please specify .....

60 What was the global budget of your project ?

61 What was the amount of the grant you received ?

62 What was the amount of your own resources (private or public) ?

63 Were you able to realise your project just as you planned, with the grant amount you received ?

Yes, absolutely		Yes	
Not really		Not at all	
☛ Please specify		No opinion	

64 Would you have improved the realisations of you project with a more important grant ?

(choose an answer)

☛ Please specify .....

65 To what extent do you think a voucher-pay system for certain expenses could improve the project efficiency?

X. Sustainability

66 Did the grant you received increased your visibility ?

(choose an answer)

☛ If yes, please specify: .....

67 Did the project you realised lead you to create or implement other projects ?

(choose an answer)

☛ If yes, please specify: .....

68 Did you have difficulties in finding other resources ?

(choose an answer)

☛ If yes, please specify: .....

69 Did your activities generate receipts ?

(choose an answer)

☛ If yes, please specify: .....

70 Did your project carry over from one year to the next ?

(choose an answer)

☛ If yes, please specify: .....

XI. Your results

71 To what extent does your activity carry out an European dimension ? (several possible answers)

Through your field of activity **(choose an answer)**

Through the nationality of the project's participants **(choose an answer)**

Through the localisation of your outputs **(choose an answer)**

Other, please specify : .....

72 How many countries were concerned by your project ?

EU 25

Non EU members

New EU member countries

73 In case you have visitors' surveys, what is their general opinion after a visit ?

(choose an answer)

74 What is the general level of knowledge of the visitors, in the field of mass civilian extermination and martyrdom ?

(choose an answer)

75 To what extent does your projet contribute to:

Preserving and commemorating the memory of the victims in former camps and other sites of martyrdom and extermination

Facilitating the dissemination of the European Populations History

Improving the knowledge of the present and future generations on that period

76 Generally, which constraints did you encounter in the realisation of your project?

77 Your opinion on the outputs obtained ?

XII. As a conclusion...your opinion on the programme as a whole

78 To what extent do you think the projects of Part III contributed to reach some objectives of the programme:

Preserving and commemorating the memory of the victims in the camps and other sites of martyrdom and extermination **(choose an answer)**

Facilitating the dissemination of the European Populations History **(choose an answer)**

Improving the knowledge of the present and future generations on that period **(choose an answer)**

Other, please specify .....

79 Do you have any suggestions on improving the programme ? If so, please write them in the box:

Concerning the call for proposals

Concerning the selection procedure

Concerning the monitoring of the beneficiaries

Concerning the type of projects elegible selected

Commentaries

Many thanks in advance for your contribution to this questionnaire.

6.8 Interview guides

6.8.1 Part I – DG EAC civil servants

Interview frame – C1

Results assessment

- What is your perception of the achievement of the programme's objectives?
- How do you regard the beneficiaries selected? Do you think the selected organisations contribute to achieve the Programme's objectives?
- Do you perceive any evolution in the objectives, between 04-06 Programme, and Culture 2007? Is the perimeter constant, or are there important differences? Is it complemented by other programmes?
- What kind of change do you think the shift to Culture 2007 brought? On which aspect of the programme?
- What do you think about the kind of activities supported by the programme? To what extent do they allow to reach the objectives of the programme?

Quality of implementation

Call for proposals - Selection procedure

- Do you think the selection procedure allows selecting the best applicants? Does it help reaching the programme' objectives?
- Do the eligibility criteria (or selection criteria) favour a representative selection of beneficiaries? Is the selection relevant, to this matter, or can it be improved?
- In spite of the objective of European dimension, there is an overwhelming representation of EU15 countries. How do you regard the relatively weak number of new Member states' applicants? (10 new Members + 2)
- Does the objective of "European cultural ambassadors" imply the realisation of projects outside of the EU? Do the musical tours outside of the EU contribute to the programme's objective as well as geographically European activities?
- Is the representation of European cultural cooperation abroad a possible axis of development of the programme?

Monitoring of the agreements

- How do you regard the role of the authorities in the monitoring of the projects? Are the final reports sufficient tools to let you judge of the European added value of an organisation activity?

Efficiency

- How do you regard the amounts granted to the beneficiaries?
- Part II of the programme received additional funding, through the 1M€ grants awarded by the European Parliament, on the 2006 budget[3]. How was it used? How did you distribute it between the beneficiaries?

Sustainability

- Culture 2007 will still award annual operating grants. Why didn't you shift to actions grants?
- What do you think are the effects of these grants on the supported organisations?
- Is sustainability a relevant objective? Do you think the sustainability objective is reached?
- To what extent does these operating grants allow beneficiaries in the long term :
  - To become autonomous?
  - To find private funding?
  - To improve their network and contacts?
  - To improve their visibility?
- Is the support of networks of organizations more relevant than to support single organizations? To what extent is the constitution of networks an important condition to the achievement of the Programme's objectives?
- How do you regard the impact of the European tools –such as Culture 2007- on the enhancement of cultural cooperation in Europe?
- How do you perceive our evaluation? What do you expect from it?

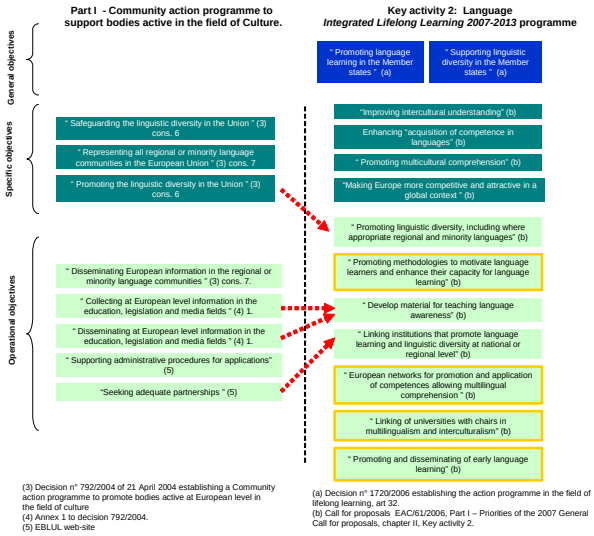
[3] As mentioned in the Steering Committee of 9th, February, 2007.

6.8.2 Part II – DG EAC civil servants

Interview frame - C5 Multilinguism policy

Results assessment

- What is your perception of the achievement of the specific objectives by EBLUL and MERCATOR centres? Have they met up with your expectations?
- How will these two organisms integrate themselves in the Lifelong Learning programme? Will they still have a privileged position, in spite of the call for proposal procedure?
- How do you perceive the evolution in the objectives, between 04-06 Programme, and the Lifelong learning programme?
- How will the Socrates and Leonardo objectives complement the LL programme perimeter?
- Do you see a strong continuity between the two, or are there major changes? If yes, which ones?
- Do you think there is a scope extension of your objectives in the LL programme?



- Do you think there has been some reduction of the importance of "linguistic diversity" in the new programme?
- Is there any contradiction or divergence between the objectives of "Safeguarding linguistic diversity" and of "Promoting language learning"?
- Do you think the focus on language learning might lead to paying less attention to minority lesser-used languages, and to favour more-spoken languages?

Quality of implementation

Selection procedure

- How were EBLUL and MERCATOR centres selected ? What kind of links did the EC have previously established?
- Why did you choose them? Are they leader in the field of regional and lesser-used languages?
- Do you think that EBLUL and MERCATOR will be in a difficult position, in a call for proposal procedure? Do they have important "competitors"?
- Does the shift to a call for proposals will lead to an important increase in the number of bodies supported?

Monitoring of the grant agreements

- What kind of relations do you have with EBLUL and MERCATOR?
- Is there a close monitoring, or very few contacts between the authorities and EBLUL and MERCATOR?
- How were the working programme elaborated? Did you discuss them with EBLUL and MERCATOR?

Efficiency

- The grant amounts were rather important, compared for example with Part III of the programme
  - Was it linked to the network structure of the beneficiaries?
  - Is it more reduced in Key activity 2?
- Do you intend to change the grant amounts of order to support smaller organisations, or smaller projects?

Sustainability

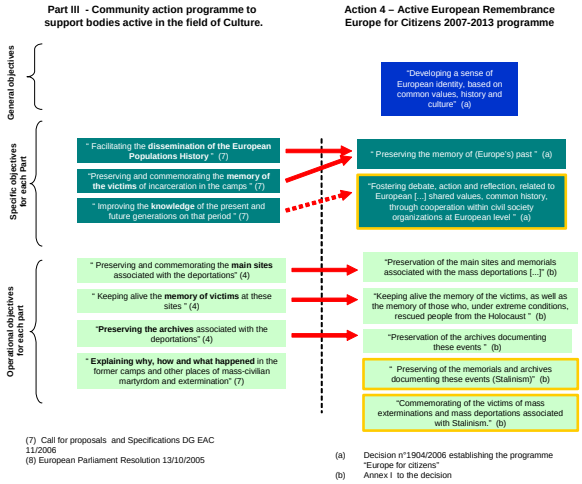
- Are EBLUL and MERCATOR very dependent on EU funding?
- Do they have other kind of resources? Are they ale to generate private resources?
- Is their action likely to be carried on without European Union funding?
- What are the more sustainable actions that EBLUL and MERCATOR have implemented?

6.8.3 Part III – DG EAC civil servants

Interview frame – D4 Civil Society

Results assessment

- According to you, what are the main different types of beneficiaries?
- According to you, what are the main different types projects supported by the Action 4?
- What is your perception of the achievement of the following specific objectives?
- How do you perceive the evolution in the objectives, between 04-06 Programme, and action 4 of Europe for citizen programme?
- Do you perceive a difference in the results of EU 25 beneficiaries, and new Member states beneficiaries?
- Is it more difficult for new Member states beneficiaries to match the demands of the Programme's authorities?
- What consequences had the introduction of Stalinism crimes in the objectives of the programme?
- Do you think the new states Members will be more represented in the future, thanks to the introduction of Stalinism crimes in the objectives of the programme?
- Is there any specific objectives concerning youngsters and education?



- Do you think this axis will develop in the future, or become an objective in itself?
- Do you think there might be an extension of the scope of the action 4, with other type of historical crimes? How do you fix the limits?

Quality of implementation

- How do you account for the (almost) entire renewal of the beneficiaries between 2004, 2005 and 2006?
- In the frame of Europe for Citizens, has this trend continued (First call for proposals launched in 2006)?
- What consequences have the division of tasks between you and the Executive Agency? Do you regard it as an opportunity, or are there any drawbacks?

Selection procedure

- Do you think the selection procedure allows selecting the best applicants?
- Does it convey any kind of problem? How could it be improved?
- Schools or children-dedicated projects don't seem to be among the beneficiaries: why?

Monitoring of the grant agreements

- What kind of relations do you have with the beneficiaries? Is there a close monitoring, or very few contacts between the authorities and the beneficiaries?

Efficiency

- The grant amounts were rather small, compared for example with Part II of the programme (max: 40 000 euros).
  - Is it a choice, or was it because of budget limitation?
  - Does it correspond to the projects carried out by the beneficiaries, which are rather modest?
  - Will it change in Europe for citizens?

Sustainability

- Are the monitored projects very dependent on EU funding?
- They appeared to have other kind of resources, in majority: why? Is it easier for citizenship programmes to find private funding?
- Is sustainability a relevant issue?
  - How can beneficiaries become autonomous?
  - Do they have projects which can become recurrent, or is it not a goal?
  - How do you consider this traditional objective of European Union funding in this specific context?

6.8.4 Executive Agency

-Part II and III-

1. Effectiveness of the Community programme

- What is the allocation of tasks between you and the DG concerning part II and III?
- (call for proposal/selection procedure/monitoring/ etc)
- What are you main goals? How successfully do you reach them?
- What are you main constraints?

How did your activity evolve from your creation until now?

Is the allocation of tasks likely to evolve in the future? In which way?

Results assessment

- What is your perception of the achievement of the following specific objectives?

Part II : objectives
Fulfilling the role of European cultural ambassador and promoting awareness of Europe's Common culture heritage.
Developing and implementing the Community cooperation policy in the field of culture
UContributing to the mobility of arts and artists in Europe
Part III : objectives
Preserving and commemorating the memory of the victims of incarceration in the camps
Facilitating the dissemination of the European Populations history
Improving the knowledge of the present and future generations on that period

Part II	**Part III**
– What are the different types of bodies organizing cultural events? (Typology of operators) – What kind of events do they organise? (Typology of realisations) – What is the repartition of beneficiaries into these categories, broadly (in %): o Fulfilling a role of European cultural ambassador o The development of cooperation in the field of culture o The mobility of arts and artists in Europe – To what extent do you think the projects supported contribute to the achievement of these objectives?	– What are the different types of bodies you support? (Typology of operators) – What kind of projects do they realise? (Typology of realisations) – What is the repartition of beneficiaries into these categories, broadly (in %): o Preserving and commemorating the memory of the victims of incarceration in the camps o Facilitating the dissemination of the European Populations history o Improving the knowledge of the present and future generations on that period – To what extent do you think the projects supported contribute to the achievement of these objectives?

- Is there a country from which a majority of the beneficiaries comes?
- Are new states Members correctly represented?

2. Quality of implementation and efficiency of the programme

Call for proposals procedure (2006 for part II)

- What channels do you use to publish the call (internet, mail, paper, platforms)?
- Do you think the periods of application are adequate, regarding the beneficiaries' own calendar?

- Did they face difficulties in filling up the application forms? Which were recurrent their difficulties?
- What was the number, or the frequency of enquiries? More than 5 a day? More than 10?
- Was there a helpdesk dedicated to answer their questions and help them?

Selection procedure

Call for proposals procedure (2006)

- Was there a written procedure?
- Was there an evaluation grid, or clear criteria of selection?
- How relevant are the selection criteria, regarding the objective of "European dimension"?
- Was there a written report of evaluation committees?
- How were the applicants informed about the selection procedure?
- How were the applicants informed about the outcome given to their application?
- Who are the persons in the evaluation committee?
- What is the power of the evaluation committee?
- How many full time equivalent are they dedicated to organising the selection, in the executive agency?
- What are the internal management costs of the selection procedure? If it is not known, what are the executive agency inputs in the selection procedure?

Monitoring of the grant agreements

- What kind of reporting do you ask to the beneficiaries?
- Is there one dedicated person to the monitoring of the projects?
- For part II, how are the guidelines elaborated? By whom?
- What are the projects' reporting obligations?
- What are the main constraints you think the beneficiaries encountered in elaborating the reports? (Frequency, content…)
- What are the main constraints and problems you encounter in your monitoring of the project?
- Do you visit the beneficiaries? How often?
- How frequently are you contacted by beneficiaries in need of help? About what issues (financial, physical, advancement)?
- Did your monitoring evolve between 2004-2005 and 2006? In what aspect?
- Are the delays of payment reasonable, in your opinion? How long do you think they are?

Efficiency

- How many persons at the Executive Agency deal with Part II and III of the Programme (in equivalent full-time)?
- Did your manpower evolve throughout the period?
- What is your allocation of resources?

3. Sustainability

Financial sustainability

- Are the monitored projects very dependent on EU funding?
- Do they have any other kind of resources, in majority?
- Did private funding evolve?
- Were you informed of the bankruptcy of some monitored bodies?

Synergies

- Did some projects lead to the creation of other projects?
- Are there any outcomes that other projects subsequently used?
- Did some projects lead to establishing permanent or recurrent actions which will last? Which projects?
- Did some projects lead to establishing permanent networking with other similar organizations?

6.8.5 Mercator centres

Interview frame Mercator centres

1. **Organization**
   - a. Staff: How many persons work on Mercator projects? For how long?
   - b. Funding: Which are the financial supporters of your Mercator centre? For what share?
   - c. Supporting university: What are your links with your supporting university or research center (*Fryske Academy, CIEMEN or Aberystwyth University*)? What kind of help do they provide you with?
   - d. What are your links with the other Mercator Centres?
   - e. What are your links with the EBLUL?
2. **Activities and realizations**

   What do Mercator centers actually realize? What do your projects aim at?
   - a. (…)
   - b. (…)
   - c. (…)
   - d. (…)

(Details were asked to each Mercator center on their different activities, on the basis of the activities described in the annual final reports).

3. **Self assessment**
   - a. Geographical representativity: what is your EU states coverage? How have you dealt with the enlargement? Is it taken into account in your projects?
   - b. Effectiveness: Do you consider you reach your own objectives?
   - c. What were the main difficulties or constraints you encountered?
   - d. Concerning your results, is there room for improvement? In what directions would like Mercator to launch new projects? With which innovations?
   - e. Synergy: Does your own work serve to create other projects, by other organization?
   - f. Do you consider you have managed to complete these objectives:
     - Representing all regional or minority language community in the European Union?
     - Safeguarding the linguistic diversity of the European Union?
     - Promoting the linguistic diversity of the European Union?
   - g. Interarts report: Regarding the weaknesses underlined by Interarts evaluation in reporting 2004, to what extent and how have you been able to improve the following issues:
     - Overlapping with other Mercator centers?
     - Staff turnover?
     - Cooperation with EBLUL?
     - Lack of visibility?
     - Low dissemination.
     - User-friendly websites?

(Each Mercator center was targeted and asked about its own weaknesses).

4. **Sustainability -**
   - a. Did the EC grant bring you added value? What kind of added value:
     - Visibility?
     - Credibility?
     - Finding co-funding / new fundings?
   - b. Monitoring: what are your relations with the authorities in charge of the programme? What kind of feedback on your projects did you receive?
   - c. Lifelong learning programme: How do you regard the lifelong learning programme?
     - What is your opinion on its objectives, in comparison with 2004-2006? Is it still relevant for RML?
     - Will you apply? Is it still relevant for your projects or activities?
   - d. Sustainability:
     - How important is EU funding for Mercator?
     - Can you survive if not supported?
     - Did you find other funding? What kind?
     - How is Mercator going to evolve in the future ?

6.8.6 Non selected applicants

Interview frame for Non-selected applicants –Parts II and III-

Effectiveness of the Community programme

1. How many times did you submit an application for DG EAC funding?
2. What was/were your project(s) about?
3. Did you manage to realise it with other funding (private or other programmes)? Entirely, on partly ?

Quality of implementation and efficiency of the programme

Call for proposals procedure (2006 only for part II applicants)

4. How were you informed about call (internet, mail, paper, platforms)?
5. Do you think the periods of application are adequate? In terms of frequency, duration, time of the year?
6. Did you find the call for proposals easily on the EC website?
7. Did you find the call for proposals clear?
8. Was it available in your language?
9. Did you have difficulties in understanding the objectives of the programme?
10. Did you have difficulties in understanding the expectations concerning the description of you projects or activity?
11. Did you find the applications forms excessively complex?
12. Did you find the level of detail expected too high?
13. Did you face difficulties in filling up the application forms?
14. Which were your recurrent difficulties?
15. Was there a helpdesk dedicated to answer your questions?
16. Did you find easily whom to address your queries to?
17. Were you satisfied with
    - the quality of the answers provided?
    - their celerity?
    - their effectiveness and clearness?

Selection procedure

Call for proposals procedure (2006 only for part II applicants)

18. How were you informed about the selection procedure? Through which means (website, application forms…)?
19. Were you informed about the composition of the evaluation committee?
20. Were your aware of the selection criteria?
21. Did you receive any formalised document with the evaluation detailed of your project or activity?
22. Were you informed about the outcome given to your application?
23. In what delays? Through which means (phone call, letter, and email)?
24. Did you understand the reasons why it wasn't accepted into the programme?
25. Did you find these reasons explicit enough?
26. Did you successfully submit another application, for another year or another programme?

6.8.7 Experts and other interviewed persons

Romedi Arquint –President of FUEN ("Federal Union of European Nationalities")

FUEN

- What are FUEN's goals?
- What is your action on the preservation or promotion of linguistic minorities?
- Before which European institutions do you make lobbying actions ?
-

Links with EBLUL & MERCATOR

- Do you know EBLUL and MERCATOR?
- What kind of links or contacts have you established with them ?
- How do you perceive their achievements?

European Union policy

- What is your judgement about EU policy concerning linguistic minorities during the past 20 years ?
- According to you, does it reach its objectives?
- What has been its evolution in time ?
- Do you see any contradiction between the objectives of "safeguarding linguistic diversity" and "promoting language learning" ?
- What are your expectations for future, in the new generation of programmes?

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