

CONFÉRENCE DES NATIONS UNIES SUR
LE COMMERCE ET LE DÉVELOPPEMENT



UNITED NATIONS CONFERENCE
ON TRADE AND DEVELOPMENT

TRAINFORTRADE PROJECT IN WEST AFRICA



Accra, Ghana
10 to 12 September 2013

Organized by UNCTAD
Human Resource Development Section/TrainForTrade
And financed by the United Nations Development Account

FINAL REPORT

United Nations
DEVELOPMENT ACCOUNT



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1. Introduction

UNCTAD's TrainForTrade programme organized a Training of Technical Tutors (ToTT) workshop in Ghana from 10 to 12 September 2013. This workshop aimed at enhancing participant's abilities to manage distance-learning activities through the efficient utilization of IT tools, such as the TrainForTrade online platform.

This capacity-building activity is part of the TrainForTrade project in West Africa, related to UNCTAD's scope of work and priorities and the expected accomplishments of the programme budget for the United Nations Development Account, biennium 2012 – 2013. The objective of this project, with particular emphasis on MDG 8 (Global Partnership for Development), is to strengthen capacities in the area of e-Commerce in Economic Commission Of West African States.

Two different courses will be delivered within this project:

- Legal Aspects of E-Commerce;
- E-Commerce for Practitioners.

The project will follow TrainForTrade's strategy, which focuses in the creation of a pool of national instructors in order to ensure replications by the beneficiaries and improve the sustainability of the capacity building activities. It is expected that the tutors enrolled in this training will be supporting the delivery of the distance-learning courses on the "Legal Aspects of E-commerce" to be delivered in October 2013.

In order to promote the coordination between its projects, HRD Section/TrainForTrade invited the members of the English Speaking Network of its Port Training Programme to take part in this activity.

2. Course objectives

The objectives of this workshop were:

- To undertake preparatory activities for the delivery of the TrainForTrade online training programme;
- To enable participants to deliver group and individualized training using validated material and distance learning packages;
- To enable participants to evaluate the results of online training;
- To update and adapt tutor's guide and programme to the local context;
- To plan and conduct TrainForTrade online courses at the local and regional level.

At the end of this workshop, each participant should be familiarized with the TrainForTrade Platform and be able to organize and manage distance-learning sessions.

3. Participants

Nominations for participation were proposed by the local focal point in each country and selected participants agreed to fully participate in the training activities, comply with the schedule and internal organizational rules of the ToTT workshop and to participate at a later stage as tutors in the distance and Face-to-Face deliveries organized in their own country.

20 participants (of whom three women) attended the workshop, being the majority (18) composed of Ghanaians, from the main national stakeholders of the TrainForTrade

Project in West Africa. Two Gambian participants from the Ministry of Commerce and from the University of Gambia attended the workshop. Ghana Harbours & Ports Authority sent five participants.

The entities represented were:

- Ministry of Trade and Industry, Republic of Ghana;
- Ministry of Trade, The Gambia;
- Ghana Harbours & Ports Authority;
- National Board for Small Scale Business, Republic of Ghana;
- Nallem Clothing, Republic of Ghana;
- GODIS Technology Designer.



20 participants attended the course. Two countries and six different entities were represented

4. Instructors

Mr. Dominique Chantrel, distance-learning expert and project manager delivered the course, and was assisted by Mr. Alvaro Moreira, HRD Section/TrainForTrade project consultant.

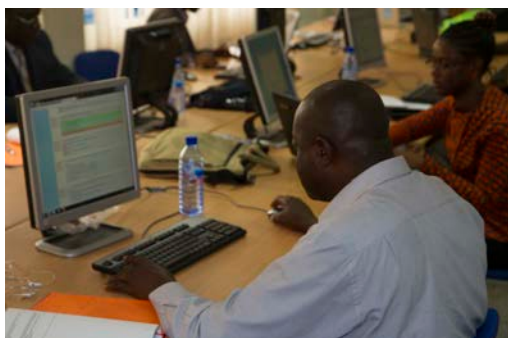
5. Organization

a. Pedagogical organization

UNCTAD's HRD Section/TrainForTrade developed the training material, which is composed of three modules, including Power Point Presentations and the Manual of Participants. The pedagogical package was distributed on paper and on electronic version in a flash drive, and DVDs were also available.

During the workshop, each participant had the opportunity to act as a tutor. This simulation exercise is very important to the learning process and has been very appreciated by the participants.

Moreover, for each module, evaluations and opinion questionnaires were realized, and at the end of the workshop, the participants completed a general opinion survey about the entire workshop.



The workshop comprises lecture, simulation exercises, individual tests, and feedback surveys

All participants completed the course and the scores for the three modules are outstanding, with a general average of 9/10.

b. Logistics

The workshop took place in the Ghana Multimedia Incubator Center (GMIC), 6th Floor, Ghana House, High Street, Accra. The GMIC also provided coffee breaks and lunch. Some minor problems had to be solved before the beginning of the workshop, mainly related to the room availability and wi-fi connection. Indeed, in the first day, the computer lab for the training was not ready, implying a delay of the start of the training. This notwithstanding, all the modules were completed on time during the training.

On the second day, a visit of Tema Port was organized. Mr. Jacob Adorkor, Port Director, and Ms. Nana Esi Quansah-Soderberg, Marketing & Public Affairs Officer, received the participants and presented the main features of the port. Following the meeting, an informal gathering happened at the Tema's Port Guest House.



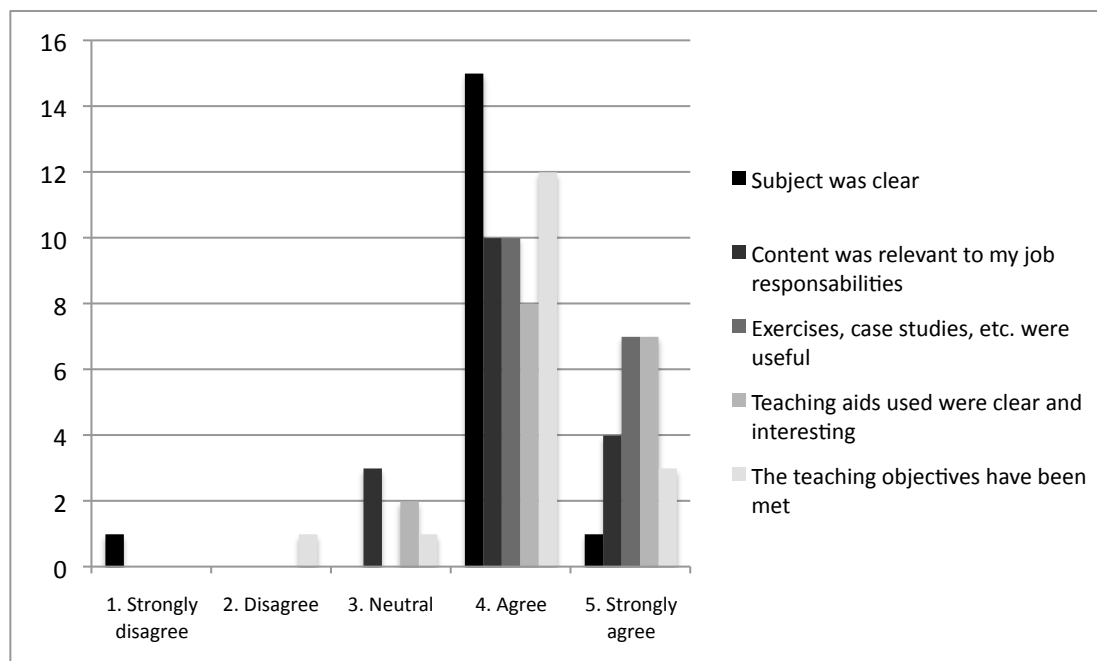
Visit of Port of Tema

6. Opinion of the participants

At the end of each module, the participants filled an opinion survey. The general opinion is very positive. Participants particularly liked the supports used and the group exercises. Wi-fi connection and the short time for some exercises were the main negative points.

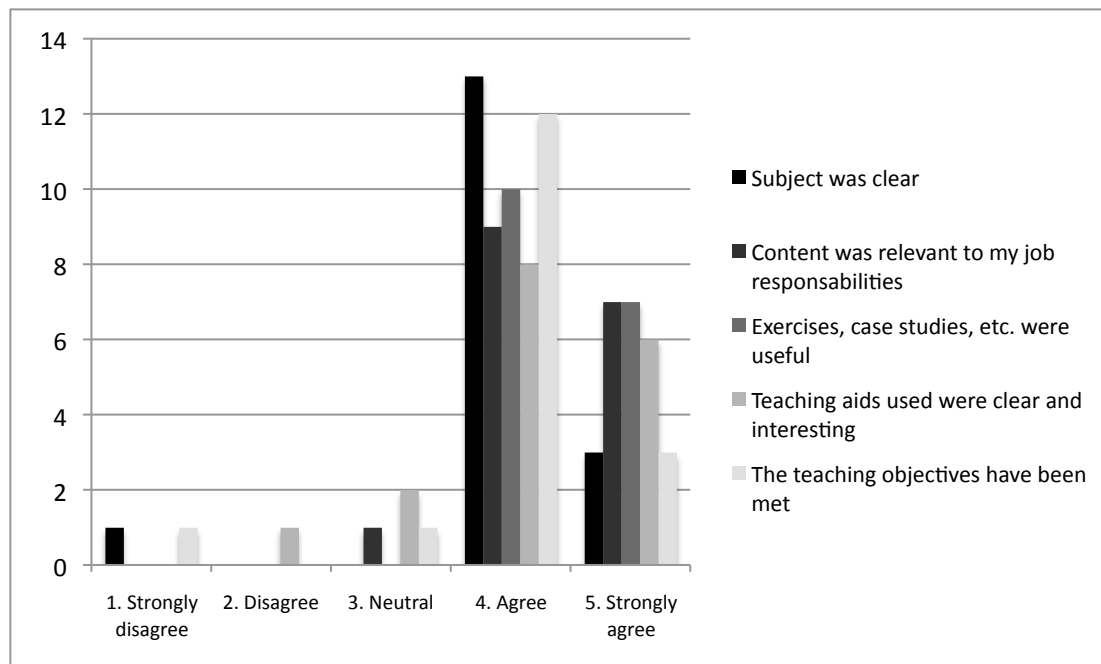
Module 1 – TrainForTrade Distance Learning

In the first module, the course focuses in the history of distance-learning activities and makes an introduction to the TrainForTrade platform. This first contact with the platform allows the participants to use its main tools, namely the chat and the forum.



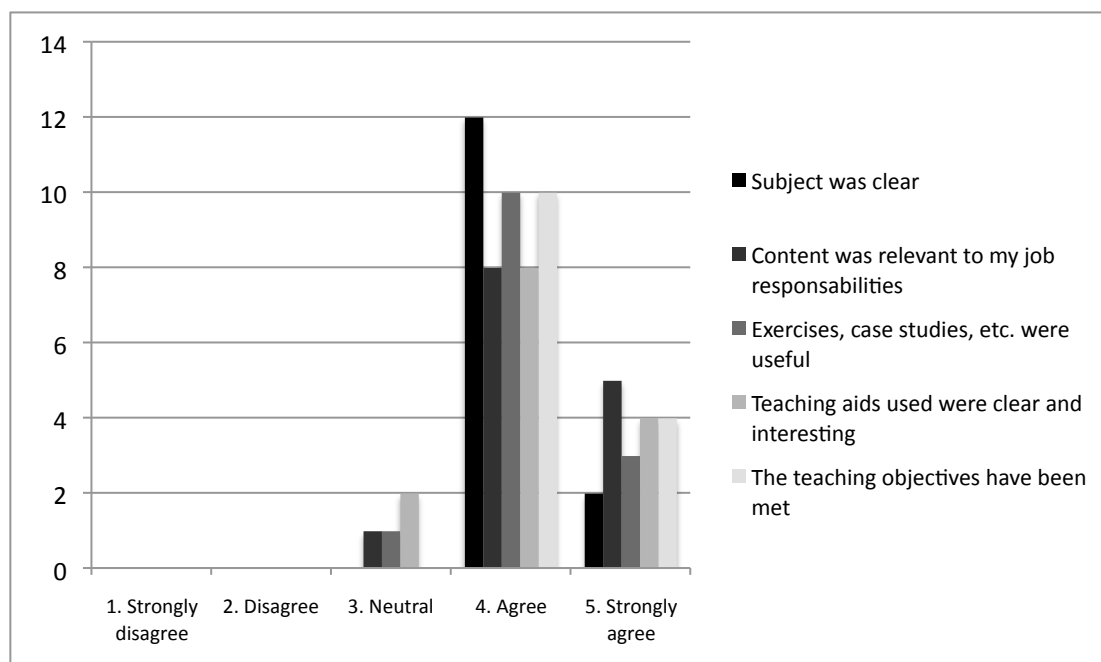
Module 2 – Delivery of a session

The second module explores the distance-learning tools available in the platform. Les participants have to manage simulations of distance-learning sections, including chat sessions with experts, forums, video presentations and tests. The participants particularly liked the group exercises.



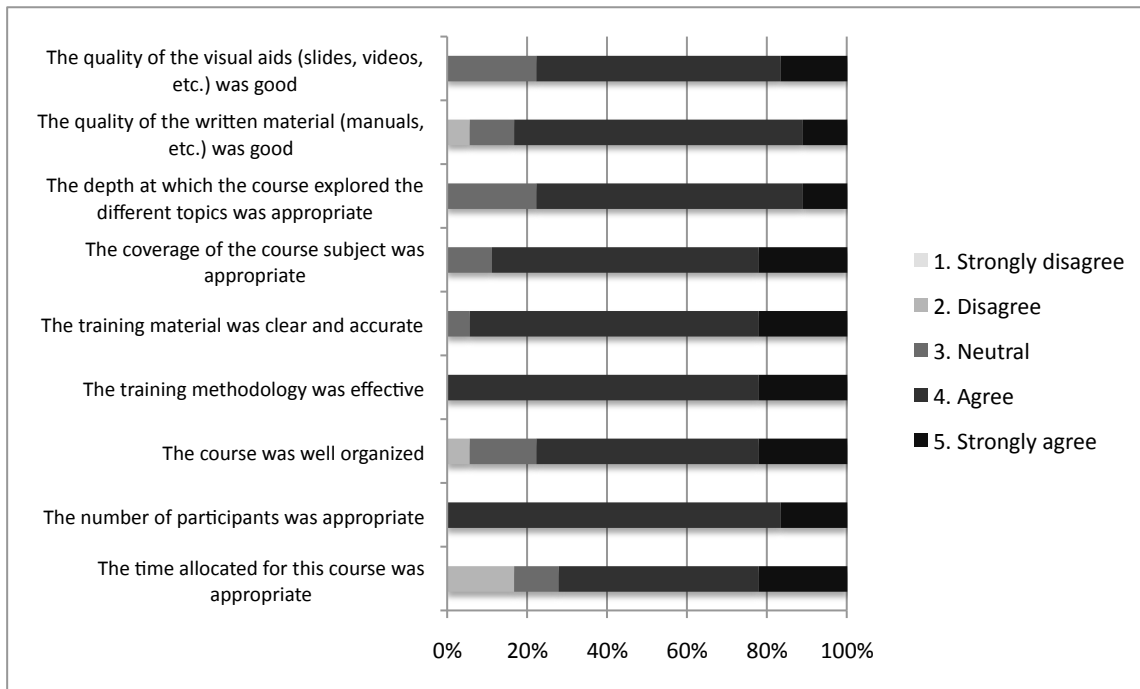
Module 3 – Evaluation of the course

The third module is devoted to the reporting of distance-learning sessions. The participants learn how to draft session and final reports concisely. Besides, group exercises allowed participants to exchange their views about the workshop. Some audio problems were reported, but the topic interested all participants.



End-of-course opinion survey

The large majority of the participants had positive opinion about the workshop. The quality of the training material, of the visual aids and of the methodology was the most welcomed elements. The time allowed for group exercises appears, once again, as the main point to be improved in the next activities.



More details about the participants' opinion can be found in Annex 4 of this report.

7. Conclusion

The Training of Technical Tutors workshop allowed the attendants to acquire specific skills related to the management of distance-learning activities. The participants are now able play a decisive role during the next activities of the TrainForTrade Project in West Africa, ensuring the delivery of different sessions in October and November 2013. Moreover, the participants from the Port Training Programme have updated their skills and will be apt to use more efficiently the tools already available in their capacity building activities.

As recommendations/suggestions arose by the participants, it should be noted the following:

- Though the three days were appropriate for the course, not enough time was allotted to the exercise sessions, as some of the video presentations were very long. Therefore, it is suggested that, in future, the presentations be given in advance to enable participants to get acquainted with the content;
- Tutorship rotation should be maintained in subsequent training workshops. Also, organizers can consider making the next training workshop an in-house one. This will eliminates lateness of some trainees due to traffic congestion;
- It would be more efficient if the practical sessions were held in different rooms in order for the groups to listen to the video without interference. The organizers of the programme should make more time for each participant to go through all the materials that would be provided for the session.

In general the training was seen to be very relevant to the future roles of the participants as technical tutors. The sessions generated a lot of enthusiasm – specially the simulation exercises - and this was reflected in the type of questions asked and the discussion that ensued thereafter.



ANNEX 1

AIDE-MEMOIRE



**TRAINFORTRADE PROJECT IN WEST AFRICA
TRAINING OF TECHNICAL TUTORS**

Organized by UNCTAD
Human Resource Development Section/TrainForTrade
And financed by the United Nations Development Account

Accra, Ghana
10 to 12 September 2013

In relation to UNCTAD's scope of work and priorities (to promote the development-friendly integration of developing countries into the world economy), and the expected accomplishments of the programme budget for the United Nations Development Account, biennium 2012 – 2013...“Supporting Member States to accelerate progress towards achieving the internationally agreed development goals, including the Millennium Development Goals in the context of the multiple and interrelated development challenges”..., UNCTAD through its TrainForTrade programme, launched the TrainForTrade Project in West Africa in 2013, to strengthen capacities in the area of e-Commerce in ECOWAS countries. The project will follow TrainForTrade's Strategy with particular emphasis on MDG 8 (Global Partnership for Development).

In this context, UNCTAD invites the Ministry in charge of the Ecommerce and its appointed local focal point for this project, to identify potential technical tutors for the training of Technical tutors (ToTT) workshop to be held in Accra, Ghana from 10 – 12 September 2013. It is expected that the tutors enrolled in this training will be supporting the delivery of the distance-learning courses on the “Legal Aspects of E-commerce” delivered in collaboration with Science, Technology and Innovation Branch (<http://unctad.org/ICT4D>) and “E-commerce for Practitioners” planned in October and November 2013 respectively, for different categories of stakeholders.

II. Objectives of the Training of technical tutors

The objectives of this workshop:

- To undertake preparatory activities for the delivery of the TrainForTrade online training programme;
- To enable participants to deliver group and individualized training using validated material and distance learning packages;
- To enable participants to evaluate the results of online training;
- To update and adapt tutor's guide and programme to the local context;
- To plan and conduct TrainForTrade online courses at the local and regional level.

III. Dates and working languages

The ToTT workshop will take place from 10 to 12 September 2013, in Accra, Ghana. The working language will be English.

IV. Participants

Nominations for participation must be proposed by the local focal point in each country and selected participants must agree to fully participate (three days on a full time basis) in the training activities, comply with the schedule and internal organizational rules of the ToTT workshop and to participate at a later stage as tutors in the distance and Face-to-Face deliveries organized in their own country. It is highly recommended that participants have an advanced level of IT skills. Please see Appendix 1 for a detailed Terms of Reference on the capabilities of technical tutors.

V. Administrative and Financial Arrangements

a. Organisational Arrangements

UNCTAD will be responsible for the preparation and organization of this event. UNCTAD will sponsor the participation of two delegates per country travelling to Accra, Ghana, including travel and per diem.

All queries concerning the organization of this workshop must be addressed to:

M. Dominique Chantrel
Distance learning Officer
Human Resources Development Section/TrainForTrade
UNCTAD
Palais des Nations, CH – 1211 Geneva 10, Switzerland
Tel: +41 22 917 2187 Fax: +41 22 917 0050
Email: dominique.chantrel@unctad.org

The organizing parties, i.e. the United Nations, will not be held liable for the payment of the following:

- Exceptional expenses incurred by the participants during the meeting –even unexpected- such as travel, sickness, accident, dentistry or hospital costs
- The payment of indemnity in case of death or incapacity occurred during, or related to, the attendance of any participants at the meeting
- The payment of indemnity for loss or damage of personal effects
- Ad hoc expenses of a personal nature, such as drinks, personal services or telephone charges.
- Travel insurance

The event coordinators request that each participant be fully insured to cover any hazard related to their travel and their participation in the meeting. All participants should refrain from engaging in any political, business-related, or illicit activities during the conference.

b. Registration Process and Selection of Participants

Participants identified as potential technical tutors by each country's focal point and wishing to take part in the technical tutors workshop should complete the online registration form, and send it by fax to the UNCTAD secretariat, to the attention of Dominique Chantrel (fax: +41.22.917.00.50).

The deadline for receipt of applications is July 26, 2013. Such requests must be endorsed by the competent authorities.

Successful applicants will receive an e-mail, with their local focal point cced, confirming their participation.

c. Medical requirements

The costs of any medical requirements are the responsibility of the participants. They are requested to ensure that their international health certificate is valid under international regulations.

d. *Registration and selection of participants*

To register, please visit: **hrd.unctad.org/courses** and click on accra2013 to access the registration form (use the access code: **ghana**). Make sure to enter a correct and functioning email address as the confirmation letter will be sent to the email you indicated in the registration form.

To complete the registration, print out the registration form, sign and send them via email or fax to:

M. Dominique Chantrel (dominique.chantrel@unctad.org) Fax: +41 22 9170050
(cc: nosipho.dhladhla@unctad.org and timothy.sullivan@unctad.org)

The deadline for receiving the registration form is **19 August 2013**. **The participants must receive the approval of the relevant authority for the registration.** Selected participants will be informed at the completion of the selection process.

A letter of invitation will be sent by UNCTAD to confirm the participation in the event and could be used as supporting documentation for visa request.

e. Arrival and departure to and from Accra, Ghana

In order to organize their travel, selected candidates are invited to liaise with:

Ms Stephanie Garcia,
TrainForTrade programme
Human Resource Development Section/TrainForTrade
KSTCD/DTL/UNCTAD
Phone: +41 22 917 5808 Fax: +41 22 9170050
Email: Stephanie.garcia@unctad.org

Participants are expected to arrive Monday, September 9th and no departure should be scheduled before Friday evening, **13 September 2013** prior to the end of the workshop.

f. Accommodation

All participants are requested to book and pay their hotel by themselves. The transportation between the hotel and the training centre is at the participant's charge.

VI. Workshop content

Training workshop : "Technical Tutor (ToTT) on Distance Learning"

| | |
|----------------------|--|
| OBJECTIVES: | <ul style="list-style-type: none"> To undertake all preparatory activities for the delivery of an online training programme To enable participants to deliver group and individualized training using validated material and distance learning To enable participants to evaluate the results of training To update and adapt tutor's guide and programme to the local context To plan and conduct TrainForTrade online courses at the local and regional level |
| TARGET POPULATION: | Trainers and Potential technical tutors (IT specialist) who will deliver TrainForTrade online courses or modules using validated training material |
| DURATION: | Group training: 3 days |
| LIST OF MODULES | <ul style="list-style-type: none"> Module 1: TRAINFORTRADE Distance learning Module 2: Delivery of a e-learning session Module 3: Evaluation of the course |
| TYPE OF TRAINING: | Group training with online activities |
| SUPPORT MATERIAL: | Participants' manual, multimedia slides, and case studies |
| NECESSARY EQUIPMENT: | Multimedia computer (at least 1 for every trainee), access to the internet, projector, screen, flipchart |
| | January 2012 |

VII. Agenda

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UNITED NATIONS CONFERENCE
ON TRADE AND DEVELOPMENT

TRAINING OF TECHNICAL TUTORS

Accra, Ghana
10 to 12 September 2013

| Tuesday 10 September 2013 | |
|---------------------------|--|
| 08.30-09:00 | Registration Distribution of documentation Opening Ceremony |
| 09:00-10:30 | M1 - TrainForTrade Distance Learning Tutors and other actors |
| 10:30-10:45 | PAUSE |
| 10:45-12:15 | Platform (first access, Profile, Chat and Forum) |
| 12:15-14:00 | LUNCH |
| 14:00-15:30 | Test and Opinion questionnaire Module 2 - Delivery of a session Pictures exercise |
| 15:30-15:45 | PAUSE |
| 15:45-17:30 | Management of a chat session |

| Wednesday 11 September 2013 | |
|-----------------------------|--|
| 09:00-10:30 | Management of a chat/forum session |
| 10:30-10:45 | PAUSE |
| 10:45-12:15 | Management of a chat/forum session (second round) |
| 12:15-14:00 | LUNCH |
| 14:00-15:30 | Technical issues Test and Opinion questionnaire |
| 15:30-15:45 | PAUSE |
| 15:45-17:30 | Visit of Port of Tema |

| Thursday 12 September 2013 | |
|----------------------------|---|
| 09:00-10:30 | Module 3 – Evaluation of the Course M3 - Session report |
| 10:30-10:45 | PAUSE |
| 10:45-12:15 | M3 - Course report Evaluation of the course and opinion questionnaire |
| 12:15-14:00 | LUNCH |
| 14:00-16:00 | CLOSING CEREMONY UNCTAD CERTIFICATES |

Appendix 1 – Terms of Reference for Technical Tutors

Functions of the Technical Tutor:

- He is responsible for audio-visual and computer tools;
- It is responsible for preparing and coaching sessions and Chat Forum distance education, and to facilitate access to and exchange of trainees through the platform of UNCTAD.

Technical core competencies:

- Office (Word, Excel, PowerPoint, or equivalent)
- Messaging and Internet (Internet Explorer, Mozilla Firefox, Google Chrome, or equivalent)
- Photo: how to use a digital camera (or smartphone)

Expected after the training activities:

- Prepare forum and chat sessions (training sequence, to ensure that trainees are prepared for the meeting and have prepared their texts / issues);
- Organize tests used of chat and forum sessions and facilitate the electronic exchange of trainees;
 - Start of computers,
 - Manage the IT infrastructure (install software, tutorials, maintain the state of machines and contact the service in case of a hardware problem);
 - Must be able to assist the students in case of computer problems;
 - Participate and facilitate the exchange of emails between the centres;
 - Get exercises for trainees data to the instructor;
 - Can make corrections QCM if the instructor provides him the document correction;
 - Should facilitate and lead the discussion with sessions still using paper guardian;
 - Must energize the group of student directing the discussion with the audience of the document guardian;
 - Must provide methodological support to trainees.

ANNEX 2

LIST OF PARTICIPANTS

LIST OF PARTICIPANTS



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ANNEX 3

ATTENDANCE LIST

**TrainForTrade/CNUCED "Development Account" - Training of Technical Tutors
Accra, Ghana (10-12 September 2013)**

| COUNTRY | | FULL NAME | E-mail address | 10/09 | | 11/09 | | 12/09 | |
|---------|----|-------------------------|--|-------|----|-------|----|-------|----|
| | | | | AM | PM | AM | PM | AM | PM |
| Ghana | 1 | Mr. William Kartey | kartey@hotmail.com | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | 2 | Mr. Enock Akwesi Kwakye | inoqus@yahoo.com | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | 3 | Mr. Kyeremeh Yeboah | melchigh@yahoo.com | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | 4 | Mr. Nasir Ahmad Yartey | ahmad.yartey@moti.gov.gh | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | 5 | Ms. Abena Manso-Howard | maamekessewaa@gmail.com | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | 6 | Mr. Ofori Asante-Agyei | oforiasanteagyei@yahoo.com | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | 7 | Ms. Ruby Saakor Tetteh | rubyduby26@yahoo.com | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | 8 | Mr. Alfred Antwi Annor | alfredoaa155@yahoo.com | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | 9 | Mr. Nicholas Quansah | nichoquansah@hotmail.com | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | 10 | Mr. Karikari Danquah | dkari@yahoo.com | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | 11 | Mr. Jonas Amoako | toastataker@yahoo.co.uk | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | 12 | Mr. Courage Asare | nallemsystem@gmail.com | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

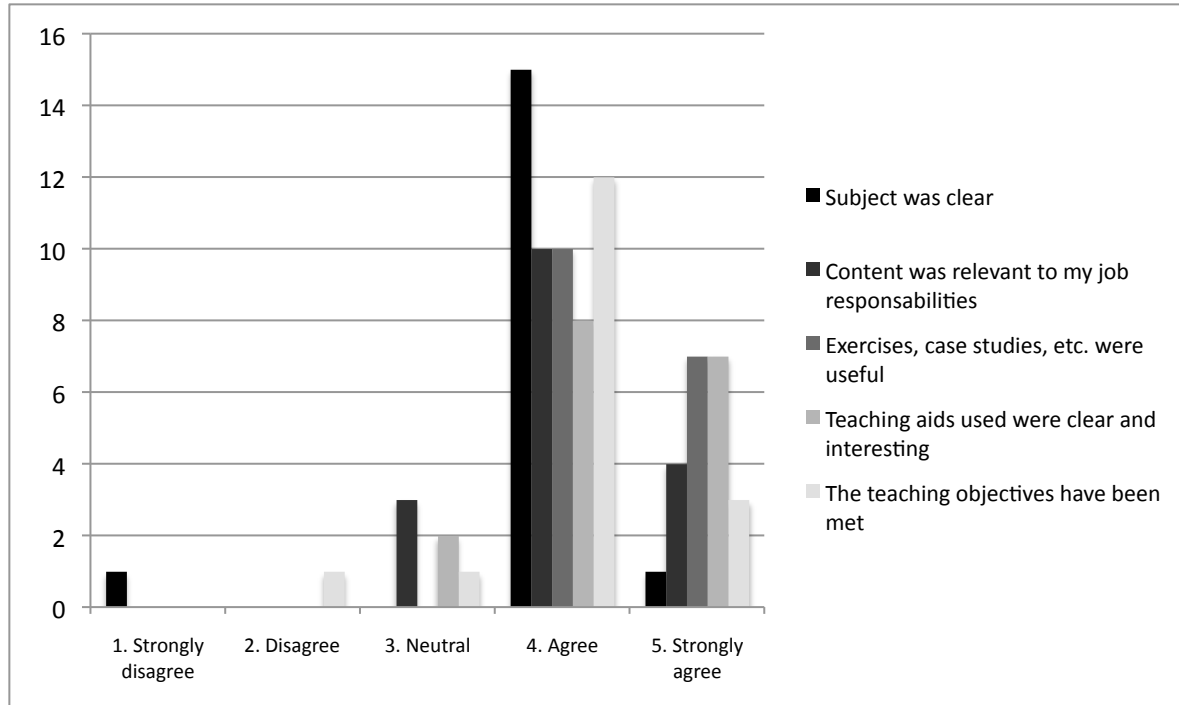
| | | | | | | | | | |
|---------------|----|----------------------------|--|---|---|---|---|---|---|
| | 14 | Mr. Daniel Asare Danso | ddanso@ghanaports.net | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | 15 | Mr. Bernard Ofori | bofori@ghanaports.net | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | 16 | Mr. Bortey Romeo Teimang | rbortey@hotmail.com | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | 17 | Mr. Wordi Kofitse Alphonse | cephonse@hotmail.com | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Gambia | 18 | Mr. Edrissa Sowe | sowe123@gmail.com | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
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ANNEX 4

COURSE EVALUATION

The participants filled the questionnaires anonymously. All comments from the participants have been copied as it is, and one particular remark does not represent the opinion of all participants.

Module opinion questionnaire – Module 1



Overall opinions of the module (content, instructors, manual, exercises, tests, power points, etc.):

- The module was apt for to the task.
- It was just perfect. The whole programme was interesting and captivating.
- Everything was good (3)
- I think the module was well delivered
- Very exciting. Demonstrations and video clips were very appropriate
- Overall, the module is educative and the exercise interesting
- It was generally very interesting
- All the above was exceptional.
- Overall, the module gave a general understanding of what the expectations are in an e-learning environment. The roles and responsibilities of Instructor, tutor etc could be adjusted to suit different environments though.
- It is interesting and informative. Look forward to learning a lot more.
- We should have WiFi in the training sessions to enable us use our laptops
- Content – good, instructors - very confident of the subject, exercises - relevant and good, power point - good
- It is been very good so far
- The structure needs improvement
- The content is good and very practical, Manual should be sent ahead of the training next time

Which section of the module did you like most? Why?

- The Chat and Forum sections
- The Forum. It provides the opportunity for participate to address question that were posted in their absence.
- I liked the practical aspect, hands on experience
- Chat room because we are able to share info easily

- Everything, but more particularly about the PowerPoint and other animation tools.
- All (2)
- The syndicate work was very practical and afforded me the opportunity to practice and learn by doing.
- Very good pedagogical tool.
- The Chat room, The Forum, because I got to chat with several people at the same time and it was practical.
- With the forum, I got to know about more about people in the training with me."
- The management of chat session...because we had to work together as a group and ask questions pertaining to the slides in question
- The video simulations help in creating understanding
- The stimulation exercise because it gave us the opportunity to try a session
- Chat Room
- Chat sessions because it afforded me the opportunity have answers to the questions our group raised
- The Chat session, because I could get the chance to interact online with my co-participants.
- The PowerPoint presentations and how to use the forum. It was enlightening posing questions for answers in forum/chat

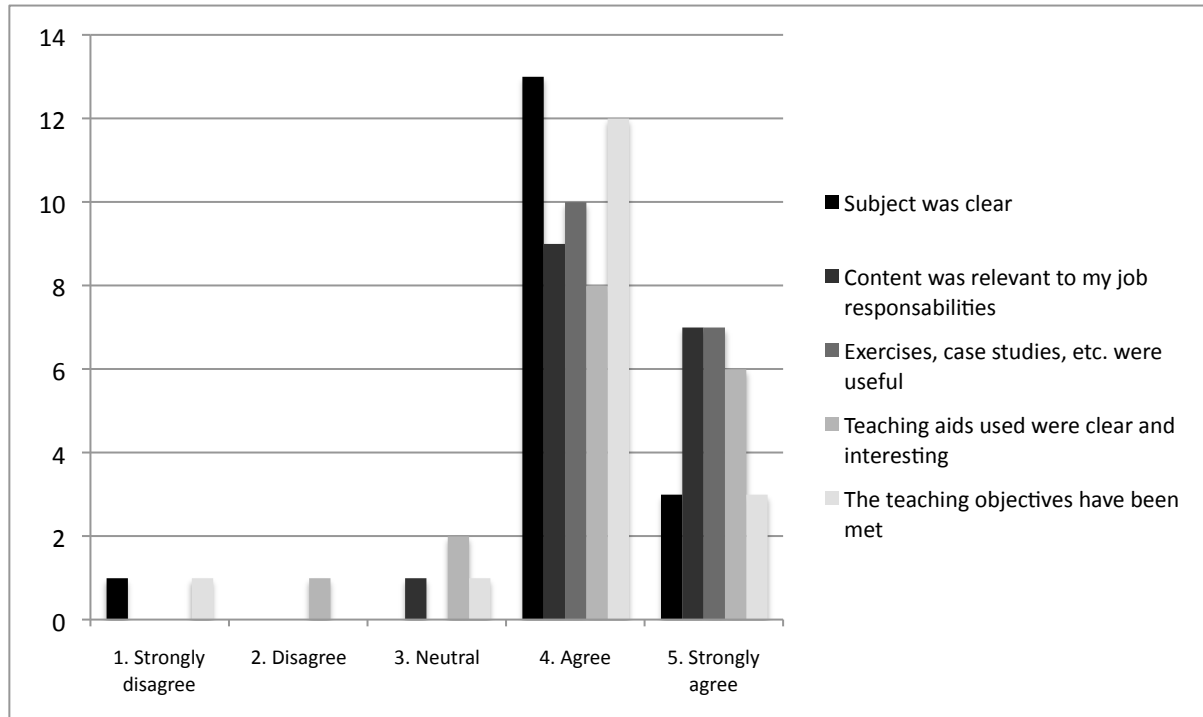
Which section of the module did you like least? Why?

- Forum - because some of our questions got lost
- None (7)
- Can't think of any now
- Not applicable, because I enjoyed every part of the module.
- The text of users in the forum was not private. It is important to make aspects of it personal to the persons interacting

How could the module be delivered more effectively?

- Introduction of more exercises
- To be given more time to allow for more hands on practice.
- No idea yet
- The model should be circulated and read through by Participants before the training, so that participants can have fore knowledge of what they are going to be trained for.
- More video lectures.
- We can make use of very fast Internet connections next time
- Perhaps a slide to be developed on the steps to engaged in the "chat" as well as the "forum"
- Through animations of seeing the instructor when session is on-going
- Ok for now
- The delivery was all right but can be improved by giving users the right to create discussion groups
- Participants can be encouraged to bring their laptops and that will make us continue the discussion even after training sessions
- When instructions and the exercise are made more interactive in order to avoid boredom.
- It is ok
- A more convenient and well-adapted classroom should be just right.
- More exercises and examples

Module opinion questionnaire – Module 2



Overall opinions of the module (content, instructors, manual, exercises, tests, power points, etc.):

- They were good. We need subtitles next time in addition to the video presentation
- The module is good.
- Again a good module well explained and easy to grasp. The exercises reinforced the explanations and instructions
- Satisfactory
- Very informative
- The module was excellently presented.
- The exercises were very interesting."
- Exceptional.
- Very Helpful
- Good (2)
- Adequately provided
- Very relevant
- Quite relevant as a guide to moderating future related e-learning programs in our country
- The module was well designed.
- Very appropriate and exciting

Which section of the module did you like most? Why?

- All (2)
- E-Commerce section
- The exercises were very interesting giving abundant insight into the course
- The group working section. It allowed me to have a practical feel of what was taught.
- Questions and answers in the chat room
- Module test, because I could test the knowledge I acquired from the module.
- The quiz in the presentation
- Brand Imaging - very interesting
- E-Marketing
- Exercise on legal aspect of ecommerce because it contained a lot of new information for me
- Still chat room
- The practical exercises
- Evaluation sections

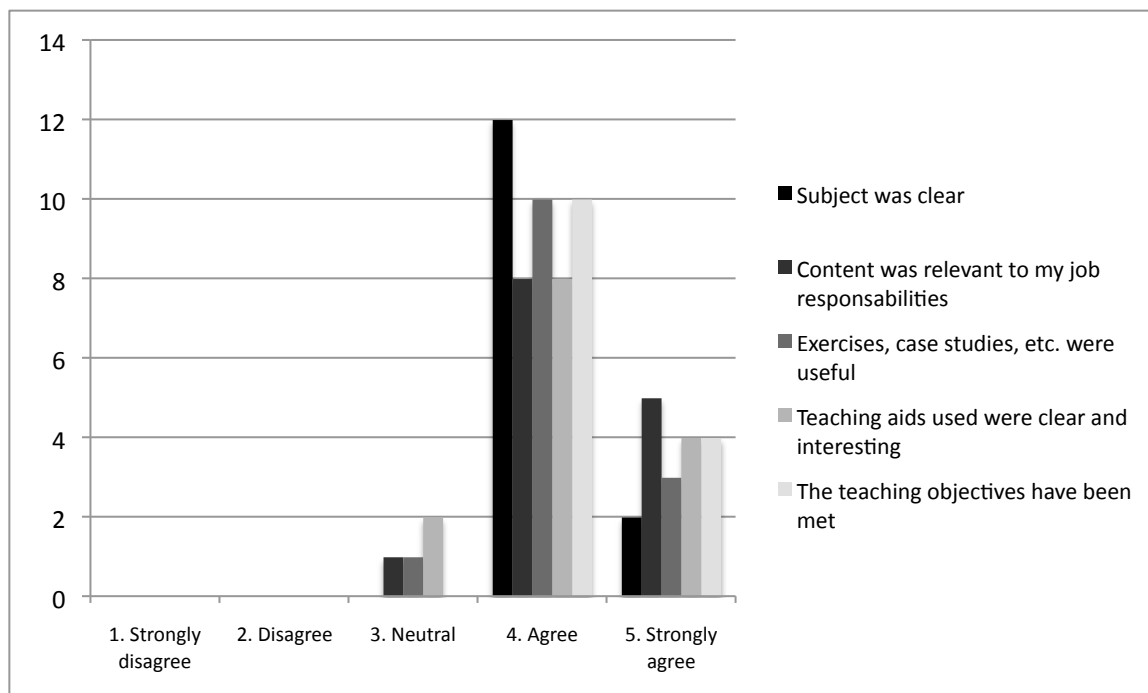
Which section of the module did you like least? Why?

- The text was too much due to the short time frame
- I just enjoyed all sections
- Listening to the video because the timing was too small and the group had a challenge hearing what was being said.
- Reading the documentation. Because the time was not enough, it was difficult to properly read the document.
- Video presentation. I couldn't hear well because the presenter was speaking too fast.

How could the module be delivered more effectively?

- A friendly version of the e-marketing document must be development. This should allow participants to go through the document within the time given.
- More exercises and examples
- It is fine with me.
- Increasing the time and more hands on exercise
- Perhaps tutorials can be developed and included in the power point slides
- A source where the sound is clearer and all participants could listen and follow
- By adding subtitles to the video presentation
- All computers should be thoroughly checked to ensure that the necessary applications are on them and they are working well.
- Improvement on the IT facilities
- I do not have any suggestion
- It was okay
- More trials could make it more effective

Module opinion questionnaire – Module 3



Overall opinions of the module (content, instructors, manual, exercises, tests, power points, etc.):

- Overall the program was good
- All the course materials were good, but the manual should be more briefly.
- Good (3)
- The module was good and well designed.
- Very useful

- Instructions as usual were clear and the tutor presentation style made the class more attractive and understandable.
- The module was well presented. The manual, exercises and tests were very good
- The exercises were quite demanding
- Very informative, especially the Video presentation.
- Training was very good on the whole. Slide presentation time needs to be increased.

Which section of the module did you like most? Why?

- Chat session
- Legal Framework of e-commerce
- The practical section of report writing. Because we had the chance of writing one at the end of the session
- The questions and responds section. This is because of the interactive nature it presents.
- Chats and forum interactions.
- The issue of social discrimination, because until many people are able to make use of e-commerce, this whole campaign will be fruitless.
- Every aspect of it
- The chat room.
- Because I got to read what every body was posting.
- I enjoyed the exercises
- Group interaction

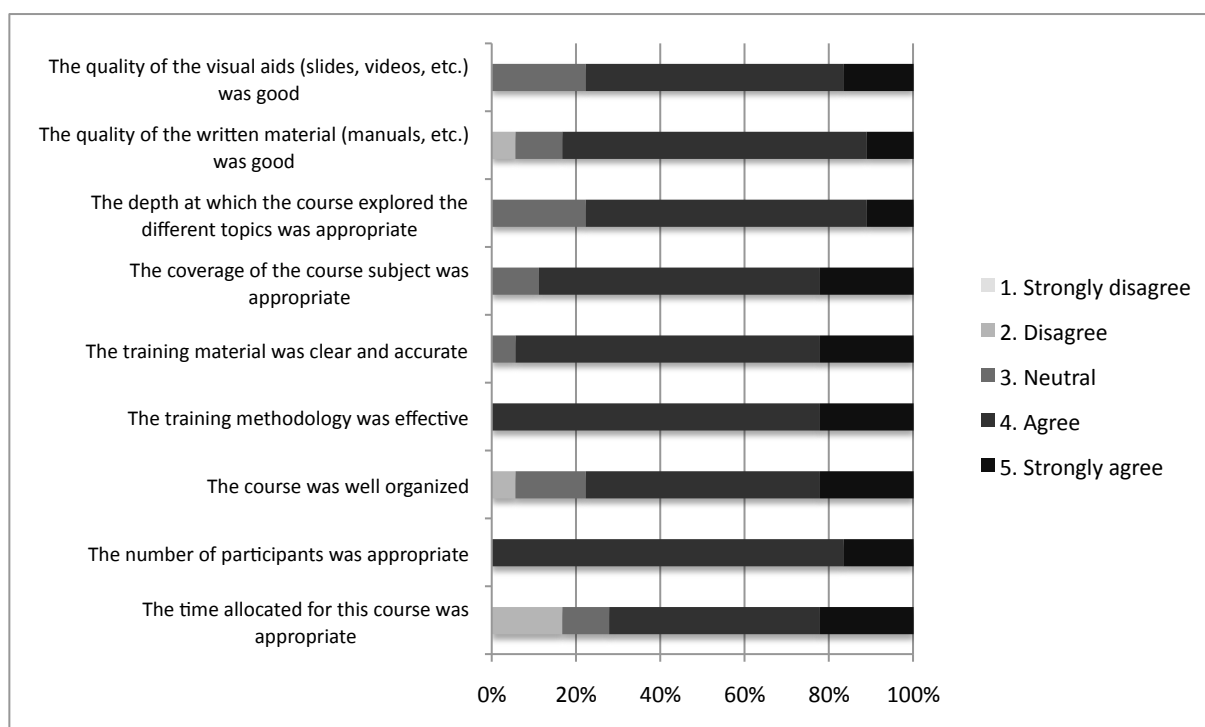
Which section of the module did you like least? Why?

- None. But why this section is read from the CD-Rom?
- Listening to the video to answer the questions.
- The volume was low.
- The reading part, because its there is a lot to read and there is little limited time.

How could the module be delivered more effectively?

- The delivery was just right.
- By allowing time to discuss the content of the material
- It would be good for more discussions on e-commerce and associated problems and possible solutions
- If possible yes.
- The video should come with subtitles.
- Improving the equipment quality by ensuring that all needed software are installed on computer with good sound level
- This module should also be added to the USB Flash Drive
- Speakers so low, headphones would have been very satisfactory
- It was ok

General evaluation of the course



Comments regarding the course content and/or organization

- Everything was good.
- It is okay
- The course content and the organization were very good.
- The course was very thought of and executed
- The course content and organisation were good
- Content and organization were good
- The contents were appropriate. However the organization was poor and must be considered properly next time.
- Generally good and appropriate
- The content was quite good
- Generally okay but room for improvement in organisation
- The course was good but I think participants needed more time to listen to the video.
- Overall the content and organization was very good. This is due to the fact that the objectives of the course was achieved.
- Course content was good. The food and snacks provided were not the best.
- The course content was good and think it helped to convey the requirements and guide for participants to play their roles as facilitators/tutors in future workshops.
- The UNCTAD is doing an exceptional job in helping trade ministries in West Africa and promoting E-commerce. The course was well delivered too.
- The content of the course was all right. The organisation should be improved. Organisers must ensure computers are in good working order and have all the necessary software installed. Speakers should be connected to the PCs for effective practical.

Other suggestions / recommendations:

- More assignments for participants
- None really
- The lab however, requires adequate working computers with all software plug-ins and Microsoft Office installed for participants to use. Internet access should not be a challenge in the lab since it is a feature that is always required for participants use.
- More time is needed to allow participants to full understand the procedures and Techniques in using the Chat and Forum. It will be good to allow access to these modules for further in our places of work.

- Need to ensure that participants practice what is assigned to their various syndicates
- The venue was too close to the central business district. I suggest it is organised somewhere that participants would encounter less traffic when traveling to the venue.
- Time spent on the training may be increased
- Recommend the use of Wi-Fi in the lecture room
- Wireless connectivity must be available to all participants
- The sound on the Videos must be audible enough
- All the necessary software must be on the computers used for training
- Participants should have headsets to effectively listen to the audio lectures
- I suggest that the next training should be a residential one so more time can be allocated for activities
- The time should be increased
- Computers should be adequate
- Headphones should be provided
- Microsoft office be installed on all computers being used for training
- Training should be held away from city centre to avoid traffic congestion
- Group session sessions must be held in syndicate room in order for group members have effective deliberation among themselves.
- Also the time allocated for group work must be increased.
- The course must be organized in a closed In-house environment to ensure promptness and punctuality