

Overview of evaluation practices in opera and dance education in Europe

Evaluation allows for feedback that can be of great benefit for improving activities and increasing motivation. Nevertheless, some companies worry that evaluation may result in possible judgements and more or less negative consequences. **Most RESEO members engage in different evaluation methods**, a practice which has become increasingly commonplace over the past years, in order to have clear feedback on their activities.

RESEO thus carried out a research study on the impact these practices have on European opera organisations, in order to highlight possible **joint tendencies or differences**, and to reveal **different models**, which may be a source of inspiration to other members. The following results are based on the responses of 47 member organisations that answered an online questionnaire in February 2012.

- **Main evaluation tools and practices**

91% observe the participants

87% assess results with team members

85% refer to the total number of tickets sold by the box-office or the number of participants

77% take into account emails, drawings or texts sent by the participants

62% administer questionnaires (in $\frac{3}{4}$ of cases in addition to the other tools mentioned above)

1/3 call on an external professional

- **Ideals and members' expectations**

1/3 of members lack time to carry out evaluations

1/3 do not possess appropriate tools and methods. The network could be used as a platform to pool resources.

13% of organisations lack money

However, **13%** of members feel that what they do at present to obtain feedback suits their needs.

- **68%** of structures are obliged to send reports on activities and their results to their line managers or external sponsors (private or public).

In a second phase of the survey, qualitative telephone interviews were carried out with selected members in order to allow for a more in-depth insight into different evaluation practices and perspectives.

- **Knowledge of organisations on the impact of their activities**

Almost all the organisations believe they are capable of knowing whether the participants appreciated an activity.

Almost 80% know how to improve their activities.

Slightly more than **three quarters of respondents** believe they know whether their activities enabled the participants to develop an interest or to change their perception concerning the arts.

53% of respondents state they are capable of judging whether their activities have facilitated social integration and **49%** whether their activities have had an impact on participants' psychological factors. These slightly smaller percentages can be explained by the difficulty the organisations encounter when trying to measure such variables.

- **47% of respondents are satisfied** and **49%** are moderately satisfied with the feedback they receive from participants.