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Volunteers trained as part of the project ISI were surveyed about a) their general satisfaction with the training by way of standard event evaluation and b) the achieved learning results in connection with their future voluntary engagement in support of Ukrainian refugees

Survey timeframe: April-May 2026
 Total respondents: 56
 From trainings in: Germany, Lithuania, Latvia, Poland, Slovakia

General evaluation results

Rating from 1 (worst) to 5 (best)

	1	2	3	4	5	Avg rating
1. How satisfied are you overall with the training?	5%	0%	2%	13%	80%	4,6
2. How would you rate the knowledge and skills gained from this training course?	0%	2%	4%	46%	48%	4,4
3. How would you rate the quality of the trainers/instructors?	0%	0%	5%	27%	68%	4,6
4. How effective was the training in meeting your expectations?	0%	4%	4%	57%	36%	4,3
5. How would you rate the organization and logistics of the event?	0%	0%	13%	34%	54%	4,4
6. How engaging was the training content?	0%	0%	11%	38%	52%	4,4
7. How would you rate your ability to apply what you learned in a real-world setting?	0%	4%	11%	45%	41%	4,2
8. Were the training materials and resources provided sufficient for your learning needs?	0%	2%	11%	52%	36%	4,2
9. How likely are you to recommend this training course to others?	0%	0%	2%	34%	64%	4,6

Learning result survey

Rating from 1 (disagree) to 5 (best)

	1	2	3	4	5	Avg rating
10. I feel better able to understand the common challenges Ukrainian refugees may face	0%	4%	13%	52%	31%	4,10
11. The training improved my awareness of cultural aspects relevant when interacting with Ukrainians.	0%	4%	13%	44%	38%	4,17
12. I feel more confident identifying situations in which Ukrainian refugees may need emotional or practical support.	0%	4%	8%	50%	38%	4,23
13. I feel more confident communicating in a sensitive and respectful way with people who have experienced displacement.	0%	6%	12%	42%	40%	4,17
14. I feel better prepared to support refugees who may be distressed, overwhelmed or traumatised.	0%	2%	15%	56%	27%	4,08
15. I feel more capable of helping Ukrainian refugees navigate available services in our country (e.g., community support, social services, information points).	0%	0%	17%	44%	38%	4,21
16. I know when and how to refer someone to specialized help (e.g., legal, medical, psychological) when appropriate.	0%	6%	19%	40%	35%	4,04
17. I feel more confident recognizing signs that someone may need emotional support or professional assistance.	0%	6%	15%	50%	29%	4,02
18. After the training, I feel more prepared to support Ukrainian refugees in a real world volunteering environment.	0%	2%	12%	52%	35%	4,19
19. I feel aware of my own limits and know when to seek support from other volunteers or employees of my organisation.	0%	2%	6%	56%	37%	4,27

Conclusion

The general evaluation results indicate an excellent overall quality of the courses on the local levels, with good to very good learner satisfaction across categories (averages in the mid- to high 4,x points, on a 1-5 scale).

The relevant learning results also show that, overall, the courses were subjectively successful in preparing the volunteers for their tasks in supporting the integration of Ukrainian refugees. Averages are modestly lower than for the course quality (low to mid 4,x points on a 1-5 scale). We expect part of this to be simply cautiousness in one's own confidence to turn training into practice, but nonetheless encourage partners whose local results contributed to this lower score (or are even lower) to pay particular attention to their national survey results, including the comments (which were not standardised and thus are not aggregated in this overall report).

All in all, we consider the evaluated courses to have been successful and encourage the partners to draw their own conclusions from the minor/relative lower scores in their national results to further improve upon their next iterations of the training.