

## INCLUDE-CE

### Inclusion and Digital Empowerment through Circular Economy

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STAKEHOLDER COMMITTEE FEEDBACK ON E-LEARNING PLATFORM AND BEST PRACTICE GUIDE

EVALUATION

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## Stakeholders overview

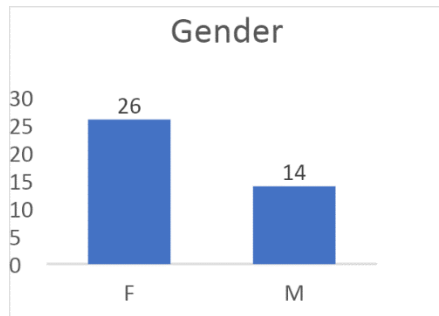
The stakeholder overview provides a detailed breakdown of responses from different national partners to a survey on an e-learning platform, split between quantitative and qualitative feedback. In total, 40 stakeholders participated in the quantitative survey, and 52 provided qualitative feedback. The data reveals involvement from various groups, including civil society organizations, NGOs, and professionals dealing with Migration, Refugees, Asylum Seekers, and Expatriates (MRAE), with specific response counts from Malta, Italy, Cyprus, Spain, and Portugal. This distribution underscores the platform's broad engagement across these sectors and highlights diverse perspectives on its effectiveness and areas for improvement.

**N. of answers in total:** 40 for quantitative survey, 52 for qualitative feedback

National Partner	N. Stakeholders survey	N. Stakeholders qualitative feedback	N. Stakeholders from Civil Society Organisations, NGOs	Professionals dealing with MRAE	MRAE
AMAM (Malta)	11	12	2	3	7
ARCIRAGAZZI (Italy)	10	10	5	8	
CARDET (Cyprus)	9	10	10	3	
SSF (Spain)	10	12	10	8	2
MINDSHIFT (Portugal)		8	3	5	

## Stakeholders' gender and age

Age average	3 6
Age min	2 5
Age max	6 5



The stakeholder’s gender and age indicate that among the participants of the stakeholder committees, there were 26 females and 14 males. The average age of stakeholders was 36 years, with the youngest being 25 and the oldest 65. This suggests a diverse group of adults engaged with the platform, spanning a wide range of adult age groups, which can provide valuable insights into the user experience across different life stages.

#### Stakeholders’ national partner - country of origin

National partner	Countries of origin of Stakeholders
<b>AMAM (Malta)</b>	Cameroon, Malta, Spain, Nigeria, Sudan
<b>ARCIRAGAZZI (Italy)</b>	Italy
<b>CARDET (Cyprus)</b>	Cyprus
<b>SSF (Spain)</b>	Spain, Argentina, Venezuela, Perú
<b>MINDSHIFT (Portugal)</b>	Portugal

## Stakeholders' quantitative evaluation of E-Platform and Good Practices Guide

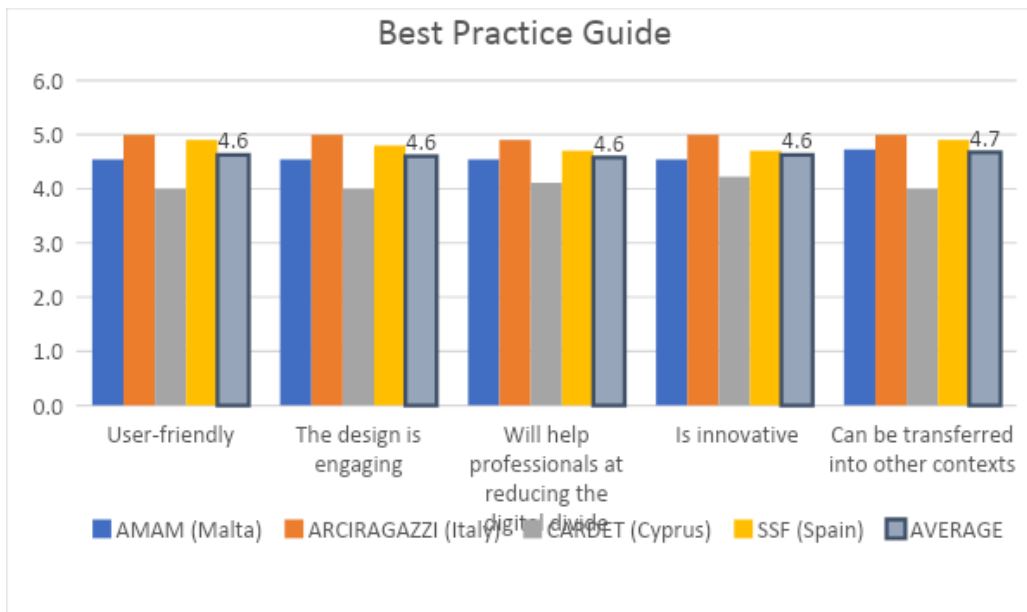
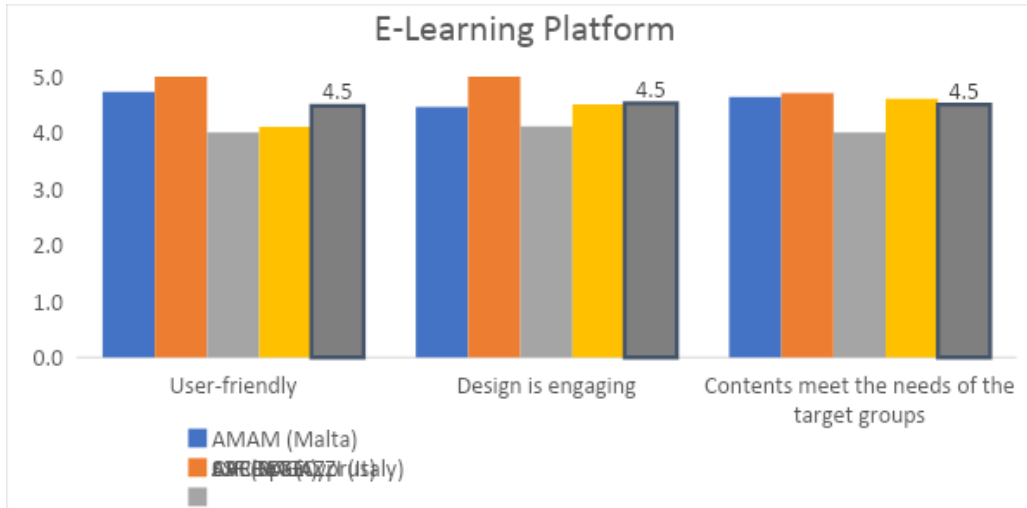
National Partner	Regarding the E-Platform			Regarding the Good Practices Guide				
	User-friendly	Design is engaging	Contents meet needs of target groups	User-friendly	Design is engaging	Will help professionals to reduce the digital divide	Is innovative	Can be transferred to other contexts
AMAM (Malta)	4,7	4,5	4,6	4,5	4,5	4,5	4,5	4,7
ARCIRAGAZZI (Italy)	5,0	5,0	4,7	5,0	5,0	4,9	5,0	5,0
CARDET(Cyprus)	4,0	4,1	4,0	4,0	4,0	4,1	4,2	4,0
SSF (Spain)	4,1	4,5	4,6	4,9	4,8	4,7	4,7	4,9
<b>Total AVERAGE</b>	4,5	4,5	4,5	4,6	4,6	4,6	4,6	4,7

The stakeholders' quantitative assessment reflects a highly favorable view of both the E-Platform and the Good Practices Guide. With scores nearing the maximum of 5.0, there is a consensus that the E-Platform is user-friendly and offers an engaging design, indicating that users find the interface intuitive and visually appealing. Similarly, the content is deemed to meet the needs of the target groups effectively, suggesting that it is relevant and beneficial for the intended audience. For the Good Practices Guide, the ratings are equally positive. It is perceived as a tool that could significantly contribute to reducing the digital divide among professionals, an innovative resource that has practical utility in various contexts. The uniformity in high scores from different national partners also suggests that the platform and guide have a broad, cross-cultural appeal and utility.

The aggregated scores from national partners paint a very positive picture of the E-Platform and the Good Practices Guide. They highlight a successful alignment between the platform's offerings and the user's expectations. The E-Platform has been rated highly for its user-friendliness and engaging design, suggesting that users are likely to spend time on the platform without frustration and with a sense of visual satisfaction. Moreover, the content's alignment with the needs of the target groups implies that it is not just aesthetically pleasing but also substantively useful.

For the Good Practices Guide, the belief that it will assist professionals in bridging the digital divide points to its practical value in a professional setting. Its innovation and adaptability scores suggest that the guide is not just a static resource but one that introduces new ideas and can be applied to a variety of contexts beyond its initial scope. This versatility is crucial for widespread adoption and long-term

impact. The consistency of these high scores across different national contexts also indicates a universally positive reception, which is an impressive feat for any educational resource that aims to cater to diverse cultures and needs.



## Stakeholders' qualitative feedback

E-Learning Platform	
Positive findings	Suggestions to improve
<p><b>Interface</b></p> <ul style="list-style-type: none"> <li>● Easy-to-navigate</li> <li>● user-friendly interface (“intuitive”, “streamlining the workflow”)</li> <li>● simple language</li> <li>● pleasant and cohesive design</li> <li>● translation in national languages</li> </ul> <p><b>Content</b></p> <ul style="list-style-type: none"> <li>● interesting</li> <li>● well-organised structure</li> <li>● unique resources</li> <li>● space to reflect on learning</li> <li>● multilingual approach</li> <li>● facilitates learning</li> <li>● free access</li> </ul>	<p><b>Navigation flow</b></p> <ul style="list-style-type: none"> <li>● not easy to find the exit button from the platform</li> <li>● the sign on the flip cards is too small, not visible. They should be made bigger and be more explicit</li> <li>● information overload, difficult to quickly locate specific information</li> <li>● improve navigation and user guidance</li> </ul> <p><b>Technical issues</b></p> <ul style="list-style-type: none"> <li>● slow loading time</li> <li>● occasional downtime</li> <li>● lack or reduced capacity of certain functionalities (Cardet, which)</li> <li>● request for more proactive communication about updates and maintenance to minimize user disruption</li> </ul> <p>- many errors when registering:</p> <ul style="list-style-type: none"> <li>● does not allow you to enter username: says that all are used</li> <li>● password difficulty</li> <li>● gives errors with registered email or claims the email does not exist</li> </ul> <p><b>User experience</b></p> <ul style="list-style-type: none"> <li>● request for better user engagement with the platform development (lack of community-driven approach)</li> <li>● possibility of having a certificate after the training (gaining new skills)</li> <li>● introduce the context of the project and partner organizations (video)</li> </ul>

	<ul style="list-style-type: none"> <li>● initial, mid, and final evaluation after the trainings</li> <li>● space for self-assessment</li> <li>● more interactivity (video format and other)</li> <li>● have instructional text, but also videos</li> <li>● have a how to guide for professionals to help trainees on using the platform and trainings</li> <li>● more transparency on development and privacy policy</li> <li>● establish a regular feedback mechanism</li> </ul> <p><b>Link to Guide</b></p> <ul style="list-style-type: none"> <li>● include examples from the Guide in the trainings to show success cases</li> <li>● have a roadmap of the Guide on the platform or on the Guide's first page</li> </ul> <p><b>Language</b></p> <ul style="list-style-type: none"> <li>● the presence of certain parts of the platform are still in English, and need a thorough revision and translation into Spanish</li> </ul>
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The feedback on the E-Learning Platform reveals a blend of commendations and constructive criticism. Positive aspects include its user-friendly interface, cohesive design, and valuable multilingual content. Yet, stakeholders suggest several enhancements to refine the user experience: improving navigation, particularly making the exit button and flip card signs more prominent, reducing information density for easier navigation, and enhancing technical performance to prevent slow load times and registration errors. Moreover, the feedback highlights a desire for more dynamic user engagement, such as incorporating certification, evaluations, self-assessment tools, interactive elements like video content, and a more transparent feedback mechanism. The need for comprehensive translations to include all user languages, particularly Spanish, is also emphasized to ensure inclusivity and accessibility.



Best Practice Guide	
Positive findings	Suggestions to improve
<p><b>Content</b></p> <ul style="list-style-type: none"> <li>• appreciation of introducing not well-known topics like equality and circular economy</li> <li>• diversity of resources (programs, success stories, evaluation tools, studies)</li> <li>• vast coverage of projects and initiatives</li> <li>• quite comprehensive but with easy to-read structure</li> <li>• further insights and in-depth details</li> </ul> <p><b>Design</b></p> <ul style="list-style-type: none"> <li>• appealing</li> </ul>	<p><b>Language</b></p> <ul style="list-style-type: none"> <li>• Typos</li> </ul> <p>P.21, Bp n.6 of Access to Electronic devices (missing word cut out in the English version);</p> <p>page 6, Reduse: Reduce;</p> <p>page 15: To accessing: to access;</p> <ul style="list-style-type: none"> <li>• use more child-friendly language especially when addressed to youth</li> <li>• inaccurate translations or the use of English titles for specific practices in the guide, suggesting a need for refinement in this area.</li> </ul> <p><b>Format</b></p> <ul style="list-style-type: none"> <li>• consideration on presenting the Guide in a more interactive way and not just a PDF for download</li> <li>• in terms of design, have the texts on the left would facilitate reading</li> <li>• consideration to use different colours to reflect the partners that developed different sections</li> </ul>

The feedback on the content of the E-Learning Platform highlights a strong appreciation for the inclusion of diverse and unconventional topics, such as equality and the circular economy. The resources are varied, encompassing programs, success stories, and evaluation tools, offering a broad perspective on different initiatives and projects. While the content is extensive, it maintains an easy-to-read structure, offering depth without overwhelming the reader.

In terms of design, while it's visually appealing, there are suggestions for improvement: addressing typographical errors, employing more child-friendly language, especially for youth-targeted content, and refining translations for accuracy and consistency. The format could also be enhanced by considering a more interactive presentation rather than just a downloadable PDF, repositioning text for better readability, and using color coding to denote different contributing partners.

## General considerations from partner organizations

### AMAM

The feedback from AMAM on the INCLUDE-CE initiative is comprehensive and predominantly affirmative. Stakeholders, particularly migrants, showed keen engagement, underlining their desire for digital empowerment. Active participation across various validation sessions—online, by email, and in person—highlighted their commitment. Positive remarks were made about the E-Learning platform and the opportunities it facilitates, such as laptop distribution and job search assistance. The BP Guide's design and content on topics like equality and the circular economy were lauded for their novelty and accessibility. The suggestions to improve aesthetics and resolve technical glitches are seen as pathways to enhance the user experience, ensuring that once addressed, the tools provided will be leveraged to their fullest potential by the target groups.

AMAM's evaluation of the INCLUDE-CE project showcases an overall positive stance, enriched by the dynamic and active involvement of migrant members during various validation sessions. This enthusiasm reflects their eagerness to embrace digital tools and the potential benefits they can lead to, such as employment opportunities. The constructive feedback points to certain areas for enhancement, particularly in interface design and technical robustness. Addressing these will be key to ensuring that the platform and the BP Guide fully serve the diverse needs of the stakeholders, allowing them to reap the full benefits of the project.



## ARCIRAGAZZI

The general feedback about the products is positive. The stakeholders are looking forward to seeing how the consortium is going to proceed and to better understand the learning process once the platform will be ready for the pilot sessions.

## CARDET

The feedback on the INCLUDE-CE project from Cyprus stakeholders highlights a user-friendly interface, organized content, and unique resources as key strengths, alongside multilingual support fostering inclusivity. Challenges noted include technical glitches, potential information overload, and a desire for better navigation and user guidance. There's a strong call for enhancing user experience with interactive learning resources, expanded community features to build connections, regular feedback mechanisms, transparency in development and privacy policies, and showcasing success stories to inspire users and demonstrate the platform's real-world impact.

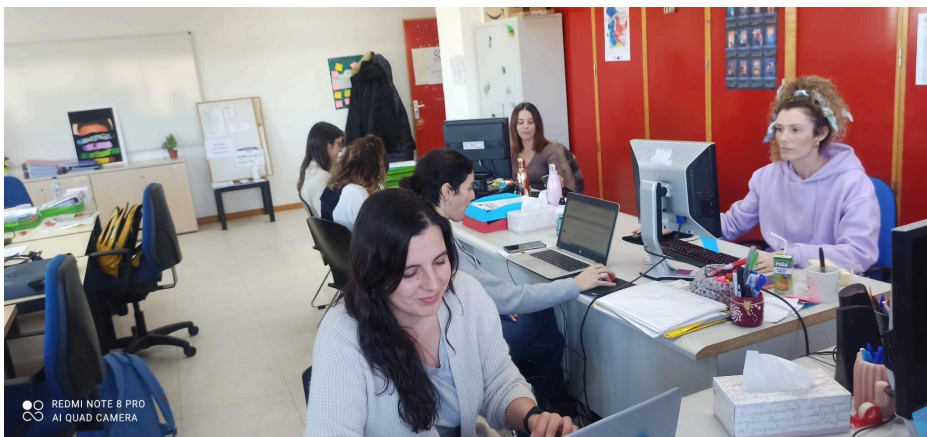
The Cyprus stakeholders' feedback for the INCLUDE-CE project underscores the importance of evolving the platform to better meet user needs and expectations. Enhancements like interactive learning resources, improved community engagement, and transparent development processes are highly anticipated. These improvements are seen as crucial for deepening user interaction and ensuring the platform not only serves as an educational tool but also as a community hub that fosters connections and supports personal and professional growth among its users.

The community's proactive engagement in suggesting improvements signifies a collective vision for a platform that not only educates but also connects and empowers. The emphasis on interactive content, community features, and transparency reflects a desire for a dynamic learning environment that adapts to user feedback and evolving digital landscapes. By addressing these suggestions, the INCLUDE-CE project can enhance its impact, fostering a supportive and enriched user experience that extends beyond traditional learning paradigms.

## SSF

The feedback from the committee lauds the platform's user-friendliness and the guide's resource diversity, seeing it as a key tool for inclusion and digital empowerment. Concerns about translation inaccuracies and registration errors highlight areas for improvement. Questions about the guide's impact on the digital divide and suggestions for collaboration with public administrations to support migrants underscore the platform's potential for significant social impact.

The committee's admiration for the platform's comprehensiveness and intuitive features is a testament to its potential as a valuable asset for inclusion and digital empowerment. Their feedback underscores the critical need for linguistic accuracy and the importance of tailoring the platform to diverse linguistic backgrounds. Additionally, the suggestion to collaborate with public administrations highlights a strategic approach to enhancing the migrant regularization process, further emphasizing the platform's role in bridging the digital divide and its adaptability to various contexts. This constructive feedback points toward a holistic development strategy, focusing on inclusivity, user experience, and social impact.



## MINDSHIFT

The feedback from the Portuguese Stakeholders Committee on the INCLUDE-CE project reveals overall satisfaction with the e-learning platform and Good Practices Guide. They praised the platform's user-friendly navigation, engaging design, and relevant content, alongside the Guide's support for digital literacy and innovative practices. Recommendations for improvement include the addition of certificates, interactive elements like videos, and self-assessment spaces. These enhancements aim to further enrich the learning experience and facilitate the application of good practices in migrant integration projects.

The positive feedback and suggestions from the Portuguese Stakeholders Committee reflect a deep engagement with the INCLUDE-CE project's resources. Their appreciation for the platform's design and content underscores its effectiveness in addressing the training needs of its audience. The constructive recommendations point towards a desire for an even more interactive and comprehensive learning

experience, suggesting pathways for the project to further enhance its impact and accessibility for all users.

