

# Participants' Feedback

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“Reach the hard-to-reach”: how to engage young groups of learners and bridge the digital divide via Mobile Assisted Learning in Basic Skills workplace training & Customer Care for different work sectors in Europe.  
Project number: 2011-1-NO1-LEO05-03245

**REACH the hard to reach - Final conference,  
Florence (IT), Sept 13<sup>th</sup>, 2013**

**BEST**



What have test participants said about the products?

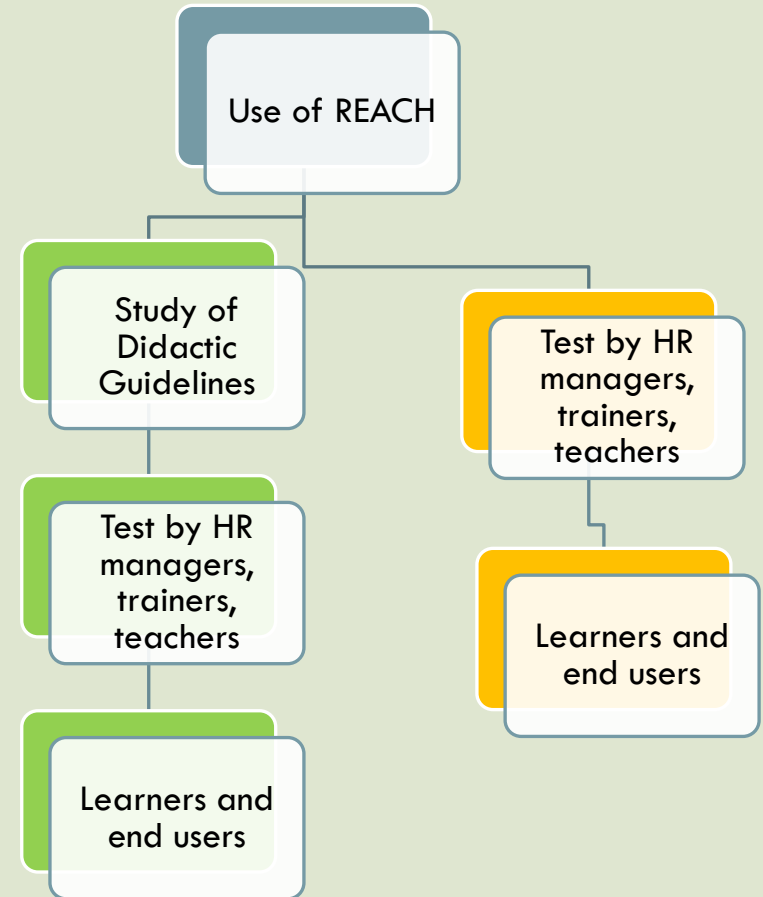
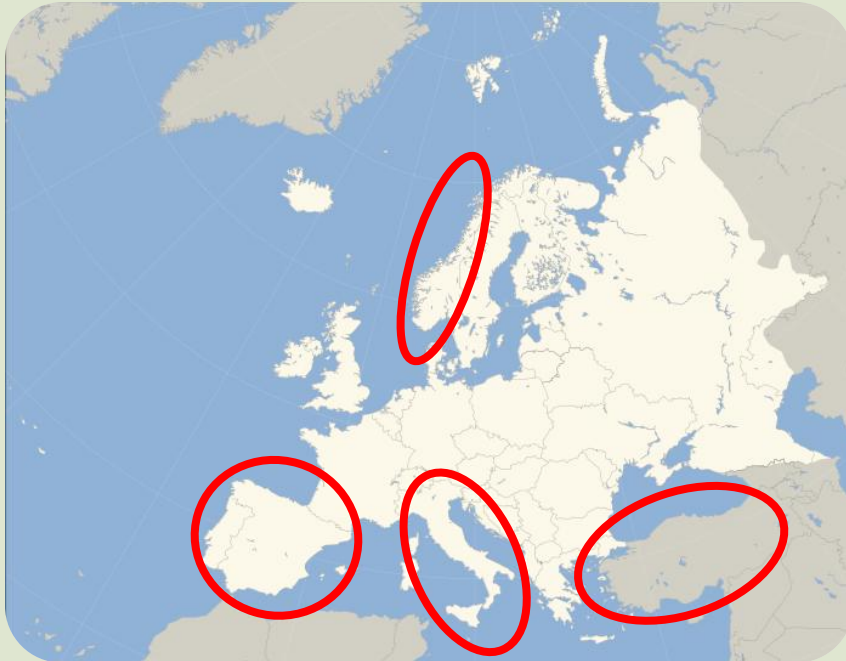
Results of piloting phase



# The process of piloting and validation...

## ... the steps in the process

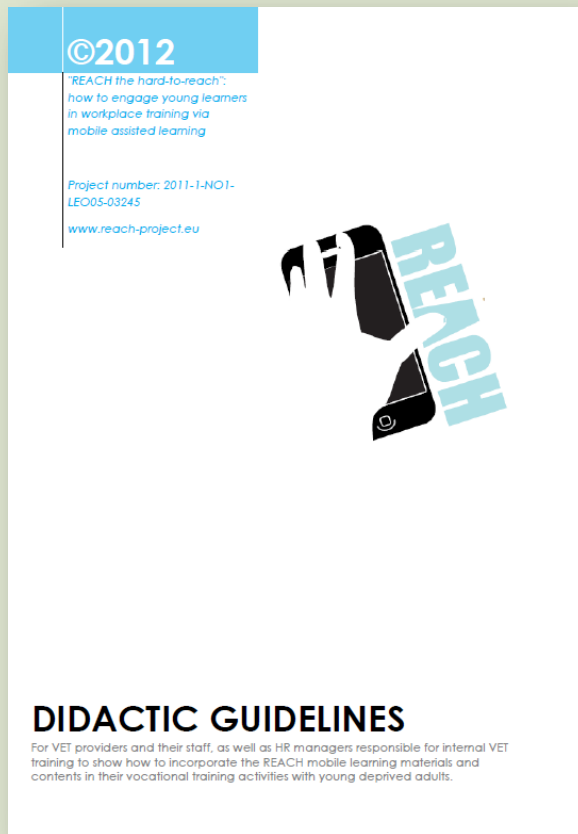
### ...took place in...



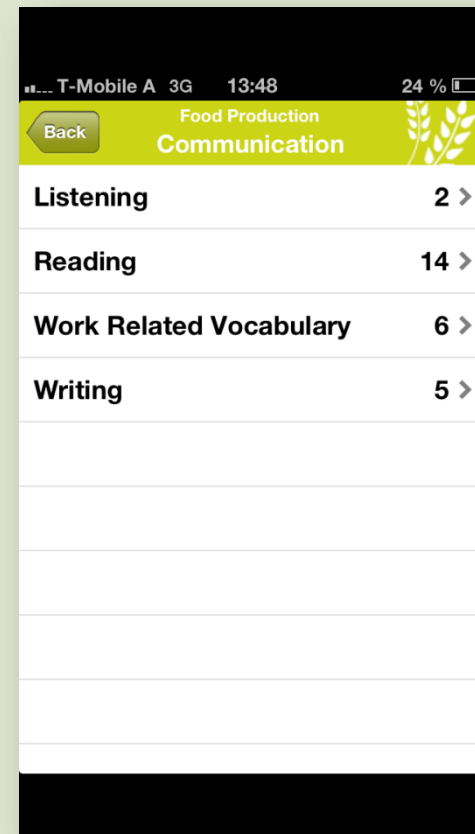


# Review of...

## Didactic guidelines



## Mobile Learning Unit / "App"





# Norway



- Blended learning in three locations and several classes
- Supplement to health related curriculum
- Used also in existing school programme
- REACH partners visited locations and informed users
- Learners received a short briefing
- Learners' aged 18-25



# Spain



- Association for training young learners (school-drop-outs)
- Workplace training
- Focus on food industry
- Tested with learners, trainers and HR managers





# Italy



- Different types of learners and experts in vocational training field
- Volunteer participation of learners subscribed in courses
- Tourism, entrepreneurship, manufacturing industry
- Managed through a network of training organisations working with unemployed in the region of Florence



# Turkey

- Detailed information provided by partners F2F
- In Construction, tourism, health care and food industry
- Both workplace and school-based
- Focus on:
  - Converting measures
  - Describing results
  - Interpreting results
  - Basic arithmetical operations and numeracy skills







## Key facts and results

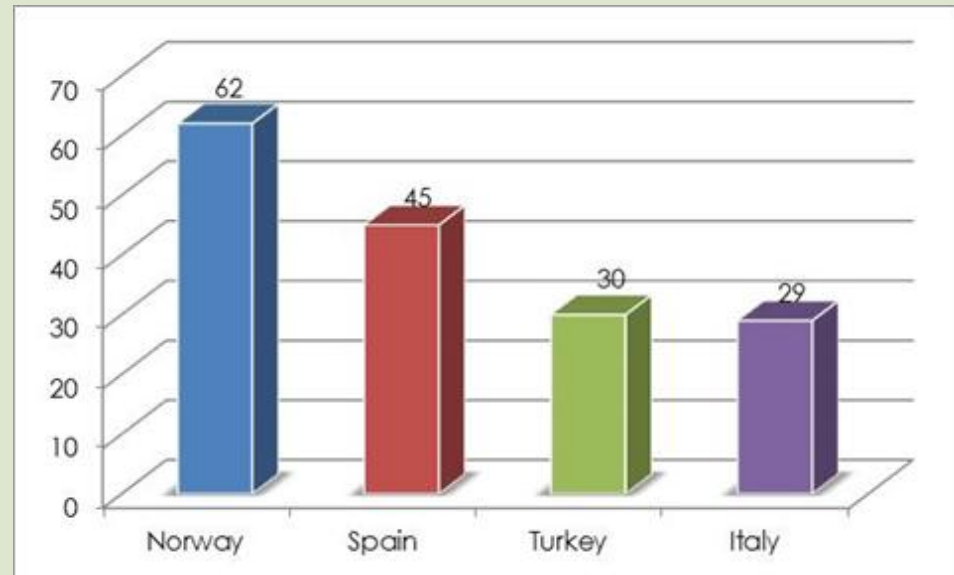


# How many people took part in piloting?

## Participation statistics

- Overall participants: 181
- Learners: 124
- Teachers/Trainers: 57
- Total male learners: 72
- Total female learners: 50
- Age: 18 - 31

## Country specific statistics





# Feedback - Didactic Guidelines



## The structure

- well structured
- relevant, clear and credible
- understandable
- generally satisfactory
- design ok

## The contents

- clear wording
- motivating, innovative and enjoyable
- guideline model very helpful
- a lot of information
- some contents are not relevant to the field of work



# Feedback – Mobile Learning Units

## The structure

- Logical and in good order
- Good tests
- Sometimes differences between levels

## The contents

- Appropriate wording
- Motivating and handy
- Contents sometimes did not show sector or specific working skills





## Overall assessment



*“Guidelines are a useful document”*

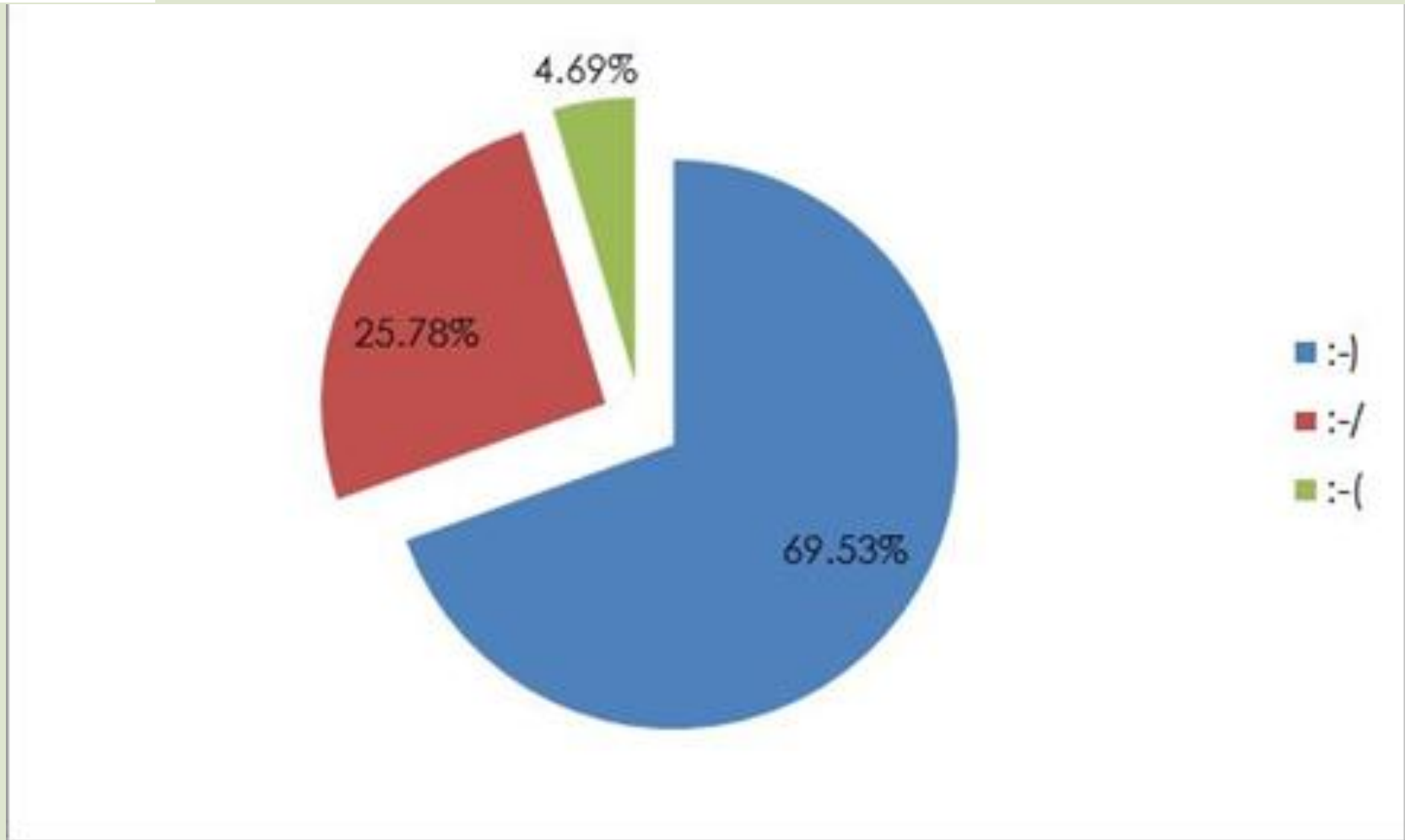
*“Useful and motivating”,*

*“I like the looks”*

- Some expectations were not reached for particular user groups (especially for people with advanced education).
  - Some user groups did not use the *Didactic Guidelines* and preferred the learning by doing approach. Users of groups in which the guidelines were used were more satisfied with the app.
- Small amendments were made according to the feedback from the piloting.



# More than two thirds were happy with the use of REACH







## Read what users said:



***"I like that it's more playful than attending traditional work-training." - learner***

***"REACH made learning attractive and motivating for young learners because it enabled them to learn in a self-directed way and on-the-go." - trainer***

***"It is a good supplement in training activities which blend nicely and supports training in many ways because it addresses the learners directly." – HR Manager***

***"REACH provided intuitive learning and can be used in formal, informal and non-formal learning." – VET provider***



# Thank you!

For further information:

[www.reach-project.eu](http://www.reach-project.eu)

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