

National Report

Country: Slovakia

Questionnaires - *Evaluation of the subjective learning gain*

Please insert number of answers ... summary of answers from all three sessions

	Totally agree	Tend to agree	Rather don't agree	Don't agree
I have learned new things in this workshop	17	4		
I knew a few things, but was able to deepen my knowledge	16	5		
I can use in my work what I have learned in this workshop	13	6	1	
If I have a problem with the handling, after this workshop I am confident that I can solve it on my own	5	13	2	

Success Stories - *Do good things (trainings 😊) and talk about it*

Please provide at least one success story of your pilot ...

Originally, we planned to invite different participants to each meeting - based on choosing a topic according to their interests. However, several participants of the first meeting also expressed interest in participating in the next two meetings. Of the 12 participants, 3 attended every session, 3 attended two, and 6 women attended at least one session. Several participants expressed that “*such offers could be available more often*”.

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One participant did not use the computer and email communication for several years. When she came for the first meeting, she was very shy and worried if she could join, if it was safe, etc. She gradually gained courage, created a new e-mail box and attended also the second meeting.

An interesting experience was the mutual participation of a mother and daughter, who both work as caregivers in the same organization. While the mother is more digitally skilled and is more interested in using ICTs, the daughter uses the smartphone and social networks in private only minimally, and gradually improves her digital skills only in the work environment. However, the daughter enthusiastically welcomed the offer to participate in this training.

Several participants claimed that these workshops will help them to improve their digital communication skills not only in their daily practice but also with their children, other family members or friends.

Quotes - Ask your participants for a word donation

Please provide at least one quote per workshop...

Gmail

"I was very satisfied with the lecture (on email communication). I also learned what I did not know."

Google Calendar

"I really liked the course on Google Calendar, where I learned to work with the online type of calendar. It appealed to me with its clarity and the possibility to share the individual dates of the client's visits to the doctor with (several) family members."

WhatsApp

"I'm glad that I now know how to quickly send a photo or a short video to my children."

External observer perspective

„I had a wonderful experience attending the workshop for social workers, where I was truly impressed by their commitment and eagerness to improve their computer skills. Despite the average age being around 50 - an age group not typically associated with sitting in classrooms - they displayed enthusiasm and dedication throughout the sessions. Their positive feedback reassured me that our goal of enhancing their IT knowledge was successfully achieved, and I'm proud of the progress they made."

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Feedback Rounds - *Collection of statements in the training*

Please provide a short summary of the feedback results from your workshops ...

In general, participants expressed positive feedback to each of three sessions. They particularly appreciated the opportunity to immediately practice acquired knowledge through the computers or mobile phones.

At each session, the majority of participants fully agreed that they have learned new things, or were able to deepen their knowledge, and that they can use in their work what they have learned. They also expressed confidence that after this workshop they can solve some problems in a given area on their own.

The lecturer created a very pleasant atmosphere, she knew how to respond sensitively to the participants' needs and apply an individual approach. She oriented the practical tasks of the acquired knowledge to the possibilities of their use in practice and in personal life. Thanks to the professional as well as personal characteristics of the lecturer, each workshop had a very nice "family" atmosphere. Participants were very enthusiastic, open to raising questions and expressing doubts, and they were very thankful for the opportunity to learn new things.

We think that the caregivers also appreciated the interest in them as a person, and the fact that someone offered them such a training at all. Digital literacy is a topic that brought together different types of caregivers.

Your Comments...

Compared to the original plan, we organized three workshops (sessions) focused on one theme - 1.1 Online collaboration tools. Each 1.5-hour session covered a separate sub-theme: e-mail communication (Gmail), calendar (Google), and instant messaging (WhatsApp).

The participants presented quite a homogenous group based on gender (women), educational level (secondary education), and professional background (home carers from three different organisations working in the same city). However, their practical skills and experience with using selected online collaboration tools were quite similar and were at the "beginner" level mostly.

Finally, we have tested one curriculum developed within the project. The lecturer (university teacher of the IKTs) appreciated the option to use this curriculum as a starting point. However, taking into account the specific needs of our participants, she has prepared adopted manuals for each sub-theme. Within the session on e-mail communication, after setting up their own (new) e-mail address, the participants received an instruction manual as an attachment to one of the first e-mails. They learned how to receive and send an email with an attachment. All materials were also provided in electronic format to participants after the session through google drive, in case they might practice acquired skills by themselves at home.