



SenApp - Seniors Learning with Apps

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1. Introduction

This deliverable describes the pilot's methodology that will be implemented within the SenApp project. All aspects of the pilots are covered and the contribution of each partner is explained in detail.

The whole testing phase is divided in two phases and detailed in the deliverable:

- **Testing phase:** In Germany and Spain
- **Piloting phase:** in Germany, Spain, Romania and France

2. Recruitment of the participants

We need at least 15 people per pilot for the SenApp project. To recruit them, several techniques will be developed according to the different organizations:

In Germany, testing and piloting will be performed in collaboration with local seniors' organization. Four local seniors' organizations that perform courses will know about the pilots and will spread the word through their own networks. In order to also reach other networks the local press will be informed and asked to publish an article about the project. In addition, from all participants applying to the piloting, a group will be selected according to previous experience and demographic data. The main aim is to have a group that helps the developing team to test and improve the contents of SenApp.

In Spain, seniors will be selected among those that are enrolled in the Senior Citizens' University (SCU). The SCU offers an educational program specifically for seniors, who are already motivated to learn and interested on the topic. Therefore, it is expected to exceed the required number of 15 people for the pilot test. For this reason, senior learners will be chosen based on the criteria of diversity (rural/city, recently enrolled, zero experience/low experience).

In Romania, GIE will select seniors by contacting associations of retired people (e.g. from Bradu village, from Pitești city etc.). GIE has a good cooperation with seniors' associations and has previously worked with them. Even more, GIE already had few first contacts with seniors of the region, in order to inform on the project's approval and to provide on overall perspective on what the project intends.

In order to select 10-15 participants for the piloting, GIE will organize a meeting with representatives of local and regional senior associations where the aim of SenApp and the purpose and format of the piloting and evaluation will be presented and described. In addition, a newsletter and the flyer will be sent via email to targeted public, an announcement will be displayed at GIE's premises and will be released within the internal mass media channels.

The selection will follow the criteria foreseen in the application and agreed by the partnership, focusing on the creation of two groups of participants: beginners and experienced or advanced (not too advanced, but with basic skills) in using tablet PCs.

In France, as E-Seniors directly involves seniors in its daily activities; recruitment will be mainly done through its network. An article will be published in the internal newsletter that will be sent to the association's members and will be disseminated on E-Seniors' social networks. Moreover, E-Seniors has a partnership with a residency for elderly people where some seniors are willing to participate in the SenApp French pilot.

The testers do not need to be the same persons as in the previous evaluation phase. However, the recruitment of persons can be carried out in the same pool of persons as the previous time; therefore, some of the same users can be involved also in this evaluation phase.

In the participant recruitment phase, the SenApp project will be presented shortly as well as the objectives of the evaluation phase, which enables the potential participants to understand their involvement in the evaluation phase.

3. Testing and piloting environment

This chapter will about the SenApp testing environment will explain for each pilot where, when and how long it will take place, and also the context and the conditions of the testing phase.

The testing environment may differ for the several user groups:

- **Inexperienced users:** they may follow most of the testing and the piloting at the offices of the organizations where they may be assisted in the different tasks. They may need lots of support in order to feel confident and to understand how to follow the instructions.
- **Basic users:** they may follow most of the testing and piloting on line but they may need to be assisted frequently in the different tasks. Knowing that support is available for them may help them feeling more confident and become more independent.
- **Advanced users:** they may follow the whole testing and piloting online, and not need lots of support. The SenApp project needs to be well explained to them, its means, what the project is about and what the different tasks to realize, are. Of course, support will be available if needed.

Besides, testing environment will be defined according to the pilot sites specificity.

In Germany, all testing activities take place online. Besides that, the courses have a face-to-face kick-off, where all participants receive the iPads, passwords etc. and get a first introduction into SenApp project and how to handle SenApp course platform. A set of iPads will be used for Testing and Piloting. Since some of the seniors may not bring own devices with them, they will have the possibility to lean an iPad for SenApp course program (no fees). Next to WIFI, the iPads include a SIM

card for mobile internet access during testing and piloting phase organized and prepared by ILI. Also each participant receives a hard copy instruction of first and second learning unit, which explains the device (iPad) and its basic navigation step-by-step. In the end of the course a second face-to-face meeting will be held at ILIs place. On that date the testing phase ends, iPads will be given back to ILI, and personal feedback can be discussed.

During the course one tutor and the ILI-Team support learners. Any content-related question or technical issue will be answered as soon as possible using different communication channels.

In Spain, the Senior Citizens' University already has the premises available for teaching purposes and tutoring in the Jaume-I University. We plan to present the project and also to introduce the learning environment, as we expect some inexperienced seniors, who could not have any practice about how to manage the tablet. We expect after this introductory class, that all the learners use the SenApp learning interface to keep learning and practicing and that it will not be necessary to meet anymore. Of course, we will keep the possibilities that learners go to the SCU offices for individual tuition in case they have any problem with the tablet or the learning environment. For seniors living in rural areas, phone assistance will be provided. All seniors will be encouraged to use the helping and assistance provided in the SenApp environment (the forums), and only use the face-to-face assistance in case it is not possible to use those forums.

In Romania, the piloting will be organized in Pitești, at GIE's premises (where all technical facilities and necessary resources are available, namely: very good Internet connection, PC tablets and computers, appropriate classroom, flipchart, projector, whiteboard, etc.).

Before that, the training participants will receive information about the training purpose, duration, content, format, conditions, about trainers/tutors who will tutor the courses and as well about the evaluation to be performed. Written consent will be requested from participants prior to the training.

Attendance to the entire training is compulsory for each selected participant. Attendance certificates will be issued and delivered to participants at the end of the training.

Necessary didactic materials will be provided to the participants (PC tablets, handouts, textbooks, etc.) together with project dissemination materials (poster, brochure, and leaflet).

In France, pilots will take place in E-Seniors' place in Paris, maybe in a residency with services for seniors and also online. We are used to organize meetings in this venue and seniors who are working with us feel confident there. A presentation will be held during the first workshop where a first introduction into SenApp project and it will be explained how to handle the SenApp course platform. Since some of the seniors may not bring own devices with them, they will have the possibility to lean a Tablet for the SenApp course program (no fees). Each participant receives a hard copy instruction of the first and second learning unit, which explains the device (Tablet) and its basic navigation step-by-step. In the end of the course a second face-to-face meeting will be held at E-seniors' place or at the residency for elderly. On that date, the testing phase ends, the tablet will be given back to ESE, and personal feedback could be discussed. As we will use a blended approach (face-to-face and online), we will make sure that seniors are able to ask anything they need. Our staff will be available any time for questions and support.

4. Material requested for trials

Tablets will be the tool used by all the users.

Germany and Spain will test on iPads – due to the fact that these devices are easier to handle from a usability point of view. However, in Romania and France, tests will be carried on Android devices, due to economical and accessibility issues.

A good internet connection is also required for the trials. The partners will facilitate internet access to the users either at their local facilities or by providing Internet-access cards to the consortium.

5. Role of the test administrator

Every learner, but also every other person involved in the course provision has his/her personal log in. The logins are based on the roles the persons fulfil in the course context (e.g. administrator, tutor, author, and learner) and gives access to different areas and applications within the virtual classroom.

The system administrator cares for the technical set-up of the roles. In addition, he/she supports the technical authors and sets-up the course with its different applications and contents.

The system administrator is in charge of setting-up the courses on the online environment.

Depending on the possibilities of each organization, the system administrator can be a local one or ILI (the technical development partner) will take care.

Regarding the users, their roles and contents need to be defined and entered in the platform.

6. Participants compensation

Coffee and snacks should be at disposal to create a friendly atmosphere.

In Germany, ILI has 12 iPads which will be used for Testing and Piloting. These will be used by the participants without an own devices. Participants can lean an iPad for the duration of the SenApp course program. Next to WIFI, the iPads include a SIM card for mobile internet access during testing and piloting phase.

In Spain, SCU we will include the SenApp training course in the existing curricula of the Graduate (it is a grade created specifically for seniors). Therefore, seniors, who attend the course, will get the credits in their record.

In Romania, GIE has bought 10 PC tablets for the piloting, which will be offered to senior trainees (based on a contract of handover).

In France, E-Seniors will offer a bag and a pen with E-Seniors logo. Some Tablets will be left to seniors who do not have a tablet during the piloting session.

7. Design of the sessions

The session will follow a common design, which was decided with the whole consortium. However, details of design session may differ a little bit from each partner organization.

The consortium agreed that controlled and semi-controlled sessions will be implemented where possible:

- **Controlled pilots** are testing and piloting sessions during which the users are assisted a lot and they have to follow all the instructions already planned.
- **Semi-controlled pilots** are testing and piloting sessions during which the users are, most of the time, realizing the sessions on line and have “some freedom” with the tasks.

Partner organization details:

In Germany, SenApp piloting and testing courses will be held online. The learners will be invited to a face-to-face kick-off session at ILIs place. During the course, internal or private face-to-face sessions can be held organized by tutors or between learners only. The basic course has a duration of about 5 weeks; the advanced course will take about 6 weeks. The expected weekly working hours are 2-4 for learning units plus an individual timeframe for repetition, practicing, and communication with other participants or tutors (e.g. via phone, course forum or chat).

In Spain, we aim to reduce the face-to-face sessions to minimum, as SenApp is a learning environment that aims to be used by the seniors in a self-directed way. It is expected to offer a first introductory session where the learning system and the tablet itself will be explained, after this session, all the learners should be able to keep learning by the SenApp environment included in the tablet and ask questions or talk with the classmates by using the forums. This first session is planned to last 3 hours (with a break) with the assistance of 2 trainers. Next sessions will be focused only for the learners that have problems with the tablet (e.g. finding Wi-Fi connections, open the SenApp learning environment, writing in the forums, etc.). It is not expected to offer any other session about the learning units' content, as the SenApp methodology focuses on teaching by using the virtual learning environment.

In Romania, the daily sessions will be of around 2 to 4 hours each and will be thus planned to cover the Learning Units, within a timeframe of 3-4 weeks, from middle of September to end of October 2015. One coffee break per session will be organized and also one lunch-break when necessary (in the days when the training hours will spread over the lunch time). The dates and duration of each session will be established by prior common agreement with participants, depending on their availability and fitting their private agenda.

The training will be implemented by 1-2 specialized trainers/tutors. All Learning Units developed within the SenApp project will be piloted. Blended learning will be used during the training (face-to-face and online learning). A diversity of activities will be performed by trainees (senior participants) under the trainers' supervision, comprising individual and group tasks, homework, web-based training, practical exercises, case studies etc.. The SenApp curriculum will be fully implemented.

In France, SenApp piloting activities will be held at E-Seniors' office and online. The learners will be invited to a face-to-face kick-off session at E-Seniors' place and at the residency for seniors. The duration of the basic course and the advanced course will depend of the level of the participants. We will pay attention that duration of the courses are enough in order that seniors acquire knowledge and they can make it in practice. The expected weekly working hours are 2-4 for learning units plus an individual timeframe for repetition, practicing, and communication with other participants or tutors (e.g. via phone, course forum or chat). A tutor and the ESE team will be available for any question or support. In the end of the course, a second face-to-face meeting will be held at E-seniors' place or at the residency for elderly. Personal feedback could be discussed and will help improving the SenApp platform.

8. Tutoring

Tutoring is the most central aspect in SenApp. An official job description for tutoring activities would probably look as follows:

Role of a tutor

- To support learners in their learning process: To aim at motivating each individual learner and showing the individual that there is interest in their learning progress. In addition, promote group cohesion enhancing social learning.
- To be the first contact person for the learners, assistance with didactic and technical problems either in the forums (one-many) or on the telephone and later in the course via e-mail.
- No teaching, but rather accompanying
- No control, no assessment but feedback. Learners are adults, after all, and participate out of personal interest.

Tasks of a tutor

- To answer questions and solve problems
- To be the linkage to the experts (technical or content related)
- To motivate learners
- Being interested in the participants' learning success
- To keep the group together
- To ensure a friendly, warm, encouraging atmosphere of the course

Aim of support

- To accompany and support the learners in their learning
- To give the learners the feeling of not being alone

Frequency

- New questions and/or contributions should be checked if possible once a day. Every mail/every forum contribution should get an answer as soon as possible.

Needed abilities

- Computer skills
- Interest in contact with people
- Communicative
- Pedagogical talent
- Sensibility for the atmosphere in a group

Tutoring During the Course

Learners should be aware of the persons and communication channels to use in order to contact other learners or persons from the team.

- The SenApp concept foresees regularly exchange amongst learners and tutors within or outside the virtual learning environment. These contacts have to be promoted by the tutor.
- The learning units are offered in a previously defined order and time.
- Support is the key for success. Learner inquiries should be answered within 24 hours (at least a first feedback).

9. Presentation of the SenApp project during the SenApp workshop

Our plan is to integrate a common PowerPoint presentation to be shown to the testers. The presentation should be the same and translated in different languages to have harmonized feedback. Our objective is that users understand clearly the goals of the trials and accept to participate at it knowingly. Flyers/Brochures will also be distributed.

10. Ethical issues related to the pilots

Ethical issues are related to protect user and his or her rights. It covers, therefore, all personal data protection issues and the right to privacy. Extra care will be assured during the workshop, while signing the informed consent, to explain to participants, and make sure they understand, their rights.

The user has to give his/her explicit agreement regarding the following topics:

- ✓ Awareness of the project objectives
- ✓ Possibility to ask questions related to the project
- ✓ Voluntary participation
- ✓ Agreement for audio/video recording and photos
- ✓ Personal data storage for scientific research purposes for a pre-defined period

- ✓ Possibility to access/correct personal data
- ✓ Possibility to withdraw, whenever he/she wants, from the trial

An informed consent will be created and translated in the local languages. The informed consent will be given to the participants in two copies. Participants will have to sign it and give a copy back to the test administrator and keep their own copy of it.

11. Evaluation methodology

The main aim of the evaluation process in SenApp is to analyze if the products and services are being produced in correspondence and the evaluation takes place in-line with the objectives emerging in the user needs analysis in a cyclic approach. The coordinator of the evaluation process, ILI, University of Erlangen-Nurnberg, will provide the relevant information in time in order to give direction for the further development.

The SenApp products and services, namely the training course, training material, and virtual classroom, were implemented in four different countries in relatively heterogeneous institutions. Therefore, the evaluation strategy needs also to be customized to the institutional, socio-cultural and political characteristics of the pilot sites.

The SenApp evaluation outcomes focus primarily on the training effectiveness, appropriateness and added value for the learner.

The evaluation concept for the training combined a formative and summative approach based on quantitative and qualitative evaluation instruments. The testing phase in Germany and Spain will concentrate on formative – quality improvement – while the piloting will also look at qualitative aspects.

The evaluation follows a formative approach, as a method for judging the worth of the course, while the program content definition is still forming (in progress):

The evaluation focused intensively on the following questions:

1. Does the SenApp learning environment respect the needs of the learners?
2. Is the SenApp learning environment accessible to all participants?
3. Are the training materials in accordance with basic ICT training needs?
4. Are the training concept and the material in accordance with the training need analyses results?
5. Is the training coherent with the overall aims of the project SenApp?
6. Can the proposed concepts and materials be extended to other organisations and other countries (scalability of the training system)?

Performing the evaluation

The training evaluation includes three phases:

- (1) **Pre-Evaluation:** short summary or questions round at the kick off, asking about the experience and expectations of the learners.

- (2) **Learning Units-Evaluation:** During the course, the learning unit evaluation will be based on unit questionnaires, a short questionnaire of 10 closed and two open questions for every unit.
- (3) **Post-Evaluation:** After the course, learners are asked to answer to a questionnaire focusing on the overall impression on the course, the technology used, the quality and effectiveness of the support and especially the added value and transferability of knowledge to day-to-day activities.

A detailed report on evaluation methodology will be delivered by the end of the project

Learning from the evaluation

The outcomes of every evaluation phase have to be carefully analysed and used to improve the SenApp overall training approach, virtual learning environment and training materials. In SenApp, due to the digital nature of the materials, it is possible to transpose some of the learners' feedback immediately into changes in the learning materials and/ or the virtual classroom. Transforming learners' feedback immediately into improvements also has a very positive influence on motivation and commitment to feedback on learners' sites. In addition, all feedback information from the learners, tutors and other actors involved in the training should be collected, analysed and either immediately used to enhance the training or recorded for middle- to long-term changes in the concepts and materials.

12. Dissemination related to the pilots

Pictures should be taken in order to promote the pilots and the project. Pictures will be online as well as a press release announcing the pilots and its results to be also published on the website. Promotion will also be done through social media (Facebook account/Twitter).