



Lifelong
Learning
Programme

HEARTS

PROJECT

- External evaluation -

2014



Heritage Empowering Affectivity and Revaluating Traditions and Solidarity



Partners:

Romania: Bucovina Guides Association

Turkey: Bolu Halkın Eğitimini Geliştirme ve Destekleme Derneği

Italy: AIM Network

Greece: Computer House



HEARTS 2012

EXTERNAL EVALUATION – GLOBAL REPORT

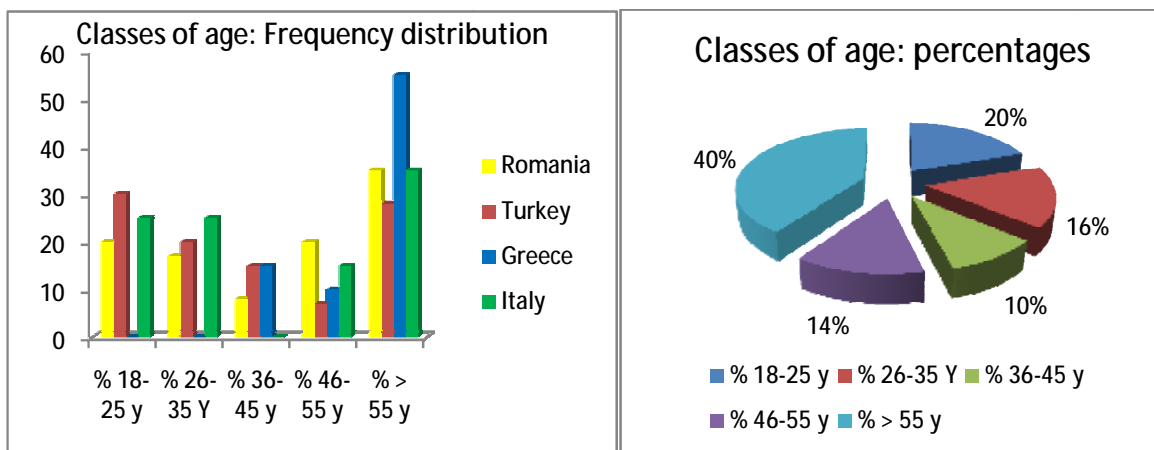
The final products “Book of Best Practices” and “Digital Literacy manual ABBC” should be evaluated by people outside associations: each association has collected 20 evaluations of the two products (80 + 80 global evaluations).

The countries’ samples are well distributed among the age classes, with a good representation of all classes: in line with the project target groups, young people and elderly are more represented also in this evaluators sample.

The distribution of occupations shows some differences in composition: students are more represented in Greece (but trainer are included both in this group and in an independent group); trainers are absent in Romania and Italy; social assistants are “sporadic” everywhere; private sector workers aren’t represented in Turkey, unemployed aren’t represented in Greece.

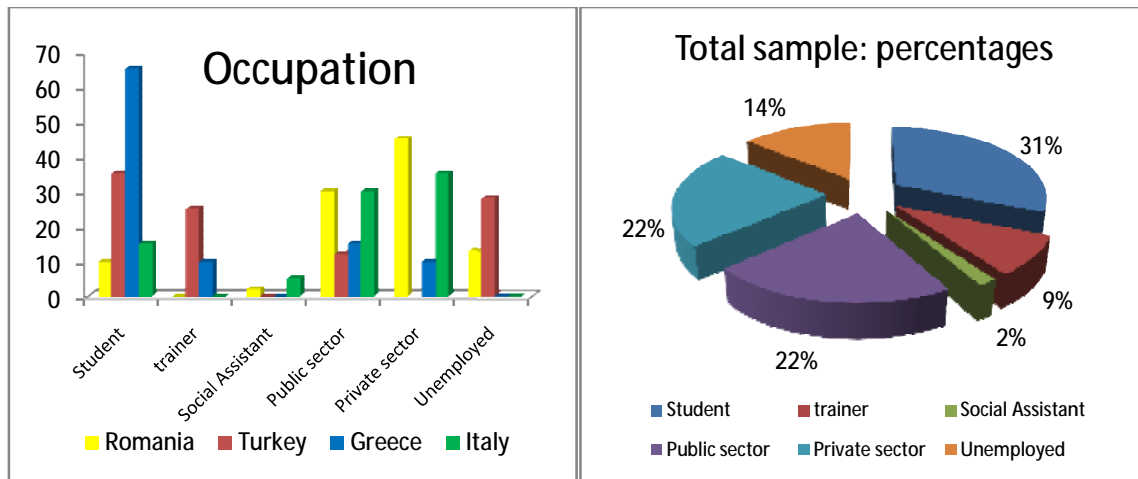
About one half of the evaluators did not have a previous knowledge of the HEARTS project: they can therefore give a real independent evaluation.

Sample: age of respondents



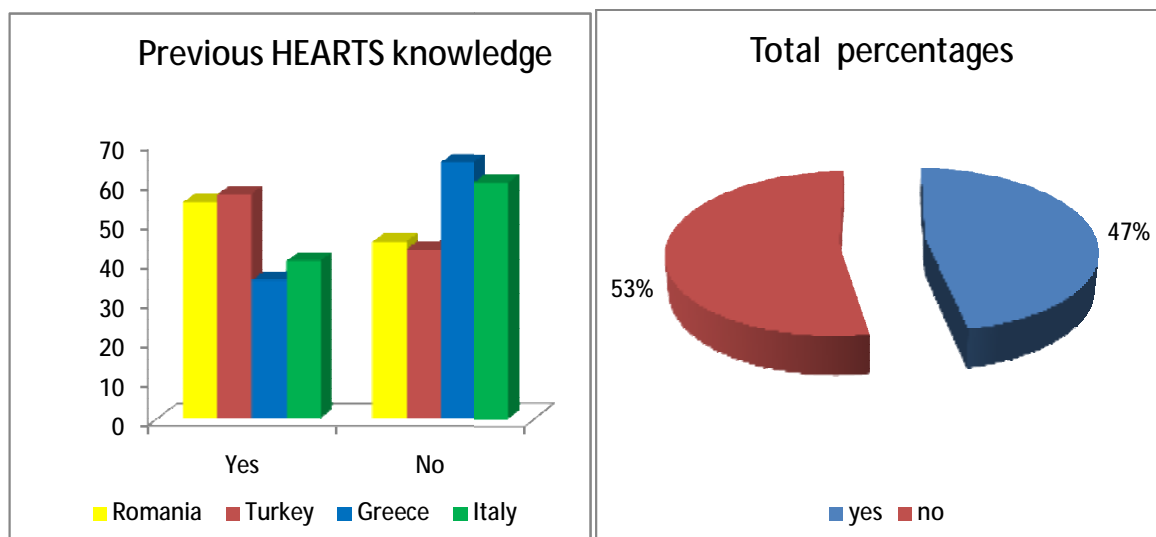
	Romania	Turkey	Greece	Italy	<i>Average</i>
Age					
% 18-25 y	20	30	0	25	<i>18,75</i>
% 26-35 Y	17	20	0	25	<i>15,5</i>
% 36-45 y	8	15	15	0	<i>9,5</i>
% 46-55 y	20	7	10	15	<i>13</i>
% > 55 y	35	28	55	35	<i>38,25</i>

Sample: occupation



	Romania	Turkey	Greece	Italy	Average
Occupation					
Student	10	35	65	15	<i>31,25</i>
trainer	0	25	10	0	<i>8,75</i>
Social Assistant	2	0	0	5	<i>1,75</i>
Public sector	30	12	15	30	<i>21,75</i>
Private sector	45	0	10	35	<i>22,5</i>
Unemployed	13	28	0	15	<i>14</i>

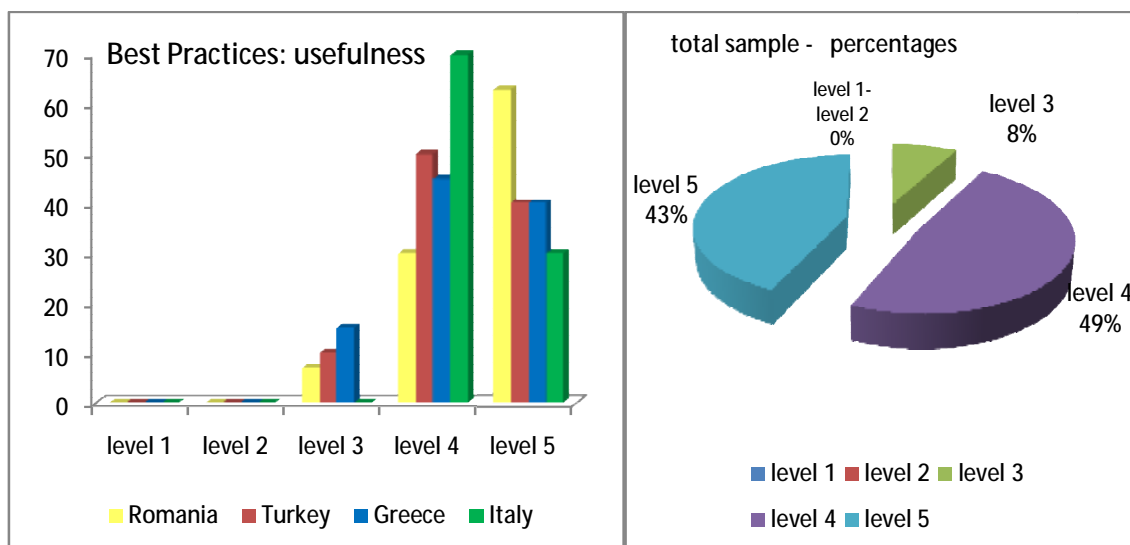
Previous knowledge of HEARTS



Previous HEARTS Knowledge	Romania	Turkey	Greece	Italy	Average
Yes	55	57	35	40	46,75
No	45	43	65	60	53,25

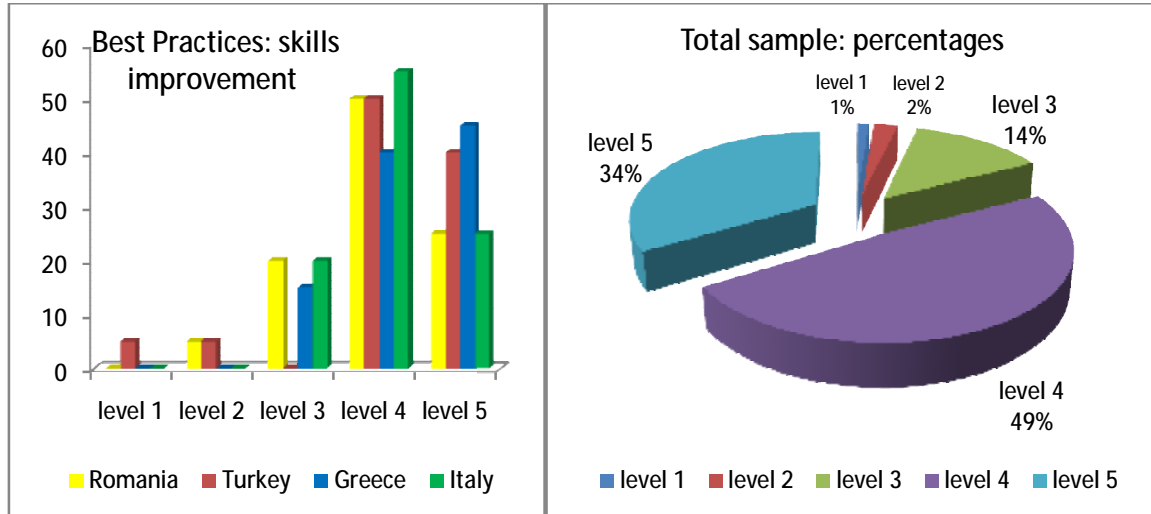
Book of Best Practices: Usefulness

People had to express their evaluation using a scale from level 1 (very weak) to level 5 (very strong). No one chose the levels 1 and 2: the evaluations have a range from 3 to 5 with a global average level of 4,35; the average level is over 4 in all the countries. The majority of cases think that this product is useful (level 4) or very useful (level 5).



	Romania	Turkey	Greece	Italy	Average
B.P. usefulness					
level 1	0	0	0	0	0
level 2	0	0	0	0	0
level 3	7	10	15	0	8
level 4	30	50	45	70	48,75
level 5	63	40	40	30	43,25
Average level	4,56	4,3	4,25	4,3	4,3525

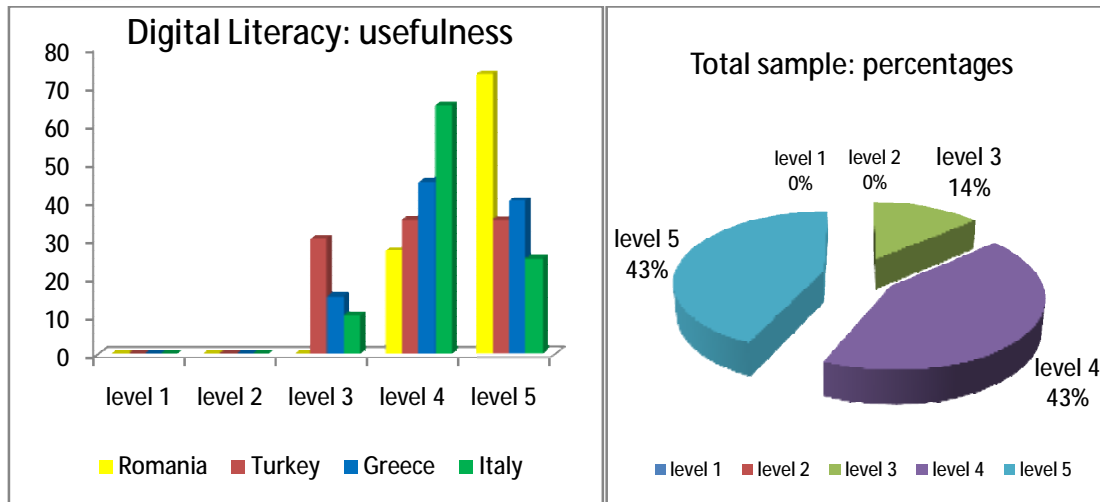
Book of Best Practices: personal skills/knowledge improvement



	Romania	Turkey	Greece	Italy	Average
B.P. improvement					
level 1	0	5	0	0	1,25
level 2	5	5	0	0	2,5
level 3	20	0	15	20	13,75
level 4	50	50	40	55	48,75
level 5	25	40	45	25	33,75
Average level	3,95	4,15	4,7	4,05	4,2125

Digital literacy: usefulness

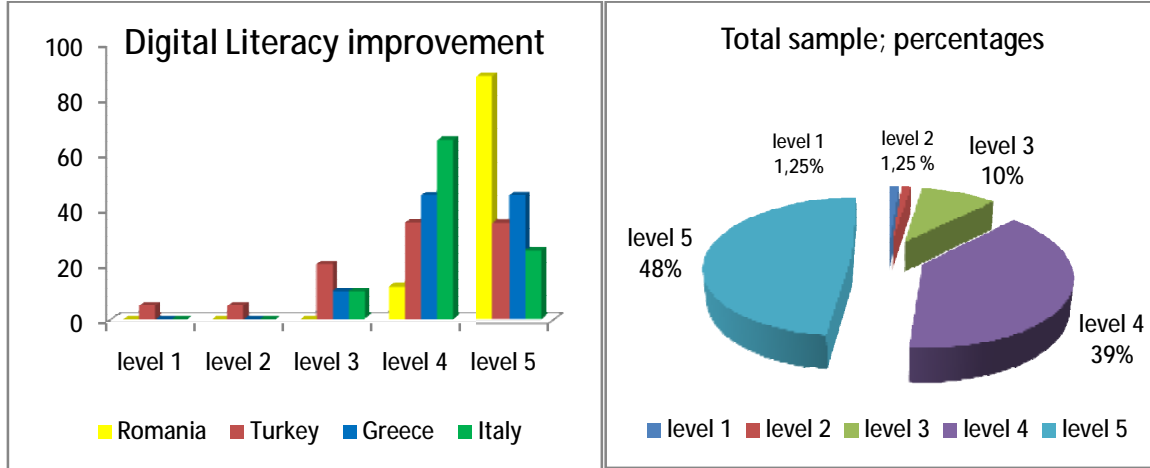
Over a scale from 1 (very weak) to 5 (very strong), no one chose the levels 1 and 2; the range varies from 3 to 5, with a global average level of 4,29; the average level is over 4 in all the countries. The majority of cases think that this product is useful (level 4) or very useful (level 5).



Digital Literacy: usefulness	Romania	Turkey	Greece	Italy	Average
level 1	0	0	0	0	0
level 2	0	0	0	0	0
level 3	0	30	15	10	13,75
level 4	27	35	45	65	43
level 5	73	35	40	25	43,25
Average level	4,73	4,05	4,25	4,15	4,295

Digital Literacy: skills/Knowledge improvement

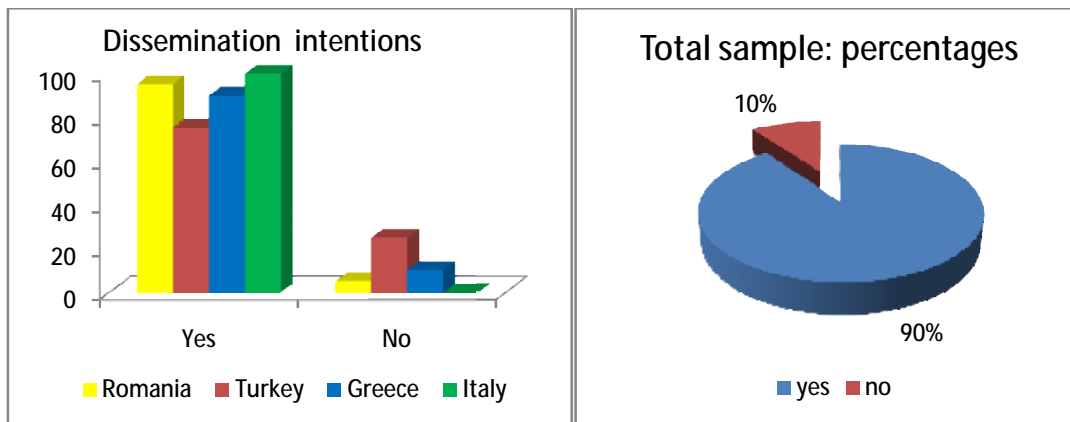
5% of people considered their improvement as very weak or weak (level 1 and 2), only on the Turkish group, where the average level is 3,9. In the other countries, the range of level is from 3 to 5 and the average level is > 4. In this item- see also the comments – the evaluation was influenced by two orders of factors: the preview knowledge (“I am yet an expert, I can’t learn very much) and the digital analphabetism, often related to a negative expectation about the ability –their own ability – to understand and learn. Even in the presence of these factors, the judgment is still very positive.



Digital Literacy: skills improvement	Romania	Turkey	Greece	Italy	Average
level 1	0	5	0	0	1,25
level 2	0	5	0	0	1,25
level 3	0	20	10	10	10
level 4	12	35	45	65	39,25
level 5	88	35	45	25	48,25
Average level	4,88	3,9	4,65	4,15	4,395

Dissemination intentions

Quite all the evaluators (90%) expressed the intention for a dissemination of the project





	Romania	Turkey	Greece	Italy	Average
Yes	95	75	90	100	90
No	5	25	10	0	10

Conclusions and suggestions

Many people added comments and suggestions (see below the complete list). We tried to group all these in categories:

1. Book of Best Practices

- a. share of experiences: Turkish tea, egg painting, metal works
- b. appreciation and general learning: I like very much, I learnt a lot of things
- c. comments on the usefulness of this book – and project – for the heritage transfer and intergenerational communication (see Turkish comments)

2. Digital Literacy

- a. usefulness: a good product for teaching to beginners at any age, easy and understandable; very useful for elderly, help them at home, without the teacher besides them
- b. some difficulties: it is difficult to read and to learn (someone suggest an all-iconic version), but it improve the understanding and learning. Someone thinks that PC is an activity for “people with a lot of time”
- c. social resources: media tools against loneliness. Suggestion of adding more internet topics and a Facebook/Skype/e-shop section
- d. HEARTS appreciation and knowledge, also in the cases of high ICT skills.

3. General appreciations and congratulations

List of comments and suggestions:

Romania

- I think that is very useful the idea of the digital literacy. In Romania are many people who need a manual like this.
- Congrats for this products!
- I love the Turkish tea and I'm glad that I found some new informations.
- I don't use the PC but I think that for people which have a lot of free time is good.
- Great work HEARTS team!
- It's good to know that someone is thinking at you and make free digital manual from the beginners in ICT.
- I'm looking about tradition from different countries and the brochoure I think that is very intersting.



Turkey

THE MANUAL OF DIGITAL LITERACY

- The project products are very nice to teach something to every people at any age.
- The information in the digital literacy is very useful, very easy and fundamental. It should be disseminated via Internet and more and more people should download it
- The content is very informative and easy to understand by old people. A good manual for beginners.
- The manual is like a course book which students can take advantage, too
- The manual is very understandable with graphics, charts and arrows. Good practices in the last section of the manual give us good insight what to do about digital literacy.
- The manual is very useful for individual learners in a more peaceful atmosphere than a classroom.
- The old people can learn Internet and computer from this manual very easily. They can use social media tools such as Facebook and they can chat with other people. Thus they can get rid of their loneliness

THE BOOK OF BEST PRACTICES

- It is a very nice project which shows us that the old people can live and create good communication with young people. These sorts of projects should go on.
- The HEARTS RESEARCH in the book gives us very useful point of views about how the old people and young people see each other and the life.
- It is very important for a society to remember and transfer the heritage to young people. I saw very nice examples in this book for this purpose.
- The metal works which I saw in Italy should be available in Bolu. This kind of information should be given to young people for them to remember their past.
- The egg planting course in Romania attracted me very much. A good craft to remember our traditions.
- The project and the information in the book should be shared with the municipalities and NGO's in Bolu and we ought to explain the importance of handicrafts and our traditions to people.

Greece

The digital literacy book helped them to improve their computer skills, especially older trainees. Digital literacy book also helped them at home where there was no teacher beside them. Most of the trainees suggested that digital literacy book can be improved by adding more internet topics such as more internet services (Facebook, Skype, Twitter, e-shop, etc).



Italy

- a very useful ICT product;
- good work, improved my knowledge on **HEARTS** but not my skills;
- I like very much the book of best practices;
interesting work; for me it's difficult to read so much in ICT, but I learnt something.
- ICT is a foreign language for me, but I appreciate your work;
- I like "practice" more than ICT, because I like to use my hands;
- It's very difficult to learn ICT in my age, but I understand something, now;
- ICT manual, in my opinion, is too difficult for ICT analphabets; I had preferred an all iconic-schedules system;
- a good ICT product, it increased my **HEARTS** knowledge, not my skills (I am very able in ICT) (2 cases);
- I learnt a lot of things from best practices manual.



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