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**DIGITAL BRIDGES: CONNECTING GENERATIONS
THROUGH TECHNOLOGY PROJECT**

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Evaluations & Feedback: Post-assessment form



**Measuring the digital engagement and skills of elderly participants after the training,
ideally in the final session of the training series**

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Dear Participant,

Between (D/M/Y) and (D/M/Y), you took part in the Digital Bridges digital skills training offered by (NAME OF ORG) at (LOCATION).

During this time, you attended (NUMBER) sessions on different topics about using your smartphone more easily, safely, and with confidence.

As we reach the end of this training series, we kindly invite you to complete the following form. Your feedback will help us understand the impact of the training and improve it to make it even more accessible and inclusive for everyone.

Duration: 30 minutes

Target Group: 6-15 elderly participants who followed at least one of the training sessions.

I. Please start by completing the demographic questions listed below:

1. What is your age group?

- younger than 50
- 50-59
- 60-69
- 70-79
- 80+

2. What is your gender?

- Women
- Men
- Don't want to mention

3. Do you have any physical challenges (vision, hearing, or mobility) that could impact your use of digital training materials?

- Yes
- No

4. How often do you use the following digital tools?

	Several times a day	Once a day	A few times a week	A few times a month	Never
Smartphone					
Tablet					

Computer					
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II. Quality of the content

The following questions help us learn how clear, relevant, and helpful you found the materials used in the training sessions.

1. What was your knowledge level at the beginning of the sessions?

- 1 I didn't know anything that was explained during the sessions
- 2 I knew a little, but most of it was new to me
- 3 I knew some of the content already
- 4 I was familiar with most of the content
- 5 I already knew everything that was covered

2. Do you feel your digital skills have improved at the end of the Digital Bridges training?

- 1 Not improved at all
- 2 Slightly improved
- 3 Moderately improved
- 4 Significantly improved
- 5 Very much improved

3. How useful were the topics covered for your daily life in general?

- 1 I have not used the topics at all in my life
- 2 I rarely use them
- 3 I sometimes use them
- 4 I often use them
- 5 I use them all the time

4. Among ten modules/themes we explored, which one(s) did you find most useful?

- 1. Basic Device Handling
- 2. Safe Internet Navigation
- 3. Communication Skills
- 4. Managing Digital Accounts & Privacy
- 5. Online Shopping & Transactions
- 6. E-Government & Online Services

- 7. Digital Well-being, Entertainment & Mental Health
- 8. Intergenerational Learning & Collaboration
- 9. Accessibility & Ergonomic Digital Use
- 10. Troubleshooting & Lifelong Learning

III. Delivery Methods

The following questions will help us understand how clear, engaging, and effective the session presentations were for you.

1. How did you find the teaching method (PowerPoint presentations, printed learning activities)?

(1 = Not useful at all, 5 = Extremely useful)

- 1 2 3 4 5

2. How easy was it to navigate the training materials? (Slides, handouts, games etc.)

(1 = Not easy at all, 5 = Extremely easy)

- 1 2 3 4 5

3. Were the materials engaging and motivating?

(1 = Not at all, 5 = Very much)

- 1 2 3 4 5

4. Were the materials accessible? (Font size, colours, audio clarity..)

(1 = Not accessible at all, 5 = Fully accessible)

- 1 2 3 4 5

5. Was the pace of the sessions appropriate for you?

(1 = Much too fast, 5 = Much too slow)

- 1 2 3 4 5

6. Did you feel supported by volunteers when you had difficulties or questions?

(1 = Never, 5 = Always)

- 1 2 3 4 5

7. How easy was it to follow volunteers instructions during the sessions?

(1 = not easy at all, 5 = Extremely easy)

- 1 2 3 4 5

8. Which part of the session format did you enjoy the most?

- Presentations

- Group games
- Direct assistance from volunteers
- Discussions with other participants
- Other:

IV. Confidence & Satisfaction

The following questions will help us learn how confident you feel using the new skills and how satisfied you were with the training.

1. How confident do you feel about using technology after the training?

- 1 Not confident at all
- 2 Slightly confident
- 3 Moderately confident
- 4 Very confident
- 5 Extremely confident

2. How satisfied are you with the training sessions overall?

- 1 Not satisfied at all
- 2 Slightly satisfied
- 3 Moderately satisfied
- 4 Very satisfied
- 5 Extremely satisfied

3. Which positive changes have you experienced after the training?

(Select all that apply)

- I feel less afraid of making mistakes
- I feel more comfortable asking for help
- I feel more confident trying new apps or tools
- I understand things better
- I feel more independent when using my smartphone
- I feel more motivated to keep learning
- No changes
- Other: -----

3. Did your smartphone usage change after the training?

- 1 I use it much less
- 2 I use it a bit less
- 3 No change
- 4 Yes, I use it a bit more
- 5 Yes, I use it much more now

4. What did you like most about the sessions?

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V. Digital Literacy Scores

The following questions help us understand your digital skills before and after the training.

This section is organised by the themes covered in each module.

For every statement, please select one option for **Before the training** and one for **After the training**:

1. How did you feel about your skills regarding Smartphone Basics after the training?

Statements	BEFORE				AFTER		
	<input type="checkbox"/> I couldn't do it	<input type="checkbox"/> I could do it with help	<input type="checkbox"/> Yes, I could		<input type="checkbox"/> I couldn't do it	<input type="checkbox"/> I could do it with help	<input type="checkbox"/> Yes, I could
I can recognize the main parts of my smartphone (screen, buttons, charging port)							
I can adjust the volume and brightness on my phone.							
I can use the side buttons (power or volume) on my phone.							
I can tell the difference between Wi-Fi, mobile data, and Bluetooth when I need to choose one.							
I can connect my phone to Wi-Fi or mobile data.							
I can open the camera and take a photo							
I feel confident navigating the basic features of my phone.							

2. How did you feel about your skills regarding the Accessibility features before and after the training?

Statements	BEFORE			AFTER		
	<input type="checkbox"/> I couldn't do it	<input type="checkbox"/> I could do it with help	<input type="checkbox"/> Yes, I could	<input type="checkbox"/> I couldn't do it	<input type="checkbox"/> I could do it with help	<input type="checkbox"/> Yes, I could
I can find the Accessibility settings on my phone						
I can make the text bigger or smaller so it is easier to read.						
I can adjust screen brightness to what feels comfortable for me.						
I can find and turn on the flashlight on my phone.						
I understand what features like hearing support can help me with.						
I feel confident changing accessibility settings when I need to.						

3. How did you feel about your skills regarding the Internet Safety before and after the training?

	BEFORE				AFTER		
Statements	<input type="checkbox"/> I couldn't do it	<input type="checkbox"/> I could do it with help	<input type="checkbox"/> Yes, I could		<input type="checkbox"/> I couldn't do it	<input type="checkbox"/> I could do it with help	<input type="checkbox"/> Yes, I could
I can create a strong password.							
I can choose a safe PIN for my phone or app (banking).							
I can spot a suspicious or scam message.							
I can avoid downloading or opening unsafe links.							
I can tell if a website or app looks safe.							
I feel confident keeping my personal information private.							
I feel confident in asking for help if something unsafe happens online.							

4. How did you feel about your skills regarding the AI Literacy before and after the training?

Statements	BEFORE				AFTER		
	<input type="checkbox"/> I couldn't do it	<input type="checkbox"/> I could do it with help	<input type="checkbox"/> Yes, I could		<input type="checkbox"/> I couldn't do it	<input type="checkbox"/> I could do it with help	<input type="checkbox"/> Yes, I could
I can recognize common AI tools (for example: Meta AI, Google, ChatGPT).							
I can think of simple tasks that AI can help me with (for example: recipes, books, etc.).							
I can tell when an image or video might be created by AI.							
I can tell if a news or story on social media might be fake.							
I understand that AI does not always give correct answers.							
I feel comfortable using AI, such as Meta AI, on my phone (<i>If I want to</i>).							

5. How did you feel about your skills regarding use of WhatsApp before and after the training?

	BEFORE				AFTER		
Statements	<input type="checkbox"/> I couldn't do it	<input type="checkbox"/> I could do it with help	<input type="checkbox"/> Yes, I could		<input type="checkbox"/> I couldn't do it	<input type="checkbox"/> I could do it with help	<input type="checkbox"/> Yes, I could
I can send a WhatsApp message.							
I can send a voice message to someone on WhatsApp.							
I can listen to a voice message that someone sends me.							
I can make a video call on WhatsApp.							
I can delete a message from my chat.							
I can send a photo or document from my gallery on WhatsApp.							
I can block a contact on WhatsApp.							
I feel confident using WhatsApp to stay in touch with others.							
I feel confident managing my privacy in WhatsApp.							

6. How did you feel about your skills regarding managing your gallery before and after the training?

Statements	BEFORE				AFTER		
	<input type="checkbox"/> I couldn't do it	<input type="checkbox"/> I could do it with help	<input type="checkbox"/> Yes, I could		<input type="checkbox"/> I couldn't do it	<input type="checkbox"/> I could do it with help	<input type="checkbox"/> Yes, I could
I can open the Photos app and find my photo library.							
I can create a new photo album.							
I can add photos to an album.							
I can select and delete photos I do not need.							
I can turn automatic saving of WhatsApp photos on or off.							
I understand what the cloud is and why a backup is useful.							
I feel confident deleting photos without fear of losing important ones.							
I feel confident organising my photos so they are easy to find.							



Dear participant,

Thank you very much for completing this form.

If you would like to share any comments or experiences, please write them here. We would be happy to read them!

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If you would like to stay in contact with us and receive information about future activities (such as the buddy programme, online trainings, videos, and other digital skills resources). Please write your name and your phone number or email address below.

Name Surname:

Contact Info (Phone or email):