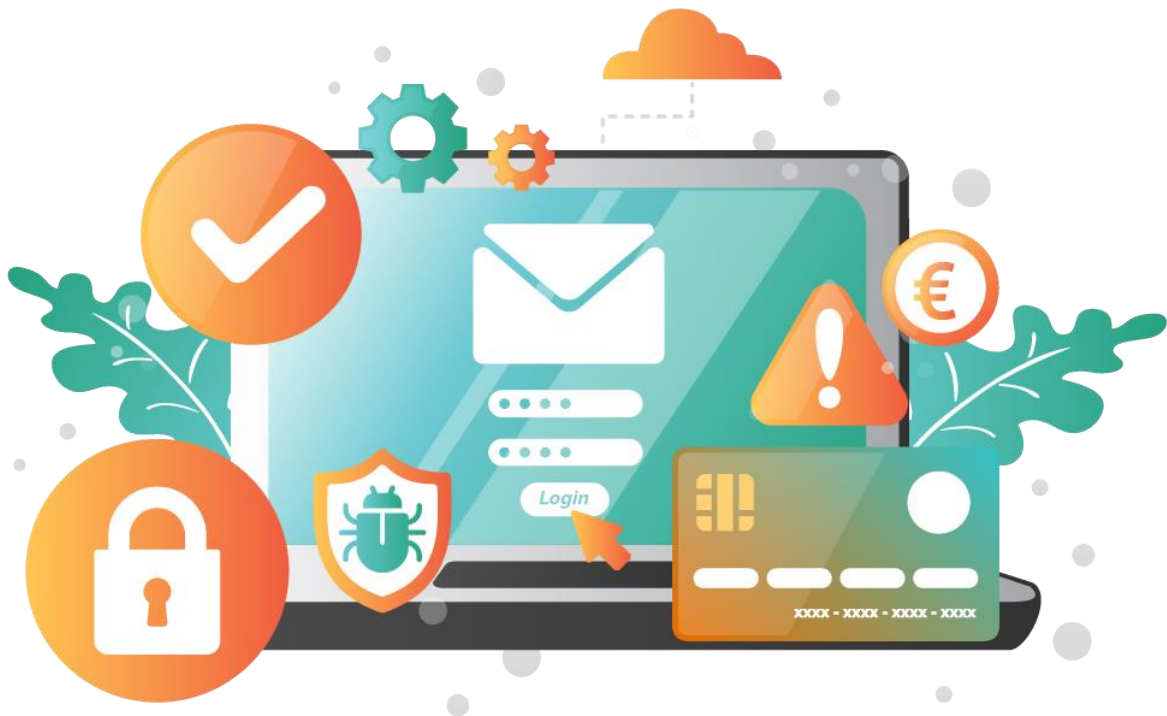




e-protect



Impact Assessment Plan

based on the Impact+ methodology

prepared by INNOVADE



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Partnership



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Introduction

The purpose of this Impact Framework is an explanation of how the partnership expects e-Protect project's strategies to work. It shows the chain of cause and effect between the project's strategies and the ultimate results that partners hope to achieve. To ensure that the work of the e-Protect project is achieving its intended results, objectives and impact, the Impact Framework includes a set of indicators for each intellectual output. Using these indicators, project partners will be able to evaluate their level of progress towards achieving their intended impact on target groups on an ongoing basis.

The main objective of this impact plan is to summarise the impact expected by e-Protect consortium on different areas - *Systematic, Organisations, Learners and Project staff*. The expected impact is divided into four categories according to the intellectual outputs:

- IO1: Competency Scale for consumer and data protection skills for the elderly people
- IO2: e-Protect Curricula for Internet Safety
- IO3: e-Protect Train-the-Trainer Toolkit for Internet Safety
- IO4: e-Protect Learning Space and Gamified Learning Environment

Project purpose and aims

The e-Protect project aims to address the consumer and data protection needs during internet use of the elderly people through their familiarization with the use of ICT tools, by providing them tailored training opportunities that will meet these challenges. The specific strategic objectives of the e-Protect project are to:

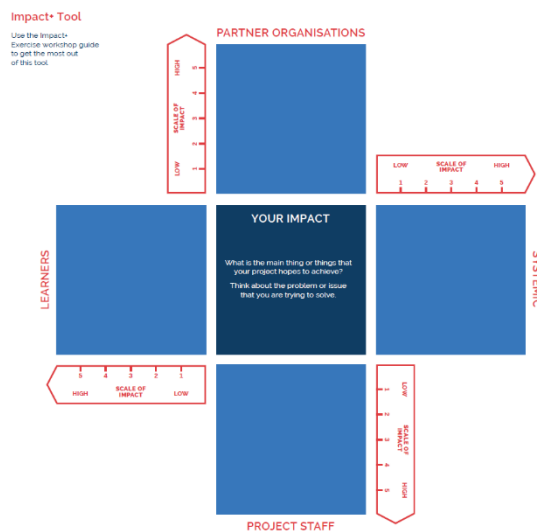
- Address the consumer and data protection needs during internet use of the elderly people through their familiarization with the use of ICT tools, by providing them tailored training opportunities.
- Enhance adult educators' capacity building and professionalization on training elderly people for consumer and data protection during online activities.
- Improve the overall quality of adult education and specifically of the elderly, in the participating countries informed by educational, cognitive, and technological research.
- Strengthen the educational practices and reduce inequalities in access to education services for elderly

The IMPACT+ Methodology

The strategy that will be implemented in the e-Protect project follows the structure of the IMPACT+ framework as an impact tool to support the project consortium to measure and monitor the impact of the project activities on a local, regional and national level.

Under this structure, the e-Protect project partners will be asked to develop a set of indicators to address the intended impact of each intellectual outcome on the situation in each country, assessing the expected impact at each of the following levels:

1. **SYSTEMIC** - focuses on the impact of intellectual production on sectors, project thematic areas, mutual or beneficiary networks, policies or legal changes, etc.
2. **ORGANISATIONS** - the focus is on the impact of international organisations on the activities and services/training of the project partner organisation.
3. **LEARNERS** - the focus is on the impact of teaching in the context of individual young learners and youth workers.
4. **PROJECT STAFF** - the focus is on the impact of international organisations on the project partners who manage and coordinate the projects in each partner organisation.



The Impact+ Exercise is intended to help projects think about what their impact will be, how they will measure it and how they will collect data to evidence it. As well as being essential in order to work out if your project has been successful or not, measuring impact is often required by funders. It aims to act as a starting point for discussions about impact which will lead to the outline of an impact assessment plan.

- The Impact+ Exercise is split into four stages:
- Stage 1 – exploring project aims, identifying outcomes and impacts.
- Stage 2 – exploring indicators for your outcomes and impacts.
- Stage 3 – exploring data sources and data collection.
- Stage 4 – bringing it all together.

Impact+ tools and terms of Impact Framework

Partners will complete the IMPACT+ exercise to assess the intended impact, measure the progress made and the timetable to achieve this impact (short, medium, or long term). They will be asked to suggest impact indicators and data sources to use for each of these levels. Partners will be asked to complete this IMPACT+ exercise for all intellectual outputs. Following this IMPACT+ survey, INNOVADE (impact manager) will review all the partners' answers and list indicators specific to each Intellectual Output.

	All Intellectual Outputs			
	Systemic	Organisation	Learners	Project Staff
<i>What are the desired Impacts and Outcomes? (open question)</i>				
<i>What Indicators should we use to assess these Impacts and Outcomes? (open question)</i>				
<i>What are the available Data Sources for assessing these Impacts and Outcome? (open question)</i>				
<i>What do you think is the appropriate Timescale for achieving this Impact? (selection: short term - medium term - long term impact)</i>				

- **Outputs** – Outputs are the direct products of your activities. Counting them helps quantify your outcomes and impact. Examples include the running of events or the number of people undertaking a training course.
- **Outcomes** – Outcomes are the changes, benefits, learning or other effects that occur as a result of your activities and outputs. Short-term outcomes should occur within 1-3 years and longer-term outcomes in 4-6 years. Examples include people improving their communication skills or organisations improving their training provision.
- **Impact** – Impact is the fundamental change that happens as a result of an activity. It will generally occur in the long term, often after the activity has finished.
- **Indicators** – Indicators are measures that allow progress towards a goal to be tracked. For example, a project seeking to improve the quality of their training may measure student satisfaction or student employment as a potential indicator.

Pilot implementations

The purpose of the Pilot Implementations is to test the outputs, resources and materials produced during the project and collect continuous feedback from the direct and indirect target groups, which would offer more relevance to the project (see QA recommendations M18). Therefore, the pilot implementation will also function as a data source to assess the impact of the project based on the indicators defined by partners during the Impact+ exercise. Pilot implementations will take place in each participating country (i.e., Cyprus, Greece, France, Ireland, Switzerland). It is highly recommended that partner conduct the pilot assessment face-to-face, however, due to the pandemic online implementations are also accepted.

The pilot implementation can take the form of a workshop, seminar, hands-on session, exercises or even provision of instructions on how to use and engage with the project material. It is recommended the pilot implementation to follow a competence-based approach and be developed based on innovative pedagogies, teaching, assessment and learning environments. The implementations will aim to promote awareness on the safe use of digital devices and services and the development of relevant skills by the elderly, so they can enjoy the benefits of using technology and avoid the risks. The ultimate objective is to enable elderly people to move forward autonomously, thus developing their own capacity when it comes to using devices connected to the internet and how to protect consumer and personal data. In short:

- **Type of pilot implementation:** workshop/seminar/hands-on session/exercises/instructions
- **Form of pilot implementation:** f2f/online
- **Target groups:** adult educators, elderly
- **No. of participants:** n/a (not applicable, however, no. of participants will be counted as a quantitative indicator of impact assessment)

It is important to distribute the following evaluation form to the participants to produce information about the attainment of the impact expected objectives and facilitate the impact assessment report. **The Evaluation Form will be developed by each partner based on the type of the pilot implementation and the selected target groups.** Indicative questions that correspond to the expected outcomes as defined during the Impact+ exercise, are provided the Annex 2. The Evaluation Form can include 5 close and 1 open-ended question. After the pilot implementation partners are expected to provide a short and comprehensive country report presenting an overview of the event and the evaluation results. Contents should include:

- Introduction (description of the event and details e.g., place, participants, purpose, scope etc. 1-2 paragraphs)
- Screenshots/Photos
- Evaluation results

Indicators and Data Sources for Intellectual Outputs

Indicators:

Qualitative indicators:

For IO1 and Reports:

- Ease of access through the digital platform
- User friendly and attractive format of report
- Clear and comprehensive sections

For IO2 (Curriculum for internet safety) and IO3 (Train the Trainer Toolkit):

- Comprehensiveness of modules
- Clear learning outcome set
- Training materials and curriculum presented in a learner friendly manner
- Training materials are adequate to achieve the desired results
- Adequate learner supports provided

For IO4 (e-Protect Learning Space and Gamified Learning Environment, OER and gamified learning resources):

- Ease of access to learning platform on fixed and mobile devices
- Compliance with WCAG 2.0 accessibility guidelines
- Learner tracking supported
- Personal security of registered users ensured
- Certification accreditation
- Functionalities available in partner languages where relevant
- Translation in partners' languages

Quantitative indicators:

1. Numbers of target group members and stakeholders as participants in the pilot testing implementation activities.
2. Range of evaluation questionnaires in order to assess participants' satisfaction of in the project preparation, implementation, and multiplication.
3. Number of online visitors to e-Protect website
4. Numbers of participants at implementation trainings and other meetings and online sessions to present the project to local, national, European, and international events and conferences.
5. Number of related institutions and individuals outreached through the dissemination and exploitation activities.
6. Number of case studies and good practices development
7. Level of stratification of participants through assessments and evaluation rubrics
8. Number of target groups members that will inform about project activities
9. Number of annual visits to the online environment after the project's lifetime
10. Number of dissemination events/activities carried out by each partner
11. Number of conference presentation and publications related to the project

12. Number of members in e-Protect social media members
13. Number of posts in the e-Protect social media pages
14. Number of stakeholders and target groups outreached through newsletters and press releases

I. Indicators for impact on target groups and/or sectors

1. Number of Participants during the preparation phases of IOs
2. Number of Participants during the implementation phase
3. Number of related institutions and individuals outreached through the dissemination and exploitation activities
4. Digital **Platform Usage** Statistics
5. Number of **visits to the project's website**
6. Number of **downloads of the material** and the digital resources
7. Level of satisfaction of participants through assessments and evaluation rubrics
8. Number of **annual visits to the website/digital platform** after the project's lifecycle

II. Indicators for impact on geographical areas

1. Number of Participants in the preparation phases of IOs per partner country and EU
2. Number of Participants during the implementation phase per partner country and EU
3. Number of related institutions and individuals outreached through the dissemination and exploitation activities in partner country and EU
4. **Digital platform Statistics per geographical location**
5. Number of **visits to the project's website per geographical location**
6. Level of satisfaction of participants through assessments and evaluation rubrics
7. Number of **annual visits to the website/digital platform after the project's lifetime per partner country and EU**

Data Sources:

- Website data and analytics
- Interview/survey results from stakeholders
- Results of peer review between partners and testing with local stakeholder groups
- Website and MOOC
- Interim and final report
- Pilot implementation

Annex 1: Expected Impacts and Outcomes for Intellectual Outputs

The following section contains a summary of the Impact+ Exercise, which depicts the objectives to be achieved during the e-Protect project implementation.

AREA OF IMPACT	IMPACTS / OUTCOMES	INDICATORS	DATA SOURCES	TIMESCALE		
				SHORT TERM	MEDIUM TERM	LONG TERM
	Changes, benefits, learning or other effects as a result of our activities (e.g., people improving their skills, organisations improving their training capacity) (short and long-term)	Measures that allow progress towards a goal to be tracked (e.g., learners' satisfaction, competence, or employment)	Activities in numbers (no. of events, no. of participants, etc.)			
SYSTEMIC	Provide a conceptual framework to the community (agencies, public authorities) on digital skills (consumer, payments, data protection)	Feedback from agencies and public authorities	Press releases, direct communication			X
	On a systemic level, the impact is good so far. We have received comments of interest from relevant organisations, public bodies and individuals over 60. After the promotion of the material the project's outcomes will be enhanced.	Feedback from relevant organisations, public bodies and individuals over 60.	Direct communication, dissemination activities			X
	Increase the availability on resources on the topics of internet safety and digital literacy. Broaden the adult education sector offer to senior learners.	Number of adult education institutions that agree to pilot the final resources of the e-Protect Curricula for Internet Safety.	Letters of intent that we will sign with participating adult education institutions		X	
	Have a deeper understanding of the needs and specificities of the elderly regarding online & data protection	Have a deeper understanding of the needs and specificities of the elderly regarding online & data protection	Have a deeper understanding of the needs and specificities of the elderly regarding online & data protection		X	
	Number of relevant contacts in the database (policymakers, local authorities, other NGOs)	Number of relevant contacts in the database (policy-makers, local authorities, other NGOs)	Number of relevant contacts in the database (policy-makers, local authorities, other NGOs)			X

AREA OF IMPACT	IMPACTS / OUTCOMES	INDICATORS	DATA SOURCES	TIMESCALE		
				SHORT TERM	MEDIUM TERM	LONG TERM
	Creating awareness for the situation on digital skills of the elderly	Feedback on dissemination	Research and interviews done in this project		X	
ORGANISATIONS	Improve organisations' capacity on digital skills training	Satisfaction level of adult trainers and educators	Pilot trainings evaluations, formal and informal feedback		X	
	We have seen the skills gap and the need that exist to organisations to promote the digital up-skilling of the elderly.	Feedback and satisfaction level from the organisations with have reached so far	Pilot trainings evaluations, formal and informal feedback			X
	Access to new networks and local stakeholders that will have a growing impact on adult education. Be identified ad local leaders in educational innovation on the topics of digital literacy.	Number of institutions directly engaging with the e-Protect Curricula for Internet Safety resources	Pilot trainings evaluations, formal and informal feedback. Dissemination logs, sign in sheets and evaluations forms.		X	
	Reinforce the expertise of ESE as regards the digitals skills issues of the elderly	Number of visits to the project's website & platform per geographical location	Digital Platform's Statistics per geographical location			X
	Facilitating the advertisement of courses for seniors among adult learning organisations	Feedback on products of this project	Number of contacts			X
LEARNERS	Enhance professional skills and resources on digital skills training	Usage of project material in their practice	Pilot trainings evaluations, formal and informal feedback Website and eLearning platform visits		X	
	Many individuals are looking forward to start our trainings since it is a topic that affects them and they want to know more about protecting themselves while online.	Formal & Informal feedback	Interview/survey results – Pilot implementation			X
	To work with adult educators or senior learners who are in practice to develop	Number of adult educators or senior learners that engage with	Platform visits and pilot trainings	X	X	

AREA OF IMPACT	IMPACTS / OUTCOMES	INDICATORS	DATA SOURCES	TIMESCALE		
				SHORT TERM	MEDIUM TERM	LONG TERM
	their Internet Safety and Financial Literacy skills	the resources on the project's online platform				
	Enhance the knowledge of learners on their use of the Internet	<ul style="list-style-type: none"> Number of Participants during the preparation phases of IOs Number of Participants during the implementation phase Number of downloads of the material and the digital resources Level of satisfaction of participants through assessments and evaluation rubrics	<ul style="list-style-type: none"> 20 participants during the preparation phase 30 participants during the implementation phase +500 downloads Satisfaction rate +80%	X		
	Facilitate individual and low-barrier learning	Different organisation, also libraries can use the products of the project	Feedback from organisations		X	
STAFF	Strengthen knowledge and training capacity on digital skills	Reflection and feedback on the project implementation	Quality Assurance and Impact+ evaluation	X	X	
	This project as one of the aging-related actions that we undertake is very important for us due to its theme and quality of results. It has raised our awareness and drawn our focus more on the skills gap and the needs that exist in older adults' training on digital skills.	Reflection and feedback	Quality Assurance and Impact+ evaluation		X	
	At this level, project staff will gain enhance digital skills to develop and produce the curricula resources, and also enhanced knowledge of digital literacy.	2 staff involved in developing the content for the e-Protect curricula for Internet Safety	Staff engagement and involvement	X		

AREA OF IMPACT	IMPACTS / OUTCOMES	INDICATORS	DATA SOURCES	TIMESCALE		
				SHORT TERM	MEDIUM TERM	LONG TERM
	Awareness for the learning of seniors among the staff	The topic comes up in different internal and external communication as well as in internal informal learning	Documents of the internal informal learning		x	

Annex 2: Evaluation Form

Based on the pilot implementation type and target group, each partner will develop the evaluation form to be distributed to the participants. Based on the Impact+ exercise the following outcomes are expected to be evaluated, therefore, please select/integrate them in your evaluation forms, if relevant. Partners are also encouraged to translate the evaluation form in their partner language if needed, however, the final report should be presented in English.

Please carefully read the statement below and answer at what extent you agree:					
	Strongly Disagree				Strongly Agree
	1	2	3	4	5
Relevant to the adult educators					
1. I have gained a deep understanding of the needs and specificities of the elderly regarding internet safety.	1	2	3	4	5
2. I have gained an understanding of the existing risks for the elderly during internet use.	1	2	3	4	5
3. I have increased your capacity as educator on digital skills training.	1	2	3	4	5
4. I consider the resources produced by the e-protect project useful for your training practice.	1	2	3	4	5
5. I believe the resources produced by the e-protect project are innovative.	1	2	3	4	5
6. I have enhanced your professional and teaching skills.	1	2	3	4	5
7. I will propose the e-Protect project resources to other adult educators and organisations.	1	2	3	4	5
8. I believe the Protect project resources facilitate learning low-barrier learning (training to vulnerable groups).	1	2	3	4	5
Relevant to the elderly					
1. I have identified solutions on how to protect yourself from the online risks.	1	2	3	4	5
2. I have enhanced your knowledge on using the internet (i.e., purchase, payments, & social media).	1	2	3	4	5
3. I have recognised the skills gap and the needs that exist in older adults' training on digital skills.	1	2	3	4	5

