PROJECT
"DIGITAL SKILLS 4 ALL"

REPORT OF SURVEY RESULTS

Contents

Partner organisations:

Executive summary

This needs and challenges analysis report presents the findings of the research phase of the "Digital skills 4 All" project (project ID 2018-1-EE01-KA204-047080). This document was built using data collection through online questionnaires carried out in four countries – Estonia, Bulgaria, Italy and Portugal. This survey research was conducted as a part of KA2 project "Digital skills 4 All", Strategic Partnership in the field of adult education, supported by Erasmus+ Programme.

The purpose of the surveys was to identify adult educators and adult learners' level of knowledge as well as needs and challenges of their digital skills.

Aim of the surveys: To understand the needs of adult educators while using digital tools in teaching process. To understand the needs of adult learners while using digital tools in learning process.

Target group: two surveys were conducted – one for adult educators, teachers, trainers or volunteers working with low skilled adult learners, and the other survey for the low skilled adult learners.

Specific objectives:

- understand the knowledge of adult educators and learners of their basic digital skills
- identify if our target group know how to use basic digital tools, basic security and safety measures online, what knowledge is missing and what would help to gain and develop it

The results of the survey will be used for the elaboration and development of the e-learning courses of the project.

Project description

Aim: provide guidance and training for adult educators across Europe on how to use ICT tools and digital methods to better deliver basic skills adult education.

Objectives:

-To reflect adult educators' role in relation to digital approaches;

-To empower adult educators to fully exploit all the potentials of digital education and ICT tools to deliver basic skills education;

-To improve adult educators' knowledge of usage of different digital tools making them understand what kind of skills are needed in different contexts;

-To provide adult educators with appropriate training opportunities for further developing their professional knowledge, skills and competences;

-To enhance mutual learning and share of good practices; -To compose a set of learning materials as open educational resources (OER);

-To create an online platform that will contain all the outcome of the projects and allows adult educators/teachers/trainers to use quickly and easily all materials produced during the project.

Introduction

These online questionnaires were developed to identify the needs and challenges what adult educators encounter during teaching process mainly with their digital skills and what challenges adult learners come across with. The survey's results estimate the level of knowledge of adult educators' digital skills from the four countries. Furthermore, with the surveys the project team was able to analyse the concrete gaps in skills, knowledge and competences needed to equip adult educators to efficiently upgrade their digital skills.

The e-learning training program will help adult educators/trainers to reduce the challenges experienced so far. All the e-learning materials will be flexible and adaptable for use in the widest possible range of on- and off-line environments. The e-learning modules will be designed by project partners taking in consideration the
results these questionnaires. With this needs and challenges analysis report we will provide research findings in a way that they can provide the basis for further developments in the project, particularly Intellectual output 1.

Methodology

The questionnaires were prepared by Nooruse Maja in English, with inputs from all partners, based on their experience. After several feedback rounds with contribution of all partner organisations, a final agreement on the survey questions, design and wording was achieved.

The surveys were developed using online EUSurvey service, a European Commission´s official survey management tool, fully accessible and designed to take no longer than 10 minutes to complete. This allowed for the surveys to be disseminated across different countries. There were few ways and approaches for the surveys to be disseminated among target groups - through e-mail, face-to face activities, training sessions, staff meetings, discussion with organisation´s partners, etc.

The design and development of the surveys were based on the objectives of the overall aims and objectives of project as well as the surveys themselves. A combination of closed (single and multiple-choice questions) and open-ended questions was used to collect comprehensive and meaningful data.

The project target was to receive at least 200 questionnaires in all partner countries (min. 50 questionnaires per country), however there was no maximum threshold set.

The template of the questionnaires in English language is annexed at the end of the report (Annex 1).

In total, 589 questionnaires (312 adult educators and 277 adult learners) were completed in Estonia, Bulgaria, Italy and Portugal from 12/11/2018 to 26/01/2019, that provided the main source of data for this report. The number of fulfilled questionnaires by the target group show significant credibility and validity to the sample and therefore to the conclusions that can be drawn from it.

The survey was carried out anonymously and respondents were not asked to provide their names or any identifying details.

KEY FINDINGS

Adult educators

Gender (Q1)

As seen on the Figure 1, most of the survey respondents are female. Out of total number of 312 respondents 163 are female which make 52%. Out of the total number 121 are male which make 39%. There is a small number of respondents, 9% or 28, who preferred not to identify their gender. The data implies that most of the educators in the participating countries are female or female respondents are more interested in the topic and likely to participate in the survey.
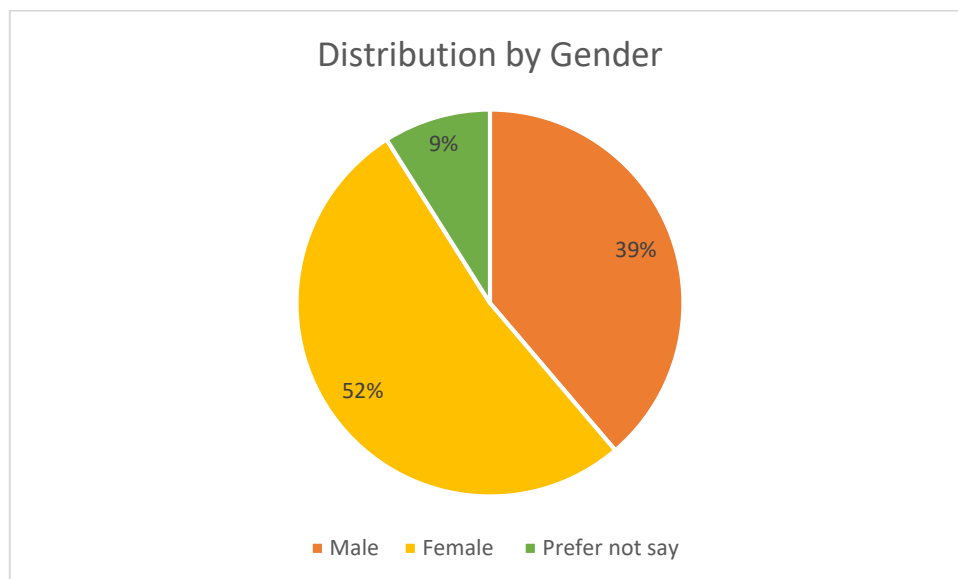

Figure 1. Distribution of respondents by gender

Age (Q2)

The Figure 2 shows the distribution of their age. The majority of the respondents of the survey are in the age group of 34-40 which corresponds to 96 people. The second biggest age group of respondents is 26-33 years old which are 73 people. 64 people are in the age group of 41-50-year-old and 52 people are in the age group of 18-25-year-old. Only 27 respondents fall into the age group of 50 or older.
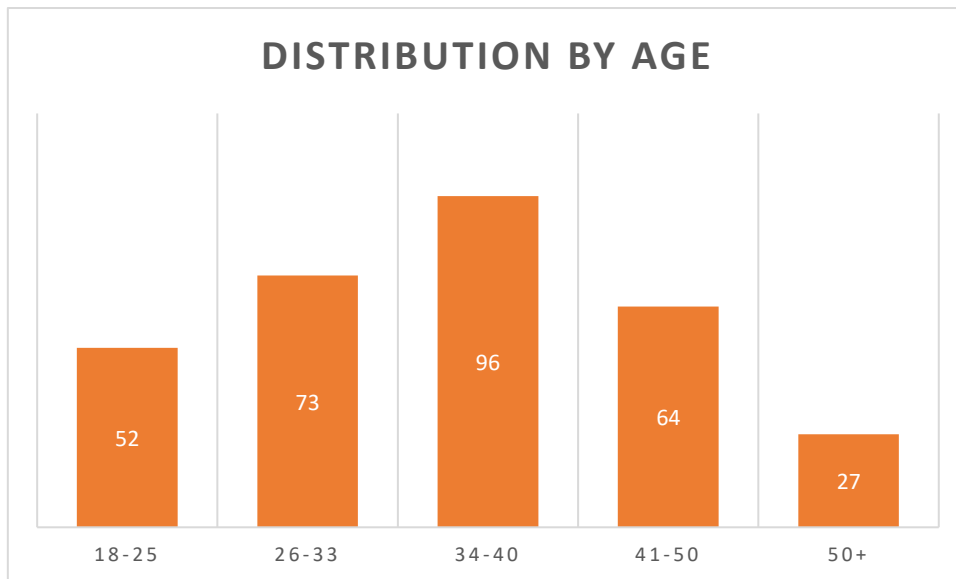
Figure 2 Distribution of respondents by age

Country of residence (Q3)

Total of 312 respondents filled out the questionnaire from the countries of the project consortium – Estonia, Bulgaria, Italy and Portugal. The Figure 3 shows the distribution of answers among the countries. Italy had the most respondents with 116 answers, Estonia had 74 respondents, Bulgaria had 70 respondents and Portugal 46 respondents. As the Figure 1 shows, 6 respondents are from other countries, such like Turkey (3), Spain (2), Serbia (1).
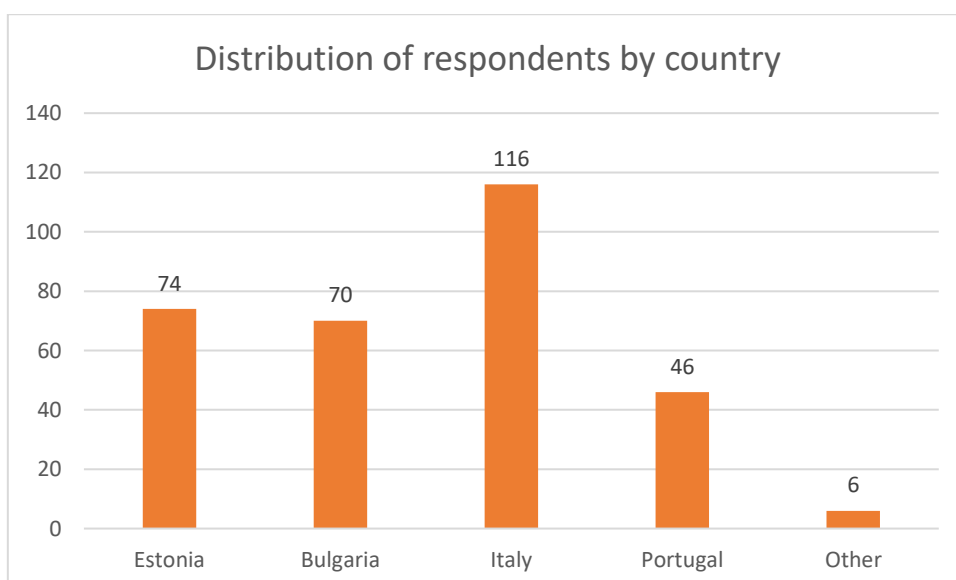

Figure 3 Distribution of respondents by country

Do you consider digital skills as a necessary for your job position as an adult educator? (Q4)

In the next question of the survey, the respondents were asked to identify themselves whether they consider digitals skills necessary for their job as an adult educator. There were three possible answers: "Yes, they are pretty much necessary", "No, my work positions doesn`t require special digital skills", "The lack of digital skills sometimes could be a problem". The majority of the respondents (195) have answered the question with a positive answer and feel that digital skills are necessary. Other respondents felt that digital skills are not necessary to do their job (63) and 53 respondents feel that the lack of skills is the problem.
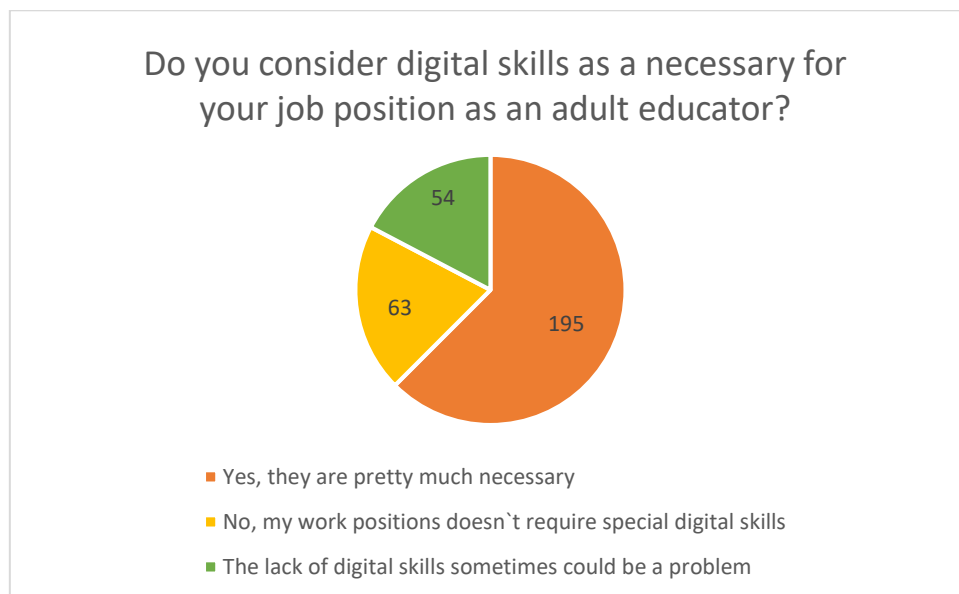

Do you consider digital skills as a necessary for your job position as an adult educator?

54
63
195

- Yes, they are pretty much necessary
- No, my work positions doesn`t require special digital skills
- The lack of digital skills sometimes could be a problem

Figure 4 Necessity of digital skills

Which is the biggest obstacle you face when using digital tools? (Q5)

In the next question the respondents were asked what the biggest obstacle is in facing using digital tools and they were able to choose more than one answer. As seen on the Figure 5, the majority of respondents (163) answered "Finding information how to use and implement the tools in the education process". 97 respondents chose "Explaining the importance of digital tools to students" and 86 respondents chose "inspiring students to use the tools as well".
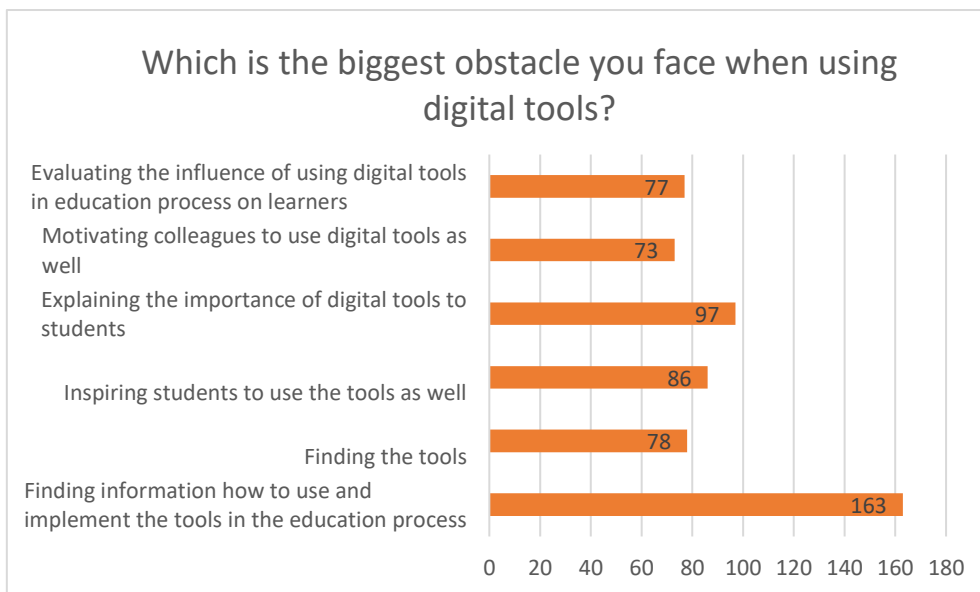
Figure 5 Obstacles facing using digital tools

Do you understand what happens to information you put online (digital footprint)? (Q6)

This question aimed to identify whether respondents understand about digital footprint and what happens with information online. From the Figure 6, we can conclude that respondents understand what happens with information online, but they don't think about that much (149). 122 respondents also understand digital footprint and they are very careful with the information. Only 41 respondents don't understand what happens with information online.
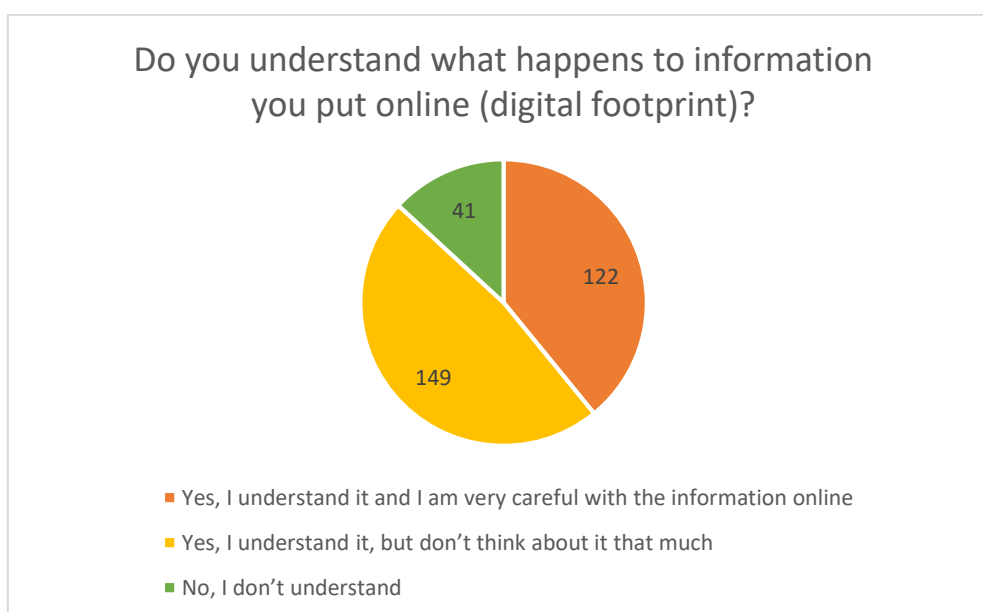

Figure 6 Understanding of digital footprint

10

Can you use a search engine to look for information online? (Q7)

The next question required respondents to share if they can use search engine. 151 respondents answered that they know how to use search engine. 125 respondents know how to use advanced search options to limit and refine their search. 36 respondents don't know how to use a search engine at all.
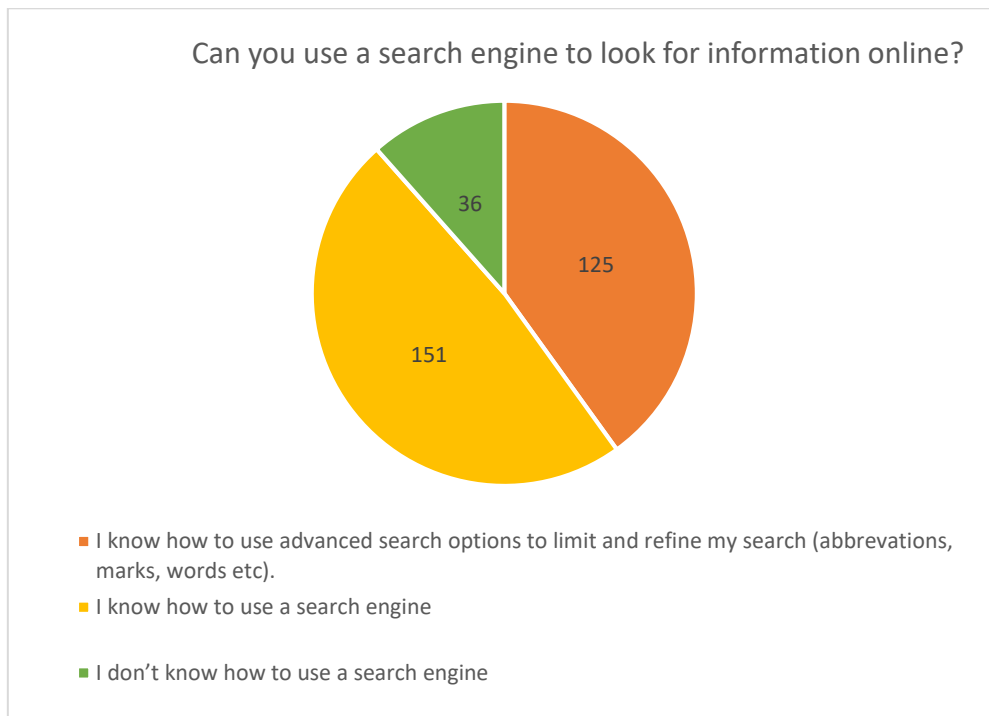

Figure 7 Search engine

Can you download or save a document/picture you found online? (Q8)

The results of this question show that 171 respondents can download or save a document/picture they found online. 112 respondents only think that they can download or save things form the Internet. Only 29 of respondents can't do it.

Can you download or save a document/picture you found online?
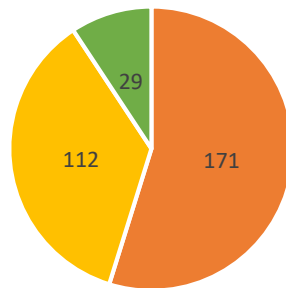
- I can download or save a document/picture I found online
- I think I know how to download Document/Picture online
- I can't do it

Figure 8 Save or download images/documents found online

Can you assess whether an online resource (web page, blog, journal etc.) is credible and trustworthy? (Q9)

With this question we could deduct that most of the respondents, 258, can assess whether an online resource is credible and trustworthy. 54 respondents feel that they can't assess online resource trustworthy.

Can you assess whether an online resource (web page, blog, journal etc.) is credible and trustworthy?
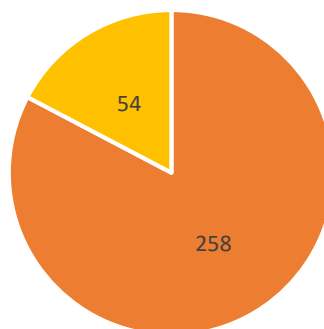
- Yes, I can assess whether an online resource is credible and trustworthy
- No, I can't do that

Figure 9 Assessing online resources trustworthy

Can you use other people's work found online (documents, pictures, videos etc.) without committing plagiarism? (Q10)

Next question is concentrated on plagiarism. 139 respondents know how to reference work found online, but don't do it all the time. 112 respondents know how to reference to a work found online and do it all the time. 40 respondents don't know how to do it and 21 respondents don't understand what plagiarism is. The results show that most of the respondents understand and know how to reference to a work found online, although a lot of people don't do it.
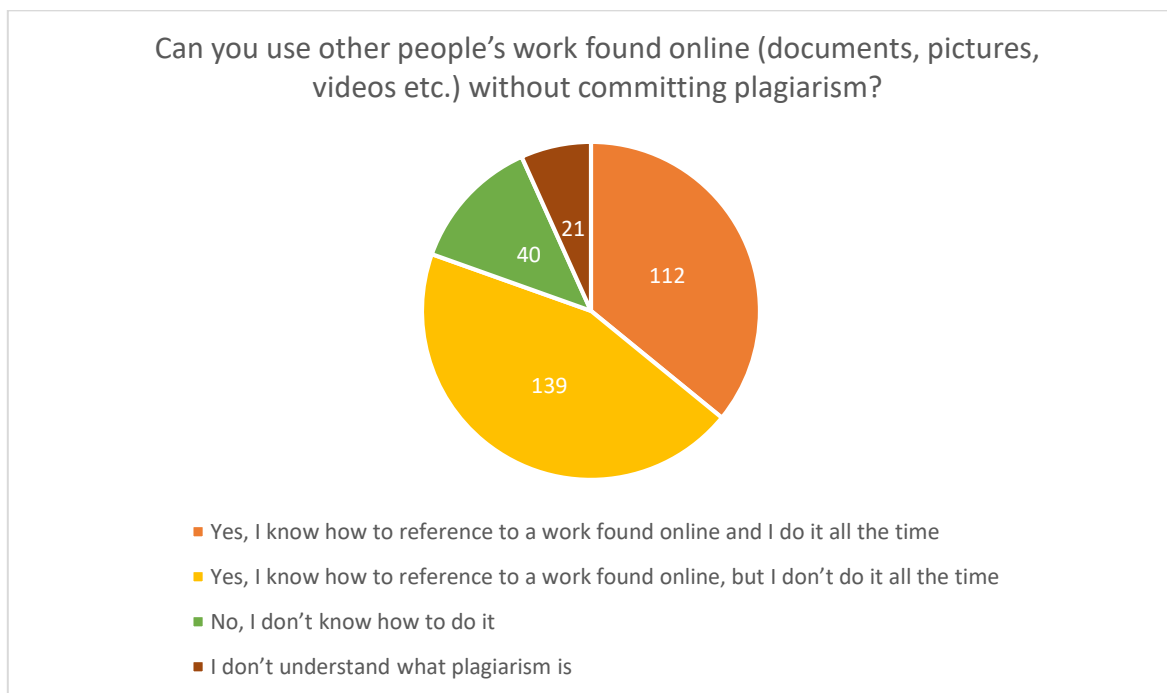

Figure 10 Plagiarism

Can you formulate and send a formal letter via email and add attachments? (Q11)

From Figure 11 we can indicate that 173 respondents can send formal letters via email and add attachments. 110 respondents can send formal emails but can't add attachments. Only 29 respondents don't know how to send formal letters via email.
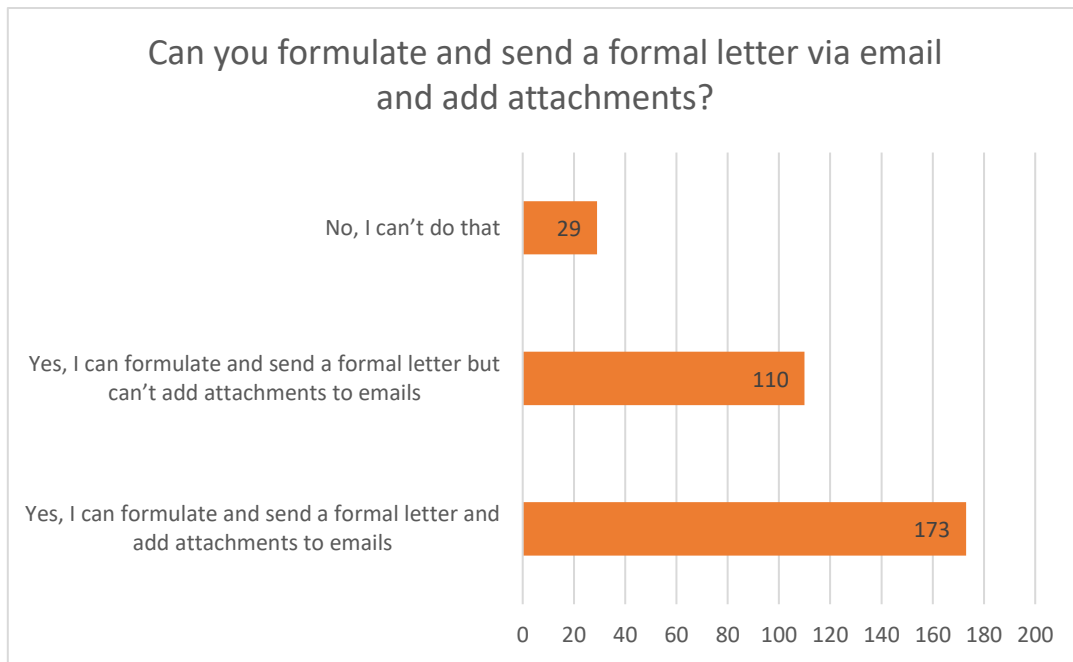
13

Figure 11 Formulating e-mails

Do you know what type of information you should not share online? (Q12)

The respondents were asked to identify if they know what type of information should or should not share online. Most of the respondents (140) know what type of information shouldn't share online and are very careful with the personal information. Large part of respondents (138) know what type of information shouldn't share online, but don't think about it that much. Only 34 of respondents don't know about what type of information should or should not share online.
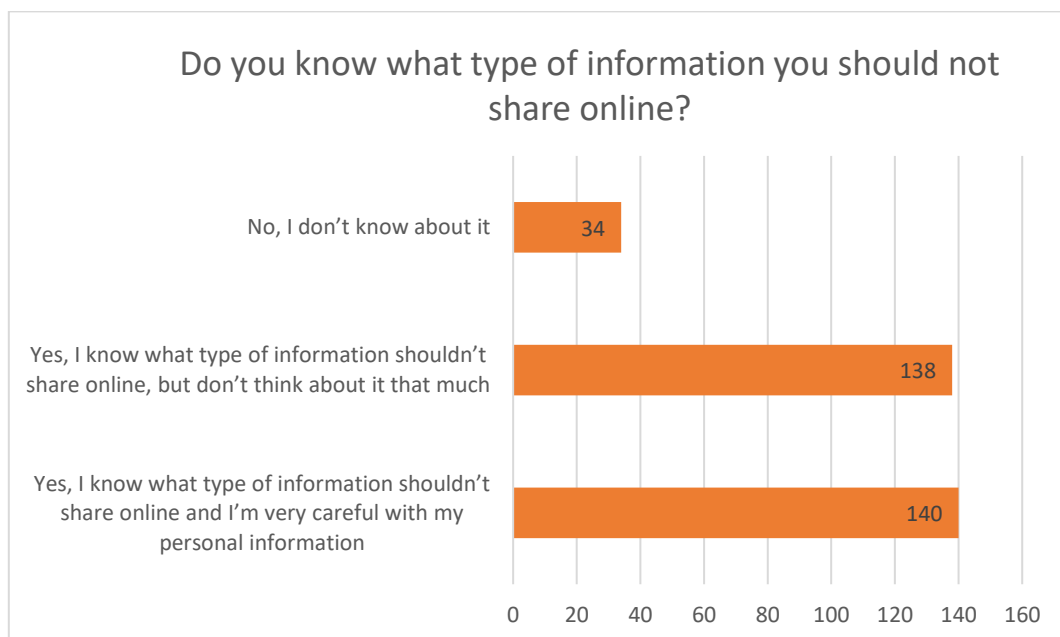

Figure 12 Sharing information

14

Can you use other ways of communicating online (video calls, video conferences, audio conferences etc.) and know what tools to use and how to start? (Q13)

The results for this question imply that 163 respondents can use other ways of communicating online (video calls, video conferences, audio conferences etc.) and know how to use and start them. 114 respondents can only use other ways of communication, but don't know how to start them. 35 respondents can't use other ways of communicating online.
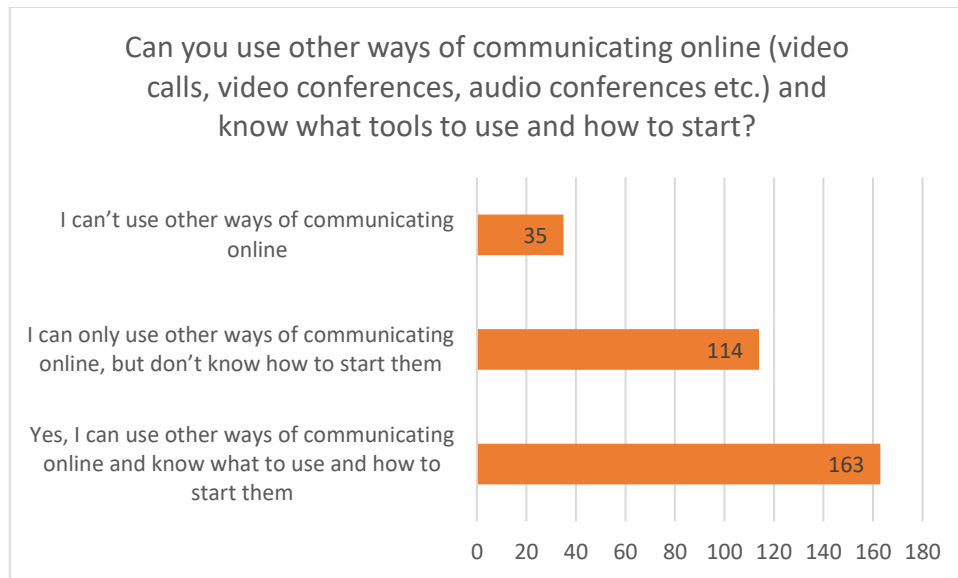

Figure 13 Communicating online

Are you able to interact with the technologies through the use of a wide range of digital devices and applications? (Q14)

The next question is about being able to interact with the technologies through the use of wide range of digital devices and applications. 107 respondents answered, "I know and use of digital work environments for communication with students, colleagues and other teachers and the educational community in general". 103 respondents answered, "I participate actively in online communication and so manage virtual community groups with common interests". 72 respondents answered, "I know the different types of software to communicate, the devices suitable for this purpose and I know how to use them appropriately depending on the purpose and the audience you are addressing". Only 30 respondents answered that they don't know how to interact with technology.
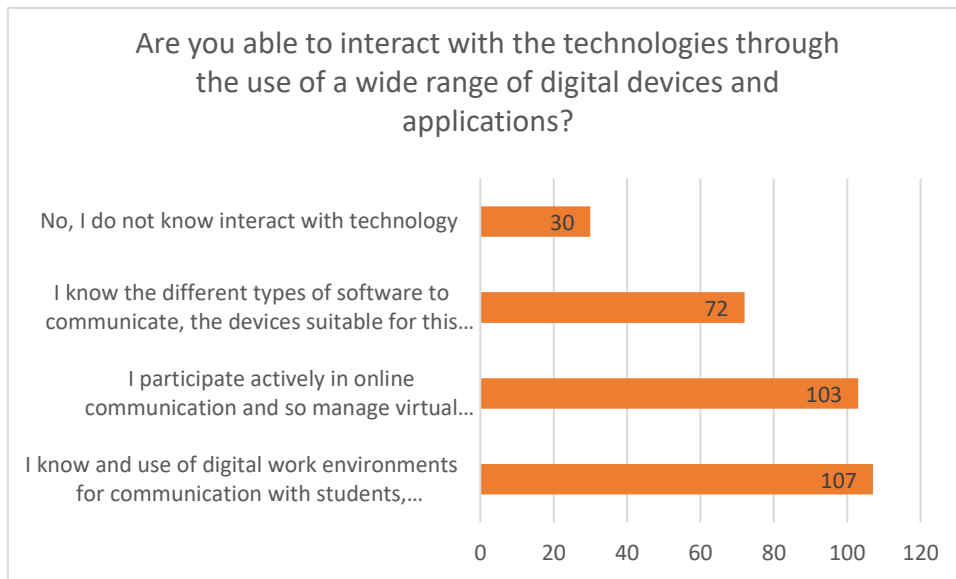
Figure 14 Interacting with technologies

Which is the best way for adult workers/educators to improve their digital skills? (Q15)

With this question we wanted respondents to identify what the best ways for adult educators are improve their digital skills. As we see from Figure 15, 99 respondents felt that learning by doing is the best way to learn. 97 respondents answered through e-learning courses. 57 respondents answered face to face learning. 42 respondents answered that the best way to learn is through training course/seminar. 17 respondents answered other but did not specify.
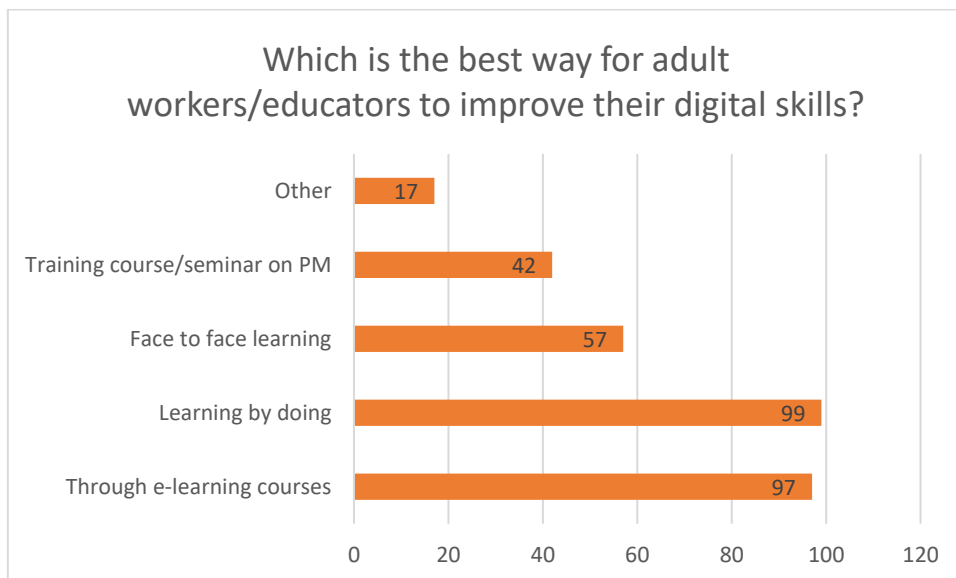

Figure 15 Best ways to improve digital skills

16

Can you solve a problem you have with a device or digital service using online help? (Q16)

Most of the respondents (162) know how to use online help. 114 respondents know how to use online help, but prefer a person helping them. 36 respondents don't know how to use online help (tutorials, troubleshoot etc.).
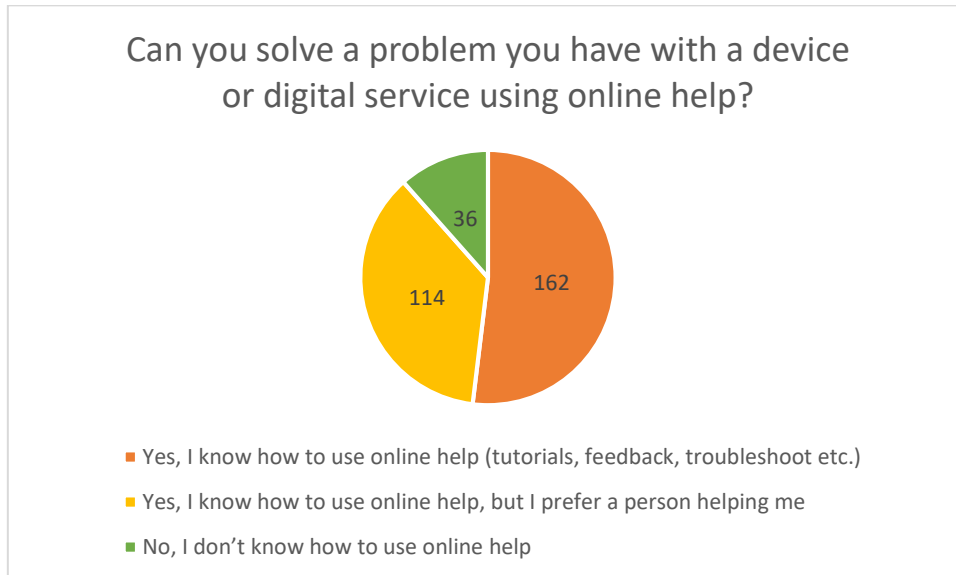

Figure 16 Problem-solving with a device

Can you verify sources of information you found online? (Q17)

The results are shown in the Figure 17, that 245 respondents can verify sources of information you found online. 67 respondents feel like they can't verify sources and don't know how to do it.
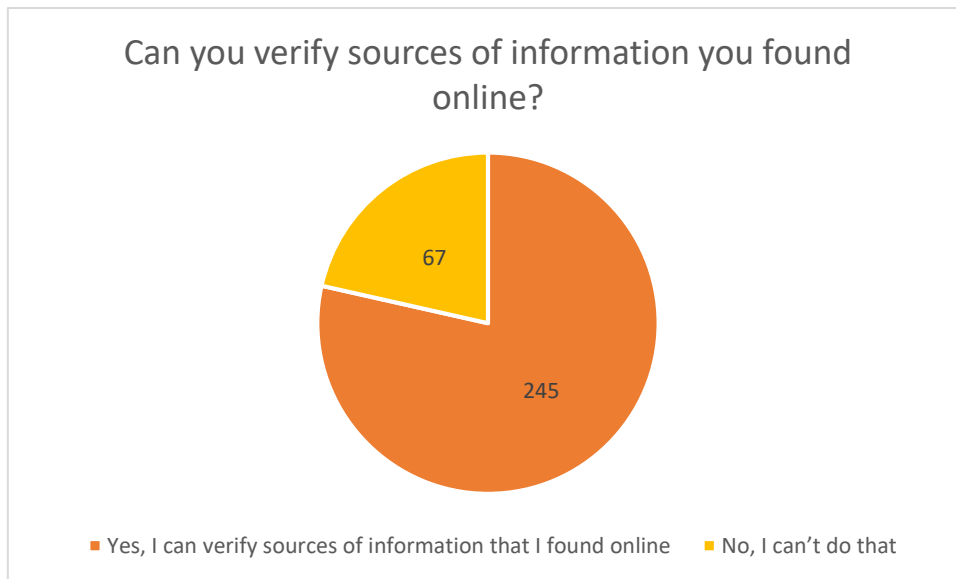
Figure 17 Verifying sourcec online

Do you know how to manage privacy settings for your social network sites? (Q18)

Most of the respondents, 137, know how to manage privacy settings, but haven't checked all of them. 135 respondents know how to manage them and have checked all of them. Only 40 respondents don't know how to manage their privacy settings.
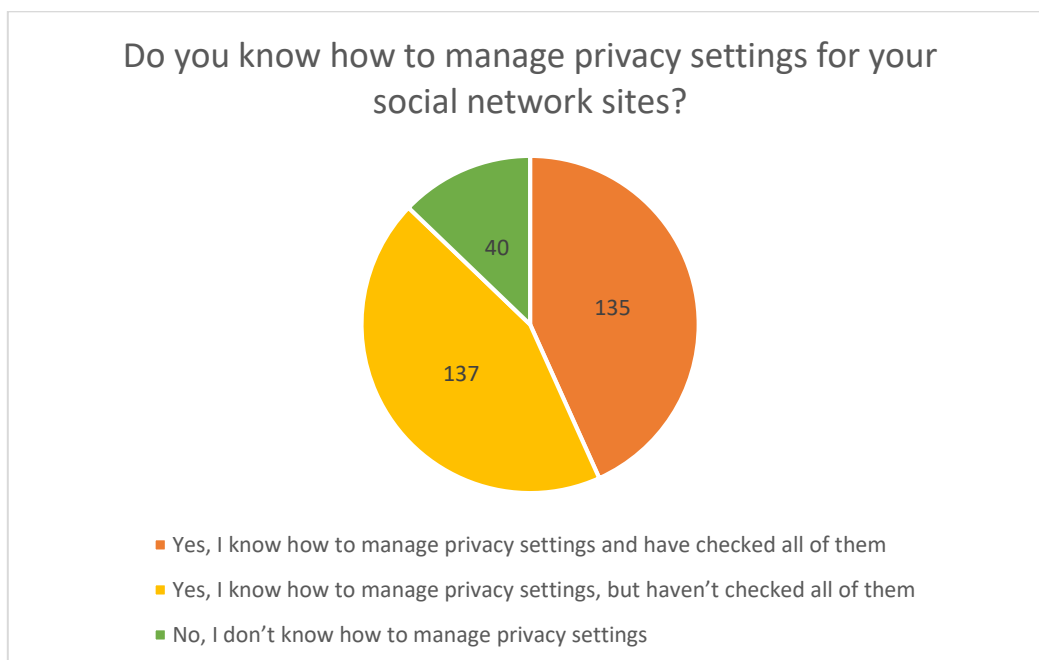

Figure 18 Privacy settings

Knowing the risks of the Internet and cyber-attacks (Q19)

This question aimed at understanding the respondent's knowledge of risks on the Internet and cyber-attacks. 136 respondents perform maintenance and renew virus protection on their computer. 94 respondents back up their files on the computer and other devices. 51 respondents keep track with the latest news on this area and 31 respondents do not know how to protect themselves online.
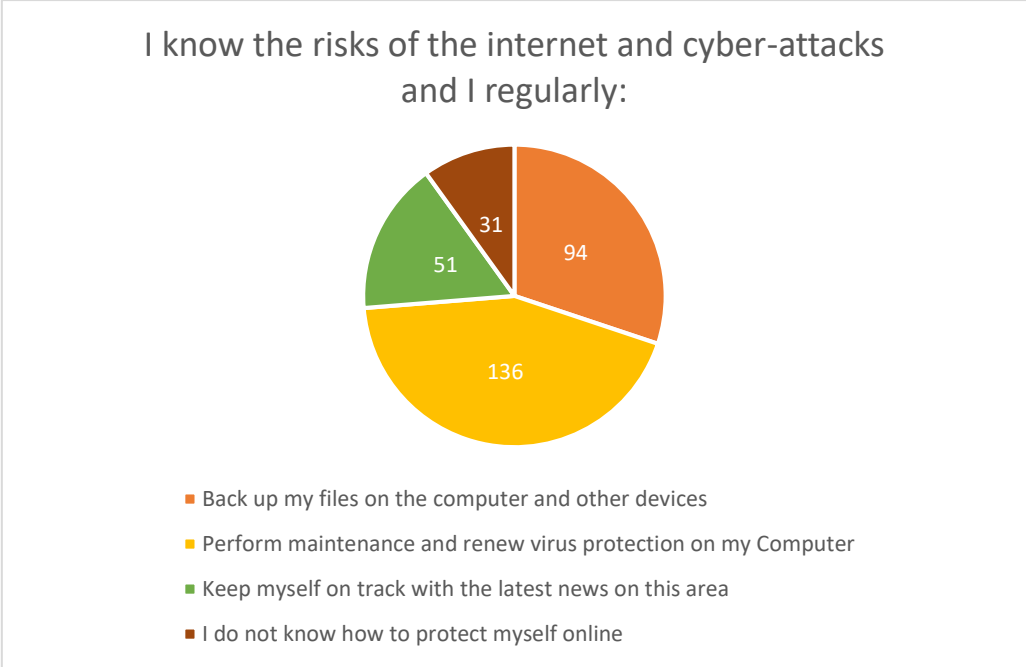
Figure 19 Risks of the Internet and cyber-attacks

Do you know the security and safety measures? (Q20)

With this question we wanted to know if respondents understand security and safety measures. The majority of respondents (136) perform frequent maintenance and protection of the devices used, are aware of the risks of digital environments and orient the students to adopt safer behaviours. Another large group of respondents (93) perform basic maintenance and protection of the devices used: update the system, programs and access password. Small portion of respondents (50) can organize a methodical and consistent protection strategy for different devices. They update their knowledge constantly risks in digital media. 33 respondents are not able to use security and safety measures.

19

Do you know the security and safety measures?
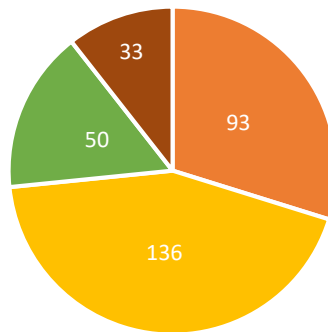
- ■ I perform basic maintenance and protection of the devices used: update the system, programs and access password
- ■ I perform frequent maintenance and protection of the devices used, are aware of the risks of digital environments and orient the students to adopt safer behaviors
- ■ I am able to organize a methodical and consistent protection strategy for different devices. I update my knowledge constantly risks in digital media
- ■ No, I am not able

Figure 20 Security and safety measures

Can you work with others online to create a shared document or presentation? (Q21)

This question aimed at identifying the creating skills of respondents. The majority of the survey respondents 133 know how to work online and create a shared online document or presentation. Moreover, 128 respondents know how to work online if somebody invites them, but they don't know how to create a document. 51 respondents don't know how to work on shared online documents.
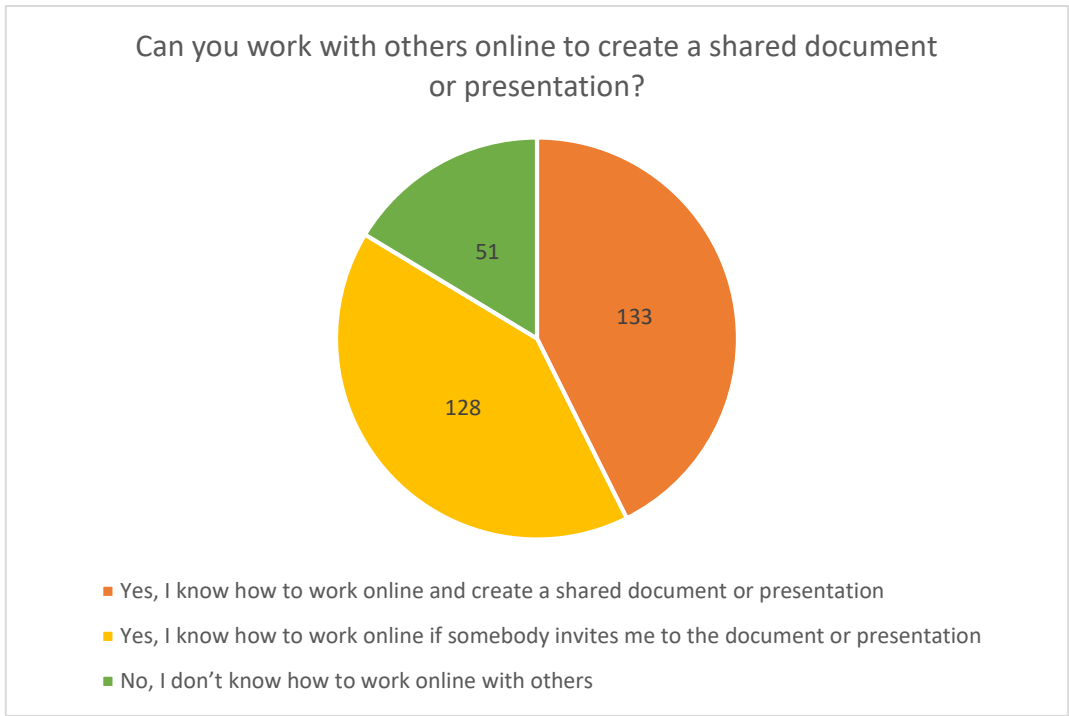
Figure 21 Creating shared documents or presentations

Do you know how to use a media-capture device (recording, editing video, picture or podcast)? (Q22)

The results to this question show us that most respondents know how to use media-capture devices, but not all know how to edit them. 132 adult educators can also edit videos, pictures etc., 126 respondents don't know how to edit. 54 respondents don't know how to use media-capture devices.
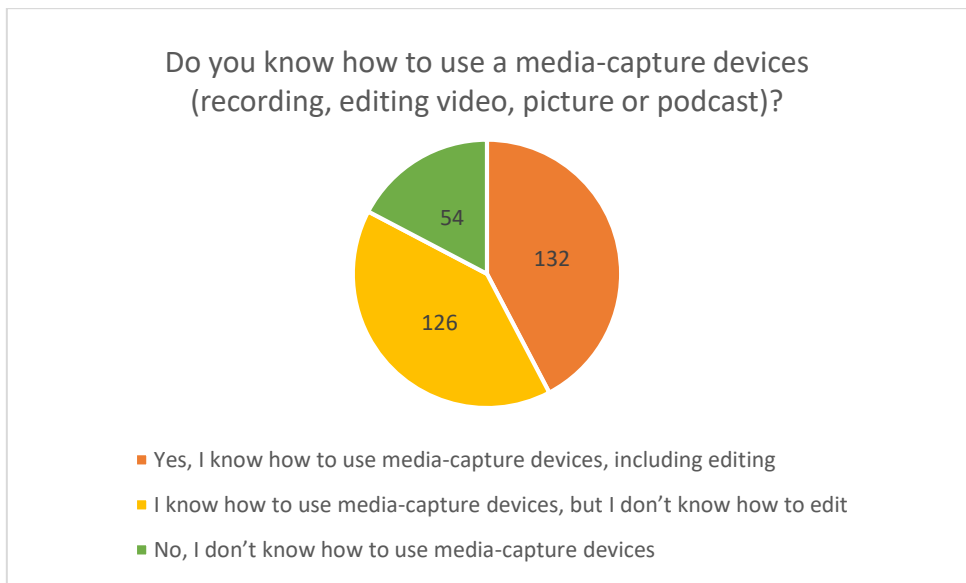
Figure 22 Media-capture devices

21

Do you know how to use presentation (PowerPoint, Prezi etc.) tools? (Q23)

With this question we could conclude that most respondents know how to use presentation tools and make basic presentation (139). 128 respondents know how to make advanced presentations and 45 educators don't know how to use presentation tools.

Figure 23 Presentation tools

Can you create a web page or blog and maintain it? (Q24)

Most of the respondents, 133, can create a basic web page or blog with templates. The total number of 112 respondents can create an advanced web page or blog and 67 respondents can't create a web page or a blog.

Can you create a web page or blog and maintain it?

- 112 — Yes, I can create an advanced version of web page or a blog (creating from scratch, adding media input, connected with social network etc.)
- 133 — Yes, I can create a basic web page or blog with templates
- 67 — No, I can't create a web page or blog
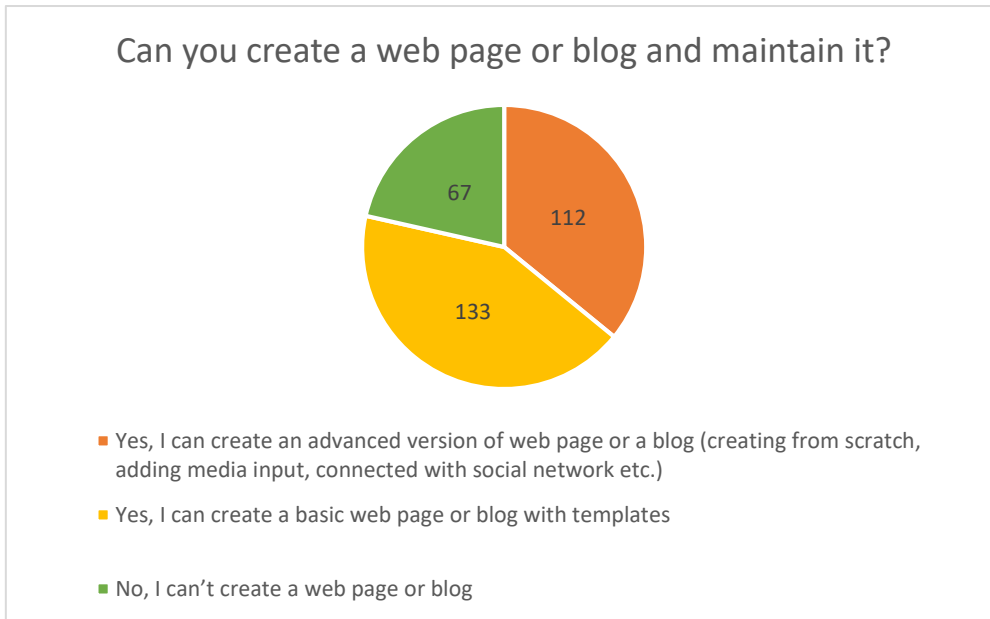
Figure 24 Creating web page or blog
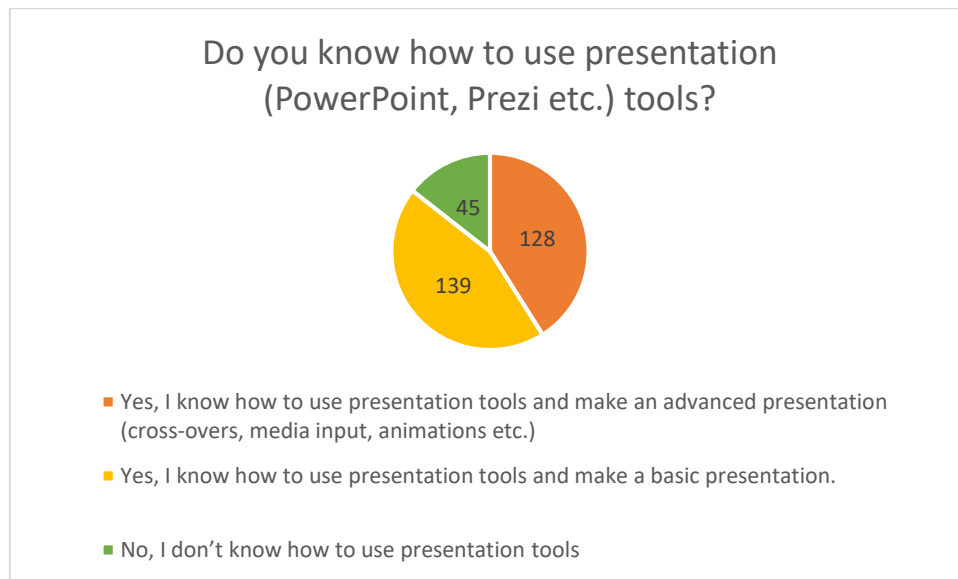
Can you create interactive games and websites on your own? (Q25)

The total number of 101 respondents can create online versions of interactive games and websites (Kahoot, Quizziz, Weebly etc.). Small portion of respondents (79) can create interactive games and websites using HTML, Scracth, Java etc. 74 respondents can only use interactive games and websites but can't create them. Furthermore, 58 respondents don't know how to create or use interactive games and websites.

23

Can you create interactive games and websites on your own?

- Yes, I can create interactive games and websites using HTML, Scracth, Java etc.
- Yes, I can create online versions of interactive games and websites (Kahoot, Quizziz, Weebly etc.)
- I can only use interactive games and websites, I can't create them
- No, I don't know how to create or use interactive games and websites
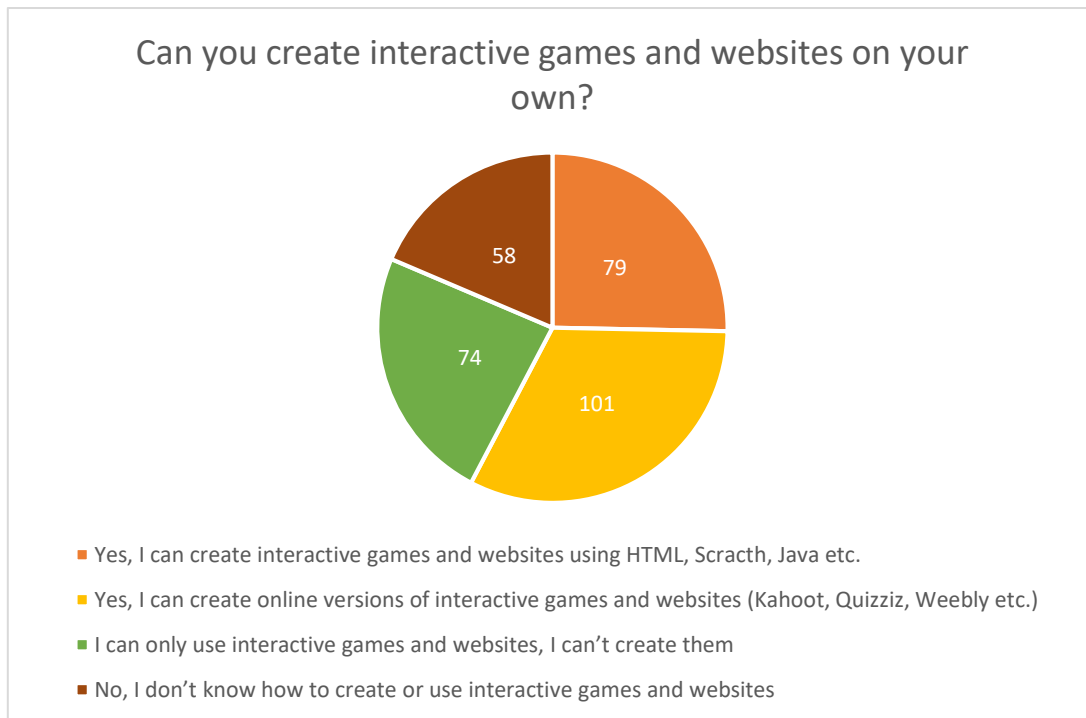
Figure 25 Creating interactive games and websites

Adult learners

Gender (Q1)

As seen on the Figure 26, most of the survey respondents are female. Out of total number of 277 respondents 148 are female which make 54 %. Out of the total number 116 are male which make 42%. There is a small number of respondents, 4% or 12, who preferred not to identify their gender. The data implies that most of the educators in the participating countries are female or female respondents are more interested in the topic and likely to participate in the survey.
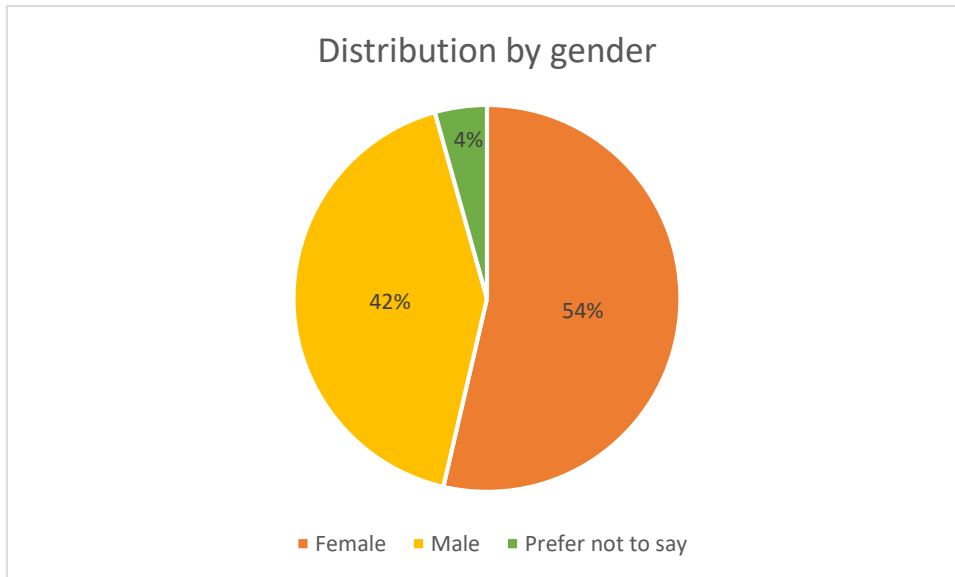
Figure 26 Distribution by gender

Age (Q2)

The Figure 27 shows the distribution of their age. The majority of the respondents of the survey are in the age group of 26-33 which corresponds to 95 people. The second biggest age group of respondents is 18-25 years old which are 71 people. 63 people are in the age group of 34-40-year-old and 37 people are in the age group of 41-50-year-old. Only 10 respondents fall into the age group of 50 or older.

Figure 27 Distribution of respondents by age

Country of residence (Q3)

Total of 277 respondents filled out the questionnaire from the countries of the project consortium – Estonia, Bulgaria, Italy and Portugal. The Figure 3 shows the distribution o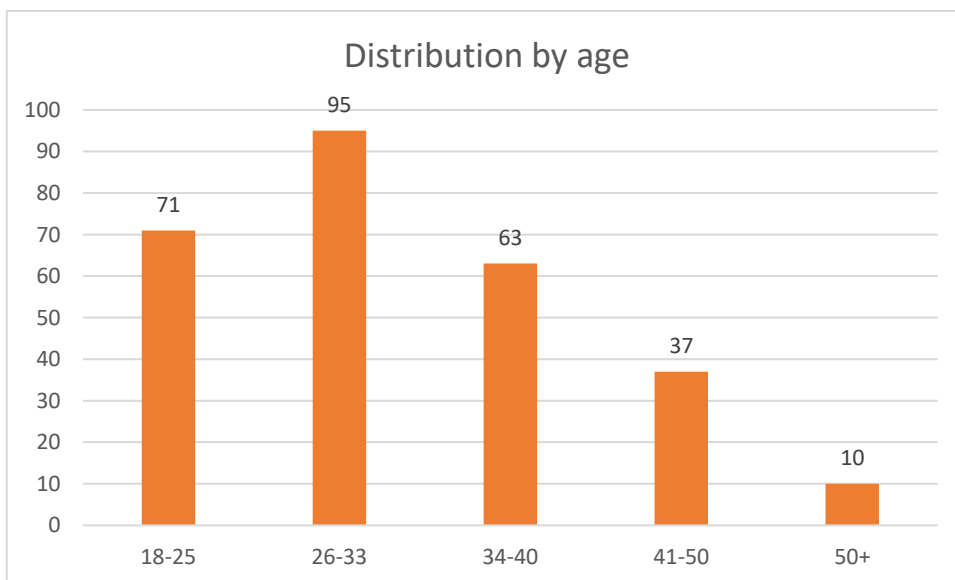f answers among the countries. Bulgaria had the most respondents with 80 answers, Estonia had 74 respondents, Italy had 64 respondents and Portugal 46 respondents. As the Figure 28 shows, 12 respondents are from other countries, such like France (3), Georgia (3), Turkey (2), Spain (3), Lithuania (1) and Romania (1).

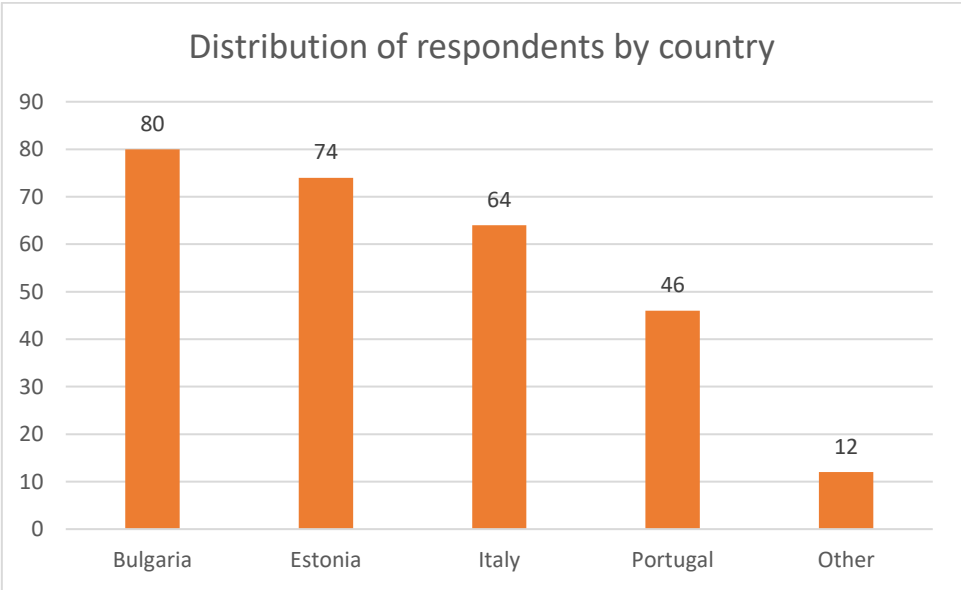

Figure 28 Distribution of respondents by country

Do you use digital tools in your learning process? (Q4)

In the next question of the survey, the respondents were asked to identify their digital tools usage in learning process. As seen from the Figure 29, most of the respondents, 91% or 253, use digital tools in their learning process. Only 9% or 24 respondents don't use digital tools.

Do you use digital tools in your learning process?

9%

91%

■ No ■ Yes
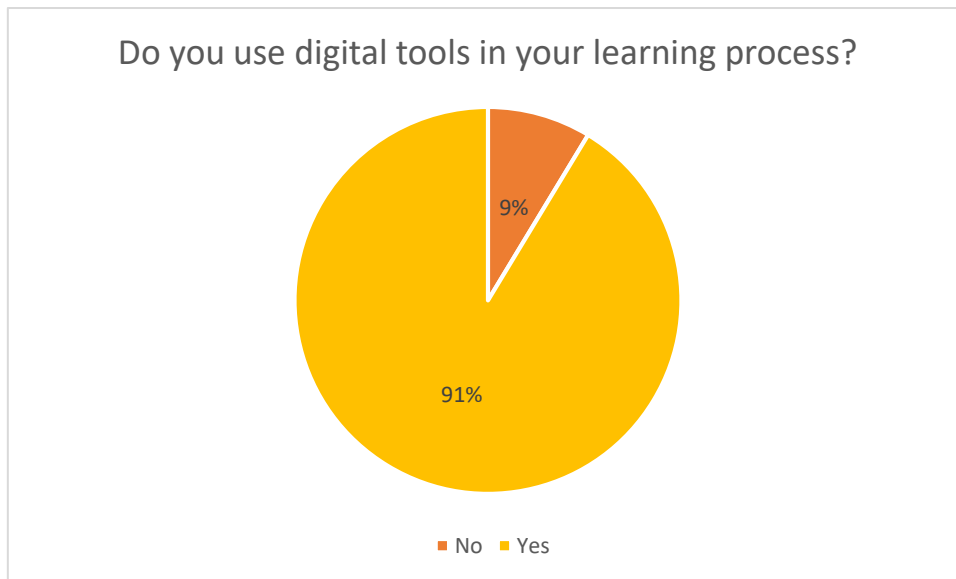
Figure 29 Digital tools in learning process

How often do you use digital tools in your education process? (Q5)

In the next question the respondents were asked how often they use digital tools in their learning process. As seen on the Figure 30, the majority of respondents (109) use every week digital tools for learning purpose. 77 respondents use three times per month and 60 learners use digital tools twice per month. 31 respondents use digital tools only once per month.

How often do you use digital tools in your education process?

31

109

60

77

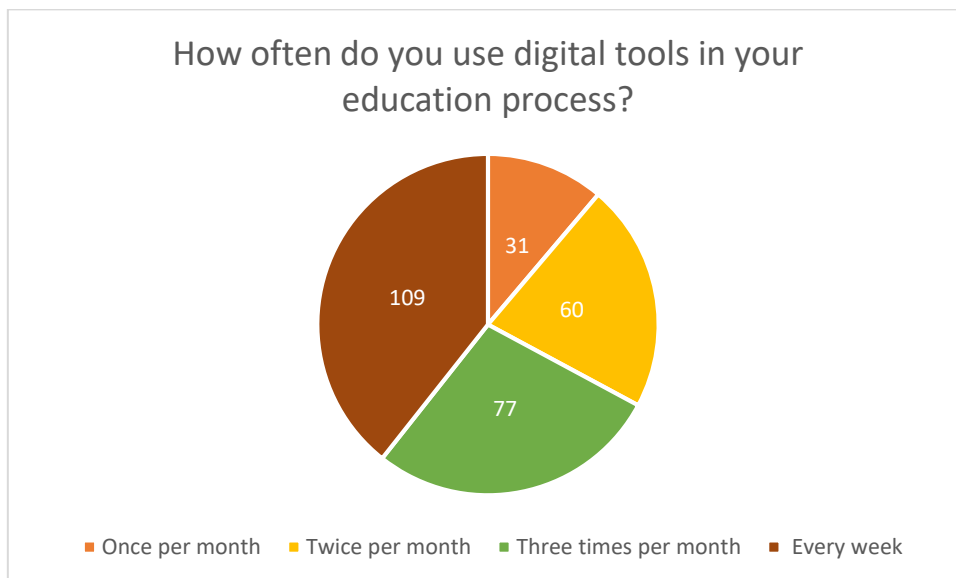■ Once per month ■ Twice per month ■ Three times per month ■ Every week

Figure 30 Digital tools in education process

Do you think that a technologically innovative teaching can improve attention, motivation and student learning? (Q6)

27

Most of the respondents agreed (132) that a technologically innovative teaching can improve attention, motivation and student learning. 79 adult learners strongly agreed with that statement, 49 learners felt neutral and 12 disagreed. Only 5 respondents strongly disagreed and don't think technologically innovative teaching can improve or motivate student learning.
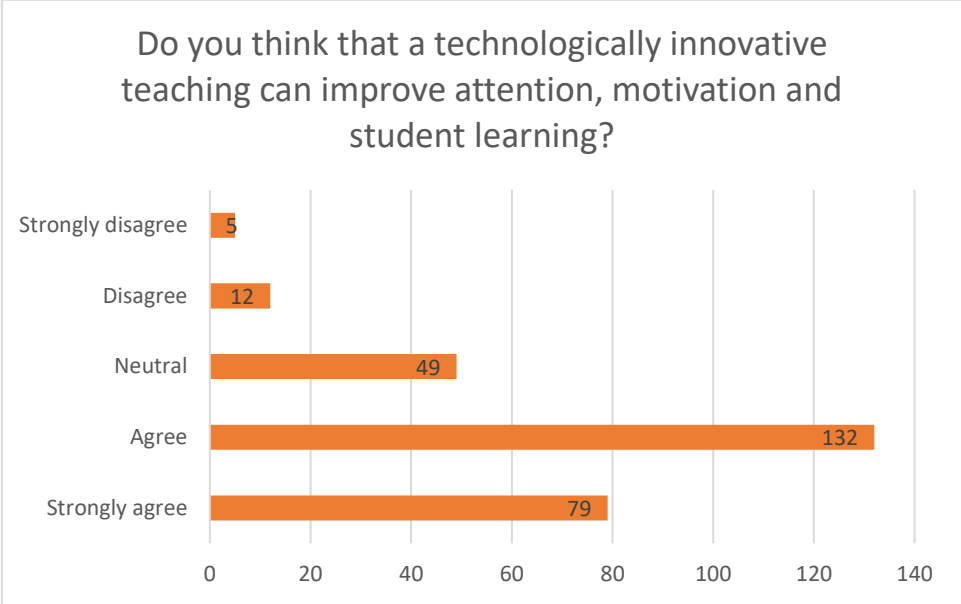
Figure 31 Innovative teaching with technology

Ability to use digital skills. (Q7)

In the next question adult learners were asked to identify how digital skills will benefit their lives and they had an opportunity to choose multiple answers. 184 respondents answered that digital skills will improve their business results. 173 respondents answered that it would help them in their studies and social life. Furthermore, 125 adult learners answered that it would improve their chances in labour market and for 44 respondents the affect would be little, if at all. 31 respondents felt that they are already skilled in using digital devices.
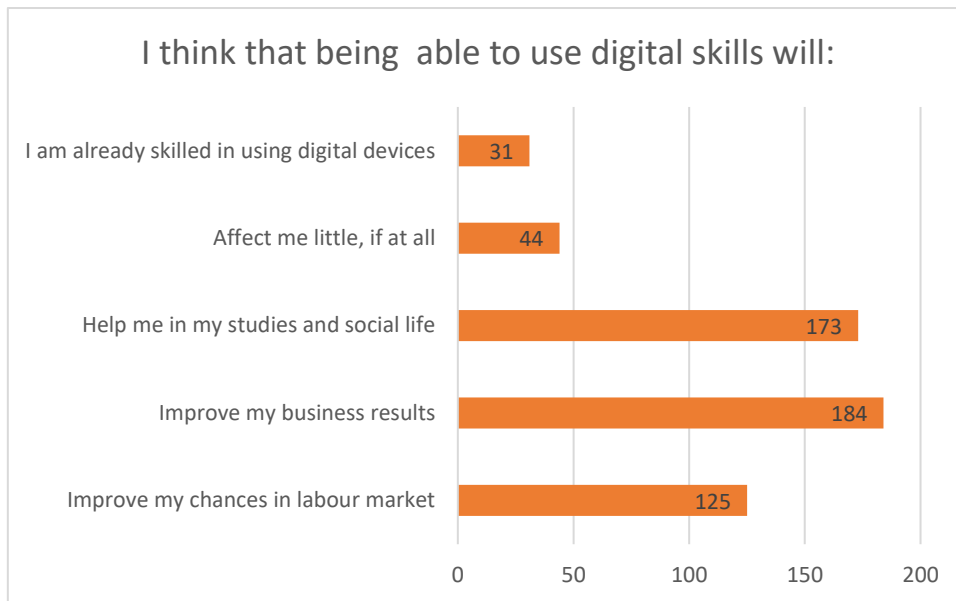
Figure 32 Ability to use digital skills

Do you understand what happens to information you put online (digital footprint)? (Q8)

This question aimed to identify whether respondents understand about digital footprint and what happens with information online. From the Figure 33, we can conclude that 146 respondents understand digital footprint and they are very careful with the information. 112 adult learners understand what happens with information online, but they don't think about that much. Only 19 respondents don't understand what happens with information online.
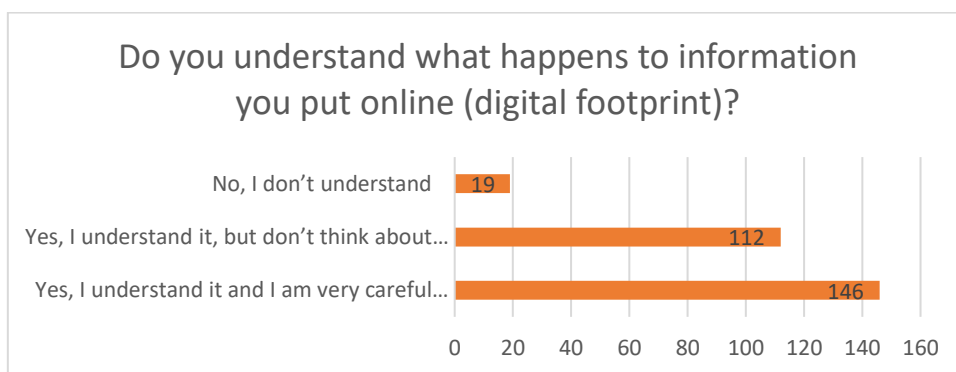
Figure 33 Understanding of digital footprint

29

Can you use a search engine to look for information online? (Q9)

The next question required respondents to share if they can use search engine. 147 respondents answered that they know how to use search engine. 108 respondents know how to use advanced search options to limit and refine their search. 22 respondents don't know how to use a search engine at all.
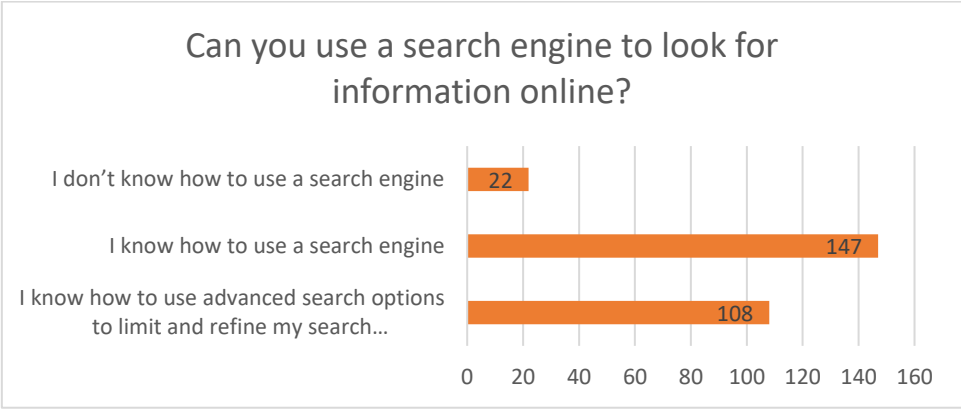
Figure 34 Search engine

Can you assess whether an online resource (web page, blog, journal etc.) is credible and trustworthy? (Q10)

With this question we could deduct that most of the respondents, 222, can assess whether an online resource is credible and trustworthy. 55 respondents feel that they can't assess online resource trustworthy.
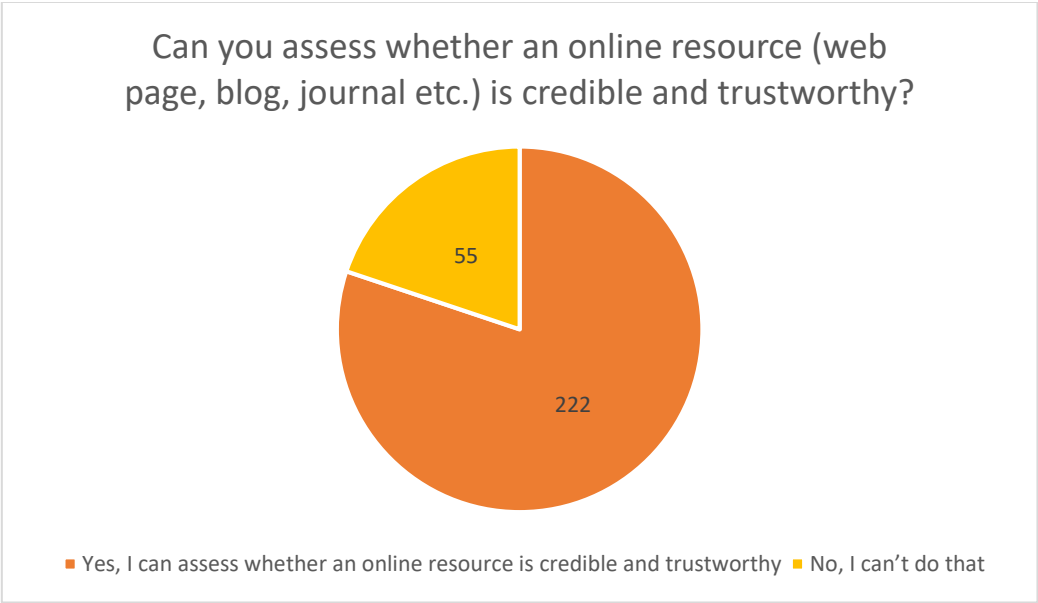
Figure 35 Assesing online resources trustworthy

Can you use other people's work found online (documents, pictures, videos etc.) without committing plagiarism? (Q11)

Next question is concentrated on plagiarism. 134 respondents know how to reference work found online, but don't do it all the time. 95 respondents know how to reference to a work found online and do it all the time. 31 respondents don't know how to do it and 17 respondents don't understand what plagiarism is. The results show that most of the respondents understand and know how to reference to a work found online, although a lot of people don't do it.
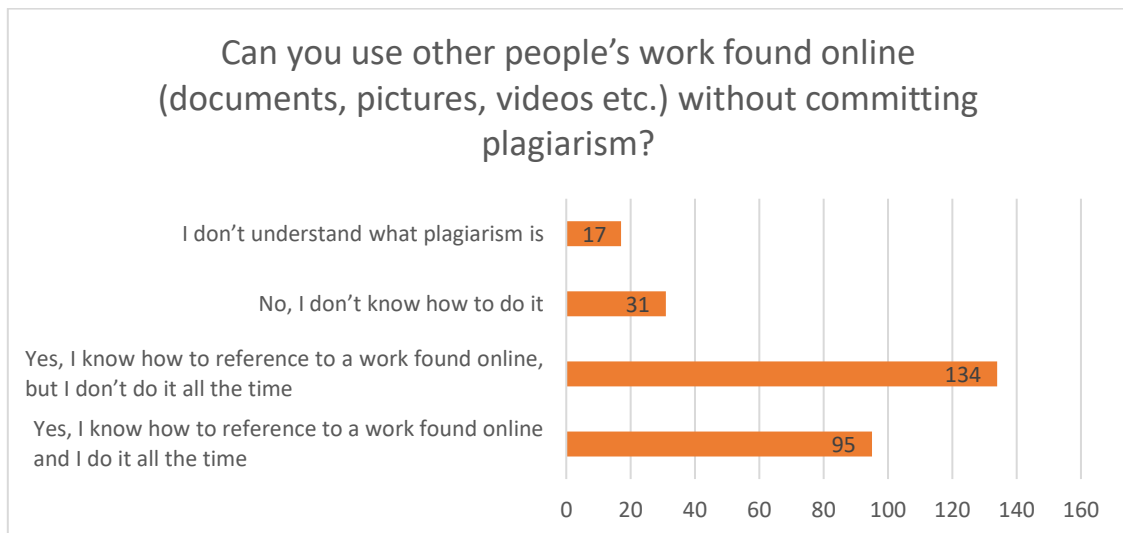
Figure 366 Plagiarism

Can you formulate and send a formal letter via email and add attachments? (Q12)

From Figure 37 we can indicate that 152 respondents can send formal letters via email and add attachments. 112 respondents can send formal emails but can't add attachments. Only 13 respondents don't know how to send formal letters via email.
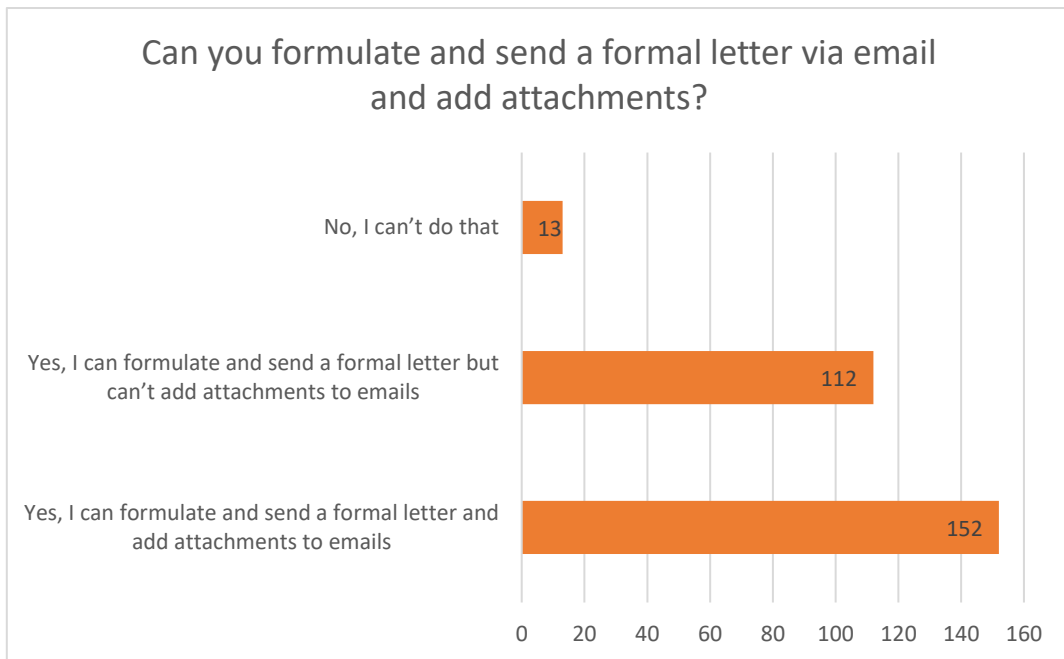
Figure 377 Formulating e-mails

Do you know what type of information you should not share online? (Q13)

The respondents were asked to identify if they know what type of information should or should not share online. Large part of the respondents (117) know what type of information shouldn't share online and are very careful with the personal information. Most of the respondents (134) know what type of information shouldn't share online, but don't think about it that much. Only 26 of respondents don't know about what type of information should or should not share online.
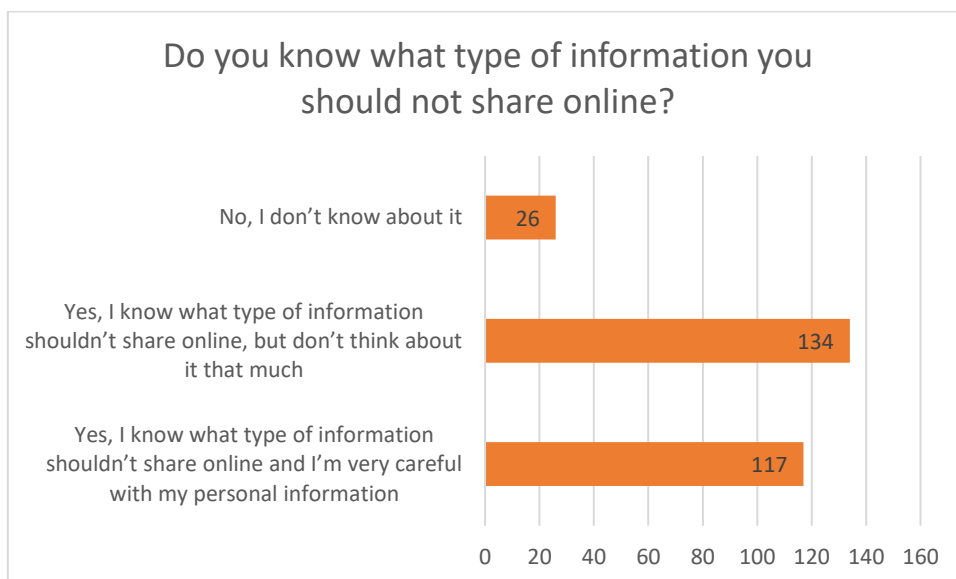
Figure 388 Sharing information

32

Can you use other ways of communicating online (video calls, video conferences, audio conferences etc.) and know what tools to use and how to start? (Q14)

The results for this question imply that 143 respondents can use other ways of communicating online (video calls, video conferences, audio conferences etc.) and know how to use and start them. 104 respondents can only use other ways of communication, but don't know how to start them. 30 respondents can't use other ways of communicating online.
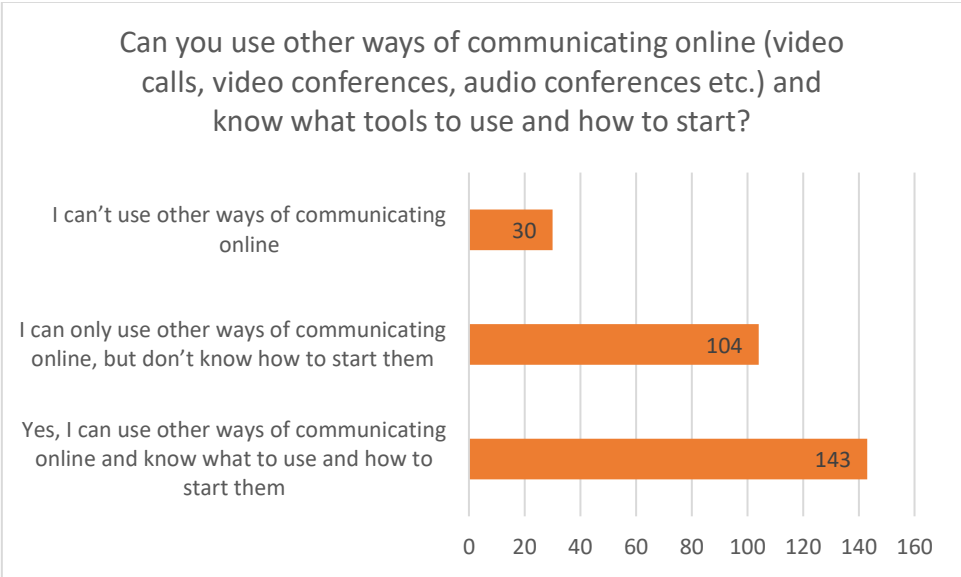
Figure 39 Communicating online

Can you solve a problem you have with a device or digital service using online help? (Q15)

Most of the respondents (119) know how to use online help. 118 respondents know how to use online help, but prefer a person helping them. 40 respondents don't know how to use online help (tutorials, troubleshoot etc.).
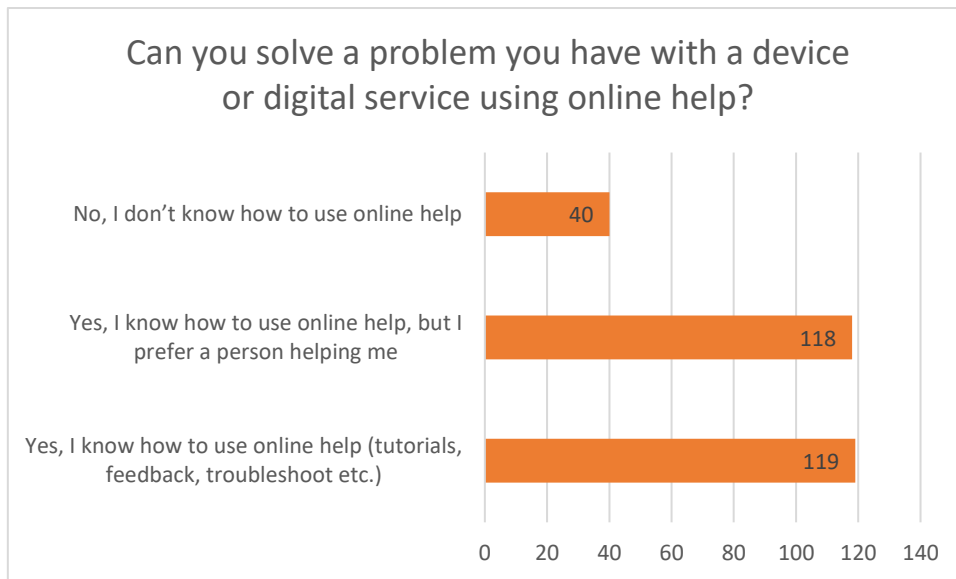
Figure 40 Problem-solving with a device

Do you know how to manage privacy settings for your social network sites? (Q16)

Most of the respondents, 138, know how to manage privacy settings, but haven't checked all of them. 99 respondents know how to manage them and have checked all of them. Only 40 respondents don't know how to manage their privacy settings.
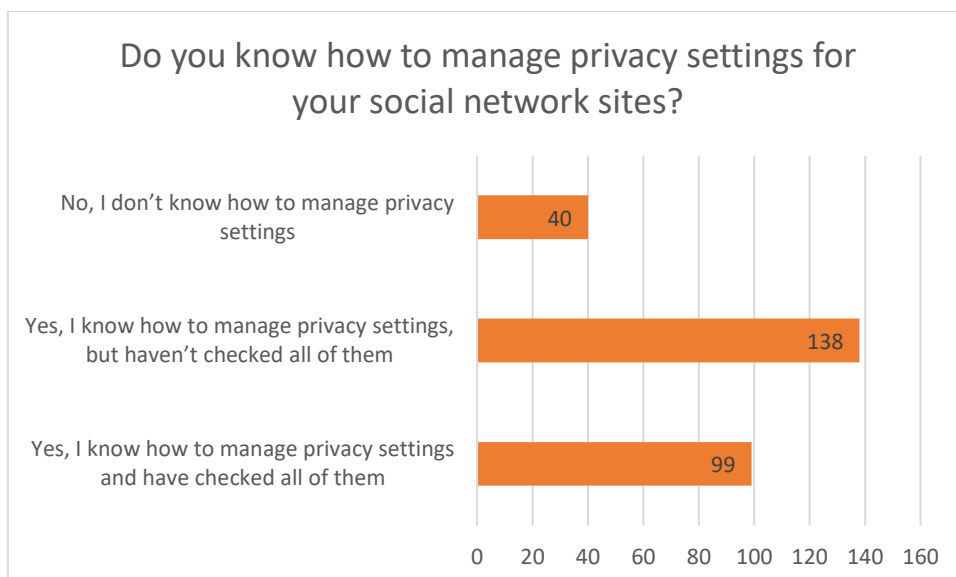
Figure 391 Privacy settings

Knowing the risks of the Internet and cyber-attacks (Q17)

This question aimed at understanding the respondent's knowledge of risks on the Internet and cyber-attacks. 117 respondents perform maintenance and renew virus protection on their computer. 68 respondents back up their files on the computer and other devices. 61 respondents keep track with the latest news on this area and 31 respondents do not know how to protect themselves online.
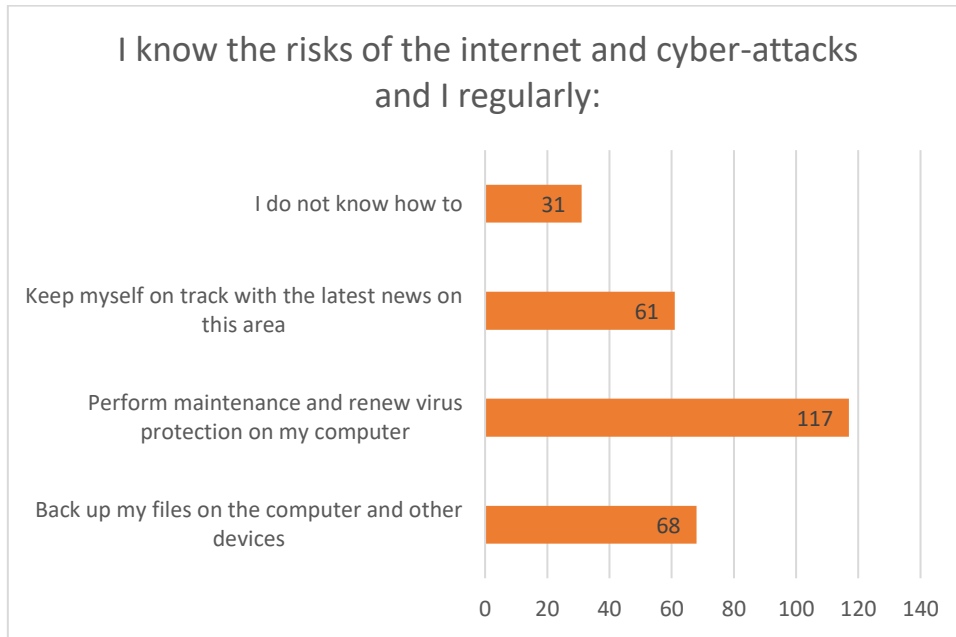
Figure 402 Risks of the Internet and cyber-attacks

Do you know the security and safety measures? (Q18)

With this question we wanted to know if respondents understand security and safety measures. The majority of respondents (127) perform frequent maintenance and protection of the devices used, are aware of the risks of digital environments and orient the students to adopt safer behaviours. Another large group of respondents (86) perform basic maintenance and protection of the devices used: update the system, programs and access password. Small portion of respondents (39) can organize a methodical and consistent protection strategy for different devices. They update their knowledge constantly risks in digital media. 25 respondents are not able to use security and safety measures.
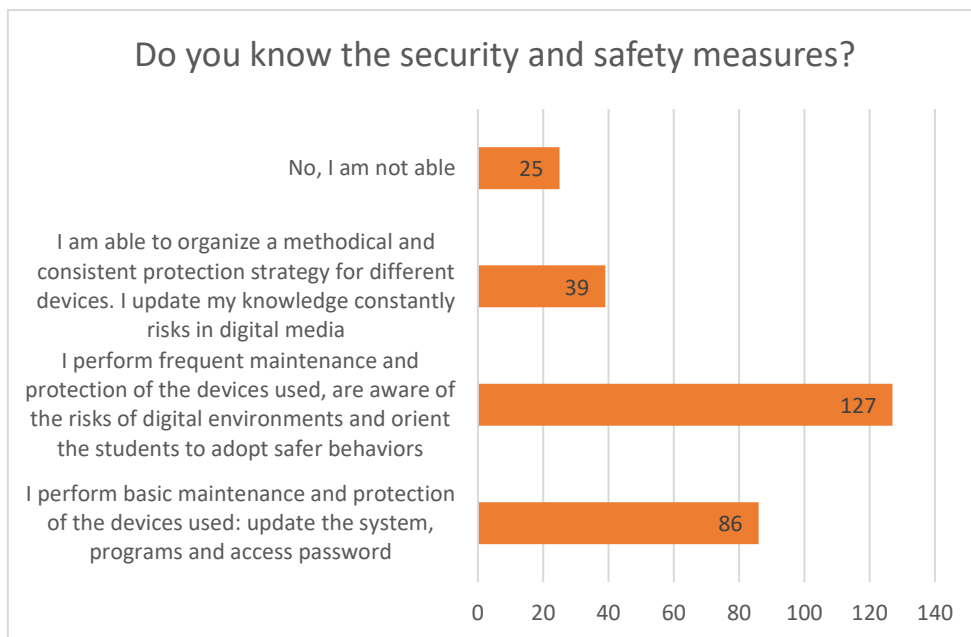
Figure 413 Security and safety measures

Can you work with others online to create a shared document or presentation? (Q19)

This question aimed at identifying the creating skills of respondents. The majority of the survey respondents 134 know how to work online and create a shared online document or presentation. Moreover, 96 respondents know how to work online if somebody invites them, but they don't know how to create a document. 47 respondents don't know how to work on shared online documents.
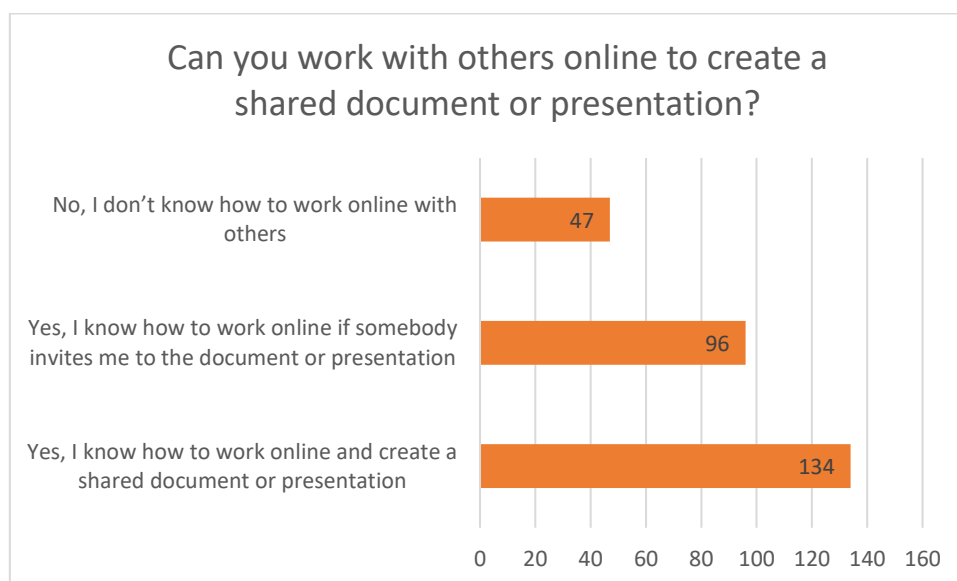
Figure 44 Creating shared documents or presentations

36

Do you know how to use a media-capture device (recording, editing video, picture or podcast)? (Q20)

The results to this question show us that most respondents know how to use media-capture devices, but not all know how to edit them. 95 adult learners can also edit videos, pictures etc., 143 respondents don't know how to edit. 39 respondents don't know how to use media-capture devices.
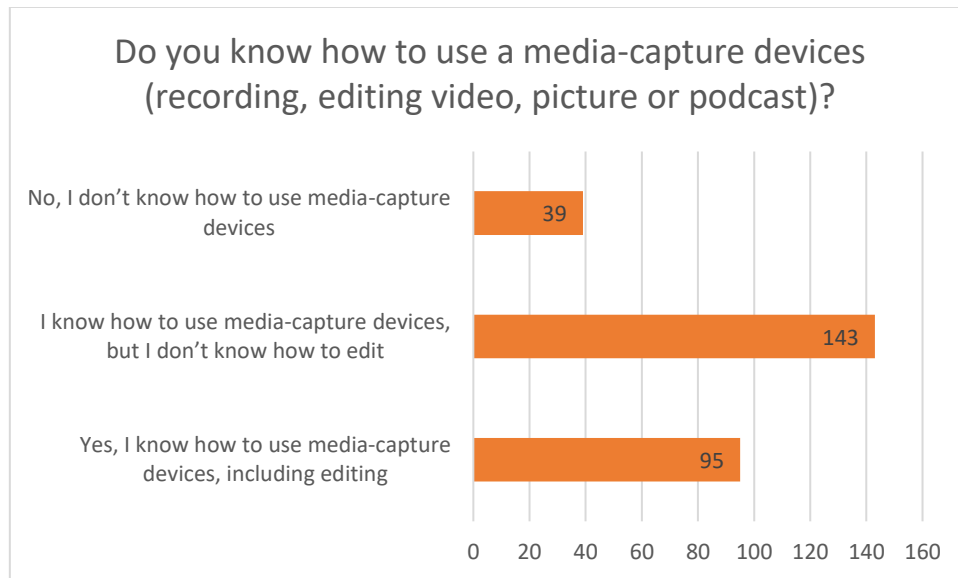
Figure 425 Media-capture devices

Do you know how to use presentation (PowerPoint, Prezi etc.) tools? (Q21)

With this question we could conclude that most respondents know how to use presentation tools and make basic presentation (118). 106 respondents know how to make advanced presentations and 53 educators don't know how to use presentation tools.
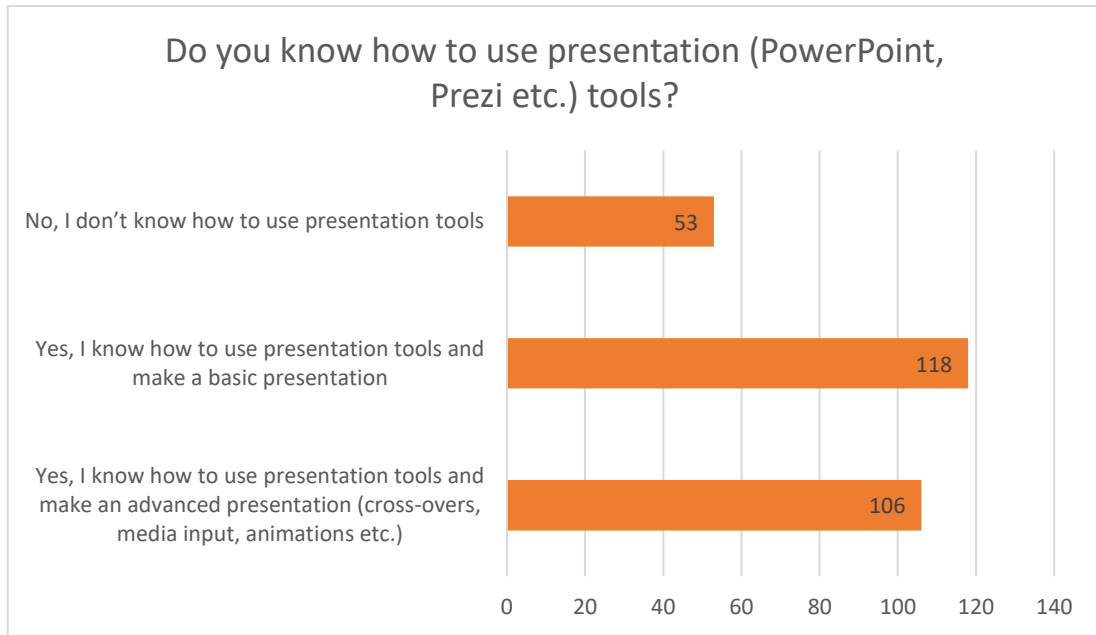
Figure 4643 Presentation tools

Conclusions

As described before, the purpose of the surveys was to identify adult educators and adult learners' level of knowledge as well as needs and challenges of their digital skills. These results will be used to develop the e-learning course project. Overall, 588 participants from several European countries, mostly partner countries answered the questionnaires. There were two surveys developed, one for adult educators (312) and one for adult learners (277). Therefore, the conclusions are made in two parts.

Adult educators

Survey revealed that the vast majority of respondents (52% were female and 39% male) are between the age 34-40 (96 people).

Based on the analysis of study's findings, most of the respondents consider digital skills necessary for teaching and learning process but find that biggest obstacles are finding information how to use and implement digital tools in education and how to explain the importance of digital tools to students. Most of the respondents think the best way to improve their digital skills are through learning by doing and through e-learning courses.

Survey revealed that most respondents understand what happens to information online, but don't think about it that much. The same goes with plagiarism – educators know how to reference, but don't do it all the time. As educators and trainers are a big influence on learners and should lead good example, it is very important that all educators reference all the time. We can conclude, that the necessity of referencing needs to be explained and introduced. In addition, the survey revealed that adult educators know how to use basic search engine, but don't know how to use advanced search options.

Furthermore, we can conclude from the survey that most respondents are capable of communicating through e-mails, video calls, video conferences etc. and most of the respondents know how to start them. It was clear that, majority of educators know what type of information should or should not be shared online, but don't really think about it. Therefore, it is important to review again why they should think about what information they put online and what happens with it. Also, because a small group of educators don't know how to use different ways to communicate online, it would be necessary to introduce the opportunities.

Moreover, respondents know how to use online help (tutorials, feedback, troubleshoot etc.), but a large portion of respondents still prefer a person helping them. That shows that educators are still not very confident in using technology. Most of the respondents know how to manage

privacy settings but haven't checked all of them. As the privacy settings online change frequently, it is necessary to go over them and introduce opportunities to protect themselves. In addition, it is recommended to explain back up opportunities for computers and other device and how to perform basic maintenance on the computer.

Additionally, survey revealed that most respondents know how to work online in a shared document, but large portion of educators don't know how to create it themselves. Therefore, it is recommended to teach how to create online shared document or presentation and introduce advanced presentation tools. Also, respondents answered that they know how to use media-capture devices, but don't know how to edit the outcome. Survey revealed that, educators can create a basic web page with templates, but can't create advanced version of web page or a blog. Also, they can create online versions of interactive games and websites, but don't know how to use HTML, Scracth, Java etc. Therefore, is suggested to look at the advanced versions of websites and interactive games.

Adult learners

Survey revealed that the vast majority of respondents (54% female, 42% male) are between the age 26-33 (95 people). Most of the learners use digital tools in their learning process (91%) every week (39%). In addition, majority of the respondents think that technologically innovative teaching can improve attention, motivation and student learning. Also, learners believed that digital skills will improve their business results and help them in their studies and social life.

Based on the analysis of study's findings, most of the respondents understand and are very careful with their information online. The survey revealed that most of the adult learners know how to use basic search engine, but don't know how to use advanced search options and know how to reference, but don't do it all the time. Moreover, most respondents can communicate through e-mails, video calls, video conferences etc. and most of the respondents know how to start them. Also, majority of learners know what type of information should or should not be shared online, but don't really think about it. Therefore, it is important to review again why they should think about what information they put online and what happens with it.

Furthermore, respondents know how to use online help (tutorials, feedback, troubleshoot etc.), but a large portion of respondents still prefer a person helping them. Most of the adult learners know how to manage privacy settings but haven't checked all of them. As the privacy settings online change frequently, it is necessary to go over them and introduce opportunities to protect themselves. Also, the survey revealed that most respondents know how to work online in a shared document. Moreover, respondents answered that they know how to use media-capture

devices, but don't know how to edit the outcome and they know how to use presentation tools and make basic presentation.

In conclusion, adult educators and learners have similar outcomes. Most of the respondents think that digital skills are important and would improve their lives, job opportunities and enhance teaching and learning process. Therefore, based on the survey results these four following modules will be developed by the consortium:

1. **Managing information**. Information online and its impact. Referencing and plagiarism. Advanced search engine options.
2. **Communication**. Different opportunities to communicate online. Types of information should or should not be shared online.
3. **Problem-solving**. Privacy settings. Basic maintenance on the computer and other devices. Risks on the Internet.
4. **Creating**. Creating and sharing online documents and presentations. Advanced presentation tools. Advanced online versions of interactive games and websites.
5. **Managing a digital identity.** Physical and Digital identities. Digital identity management and control.
6. **Ways of teaching digital skills.** Digital competences. Learning methods. Non-formal learning methods.

Annex 1

Adult Educators

1. Please, indicate your gender:
   a. Male
   b. Female
   c. Prefer not to say

2. What is your age group?
   a. 18-25
   b. 26-33
   c. 34-40
   d. 41+

3. In which country do you live?

   a. Estonia
   b. Bulgaria
   c. Portugal
   d. Italy

   e. Other (Please specify)

4. Do you consider digital skills as a necessary for your job position as an adult educator?

   a. Yes, they are pretty much necessary
   b. No, my work positions doesn`t require special digital skills
   c. The lack of digital skills sometimes could be a problem

5. Which is the biggest obstacle you face when using digital tools? (multiply answers possible)
   a. Finding the tools
   b. Finding information how to use and implement the tools in the education process
   c. Finding the tools
   d. Inspiring students to use the tools as well
   e. Explaining the importance of digital tools to students
   f. Motivating colleagues to use digital tools as well
   g. Evaluating the influence of using digital tools in education process on learners

Managing information

6. Do you understand what happens to information you put online (digital footprint)?
   a. Yes, I understand it and I am very careful with the information online
   b. Yes, I understand it, but don't think about it that much
   c. No, I don't understand

7. Can you use a search engine to look for information online?
    a. I know how to use advanced search options to limit and refine my search (abbreviations, marks, words etc).
    b. I know how to use a search engine
    c. I don't know how to use a search engine

8. Can you download or save a document/picture you found online?
    a. I can download or save a document/picture I found online
    b. I think I know how to download Document/Picture online
    c. I can't do it

9. Can you assess whether an online resource (web page, blog, journal etc.) is credible and trustworthy?
    a. Yes, I can assess whether an online resource is credible and trustworthy
    b. No, I can't do that

10. Can you use other people's work found online (documents, pictures, videos etc.) without committing plagiarism?
    a. Yes, I know how to reference to a work found online and I do it all the time
    b. Yes, I know how to reference to a work found online, but I don't do it all the time
    c. No, I don't know how to do it
    d. I don't understand what plagiarism is

Communicating

11. Can you formulate and send a formal letter via email and add attachments?
    a. Yes, I can formulate and send a formal letter and add attachments to emails
    b. Yes, I can formulate and send a formal letter but can't add attachments to emails
    c. No, I can't do that

12. Do you know what type of information you should not share online?
    a. Yes, I know what type of information shouldn't share online and I'm very careful with my personal information
    b. Yes, I know what type of information shouldn't share online, but don't think about it that much
    c. No, I don't know about it

13. Can you use other ways of communicating online (video calls, video conferences, audio conferences etc.) and know what tools to use and how to start?
    a. Yes, I can use other ways of communicating online and know what to use and how to start them.
    b. I can only use other ways of communicating online, but don't know how to start them.
    c. I can't use other ways of communicating online

14. Are you able to interact with the technologies through the use of a wide range of digital devices and applications?
    a. I know and use of digital work environments for communication with students, colleagues and other teachers and the educational community in general
    b. I participate actively in online communication and so manage virtual community groups with common interests
    c. I know the different types of software to communicate, the devices suitable for this purpose and I know how to use them appropriately depending on the purpose and the audience you are addressing
    d. No, I do not know interact with technology

15. Which is the best way for adult workers/educators to improve their digital skills?
    a. Through e-learning courses
    b. Learning by doing
    c. Face to face learning
    d. Training course/seminar on PM

    e. Other (Please specify)

Problem solving

16. Can you solve a problem you have with a device or digital service using online help?
    a. Yes, I know how to use online help (tutorials, feedback, troubleshoot etc.)
    b. Yes, I know how to use online help, but I prefer a person helping me
    c. No, I don't know how to use online help

17. Can you verify sources of information you found online?
    a. Yes, I can verify sources of information that I found online
    b. No, I can't do that

18. Do you know how to manage privacy settings for your social network sites?
    a. Yes, I know how to manage privacy settings and have checked all of them
    b. Yes, I know how to manage privacy settings, but haven't checked all of them
    c. No, I don't know how to manage privacy settings

19. I know the risks of the internet and cyber-attacks and I regularly:
    a. Back up my files on the computer and other devices
    b. Perform maintenance and renew virus protection on my Computer
    c. Keep myself on track with the latest news on this area
    d. I do not know how to

20. Do you know the security and safety measures?
    a. I perform basic maintenance and protection of the devices used: update the system, programs and access password

44

b. I perform frequent maintenance and protection of the devices used, are aware of the risks of digital environments and orient the students to adopt safer behaviors

c. I am able to organize a methodical and consistent protection strategy for different devices. I update my knowledge constantly risks in digital media

d. No, I am not able

Creating

21. Can you work with others online to create a shared document or presentation?
    a. Yes, I know how to work online and create a shared document or presentation
    b. Yes, I know how to work online if somebody invites me to the document or presentation
    c. No, I don't know how to work online with others

22. Do you know how to use a media-capture device (recording, editing video, picture or podcast)?
    a. Yes, I know how to use media-capture devices, including editing.
    b. I know how to use media-capture devices, but I don't know how to edit
    c. No, I don't know how to use media-capture devices

23. Do you know how to use presentation (PowerPoint, Prezi etc.) tools?
    a. Yes, I know how to use presentation tools and make an advanced presentation (cross-overs, media input, animations etc.)
    b. Yes, I know how to use presentation tools and make a basic presentation.
    c. No, I don't know how to use presentation tools

24. Can you create a web page or blog and maintain it?
    a. Yes, I can create an advanced version of web page or a blog (creating from scratch, adding media input, connected with social network etc.)
    b. Yes, I can create a basic web page or blog with templates
    c. I can add information to a web page or a blog, but can't create one
    d. No, I can't create a web page or blog

25. Can you create interactive games and websites on your own?
    a. Yes, I can create interactive games and websites using HTML, Scracth, Java etc.
    b. Yes, I can create online versions of interactive games and websites (Kahoot, Quizziz, Weebly etc.)
    c. I can only use interactive games and websites, I can't create them.
    d. No, I don't know how to create or use interactive games and websites.

Annex 2

Adult Students

1. Please, indicate your gender:
   a. Male
   b. Female
   c. Prefer not to say

2. What is your age group?
   a. 18-25
   b. 26-33
   c. 34-40
   d. 41+

3. In which country do you live?
   a. Estonia
   b. Bulgaria
   c. Portugal
   d. Italy

   e. Other (Please specify)

4. Do you use digital tools in your learning process?
   a. Yes
   b. No

5. How often do you use digital tools in your education process?
   a. Once per month
   b. Twice per month
   c. Three times per month
   d. Every week

6. Do you think that a technologically innovative teaching can improve attention, motivation and student learning?
   a. Strongly agree
   b. Agree
   c. Neutral
   d. Disagree
   e. Strongly disagree

7. I think that being able to use digital skills will:
   a. Improve my chances in labour market
   b. Improve my business results
   c. Help me in my studies and social life
   d. Affect me little, if at all
   e. I am already skilled in using digital devices

Managing information

8. Do you understand what happens to information you put online (digital footprint)?
   a. Yes, I understand it and I am very careful with the information online
   b. Yes, I understand it, but don't think about it that much
   c. No, I don't understand

9. Can you use a search engine to look for information online?
   a. I know how to use advanced search options to limit and refine my search (abbreviations, marks, words etc).
   b. I know how to use a search engine
   c. I don't know how to use a search engine

10. Can you assess whether an online resource (web page, blog, journal etc.) is credible and trustworthy?
    a. Yes, I can assess whether an online resource is credible and trustworthy
    b. No, I can't do that

11. Can you use other people's work found online (documents, pictures, videos etc.) without committing plagiarism?
    a. Yes, I know how to reference to a work found online and I do it all the time
    b. Yes, I know how to reference to a work found online, but I don't do it all the time
    c. No, I don't know how to do it
    d. I don't understand what plagiarism is

Communicating

12. Can you formulate and send a formal letter via email and add attachments?
    a. Yes, I can formulate and send a formal letter and add attachments to emails
    b. Yes, I can formulate and send a formal letter but can't add attachments to emails
    c. No, I can't do that

13. Do you know what type of information you should not share online?
    a. Yes, I know what type of information shouldn't share online and I'm very careful with my personal information
    b. Yes, I know what type of information shouldn't share online, but don't think about it that much
    c. No, I don't know about it

14. Can you use other ways of communicating online (video calls, video conferences, audio conferences etc.) and know what tools to use and how to start?
    a. Yes, I can use other ways of communicating online and know what to use and how to start them.

b. I can only use other ways of communicating online, but don't know how to start them.
c. I can't use other ways of communicating online

Problem solving

15. Can you solve a problem you have with a device or digital service using online help?
    a. Yes, I know how to use online help (tutorials, feedback, troubleshoot etc.)
    b. Yes, I know how to use online help, but I prefer a person helping me
    c. No, I don't know how to use online help

16. Do you know how to manage privacy settings for your social network sites?
    a. Yes, I know how to manage privacy settings and have checked all of them
    b. Yes, I know how to manage privacy settings, but haven't checked all of them
    c. No, I don't know how to manage privacy settings

17. I know the risks of the internet and cyber-attacks and I regularly:
    a. Back up my files on the computer and other devices
    b. Perform maintenance and renew virus protection on my Computer
    c. Keep myself on track with the latest news on this area
    d. I do not know how to

18. Do you know the security and safety measures?
    a. I perform basic maintenance and protection of the devices used: update the system, programs and access password
    b. I perform frequent maintenance and protection of the devices used, are aware of the risks of digital environments and orient the students to adopt safer behaviors
    c. I am able to organize a methodical and consistent protection strategy for different devices. I update my knowledge constantly risks in digital media
    d. No, I am not able

Creating

19. Can you work with others online to create a shared document or presentation?
    a. Yes, I know how to work online and create a shared document or presentation
    b. Yes, I know how to work online if somebody invites me to the document or presentation
    c. No, I don't know how to work online with others

20. Do you know how to use a media-capture devices (recording, editing video, picture or podcast)?
    a. Yes, I know how to use media-capture devices, including editing.
    b. I know how to use media-capture devices, but I don't know how to edit
    c. No, I don't know how to use media-capture devices

21. Do you know how to use presentation (PowerPoint, Prezi etc.) tools?
    a. Yes, I know how to use presentation tools and make an advanced presentation (cross-overs, media input, animations etc.)
    b. Yes, I know how to use presentation tools and make a basic presentation.
    c. No, I don't know how to use presentation tools