

Facilitating intergenerational solidarity and learning through building friendships between youngsters and elderly



PR4

# Piloting Report



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# 1 Introduction

The Bonding PR4 piloting was organized face to face on the 13th December 2023, with 6 (six) participants and on 28 December with 4 (four) more participant, involving in total 10 young people. During the piloting session participants gained knowledge and understanding about the BONDING project the networking platform for young people.

The primary goal of the piloting workshop was to assess and evaluate the platform's functionality, usability, and overall user experience. The workshop aimed to gather feedback from participants to understand how well the platform meets its intended objectives, identify areas of improvement, and gauge its effectiveness in addressing the needs of the target audience.

The piloting report is anticipated to provide valuable insights into the platform's usability, content effectiveness, and participant engagement. It will offer feedback on the platform's user-friendliness, the relevance of content, and the variety of content types. Participants' suggestions and comments will contribute to identifying potential areas for improvement, and observations on technical challenges will guide enhancements. Overall, the report will offer a comprehensive view of the platform's performance, informing strategic adjustments for optimal user experience and impact.

## 2 Methodology

The conducted piloting workshop followed a structured methodology to assess the effectiveness and user experience of the platform. A diverse group of participants, representing the target audience, was invited to ensure varied perspectives and experiences.

The workshop began with a brief introduction, outlining the purpose and objectives. An overview of the platform's key features was provided, emphasizing specific areas for evaluation.

An interactive demonstration of the platform was conducted, allowing participants to explore its features in real-time and simulate typical usage scenarios.

Group discussions were facilitated to encourage participants to share their experiences, insights, and opinions on content variety, addressing key issues, and any challenges faced during platform use.

Participants were encouraged to provide suggestions and comments for potential improvements or additional features. Their preferences and needs were documented.

At the end participants were given a questionnaire covering key aspects such as organization, structure, content relevance, user-friendliness, and accessibility of the platform. The questionnaire included both closed-ended and open-ended questions.

The workshop concluded with a summary of key takeaways, expressing gratitude to participants for their valuable input. The significance of their feedback in enhancing the platform was reiterated.

### 3 Results

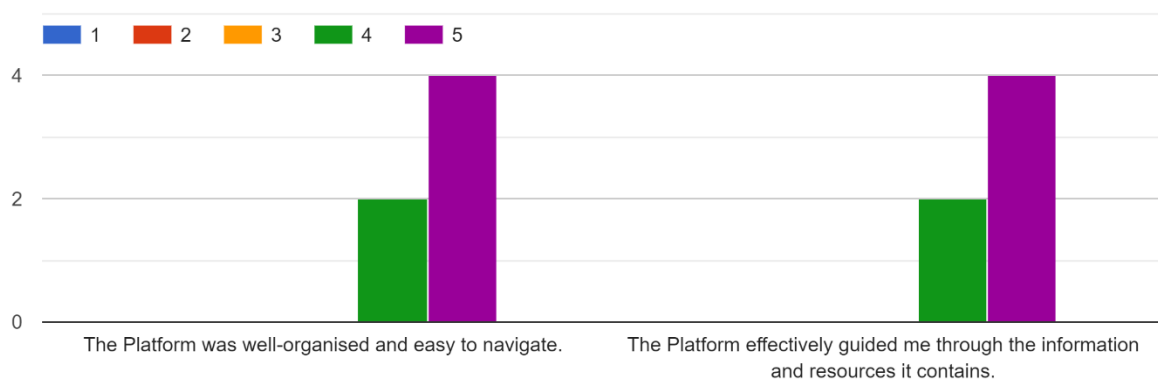
From total of 10 piloting participants, we have gathered feedback and answers from 6 of them.

The insight of the results are the following:

#### 1: Organisation and Structure of the Platform

Four participants agreed that both the organization and structure are well-organized, while two participants agreed to some extent.

Organisation and Structure of the Platform Please answer the following questions by rating the different elements from 1 to 5 (1 being poor - 5 being excellent)



#### 2: Content

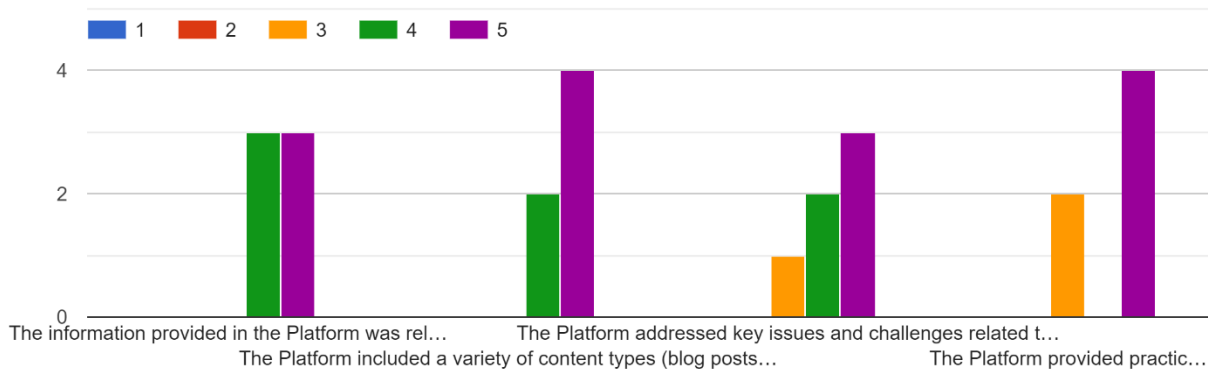
Relevance and Informativeness: Three participants agreed, and three agreed to some extent, regarding the relevance and informativeness of the platform's content.

Variety of Content Types: Four participants agreed, and two three agreed to some extent about the variety of content types on the platform.

Addressing Key Issues: Three participants agreed, two agreed to some extent, and one disagreed to some extent regarding how well the platform addressed.

Participants generally found the platform's content relevant and informative, with varying levels of agreement. Additionally, opinions were mixed on the variety of content types, while there was some disagreement on how effectively the platform addressed key issues.

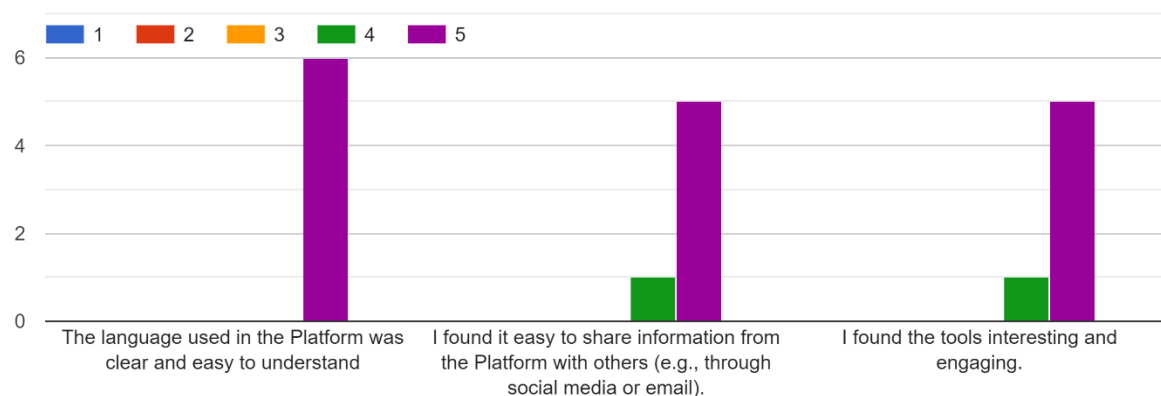
**Content** Please answer the following questions by rating the different elements from 1 to 5 (1 being poor - 5 being excellent)



### 3: User-Friendliness

All piloting participants noted that the language used in the Platform was clear and easy to understand. The score was “excellent”. While most of the participants (5) find it easy to share information from the Platform with others, and that they find the tools interesting and engaging.

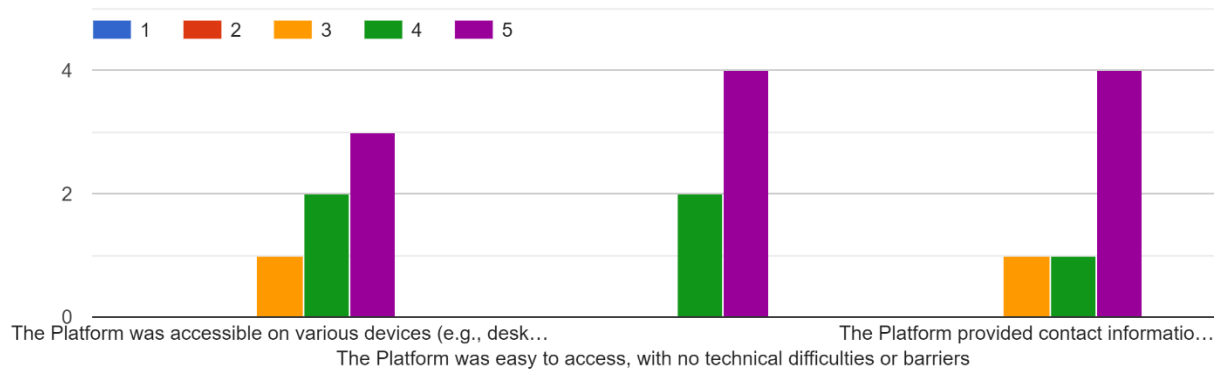
**User-Friendliness** Please answer the following questions by rating the different elements from 1 to 5 (1 being poor - 5 being excellent)



### 4: Accessibility

Some of the participants find that the accessibility on various devices was not easy. Also, some (two) faced technical difficulties or barriers and that they not completely agree that the platform provided contact information or support for individuals with accessibility needs.

Accessibility Please answer the following questions by rating the different elements from 1 to 5 (1 being poor - 5 being excellent)



### Suggestions/ comments

Most of the participants had nothing to add, however one of them noted that it would be good if there is an option to turn off email notifications on each update on the profile.

According to the feedback gathered during the discussions, participants in general are impressed with the platform as this is something new that they have encountered. As they shared such platform for elderlies and especially connecting people willing to support elderly are not existent in their environment and are not familiar with something similar as this.

## 4 Conclusion

In conclusion, feedback from six out of ten piloting participants provides valuable insights into the platform's performance. Positive feedback is notable in the areas of organization, structure, and user-friendliness, where most participants found the platform clear, easy to understand, and engaging. However, opinions diverged on content-related aspects, with varying levels of agreement on relevance, informativeness, variety, and effectiveness in addressing key issues. Some participants encountered challenges with accessibility on various devices and technical issues. Despite these challenges, the general impression is positive, with participants expressing enthusiasm for a platform addressing needs not met in their environment, particularly in connecting people willing to support the elderly. Overall, the feedback underscores the platform's novelty and the positive impact it can have in an underserved area.





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