Bonding

PR4

Piloting Report

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kmop
KINDLING A BETTER WORLD

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A.1 Introduction

Within the Bonding project, a significant moment arrived with the unveiling and evaluation of Project Result 4—the innovative Befriending Networking Platform. On November 30, 2023, KMOP organised a pilot session to assess the effectiveness and user experience of this newly crafted digital space. Facilitated through an online Zoom platform, the session marked a critical milestone, bringing together 10 participants from diverse backgrounds, including youth, youth workers, and members of the public.

The primary aim behind this pilot session was to establish a virtual environment that not only encapsulated the core values of the Bonding project but also tackled critical issues pertinent to befriending services for both youth and the elderly. The palpable anticipation surrounding this session underscored its significance as a tangible step towards realising the overarching goals of the project.

This report delves into the comprehensive methodology employed during the pilot session, offering insights into the organisational and structural facets of the Befriending Networking Platform. It also provides a detailed exploration of participant feedback, that highlights the potential of the online platform to evolve into a dynamic and central hub for intergenerational bonding.

A.2 Methodology

The methodology employed for the piloting of Project Result 4 aimed at ensuring a comprehensive evaluation of the online platform, involving a well-structured and inclusive approach. The process encompassed participant recruitment, active engagement, and real-time feedback collection.

Participant Recruitment:

Recruitment was strategically conducted to ensure a diverse and representative participant pool. Leveraging existing networks and communication channels, such as mailing lists, the project team reached out to potential participants, including youth, youth workers, and members of the public. Invitations were sent out via targeted emails to potential participants identified through these lists. Additionally, the project team utilised social media platforms and

project-related networks to broaden the reach, ensuring a diverse and inclusive participant group. This approach was crucial in ensuring a varied perspective and constructive feedback that could enhance the platform's relevance and usability.

Orientation and Welcome:

The pilot session commenced with a warm welcome, providing participants with an overview of the Bonding project, the objectives of Project Result 4, and the significance of the online platform. This orientation set the stage for participants to understand the broader context, fostering a sense of shared purpose and commitment to the project's goals.

Platform Exploration:

Participants were guided through an exploration of the online platform, navigating its various sections, features, and content. The facilitators emphasised the importance of engaging with different aspects of the platform to gather diverse feedback. This phase encouraged participants to actively interact with the tools and resources available on the platform.

Structured Questionnaire:

To systematically capture participant experiences, a structured questionnaire was administered. This questionnaire covered aspects such as the organisation and structure of the platform, content relevance, user-friendliness, and accessibility. The questionnaire was designed to solicit specific feedback, providing valuable insights into the strengths and areas for improvement of the platform.

Real-time Feedback and Discussion:

The pilot session incorporated real-time feedback mechanisms, allowing participants to express their thoughts, opinions, and suggestions as they navigated through the online platform. Facilitators actively encouraged open discussions, fostering an environment where participants felt comfortable sharing their insights and perspectives.

This multi-faceted methodology not only ensured a thorough evaluation of the online platform but also facilitated a participatory approach, wherein the voices and experiences of the participants played a central role in shaping the future development of the platform.

A.3 Results

The results of the pilot session for Project Result 4 provide a nuanced understanding of the participants' experiences and perceptions regarding the online platform. The structured questionnaire, designed to cover various dimensions, unveiled valuable insights that can inform future enhancements and optimisations of the platform. In total, 8 out of 10 participants completed the questionnaire.

Organisation and Structure of the Platform:

Well-Organised and Navigability: Six participants agreed that the platform was well-organised and easy to navigate, one agreed to some extent, and one disagreed to some extent. This suggests a generally positive reception, with the majority finding the platform user-friendly.

Guidance Effectiveness: Five participants agreed that the platform effectively guided them through the information and resources it contains; two agreed to some extent, and one disagreed to some extent. While a majority found the platform guidance effective, there is room for improvement to address the concerns of those who provided partial agreement or disagreement.

Content:

Relevance and Informativeness: Two participants agreed, five agreed to some extent, and only one disagreed to some extent regarding the relevance and informativeness of the platform's content. This signals a need for fine-tuning content to better align with participants' expectations and needs.

Variety of Content Types: Two participants agreed, three agreed to some extent, and one disagreed to some extent about the variety of content types on the platform. This indicates a desire for a more diverse range of content types to cater to different learning preferences.

Addressing Key Issues: Four participants agreed, three agreed to some extent, and one disagreed to some extent regarding how well the platform addressed key issues. Further refinement may be required to ensure the platform aligns closely with the key issues identified by participants.

Practical Tips: Four participants agreed, three agreed to some extent, and one disagreed to some extent about the practical tips provided on the platform. Adjustments to the practical tips section could enhance its effectiveness and applicability.

User-Friendliness:

Clarity of Language: Five participants agreed, two agreed to some extent, and one disagreed to some extent regarding the clarity of language used on the platform. This highlights the importance of refining language to enhance overall clarity for all users.

Ease of Sharing: Four participants agreed, four agreed to some extent about the ease of sharing information from the platform. Addressing the concerns of those who found it less easy to share could amplify the platform's potential reach and impact.

Interesting and Engaging Tools: Three participants agreed, three agreed to some extent, and two disagreed to some extent regarding the interesting and engaging nature of the tools on the platform. Innovations in tools and features may be considered to increase participant engagement.

Accessibility:

Device Accessibility: Four participants agreed, two agreed to some extent, and two disagreed to some extent regarding the accessibility of the platform on various devices. Ensuring seamless access across different devices could enhance the overall user experience.

Ease of Access: Five participants agreed, two agreed to some extent, and one disagreed to some extent regarding the ease of access to the platform. Addressing access challenges can contribute to a more user-friendly experience.

Contact Information for Accessibility Support: Six participants agreed, one agreed to some extent, and one disagreed to some extent regarding the provision of contact information for accessibility support. Enhancing support avenues can be beneficial for users with diverse accessibility needs.

Participant Comment:

A participant noted, "The platform is really easy to use and has very interesting content. Hopefully, it has the potential to become a virtual place of bonding and getting together for all these different people." This positive comment signals the potential impact and significance of the platform in fostering virtual connections.

A.4 Conclusions

The conclusions drawn from the pilot session for Project Result 4 are rooted in thoroughly examining participant feedback, revealing key insights into the strengths and areas for improvement of the online platform. The constructive input from participants not only serves as a critical evaluative tool but also charts a course for iterative development, ensuring that the platform aligns closely with the dynamic expectations and needs of its diverse user base.

The identified strengths of the platform lie in its perceived user-friendliness, with a majority acknowledging its organisation, navigability, and effective guidance. These positive aspects lay a solid foundation for the platform's future development and optimisation. The commitment to fostering inclusivity and creating a virtual space for bonding is a testament to the project's overarching goals, as echoed in the participant's comment expressing hope for the platform to become a hub for diverse individuals.
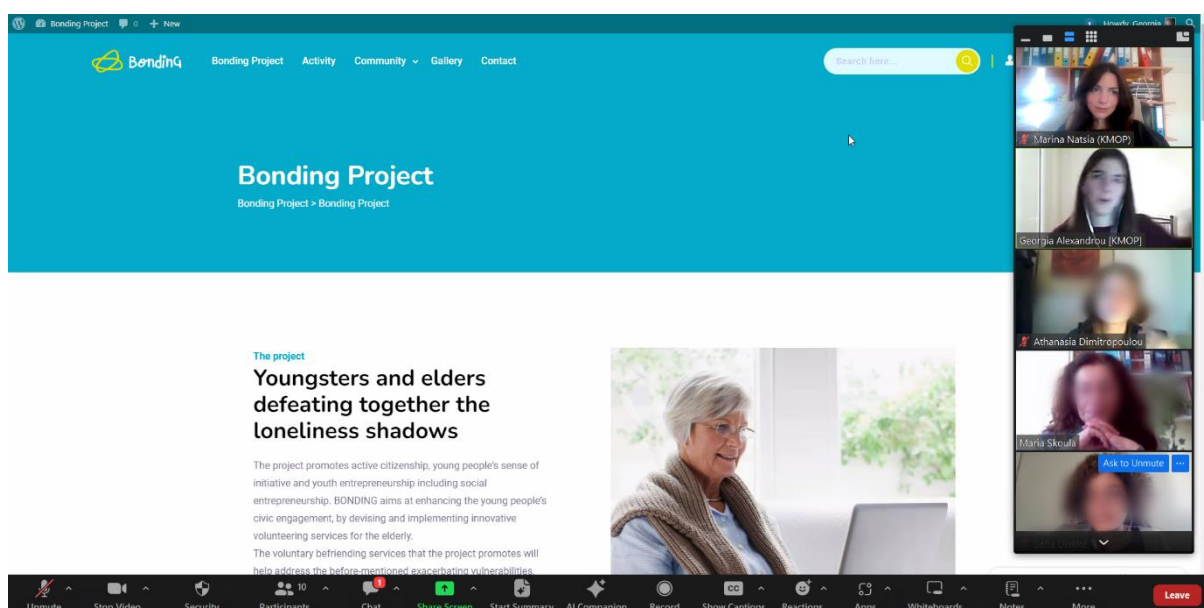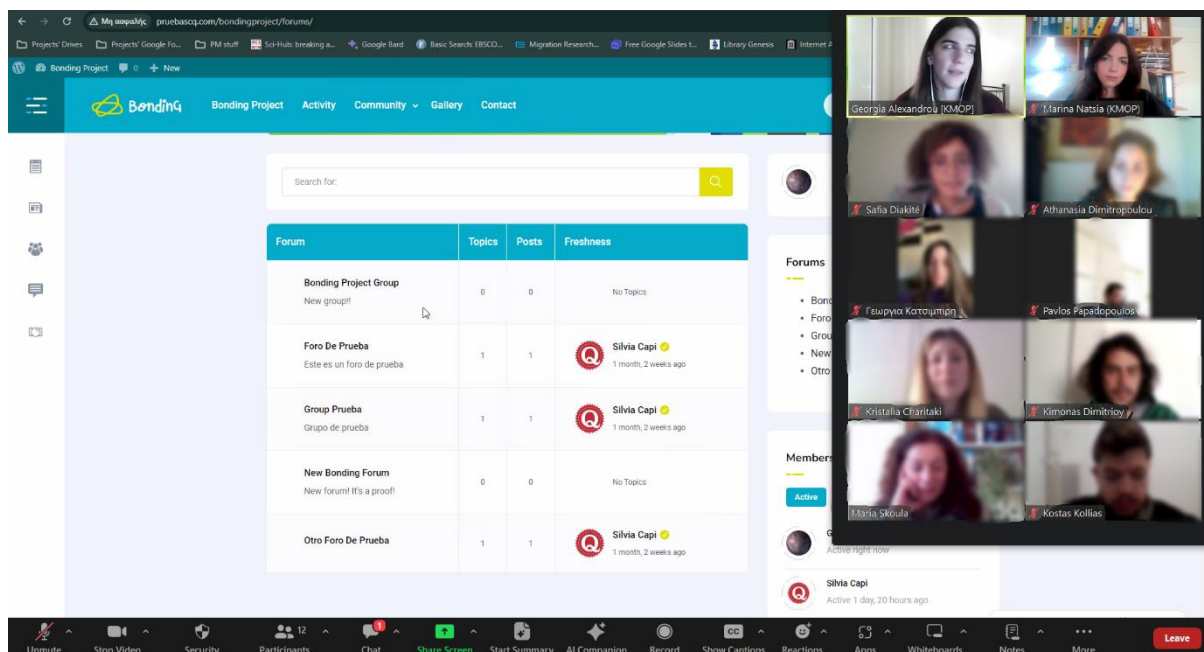
The recognition of areas for enhancement, such as content variety, clarity of language, and the need for more engaging tools, underscores the project team's dedication to continuous improvement. The results highlight a clear roadmap for strategic adjustments that can be made based on participant insights. These adjustments are crucial for fine-tuning the platform to meet the unique needs of its users, thereby maximising its potential impact.
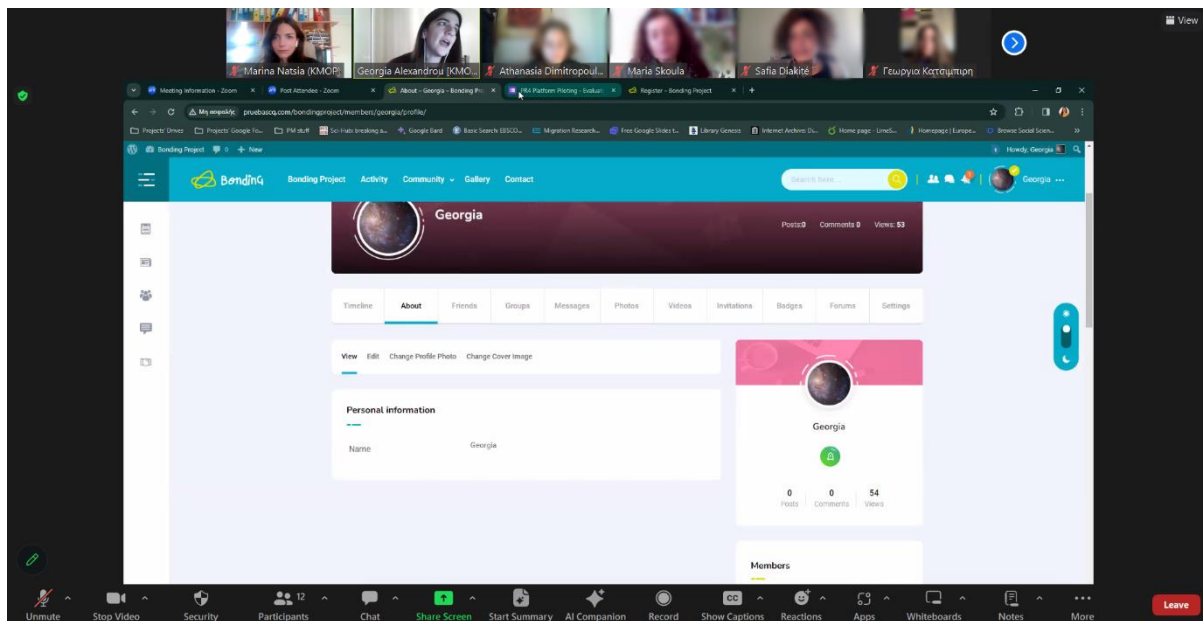
The platform, in its current form, is not static; it is an evolving entity. Informed by the feedback received during the pilot session, the platform holds the potential to transform into a dynamic and impactful community space. With a commitment to addressing user expectations and needs, the project team can drive iterative development, ensuring that the platform becomes an influential force in fostering connections among diverse groups. The groundwork laid by this pilot session positions the platform as a living, responsive entity—one that reflects the evolving nature of community spaces in the digital age. Through strategic adjustments, the online

platform has the potential to not only meet but exceed expectations, becoming a beacon for inclusivity and bonding in the virtual realm.

A.5 Photos

Disclaimer: The faces of participants in the attached photos have been intentionally blurred to protect their privacy and ensure compliance with consent requirements.

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