



IO5 – Testing on mobility process_phase2

International report – Results

Elaborated by FLC



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INTRODUCTION

This document collects the information obtained in the participant countries for IO5 (Product testing on a real mobility process-App2), in SoMEx project (Social Media in Exchanges).

The main objective in this step of the project has been to test the App version2 with participants in a mobility process to know their first-hand evaluations, opinions and comments about the developed product. The results from this evaluation will allow to make the last adjustment of the tool to adapt it to the final users' needs.

This evaluation has been developed in three steps:

- **Before** the participants' travel to the destination city.
- **During** the participants' stay abroad.
- **After**, once their stay has finished.

FLC has designed the methodology and tools needed for the evaluation in these three steps, adapting the evaluation tools for the national version of these.

A Focus group has been held in each participant country (Belgium, Germany, Portugal, Italy and Spain) for the evaluation of BEFORE step, which has allow the participants to contact with the tool and a first evaluation thereof.

DURING the participants' stay in the different destinations during the mobility processes, a non-participant observation has been developed, carried out by an external observer who has collected quantitative and qualitative data on the use made by the participants of the App during their stay abroad.

For the evaluation AFTER, once the mobility is completed, an on-line questionnaire has been designed in Survey Monkey, a tool which facilities the collection of global responses for their later processing. This questionnaire has been common in the different participant countries in order to collect comparable results and get common conclusions.

IO5 has been developed from February to June, 2017.

1. GENERAL PRESENTATION OF MOBILITY PROCESSES

Participants' profile in mobility processes	
Number of participants	46
Age	17 - 37 years old
Sex	Male
Region of residence	Navarra (ES) La Reunion (France) Lissbon (Portugal) Reims (France) Liège (Belgium)
City of destination	Vicenza (Italy) Krefel (Germany) Madrid (Spain) Terni (Italy) Perugia (Italy)

1.1. FLC (Spain)

The participants have been 11 students of VET, aged between 17-31 years, and they attend Mid-Degree (Excavations and geotechnical surveys). Besides, one trainer has participated as companion of the minors. He has played the role of external observer. All of them are male and from Region of Navarra. The destination city has been Vicenza (Italy).

The participants have received around 45 hours of training in the Center Edile Andrea Palladio (CEAP), center of vocational training for the construction sector and located at Vicenza (Italy). From 2007, CEAP admits students of construction companies from all over Europe. From then, they have hosted 300 students from different European training centers, and have organized mobility experiences for their own students and trainers.

1.2. BZB (Germany)

BZB hasn't sent participants abroad during the observation mobility dates. Therefore, BZB has started looking for incoming mobility groups to undertake the tests. Due to application dates, BZB has had to first dismiss different options that did not fit in. It has been after an urgent call for collaboration with the German-French Secretariat for Exchanges in the Vocational Education and Training Field in February that the BZB has found a group from La Réunion to take part in the mobility process. At this point BZB has started with the information round with the responsible person of the mobility of the sending organization.



The group has consisted of 13 male participants from the vocational high school L'Horizon in Saint-Denis, La Réunion. As an overseas department of France the lingua franca of the mobility group has been French.

The group's stay has begun on April 10th and has ended on May 5th. The group has been accompanied by a German teacher (first fortnight), a trainer (second fortnight) and a French-German interpreter during the whole stay.

The trainees have attended the German section in building and civil works at the Vocational High School L'Horizon.

Only one trainee out of 13 owns an iPhone; however he also owns a tablet with Android system and participates in the tests.

1.3. CENFIC (Portugal)

CENFIC has invited five trainees, coming from electricity vocational training courses, to go to FLC (Madrid) to live an experience of a mobility process, from March 12th to 31st.

This process has lasted for three weeks and, during all the time they have been accompanied by a Portuguese trainer.

During one week, the trainees have also been accompanied by a technician, as external observer, who had already explored the SoMEx APP and also had been on the first mobility (October 2016).

The trainer and the external observer are professionals with a large experience in vocational training and on the use of new technologies.

Before leaving Lisbon it has been given to all general information, documents and material, including safety equipment.

As foreseen in the SoMEx project methodology, it has been organized a focus group session with all the participants, trainees, trainer, technician and responsible / coordinator of the mobility process.

1.4. FORMEDIL (Italy)

This use of the SoMEx App and mobility observation is regarded the hosting of a group of apprentices and trainers from the FORMEDIL Scuola Edile Terni, coming from the building school CCCA-BTP of Reims, France. Reims school has been then the sending institution and Terni school has been the receiving institution.

The mobility has taken place from 19 June 2017 till 2 July 2017.

The mobility process is performed by 12 apprentices and two trainers from the building school CCCA-BTP of Reims. The apprentices are in the second year of four years training per course as bricklayers. They are between 18 and 20 years old and all have a diploma of lower secondary school. They are in a four years training and practical per course, and this mobility is within the practical part of training.

1.5. IFAPME (Belgium)

Under Erasmus+ programme, Centre IFAPME Liège-Huy-Waremme has organized a mobility exchange for Belgian apprentices in masonry. They have been to Perugia for a three weeks' placement, from 25/03 to 15/04.

The five participants have been trainees in their last year of apprenticeship and aged between 17 and 33. The trainees have preliminary any knowledge in Italian language and for two of them, it has been a first experience abroad.

The accompanying staff have been composed of two trainers and one SoMEx technician (for observation). The trainers are real experts in old buildings restoration, with more than 25 years' experience.



IFAPME: Belgian participants in the mobility process

The hosting organisation has been the Scuola Edile di Perugia (Formedil network) with whom IFAPME contacts and organizes mobility processes for years.

They have had the opportunity to work for three weeks on an old castle (Pieve Del Vescovo) and have been supervised by two trainers at the same time (an Italian and a Belgian one). The Italian trainer has been an experienced trainer in health and safety but also in old building restoration. He has overseen the supervision of mobility trainees.



The group has been prepared before the stay in different manners and steps:

- Information session I → to recruit the candidates. The interested apprentices have received a "motivation file" (it has been used afterwards for selection). During this session, the mobility coach and the accompanying trainer have provided them with general information about the project.
- Information session II → to select candidates. The group has taken part in an information session during which the staff have gone deeper in the procedure of the mobility process. It took place about three month before departure. (See focus group).
- Language and cultural preparation. 24h training with an Italian trainer (native speaker) on Saturdays.
- Administrative preparation. Practical information, agreements signature, insurance, rights and duties.
- APP focus group (See below).

Considering the development of the SOMEX project - IOP 5, which aims to achieve a recommendation to improve the mobility processes, using an APP V2, by trainees, trainers and technicians, the group and the trainer have been followed, by using a focus group methodology, operationalized by Centre IFAPME Liège-Huy-Waremme. The moderator's guide and the template for the final report have been prepared by FLC as leader of this SOMEX work package.

2. FOCUS GROUP “BEFORE”

2.1. Description of the activity in Focus group

Participants' profile	
Number of participants	41
Age	17 - 37 years old
Sex	Male
Current status	39 VET trainees of the construction sector 2 trainers
Region of residence	Navarra (ES) La Réunion (France) Lisbon (Portugal) Reims (France) Liège (Belgium)

The total number of participants in the Focus groups have been 41 (trainees, trainers and staff involved in mobility process). The meetings have been organized by the partners taking into account the circumstances of each mobility process. In each group, project information has been shown, a discussion about the different matters has been fostered and all attendees have had the chance to express ideas, comments and opinions. The information has been collected and the results are shown here.

2.1.1. FLC (Spain)

A focus group has been held in Pamplona (Navarra), last 22nd of March to know the participants' assessments about the App and their expectations about the App.

All participants in the mobility process have attended the meeting (trainees and trainer). Firstly, the SoMEx project has been shown (its aims and objectives, participant partners, and results and products). Then, the open questions included in the questionnaire have been set out: questions about their reasons to participate in a mobility process, their fears to travel abroad, and which are the main Apps that they usually consult when they travel.

The last version of the App has been installed in their smartphones. One of the participants does not have a smartphone and another one has an iPhone, so the App has not been installed for them (no available for IOs). Both participants have expressed their interest to use the App with the smartphone of one colleague.

Once the App has been installed, the participants have been able to use it before fulfilling the second part of the questionnaire.

2.1.2. BZB (Germany)

The group from La Réunion confirms its mobility in the BZB in Krefeld at the end of February. Due to the long distance from the island La Réunion, an on-site visit for the before observation was not affordable within the framework of the SoMEx project. Thus, the 'before' observation have been undertaken through the responsible people accompanying the group in Germany.

The focus group observation has taken place in La Réunion during the preparatory meetings of the mobility. All 13 trainees have answered the questions of the focus group questionnaire.

2.1.3. CENFIC (Portugal)

In this first meeting it has been given a perspective of the mobility process and information about the hosting organization, the building site for the practical activities and a general guidance on leisure time.

The technical team has reported the trainees about the trip, providing all information on flights, procedures at airports and luggage.

A completed information has also been provided about the procedures to be followed in the relationship with the various stakeholders during the mobility period.

It has done a description and an explanation of the SoMEx project (aims and objectives) and it has been possible to show and use the SoMEx App 2. Four of the trainees have smartphones with Android operating system.

Afterwards, it has been done a reflection based on "Focus Group Before" questionnaire. During this session it has been filled the grid "initial perception" and the principal notes have been taken during the whole meeting.

2.1.4. FORMEDIL (Italy)

The focus group has been conducted from the CCCA-BTP trainers Christophe Nascimento and Jean Montoux in Reims, France, on 18 May 2017, with a group of 5 apprentices (5 out of the 12 that have performed the mobility, since the other apprentices were not available) and 2 trainers; total 7 participants.

The focus group has been conducted in a structured way, following the template. Each item and information has been launched by the observers and then each participant has expressed his opinion.

In some cases also an interpretation of the answers has been necessary, and in this case a re-formulation of the concept (operated by the observer and/or from one of the trainers/coordinator) has been validated from the group.

2.1.5. IFAPME (Belgium)

The SoMEx technician (Emilie Nahon) from the project has organized a workshop in classroom on 17th March. It has taken place in the ICT laboratory of their VET center. It has been decided to seize the opportunity to prepare a video during the whole process, including the Focus group methodology.

During the workshop, the purpose of the activity has been contextualized and the points to develop have been clarified. The participants have been free to ask other questions to reach the proposed aims. The discussion has always been enlarged, proactive, to listen to expectations and possible fears.

It was not necessary to conduct individual interviews, everything has been said in classroom. Apprentices have had the opportunity to give their opinion and others have been able to react freely. Technician has moderated the discussion.

After the discussion, the moderator has presented the APP to the group and they have proceeded to the downloading of it. Next step has been to prepare questionnaires on a specific item to the attention of the rest of the group. Each participant has answered the questionnaires and has been corrected it orally all together. This has given them the chance to better cope with the items and discover the content.

At the end of the session, trainees have had to complete the SoMEx on-line questionnaire.

2.2. Open questions

Why do you want participate in the mobility experience?
<ul style="list-style-type: none">- To know other country and a different culture.- To live a new and different experience.- It will be good for my CV and for my professional future.- To learn new work methods.- To improve language skills.- To fulfill the compulsory traineeship.- To acquire experience.- To work in different weather and climate conditions.- To get to know new/different materials.

Which are your fears about going abroad?

- I don't know the **language** and maybe I don't understand what the others say to me and they don't understand what I say (misunderstandings).
- The food.
- It is **something new** and I don't know if I am going to have any problem.
- Fear of flying.
- **Communication difficulties.**
- The employers' reaction before asking them to take part to the mobility project (IFAPME)

BZB group: reasons of the safety feeling:

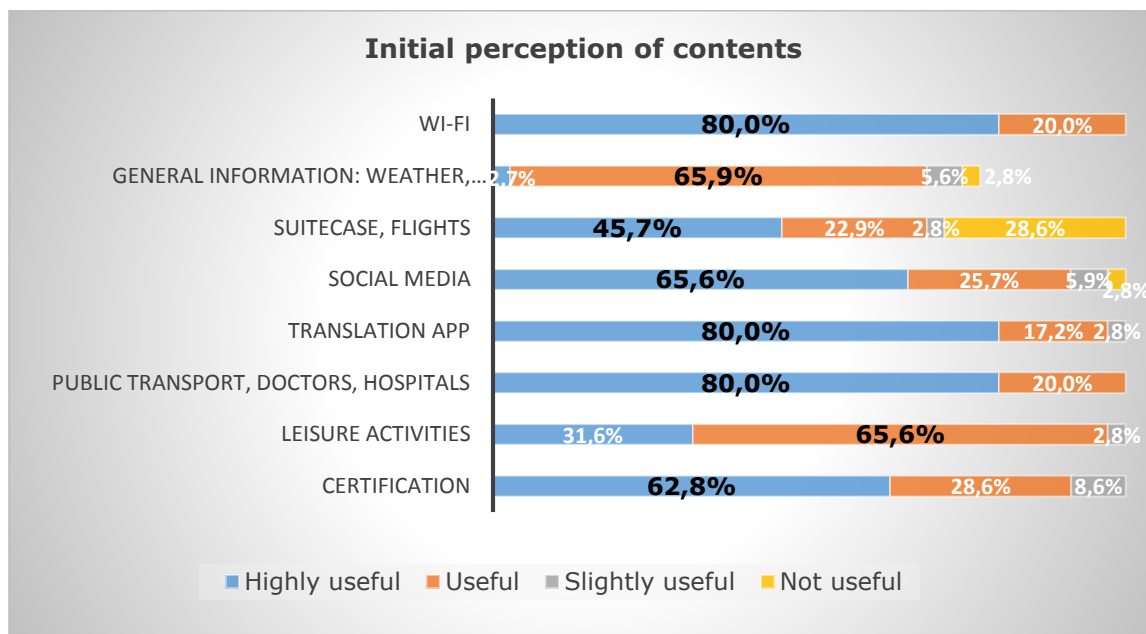
- They have a basic level of German.
- A German-French interpreter and a German teacher accompany the group abroad.
- The German teacher and the trainer have 10 years experienced in exchanges with Germany.

What kind of Apps do you use in your smartphone when you are travelling?

- WhatsApp
- Google Maps
- Facebook
- Twitter
- Snapchat
- Translation APPs (Google translator)
- Messenger
- Fork
- Weather App

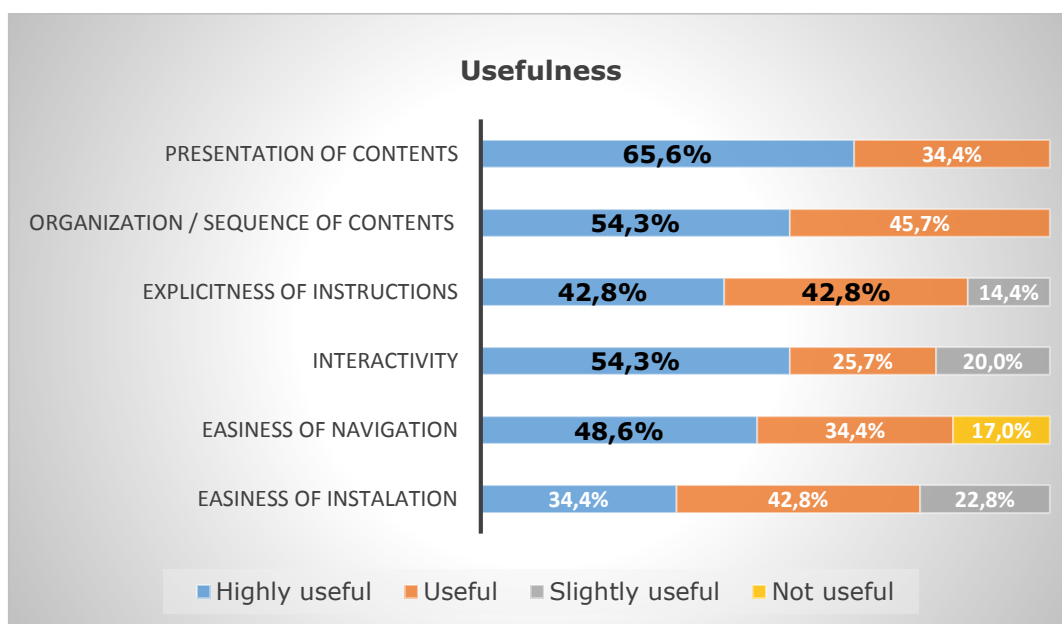
2.3. Information from the test

Next the main results about the initial perception of the contents and the initial perception of their usefulness are shown. The percentage of answers for each category can be seen in the charts.



Percentage of answers in each category

Comments/opinions/suggestions
<ul style="list-style-type: none"> - To go on the Internet is very important, because to do it abroad is very expensive if there is no Wifi connection. - To get information of the country where you are going to be is important. - To know where you may call in the case of something bad happens is important, because anything can happen and you don't know what to do. - The help for translations is very convenient because I am sure that I won't be able to understand them and maybe they don't understand me. - We would like to know about free time because we will have time to go out. - I didn't know what the certification is, but it is very clear in App.



Percentage of answers in each category

Comments/opinions/suggestions
<ul style="list-style-type: none"> - The presentation of contents is fine, with photos and pictures. - I don't know what the instructions are. The App is downloaded to the smartphone and it is enough, isn't it? - The App should be interactive, not only to show information. - It should contain more images / drawings to identify the contents more easily, and not to have to read so much.



CENFIC: Portuguese participants in the mobility process (Focus group)

3. DURING

3.1. Mobility context observation

Participants' profile	
Number of participants	46
Sex	Male
Current status	42 trainees VET 2 trainers
Period of observation	FLC: 24 th March – 2 nd April BZB: 10 th April – 5 th May CENFIC: 12 th – 31 st March Formedil: 15 th – 19 th May IFAPME: 27 th – 31 st March
City of destination	Vicenza (Italy) Madrid (Spain) Krefel (Germany) Terni (Italy) Perugia (Italy)

The participants have felt free to use the App in any chance, consulting the information included therein. The external observers have collected participants' opinions and comments, besides, to assess their own impressions on the App usefulness, according to the use that the participants have made of it.

3.1.1. FLC (Spain)

The observation has been done during the mobility time, especially in the first week (from 27th of March to 2nd of April), because it has been thought that the participants could need to use the App more often at the beginning of their stay. The participants have had freedom to use it.

The observer has analyzed how and when the participants have used the App, taking the needed notes to complete the questionnaire. This report collects the participants' opinions and the observer's assessment.



FLC: Spanish participants in mobility process in Vicenza

3.1.2. BZB (Germany)

Development and methodology of the observation → during the before observation phase the target group has been informed about the SoMEx project and the APP. The tutors during the mobility process have been provided with the information and the APP via email in order to download it and start with the first phase. The first opinions of trainees and staff have been positive. Even for highly experienced tutors the SoMEx App has a great value.

Once the group has arrived in Germany, the external observer, Érika María López Lasheras, has had a first meeting with the German teacher accompanying the target group during the first fortnight. Afterwards, there has had a first face-to-face meeting with the trainees. They have been told to use the APP during the mobility process and further weekly meetings have been arranged until the end of the stay. During the guided meetings the trainees have been told to use the App and surf through the different items. The external observer has asked questions about the different items in order to collect data about the importance and interest of the single items.

On the last day of the mobility process, before their departure, the trainees have used the APP for the last time, and tutored by the external observer, have submitted the evaluation inside the APP and have answered to the questioners through the link provided by FLC.

Due to an internal log-in problem in BZB, only 11 trainees have been able to answer the questionnaires. At that time other external users have been using the internal server of BZB and the amount of admitted users have exceeded capacity. After several attempts they have run out of time as they had to leave to the airport.

3.1.3. CENFIC (Portugal)

CENFIC has organized with FLC the mobility process developed, integrating 5 trainees, using the observation methodology defined in the SoMEx project to evaluate the App 2, which is the main output of the project.



CENFIC: Portuguese participants in the mobility process

3.1.4. FORMEDIL (Italy)

The period of observation of the App use has been anticipated to the period 15-19 May in order to have the way to collect data appropriately and to be fully available for the last part of the project. The observation then was on the group of 12 apprentices and 2 trainers (tot. 14).

3.1.5. IFAPME (Belgium)

Development of the observation and methodology: School building site: "Pieve del Vesco" castle – 5 days with the group, during work time and leisure time.

Day 1 – 4: observation using the tools developed during the project / discussion at the building site and during leisure times.

Day 5: debriefing.

3.2. App2 contents

Results from the observation have been done during the participants' stay in the different destination cities for the mobility processes. The total number of answer in this part of the test has been 44 (the number of answers from CENFIC has been one, made by the external observer, pointing out the general participants' opinion). The information is shown in percentage.

Number of answers				
	Highly useful	Useful	Slightly useful	Not useful
Wi-fi	34	9	1	
Comments	It is very important to know where and how to get a good Internet connection when they are abroad → this item is extremely important for the participants.			

Number of answers				
	Highly useful	Useful	Slightly useful	Not useful
Weather	15	26	3	
Culture	8	28	8	
Language	33	10	1	
Hosting organization	19	8	10	7
Comments	A wide range of evaluation in this part of the App			

Number of answers				
	Highly useful	Useful	Slightly useful	Not useful
Suitcases / Flights	26	7		11
Comments	This part has been assessed as highly useful by the most part of them. In Germany, the evaluations have been negative.			

Number of answers

	Highly useful	Useful	Slightly useful	Not useful
Social Media	18	15	11	
Comments	A wide range of answers in this part of the App.			

Number of answers

	Highly useful	Useful	Slightly useful	Not useful
Help for translation	32	10	2	
Comments	A positive evaluation of this part of the App, only the Spanish participants have pointed out that it is not useful			

Number of answers

	Highly useful	Useful	Slightly useful	Not useful
Public transport	21	10	8	5
Comments	The Spanish participants have highlighted that the information should be referred to the specific destination city . The group hosted in Germany haven't needed to use the public transport a lot.			

Number of answers

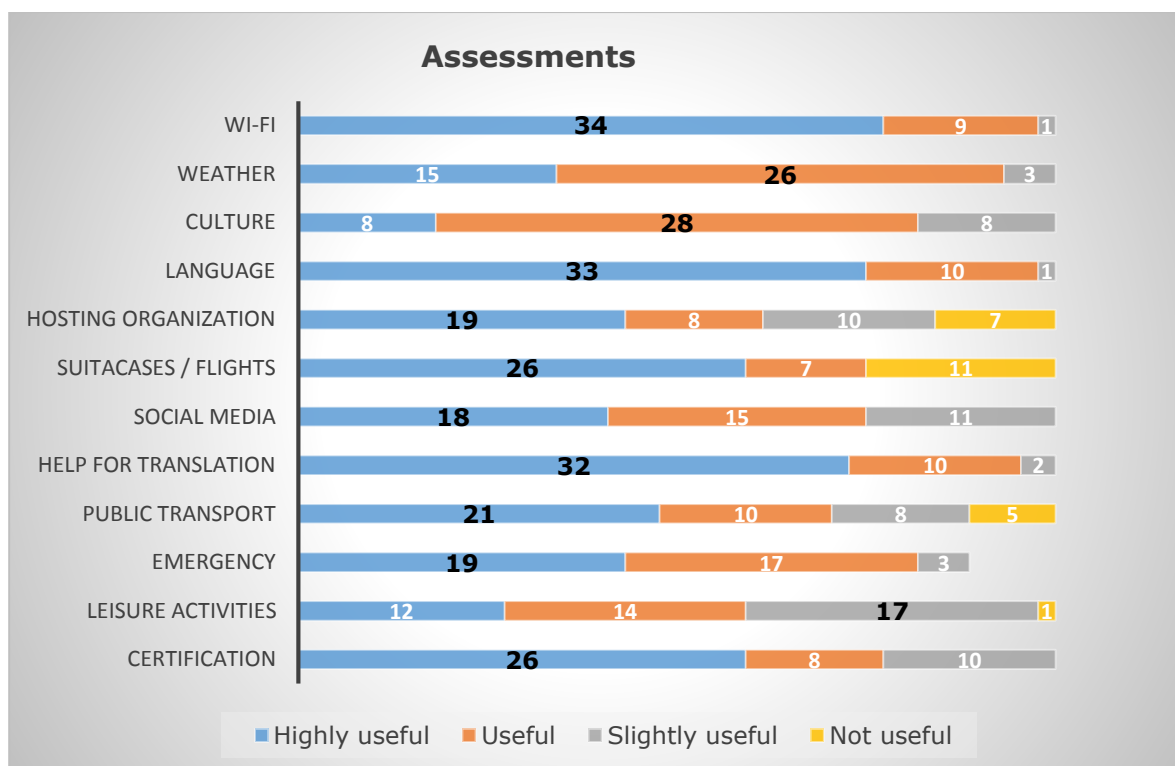
	Highly useful	Useful	Slightly useful	Not useful
Emergency	19	17	3	
Comments	This information has been assessed as useful although anybody has need to use it during the mobility time.			

Number of answers

	Highly useful	Useful	Slightly useful	Not useful
Leisure activities	12	14	17	1
Comments	The participants demand that the information is general and it should be focused on the specific area of the stay.			

Number of answers

	Highly useful	Useful	Slightly useful	Not useful
Certification	26	8	10	
Comments	This part has been assessed as useful and the trainees are extremely aware of the significance of Europass documents.			



Number of answers in each category

3.3. Observational evaluation considering the IO4 recommendations

The contents of the App have been grouped together by items to facilitate the external observer assessment, following the proposals shown in the previous App1 test developed in the project.

Items	Evaluation
Communication (Wi-fi, general information, social media)	<ul style="list-style-type: none"> - The information about where and how to access Wifi was the most interesting but it wasn't useful. - More specific general information about the destination city should be included, not so much general information about the country. - The information has to be updated in every mobility to keep the value of the App. - Good tool but the problems with the downloading and the correct use is an obstacle. - In some parts the use is not friendly, the navigation is not so intuitive. - Great interest for the FB group (and WhatsApp). It is a very good way to keep in touch after the placement but also to build links between stakeholders before.
Language barriers (translation help)	<ul style="list-style-type: none"> - They haven't used this part so much because they can understand Italian language more or less. - They have missed a translator for common language, they haven't needed to translate terms of the construction sector but more common terms. - They haven't used this part because they haven't got a good Wifi connection, and the information for the translations is shown in links. - Highly useful and often needed/used. - Participants viewed the content on the App but then went directly to the website they needed. - Good and useful. - They didn't use it. Two of them spoke a bit of Italian and the others were counting on these 2 guys or on the trainer.
General information (social media, suitcase, flights, public transport, hospital, doctors)	<ul style="list-style-type: none"> - They have used the information about luggage and flights and they think it is very interesting. - The information about emergency seems very useful, but they haven't needed it. - The items go from slightly useful to highly useful due to the specifications of the mobility preparation through the tutors. - Social media was a success → participants enjoyed having the information at hand on the Facebook Group. - Flights and public transports → participants viewed the content on the App but then went directly to the website they needed (Metro and train website). - Some of them have maybe to be better updated and more rich in contents

	<ul style="list-style-type: none"> - General info, suitcases and flights are the most used and appreciated items.
Free and leisure activities (leisure activities)	<ul style="list-style-type: none"> - It is a good idea to include this kind of information, but it would be better that it is more concrete and related to the destination. - Participants viewed the content on the App but then went directly to the website they needed. - The content is useful but not enough rich. When one navigate on this part often are necessary the use of other websites or apps. - This is one of the most appreciated item and it was more attractive than the App1 version.
Evaluation and assessment (certification)	<ul style="list-style-type: none"> - They haven't consulted this information during their stay, they have done it after coming back home. - Highly useful. Essential information. - Participants viewed the content on the App but didn't pay much attention to it. - Not so useful in this specific case, but in general it is good to have. - These young guys were not very interested by this item.
Social media	<ul style="list-style-type: none"> - They haven't accessed Facebook groups because they think that these groups are only useful for their private and social life. - Facebook: good for own groups, difficult for incoming mobility processes. WhatsApp: same as with Facebook. - Social media was a success. - Useful to share the experience and to inform other "colleagues" on main tips and hints. - Great interest for the FB group (and WhatsApp). It is a very good way to keep in touch after the placement but also to build links between stakeholders before.

3.4. Comments and suggestions

*To access App in offline mode would encourage its use.

*It is difficult to access Wifi connection abroad. If this information is included in the App, it should be indicated that to access Wifi networks you have to be registered previously.

*To include a kind of "instantaneous translator" would be very useful, especially to understand the training content in the hosting training centre.



*The information about luggage and flights is very useful, especially for the trip management. It is interesting to have at hand emergency and public transport informations, but it should be referred to the destination city, not only to the destination country.

*The information on Certification (Europass) is valued as useful, once they come back at home.

*The first impression is that the SoMEx-APP is already much more appealing for the target group than the previous version.

*It was very useful to be able to use the APP without or with a weak internet connection after having downloaded it with a high speed connection (the offline mode worked properly).

*Some of the trainees pointed out that it was not clear that if you clicked on the different coloring words or in the pictures, you get redirected to an external website with more information.

*The main improvement would be to aggregate more content, accessible offline.

*To incorporate a translation tool in the App.

*Public transports and other local information could be more specific and integrated on the App rather than directed to an external link (despite the existence of CMS).

*Comments were quite the same as previously about the fact that the APP was not available on IOS.

*Trainees (young ones) were keen of the "leisure activities" section, but told that the content is too much based on cultural / historical content and they would enjoy more "leisure" information.

*Geolocation was often pointed out to be improved to attract users, and the same for the graphic design.

4. AFTER

The results included in this section come from the answers provided by the participants in the mobility process, once they have come back home. The questionnaire has been completed in Survey Monkey, which allows to use an on-line questionnaire and makes easier to collect the answers and their later processing.

Once the survey was designed, a link was sent to each participant by email to access the questionnaire directly and to answer the different questions. The tool collects the results directly and facilitates their processing.

4.1. Methodology

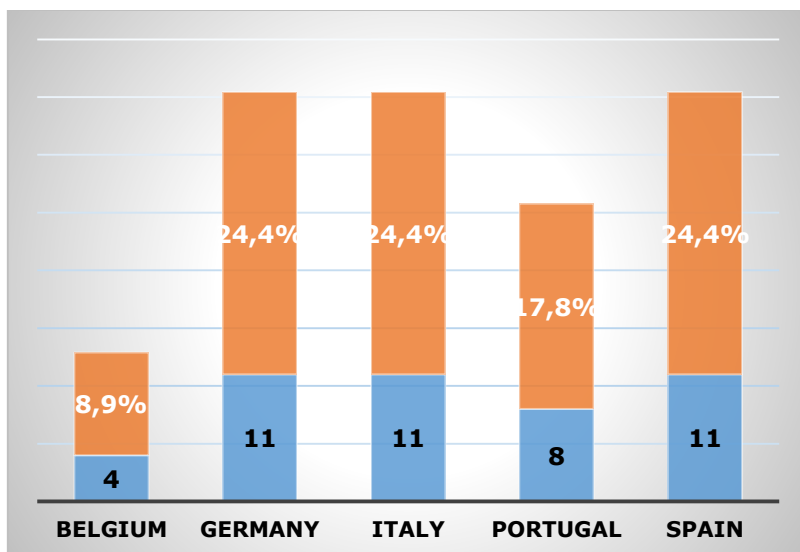
The questionnaire is divided into four group of questions:

1. Information to know participant's profile.
2. Planning the mobility. This group includes questions to know if the participants have used the App before the trip and, in case they have done it, which is their assessment about the information shown. If they have not done it, they have been asked about their reasons.
3. Being abroad. The questions are focused on the level of use of the App during their stay, and their assessment about the information shown and their reasons for not do it.
4. Impact of the mobility. The proposed questions are addressed to know their opinion about the information included in Certification (Europass).

4.2. Description of the participants in the survey

A total of 45 responses were obtained from the participants in the different mobility processes carried out by the project partners: 11 from Germany, 11 from Spain, 11 from Italy¹, 8 from Portugal and 4 from Belgium. Participants have completed the online questionnaire and the results have been compiled and statistically treated together.

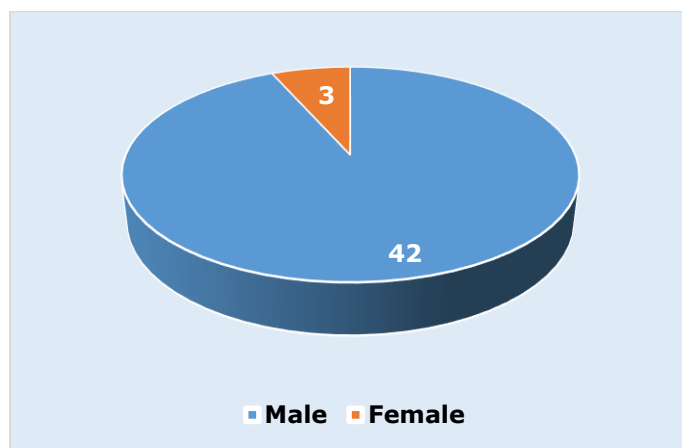
¹ "The collection of these questionnaires has been possible thanks to the Building school of Terni (T.E.S.e F. Terni Edilizia Sicurezza e Formazione), an institution part of the FORMEDIL network, and in particular thanks to the kind collaboration with Ms. Elisabetta Prete, mobility and trainers coordinator."



Number and percentage of participants per country

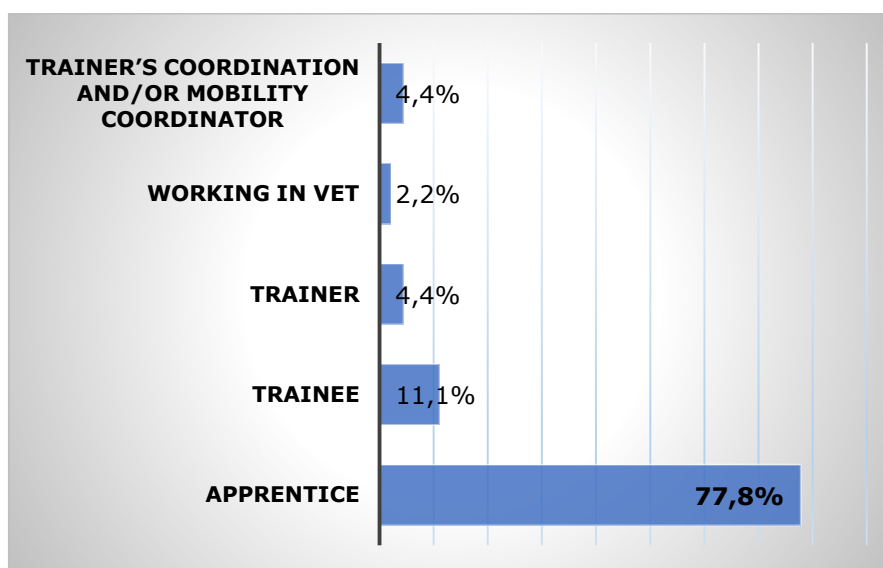
The number of participants has been similar among the participating countries, except in Belgium where the number has been lower (only four participants).

In relation to gender, males predominate clearly, as shown in the following graph (42 male participants vs. 3 female participants).



Total number of participants per sex

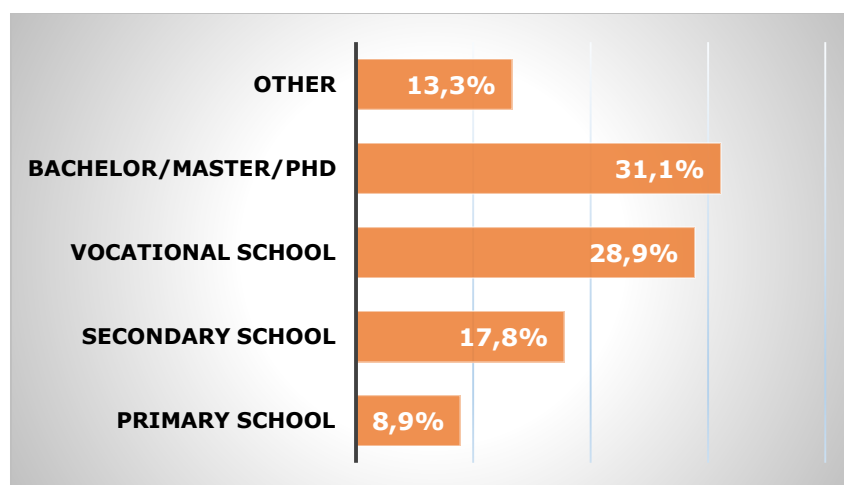
The following chart shows the percentage of participants according to the role they currently play. The data provided by the questionnaire indicate an average of 5 years' experience in their current performance, with an interval between 1 and 30.



Percentage of participants as current status

As it can be seen, the highest percentage of participants (with a huge difference with the rest) corresponds to that of apprentice (77.8%) being the most common profile in all the countries participating in the project. It is followed by the role of trainee (11.1%), and the lowest percentage of participants are those who work in education and vocational training (mainly teachers and tutors) (2.2%).

The next block of information refers to the highest educational level achieved by participants. The results obtained from the responses of the participants are shown in the following chart.



Percentage of participants as level of education attained

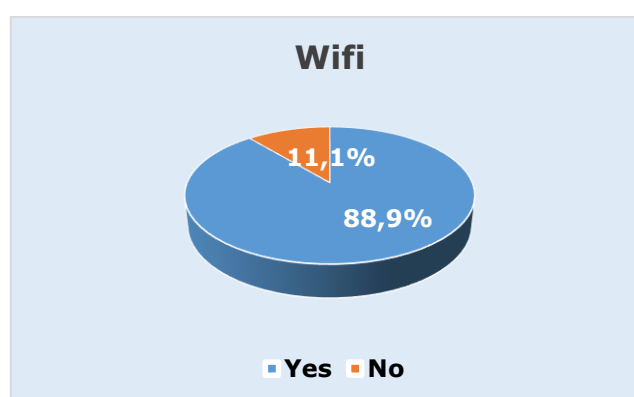
The highest percentage of respondents are in the block that includes Bachelor, Master and PhD (31.1% and 14 participants), while the lowest is in Primary Education (8.9% and 4 participants). It can be concluded that the participants in these mobility processes have a high educational level.

4.3. Information from the survey

4.3.1. Plan a mobility: before

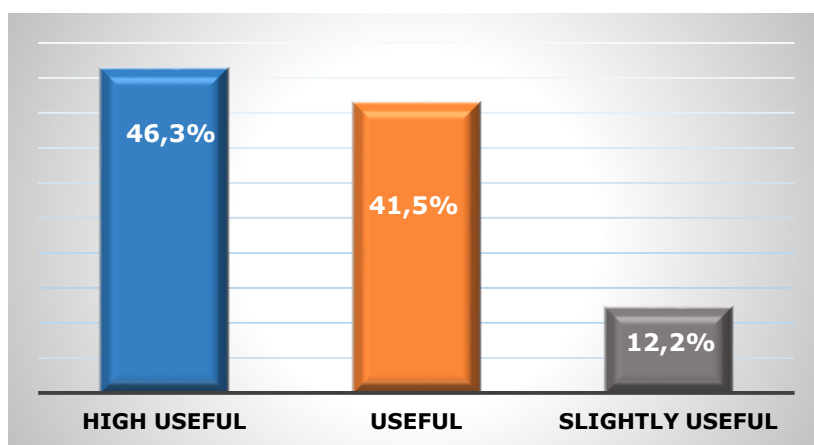
This block presents the results obtained in those areas of information of the App that are more related to the preparation of the mobility process, and which show information related to moments prior to the transfer to the destination city.

The first questions deal with the level of use of the information about the Wifi, and the evaluation of the participants about said contents.



Most mobility participants have consulted the information related to the Wi-Fi in the App (88.9% versus 11.1%). This data coincides with the results of the evaluation from the Focus groups, which indicated that the participants considered this information as very important and had the greatest interest for them.

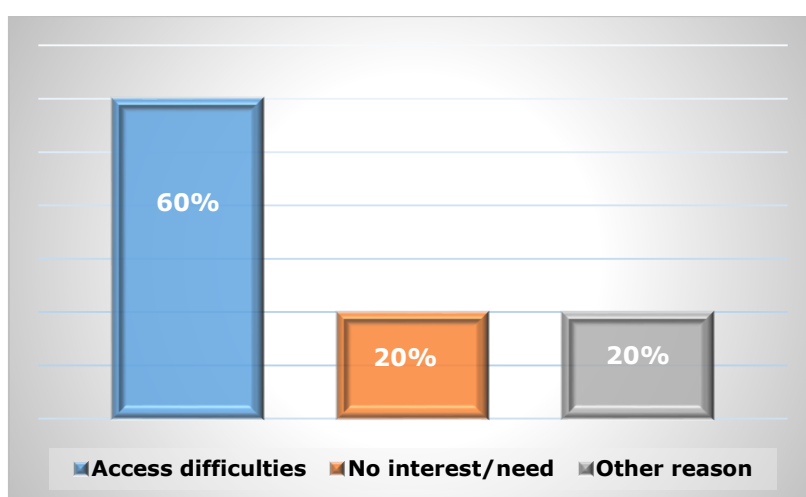
The following question has sought to know the assessment of the content offered in this area among those who have used the App.



Percentage of answers on contents assessment

When assessing the usefulness of the contents on the Wi-Fi connection, the participants were distributed among the categories of very useful (46.3% of those who have used the App), and useful (41.5%). A much lower percentage has evaluated the contents as less useful (12.2%) and none of the participants has rated them as unhelpful. It can be deduced, therefore, that the contents shown have enough quality for the majority of the users and they conform to their expectations.

Knowing the reasons of those who have not used this part of the App is very useful to improve the application, and to adjust it to the users' needs. The following chart shows the answers given to the question of why the information about Wifi in the application was not consulted.

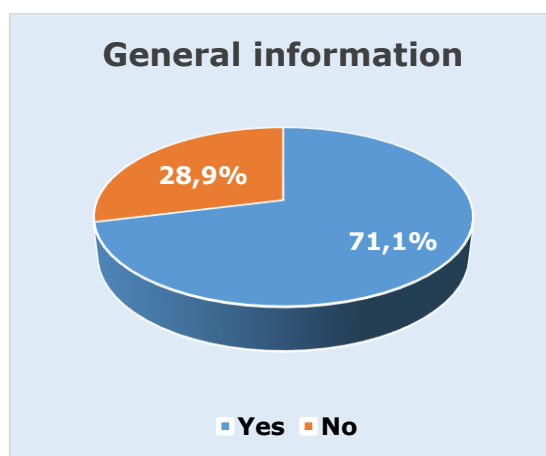


Percentage of answers for reasons not using the App

Most participants have indicated that their main reason for not using the information on Wifi in the App has been because they have had difficulty accessing this information (60%), compared to 20% who have indicated that they have not had interest/need, and another 20% indicated another reason for not doing so. The reason given was that the user had an iPhone (and the application only works with Android system).

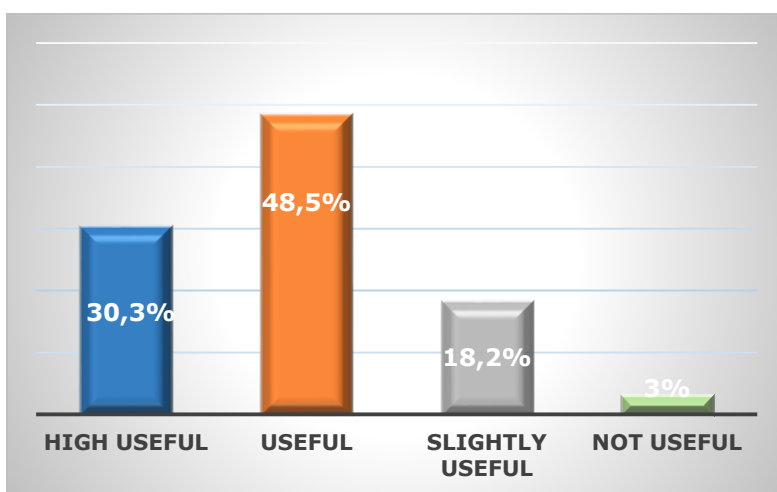
It can be concluded that those participants who have not used the App to consult the content about access to Wifi have had problems accessing such information, not because they have considered that information is not of interest to them. It is necessary to improve the possibilities of accessing the information included in the App, and perhaps these problems of access have to do with needing a good Internet connection to be able to consult such information.

The following block of questions refers to the level of use of the information included in the General Information area: data on climatology, culture, history, and language of the destination country (city).



71.1% of participants in the different mobility processes have indicated that they have consulted this information in the App, compared to 28.9% who have indicated that they have not done so. It can be deduced that this block of information included in the App is considered valuable when the participants are preparing their trip, before arriving at the country (city) of destination. As indicated in the Focus groups, participants feel "calmer" if they receive information about the climate, history, culture and language of the destination country before the trip.

Regarding the evaluation of the contents, the results are shown in the following graph.

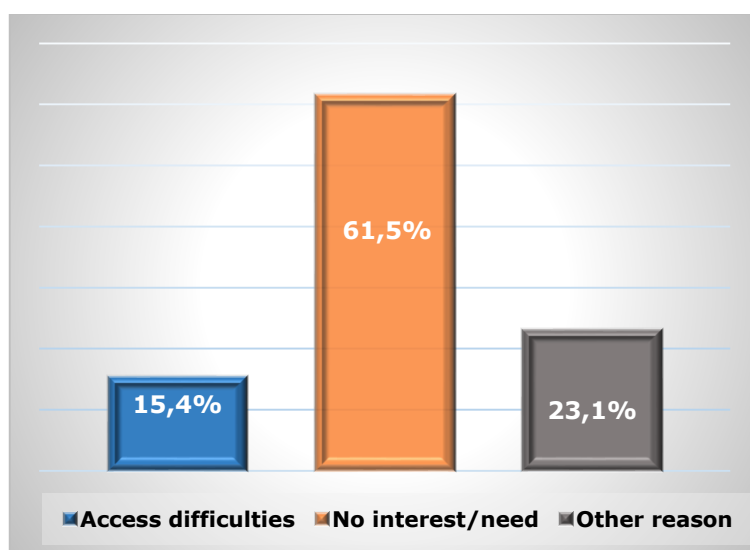


Percentage of answers on contents assessment

Most common assessment of those who have consulted the information in the App indicates that the contents are useful (48.5%), followed by those who have considered them very useful (30.3%). In the most negative assessment, 3% of users have rated them as not at all useful, a percentage considered quite low.

Given the amount of information in this section it can be stated that it is necessary to include all this data in the App because the users consider it very practical and necessary.

The reasons given by those who have not consulted this information through the App have been the following.

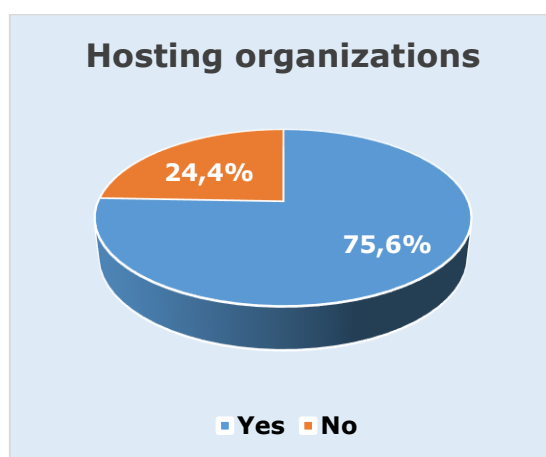


Percentage of answers for reasons not using the App

Participants who have not used the information contained in the App relating to weather, language, culture and history of the country (city) of destination have mostly indicated as main reason that they had no interest/need (61.5%). Another reason is having difficulty in accessing this content (15.4%) and other reasons (23.1%), among which are that they already have other applications on their mobile phone to consult this type of information and the owning of an iPhone (and therefore not being able to use the application because it is only for Android system).

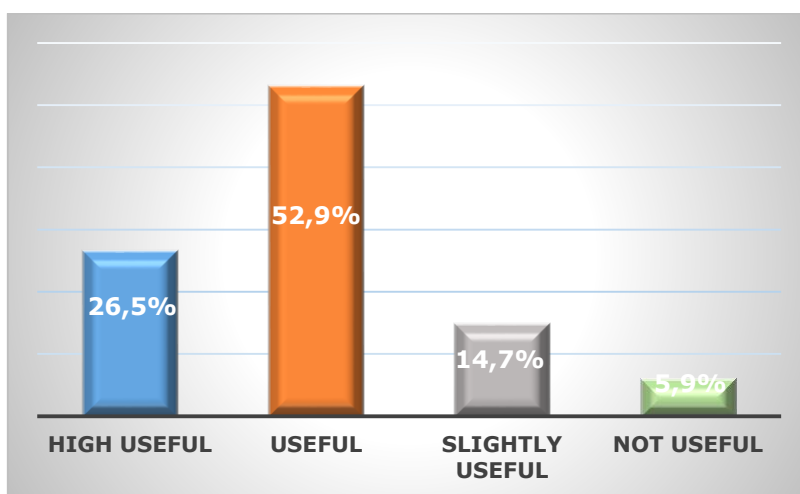
These data allow us to conclude that this type of information is useful for the participants in the mobility processes, even if perhaps it can already be available in other applications and found through other means.

The next block of questions in the online questionnaire refers to information related to host entities in host cities. The percentages of use/non-use of the App by the participants in mobility processes are shown in the following graph.



This block of information of the App has been used by majority of participants: 75.6% versus 24.4%.

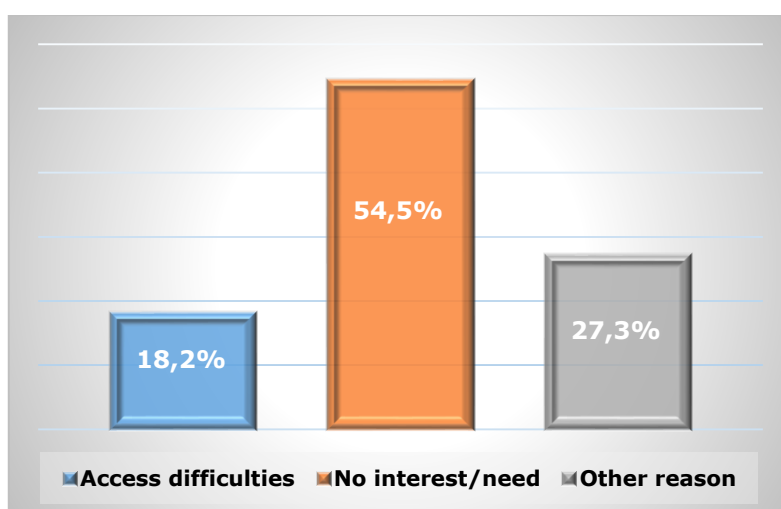
The evaluation of the contents shown in the App about the different host entities in the mobility processes has been the objective of the next question of the questionnaire, whose data are shown below.



Percentage of answers on contents assessment

More than half of those who have used the App have expressed a positive assessment of the contents referred to the host institutions: 52.9% consider them useful, and 26.5% as very useful. The negative valuation comes from 14.7% who have rated them as unhelpful and 5.9% who have evaluated them as not at all useful. Having data and information about the host institution, especially the contact person(s) at hand, is considered important when one is already in the host country.

The reasons given by those who have not used this block of contents of the App have been those indicated in the following chart.

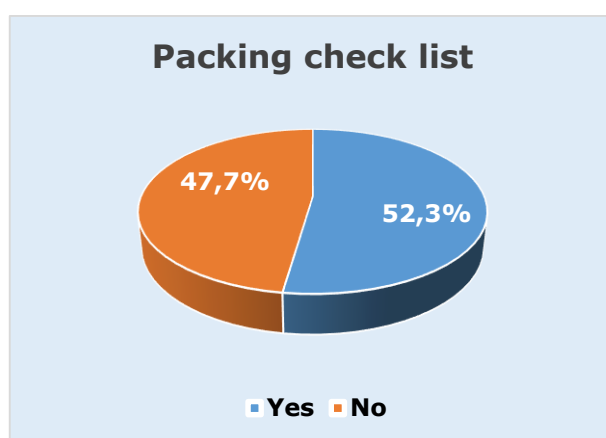


Percentage of answers for reasons not using the App

Users who have not used the App to obtain information about the host institutions have indicated that they had no interest/need (54.5%), had access difficulties (18.2%) or other reasons (27.3%). Some participants have indicated that they have already received all the information about the host organization before traveling and therefore they have not need to use the App to get it.

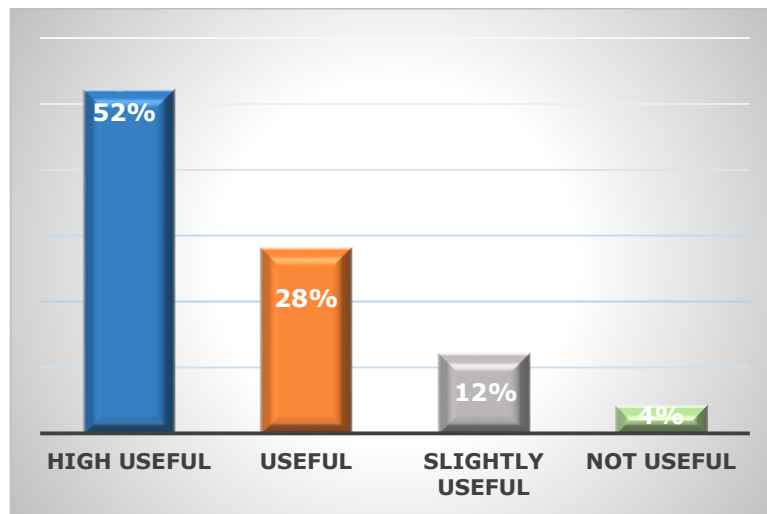
It is important to provide participants with all the information about the host institution before they leave their country of origin, but it does seem important to include it in the App so that they can always have it at hand (some participants have indicated that this information may be necessary at any given time if a problem arises during their stay abroad and have to ask for some kind of help).

Another section of information included in the App is the one referring to luggage checklist. The results are shown below.



The percentage of participants who have used this part of the App has been 52.3%, compared to 47.7% who have not. It is a very similar percentage and it is interesting to know their assessments about the contents and their reasons for not using them, because it is one of the thematic areas that were considered most interesting and useful in the different Focus groups held before the participants travel abroad.

The evaluation of the usefulness of the contents that have made the participants has been the following.



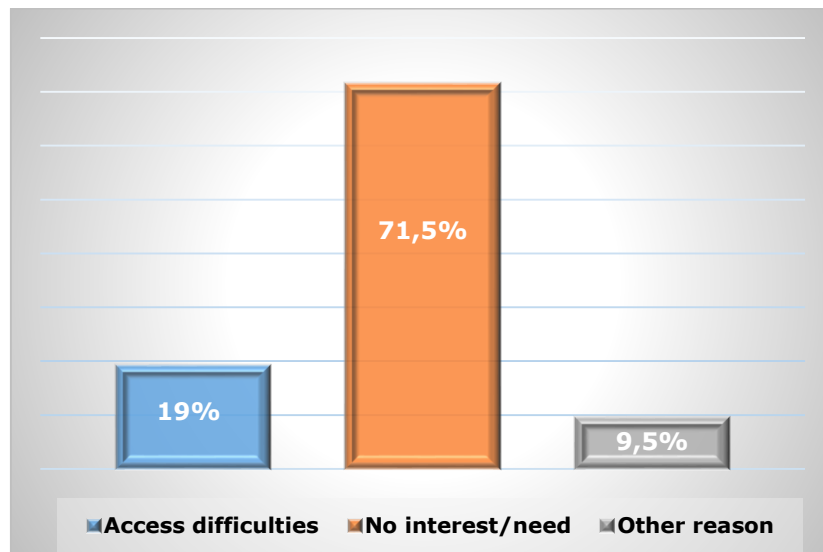
Percentage of answers on contents assessment

More than half of those who have used this part of the App have valued its contents as very useful (52%), compared to 4% who have considered them as not useful. The positive assessment is completed with the percentage corresponding to useful (28% of those who have used it).

One of the participants indicated that the contents did not seem very useful because he had already developed his own checklist of luggage previously, and therefore the App did not bring anything about this subject.

It can be determined that this block of information is very useful and interesting for the participants, perhaps because it is a simple aid to them when making the luggage (a task that many of them are not familiar with). Presenting the information as a list that allows you to check if you are packing properly is a practical way to present it.

The reasons indicated by those who have not used this part of the App is shown in the following chart.

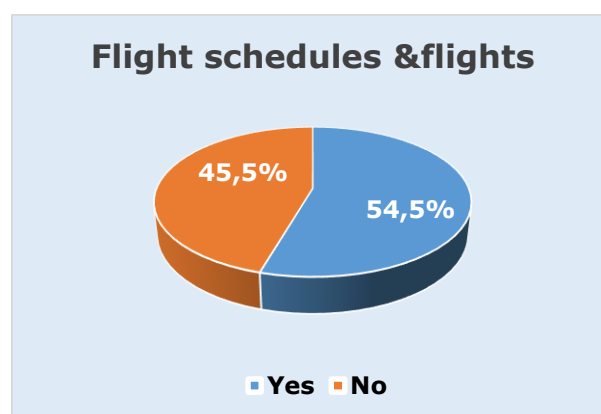


Percentage of answers for reasons not using the App

Two participants have indicated the reasons why they have not used the App: their phone does not work with Android system (which is the system for which the application was developed).

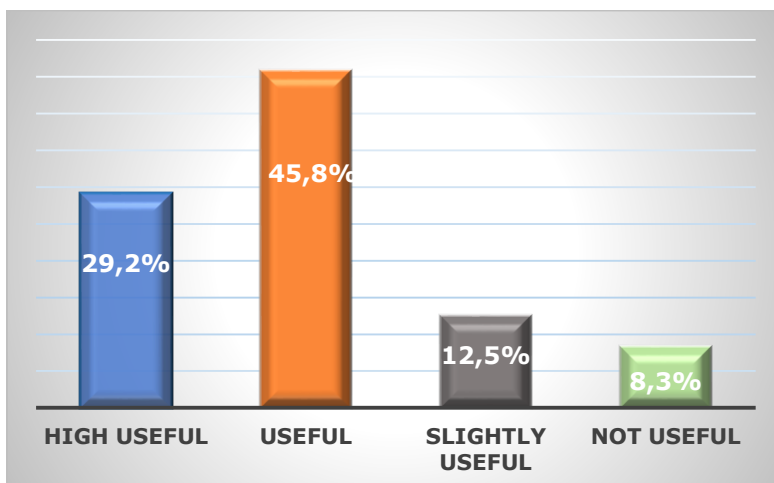
The last block of information corresponding to this part of 'Before' refers to the assessments of the information provided in the area of Flights and luggage, which contains useful information when flying.

Below are the main results, starting with the percentage of participants who have used the App to get to this content.



In this area, the number of responses of those who have not used the App (45.5%) is very close to that of those who have done so (54.5%). In the evaluation processes carried out in the Focus groups it was one of the topics considered most valuable by the participants.

The results related to the users' valuation can be seen in the following graph.

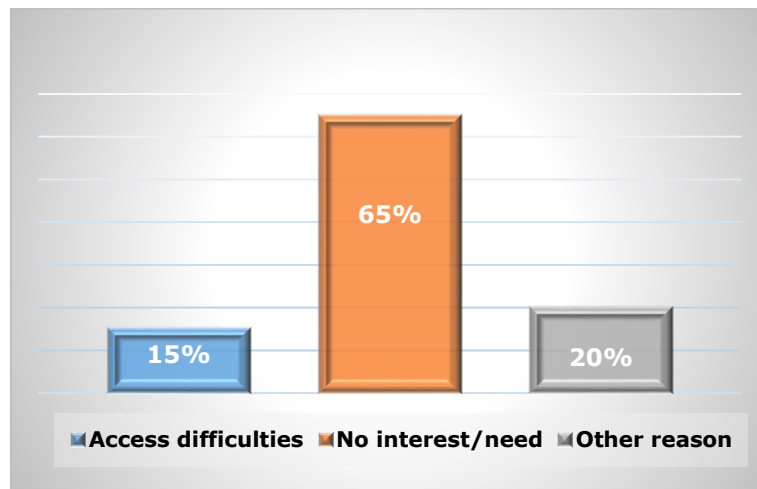


Percentage of answers on contents assessment

Those who have used the App to check contents on flight and restrictions on hand luggage have evaluated the information as useful (45.8%) and very useful (29.2%), compared to those who have done it as little useful (12.5%) and nothing useful (8.3%). It is therefore important to include information on this area because it is positively valued by users.

The percentage of users who have used the App, although their answers are not reflected in the assessment of content, is completed with those who have consulted the information through a colleague's phone because they had an iPhone. In spite of this they have been included in the process of valuation of the contents and have contributed with their comments and appreciations.

Those participants who have not used the App to check flight and luggage information have indicated the following reasons.



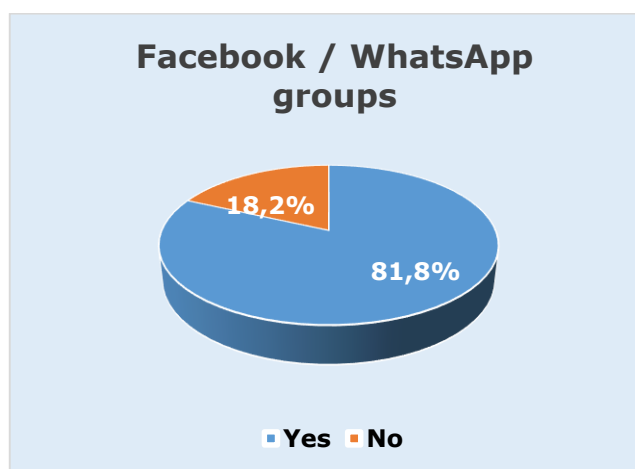
Percentage of answers for reasons not using the App

The reasons given for not using the App were mostly that the participants had no interest / need (65%). 20% of those who indicated another reason stated that they already had this information previously from other sources, and therefore did not need to consult it through the application. 15% indicated access difficulties for not using the App.

4.3.2. Being a mobility: during

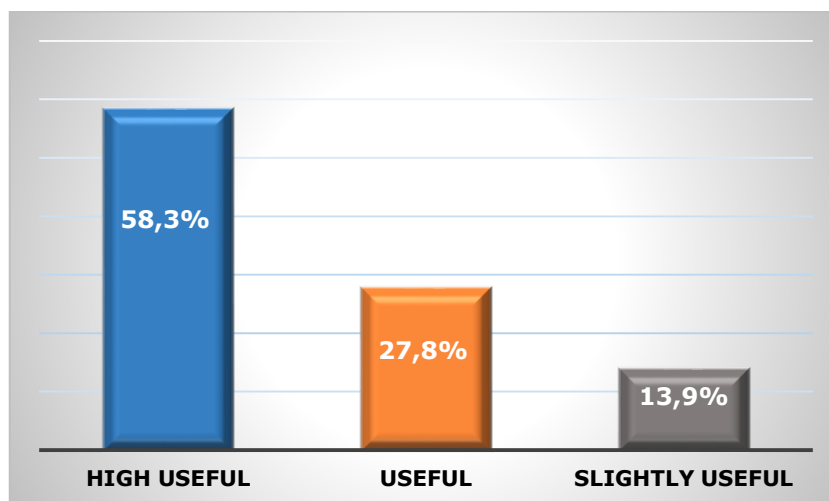
In this block of questions, participants have assessed different thematic areas more related to needs that may arise during their stay in the destination city during the mobility process: Facebook / WhatsApp groups, support for translation, public transport, emergencies and activities for leisure time.

The first group of questions refers to social networking groups (Facebook and WhatsApp) created to keep in touch both the participants with each other as well as with those who have already participated in previous processes, tutors, companions, and staff of the entities organizing and hosting, etc.



Results indicate that the groups included in the social networks have been highly visited by the participants in the mobility processes: 81.8% compared to 18.2%. It is a tool commonly used by young people in their daily lives, so it is expected to be an instrument useful and valuable, also during their stay abroad.

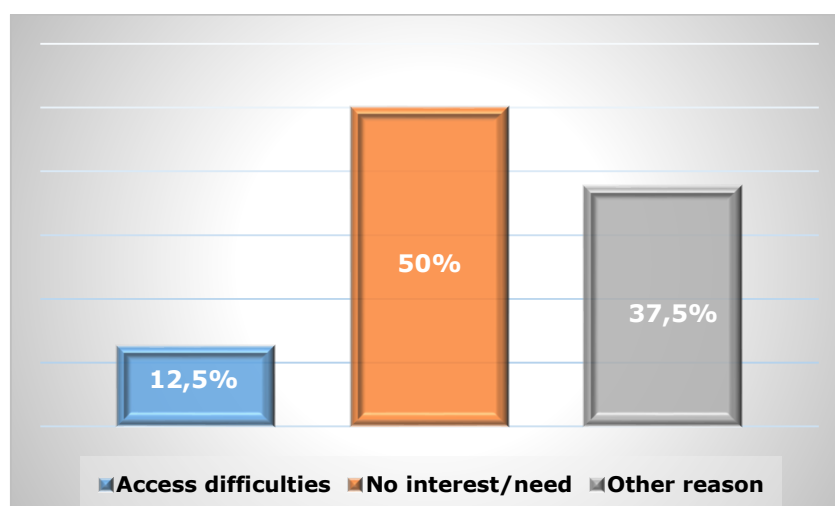
The valuations about these groups are shown in the following graph.



Percentage of answers on contents assessment

More than half of the users of the App that have visited social networks groups have rated the content as very useful (58.3%), compared to those who have rated it as little useful (13.9%). None of the participants rated them as not useful. It can be deduced that it is a tool of great interest and useful to the participants during their stay abroad.

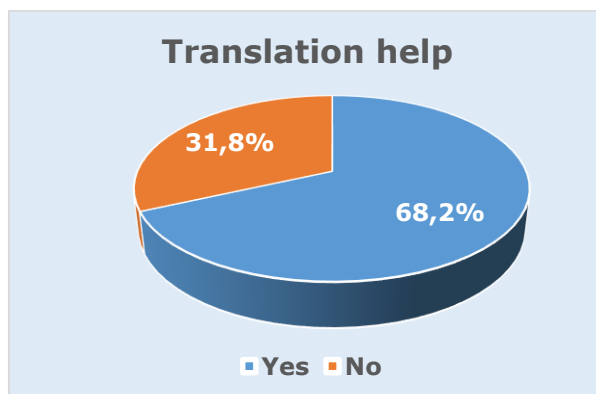
The reasons of those who have not used the Facebook / WhatsApp groups are mainly that they have had no interest / need, and have not had access difficulties. The distribution of response percentages can be seen in the following graph.



Percentage of answers for reasons not using the App

Half of the App users who did not access social media groups have indicated that they have not had an interest / need to do so (50%). Among those who have pointed out other reasons (mainly in the group of Spanish participants) the predominant reason has been that they find no use for this type of groups during the mobility process or once it ends. They consider these types of groups to be for their "private" life, with friends and family, and have no use sharing content or experiences with their "fellow" travel.

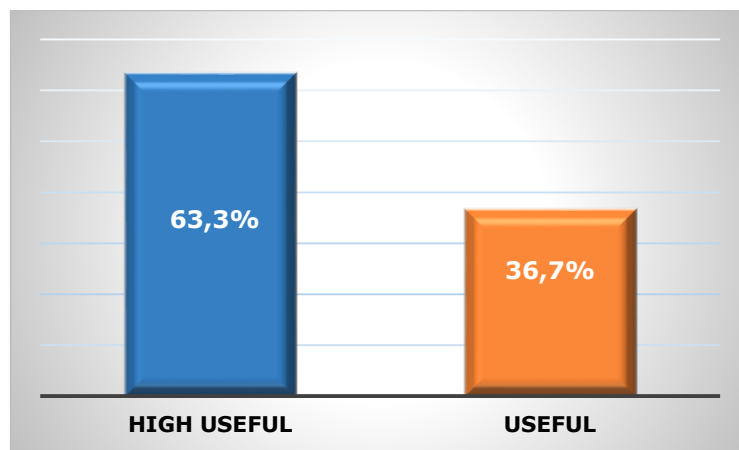
The next block of content included in the App refers to the different elements that can be used for translations. Information on the use of such information is shown below.



68.2% of the participants did use the translation aid provided by the App, compared to 31.8% of those who did not. The information of the App includes tools that can help with the language of the host country, both for day-to-day communication and for more technical communication related to the construction sector.

The language issue and difficulties in understanding one another is one of the most common fears among participants in previous Focus groups, and one of the barriers that most prevent participants from participating in mobility processes. Therefore, including this type of help in the application can help you a lot during your stay abroad.

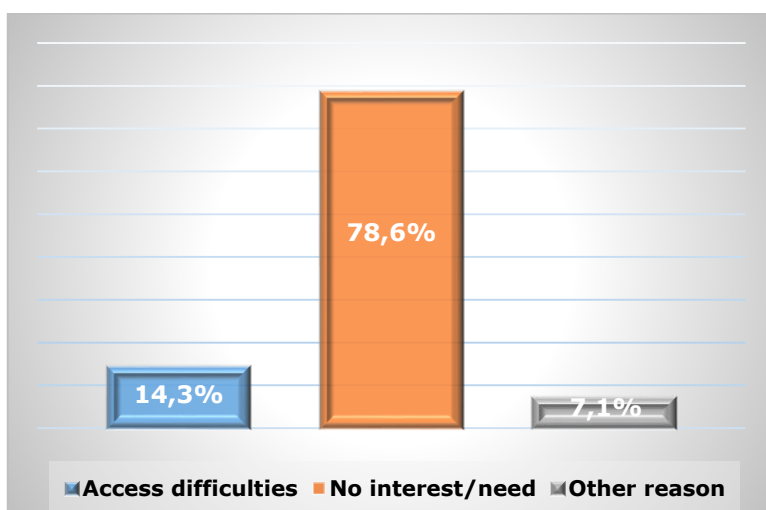
The evaluations of those participants who have used the application are shown below.



Percentage of answers on contents assessment

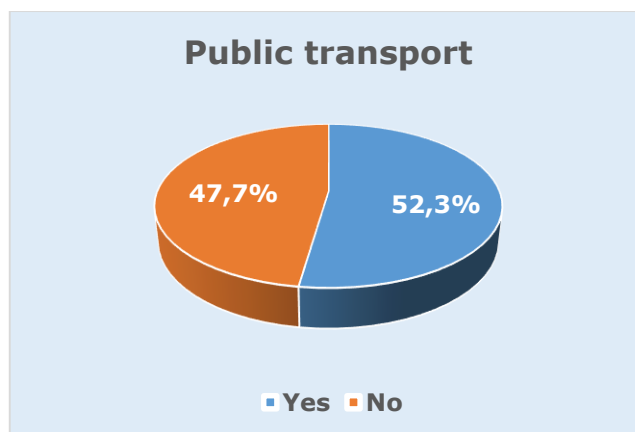
The evaluation of this area included in the App has been very positive: 63.3% of the participants considered it very useful and 36.7% as useful. No participant rated it negatively. Including helps for translation make participants feel 'calm down' and gives them confidence when relating with other persons abroad, both in training periods and in their free time.

For those who have not used the application, the reasons have been mainly because they have had no interest / need (78.6%). As other reasons, one participant has indicated that he could not see this information on his phone because he has an iPhone and the application was only developed for Android system.



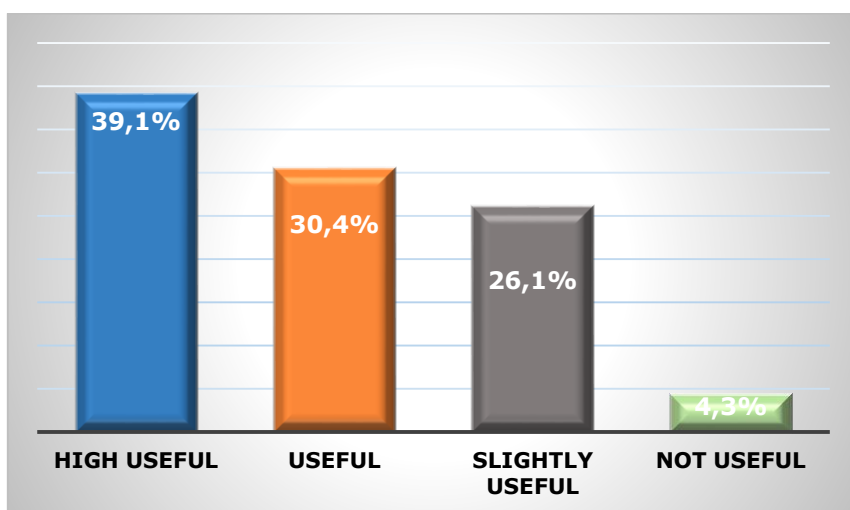
Percentage of answers for reasons not using the App

The next block of information of the App is the one related to public transport, one of the most demanded subjects in the previous evaluations (especially the Focus groups). The level of use / non-use of the application in this topic and user ratings are shown below.



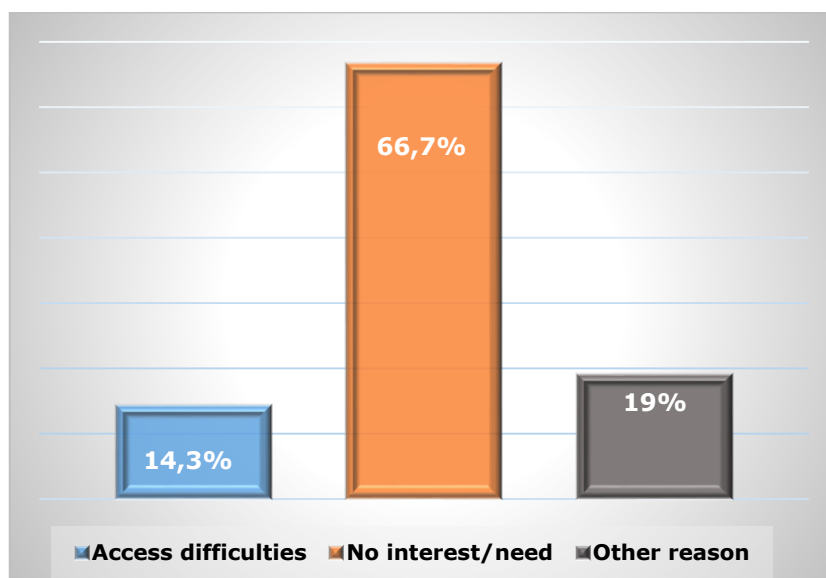
The percentage of participants who claim to have used the application to find out about public transport is slightly higher than those who say they have not done so: 52.3% compared to 47.7%.

The evaluations of the contents given by the participants are distributed along the proposed rating scale, from very useful (39.1%), useful (30.4%), not very useful (26.1%) and nothing useful (4.3%).



Percentage of answers on contents assessment

The reasons given by those participants who have not used the App to consult the information on public transport are mostly in the block of no interest / necessity (66.7%). Participants may already have this information from other sources and may not need to consult the application to obtain it. The distribution of answers on the reasons for not using the application are shown in the following graph.

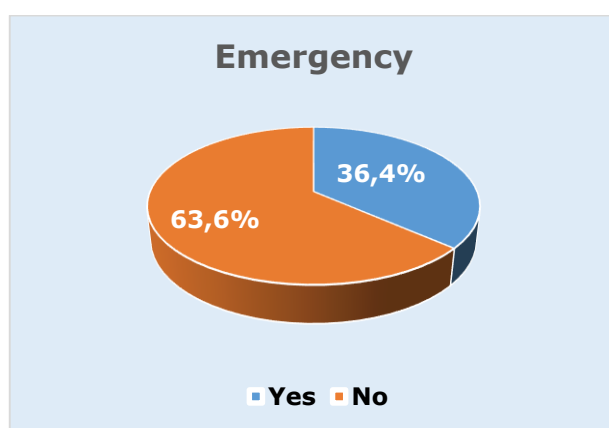


Percentage of answers for reasons not using the App

Participants have indicated several reasons why they have not had an interest / need (66.7% of respondents have indicated this), confirming the assumption that they have had this information in advance and therefore the application did not provide anything new. In some other case it has been because they have always used private transport to move around and have not used public transportation.

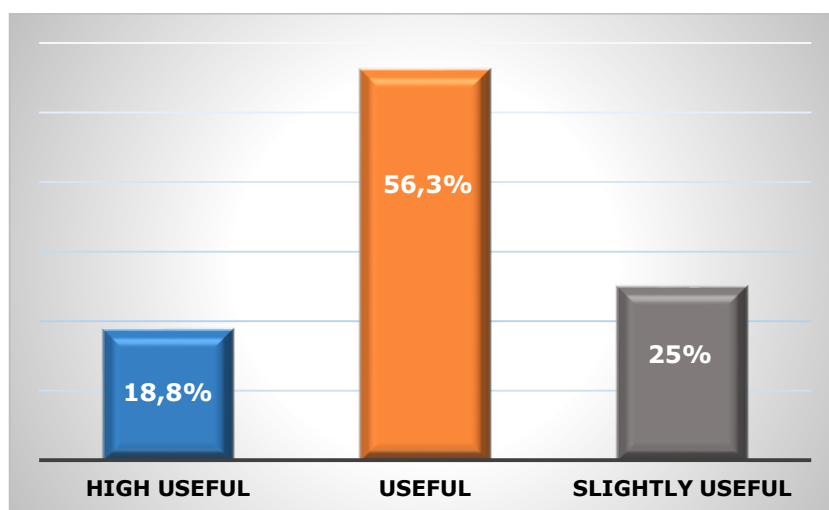
Some participants pointed out that the information included in the application on public transport was referring to the country of destination, not to the particular city where they spent the training period during mobility, so that the data found were not adapted to their needs. It is necessary that the information included in this area be as specific as possible to cover this need.

The next section in the App provides information on emergencies (hospitals and medical doctors).



In this section the number of participants who have not used the App (63.6%) has been significantly lower than those who have done so (36.4%). Perhaps the participants have "delegated" this information to their tutors / responsive staff, and the need to know what to do in case of emergency has not been a priority.

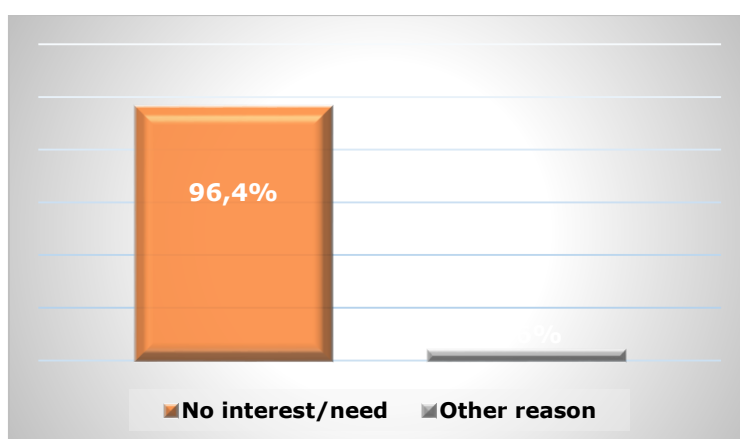
Those who have used the App to find out what to do in an emergency have valued the content offered in a positive way, as shown in the following graph.



Percentage of answers on contents assessment

Participants have indicated in a high percentage that the information offered by the App has been useful (56.3%) or very useful (18.8%). 25% have indicated that it is not very useful but, considering the high percentage of those who have not consulted it, it cannot be said that the contents do not meet the expectations of the users of the application.

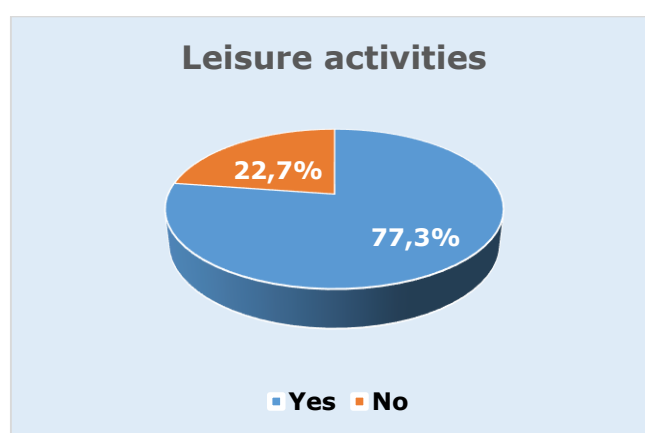
The main reason given by the participants in the mobility processes for not using the App in the case of emergency information was mostly that they had no interest / need (96.4%), as shown in the graph. It should be noted that in none of the five mobility processes carried out any emergency situation has taken place.



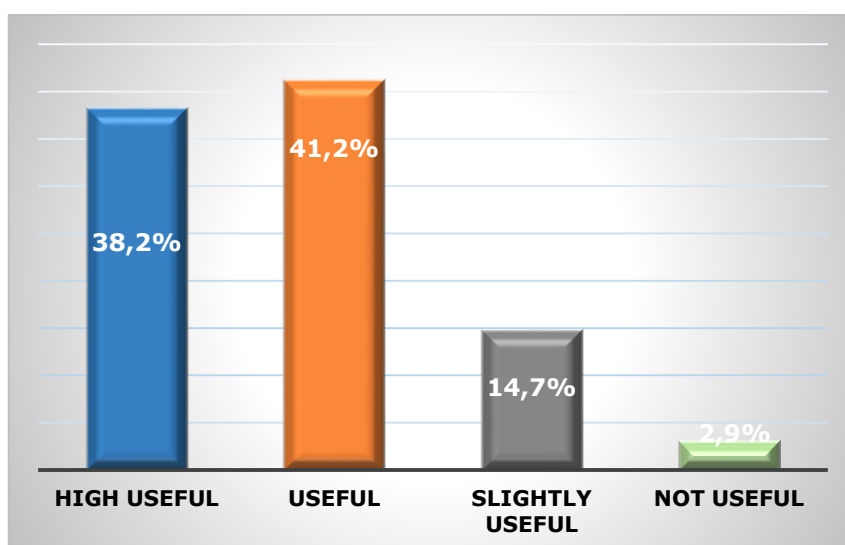
Percentage of answers for reasons not using the App

3.6% (Other reason) corresponds to those participants who have not been able to access the application because their mobile phone is an iPhone and the App has only been developed for Android system.

The last block of questions included in the online questionnaire refers to information about leisure activities. It is one of the subjects in which the participants were more interested in previous evaluation processes (Focus groups), and that interest has been common since the beginning of the process of application designing and development. The results of the evaluation are shown below.



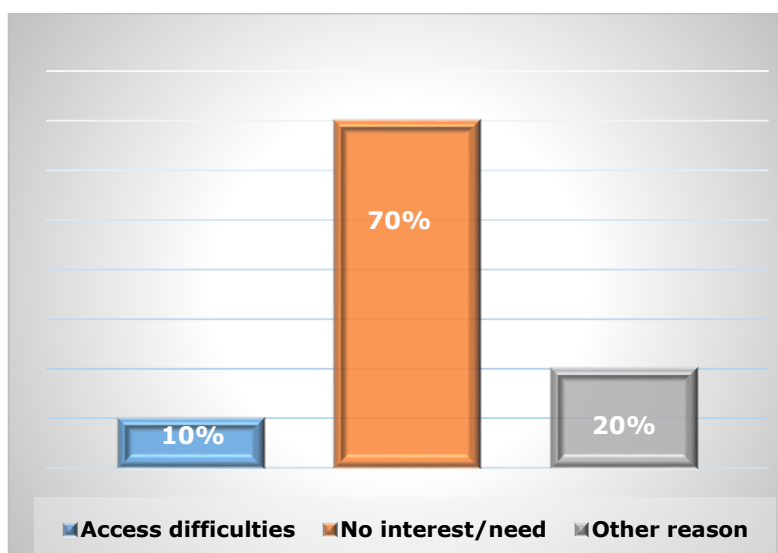
This block of information offered by the App has been widely used by participants in mobility processes: 77.3% compared to 22.7%. The following graph shows the evaluation provided by the users on the quality and usefulness of the content provided.



Percentage of answers about usefulness of contents

The evaluations on the usefulness of the contents offered by the App have been positive. The participants rated them as useful in 41.2% of the cases and as very useful in 38.2%. As for the negative assessment, 14.7% of participants believe that they are not very useful and 2.9% believe that they are not useful. Among the reasons given by users about the low utility of these contents are that the information provided was not in accordance with their interests (information on places to practice sports, for example). It would be interesting to expand the scope of information on leisure activities.

The information on those who have not consulted the information on leisure activities in the App mostly indicates that the participants had no interest / need (70%). This lack of interest may be due to the fact that there was an already planned program of activities to be carried out during the time of staying abroad and, therefore, participants did not have to look for any by themselves. Data on the reasons for non-use can be seen in the following chart.

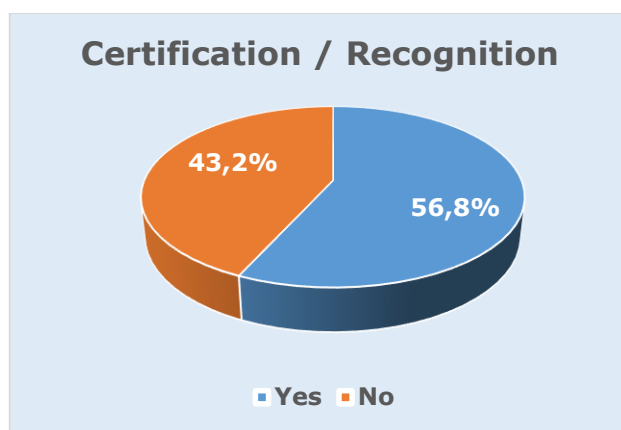


Percentage of answers for reasons not using the App

Some user has pointed out as reason not to use the application in this area that the information provided is very generic and refers to the country of destination, is not specific of the city of stay and therefore, does not cover their needs. It is a necessary improvement to increase the use of the application among the addressees.

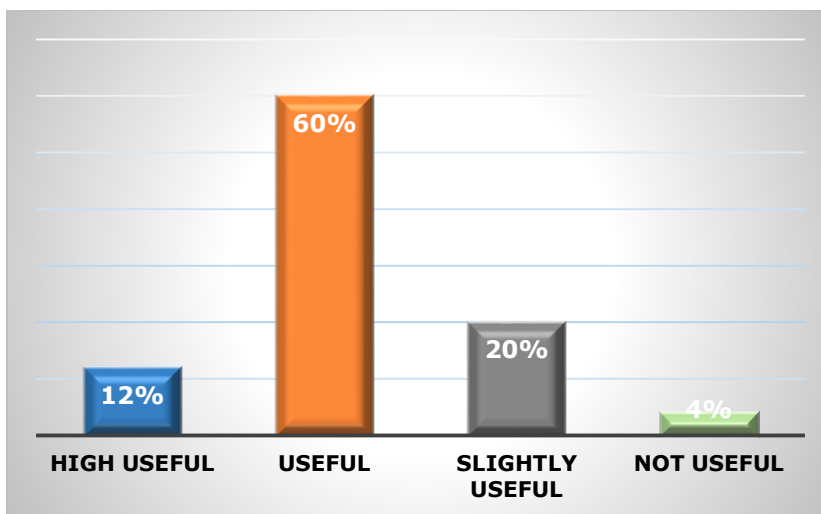
4.3.3. Impact of a mobility: after

The online questionnaire ends with the questions regarding the Certification / Recognition of the training received by the participants during their stay abroad in the mobility period. The App offers extensive information on this certification referred to Europass (process and documents included).



The number of participants who have consulted the information on certification / recognition in the App has been slightly higher than that of those who have not done so: 56.8% compared to 43.2%. In the first stages of development of the App this area was not considered a priority by the participants, although this "vision" changed when they were informed of the importance and transcendence of obtaining a certification with Europass and saw the advantages that this recognition could have for their professional career and future work.

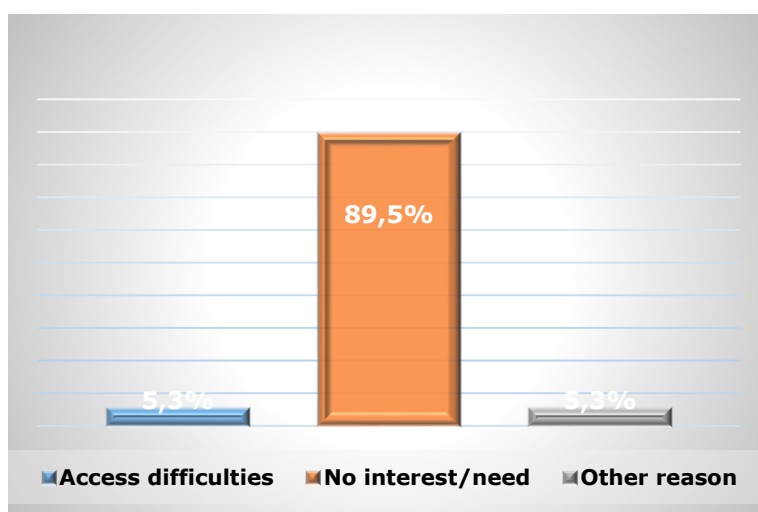
The evaluation of the contents offered in the App by those who have consulted the information has been positive: 60% consider them useful and 12% have rated them as very useful. On the contrary, 20% found them to be of little use and 4% to be of no use.



Percentage of answers about usefulness of contents

Some participants pointed out that the Europass procedure is very well explained in the application, without evaluating its usefulness (the remaining 4% to complete the total responses of those who have used the App).

The information on not using the application resulting from the questionnaire can be seen in the following graph.



Percentage of answers for reasons not using the App

Most users did not find interest / necessity to consult this information in the App (89,5%). Perhaps they have preferred this type of information to be provided by the responsible persons in charge of the mobility process (tutors / teachers) or may not find it necessary to have such information in a mobile application.



CENFIC: Portuguese participants in the mobility process in Madrid

5. FINAL CONCLUSIONS/COMMENTS/SUGGESTIONS

Once the results from the questionnaires used in the different steps (before-during-after) have been analysed, some suggestions can be drawn:

- The information included in the App **must be referred to the destination city**, not to the destination country. Participants are interested in getting information about the destination in a specific way, not in a general way.
- The information shown must **be presented in a visual way**, avoiding to have too much text to be read. If they have to read much text, they won't use the App. So, it should show icons, pictures, drawings, etc.
- To foster the use of the App it is better to present the **information in an intuitive way**, because if the participants have to seek a lot or they need to go Internet connection to get it, they won't use it.
- The information shown by the App **must be referred to practical issues**, and be easy to understand (as "for dummies"), because if the information seems "complicated" and not understandable, they won't use the App.
- The App has **to work in all types of smartphones** (and all operative systems, both Android and IOS mainly), because it doesn't work in some of them. If the App causes problems, the participants won't use it.
- The SoMEx App (version 2) has significant improvements over the previous version, **particularly at a structural and visual level**. However, it would still be important to contemplate some improvements in order to make the App even more appealing and functional.
- During the mobility, the most significant limitation was that the **App did not integrate some of the content considered more relevant to users**, such as "translations" and "transports", directing to other sites on the web, which becomes difficult when there is no WI-FI available.
- Perhaps it could be possible to have a file in the APP, a kind of "bookmark" that **allowed users to save the online searched information** and use it afterwards, without recourse to WI-FI.
- The App could also **have a "button" to the Facebook group** in order to facilitate an automatic access.
- Once the final version of the App is produced and available in the App Store, it will be important that the **stakeholders can sensitize the current users and other potential interested parties to continue accessing the diversity of App's content**, disseminating the tool among their peers.
- There's a real interest in using the app. **This version of the App is far better than the first one.**