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CaMEO

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[REPORT ON PILOTING PHASE: NORWAY]

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Report from the Norwegian pilot of the CaMEO project

The following is a summary of the process and results of the Norwegian pilot of the CaMEO project. It will conclude with some closing remarks around the key points.

1.1 Preparation and process of the pilot:

The recruitment of participants was initiated in December 2015. The sampling technique was firstly based on convenience, reaching out to already known contacts within the target group of the pilot (ICT workers of 50+ years). With this, the assumption was that it would be easier to attract people to join the pilot when the enquiry came from someone familiar, especially with regard to it being relatively time consuming. From that point on, the "snowball effect", or word-of-mouth, became the main method of reaching out to people. This meant that the participants were solicited to suggest other potential participants. With regard to the documentation requested about the pilot, including signatures and photos of the participants, this has not been possible to fulfil. However, the participants list attached contains their [real] names and organizations (where applicable).

As far as ECWT knows, at the time of submitting this report, 9 respondents have successfully participated in the Norwegian pilot, carrying out the registration on the e-Learning platform, testing modules and familiarizing themselves with the portal and its features. At least three additional people have stated that they were participating; however, according to the registrations on the Matching Database, they have still not registered at the time of submitting the report. In total, the participation ended up being relatively gender balanced, and the occupational status of the respondents ranged from being retired, to unemployed and employed.

The contact with the participants was mostly virtual throughout the whole piloting process, i.e. the contact was by phone and/or email. In the first few cases, the participants were approached in person, and the main idea of the pilot was explained. Following this, they were sent an email with brief information about the CaMEO project and the pilot, and thorough instructions about how to carry out the testing, according to the project guidelines. From thereon, they would either suggest people or directly forward the instruction email to potential participants. All of the participants who partook did at some point get in touch with the person in charge of carrying out the Norwegian pilot (ECWT), who would assist them by answering questions or give further explanations about the testing and/or the pilot.

Comments from the participants, reported in the personal communication that was exchanged between them and the survey contact person, included that all of the participants requested

that their profiles should be deleted after the survey period. In most cases, this was due to the fact that they had created partly or fully fake profiles (i.e. not representing themselves), as their main motive for conducting the testing was for the sake of contribution to the evaluation and of personal interest in learning more about the CaMEO initiative, and not because they necessarily needed to be listen on such a platform.

It should be noted that two participants chose to send their comments to the e-learning platform by email, in Norwegian, rather than filling in the questionnaire. Although this was unfortunate with regard to the decision made about the method to collect feedback, the CaMEO consortium commonly agreed that the written feedback would be taken into consideration if translated into English. The feedback has thus been translated, directly as it was written, and is attached to this report. It is the opinion of the organizer of the pilot from ECWT, that the written comments represents valuable feedback for the further development of the CaMEO portal, despite also including information that was not asked for in the original survey template.

1.2 Key points:

Without having seen the feedback provided in the surveys, the survey organizer has the impression that most of the participants commends the idea and objectives of the CaMEO project and the portals. However, from a Norwegian point of view, there seems to still be little knowledge about the suggested (EU) tools and standards for measuring competencies, skills and knowledge. This is a general impression that was also found in the interviews with employers (WP 4).

Several participants had remarks about the usability of the portal and technical issues, and many seemed to be related to the same things. There were also a couple who did see the main point with such a portal, especially with regard to there being several other career and job portals. These mentioned that it would be difficult to compete with the already existing sites, at least the way the portal works at this point. However, others commended the portal for its specificity and direct aim towards the ICT sector, and the possibilities you get to tailor-make your own profile, with very specific and concrete aspects about your experience and competencies.

Comments from participants who did not use the survey form:

1.1 Participant 1:

Test of e-learning platform – using Google Chrome

- Sound - no soundtrack on e-learning video (introduction)? Was there supposed to be sound for the video?
- Module 1. Introduction into mobility:
 - The interface is a bit too small to read the smallest font. I figured out how I could make the interface larger, but it should perhaps be specified how this is done?
 - Statistics on the right side of the slides (blue print) are too small to read, see point above. (I solved it by expanding the screen size - when I finally figured out how ..)
 - Link in slide 8 to www.pwc.com/hrs is not clickable and cannot be copied onto a different page. The same applies to link the slide 20 and elsewhere with links.
 - It should be stated more clearly that slide 10 is a quiz! It's not a given that you should press for correct answers first time trying.
 - When you have answered and hit "submit" and then try the "back" button, you have no chance to respond again - or see what is correct / incorrect answers. Should we not be able to see this - or do I then need start the course again?
 - In addition to the number of the slide you're on, it should be stated how many foils there is in total, e.g. " 7 / 20 ". This would make it easier to see how much you have left of the course. In relation to the stated expected time to complete the course, it took me much longer.
- Module 2. Benchmarking my ICT skills:
 - Slide 11: Should be possible to do the tests again, by going forward / back.
 - Slide 13: Practical & Thinking Skills, Competence and Knowledge: Grey text box on the left writes over the text on the right side when you click on the different "skills." This does not happen in slide before or after.
 - Slide 18: The last two links do not work, I get to a blank page (or is it blocked by the firewall?) The first link on the slide works though!
 - On the last slide of course, the 'Next' button does not work. I remain on the same slide. Should be sent to "home" page?
 - When logging in again a day after, I found only that the 1st course was completed. Did not find evidence of completion of course 2 even though I had completed it.
 - I had to take courses 2 again to get it registered.
 - In response to what e-CF stands for, I got an error when I wrote "the European e-Competence framework"; it should have been written "the European e-Competence Framework." But I Should have been able to get the correct answer also writing it in lowercase? I.e. that it is not "case sensitive."
 - Does the last question in the quiz have the wrong answer? I replied True, but got "Incorrect answer". But I think I had the right answer...

Test of e-learning platform - using Internet Explorer 10.

- Module 3. Recognizing prior learning overusing EQF mapping system:
 - It would be nice if it was possible to log out and back in without losing what I have responded; i.e. continue where I left off, and save in the middle of the process of the e-Learning module.
 - When I have responded to "My skills" - The Organizer and choose "Review survey", there appears a red line at the bottom of the page, saying "Incorrect." I tried to answer several times, in different ways, but got "Incorrect" each time.
 - When I printed the results/scores, it looked like I had answered incorrectly. At 2nd and 3rd time I tried, the Result page came out blank, i.e. no results came out.

- Module 4. Soft skills
 - Last slide (24) – I got the correct answer, but cannot finish the course. 'Next' button is not working. This is probably the same thing that happened after the completion of Module 2 (1st time)?
 - So I repeat, I think it's unfortunate that I cannot see what I have answered incorrectly in the various quizzes, without having to take the course again. I do not really have not the patience for that...

- Matching database - Video
 - Cannot get a sound on the video!
 - When I click the link for the Matching Database, it does not recognize my password. There should be a function for "forgotten password", where the password is sent by SMS to the user.

Overall impression of the e-learning platform:

- Useful information and a smart platform! This is of course a knowledge database that many countries / entities can benefit from, if enough people use it.
- I perceive it as a bit like a "parallel" to LinkedIn - but a bit more specific and accurate.
- I would need a lot more time to set up all competency areas and all work experience. I would need more time to be confident that I have added everything that could have been relevant for me. However, I am at this point not looking for a new job, and I have no plans to work abroad.
- I think employers in Norway could benefit from searching for people here!

1.2 Participant 2:

I have, on a couple occasions now, tried to perform the tasks you ask, but the whole stuff is so confusing and frustrating that I've given up. I am left with a lot of questions (and question marks):

- How are you supposed to find out about this site? Will you be referred there for instance by institutions such as the Public Employment Service (NAV), or what? I would not find my way, and start using, a page like this on my own.
- What is the main purpose of the site? Is it a course portal/e-learning or for registration of qualifications?
If the main purpose is the latter (registration of qualifications), than that should be where you are directed when entering the site. Then, the courses may well be an addition when one realizes that one is not able to fill out the forms without help?
- The use of unfamiliar abbreviations in the title of the course ICT, EQF, CEPIS, etc. There is no simple way to find out what these mean.
- The portal did not work well using an iPad and Safari, and that was a bit frustrating to begin with. However, everything worked much better using iMac and Firefox.
- The introduction video should have sound. It should also be possible to display it in full screen. (I am on a 13" screen and it is almost impossible to see the text).
- The slides in the courses should be also be able to get in full screen mode (for the same reasoning as for the introduction video).
- It is not possible to go to the pages that are referred to in the module slides.
- I also figured out that it is possible to carry out a course module without being logged in. Would this not this make it difficult then to know if I have completed the course or not?
- The registration for the courses is very well hidden! Without the description I had gotten on beforehand, I would probably not have found out that this [registering] was something I had to do. The registration should be places somewhere on the module homepage. (E.g. "press this button to register/start the course").
- What is the point of having a teacher in these courses?
- The course I conducted (Introduction into Mobility) takes, in my opinion, a political position (explaining EU politics). This is (or should be) uninteresting in filling in qualifications.
- Nearly all the information in the menu to the right is uninteresting/irrelevant in relation to what I am supposed to do on the site (forum, messages, archive). "Administration" (incl. Administration of job-qualification) and "Help" is all I really need to see.