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TOMILLO

FYC Practitioners and participants feedback

IO5 – v.1.

Title:	FYC Practitioners and participants feedback
Intellectual Output – IO5	Future-proof Your Career – Psychometric evaluation of the FYC Tool
Description:	Fundación Tomillo led IO5 in the design of the data collection tools, the design of the work plan, the development of the data collection and the analysis of feedback from users and practitioners who have used the FYC tool. The objective is to know the experience that users and practitioners have had when using the tool, their satisfaction and the appropriateness and usefulness of the tool, as well as their feelings and sensations about the tool and what it measures.

This analysis will provide users and future users of the FYC tool with important information on its usability and accessibility to the target group, and its perceived usefulness and reliability by practitioners who administer it.

For this purpose, two measurement tools have been developed: a survey in which the participants evaluated the difficulty of the tool, whether the tool was appropriate, their satisfaction with the tool and its contents, as well as the improvements that would be necessary. On the other hand, for the practitioners, a focus group was prepared with questions that also addressed the satisfaction of the practitioners and the difficulties when using the tool, as well as its implementation.

These tools were translated into the language of each partner. In the case of the participant survey, a Google form was created in each language so that the partners could distribute it among their users. All forms had the same structure to facilitate translation into English, the language in which the analyses presented in this report were conducted. |
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Language:	English and Spanish

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1 FYC – Future-proof Your Career: The Project

Future-proof your Career aimed to design, develop, and implement a Career Guidance for a Modern Labour Market: A Future of Work Framework, focused on the identification through a guidance process- of transversal skills which can be used to future-proof the careers of disadvantaged job seekers and enable sustainable employment.

This forward-thinking career guidance framework provides a way of working for guidance practitioners which facilitates quality future focused career plans for job seekers already marginalized in the labour market, so as to ensure their inclusion in a technological and digitalized world of work. It supports marginalised job seekers to understand and gain awareness of key competencies which are essential employability competences for a future labour market. These key competences underpin the ability to adapt and change to the demands of a technological workplace and are important in up-skilling in initial and continuous vocational education and training.

The project has three main objectives:
- To enable individuals to become aware of their own skills for the future labour market particularly in relation to communication and interpersonal skills.
- To create awareness of future workplaces, their requirements, and associated VET progression routes.
- To create a culture of training and up-skilling of guidance practitioners in a fast-changing labour market.

The main outcomes of the project:
The FYC online platform: The partners developed an online questionnaire which, through a series of interactive questions and animations, helps the clients to identify their human, social and psychological capital, and their connection to the current and longer-term labour market. It identifies areas where the clients could benefit from vocational or industry specific upskilling. It provides the clients and their guidance practitioner with a report outlining existing capabilities and make suggestions as to how these could be built upon and utilized and thus enable the individual to prepare for a labour market which is driven by automation and digitisation.

Project duration:
October 2019 - March 2022

Project partners:

- Ballymun Job Centre, Ireland - Coordination
- Hafelekar Unternehmensberatung, Austria
- METROPOLISNET, Germany

- C.I.O.F.S. Formazione Professionale, Italy
- Universitatea Politehnica din Bucuresti, Romania
- Headway Ireland CLG, Ireland
- Fundación Tomillo, Spain

During the lifetime of the project, we developed five Intellectual Outputs (IOs), to facilitate the implementation of the FYC aims:

- IO1 (led by CIOFS): **FYC Framework Development**: Design and development of the Future-proof Your Career Framework
- IO2 (led by BJC): **FYC Tool Specification and Content**: Development of an online tool which has the capacity to help workers, or job seekers who may never have worked, to identify skills and capabilities developed throughout their lives to date.
- IO3 (led by UPB): **The FYC online platform**: Using the INFORM tool and adapting it.
- IO4 (led by Hafelekar): **Future-proof Your Career - training module for guidance practitioners**.
- IO5 (led by Fundación Tomillo): **Psychometric evaluation of the FYC tool**.

2 The FYC Methodology

The FYC Partnership recognise that access to a structured comprehensive guidance process leads to progress into appropriate vocational training and education both within and outside of the workplace, and that individuals through non-formal and informal learning, have developed hidden skills, latent abilities and varying knowledge bases, which for many individuals, could provide a springboard into a sustainable career.

For many disadvantaged job seekers can be difficult to measure and document the competencies developed throughout life experience. Particularly, they may not have a work history from which to draw from. Organisations working with this target group often have difficulties in identifying and measuring competencies which have developed informally and non-formally and therefore are unable to build a clear picture of an individual's skills and abilities. As individuals are often unaware of the competencies and knowledge that they have acquired, they are therefore unable to recognise these as valuable in terms of their own development. Consequently they often end up in low paid, low income jobs with little chance of progression or training, or they find themselves on training courses for which they are unsuited.

The FYC tool provides the individual with an objective measurement tool to assist in uncovering their hidden strengths and abilities. An interactive animated questionnaire with videos and voice audios asks participants how often they do various everyday activities using a 5-point scale from "never" to "very often". The tool focuses on capturing competencies through everyday activities, which are relevant to the world of work. Upon completion a summary report of hidden strengths is generated. The top three strengths in four overarching competencies are shown in the report.

The tool is not measuring how much of each skill the person has developed but rather indicates that from the questions selected by the client (their preferences) the tool indicates that the person uses these three skills in their everyday activities. Scores are not compared to anyone else as it is an idiographic score - as opposed to nomothetic score.

Based on this OECD model and on the key competencies identified from our initial research in IO1, the partnership identified the following competencies as essential for future working, categorised under the following themes:

- Creating New Value
- Taking responsibility
- Reconciling Tensions and Dilemmas
- Communication

CREATING NEW VALUE	TAKING RESPONSIBILITY
Flexibility Adaptability Creativity Curiosity Originality Fluency of Ideas Initiative Open mindedness Critical Thinking Problem solving Collaboration Agility	Self-Regulation Managing emotions Self-Control/ locus of control Moral compass Integrity Stress Tolerance Compassion Respect for others Build Trust Reflective Thinking Self-Awareness
RECONCILING TENSIONS AND DILEMMAS	**COMMUNICATIONS**
Commitment & Effort Empathy Cognitive flexibility Perspective taking Respect Creativity Problem Solving Conflict Resolution Resilience Responsibility Tolerant of contrasting ideas	Team working Time Management Speaking Active Listening Instructing Service Orientation Social Perceptiveness Coordination Active Learning Writing Learning Strategies

The FYC report provides three types of information:

- **Raw data:** provides the list of items to which the user has responded, with the date on which it was completed, the response the user has chosen, the score assigned to that response and the time taken to respond.
- **Statistics:** provides information in a chart with the top three competences in each of the macro competences and the percentage obtained in each of them. Details can be displayed showing what scores the user has obtained for each item in each of the competences that compose the main competences.
- **Top 3:** It shows the three competences that the user has most developed for each macro competency. It also includes a description of the competency, as well as

activities, types of jobs and tasks that are usually associated with it.

From this information, the practitioner should select the most relevant information for the client, using also the background information of the previous sessions.

FYC Comprenhensive Report
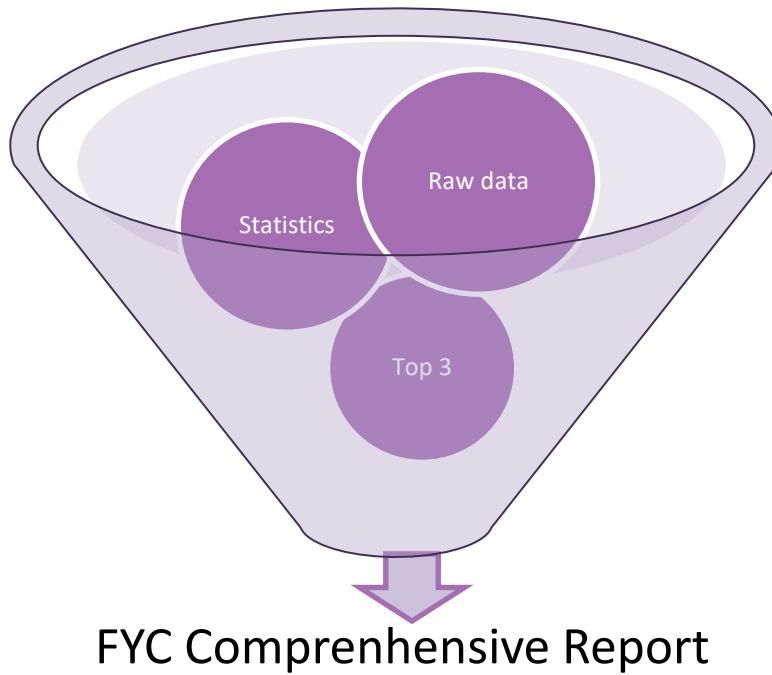
3 Participants feedback

3.1 Introduction

Fundación Tomillo led IO5 in the development of the collection and analysis of feedback from users and practitioners who have used the FYC tool. The objective is to know the experience that users and practitioners have had when using the tool, their satisfaction and the appropriateness and usefulness of the tool, as well as their feelings and sensations about the tool and what it measures.

This analysis will provide users and future users of the FYC tool with important information on its usability and accessibility to the target group, and its perceived usefulness and reliability by practitioners who administer it.

3.2 Methodology

In order to collect and analyse feedback from participants and practitioners, two measurement tools have been developed: a survey for users and a focus group for practitioners. Both tools can be consulted at the end of this report.

The **survey** is composed by 13 questions. The first ten questions are closed-ended, some with multiple choice answers and others in which users had to rate on a scale of 1 to 4 their degree of agreement, degree of difficulty or degree of usefulness, and the last one in which they answered on a scale of 1 to 10 whether they recommend the tool, which allows to calculate the Net Promoting Score (NPS) and to know the index of promoters of the tool.

The last questions are open-ended questions in which they have included information about the difficulties they have encountered (if any), which questions have been inappropriate for them (if any) and what improvements could be implemented.

This survey was answered by **109 participants** from Ballymun Job Centre (16), Headway (10), Hafelekar (26), Fundación Tomillo (20), CIOFS-FP (20) and UPB (18) between January 7th and February 25th.

Figure 1. Number of users providing feedback per partner
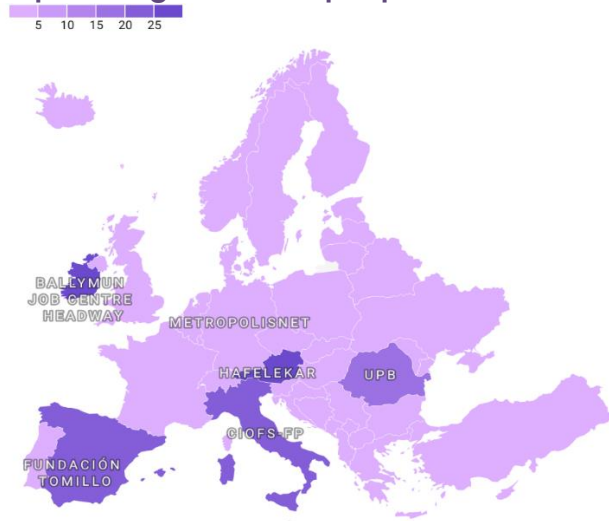
Source: Own. Created with Datawrapper

To gather the information, a Google Form was created in each language so that the partners could distribute it among their users. All forms had the same structure to facilitate translation into English, the language in which the analyses presented in this report were conducted.

On the other hand, the **focus group** had 13 questions that also addressed the satisfaction of the practitioners and the difficulties when using the tool, as well as its implementation.

A total of 6 focus group were organized with partner' practitioners.

3.3 Participants feedback

Regarding the characteristics of the participants who responded to the survey, the most common profile is female (55%) between 15 and 24 years of age (66%).

Figure 2. Profile of participants: age and sex
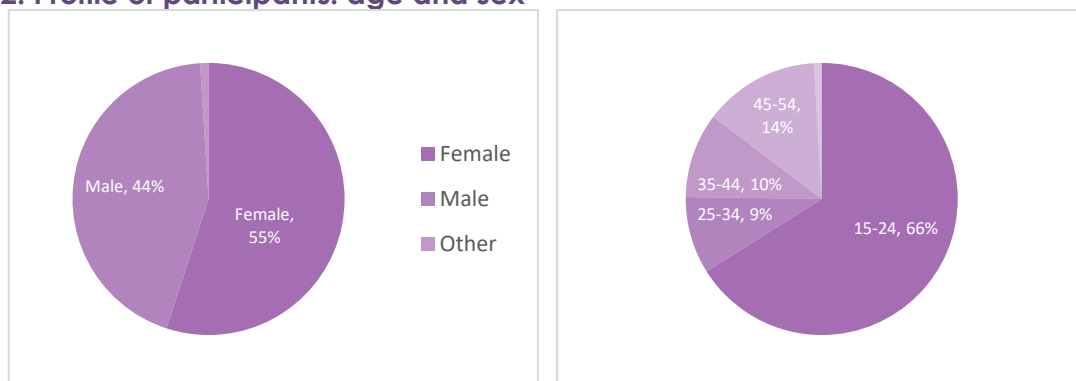
Source: Own

When asking about their education level and their current employment situation, the most common profile is users with a high school education (52%) who are not unemployed (52%). However, 39% of participants have been unemployed for more than 6 months.

Figure 3. Profile of participants: education level and employment situation

Source: Own

3.3.1 Complexity, satisfaction and perceptions

In order to value the tool, three key aspects were taken into account: the difficulty perceived by users in filling in and understanding the tool; their satisfaction using it; and their perception of its usefulness, validity and appearance.

Regarding the difficulty, users were asked how difficult was to use the tool, to understand the questions in the videos, to understand the videos and to understand the activities. **In general terms, the tool is easy to understand for all users** (99% thought that the tool and its components was fairly easy or very easy to understand). Looking in detail at all the elements, 100% considered the tool itself to be fairly easy or very easy to use, while 98% considered that the questions in the videos, the videos and the activities were fairly easy or very easy to understand.

Figure 4. Complexity of the tool
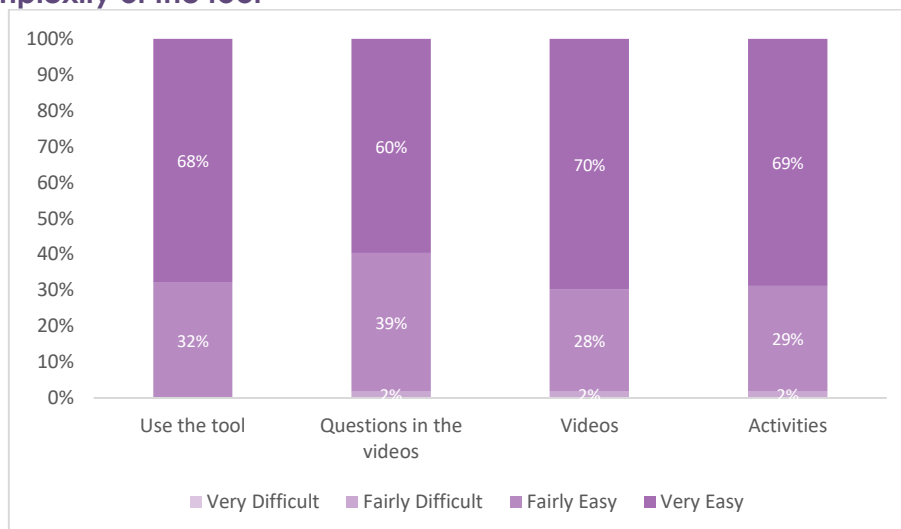
Source: Own

In terms of satisfaction with the tool, its contents, activities and videos, a very positive result was obtained, with **an average of 96% of participants being satisfied or very satisfied with all four elements.** Looking in more detail, 97% are satisfied or very satisfied with the tool itself,

96% with the videos, 95% with the activities and 94% with the contents. Just 1% were very dissatisfied with the videos.

Figure 5. Satisfaction with the tool
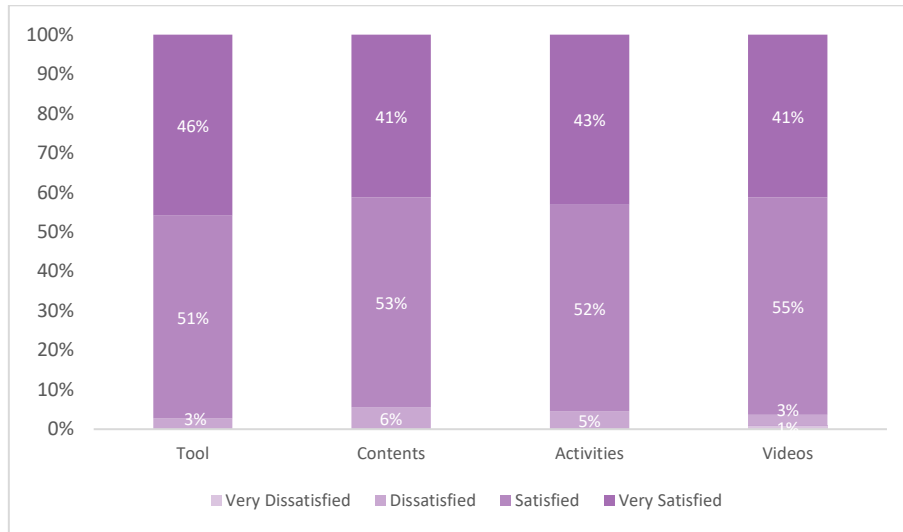
In addition to satisfaction and usability, it is also important to know participants' perceptions of the usefulness of the reports received, their expectations of the tool and its perceived validity.

In this regard, **82% of the users considered the final report to be quite or very useful.** On the other hand, **84% thought that the tool was attractive**. Furthermore, **73% indicated that the tool looks as expected** and concerning the **perceived validity, 79%** said that the tool seems to measure soft skills.

It is important to highlight the importance of counsellors explaining the tool and that it is about discovering soft skills through day-to-day activities so that users understand that they can develop soft skills through their daily activities, enhancing perceived validity.

Figure 6. Perception of the usefulness, validity and appearance of the tool
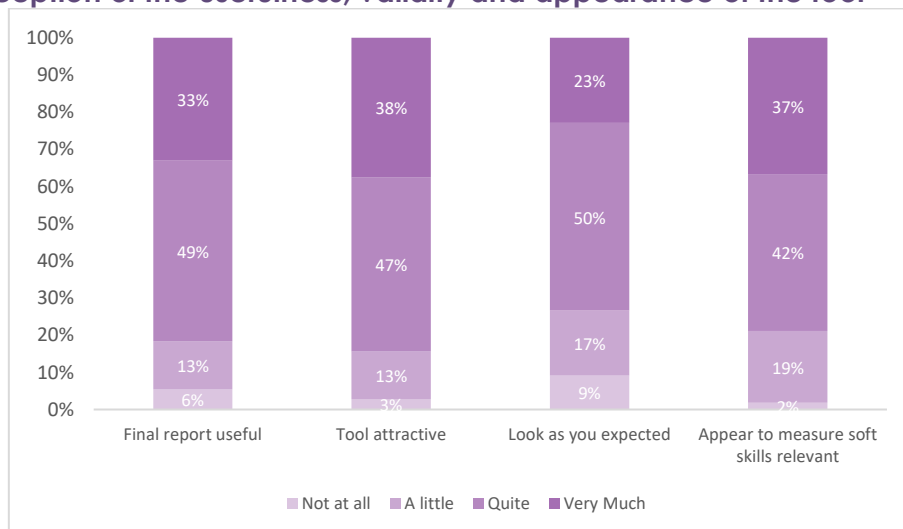
Finally, the Net Promoting Score (NPS) was used to determine the degree to which participants recommend the project. This is an indicator that aims to find out how likely a person is to recommend a service to another person. In this way, the young people in the project were asked to what extent they would recommend the project to people in a similar situation to their own. The response options provided are on a scale of 1 to 10, where 1 is "not at all likely" and 10 is "extremely likely". The analysis of the different responses has been further classified into three categories:

- Participants who responded 9 or 10 are referred to as promoters.
- Participants who responded 7 or 8 are referred to as passive.
- Participants who gave scores ranging from 1 to 6 are called detractors.

Thus, when subtracting the percentages of promoters and detractors, the result of the indicator shows that the **project scored 22 points** (out of 100), which means that the project has obtained a good result[1].

Figure 7. Net Promoter Score (NPS)
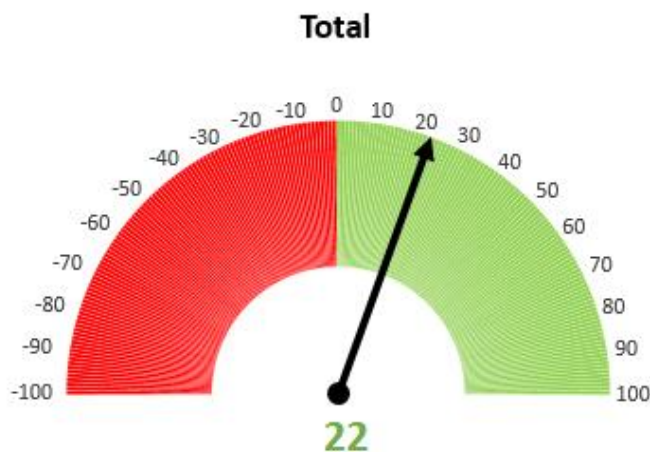
Source: Own

3.3.2 Difficulties, suitability and Improvements

Users were asked about any difficulties they had experienced when completing the tool, whether there were any questions that were not appropriate, and what improvements they felt were needed to make the tool better.

The responses obtained can be classified into two categories: **technical issues with the tool and suitability of the tool.**

Regarding technical issues, the most common problem has to do with the **speed of the tool** (21%). The time in which the animation runs is often longer than the time in which the

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[1] A negative result indicates that the project has more detractors than promoters so is not recommended, with a minimum value of -100 (all are detractors). A score between 0 and 50 indicates that the project is good and between 50 and 100 is excellent, the latter being the maximum value of the indicator (all are promoters)

question is asked, so users indicate that the animation should be adjusted to the time in which the question is asked.

Suggestions offered by users to improve this aspect are to be able to adjust the speed or to adjust the animation to the time taken for the question.

Similarly, before the start of some animations a small glitch appears (a shaky scroll bar), the sound of some of the questions was not heard from the beginning of the sentence, thee users had to scroll down the screen to see the answers or the program kept freezing. Although the latter are highly dependent on the internet connection, they should be taken into account for the improvement of the tool.

Users also mentioned that it would be helpful to be able to save the data in order to be able to **resume the compilation later**. Currently, if the platform is inadvertently abandoned (e.g. a power cut), it completely loses all of the user's data have to start all over again. They suggest to allow the user to log out without losing the data. They also indicate that it would be necessary to provide a warning when clicking on "finish" to alert users that they are going to exit the application and that they will not be able to return to the platform afterwards

Additionally, users from UPB (Romania), Headway and Ballymun Job Centre (Ireland) had specific technical issues with the tool translated into their language. Users from Ireland indicate that **clearer voices are needed** as some of the animations have a voice with a very strong accent and it is difficult to understand the question (15%). In the case of Romania, they also need the voices to be clearer but this is because in some of the animations they speak very fast and the question is hard to understand (33%). A suggestion for improvement from some users to solve this problem is to include the questions also in text format so that if a person cannot understand what the voice is saying, there is a text to support it. However, in both cases it would be necessary to adjust the voices so that users can follow the questions better.

Regarding the suitability of the tool, 22% of participants found that **not all questions are suitable for all users**. On one hand, the category "care" is not suitable for users who do not have children or who are too young to have any similar experience with taking care of people. Consequently, users indicated that they felt that they were being evaluated negatively or unfairly for an experience that they have not yet been able to have or have decided not to have. As this affects an entire category, it is necessary for counsellors to provide prior information to users informing them of the type of questions they will encounter in this category.

On the other hand, some of the questions **do not take into account some disabilities** such as mobility problems, where users may not be able to answer, for example "walking somewhere". Also some questions are long and users with memory difficulties may find it challenging to answer. Some suggestions from users to improve these aspects is to add an option to indicate "not applicable" or "I have not been in that situation" or some similar option that allows users to skip that question and answer the rest of the questions in that category that may be suitable for them

It is important to be aware of some problems that are specific to translation. In this regard, users at Hafelekar (German) and at UPB (Romanian) indicate that there are yes/no questions that cannot be answered with frequency response. Translation of the questions should be reviewed and changed so users can answer properly.

Moreover, some users mentioned that the option "often" can be interpreted in different ways depending on the respondent. More specific time options may be more accurate.

3.3.3   Positive feedback

The following are some quotes from comments that users have shared after completing the tool:

"Videos are very nicely done and I was pleased with the report. It motivates me to see what I can actually do."

"I think is useful"

"I think this is a really good app/platform very easy to use and to understand. Think it is very clear in description and animation would be a massive advantage for people using this as it makes it more friendly and interactive."

Good job! Interesting platform :)"

"Its perfect!"

3.4 Practitioners feedback

Practitioners were asked to evaluate the following aspects of the tool:

- Experience and expectations with the tool
- Difficulties encounter by their users
- Understanding and relevance and appropriateness of the tool
- Perceived validity
- Technical issues
- Usefulness of the reports
- Improvements

3.4.1   Experience and expectations with the tool

Overall, the tool **was attractive and met expectations** for all practitioners. Some practitioners were assuming it would be a test-type tool similar to a psychometric test. They did not expect the dynamics of this tool so closely linked to everyday activities so it was a pleasant surprise for them. Animations and illustrations looked very good and engaging, even though the tool is long and takes some time to complete all categories.

However, practitioners should be aware of the importance of the whole orientation process, providing users with information before, during and after they complete the tool. Users should know that they will find very simple, everyday activities in which people develop competences. People who are not familiar with this may be confused because they do not understand why they are being asked about these types of activities to discover their competences, and this could affect their confidence in the tool.

Based on practitioner's feedback, using the tool users become (more) aware of their abilities/skills in everyday life, through contextualisation in the counselling users also become aware of their importance for the future labour market.

Moreover, practitioners mentioned that participants do not feel negatively evaluated by answering never in some of the scenarios, instead they feel free to answer as honest as possible about the activities that they do or do not do in their daily life without thinking that they will get a bad score in the test

3.4.2   Difficulties encounter by their users

Almost all practitioners indicated that it **was easy for participants to use the tool and navigate through the different scenarios**. As one of the practitioners mentioned "the tool is very intuitive and the animations make it fun to use".

However, some users may encounter more difficulties, depending on their computer literacy. One of the practitioners mentioned that the first impact with the platform always required some attention since the degree of computer literacy of the participants is not high and lead to several problems. Therefore, it was easy to use the platform and navigate through the different scenarios, only once the first difficulties in understanding how the platform works were overcome.

As mentioned before, some participants were not able to understand some questions due to strong regional accent.

3.4.3   Understanding and relevance and appropriateness of the tool

Overall, users were able to understand the tool and its components, although it is important to emphasise before moving on to the tool that it is used to discover competences in everyday activities, otherwise questions such as those in the care category are very confusing for younger users.

Related to that, **most practitioners found the care category not relevant** and the same problems mentioned by the users arose: not all categories are suitable for all users. If users do not have a child or have no care or support tasks or no connections at all, then they should be able to skip or offer an alternative situation so this could help practitioners to assess care or social skills with alternative situations. However, one of the practitioners mentioned that talking about these questions with their client allow them to know that this

user had significant caring duties at home with elderly parents, which they would not have known if the person would have not taken the test.

Consequently, **questions in this section should be more generic, inclusive and not so focused on childcare**. There are other day-to-day care-oriented activities that can help develop the competences in this category that could be more inclusive. For example, this could entail many different examples, ie pets, friends, elderly – that are present in some other items.

One of the practitioners explained the relevance of this problem. When users fill it in, they feel that it is not fair to "evaluate" them for something they have not been able to do yet because they are young and have not been parents. Although practitioners explained before that it was not an evaluation and that it was a tool for personal discovery, unconsciously they felt unfairly evaluated.

Other practitioner mentioned that a good understanding of the client, their stage in life, life experience and acquired disability (if applicable) is necessary to ensure the tool is a good fit for them. **No one tool fits everyone.**

Another practitioner think that the tool is appropriate and best used with clients far removed from the labour market who have no or little education or work experience, and would benefit from seeing their soft skills and how they can apply them to work.

3.4.4   Perceived validity

In order to determine the perceived validity of the tool, practitioners were asked if the tool appears to measure soft skills and if they believe that the tool is trustworthy.

On one hand practitioners mentioned that **the tool appears to measure soft skills but only for those working as practitioners**. They even mention that the tool made it very easy to find these soft skills which would take longer without using the tool.

However, for clients to understand that the tool measures soft skills, it is necessary to explain them before what the tool is about and why it talks about day-to-day activities and how these activities help to develop soft skills. Although some of this information is included in the introductory video, it does not seem to be a sufficient source of information to make them understand this aspect of discovery through everyday activities and may confuse them. More context and an example are needed.

For the technical aspect, the platform is not yet 100% reliable, since there are still some bugs that compromise the stability of the tool. In addition, the loading of some animations takes a long time and there are considerable authentication problems using tablets. The closing of the test is also full of potential bugs that compromise the readability of the data.

Concerning the reliability, asking practitioners if they think the tool is trustworthy, practitioners mentioned that **reports for clients do not differ too much** on all the sections

covered. Clients were from different age groups and education qualifications levels, so similar reports were not expected. However, practitioners would be confident using it after analysis on reliability are completed.

In terms of consistency between the identified soft skills and the perception of the participants before the experiment, practitioners think that this is a relevant tool that also **expands the knowledge of the participants**

3.4.5   Technical issues

Technical issues detected by practitioners are very similar to the ones observed by the clients. The tool is very slow at times and it freezes, so the loading times of some animations affect the functioning of the whole system, especially when it is used in a tablet o mobile phone.

Several users have not been able to complete the tool because they got an error screen saying "Server Error in '/en' Application". Other users, when they completed two categories, suddenly the tool shown the rest of the categories completed and they were not allowed to continue.

Often the first page is not displayed correctly, even though the URL is correctly entered in the address bar. As the tool is in several languages, in many occasions the login to the tool failed because the computer had taken them to the English page and therefore they could not access with the username and password that had been given to them. These information should be part of the training for practitioners so they can be aware of this problem and fix it.

3.4.6   Usefulness of the reports

Regarding the reports, practitioners found much more information than expected. It is important that practitioners review these reports and provide relevant feedback based on their prior work and planning with each client.

The report is useful but only if it is accompanied by an individual counselling session as it is complex if there is no help in interpreting the fields and the different areas, so it should never be given individually to the user without first having worked on these aspects together.

From a technical point, the results were easy to access in the system and read online, but there is an error in the stats results when printing since it is not completely displayed.

However, the interpretation of the data other than the top 3 was complex. It took practitioners time and work to break these down to explain and share with clients. Also, the lists of jobs/ careers were not appropriate or helpful examples for some clients.

Some practitioners mentioned that it would be useful to set a "maximum and minimum" as a reference range for the results. It would be useful to understand what the maximum score that each competence can express is, in order to be able to better explain to users the level that distinguishes their competence. Also providing information not only of the best 3 but also of those that are less developed by their day to day activities could help them to see which competences that may be relevant to them need to be developed through other activities.

3.4.7 Improvements

Apart from the improvements of the technical issues as reduce loading times or fitting the animations within the time of the questions, practitioners provided some ideas to improve the experience of the users with the tool. On one hand, although it is a tool for discovery, it would be good to know what competences they are not so good at from a continuous improvement aspect. This could help them to know which competences they do not develop as much in their day-to-day work and work on them if they feel they need to.

Some practitioners mentioned that a few questions were two questions in one, but the answer options were also not fitting.

On the other hand, as users mentioned, the platform should also have the questions posed in writing way and not just proposed verbally. The oral question alone, despite the "repeat" button, might not be understood, whereas a written question would be immediately recognisable and understandable from everyone. Furthermore, having the questions in writing way would also allow the platform to be used by deaf people.

Practitioners also think that it would be very useful to save the data in order to be able to resume the compilation at a later date. Currently, if the platform is inadvertently abandoned (e.g. a power cut), it completely loses all of the user's data and even if 4-5-7 categories have been completed, they have to start all over again. It would be helpful if the tool automatically saves the data during the compilation, maybe every 2-3 minutes, and allow the user to log out without losing the data and then log in again, and find the platform in the same conditions in which it was left, and complete the other categories without having to start all over again.

Practitioners that used the German translation mentioned that there are some points that need to be improved:

- Mostly the question type and the answer option do not fit. E.g. all questions need to start with "How often..." (wie oft) to fit to the answers. But mostly the type of question require a "yes/no" answer!
- In the end it says (in German): do not click "close" but there is only a "finish" button" so the translation need to be adapted "Schließen" and "Beenden". Practitioners really a difference because the latter can also be understood as "complete"/"finish" the test and not that the window closes and the entered data is lost.

4 Conclusions

Overall, the feedback received has been very positive, both from the point of view of the practitioners and from the point of view of the users.

Almost all users thought it was very easy to use and to understand the different parts of the tool (questions, videos and activities) and were satisfied with it.

They also indicated that the final report was quite useful. However, we should highlight the importance of practitioners explaining the tool. The results from the tool are only one source of information and should be combined with the client's agreement/experiences.

From the **practitioners point** of view the tool is also very useful and easy to use although it is always necessary to accompany the user in their experience with the tool, providing information and answering questions before, during and after so that the experience can be used to the fullest possible advantage. Also, from their point of view the reports are useful but too detailed. That is the reason why it is better if the practitioners provide their review of the report highlighting the most relevant information tailored for each user.

Nevertheless, although the piloting of the tool has been very positive, some **improvements still need to be made**, both in technical aspects and in the suitability of some questions for all users. Again, practitioner's role is key for guiding the person through the tool and the different scenarios that might be more adapted to him/her. When analysing how to improve the tool, the suggestions provided users and practitioners should be taken into account.

5 Appendix: Measuring tools

5.1 Participants questionnaire

FYC PARTICIPANT FEEDBACK *(English)*

The following questionnaire is intended to ask you some questions about your satisfaction with the tool. Your answers are anonymous. Please answer as honestly and objectively as possible. Thank you for your time.

☐ I give my consent to the collection and use of my personal data for the purposes of the FYC project. I understand that the data will be used only for this purpose and will be deleted in accordance with the project data protection and usage policy.

1. Sex:
☐ Male
☐ Female
☐ Other

2. Age: _____

3. Educational level
☐ Primary education
☐ Secondary education
☐ Tertiary education
☐ Other

4. How long have you been unemployed?
☐ Less than 1 month
☐ Between 1 and 3 months
☐ Between 3 and 6 months
☐ More than 6 months
☐ I am not unemployed

5. Please, from Very Easy to Very Difficult, check with an X how easy was it to….

How easy was it to….	Very Easy	Fairly Easy	Fairly Difficult	Very Difficult
use the tool?				
understand the different questions in the videos?				
understand the different videos?				
understand the different activities?				

6. Please, from Very Satisfied to Very Dissatisfied, check with an X how satisfied you are with…:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
The tool				
The contents				
The activities				
The videos				

7. Please, from Very Much to Not at all, check with an X.

	Very Much	Quite	A Little	Not at all
Did you find the final report useful?				
Did you find the tool attractive?				
Did the tool look as you expected?				
Did the tool appear to measure soft skills relevant to working life?				

8. From 1 (never) to 10 (always), would you recommend using the tool to someone else in your situation?

1 Never	2	3	4	5	6	7	8	9	10 Always

Devices selection	PC/Laptop	Tablet	Mobile	Other
Which device did you choose to use the app? (you can tick more than one answer)				

Are there any questions you did not understand?	Yes (Please tell us which ones)	No

Are there any questions that you feel are inappropriate?	Yes (Please tell us which ones)	No

In your opinion, what kind of changes will make the FYC app more functional?

FEEDBACK DE LOS PARTICIPANTES DE FYC *(Spanish)*

El siguiente cuestionario pretende hacerle algunas preguntas sobre su satisfacción con la herramienta de FYC. Sus respuestas son anónimas. Por favor, responsa con la mayor honestidad y objetividad posible. Muchas gracias por su tiempo.

- ☐ Doy mi consentimiento para que se recojan y utilicen mis datos personales para los fines del proyecto FYC. Entiendo que los datos se utilizarán únicamente para este fin y se eliminarán de acuerdo con la política de protección de datos y uso del proyecto.

1. Sexo:
- ☐ Hombre
- ☐ Mujer
- ☐ Otro

2. Edad: _____

3. Nivel educativo
- ☐ Estudios primarios
- ☐ Estudios secundarios
- ☐ Estudios superiores
- ☐ Otros

4. ¿Cuánto tiempo lleva en situación de desempleo?
- ☐ Menos de un año
- ☐ Entre 1 y 3 meses
- ☐ Entre 3 y 6 meses
- ☐ Más de 6 meses
- ☐ No estoy desempleado/a

5. Por favor, de Muy fácil a Muy difícil, indique como de fácil ha sido...……

Cómo de fácil ha sido	Muy fácil	Bastante fácil	Bastante difícil	Muy difícil
Utilizar la herramienta				
Entender las diferentes preguntas en los vídeos.				
Entender los diferentes vídeos				
Entender las diferentes actividades				

6. Por favor, de muy satisfecho/a a muy insatisfecho/a, indique cómo de satisfecho/a está con…:

	Muy Satisfecho/a	Satisfecho/a	Insatisfecho/a	Muy insatisfecho/a
La herramienta				
Los contenidos				
Las actividades				
Los vídeos				

7. Por favor, de Muchísimo a Nada..

	Muchísimo	Bastante	Algo	Nada
¿Encontró el informe final útil?				
¿Encontró la herramienta atractiva?				
¿La herramienta era como esperaba?				
¿Parece que la herramienta mide las habilidades blandas relevantes para la vida laboral?				

8. **De 1 (nunca) a 10 (siempre), ¿recomendaría el uso de la herramienta a otra persona en su situación?**

1 Nunca	2	3	4	5	6	7	8	9	10 Siempre

Seleccione el/los dispositivo/s	Sobremesa / Portátil	Tablet	Móvil	Otros
¿Qué dispositivo ha elegido para utilizar la aplicación? (puede marcar más de una respuesta)				

¿Hay alguna pregunta que no haya entendido?	Sí (Por favor, indique cuál/es)	No

¿Hay alguna pregunta que le parezca inapropiada?	Sí (Por favor, indique cuál/es)	No

En su opinión, ¿qué tipo de cambios harán que la aplicación FYC sea más funcional?

FYC PARTICIPANT FEEDBACK *(Italian)*

Il seguente questionario ha lo scopo di porre alcune domande sul livello di soddisfazione con la piattaforma. Le tue risposte sono anonime. Si prega di rispondere nel modo più onesto e obiettivo possibile. Grazie per il tuo tempo.

☐ Do il mio consenso alla raccolta e all'utilizzo dei miei dati personali per le finalità del progetto FYC. Comprendo che i dati verranno utilizzati solo per questo scopo e verranno cancellati in conformità con la politica di protezione e utilizzo dei dati del progetto.

1. Sesso:
☐ Maschio
☐ Femmina
☐ Altro

2. Età: _____

3. Livello di istruzione
☐ Istruzione primaria
☐ Istruzione secondaria
☐ Istruzione terziaria
☐ Altro

4. Da quanto tempo sei disoccupato/a?
☐ Meno di 1 mese
☐ Tra 1 e 3 mesi
☐ Tra 3 e 6 mesi
☐ Più di 6 mesi
☐ Non sono disoccupato/a

5. Per favore, da Molto Facile a Molto Difficile, segna con una X quanto è stato facile…

Quanto è stato facile...	Molto Facile	Abbastanza facile	Abbastanza Difficile	Molto Difficile
usare la piattaforma?				
capire le diverse domande nei video?				
capire i diversi video?				
capire le diverse attività?				

6. Per favore, da Molto soddisfatto a Molto insoddisfatto, segna con una X quanto sei soddisfatto/a relativamente a...:

	Molto soddisfatto	Soddisfatto	Insoddisfatto	Molto insoddisfatto
la piattaforma				
i contenuti				
le attività				
i video				

7. **Per favore, da Molto a Per niente, segna con una X.**

	Molto	**Abbastanza**	**Poco**	**Per niente**
Hai trovato utile il report finale?				
Hai trovato la piattaforma attraente?				
La piattaforma ha l'aspetto che ti aspettavi?				
La piattaforma ha misurato le competenze trasversali rilevanti per la vita lavorativa?				

8. **Da 1 (mai) a 10 (sempre), consiglieresti di utilizzare la piattaforma a qualcun altro nella tua situazione?**

1 Mai	2	3	4	5	6	7	8	9	10 Sempre

Selezione dei dispositivi	**PC/Laptop**	**Tablet**	**Cellulare**	**Altro**
Quale dispositivo hai scelto per utilizzare l'app? (puoi barrare più di una risposta)				

Ci sono domande che non hai capito?	**Sì (per favore specifica quali)**	**No**

Ci sono domande che ritieni inopportune?	**Sì (per favore specifica quali)**	**No**

Secondo te, che tipo di modifiche renderanno l'app FYC più funzionale?

FYC- FEEDBACK DER TEILNEHMER:INNEN *(German)*

Mit dem folgenden Fragebogen möchten wir Ihnen einige Fragen zu Ihrer Zufriedenheit mit dem Tool stellen. Ihre Antworten sind anonym. Bitte antworten Sie so ehrlich und objektiv wie möglich. Wir danken Ihnen für Ihre Zeit.

☐ Ich erkläre mich mit der Erhebung und Nutzung meiner personenbezogenen Daten für die Zwecke des FYC-Projekts einverstanden. Mir ist bekannt, dass die Daten nur für diesen Zweck verwendet und gemäß der Datenschutz- und Nutzungsrichtlinie des Projekts gelöscht werden.

1. Geschlecht:
☐ Männlich
☐ Weiblich
☐ Anderes

2. Alter: _____

3. Bildungsniveau
☐ Pflichtschulabschluss
☐ Hochschulreife
☐ Hochschulabschluss, Akademie
☐ Andere

4. Wie lange sind Sie schon arbeitslos?
☐ Weniger als 1 Monat
☐ Zwischen 1 und 3 Monaten
☐ Zwischen 3 und 6 Monaten
☐ Mehr als 6 Monate
☐ Ich bin nicht arbeitslos

5. Bitte kreuzen Sie auf einer Skala von "Sehr einfach" bis "Sehr schwierig" an, wie einfach es war,....

Wie einfach war es,....	Sehr einfach	Ziemlich einfach	Ziemlich schwierig	Sehr Schwierig
mit dem Tool zu arbeiten?				
die Fragen in den Videos zu verstehen?				
die verschiedenen Videos insgesamt zu verstehen?				
die verschiedenen Aktivitäten nachzuvollziehen?				

6. Bitte kreuzen Sie auf einer Skala von "Sehr zufrieden" bis "Sehr unzufrieden" an, wie zufrieden Sie sind mit...:

	Sehr zufrieden	Zufrieden	Unzufrieden	Sehr unzufrieden
dem Tool				
den Inhalten				
den Aktivitäten				
den Videos				

7. Bitte kreuzen Sie auf einer Skala von "Sehr" bis "gar nicht" ein Feld mit X an.

	Sehr	Ziemlich	Eher wenig	Gar nicht
Fanden Sie den Abschlussbericht nützlich?				
Fanden Sie das Tool attraktiv?				
Hat die Bedienoberfläche Ihren Erwartungen entsprochen?				
Schien das Tool die für das Arbeitsleben relevanten Soft Skills zu erfassen?				

8. Auf einer Skala von 1 (nie) bis 10 (immer): Würden Sie jemandem, der sich in Ihrer Situation befindet, die Verwendung des Tools empfehlen?

1 Niemals	2	3	4	5	6	7	8	9	10 Immer

Auswahl der Geräte	PC/Laptop	Tablet	Smartphone	Andere
Welches Gerät haben Sie für die Nutzung der App gewählt? (Sie können mehr als eine Antwort ankreuzen)				

Gibt es Fragen, die Sie nicht verstanden haben?	Ja (Bitte sagen Sie uns welche)	Nein

Gibt es Fragen, die Sie für unangemessen halten?	Ja (Bitte sagen Sie uns welche)	Nein

Welche Änderungen würden Ihrer Meinung nach die Funktionalität der FYC-App verbessern?

FYC FEEDBACK PARTICIPANT *(Romanian)*

Următorul chestionar este destinat să vă pună câteva întrebări despre satisfacția dumneavoastră cu platfroma FYC. Răspunsurile dumneavoastră sunt anonime. Vă rugăm să răspundeți cât mai onest și obiectiv posibil. Vă mulțumesc pentru timpul acordat.

☐ Îmi dau consimțământul pentru colectarea și utilizarea datelor mele cu caracter personal în scopul proiectului FYC. Înțeleg că datele vor fi utilizate numai în acest scop și vor fi șterse în conformitate cu politica de protecție și utilizare a datelor proiectului.

1. Sex:
☐ Masculin
☐ Feminin
☐ Altă opțiune

2. Age: _____

3. Educație
☐ Primară
☐ Secundară
☐ Liceu
☐ Altă opțiune

4. De cât timp sunteți șomer?
☐ Mai puțin de 1 lună
☐ Între 1 și 3 luni
☐ Între 3 și 6 luni
☐ Peste 6 luni
☐ Nu sunt șomer

5. Vă rugăm, de la Foarte ușor la Foarte dificil, indicați cu un X cât de ușor a fost să ....

Cât de ușor a fost să	Foarte ușor	Destul de ușor	Destul de dificil	Foarte dificil
utilizați platfroma?				
înțelegeți diferitele întrebări din animații?				
înțelegeți diferitele animații?				
intelegeți diferitele activitati?				

6. Vă rugăm, de la Foarte Multumit la Foarte Nemultumit, indicați cu un X cât de mulțumit sunteți de...:

	Foarte Satisfăcut	Satisfăcut	Nesatisfăcut	Foarte nemulțumit
Instrument				
Conținut				
Activități				
Animații				

7. **Vă rugăm, de la *Foarte mult* la *Deloc*, indicați cu un X.**

	Foarte mult	Destul	Puţin	Deloc
Ti s-a parat util raportul final?				
Aţi găsit instrumentul atractiv?				
Instrumentul a arătat aşa cum vă aşteptaţi?				
Instrumentul pare să măsoare abilităţile transversale relevante pentru viaţa profesională?				

8. **De la 1 (niciodată) la 10 (întotdeauna)**, aţi recomanda utilizarea **instrumentului altcuiva?**

1 Niciodată	2	3	4	5	6	7	8	9	10 Întotdeauna

Selectarea dispozitivelor	PC/Laptop	Tabletă	Mobil	Altă opţiune
Ce dispozitiv aţi ales să utilizaţi? (puteţi bifa mai multe răspunsuri)				

Există întrebări pe care nu le-aţi înţeles?	Da (Vă rugăm să ne spuneţi care dintre ele)	Nu

Există întrebări pe care le consideraţi nepotrivite?	Da (Vă rugăm să ne spuneţi care dintre ele)	Nu

În opinia dumneavoastră, ce fel de modificări ar face platfroma FYC mai funcţională?

5.2 Practitioners focus group

FYC FOCUS GROUP *(English)*

1. How long does it take to administer the tool?

2. In general, has the experience with the tool been attractive and met expectations?

3. Was it easy for the participants to use the tool and navigate through the different scenarios?

4. Was it easy for the participants to understand the tool?

5. Are the questions relevant?

6. Did the tool look as you expected?

7. Does the tool appear to measure soft skills relevant to working life?

8. Is the tool trustworthy?

9. What difficulties have you encountered in applying the tool?

10. Has it been appropriate for all users and their environment?

11. Is the final report obtained from the tool useful?

12. Was it easy to access the results? And do you think the scoring and analysis obtained are adequate?

13. What aspects could be improved?

FYC FOCUS GROUP *(Spanish)*

1. ¿Cuánto tiempo han tardado en administrar la herramienta?

2. En general, ¿la experiencia con la herramienta ha sido atractiva y ha cumplido las expectativas?

3. ¿Fue fácil para los participantes utilizar la herramienta y navegar por los diferentes escenarios?

4. ¿Fue fácil para los participantes entender la herramienta?

5. ¿Son pertinentes las preguntas?

6. ¿La herramienta era como usted esperaba?

7. ¿Parece que la herramienta mide habilidades blandas relevantes para la vida laboral?

8. ¿Es fiable la herramienta?

9. ¿Qué dificultades ha encontrado al aplicar la herramienta?

10. ¿Ha sido adecuada para todos los usuarios y su entorno?

11. ¿Es útil el informe final obtenido con la herramienta?

12. ¿Ha sido fácil acceder a los resultados? ¿Y considera que la puntuación y el análisis obtenidos son adecuados?

13. ¿Qué aspectos se podrían mejorar?

FYC FOCUS GROUP *(Italian)*

1. Quanto tempo ci vuole per gestire la piattaforma?

2. In generale, l'esperienza con la piattaforma è stata interessante e ha soddisfatto le aspettative?

3. È stato facile per i partecipanti utilizzare la piattaforma e navigare tra i diversi scenari?

4. È stato facile per i partecipanti comprendere la piattaforma?

5. Le domande sono pertinenti?

6. La piattaforma ha l'aspetto che ti aspettavi?

7. La piattaforma sembra misurare le competenze trasversali rilevanti per la vita lavorativa?

8. La piattaforma è affidabile?

9. Quali difficoltà hai incontrato nell'applicazione della piattaforma?

10. È stato appropriato per tutti gli utenti e il loro ambiente di riferimento?

11. La relazione finale ottenuta dalla piattaforma è utile?

12. È stato facile accedere ai risultati? E pensi che il punteggio e l'analisi ottenuti siano adeguati?

13. Quali aspetti potrebbero essere migliorati?

FYC-FOKUSGRUPPE *(German)*

1. Wie lange dauert es, das Tool gut bedienen zu können?

2. Erscheint Ihnen das Tool insgesamt attraktiv und hat es die Erwartungen erfüllt?

3. War es für die Teilnehmer:innen einfach, das Tool zu benutzen und durch die verschiedenen Szenarien zu navigieren?

4. War es für die Teilnehmer:innen einfach, das Tool zu verstehen?

5. Sind die gestellten Fragen aus Ihrer Sicht relevant?

6. Hat die Bedieneroberfläche Ihren Erwartungen entsprochen?

7. Erfasst das Tool jene Soft Skills, die für das Arbeitsleben aus Ihrer Sicht relevant sind?

8. Erscheint Ihnen das Tool vertrauenswürdig?

9. Auf welche Schwierigkeiten sind Sie während der Anwendung des Tools gestoßen?

10. Ist es für all Ihre Nutzer:innen und deren Umfeld geeignet?

11. Sind Sie mit dem automatisch generierten Abschlussbericht zufrieden?

12. War es einfach, auf die Ergebnisse zuzugreifen? Sind Sie der Meinung, dass die erhaltenen Bewertungen und Analysen angemessen sind?

13. Welche Aspekte könnten verbessert werden?

FYC FOCUS GROUP *(Romanian)*

1. Cât timp a durat administrarea conturilor FYC?

2. În general, experiența cu platforma FYC a fost atractivă și a îndeplinit așteptările?

3. A fost ușor pentru participanți să utilizeze instrumentul și să navigheze prin diferite categorii de activități?

4. A fost ușor pentru participanți să înțeleagă platfroma și instrumentul FYC?

5. Întrebările sunt relevante?

6. Instrumentul FYC a arătat așa cum vă așteptați?

7. Instrumentul FYC poate să măsoare abilitățile transversale relevante pentru viața profesională?

8. Instrumentul FYC este de încredere?

9. Ce dificultăți ați întâmpinat în utilizare instrumentului?

10. A fost potrivit pentru toți utilizatorii și mediul lor?

11. Este util raportul final obținut din instrument?

12. A fost ușor să accesezi rezultatele? Și credeți că punctajul și analiza obținută sunt adecvate?

13. Ce aspecte ar putea fi îmbunătățite?