

BooStress IO3 Good Implementation Examples Report

Asociación Caminos – Spain

1. Format of pilot implementation

For the young people, the implementation was completed through a presential piloting of the platform. At first, the people were contacted by telephone by a staff member of Asociación Caminos and were informed very briefly about BooStress. Some of the members of the group new something about the project because of their participation in a BooStress focus group. In this case, the people that had participated in the focus group were interested in the final product of the project.

A date and time were scheduled (Thursday the 28th of March at 17:30) with the members of the group to test the platform and provide feedback. On the chosen date, the person that contacted the young people met them in one of their houses, each of the group members having a portable computer with internet access. Some information about BooStress and platform use was given beforehand. They were asked to register and go through the platform, each at their own pace. A member of Asociación Caminos was present at all times in case there were doubts, language issues or malfunctioning of the platform.

After testing the platform, the members of the group were provided with a SurveyMonkey link where they could answer an evaluation questionnaire about their experience with the platform.

For the professional group we first invited the same group which was already participating in the Focus Group of IO1. So, from this original group only one person working in the employment service signed in. We went on to involve members of this target group, offered f2f sessions with translations but did not succeed in involving the relevant targets till May, when we were finally able to involve teachers/trainers and social workers, who are familiar to the issue and speak fluently enough English.

2. Number & Profile of participants

The pilot implementation with young people was completed by 5 people. The group included four students of different fields of study (University of Málaga, CESUR, ANIMUN and IES La Rosaleda) and one self-employed worker (a teacher). All members of the group where under 30 years old and had some kind of interest and/or experience with work related stress.

The professionals training was completed with 5 people. 1 person from the employment service center, 2 trainers and 1 teacher and 1 social worker (actually unemployed and therefore working as a freelance as translator).

3. Analysis of responses to the protocol and the questionnaire

Young people:

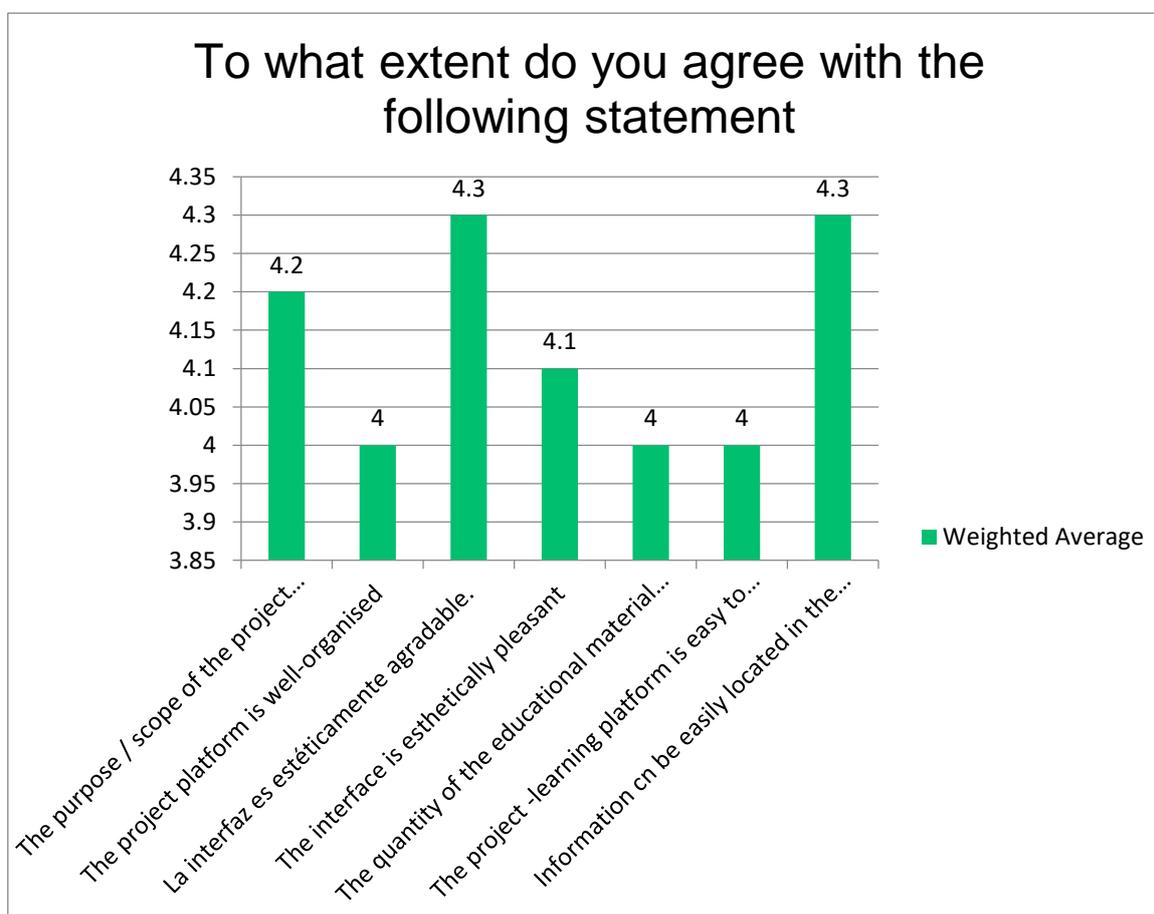
After going through the whole platform, asking some questions to the staff member of Asociación Caminos that was present and discussing their ideas with each other, the members of the group were provided with a SurveyMonkey link that contained a Spanish version of the BooStress Quality Plan. They were asked to take their time to answer each question of the questionnaire. Below an overview of the answers given to each question by the group can be found.

Please note that, before the piloting, the trainer of Asociación Caminos went through the Survey to make sure there were no issues and, for this reason, appears as an extra participant on the graphics.

Professionals:

They worked on the platform on their own, having a short presentation of the project and its objectives beforehand.

1) Question 1: Criteria for Evaluating the Platform



The ten participants evaluated the quality of the online platform on a scale of 1 to 5 (from “completely disagree” to “completely agree”). The criteria evaluated by the participants and their answers were the following:

- The purpose / scope of the project platform is clearly presented.
 - Completely disagree: 0%
 - Partially disagree: 10%
 - Neither agree nor disagree: 10%
 - Partially agree: 30%
 - Completely agree: 50%

- The project platform is well-organised.
 - Completely disagree: 0%
 - Partially disagree: 10%
 - Neither agree nor disagree: 10%
 - Partially agree: 30%
 - Completely agree: 50%

- The interface is aesthetically pleasant.
 - Completely disagree: 0%
 - Partially disagree: 0%
 - Neither agree nor disagree: 20%
 - Partially agree: 30%
 - Completely agree: 50%

- The quantity of the educational material and information shared is satisfactory.
 - Completely disagree: 0%
 - Partially disagree: 20%
 - Neither agree nor disagree: 0%
 - Partially agree: 40%
 - Completely agree: 40%

- The project eLearning platform is easy to navigate.
 - Completely disagree: 0%
 - Partially disagree: 10%
 - Neither agree nor disagree: 20%
 - Partially agree: 30%
 - Completely agree: 40%

- Information can be easily located in the project website.
 - Completely disagree: 0%
 - Partially disagree: 10%
 - Neither agree nor disagree: 0%
 - Partially agree: 40%
 - Completely agree: 50%

2) Question 2: Please fill in the table below referring to any suggestions for improvement of the project website and the eLearning platform drawing from your experience during the navigation of the project website and the participation in the online modules.

The following suggestions were mentioned by the young participants for each module of the online platform:

- Project website
 1. "Could be more attractive. Even more, it takes some time to load the content. The platform seems to be slow."
 2. "The platform loads very slowly, which influences the navigation. You could simplify the interface and the transitions, skip indispensable elements, which make it slow. This would help to improve the user's experience."
 3. "Leave more space in the main window".
 4. "Most of what is presented in the web page is writing and, though it is expressed perfectly, reading so much can be tiring."
 5. "The information that the page gives should be simpler".

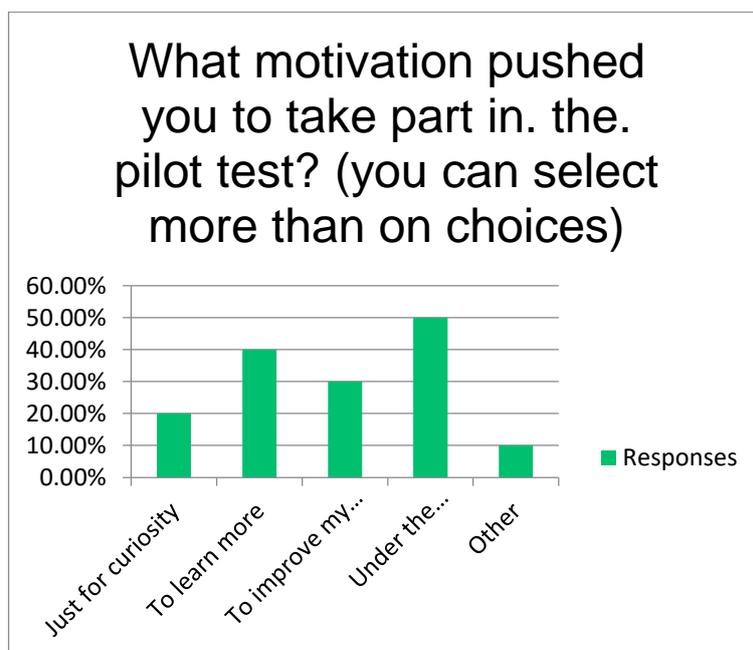
- Module 1: Identify stressors and access of associated risks for work related stress.
 1. "In general, I would make variations between the tests and the plane information texts. At the beginning there are many pages with information without a lot of interaction and, at the end, filling out surveys is boring".

 - Module 2: Defining the training needs of employees that are exposed to stressors factors at their work.
 1. "I like the proposed techniques to combat stress quite a lot and have in fact seen and used them in my daily life (exercise, diet, sleep patterns, and controlled breathing for crisis)".

 - Module 3: Monitoring of effectiveness of control.
 1. "I think that the analysis techniques that are commented in the module are adequate and I think that the main thing to solve stressful situations is to reflect on the causes and the setting of these situations".

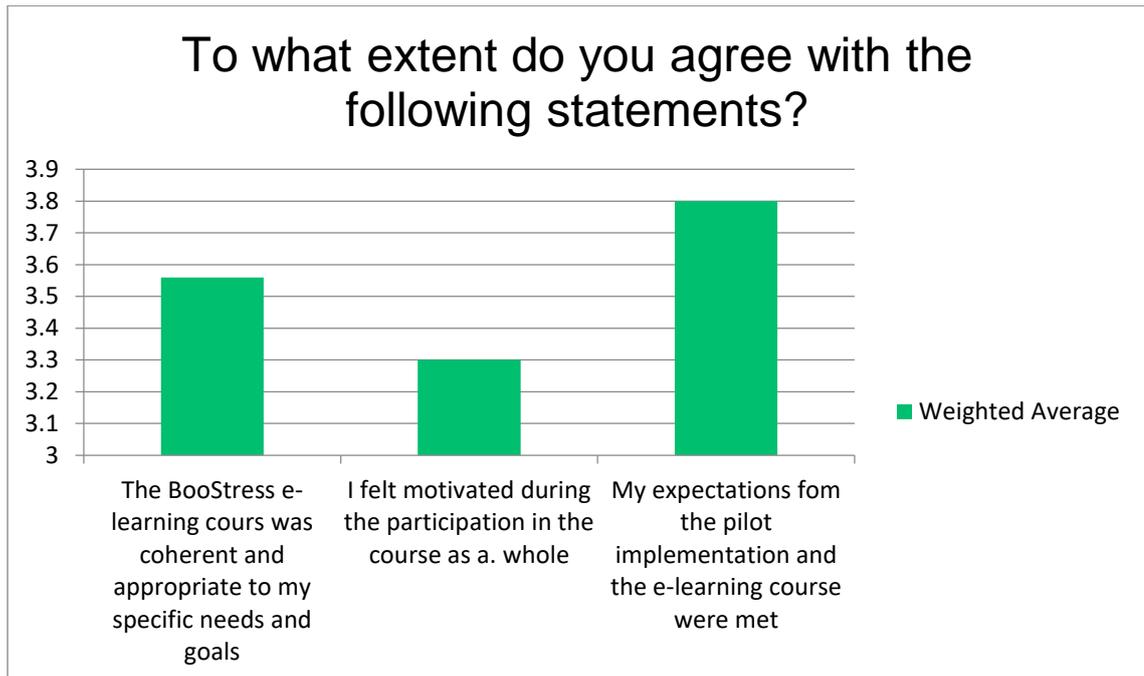
 - Module 4: Positive behaviour adaptation and management skills.
- * No answers.

3) Question 3: What motivation pushed you to take part in the pilot test? (you can select more than one choices)



- Just for curiosity: 20%
- To learn more: 40%
- To improve my skills in dealing with work-related stress knowledge: 30%
- Under the request of my organisation: 50%
- Other: 10% ("To help a friend")

4) Question 4: To what extent do you agree with the following statements?



1. The BooStress eLearning course was coherent and appropriate to my specific needs and goals
 - Strongly disagree: 11,11%
 - Disagree: 0%
 - Neither agree nor disagree: 22,22%
 - Agree: 55,56%
 - Strongly Agree: 11,11%
2. I felt motivated during the participation in the course as a whole
 - Strongly disagree: 10%
 - Disagree: 10%
 - Neither agree nor disagree: 30%
 - Agree: 40%
 - Strongly Agree: 10%
3. My expectations from the pilot implementation and the eLearning course were met
 - Strongly disagree: 10%
 - Disagree: 0%

- Neither agree nor disagree: 10%
- Agree: 60%
- Strongly Agree: 20%

5) Question 5: What did you like the most about the face-to-face or online pilot implementation of the BooStress eLearning platform?

Six of the participants gave the following answers:

- "As strong point we can mention that in the modules the content is very visual, which makes it more attractive"
- "It is easy to follow the contents"
- "It seems to me that this platform could help the user to obtain a clearer imagination of his environment. Evenmore, it presents in a realistic way a series of useful tools for very different situations."
- "The organization of the information and the clearness of the webpage"
- "The large amount of existing information on the subject. Most workers don't even know a 10% of the information on this page"
- "Module 2, with no doubt. On the one hand, I support that biological factors have an important influence in the reduction of our stress. On the other hand, work organization techniques spare a lot of stress and improve the efficiency in all the process".

6) Question 6: What did you like the least about the face-to-face or online pilot implementation of the BooStress eLearning platform (please refer to difficulties/challenges)? Do you have any suggestions for improvement? Your feedback will help us to improve!

Fife of the participants gave the following answers:

- "The platform seems to be a bit low in regards to loading the contents. Sometimes this may reduce interest"
- "The navigation in the different modules of the platform might be confusing, due to the number of points it is divided. Personally, I would prefer to see the information in fewer but wider sections".
- "Nothing, everything is well organized"
- "It's not very interactive. The tests get a bit boring and then there are a lot of sections with plane text without anything else".
- "As I mentioned before, the information must be displayed in a more simple and practical way".

7) Question 7: Did you miss any learning contents which you would like to have in the BooStress course? If yes, which ones?

Two participants answered to this question:

- “None of the participants provided an answer for this question”
- “Generally there is very much theoretical text, few interactive or collaborative activities. I am not sure if this type of course really helps to solve the situation of a person who suffers from work related stress.

4. Conclusions

Apart from the data collected after the application of the questionnaire, the Youth group participants in the personal meeting also made many comments and questions about specific parts of the platform and about the platform in general. The following general conclusions are a summary of ideas and suggestions based on the data and the experience that the young participants reported face to face:

1. The platform should have less text and more interactive and/or gamified parts. Young people can easily get bored after reading many pages of text and not doing something that they consider more entertaining. During the piloting the young people expressed how they could appreciate the information and thought it was very interesting, but they repeated on many occasions that it was too much to read and that the page was difficult to follow (some questionnaires were too small, some text parts were cut, etc)
2. It is not advisable to review the whole platform, or even an important part of it, all at once. The young people discussed that the platform would be easier to approach if each module could be reviewed separately, during short periods of time and defining one concrete issue to talk about (ej: Positive behaviour and adaptation...). The platform was, all together and at once, overloading for the young people.
3. The young people suggested that this kind of tool could be combined with some type of face-to-face training, like a course. This way, someone could explain one of the points or a whole module and could then present the model on the e-learning platform, or even let them review it in their own time.
4. The participants thought that the platform could be more attractive. Through the survey and through oral interaction, they expressed that they would like the platform

to be more simple, practical and interactive. They need it to be less monotonous and repetitive and more surprising and fun.

5. The participants (and other young people) have a strong motivation toward stress-based problems and are openly interested in learning more about it. It's a health problem that they are fully aware of they express their will to learn more about it. They are particularly interested in learning practical methods and techniques to manage stress. In this case, they were interested in relaxation and organization methods.

An important point in regards to the feedback of the participants which has to be taken in consideration is, that the pilot testing was not in their native language, which makes it more difficult to understand and may also lead to more dissatisfaction with the product.