Minutes

Reason:

Study visit within the scope of the EU-Grundtvig-programme „Social Web Skills"

Date and location:

26.02.2012 – 28.02.2012, Passau

Participants:

Perdita Wingerter, Managing Director, „Gemeinsam leben und lernen in Europa", Germany

Irmi Sedlmayr, Project Assistant, „Gemeinsam leben und lernen in Europa", Germany

Stephanie Schrage, student intern, „Gemeinsam leben und lernen in Europa", Germany

Michael Bühner, student intern, „Gemeinsam leben und lernen in Europa", Germany

Dr. Wolfgang Eisenreich, project manager, INTEGRA, Slovenia

Sanja Salmič Hojan, Management Assistant, INTEGRA, Slovenia

Peter Gologranc, volunteer, INTEGRA, Slovenia

Nataša Zorko, volunteer, INTEGRA, Slovenia

Beate Faber, Director, Mehrgenerationenhaus, Bad Griesbach, Germany

Elvira Töpfl, Mehrgenerationenhaus, Bad Griesbach, Germany

Agenda:

Minutes

Monday, 27th of February:

- Presentation of "Gemeinsam leben und lernen in Europa"

- Visit of the Mehrgenerationenhaus

- Presentation of INTEGRA

- Reviewing the partnership and scheduling of the upcoming steps

Tuesday, 28th of February:

- Presenting the courses organized in Germany/Slovenia and sharing experiences

- Planning of the upcoming workshop in Slovenia (30th March, 2012)

1. Presentation of "Gemeinsam leben und lernen in Europa"

To get to know each other better, Irmi Sedlmayr first presented the work of „Gemeinsam leben und lernen in Europa"(Living and learning together in Europe). The registered non-profit association, which was founded in 2008, is an independent networking association that serves as a neutral platform in the field of volunteering.

At the moment, there are 62 members, seven volunteer board members, one part-time employee and several other volunteers. GLLE supports disadvantaged people by creating work opportunities, and initiating and promoting co-operations, activities and projects concerning social and educational topics.

Major projects are the Tatennetz, an advisory service for volunteers, the fair of volunteer opportunities, the Boys' Day, and several Grundtvig programmes.

Check our website www.gemeinsam-in-europa.de to get an overview of existing projects.

2. Visit of the Mehrgenerationenhaus

The participants visited the Mehrgenerationenhaus in Bad Griesbach. The director, Beate Faber, gave an introduction to the work of the Mehrgenerationenhaus. It was first founded in 1981 as a home for the elderly and functions as a Mehrgenerationenhaus since 2007.

There are seven criteria a Mehrgenerationenhaus has to meet to be recognized as such:

1. a programme for all of the four ages (children, teenagers, adults, seniors)
2. intergenerational programme
3. provide child care
4. open daily meeting point with cafeteria/bistro
5. new ways in cooperation between volunteers and full-time employees
6. providing regional information
7. including the local businesses

Beginning with May 2012, the house will be funded by the European Social Fund with 30.000 Euros, provided that the local city council also pays 10.000 Euros. The participants were quite shocked at this sum as it is barely enough to fulfil the daily tasks of the house.

The participants then had lunch together and were shown the building. Everybody enjoyed the visit and thought it was interesting and relevant to their own work.

3. Presentation of INTEGRA

Dr. Wolfgang Eisenreich then presented briefly the work of INTEGRA Inštitut za razvoj človeških virov (Human Resources Developing Institute), which was founded in 2008. The work is based on four pillars: Employment rehabilitation, the Lifelong Learning Programme of the EU, the center HIŠA, and the voluntary community.

The non-profit organization specializes on the rehabilitation and re-integration of people with disabilities into society. Until 2013 they are commissioned by the government to evaluate the degree of people's disability to then reintegrate them into working life.

INTEGRA develops concepts for seminars, courses and workshops that are related to education and society in general.

4. Reviewing the partnership and scheduling of the upcoming steps

The main reason for this meeting was to review the partnership itself and examine which of the tasks, that everybody agreed on earlier were still to be fulfilled and which were already carried out. In general, it can be said that most of the meeting aims of Vienna have not been met yet.

4.1 Review of already existing literature on knowledge transfer

The proposal said that the partners produce a review of already existing literature on knowledge transfer. Nothing has been done so far and everybody agreed on a further plan. The partners will review 4 books or articles and summarize their main findings in an abstract of maximum 1 page. The abstract will be written in a word document that also includes the link in question. The key findings will be compared at the second meeting in Slovenia.

4.2 Model to transfer knowledge

A detailed description of the buddy system still needs to be provided by Silvia.

4.3 Website and Facebook page

The partners were unsure about the existence of the website. The website can actually be accessed under the link *www.sowskills.eu*. As the name sounds a bit unfortunate it was decided that it will changed into an address containing the complete name "**Social Web Skills**". This is also the format everybody agreed on (three words with capital letters without "for elderly people"). Correspondingly, the name of the Facebook page has to be changed, too.

The Facebook page is also online, but only Jürgen has the administrative rights. The Slovenian partners had problems updating information and uploading pictures, which means that Germany and Slovenia still need an administrative access. In general, it must be made possible, that interested people can add comments and pictures about their experiences. Jürgen has to sort this out.

After having administrative rights, every country will add five comments from their participants/trainers of the workshop about the learning or teaching experience. These learning experiences will also be uploaded to the website.

4.4 Slovenian country report

The Slovenian country report still needs to be reviewed again as important figures concerning the internet usage in Slovenia are not included yet. The main questions were exchanged again and Slovenia will add the missing information before May 2012. They will need to add some information concerning the following questions:

- Internet usage in general, but especially of percentage seniors

- Information about the senior users (age, gender, educational/professional background)

- How do the seniors use the internet (services, content)?

- Examples of national projects of intergenerational IT-learning or in the field of social web skills for seniors

4.5 Evaluation report

As the evaluation reports of the workshops that took place in May and November are still missing, it was decided, that Perdita will turn the minutes of the first workshop and from November the results of the next day into an evaluation report.

The draft version of the questionnaire for the participants of a Social Web Skills workshop provided by Perdita has not been answered until now. Everybody will comment the draft version as soon as possible. Comments will be considered in the final version. It will be translated into every national language and will be used in future. Using the main findings of these evaluations, Slovenia will compare the results and write an evaluation report until May 2012.

For transnational study visits we will use an online feedback sheet produced by the German partner (Johanna Niederhofer) with the help of the web-based programme "Survey Monkey". This will be used for past and further study visits. The German partner will provide the hosts with the data and each hosting organisation will write a short summary of it. These evaluation reports will be used for the final report of the partnership as well.

4.6 Model on Second Life

Due to the practical experience during the Austrian transnational workshop, "Second Life" will not be part of the Social Web Skills workshops in future. In the guideline, it will be introduced and in case the participants are interested they can read a more detailed introduction on the Social Web Skills website. This detailed introduction of approx. 15 pages will be written by Wolfgang.

4.7 Flyer and dissemination material

The layout by Jürgen still needs to be adapted to the new style of writing, using **Social Web Skills** as the project name. Furthermore, the flyers and cards need to be printed until the meeting in Slovenia. Sylvia will bring the flyers and post cards to Slovenia.

Jürgen will provide partners with a layout for documentations (e.g. evaluation report, country reports, training guideline) – if possible in word format.

4.8 Final report

Both the final evaluation report and the final report will be written together in Slovenia containing the main findings from each country.

The dissemination activities (workshops, flyers, cards, website, fb-page, and websites of organizations) will each be explained in one sentence in the final report.

5. **Sharing of already made experiences and planning of the upcoming workshop in Slovenia (30th March 2012)**

Both Slovenia and Germany first exchanged their experiences about the workshops held in each country and explained how they had organized their computer courses.

5.1 Presenting the course organized in Slovenia

The workshop was held from February 2nd until February 17th twice a week in Velenje, Slovenia. The participants already had a basic knowledge of how to use a computer and were now mainly interested in using the internet and social networks for socializing. They were between 60 and 70 years and were mainly female. From five participants, only one was male. They chose the theme: "Cook national, cook healthy" for their course. They brought recipes from home, transferred them to the computer and then did some research on the food they needed and general healthy nutrition. Then, they cooked together and uploaded pictures on the Social Web Skill's Facebook page. As already mentioned before, this did not work as planned before as there were problems with the access to the page.

During their course they learned how to use Google, Wikipedia, Skype, Facebook, Twitter and Picasa. They were not interested in Second Life at all. As this is quite an extensive list, they also did some work at home. Nataša explained the participants how to use the programmes whereas Peter's role was to help them as a tutor directly at their spot.

Although there are still barriers, they were interested in cooperating with younger people. Their expectations before the course were to lose the fear of using social networks and to be able to judge independently if a programme/network poses a threat or not.

All in all, the course was a complete success and everybody was content it was such a good experience.

5.2 Presenting the course organized in Germany

The German class was organized differently. The concept was written beforehand by some seniors and students together. The main reason for involving seniors in the process of writing the concept was to make sure that the classes only provided information/services/topics that are interesting for seniors. The two seniors searched the internet and identified good/interesting information and examples for seniors.

The course was offered to participants of the past and current volunteer training course which GLL is providing for elder volunteers, who want to learn something about project management etc. 5 women participated, 2 of them with migrant background. The workshop was an overview lecture on the different options available through internet (information websites, regional communities, newsletter, blogs, Facebook, Online-Shopping, Skype, research, Second life). As most of the participants are interested in meeting real people and socializing, regional communities on internet were f. e. introduced too, where new contacts can be made. Result of the workshop was, that it was good to have an overview, but it should not last longer than 1,5-2 hours. Seniors suggested, we should offer the various topics as modules, which can be individually chosen, so that the participants can decide which topics they want to learn and which classes they want to attend. This flexible system allows them to only attend the classes the seniors are really interested in.

As an introduction for interested seniors, it is also important to have an overview lecture on the main risks and potentials of the internet, as the "fear" about the risks of the internet is one of the main barriers to overcome. This lecture will be held by a senior (Hans-Peter Weska) as this ensures that the participants put more trust in the lecturer.

We also decided that the students/young people, who will conduct the seminars, need a train-the-trainer workshop or coaching by a senior beforehand, to make sure that they conduct the workshop in a way, which can be understood and is in the seniors' interest. For the first workshop the trainer had a one-on-one coaching by a senior. She made sure, that the young volunteer uses only vocabulary, which is understandable for an older generation, talks slower, uses examples, websites and online-services, which are of interest to seniors.

The German partner will additionally use group methods and instruments in the training situation, which will correspond to the topic of the day.

A manual on how to organize a Social Web Skill class like this and how to train the trainers in advance is being prepared right now by the German partner.

The full length class itself has not been held yet.

5.3 Planning of the joined workshop (30th March 2012, Slovenia)

It was decided that the partners together will work out a programme for the workshop. A schedule and a detailed description of the intergenerational conference need to be provided in advance for the participants.

This was decided:

Content
- present opportunities and risks of social networks and the internet

Goal
- promoting the usage of Social Web to seniors
- show them the full scale of opportunities available
- explain, how to use the internet effectively without risking too much
- main intention: show the participants how to be careful without scaring them too much

Target group
open to everyone

Time and Place
30th March, 2012 in a room in Vila Bianca, Velenje, Slovenia

Duration
at least two hours

How?
- participants of former workshops will present their experience and explain, what they're using (Wikipedia, Facebook, Skype, Blogs, E-Mails, Newsletters and Google), Perdita will present a forum; these presentations will be

visualized with the help of a PowerPoint presentation by Peter (approx. 30 min.)
- Hans-Peter will give a talk on the risks of using the internet and social networks (e.g. the internet does not forget, collection of data)
- Nataša will show how to avoid these risks by showing practical methods using a PowerPoint presentation with one picture per slide
- as a conclusion, there will be an open discussion
- Silvia will present and moderate the whole workshop
- each partner will send useful information and links for hand out for participants to the Slovenian partner
- Slovenian partner will inform German and Austrian partners in time, and inform them if other international guest are coming, if not, the workshop will be in German, if yes, lecture will be in English, and everything will be translated into Slovenian

Material
- computer with internet access and projector
- printed hand out containing useful information in Slovenian (Peter)
- flyers and information on project (Jürgen)
- interpreter Slovenian-German and, if international guests will be present, Slovenian-English

All the material will be provided by the Slovenian partners.

The Austrian partners will summarize the main findings in English and share them with Germany and Slovenia.

The German partners (Hans-Peter) will send an English summary of their part to the Slovenian partners until 15th March.

All participants will also share until 15th March what exactly they will present to prevent a repetition.