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Erasmus + Project: Teach Me to Help

IMPACT ASSESSMENT

Organized by Oriensys at CIARUS le 16.07.2024 à Strasbourg

Course

"Effective online communication adapted to the characteristics of people with disabilities"

Erasmus + Project: "Teach Me To Help"

Project No. 2022-1-RO01-KA210-VET-000085029

Partners

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Presentation

Context

The Teach Me to Help project is an innovative initiative launched in response to the growing need for accessible and adapted online education for people with disabilities.

As part of this project, the course "Effective Online Communication Adapted to the Needs of Individuals with Disabilities" was developed and delivered. Its goal is to provide social work professionals and specialists with the key skills needed to create and facilitate effective, inclusive online courses tailored to meet the varied requirements of people with disabilities.

This colloquium, which was held on 16 July 2024 in the city of Strasbourg, marked a key moment in the development of the "Teach me to help" project. The event brought together 26 Strasbourg professionals and practitioners actively involved in the field of social assistance. These participants have been carefully selected to ensure the diversity of their experiences and expertise, thus offering a comprehensive perspective on the impact and relevance of the course in different professional contexts.

In recent years, ensuring access to education for individuals with disabilities has emerged as a global priority. However, despite progress in technology, there remains a considerable shortage of resources and expertise to offer a truly inclusive and meaningful learning experience. To address this challenge, the *Teach Me to Help* project aims to close this gap by equipping social service professionals with the skills and knowledge needed to develop and deliver online courses tailored to the needs of all types of disabilities.

The training session covered the 5 lessons of the video course, namely:

L1. Definition of concepts, forms and types of communication

L2. Etymology of communication, conceptual definition of human interaction for people with disabilities

L3. Verbal communication and content techniques for use with persons with disabilities in the online environment - content creation

L4. Online Verbal Communication Techniques - The Importance of Words and How They Can Influence Perception

L5. Comportement assertif dans la communication en ligne - modèles de comportement

The objective of the participants is to acquire the necessary knowledge in order to have the skills to design and develop online courses adapted to people with disabilities.

This impact study aims to evaluate the effectiveness of this training in meeting the objectives of the Teach Me to Help project. By collecting and analyzing participants' feedback, the knowledge gained and its applicability in practice, we will assess how successful this course has been in improving participants' skills and contributing to a more inclusive educational environment for persons with disabilities.

Methodology - description of the methods used to collect and analyze data

This impact study has been carefully designed to thoroughly assess the results of the training session conducted as part of the "Teach Me to Help" project. Our methodology is based on a mixed approach, combining both quantitative and qualitative data in order to obtain a complete understanding of the impact of the conference on participants.

1. Evaluation questionnaires: At the beginning and end of the training session, participants completed detailed questionnaires. The first questionnaires assessed the level of knowledge and skills before the start of the course, while the last ones assessed the level of understanding and application of the knowledge acquired. These questionnaires provided essential quantitative data to assess the progress of each participant.

2. Focus groups: We held focus groups with participants to gather detailed qualitative feedback. These discussions provided information on the personal experiences of the participants during the symposium as well as their views on the application of new knowledge in their daily practice.

3. Direct observations: Our team of experts conducted direct observations during the training session to assess the level of engagement of the participants and how they interacted with the training materials and with their peers.

4. Data analysis: The data collected was analyzed using Google Forms for qualitative analysis. This allowed us to assess not only the overall level of improvement, but also to identify specific areas where participants strengthened their knowledge and skills.

Participants

The participants in this training are all social workers, but sometimes in very different fields. We had one person working for a large pension fund as well as another working in a socio-cultural centre in a difficult neighbourhood. The diversity of the participants allowed for a rich and constructive exchange within the group.

Participants benefited from a learning environment adapted to their needs. The training program has been structured to cover both the fundamental and intermediate aspects of online course design, thus providing an appropriate learning path for each participant.

Initial assessment

Question n°1: Why did you choose to follow this course? Participants conveyed their motivation in various ways, highlighting the range of their needs within the course:

- the theme
- I'm interested in the topic
- I'm interested in the subject
- the theme is close to my heart
- to learn more about ways to help people with disabilities
- deepen my knowledge
- Interest in the subject
- out of curiosity
- the subject
- Interest in this topic
- to search for information
- I'm interested in the subject
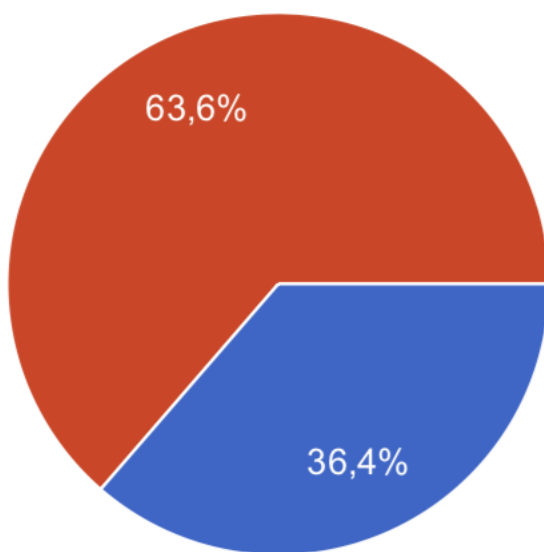- Deep interest in this topic
- the topicality of the theme

Question 2: What is the main objective you want to achieve by participating in this course? Participants conveyed their motivation in various ways, highlighting the range of their needs within the course:

- improve my knowledge
- deepen my knowledge
- Learn more
- Learn more about the means of communication
- I want to know more about the subject
- open up to the subject
- better adapt to people with disabilities
- better understand the means to help people with disabilities
- better understand disability
- I wish I could communicate better

- Learn more about the theme
- leave with answers to my questions
- Gain a better understanding of communicating with people with disabilities
- Better understand the different means of communication
- Interact with those present
- To better understand ways to help people with disabilities
- Know the different ways to better help people with disabilities
- Gain a better understanding of the different means of communication with people with disabilities
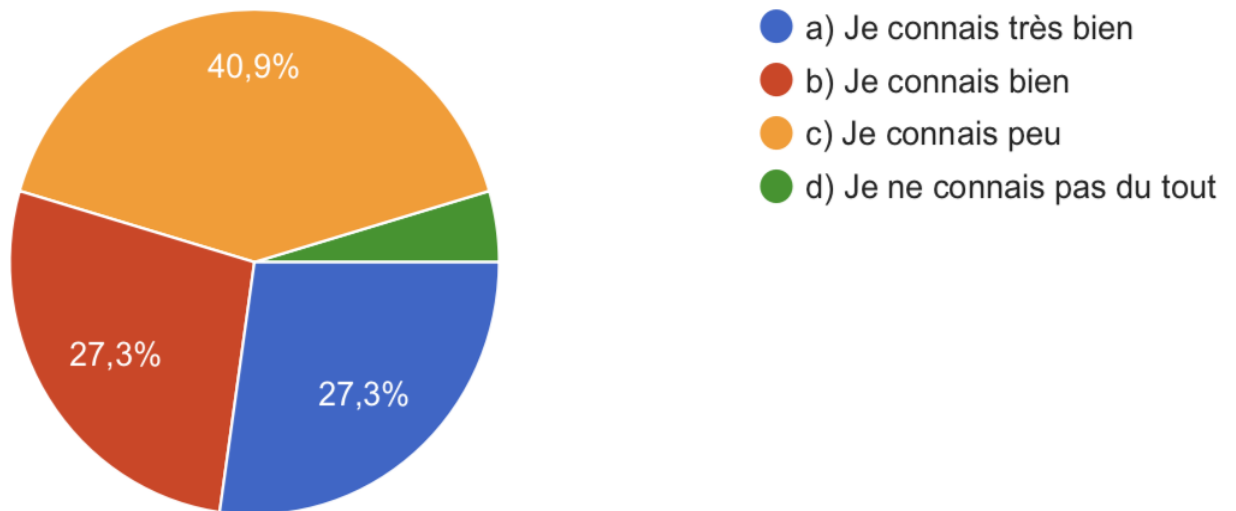
Question 3: What methods do you use to show empathy and ensure respectful and inclusive communication?

Pie chart:
- 63,6% (red) — b) Utilisation d'un language simple et clair
- 36,4% (blue) — a) Ecoute active et patience

Legend:
- a) Ecoute active et patience
- b) Utilisation d'un language simple et clair
- c) Evitement conscient du language inclusif
- d) Aucun de ces éléments

Question 4: How familiar are you with the assistive tools and technologies used by people with disabilities online?

- 🔵 a) Je connais très bien
- 🔴 b) Je connais bien
- 🟠 c) Je connais peu
- 🟢 d) Je ne connais pas du tout

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Question 5: How do you check and adjust the accessibility of the messages or online platforms you use to communicate with these people?
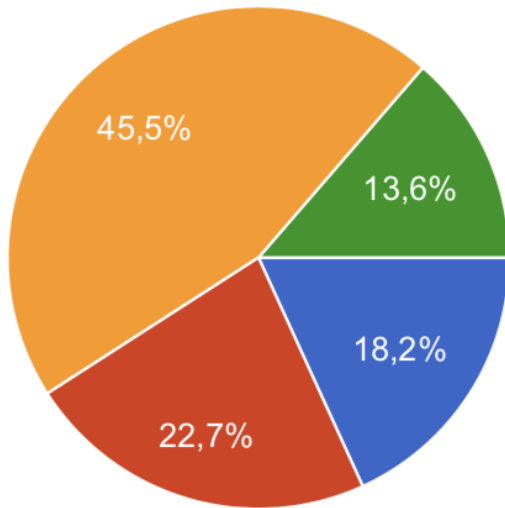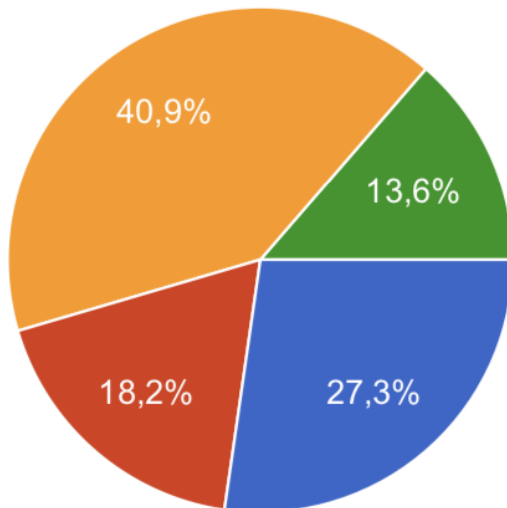

- a) Tests réguliers avec des outils d'accessibilité
- b) Sollicitation des commentaires des utilisateurs
- c) Je ne vérifie pas l'accessibilité
- d) Je suppose que la plateforme est accessible

45,5%

13,6%

18,2%

22,7%

Question 6: How do you measure the success of online communication with people with disabilities in terms of clarity and understanding of the message?

- a) Par le biais de commentaires directs des destinataires
- b) Par auto-évaluation
- c) Je ne mesure pas le succès de la communication
- d) En supposant que le message a été compris

Question n°7: What are the main methods you use to ensure effective and responsive communication with this audience?
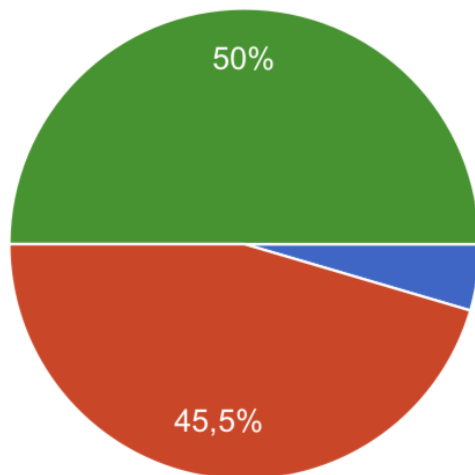
● a) Sollicitation des commentaires des destinataires

● b) Adapter les messages pour qu'ils soient aussi clairs et concis que possible

● c) Utilisation d'un langage technique et d'un jargon

● d) Je n'utilise pas de méthodes spécifiques

The initial evaluation demonstrated a strong awareness of the importance of effective and inclusive communication with individuals with disabilities. Participants identified several successful strategies, such as adapting messages to suit their audience and actively seeking feedback. However, there remains room for improvement in assessment methods and the adoption of advanced tools and technologies. To achieve truly effective communication, ongoing professional development for staff and fostering collaboration among professionals are crucial.

Key conclusions from the initial assessment

The majority of participants emphasizing a clear need for foundational knowledge and skills in this area. Participants brought diverse expectations, ranging from gaining a basic understanding of concepts to acquiring skills for effectively teaching individuals with disabilities. Most participants expressed confidence in their use of technology, an essential element for successfully delivering online courses.

These initial insights will guide the course structure, ensuring that participants' needs and expectations are addressed throughout each stage of the learning process.

Final evaluation

Question 1: What did you like most about this course?

- The quality of the course
- The variety of topics covered
- The theme of verbal communication
-All!
- How to deal with all types of disabilities
- Meeting and exchanges with stakeholders
- The fundamentals of inclusive verbal communication
- Learning that I did not use simple and clear language!
- Mr. Leroy's speech
- Overall I enjoyed everything
- How to use inclusive language
- The simplicity of the methods
- The part on communication models and theories
- The part on the audio description of one of the speakers

- the discovery of the different aspects of disability

- The global approach to disability

- Learning simple methods to implement quickly

- The discovery of Monsieur Piaget's theory

- The quality of the speakers

- an overview of disability

- The discovery of certain disabilities that I did not know about

Question 2: Which theme or concept did you find most difficult and how did you manage to overcome it?

-None

- Piaget's theory, I did research to better understand

- The importance of words, little time to memorize everything clearly. Proofreading my notes

- Piaget's cognitive development

- Overall I didn't have any difficulty

- The importance of word choice. Take the time to analyze the perception of a word

- No particular problem

- Monsieur Piaget's theory. I'll have to study it

- Neurological disorders. I didn't know all the terms, I looked for their meaning

- The implementation of inclusive language in all its forms

- No particular difficulty

- The passage on Piaget

- No problems in particular

- Apply simplicity of language in the face of severe disabilities. I don't know how to overcome it yet.

- Assertive behavior, I asked the speaker for more explanations

- None in particular

- Non-verbal communication online. In order to better understand, I spoke with one of the speakers

- verbal communication. Understanding the subject

- Creating accessible digital content. I haven't acquired everything yet!

Question 3: What new methods, techniques or approaches have you incorporated into effective online communication with people with disabilities?

- Overall I knew the different methods

- Review my online communication so that it is more accessible

- Clear and inclusive language

- I don't know yet, I need time to study everything and see where I'm going to start

- Thinking about choosing the right word

- I already apply these methods

- Apply the technique of person-based language

- Inclusive verbal communication

- Implementing inclusive language

- I already use these methods

- Applying inclusive language

- Check that there are no obstacles before starting to communicate

- I already knew the methods

- L'audiodescrption

- inclusive language

- I haven't learned anything new

- Applying assertive behavior

- The assertive method

- Non-verbal communication

- Verbal communication

- No more simple audio description

Question 4: How do you think you will apply the new knowledge in your professional/department future?

-I don't know yet

- Be more attentive

- Same answer as before, I need time.

- Make my communications more inclusive

- By studying language better

- By applying what I learned in this course

- Reviewing my method of communication

- Be a better listener and make sure that the person I'm talking to has understood my inclusive language

- By analyzing the different situations

- Take a few audio description courses to be more efficient

-not applicable

- By applying the method and studying the return of the person with a disability

- By applying the principles seen in the course

- I need to dig deeper into the subject

- Report to my colleagues on all the information in the meeting.

- Rework online communication in a simpler way

Question 5: Would you recommend this course to others?

● Oui
● Non
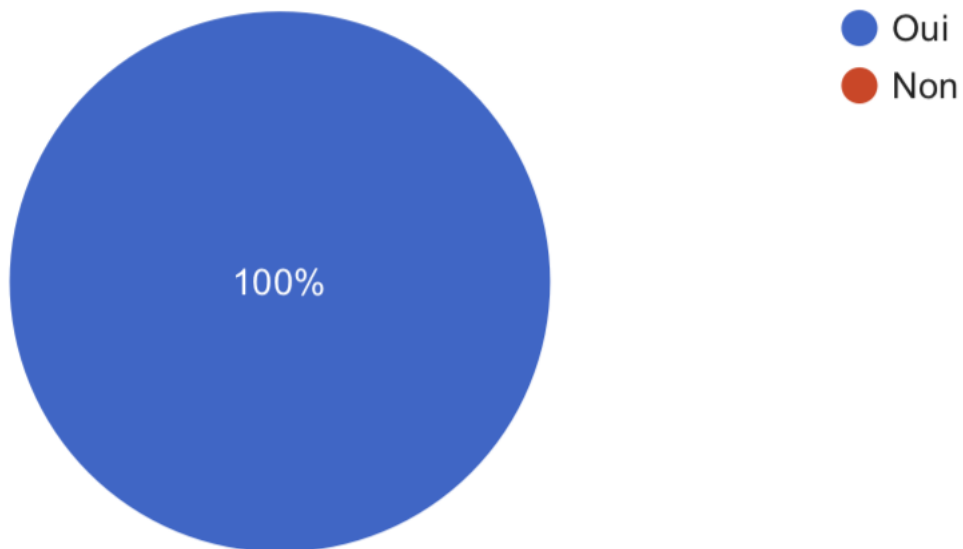
6. Additional comments or tips for organizers:

- Very dense courses, maybe too much for someone who has no knowledge
- Lots of information in a short time, written support for participants
- Role-play
- Perform some practical exercises
- Very enjoyable and informative course
- Thank you for this very informative course
- It is difficult in a short time to find solutions for very different disabilities. Carry out practical cases.
- Offer more in-depth courses!
- Practice
- For people who had less notion of practical cases
- Thank you for this course
- Thank you for all your work
- Course adapted for people who have very little notion, which was not my case
- Thank you for teaching me new methods
- More expressive images
- Sometimes too much information in a very short period of time
-No comments
- Carry out some practical cases

7. On a scale of 1 to 10 (1 being the worst and 10 being the best), how do you rate the course as a whole?
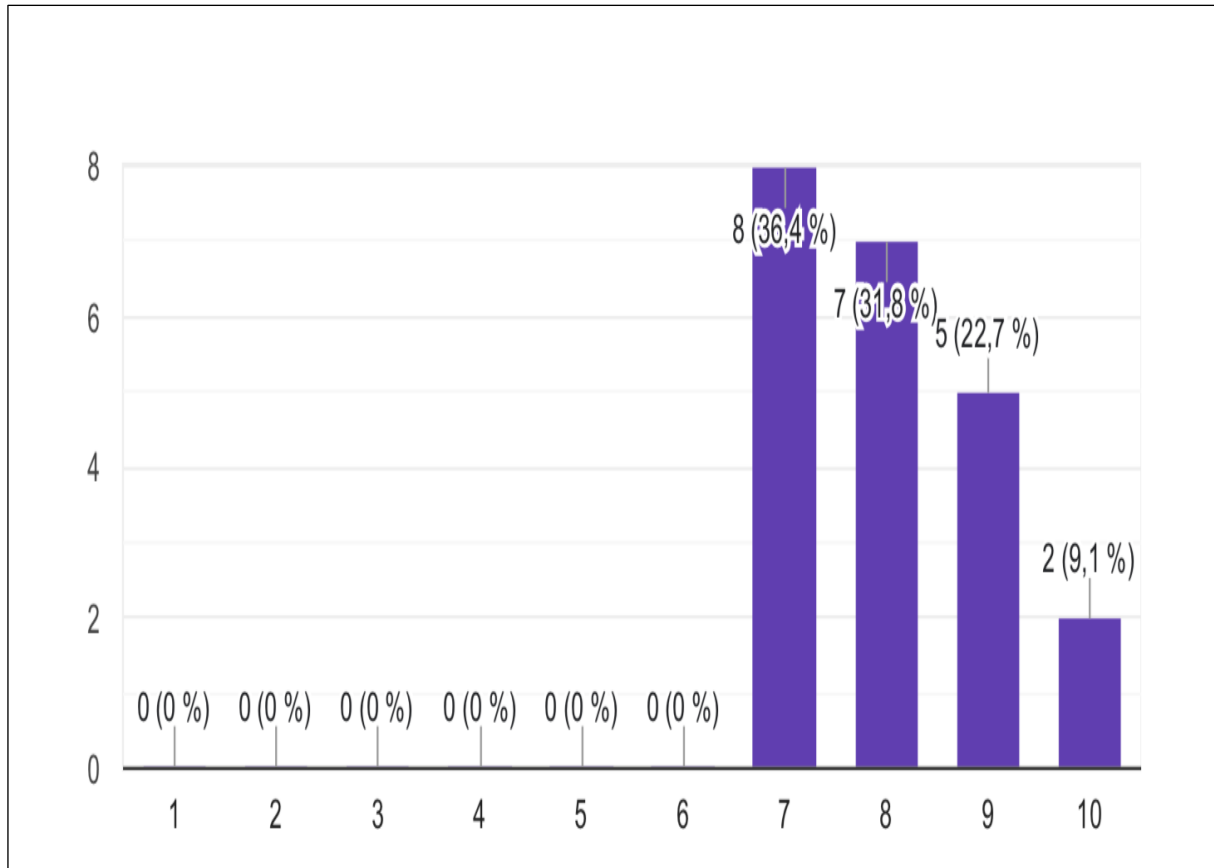
Drawing on the feedback and data gathered from participants in both the initial and final evaluations, a notable improvement in their knowledge and abilities regarding the design and delivery of online courses in social work has been observed. Below are the key outcomes and areas of progress identified.

The course demonstrated significant progress in enhancing participants' knowledge and skills related to online course design and delivery. Final evaluations showed a clear increase in their understanding of fundamental concepts, as well as notable improvements in digital competencies. Participants highlighted their ability to use digital tools, online platforms, and assistive technologies, with particular interest in integrating artificial intelligence into their future work.

The participants' positive experience was further reinforced by the majority recommending the course to others, reflecting confidence in its quality and relevance. Overall, these results underscore the course's success in achieving its goals and significantly improving participants' capabilities in designing and delivering inclusive online courses in social work.

Impact of the course

The impact of the course on participants has been significant, showing significant improvements in several key areas. Participants have made significant progress in the design and delivery of their online courses, as indicated in the final evaluation. A better view of the technology was also evident, with a significant increase in the level of comfort and confidence in its use. In addition, participants demonstrated a deeper understanding of the basic concepts of online design and instruction, as well as better skills in the interaction and participation of persons with disabilities. These obvious improvements underscore the success of the training program and the commitment of participants to develop their skills and knowledge in inclusive education and social work.

Conclusions and recommendations

The symposium revealed a real need for training so that social workers have the necessary tools to design and develop online courses adapted to people with disabilities. The "Teach me to Help" project has irrefutably shown its necessity. In view of the various comments made by the participants, it would be desirable to be able to release a budget in order to continue a more in-depth training by carrying out concrete application cases.