



TESTING REPORT

Outcomes of the testing of the APP – May/June 2018

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SUMMARY OF OUTCOMES

1. SUMMARY OF THE EVALUATION

48 persons responded to the evaluation questionnaire.

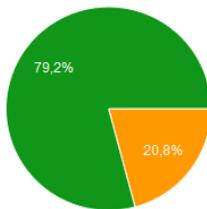
42 of them were asylum seekers and – among them – the vast majority (38) had been living in the hosting country for less than 12 months and they were all under 29.

LANGUAGE VERSIONS

All the language versions were rated good or very good:

8. How would you rate the language version?

48 risposte



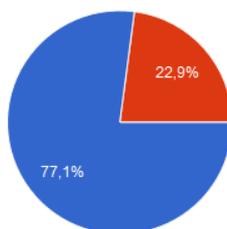
- Very bad: I couldn't understand most of the contents and I think the translator has used wrong terms
- Not very good: I understood the overall meaning, but I think the translation is not very accurate
- Good: I understood most of the contents, although there are some...
- Very good: I understood all of the contents and I think the translation...

USEFULNESS AND USABILITY OF THE APP

The vast majority of respondent rated the APP as “Very useful” and a minority as “Ok”. Nobody found it not useful.

11. How useful was the APP content for you / for a newly arrived asylum seeker?

48 risposte

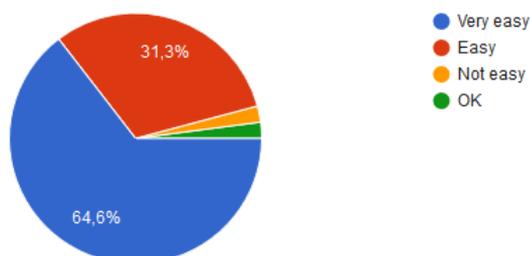


- Very useful
- Ok
- Not useful at all

Only one respondent found it not easy to find information on the APP. The others found it easy or very easy (95,9%).

12. How easy was it to find information?

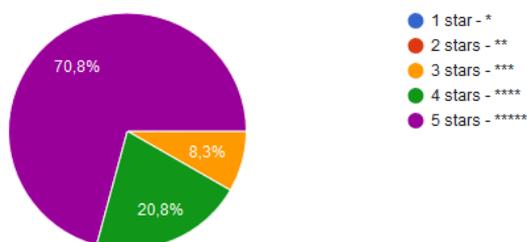
48 risposte



The overall rating of the APP was also very positive. The majority of respondents gave it 4 or 5 stars and only 4 respondents allocated only 3 stars.

15. What is your overall star rating of the APP (1 is worse and 5 is best)

48 risposte



2. POSSIBLE CHANGES TO BE MADE TO THE APP

The piloting activity was very useful to collect punctual feedbacks on the APP by end-users.

Some of these feedbacks concern changes which are in the scope and budget of the project and therefore it will be possible to take them into consideration to release a final version of the APP.

MINOR CHANGES TO THE TEXTS

- change the name of category “communication” to “Learning Italian / Greek / Maltese...”; (several comments)
- change the title of the suggested resources which are not explicit, in order to make clearer what they refer to

- re-name “Useful link” with “Learn more about Italy / Malta / Greece...” and “General resources” with “Learn more about Europe...”;
- Clarify between Safety and Health : ‘safety’ video was looked for under ‘Health’
- ‘Job’ translation not ok for Eritreans, as it reads ‘performance’

MINOR CHANGES TO DESIGN

- differentiate (maybe using different colors) between “introductory texts” and “resources”
- PDF introduction should include pictures of places

ISSUES CONCERNING NAVIGATION / USABILITY

- add a searching tool
- create sub-menus in sections with long introductory texts, such as “Stay safe” and “Take care of yourself”;
- make more use of the “read more” function (i.e.: shorter pre-views of texts, that could maybe be compensated by clearer titles of the suggested resources)

Others are suggestions for substantial improvements / integration (such as new contents or language versions) which will be very useful in case the partnership will be able to secure additional funding to further develop the APP.

SUBSTANTIAL INTEGRATIONS

- subtitle videos in other languages
- add more language versions
- add more videos, in order to simplify the comprehension
- PDF download is not very user friendly preferably the APP should have had the translation on the APP interface itself, not on the PDF download only

SUGGESTIONS FOR ADDITIONAL TOPICS TO BE INCLUDED

- special refugee dictionary
- asylum seekers legislation
- how to access financial support from donor-funded projects
- sports and integration
- how to access technical training, documents and renewal of papers
- traffic rules and links on preparation for driving licence
- Information on public holidays, places to visit and opportunities to learn the history and culture
- more places of reference such as police stations
- rights of refugees
- materials or links to self-education, such as links to books, resources for volunteer teachers teaching at basic level, and access to courses

NATIONAL REPORTS

TESTING REPORT FOR CYPRUS

WRITTEN BY CARDET

1. DETAILS AND AIMS OF THE PILOTING:

The testing of the APP was conducted in Nicosia, between April 2017-June 2018 with 2 professionals and 14 young migrants. As agreed with BLEND IN project partners, the aims of the piloting were the following:

- To assess the usability of the revised version of the APP (i.e. the degree to which the APP can be used by our users with effectiveness, efficiency, and satisfaction)
- To assess how the contents have been (re)structured (e.g. categories, organization of information etc.)
- To collect feedback in order to finalise the APP and provide the final version of BLEND IN Mobile Application before the multiplier events and the end of the project.

2. TARGET GROUPS REACHED:

In the testing CARDET reached:

- 14 young migrants at their late twenties (mastering Arabic, Russian and English).
- 2 professionals supporting young migrants, refugees and asylum seekers, with good ICT literacy skills, who could master English and Arabic.

3. PROCEDURE:

The whole process lasted less than half an hour, and CARDET's facilitator carried out the following procedures:

- She facilitated the participants to install the APP on their mobile devices.
- She explained the purpose of the testing.
- She allowed the participants 5 minutes to familiarize themselves with the APP.
- She asked the participants to perform the tasks below and for each task she took notes on problems/ difficulties encountered by participants (if any), reporting on the time it took participants to accomplish them.

The 3 Tasks performed were the following:

- Let's assume that you want to learn more about how to improve your knowledge of Greek language. Where would you search for this information?
- Let's assume that you want to learn more about how to apply for a job in Europe, being a migrant/ refugee/ asylum seeker. Please, try to retrieve this information:
- In this APP there is an introductory video about safety related issues. Please look for it.
- She allowed the participants 10 more minutes to navigate the APP and look for any kind of information they were interested in.
- She asked the participants to fill in the respective evaluation questionnaire and/ or helped them out to fill in the questionnaire when needed.
- She filled in the section "Questions for the Researcher" in the respective evaluation questionnaire.

Following the previous process, the facilitator analysed the data and reached the following results.

4. RESULTS OF THE PILOTING:

PART 1 – QUESTIONS FOR THE PARTICIPANT

Questions 1 to 7 aimed at gathering demographics of the participants. The results are as shown in Table 1 below:

Table 1: Demographics of the participants

Question	Professionals	Young migrants
Do you identify yourself as:	Female (1/2) Male (2/2)	Female (11/14) Male (3/14)
In which age-group do you belong to?	30+ (2/2)	25-29 (14/14)
You are:	Professional (2/2)	Migrants/ refugees (14/14)
How long have you been staying in this country?	NA	Less than 1 year (14/14)
How would you define your command of ...?	English – very good (2/2) Arabic – ML (1/2)	Arabic – ML* (9/14), AL** (2/14) Russian – ML (2/14), AL (3/14) English – AL/ good (10/14) *ML= Mother language **AL = Additional Language
How good are you with technologies?	Very Good (2/2)	Not very good (4/14) Very good (10/10)
Which is your educational level?	University Degree (2/2)	Elementary (1/14) High School (8/14) University Degree (5/14)

Questions 8 to 12 referred to the Blend In Application, aiming at exploring the participants' experience and comments regarding the APP interface and content. The results can be illustrated in Table 2 below.

Table 2: Participant's experience and comments regarding the APP interface and content

Question	Professionals	Young migrants
How useful was the APP content for a newly arrived asylum seeker/ for you?	Really useful (2/2)	Very useful (14/14)
How easy was it to find information?	Very easy (2/2)	Very easy (14/14); OK (1/14)
Would you recommend the app to others?	Yes (2/2)	Yes (14/14)
Which was the most useful part of the APP?	All parts (2/2)	All parts (14/14); Very useful info and links (1/14); I can see the added value of this work, (1/14); Well done (1/14)
Which part was the least useful?	N/A	N/A

Based on participants' comments, the application is an effective tool with many potentials within its field. Participants found all parts being useful in terms of information given and links shared, as well as easy to use. They saw the added value in the APP designed and they mentioned that they would recommend it to others/ future users. These results show that the usefulness, usability and effectiveness of the APP is on a high level.

PART 2 – QUESTIONS FOR THE RESEARCHER

Part 2 of the questionnaire was addressed to the facilitator who conducted the research (CARDET staff member), aiming at assessing the usability of the APP in relation to specific tasks assigned. The results are as shown in the table below:

Table 3: The Usability of the APP

Tasks/Problems	Professionals	Young migrants
Task 1 – How long did it take?	0-5 seconds	0-5 seconds
Task 1 – Problems encountered?	N/A	N/A
Task 2 – How long did it take?	Less than 20 seconds	Less than 40 seconds
Task 2 – Problems encountered?	N/A	N/A
Task 3 – How long did it take?	Less than 10 seconds	Less than 10 seconds
Task 3 – Problems encountered?	N/A	N/A
Comments / observations:	N/A	N/A

Based on the table above, in analysing the time needed for the participants to accomplish the 3 tasks given and above, the following information can be deduced:

- Task 1 took participants between 0 seconds and 5 seconds to accomplish.
- Task 2 took participants less than 40 seconds to accomplish.
- Task 3 took participants less than 10 seconds to accomplish.

All in all, results show that the usability of the application is of a high satisfactory level since no major problems or obstacles were encountered by the participants. It may thus be used by other/ future users with effectiveness, efficiency, and satisfaction.

5. RECOMMENDATIONS FOR THE IMPROVEMENT OF THE APP

The final question requested all participants to share recommendations regarding the APP. Based on their answers, no further comments or recommendations were made, giving out messages of satisfaction and approval of the BLEND IN APP in its present form/ structure, e.g. categories, organization of information etc. and content. On one occasion only, one of the participants suggested more useful categories in the future, without specifying certain ones. This suggestion highlights the usefulness of the BLEND IN Mobile APP not only for the time being but future-wise as well, touching upon sustainability issues.

TESTING REPORT FOR ITALY

WRITTEN BY ANS and CALEIDOS

1. DETAILS AND AIMS OF THE TESTING:

The testing of the APP was conducted in Modena, with 4 professional and 14 young asylum seekers. As agreed with BLEND IN project partners, the English version of the APP was used, as at this stage of the testing the aims were the following:

- to assess the usability of the APP (i.e. the degree to which the APP can be used by our users with effectiveness, efficiency, and satisfaction)
- to assess how the contents have been structured (e.g. categories, organization of information etc.)
- to collect feedback to improve the APP before the piloting phase

2. TARGET GROUPS REACHED:

In the pre-testing Caleidos reached:

- 14 young asylum seekers, hosted in Caleidos' shelters and in Italy since less than 9 months – they were all males in their late 20ies with various command of English and ICT
- 4 professionals working in Caleidos' shelters for asylum seekers - with various command of English and ICT

3. PROCEDURE:

CALEIDOS's facilitators carried out the following procedures:

Asylum seekers

- They facilitated the participants to install the APP on their mobile devices.
- They explained the purpose of the testing.
- They allowed the participants 5 minutes to familiarize themselves with the APP.
- They asked the participants to perform the tasks below and for each task she took notes on problems/ difficulties encountered by participants (if any), reporting on the time it took participants to accomplish them.

The 3 Tasks performed were the following:

- Let's assume that you want to learn more about how to improve your knowledge of Italian language. Where would you search for this information?
- Let's assume that you want to learn more about how to apply for a job in Europe, being a migrant/ refugee/ asylum seeker. Please, try to retrieve this information:
- In this APP there is an introductory video about safety related issues. Please look for it.

- They allowed the participants 10 more minutes to navigate the APP and look for any kind of information they were interested in.
- They asked the participants to fill in the respective evaluation questionnaire.
- They filled in the section “Questions for the Researcher” in the respective evaluation questionnaire

Professionals

- They facilitated the participants to install the APP on their mobile devices.
- They explained the purpose of the testing.
- They allowed the participants 10 more minutes to navigate the APP and look for any kind of information they were interested in.
- They asked the participants to fill in the respective evaluation questionnaire.

4. RESULTS OF THE PILOTING

PART 1 – QUESTIONS FOR THE PARTICIPANT

Questions 1 to 7 aimed at gathering demographics of the participants. The results are as shown in the table below:

Table 1: Demographics of the participants

Question	Professionals	Young migrants
Do you identify yourself as:	Female (2/4) Male (2/4)	Female (2/14) Male (12/14)
In which age-group do you belong to?	more than 30 (1/4) 25-29 (1/4) 20-25 (1/4) N/a (1/4)	more than 30 (4/14) 25-29 (2/14) 20-25 (6/14) 18-20 (1/14) N/a (1/14)
You are:	Professional (4/4)	Migrants/ refugees (14/14)
How long have you been staying in this country?	N/a	More than 1 year (4/14) 1 year (2/14)

		Less than 1 year (7/14) Less than 9 months (1/14)
How would you define your command of XXX?	English – AL good (2/4) English – AL fluent (2/4)	French - AL fluent (4/14) French - AL good (8/14) French - AL elementary (1/14) Urdu - ML fluent (1/14) *ML= Mother language **AL = Additional Language
How good are you with technologies?	Good (4/4)	Very good (2/14) Good (11/14) Not very good (1/14)
Which is your educational level?	High School (1/4) University Degree (3/4)	Elementary (5/14) High School (6/14) University Degree (2/14) N/a (1/14)

Questions 8 to 12 referred to the Blend In Application aiming at exploring the participants' experience and comments regarding the APP interface and content.

Table 2: Participant's experience and comments regarding the APP interface and content

Question	Professionals	Young migrants
How useful was the APP content for a newly arrived asylum seeker/ for you?	Ok (3/4) Not useful at all (1/4)	Very useful (9/14) Ok (4/14)

		Not useful at all (1/14)
How easy was it to find information?	Ok (3/4) Not easy (1/4)	Very easy (4/14); OK (8/14) Not easy (2/14)
Would you recommend the app to others?	Yes (2/4) Maybe (1/4) No (1/4)	Yes (14/14)
Which was the most useful part of the APP?	Safety information. Many time people ignore this thing and they get in serious trouble. (1/4) Health/Job (1/4) Job/Communication (1/4) N/a (1/4)	All parts (1/14) Education (4/14) Communication (4/14) Safety (2/14) Communication, Safety, Health (1/14) Communication, Safety, Health, Job (1/14) N/a (1/14)
Which part was the least useful?	Almost everything was useful (1/4) N/a (3/4)	N/a (12/14) I don't know (1/14)

Based on asylum seekers' comments, the application is useful and easy to use. Only 1 asylum seeker states the application not useful at all. All of the asylum seekers would recommend it to peers. Communication, job and education are considered the most useful sections; 5 out of 14 participants recommend more than 1 section as the most important. All participants state there are no sections that can be considered "not useful".

Compared to asylum seekers, professionals are in general a bit less positive about the utility and user-friendliness of the APP: 3 out of 4 evaluated the app as "ok" to use and the "ok" in terms of usefulness; 1 participant states the application not useful at all and not recommended. Only 2 out of 4 said they would recommend it. Professionals identify Safety, Job and Health as the most useful part of the APP.

PART 2 – QUESTIONS FOR THE RESEARCHER

Part 2 of the questionnaire was addressed both to the facilitators who conducted the research (CALEIDOS staff member) and to asylum seekers, aiming at assessing the usability of the APP in relation to specific tasks assigned.

The results are as shown in the table below:

Table 3: The Usability of the APP

Tasks/Problems	Professionals	Young migrants
Task 1 – How long did it take?	20 seconds (1/4) Less than 50 seconds (1/4) 50 seconds (2/4)	0-5 seconds (3/14) Less than 10 seconds (2/14) Less than 20 seconds (1/14) Less than 50 seconds (4/14) More than 1 minute (1/14) 2 minutes (1/14) Not solved (2/14)
Task 1 – Problems encountered?	N/A	3 participants out of 14 selected Education section instead of Communication. One participant solved the task only with the help of his colleagues.
Task 2 – How long did it take?	10 seconds (1/4) Less than 50 seconds (2/4) More than 1 minute (1/4)	Less than 5 seconds (2/14) Less than 20 seconds (3/14) Less than 50 seconds (4/14) More than 1 minute (4/14) Not solved (1/14)
Task 2 – Problems encountered?	N/A	All the participants selected the Job section, but they did not choose the Skills2work project.

		One participant did not solve the task.
Task 3 – How long did it take?	Less than 10 seconds (2/4) Less than 50 seconds (2/4)	0-5 seconds (3/14) Less than 10 seconds (1/14) Less than 50 seconds (7/14) More than 1 minute (3/14)
Task 3 – Problems encountered?	N/A	The video was not understandable by one of the participants, because of the language.
Comments / observations:	N/A	N/A

Results showed that there were some problems of usability of the APP, mainly related to how the categories and subcategories were labelled.

- Task 1 was solved without any problems by 9 out of 14 asylum seekers. 1 asylum seeker solved the task only with the help of his colleagues. 1 asylum seeker states Google research more useful than application;
- all asylum seekers had problems in accomplishing task 2. This is probably due to the fact that we highlight the title of the resource we link to (i.e. “Skills2work”) but in fact we should highlight its purpose (i.e. “Information on how to look for a job in EU as asylum seeker”). Asylum seekers state Google research more useful than application;
- task 3 was solved without any problems by 10 out of 14 asylum seekers. Francophone participants state the video not understandable because of the language.

5. RECOMMENDATIONS FOR THE IMPROVEMENT OF THE APP

Based on the results of the piloting we might suggest to:

- change the name of category “communication” to “Learning Italian / Greek / Maltese...”;
- change the title of the suggested resources which are not explicit, in order to make clearer what they refer to.

Additional suggestions that came from participants were:

- add a searching tool;
- reduce the text, which is too long. In order to respond to these comments, we think it could be useful if BLEND In development team could:
 - o create sub-menus in sections with long introductory texts, such as “Stay safe” and “Take care of yourself”;

- make more use of the “read more” function (i.e.: shorter pre-views of texts, that could maybe be compensated by clearer titles of the suggested resources);
- add a special refugee dictionary;
- add one more section about asylum seekers legislation;
- subtitle videos in other languages.

Finally, as facilitators we noted that:

- it could be useful, in order of improve “user-friendliness”, to differentiate (maybe using different colors) between “introductory texts” and “resources”;
- we would re-name “Useful link” with “Learn more about Italy / Malta / Greece...” and “General resources” with “Learn more about Europe...”;
- add more videos, in order to simplify the comprehension;
- last but not least, we would subtitle section’s video in other target languages (French, Urdu, Arabic, Russian, Tigrinya, Somali, Pashto)

TESTING REPORT FOR GREECE

WRITTEN BY KMOP

1. DETAILS AND AIMS OF THE PILOTING:

The testing of the APP was conducted in Athens during May 2018 with 2 professionals supporting young migrants, refugees and asylum seekers and 14 young Asylum seekers/Refugees. As agreed with BLEND-IN project partners, the aims of the piloting were the following:

- To assess the usability of the revised version of the APP (i.e. the degree to which the APP can be used by our users with effectiveness, efficiency, and satisfaction)
- To assess how the contents have been (re)structured (e.g. categories, organization of information etc.)
- To collect feedback in order to finalise the APP and provide the final version of BLEND IN Mobile Application before the multiplier events and the end of the project.

2. TARGET GROUPS REACHED:

During the pilot testing KMOP reached:

- 14 young migrants aged 18-29 (mastering English and two of them having Arabic and Pashto as their mother tongue).
- 2 professionals supporting young migrants, refugees and asylum seekers, with good ICT literacy skills, who can master English and Greek.

3. PROCEDURE:

The piloting sessions were carried out individually to all 16 participants and the whole process lasted less than half an hour. KMOP's facilitator carried out the following procedures:

- He facilitated the participants to install the APP on their mobile devices.
- He explained the purpose of the testing.
- He allowed the participants 5 minutes to familiarize themselves with the APP.
- He asked the participants to perform the tasks below and for each task he took notes on problems/difficulties encountered by participants (if any), reporting on the time it took participants to accomplish them.

The 3 Tasks performed were the following:

- Let's assume that you want to learn more about how to improve your knowledge of Greek language. Where would you search for this information?
- Let's assume that you want to learn more about how to apply for a job in Europe, being a migrant/ refugee/ asylum seeker. Please, try to retrieve this information:
- In this APP there is an introductory video about safety related issues. Please look for it.

- He allowed the participants 10 more minutes to navigate the APP and look for any kind of information they were interested in.
- He asked the participants to fill in the respective evaluation questionnaire and/ or helped them out to fill in the questionnaire when needed.
- He filled in the section “Questions for the Researcher” in the respective evaluation questionnaire.

Following the previous process, the facilitator analysed the data and reached the following results.

4. RESULTS OF THE PILOTING:

PART 1 – QUESTIONS FOR THE PARTICIPANT

Questions 1 to 7 aimed at gathering demographics of the participants. The results are as shown in Table 1 below:

Table 1: Demographics of the participants

Question	Professionals	Young Asylum seekers/Refugees
Do you identify yourself as:	Female (0/2) Male (2/2)	Female (1/14) Male (13/14)
In which age group do you belong to?	22-25 (1/2) 26-29 (1/2)	18-21 (4/14) 22-25 (5/14) 26-29 (5/14)
You are:	Professional (2/2)	Asylum Seeker/ Refugee (14/14)
How long have you been staying in this country?	N/A	Less than 6 months (1/14) Less than 9 months (2/14) Less than 1 year (8/14) More than 1 year (3/14)
How would you define your command of Languages?	Greek – ML* (2/2) English – AL**/Very good (2/2) *ML= Mother language **AL = Additional Language	Arabic – ML* (1/14) Somali – ML* (1/14) Amharic – ML* (1/14) Swahili – ML* (1/14) Farsi – ML* (5/14) Pashto – ML* (1/14) Urdu – ML* (3/14) Turkish – ML* (1/14) English – AL**/ Very Good (8/14) English – AL**/ Good (6/14) *ML= Mother language **AL = Additional Language

How good are you with technologies?	Good (1/2) Very Good (1/2)	Not very good (1/14) Good (11/14) Very good (2/14)
Which is your educational level?	High School (1/2) University Degree (1/2)	High School (9/14) University Degree (5/14)

Questions 8 to 12 referred to the BLEND-IN Application, aiming at exploring the participants' experience and comments regarding the APP interface and content. The results can be illustrated in Table 2 below.

Table 2: Participant's experience and comments regarding the APP interface and content

Question	Professionals	Young Asylum seekers/Refugees
How useful was the APP content for a newly arrived asylum seeker/ for you?	Very useful (2/2)	Very useful (4/14) OK (10/14)
How easy was it to find information?	Very easy (1/2) Easy (1/2)	Very easy (6/14) Easy (7/14) Not easy (1/14)
Would you recommend the app to others?	Yes (2/2)	Yes (9/14) Maybe (5/14)
Which was the most useful part of the APP?	Education (1/2) Job (1/2)	All parts (8/14) Videos (1/14) Country Information (1/14) Job (3/14) Education (1/14)
Which part was the least useful?	N/A	N/A

Results showed that the application looks quite promising. The fact that 14 asylum seekers/refugees and 2 Professionals found no useless parts is encouraging and shows that the application is being developed in the right direction. The content proved to be very useful for 6 participants and acceptable for 10 participants, and it was very easy or easy for them to access, making the application worth recommending to other asylum seekers and professionals. Finally, 8 Asylum seekers/refugees found all parts of the APP very useful, without distinguishing any specific section, while 4 participants found most useful the section "Job", 2 participants the section "education" and 1 participant the "country information" section. Last but not least, 1 participant found most useful the introductory videos in each section.

PART 2 – QUESTIONS FOR THE RESEARCHER

Part 2 of the questionnaire was addressed to the facilitator who conducted the research (KMOP staff member), aiming at assessing the usability of the APP in relation to specific tasks assigned. The results are as shown in the table below:

Table 3: The Usability of the APP

Tasks/Problems	Professionals	Young Asylum seekers/Refugees
Task 1 – How long did it take?	Less than 10 seconds	Less than 15 seconds
Task 1 – Problems encountered?	N/A	N/A
Task 2 – How long did it take?	Less than 30 seconds	Less than 60 seconds
Task 2 – Problems encountered?	N/A	N/A
Task 3 – How long did it take?	Less than 10 seconds	Less than 15 seconds
Task 3 – Problems encountered?	N/A	N/A
Comments / observations:	N/A	N/A

Results showed that the usability of the application is of satisfactory level since no major problems or obstacles were encountered by all participant. Therefore the BLEND-IN App can be used by future users with effectiveness, efficiency, and satisfaction. Analysing the time need for the participants to accomplish the 3 tasks above, the following information can be deduced:

- Task 1 took Professionals less than 10 seconds to accomplish, while for Young Asylum seekers/Refugees it took them less than 15 seconds to accomplish.
- Task 2 took Professionals less than 30 seconds to accomplish, while for Young Asylum seekers/Refugees it took them less than 60 seconds to accomplish.
- Task 3 took Professionals less than 10 seconds to accomplish, while for Young Asylum seekers/Refugees it took them less than 15 seconds to accomplish.

5. RECOMMENDATIONS FOR THE IMPROVEMENT OF THE APP

The final question requested all participants to share recommendations regarding the APP. Based on their answers, 11 out of 14 asylum seekers/refugees and 2 out of 2 Professionals had no suggestions for further improvement, which shows that the BLEND-IN App is a well-designed orientation toolkit which users find it very satisfactory in terms of form and structure, including categories, organization of information, content etc. Some of the suggestions for improvement provided by 3 participants were the following:

1. Enrich the App with more native languages of refugees
2. Include an additional section on how to access financial support from donor-funded projects

Both suggestions seem difficult to address in this version of the BLEND-IN App as for the language translations, on one hand, the limited financial resources of the project do not allow the Consortium to translate the content of the App in all available native languages of refugees. On second hand, for the access to financial support, this information is temporary as applications for financial support schemes by refugees addressed to donors are collected during specific periods and specific requirements are constantly changing, depending on the occasion.

TESTING REPORT FOR MALTA

WRITTEN BY FSM

1. DETAILS AND AIMS OF THE PILOTING:

The testing of the APP was conducted during May 2018, across Malta, both at the FSM offices as well as in locations near the refugee camps in Hal Far as well as in Marsa, a town popular with newcomers looking for employment. 14 persons participated in the piloting, including 3 community workers with refugee background.

. As agreed with BLEND-IN project partners, the aims of the piloting were the following:

- To assess the usability of the revised version of the APP (i.e. the degree to which the APP can be used by our users with effectiveness, efficiency, and satisfaction)
- To assess how the contents have been (re)structured (e.g. categories, organization of information etc.)
- To collect feedback in order to finalise the APP and provide the final version of BLEND IN Mobile Application before the multiplier events and the end of the project.

2. TARGET GROUPS REACHED:

During the piloting, FSM reached:

- 11 young migrants aged 18-29 (2 from an English speaking region; 1 Arabic speaker; 5 Somali speakers;).
- 3 community workers of refugee background (1 Tigrinya speaker proficient in English and 2 Arabic speakers with full command of English.)

3. PROCEDURE:

All sessions lasted around 30 minutes. FSM's facilitator carried out the following procedures:

- Brief introduction of the Blend In project and the app in particular.
- Explanation of the piloting activity and the reasons for it.
- Explanation of how to find the app in the Appstore; for those who had limited access to internet at the time of the piloting test, the phone of the facilitator was used instead, running on internet data.
- Participants were given 5 minutes to explore the APP.
- Participants were asked to perform the tasks below; the researcher took notes on problems/difficulties encountered by participants (if any), as well as the time they took to perform them.

The 3 Tasks performed were the following:

- Let's assume that you want to learn more about how to improve your knowledge of Greek language. Where would you search for this information?

- Let's assume that you want to learn more about how to apply for a job in Europe, being a migrant/ refugee/ asylum seeker. Please, try to retrieve this information:
- In this APP there is an introductory video about safety related issues. Please look for it.
- Participants were given 10 more minutes to navigate the APP as they liked and explore the information which was of interest to them.
- The researcher conducted the questionnaire.
- The researcher completed the "Questions for the Researcher".

4. RESULTS OF THE PILOTING:

PART 1 – QUESTIONS FOR THE PARTICIPANT

Questions 1 to 7 aimed at gathering demographics of the participants. The results are as shown in Table 1 below:

Table 1: Demographics of the participants

Question	Professionals	Young Asylum seekers/Refugees
Do you identify yourself as:	Female (2/3) Male (1/2)	Female (1/11) Male (10/11)
In which age group do you belong to?	26-29 (1/3) Over 30 (2/3)	18-21 (3/11) 22-25 (3/11) 26-29 (5/11) Other (/11)
You are:	Professional (3/3)	Asylum Seeker/ Refugee (11/11)
How long have you been staying in this country?	N/A	Less than 3 months (6/11) Less than 6 months (4/11) Less than 9 months (/11) Less than 1 year (1/11)
How would you define your command of Languages?	English – AL (3/3) Arabic - ML (2/3) Tigrinya - ML (1/3) *ML= Mother language **AL = Additional Language	Arabic – ML* (1/11) Somali – ML* (10/11) English – AL**/ Very Good (2/11) English – AL**/ Good (2/11) Olofe – ML*/Very Good (1/11) *ML= Mother language **AL = Additional Language
How good are you with technologies?	Good (/3) Very Good (3/3)	Not very good (1/14) Good (11/14) Very good (2/14)
Which is your educational level?	High School (/3) University Degree (3/3)	None (1/11) Elementary (4/11) High School (5/11)

		University Degree (1/11)
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Questions 8 to 12 referred to the BLEND-IN Application, aiming at exploring the participants' experience and comments regarding the APP interface and content. The results can be illustrated in Table 2 below.

Table 2: Participant's experience and comments regarding the APP interface and content

Question	Professionals	Young Asylum seekers/Refugees
How useful was the APP content for a newly arrived asylum seeker/ for you?	Very useful (3/3)	Very useful (11/11) OK ()
How easy was it to find information?	Very easy (2/3) Ok (1/3)	Very easy (5/11) OK (6/11) Not easy ()
Would you recommend the app to others?	Yes (3/3)	Yes (11/11)
Which was the most useful part of the APP?	Introduction (1/3) Communication (1/3) Job (3/3) Education (2/3)	Health (7/11) Job (4/11) Education (8/11) Safety (2/11) Communication (2/11)
Which part was the least useful?	None (3/3)	Country Information not related to Malta (2/11) N/A (9/11)

Results show that participants find this APP extremely innovative, useful and relevant to their personal lives, as well as a tool for helping family members and friends. In fact all the participants found the APP – VERY USEFUL – which is a great accomplishment on the part of the Blend In Project and what it seeks to achieve. Something to note, is the fact that a good number did not find it easy to find specific information they were looking for, mainly due to two reasons: first, assumptions that certain information belonged to a certain section (especially that language information belongs to education section); secondly, translations were checked and it was found that some materials were not relevant to the Maltese context, and therefore this confused the participants.

PART 2 – QUESTIONS FOR THE RESEARCHER

Part 2 of the questionnaire was addressed to the facilitator who conducted the research, aiming at assessing the usability of the APP in relation to specific tasks assigned. The results are as shown in the table below:

Table 3: The Usability of the APP

Tasks/Problems	Professionals	Young Asylum seekers/Refugees
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Task 1 – How long did it take?	Over 30 seconds	Over 30 seconds
Task 1 – Problems encountered?	They first went the Education category.	They thought the answer was in the Education category;
Task 2 – How long did it take?	Less than 15 seconds	Less than 15 seconds
Task 2 – Problems encountered?	N/A	N/A
Task 3 – How long did it take?	Less than 15 seconds	Less than 15 seconds
Task 3 – Problems encountered?	N/A	N/A
Comments / observations:	N/A	N/A

Many persons found a lot of useful information, and were very grateful for the development of this APP. “It’s for life...thank you!” People needed more time to interact with the APP; they felt they could not just see through it, but needed to interact with the content better. Persons read the content and found it understandable. However there were issues they pointed out in the previous section which made it difficult for them to access the right type of information, or to find further information.

5. RECOMMENDATIONS FOR THE IMPROVEMENT OF THE APP

The recommendations for improvement, of both professionals and asylum seekers and refugees, include :

1. PDF introduction should include pictures of places
2. Some needed more time to look it through
3. Advice about SPORTS and integration
4. It would be helpful if APP can include googlemap links
5. Include information on how to access technical training, documents and renewal of papers
6. Safety: no translation
7. There are links to Cyprus in the PDFs
8. It would help to include links to traffic rules – links on preparation for driving licence
9. Include Information on public holidays, places to visit and opportunities to learn the history and culture of Malta
10. Include more places of reference such as REFCOM and police stations, and any other information for newcomers
11. Include NCFHE
12. Clarify sections Education/Communication when looking for language learning – many will choose education
13. Improvement is important because the APP increases one’s agency and independence from others
14. Issues downloading page in Somali (could be because of slow internet)
15. Some links don’t work – check all links
16. Clarify between Safety and Health : ‘safety’ video was looked for under ‘Health’
17. In the communications pdf (Arabic) the links are not working.
18. Add link to Malta Park Jobs under the Job section-useful links: <https://www.maltapark.com/jobs>
19. Category “communications” is confusing for everyone; in the sense that they do not relate it to information about learning the language of the host country. Should be changed to something simpler such as “language” or “languages of host country”, ‘learning language’ would be a category on its own.

20. -under communications useful links there are only resources for learning Maltese online but nothing about learning English. Something should be included. Can copy from the LCE handbook or British Council and BBC have good webs specifically for learning English which are good.
21. 'Job' translation not ok for Eritreans, as it reads 'performance'
22. Information on other countries in the translated pdf makes it confusing
23. Pdf download is not very user friendly; preferably the APP should have had the translation on the APP interface itself, not on the PDF download only
24. Include rights of refugees in Malta
25. Under 'Jobs in Europe' – links to jobsites don't work
26. Intro video about safety did not always open
27. Until the user starts reading in their language (using Pdf), they have to use English; if they can't they need to rely on someone else such as community worker
28. Movie should have language subtitles
29. Links in Arabic should be checked , as some persons could only access a few links – check 'How to find a job'
30. Some translations refer to Italian and Greek, bt little about Maltese! The translations should focus more on Malta.
31. Investigate why it is hard to download APP in Nokia store
32. Suggestion to include materials or links to SELF EDUCATION, such as links to books, resources for volunteer teachers teaching at basic level, and access to courses

APPENDIX – TESTING GUIDELINES

1. AIM OF THE TESTING:

According to our application form the aim of the test will be to involve end-users, ethnic community representatives and cultural mediators in assessing the country's application in terms of:

- functionality
- user experience
- relevance
- completeness of the content.

Their input will be collected via a questionnaire that will collect qualitative and quantitative inputs designed specifically for this purpose and context.

2. TARGET GROUPS:

We aim to reach at least 54 asylum seekers (approximately 14 per country). In addition it is possible to involve ethnic community representatives and cultural mediators. Please note that you should involve at least one participant who is a native speaker of the language towards which the APP was translated.

3. TIMING:

The piloting will have to take place from April to early June 2018.

Feedback from each partner-country will have to be provided to CARDET by 11th of June 2018.

4. PROCESS:

The whole process should last less than 30 min. You can do it individually or with small groups of participants.

- Install **YOUR COUNTRY** APP on the mobile device of the participant
- Explain the purpose of the testing:
 - this is a new tool which aims to support newly arrived asylum seekers to obtain basic information on their hosting country.
 - The current version of the APP already incorporates feedback by some professionals and asylum seekers who had the opportunity to experience a demo-version.
 - We would like to get his/her feedback – as a potential user - concerning functionality, user experience, relevance and completeness of the content of the APP. We would also like to check if the translations work well.
- Briefly explain the structure of the APP: the topics and the structure of each of them.

- Also explain that this APP is available in English but that contents can be read also in English, Greek, Italian, French, Arabic, Pashto, Urdu, Somali, Tigrinya, and Russian¹

Now you can start the testing – please observe your participants during the piloting and take note of any relevant feedback (verbal and non-verbal).

- Allow the participant 5 minutes to familiarize with the APP. Tell him/her that he/she can navigate the APP freely – there is no right or wrong path.
- After 5 minutes, ask the participant to perform the following tasks. For each task, **please take note of any problems or difficulties he/she might encounter and time how long does it take him/her to accomplish it.**
 - You want to learn more about how to improve your knowledge of [Italian / Greek / English...] – where would you search this information? [Answer: in the “communication” category]
 - You want to learn more about how to apply for a job in Europe, being an asylum seeker. Please, try to retrieve this information: [Answer: Find a job → General resources / Useful links] →
 - In this APP there is an introductory video about safety related issues. Please look for it. [Answer: in the “safety” category].
- Allow the participant 10 more minutes to navigate the APP and look for any kind of information he/she is interested in
- Finally, please ask the participant the questions in attachment and report the answers in the online survey <https://goo.gl/forms/hB7hYmo3WsKn7VKm1>

¹ Please mention only the languages available for your country version

ATTACHMENT – QUESTIONNAIRE

PART 1 – QUESTIONS FOR THE PARTICIPANT	
1. Do you identify yourself as:	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> None of the above
2. In which age-group do you belong to?	<input type="checkbox"/> 18-21 <input type="checkbox"/> 22-25 <input type="checkbox"/> 26-29 <input type="checkbox"/> Other – specify (for professionals only)
3. You are:	<input type="checkbox"/> An asylum seeker / refugee <input type="checkbox"/> A professional
4. How long have you been staying in this country? (for users only)	<input type="checkbox"/> Less than 3 months <input type="checkbox"/> Less than 6 months <input type="checkbox"/> Less than 9 months <input type="checkbox"/> Less than 1 year
5. What is your mother tongue?	<input type="checkbox"/>
6. In which language have you read the APP?	<input type="checkbox"/>
7. What is your command of the language in which you have read the APP?	<input type="checkbox"/> Elementary <input type="checkbox"/> Good <input type="checkbox"/> Very good <input type="checkbox"/> It is my mother tongue
8. How would you rate the language version?	<input type="checkbox"/> Very bad: I couldn't understand most of the contents and I think the translator has used wrong terms <input type="checkbox"/> Not very good: I understood the overall meaning, but I think the translation is not very accurate <input type="checkbox"/> Good: I understood most of the contents, although there are some minor inaccuracies <input type="checkbox"/> Very good: I understood all of the contents and I think the translation is very accurate
9. How good are you with technologies?	<input type="checkbox"/> Not very good <input type="checkbox"/> Good <input type="checkbox"/> Very good
10. Which is your educational level?	<input type="checkbox"/> None <input type="checkbox"/> Elementary <input type="checkbox"/> High school <input type="checkbox"/> University degree <input type="checkbox"/> Other (specify):

11. How useful was the APP content for a newly arrived asylum seeker/ for you?	<input type="checkbox"/> Very Useful <input type="checkbox"/> OK <input type="checkbox"/> Now useful at all
12. How easy was it to find information?	<input type="checkbox"/> Very easy <input type="checkbox"/> OK <input type="checkbox"/> Not easy
13. Would you recommend this APP to others?	<input type="checkbox"/> Yes <input type="checkbox"/> Maybe <input type="checkbox"/> No
14. How many times do you think you would use this APP in the next 12 months?	<input type="checkbox"/> None <input type="checkbox"/> 1-2 <input type="checkbox"/> 3-10 <input type="checkbox"/> 10-50
15. What is your overall star rating of the APP (1 is worse and 5 is best)	<input type="checkbox"/> 1 star - * <input type="checkbox"/> 2 stars - ** <input type="checkbox"/> 3 stars - *** <input type="checkbox"/> 4 stars - **** <input type="checkbox"/> 5 stars - *****
16. Which was the most useful part/ item of the APP? Why?	
17. Which part/ item was not useful? Why?	
18. Do you have any suggestions for improvement?	
19. To which extent do you think that this APP is likely to increase your intentions/motivation to make changes in your life?	<input type="checkbox"/> Not at all <input type="checkbox"/> Partially <input type="checkbox"/> A lot
20. To which extent do you think the use of this APP is likely to encourage you to search for further information and get help from local services?	<input type="checkbox"/> Not at all <input type="checkbox"/> Partially <input type="checkbox"/> A lot
PART 2 – FOR THE RESEARCHER	
Comments / observations:	

