



Inventory of digital tools and methods and survey results



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1. Inventory of digital tools

During the You Dig IT project lifetime four Learning Training and Teaching Activities (LTTAs) were held:

- Kassel, Germany, January 2018
- Vienna, Austria, May 2018
- Sofia, Bulgaria, September 2018
- Rome, Italy, April 2019

At the LTTAs each partner presented one digital tool for using in teaching and learning and trained the other partners in using this tool. Overall, 28 tools were presented during the LTTAs. The apps are presented in chronological order as they were presented in the LTTAs. The content of each program/digital tool is presented in this chapter.



Dutch Google World Wonders Project

Presented by The Netherlands / Friesland College

The World Wonders Project is a tool which can be used as a source for information about the modern and ancient world. Pictures and information about art, culture and historical events can all be found on this website.

<https://www.google.com/intl/en/culturalinstitute/about/wonders/>

Trello

Presented by Iceland / Starfsmennt

Trello is a web-based project management and collaboration application that could possibly, and probably, be used in many useful ways with both teachers and adult learners

www.trello.com

Kahoot

Presented by Bulgaria / 'Novi Iskar Generation Y'

Kahoot is a tool for using technology to administer quizzes, discussions or surveys. It is a game based classroom response system played by the whole class in real time. Multiple-choice questions are projected on the screen. Students answer the questions with their smartphone, tablet or computer.

<https://kahoot.it/>

Memrise

Presented by Italy / AIM Association

Memrise is a user-generated learning platform which uses flashcards as memory aids. It specializes in language learning, but also offers content on a wide range of other subjects. Memrise has more than 150 language courses across 25 languages

www.memrise.com

Facebook - within a little bit Google Übersetzer)

Presented by Austria / Internetcafé ZwischenSchritt – Arbeiter-Samariterbund- Wien

Facebook is an online social media and social networking service. Facebook may be accessed by a large range of devices with Internet connectivity, such as desktop, laptop and tablet computers, and smartphones. After registering to use the site, users can create a customized profile indicating their name, occupation, schools attended and so on. Users can add other users as 'friends', exchange messages, post status updates, share photos, videos and links, use various software applications ('apps'), and receive notifications of activity. Additionally, users may join common-interest user groups organized by workplace, school, hobbies or other topics, and categorize their friends into lists such as 'People from Work' or 'Close Friends'. Additionally, users can complain about or block unpleasant people.

www.facebook.com

Pinterest

Presented by The Netherlands / Stichting Expertisecentrum Oefenen.nl

Pinterest is a web and mobile application company that operates a software system designed to discover information on the World Wide Web, mainly using images and on a shorter scale, GIFs and videos. Users can upload, save, sort, and manage images—known as pins—and other media content (e.g., videos) through collections known as pinboards.

www.pinterest.com

LearningApps.org

Presented by Germany / Frauencomputerschule

The selected platform LearningApps.org was presented by Brenda. The platform allows teachers and students alike to create and manage online learning modules in an appealing form. In addition to common task there are types such as mapping exercises or crossword puzzles about 20 more task formats that are constantly being expanded by the developers. The main focus was to show how easy a class can be managed online. Step by step all participants went to this process, bookmarked apps, created folders and managed to create a new class. The platform offers a wide variety of apps to several topics to use as well as the easy possibility to create own apps for special target groups.

<https://learningapps.org/>

Google Translate

Presented by Austria / Internetcafé ZwischenSchritt Arbeiter-Samariterbund- Wien

Pretty much everyone knows google translate, but this tool is not just a handy travel tool. For us it is in the daily work with people from different countries a quick and easy technical support to provide better assistance. Very good is, that you can use it both – via browser and via app. It runs on all devices, whereby the usage extent is partially different (depends on Android version). It is great that in addition to the written input, there is now the option 'Camera Mode'. This makes it easy to photograph texts and translate them into the respective language. So, if people for example come to us in the internet café with questions to official writing, which are written in their native language, we can understand with the help of the app at least about what it is content and advise accordingly.

<https://translate.google.com/>

Dropbox

Presented by Bulgaria / 'Novi Iskar Generation Y'

It is a cloud-based files sharing solution available on Desktop and mobile platforms as Android/iOS. The basic installation of Dropbox is free, and it is very useful for educators in different areas to improve their teaching experience. The tool is very effective and useful in sharing of digital educational materials (computer files). The usage of Dropbox is very easy and intuitive. It works in particularly specified computer folder. The user just pastes the files which he/she would like to share in the substructure of the main folder. By this way teaching materials like notes, images, books, audio and video files are easily shared. The application can be installed on more than one device and by this mode the information is much more secure, because it is distributed on many devices. Data synchronization is automatically done and it is transparent for the user.

www.dropbox.com



Zoom

Presented by Germany / Frauencomputerschule

The app is selected for the target group: immigrant women with low language skills. In everyday life this target group must talk to people from government agencies and public institutions (like registration office, banks, insurance companies, etc.). Issues often must be clarified by phone – not personal. Usually the target group has low language skills. Furthermore, in Germany it takes a long time until the target group has the chance to take part in a language course. Nevertheless, in the meantime many things have to be clarified with authorities and public authorities, which is very difficult for them because they do not have sufficient training and cannot acquire the necessary skills through vocabulary training.

<https://zoom.us/>

Google Earth

Presented by Iceland / Starfsmennt

Google Earth is a computer program that renders a 3D representation of Earth based on satellite imagery. The program maps the Earth by superimposing satellite images, aerial photography, and GIS data onto a 3D globe, allowing users to see cities and landscapes from various angles. Users can explore the globe by entering addresses and coordinates, or by using a keyboard or mouse. The program can also be downloaded on a smartphone or tablet, using a touch screen or stylus to navigate. Users may use the program to add their own data using Keyhole Markup Language and upload them through various sources, such as forums or blogs. Google Earth can show various kinds of images overlaid on the surface of the earth and is also a Web Map Service client.

www.google.com/earth/

Edmodo

Presented by The Netherlands/ Friesland College

Edmodo is an online networking application for teachers and students. Think Facebook, but in a safe and controlled environment appropriate for school. Edmodo is primarily a tool for within-class communication, but it also provides several ways for teachers to connect with other teachers.

www.edmodo.com

LessonUp

Presented by The Netherlands / Stichting Expertisecentrum Oefenen.nl

LessonUp is an award-winning online platform that makes it easy for teachers to create varied interactive lessons using video, images, interactive questions and quizzes. Let students join with their own device and differentiate to their personal needs. With LessonUp you create or arrange your own digital interactive school material. You can use these rights away in the classroom on your central screen or interactive whiteboard. There are multiple options to arrange and create your own lessons. You can use slides, movie clips, quizzes, open questions, mind maps and many more.

<https://lessonup.io/en/>

wizer.me

Presented by Italy / AIM Association

Wizer.me is a free, easy to use website that lets all teachers make and use engaging online worksheets (the Wizer name for 'lessons'). This tool is useful to create different types of quizzes and interactive online exercises. Creating these worksheets is very easy and teachers have the chance to include video, audio files, images and links before the exercises, letting students deepen the subject and get food for thoughts. The questions can be built from a wide variety of types (Open Answers, Multiple Choice, Matching, Fill in the Blank, Fill on an Image, Tables & more). Worksheets are assigned to students in just a few clicks. Student answers are automatically graded (not including open questions), saving teachers hours of grading time. Teachers can make their own worksheets or browse the gallery for taking inspiration from other teachers. If the teacher sees a gallery worksheet that could be used in his/her class, just clicking 'Use' will duplicate it and put a copy in his/her account. Students must log-in and fill the worksheet online; the site interface for students is different from that of teachers (they can't create worksheets).

<https://app.wizer.me/login>

GoToWebinar

Presented by The Netherlands / Stichting Expertisecentrum Oefenen.nl

GoToWebinar makes it easy to reach your audience and deliver webinars that drive results. Pick a compelling topic, invite guest speakers and include polls and surveys for truly interactive presentations.

With built-in reports, analytics and full-service registration. The tool is available in English and other languages. It is also accessible in an app-version for smartphone and tablets. The tool is easy and free to use if you want to join a webinar.

www.gotowebinar.com

CamScanner

Presented by Germany / Frauencomputerschule

Camscanner you can take document snapshots, do smart image doc management, translate your scan into other languages.

www.camscanner.com



Simple Mind

Presented by Bulgaria / 'Novi Iskar Generation Y'

SimpleMind helps to write down all the things, ideas and tasks that fill your head. A brain wants to be cleared, because you can only focus effectively on just one thing. A mind map of your to do's will bring you clarity and a good overview over all the things to do. All the different tasks are organized and ready to be checked off. SimpleMind is a powerful mind mapping tool that targets successfully some of the most highly valued skills nowadays such as creativity, productivity, self-management. It focuses primarily on organizing your thoughts in a way that allows reaching your goals with minimized stress levels by making all steps needed visible and thus more reachable.

www.simplemind.eu

Flipgrid

Presented by The Netherlands / Friesland College

Flipgrid is a website that allows teachers to create 'grids' of short discussion-style questions that students respond to through recorded videos. Each grid is effectively a message board where teachers can pose a question and their students can post go-second video responses that appear in a tiled 'grid' display. Grids can be classes, sections, groups of students, research groups, faculty groups, or any collection of users interested in a common strand of questions. Each grid can hold an unlimited number of questions, and each question can hold an unlimited number of responses. Questions are short, text-based prompts (similar to Twitter) that can include basic formatting (such as bold, italic) and links to websites or documents.

www.flipgrid.com

Duolingo

Presented by Austria / Internetcafé ZwischenSchritt – Arbeiter-Samariterbund- Wien

Duolingo is the most popular language-learning platform and the most downloaded education app in the world, with more than 300 million users. The company's mission is to make education free, fun and accessible to all. Duolingo is designed to feel like a game and scientifically proven to be effective. In addition to its core platform, the company created the Duolingo English Test (DET), an affordable and convenient language certification option that is accepted by over 200 universities. Duolingo expanded beyond language learning with Tincards, a reinvention of flashcards designed to make studying fun.

www.duolingo.com

Facebook

Presented by Iceland / Starfsmennt

Facebook (FB) is a social media and social networking service, launched in 2004. Since 2006, anyone who claims to be at least 13 years old has been allowed to become a registered user of FB, though variations exist in this requirement, depending on local laws. As of January 2018, FB has more than 2.2 billion monthly active users. FB can be accessed from a large range of devices with Internet connectivity, such as desktop computers, laptops and tablet computers, and smartphones. Messenger is a service for sending instant messages to individuals or groups, who are on FB. It is not necessary to be befriended with a person on FB to send her/him a messages request and when not befriended with the sender, the receiver can deny the message request. One can use Messenger to get more advanced chat features, such as changing the color of the message or emoji. It is also possible to make calls via Messenger, both with and without video, this service is free of charge, meaning you do not pay any extra for using this feature.

www.facebook.com

Prezi

Presented by Italy / AIM Association

Prezi is a presentation software company founded in 2009 in Budapest. The word 'Prezi' is the short form of 'presentation' in Hungarian. It is a visual storytelling software alternative to traditional slide-based presentation formats. Prezi presentations feature a map-like overview that lets users pan between topics, zoom in on details, and pull back to reveal context. Prezi's visual storytelling capabilities make it a popular choice for speakers at large functions.

www.prezi.com

Quizlet

Presented by Iceland / Starfsmennt

Quizlet is an educational app, designed for both teachers and students. The app can be used on any browser on pc's, tablets and smartphones, but mainly focuses on phones and tablets. The app is based on a flashcard design, used to memorize certain facts, vocabulary or terms. Users can both design their own projects or use pre-existing projects. When making a project, a new study set, the user adds terms and definitions. Users can either write directly into the app/website or import terms and definitions from other applications such as Word, Excel, Google Docs, etc. The app synchronizes data with the website and vice versa. The Quizlet app helps student learning by using flashcards, memorizing lists, tests with written answers, spelling practices, matching and games. Therefore, it is very helpful for people studying for tests or practicing a certain vocabulary.

www.quizlet.com

Any.Do

Presented by Germany / Frauencomputerschule

With the app Any.Do tasks can be better organized, lists and reminders can be shared with other people. Any.Do fits with all devices. You can access (for example) a to-do list from anywhere in the world and exchange files with others. Important dates can be set and tracked. Nothing important is forgotten. One-time reminders and recurring reminders for daily, weekly and monthly commitments can be added. Google or iCloud calendars can be used in Any.Do and shared with other people. An exchange of important appointments is possible.

www.any.do

Google Arts and Culture

Presented by Italy / AIM Association

'The Art Project is a unique collaboration with some of the world's most acclaimed art institutions to enable people to discover and view artworks online in extraordinary detail. It also includes 360-degree tours of art galleries using Street View "indoor" technology. The gallery interiors can also be explored directly from within Street View in Google Maps. Google art and Culture is also enriched with thematic itineraries and urban walks, in addition to an in-depth analysis of historical figures enriched with documents and videos.'

www.artsandculture.google.com

DuckDuckGo and Startpage.com

Presented by Austria / Internetcafé ZwischenSchritt – Arbeiter-Samariterbund- Wien

DuckDuckGo is an Internet search engine that emphasizes protecting searchers' privacy and avoiding the filter bubble of personalized search results. DuckDuckGo distinguishes itself from other search engines by not profiling its users and by showing all users the same search results for a given search term, and emphasizes returning the best results, rather than the most results, generating those results from over 400 individual sources, including crowdsourced sites such as Wikipedia, and other search engines like Bing, Yahoo!, and Yandex. But: Behind it is a company from the USA. As a result, theoretically US authorities, such as a law enforcement agency, have access to company data from DuckDuckGo.

www.duckduckgo.com

STARTPAGE: As an european alternative, we want to present to you this tool. Startpage is a web search engine which highlights privacy as its distinguishing feature. It was previously known as the metasearch engine Ixquick, Startpage being then a variant service. The company also provides the stand-alone proxy service, Startpage.com Proxy, which is incorporated into the Startpage search engine, allowing users the option to open all search results via proxy. Startpage exclusively uses results from Google, which the company pays Google for. Startpage can search in 17 languages. (The company has also developed a privacy protecting email service, called StartMail). One more nice option is, that you can choose to use only EU-Servers.

www.startpage.com

Monefy

Presented by Bulgaria / 'Novi Iskar Generation Y

'Monefy is an application that helps you to track your expenses successfully. You only need to add each expense you do and Monefy is going to help you. Just add new records when you are buying a coffee or taking a taxi. It's done in one click, because you don't need to fill anything except the amount. It has never been so quick and enjoyable!

You can safely synchronize data between all your devices. Create or change records, add new categories or delete old ones and they will be present on other devices.'

www.monefy.me

Skype

Presented by The Netherlands / Stichting Expertisecentrum Oefenen.nl

'Skype connects people everywhere. You can make audio and video calls, share your screen, messaging and share files. New features are Skype Translator, live subtitles, HD video calling, call recording, polls and Skype for web.

- Skype make it possible to work together on a distance wherever you are.
- Good old skype but pimped up with useful tools!
- Worldwide conversation platform with translating options
- It makes teaching on the distance possible'

www.skype.com

Puzzle

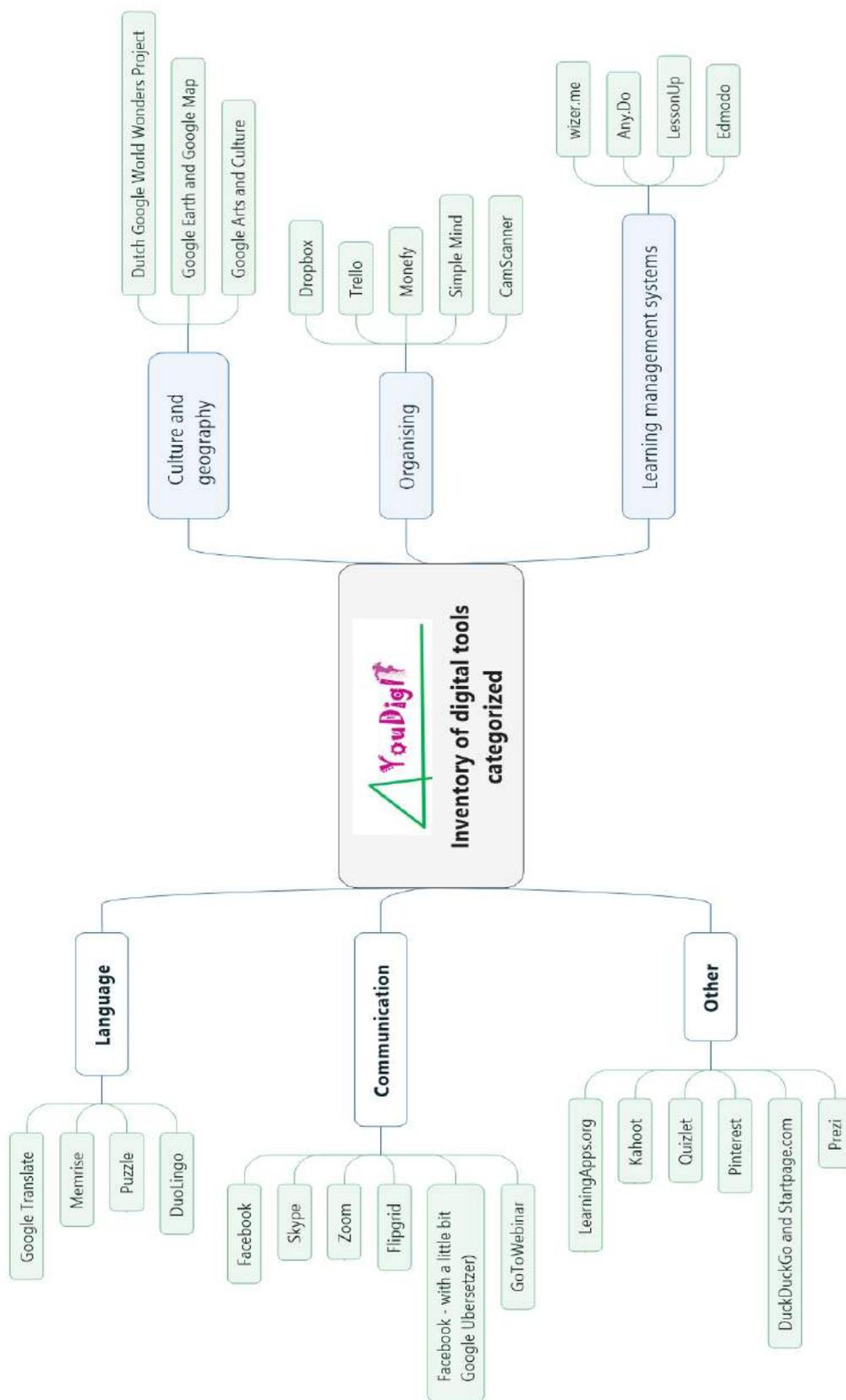
Presented by The Netherlands/ Friesland College

'Learning new words is one of the most important things when you learn a (new) language. We use a website (www.puzzle.org) to create different types of puzzles with the words our students want/need to learn.

This website can be used to create different kind of puzzles to memorize and consolidate words. With this site you can create 'word search', memory, quizzes and quartets very easily. Creating an account is also very easy (just an e-mail address and a password).'

www.puzzle.org

When we categorize these tools we get the following image.



2. Inventory of methods

The main aim of the You Dig IT project was to explore which digital tools were suitable for enhancing the basic skills of adult learners. The LTTAs were a safe platform for everyone to both try-out the teaching methods of the digital tools as well as trying out those tools. This chapter discusses in broad spectrum the methodology of facilitating learning and training of basic skills.

2.1 Role of the teacher in basic skills training using digital skills

When working with digital tools the teacher is seen as a facilitator, a manager, a coach, a role model and so much more. The focus is on the student, so the teacher is allowed to step aside from the front of the classroom, to observe and support learners without being the first provider of knowledge.

In his/her role as a facilitator the teacher has to make sure that teaching environment is well settled and safe for learners, he/she has to ensure that there are enough resources and learning materials, he/she has to know very well the educational purposes and goals and the reasons why he/she is using that tool. Moreover, the teacher as a facilitator has the important task of stimulating mutual learning and help students have positive and constructive relationships among them.

As a manager, the teacher manages time and the lesson schedule, he/she decides when and for how long learners are going to use a digital tool. He/she manages the uncertainties of students and the group dynamics.

As a coach he/she has to have high expectations, motivating learners into learning and in self-directedness. Learning shifts from Institutions to non-formal and informal contexts. His/her feedbacks will be crucial in this process, giving personal attention when needed.

When teaching with digital tools, the teacher starts the learning process, his/her presence is very important at the beginning of the path and comes back at the end of it, not interfering the learning process. It becomes crucial to let students being more independent.

As a role model, he/she gives examples to learners, he/she often knows the tools but is also open to new experiences, walking the extra mile for getting new materials, adding variety and fun to lessons.

2.2 Learning context when using digital means

The teacher/facilitator has to be aware of: Learning process may take place everywhere - at home, at work or in artificial spaces. It could be also in the nature and also happens anytime. It is very important for the final success of the learning process, in which learning environment it happens. Learning is more effective if it has any meaning/sense to the daily life of the adult learner. It makes no sense to try learning if you are struggling with personal problems, either it helps to solve the problems (i.e. Schuldnerberatung). The learner has to be self-motivated to make learning more effective.

Each from our target groups (migrant women, low-skilled unemployed youngsters, homeless people, adult learners in general etc.) has different expectations for learning something. They have different social status, different states of mind and they follow different goals and have different achievements (i.e. language learning, to be more competitive on the labour market, etc.)

2.3 Rate of self-directedness

It is important that learners can make their own choices. They choose the subject they want to learn, when and how they learn. The starting point for a teacher must be that he is convinced that learners can make choices themselves, that they are self-directed learners and want to be at the steering wheel of their learning process. Regarding the context within learners learn – formal or non-formal – there can be some limits to self-directedness.

The teacher's role is to facilitate and be there, not to tell the learner what to do all the time. The learner can reach for support, advise and feedback to the teacher. But he can also turn to his peers.

There is published a lot on self-directed learning for adult learning. There are three reasons for self-directed learning:

1. Individuals who take the initiative in learning, learn more things and learn better, than people who sit at the feet of teachers possibly waiting to be taught.
2. Self-directed learning is more in tune with our natural processes of psychological development.
3. Many of the new developments in education put a heavy responsibility on the learners to take a good deal of initiative in their own learning.

In the context of digital learning the position of the educator is more fluid and less clear cut: who is educating whom? A key issue is: Are we doing enough to prepare the educators? Digital technologies are disrupting the role of the educator. There is a general agreement that educators need to be familiar and comfortable with using new learning tools and technology in their teaching in order to effectively make use of them. (Grand-Clement 2017)

How can you encourage self-directed learning in your online course? Lynch (2018) describes five steps:

1. Demonstrate how your course matches their goals.
2. Understand their values and priorities.
3. Turn over the keys.
4. Show them the outcomes and help them track their progress.
5. Provide a challenge.

And Cordiner (2017) gives 10 ways to foster self-directed learning in your training.

Digital tools can support the self-directedness, because it can help you organize your learning (set goals, track results). E.g. Trello for organizing or Duolingo for tracking results, or gaining knowledge in Google World Wonders.

Read more

Cordiner, S.: '10 Ways to Foster Self-Directed Learning in Your Training.' *American Association for Adult and Continuing Education*, October 19, 2017: <https://www.aaace.org/news/370743/10-Ways-to-Foster-Self-Directed-Learning-in-Your-Training.htm>

Giuseffi, F.G.: *Self-Directed Learning Strategies in Adult Educational Contexts*. April 2019. ISBN13: 9781522580188.

Grand-Clement, S.: *Digital learning, Education and skills in the digital age*. RAND Corporation, Santa Monica Calif., and Cambridge, UK, 2017.

Greef, M. de: *Leren in verschillende contexten, De opbrengsten van trajecten taal- en basisvaardigheden voor laagopgeleiden*. CINOP, 2012. In opdracht van CINOP.

Lynch, L.: 'How to incorporate Self-Directed Learning in Your Online Course.' *LearnDash*, August 20, 2018: <https://www.learndash.com/how-to-incorporate-self-directed-learning-in-your-online-course/>

Manning, G.: 'Self-Directed learning: A Key Component of Adult Learning Theory.' *Journal of the Washington Institute of China Studies*, [S.l.], v. 2, n. 2, p. 104, Jun. 2007. Available at: <https://www.bpastudies.org/bpastudies/article/view/38/78>. Date accessed: 19 Jun. 2019.

Moore, T., J. Houde, C. Hoggan & J. Wagner: 'Re-viewing Adult Learning: A Collaborative Self-Directed Learning Model for Adult Educators.' *Adult Educational Research Conference*. <http://newprairiepress.org/aerc/2007/papers/72>

Raemdonck, I.: *Self-directedness in learning in career processes. A study in lower-qualified employees in Flanders*. Doctoral Dissertation. Ghent: Ghent University, 2006.

Schwartz, M.: 'Engaging Adult learners'. Ryerson University: <https://www.ryerson.ca/content/dam/lt/resources/handouts/EngagingAdultLearners.pdf>

2.4 Methodology of testing, in the light of transfer possibilities

Testing helps the learner to measure his progress. Game-based apps are good for motivation and also for self-directed learning. It is not about qualifying, more like soft testing, to see where the learner stands. To get an idea of what the learner already knows and what he still has to learn.

With the testing learners can also collect feedback. That is helping them to focus on what they really need to learn. And what they find difficult. This is not only about the features of the app, but also the content they introduce themselves (e.g. when making a Prezi or a Pinterest presentation)

Tools like Kahoot or Quizlet helps a teacher to test the knowledge of the learners in a fun and non-stressful way. This is also competitive, which helps to get the attention of some learners.

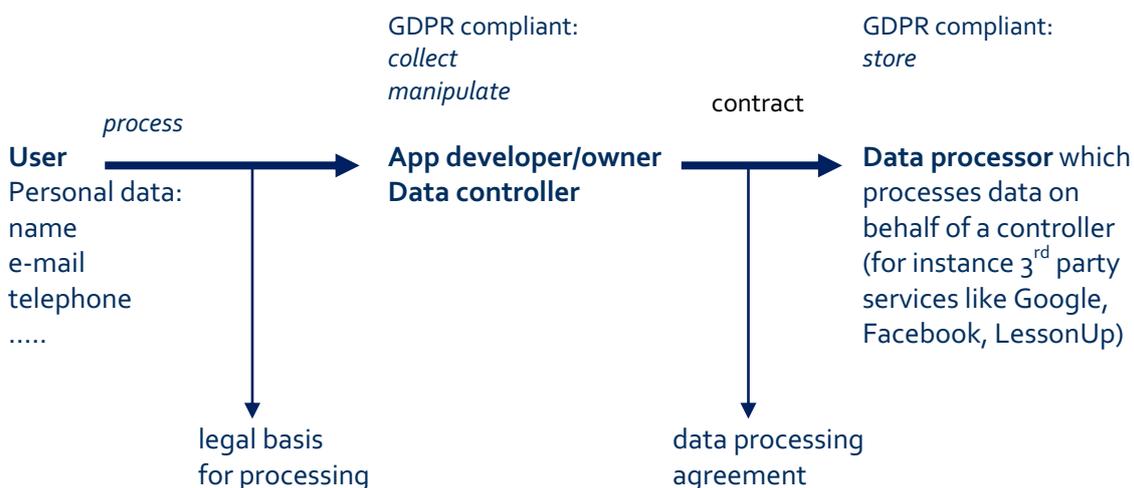
2.5 Privacy

During the project the General Data Protection Regulation (GDPR) became enforceable in the EU (www.gdpr-info.eu, www.eugdpr.org) on the 25th of May 2018. It is the most important change in data privacy regulation in 20 years. The GDPR aims primarily to give control to individuals over their personal data and to simplify the regulatory environment for international business by unifying the regulation within the EU.

The introduction of the GDPR has a big impact on how organizations handle and manage the personal data of their users. Organizations which offer education and training should consider carefully how they implement an application. See therefore the 15 guidelines: <https://techbeacon.com/security/15-steps-developing-gdpr-compliant-apps>.

There are apps where users can create content, e.g. write comments or chat. They might put some personal data there. In the context of education, the organization who is offering this has the responsibility. They must ensure that users can work safely with digital tools. Always ask the question: 'Is the tool GDPR compliant?'. Get a contract with everyone 3rd party that process data. And ensure that teachers and supervisors are aware of this. It is therefore not the teacher or supervisor who determines whether it is possible to work with a digital tool. The organization is ultimately responsible.

GDPR roles



3. Survey on the use of apps

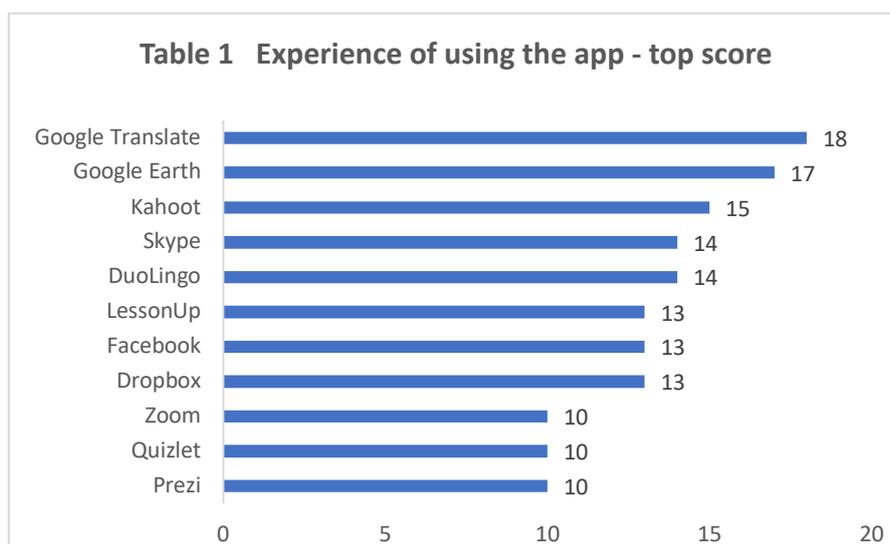
The survey was conducted in May and June 2019 and contained three questions:

1. What was your experience of using the apps from the You Dig IT project?
2. What app(s) would you recommend to others?
3. Please tell us how you used the app(s) in your teaching and/or learning.

The survey was sent to 40 participants, one of them had not participated in any of the LTTAs. In total 23 responses were received or little less than 60%.

3.1 Survey result – experience of using the apps

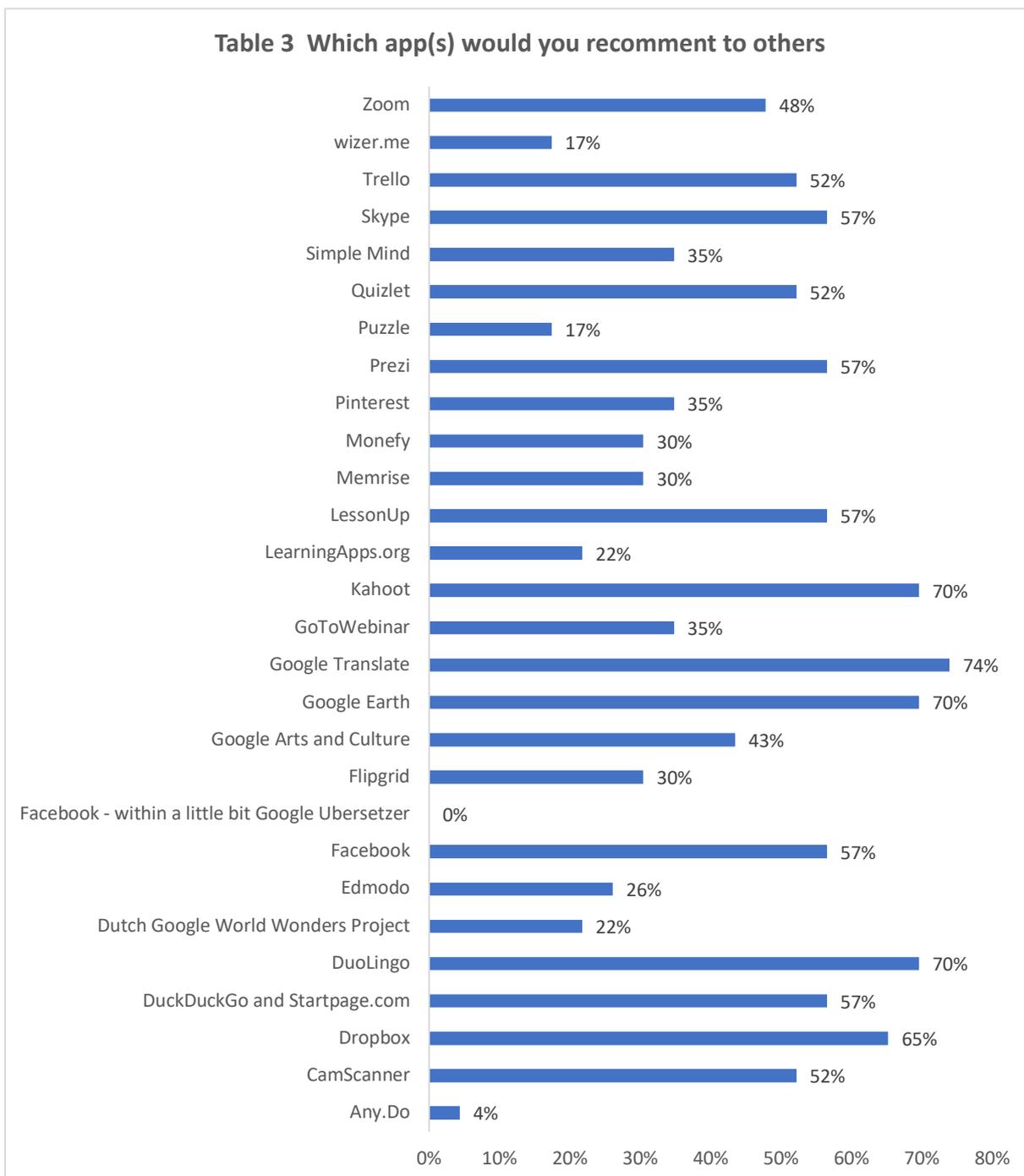
The app that most respondents had a positive experience with was Google Translate, Google Earth and Kahoot (see more detailed results in table 1 in the Annex).



The apps that were least tried out were Dutch Google World Wonders Project and Learning Apps.org.

3.2 Survey result – app(s) to recommend

The most popular apps that were recommended for using within teaching and learning were Google Translate, Kahoot, Google Earth, Duolingo and Dropbox.



3.3 Sharing of experience of using the apps within teaching and learning

The respondents shared their experience of using some of the apps within teaching and learning. The responses are grouped by apps respondents referred to:

CamScanner

- CamScanner is a practical tool for bringing analogue documents fast into a digital format.

DuckDuckGo and Startpage.com

- For safety surfing in internet I use DuckDuck Go.

Duolingo

- I used Duolingo to learn Spanish and Portuguese by myself.

Facebook

- Facebook and Messenger. I have used this app to manage groups who are studying the same task. I send them information about their studies, and they can talk about their studies in the group and share their work if they want to. The students can communicate with me on Messenger if they have something on their mind or lacks information.
- Facebook is our way to advertise courses and bring messages to students. Encourage students to attend courses and point out what is happening in adult education.
- For connecting with people and just for fun, I use Facebook.

Flipgrid

- I use Flipgrid as a method to let students present themselves and other things they learned.
- Flipgrid to give students the opportunity to present themselves or to present their learning outcomes.

Google Arts and Culture

- I used Google Art and Culture to train students in their oral skills and organizational skills within group researches.
- I'm using Google Arts and Culture, Google Earth and Google Translate often in my learning tasks and problems.

Google Earth

- I'm using Google Arts and Culture, Google Earth and Google Translate often in my learning tasks and problems.
- To start the lesson, to combine the Dutch language and mathematics (Google Earth).

Google Translate

- I'm using Google Arts and Culture, Google Earth and Google Translate often in my learning tasks and problems.
- Use of Google translate when working with languages that are unfamiliar.
- Google Translate for our visitors to understand each other, this is used very often.
- Google translate is very useful in our daily work!!!

Kahoot

- I used Kahoot to dynamism the lessons and emotionally involve students in engaging themselves and answering in the right way to the questions. It can be used for any subject.
- Teaching the mobile app Kahoot, we directly achieved very good results among our volunteers when they learned a foreign language.
- Kahoot for revision and presentations

LearningApps.org

- Learning Apps offers a great amount of exercises and i tried some of them, concerning numeracy and basic literacy. I recommend it for the variety of tools it offers, but not for the graphics.

LessonUp

- I still use LessonUp in almost every lesson. It really gives structure to your lesson.
- I tried LessonUp only one time with a mind map, it's interesting and funny but my experience is too little to explain. I recommend it because has a lot of tools and gives many possibilities (which i did not explore entirely).
- Use of a learning platform like LessonUp made us aware of the possibilities of such a system.
- To show the group an assignment they must work on (LessonUp).

Monefy

- For planning my incomes and outcomes, I use Monefy.
- With the active use of Monefy, we raised the everyday financial culture of our group's members and volunteers, who in general has increased their digital competence.
- I used and tested with our target group the particular apps SimpleMind and Monefy as an educator-volunteer, who works directly with adult learners (young people 18+ from one disadvantage area in [name of a town]). Working with these two mobile applications along with our adult learners, I have been able to expand my students' digital competences by gaining new skills from which they will benefit in the future.

Pinterest

- Pinterest - for presentations

Prezi

- I used Prezi at school to improve students' skills.
- I used Prezi to create innovative and dynamic presentations and to make students present their works in a smart way, training oral skills at the same time.
- When I want to present something, I use Prezi for presentations.
- With Prezi it's quite easy and fast to make a cool presentation and to provide information to a group without using boring ppt.

Puzzle

- I used Puzzle as one of the many exercises to learn to read and write and understands words.
- Puzzle as practice to learn idiom.

Simple Mind

- Simple mind I use myself, no student, but I will be. The rest I use! The problem is the space/room for download on the student mobile.
- I introduced the SimpleMind app to high school students from minority groups in our community in their English and History classes. It facilitated their learning of new word families and big events

consisting of many details. It is a very helpful app for organizing big pieces of information and memorizing it easily.

- I used and tested with our target group the particular apps SimpleMind and Monefy as an educator-volunteer, who works directly with adult learners (young people 18+ from one disadvantage area in [name of a town]). When I have been working with these two mobile applications along with our adult learners, I have been able to expand my students' digital competences by gaining new skills from which they will benefit in the future.

Trello

- Has proven to be very useful both 'in-house' to have an overview of all the courses we offer, what needs to be done for each course, keep track of when things need to be done. Also used to create groups for some courses with the teachers and/or admins involved, which makes communication easier and quicker.

wizer.me

- I used Wizer in a way to create exercises for students (many kinds of exercises are possible) and it's easy to evaluate them.

Zoom

- I use Zoom to communicate with various people, students, teachers and tech help. It's convenient because it's very easy to use and is free as long as you keep your talk to under 40 min. It works as a time limit as well, so the meetings are short and focused on the matter at hand

General comments

- I use the various apps during my lessons to let people practice language in an interactive way. The different apps provide variety for my lessons.
- I don't have students myself, so I use it indirectly.
- When I'm having a conversation with a teacher or supervisor of low-educated adults I'll inform them about one of the apps when I notice that they need it.

4. Discussing the Top 10 'best' tools

The apps that most respondents had a positive experience with were Google Translate, Google Earth and Kahoot. Table 1 in chapter 3.1 points out the 11 'best' apps according to the experiences. In this chapter we briefly discuss the 'best' tools. For each app we discuss:

- Information about the app
- Methodology
- Example of use
- Pro's and cons for low skilled adults
- Why suitable for the target group

4.1 Google Translate

Description

You can translate text, handwriting, photos, and speech in over 100 languages with the Google Translate app. Or you can use Translate on the web.

Methodology

Google Translate is free and can be used as a 'learning by doing' tool. It is very practical for many real life situations. It is quite easy to scan documents and even signs (Photo-function of your device) and translate them into your own language or any other. The microphone option offers a way, to get into contact, or to talk, or to share information between two different language talking persons. It is possible to download many different language-packs to your device, so it is usable offline too.

Exercises

A:

1. Translation of an official paper/document.
2. Read a newspaper article and try to translate it by microphone in short sentences.
3. Outside assignments: -10 pictures in your environment (for example hospital, pharmacy), - what is the meaning? - new words? - which pictures are the most important and why?...tell about your results in the class.
4. Introduce yourself in your native language to another person.

What are the learning objectives?

- Assist/help them run their official things. Instruct them in how to use the app and give them a translation exercise (text or something).
- It's a reading exercise and it's useful to test the pronunciation and to help the comprehension.
- Learning new words in a meaningful learning environment.
- You can communicate in other languages.

At what point is this used to effectively achieve educational goals?

- At the middle of a language course, often having prepare students with basic grammar and conversation skills.
- When I want to communicate with people who speak a different language.

B:

1. Have mixed conversation between students speaking different languages using double conversation function.
2. Pronunciation exercises; 10 Words, use the app to check if you pronounce the words correct in Dutch.
3. Translate a text in another language with taking a picture of a text.

What are the learning objectives?

- It's to create a good environment in the class using this tool as an ice-breaking exercise.
- Pronunciation.
- You can translate texts and words when you can't understand these.

At what point is this used to effectively achieve educational goals?

- At the beginning of the course.
- When a student finds some words difficult to pronounce.
- When you have to work with a text you don't understand you can easily translate it and understand it.

Pros/Cons

Plus	Minus
Easy to use; helpful when understanding foreign language even if the translation is grammatically wrong, you get the meaning of it.	Can give wrong information, when the translation is completely wrong. That can create difficult communication between different cultures.
Easy, funny, helpful.	Grammar is not always accurate. It works better with short sentences.
Helpful, interesting to use in practice.	Mindkiller, student still need to learn the second language. this app could make them 'lazy'.
You can communicate with people all over the world.	You can't make too long conversations, then the app is overloaded. Only short sentences are always right.

Why suitable for target group or not?

- You can make customized learning with this tool.
- Tool for camouflage course.
- Easy access, no mail required.
- Makes learning fun.

4.2 Google Earth

Description

Google Earth is a computer program that renders a 3D representation of Earth based on satellite imagery. The program maps the Earth by superimposing satellite images, aerial photography, and GIS data onto a 3D globe, allowing users to see cities and landscapes from various angles. Users can explore the globe by entering addresses and coordinates, or by using a keyboard or mouse. The program can also be downloaded on a smartphone or tablet, using a touch screen or stylus to navigate. Users may use the program to add their own data using Keyhole Markup Language and upload them through various sources, such as forums or blogs. Google Earth can show various kinds of images overlaid on the surface of the earth and is also a Web Map Service client.

Methodology

The app offers opportunities to travel around the world from your home and as such can help with orientation, both in your nearest surroundings as well as in unknown surroundings. It combines visual and written information, and can be used for supporting literacy and numeracy skills development like:

- Measure Shape and Space: The 3D mapping tools could help bring the concept of 3D alive. There's also a measure distance facility that allows you to measure the distance between, say, your home and the train station, or between the Eiffel Tower and the Arc de Triumph! The facility to change the units of measurement could support work on metric/imperial measures.
- Reading and Writing: The Places Directory allows you to save your favorites and type in descriptions of them. Your learners could read and print out driving directions, and email them to a friend along with a brief message.

The app can easily be used for supporting literacy and numeracy skills development as well as when working with migrants, regardless of their basic skills level, as the app can assist them in getting to know their new neighborhood and surroundings.

Google Earth can support the development of functional skills, meaning practical skills in English, mathematics and ICT that enable learners to deal with practical problems and challenges in everyday life.

Exercises

A:

1. You can ask to your students to find the geographical coordinates of a place.
2. Let the students talk about the place they come from. They can tell more about where they were born. They learn a lot about each others backgrounds.
3. Show the route from school to railwaystation.
4. Make your social map.
5. Find your own school and your home and measure the distance.

What are the learning objectives?

- Learn geographic elements.
- Geografie, maths, discussion, planning, calculating.
- Learn to use Words for direction-instruction.
- Students know where to find important social institutions.
- To assist them in understanding the tool and what it can do; practice math skills.

At what point is this used to effectively achieve educational goals?

- Learn geographic elements.
- Geografie, maths, discussion, planning, calculating.
- Learn to use Words for direction-instruction.
- Students know where to find important social institutions.
- To assist them in understanding the tool and what it can do; practice math skills.

B:

1. You can ask your students to calculate the distance between a place and another.
2. Let the students make a route from home, to school, to the doctor, to a pharmacy and let them talk about it.
3. Show us your hometown and tell about it in Dutch; show five point of interest. What is the distance from your hometown to the Netherlands.
4. Try out the navigation to go to the next lunch appointment.
5. Measure the height of the Eiffel Tower and give the measurement both in meters as well as feet.

What are the learning objectives?

- Improve digital, mathematical and geographical competences.
- Talking, searching online, planning, reading.
- Digital skill, Reading and talking.
- Learn to use the features of the app in a situation you already know.
- Practice math skills and understanding different measurement systems.

At what point is this used to effectively achieve educational goals?

- Whenever you want.
- After the instruction.
- After an introduction of how to measure things and what kind of systems there are.

Pros/Cons

Plus	Minus
Is nice because you can find photos and real landscape of the places you search.	Not really any minuses
Very nice to work with, nice to work in projects, good for working with refugees.	The app version/web version does not have as many possibilities as the Pro version, but as the Pro version is free and has to be downloaded on the device, it's also possible to use it within a learning session. If you don't have a high-speed internet connection, it's not as much fun to use as everything is slower.
We liked it a lot. The assignment was very active and interactive.	
It's fun to use and gives a whole new view of the world.	

Why suitable for target group or not?

Basic skills

- Literacy: Working with all elements of literacy, reading, writing, speaking (group work), listening.
- Numeracy: Measuring distance, buildings, measuring systems like the metric system versus other measurement systems.
- Digital: Using a browser, downloading, privacy statement etc.

Other

- Getting to know your surroundings, for immigrants, refugees, tourists both foreign and domestic tourists.
- Supports intercultural learning and might also support intergenerational learning as it fits all age groups. Could for example be used for enhancing digital skills of the elderly by letting the younger generation assist.
- Howard Gardners theory of multiple intelligences. Spatial: The ability to conceptualize and manipulate large-scale spatial arrays (e.g. airplane pilot, sailor), or more local forms of space (e.g. architect, chess player).

4.3 Kahoot

Description

Kahoot! is a game-based mobile application and learning platform that makes it easy to create, share and play fun learning games or trivia quizzes in minutes. Users can play Kahoot! on any mobile device or laptop with an internet connection. Kahoot! added 1 billion cumulative players and learners in 2018 and has reached 2 billion learning players since its launch in 2013. 50% of EU students (adult learners) use Kahoot! on a monthly basis and Kahoot! had 700 million participating students in 2018. 5 million teachers globally in K-12 and higher education hosted a Kahoot game in the last year.

Kahoot!'s unique gameplay delivers high engagement with users spending up to 10 minutes per session. To date, users have spent 15 billion cumulative minutes on the platform since launch - an equivalent of 28K years.

Mission of the app is to make learning awesome! Kahoot! has become a pop culture phenomenon in schools and learning environments, with 'kahooting' being used as a verb.

Methodology

Pedagogical approaches used during the learning process:

- Game-based learning.
- Group discussions.
- Presentations.

Exercises

A

Through live games where the host launches a Kahoot! quiz on a larger screen and students answer questions through a simple browser-based interface or the Kahoot! mobile app.

What are the learning objectives?

At what point is this used to effectively achieve educational goals?

The main learning objectives of the exercise used was to make learning in and out of the classroom fun, inclusive and engaging in all contexts, and in this way we wanted to raise our group's members digital culture and digital competence to a higher level through in a fun and memorable way like Kahoot! mobile app.

B:

Through challenges sent by host to students to be played at their own pace in the Kahoot! iOS or Android mobile app. Kahoot! can also be played by users in single-player or multiplayer mode through the mobile app.

What are the learning objectives?

At what point is this used to effectively achieve educational goals?

The main learning objectives of this exercise was to present to our learners (students) how to play Kahoot in a group setting (for example, a classroom). The learners answered the questions on their own mobile devices, while games are displayed on a shared screen to unite the lesson. It created a 'campfire moment' encouraging players to look up and celebrate together.

The learning goals have been reached in an effective and learning-friendly mode - now our learners have more wider digital competence after using and testing Kahoot!

Pros/Cons

Plus	Minus
You can create a learning game in minutes.	Some of the games in the app are a little monotonous and some of them are similar.
The format and number of questions are entirely up to you.	Requires email registration.
You can add videos, images and diagrams to your question to amplify engagement.	The base version of Kahoot! Has more limited user options.
It adds a lot of excitement to your classroom.	In the app are presented only some areas of knowledge.
Students can work individually or in teams, in the classroom or at home.	
Besides creating your own games, you can search among millions of existing ones.	
It can be used to reinforce knowledge, to introduce a new topic, to do a survey, to encourage team work or to provoke a discussion.	

Why suitable for target group or not?

- It gets people engaged and involved. The students (learners) are competitive and want to be part of the activity.
- It is easy to assess students on their knowledge before a lesson or to review a content after a lesson.
- The app is suitable for easy quiz creation, easy quiz sharing, fun and easy to use interface.

It is easy to use from the target group, and the graphics & music make learners to love the competition while

4.4 Skype

Description

Skype is for doing things together, whenever you're apart. Skype's text, voice and video make it simple to share experiences with the people that matter to you, wherever they are.

With Skype, you can share a story, celebrate a birthday, learn a language, hold a meeting, work with colleagues – just about anything you need to do together every day. You can use Skype on whatever works best for you - on your phone or computer or a TV with Skype on it. It is free to start using Skype - to speak, see and instant message other people on Skype for example. You can even try out group video, with the latest version of Skype.

If you pay a little, you can do more things, in more ways, with more people – like call phones or send texts. You can pay as you go or buy a subscription, whatever works for you. And in the workplace, this means you can bring your entire ecosystem of workers, partners and customers together to get things done. Try

Skype out today and start adding your friends, family and colleagues. They won't be hard to find; hundreds of millions of people are already using Skype to do all sorts of things together.

Methodology

We started our project at Ster College in Eindhoven, in the South of the Netherlands. It's a school for adults who needs help on the basic skills like the Dutch language, mathematics and digital skills. The group who starts this project were people who live nearby Eindhoven and have problems with reading and writing. Their maximum level is 2F (it's almost similar at B1) It's not easy for them to travel to school or they don't have the possibility to come once a week.

The training starts at school, at Ster College. The students will start with their volunteer. If they don't know each other, the teacher will introduce them. The student gets a Skype account, an account for Oefenen.nl and some exercise books.

The student gets homework of the teacher. He can practice online with a personal learning route on Oefenen.nl. Once a week he can train with a volunteer and once a week there's a Skype-session between the teacher and the student. After a few weeks there's a group session on school. It's not necessary for the volunteer to be there also. After this session the cycles will start again.

It's possible for the teacher to follow the students digital in the Tracking system (Volgsysteem) for teachers of Oefenen.nl. Because of this system it's possible to teach individual and demand oriented.

Exercise

- Brainstorm and feedback tool
- Always somebody nearby
- Exercising oral skills
- Possibility to stay connected and interact all over the world - private or business
- Use it as a poll instrument
- Video and voice conversation
- Individually use (when you use translation)
- Use recordings to repeat a lesson of session.
- Sharing your classroom for those who can't be there

Pros/Cons

Plus	Minus
Its time saving because you don't have to travel.	Technical problems possible.
Translator gives you the chance to work global.	Translator doesn't work in group chats and is not accurate.
Decreasing social isolation, includes people who can't leave their home -> Inclusion! Connecting people of different places.	Lack of some languages, Limited translation options.
Not so difficult to use.	Very good connection and devices necessary.
Using it makes your own world bigger.	maybe can exclude some people.
It can be used as an organisational tool.	Not possible to invite more than 1 person in a translate group.
Making appointments aso.	You need to be digital skilled .

Individually but personal.	
Eliminates exclusion.	
Time and place irrelevant (you can do it anywhere and everywhere).	
Proper for people with disabilities.	
You can share your screen.	

Why suitable for target group or not?

It can be difficult for people with little digital skills. But second language learners are often already used to Skype or similar tools. And in our pilot, it turned out that low literates also can deal with Skype, with a little help.

Learners appreciated the undivided personal attention from the teacher.

4.5 Duolingo

Description

Duolingo is the most popular language-learning platform and the most downloaded education app in the world, with more than 300 million users. The company's mission is to make education free, fun and accessible to all. Duolingo is designed to feel like a game and scientifically proven to be effective. In addition to its core platform, the company created the Duolingo English Test (DET), an affordable and convenient language certification option that is accepted by over 200 universities. Duolingo expanded beyond language learning with Tincards, a reinvention of flashcards designed to make studying fun.

Methodology

Contrary to traditional learning, Duolingo uses its data to improve the metrics and restructure the learning experience for all learners. Due to the massive number of learners in Duolingo, this makes it uniquely positioned to identify learning difficulties and create interventions to help users overcome them. It also uses A/B testing to evaluate possible interventions that can benefit students.

Exercises

There are a number of different types of exercise, each one aimed at helping users learn in a different way:

- An A/B test of an exercise to translate a written sentence orally.
- Translation: You are presented with the text of a sentence in one language and are asked to translate it into the other.
- Transcription: You are presented with the audio of a sentence and are asked to write it out.
- Speaking: You are presented with the text of a sentence and asked to speak it into the microphone of your computer.
- Fill in the blank: You are asked to choose the correct word or phrase to complete the sentence.
- Multiple-choice translation: You are asked which of several sentences in one language a valid translation of a sentence in the other language is. Often the wrong alternatives are not even grammatically correct. See Dead giveaways.
- Picture flashcard translation: You are presented a word in one language and are asked to translate it into the other language with the help of a few relevant pictures.
- Picture flashcard matching: You are presented with several words and corresponding images in one language and asked to choose which one matches a word in the other language.
- Sentence shuffle: You are presented with the text of a sentence in one language and a shuffled sentence in the other. You have to rearrange the words to form the correct translation.

- Tap the pairs: An even number of boxes, half in your base language and half in your target language are shown. You must select the pairs. You may select a box in either language or its translation.

What are the learning objectives?

Duolingo itself is created to help you to learn another language in an easy and playful way.

At what point is this used to effectively achieve educational goals?

The tool itself gives you the chance to define your own goals and levels. On this way, independent learning is possible. For working in classes, the specially developed schools.duolingo.com is recommended.

Pros/Cons

Plus	Minus
The application structures the language in nicely pieced aspects along certain topics.	Duolingo doesn't do grammar enough.
There are various aspects like listening comprehension as well as speak training involved.	It can make students competitive and not focussed on the lesson but on the game and scores.
The lessons are briefly structured and can be done during a break.	The grammatical aspect of the language doesn't get explained but is implicitly taught.
The waypoints do make the application usable for intermediate or advanced learners.	The performance as a vocabulary trainer is lacking.
The gamification with obtaining and maintaining a streak is enticing.	The application only offers a limited amount of language programs in German.
	The application isn't that good for memorizing foreign alphabets.

Why suitable for target group or not?

- You can make customized learning with this tool.
- Makes learning fun.

4.6 LessonUp

Description

LessonUp is an award-winning online platform that makes it easy for teachers to create varied interactive lessons using video, images, interactive questions and quizzes. Let students join with their own device and differentiate to their personal needs. With LessonUp you create or arrange your own digital interactive school material. You can use this right away in the classroom on your central screen or interactive whiteboard. There are multiple options to arrange and create your own lessons. You can use slides, movie clips, quizzes, open questions, mind maps and many more.

Methodology

We start with an introduction for the teachers that participate. This introduction will last about 1,5 hour and shows the basic instructions of LessonUp. After the introduction the teachers can make their own lesson, using the app. In de classroom, the teacher starts with an instruction of the app. Students take their phones or laptops and try to log on. The teachers help the students with the codes and de logging on. When all the students are logged on, the teacher starts his lesson using LessonUp. The teacher can use all the available content: slides, video's, images, websites, Googlemaps, PowerPoint, quiz, mindmap, question, photo question and drag and drop.

Exercises

A:

1. Make a video presentation for your city via Lesson Up.
2. Teacher gives a topic and students have to type words related to the topic.
3. Create a quiz.
4. What do you know about this subject? Write the words and afterwards rearrange the words into groups.
5. General knowledge quiz.
6. How to use an app.

What are the learning objectives?

- Making them active and make them think, building a brainstorming.
- Learning with fun.
- Brainstorming and construction knowledge.
- Give information.
- Assist learners learn how to use an app for daily use.

At what point is this used to effectively achieve educational goals?

- At the beginning of a new lesson.
- When you want to learn with fun.
- At the start of the lessons.
- As an introduction to a lesson, during the lesson as well as to find out if the students have learned anything.

B:

1. Make a short slide presentation (in PPT format) for your NGO via Lesson Up.
2. You can insert two photos and ask students to associate words to them.
3. Make a lesson.
4. Students make a poll about a subject they studied.
5. Tips which are important all around the topic of homelessness, standard information.
6. How to cook.

What are the learning objectives?

- It is useful for training the language skills and widening the vocabulary
- To teach in a better way.
- Re-use knowledge and present that what has been learned in another way.
- Survival.
- Teach young adults how to cook potatoes.

At what point is this used to effectively achieve educational goals?

- Whenever you want, good for language lessons.
- When you want to make your lesson more excited.
- As a presentation activity at the end of the lessons.
- At every point we need.

- As an introduction and instruction but not to find out if they have learned anything.

Pros/Cons

Plus	Minus
Very suitable, user friendly and interactive.	It can make students competitive and not focused on the lesson but on the game and scores.
It is funny and quite easy to use.	Because of so many options it is a bit complicated.
Very good to bring more excitement and motivation into class.	Students can't do much themselves with this tool. They need the teachers account.
Really awesome.	Takes time to learn how to use.
Impressive and want to learn more.	

Why suitable for target group or not?

- You can make customized learning with this tool.
- Tool for camouflage course.
- Easy access, no mail required.
- Makes learning fun.

During the Learning and Training activity there was no agreement between teachers. Some said it is suitable for low skilled adults, others say it is not.

4.7 Facebook

This paragraph contains information on Messenger as well.

Description

Facebook (FB) is a social media and social networking service, launched in 2004. Since 2006, anyone who claims to be at least 13 years old has been allowed to become a registered user of FB, though variations exist in this requirement, depending on local laws. As of January 2018, FB has more than 2.2 billion monthly active users. FB can be accessed from a large range of devices with Internet connectivity, such as desktop computers, laptops and tablet computers, and smartphones. After registering, users can create a customized profile indicating their name, occupation, schools attended and so on. Users can add other users as 'friends', exchange messages, post status updates, share photos, videos and links, use various software applications ('apps'), and receive notifications of another users' activity. Additionally, users may join common-interest user groups organized by workplace, school, hobbies or other topics, and categorize their friends into lists such as 'People from Work' or 'Close Friends'. Additionally, users can report or block unpleasant people.

Messenger is a Microsoft application and now published by FB. Its origin can be traced back to the Microsoft application MSN Messenger, which was released around 2009. The app is for mobile devices and allows the user to chat with his/her FB friends. It's a standalone messaging app that replaces the messaging abilities in the FB app.

Messenger is a service for sending instant messages to individuals or groups, who are on FB. It is not necessary to be befriended with a person on FB to send her/him a messages request and when not befriended with the sender, the receiver can deny the message request. One can use Messenger to get more advanced chat features, such as changing the message colour or emoji. It is also possible to make

calls via Messenger, both with and without video, this service is free of charge, meaning you do not pay any extra for using this feature.

Methodology

The apps offer opportunities to connect to people on individual level but also on group level. It allows the user to form different groups for different purpose and gather people together. When working with participants lacking basic skills using Facebook and Messenger can help empowering learners and even break their isolation as they can communicate to people outside their home. When working with a group of learners, this platform provides the opportunity to gather them in one Facebook group where they can communicate, share documents, pictures etc. not having to log in to another service than their own Facebook account. Through messenger both the teacher as well as the participants/learners can contact each other as a group and/or individually.

Facebook and Messenger can be used for enhancing literacy, numeracy, digital skills as well as other basic skills like social skills. It also gives the opportunity for people to participate in a learning session when they cannot be there physically, as events can be broadcasted via Facebook. It's possible to reach participants in different places and to provide them with information; communicate and discuss topics and organize group events and activities make a pool over learning exercises.

Exercise

A:

1. Communicate with a group of students by using written language.
2. Group of students, communication and sharing information.
3. Make the poll and we will see what we are going to do.
4. Create a class group.
5. We will make a chat channel for every day communication.
6. Make a poll to know what the opinion is of a user.
7. Make a poll about the offers of our institution. to get some ideas what is needed and so.
8. Form a group and discuss a specific topic; think about who is heard most and how your opinion formed in case of internet discussion. Check your sources.
9. An open question citizenship.
10. People can create virtual events that are fake just to promote an idea or raise awareness on a subject they deem important and thus work on its campaign.
11. Collaborate on a homework group assignment.

What are the learning objectives?

- Practice foreign language skills, writing and reading.
- Empowering.
- To agree and discuss.
- Cooperative learning.
- To improve the communication among the group's members.
- Participation.
- Media and text understanding competence as well as digital skills.
- To respond, to add a picture or short video on the subject.
- Can be that people have very many similarities and we can each learn from each other and not separate ourselves from the whole while working on our own goals.
- Work together, organize a group.

At what point is this used to effectively achieve educational goals?

- Any point.
- With the group and the group and individuals in the group respond and use it.
- If all students have answered the poll and listen to their opinion.
- During the course.

- If the members react on the subject.
- When a group needs to have regular meetings, share project information.

B:

1. Make a poll in a FB group.
2. See the movie and do the poll.
3. Create a class event.
4. We will make a FB group of our organization.
5. Make a post to inform users about a new program.
6. Take the results of the poll and create some events and invite guests. see how many are interested and will come (logistics).
7. To make a pool over a topic of choice.
8. Make a real event in a member group.
9. Another exercise can be to make a resume of polls created previously so people divide into groups of interests and work on a project they actually like.
10. Make a public survey on a given topic for further processing in class/ homework assignment.

What are the learning objectives?

- How to collect data and process it.
- Listening and digital skills.
- Provide information.
- Still participation and empowerment.
- Digital skills; thinking about the concept of a poll and which questions are important to asked in which way.
- Digital skills and stimulate people to come to the real event.
- Produce and process empirical information.

At what point is this used to effectively achieve educational goals?

- At the end of a lesson/course, when people have gained trust to each other and will answer a poll.
- To know if the students know what the movie means.
- Whenever you want.
- The event with real members showed up.

Pros/Cons

Plus	Minus
The system is good for social networks and can be used both private as well as for professional purpose.	Too many adds.
Easy to use.	Lack of privacy. Nobody knows what happens with all the data Facebook collects. Privacy information issues.
It is an easy way to communicate with people students.	Everyone has to have a Facebook profile.
It's good to organize groups and provide them with content.	Teacher using their own personal account become 'friends' with their students, which can be experienced as limiting their personal space and vice versa.
The gamification with obtaining and maintaining a streak is enticing.	It can distract learners because they use Facebook for private things.
Nice, it is helpful for students who are not physical at school.	The application isn't that good for memorizing foreign alphabets.

It is good when you need to find information on time.	Students can flip to their own timeline in your lesson, and the everlasting connection with internet and screens.
Good all-round communication tool for both private and professional purposes.	Takes too much time aside from the one needed for work purposes (meetings, feedback, keeping in contact with partners).
	Privacy issues, constant exposure to news, messages (work related in free time), addictive behaviour.

Why suitable for target group or not?

- Offers opportunities to connect to people both on an individual level as well as on a group level to help building a group dynamic and a sense of belonging for those individuals.
- Easy to share material of various kinds.
- Provide learners with an online counselling service and a peer support.
- Use as a news feed channel and a platform for motivational messages.
- Facebook and Messenger combine visual and written communication. They can be used for supporting basic skills such as literacy and numeracy, but they do require basic ICT skills for the user at least in the beginning. Those applications are as such only means for enhancing basic skills depending on how the adult learning facilitator uses them.

4.8 Dropbox

Description

Dropbox is a file hosting service that offers cloud storage, file synchronization, personal cloud, and client software. The app brings files together in one central place by creating a special folder on the user's computer. The contents of these folders are synchronized to Dropbox servers and to other computers and devices where the user has installed Dropbox, keeping the same files up-to-date on all devices. Dropbox uses a freemium business model, where users are offered a free account with a set storage size, with paid subscriptions available that offer more capacity and additional features. Dropbox Basic users are given 2 gigabytes of free storage space. Dropbox offers computer apps for Microsoft Windows, Apple macOS, and Linux computers, and mobile apps for iOS, Android, and Windows Phone smartphones and tablets.

Methodology

Pedagogical approaches used during the learning process:

- Live presentations
- Group discussions
- Experiential learning
- Inquiry learning
- Mentoring
- Peer teaching

Exercises

A:

Learners learn and practice how to organize and store their files in the most popular types of computer formats like .doc, .pdf, .ppt more easily and quickly through Dropbox.

What are the learning objectives?

At what point is this used to effectively achieve educational goals?

The main learning objectives of this exercise were our learners to acquire a better and more complex digital organization when working and storing this types different files.

Definitely we can say that with these exercises, during the testing of the application, our team of teachers-volunteers achieved the educational goals.

B:

Learners practise storing and using photographic file formats like .jpg and .jpeg in the Dropbox environment.

What are the learning objectives?

At what point is this used to effectively achieve educational goals?

The main learning objectives of this exercise were through the using of Dropbox our target group’s members to become more skilled and knowledgeable about digital storage of pictures and how to handle photographic information in Dropbox.

Through the using of Dropbox our target group’s members became more skilled and knowledgeable about digital representation of the information.

Pros/Cons

Plus	Minus
It’s very intuitive.	Only 2 GB free storage space for basic version users.
It has a simple interface.	Limited language versions.
It’s very reliable tool.	
It’s used worldwide.	
It supports different platforms.	
It has a user-friendly free version.	
It’s ads-free.	

Why suitable for target group or not?

- It is easy to be used by low-skilled adult learners.
- It’s a native application for Android and iOS smartphones and tablets (the user can download it from Google Play Store and from iOS App Store) for free.
- In it the major release and content is free (it has paid versions, but the free version is completely useable).
- It has well and clear written instructions in English.
- It has no geographical restrictions and it can be used everywhere in the world.
- With Dropbox our learner can organize folders and files in easy way.
- With the app our learner can synchronize distributed storage, can share digital content and can secure digital learning materials.

4.9 Zoom

Description

ZOOM is a web-based video conferencing tool with a local, desktop client and a mobile app, that allows users to meet online, with or without video. ZOOM users can record sessions, collaborate on projects and share or annotate on other screens. It offers video, audio and a wireless screensharing performance.

Methodology

Our methodology is the non-formal methodology which is based upon participant needs, attitudes and professional profiles. It is highly practical and participative with hands on approach that comprises real job examples, case studies and simulations. It is based on collaborative working methods that improve mutual digital learning and cooperation. Our focus is learning outside the classroom in an interactive way. Learner centred, holistic and communicative pedagogical approach.

Exercises

A simulation: the participant (migrant woman) is looking for a place in the kinder garden for her two-year-old daughter. She has to call some kinder gardens for asking if they have a place, what does it cost, at what time the place available, opening hours etc.....

Teachers have to simulate the kinder garden staff.

The exercise is training the person for:

language, culture, communication in real life, administration system, etc.

the exercises can be simulated to every life situation, like to search a doctor, to get a passport, find and rent a new flat and so on....

Pros/Cons

Plus	Minus
Easy to use, everyone can use it, nice layout, works with other apps.	It is maybe less intuitive than Skype, it has many features, you need to learn how to use them.
It works well, better than Skype, you can make huge conversations with many participants.	The time for group meeting is limited to 40 minutes.
For private use it is nice.	Needs a good stable network, otherwise it lacks to much.
It is a very good option to communicate with other people, learn the language and build some self-confidence.	

Why suitable for target group or not?

- low - digital - skilled or educated adults
- immigrants and natives
- people who had bad experiences with school and classrooms
- they have to be reached outside, not inside the formal system
- most of them have their own devices and can be connected to the lessons or sessions or

4.10 Quizlet

Description

Quizlet is an educational app, designed for both teachers and students where the main goal is to help students practice and master whatever they are learning. The app can be used on any browser on pc's,

tablets and smartphones. It is based on a flashcard design, and used to memorize certain facts, vocabulary or terms. It offers tools for students and teachers to make flashcards, practice spelling, play learning games, test their knowledge and collaborate with others.

Users can both design their own projects or use pre-existing projects. When making a project, a new study set, the user adds terms and definitions. Users can either write directly into the app/website or import terms and definitions from other applications such as Word, Excel, Google Docs, etc. The app synchronizes data with the website and vice versa.

Methodology

Quizlet aims to help students prepare for exams and tests with different exercises and repetition through text and images. It is based on the knowledge of how people learn when they wish to master a subject. Students (and teachers) can easily share their projects (study sets) with others, small groups or individuals), or make them accessible to anyone within the Quizlet community.

Exercise

Quizlet offers different exercises to help students memorizing whatever they are learning.

- Flashcards – memorize terms and definitions by flipping cards eg. Vocabulary, math, biology etc.
- Spelling practices
- Interactive learning games
- Tests – written answers, multiple choices, fill in – projects, pairing terms and definitions
- Memorizing lists
- Diagrams – pairing terms and definitions to diagrams

What are the learning objectives?

Quizlet is created to help students learn by heart whatever they are studying. The learning objectives depend on the subject each chooses to master.

At what point is this used to effectively achieve educational goals?

The memorizing technique is the foundation of the app and is mainly used to implement certain knowledge after the subject has been introduced to the students. It is very effective when preparing for exams and tests.

Pros/Cons

Plus	Minus
User friendly, nice layout.	It can take time to find a reliable, well written study set.
Easy to share on social media.	Some actions within the app can't be found on all mobile devices
Exercises combine text, pictures and/or diagrams and sound or pronunciation.	Different view depending on devices.
Gamification	The games don't work well with all the study sets.
Free app	Only the paid version offers working on study sets without internet connection.
Contains much learning material student can use if they want.	Users must log in through e-mail or Facebook.
Prompts self-study	
Convenient study tool for people with learning disabilities.	
Can send reminders to users.	
Works with both groups and individuals.	

Why suitable for the target group or not?

Regarding to adults who are low skilled and/or are lacking basic skills the app doesn't require much digital skills since it's very easy to use. Users have full control over study time and exercising approach. Each session can vary, be short or long, simple or thorough.

Annex – data

Table 1. What was your experience of using the apps from the You Dig IT project, number of responses

	Good experience	Neither good nor bad experience	Bad experience	Did not try out this app
Any.Do	3	1	1	11
CamScanner	9	2	1	9
Dropbox	13	1	1	2
DuckDuckGo and Startpage.com	9	1	0	9
DuoLingo	14	1	0	5
Dutch Google World Wonders Project	5	0	0	14
Edmodo	9	2	0	7
Facebook	13	2	2	2
Facebook - within a little bit Google Übersetzer)	4	3	0	11
Flipgrid	6	3	0	9
Google Arts and Culture	9	3	0	5
Google Earth	17	1	0	2
Google Translate	18	1	0	1
GoToWebinar	7	3	0	8
Kahoot	15	0	1	4
LearningApps.org	4	1	2	13
LessonUp	13	0	1	5
Memrise	6	1	1	10
Monefy	6	0	5	9
Pinterest	7	1	3	7
Prezi	10	2	2	2
Puzzle	6	3	0	8
Quizlet	10	1	1	5
Simple Mind	5	3	0	10
Skype	14	1	1	3
Trello	8	1	1	8
wizer.me	6	3	1	8
Zoom	10	2	1	6

Table 2. Which app(s) would you recommend to others – number of responses and proportion of total responses

	Total responses	Proportion of total responses
Any.Do	1	4%
CamScanner	12	52%
Dropbox	15	65%
DuckDuckGo and Startpage.com	13	57%
DuoLingo	16	70%
Dutch Google World Wonders Project	5	22%
Edmodo	6	26%
Facebook	13	57%
Facebook - within a little bit Google Übersetzer	0	0%
Flipgrid	7	30%
Google Arts and Culture	10	43%
Google Earth	16	70%
Google Translate	17	74%
GoToWebinar	8	35%
Kahoot	16	70%
LearningApps.org	5	22%
LessonUp	13	57%
Memrise	7	30%
Monefy	7	30%
Pinterest	8	35%
Prezi	13	57%
Puzzle	4	17%
Quizlet	12	52%
Simple Mind	8	35%
Skype	13	57%
Trello	12	52%
wizer.me	4	17%
Zoom	11	48%



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