INCLUSIVE DIGITAL ACADEMY

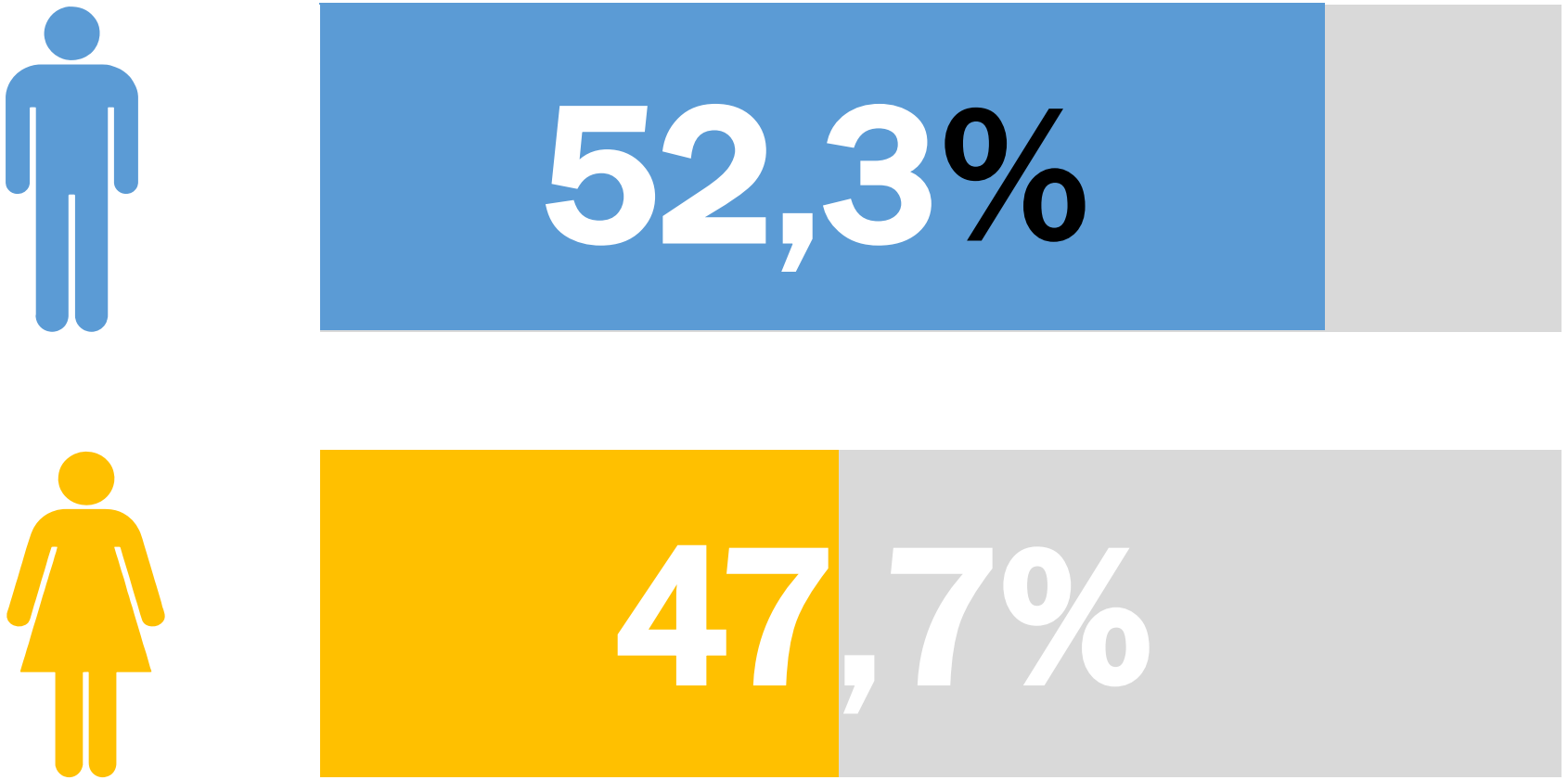
SURVEY A

RESULTS

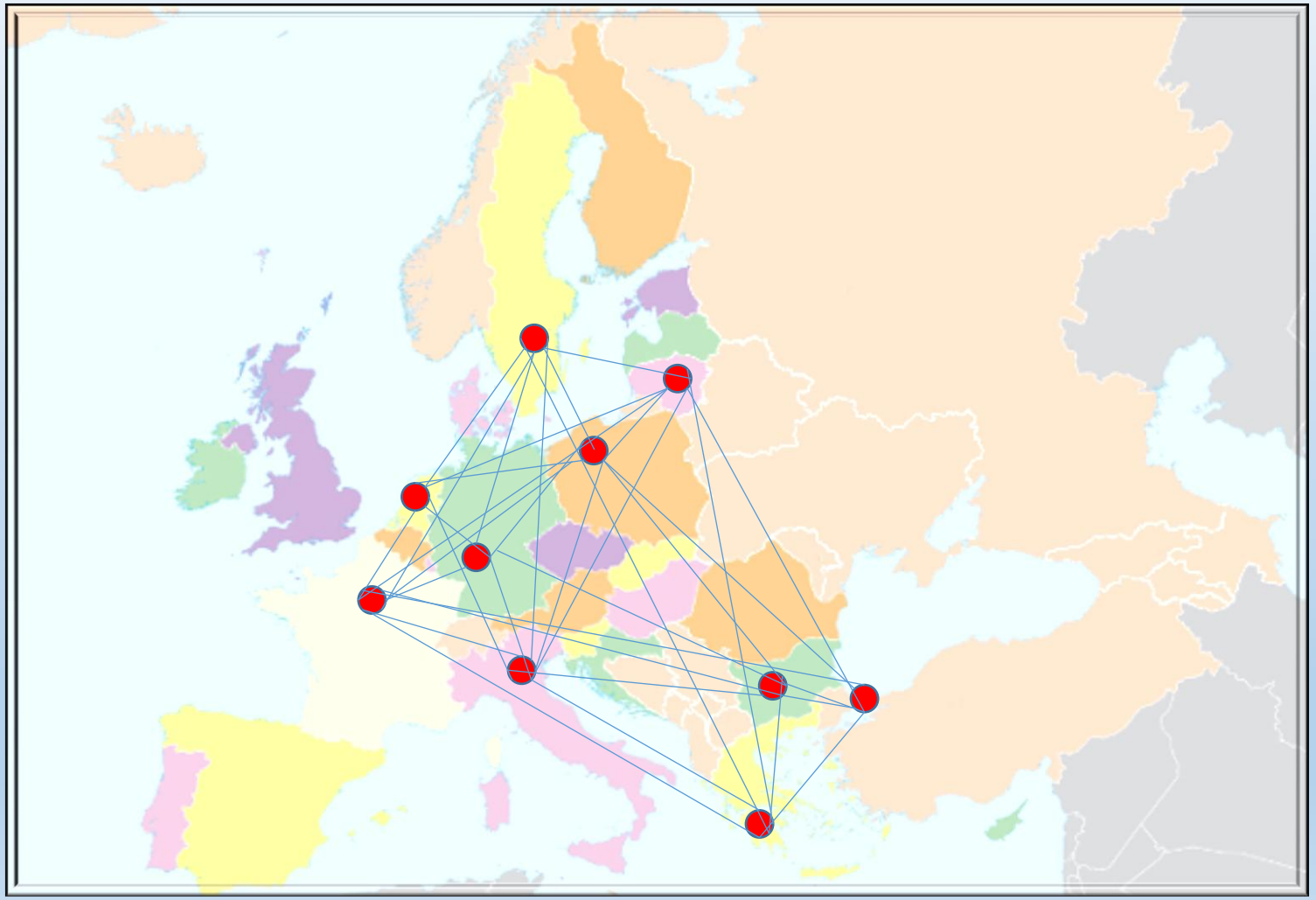
Inclusive Digital Academy Agreement n° 2019-1-FR01-KA204-063005

Co-funded by the Erasmus+ Programme of the European Union

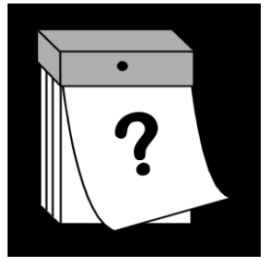
285 SURVEYS COMPLETED

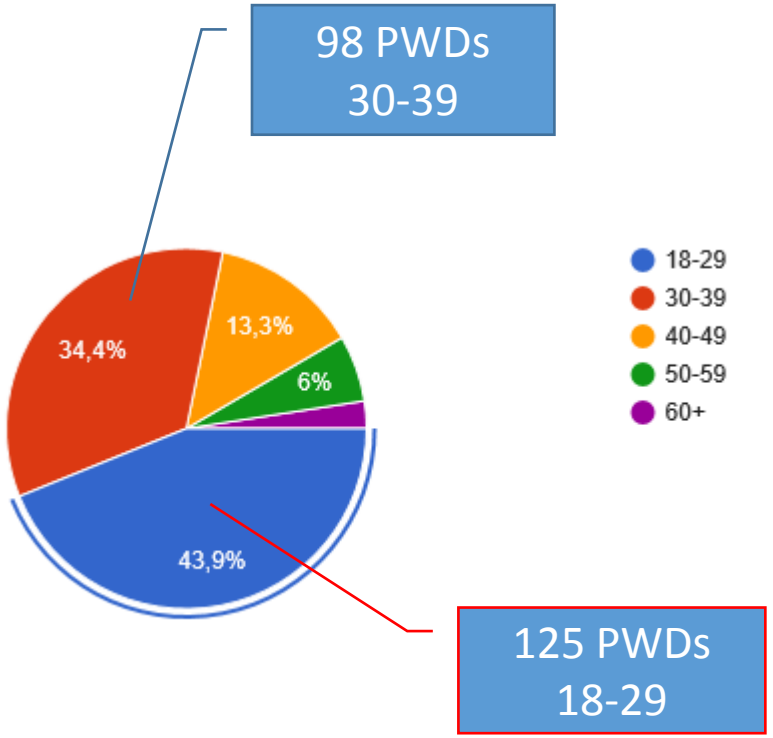


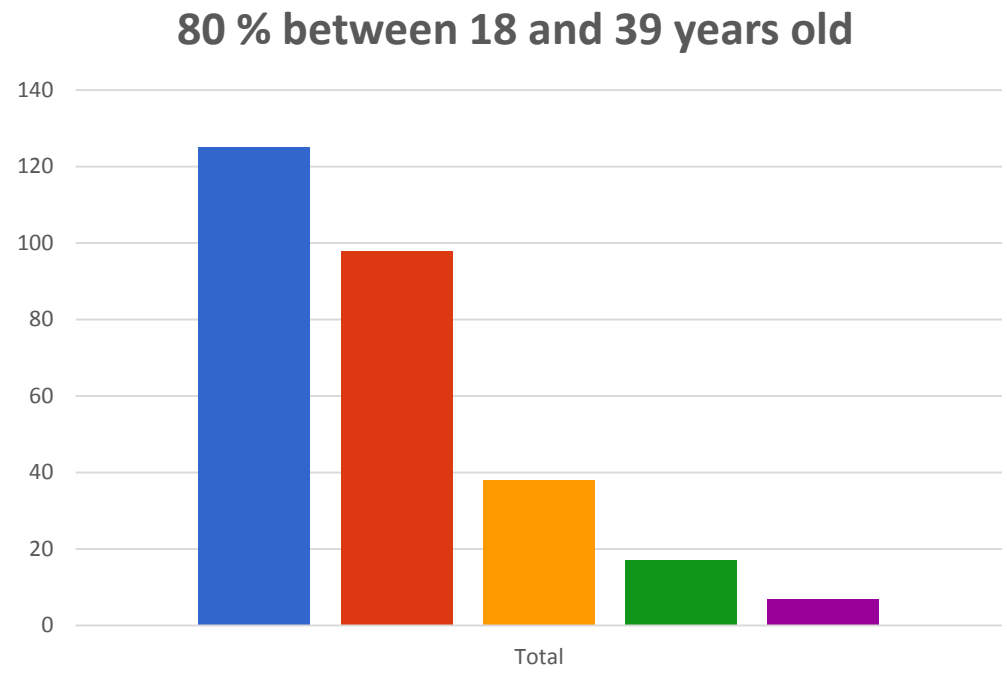
A EUROPEAN-WIDE SURVEY



AGE

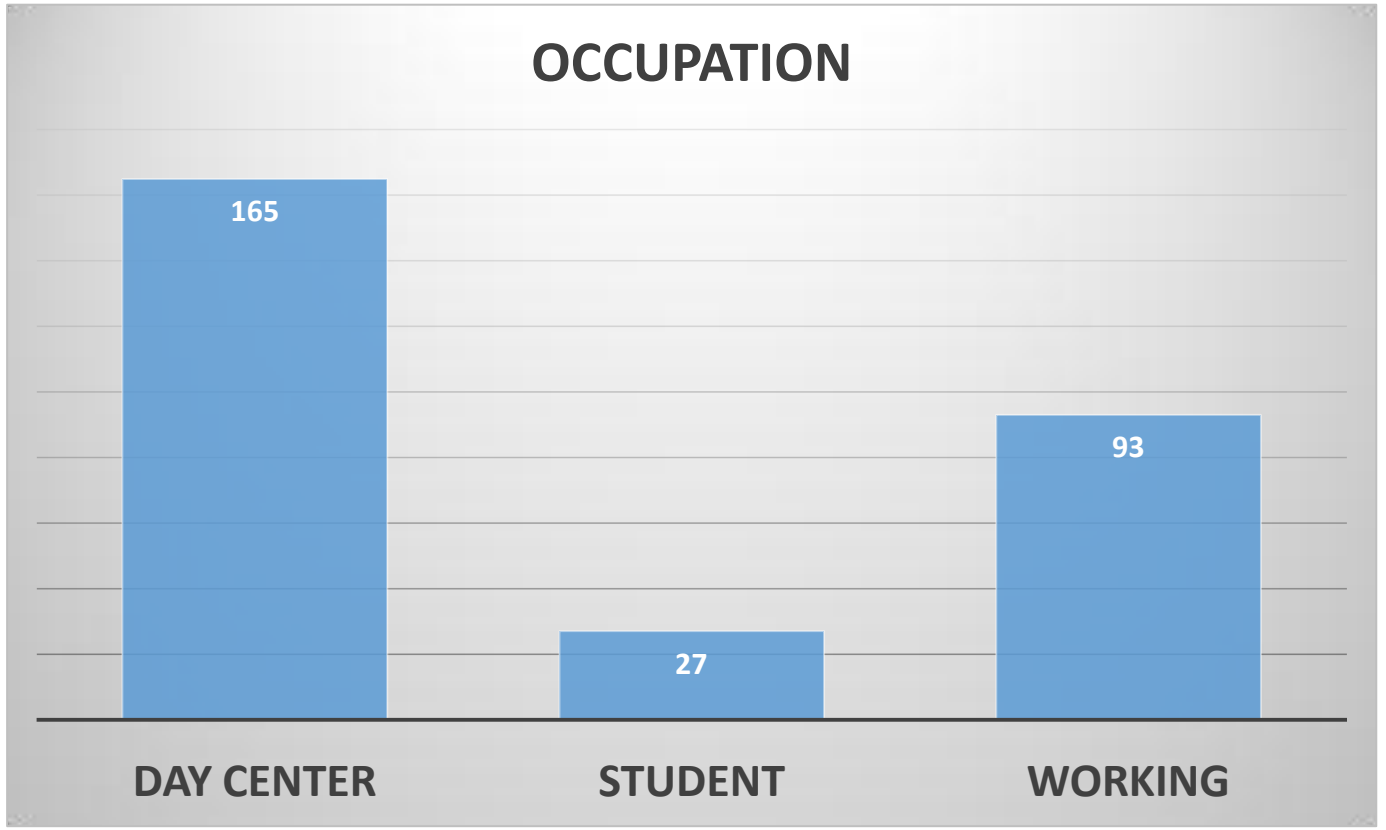






OUR CLIENTS
NEEDS TO BE READY

AN OPPORTUNITY FOR BETTER INCLUSION



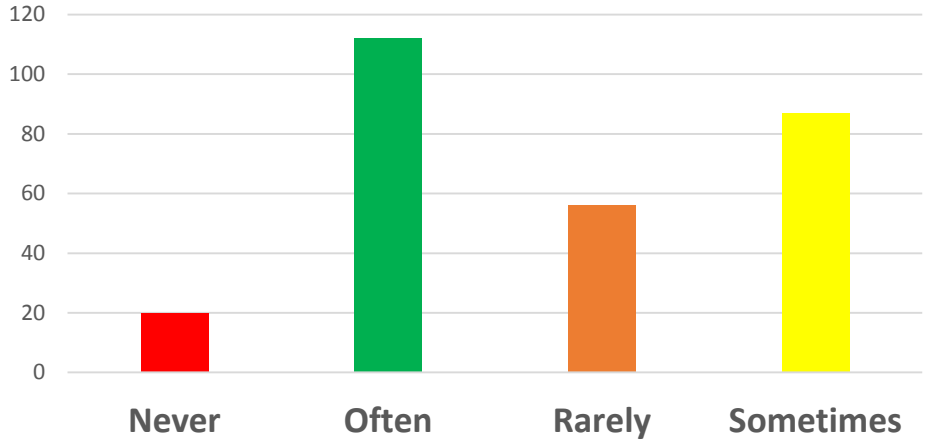
ACCESS TO DIGITAL DEVICES

CAN YOU ?

DO YOU ?

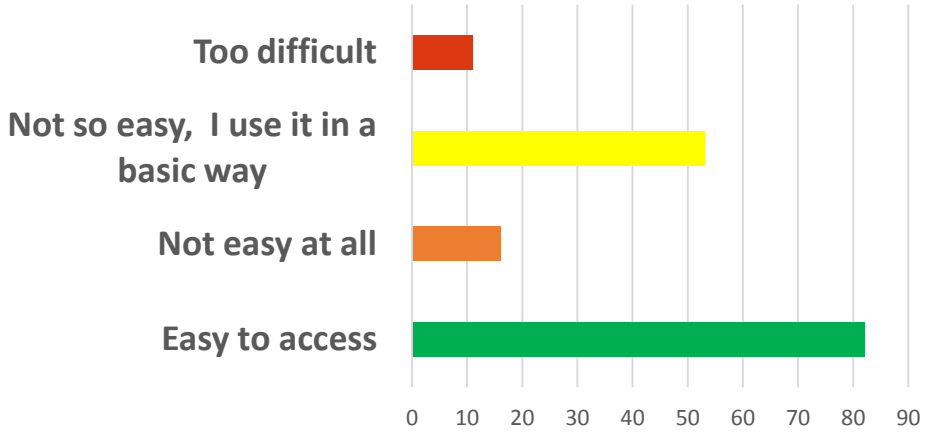
USE OF COMPUTER

FREQUENCY



270 Responses

LEVEL OF DIFFICULTY



186 Responses

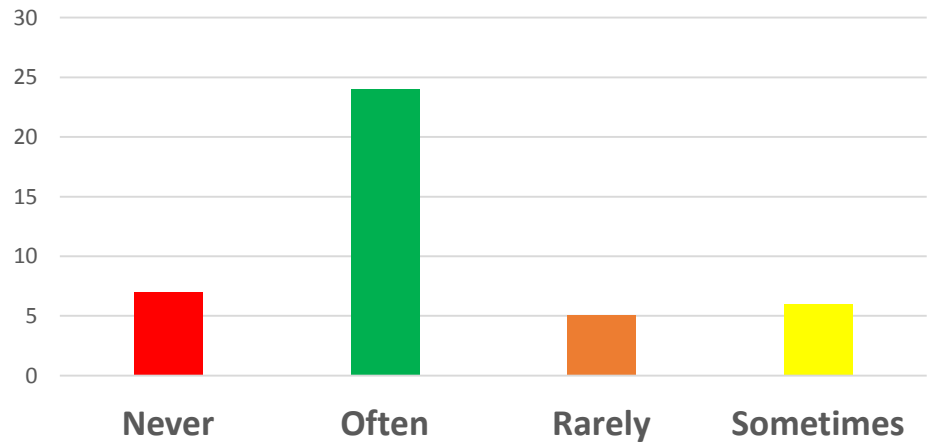
40 % Frequent users

30 % Easy access

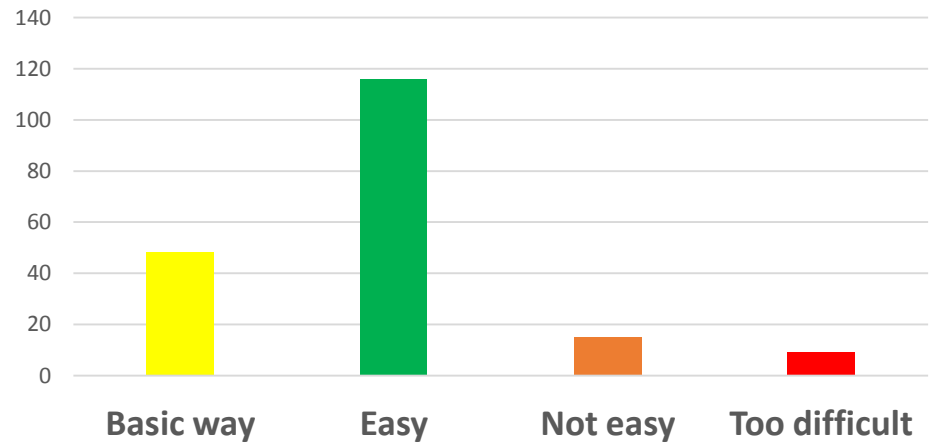
30 % User in a basic way

USE OF SMARTPHONE

FREQUENCY



LEVEL OF DIFFICULTY

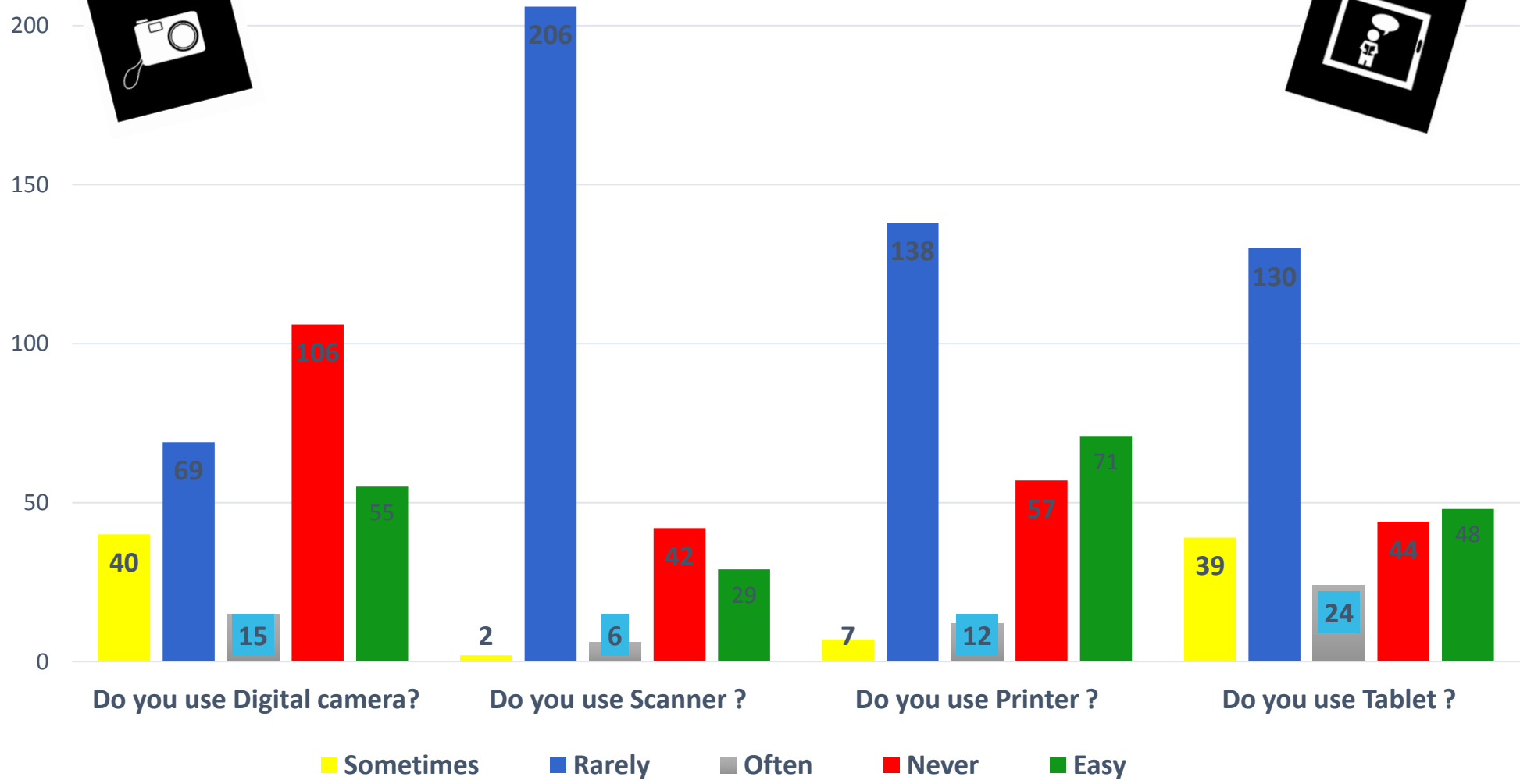


70 % Frequent users

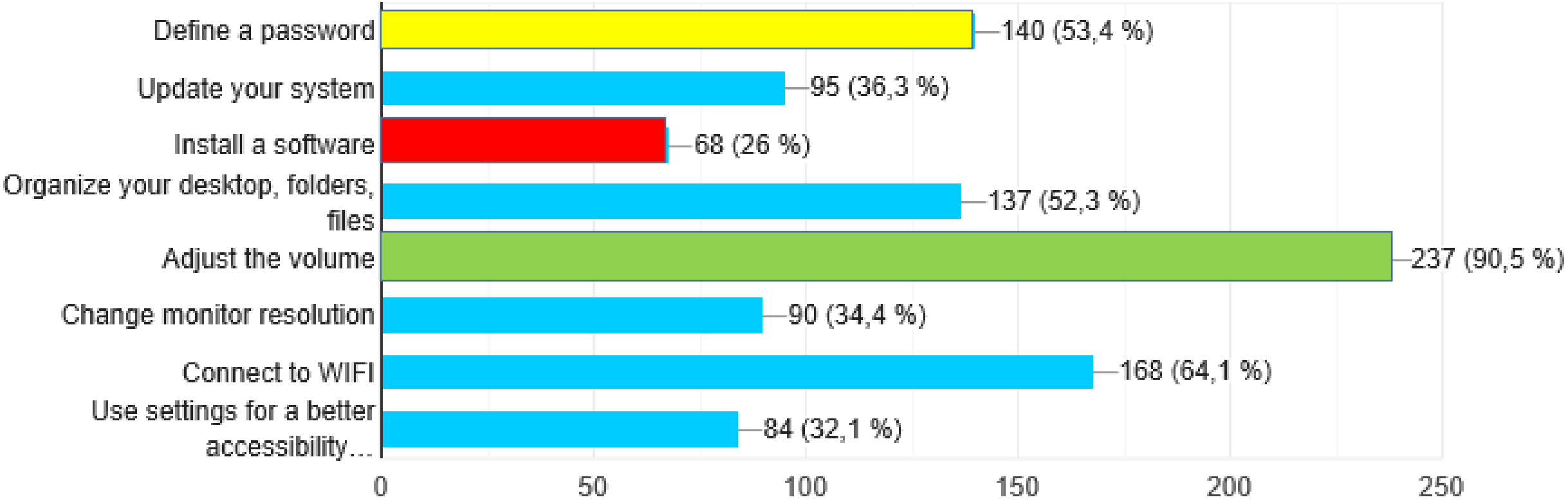
40 % Easy access

17 % User in a basic way

OTHER DEVICES

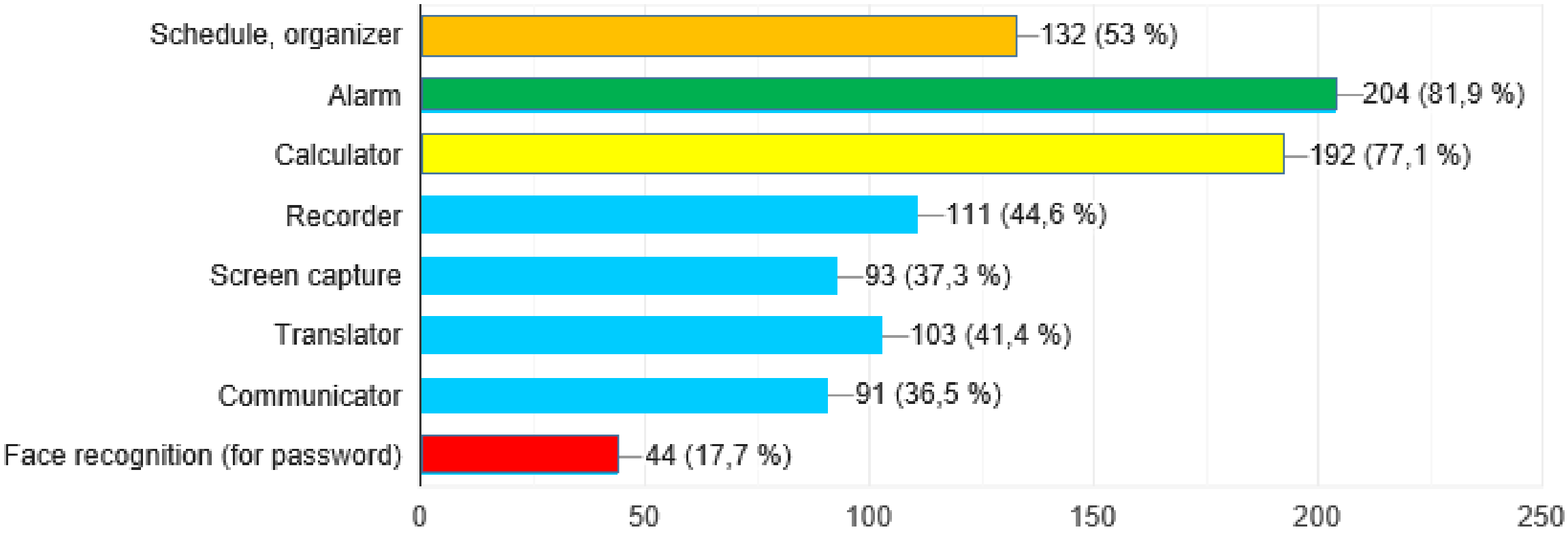


MANAGE A DEVICE CAN YOU ?



ADVANCED FUNCTIONS

DO YOU USE ?



MEET THE NEEDS IN THE DAILY LIFE

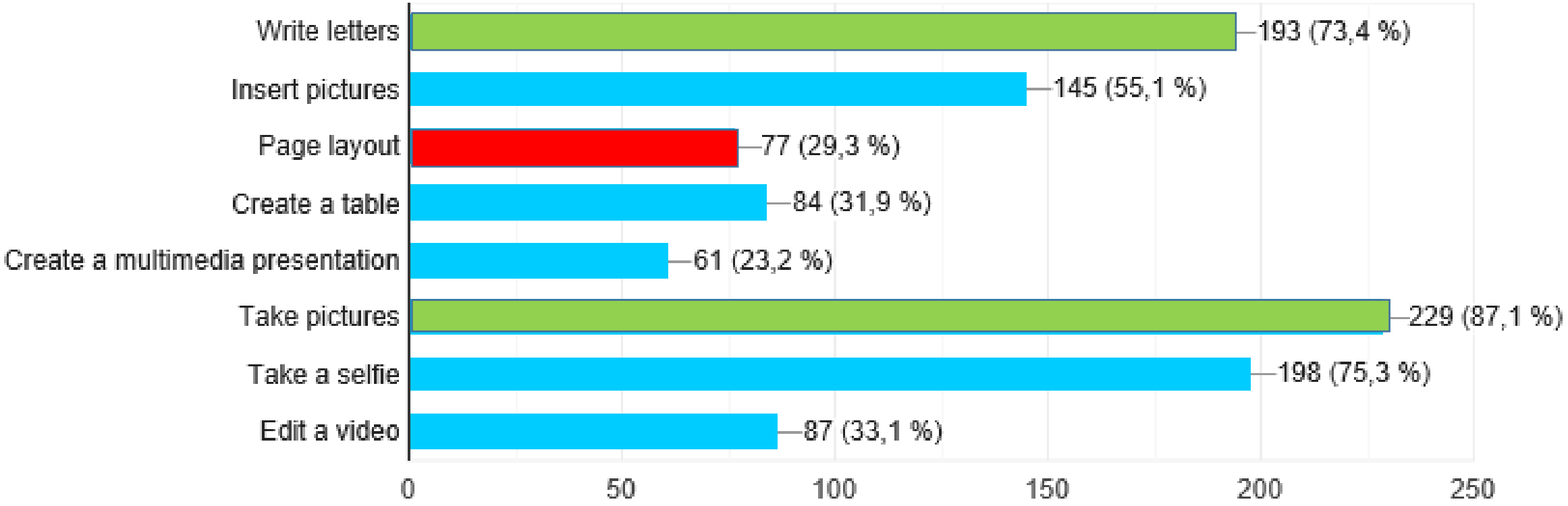
BASIC ICT SKILLS

CAN YOU ?

DO YOU ?

OFFICE AUTOMATION

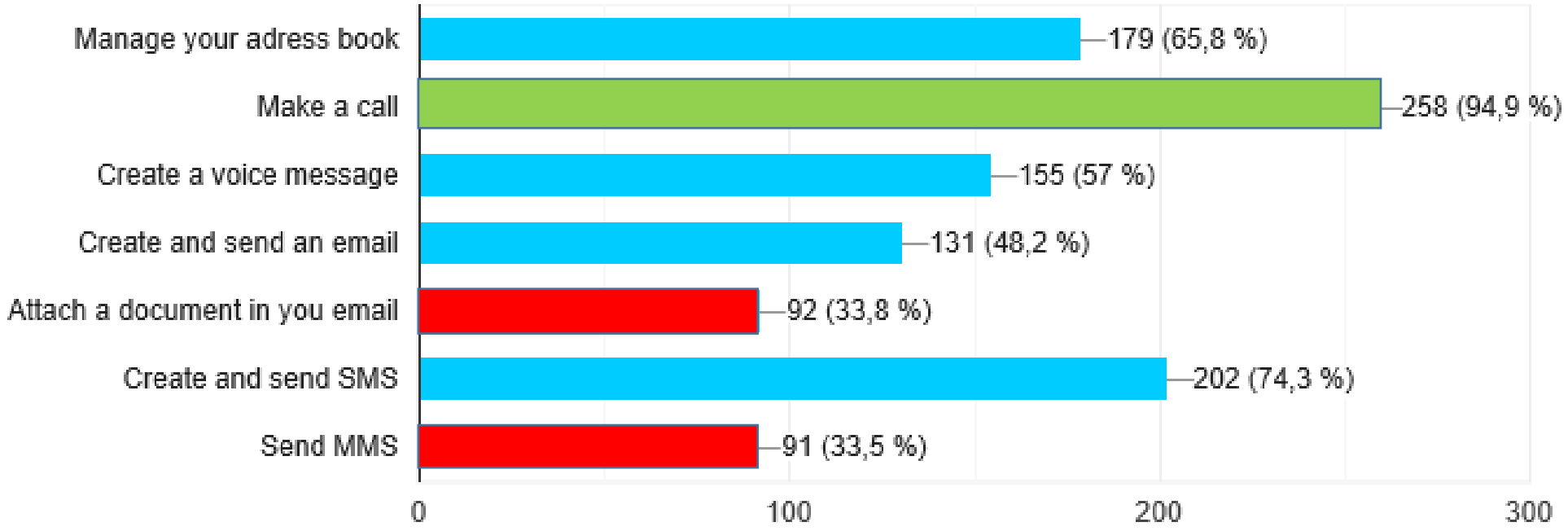
CAN YOU ?



73 % write letters but only 29 % can set up the page layout

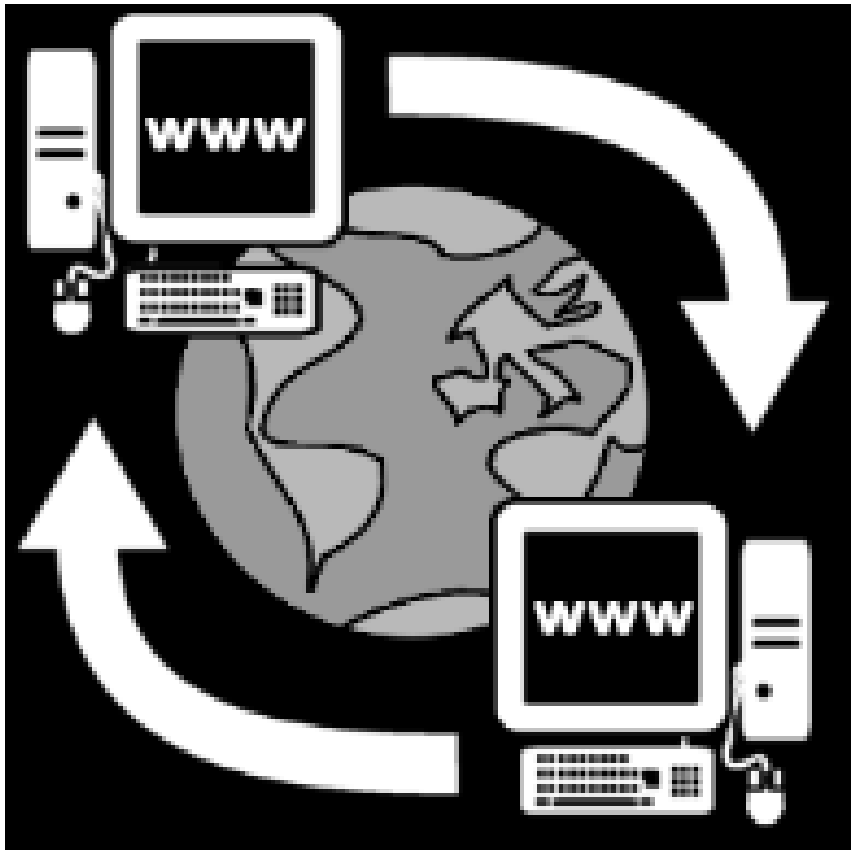
Take pictures with a smartphone is easier

COMMUNICATION CAN YOU ?



INTERNET

CAN YOU ?



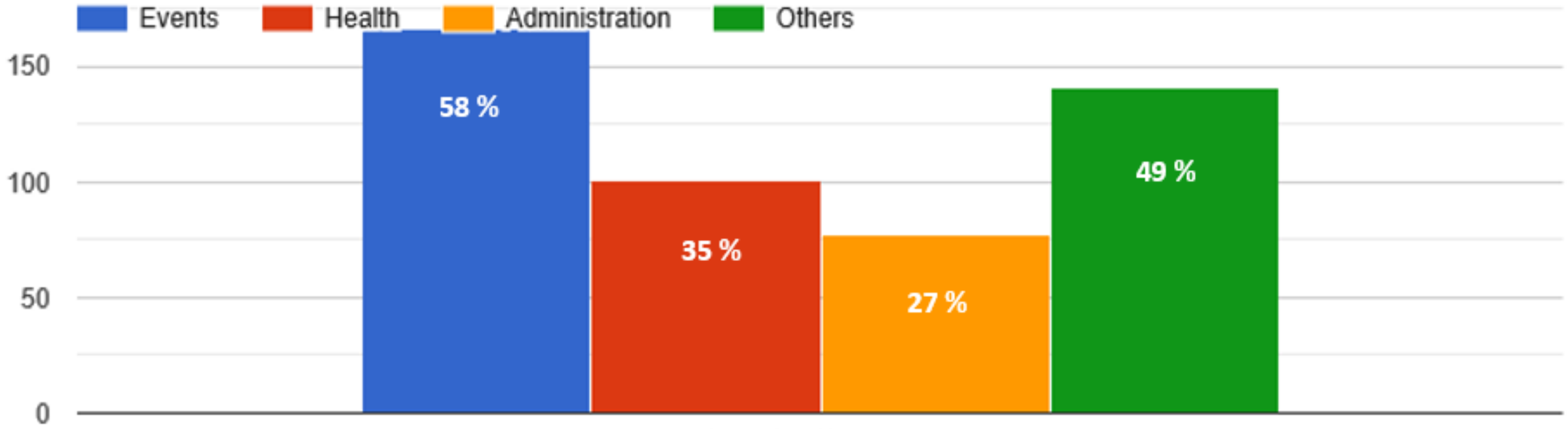
DO YOU ?

SURF ON INTERNET

CAN YOU ?

DO THE PWDs MAKE A CHOICE ?

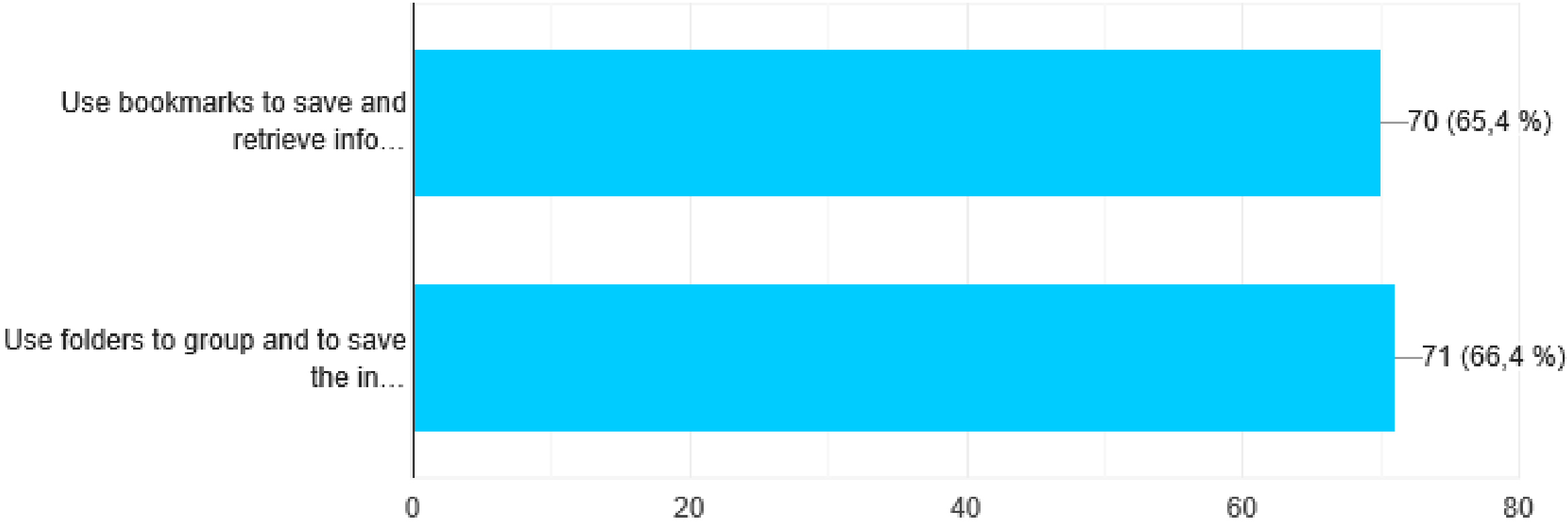
INTERNET RESEARCHES



232 RESPONSES

SAVE INFORMATION

CAN YOU ? DO YOU ?



37 % ANSWERED

MOST OF THEM DON’T USE IT

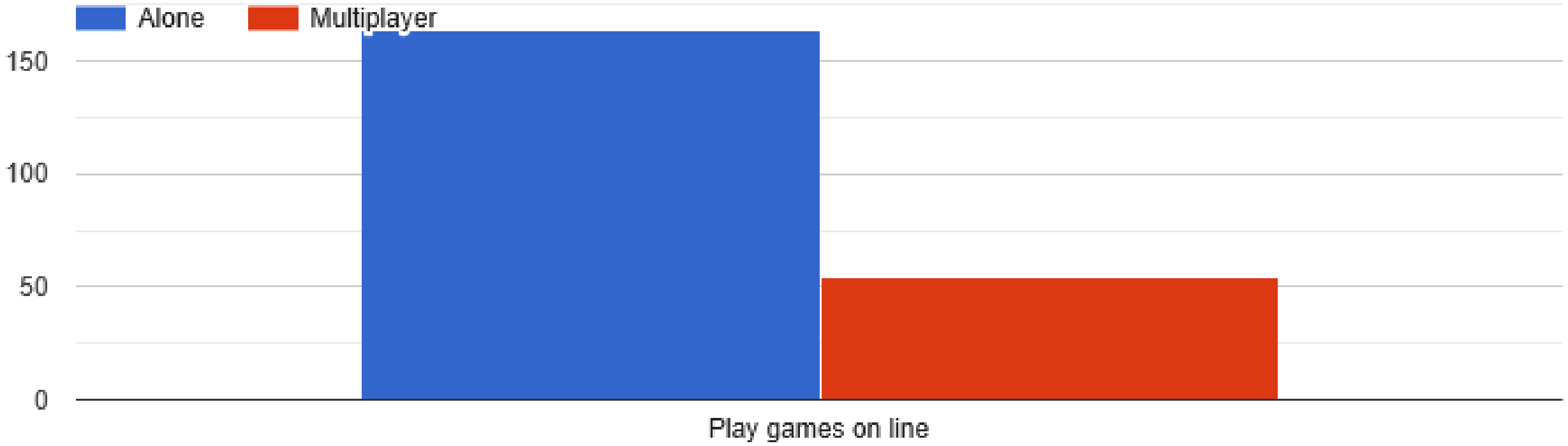
BUY OR SELL ON LINE

DO YOU ?

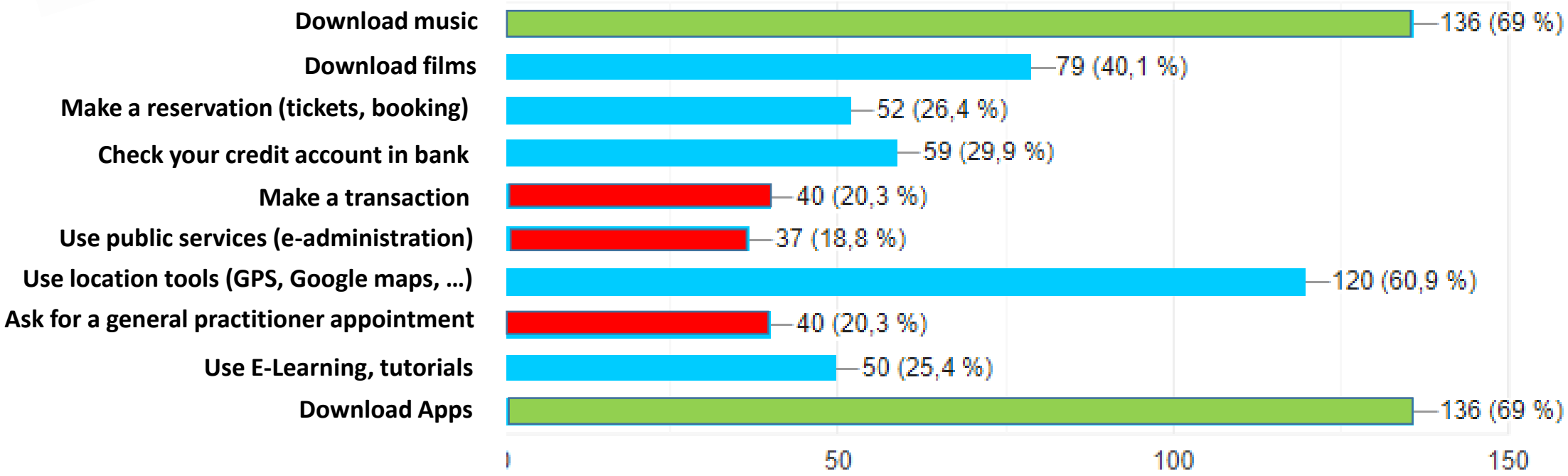
ONLY 84 RESPONSES

A LOT OF PWDs ARE NOT ALLOWED TO MAKE TRANSACTION

PLAY ON LINE

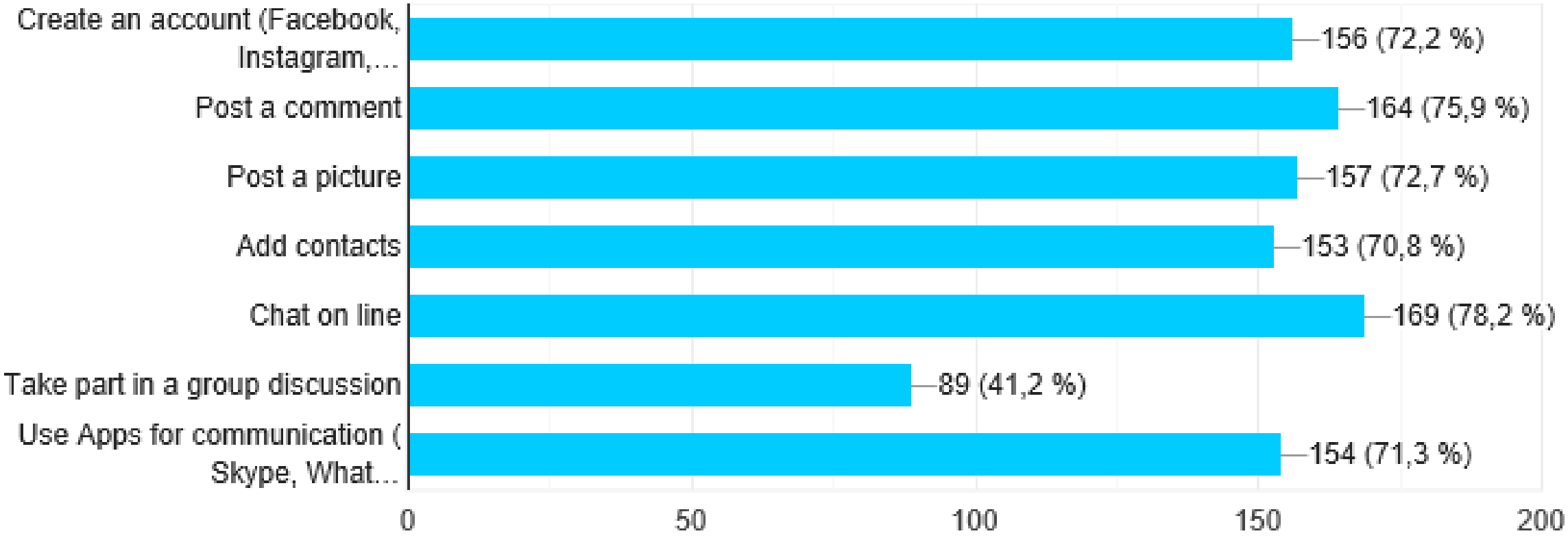


CAN YOU ?


Download music
136 (69 %)
Download films
79 (40,1 %)
Make a reservation (tickets, booking)
52 (26,4 %)
Check your credit account in bank
59 (29,9 %)
Make a transaction
40 (20,3 %)
Use public services (e-administration)
37 (18,8 %)
Use location tools (GPS, Google maps, …)
120 (60,9 %)
Ask for a general practitioner appointment
40 (20,3 %)
Use E-Learning, tutorials
50 (25,4 %)
Download Apps
136 (69 %)
50
100
150

SOCIAL MEDIA

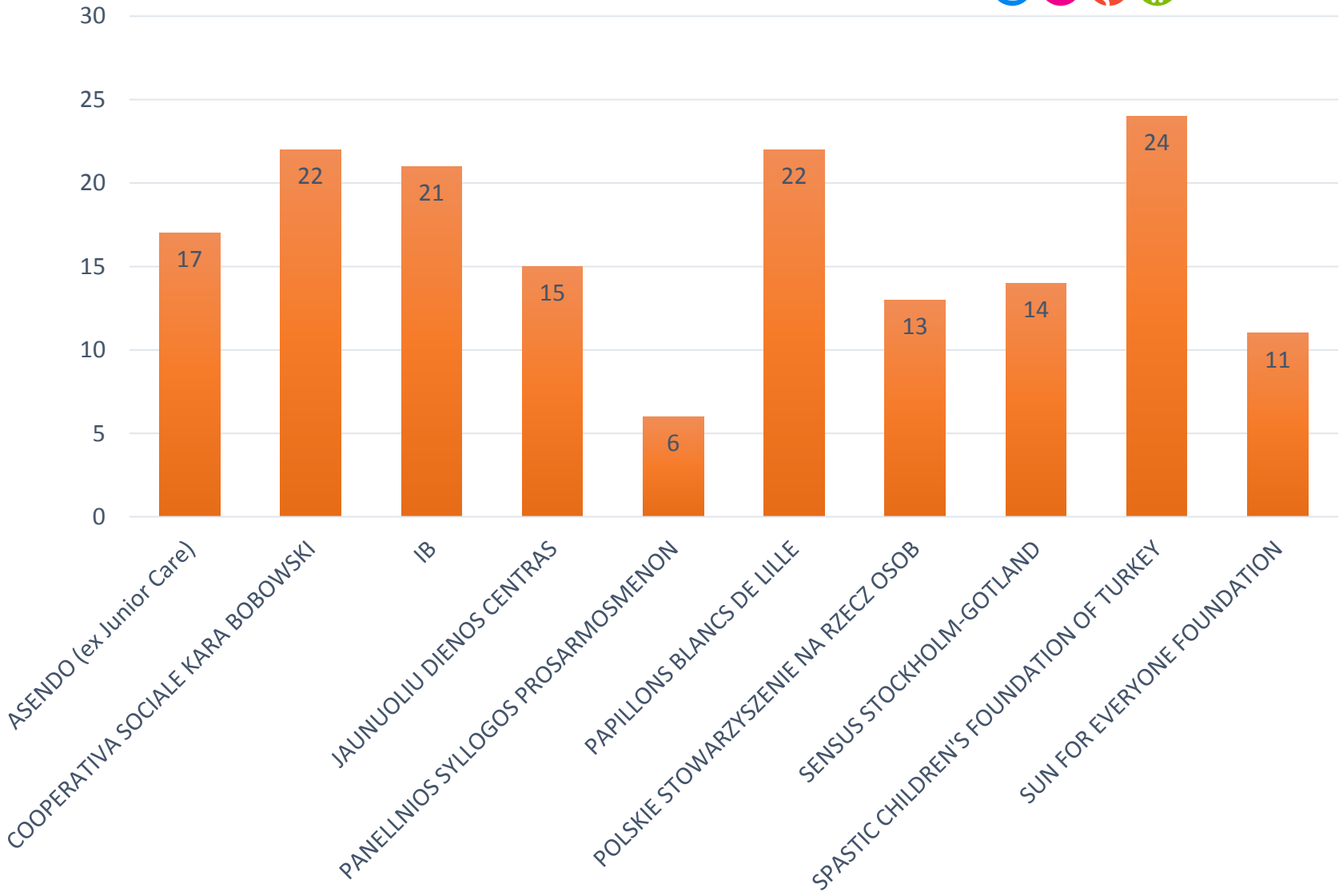
CAN YOU ?



216 RESPONSES - 75 % FREQUENT USERS

55 % USE THE BASIC FUNCTIONS

Create an account

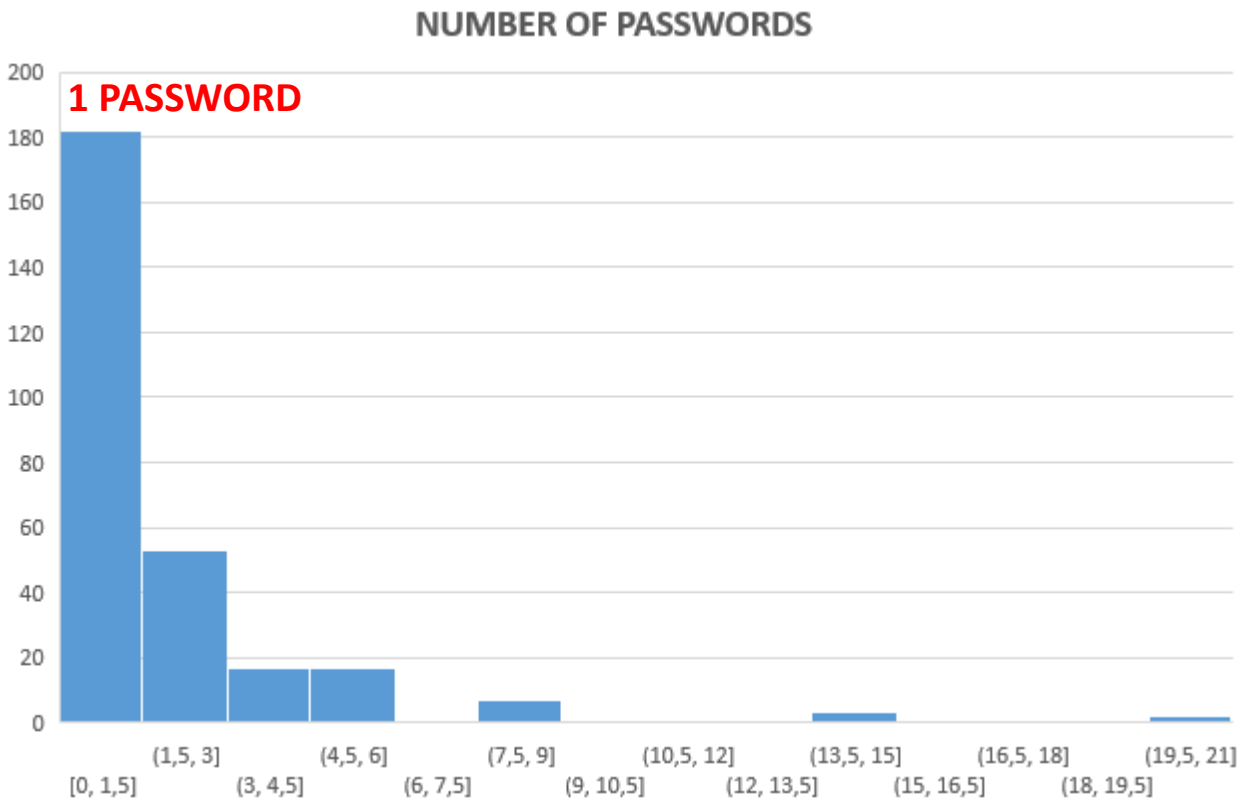


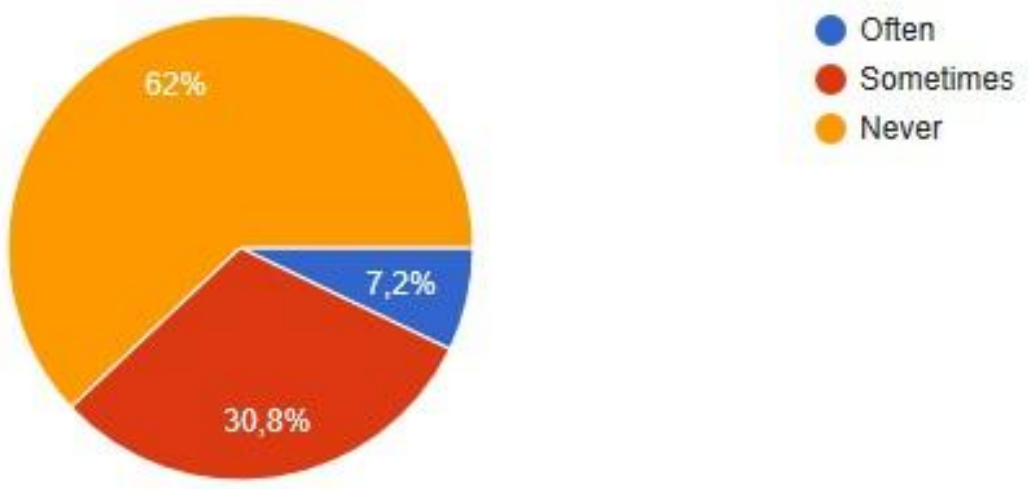
165 RESPONSES
57,8 %

DIFFERENT COUNTRIES
DIFFERENT CLIENTS

SAFETY

CAN YOU USE PASSWORD INDEPENDENTLY ?

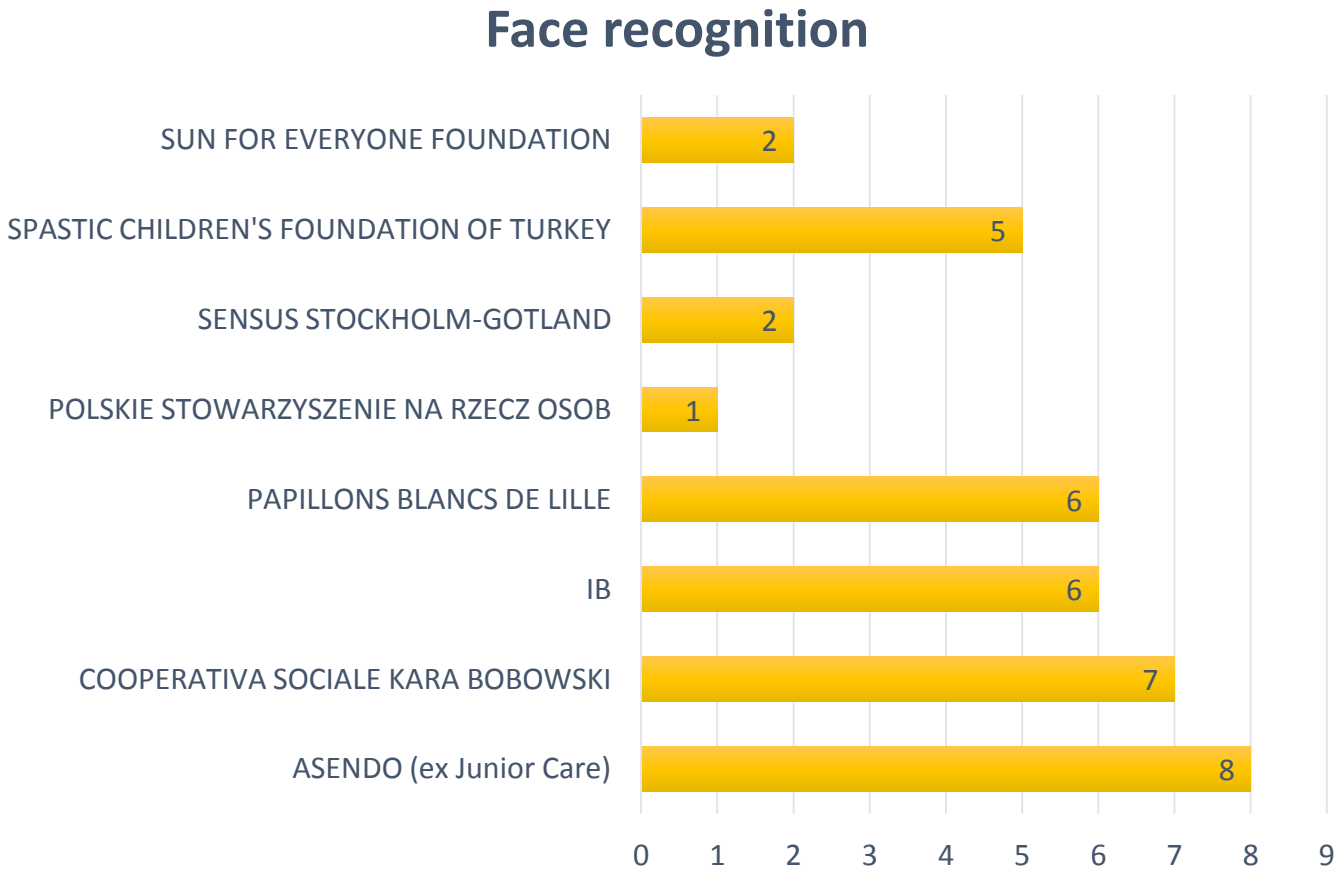




63 % users
have only 1 password

FOR PASSWORD

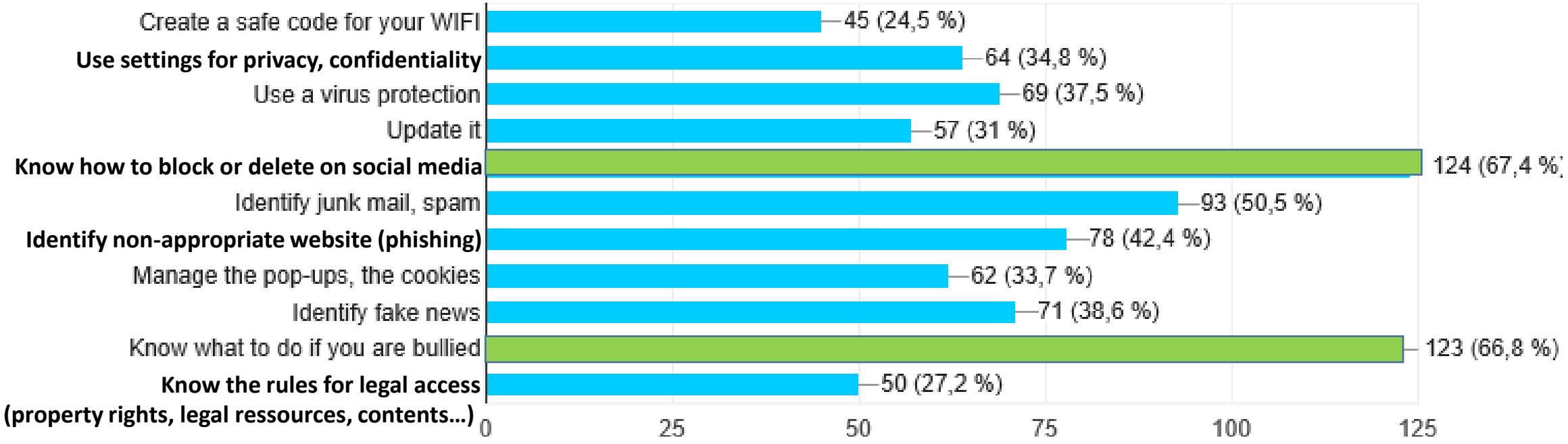
DO YOU USE ?



only 37 responses
13%

CAN YOU ?

DO YOU ?



64 % PWDs ANSWERED – 100 PWDs DIDN'T

MOST OF THEM KNOW WHAT TO DO IN CASE OF HARASSMENT