

**TAO-Handbook:  
Final Feedback and Evaluation  
from the  
Evaluation and Advisory Board  
31<sup>st</sup> of July 2013**

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Contributor(s):	Contribution
Stefanie Becker	Moderation of discussion in Project Management Board
All subproject leaders	Feedback questions

Quality Assurance	
Reviewers	Thomas Gehrig
Commented Summary of the Review (incl. corrective action / date of the review)	
Unfortunately, the specialists for evaluation could not be activated at the end.	
Date of acceptance of the deliverable	
September 15, 2013.	

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<http://www.thirdageonline.eu>



# 1 Aims of the final evaluation

The mandate of the Evaluation and Advisory Board (s. Deliverable 6.1) is to provide the TAO project with feedback and suggestions from an overall and an external experts' perspective concerning:

- 1) the already existing results in the different subprojects and more important
- 2) future research and developmental efforts during the ongoing project as well as beyond the project's funding period.

Based on a decision of the Project Management Board in May 2013 the focus of the last and final feedback of the Evaluation and Advisory Board should be on the TAO-Handbook as the most important project outcome. In order to integrate the feedback during the work in progress on the TAO-Handbook it was decided to involve the members of the Evaluation and Advisory Board personally via a short questionnaire.

## 2 The TAO-Handbook: Short introduction and overview

The TAO Handbook targets individuals and organisations wishing to include older adults in online communities. It will include detailed results from research done in the framework of TAO and experiences made by the TAO consortium as well as members of the CoP. All contents will be presented in an easy-to-access, understandable manner. The TAO Handbook is created on the collaborative Wikiversity, i.e. all contents can at all times be modified by interested users.

The Community of Practice should include a significant number of actors in fields related to TAO, i.e. facilitating and promoting access of older adults to online communities and collaboration projects. It will be involved in drafting and amending the Handbook. An important aim is finding members. This may be achieved through offline events, network communication and personal guidance for newcomers.

The Community will be administrated by a core group of members and meets regularly online. Different other tools will be set up to improve cooperation and activity in the Community of Practice.

### 2.1 Concept

Generally speaking, the Handbook targets organisations and individual facilitators wishing to include older adults in the activities of their online community (cf. Chapter 2.2 Community of Practice).

The handbook will be composed of

- relevant project results of TAO from research and the evaluation of project/partners' activities and
- experiences made by the (other) members of the Community of Practice.

The Handbook may thus include sections on TAO activities, methods and instruments, technical and pedagogic tools, background information (e.g. on older adults' and volunteers' needs) etc. The TAO project community partners' activities provide a basis for activities documented in the Handbook. On the other hand, the experience and comments made by external community members can help to improve the TAO partners' research and other activities. All contents are to be drafted and presented in a way that is adapted to the aims and target groups of the Handbook. Following the Wikiversity principles, all contents will be open to modifications by members of the Community of Practice and any other interested users. During and after the project TAO, the handbook contents will thus be liable to change.



Contributions from the Community of Practice will be evaluated by users and project partners according to their usefulness and maturity. Towards the end of the project TAO, the TAO consortium will make a selection among the contents published in Wikiversity, based on the evaluation of the users. The chosen contents will be published in paper or other version as an output of the project. That notwithstanding, all contents will remain on Wikiversity and hence at the hands of the CoP, which can continue amending the modules. For more information see: <http://www.thirdageonline.eu/participate/tao-handbook/>

### 3 Questions for the Evaluation and Advisory Board

In order to receive the most fruitful feedback all sup-project leaders were ask to formulate the questions they wish to be answered by the E&A Board members most importantly. The following letter was sent to the members of the Evaluation and Advisory Board via email :





## Your Feedback is Important!

Dear members of the Evaluation and Advisory Board!

For over two years, the project Third Age Online (TAO) has been researching ways of increasing older adults' participation in online communities (e.g. Wikipedia, Seniorweb, and so on). The project is almost completed and our results, findings and recommendations have now been published in an online handbook which we would like to invite you to take a closer look at for a final evaluation input.

The TAO Handbook contains, amongst other things, practical recommendations for anyone wishing to encourage older adults to get involved in online collaboration activities. As well as practical advice, it includes background information on older adults' specific needs and characteristics, plus overviews of accessibility issues and volunteer management.

We would be extremely interested to hear your feedback and opinions in order to complete work! We would value your feedback as a group of experts very much especially concerning the following questions:

1. **Readability for target group:** The target groups of the TAO Handbook are the staff and trainers of online communities (e.g. Seniorweb, Wikipedia). We have tried to make the handbook easily readable for these target groups, with a focus on practical tips and recommendations, and relevant theories as background knowledge. Are there, in your opinion, chapters that still need (greater) editing in this sense? If so, which chapters? Of course, when talking about readability, there is the issue about the language of the Handbook: many people of the target group cannot easily read English. But the question above rather wants to ask whether the Board members think that some chapters still need editing (apart from the language-issues).
2. Are there still topics missing? Which topics should be added?
3. Can you find what you are looking for?
4. Are the articles hands on enough?
5. With regard to the output/publication of the handbook: In terms of collaborating and developing the handbook, Wikiversity was chosen to disseminate the TAO Handbook. Are there any other possible output formats that you would like to see the Handbook in, possibly for better dissemination, are more widespread publication of the TAO Handbook?

But of course all other aspects which provide chances for optimizing the TAO Handbook are more than welcome! You will find the latest version here: <http://en.wikiversity.org/wiki/TAO>.

We would appreciate receiving your feedback until the 19<sup>th</sup> of July and are already curious for your evaluation.

Thank you all very much in advance for your support and with best regards from Bern

Stefanie Becker



The email was sent at the beginning of July followed by a reminder with an extended dead-line three weeks later.

SP6 has not received any direct feedback until the end of July. However, given the fact that the Tao-Handbook is meant to be work in progress and open to the direct adaptation of all board members, the feedback of the board members was directly integrated on Wikiversity. So all adaptations and remarks can be traced by the respective and responsible sub-project leaders for further optimization of their work.

All members of the E&A Board have been invited to the closing events of the TAO-Project:

- 1) Closing symposium on the 12<sup>th</sup> of September 2013 Berne, Switzerland

[http://www.alter.bfh.ch/nc/de/detailansicht\\_veranstaltungen.html?kursid=2156](http://www.alter.bfh.ch/nc/de/detailansicht_veranstaltungen.html?kursid=2156)

- 2) TAO contribution at the AAL Forum 2013, 24<sup>th</sup> to 26<sup>th</sup> of September 2013, Norrköping, Sweden

*Contributing partners:*



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