



ICT4
YOUTH
WORK

O1 Report on Good Practice Case Studies of Online Youth Work Practices



ICT4 YOUTH WORK

Project acronym:	ICT4YOUTHWORK
Project full title:	ICT for fostering quality improvements in youth work
Grant agreement no.:	2017-1-SE02-KA205-001722
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Document Reference:	O1
Dissemination Level:	Public
Version:	Final
Date:	31/01/18
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History

Version	Date	Modification reason	Modified by
0.1	10/11/2017	Initial template	Miruna Gaman Gabriela Socaciu
0.2	04/01/2018	Skype best practices analyse	All partners
0.3	08/01/2018	Initial draft	Miruna Gaman Gabriela Socaciu
0.4	11/01/2018	Final draft V1	Miruna Gaman Gabriela Socaciu
0.5	15/01/2018	Partners Input	All partners
0.6	16/01/2018	Skype meeting all partners	All partners
0.7	24/01/2018	Final draft V2	Miruna Gaman Gabriela Socaciu
0.8	26/01/2018	English Version	Myrsini Glinos
0.9	30/01/2018	Quality check and final inputs	Vassiliki Zalavra Tiago Marques
1.0	31/01/2018	Final reviewed deliverable	All partners



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List of abbreviations

ICT4YOUTHWORK	ICT for fostering quality improvements in youth work
3D	Three-Dimensional
APP	Application
ARWU	Academic Ranking of World Universities
BLOD	Bodossaki Lectures on Demand
EU	European Union
FB	Facebook
ICT	Information and Communication Technology
IT	Information Technology
IPDJ	Instituto Português do Desporto e Juventude
Model UN	Model United Nations
MOOCs	Massive Online Open Courses
MUN	Model United Nations
NEET	Not in Education, Employment, or Training
NGOs	Non-governmental organizations
O1	Intellectual Output 1
O2	Intellectual Output 2
O3	Intellectual Output 3
OPAC	Online Public Access Catalogue
R&D	Research & Development
TGW	Team Working Group
UN	United Nation
URL	Universal Resource Locator
YGI	Youth Group I
YGII	Youth Group II
YGIII	Youth Group III
GOV2U	GOVERNMENT TO YOU
SPI	Sociedade Portuguesa de Inovação - Consultadoria Empresarial e Fomento da Inovação, S.A.
ZURY	ZURY Association



Executive summary

In recent years the Internet and mobile-phone connectivity in Europe have skyrocketed, attracting a market full of young people adopting new technologies. This phenomenon has eventually pushed youth work organisations to “break” the traditional methods of communication and respond to the trend, in order to engage and reach the youth audience through new mediums such as social media. In a context where Europe leads the way to the mobile age with new applications of technology being preferred by a young consumer population, this report presents effective digital tools that are able to improve and enhance communication and interaction between youth workers and young people.

The current report identifies 30 case studies on best practice in online youth work in Sweden, Greece, Portugal and Romania, which can be replicated and adopted throughout Europe. The best practices comprise digital and social media tools that can improve not only the engagement of youth organizations with their target audience, but also the internal communication within the youth organization.

The document is structured as follows:

Executive Summary

Chapter 1 – comprises the introduction and a short description of the context, challenge and objectives of this report;

Chapter 2 – presents the definitions of “youth”, “youth work” and “best practice” used in this report;

Chapter 3 – describes the methodology, techniques and the quantitative and qualitative methods of research that were used for this study;

Chapter 4 – presents the results of the questionnaires conducted;

Chapter 5 – delivers the 30 case studies on best practice in online youth work;

Chapter 6 – reviews the report and presents the conclusion;

Chapter 7 – introduces the partner`s organizations and their field of work.



1. Introduction

The research study at hand was conducted within the ICT4YOUTHWORK project, a project implemented through the Erasmus + program of the European Union, Key Actions 2: Strategic Partnerships. The ICT4YOUTHWORK project aims to facilitate the communication between youth workers, youth organizations and young people using Information and Communication Technologies (ICT), social media and digital tools. The project hopes to help youth organizations to update and adapt their methods to the new technologies to improve their outreach to the youth and, hence, increase the quality of the youth sector in Europe.

The objectives of the project are:

- Collect and research data, analyse data, identify and deliver a report of best practices that can be used, replicated and adopted by all partner countries: Sweden, Greece, Portugal and Romania, as well as across Europe;
- Improve and encourage the use of ICT, digital and social media in youth work organizations;
- Improve the access to existing knowledge, experience and know-how on best practices, tools and methodologies for youth work in the digital age.

The ICT4YOUTHWORK project will deliver in total three Intellectual Outputs in the course of two years. The report at hand consists of the first Intellectual Output (O1), which describes the research, data collection and data analysis that led to the identification of 30 best practices in online youth work. The second and third Intellectual Outputs of the project will present guidelines for selected digital tools (O2) and a Knowledge repository of best practices and digital tools (O3), both building on the O1 report findings.

The O1 report showcases 30 case studies on best practice in online youth work and an overview of the online tools and their purpose in youth/youth workers activities from Erasmus+ participating countries, particularly from Sweden, Greece, Portugal and Romania. These best practices can help the youth work organizations to strengthen their online presence; as well as promote youth participation, youth work activities, socio-economic inclusion, etc. The scope of this report is to, ultimately, share ideas on digital tools that can be easily accessible and reusable by other organizations involved in youth work.

Since the early 1990s across the EU member countries, the field of youth work has grown as a professional activity, shifting the way young people are perceived as a group from the point of view of policy makers. Young people or the youth is now identified as a distinct group from childhood and adulthood, but most importantly they are viewed as a positive resource, with increased potential for economical, cultural and social fields. Working outside the work or school environment, has proved to be immensely beneficial to young people for self-development, a balanced life, a conscious civic self, and has brought new opportunities for employment.

Given that young people today belong to a socially conscious, yet “indoor” generation; the first step of discovering an online community, movement, event or organization is crucial for youth organisations. It is that step that could help youth organizations attracting new members, inviting them to the actual physical locations/events/etc. It is therefore important for youth organizations to



keep evolving and to keep in touch with the technology trends, in order to have full access to the younger audience that represents the youth.

As social media grow exponentially and become a permanent part of young people's life, it is important that youth organizations are aware of the benefits that these ICT practices and tools bring. For the youth worker, as well as for the organization as a whole, the opportunities are countless, from internal (within the organization) to external reach and communication (with the youth). From promoting events, engaging a young audience, recruiting volunteers, keep in direct contact; to creating an overall space for a growing, no-borders community.



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2. Useful Definitions

2.1. Defining youth & youth work

In a recent study¹ on the value of youth work in the EU, “youth” is as a distinct group of young people, isolating them as a different group from children and adults and as a target group for any kind of activity, be it social, educational, sportive etc. “Youth work” as a field of activity is a broad and diverse one, and thus it is hard to define it as a singular concept. In the same study, youth work is defined as any activity concerning the work with the youth:

“It is delivered by clubs and centres, youth movements, social welfare services, street workers, associations with diverse aims, etc. The activities through which youth work is provided can be grouped under the categories of culture, sport, leisure, education, environmental protection, civic engagement, international cooperation and development and so on.” p. 52 - “Working with young people / the value of youth work in the European Union: case studies” Luxembourg: Publications Office of the European Union, EU Pub, 2014

The same study highlights the impact of these youth work organizations, as currently in Europe nearly 30% of young people are at risk of poverty or social exclusion. Unemployment in youth, lack of education and missing qualifications are other challenges that youth workers are addressing. These youth workers can be either salaried employees or volunteers who “come from a diverse range of educational and occupational backgrounds and are involved in assorted activities and settings.” Types of youth work organizations include:

- Youth work providing additional / specialist support within an existing (formal) service / institution;
- Organized youth associations;
- Outreach / detached youth work (sometimes also referred to as ‘street work’) is focused on the need to engage the ‘hard-to-reach’;
- Youth clubs / positive activity provision.

Based on these definitions, this report presents best practices from different types of youth work organizations, covering a variety of topics and measures aligned with different fields of work and areas of the society.

¹EU Pub, 2014 “Working with young people / The value of youth work in the European Union: case studies” Luxembourg: Publications Office of the European Union



2.2. Definition of best practice

“A method or technique that has consistently shown results superior to those achieved with other means, and that is used as a benchmark.”²

“A procedure that has been shown, by research and experience to produce optimal results and that is established or proposed as a standard suitable for widespread adoption”.³

The study adopted these definitions and developed a best practice matrix based on certain criteria, which served as a backdrop for evaluating and “scoring” each practice (see Methodology chapter). However, it is natural that each practice in online youth work was assessed depending on the organization’s specific goals, activities and impact. The red thread running throughout all best practices was their common aim to better interact, communicate, deliver information and provide support and access to different opportunities to young people via online means.

²<http://www.businessdictionary.com/>

³<https://www.merriam-webster.com/dictionary/best%20practice>



3. Methodology

The first transnational meeting of the TWG took place in Timișoara (Romania), where the following aspects of the project and O1 were discussed:

- Project and O1 objectives;
- How to define a best practice;
- Research methodology
 - establish research tools (Surveys/online questionnaires/interviews);
 - define target groups;
- Timetable of activities for O1 implementation;
- Partners' responsibilities.

3.1. Target groups, domains and categories

3.1.1. Target groups

As this project seeks to bridge the gap between youth workers and the youth, we wanted to ask both youth workers and the youth about what digital tools they use and for what purpose. Our decision to ask young people's what digital tools and social media they use derived from the need to further support our research with evidence. Engaging young people in the research was considered essential, as they are the end-users of these tools determining whether a tool is adequate or not. The target groups representing the young stakeholder group were therefore defined as follows:

- Youth Group I - high school students (13-18 years old);
- Youth Group II - college/university students and employed youth/young professionals/job seekers (18-30 years old);
- Youth Group III - youth workers, youth instructors and youth organizations

3.1.2. Online youth work domains

Embedding digital tools in youth work practice can act as a catalyst for innovation, not only by changing how certain youth work activities are performed, but also opening the way for unprecedented opportunities for youth organizations and their members within the online world: from facilitating communication to providing access to information and learning opportunities. The partners identified four domains where digital tools have an impact in youth work:

- Education;
- Employment;
- Societal Challenges;
- Social Interaction.



3.1.3. Digital tools categories

Inspired by the “Social Media Landscape 2017” designed by Frederic Cavazza⁴ the partners identified six categories or types of social digital tools based on their use:

1. **Publishing** - includes platforms or websites that allow the use to publish online content (ex. Blog);
2. **Sharing** - This category is represented by online media tools on which users exchange, distribute, and receive content, ranging from a short text post to a link or a digital photo (Kietzmann & Hermkens, 2011);
3. **Messaging** - This category is represented by media tools on which users communicate with other users in a social media setting. Many social media sites are designed primarily to facilitate conversations among individuals and groups. People tweet, make online comments and send messages to other users to meet like-minded people, to build their self-esteem, or to be on the cutting edge of new ideas or trending topics. Yet other media tools allow people to get their message heard and positively impacting humanitarian causes, environmental problems, economic issues, or political debates (Kietzmann & Hermkens, 2011);
4. **Discussing** - this category is represented by online media tools on which users can be related or linked up to other users. Two or more users have some form of association that leads them to converse, share elements, meet up, or simply just list each other as a friend or fan (Kietzmann & Hermkens, 2011);
5. **Collaborating** - This category is represented by online media tools on which users can form communities and sub-communities of people with similar backgrounds or interests. The more 'social' a network becomes, the wider the group of friends, followers, and contacts (Kietzmann & Hermkens, 2011);
6. **Networking** - Involves the informal ties of youth workers /youth organizations with other people within or outside their field, through social networks. Networking can increase operational capacity, as it can enable youth workers to find new volunteers or engage young people in activities.

3.1.4. Template design

The partners developed a template (Annex 1) to provide a structured layout for presenting the best practices based on the six categories and four domains presented in sections 3.1.2 and 3.1.3. Figure 1Error! Reference source not found. below shows an initial concept of the best practices template design and structure for the O1 final report.

⁴<https://fredcavazza.net/2017/04/19/social-media-landscape-2017/>



Figure 1: Concept of best practice template

3.2. Methods of research

A mixed methods approach (combining qualitative, quantitative and desk research) was used for the collection of best practices. The research methods decided on were:

- Online Questionnaires: A set of closed-ended questions was distributed to Youth Group II and III. **Youth Group I** was not surveyed online due to ethical constraints in research participants being below 18 years old in the participating countries. However, ZURY arranged visits in two schools and surveyed youth group I after having obtained the appropriate consent;
- Interviews: Interviews were conducted via phone with youth work organizations;
- Desk research: Partners investigated different youth work organizations online (website, social media, etc.) to understand how these work in the virtual context.

The same set of closed-ended questions was used for both online questionnaires and interview questions across the partner countries, in order to have a standardized research design and method and, hence, to make it easier to compare and analyse results. This set of questions constituted the backbone of this research and can be found on Annexes 2, 3 and 4 along with the results.

The combination of qualitative and quantitative methods used in this study helped the partners identify the 30 best practices of effective digital communication among young people and youth workers.

3.2.1. Questionnaires to youth groups

Online questionnaires were used as a quantitative research method to collect data on which tools the three youth groups identified use for different purposes. The questionnaire was disseminated in forums, social media channels and via email (to schools, universities, NGOs, etc.). The online questionnaire comprised closed-ended questions and was distributed to:

- Youth Group I - high school students (13-18 years old) – only in Romania;



- Youth Group II - college/university students and employed youth/young professionals/job seekers (18-30 years old);
- Youth Group III - youth workers, youth instructors and youth organizations

For each of these groups, a separate questionnaire was developed.

Overall, there were 245 answers:

- 23 answers from Youth Group I;
- 159 answers from Youth Group II;
- 63 answers from Youth Group III;

The number of countries that gave their input by answering the online questionnaire – in total 21 countries – was impressive: Sweden, Portugal, Romania and Greece, but also, Albania, Bulgaria, United Kingdom, Togo, Belgium, Cyprus, Finland, France, Germany, Ireland, Italy, Luxembourg, Monaco, Slovakia, Spain, Switzerland and United States.

The questions can be found in Annexes 2, 3 and 4 along with the results. The questions' structure was designed based on three topics: i) General Information, ii) Youth & Education iii) Youth & Societal Challenges. Google Forms were used to create and to group the results of the questionnaires.

Quantitative research was chosen as a reliable research method as it captures measurable, quantifiable data. Distributed via online channels, it also allowed a wide reach and a large number of respondents. However, it did not allow much flexibility or depth of analysis for the respondents answering.

3.2.2. Interviews with youth organizations

Two techniques were used as qualitative methods:

- Telephone interviews with representatives of partner schools, universities and youth organizations;
- Secondary research conducted by each partner country using online and offline sources to explore different online youth work practices (desk research).

Partners designed a structured telephone interview consisting of the core questions (also used for the online questionnaire). Using the same questions helped us maintain consistency in the results of this study. At the same time, the interviews, allowed us to acquire a deeper understanding of how youth workers use digital tools by asking additional questions when required.

Another method of qualitative research used was the desk research, which allowed the partners to examine first-hand youth work online practices. For example, partners visited the youth work organizations' websites and social media channels.

For the qualitative data analysis, we interpreted data obtained from both sources of information, based on interpretation rather than on statistics. The advantage of the qualitative research method is that it provided us with a profound understanding of digital media and strategies used within the youth work organisations.



3.2.3. Classifying best practices

Once the data from both qualitative and quantitative methods were collected, the partners evaluated the collected practices and identified the 30 best ones, using the “best practice matrix” designed by Robin Swart (A Methodology for identifying best practice for communication providers, 2011) (see Figure 2). The analysis of the practices was done using a progressive scale, across two axes (vertical and horizontal). Each axis is populated by criteria, directly dependent on the criteria preceding them. That means all prior requirements of each criteria shall be met in order to achieve a next level. A scoring matrix was used to establishing the “score” of each practice.

Innovative	6	7	8	9	10
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
	Beneficial	Accessible	Complete	Mature	Valuable

Figure 2: Best practice matrix template. Source: R. Swart, 2011, A Methodology for identifying best practice for communication providers

The criteria for establishing this classification are explained below (Table 1 and Table 2).

Vertical Axis	
Needs compliant	Does it comply with the needs of the target group(s)? (see domains)
Sustainable	Does it require more effort than it is worth, is it dependent on a youth organization/structure (is it an internal initiative?), is it already funded or does it need constant sponsorship/support?
Essential	Can the youth organization work without it, or it has been embedded in the day-to-day activities of the structure?
Repeatable	Is it restricted in any way to the target group(s) or it can be easily applied/replicated by other youth organizations/structures?
Innovative	Is this tool a new/unique idea/initiative? Does it break new ground, brings a new approach or does it significantly enhance an existing practice?

Table 1 Vertical axis criteria for best practice matrix. Source: R. Swart, 2011, A Methodology for identifying best practice for communication providers



Horizontal Axis	
Beneficial	What does it deliver? What new approach it brings and who/what does it benefit mostly from its use?
Accessible	Is it a public digital tool/social media tool? Is it easily accessible by other youth organizations/structures?
Complete	Is the tool well documented, is the documentation complete and up-to-date?
Mature	These tools are in place, are integrated in the internal processes and operations of a youth organization and show stability in use.
Valuable	Has this tool been tested and validated by a youth organization/structure? What benefits has it delivered so far or are its benefits quantifiable? Has this tool proved its value in terms of concrete results/outcomes for the youth organization so far?

Table 2 Horizontal axis criteria for best practice matrix. Source: R. Swart, 2011, A Methodology for identifying best practice for communication providers

Candidate tools for best practice can be in different stages of development: at the beginning, the end or somewhere in between. As such, within this project, the practices identified were classified and structured according to the following stages corresponding to different colours (shades of blue) within the best matrix template (see Figure 2):

- **Developing** – A digital tool or social media tool that is a new concept or in newly released (but it is accessible and beneficial for the users) and shows potential to become a best practice. Its relevancy, innovative character and potential for replication among other organizations are not yet proven;
- **Promising** – A program, activity or strategy that has worked within one organization, its shows promise during its early stages for becoming a best practice with long term sustainable impact. A promising practice must have some objective basis for complying with the needs of potential target group, shows benefit for it, is accessible and sustainable, complete and essential for the organization activity;
- **Good**– A digital tool or social media tool that meets most of the following criteria: demonstrates an innovative or replicable approach, is essential for the organization activity and shows sustainability, stability and has or is being in use since a long time;
- **Best** – Those digital or social media tools that have shown consequently better results than other means/tools for a specific purpose and can also easily be replicated to various other contexts. These practices have to show clear innovative approach, benefit and results to the target group(s), is considered essential by youth organizations or youth workers in their almost daily work with young people and has proven its maturity and value repeatedly.



Some of the key criteria within Table 1 and Table 2 are clearly defined below:

- **Innovation** as described in the Innovation Union plan broadly means change that speeds up and improves the way we conceive, develop, produce and access new products, industrial processes and services. Changes that create more jobs improve people's lives and build greener and better societies⁵.
- **Accessible** if ICT tools or social media aims at enabling all users to have equal access to information and functionalities on the web. More specifically, Web accessibility means that people with all abilities and disabilities can perceive, understand, navigate, and interact with the Web⁶;
- An ICT tool or social media is **mature** when it is fully integrated in the organization's vision, internal process and operations⁷.

⁵http://europa.eu/rapid/press-release_MEMO-10-473_en.html

⁶http://ec.europa.eu/ipg/standards/accessibility/index_en.htm

⁷http://ec.europa.eu/dgs/education_culture/repository/education/tools/docs/2015/monitor15-vol-2_en.pdf



4. Results of questionnaires

With 245 participants from 21 countries answering the online questionnaires, this study managed to gather valuable information for all three youth groups addressed in the research.

- Youth Group I: 23 young people between 13-18 years old participated;
- Youth Group II: 159 people between 22-30 years old participated;
- Youth Group III: 63 youth workers / organizations from 8 different counties answered the online questionnaire.

The results revealed differences between the groups (ex. frequency of usage of some digital tools). At the same time, a lot of similarities were found, such as the use of Facebook Groups and WhatsApp Groups. The main outcome though was that the digital tools used between young people and youth organizations in Europe are completely different. Whilst comparing the Youth Groups, it is clear that YGI and YGII don't use some of the tools used by YGIII

The raw data of the research can be found in Annexes 2, 3 and 4.

YGI – high school students (13-18 years old) – Annex 2

Within the YGI group, young people between 13-18 years old participated. In total, 23 questionnaires were answered, of which 43.48% of respondents were 13 years old and 30.43% were 14 years old.

It was noticed that among this youth group the frequency of use of digital tools was daily, especially for group communication activities (95.65% daily), search for information (78.26%), personal or professional development (78.26%) or communication with classmates (80.95%).

However, the use of organizational tools related to the planning or scheduling of activities (such as homework), was restricted to a weekly basis (i.e. 72.72% weekly versus 27.27% daily).

For extra help or tutoring or simply looking for information, young people preferred Wikipedia (47.83%), YouTube (43.48%) and AskFM (8.70%) with a daily frequency rate of 78.26%.

The most used applications to request support, assistance or advice were used on average more than 5 times and had a relatively equal use rate among young people aged between 13 and 18: Snapchat-18.35%, Instagram-16,51%, Facebook (Groups) -14.68%, WhatsApp-13.76%, Facebook (Personal Profile) -12.84%.

YGII - college/university students and employed youth/young professionals/job seekers (18-30 years old) – Annex 3

Within the YGII group, 159 young people between 22-30 years old participated, of which 21.36% of the respondents were 28 years old and 19.42% were 29 years old.

93, 20% of the respondents were currently employed, and that had a direct effect on the frequency of use of certain tools. For example, the question on choosing online tools used to look for a job, had poor results, since the participants already were employed.



The percentages of media tools used for communication, sharing, networking or collaborating with peers was high for applications like Facebook (33,05%), YouTube (30,42%), E-mail (25%), Microsoft Word (14,41%) and Power Point (12,88%).

It was also observed that YGII preferred other online tools such as LinkedIn- 44,57%, Dropbox - 18,59%, Indeed (www.indeed.com) - 18,48%, Coursera (www.coursera.org) - 10,83% or Duolingo (www.duolingo.com) - 9,58%.

Within this target group, a number of other interesting digital tools were chosen, and even though these didn't have a high percentage of use, they could still be used for specialized categories such as publishing, sharing, messaging, discussing, collaborating and networking:

- Learning – LinkedIn Learning, MOOCs, Google Analytics Academy, StackOverflow, OpenCulture, SoloLearn or Datacamp;
- Discussing – Slack, Instagram, Newsletter, Research Gate, Yammer, Github or Stackoverflow;
- Publishing – Canva, Asana, Wunderlist, Indesign, Googleslides, Skype Lync, Revit, Latex, Clubhouse, Gephi, Tableau, Carto, TakeCare, Slideful, Buncee or Picasa;
- Sharing – Box, MEGA, SlideShare, Flickr, Github, SVN, Sharepoint, 4P, Newforma, GitLab, Database, Signal, Figshare or Basecamp.

YGIII - Youth workers/youth organization representatives/youth instructors – Annex 4

Within the YGIII target group, 63 youth workers and youth organizations from 8 countries participated.

For messaging and discussing purposes, the most used tools were e-mail (22,87%), Facebook (Page) (21,62%) and Facebook (Groups) (14,14%), in a percentage of 31,61% daily use. We found out that other digital tools were used for the same purposes, such as Forum, Mailchimp, Slack, Twitter or Snapchat.

For collaborating, sharing and engaging young people in activities, tools such as Website (16,10%), Facebook (Page) (20,97%), Facebook (Groups) (14,61%) and e-mail (14,23%) were daily used (69,57%). Specialized tools such as Blogger Blog, Wordpress Blog, Snapchat, Yahoo/Google groups, MailChimp, Meet Up or Twitter, were also used for engaging with the audience.

When preparing a presentation, or organizing team activities, youth workers mostly turn to Facebook Groups (35,71%), WhatsApp Groups (21, 43%), Photoshop (22,53%), Windows Movie Maker (12,64%), Prezi (10,99%). Specialized tools were identified here as well, such as Soundcloud, Garmin connect, Strava, Meet Up or Kahoot for organizing team activities; or, Gimp, Imovie, Keynote, Freepik, Befunky, Animoto, Wondershare Filmora for creating presentations.

An interesting observation was that youth workers struggled to recommend digital tools for students or young people in areas such as professional development. It was clear that they had poor knowledge of the tools largely used by YGI and YGII.

For organization purpose, youth workers opted for tools such as Dropbox, WeTransfer, Google Transfer, Asana, Flickr, Wunderlist, Audacity, Strava or Jira.



ICT4
YOUTH
WORK

5. Best practices

Best practice 1	
Objective	Efficient Communication
Name of organization	Educatio Association www.asociatiaeducatio.ro
Country	Romania
Domains	<input checked="" type="checkbox"/> Education <input checked="" type="checkbox"/> Employment <input type="checkbox"/> Societal challenges <input type="checkbox"/> Social interaction
Category / Type	<input type="checkbox"/> Publishing <input checked="" type="checkbox"/> Sharing <input checked="" type="checkbox"/> Messaging <input checked="" type="checkbox"/> Discussing <input checked="" type="checkbox"/> Collaborating <input type="checkbox"/> Networking
Description	<p>Organization: Educatio Association has the mission to involve young people in the association's projects to create a sustainable and participatory civil society based on fundamental human values such as: involvement and solidarity, culture and art, democracy and human rights, cooperation and mutual respect.</p> <p>Best practice: During all stages of a project – from development, to implementation, etc. – an efficient communication is vital. To achieve that the channel used is of crucial importance.</p> <p>Tool: Educatio Association has set up a concrete method of communication using WhatsApp⁸ as the basic tool. It has developed a system that allows users to easily recognize that the WhatsApp message received was sent from the organization (i.e. Educatio Association). Each project has an identity and it's structured as such:</p> <ul style="list-style-type: none"> • Group Name: Project Title/Education/Year • Message content • Event Name/Deadline/Description • Event Name/Deadline/Request • Project Name/Deadline/Request • Project Name/Deadline/Task Inform <p>Each WhatsApp group has the members allocated to each project. When a message is sent to the WhatsApp group, the members within that group are notified instantly.</p>
Main youth group addressed	<input type="checkbox"/> Youth Group I (High school Level) <input type="checkbox"/> Youth Group II (College/university students and employed youth/young

⁸WhatsApp is an instant messaging application that allows the user to communicate in real time with an easy to use interface.



	professionals/job seekers) <input checked="" type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	The communication is easy, quick and direct, as the delivery of message to each target group is instant.
Outcomes	It guarantees an efficient, real time communication kept within a certain layout and structure that allows for a project to be fully completed.
Other relevant information	WhatsApp can facilitate audio and video call between members of a team if needed.

Table 1: Best practice 1 - Efficient Communication

Innovative	6	7	8	9	10
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result: 10	Beneficial	Accessible	Complete	Mature	Valuable

Figure 3: Best Practice 1 Matrix

Matrix Results: 10 points

Reasoning: The organization developed an interesting and replicable method using what is a well-known tool, thus meeting all of vertical and horizontal criteria.



ICT4
YOUTH
WORK

Best practice 2	
Objective	Technological education
Name of organization	Kids in Tech http://kidsintech.adfaber.org
Country	Romania
Domains	<input checked="" type="checkbox"/> Education <input type="checkbox"/> Employment <input type="checkbox"/> Societal challenges <input checked="" type="checkbox"/> Social interaction
Category / Type	<input checked="" type="checkbox"/> Publishing <input checked="" type="checkbox"/> Sharing <input type="checkbox"/> Messaging <input checked="" type="checkbox"/> Discussing <input checked="" type="checkbox"/> Collaborating <input type="checkbox"/> Networking
Description	<p>Organization: Kids in Tech is a technology club that gives school teachers the opportunity to build their own Tech club and technology projects through which students can learn about technology. More specifically, the club provides a platform for students to learn robotics and coding, as well as to create apps, websites and other ICT tools. Kids in Tech aimed at offering a new type of education in Romania around e-learning, free of charge. Pupils (grades 5 - 12) from public schools can attend the Kids in Tech club.</p> <p>Best practice: Once the coordinating teacher registers a new club on the site (min. 5 students), he/she receives the appropriate information, study materials and training.</p> <p>Tool: Kids in Tech uses an e-learning platform called codeSchool, where access to tutorials for various coding programs is provided (ex. Scratch, Python, C++, Html, etc). There are also tutorials for Edison and codeBug robots included.</p>
Main youth group addressed	<input checked="" type="checkbox"/> Youth Group I (High school Level) <input type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	There are in total 250 current technology clubs nationwide. This movement has increased the involvement in computer technology, especially at high school level with different national competitions and events.
Outcomes	It shows that anyone can learn programming. In a few hours one can create 3D animations, movies and games using Java programming. The initiative offers the opportunity for a new type of education in Romania around e-learning and learning by doing.
Other relevant information	It is a free platform for schools. It is only private entities that have to pay for its services.

Table 2: Best practice 2 - Technological education



ICT4
YOUTH
WORK

Innovative					
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result: 9	Beneficial	Accessible	Complete	Mature	Valuable

Figure 4: Best Practice 2 Matrix

Matrix Results: 9 points

Reasoning: Kids in Tech is a funded initiative, which can expand internationally, involving all youth groups. However, it is not innovative as there are similar platforms and initiatives.



Best practice 3	
Objective	Visual storytelling presentation software
Name of organization	Ofensiva Tinerilor www.ofensivatinerilor.ro
Country	Romania
Domains	<input checked="" type="checkbox"/> Education <input type="checkbox"/> Employment <input type="checkbox"/> Societal challenges <input checked="" type="checkbox"/> Social interaction
Category / Type	<input checked="" type="checkbox"/> Publishing <input checked="" type="checkbox"/> Sharing <input type="checkbox"/> Messaging <input checked="" type="checkbox"/> Discussing <input checked="" type="checkbox"/> Collaborating <input type="checkbox"/> Networking
Description	<p>Organization: Founded in 2004, "Ofensiva Tinerilor" Association promotes cultural diversity, responsibility in the community and decisional transparency in public administration. Its activities include youth exchange projects, training courses, etc.</p> <p>Best practice: By creating interactive presentation materials with creative layouts and graphics, the organization manages to catch the attention of its audience and engages them in a unique journey.</p> <p>Tool: Ofensiva Tinerilor uses strictly one tool for dissemination and presentation internally and externally. The tool in question is Prezi, a visual storytelling presentation software, similar in concept with Power Point, but with different layouts and delivery. The company described its presentation style as "conversational presenting", in which presentations follow the flow of dialogue. Prezi is a dynamic tool, helping the user to create and deliver a story. Its blank canvas allows the user be as creative as he/she wishes. It provides Prezi Analytics as a great analysis resource. Finally, it allows multiple users to collaborate and edit the same presentation online.</p>
Main youth group addressed	<input type="checkbox"/> Youth Group I (High school Level) <input checked="" type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input checked="" type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	Prezi has 85 million users worldwide and 325 million presentations to get inspired from.
Outcomes	The service offers a free platform limited only to privacy settings and has special prices for students and universities.

Table 3: Best practice 3 - Visual storytelling presentation software



ICT4
YOUTH
WORK

Innovative					
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result:9	Beneficial	Accessible	Complete	Mature	Valuable

Figure 5: Best Practice 3 Matrix

Matrix Results: 9 points

Reasoning: The platform proved its value in terms of concrete results and it's very creative. It is already funded and it is an open source tool. However, it is not considered innovative



ICT4
YOUTH
WORK

Best practice 4	
Objective	Collaborative software
Name of organization	Bee Active https://www.facebook.com/Bee-Active-Timisoara-168901659798791/
Country	Romania
Domains	<input checked="" type="checkbox"/> Education <input type="checkbox"/> Employment <input checked="" type="checkbox"/> Societal challenges <input checked="" type="checkbox"/> Social interaction
Category / Type	<input type="checkbox"/> Publishing <input checked="" type="checkbox"/> Sharing <input type="checkbox"/> Messaging <input checked="" type="checkbox"/> Discussing <input checked="" type="checkbox"/> Collaborating <input type="checkbox"/> Networking
Description	<p>Organization: Bee Active is an association created by young people for young people. It was initially running as an informal group initiative, which was set up in 2010.</p> <p>Bee Active's mission is to provide young development opportunities and to demonstrate that with little resources and effort we achieve positive impact.</p> <p>Best practice: As most organizations they use mostly Facebook and WhatsApp to communicate with their audience. For internal management they use Slack.</p> <p>Tool: Slack is a cloud-based set of teamwork and collaboration tools and services. Slack began as an internal tool used by the company Tiny Speck and now it stands out as one of the best collaboration tools out there.</p> <p>Slack offers chat rooms (channels) organized by topic, as well as private groups and direct messaging. All content inside Slack is searchable, including files, conversations, and people. Slack integrates with a large number of third-party services and supports community-built integrations such as Google Drive, Trello, Dropbox, Box, Heroku, IBM Bluemix, Crashlytics, GitHub, Runscope and Zendesk.</p>
Main youth group addressed	<input type="checkbox"/> Youth Group I (High school Level) <input checked="" type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input checked="" type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	Slack has six million users daily, growing more than 100%. It increases productivity and keeps focus at the task at hand, without having the user distracted by navigating to other channels.
Outcomes	An all-in-one WhatsApp messaging, Google Drive, Facebook groups and more tools. It offers the best viable option for a high standard internal management tool.

Table 4: Best practice 4 - Collaborative software



ICT4
YOUTH
WORK

Innovative					
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result:9	Beneficial	Accessible	Complete	Mature	Valuable

Figure 6: Best Practice 4 Matrix

Matrix Results: 9 points

Reasoning: It is a public digital tool, offering concrete results. It is already funded. However, it is not innovative.



ICT4
YOUTH
WORK

Best practice 5	
Objective	Educational Platform
Name of organization	Asociatia Respiro https://asociatiare Spiro.ro
Country	Romania
Domains	<input checked="" type="checkbox"/> Education <input type="checkbox"/> Employment <input checked="" type="checkbox"/> Societal challenges <input type="checkbox"/> Social interaction
Category / Type	<input checked="" type="checkbox"/> Publishing <input checked="" type="checkbox"/> Sharing <input type="checkbox"/> Messaging <input checked="" type="checkbox"/> Discussing <input type="checkbox"/> Collaborating <input type="checkbox"/> Networking
Description	<p>Organization: Asociatia Respiro offers the opportunity to every young person to focus on his/her passion and achieve a balanced lifestyle thanks to active learning and practical solutions.</p> <p>Best practice: As a concept the platform is useful and the delivery is great and interesting to the youth as it uses an interactive way of communicating through videos, images, .pdf materials and practical exercises in every module.</p> <p>Tool: More specifically, Asociatia Respiro developed an online platform called Mastertin.ro. The platform offers every young person access to a set of online training modules in different areas, such as personal development (financial development, entrepreneurship, leaderships etc.), spiritual development (identity crises and addictions) and relationships. At the end of the training, young people receive a diploma.</p>
Main youth group addressed	<input type="checkbox"/> Youth Group I (High school Level) <input checked="" type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	It has 14 online classes, 848 online students, 12362 website visitors and 13 teachers.
Outcomes	A learning platform that allows young people to grow either on a professional or personal level, to achieve a goal and grow into a more disciplined, open minded individual.
Other relevant information	It is a free platform.

Table 5: Best practice 5 - Educational Platform



ICT4
YOUTH
WORK

Innovative					
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result:9	Beneficial	Accessible	Complete	Mature	Valuable

Figure 7: Best Practice 5 Matrix

Matrix Results: 9 points

Reasoning: The platform lacks innovation, as it is not an original idea. However, it is fully documented and up-to-date and it is a need oriented towards the targeted group.



ICT4
YOUTH
WORK

Best practice 6	
Objective	Societal challenges platform
Name of organization	Asociatia Respiro https://asociatiare Spiro.ro
Country	Romania
Domains	<input type="checkbox"/> Education <input type="checkbox"/> Employment <input checked="" type="checkbox"/> Societal challenges <input checked="" type="checkbox"/> Social interaction
Category / Type	<input type="checkbox"/> Publishing <input checked="" type="checkbox"/> Sharing <input type="checkbox"/> Messaging <input checked="" type="checkbox"/> Discussing <input type="checkbox"/> Collaborating <input type="checkbox"/> Networking
Description	<p>Organization: Asociatia Respiro offers the opportunity to every young person to focus on his/her passion and achieve a balanced lifestyle thanks to active learning and practical solutions.</p> <p>Best practice: The platform offers a valuable way of communication between young people and specialized personnel, anonymously, useful for addressing one of the most prominent topics of this group, thus being very effective and bringing positive results given the way it has been designed. The youth are more confident in using it while searching for answers, asking for advices or simply share their personal experiences.</p> <p>Tool: Asociatia Respiro's goal is to create a productive environment for young people and help them deal with traumas or life's challenges. For this purpose it launched an online counselling platform called TeAjut.ro (which means "I'm Helping You"). The platform provides counselling to young people in different fields and offers the possibility for them to ask questions and receive support from professional counsellors. There are different areas of counselling: vocation, crisis situations, family issues, pre-marital, psychological or spiritual counselling.</p>
Main youth group addressed	<input type="checkbox"/> Youth Group I (High school Level) <input checked="" type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	It has had 976 counselling cases, 3503 Facebook likes and +200 new users each three months. In 2015 it launched the first offline meeting for existing users.
Outcomes	It addresses challenges that young people are facing in a safe environment; something much needed in Romania.
Other relevant information	It is a free platform.

Table 6: Best practice 6 - Societal challenges platform



ICT4
YOUTH
WORK

Innovative					
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result:9	Beneficial	Accessible	Complete	Mature	Valuable

Figure 8: Best Practice 6 Matrix

Matrix Results: 9 points

Reasoning: It is an initiative that can be replicated and applied to other similar youth organizations. However, it is not considered innovative.



ICT4
YOUTH
WORK

Best practice 7	
Objective	Career counselling platform
Name of organization	COGNITROM www.ccponline.ro
Country	Romania
Domains	<input checked="" type="checkbox"/> Education <input type="checkbox"/> Employment <input type="checkbox"/> Societal challenges <input checked="" type="checkbox"/> Social interaction
Category / Type	<input checked="" type="checkbox"/> Publishing <input checked="" type="checkbox"/> Sharing <input type="checkbox"/> Messaging <input checked="" type="checkbox"/> Discussing <input checked="" type="checkbox"/> Collaborating <input type="checkbox"/> Networking
Description	<p>Organization: COGNITROM is a R&D organization integrating IT solutions in psychology research to produce new knowledge, products and innovative services.</p> <p>Best practice: Due to the public schools being competitive in Romania, the student's genuine interests are often not taken into account. At the same time the public schools offer little or no counselling. COGNITROM addresses this issue by promoting a young person's development through this platform.</p> <p>Tool: COGNITROM launched a specialized platform for school and career-planning services addressed to young people aged 13 - 18. Teenagers, psychologists, teachers and parents can register on the platform and interact. The aim is to guide young people in their educational path and career, according to their own interests and goals.</p>
Main youth group addressed	<input checked="" type="checkbox"/> Youth Group I (High school Level) <input checked="" type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	It has 2114 licensed psychologists enrolled, along with 30.000 students. In total 270 counselling groups are involved in a total of 11 research projects
Outcomes	After a thorough evaluation, the student and the counsellor develop and implement a tailored educational career path for the student. This service brings great added value to the Romanian public system.
Other relevant information	The young people need to pay a small fee for registration. All other actors do not pay.

Table 7: Best practice 7 - Career counselling platform



ICT4
YOUTH
WORK

Innovative					
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result:9	Beneficial	Accessible	Complete	Mature	Valuable

Figure 9: Best Practice 7 Matrix

Matrix Results: 9 points

Reasoning: Has not met requirement on the innovative criteria but it is fully documented and offers great value for the targeted group.



ICT4
YOUTH
WORK

Best practice 8	
Objective	Visual Representation Tool
Name of organization	AT4T www.at4t.org
Country	Romania
Domains	<input checked="" type="checkbox"/> Education <input type="checkbox"/> Employment <input type="checkbox"/> Societal challenges <input checked="" type="checkbox"/> Social interaction
Category / Type	<input checked="" type="checkbox"/> Publishing <input checked="" type="checkbox"/> Sharing <input type="checkbox"/> Messaging <input checked="" type="checkbox"/> Discussing <input checked="" type="checkbox"/> Collaborating <input type="checkbox"/> Networking
Description	<p>Organization: AT4T is a non-governmental cultural association founded by a group of students, pupils and teachers from several Timișoara high schools. The organization promotes art and culture among young people, feeding their creative side and innovative spirit. Teamwork is encouraged, attempting to discover and capitalize on each individual's abilities.</p> <p>Best practice: Canva is an online graphic content creating platform. It allows users to choose predefined layouts, photos, fonts, etc. to create visual materials that have a powerful visual identity.</p> <p>Tool: Being an art-focused, the organization uses Canva for all its visual materials (ex. posters, graphic content for Facebook posts, etc.).</p>
Main youth group addressed	<input type="checkbox"/> Youth Group I (High school Level) <input checked="" type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input checked="" type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	Canva has 100 million designs created, 10+ million users and 519,214 Facebook likes
Outcomes	Youth organizations -especially at the beginning- cannot afford a design department or an outside contractor. Canva is a valuable tool that helps create a cohesive and attractive online presence without the extra costs of a professional team.
Other relevant information	The basic tool is free. For extra features there is a fee-based version.

Table 8: Best practice 8 - Visual Representation Tool



Innovative	6	7	8	9	10
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result: 10	Beneficial	Accessible	Complete	Mature	Valuable

Figure 10: Best Practice 8 Matrix

Matrix Results: 10 points

Reasoning: It is an already funded public digital tool that offers a unique and structured layout and an easy to use interface. It constitutes a great design tool useful to smaller organizations that do not have a design team.



ICT4
YOUTH
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Best practice 9	
Objective	Interaction
Name of organization	Ungdomar https://ungdomar.se
Country	Sweden
Domains	<input checked="" type="checkbox"/> Education <input type="checkbox"/> Employment <input checked="" type="checkbox"/> Societal challenges <input checked="" type="checkbox"/> Social interaction
Category / Type	<input checked="" type="checkbox"/> Publishing <input checked="" type="checkbox"/> Sharing <input type="checkbox"/> Messaging <input checked="" type="checkbox"/> Discussing <input type="checkbox"/> Collaborating <input type="checkbox"/> Networking
Description	<p>Organization: Ungdomar is an initiative that invites young people in their teenage years to discuss different issues around health openly and freely. Ungdomar.se is one of Sweden's largest youth sites.</p> <p>Best practice: The initiative aspires to create an online site where young people can anonymously submit their questions and thoughts, for example, about their body, sex topics, friends, parenting, education, and work to experts. The discussion topics are crowd-sourced and therefore based on the members' own questions.</p> <p>Tool: The platform embeds videos from YouTube that tactfully explain different challenges that might be experienced during puberty such as low self-esteem, bullying, etc. The platform also gives the opportunity for young people to use an interactive contact list populated with experts' profiles such as sexologists and life coaches, which can be filtered according to the subject matter (ex. "Relationship", "Appearance", etc.). Another popular feature within Ungdomar is the Forum. The members publish posts on the Forum on a daily basis. Teenagers ask anonymously personal questions to Ungdomar's community, seeking advice from other teenagers.</p>
Main youth group addressed	<input checked="" type="checkbox"/> Youth Group I (High school Level) <input type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	Since 2000 the platform has about 80,000 unique visitors a week, over 55,000 questions answered in their archive and a Forum with 10 million posts.
Outcomes	Ungdomar provides young people a support channel during their teenage years, helping them express their worries and share their stories anonymously.
Other relevant information	It is a free platform.

Table 9: Best practice 9 - Interaction



Innovative					
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result:9	Beneficial	Accessible	Complete	Mature	Valuable

Figure 11: Best Practice 9 Matrix

Matrix Results: 9 points

Reasoning: It is an internal initiative that can be replicated and applied to other similar youth organizations. It is not an original idea, but it is of great value as it provides a safe environment for the youth and facilitates communication.



ICT4
YOUTH
WORK

Best practice 10	
Objective	e-Participation
Name of organization	Jagvillhabostad.nu http://jagvillhabostad.nu/
Country	Sweden
Domains	<input type="checkbox"/> Education <input type="checkbox"/> Employment <input checked="" type="checkbox"/> Societal challenges <input type="checkbox"/> Social interaction
Category / Type	<input type="checkbox"/> Publishing <input type="checkbox"/> Sharing <input type="checkbox"/> Messaging <input type="checkbox"/> Discussing <input checked="" type="checkbox"/> Collaborating <input type="checkbox"/> Networking
Description	<p>Organization: Jagvillhabostad.nu is addressing a major problem in Sweden: housing. In total there are 400,000 young adults in Sweden who do not have their own house. Half of who live in unstable conditions such as second hand letting.</p> <p>Best Practice: Jagvillhabostad.nu invites youth to claim their right for housing with the vision to influence local policy makers. Campaigns against housing shortage are disseminated via social media channels, namely Facebook, Twitter and Instagram.</p> <p>Tool: For their campaign in 2017, they used a platform called Thunderclap that allows the campaign supporter to “support” the cause by sharing a post as a one-time message on his/her personal Facebook, Twitter or Tumblr account on a pre-selected date and time.</p>
Main youth group addressed	<input type="checkbox"/> Youth Group I (High school Level) <input checked="" type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	The Campaign of jagvillhabostad.nu in 2017 reached more than 20,000 people. With over 4,000 likes on Facebook and frequent posts, the youth organization has an active online presence.
Outcomes	Jagvillhabostad.nu ultimately bridges the gap between citizens (young people) and policy makers by not only creating awareness, but also by enabling youth to participate, voice their concerns and claim their right for housing.
Other relevant information	Membership is free.

Table 10: Best practice 10 - e-Participation



Innovative	6	7	8	9	10
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result: 10	Beneficial	Accessible	Complete	Mature	Valuable

Figure 12: Best Practice 10 Matrix

Matrix Results: 10 points

Reasoning: The best practice ranked high in the matrix because of the innovative idea behind it and the amount of progress being made by the youth organization, using the appropriate tool to create change in the policy making landscape.



ICT4
YOUTH
WORK

Best practice 11	
Objective	Self-Development
Name of organization	Unga Aktiesparare https://www.ungaaktiesparare.se/
Country	Sweden
Domains	<input checked="" type="checkbox"/> Education <input type="checkbox"/> Employment <input type="checkbox"/> Societal challenges <input type="checkbox"/> Social interaction
Category / Type	<input type="checkbox"/> Publishing <input type="checkbox"/> Sharing <input type="checkbox"/> Messaging <input checked="" type="checkbox"/> Discussing <input type="checkbox"/> Collaborating <input type="checkbox"/> Networking
Description	<p>Organization: Unga Aktiesparare helps members to learn more about stocks and savings via podcasts, training courses, magazines, etc. It's Facebook page has more than 11,500 likes, which shows the high interest of youth on this topic.</p> <p>Best practice: In July 2016, the youth organization started the #PrataPengar (TalkMoney) podcast, which ended up running until December 2017, counting more than 90 episodes in its archive. The live podcast led by Mr. Andersson and Mr. Scholtzé was touching upon different topics on stock exchange, retirement, etc. Whilst on air, the leaders were receiving real-time tweets from listeners using the hashtag #PrataPengar who expressed opinions or asked questions on the spot. The podcasts were later released on iTunes, Acast and Soundcloud.</p> <p>Tool: Podcast - A podcast is a series of episodes of digital audio or video files, which a user can download and listen to. Offering subscription, the new episodes can be automatically downloaded via web syndication to the user's own local computer, mobile application, or portable media player. iTunes, Acast and Soundcloud were used in this best practice for this purpose. Twitter was also used to enable a two-way communication between listeners and podcast leaders in real-time.</p>
Main youth group addressed	<input checked="" type="checkbox"/> Youth Group I (High school Level) <input checked="" type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	Unga Aktiesparare podcast produced more than 90 episodes and run over a period of 1,5 years. The hashtag #PrataPengar has thousands of tweets on which shows the active participation on young people on social media.
Outcomes	Unga Aktiesparare via its podcast and training opportunities offers an educational avenue for young people to be responsible and acquire literacy when it comes to financial assets, instead of being passive consumers.
Other relevant information	The membership is available for people between 0-28 years old. A 1-year membership for example costs 275Kr for residents in Sweden that are between 15-28 years old.



Table 11: Best practice 11 - Self-Development

Innovative	6	7	8	9	10
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result: 10	Beneficial	Accessible	Complete	Mature	Valuable

Figure 13: Best Practice 11 Matrix

Matrix Results: 10 points

Reasoning: It brings a new approach to a usually overlooked aspect of the traditional education; it delivers fully documented data.



ICT4
YOUTH
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Best practice 12	
Objective	Integration
Name of organization	Grön Ungdom http://gronungdom.se/
Country	Sweden
Domains	<input type="checkbox"/> Education <input type="checkbox"/> Employment <input checked="" type="checkbox"/> Societal challenges <input type="checkbox"/> Social interaction
Category / Type	<input checked="" type="checkbox"/> Publishing <input type="checkbox"/> Sharing <input type="checkbox"/> Messaging <input type="checkbox"/> Discussing <input type="checkbox"/> Collaborating <input type="checkbox"/> Networking
Description	<p>Organization: Grön Ungdom has a simple yet strong online presence based on storytelling. Its mission is powerful in itself: empower young people in Sweden to stand up for global causes such as climate, feminism, migration, etc. The youth organization is the only one in Sweden to also represent unaccompanied young people who fly to Sweden from war and oppression in the hope for a better life, therefore promoting inclusion and integration.</p> <p>Best Practice: The youth organization manages to put a face to a voice, by sharing YouTube videos featuring its members who tell their story and are fighting for a better tomorrow. These inspirational videos are shared on Grön Ungdom's Facebook, Twitter and Instagram accounts. The current high video mobile consumption on social media in the world makes the choice of video for storytelling a strong one, as it aligns with the emerging behaviors and trends. It has been proven that the immersive moving format captures the gaze longer than static content.</p> <p>Tool: YouTube is a video-sharing website that allows users to create an account for free, where they can then upload an unlimited amount of videos up to 15-minutes long.</p>
Main youth group addressed	<input type="checkbox"/> Youth Group I (High school Level) <input type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input checked="" type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	The videos upload in the youth organisations YouTube channel have managed to reach 23K views. Twitter account has more than 7000 followers.
Outcomes	This youth organization is the only one of its kind in Sweden; a country that is addressing crucial integration challenges following the large amount of refugees. Grön Ungdom is an exemplary leader in empowering unaccompanied young people and helping them get integrated in the society. The outcomes are inclusion and awareness.
Other relevant information	Membership is free and is possible via a simple SMS text.

Table 12: Best practice 12 – Integration



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Innovative	6	7	8	9	10
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result: 10	Beneficial	Accessible	Complete	Mature	Valuable

Figure 14: Best Practice 12 Matrix

Matrix Results: 10 points

Reasoning: Although the tools used are commonly known, the way of use to bring awareness to a cause qualifies for a perfect 10 score, as it uses the most efficient tool of modern times: storytelling.



ICT4
YOUTH
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Best practice 13	
Objective	e-Participation
Name of organization	Utrikespolitiska Föreningen Stockholm (UFStockholm) – The Stockholm Association of International Affairs https://www.ufstockholm.com
Country	Sweden
Domains	<input checked="" type="checkbox"/> Education <input checked="" type="checkbox"/> Employment <input checked="" type="checkbox"/> Societal challenges <input checked="" type="checkbox"/> Social interaction
Category / Type	<input type="checkbox"/> Publishing <input type="checkbox"/> Sharing <input type="checkbox"/> Messaging <input checked="" type="checkbox"/> Discussing <input type="checkbox"/> Collaborating <input type="checkbox"/> Networking
Description	<p>Organization: UFStockholm broadens the interest and understanding of young people around international issues. The organization achieves that via a series of activities (from study visits to seminars and movies nights).</p> <p>Best Practice: To communicate with young people, UFStockholm relies almost entirely on social media.</p> <p>Tool: Facebook is the main online interaction tool. The Facebook public page informs the members about upcoming events (meetings, lectures, etc.) and also provides updates on past events. Targeted advertisement allows a direct reach to more individuals. The page offers the option to enter in direct contact with the members (through private messaging). Facebook's private groups are also used for internal discussions within the board and sharing of internal documents/policies. The private groups are an efficient way to disseminate: polls are distributed around different questions, as well as information on jobs/internship positions. The Facebook group chats in the other hand are used within board committees to share information and discuss certain issues. The website is not as actively updated and currently reaches members who do not use social media (new website under construction).</p>
Main youth group addressed	<input checked="" type="checkbox"/> Youth Group I (High school Level) <input checked="" type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	UFStockholm organizes up to 5 events per month gathering as many as 300 participants at a time. Each of these events offers insightful topics for discussion or reflection that directly affect the society and the world of International Affairs connecting Sweden to the rest of the world.
Outcomes	The youth organisation's members have the opportunity to visit international embassies, learn about international affairs and meet with politicians. Their direct involvement in the world of international affairs ensures that young people are included in the political sphere.
Other relevant information	The membership costs 60 SEK for a year. The membership secures free entries



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to events.

Table 13: Best practice 13 - e-Participation

Innovative					
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result:9	Beneficial	Accessible	Complete	Mature	Valuable

Figure 15: Best Practice 13 Matrix

Matrix Results: 9 points

Reasoning: It brings a new approach to a rather traditional practice of bringing together the youth and policy makers.



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Best practice 14	
Objective	Accessibility
Name of organization	Aktiv Ungdom https://www.aktivungdom.se/
Country	Sweden
Domains	<input checked="" type="checkbox"/> Education <input type="checkbox"/> Employment <input type="checkbox"/> Societal challenges <input checked="" type="checkbox"/> Social interaction
Category / Type	<input type="checkbox"/> Publishing <input checked="" type="checkbox"/> Sharing <input type="checkbox"/> Messaging <input type="checkbox"/> Discussing <input type="checkbox"/> Collaborating <input type="checkbox"/> Networking
Description	<p>Organization: Since 1976, Aktiv Ungdom has been engaging young people in activities during their free time. Approximately 500 local youth organisations are affiliated with Aktiv Ungdom. This entails that these 500 organisations provide a “pool” of different activities that are offered to young people. The activities offered vary from theatre to dancing, swimming, circus, martial arts etc.</p> <p>Best practice: The idea remains the same: make all these activities spread throughout Sweden easily accessible and findable for children and young people.</p> <p>Tool: Aktiv Ungdom’s website has a “search engine” on their landing home page that achieves that goal and makes the task of looking for youth activities effortless, as it allows the target audience to filter their search based on where they live, as well as what kind of activities they would like to undertake.</p>
Main youth group addressed	<input type="checkbox"/> Youth Group I (High school Level) <input checked="" type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	There are 200,000 members registered at Aktiv Ungdom, which represents approx. 500 youth organisations.
Outcomes	This youth organization manages via an easy-to-use platform to make the youth organisations accessible and findable.
Other relevant information	The website also invites young people to form their own youth organization given that they are at least 5 people, between 6-25 years old.

Table 14: Best practice 14 - Accessibility



Innovative	6	7	8	9	10
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result: 10	Beneficial	Accessible	Complete	Mature	Valuable

Figure 16: Best Practice 14 Matrix

Matrix Results: 10 points

Reasoning: The platform proved its value in terms of concrete results. It’s creative and innovative, an up to date platform that fosters an active environment for the youth and that can be easily adjusted to other areas of interest.



ICT4
YOUTH
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Best practice 15	
Objective	Engagement / Gamification / Innovation
Name of organization	SCOUTERNA https://www.scoutview.se/en
Country	Sweden
Domains	<input checked="" type="checkbox"/> Education <input type="checkbox"/> Employment <input type="checkbox"/> Societal challenges <input checked="" type="checkbox"/> Social interaction
Category / Type	<input checked="" type="checkbox"/> Publishing <input type="checkbox"/> Sharing <input type="checkbox"/> Messaging <input type="checkbox"/> Discussing <input type="checkbox"/> Collaborating <input type="checkbox"/> Networking
Description	<p>Organization: This popular Scouts organization wants to inspire young people and prepare them for life through scouting.</p> <p>Best practice: In collaboration with Google Sweden, the organization launched Scout View, a Google maps based website that allows young people to map campsites, hikes and trails.</p> <p>Tool: The Scout View platform is increasingly populated with hikes mapped by the young scouts, who use Google's 360-degree cameras and Street View Trekker. Once on the Scout View website, the visitor can see and "experience second hand" the hike through nature on Street View and Map.</p>
Main youth group addressed	<input type="checkbox"/> Youth Group I (High school Level) <input type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input checked="" type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	Up to this date, 9 different Scout groups have registered 12 hikes. This exercise allows for the hidden Swedish nature to be more accessible to people who wish to explore it around the world.
Outcomes	Young people engage themselves in this exercise documenting their favorite places and paths, forests, rivers, mountains, etc. and also are trained by a Google team on how to use the camera equipment.
Other relevant information	The website of SCOUTERNA provides clear and transparent information on the organization's policies and activities worth checking.

Table 15: Best practice 15 - Engagement / Gamification / Innovation



Innovative	6	7	8	9	10
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result: 10	Beneficial	Accessible	Complete	Mature	Valuable

Figure 17: Best Practice 15 Matrix

Matrix Results: 10 points

Reasoning: This practice has ranked high in innovation and is a great example of a tool and best practice that can be easily accessed, replicated and used.



ICT4
YOUTH
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Best practice 16	
Objective	Youth access to online education Information
Name of organization	University of Athens https://eclass.uoa.gr
Country	Greece
Domains	<input checked="" type="checkbox"/> Education <input checked="" type="checkbox"/> Employment <input type="checkbox"/> Societal challenges <input checked="" type="checkbox"/> Social interaction
Category / Type	<input checked="" type="checkbox"/> Publishing <input checked="" type="checkbox"/> Sharing <input checked="" type="checkbox"/> Messaging <input checked="" type="checkbox"/> Discussing <input checked="" type="checkbox"/> Collaborating <input checked="" type="checkbox"/> Networking
Description	<p>Organization: University of Athens is a public university in Zografou, a suburb of Athens, Greece. It has been in continuous operation since its establishment in 1837 and is the oldest higher education institution of the modern Greek state and the first contemporary university in the Eastern Mediterranean. Today it is one of the largest universities by enrolment in Europe, with 104,000 (2014) registered students. In 2012 it was ranked in the positions 501–550 among the best universities in the world, according to the index of QS World University Rankings, as well as according to the evaluation of Academic Ranking of World Universities (ARWU).</p> <p>Best Practice: The University of Athens offers access to online education Information</p> <p>Tool: E-Class is an Online University platform where professors can actively interact with the university students. The platform offers online messaging, through which students can communicate with their professors. Moreover, professors offer online notes from their presentations in order to assist working students who were not able to attend their classes, or generally to provide assistance to students who want to enhance their personal notes.</p> <p>The platform also offers an “announcements” section where professors add information about forthcoming seminars, book presentations and job offers connected to the university student's academic subject.</p>
Main youth group addressed	<input type="checkbox"/> Youth Group I (High school Level) <input checked="" type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input checked="" type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	Easier and more effective communication between professors and students. Moreover, the platform enables working students to stay up to date with their studies even if they're not able to attend the classes in person. Finally, it offers information on extracurricular activities and happenings that are in accordance with the academic subject of the students.
Outcomes	Access to information connected to their university studies and instant interaction with their professors.



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Other relevant information

The platform offers group chats involving and engaging all the users who follow a specific university subject/professor. It also enables private messaging between students and professors. FREE

Table 16: Best practice 16 - Youth access to online education Information

Innovative					
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result:9	Beneficial	Accessible	Complete	Mature	Valuable

Figure 18: Best Practice 16 Matrix

Matrix Results: 9 points

Reasoning: It is a replicable tool suited for other similar youth organizations. It is not an innovative tool.



ICT4 YOUTH WORK

Best practice 17	
Objective	Youth access to online education Information
Name of organization	University of Athens http://www.lib.uoa.gr/
Country	Greece
Domains	<input checked="" type="checkbox"/> Education <input type="checkbox"/> Employment <input type="checkbox"/> Societal challenges <input type="checkbox"/> Social interaction
Category / Type	<input checked="" type="checkbox"/> Publishing <input checked="" type="checkbox"/> Sharing <input type="checkbox"/> Messaging <input type="checkbox"/> Discussing <input type="checkbox"/> Collaborating <input type="checkbox"/> Networking
Description	<p>Organization: University of Athens is a public university in Zografou, a suburb of Athens, Greece. It has been in continuous operation since its establishment in 1837 and is the oldest higher education institution of the modern Greek state and the first contemporary university in the Eastern Mediterranean. Today it is one of the largest universities by enrolment in Europe, with 104,000 (2014) registered students. In 2012 it was ranked in the positions 501–550 among the best universities in the world, according to the index of QS World University Rankings, as well as according to the evaluation of Academic Ranking of World Universities (ARWU).</p> <p>Best Practice: The University of Athens offers access to online education Information</p> <p>Tool: Online Public Access Catalogue (OPAC) - OPAC is a modern-day university library that manages knowledge. OPAC not only enables access to book and magazine collections, but it also collects, manages and disseminates knowledge. Technological evolution has necessitated that libraries are not restricted to their classic role, but to also take advantage of the New Technologies in order to showcase the latest developments in knowledge and research within the University sectors. Moreover, because of the progress in technologies, many services have evolved and as a result a great amount of academic knowledge sources can be found in its digital form. OPAC allows users to submit academic papers (to be approved for filing) in order to contribute to the library. Their historical archive library alone has over 2 million pages of files dating from 1838 to 1980. The knowledge is shared online by providing to the user analytical directions for each data base available</p>
Main youth group addressed	<input type="checkbox"/> Youth Group I (High school Level) <input checked="" type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input checked="" type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	Modern- day library that enables quick and effective access to academic books, scientific articles and academic magazine issues
Outcomes	Researchers, Professors and Students can easily access the academic



	information required for study and research purposes.
Other relevant information	The library has a search engine; by typing a keyword one can research any academic subject of interest.

Table 17: Best practice 17 - Youth access to online education Information

Innovative	6	7	8	9	10
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result: 10	Beneficial	Accessible	Complete	Mature	Valuable

Figure 19: Best Practice 17 Matrix

Matrix Results: 10 points

Reasoning: It qualifies for an innovative tool because it integrates data collecting methods and research paper management. The only restriction is that it is solely for the Greek speaking public.



ICT4
YOUTH
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Best practice 18	
Objective	Access to online educational, cultural and social information
Name of organization	Web Gallery of Art https://www.wga.hu/
Country	International
Domains	<input checked="" type="checkbox"/> Education <input type="checkbox"/> Employment <input checked="" type="checkbox"/> Societal challenges <input type="checkbox"/> Social interaction
Category / Type	<input checked="" type="checkbox"/> Publishing <input checked="" type="checkbox"/> Sharing <input type="checkbox"/> Messaging <input checked="" type="checkbox"/> Discussing <input checked="" type="checkbox"/> Collaborating <input type="checkbox"/> Networking
Description	<p>Organization: Virtual Museum primarily aimed for Professors and Students. The Web Gallery of Art is a virtual museum and searchable database of European fine arts from the 8th to 19th centuries. It was started in 1996 as a topical site of Renaissance art, originated in the Italian city-states of the 14th century and spread to other countries in the 15th and 16th centuries. Intending to present Renaissance art as comprehensively as possible, the scope of the collection was later extended to show its Medieval roots as well as its evolution to Baroque and Rococo via Mannerism. Encouraged by the feedback from the visitors, a section for decorative arts and architecture were set up and the scope of the collection was extended to the Pre-Romanesque art and architecture of the 8th-10th centuries. 19th-century art was also included, however, we do not intend to further increase the scope and present 20th-century and contemporary art.</p> <p>Best Practice: The collection has some of the characteristics of a virtual museum. The experience of the visitors is enhanced by guided tours helping to understand the artistic and historical relationship between different works and artists, by music period of choice in the background and a free postcard service. At the same time the collection serves the visitors' need for a site where various information on: art, artists and history can be found together with corresponding pictorial illustrations.</p> <p>Tool: Although not a conventional one, the collection is a searchable database supplemented by a glossary containing articles on art terms, relevant historical events, personages, cities, museums and churches. The Web Gallery of Art is intended to be a free resource of art history primarily for students and teachers.</p>
Main youth group addressed	<input type="checkbox"/> Youth Group I (High school Level) <input type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input checked="" type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	The Web Gallery of Art is intended to be a free resource of art history primarily for students and teachers.
Outcomes	The Web Gallery of Art offers a collection of digital reproductions, containing



	a balanced mixture of interlinked visual and textual information, can serve multiple purposes.
Other relevant information	The Web Gallery of Art is a private initiative not related to any museums or art institutions, and not supported financially by any state or corporate sponsors. The website owners use authentic literature and advice from professionals, to ensure the quality and authenticity of the content.

Table 18: Best practice 18 - Access to online educational, cultural and social information

Innovative	6	7	8	9	10
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result: 10	Beneficial	Accessible	Complete	Mature	Valuable

Figure 20: Best Practice 18 Matrix

Matrix Results: 10 points

Reasoning: The idea of an online museums database is a creative and innovative idea, easy to replicate and adjustable to different areas of interests. It gathers data from multiple countries and it is accessible to English and Hungarian speaking public.



ICT4
YOUTH
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Best practice 19	
Objective	Access to Knowledge; Academic Interaction
Name of organization	Bodossakis Foundation- Bodossaki Lectures on Demand http://www.blod.gr/default.aspx
Country	Greece
Domains	<input checked="" type="checkbox"/> Education <input checked="" type="checkbox"/> Employment <input checked="" type="checkbox"/> Societal challenges <input checked="" type="checkbox"/> Social interaction
Category / Type of best practice	<input checked="" type="checkbox"/> Publishing <input checked="" type="checkbox"/> Sharing <input type="checkbox"/> Messaging <input checked="" type="checkbox"/> Discussing <input checked="" type="checkbox"/> Collaborating <input type="checkbox"/> Networking
Description of best practice	<p>Organization: Bodossakis Foundation is a Public Institution aiming to make academic knowledge available to the broad public. The Foundation's actions are articulated on four strategic pillars:</p> <ul style="list-style-type: none"> - the promotion of education; improving health; the protection of the environment; the empowerment of civil society. <p>Best practice: Bodossaki Lectures on Demand (BLOD) is a non-profit, social offer that aims at disseminating academic knowledge and promoting intellectual dialogue within Greece by making use of the benefits created by modern technologies. The site blod.gr is part of the Foundation's primary objective of promoting education in Greece.</p> <p>Tool: Blod.gr collects, records and showcases hand-picked lectures covering the broad spectrum of scientific and humanitarian studies by collaborating with professors and intellectuals.</p>
Main youth group targeted	<input type="checkbox"/> Youth Group I (High school Level) <input type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input checked="" type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results (for young people)	BLOD enables users, and young people, gain access to information concerning all aspects of the scientific and humanitarian studies by viewing online lectures by professors and intellectuals.
Outcomes (for young people)	Knowledge becomes approachable, direct and at no financial cost.

Table 19: Best practice 19 - Access to Knowledge; Academic Interaction



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YOUTH
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Innovative					
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result:9	Beneficial	Accessible	Complete	Mature	Valuable

Figure 21: Best Practice 19 Matrix

Matrix Results: 9 points

Reasoning: It is an internal initiative that can be replicated and applied to other similar youth organizations. Although it is not an original idea, it is of great value.



ICT4
YOUTH
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Best practice 20	
Objective	Youth Integration/ Internal Communication / Internal Organization/ Youth access to education Information
Name of organization	Forum Filosofikis www.filosofiki.eu/index.php?sid=695c0796d5f77cb8a6068fe47627d348
Country	Greece
Domain	<input checked="" type="checkbox"/> Education <input type="checkbox"/> Employment <input checked="" type="checkbox"/> Societal challenges <input checked="" type="checkbox"/> Social interaction
Category / Type	<input checked="" type="checkbox"/> Publishing <input checked="" type="checkbox"/> Sharing <input checked="" type="checkbox"/> Messaging <input checked="" type="checkbox"/> Discussing <input checked="" type="checkbox"/> Collaborating <input checked="" type="checkbox"/> Networking
Description	<p>Organization: Forum Filosofikis is an online webpage organized and used by university students. Online University Platform supported voluntarily by students who want to exchange knowledge and general information concerning their studies.</p> <p>Best Practice: Youth Integration/ Internal Communication / Internal Organization/ Youth access to education Information. The forum has a variety sections that are aimed to assist the university students in many ways such as by sharing notes on subjects, exchanging knowledge, sharing previous exam questions (and answers to the aforementioned questions) and posting university and sector announcements.</p> <p>Tools: Online Student Webpage. The forum is divided into multiple sub-sectors that are included in the National and Kapodistrian University Of Athens Filosofiki Building. Filosofiki includes humanitarian and art studies, such as Philology, History and Archaeology, English/French/Italian/ Spanish/German Literature, Philosophy, Psychology, Theatrical Studies, Musical Studies etc.</p>
Main youth group addressed	<input type="checkbox"/> Youth Group I (High school Level) <input checked="" type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	Young people, and specifically university students, can quickly access information concerning their studies. Moreover, the Forum of Filosofiki provides an active platform where students can actively engage in conversation and exchange their opinions on the subject of their studies, thus promoting their critical thinking process.
Outcomes	Forum Filosofikis is an effective tool for university students who want to gain targeted information concerning their studies, be it information focused on one specific subject/professor or the universities activities in general.

Table 20: Best practice 20 - Youth Integration/ Internal Communication / Internal Organization Youth access to education Information



ICT4
YOUTH
WORK

Innovative					
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result:9	Beneficial	Accessible	Complete	Mature	Valuable

Figure 22: Best Practice 20 Matrix

Matrix Results: 9 points

Reasoning: It is an internal initiative that can be replicated and applied to other similar youth organizations. However, it is not an original idea.



ICT4
YOUTH
WORK

Best practice 21	
Objective	Youth Integration/ Internal Communication / Internal Organization/ Youth access to education and policy Information
Organization	Model United Nations (MUN)- chapter of the St. Catherine's British School of Athens, Greece http://www.stcatherines.gr/
Country	Greece
Domains	<input checked="" type="checkbox"/> Education <input type="checkbox"/> Employment <input checked="" type="checkbox"/> Societal challenges <input type="checkbox"/> Social interaction
Category / Type	<input checked="" type="checkbox"/> Publishing <input checked="" type="checkbox"/> Sharing <input checked="" type="checkbox"/> Messaging <input checked="" type="checkbox"/> Discussing <input checked="" type="checkbox"/> Collaborating <input checked="" type="checkbox"/> Networking
Description	<p>Organization: Model United Nations (MUN) also known as Model UN-chapter of the St. Catherine's British School of Athens, Greece is an educational simulation and/or academic activity in which students can learn about diplomacy, international relations and the United Nations.</p> <p>Best Practice: International Youth Organization. Main means for sharing information is FB Group Page. They post regularly exchanging vital information on upcoming MUN Conferences but also with information for UN resolutions, case examples, etc. For uploading and presentations they use HAIKU.</p> <p>Tool: HAIKU is an open source platform, which is also used by the school for communication among teachers and students, but also for posting assignments, homework, etc. The club uses the school's official website to post upcoming meetings in the school's calendar of events; however the Youth Organization uses the FB Group Page for main communication which is private.</p>
Main youth group addressed	<input checked="" type="checkbox"/> Youth Group I (High school Level) <input type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input checked="" type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	Young members' strong IT background is a plus in maintaining communication. They exhaust internet sources to seek information. FB account administration is the responsibility of the MUN club's board (aged 16-18) for immediate updates and alerts.
Outcomes	Communication is an important factor as the youth members participate to national and international conferences and this is complementary to the students' studies and time available. Moreover, effective outreach is important in improving MUN Club standings among similar academic institutions nationally and internationally but mainly for ultimate (for this age) knowledge and awareness of international diplomacy policies/issues.



Table 21: Best practice 21 - Youth Integration/ Internal Communication / Internal Organization/ Youth access to education and policy Information

Innovative					
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result:9	Beneficial	Accessible	Complete	Mature	Valuable

Figure 23: Best Practice 21 Matrix

Matrix Results: 9 points

Reasoning: It is not an innovative tool and has a restricted access policy (i.e. access given solely to school members). It is a replicable tool suited for other similar youth organizations.



ICT4
YOUTH
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Best practice 22	
Objective	Youth Integration/ Internal Communication / Internal Organization/ Youth access to athletic Information/Gamification
Organization	Team Surrey Triathlon Club https://activity.ussu.co.uk/triathlon
Country	United Kingdom
Domains	<input checked="" type="checkbox"/> Education <input type="checkbox"/> Employment <input type="checkbox"/> Societal challenges <input checked="" type="checkbox"/> Social interaction
Category / Type	<input type="checkbox"/> Publishing <input checked="" type="checkbox"/> Sharing <input checked="" type="checkbox"/> Messaging <input checked="" type="checkbox"/> Discussing <input checked="" type="checkbox"/> Collaborating <input type="checkbox"/> Networking
Description	<p>Organization: Team Surrey Triathlon Club. Under the University of Surrey Student Union, this athletic group manages the activities/competition participation of 30 tri-athletes.</p> <p>Best Practice: Youth Athletic Organization. This youth group has built a very strong community through their FB Group Page with numerous daily updates on practice sessions, locations but also instructional updates for improvement</p> <p>Tool: Digital tool used to increase competitiveness and tracking of activities but also networking at local and international level is Strava. Strava is a website and mobile app used to track athletic activity via satellite navigation. Its slogan is "The Social Network for Athletes". Also they use Gamification as part of their engagement methods. It is called Surrey Moves. The university has created a platform through HiMotiv. Participants sync their devices and apps, for example iPhone, iWatch, Strava, Garmin, etc. in order to track their activities and gather points.</p>
Main youth group addressed	<input type="checkbox"/> Youth Group I (High school Level) <input checked="" type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	Communication is an important factor as this is complementary to their studies yet important in improving University Club standings among similar university/ community organizations.
Outcomes	The Strava platform allows the team to: Be part of the community; Track & Analyse; Share & Connect; Explore & Compete at local or international level. The Surrey Moves (Incentive programme) gets community group members actively engaged by offering them local business awards (i.e. free coffee at Starbucks) if they accumulated a certain amount of activity mileage in a given period.



Table 22: Best practice 22 - Youth Integration/ Internal Communication / Internal Organization/ Youth access to athletic Information/Gamification

Innovative	6	7	8	9	10
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result: 10	Beneficial	Accessible	Complete	Mature	Valuable

Figure 24: Best Practice 22 Matrix

Matrix Results: 10 points

Reasoning: It is a well-organised and structured environment, which uses commercial technical tools that provide easy to use interface.



ICT4
YOUTH
WORK

Best practice 23	
Objective	Youth Integration/ Internal Communication / Internal Organization/ Youth access to athletic Information
Organization	Γ.Α.Σ. ΧΟΛΑΡΓΟΥ- G.A.C. Holargos https://www.gas-holargos.gr/
Country	Greece
Domain	<input checked="" type="checkbox"/> Education <input type="checkbox"/> Employment <input type="checkbox"/> Societal challenges <input checked="" type="checkbox"/> Social interaction
Category / Type	<input type="checkbox"/> Publishing <input checked="" type="checkbox"/> Sharing <input checked="" type="checkbox"/> Messaging <input checked="" type="checkbox"/> Discussing <input checked="" type="checkbox"/> Collaborating <input type="checkbox"/> Networking
Description	<p>Organization: G.A.C. Holargos - Youth Athletic Organization. G.A.C. Holargos is a municipal athletic club, which works under the auspice of the Hellenic Athletics Federation. This athletic group manages the activities/competition participation of over 350 young athletes. Specifically: Aged 12-17 (155 athletes), 18-23 (30 athletes) > 24 (30 athletes).</p> <p>Best Practice: This youth group has built a very strong community through their FB Group Page with numerous daily updates on practice sessions, locations but also instructional updates for improvement.</p> <p>Tool: Digital tool used to increase competitiveness and tracking of activities but also networking at local and international level, is Garmin Connect. Garmin Connect is an online training tool to store, analyse and share the athlete's fitness activities. An additional tool they use to monitor and highlight activities is Relive. This is a free app, which turns runs and rides into 3D videos for free. Users get to share the highlights, stunning views and best moments of their adventures in a new way! They can find the nicest roads and trails, track their activity, and take some pictures. Relive works with Strava, Garmin Connect and Polar Flow.</p>
Main youth group addressed	<input type="checkbox"/> Youth Group I (High school Level) <input type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input checked="" type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	Communication is an important factor as this is complementary to their studies yet important in improving Athletic Club standings among similar youth/ community organizations at national and international level.
Outcomes	Through Garmin Connect they are able to join millions of users who run, bike, swim and hike as well as support their fitness goals.

Table 23: Best practice 23 - Youth Integration/ Internal Communication / Internal Organization/ Youth access to athletic Information



ICT4
YOUTH
WORK

Innovative					
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result:9	Beneficial	Accessible	Complete	Mature	Valuable

Figure 25: Best Practice 23 Matrix

Matrix Results: 9 points

Reasoning: It is a well-organised and structured environment, which uses commercial technical tools that provide easy to use interface.



ICT4
YOUTH
WORK

Best practice 24	
Objective	Information Portal
Name of organization	Porto City Municipality http://www.cm-porto.pt/
Country	Portugal
Domains	<ul style="list-style-type: none"> ■ Education ■ Employment ■ Societal challenges ■ Social interaction
Category / Type	<ul style="list-style-type: none"> ■ Publishing ■ Sharing <input type="checkbox"/> Messaging <input type="checkbox"/> Discussing ■ Collaborating <input type="checkbox"/> Networking
Description	<p>Organisation: Porto City Municipality is the entity that manages the city of Porto and is the promoter of Cidade das Profissões.</p> <p>Best Practice: Cidade das Profissões is an initiative from Porto City Municipality that aims to promote access to information, a new approach to training and work and to bring these two worlds together and to promote entrepreneurship.</p> <p>Tool: The Cidade das Profissões website developed by this initiative provides information at local level related to: jobs (codes and names, legislation, etc.); work (job opportunities available, how to search for a job, volunteering, etc.); training, internships and entrepreneurship.</p>
Main youth group addressed	<ul style="list-style-type: none"> <input type="checkbox"/> Youth Group I (High school Level) ■ Youth Group II (College/university students and employed youth/young professionals/job seekers) ■ Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	The Cidade das Profissões website is used by a large number of people (although there no available statistics). This Facebook group page has around 76 thousand followers.
Outcomes	The users of the website gain valuable information on the available topics, so it is easier for them to take actions when they need.
Other relevant information	

Table 24: Best practice 24 - Information Portal



ICT4
YOUTH
WORK

Innovative					
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result:9	Beneficial	Accessible	Complete	Mature	Valuable

Figure 26: Best Practice 24 Matrix

Matrix Results: 9 points

Reasoning: It is not innovative, but it can be a great initiative to perpetuate in other EU countries.



ICT4
YOUTH
WORK

Best practice 25	
Objective	Communication
Name of organization	Universidade do Porto (University of Porto) www.uporto.pt
Country	Portugal
Domains	<ul style="list-style-type: none"> ■ Education ■ Employment ■ Societal challenges ■ Social interaction
Category / Type	<ul style="list-style-type: none"> ■ Publishing ■ Sharing ■ Messaging ■ Discussing ■ Collaborating ■ Networking
Description	<p>Organisation: Founded in 1911, the University of Porto (U.Porto) is a benchmark institution for Higher Education and Scientific Research in Portugal and one of the top 200 European Universities according to the most relevant international ranking systems.</p> <p>Best Practice: University of Porto's LinkedIn group, accessible by University of Porto alumni, students, researchers, teachers or other staff/former staff members, is managed by the University of Porto Alumni/ Communications departments. Furthermore, it aims to be a platform that allows the users to maintain contact, share information about the University and about job opportunities. In addition to this, it promotes networking of alumni throughout the world, it has a discount card and publishes a magazine.</p> <p>Tool: LinkedIn Groups provide a place for person in the same industry or with similar interests to share content, find answers, post and view jobs, make business contacts, and establish themselves as industry experts.</p>
Main youth group addressed	<input type="checkbox"/> Youth Group I (High school Level) <input checked="" type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input checked="" type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	The community has over 7.000 alumni of University of Porto (U.Porto)
Outcomes	The possibility to maintain contact with peers and to meet new persons to share ideas and experiences.

Table 25: Best practice 25 - LinkedIn Group



ICT4
YOUTH
WORK

Innovative					
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result:9	Beneficial	Accessible	Complete	Mature	Valuable

Figure 27: Best Practice 25 Matrix

Matrix Results: 9 points

Reasoning: Although it offers possibility to keep in contact with peers, it is not innovative



ICT4
YOUTH
WORK

Best practice 26	
Objective	Information Portal
Name of organization	Secretaria de Estado da Juventude e do Desporto (Youth and Sport State Secretary)
Country	Portugal
Domains	<ul style="list-style-type: none"> ■ Education ■ Employment ■ Societal challenges ■ Social interaction
Category / Type	<ul style="list-style-type: none"> ■ Publishing ■ Sharing ■ Messaging ■ Discussing ■ Collaborating ■ Networking
Description	<p>Organisation: Secretary of State for Youth and Sport (SEJD) is the department responsible for executive politics in the areas of sports and youth of the Portuguese Government.</p> <p>It was created in 1975, as Secretary of State for Sports and Youth, integrated in the Ministry of Education and Scientific Research. Later, it became dependent on the Presidency of the Council of Ministers.</p> <p>Nowadays, the Secretary of State for Youth and Sport is part of the Ministry of Education.</p> <p>Best practice: Using ICT tools Secretaria de Estado da Juventude e do Desporto aims to make useful information about themes like citizenship, culture, education and training, sport, housing, employment, associativism, technology, health, etc., available for the youth.</p> <p>Tool: Portal da Juventude is a website developed by Secretaria de Estado da Juventude e do Desporto that shares useful information about the themes mentioned above (culture, health, etc.). Besides the information contained it also provides links to several programs that will help the target group on their day-to-day activities.</p> <p>To make it even more accessible for the youth this page also has Facebook, Twitter, Flickr and YouTube pages.</p>
Main youth group addressed	<input type="checkbox"/> Youth Group I (High school Level) <input checked="" type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input checked="" type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	The page is used by a big number of persons (although no statistics found on this). The social network pages have around 28 thousand followers.
Outcomes	The use of this portal that aggregates information about various topics and helps the youth to stay informed and to have a stronger participation on all the social life domains.

Table 26: Best practice 26 - Information Portal



Innovative					
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result:9	Beneficial	Accessible	Complete	Mature	Valuable

Figure 28: Best Practice 26 Matrix

Matrix Results: 9 points

Reasoning: It is not innovative, but it can be a great initiative to perpetuate in other EU countries.



ICT4
YOUTH
WORK

Best practice 27	
Objective	Youth Access to Employment
Name of organization	Portugal Entrepreneurship Education Platform (PEEP) http://peep.pt/
Country	Portugal
Domains	<input checked="" type="checkbox"/> Education <input checked="" type="checkbox"/> Employment <input type="checkbox"/> Societal challenges <input checked="" type="checkbox"/> Social interaction
Category / Type	<input checked="" type="checkbox"/> Publishing <input checked="" type="checkbox"/> Sharing <input type="checkbox"/> Messaging <input type="checkbox"/> Discussing <input checked="" type="checkbox"/> Collaborating <input checked="" type="checkbox"/> Networking
Description	<p>Organisation: PEEP is an NGO that supports evidence-based policymaking in education reform and economic development.</p> <p>Best Practice: Their aim is to drive social change through policy experimentation and evaluation.</p> <p>Tool: Website where the results of several projects implemented on Education reform are shared (entrepreneurship education, innovation, policy solutions for NEETs), Economic Development (governance, sustainability & the green economy, youth work), Social Inclusion (gender equality, refugees/migrants, racial integration) and Capacity Building for NGOs, private companies, and the public sector.</p>
Main youth group addressed	<input type="checkbox"/> Youth Group I (High school Level) <input checked="" type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input checked="" type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	The results of the 12 projects implemented, with 61 different partners have changed the lives of more than 36000 persons.
Outcomes	This website gives the users very interesting information on 4 domains: Education reform; Economic Development; Social Inclusion and Capacity Building for NGOs.

Table 27: Best practice 27 - Youth Access to Employment



Innovative					
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result:9	Beneficial	Accessible	Complete	Mature	Valuable

Figure 29: Best Practice 27 Matrix

Matrix Results: 9 points

Reasoning: The platform proved its value in terms of concrete results. It is an up to date platform that offers great content.



ICT4
YOUTH
WORK

Best practice 28	
Objective	Self-development
Name of organization	Fundação da Juventude and other European entities http://www.fjuventude.pt/pt/default.aspx
Country	European wide
Domains	<input checked="" type="checkbox"/> Education <input checked="" type="checkbox"/> Employment <input type="checkbox"/> Societal challenges <input type="checkbox"/> Social interaction
Category / Type	<input checked="" type="checkbox"/> Publishing <input checked="" type="checkbox"/> Sharing <input checked="" type="checkbox"/> Messaging <input type="checkbox"/> Discussing <input checked="" type="checkbox"/> Collaborating <input type="checkbox"/> Networking
Description	<p>Organisation: Fundação da Juventude (Youth Foundation) is a private institution of public interest, non-profit, focused on promote the integration of young people into active and professional life that works mainly on Vocational Training; Employment and Entrepreneurship; Citizenship and Volunteering; Creativity and Innovation; Science and Technology.</p> <p>Best practice: Erasmus+ project STEER (“Supporting the Transition from Education to Employment of youth at Risk”) aims to enhance “the access, participation and performance of disadvantaged learners and facilitating their transitions: between different levels and types of education and training; from education/training to the world of work”.</p> <p>Tool: As a part of the project the STEER e-training platform that contains a comprehensive training programme for youth workers in transition planning of NEETs and unemployed youth has been developed.</p>
Main youth group addressed	<input type="checkbox"/> Youth Group I (High school Level) <input type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input checked="" type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	Fundação da Juventude has more than 20 thousand followers on their social networks and the project website has around 100 followers.
Outcomes	With the use of the online training course, the youth workers are provided with tools that will enable them to make the transition from the learning environment to the world of work of the youth that searches for their guidance.

Table 28: Best practice 28 - STEER

Innovative	6	7	8	9	10
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Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result: 10	Beneficial	Accessible	Complete	Mature	Valuable

Figure 30: Best Practice 28 Matrix

Matrix Results: 10 points

Reasoning: It qualifies for an innovative tool because it brings a new approach to a rather traditional practice of transitioning from student to employee. It has a good layout that can be easily replicated.



ICT4
YOUTH
WORK

Best practice 29	
Objective	Access to information
Name of organization	UNIAREA https://uniarea.com/
Country	Portugal
Domains	<input checked="" type="checkbox"/> Education <input type="checkbox"/> Employment <input checked="" type="checkbox"/> Societal challenges <input checked="" type="checkbox"/> Social interaction
Category / Type	<input checked="" type="checkbox"/> Publishing <input checked="" type="checkbox"/> Sharing <input checked="" type="checkbox"/> Messaging <input checked="" type="checkbox"/> Discussing <input checked="" type="checkbox"/> Collaborating <input checked="" type="checkbox"/> Networking
Description	<p>Organization: UNIAREA is the medium of reference for future and current students of higher education. In a tone and format close to the young, but without losing its rigor, UNIAREA provides relevant content and essential information, communicating to the youngsters their possibilities of formative future and everything that may be associated with it.</p> <p>Best practice/Tool: UNIAREA is a website, developed by a Portuguese entity with the same name that provides relevant content and essential information, news and articles, communicating to young people their possibilities of future training and everything that may be associated with it (for example all the possible courses and the higher education entities). Additionally, it includes an award-winning forum that enables the change of information between the users.</p>
Main youth group addressed	<input checked="" type="checkbox"/> Youth Group I (High school Level) <input checked="" type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	UNIAREA's forum has more than 40 thousand registered youngsters and the social media pages have more than 76 thousand followers.
Outcomes	Using the website, the forum and the social media pages, the students have not only the access to updated information on education on a national level but also on the opportunity to have information from their peers. This enables enable students to make better decisions with a view to their personal fulfilment and the fulfilment of their dreams.

Table 29: Best practice 29 - UNIAREA



Innovative					
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result:9	Beneficial	Accessible	Complete	Mature	Valuable

Figure 31: Best Practice 29 Matrix

Matrix Results: 9 points

Reasoning: It is an internal initiative that can be replicated and applied to other similar youth organizations. It is not an original idea, but it is of great value as it offers an effective communication tool for the youth within the educational sector.



ICT4
YOUTH
WORK

Best practice 30	
Objective	Youth Access to Employment
Name of organization	Empreende Já https://eja.juventude.gov.pt/#/
Country	Portugal
Domains	<ul style="list-style-type: none"> ■ Education ■ Employment ■ Societal challenges ■ Social interaction
Category / Type	<ul style="list-style-type: none"> ■ Publishing ■ Sharing <input type="checkbox"/> Messaging <input type="checkbox"/> Discussing <input type="checkbox"/> Collaborating <input type="checkbox"/> Networking
Description	<p>Organisation: Empreende Já is a national project that aims to enable young NEET's to support their upskilling through training (increasing their levels of employability) and the creation of jobs by/to this target group; to help the creation of companies or social economy entities.</p> <p>Best practice: As part of the project a platform was created that provides all the information for the access to the program and also video/text testimonials from program users and facilitate the participation to the program.</p> <p>Tool: The website is an easy to use platform. To be part of the program, an application is required via the website. After the registration to the website, an upload of documents is requested for validation by the IPDJ team and then the application can be submitted at any time to be evaluated and selected by the same team.</p>
Main youth group addressed	<ul style="list-style-type: none"> <input type="checkbox"/> Youth Group I (High school Level) ■ Youth Group II (College/university students and employed youth/young professionals/job seekers) ■ Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	The two actions of this program have had 1430 NEETS registered and 1000 applications.
Outcomes	This platform gives the target group the possibility of getting information that can help them to create a company or to get a job.

Table 30: Best practice 30 - Youth Access to Employment



Innovative					
Repeatable	5	6	7	8	9
Essential	4	5	6	7	8
Sustainable	3	4	5	6	7
Needs compliant	2	3	4	5	6
Matrix Result:9	Beneficial	Accessible	Complete	Mature	Valuable

Figure 32: Best Practice 30 Matrix

Matrix Results: 9 points

Reasoning: The platform proved its value in terms of concrete results. It is already funded and it is an open source tool that conforms to the modern business approaches fostering a dynamic environment for the young adults and start up business incubators.



6. Conclusion

The current report not only presented in detail 30 best practices in online youth work across EU, but also highlighted diverse digital tools used by young people, which help youth workers to organize their daily activities and reach their audiences more effectively. Digital transformation is a continuous process that affects all operational and communication structures of any organization. Those who are successful – are just doing some things better than others, and they can act as "agents of change". The aim of this study was to identify and present a few of these successful digital transformations, which can be replicated at European level.

Digital tools not only promote transparency and provide access to information (ex. On youth work activities), but also allow organizations to build social networks (ex. find new partners or attract and actively involve volunteers). Digital tools, such as social media, help disseminating information faster, whilst reaching a wide and diverse audience. More specialized tools can also provide new ways of monitoring and assessing the number of people who receive or view the information.

The 30 best practices identified in this study have several characteristics that qualified them for this report:

- can be used to develop certain skills and competences;
- offer alternative ways to education and training;
- they support collaboration;
- offer creative and innovative approaches;
- help to have better academic results and/or qualifications and offer opportunities for further development;
- provide skills needed for job searching and securing a job;
- provide guidance, counselling and career guidance.



7. Contributing partners

ICT4YOUTHWORK was carried out by a multi-disciplinary, complimentary partnership consisting of four institutions from four EU countries: Sweden, Greece, Portugal and Romania. The project partnership is led by Stockholm University (SU) through eGovlab (Department of Computer and Systems Sciences DSV) who acts as coordinator for the partners: Government To You aisbl (Gov2u), Sociedade Portuguesa de Inovação - Consultadoria Empresarial e Fomento da Inovação, S.A. (SPI) and ZURY Association. These partners were also the contributors to the research for the case studies on best practice in online youth work.

eGovlab at Stockholm University (Department of Computer and Systems Sciences DSV) Established in 1966, the Department of Computer and Systems Sciences (DSV) at Stockholm University is the oldest and one of the largest ICT departments in Sweden. The eGovLab within the confines of DSV was established in 2011 to explore engagement between citizens and the state. Based in Kista Science City, the eGovlab is the catalyst between government, the private sector and applied research through DSV and Stockholm University. The eGovlab's main mission is to research and develop technologies as well as methodologies and their implications for governance. The projects implemented by eGovlab involve research ranging from decision support systems, argument visualization, geospatial information systems, semantics, and mobile inclusiveness to change management as well as projects that aim at building the future of governance.

GOVERNMENT TO YOU (GOV2U) is an international non-profit association which was initially established on 23 March 2005 in Athens, with the mission of developing online collaborative platforms designed to facilitate civic engagement and citizen participation for more inclusive, transparent, and open forms of governance. In order to strengthen the visibility and impact of GOV2U on EU level and considering its international gained recognition as a pioneering organization in the field of e-democracy and the international expansion of its projects, GOV2U decided to change its legal status and has registered as an International Non Profit Association (INPA) in Brussels, Belgium on the 28th of January 2010. The initial office of GOV2U in Greece has been registered as a local office of the INPA.

Since its establishment, GOV2U has been a key partner in collaborative projects by contributing to software development and/or to awareness raising and knowledge transfer related to innovative ICTs in the field of eGovernment, higher education, public health, consumer protection, environmental protection, policy modelling, e-infrastructure etc. It has participated in a range of eParticipation projects in Europe and beyond performing user requirements analysis and scenarios definition along with the evaluation of user satisfaction, user engagement and technical development of online platforms.

Sociedade Portuguesa de Inovação - Consultadoria Empresarial e Fomento da Inovação, S.A. (SPI) is a knowledge-management consultancy focusing in areas such as Innovation, Science and Technology. Both nationally and internationally, SPI provides a dynamic range of innovative activities and services



to public and private clients and has been actively involved in projects funded by international development agencies such as the European Commission, World Bank, Inter-American Development Bank and the United Nations. It positions itself as unique catalyst for connections among companies, scientific and technological institutions, public administrations, and public and private national and international organizations.

SPI was founded in Porto in 1997 and since then has undergone steady growth, with the opening of new offices, not only in Portugal, but also abroad. Currently, SPI has offices in Lisbon, Coimbra, Évora, Azores, United States of America, Spain and China. SPI also has an affiliated office in Brussels, Belgium through the European Business & Innovation Centre Network (EBN).

SPI's dynamic perspective enables it to intervene at a global level and continually increase its network of contacts especially in the field of Science, Technology and Innovation (STI), providing quality-consulting services to its clients and partners.

ZURY Association is a non-governmental youth organization established in 2013, whose aim is to stimulate active participation of youngsters in different fields of interest in order to fulfill their entire potential and assure sustainable development of their communities. The organization has now more than 3 years of experience in the field of youth development and also a current branch established in Kenya (Africa). The association is mainly organizing the following types of projects: local actions/initiatives/events on educational, social, cultural or sportive topics; job shadowing and study visits; volunteering programmes and projects at local, national and international levels; youth exchanges, training courses, language classes, seminars, conferences etc.; various information campaigns, awareness raising campaigns and counselling actions, workshops on different topics such as: communication, debate, public speaking etc., non-formal youth meetings and events (including intercultural evenings) and meetings of young people with responsible people dealing with youth policies. So far, the organization developed or has been a partner in more than 22 projects, established 15 local and regional partnerships and 20 international partnerships and had over 2600 youth as beneficiaries in its first years of activity.



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9. Websites/Tools/Applications Referenced in O1

Name of entity/ application/website/tool	URL
4P	www.4p-online.com
9GAG	www.9gag.com
Acast	https://www.acast.com
Adobe Premiere	https://adobe-premiere.en.softonic.com
AIESEC	https://aiesec.org
Aktiv Ungdom	www.aktivungdom.se
Alumni U.Porto	https://alumni.up.pt/en
Amina	www.aminahorozic.com
Android	www.android.com
AngelList	https://angel.co
Animoto	www.animoto.com
Arbetsformedlingen	https://www.arbetsformedlingen.se
Asana	www.asana.com
Askfm	www.ask.fm
AT4T	www.at4t.org
Audacity	www.audacityteam.org



ICT4 YOUTH WORK

Basecamp	www.basecamp.com
Bee Active	https://www.facebook.com/Bee-Active-Timisoara-168901659798791/
Befunky	www.befunky.com
BestJobs	www.bestjobs.eu
Big Mass Mailer	www.big-mass-mailer.software.informer.com
Blogger Blog	www.blogger.googleblog.com
Bodossakis Foundation - Bodossaki Lectures on Demand	http://www.blod.gr/default.aspx
Box	www.box.com
BRIS	https://itunes.apple.com/us/app/bris-online/id1313698652?mt=8
Buncee	www.edu.buncee.com
C++	www.cplusplus.com/doc/tutorial
Canva	www.canva.com
Career.duth.gr	www.career.duth.gr/portal
Carto	www.carto.com
Cidade das Profissões	http://cdp.portodigital.pt
Cisco	https://www.cisco.com
CISV	www.cisv.org
Clubhouse	www.clubhouse.io
Codecademy	www.codecademy.com



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CodeBug	www.codebug.org.uk
CodeSchool	www.codeschool.com
COGNITROM Platform	www.ccponline.ro
Coursera	www.coursera.org
CraigList	https://www.craigslist.org
Crashlytics	www.try.crashlytics.com
Cyberlink Power Director	https://cyberlinkpowerdirector.en.softonic.com
DataBase	www.database.com
DataCamp	www.datacamp.com
DDB	https://www.ddb.com
Dezeenjobs	https://www.dezeenjobs.com
Doodle	www.doodle.com
Douleutaras.gr	https://www.douleutaras.gr
DropBox	www.dropbox.com
Duolingo	www.duolingo.com
Edison	https://meet Edison.com
Educatio Association	www.asociatiaeducatio.ro
eDX	https://www.edx.org
eGovlab	https://egovlab.eu



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Empreende Já	https://eja.juventude.gov.pt
Engineering Toolbox	www.engineeringtoolbox.com
Erasmus+ programme	https://ec.europa.eu/programmes/erasmus-plus/
Escapethecity	www.escapethecity.org
e-Tutor	www.e-tutor.com
EURES	www.ec.europa.eu/eures/public/homepage
Eurobrussels	https://www.eurobrussels.com
Eurodesk Platform	https://eurodesk.eu
Eurojobs	https://www.eurojobs.com
European Youth Portal	https://europa.eu/youth
Evernote	https://evernote.com
Experteer	https://us.experteer.com
Face Time	www.itunes.apple.com/us/app/facetime
Facebook	www.facebook.com
FIFA	www.fifa.com
Figshare	www.figshare.com
Flickr	www.flickr.com
Forum	www.forum-com.com
Forum Filosofikis	www.filosofiki.eu/index.php?sid=695c0796d5f77cb8a6068fe47627d348



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Freepik	www.freepik.com
FutureLearn	www.futurelearn.com
G.A.C. Holargos	https://www.gas-holargos.gr
Garmin	www.garmin.com
Garmin Connect	https://connect.garmin.com
GCN	https://www.globalcyclingnetwork.com
Gephi	www.gephi.org
Gimp	www.gimp.org
Github	www.github.com
GitLab	https://gitlab.com
GlassDoor	https://www.glassdoor.com
Globaljobs.org	https://globaljobs.org
Google+	https://plus.google.com
Google Analytics Academy	www.analytics.google.com
Google Calendar	www.google.com/calendar
Google Developers Training	www.developers.google.com/training
Google Drive	www.google.com/drive
Google Hangouts	https://hangouts.google.com
Google Maps	https://maps.google.com



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Google Play Store	www.play.google.com/store?hl=en
Google Talk	https://hangouts.google.com
Google Translate	www.translate.google.com
Google Slides	www.google.com/slides/about
Gov Tech Career	www.govtech.com/jobs
GOV2U	www.gov2u.org
Grön Ungdom	http://gronungdom.se/
GTN	https://www.gtn.com
GuardianJobs	https://jobs.theguardian.com
Haiku	https://www.haiku-os.org/about
Heroku	www.heroku.com
HiMotiv	https://www.himotiv.com
HIRED	https://hired.com
Html	https://html.com
IBM Bluemix	www.ibm.com/cloud
Idroo	https://idroo.com
Imovie	www.imoviewindows.com www.apple.com/lae/imovie
Indeed	https://www.indeed.com
Indesign	www.adobe-indesign.en.softonic.com



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InfoJobs	https://www.infojobs.net
Instagram	www.instagram.com
IOs store	www.apple.com/lae/ios/app-store
iPhone	www.apple.com/lae/iphone
iTunes	www.apple.com/lae/itunes
iWatch	www.apple.com/lae/watch
Jagvillhabostad.nu	www.jagvillhabostad.nu
Jira	www.atlassian.com
Jobs.ac.uk	www.jobs.ac.uk
Kahoot	www.kahoot.com
Keynote	www.apple.com/lae/keynote
Khan Academy	www.khanacademy.org
Kids in Tech	http://kidsintech.adfaber.org http://codeschool.adfaber.org
Latex	www.latex-project.org
Limesurvey	https://www.limesurvey.org
LinkedIn	www.linkedin.com
LinkedIn Groups	https://www.linkedin.com/groups/
Logicpro	https://www.apple.com/lae/logic-pro
Lynda	www.lynda.com



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Mailchimp	www.mailchimp.com
Mechanical engineering community forum	www.mechanical-engg.com
Meet Up	www.meetup.com
MEGA	www.mega.nz
Memento	https://mementodatabase.com
Messenger	www.messenger.com
Microsoft Office	www.office.com
Microsoft OneDrive	https://onedrive.live.com
Microsoft Word	https://products.office.com/en/word
Microsoft365	https://www.microsoft.com/en-us/microsoft365/default.aspx
Milkround	https://www.milkround.com
Minecraft	www.minecraft.net
Microsoft Power Point	https://products.office.com/en/powerpoint
Momento	https://momentoapp.com
Monster	https://www.monster.com
MOOCs	www.mooc.org
Moodle	https://moodle.org
Musicals.by	www.musicals.by
myairbridge	www.myairbridge.com



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Netempregos	www.net-empregos.com
Newforma	www.newforma.com
Nike + GPS	https://www.nike.com/us/en_us/c/running/nike-run-club
Notes	www.notes.io
Ofensiva Tinerilor	www.ofensivatinerilor.ro
OpenCulture	www.openculture.com
Perforce	https://www.perforce.com
Photoshop	www.photoshop.com
Picasa	www.picasa.google.com
PicsArt	www.picsart.com
Pinterest	www.pinterest.com
Pixlr	https://pixlr.com
Podcast	https://itunes.apple.com/cy/app/podcasts/id525463029?mt=8
PokemonGo	www.pokemongo.com
Polar Flow	https://flow.polar.com
Porto City Municipality	http://www.cm-porto.pt
Portugal Entrepreneurship Education Platform (PEEP)	http://peep.pt
Prezi	https://prezi.com/
Prezi Analytics	https://prezi.com/business/kb/prezi-analytics



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Python	https://www.python.org
QS World University Rankings	www.topuniversities.com/university-rankings/world-university-rankings/2018
Quora	https://www.quora.com
Reed.com	www.reed.com
Relive	https://www.relive.cc
Research Gate	www.researchgate.net
Respiro Association	https://asociatiarepiro.ro
MasterTin Platform	www.mastertin.ro
Revit	www.revitsport.com
RIBA jobs	https://www.ribaappointments.com
Runscope	www.runscope.com
SCI finder	www.cas.org/products/scifinder
Scientific Societies	www.scientificsocieties.org
SCOUTERNA	https://www.scoutview.se/en
Scratch	https://scratch.mit.edu
Scribd	https://www.scribd.com
Sharepoint	www.sharepoint.com
Shazam	www.shazam.com
Signal	www.signal.org



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Skype	www.skype.com
Slack	www.slack.com
Slack Overflow	https://stackoverflow.com
Slideful	www.slideful.com
SlideShare	www.slideshare.net
Snapchat	www.snapchat.com
Sociedade Portuguesa de Inovação: SPI	www.spi.pt
SoloLearn	www.sololearn.com
Sonny Vegas	www.vegascreativesoftware.com
Soundcloud	www.soundcloud.com
Spotify	www.spotify.com
St. Catherine's British School of Athens, Greece	http://www.stcatherines.gr
Stackoverflow	https://stackoverflow.com
STEER	http://steerproject.eu/elearning/login/index.php
StepStone	https://www.stepstone.com
Strava	www.strava.com
Street View Trekker	https://www.google.com/streetview/publish
Studynova	https://studynova.com
SVN	www.subversion.apache.org



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Tableau	www.tableau.com
TakeCare	www.takecare.gr
Team Surrey Triathlon Club	https://activity.ussu.co.uk/triathlon
Te Ajut Platform	www.TeAjut.ro
The Dots	www.the-dots.com
Thunderclap	https://www.thunderclap.it
TPU	www.tpu.ro
Tabify	https://apps.shopify.com/tabify
Trello	www.trello.com
Tumblr	www.tumblr.com
Twitter	www.twitter.com
UFStockholm	www.ufstockholm.com
Unga Aktiesparare	www.ungaaktiesparare.se
Ungdomar	www.ungdomar.se
UNIAREA	https://uniarea.com
University of Athens E-Class	https://eclass.uoa.gr
University of Athens - University Library	http://www.lib.uoa.gr
University of Cambridge courses	www.class-central.com



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University of Porto	www.uporto.pt
University of Surrey Student Union	https://www.ussu.co.uk
Viber	www.viber.com
Vimeo	https://vimeo.com
Wattpad	www.wattpad.com
Web Gallery of Art	https://www.wga.hu
Websummit	https://websummit.com
WeTransfer	www.wetransfer.com
WhatsApp	www.whatsapp.com
Wikipedia	www.wikipedia.org
Windows Movie Maker	www.windows-movie-maker.org
Windows Phone	www.microsoft.com/store/apps/windows-phone
Wondershare Filmora	www.filmora.wondershare.com
Wordpress Blog	www.wordpress.com
Workinstartups	https://workinstartups.com
Wunderlist	www.wunderlist.com
Yahoo	www.yahoo.com
Yammer	www.yammer.com
Youth and Sport State Secretary (Portal da	https://juventude.gov.pt/Paginas/default.aspx



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Juventude)	
Youth Foundation (Fundação da Juventude)	http://www.fjuventude.pt/pt/default.aspx
YouTube	www.youtube.com
Zendesk	www.zendesk.com
ZURY Association	www.zury.org



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10. Annexes

ANNEX 1 TEMPLATE FOR COLLECTING INFORMATION

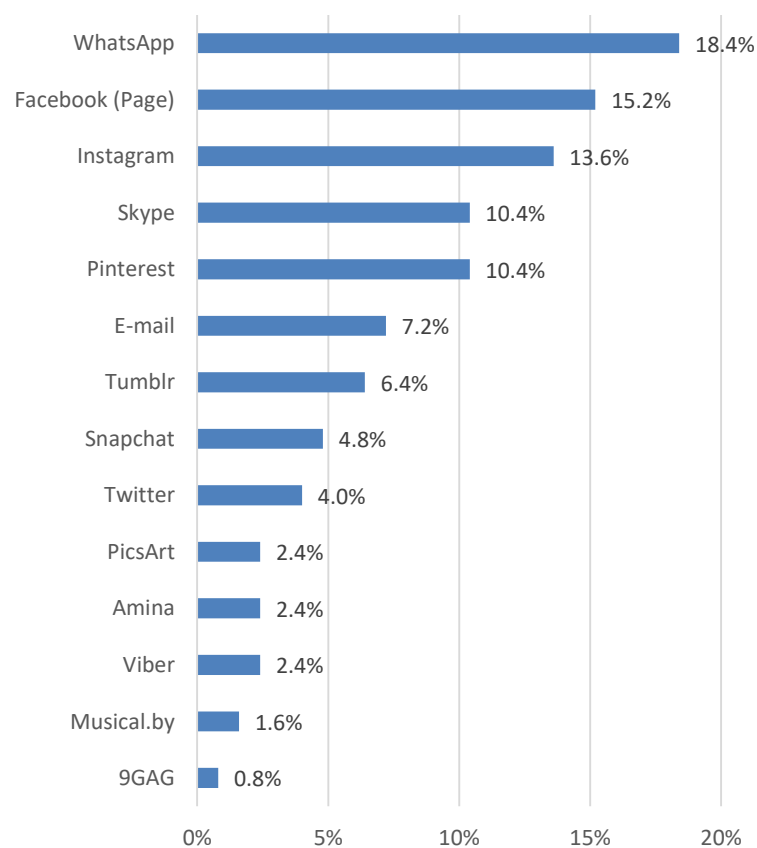
Best practice	
Objective	
Name of organization	
Country	
Domains	<input type="checkbox"/> Education <input type="checkbox"/> Employment <input type="checkbox"/> Societal challenges <input type="checkbox"/> Social interaction
Category / Type	<input type="checkbox"/> Publishing <input type="checkbox"/> Sharing <input type="checkbox"/> Messaging <input type="checkbox"/> Discussing <input type="checkbox"/> Collaborating <input type="checkbox"/> Networking
Description	Organisation: Best practice: Tool:
Main youth group addressed	<input type="checkbox"/> Youth Group I (High school Level) <input type="checkbox"/> Youth Group II (College/university students and employed youth/young professionals/job seekers) <input type="checkbox"/> Youth Group III (Youth worker/Youth instructor/Youth organization) <input type="checkbox"/> All <input type="checkbox"/> Other
Impact & results	
Outcomes	
Other relevant information	



ANNEX 2 YGI – HIGH SCHOOL STUDENTS (13-18 YEARS OLD)

Within the YGI, 23 young people in Romania participated, of which 43.48% are 13 years old and 30.43% are 14 years old.

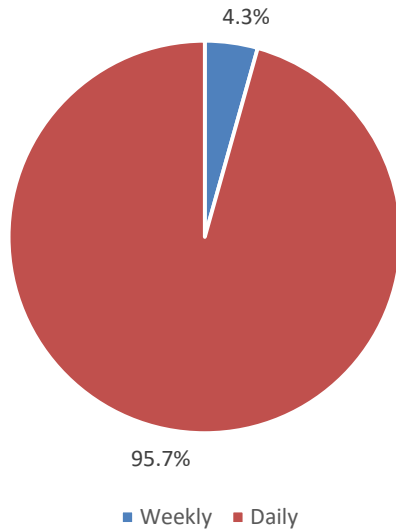
1. Which one of the following digital tools/platforms do you use for tracking these extra-curricular youth group activities or to communicate with your youth group?



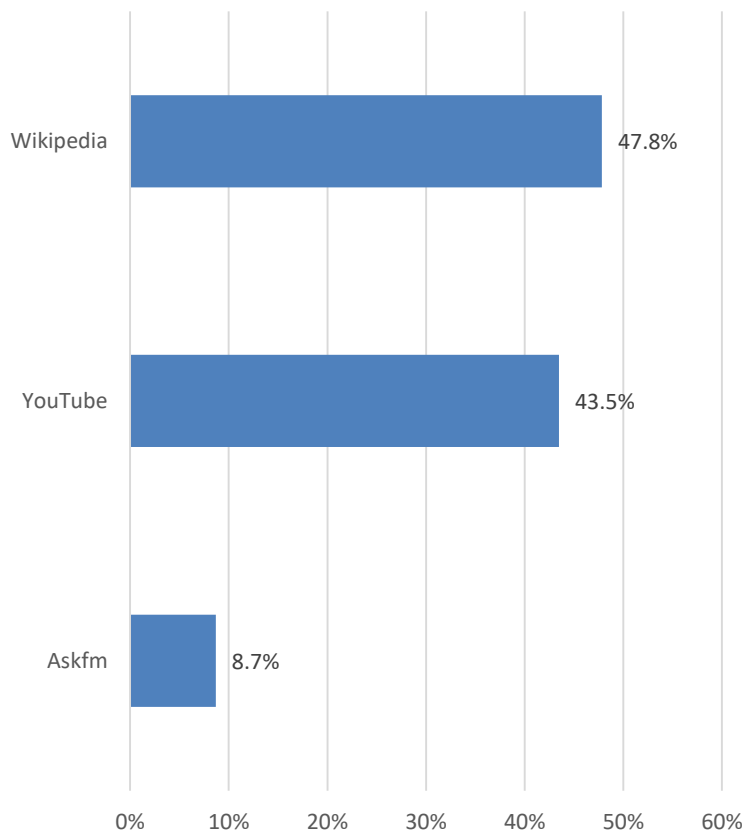
Frequency



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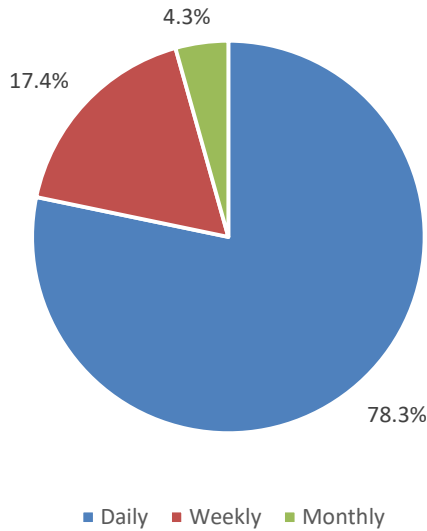
2. When you need some extra help/tutoring or are simply looking for information, where do you go? (Select as many as apply to you)



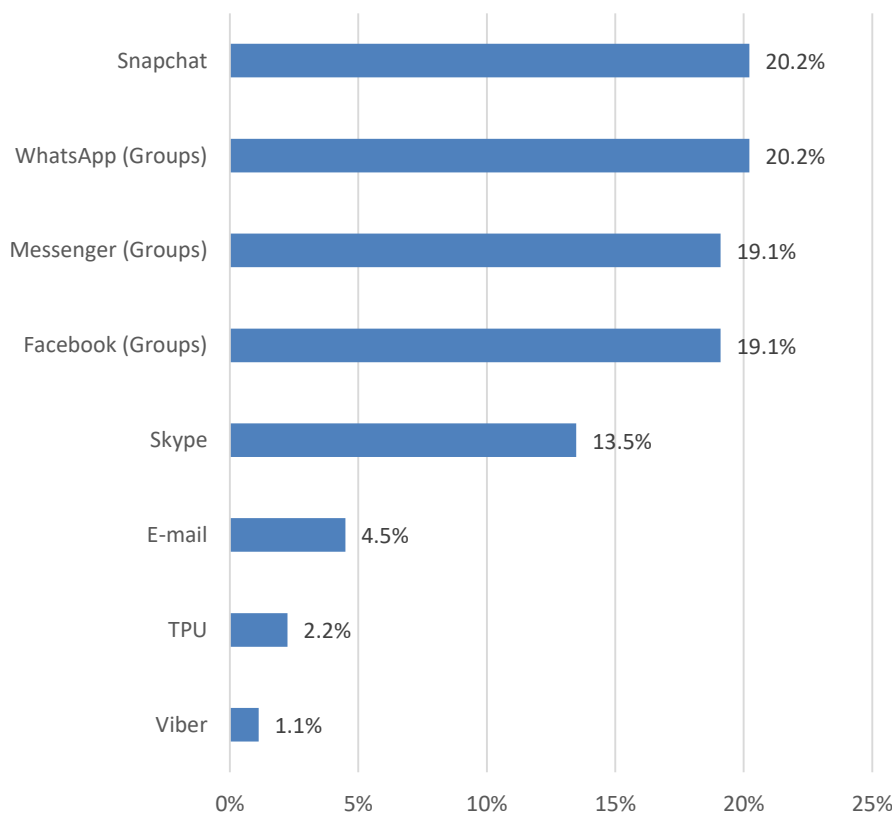
Frequency



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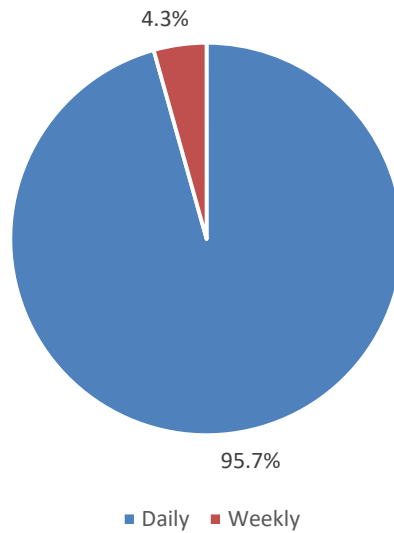
3. Which of the following social media tools do you use to discuss/debate educational topics related to your studies with your classmates? (Select all that apply to you)



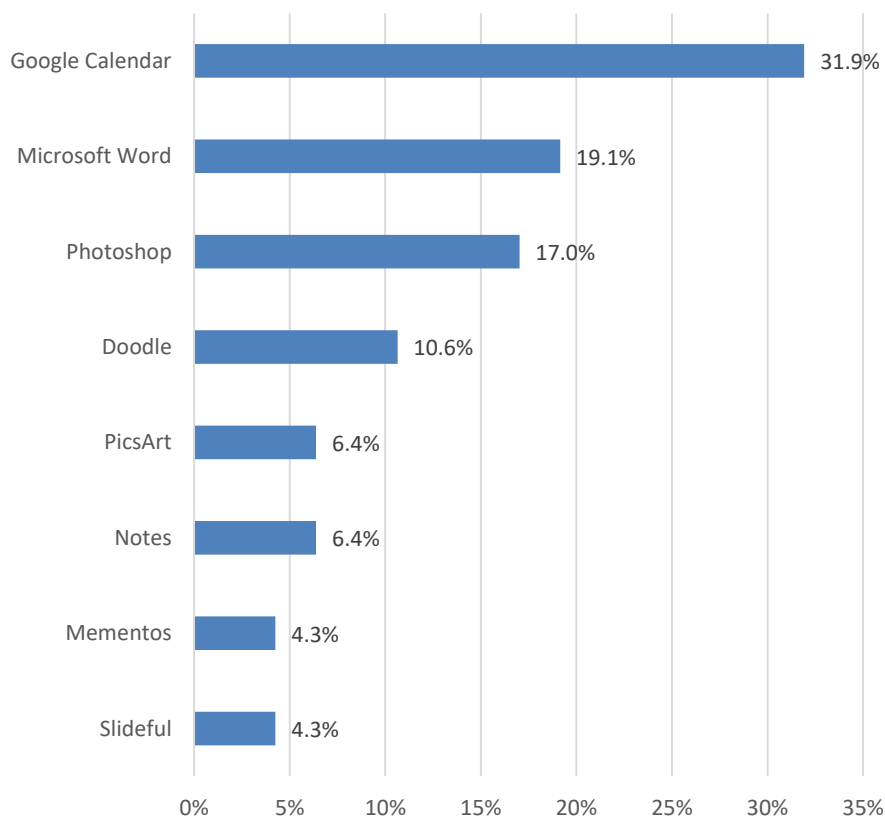
Frequency



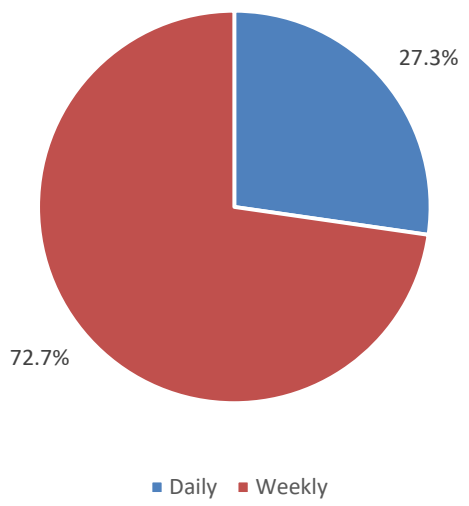
ICT4
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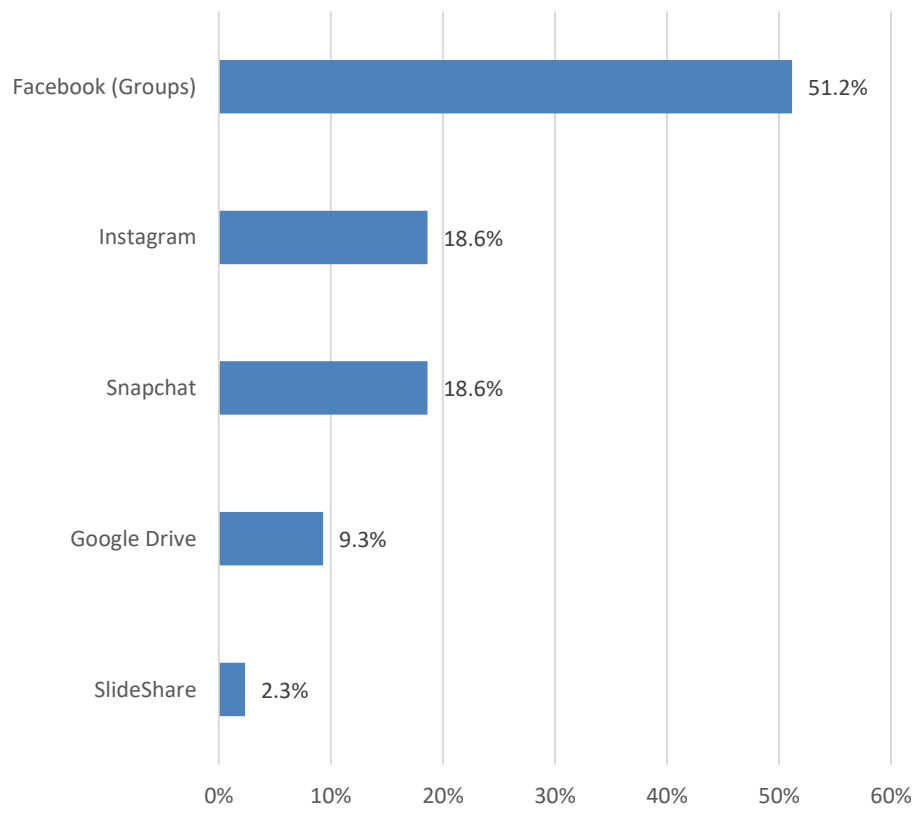
4. Which of these digital tools do you use to help you plan/schedule but also to present your work? (Select all that apply to you)



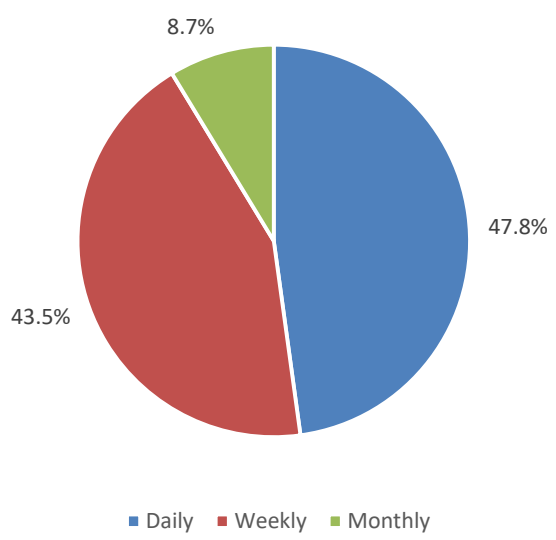
Frequency



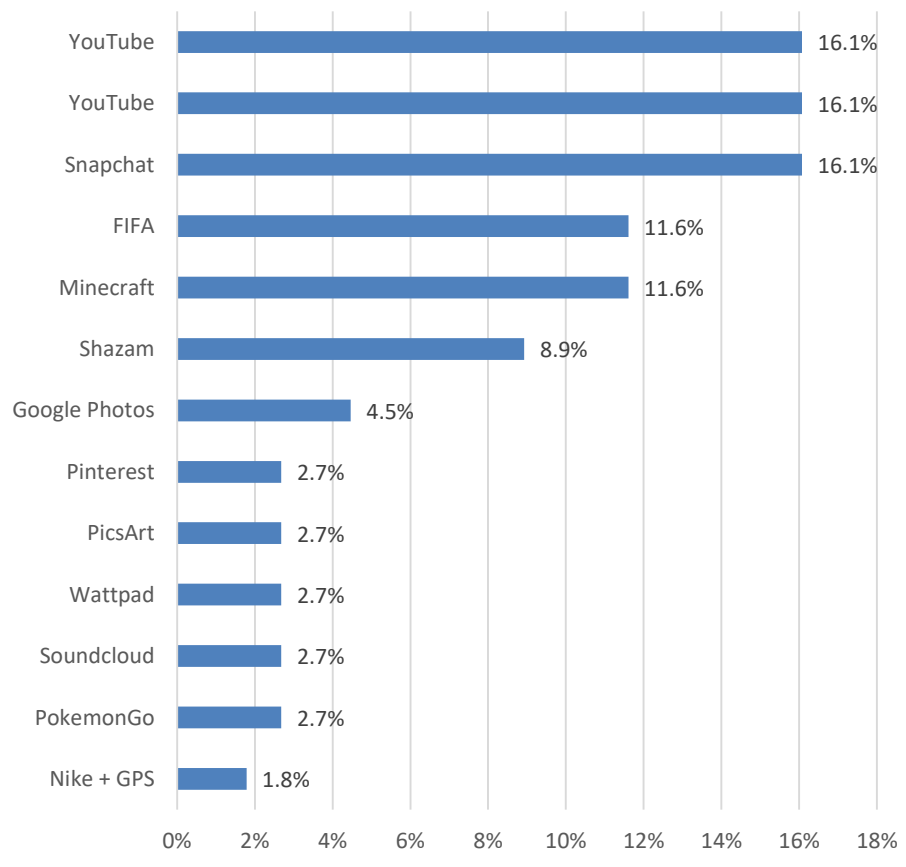
5. Which of the following digital tools/platforms do you use to store/share your related school data/files with your instructors/school mates? (Select all that apply to you)



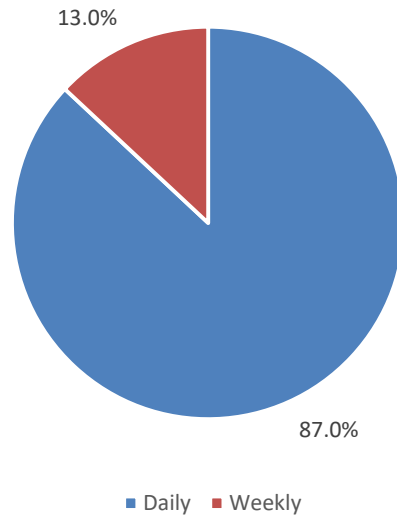
Frequency



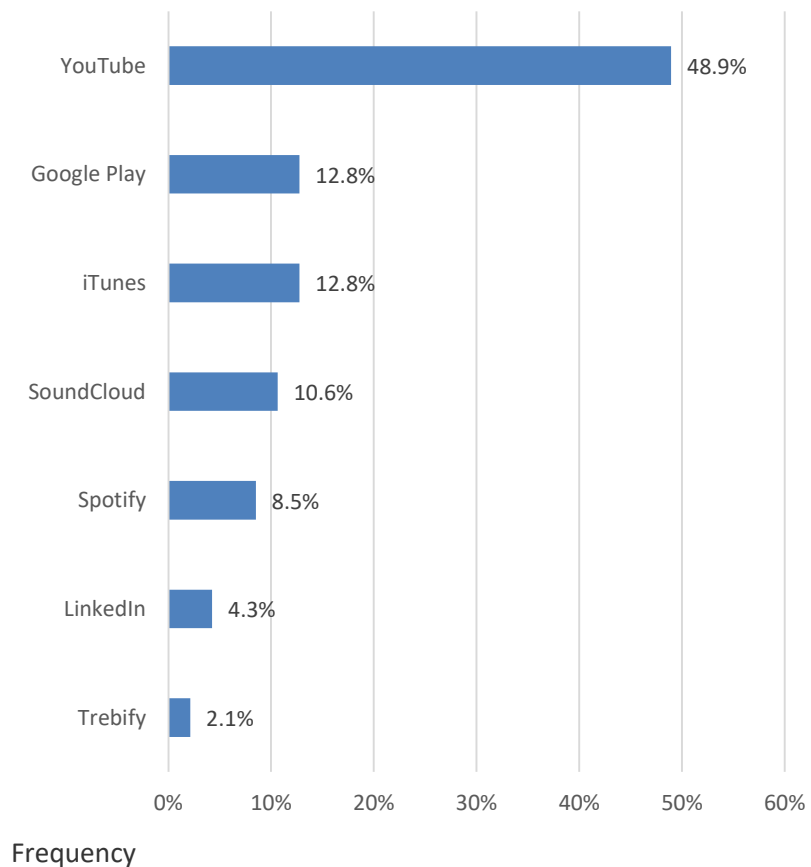
6. Which from the below mentioned online tools do you use to organize/undertake team activities with other friends or potential friends?

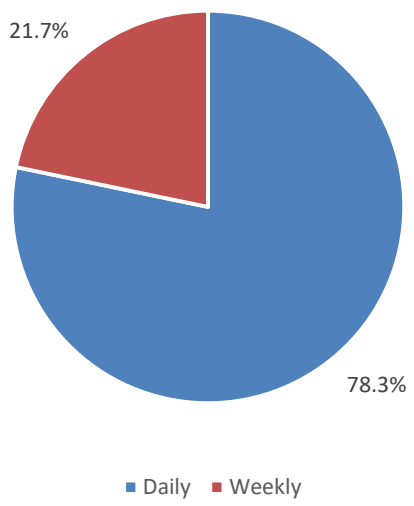


Frequency

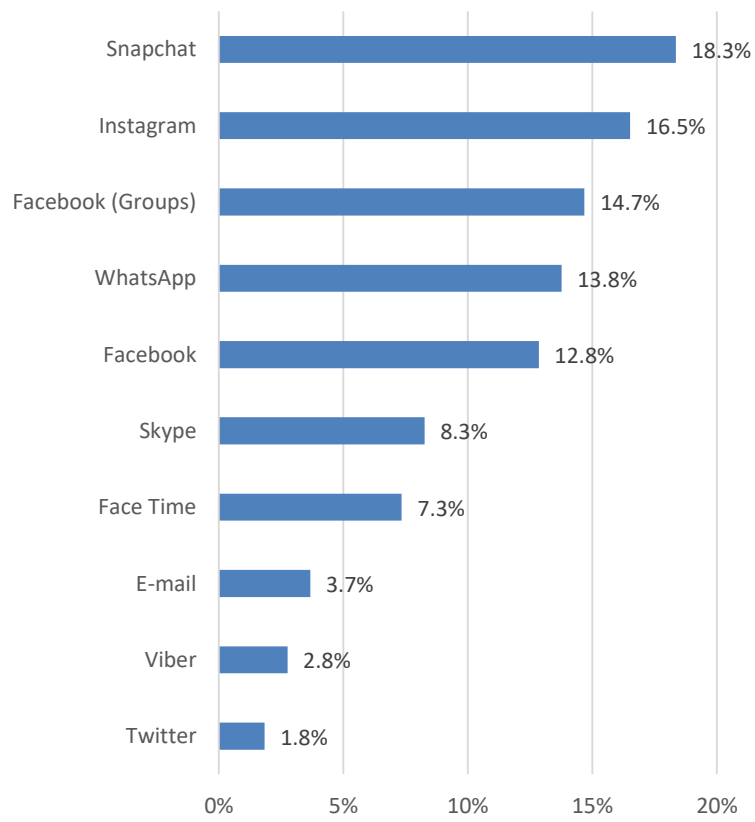


7. Which of the following online portals do you use to search for alternative opportunities for your own self and professional development? (Tick all appropriate answers in your case)





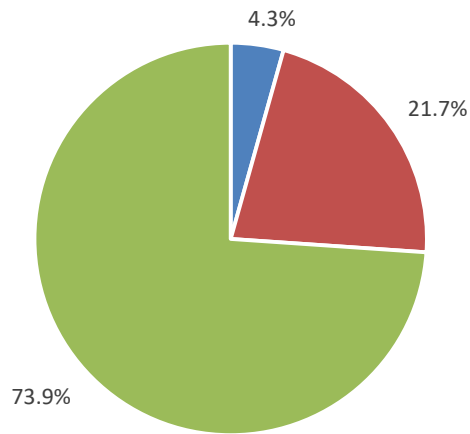
8. In a situation as described above, which digital tools would you use to get assistance, support or advice?



Frequency



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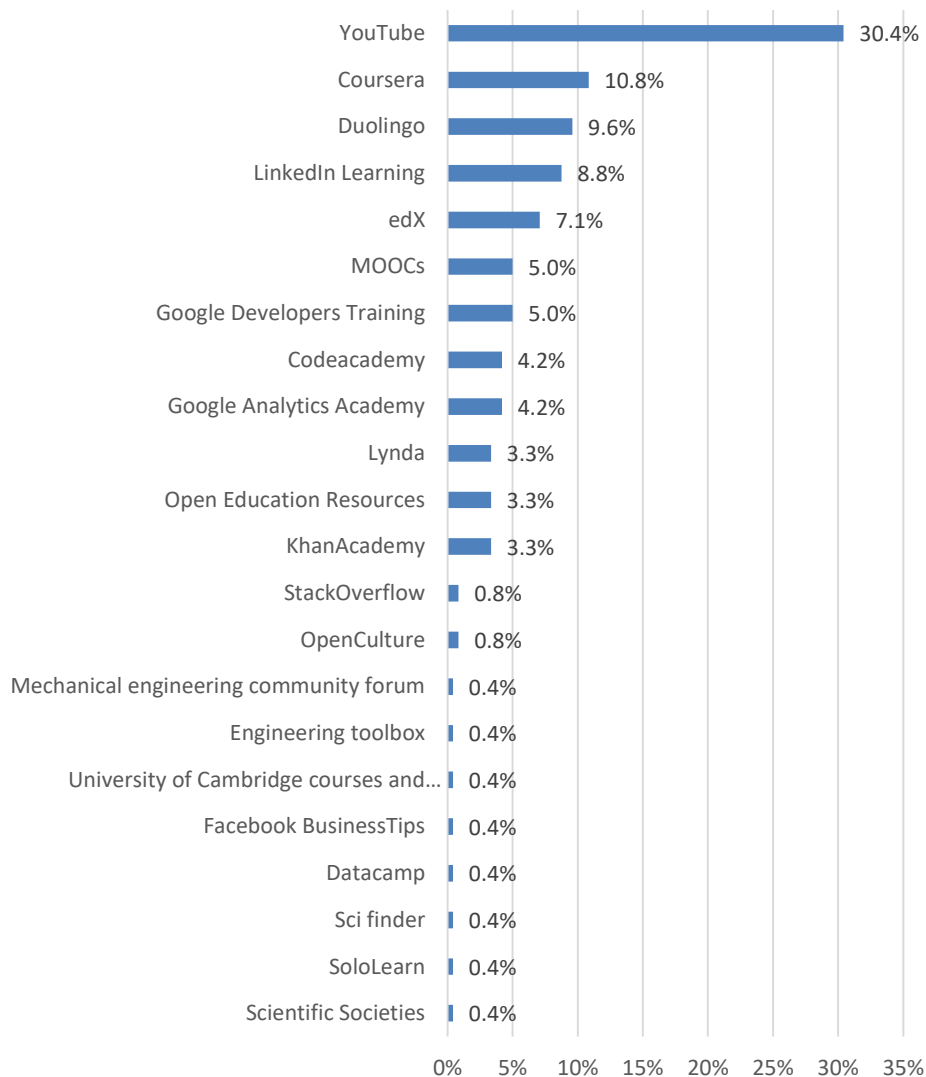


■ Once ■ Between 2 and 5 times ■ More than 5 times



ANNEX 3 YGII - COLLEGE/UNIVERSITY STUDENTS AND EMPLOYED YOUTH/YOUNG PROFESSIONALS/JOB SEEKERS (18-30 YEARS OLD)

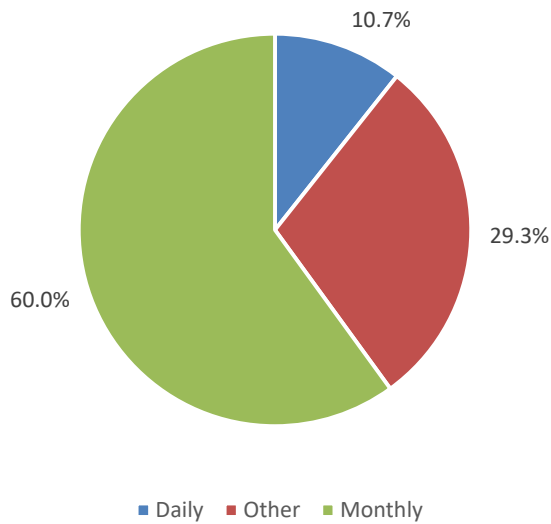
1. When you need some extra training to improve your skills or looking for new certificates where do you go? (Select as many as apply to you)



Frequency



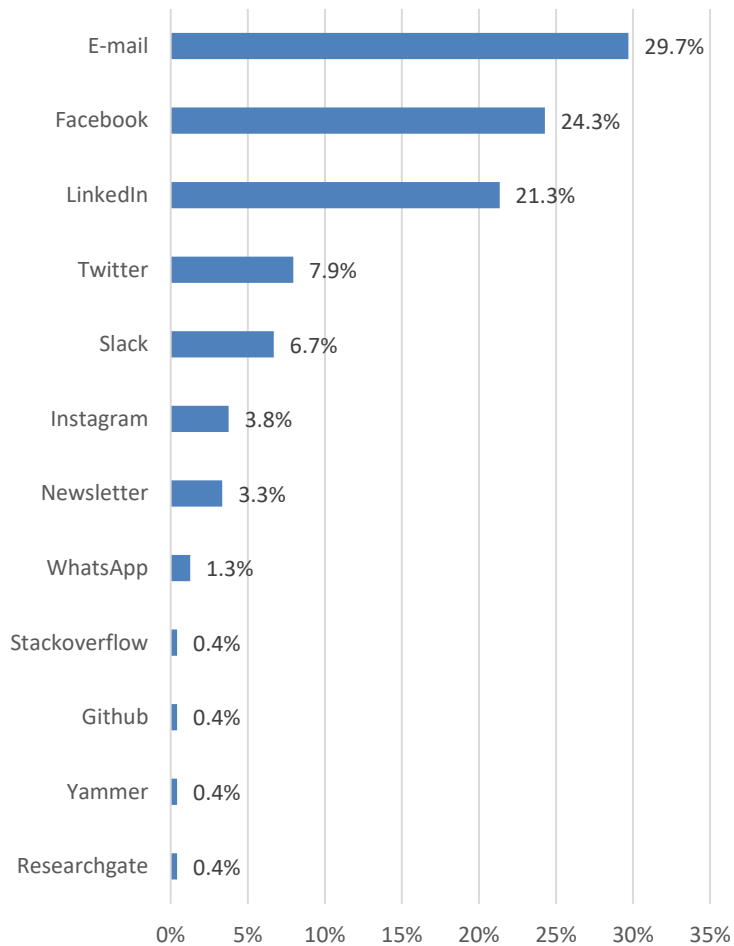
ICT4 YOUTH WORK





ICT4
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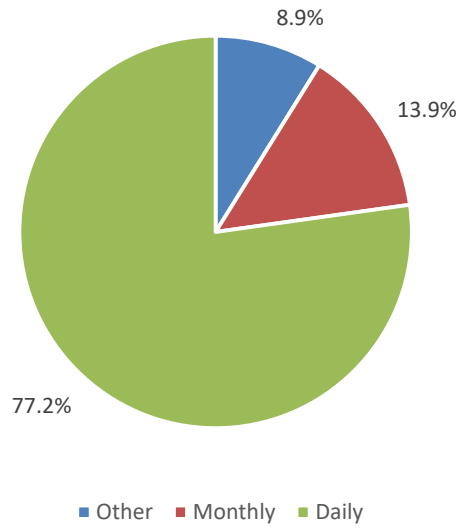
2. Which of the following social media tools do you use to discuss/debate topics related to your work with your network? (Select all that apply to you)



Frequency

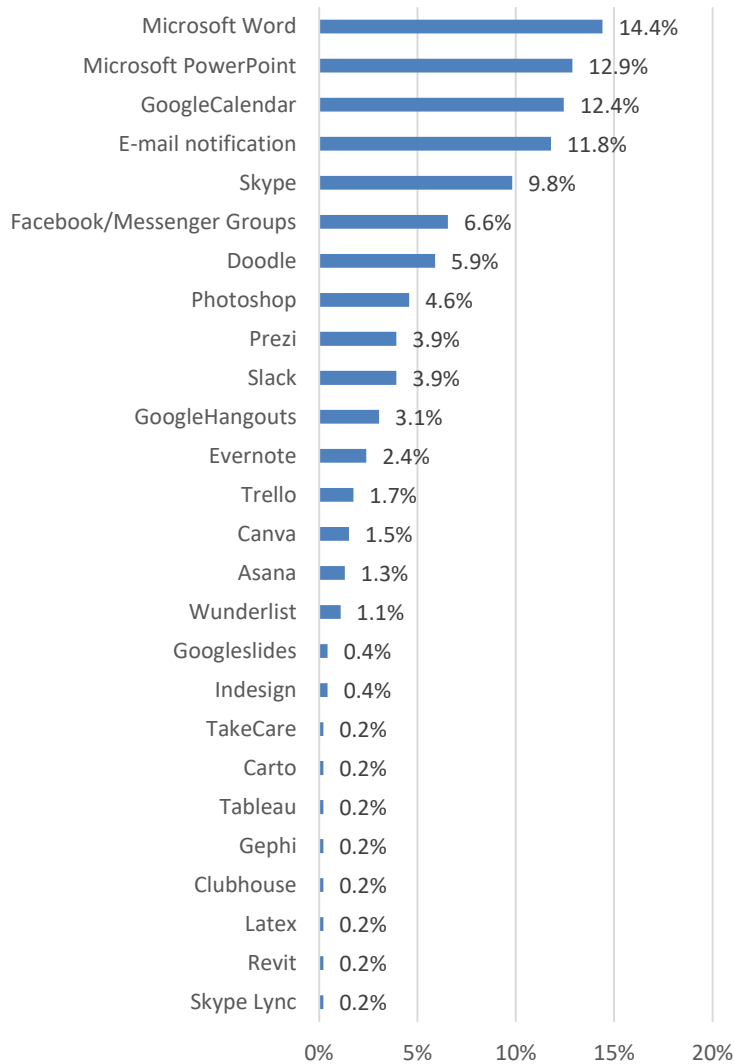


ICT4 YOUTH WORK





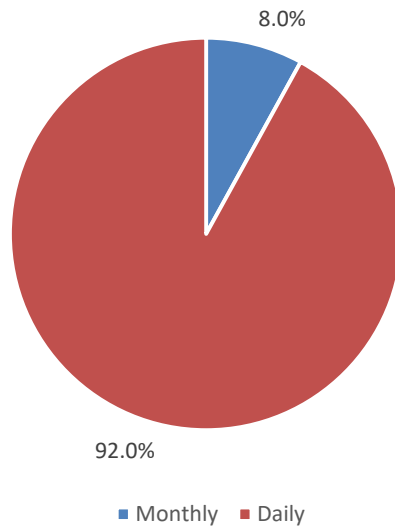
3. Which of these digital tools do you use to help you plan/schedule but also to present your work? (Select all that apply to you)



Frequency



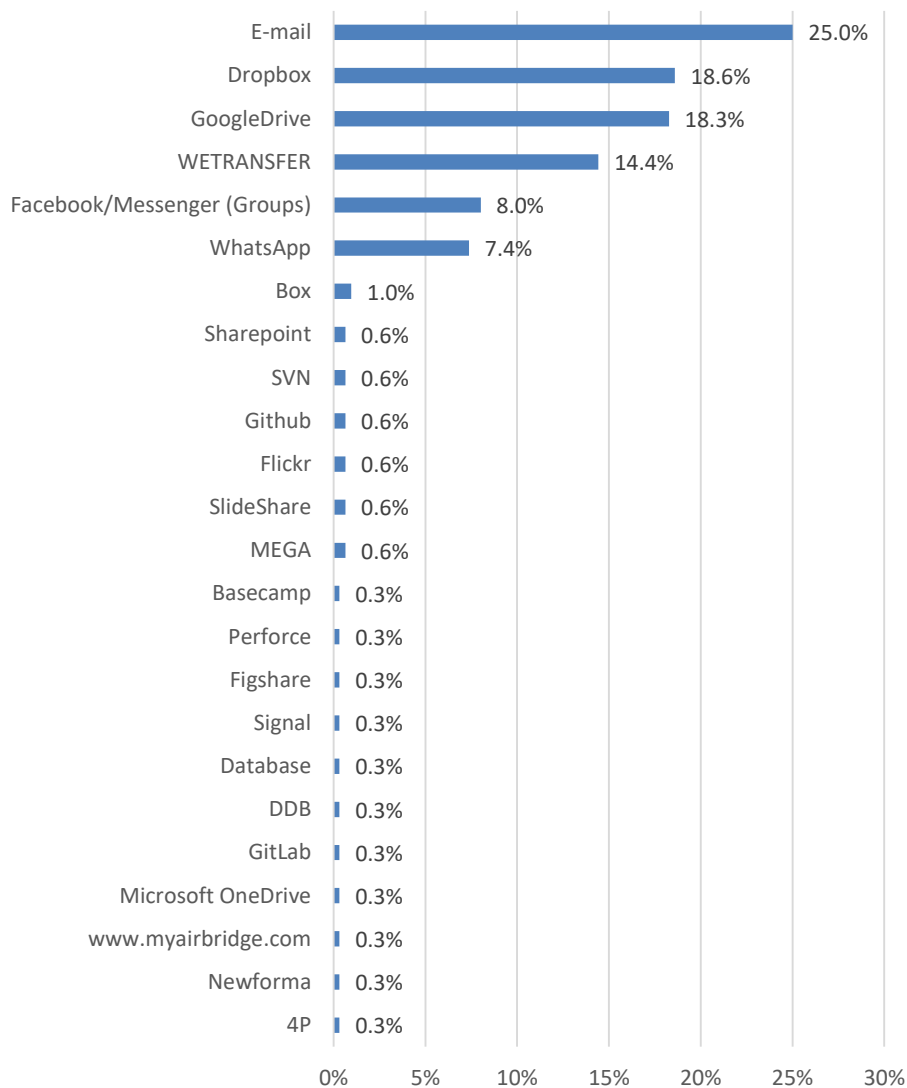
ICT4 YOUTH WORK





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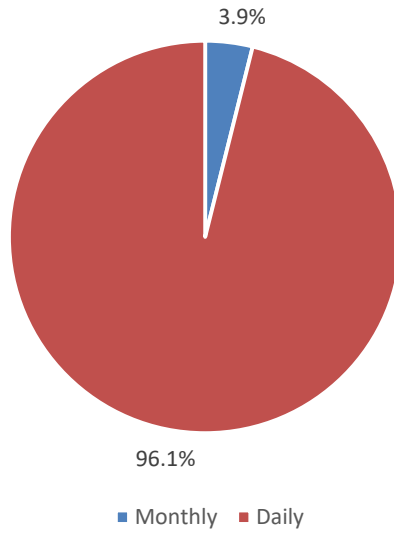
4. Which of the following digital tools/platforms do you use to store/share your related work data/files with your colleagues or partners? (Select all that apply to you)



Frequency

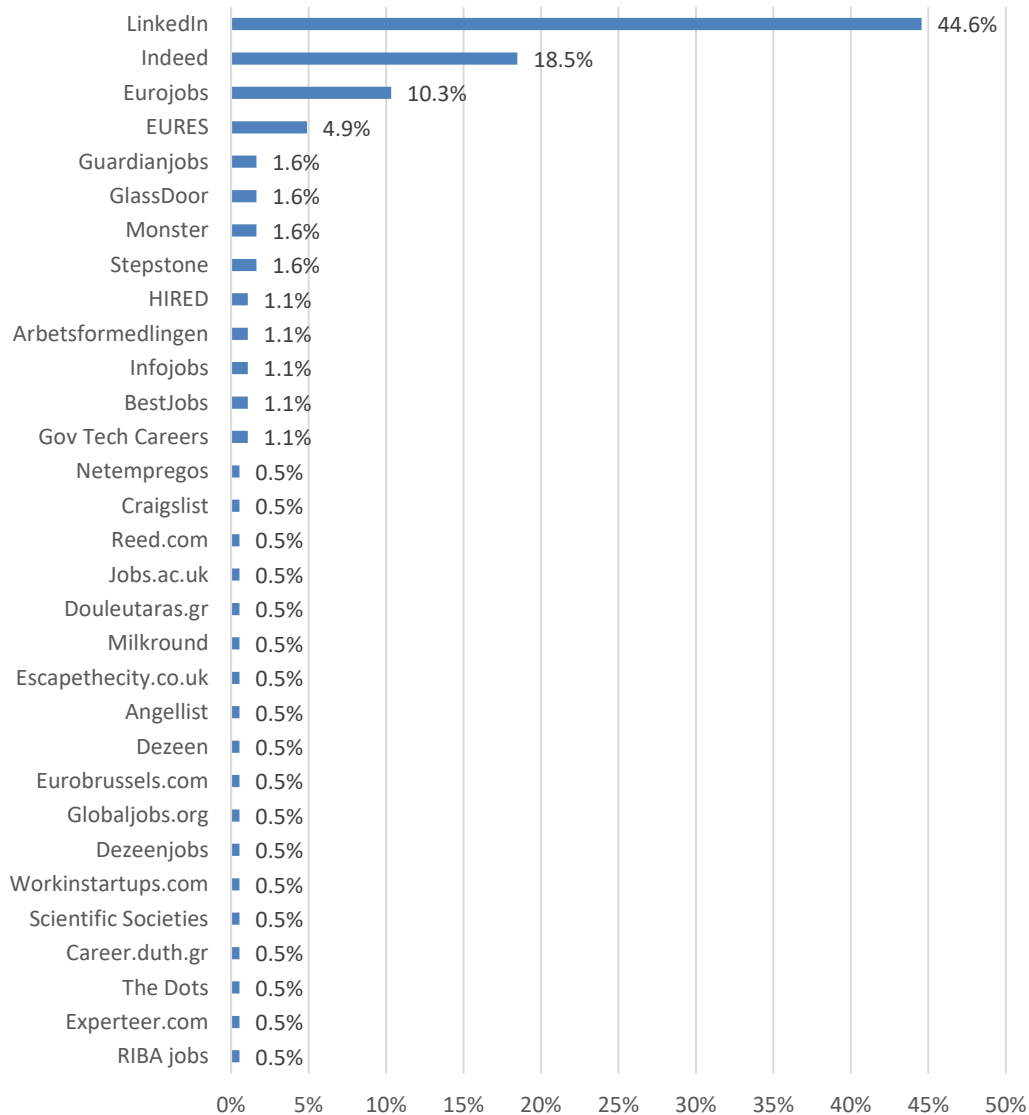


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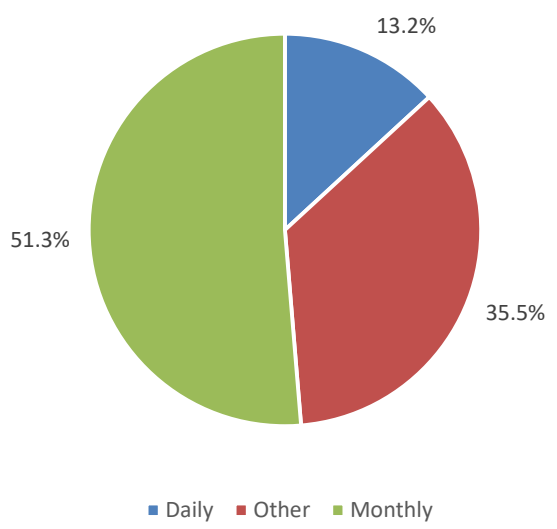




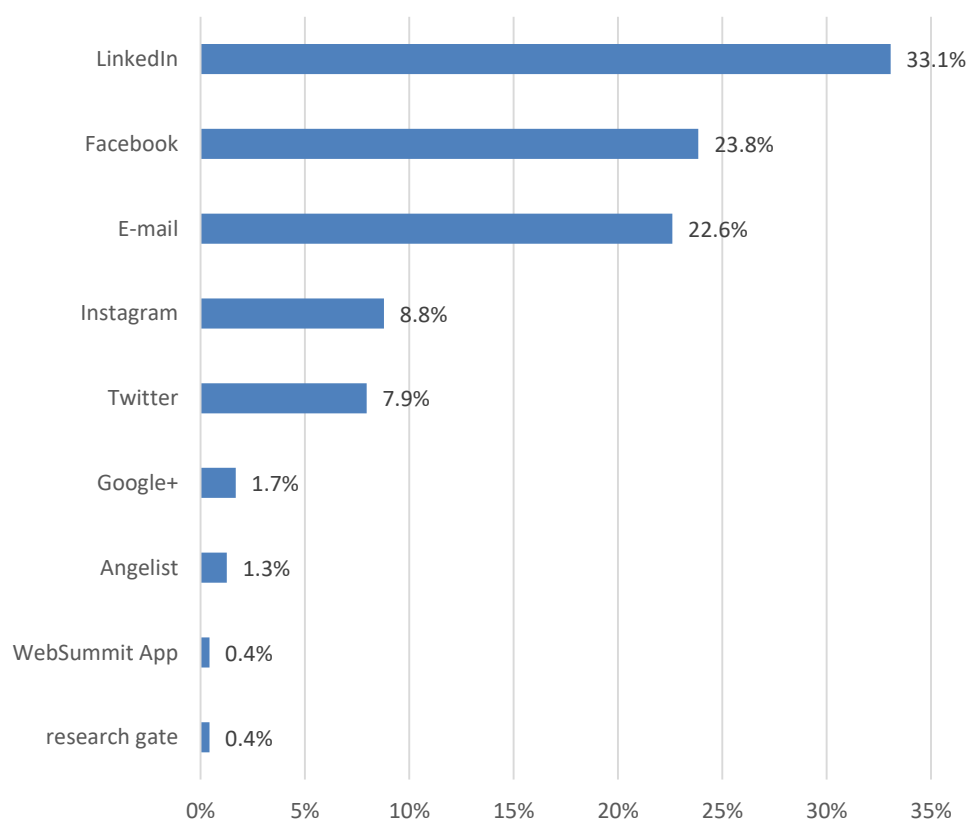
5. Which online tools are you using when looking for a job?



Frequency



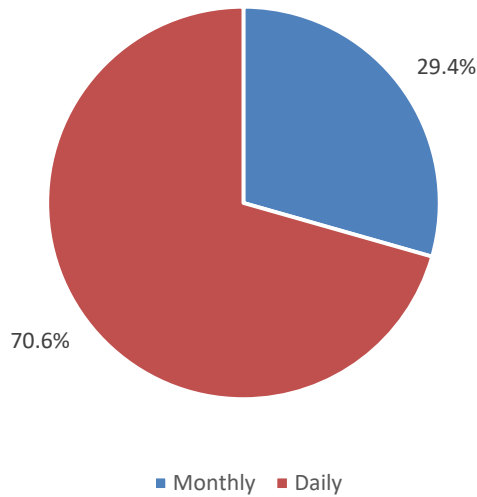
6. Which social media tools do you use to connect / interact with other young professionals in your field?



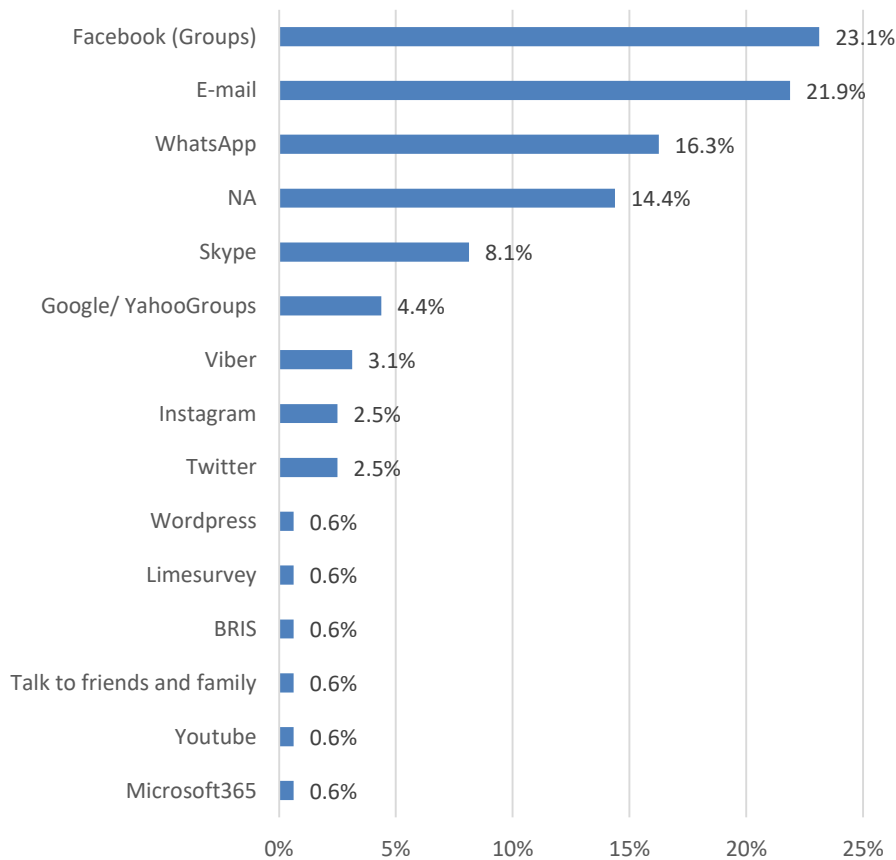
Frequency



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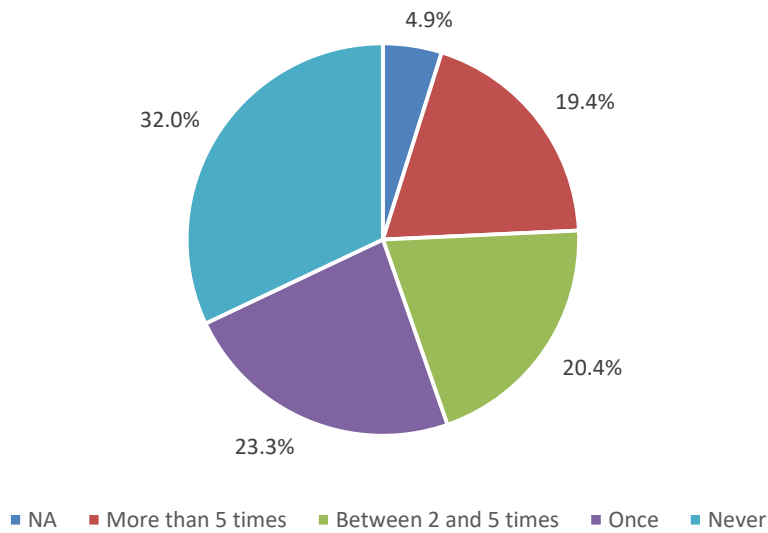
7. In a situation as described above which digital tools would you use to get assistance support or advice?





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Frequency

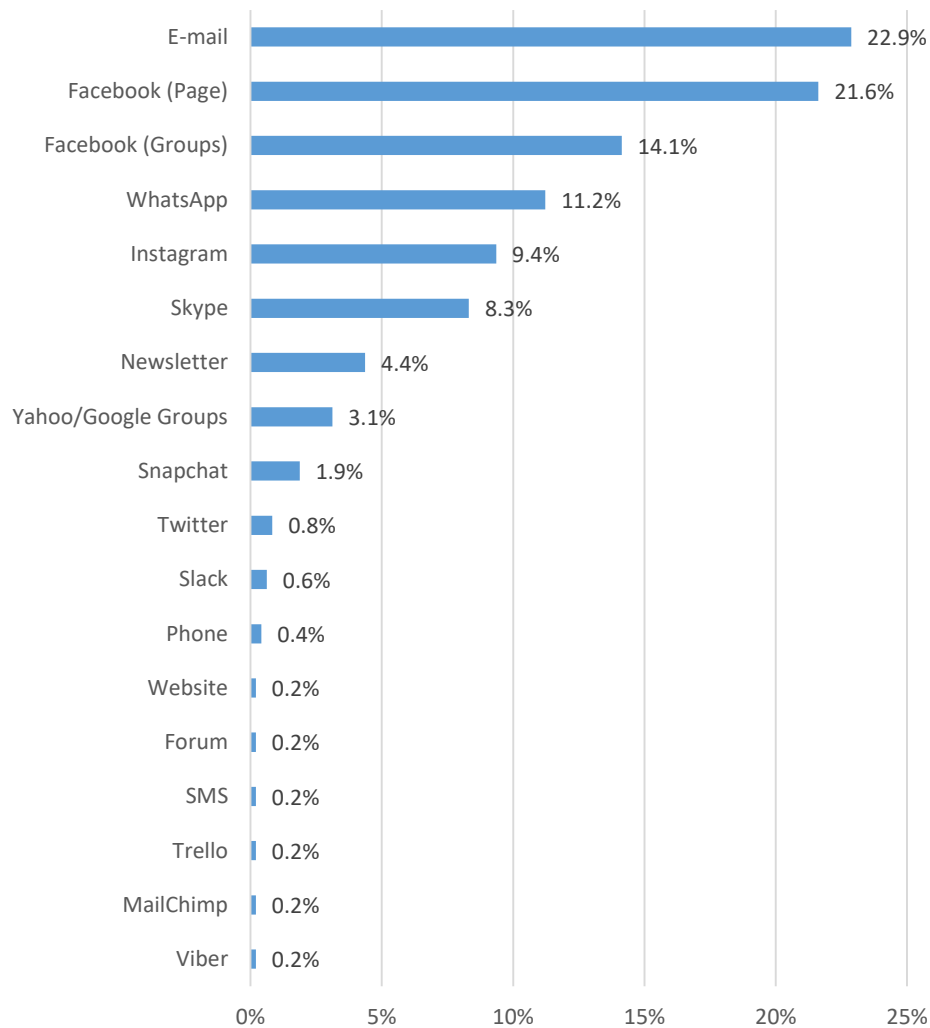




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ANNEX 4 YGIII - YOUTH WORKERS/YOUTH ORGANIZATION REPRESENTATIVES/YOUTH INSTRUCTORS

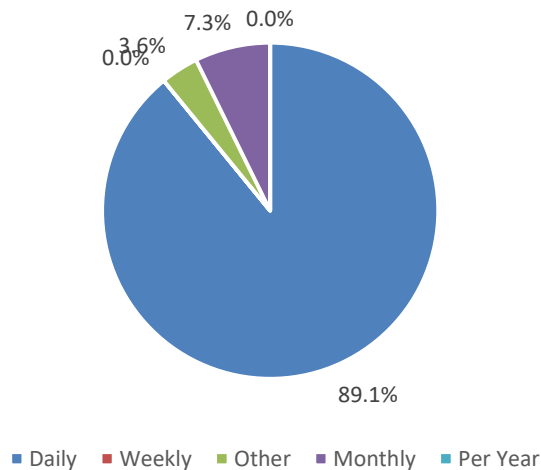
1. In order to share information and communicate with members within your group/organization which digital tools do you use?



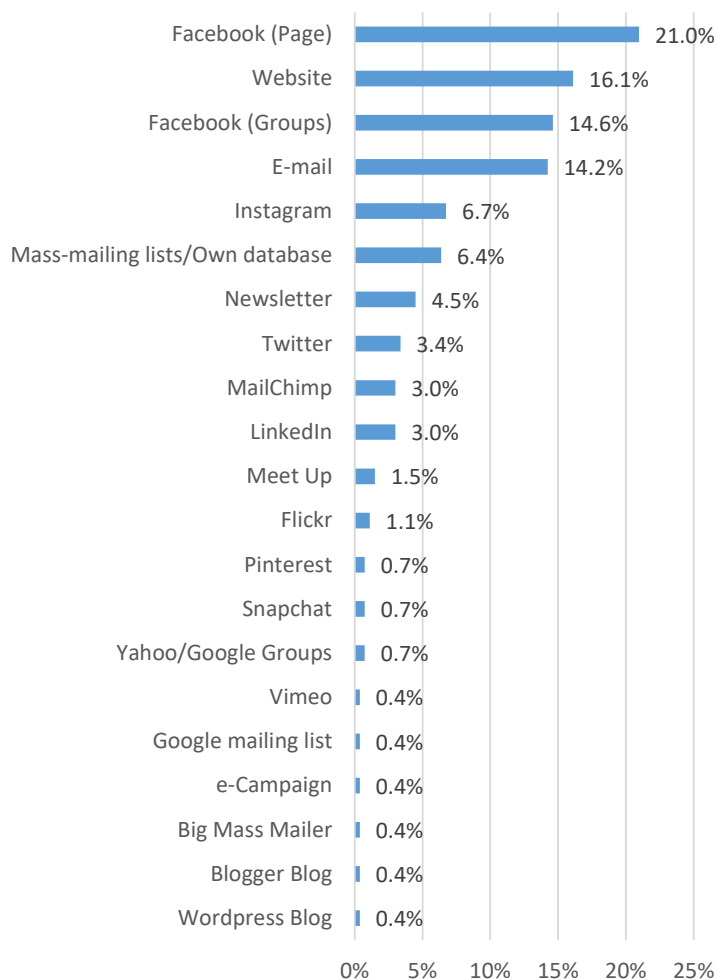
Frequency



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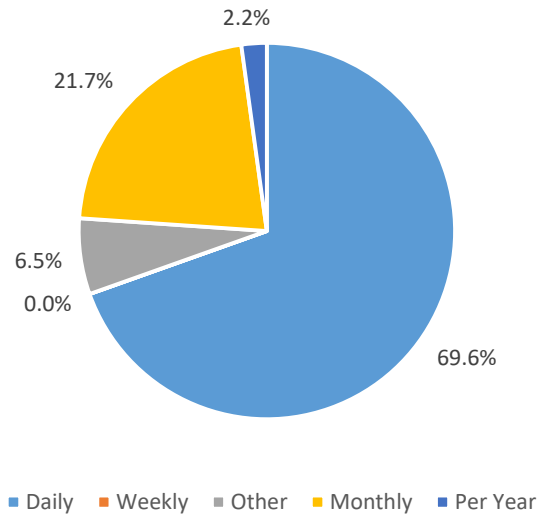
2. What digital tools do you use as a youth organization to recruit/engage young participants in youth work projects/activities?





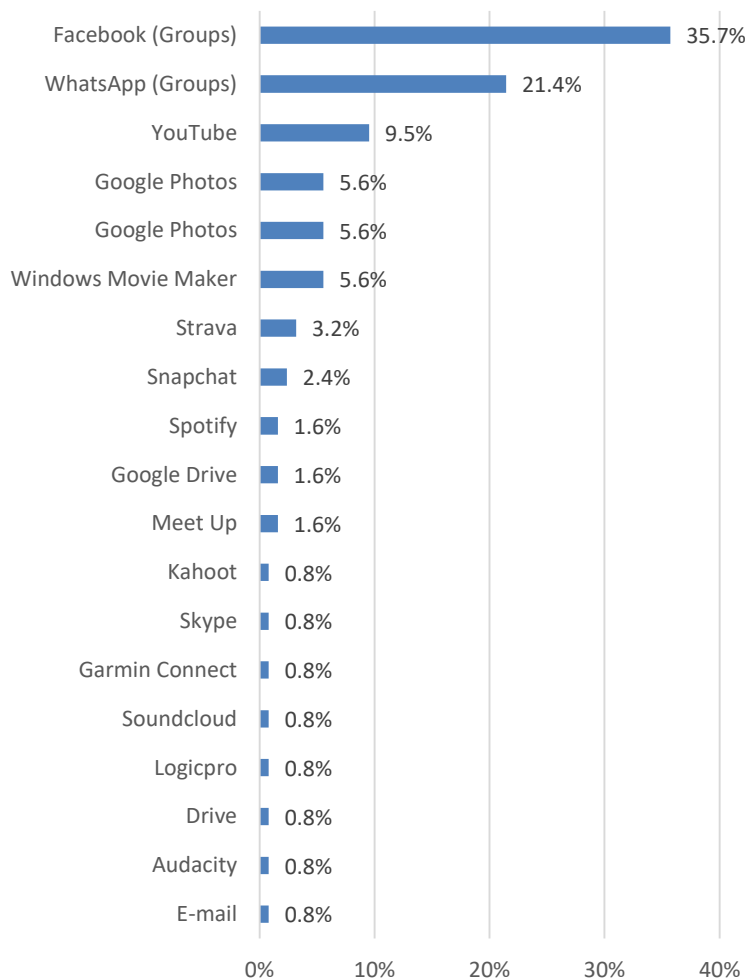
ICT4
YOUTH
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Frequency





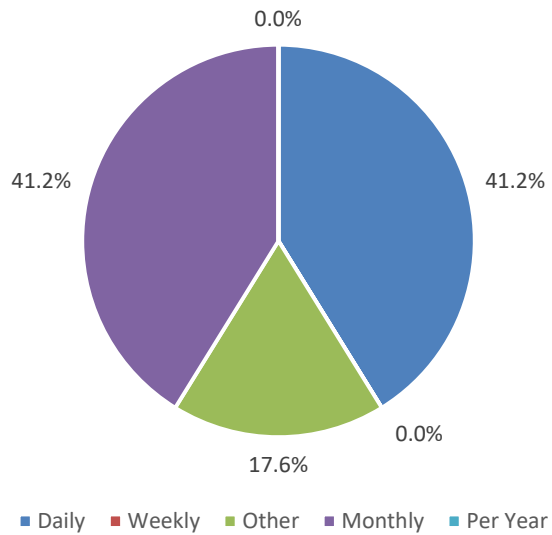
3. Which digital tools do you use to organize team activities with/for your target groups (youth) to create a community feeling?



Frequency

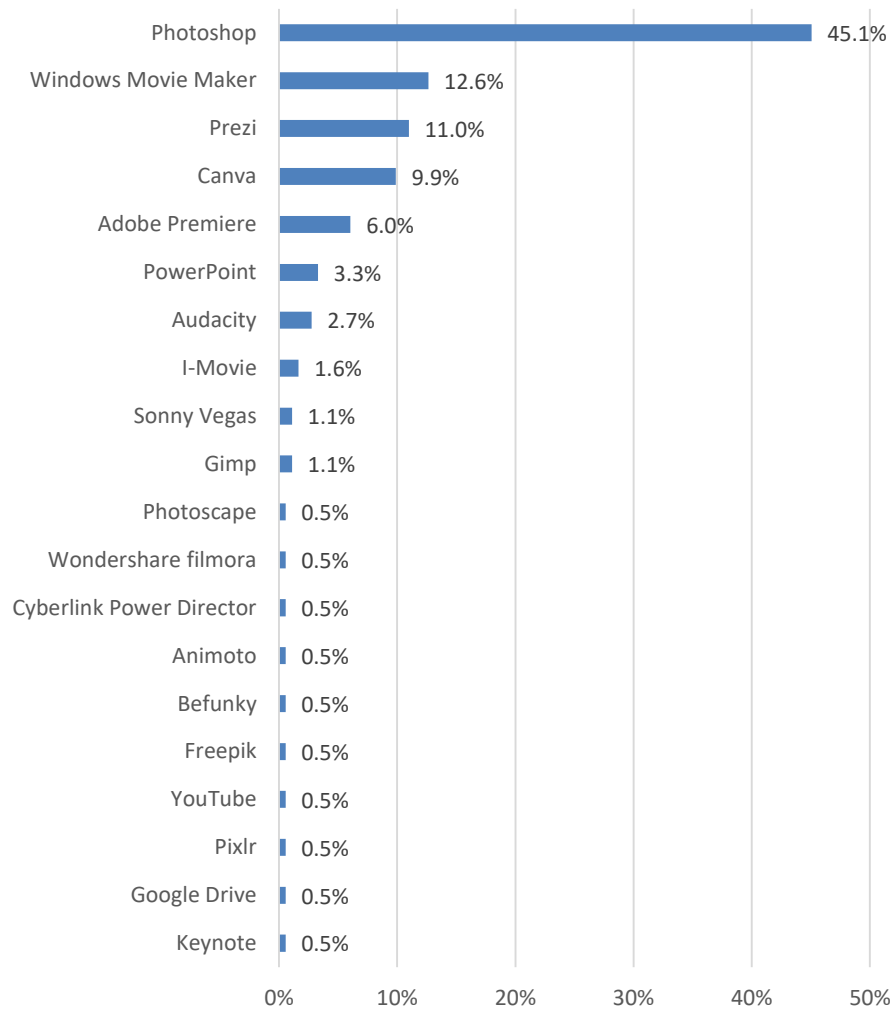


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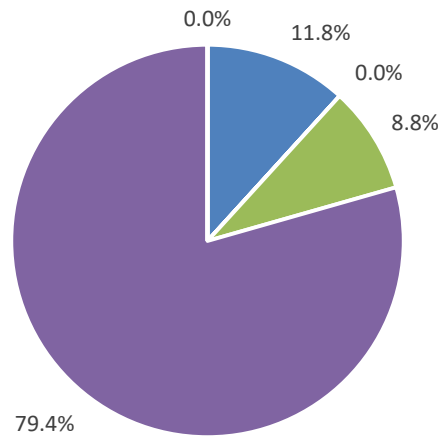
4. Which digital tools do you use when you wish to create presentations for but also with your youth group's members (during youth activities etc.)?



Frequency



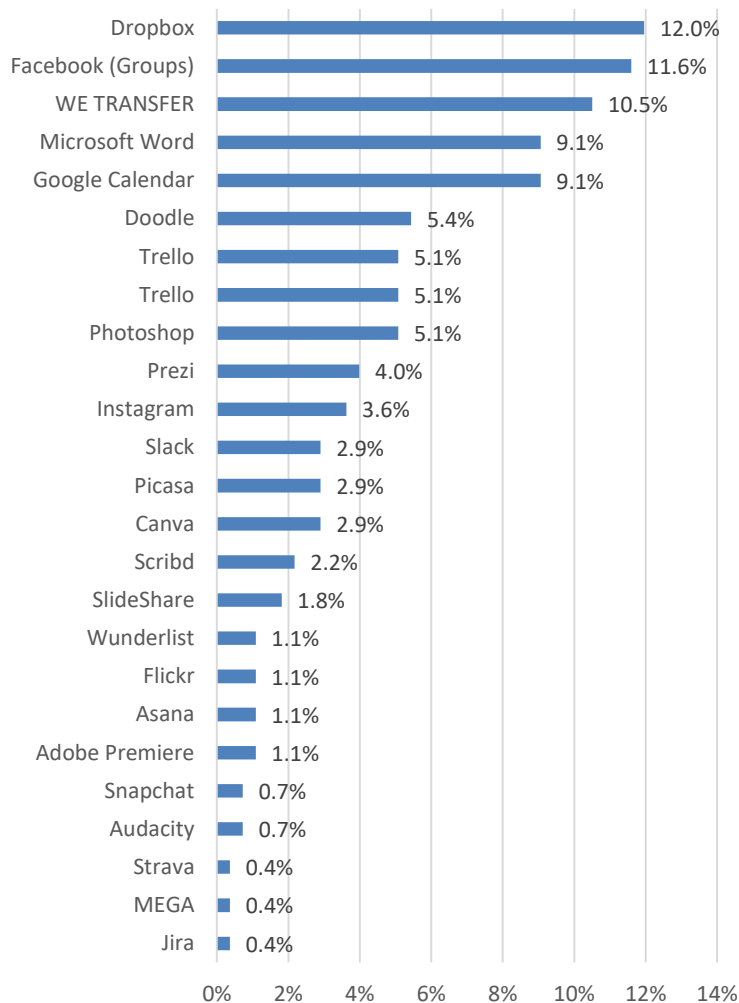
ICT4 YOUTH WORK



■ Daily ■ Weekly ■ Other ■ Monthly ■ Per Year

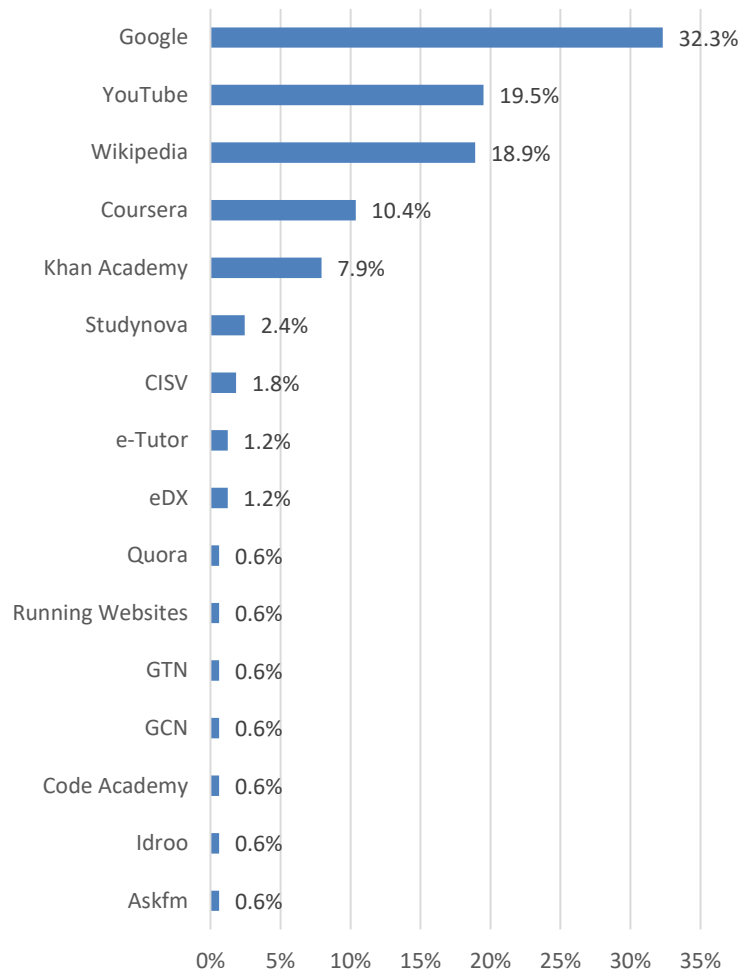


5. Which digital tools do you use or recommend to your youth group members in order to stay organized in school and work?



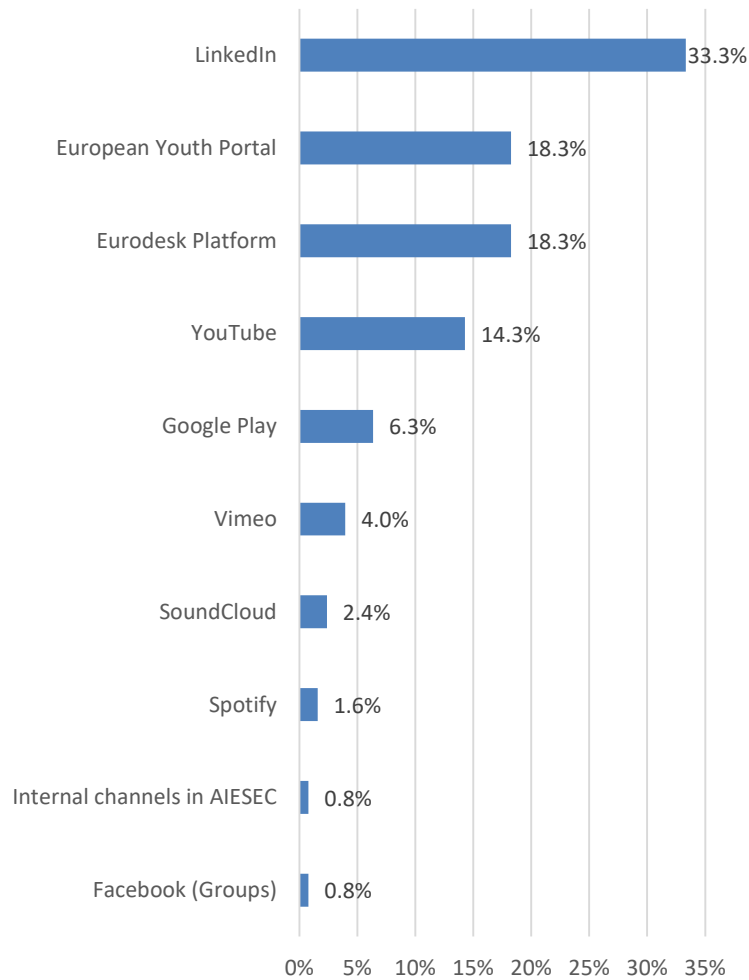


6. Which tools do you recommend to young people/students when in need of extra help/ tutoring or when simply looking for information? (Select as many as apply to you)





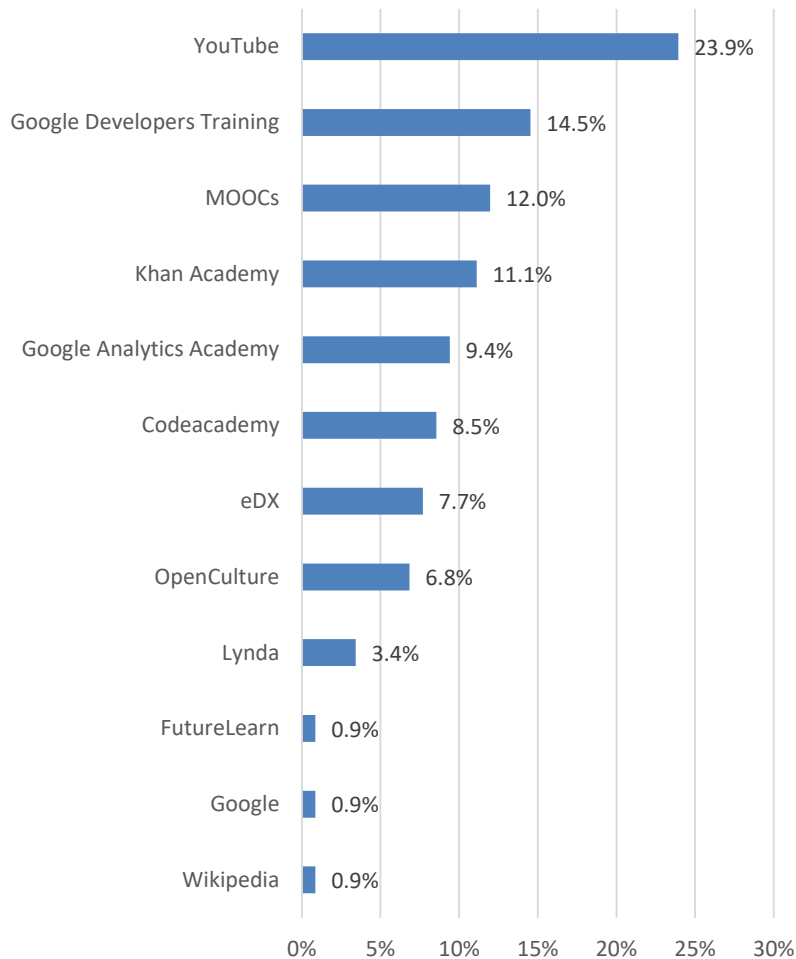
7. Which of the following online portals do you recommend to future job candidates to search for alternative opportunities for their own self and professional development?





ICT4
YOUTH
WORK

8. When young people need some extra training to improve their skills or are seeking further certification where do you suggest for them to look? (Select as many as apply to you)





9. In a situation as described above which online tools do you use to offer counselling/support/advice or to inform young people?

