SKILLS MAPPING FOR LEARNERS

We would like to know how well you are currently able to use computer, tablet computer (eg. iPad) or smartphone, and in which areas of ICT you would need to improve your skills.

1. Gender*
   - Female
   - Male

2. Age*
   - Under 20 years
   - 20-29 years
   - 30-39 years
   - 40-49 years
   - 50-59 years
   - Over 60 years
3. Which country do you live in?*

- [ ] Belgium
- [ ] Finland
- [ ] Ireland
- [ ] Italy
- [ ] Netherlands
- [ ] Norway
- [ ] Other, please specify
4. What is your first language? (select or write one)*

- Albanian
- Arabic
- Chinese
- Dutch
- English
- Estonian
- French
- German
- Italian
- Kurdish
- Lingala
- Norwegian
- Persian
- Polish
- Russian
- Somali
- Spanish
- Swahili
- Thai
- Tigrinya
- Turkish
- Ukrainian
- Vietnamese
5. Are you studying the national language of the country you live in as **second language** (eg. Norwegian, Finnish, Dutch, Italian, English)? *
   - Yes
   - No

6. How many years of formal education do you have (including primary, secondary and higher education)? *
   - No formal education
   - 0-5 years
   - 6-10 years
   - 11-15 years
   - More than 15 years
7. Which of the following devices do you have daily access to at home? (you can select several options)*

☐ Computer/ laptop
☐ Tablet computer
☐ Smartphone
☐ None of these

8. How often do you use the following devices?

<table>
<thead>
<tr>
<th></th>
<th>Never</th>
<th>1-2 times a month</th>
<th>Weekly</th>
<th>Daily</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer/ laptop</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tablet computer</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Smartphone</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

9. How well are you able to use the following devices?

<table>
<thead>
<tr>
<th></th>
<th>Not at all</th>
<th>A little bit</th>
<th>Quite well</th>
<th>Very well</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer/ laptop</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tablet computer (eg. iPad)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Smartphone</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
10. Do you have e-mail address?*

- [ ] Yes, I use it a lot.
- [ ] Yes, I use it sometimes.
- [ ] Yes, but I do not use it.
- [ ] No, I do not have.
11. Which of the following do you use a computer for?
*(You can select several options)*

- Nothing
- Read and write e-mails
- Search for information online
- Read newspapers or watch news
- Browse job advertisements
- Browse training/education advertisements
- Use social media (Facebook, Twitter, Instagram etc)
- Use online banking
- Order merchandise from online stores
- Study languages
- Write texts
- Use spreadsheets software (eg. Excel)
- Use image processing software (eg. Photoshop)
- Make phone and video calls (eg. Skype)
- Use dictionaries (Wikipedia, Wiktionary etc)
- Use calendar
- Use applications or websites with maps or journey planners
- Use e-library
- Watch video clips (YouTube, Vimeo etc)
- Follow blogs or vlogs
- Play games
- Use cloud services
☐ Download and play music

☐ Use educational software to learn literacy

☐ Other, please specify
12. Which of the following do you use your smartphone or tablet computer for?

(You can select several options)

* 

- Nothing
- Make phone calls
- Send SMS
- Read and write e-mails
- Take photos
- Use calendar
- Use alarm clock
- Use messaging and call applications (WhatsApp, Skype, Snapchat etc)
- Use online banking applications
- Use social media (Facebook, Instagram, Twitter etc.)
- Read newspapers or watch news
- Search for information online
- Study languages
- Use dictionary applications
- Use navigation applications
- Use library applications
- Use weather applications
- Watch video clips (YouTube, Vimeo etc)
- Follow blogs or vlogs
- Use sport/training applications
☐ Play games
☐ Use cloud services
☐ Download/ play music
☐ Use educational software to learn literacy
☐ Other, please specify
13. Which language do you use in different situations when using a computer, smartphone or tablet?

<table>
<thead>
<tr>
<th>Activity</th>
<th>Only National Language(s)</th>
<th>Only Other Language(s)</th>
<th>Other National Language(s)</th>
<th>Other Language(s)</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Read and write e-mails</td>
<td>☐</td>
<td>☐</td>
<td>☒</td>
<td>☒</td>
<td>☒</td>
</tr>
<tr>
<td>Search for information online</td>
<td>☐</td>
<td>☐</td>
<td>☒</td>
<td>☒</td>
<td>☒</td>
</tr>
<tr>
<td>Read newspapers or watch news online</td>
<td>☐</td>
<td>☐</td>
<td>☒</td>
<td>☒</td>
<td>☒</td>
</tr>
<tr>
<td>Browse job advertisements online</td>
<td>☐</td>
<td>☐</td>
<td>☒</td>
<td>☒</td>
<td>☒</td>
</tr>
<tr>
<td>Browse education/training advertisements online</td>
<td>☐</td>
<td>☐</td>
<td>☒</td>
<td>☒</td>
<td>☒</td>
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<tr>
<td>Use social media (Facebook, Instagram, Twitter etc.)</td>
<td>☐</td>
<td>☐</td>
<td>☒</td>
<td>☒</td>
<td>☒</td>
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<tr>
<td>Use online banking</td>
<td>☐</td>
<td>☐</td>
<td>☒</td>
<td>☒</td>
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<tr>
<td>Write texts</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>Learn literacy</td>
<td>☐</td>
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<tr>
<td>Use spreadsheets software (eg. Excel)</td>
<td>☐</td>
<td>☐</td>
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<td>☒</td>
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<tr>
<td>Make online phone calls</td>
<td>☐</td>
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<tr>
<td>Make video calls (eg. Skype)</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>Watch video clips (YouTube, Vimeo etc.)</td>
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</tbody>
</table>
Follow blogs or vlogs *

Play games *
14. What kind of digital skills would you like to learn?

<table>
<thead>
<tr>
<th>Skill</th>
<th>Do not need prior knowledge</th>
<th>Would like to learn</th>
<th>Know a little</th>
<th>Would like to learn more</th>
<th>Already know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basics of computer</td>
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<tr>
<td>Basics of smart phone</td>
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<tr>
<td>Basics of tablet computer</td>
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<tr>
<td>Using internet</td>
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<tr>
<td>Searching information online in national language</td>
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<tr>
<td>Using e-mail in national language</td>
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<tr>
<td>Word processing in national language</td>
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<tr>
<td>Using educational software to learn languages</td>
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<tr>
<td>Using educational software to learn literacy</td>
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<tr>
<td>Image processing</td>
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<tr>
<td>Job search</td>
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<tr>
<td>Education/training search</td>
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<tr>
<td>Apartment search</td>
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<tr>
<td>Feature</td>
<td>1</td>
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<td>3</td>
<td>4</td>
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<tr>
<td>Using online banking*</td>
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<tr>
<td>Online security (eg. identification, passwords etc.)*</td>
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<tr>
<td>Calendar software (eg. Outlook, Google Calendar)*</td>
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<tr>
<td>Applications in smart phones and tablets*</td>
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<tr>
<td>Independent language learning online*</td>
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<tr>
<td>Online dictionaries*</td>
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<tr>
<td>Social media*</td>
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<tr>
<td>Using cloud services*</td>
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<tr>
<td>Downloading and playing music*</td>
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</tbody>
</table>
15. What other digital skills would you like to learn?


16. Other comments or ideas


Thank you for answering!