



ENTER THE NET-DIGITAL COMPETENCES OF ORGANIZATIONS



Erasmus+



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1. INTRODUCTION

This publication has been created as an outcome of a project carried out by Youth for Exchange and Understanding International, called “Enter the NET”, in order to respond to the fast technology progress, to which youth workers need to adopt in their daily working life.

The main aims of “Enter the NET” included identifying the current shortages in using ICT and OER in youth organizations, fostering awareness about ICT, OER and Internet Governance, identify potential challenges when using ICT and OER, especially under the internet governance spectrum, encouraging the usage of ICT and OER and developing relevant skills and raising the quality of learning of young people by using ICT and OER.

Working with young people, towards their development, individualization and empowerment for active citizenship includes following the latest trends to which young people are exposed, and adapting to them. By doing so, youth workers get to a level where they can easily reach to and communicate with youth.

Therefore, Entering the NET should not be a call of “yes or no”. We believe that all youth workers should start easing and make more inclusive their organizational and learning processes, as well as get closer to their target groups, by including online tools wherever possible, in their daily work tasks.

Two groups of youth workers are targeted in this publication, namely youth trainers and youth organizers/managers, which according to their processes are in need of different online tools.

While youth organizers/managers are in need of tools that will ease their communication processes within the organization, but as well with other stakeholders, trainers are in need of online platforms that can offer them easier learning cycles in order to bring NFE to a wider audience and provide more learning opportunities for young people, especially to those from hard-to-reach groups.

The publication was created thanks to the input during two different training courses (Belgium and Spain), where youth workers and trainers familiar with the topics of NFE, youth work and youth organizations gave their contributions towards online tools that can be used in the learning and organizational processes they are carrying out, in order to ease their preparation and implementation. Together with the input from the participants, the training courses offered valuable insights in the positive and negative aspects of the daily work tasks of youth workers, as well as an accent towards online solutions. The publication is divided into several chapters focused around online solutions as answers to challenges in youth work, examples of concrete online tools and their usage in youth work, as well as a chapter dedicated to the caution needed, while using these tools and platforms.

These chapters have the purpose to explain into details the different key definitions and terms relevant for this field of interest.

We hope the publication will be a source of information in your everyday youth work, and will help you understand better all the online tools that can ease your working processes, from writing project proposals to holding NFE sessions online.

2. KEY TERMS AND DEFINITIONS

There are a couple of relevant terms in the ICT world, which represent a good introduction of the complexity of the cyber space, correlated to the field of youth work. Even if we are talking for a different world, and way, of how things function, this is not supposed to be a discouragement for youth workers. These tools have been created to make our lives easier, both in our private and job-related context. And that's the exact approach that we will have through out the whole publication, hoping to encourage you to use them, and make your actions available to a wider audience.

2.1. ICT AND YOUTH WORK

ICT and Youth work are two complex terms which have been trying to tango for quite some time now. Being challenged by new generations which grew up on their phones and tablets on one side, and still bearing resistance from the older (but still young) generations that truly believe in the power of tête-à-tête, flip-charts and post-its on the other side, these two are trying to adjust as much as possible to what is supposed to be the “new era” of youth organizations, trainings and learning.

In order to try and understand the pair that these two are trying to form, it's good to first elaborate them, and then detected where their matching points are.

There is a broad definition of Information and Communications Technology, that captures very well what we are talking about. It says that Information and communications technology (ICT) is often used as an extended synonym or as an umbrella term for information technology (IT), but is a more specific term (i.e. more broad in scope) that stresses the role of communications and the integration of telecommunications (telephone lines and wireless signals), computers as well as necessary enterprise software, middleware, storage, and audio-visual systems, which enable users to access, store, transmit, and manipulate information.¹

One of the main thing in everyday's life, and therefore in youth work as well, is the flow of in formation which passes continuously.

When it comes to elaborating Youth Work, Peter Lauritzen who was the Head of the Youth Unit of Council of Europe's Directorate of Youth and Sport, summarizes it in a nice way, saying: "The main objective of youth work is to provide opportunities for young people to shape their own futures. Youth work is a summary expression for activities with and for young people of a social, cultural, educational or political nature. Increasingly, youth work activities also include sports and services for young people. Youth work belongs to the domain of 'out-of-school' education, most commonly referred to as either non-formal or informal learning. The general aims of youth work are the integration and inclusion of young people in society. It may also aim towards the personal and social emancipation of young people from dependency and exploitation. Youth Work belongs both to the social welfare and to the educational systems."

Summing up what has been said by the former head of the Youth Unit, and what also serves as a broad definition of youth work in, for example, Germany, it comes down to "Youth Work offers for young people a support for their development by picking up their interests, allowing codetermination, fostering self-definition and encouraging social responsibility and participation."

Now that we defined the two complex terms, we may as well identify the "music" that takes these two to tango.

Youth workers identify the needs that young people have, and support and encourage them through their independent development of active and responsible citizens. However, as time passes, more and more young people arrive to this point of maturity, being completely attached to technology and internet, up to a point where 50% of their communication is online. If youth workers want to significantly reach to young people, then they have to adjust to a huge extend to their living circumstances and realities, get their attention, and continue from there on.

Moreover, not every single young person has the same opportunities of

attending events organised from youth workers, whether the obstacles are financial, caused by physical disabilities or by some third means.

Besides attracting their target groups, many times youth workers ease their preparations of activities through ICT platforms. One of the strong points of Youth Work is promoting intercultural tolerance. This means that youth workers themselves come from, and live in different places of the Planet. Thus, organising an activity would be almost impossible without the usage of ICT.

Considering everything that has been mentioned above, we have youth work on one side that supports the development of young people, and ICT on the other side, which enables people to use, transmit and manipulate with informations. So, anytime a communication needs to be established, and an information needs to be delivered using computers and Internet as a médium, towards young people, as a target group, these two complex terms can merge perfectly.

2.2. OER AND YOUTH WORK

Summarizing everything is as easy as just saying that youth work and ICT have a lot of common space for merging and cooperating towards fulfilling the desired aims.

Not only does youth work tangoes with ICT, but it also chooses specific developed spaces and tools which have a concrete purpose of fulfilling youth work in all it's weak points caused by a fast-developing society. Led by the idea of answering in the most accurate way to young people's needs, youth workers are starting to explore and use tools, spaces and platforms that ease both their periods of preparation and organization, as well as the whole learning aspect of the young people.

One of these online spaces is OER, which is a short term of what is supposed to be a very useful concept of information flow, namely Open Educational Resources. The United Nations Educational, Scientific and Cultural Organization (UNESCO), has a whole category on their website, dedicated to OER, where they explain their purposes, their need and

importance, as well as ways of involvement. Having defined what is youth work in the pages above, it's now time to explore the concept of OER.

As defined by UNESCO on their webpage, Open Educational Resources (OERs) are any type of educational materials that are in the public domain or introduced with an open license. The nature of these open materials means that anyone can legally and freely copy, use, adapt and re-share them. OERs range from textbooks to curricula, syllabi, lecture notes, assignments, tests, projects, audio, video and animation.¹ Even if most of us are used to getting free informations on the Internet, what we are talking about here, is gaining valuable, accredited theoretical input, which is most of the times from recognized Institutions. Some examples of OER's are: Lecture notes and videos from MIT (Massachusetts Institute of Technology) courses, The Vision for a health OER Network in Africa.. and so on, which are created by Universities, other relevant educational institutions or organisations, and by third means.

OERs are usually made for teachers, in order to make their teaching materials at universities closer to the students through their IT devices. However, they also started getting popular between the Non-formal education providers and trainers. So far anyone can establish an OER platform, and they can vary according to the online tools that can be used for delivering the desired content.

Having this opportunity in their hands, and aimed specifically at youth trainers, youth workers have the space of sharing important educational materials before and after the trainings. They can easily prepare the participants for the training, and make sure there is a proper contently supported follow-up once the training has finished. Finally, if they decide, they can conduct the whole training online, thanks to the concept of OER. Not only can they use their own personally created OER, to ease the learning process, but they can also extract educational materials from other, already existing OERs, and save some time when preparing the sessions.

Moreover, we might brainstorm and imagine, as well as work towards

an OER, specified for youth workers (trainers), that will contain available materials from all the youth training sessions in all the different fields, and further on can be used by each and every new developing trainer. This way, preparing quality sessions would be a fun process of comparing what has been done before, and what more can be added.

Summing up everything, OER's are a great opportunity for additional learning spaces that unfortunately are still not exploited enough by youth trainers. More focused towards materials, their availability and usage, OER's are here to support the aspect of theoretical resources that youth workers use regularly in their trainings.

2.3. INTERNET GOVERNANCE

Having an open space that allows a free flow of information is as much of a blessing as it is a curse, it's as much of a Ying as it is a Yang. More and more people have the freedom to share their thoughts and ideas, to campaign for good(or bad) causes, to collect masses and to spread information.

However, as we are witnessing in today's world, a lot of extremist and terrorist movements are occurring too, which abuse the power of the Internet to spread hate speech and to engage people towards deviated actions.

Because of the above listed reasons, governments, together with the civil society sectors are trying to allocate ways of controlling the content of the information flow on the Internet, of imposing rules that have to be followed, and unfortunately they encounter a lot of obstacles while doing so.

So, a new term circulates around the usage of the Internet, which is trying to tackle the above-mentioned issues, widely known as Internet Governance. What does it stand for?

According to a previous YEU publication dedicated mainly on Internet

Governance, the proposed definition says that Internet Governance is the development and application by governments, the private sector, and civil society, in their respective roles, of shared principles, norms, rules, decision-making procedures, and programmes that shape the evolution and use of the Internet.

When we would try to go a bit deeper on the topic, we would have to break the term Internet Governance into two, namely Internet and Governance. Some may say that the term Internet nowadays is not as inclusive as we would expect it to be, therefore referring only to the rapid transition of the global communication towards the use of Internet Protocol (IP) as the main communications technical standard.

Then we would come down to the term Governance, which is a synonyme with the word Government, and refers to the governance of the affairs of any institution, including the Non-governmental ones. The internet community has agreed to this term, since it describes the ways Internet has been governed from its early days. However, the confusion has been even bigger once the term was translated in the different languages, where it was mainly oriented towards the public administration sector.

Agreeing over a term which is supposed to protect the Internet users, there were many different perspectives on how it should be handled. So there were people on one side that were claiming the Internet was no different from its predecessors: the telegraph, the telephone and the radio, and therefore it doesn't require a new form of governance. Instead, the already existing laws, with minor adjustments should be applied to the Internet too. These people belonged to the "old-real" approach group towards Internet Governance.

However, there is also the "new-cyber" approach which claims that the Internet is a fundamentally different communication system, and therefore it seeks its own regulations and forms of governance. Still, the old-real approach is becoming more and more prominent.

2.3.1 STAKEHOLDERS AND POLICY DEBATES

The IG debates have been going on for quite some time now, and they include three most relevant stakeholders, namely the governmental institutions, the private sector and the civil society organizations. Through different structured ways of organized discussions, there are some key policy debates that each year contribute to the development of IG, and include representatives from the above mentioned stakeholders. Some of them are:

- **The Internet Governance Forum (IGF)** is a multi-stakeholder forum for a policy dialogue on issues of Internet Governance. It brings together all the stakeholders in the Internet Governance debate whether they represent the government, the private sector or the civil society, including the technical and academic community, on an equal basis and through an open and inclusive process.

- **EURODIG** is a pan-European dialogue on Internet Governance. It represents an open platform for formal and inclusive discussion and exchange on public policy issues related to Internet Governance between stakeholders from all over Europe. 6

This means that the floor is open for any representative of the listed stakeholders to join the discussion and improve the Internet as working and education field. On a longer term, we hope for advocacy processes from all the concerned youth workers, to prioritize the Internet Governance on the political agenda, and ensure global security and protection when using the Internet.

2.3.2 ONLINE SAFETY

What is more relevant for us and this publication, is the fact that the decision of using online tools for learning and organizational purposes should be taken with great care. That implies the necessity of regulations of the platforms that youth trainers and youth organizers are deciding to use in their every day work, in order to ensure protection and dignity for all the participants that are part of the process.

Besides the great caution that is required from the youth workers, mechanisms for basic control of the informal chatting throughout the learning and organizing processes should be also imposed. We are all aware how easy it is to offend someone intentionally or not, behind the screen. These online platforms should represent safe learning spaces, where participants feel confident and content to be part of. Considering the target group of youth workers, considering their age, how fragile they are as well as their development processes, youth workers should divide some time to teach their participants on all the defensive strategies they could use, in case they accidentally run into inappropriate images and messages, while trying to reach the online platform. The No Hate Speech Movement is a great example of how these activities can be conducted.⁷

In order to understand better everything above mentioned, we will elaborate the term online safety. Internet safety, or online safety, is the knowledge of maximizing the user's personal safety and security risks to private information and property associated with using the internet, and the self-protection from computer crime in general. As the number of internet users continues to grow worldwide, internet safety is a growing concern for both children and adults. Common concerns regarding safety on the internet include: malicious user (spam, phishing, cyberbullying, cyberstalking), websites and software (malware, computer viruses, etc.) and various types of obscene or offensive content. Since youth workers would require from their participants to join the online platform, for which we could not guarantee would happen if the online learning would not take place, then it's an obligation for the youth workers, to teach them of all the basic safety features when communicating and sharing through the Internet.

2.3.2 DATA PROTECTION

One of the features of online safety, is data protection. The data, which is available on the Internet and relevant for online safety, can be personal data and sensitive personal data. Personal data refers to the data, which relates to the living individual who can be identified from those data, and includes any expression of opinion about the individual and any intention of the intentions of the data controller or any other person in respect of the individual. While sensitive personal data refers to personal data consisting of information such as the racial or ethnic origin, political opinions, sexual life, religious beliefs and so on.

On European level the protection of the personal data is covered by two directives: Data Protection Directive and Directive on privacy and electronic communication. Before starting their working processes, it's good for young workers to dive deeper in this topic, and explore all the scenarios and protective mechanisms, in order to be prepared in case of online accidents.

Besides that, youth workers should keep in mind everything listed above, and make sure the participants are aware of all the dimensions before deciding to take part in online learning or online organizational processes.

2.3.4 E-LEARNING

Learning, as a term, is a very important and complex process, whose field and nature belong to Psychology as a science. According to the behavioral direction of psychology, learning represents a relatively lasting change in behavior that is the result of experience.

With a fast progressive society, learning today can be found in many shapes and conditions, but always with one objective on mind, as defined above. That's how we arrive to the small abbreviation that stands in front of what is relevant for us in this publication, namely E-learning.

When it comes to the term of E-learning, one would very easily decode

it, considering the unhidden meaning in the name itself. Just to be sure that we are standing at the same point, we will try to define the process of E-learning.

Through out the available literature, E-learning can also be found under Educational Technology, as the effective use of technological tools in learning.⁹

More specific, E-learning refers to the delivery of a learning, training or education program by electronic means. E-learning involves the use of a computer or an electronic device (e.g. a mobile phone) in some way to provide training, educational or learning material. ¹⁰

That means, that the objective of making a change at one's person behavior, namely educating them, stays the same with E-learning, only the ways and means to do it are changed. They are more progressive and adaptable to today's societies and ways of communications, as well as information flow.

If we wish to go even deeper in the topic, there is a relatively new term emerging, as defined and introduced also by the United Nations Educational, Scientific and Cultural Organization (UNESCO), maybe known by some, the M-Learning. The M-Learning emphasizes the mobility in the learning process, the constant need for change and movement, and therefore refers to the mobile applications and tablets, as ways of connecting within the classroom or the learning environment, and enhance the learning process.¹¹

Regardless of how progressive we wish to be with our learning processes, there is a new trend which appears in the education field, connected to technology, which in the same time seeks a period of adjustment from youth trainers in terms of the facilitation of the educational and learning processes. The facilitation of the Non-formal education is a bit different, and therefore treasured for, from the formal education. It includes careful evaluation and use of the group dynamics, different presentation skills, it appreciates ethics and participant's values, stimulates leadership and self-confidence, emphasizes feedback, as well as experiential learning.¹²

Summing up all of it, it means that trainers have to learn to transfer these processes and make e-learning as similar as it could get to learning in live conditions. Many times, because of lack of information and experience in online learning systems, trainers try to extract positive practices from other relevant sectors, that have integrated e-learning very well in their educational structures, such as Universities and Corporate Sectors. This might be the proper place to start the development of the e-learning processes, but according to experts in the field of development of online courses, it should for sure not be a blindly followed model.

As mentioned above, Non-formal education, which is mostly used by the NGO sector, is very special in it's methodology and facilitation.

Therefore, the final product that every trainer wishes to obtain from it's participants is a bit different than the one we are used to in the Formal Education institutions and systems. Namely, we are referring to empowerment.

Besides empowerment, there are also very individualized aims that are unique for each different training, but NFE always seeks to empower it's participants, regardless of the topic they are covering. To empower them to seek and produce changes, to act in their local communities and to improve the world as a living place. 13

Being led by this central aim, trainers try to develop their e-learning spaces minding all the relevant aspect. Therefore, a constructional, engaged and dedicated planning process is required from the trainer's side, with as much of an effort as for a regular training. So if according to the trainers, for participants the coffee breaks are as equally important as the sessions, then those coffee breaks should be integrated in the e-learning environment too. Luckily, Learning Management Systems have been developed to support e-learning in it's all dimensions. A learning management system (LMS) is a software application for the administration, documentation, tracking, reporting and delivery of electronic educational technology (also called e-learning) education courses or training programs.14

Currently, there are a lot of available LMSs, and according to the needs and objectives of the e-learning process, different systems can be chosen. These systems support and ease the implementation of e-learning, according to the different needs that each e-learning process has, varying between cafeterias, parks, libraries, energizers, ice-breakers and anything else that the trainers find relevant.

The planning process of the e-training will for sure increase the quality and the confidence among the trainers and participants. For a more productive planning process, experts sometimes advise to seek for opportunities for doing it offline.

Finally, indeed e-learning has it's ups and downs, but everyone is working towards improving it, all for the sake of a good cause. Youth workers should not be scared that online learning will completely replace offline learning, and therefore should address the two opportunities differently, and extract the best out of them.

3. ONLINE TOOLS & YOUTH ORGANIZATIONS

When asked about the usage of online tools in their organizations, youth workers that participated on the trainings from "Enter the NET" project, said that they indeed cannot imagine their daily working cycle without the support of online tools. Warring from e-mails as the basic mean for communication, all up to new sophisticated apps for project developments, youth workers rely quite a lot on online tools and platforms.

Youth workers, regardless if they are volunteers or not, coordinate their processes in an organized way, thanks to the variety of online tools available for supporting their work. Thanks to their valuable input and experiences, we have listed some aspects of youth work, where online tools can jump in and support the processes, as well as some aspects that make the usage of online tools a bit more difficult.

Online tools welcome !

- **Visibility/Higher reach**

(If you wish to increase the visibility and promote the work of your organization, then online space, with the support of online tools are the right place to do so. It's most of the times free, and it reaches a wide audience.)

- **Efficient Networking**

(All youth workers know how important it is to network with other people from other youth organizations, in order to establish partnerships, to develop common projects and initiatives, and explore different possibilities in the youth work field. Therefore, different online tools and social networks many times help us expand different fields of our work, thanks to Networking which is made easier by online tools.

- **Easy and efficient communication**

(Not only in youth work, but communication today is much more easier and cheaper when it's online. Including all categories from easier to reach to a more fluent and understandable medium for communication, online tools support our daily working communication too. In that sense, youth workers within their organizations communicate through online tools daily, and find this way of communication much more "youth friendly".

- **Human Resources**

(Whether it's about recruitment or for job seeking, youth workers agree that online tools make one person more "attractive" on the market. Sometimes we need participants or helpers urgently, and through social media and other online platforms we can easily reach them and their profiles, and narrow our research in a very constructive way.)

- **Transparency**

(Youth workers that participated on our trainings agreed that working online, on clouds or using any other tools makes the whole process much more transparent. This means that everyone can have a nice overview of the work that has been done, everyone can see who did what, and make the process of either writing applications, or things connected to the management of the organization more "open")

- **Better access to information**

(One of the positive sides of using online tools and platforms is having a far bigger and easily accessible information storage in the field where the

youth work is being conducted)

- **Yeu for mobility work!**

(In general, people today are more mobile than they were in the past. This is especially true for youth workers. Most of the projects are international, and therefore youth workers are constantly on the road. However, even while being on the road, they cannot just stop working. With the help of online tools, this challenge is solved, and youth workers can easily access their working space wherever they are.)

- **Eco-friendly**

(One more aspect in favor of the usage of online tools is the eco friendliness that they provide, most of the time when it comes to printing. When working and managing things online there is no need for anything to be printed out.)

- **Faster!**

(Youth workers are more than familiar with deadlines. Working online takes much less time to coordinate things than it would take offline.)

Things to keep in mind !

- **Don't relate on the same online tools too much**

(The simplest example is Google Translate. Yes, it is very useful, but relying too much on the powers of Google Translate can cause more damage than good. Therefore we need to be aware of the limits of the tools we are using, and to try always to change them according to our needs, as well as explore as much as we can, since it is a fast developing field, and updates are constantly available.)

- **Remember, your files are not backed up!**

(Yes, we all know that there are these so cold clouds which store our files online. However, they are not so reliable, and not as nearly safe as storing our files on our computer. So the best advice would be to yes, do your work online, but always save it offline.)

- **Beware of Hackers**

(Hackers and viruses hide in the smallest corner, and usually appear and infect your computer or destroy your work when you least expect it. Make sure you install all the safety features before you start working online, and try to be as introduced as possible to all the possible threats on the Internet.)

• **Don't expose your work too much**

(This last listing is a bit tricky. It's about copying ideas and stealing other "competition" NGO's followers and members. Therefore, on one side we should not see other youth NGO's that work in our field as competitors, but rather as partners. Following that, we should not steal other ideas for activities and projects, but rather cooperate with them towards their implementation. However, today's reality of the youth NGO's is a bit different, considering the support they get from donors. In that sense, there is a small doses of competition which arrives from the need to maintain one organization, in a world where only the best projects get funded. Therefore, try to always be careful and evaluate how much of your activities is worth exposing online.)

Online tools & Non-formal education

Non-formal education is one of the key elements in youth work. Through it we aim to empower young people and generations to take an active stand and reinforce their role in society, to think out of the box, and to continue empowering the rest of the youth too.

However, many times trainers are facing numerous difficulties, which block directly their will for empowerment. So most of the times, motivation and energy are not enough, as trainers are also dealing with a lot of technical things, which manage to agitate the whole learning process and desired outcome.

Luckily, E-learning offers numerous possibilities, bringing youth trainers closer to their desired goal.

In addition you will find couple of challenges that youth trainers usually face when conducting offline trainings, and suggested examples of how to overcome them by using online tools and E-learning. These examples were the product of a training conducted in the framework of "Enter the NET" project.

Examples

Challenge: Carrying out trainings in foreign languages at international events.

Many times, the language barrier, both among the participants and trainers is a down side, which affects the whole learning process, regardless of the content of learning.

Especially affected are the first-comers to these trainings.

Response: Online participation.

Confidence is far bigger when participating in a foreign language training through E-learning. The time to understand contributions and to form responses is increased form the face-to-face one.

Challenge: Limited time for the execution of training courses.

Usually, during training courses, trainers constantly feel pressure due to lack of time. Many times, they have to shorten their sessions, and days of trainings.

Response: Extension of timeframe possibilities.

Through E-learning, trainers have the possibility to extend the learning period, before and after the face-to-face event.

Challenge: Limitations to access due to costs, visas or physical disabilities.

Many times, motivation for participating is not the only thing needed to attend NFE trainings. And when that is the case, we lack motivated participants due to technical obstacles.

Response: E-learning can be done anywhere, with very few requirements like time, Internet and a computer.

Challenge: Accreditation and recognition of training achievements.

There are institutions which have the obligation to issue learning recognitions to participants, but most of the times have problems with access to training content and outcomes.

Response: Easy and low cost access to outcomes online.

Challenge: Geographical limitations.

Sometime the global part of the trainings, that trainers try to achieve, is being influences by the geographical location of the training course itself.

Response: No geographical, location or visa barriers with E-learning.

What to bear in mind when (not) using E-learning and online tools?

Even though we like to think that E-learning and online tools are the future, and youth workers, including trainers too, should support the learning processes and make them easily-accessible through online tools and platforms, youth workers should also know when is (not) the time to use them.

In other words, E-learning eases learning processes to a certain extent, but is NFE truly ready to transfer completely online?

Therefore, in addition, there are some tips-and tricks from trainers on when they think it's most suitable to use E-learning, when you should give it a second thought and when not to use it.

• Use it only if..

- Use it only if you are sure it will improve the possibilities for the training.
- Use it if you are ready to keep the dynamics of the training alive, since there are static, interactive and social learning options.

*Keep in mind: if the topics involve subjects with set facts, static and interactive learning are a good choice; if the topics involve subjectivism and personal contexts with personal points of view, social learning is a good option.

- Use it if you are ready to devote the same effort for pre-planning, as you would do with face-to-face sessions. Make sure to also compliment and support your participants the same way, and create the needed supportive environment within your learning processes.

-Use it if you want to facilitate the challenge of accreditation of our learning.

• **Think about using it..**

-Think about using it, if the main reason for usage is lowering cost expenses. Indeed, E-learning will lower costs significantly, but your Training can never be absolutely cost-free.

-Before using E-learning and online tools, make sure you actually know how to use E-learning. Even if we are talking about the same outcome in the end, the procedure itself requires some pre-knowledge from trainers.

-Think about using it if you do not feel yet ready to follow the dynamics of the group through different and alternative signs, clues and indicators. E-learning may mean that there are no non-verbal, visible communication signs for the trainer to notice to help make their training more effective.

• **Don't use it!**

- Don't use e-learning when what you want to achieve is not actually learning. Make a difference between informing and learning and adjust your actions accordingly.

****Extra tips and tricks:**

-There are different possibilities for organizing your E-learning. Depending on your aims, it can either be time based(in a fixed time frame), or just topic based.

You can either decide to make the content visible from the beginning, or release it slowly with time, in order to make progression through the course dependent on achieving certain aims.

4. RIGHT BEFORE YOU ENTER THE NET

The final idea of this Project, was to observe and evolve around all the already mentioned topics, namely online tools and e-learning, through a perspective of Internet Governance and Human Rights. That refers to the holistic and human approach of further development of online youth work, keeping on mind the safety we need to provide to our learners and fellow co-workers.

In the first paragraphs about Internet governance we tried to conceptualize all the possible, already defined ways where the rights of our participants or the people we work with might be violated. However, we believe that new ways of cyber-bullying might be emerging very fast, since we are indeed talking about a very fast developing field. Therefore, we kindly advise all the users to pay great attention to these segments of online work, until it is too late to do so.

These violations are many times not noticeable, and the victims are not even themselves aware they are victims. Therefore, additional check-up on all the processes through a friendly discussion can be not only helping, but also eyes opening.

For us, and our current generations of youth workers, the internet might still be just a tool that we use, and we still might undermine it's realness and power. But as new generations start coming forward, it will be even more noticeable how real the Internet is for them, and how vulnerable they are to everything that happens on this platform. As many times mentioned, as useful as it can be, it is as equally dangerous especially for young adults and teenagers that are in the process of psychological development. So another step towards caution would be to never undermine the internet. And in case we get a complain that announces some form of violated rights, from our participants or co-workers, we should accept those complains as serious as possible, and act accordingly.

Finally, with this publication, we hope to motivate you as much as possible to ease your working and learning processes as much as possible by implementing online tools in your daily work. But we also equally hope to "Open your eyes" to the dark side of the internet too, and help you prevent some bad-case scenarios within your environments.

5. EXAMPLES OF ALREADY TESTED TOOLS, READY TO BE USED.

Organisational purposes

MEMRISE

Link: <https://www.memrise.com/>

Overview of tool:

It is an online learning tool with more than 200 courses created by its community. Its courses are mainly used to teach languages, but are also used for other academic and nonacademic subjects (such as trivia, video game trivia, and pop cultural).

Memrise's dream is to be a self-generating hub of imaginative learning that improves and expands with the people who use it.

Ways to use it:

There is a mobile and desktop application. You can sign up with your e-mail, Facebook or Google+ account.

Learning facts and language are turned into a game where you grow a colourful garden of memory. When you learn a new word, think of it as planting a new seed in your memory. Then every time you review that memory you help it to grow a little bit - like watering a little flower. By reviewing at the right time you help it grow as fast as possible. Soon you'll have a glorious garden full of flower-memories.

Memrise uses flashcards augmented with mnemonics—partly gathered through crowdourcing—and the spacing effect to boost the speed and ease of learning.

Reasons to use it:

It is easy way to learn a language and everyone can use it. It will be really useful for the EVS volunteers to learn the language of the country they are volunteering in. It can also be used for a competition between them. Duolingo can be used for trainings for employees.

Where can it be used:

It can be used by teachers. They make a group and pick from thousands of multimedia flashcard courses or make their own.

IG & Legal perspective:

To legitimately register for this service you must be over the age of 13. If you want a Premium Account you have to pay for it. (9\$ per month or 59\$ per year)

DUOLINGO

Link: <https://www.duolingo.com/>

Overview of tool:

It is a free language learning platform application. Easy to use, like a game, funny way of learning a language. The site is kept free by getting students to help with translating the web as they learn.

Ways to use it:

There is a mobile and desktop application. You can synchronize them. You can sign up with your e-mail, Facebook or Google+ account. You can use it on your iPhone, Android apps or Windows Phone.

First we choose a language and start with the basic 1 or if we have some knowledge we can first take a test.

There are 4 kind of exercises:

- Listening
- Translation
- Matching
- Speaking

You earn points for correct answers, race against the clock, and level up.

Reasons to use it:

It is easy way to learn a language and everyone can use it. It will be really useful for the EVS volunteers to learn the language of the country they are volunteering in. It can also be used for a competition between them. Duolingo can be used for trainings for employees.

Where can it be used:

It can be used in schools. In order to be doubly useful as a business, Duolingo aims to translate websites using student translators.

IG & Legal perspective:

You can sign up for free to Duolingo with an email address, Facebook login or Twitter login.

Canva

Link: <https://www.canva.com/>

Overview of tool:

Canva is an online graphic design platform. It is providing free design tools and access to their library of images and offering additional paid designs, a marketplace for designers and tools specific for companies.

Ways to use it:

You can sign up with your e-mail, Facebook or Google+ account. Search and drag to create beautiful designs without ever leaving the Web. Start with a custom layout or a blank page. With all the tools in one place, there's nothing holding you back.

Reasons to use it:

For making posters, leaflets etc. for their events.

Where can it be used: F

or Marketing, Publicity or advertising purposes

IG & Legal perspective:

Canva is free to use most everything but they also offer the ability to buy some graphics at a low price if you just can't get what you want.

Survey Monkey

Link: <https://nl.surveymonkey.com/>

Overview of tool:

Survey monkey is cloud based online tool that provides you to customize your survey. Professional, efficient and easy deserved to be one of the best on market. It offers you to design you survey however you and to design it as you like it. Also contains a lot of other parameter that you can make your survey suitable for every opportunity.

Ways to use it:

After you know your topic and goals, register to the Survey Monkey website and you can start creating you survey by tapping questions and web-site also offer more parameter in context of template, design, statistics, analysis etc. After this is done, it is a time for collecting answers, you set a deadline and after it is done you can do analysis of your survey and create a final report.

Reasons to use it:

Firstly every organization seeks for feedbacks for their work. Survey Monkey is a perfect to do that, also feedback at the end of projects and trainings. It is also desirable to use for taking opinion from new members and doing survey on randomly people to get to know projects youth and people would like to do.

Where can it be used:

It can be used for :

- coaches
- statistical office
- marketing

IG & Legal perspective:

It is applicable for everyone.

Diigo

Link: <https://www.diigo.com/>

Overview of tool:

Diigo is a multi-tool for personal knowledge management. It dramatically improves your workflow and productivity easy and intuitive, yet it's versatile and powerful. Pronounced as Dee'go, it is an abbreviation for "Digest of Internet Information, Groups and Other stuff." The "Other stuff" part gives to this tool open mandate to relentlessly innovate and provide better and better value to users. Diigo is dedicated to:

- improve every aspect of your information workflow
- continuously improve our service by innovating and by listening to our users eventually provide the ultimate information and knowledge management system to transform how we research and consume information, and how we acquire and organize knowledge.

Ways to use it:

You can use Diigo daily.

- Read more effectively with annotation tools as you browse around the web. Add digital highlighters and sticky notes whether on PC, tablets, or mobile, and have them always be where you left them when you return!
- Build your personal library in the cloud, with links, pages, notes, pictures etc, never to be lost, and ready to be accessed anywhere.
- Say goodbye to broken links and lost treasures Diigo archives the webpages for the links you save. Better yet, the archived pages are fully searchable.
- Provide feedback and catch attention with annotation or screenshots Want to draw attention to a particular paragraph to your Twitter followers? Highlight it and tweet. Want to comment on a student's writing? Use sticky notes for inline commenting. Want to provide feedback on a web design? Capture the page and mark it up.
- Organize your information as little or as much as you want. Since Diigo provides powerful search capabilities, the simple act of saving or annotating something, often with just one-click, will enable you to find it easily later.
- Share information as much or as little as you want One advantage of storing information in the cloud is that you can share them easily when

you want to. Each piece of information can be set as private or public on Diigo

- Enable better collaboration on information for any group, large or small. Too little or too much sharing with email? Build a group knowledge repository for your family, your class, your team, or your entire company; each group member can add and subscribe to it, and browse and search it

Reasons to use it:

Every organisation and can use it for increasing efficiency in work and communication, also as a personal research tool.

It's particularly handy for those times when you're not able to use your 'main' computer and you want to access sites that you use all the time.

Where can it be used:

It is useful for sectors of project management, research department, marketing sector and education sector.

IG & Legal perspective:

The basic package for Diigo is free, but for additional updates you have to pay.

Asana

Link: <https://asana.com/>

Overview of tool:

Web application for teams to finishing projects together.

Ways to use it:

1. Download the app www.asana.com.
 1. Register yourself.
 2. Start your project.
 3. Invite your team.
 4. Start organizing your project:
- Tasks: plan them, communicate priorities.
 - Attachments: from Dropbox or Google Drive.

- Due dates: to be on time.
- Dashboards: have a whole view of the project.
- Calendar: visualize your team's goals & milestones.
- Mobile: work from anywhere.

Reasons to use it:

It is for free and it is useful to:

- Manage to-do's.
- Debate and approve ideas.
- Track milestones.
- Get the sense of community.
- Communicate with people involved in the project.
- Make the whole project more efficiency.
- It has a free version.

Where can it be used:

Project Management services.

IG & Legal perspective: /

PODIO

Link: <https://podio.com/site/en>

Overview of tool:

Podio supplies a web-based platform for organizing team communication, business processes, data and content in project management workspaces. Users can also select business "apps" from an online app store or build their own according to project needs.

Ways to use it:

In order to use Podio you have to subscribe on the web site. You can download the application for free on the stores for Apple and Android application. It allows to organize and conduct project management.

Reasons to use it:

A Podio “app” is a template for objects with a given number of customizable fields. Field types include text (single- and multi-line), number, category (enumeration of fixed values), date, duration, progress percentage, monetary value, image, link, map location, contact and relationship with other objects. Any object can also store file attachments, tags, votes, a rating, and tasks associated with the object. Once objects are added to the app’s collection via data entry or import from an Excel spreadsheet, they can be displayed in several layouts: card, badge and table. Filtering and basic calculations are available.

Where can it be used:

Hundreds of thousands of organizations around the world have jumped on Podio to transform the way they work for the better. From startups organizing their first product launches, to thriving digital agencies running client projects

IG & Legal perspective:

Podio is available in two different version, like a paid service plan or as a free service plan. A free service is any Podio organizations with a limited number of users or items and functionality as determined by Podio in its discretion. Podio does not own any data, information or material that you or others submit to the service in the course of using the Service (“Uploaded Data”). Podio alone shall own all right, title and interest, including all related intellectual property rights, in and to the Podio technology, the content and the Service and any suggestions, ideas, enhancement requests, feedback, recommendations or other information provided by you or any other party relating to the service.

De Mobo

Link: <http://www.demobo.com/>

Overview of tool:

De Mobo is an interactive multi-screen application that allows you to do presentations remotely.

Ways to use it:

You connect your smartphone to the presentation device, having them on the same Wi-fi network. Afterwards, you add a code to have the slides available.

Reasons to use it:

In order to have more spontaneous and interactive presentations and to add value to the teaching process.

Where can it be used:

For easier management of your presentations, and a more mobile power point presentation, using only your phone.

IG & Legal perspective: /**Bitly**

Link: <https://bitly.com/>

Overview of tool:

It's used for shortening URLs and providing analytics and statistics.

Ways to use it:

There is a possibility to use Bitly with or without an account.

Without an account: only for shortening URLs.

With an account: possibility with premium account to track views (from different sources)

Accounts can be made using google, facebook or manually.

Reasons to use it:

Allows for short and neat URLs (no longer long and messy URLs with many diacritic characters)

Good to use in combination with social media (shorter messages; trackable views)

Where can it be used:

In the field of view tracking (as a premium user) or for simplifying link distribution

IG & Legal perspective:

If you are under age 13, you may not, under any circumstances, use the Services.

Bitly may terminate your access to all or any part of the Services at any time, with or without cause, with or without notice, effective immediately, which may result in the forfeiture and destruction of all information associated with your Account.

Moodle

Link: <https://moodle.org/>

Overview of tool:

Moodle is an online learning platform. As a tool, it eases the process of e-learning.

Ways to use it:

By creating an account and establishing your own learning space, according to the needs of the training.

Reasons to use it:

It's good to use it if you wish to additionally support the period of preparation before the training and the period of follow up after the training. It can also be used for setting up a whole training online.

Where can it be used:

In the field of youth training and non-formal education.

IG & Legal perspective:

It's free and everyone can download it and create an account.

Google Drive

Link: <https://www.google.com/drive/>

Overview of tool:

Your own personal cloud for data storage

Ways to use it:

In order to use it you should have a gmail account, and automatically it get's connected to yur own personal or shared drive.

Reasons to use it:

In order to work on documents together online, with the rest of the team and to store data online, where it will be always available.

Where can it be used:

In the field of youth work in general.

IG & Legal perspective:

It's free to use, but worth mentioning is it that it's not the most secure place for storgae, so everyone using it should be careful.

YAST

Link: <https://www.yast.com/>

Overview of tool:

The easiest way to track time for your and your teams duties and obligations.

Ways to use it:

You can open an account and integrate your calendar with your activities, set up the time by which they should be done, and YAST will help you to effectively count it, also making it available for the rest of the team members.

Reasons to use it:

Time is of great imprtance in the youth work field, and a nice overview of deadlines and remaining time for certain obligations is more tan welccomed in any team, as well as for solo-workers.

Where can it be used:

In the field of youth work in general.

IG & Legal perspective: /**Live Journal**

Link: <http://www.livejournal.com/>

Overview of tool:

A personal journal for personal updates and to-do's, for all of us out there that need to be reminded, every now and then.

Ways to use it:

All you have to do is post your to-do's , and let the magic happen.

Reasons to use it:

The one and only reason is to be reminded of everything you have to do through out the day, month or year.

Where can it be used:

In the field of youth work in general, while planing and dividing assignments.

IG & Legal perspective: /

6. EDUCATIONAL PURPOSES

Moodle

Link: <https://moodle.org/>

Overview of tool:

Moodle is an online learning platform. As a tool, it eases the process of e-learning.

Ways to use it:

By creating an account and establishing your own learning space, according to the needs of the training.

Reasons to use it:

It's good to use it if you wish to additionally support the period of preparation before the training and the period of follow up after the training. It can also be used for setting up a whole training online.

Where can it be used:

In the field of youth training and non-formal education.

IG & Legal perspective:

It's free and everyone can download it and create an account.

LOORE

Link: <http://lore.com/>

Overview of tool:

Just like Moodle, LOORE also represents an online learning platform. As a tool, it eases the process of e-learning.

Ways to use it:

In order to use it you just have to create your own profile, and then create

a “classroom” according to your desired preferences for the training.

Reasons to use it:

It’s good to use it if you wish to additionally support the period of preparation before the training and the period of follow up after the training. It can also be used for setting up a whole training online.

Where can it be used:

In the field of youth training and non-formal education.

IG & Legal perspective:

It’s free and everyone can download it and create an account.

DOODLE

Link: <http://doodle.com/it/>

Overview of tools:

DOODLE is an online scheduling tool which can be very useful for planning and organize meeting or events. It is possible to use it from computers and mobile phones too.

Way to use it:

To schedule an event with Doodle is very easy. First step is to insert the basic information about your event. Then you fill it in with all the required information such as dates and time of the meeting. The final step is to invite people and share your event with them. According to participants best option, Doodle will finally show the best day and time for meeting.

Reasons why to use it:

It is a flexible, practical and productive online application you can use by computer or mobile phone, connecting it with Google Maps. It’s easy to use it and it’s free. In addition to this, you can color your event, use a time zone for scheduling the event, sync your calendar and import your contacts. That’s why it helps you to deal with working problems, especially with bigger groups and their events.

Where can it be used:

It can be used in a big amount of sectors like coordination of volunteers and training participants, organization between employees or boss and employee relation and group of coaches.

IG & Legal perspective:

There's no age limit for using Doodle, it protects your privacy and data, personal information which are all stored in its servers.

TUMBLR

Link: <https://www.tumblr.com/>

Overview of tools:

Tumblr is a blogging platform and Social networking website in which you can post and share multimedia and other contents and create or follow blogs.

Way to use it:

In order to use Tumblr you sign up for an account. Then you start to know the different kind of posts so you can follow people, put likes on their contents, reblog or post your original and personal content. Moreover, you can queuing and drafts, customize your Tumblr.

Reasons why to use it:

Most of all, it can be used for marketing and informative purposes. It has got a friendly interface, variable themes are possible, it's easy to customize it as well as sharing from web & mobile application.

Where can it be used:

It can be useful in the online communication field especially because it is really flexible and connected to lots of online application such as YouTube, Twitter, Facebook etc. You can arrange work of organization, informing about projects, reporting events and trainings and publishing activities.

IG & Legal perspective:

There's an age restrictive policy. In fact, you need to be at least 13 to use Tumblr.

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