



Digital Education Skills In Rural Europe

COMPENDIUM OF PRACTICES

DIGITAL EDUCATION IN RURAL AREA





Digital Education Skills In Rural Europe



Co-funded by the
European Union

COMPENDIUM OF GOOD PRACTICES

Collection of digital education experiences in France and in Italy

*This compendium is one of the results of an Erasmus+ small-scaled partnership named:
DESIRE (Digital Education Skills in Rural Europe)*

DESIRE Project:

This project aims to improve digital inclusion practices in rural areas by identifying, analysing, and disseminating effective strategies for digital education. Through collaboration among educational institutions and local stakeholders, it seeks to provide innovative tools and resources that address the specific needs of rural communities.

The compendium of good practises is the 1st result of the DESIRE project. It classifies and analyses existing programmes in France and in Italy for succeeding to reach people with no or low digital skills living in rural areas.

Objectives:

This compendium aims at highlighting practices for developing digital education activities in rural areas, meeting the challenge of successfully reaching people who may accumulate various obstacles: isolation, lack of transport facilities, lack of IT tools and Internet connection, shame to ask for help, etc.

It presents a variety of practises, analysed as objectively as possible, that can inspire organisations (public authorities, social organisations, education centres) for developing digital education workshop and/or improving their own practices.

Methodology used:

For elaborating this questionnaire, DESIRE partners followed the steps below:

- Identify and select a variety of practises (different approaches, categories of actors, target groups, etc.)
- Create and administrate a common questionnaire in France and in Italy
- Conduct interviews to deepen the answers of the questionnaires
- Agree on a classification of the practises
- Elaborate a comparative analysis of the French and Italian practises
- Define advices and tips for successful practises

Definitions:

Within this compendium the following terms will be used according to these definitions.

- **Digital education practise:**

It refers to an initiative designed to support and/or to train individuals in the use of digital tools (computers, tablets, smartphones and connected objects) and online services, with the aim of promoting their autonomy and digital inclusion.

- **Rural areas:**

It refers to geographical areas that are poorly or not at all served by public transport.

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.

Partnership:



Fédération Régionale Familles Rurales des Pays de la Loire, Angers (France)
pays-de-la-loire.famillesrurales.org/

Familles Rurales is a French national network of non-profit organisations. In the « Pays de la Loire » région, Familles Rurales represents 30 000 member families, 5 900 volunteers, 340 local associations, 4 "departemental" federations. It is involved in European projects (Erasmus+, European Solidarity Corps, Franco-German Youth Office, etc.



Fédération Départementale Familles Rurales de Maine-et-Loire, Beaucouzé (France)
maine-et-loire.famillesrurales.org/

Familles rurales Maine-et-Loire supports 116 local associations involved in many different fields such as family support, youth, sport and culture, consumer rights, etc.
It has developed digital education activities all over the Maine-et-Loire territory.



Pixel, Florence (Italy)
www.pixel-online.net/

Pixel is an education and training institution based in Florence (Italy). Pixel was founded in 1999. Pixel's mission is to promote an innovative approach to education, training and culture, this is done mostly by trying to exploit the best potential of ICT for education and training.



Pegaso, Florence (Italy)
www.pegasonet.net/

Pegaso is a consortium of 23 social enterprises operating throughout Tuscany since 1995 and an accredited training agency with the Region of Tuscany. Pegaso is specialized in corporate and professional training, job placement programs, active labor policies, and civil service

COORDINATING AND SUPPORTING PROGRAMMES

NAME OF THE PROJECT	PROJECT LEADER	TARGET GROUP	PROJECT
THE BASICS OF DIGITAL TECHNOLOGY OF GENERAL INTEREST	Digital Society Program - National Agency for Territorial Cohesion (ANCT)	Digital educators	Collaborative resource center for digital technology of general interest.
THE DIGITAL EDUCATION COOPERATION	Digital Society Program - National Agency for Territorial Cohesion (ANCT)	Digital educators	“La coop” aims at creating a tool responding to the digital educators needs (follow up of their activities and of the beneficiaries)
RUR@LINETTE	Familles Rurales Aveyron (association)	People living in rural territories unable to travel to digital service providers	Rur@linette is an equipped van for proposing digital services to all territories, including the most isolated ones.
DIGITAL EDUCATORS	Digital Society Program - National Agency for Territorial Cohesion (ANCT)	Local authorities and associations involved in digital education	This programme supports citizens in their everyday use of digital technology, raises their awareness of digital issues and promotes their independence.
ANJOU NUMÉRIQUE	Anjou Numérique Syndicate	All audiences who are digitally excluded	Offers digital support initiatives tailored to residents in the most disadvantaged areas
MARAUD'IN	Federation of Solidarity Actors	Homeless people	Making digital technology accessible to all and strengthening access to rights and social ties for homeless people. It enables outreach teams to engage with the public using digital tools.
DIGITAL MEDIATION CENTER	Familles Rurales Maine-et-Loire (association)	People with no or few digital skills	These are spaces designed to advise and support all types of audiences in achieving digital autonomy.
ARTIFICIAL INTELLIGENCE FOR DIGITAL CITIZENSHIP	Glocal Factory	Internal staff members and external collaborators who work in partnership with the cooperative	Enhance digital skills for staff, collaborators, and disadvantaged adults, targeting over 40 internal staff, external collaborators, and adult beneficiaries.
DIGITAL ASSISTANCE POINTS IN CAPANNORI	Municipality of Capannori (LU)	Individuals with low digital literacy, especially elderly citizens and those living in remote areas	Digital help desk set up by the municipality of Capannori
CONNECTED IN GOOD COMPANY	Regione Toscana + ANCI	Older adults (65+) in rural and underserved areas of Tuscany.	The programme was designed to empower seniors (65+) in rural areas, equipping them with digital skills necessary to access regional online services and mitigate social isolation

TRAINING PROGRAMMES FOR THE DIGITAL EDUCATORS AND/OR DIGITAL EDUCATION PROVIDERS

NAME OF THE PROJECT	PROJECT LEADER	TARGET GROUP	PROJECT
AIDANTS CONNECT	Digital Society Program - National Agency for Territorial Cohesion (ANCT)	Digital educators	Aidants Connect is a digital public service that allows professional digital educators to securely support users with online administrative procedures.
DIGITAL HORIZONS	INRIA Foundation	Students	The programme implemented “connected campuses” which enable students to pursue higher education at a distance
LES HUBS	Digital Society Program - National Agency for Territorial Cohesion (ANCT)	Digital education actors	This programme sets up 15 regional hubs which objectives are to promote and develop cooperation between the digital inclusion actors at a regional level .
GOL UPSKILLING – PROFORMA	PRO-FORMA	unemployed individuals, and job seekers in need of digital upskilling.	Personalized learning paths based on DigComp; modular content; employment-oriented; over 2,200 participants.
BASIC DIGITAL SKILLS SOLUTION	Department of Planning, Design, and Architectural Technology, University of Rome “La Sapienza”	Digital education actors, teachers and professors	Training of trainers (teachers and professors) who work in rural or digitally underserved areas. They learn how to create open-access educational resources and pass on this knowledge to reach a wider audience.

THE BASICS OF DIGITAL TECHNOLOGY OF GENERAL INTEREST

<https://lesbases.anct.gouv.fr>

Digital Society Program - National Agency for Territorial Cohesion (ANCT)

The Basics of Digital Technology of General Interest is a platform whose aim is to create a nationwide collaborative resource centre around general interest digital technology. The aim is to facilitate the sharing of resources, common ground, best practices, projects, etc. on a range of subjects related to general interest digital technology: digital education and inclusion, responsible digital technology, digital culture, digital sovereignty, etc.

TARGET AUDIENCE

The main audiences of The Basics are, today, the digital educators, who can easily share and collect resources, educational materials, flyers, workshops, on the platform. Digital project managers also use the platform to share strategic documents or projects.



STRENGTHS

- An easy-to-use platform: It's extremely simple to create an account and upload a resource. There are nearly 2,000 resources currently accessible through "The Basics".
- A platform that can be used without an account to access the majority of resources
- A platform even better identified as a "monitoring tool" for educational resources for digital mediation



WEAKNESSES

- Searching can be complicated: the proliferation of resources and their poor indexing by creators can make searching complex and frustrating. Some users complain of feeling lost when faced with all the resources.
- An entry cost/difficulty in understanding certain concepts, such as "collections" which allow you to store/classify resources
- A recommendation/comment system that is still underused because it is not highlighted enough in the interface

MAIN IMPACTS OF THE PROGRAM

With nearly 2,000 accessible resources and more than 1,000 unique daily visitors, The Basics has become an essential monitoring and sharing platform for many digital mediators/advisors.



Les Bases du numérique
d'intérêt général

Find out more about this tool



THE DIGITAL EDUCATION COOPERATION

<https://coop-numerique.anct.gouv.fr>

Digital Society Program - National Agency for Territorial Cohesion (ANCT)

The 'Coop de la médiation numérique' is a platform that integrates a range of business tools for digital educators. Its purpose is to facilitate interconnection between the tools developed by the Digital Society programme of the French National Agency for Territorial Cohesion and those involved in digital education.

TARGET AUDIENCE

The main audiences of The Cooperation are, today, the digital educators, because this program has been created especially as a business tool dedicated to them.



STRENGTHS

- A business tool dedicated to mediators : no need to use another insecure or non-sovereign tool or build your own tool
- Clear and visual statistics to best promote your activity to your management. These statistics also integrate national statistics and make it possible to promote all the mediation support that takes place in the region.
- Secure and GDPR-compliant beneficiary tracking



WEAKNESSES

- Improvement in the interconnexion between tools : actually, the different tools mentioned above are not interconnected, which sometimes requires double entries
- Activities sometimes need to be reworked so that they better correspond to the need

MAIN IMPACTS OF THE PROGRAM

We do not yet have any impact measurement regarding The Cooperation, as the product is still under construction/improvement.



La Coop de la médiation numérique

Find out more about this tool



AIDANTS CONNECT

<https://aidantsconnect.beta.gouv.fr/>

Digital Society Program - National Agency for Territorial Cohesion (ANCT)

Aidants Connect is a digital public service that enables professional carers to help users carry out their formalities online in a legal and secure manner.

TARGET AUDIENCE

Aidants Connect speak to professional digital caretakers salaried of an organization (CCAS, town hall, hospital, association, etc.) and that regularly support users in the realisation of online administrative procedures. The role of these caretakers can be diversified : social workers, public reception agents, digital advisors or meditors...



STRENGTHS

- Legal certainty for the user, as the support is provided in the form of a mandate setting out the steps to be taken and responsibilities.
- Carers can manage a large number of dematerialised mandates on their personal digital space.
- The tool ensures continuity of support, encourages users to become more independent, puts the emphasis on human support, and provides security for both carers and users.



WEAKNESSES

- At present, Aidants Connect cannot be used by family carers, volunteers or carers on civic service, particularly for security and training reasons.

MAIN IMPACTS OF THE PROGRAM

Aidants Connect provides a secure legal framework for both digital carers and users. It also helps users to become more autonomous and more skilled.

**Aidants
Connect**

Find out more about this tool



RUR@LINETTE

<https://aveyron.famillesrurales.org/>

Familles Rurales - Departemental Federation of Aveyron

La Rur@linette is a travelling France Services motorhome. Fitted out to receive the public comfortably, it criss-crosses the department where needs have been identified. It complements France Services' fixed services.

TARGET AUDIENCE

All categories of people, but especially elder people.



STRENGTHS

- A mobile system designed to reach a wider audience, particularly in areas where fixed points are not sufficient to reach certain groups
- Support can be provided by appointment or free access
- Easy to mobilise partners, as the layout of the area creates a real need



WEAKNESSES

- Seek appropriate financing, as the cost of acquiring the motorhome is substantial (€76,000)
- Ensure regular maintenance of the vehicle, which is essential to the long-term future of the scheme
- Manage the perception of certain players, who may see this scheme as a form of competition

MAIN IMPACTS OF THE PROGRAM

This system makes up for the absence of France Services in certain areas of the country.

It is an essential service in several towns, where some of the assisted population have neither the means of transport to get to a France Services centre, nor relatives who can help them with their administrative formalities.

LA
RUR@LINETTE
au plus près de vous!

Find out more about this tool



DIGITAL HORIZONS

<https://www.fondation-inria.fr/>

INRIA Foundation

The programme implemented “connected campuses” which enable students to pursue higher education at a distance

TARGET AUDIENCE

The aim of the programme is to encourage the integration and professional reorientation of people who can't take part of higher education or vocational education, by attracting them to digital training courses adapted to their profile, and by paying close attention to their success. Mainly, students who are geographically distant from the campuses.



STRENGTHS

- Attracting students to higher education
- Individualised courses
- Innovative teaching methods adapted to distance learning
- Diversity of trainees
- Training based on sustainable and responsible digital technology



WEAKNESSES

- Difficulty in finding funding because the project requires a substantial budget

MAIN IMPACTS OF THE PROGRAM

Social impact: by making training accessible to a wide range of profiles, the programme will act as a lever for equal opportunities and promote social emancipation by offering learners a genuine opportunity for personal and professional development, thereby helping to reduce social inequalities.

Educational impact: the creation of a homogeneous educational capital by offering public training that ensures quality teaching, accessible to all, regardless of their geographical or social situation.

Socio-professional impact: thanks to a network of partnerships with companies and players in the sector, graduates will be better prepared and supported in their professional integration.



DIGITAL ADVISERS

<https://www.conseiller-numerique.gouv.fr/>

Digital Society Program - National Agency for Territorial Cohesion (ANCT)

The Digital Advisers programme is designed to support citizens in their day-to-day use of digital technology, to raise awareness of digital issues and to promote citizen autonomy. The ANCT funds the posts of digital advisors for employing bodies such as local authorities and associations.

TARGET AUDIENCE

Anyone requiring digital mediation, including very small businesses, SMEs and associations.

In practice, the groups most affected by the Digital Educators scheme are :

- with few or no qualifications
- Mostly women
- Mostly over 60
- Living in suburban or rural areas
- Very uncomfortable with digital technology



STRENGTHS

- Structuring and equipping the professional digital education sector (training, creation of digital advisor posts, development of tools, etc.)
- Deployment of digital advisors at local level



WEAKNESSES

- Lack of long-term visibility for digital advisor posts
- Better links with other public services
- Training tailored to the issues on the ground.

MAIN IMPACTS OF THE PROGRAM

At the end of their support, beneficiaries see digital technology less as a danger and a risk, and more as an opportunity.

The scheme has also had an impact on the digital education sector in France (training of advisers, creation of jobs, etc.).



CONSEILLER
NUMÉRIQUE

Find out more about this tool



TERRITORIAL HUBS FOR DIGITAL INCLUSION

<https://www.banquedesterritoires.fr/>

Digital Society Program - National Agency for Territorial Cohesion (ANCT)

The mission of the HUBS is to identify, coordinate and professionalise digital support structures and local authorities. This involves training digital carers, making tools and resources available, and helping to find the funding needed to develop projects.

TARGET AUDIENCE

The Hubs are aimed at a diverse range of players:

- Local players (associations, businesses, public services)
- Local authorities
- France Numérique Ensemble governing bodies
- Digital advisors and digital advisor coordinators



STRENGTHS

- 15 hubs covering the whole of mainland France and overseas territories.
- Ability to structure a network of local players (associations, local authorities, businesses)
- Support for local structures through technical expertise.
- Help with access to funding and calls for projects.



WEAKNESSES

- Hubs need to find a long-term business model.

MAIN IMPACTS OF THE PROGRAM

- Involvement of the Hubs in the vast majority of France Numérique Ensemble governance bodies
- Census of 13,000 digital mediation structures
- Support for local players

**LES HUBS
TERRITORIAUX**
POUR UN NUMÉRIQUE
INCLUSIF

Find out more about this tool



ANJOU NUMÉRIQUE

<https://www.anjou-numerique.fr/>

Anjou Numérique Syndicate

Anjou Numérique is a syndicate that offers digital support services to residents in areas with the least resources (one-to-one sessions, group workshops)

It is also helping to structure a long-term offering by mobilising local elected representatives and players in the creation of their local Digital Inclusion Network.

TARGET AUDIENCE

Anjou Numérique is aimed at all those who are not digitally literate

STRENGTHS

- The presence of advisers throughout the department
- The team's ability to offer workshops on a wide range of topics for a wide range of audiences
- The creation of tools to encourage the development and sustainability of digital support services in all the department's centres.

WEAKNESSES

- The complexity of mobilising some territories on this issue
- The fragility of funding scheme

MAIN IMPACTS OF THE PROGRAM

The main impact of Anjou Numérique is to enable all residents to find the digital support they need close to home.

anjou
numérique

Find out more about this tool



MARAUD'IN

<https://www.federationsolidarite.org/>

Federation of Solidarity Organisations

The aim of the Maraud'In scheme is to make digital technology accessible to all, and to strengthen access to the law and social ties among homeless people. It enables outreach workers to use digital tools to reach out to the public.

TARGET AUDIENCE

Homeless people



STRENGTHS

- Support can be provided directly on the street, and therefore in a less formal setting
- The innovative aspect of the project is distinguished both by its target beneficiaries and by the training methods used with the mediators
- The importance of maintaining a human link in the support relationship
- The added value of outreach work as a complement to day centres



WEAKNESSES

- The framework for effective implementation remains complex to deploy
- Ensuring the sustainability of this project without long-term funding

MAIN IMPACTS OF THE PROGRAM

- Among other things, the system enables beneficiaries to regain the rights they lost when they were homeless
- Tools enable social workers to save time, secure documents and provide support to almost 1,500 people and 400 professionals
- Thanks to tablets, smartphones and mobile batteries provided to teams in the field, beneficiaries can carry out administrative procedures, recharge their devices and maintain a social link.



Find out more about this tool



DIGITAL MEDIATION CENTERS

<https://maine-et-loire.famillesrurales.org>

Familles Rurales Departemental Federation of Maine-et-Loire

Digital Mediation Centers are places where people of all ages can get advice and support on how to use digital tools, online services and surfing the Internet independently. These centers offer one or more of the following services:

- **Digital drop-in sessions:** individual advice and support, free or supervised access to a computer or tablet with internet access
- **Group workshops:** themed events on how to use digital tools and surf the internet,
- **Awareness-raising sessions:** e-safety, digital parenting, etc.

TARGET AUDIENCE

These include, but are not limited to, people living in remote rural areas, senior citizens, people living in municipalities or areas with poor access to fixed structures, and people who find it difficult to visit administrative centres or France Services centres.



STRENGTHS

- Local roots for our associations
- Groups that form quickly
- A complementary solution that offers on-call services in the most isolated areas



WEAKNESSES

- This scheme depends to a large extent on local volunteers

MAIN IMPACTS OF THE PROGRAM

- Access to rights for people with digital difficulties
- Social links



ARTIFICIAL INTELLIGENCE FOR DIGITAL CITIZENSHIP

<https://www.glocalfactory.eu>

AI for Digital Citizenship - Glocal Factory Cooperative

Glocal Factory, a cooperative founded in 2015/2018, organizes digital education and inclusion projects. Initiated in 2017, the program aims to enhance digital skills for staff, collaborators, and disadvantaged adults, targeting over 40 internal staff, external collaborators, and adult beneficiaries. Managed by a six-person team, funding primarily comes from Erasmus+ KA1/KA2, CERV, and local foundations. Its strengths include personalized, blended learning, leading to improved digital tool utilization and career impact for participants.

TARGET AUDIENCE

The main audiences for these projects include internal staff members of the cooperative itself, who participate in training and development initiatives as well as external collaborators who work in partnership with the cooperative on various endeavors and adult beneficiaries who are the direct recipients of the different projects that have been implemented.



STRENGTHS

- **Personalization of training:** achieved through an initial needs analysis to tailor the learning experience.
- **Up-to-date knowledge of digital tools:** for both professional and personal use, including testing of these resources.
- **Group work based on skill levels and expertise**
- **Blended learning approach:** a combination of in-person and online learning methods.



WEAKNESSES

- **Regularity of training:** training sessions should be implemented more consistently.
- **Extended duration:** training should be provided over multiple days with more time allocated per session.
- **Individualized tutoring:** one-on-one support from tutors should be offered.
- **In-person delivery:** the proportion of face-to-face training sessions should be increased.
- **Equipped facilities:** Training should be ensured to take place in adequately equipped rooms.

MAIN IMPACTS OF THE PROGRAM

Participants have reported a notable improvement in their ability to utilize technology effectively, both in their professional roles and in their daily lives. Many have also expressed their appreciation for being able to include the completed training course in their curriculum vitae, recognizing its value for career advancement and personal development

GLOCAL  **FACTORY**

Find out more about this tool



BASIC DIGITAL SKILLS SOLUTION

Department of Planning, Design, and Architectural Technology, University of Rome "La Sapienza"

This initiative is a European Erasmus+ project (2024-2025) led by La Sapienza University of Rome. It aims to train trainers (teachers and professors) who work in rural or digitally underserved areas. They learn how to create open-access educational resources and pass on this knowledge to reach a wider audience.

TARGET AUDIENCE

Individuals actively involved in digital education, specifically professors and teachers who operate in contexts with limited digital infrastructure and in rural areas.



STRENGTHS

- Involvement of multidisciplinary academic staff
- Availability of a highly structured and organized program, with extensive educational material produced for this purpose
- High-quality monitoring of entry and exit skills to verify the pre- and post-training competency differential



WEAKNESSES

- The courses should probably be longer to allow trainers to cover more topics and delve deeper into the material discussed.

MAIN IMPACTS OF THE PROGRAM

- Development of fundamental basic digital skills that are essential for effectively teaching these very same skills.
- Establishment of collaborative, cross-functional working groups to foster broader engagement and knowledge sharing.
- The transnational nature of the action, allowing for international collaboration and impact.
- An exceptionally high replication rate, indicating the widespread adoption and successful dissemination of the training.



Find out more about this tool



GOL UPSKILLING - DIGITAL

<https://proformacoop.it/>

Training Agency - Proforma Coop

The programme was implemented to enhance the digital competencies of workers, unemployed individuals, and job seekers to improve their employability and adaptability in the labor market. It aims to equip participants with essential digital skills aligned with the DigComp framework.

TARGET AUDIENCE

Unemployed individuals, and job seekers in need of digital upskilling.



STRENGTHS

- Structured curriculum aligned with DigComp standards.
- Accessibility for unemployed individuals and workers in transition.
- Personalized learning pathways to address different skill levels.
- Strong institutional support and funding stability.



WEAKNESSES

- Some participants struggle with digital accessibility at home.
- Need for more advanced digital courses beyond the foundational level.
- Difficulty in ensuring long-term engagement and retention.

MAIN IMPACTS OF THE PROGRAM

- Increased employability and digital readiness of participants.
- Improved workplace efficiency for employed beneficiaries.
- Greater digital inclusion in rural and underserved areas.



Find out more about this tool



DIGITAL ASSISTANCE POINTS IN CAPANNORI

Comune di Capannori (LU)

The Municipality of Capannori launched two “Punto Digitale Facile” help desks in 2023 to support citizens in accessing digital public services such as SPID, CIE, health records, online payments, and bookings. Funded by the PNRR with about €60,000, the project quickly became a regional best practice, assisting over 2,100 people in less than a year, especially adults over 35 and families.

TARGET AUDIENCE

The initiative primarily serves individuals with low digital literacy, especially elderly citizens and those living in remote areas.



STRENGTHS

- Free and accessible for all citizens.
- Personalized assistance tailored to individual needs.
- Strong collaboration with municipal offices, ensuring streamlined access to services.
- High level of community involvement and participation.



WEAKNESSES

- The growing demand occasionally exceeds available resources.
- Some individuals remain hesitant about digital tools despite support.
- Continuous education is necessary to ensure lasting digital skills

MAIN IMPACTS OF THE PROGRAM

- Improved digital literacy among the community.
- Increased confidence in using online services.
- More widespread access to essential digital tools for administrative tasks.



Find out more about this tool



CONNECTED IN GOOD COMPANY

<https://spicgiltoscana.it/categorie/telemedicina-e-facilitazione-digitale/connessi-in-buona-compagnia/>

Connected in Good Company - Regione Toscana - Spi Cgil

Connected in Good Company is a pilot project promoted by the Tuscany Region with Anci Toscana and pensioners' unions to support people over 65 in using new technologies and accessing digital public services. Its goals are to reduce the digital divide, foster active participation, and safeguard digital citizenship. Through the creation of "Health Shops", unions and young civil service volunteers help seniors improve their digital skills, from online payments to health records and registry services.

TARGET AUDIENCE

The programme was designed to empower seniors (65+) in rural areas, equipping them with digital skills necessary to access regional online services and mitigate social isolation



STRENGTHS

- Customised training designed specifically for older learners.
- Supportive one-on-one learning approach.
- Partnerships with local communities to enhance accessibility.
- Helps bridge the digital divide among seniors in remote areas.



WEAKNESSES

- Some seniors struggle with digital learning due to cognitive barriers.
- Digital skills can fade without regular practice.
- Internet access is inconsistent in some rural areas.

MAIN IMPACTS OF THE PROGRAM

- Increased digital independence among seniors.
- Reduced feelings of social exclusion.
- Greater ability to handle online administrative tasks.



Find out more about this tool



DATA SHEETS

LEARN MORE ABOUT THE DIFFERENT
PRACTICES



Digital Education Skills In Rural Europe



THE BASICS OF DIGITAL TECHNOLOGY OF GENERAL INTEREST

<https://lesbases.anct.gouv.fr>

Part 1 : Context

Name of your organization and its digital education program

Structure: Digital Society Program - National Agency for Territorial Cohesion (ANCT)

Program: The Basics of Digital Technology of General Interest

When did the program start?

- On June 2022 for the first version “The Basics”
- On January 2024 for the second version (current) The Basics

Why was it set up? What are the objectives?

The objective of the platform “The Basics of Digital Technology of General Interest” is to create a nationwide collaborative resource center for digital technology of general interest. The goal is to facilitate the sharing of resources, commons, good practices, projects,... on various topics related to digital technology of general interest : digital mediation and education, responsible digital technology, digital culture, digital sovereignty...

Who is/are the target audience(s) of the system?

The main audiences of The Basics are, today, the digital educators, who can easily share and collect resources, educational materials, flyers, workshops, on the platform. Digital project managers also use the platform to share strategic documents or projects.

How do you reach this audience(s)?

- Communication on social media or on local events and organization of webinars with structures, network heads, teams of digital educators/advisers
- Communication through the platform contributors

How many people are affected by this device?

Today, The Basics count :

- Between 1000 and 1800 unique visitors per day
- 7400 profiles created

What human resources are dedicated?

- In 2023 (revision of the platform) : a programmer, a designer, a product manager
- In 2024 (deployment-acquisition) : an intrapreneur, a programmer, a designer, a product manager, a deployment manager

What are the sources of funding for the system?

The platform is financed by the State budget through the ANCT Digital Society Program.

Part 2 : Strengths and Weaknesses

What are the strengths of your program?

- An easy-to-use platform: It's extremely simple to create an account and upload a resource. There are nearly 2,000 resources currently accessible through "The Basics".
- A platform that can be used without an account to access the majority of resources
- A platform even better identified as a "monitoring tool" for educational resources for digital mediation

What are the weaknesses or potential points for improvement?

- Searching can be complicated: the proliferation of resources and their poor indexing by creators can make searching complex and frustrating. Some users complain of feeling lost when faced with all the resources.
- An entry cost/difficulty in understanding certain concepts, such as "collections" which allow you to store/classify resources
- A recommendation/comment system that is still underused because it is not highlighted enough in the interface

Part 3 : Participant monitoring and project impact

Have you planned long-term follow-up of participants? If so, how?

We mainly follow organizations / partners that wish to share resources on The Basics, but we do not have the ability to follow every user.

How do you assess the impact of your program?

We assess impact primarily through a satisfaction rating, which can be left on The Basics. We also measure the number of weekly visitors, the number of new profiles created, the number of active profiles, the number of resource views, and the number of new resources published.

What are the main impacts of the program?

With nearly 2,000 accessible resources and more than 1,000 unique daily visitors, The Basics has become an essential monitoring and sharing platform for many digital mediators/advisors.

Have you implemented a process for collecting participant feedback? If so, how?

A “I give my opinion” button is accessible via the navigation bar.

What are the main feedbacks from participants?

With an average score of 7.8/10, users who rated the platform are generally satisfied with it. The most common areas of difficulty are search, with difficulty finding the exact content they're interested in.



THE DIGITAL EDUCATION COOP

<https://coop-numerique.anct.gouv.fr>

Part 1 : Context

Name of your organization and its digital education program

Structure: Digital Society Program - National Agency for Territorial Cohesion (ANCT)

Program: The Digital education Coop

When did the program start?

- Conceptualisation : January 1, 2024
- Launch : November 15, 2024

Why was it set up? What are the objectives?

The Coop's goal is to create a tool suitable for digital educators needs. It aims to build, with these stakeholders, a tool that allows them to follow and promote their activity, but also follow up on their beneficiaries in a legal and technical framework. Finally, the Cooperation will be, in the long term, interconnected with business tools (Digital Help Appointment, Pix, The Basics...).

Who is/are the target audience(s) of the system?

The main audiences of The Coop are, today, the digital educators, because this program has been created especially as a business tool dedicated to them.

How do you reach this audience(s)?

Actually, the deployment to digital mediators has not yet really begun: the tool has until now been deployed to digital advisors (digital mediators co-financed by the State), who have an obligation to complete it.

How many people are affected by this device?

On February 20, 2025, The Cooperation counted 3,271 users, whose major part is digital advisors. 446 962 support sessions have been registered on The Coop, for a total of 392 334 beneficiaries.

What human resources are dedicated?

An intrapreneur, a project manager, two designers, two deployment managers

What are the sources of funding for the system?

The platform is financed by the State budget through the ANCT Digital Society Program.

Part 2 : Strengths and Weaknesses

What are the strengths of your program?

- A business tool dedicated to mediators : no need to use another insecure or non-sovereign tool or build your own tool
- Clear and visual statistics to best promote your activity to your management. These statistics also integrate national statistics within the framework of France Numérique Ensemble and make it possible to promote all the mediation support that takes place in the region.
- Secure and GDPR-compliant beneficiary tracking

What are the weaknesses or potential points for improvement?

- Improvement in the interconnexion between tools : actually, the different tools mentioned above are not interconnected, which sometimes requires double entries
- Activities sometimes need to be reworked so that they better correspond to the need: integration of CRAs administrative procedures into other CRAs for greater clarity

Part 3 : Participant monitoring and project impact

Have you planned long-term follow-up of participants? If so, how?

We track overall user activity through an internal statistical dashboard.

How do you assess the impact of your program?

We do not yet have any impact measurement regarding The Coop, as the product is still under construction/improvement.

What are the main feedbacks from participants?

Digital educators generally express a certain satisfaction regarding the tool, especially in comparison with the previous that they had to use (The Cooperation Space).



AIDANTS CONNECT

<https://aidantsconnect.beta.gouv.fr/>

Part 1 : Context

Name of your organization and its digital education program

Structure: Digital Society Program - National Agency for Territorial Cohesion (ANCT)

Program: Aidants Connect

When did the program start?

In 2021

Why was it set up? What are the objectives?

The dematerialisation of administrative procedures has become a new public service standard as part of the 'Action publique 2022' plan. Since then, a large number of people have turned to a third party for support in completing their administrative procedures online.

Aidants Connect was created in response to the need to ensure the security of these services, and to prevent the manipulation of users' personal data (in particular logins and passwords) and therefore the risk of fraud.

Who is/are the target audience(s) of the system?

Aidants Connect speak to professional digital caretakers salaried of an organization (CCAS, town hall, hospital, association, etc.) and that regularly support users in the realization of online administrative procedures. The role of these caretakers can be diversified : social workers, public reception agents, digital advisors or meditors...

How do you reach this audience(s)?

Aidants Connect authorized caretakers are employed within many organizations : Maison France Services, social support associations, CCAS, town halls, digital mediation locations, etc.

How many people are affected by this device?

- 289,302 Administrative Procedures Completed
- 44,734 People Supported
- 86,020 Mandates Created

What human resources are dedicated?

Data from February 2025 :

- More than 8000 authorized caretakers
- 1,300 caretakers currently being certified
- More than 3,000 certified facilities
- More than 800 facilities currently being certified

What are the sources of funding for the system?

The Aidants Connect digital tool is fully funded by the ANCT's Digital Society programme.

Aidants Connect training is funded by the French government in a number of ways:

- Between May 2021 and June 2023, 14,000 carers were trained in Aidants Connect via a public procurement contract.
- For all organisations that are members of the OPCO Uniformation, caregivers can benefit from funding for their Aidants Connect training thanks to a partnership between Uniformation and the ANCT.
- For digital advisers, Mednum, as part of the public training contract for Conum, operates the Aidants Connect training modules.

As part of France Numérique Ensemble, the Digital Society Programme is funding Aidants Connect and aidants numériques training courses to the tune of €20,000 per département (€1.6M).

Part 2 : Strengths and Weaknesses

What are the strengths of your program?

- By using Aidants Connect, the professional carer offers legal certainty to the user, as the support is set out in a mandate. The mandate sets out the steps to be taken, the responsibilities (particularly with regard to data confidentiality and security) and the right to revoke the mandate at any time.
- The added value of Aidants Connect is that carers can manage numerous dematerialised mandates on their personal digital space. In addition, each professional carer receives alerts when a mandate expires (to make it easier to renew or archive the mandate).
- What's more, Aidants Connect is a tool that ensures continuity of support, encourages users to become more independent, places the emphasis on human support and, last but not least, provides security for both carers and users.

What are the weaknesses or potential points for improvement?

At present, Aidants Connect cannot be used by family carers, volunteers or carers on civic service, particularly for security and training reasons.

Part 3 : Participant monitoring and project impact

Have you planned long-term follow-up of participants? If so, how?

- Aidants Connect monitors the system via indicators on its Statistics page: <https://aidantsconnect.beta.gouv.fr/>
- The Aidants Connect team offers, if necessary, re-boarding webinars for caregivers who have not used the tool for a long time.

What are the main impacts of the program?

Aidants Connect:

- Provides a secure legal framework for digital caregivers by creating a digital legal mandate and securing the management of user IDs and passwords;
- Promotes users' increased independence.

What are the main feedbacks from participants?

Some examples of user feedback on the 5 Good Reasons factsheet: <https://aidantsconnect.beta.gouv.fr/ressources/>

- "With Aidants Connect, I spend 40 minutes on a file where before I spent 1.5 hours! It saves me a lot of time, it relieves my time and my responsibility." - France Services Advisor
- "Aidants Connect reassures users. Every process is carried out with complete transparency using the mandate. They have proof of the support provided. In addition, users are notified by email when a process is carried out with Aidants Connect." - Manager of a CCAS
- "Many of the people I've supported with Aidants Connect are students I currently have in workshops or have had previously. For me, Aidants Connect is a lever for empowerment." - Manager of an EPN.



Part 1 : Context

Name of your organization and its digital education program

Structure: Familles Rurales, Departmental Federation of Aveyron
Program: La Rur@linette

When did the program start?

January 2023

Why was it set up? What are the objectives?

The scheme was born out of a clearly identified local need. The region is made up of three urban towns surrounded by a large number of medium-sized villages, so needs are spread out over a wide area. This configuration makes it difficult to set up fixed points, hence the need for a mobile solution. This approach is in line with the Federation's historical approach, which has always focused on proximity and mobility.

Who is/are the target audience(s) of the system?

All categories of people, but especially elder people.

How do you reach this audience(s)?

By going towards people. Rur@linette has signed an agreement with 5 local authorities, but works across a large part of the territory.

What human resources are dedicated?

1 employee at 28 hours per week and another one at 32 hours per week.

What are the sources of funding for the system?

A contribution of 3,000 euros per year for each local authority agreement.
The equipped van was funded by public bodies. Its cost was 76,000 euros
We also have financial support for the operating costs.

Part 2 : Strengths and Weaknesses

What are the strengths of your program?

- Itinerant services, because the way the area is laid out makes it impossible to reach certain sections of the public at fixed points.
- We also propose 2 different options for supporting people: with or without appointment.

What are the weaknesses or potential points for improvement?

- To find financing, as the cost of a motor home (equipped van) is high (76,000 euros).
- To ensure that the vehicle is maintained.
- Yet, it is easy to mobilise partners because of the territory needs.

Part 3 : Participant monitoring and project impact

Have you planned long-term follow-up of participants? If so, how?

It is difficult to do because the beneficiaries are always changing. Sometimes, they are supported only once.

How do you assess the impact of your program?

By the number of visitors and by the number of support provided.

What are the main impacts of the program?

- Assisting people with digital difficulties to do online procedures.
- Asserting the rights of isolated inhabitants.

Have you implemented a process for collecting participant feedback? If so, how?

Yes. Discussion after support and questionnaire

What are the main feedbacks from participants?

- Feedbacks are very positive
- It helps to overcome the lack of public services in the area.
- This service is essential i people do not have the mobility to go to the France service or do not have anyone around them who can help them with the formalities.



DIGITAL HORIZON

<https://www.fondation-inria.fr/>

Part 1 : Context

Name of your organization and its digital education program

Structure: INRIA Foundation

Program: Digital Horizon

When did the program start?

At beginning 2022.

Why was it set up? What are the objectives?

The origins of the programme lie in a reflection on Connected Campuses, a nationwide scheme launched in 2019 by the Ministry of Higher Education, Research and Innovation (MESRI), in collaboration with the Banque des Territoires and local authorities (French national public organisation) .

The aim of the connected campuses is to enable students to pursue higher education at a distance in conditions that promote success and social emancipation. These spaces, located in third places close to where students live, offer optimal working conditions, with personalised support and tutoring in the presence of other students enrolled in distance learning courses.

The aim is to strengthen digital skills in the region by training talented persons.

Who is/are the target audience(s) of the system?

The aim of the programme is to encourage the integration and professional reorientation of people who can't take part of higher education or vocational education, by attracting them to digital training courses adapted to their profile, and by paying close attention to their success.

Mainly, students who are geographically distant from the campuses.

How do you reach this audience(s)?

By proposing remote trainings

How many people are affected by this device?

None, because the programme has not started yet.

What human resources are dedicated?

None, right now.

What are the sources of funding for the system?

0 € as it has not started yet.

Discussions are underway to obtain public and private financial support, as well as skills sponsorship.

Part 2 : Strengths and Weaknesses

What are the strengths of your program?

- Attraction to higher education: by removing barriers, the program promotes equal opportunities in access to higher education.
- Individualized pathways: each student benefits from a personalized course based on their profile and professional goals.
- Innovative pedagogy adapted to distance learning: reducing the risk of student dropout
- Diversity of the trained audience: the program is aimed at both recent high school graduates and employees undergoing retraining or validation of prior learning (VAE).
- Training focused on sustainable and responsible digital technology: by training professionals with critical thinking and awareness of sustainability issues, the project meets the growing expectations of companies regarding social and environmental responsibility.

What are the weaknesses or potential points for improvement?

Difficulty in finding funding because the project requires a significant budget.

Part 3 : Participant monitoring and project impact

Have you planned long-term follow-up of participants? If so, how?

Each year, a report will be published to inform on the impact of the project, to learn from experience and to make continuous progress.

What are the main impacts of the program?

Social impact: by making training accessible to a wide range of profiles, the programme will act as a lever for equal opportunities and promote social emancipation by offering learners a genuine opportunity for personal and professional development, thereby helping to reduce social inequalities.

Educational impact: the creation of a homogeneous educational capital by offering public training that ensures a high quality of education, accessible to all, regardless of their geographical or social situation.

Socio-professional impact: thanks to a network of partnerships with companies and players in the sector, graduates will be better prepared and supported in their professional integration.



DIGITAL ADVISORS

<https://www.conseiller-numerique.gouv.fr/>

Part 1 : Context

Name of your organization and its digital education program

Structure: Digital Society Program - National Agency for Territorial Cohesion (ANCT)

Program: Digital Advisor

When did the program start?

2020

Why was it set up? What are the objectives?

The aim is to support citizens in their day-to-day use of digital technology, to raise awareness of the challenges of digital technology, to encourage responsible use by citizens, and to promote citizen autonomy. The ANCT finances digital advisors posts for employing organisations such as local authorities and associations.

Who is/are the target audience(s) of the system?

Anyone requiring digital mediation, including very small businesses, SMEs and associations.

In practice, the groups most affected by the Digital Advisor scheme are :

- with few or no qualifications
- Mostly women
- Mostly over 60
- Living in suburban or rural areas
- Very uncomfortable with digital technology

How do you reach this audience(s)?

The 4,000 digital advisors were recruited by almost 2,900 employing organisations, both in the public sector (local authorities) and the private sector (associations and social economy enterprises). The public bodies were mainly municipalities (40%) and communities of municipalities (28%). The private organisations were mainly active in the fields of popular education (30%) and social support (29%).

How many people are affected by this device?

In just over 3 years, the Digital Advisors have provided over 4.8 million support, representing almost 3 million people.

What human resources are dedicated?

Managed by the Digital Society Programme

- 4000 digital educators
- 110 coordinating digital advisors
- Administrative and financial management by a dedicated team at the Banque des Territoires
- Coordination of the programme by a team at MedNum

What are the sources of funding for the system?

As part of the government's Recovery Plan, a budget of 200 million euros has been allocated for the recruitment and training of 4,000 Digital Advisors. The State finances the structures employing digital advisors through grant agreements for a period of three years.

Part 2 : Strengths and Weaknesses

What are the strengths of your program?

Structuring and equipping the professional sector of digital education:

- Training (certified or not) of Digital Advisors
- Creation of Digital Advisor positions: 83% of digital advisor positions are newly created positions.
- Development of tools: The Digital Mediation Cooperative and The Foundations of Digital for the Common Good
- Massive development of a human support system for digital technology....
- Territorial deployment of digital advisors

What are the weaknesses or potential points for improvement?

- Lack of long-term visibility for Digital Advisor positions (degressive funding over 3 years, uncertain budgetary context, etc...)
- Better coordination with other public services
- Relevance of training to field challenges.

Part 3 : Participant monitoring and project impact

Have you planned long-term follow-up of participants? If so, how?

After each intervention with the public, each Digital Advisor must complete an activity report (CRA) on the La coop de la médiation numérique platform. The data transmitted by the CRA can be personal; they aim to guide and evaluate the system at both the territorial and national levels. The CRA data will be used by the Digital Advisor to enhance and organize their activity, as well as by the hosting structure to manage the mission and evaluate their digital inclusion project. They will also serve the State, the funder of the system, to evaluate its impact, better understand the needs of users, and also demonstrate the system's value to all stakeholders.

How do you assess the impact of your program?

The Digital Advisor scheme has been the subject of in itinere and ex post evaluations from two national research programmes to document its deployment and assess its impact on the French population. This research is complemented by data on the activities of existing digital educators.

An impact survey was published in July 2024. It analyses the effects of the scheme on the digital educators' audiences: <https://www.societenumerique.gouv.fr/nos-ressources/etudes/bilan-et-impact-du-dispositif-conseiller-numerique>. All the figures quoted in this questionnaire come from this research work.

What are the main impacts of the program?

For the beneficiaries at the end of the support programs, digital technology is perceived less as a danger and a risk, but more as an opportunity.

- In 3 years, nearly 3 million people have been supported.
- 93% of the people supported are able to perform digital tasks they couldn't do before.

The program has had an impact on the digital mediation sector in France:

- 4,498 Digital Advisors have been trained. The program has greatly contributed to the professionalization of the digital mediator profession.
- 83% of digital advisor positions are newly created positions.
- The Digital Advisors Coordinators also participate in the consolidation of the structuring of the professional field of digital mediation.

What are the main feedbacks from participants?

- Mediation pathways that allow for the acquisition of new skills
- Support that develops the action capacities of the public
- Participants who feel more comfortable with digital technology
- Support that addresses the emotional relationship with digital technology



TERRITORIAL HUBS FOR DIGITAL INCLUSION

<https://www.banquedesterritoires.fr/>

Part 1 : Context

Name of your organization and its digital education program

Structure: Digital Society Program - National Agency for Territorial Cohesion (ANCT)

Program: Territorial Hubs for digital inclusion

When did the program start?

In 2019.

Why was it set up? What are the objectives?

The program was set up to fill the gap between national and local structures for digital inclusion.

Objectives:

- Animate and train the digital education ecosystem through communication actions, events, and the implementation of national programs.
- Support the creation and strengthening of digital education projects through engineering, information and funding.

Who is/are the target audience(s) of the system?

The Hubs address a diverse network of actors:

- Local actors (associations, businesses, public services)
- Local authorities
- The governance of France Numérique Together
- Digital advisors and digital advisor coordinators

How do you reach this audience(s)?

The Territorial Hubs for Digital Inclusion are working on several types of action:

- Organising events and training
- Coordination and networking of local players
- Deployment of national programs and support for local projects
- Support for local authorities and France Numérique Ensemble governance bodies (diagnostics, development of digital inclusion strategies, implementation of actions, etc.)

How many people are affected by this device?

The Hubs are a regional reference point for many players involved in digital education. The Hubs potentially reach :

- + more than 10,000 digital inclusion sites
- 4,000 digital advisers
- + 100 France Numérique Ensemble governance bodies

What human resources are dedicated?

The Digital Society programme is funding 20 FTEs in local hubs for inclusive digital technology over the period 2024-2025.

What are the sources of funding for the system?

- The Hubs received seed funding from the Banque des Territoires over the period 2019-2023.
- The ANCT's Programme Société Numérique is funding the Territorial Hubs for an inclusive digital future to the tune of €1.14m over the period 2024-2025.
- The Hubs each have their own sources of funding (subsidies and services) and different economic models.

Part 2 : Strengths and Weaknesses

What are the strengths of your program?

- Presence of 15 Hubs covering all of mainland France and overseas territories.
- Ability to structure a network of local actors (associations, local authorities, businesses)
- Facilitates cooperation between local actors and national mechanisms.
- Support for local structures through technical expertise.
- Assistance with access to funding mechanisms and calls for projects.
- Advice on the deployment of national digital inclusion programs.

What are the weaknesses or potential points for improvement?

The Hubs must find a long-term economic model.

Part 3 : Participant monitoring and project impact

Have you planned long-term follow-up of participants? If so, how?

The Digital Society programme leads the Hubs network via regular meetings:

- Monthly webinars with the Hubs
- 2 face-to-face inter-Hubs days per year

The Digital Society programme will compile monitoring data to document the system by the end of 2025.

What are the main impacts of the program?

- Organisation of more than 50 local NECs since 2021
- Involvement of the Hubs in the vast majority of France Numérique Ensemble governance bodies
- Census of 13,000 digital education structures.
- Support for local players



Part 1 : Context

Name of your organization and its digital education program

Anjou Numérique Syndicate

A project based on two axes:

- Propose digital support actions as close as possible to residents in the least equipped areas (individual sessions, group workshops).
- The structuring of a sustainable offer by mobilizing elected officials and local actors in the creation of their Local Digital Inclusion Network.

When did the program start?

In 2021

Why was it set up? What are the objectives?

This system was put in place to network and consolidate a digital support offer in the territories.

Who is/are the target audience(s) of the system?

All audiences distant from digital technology

How do you reach this audience(s)?

The syndicate recruited a team of 8 digital advisors in 2021, distributed across the Maine-et-Loire. In collaboration with elected officials and local stakeholders, they offer mediation services to users and work on creating local digital inclusion networks.

How many people are affected by this device?

12,800 people have been supported since 2021.

What human resources are dedicated?

8 digital advisors and a project manager

What are the sources of funding for the system?

The National Digital Advisor program
European funds (in progress)
Equity funds

Part 2 : Strengths and Weaknesses

What are the strengths of your program?

- The presence of advisors throughout the territory, close to residents and partners.
- The team's ability to offer workshops on a wide range of topics (tool handling, cybersecurity, networks, messaging, health, robotics, parenting and digital technology, artificial intelligence...) for different audiences (seniors, children and young people, professionals, people in integration programs, young people in civic service, disabled audiences...)
- The creation of structuring tools (local digital inclusion networks, digital reception in town halls, funding for digital advisors...) to promote the development and sustainability of a digital support offer in all areas of the department.

What are the weaknesses or potential points for improvement?

The complexity of mobilizing some territories on this issue
The fragility of the funding mechanisms

Part 3 : Participant monitoring and project impact

Have you planned long-term follow-up of participants? If so, how?
No

How do you assess the impact of your program?
A project enabling the structuring of territories in the digital support of residents

What are the main impacts of the program?
The main impact is to enable every resident to find digital support near their home that meets their needs.

What are the main feedbacks from participants?
Satisfaction in finding a "real person" to assist with their procedures and daily use of digital technology.



MARAUD'IN

<https://www.federationsolidarite.org>

Part 1 : Context

Name of your organization and its digital education program

Structure: Federation of Solidarity Organisations

Program: Maraud'In

When did the program start?

In 2021

Why was it set up? What are the objectives?

The Maraud'In initiative aims to make digital technology accessible to everyone and to strengthen access to rights and social connections for homeless people. It allows outreach teams to engage with the public using digital tools.

Who is/are the target audience(s) of the system?

Homeless people

How do you reach this audience(s)?

Through outreach, by directly meeting people on the street.

How many people are affected by this device?

The system has made it possible to train and equip digital outreach teams in 11 territories and to recruit around 150 digital outreach workers, to support the follow-up of 3,200 people.

What are the sources of funding for the system?

- Afric Foundation, which funds digital inclusion projects
- Financial participation of the FDJ group (Française des Jeux)
- Financial participation of the Bruneau Foundation

Part 2 : Strengths and Weaknesses

What are the strengths of your program?

- Support can be provided directly on the street and therefore in a less formal setting.
- The innovative aspect of the project is distinguished both by its target beneficiaries (the homeless and social workers) and by the training methods used with the mediators.
- The importance of maintaining a human connection in the support relationship, which cannot be replaced by digital means.
- The added value of local work in complement to daytime services, essential both for maintaining relationships and for access to rights, culture, and leisure.

What are the weaknesses or potential points for improvement?

- The framework for effective implementation remains complex to deploy.
- Ensure the sustainability of this project without long-term funding.

Part 3 : Participant monitoring and project impact

What are the main impacts of the program?

- The system allows, among other things, beneficiaries to regain rights they had lost while being homeless.
- Tools like the Digital Safe and Reconnect Pro allow social workers to save time, secure documents, and support nearly 1,500 people and 400 professionals.
- Thanks to tablets, smartphones, and portable chargers provided to field teams, beneficiaries can complete administrative procedures, recharge their devices, and maintain social connections.

What are the main feedbacks from participants?

- Gaining autonomy in digital processes
- Regain access to rights
- Securing documents and optimized tracking
- Creation of a climate of trust
- Maintaining social bonds



DIGITAL MEDIATION CENTER

<https://maine-et-loire.famillesrurales.org>

Part 1 : Context

Name of your organization and its digital education program

Structure: Familles Rurales, Departmental Federation of Maine-et-Loire

Program: Digital Mediation Centers

When did the program start?

January 2021

Why was it set up? What are the objectives?

The digital transition of our society is accompanied by an increasing digitization of essential daily services related to employment, mobility, health, housing, consumption, social connection, and education. However, these services require access to and the ability to use at least one digital tool connected to the internet. For many citizens, the digitization of services is becoming a new factor of social exclusion. To address these new needs, Familles Rurales is developing a network of local digital mediation points. These spaces aim to advise and support the public towards autonomy in their use of digital tools. These digital mediation points offer one or more of the following services:

- Digital support sessions: individual advice and support, free or supervised access to a computer or tablet with internet access
- Group workshops: thematic activities around the use of digital tools and internet navigation,
- Awareness sessions: Cybersecurity, Digital Parenting

Who is/are the target audience(s) of the system?

Mainly the groups who, due to their geographical or social situation, face difficulties accessing public services and digital inclusion: residents of remote rural areas, seniors but not only, those living in municipalities or territories poorly served by fixed structures, and who struggle to reach administrative centers or traditional France Services spaces.

How do you reach this audience(s)?

By the presence of our network of associations already established locally

How many people are affected by this device?

Between 5 and 15 people accompanied by permanence

What human resources are dedicated?

2 people dedicated to digital

What are the sources of funding for the system?

The state through funding to France services structures (ANCT, bank of territories, FNADT...)
The Department and the MSA on investment.
Call for projects and volunteer resources

Part 2 : Strengths and Weaknesses

What are the strengths of your program?

- A local anchoring of our associations
- Groups that form quickly
- A complementary solution that offers regular services in the most isolated areas

What are the weaknesses or potential points for improvement?

This system relies heavily on the local volunteer dynamics.

Part 3 : Participant monitoring and project impact

Have you planned long-term follow-up of participants? If so, how?

We observe the changes in attendance and we consult with the local authorities to understand their perception of the use of the system. We use the evaluation processes established by the State.

What are the main impacts of the program?

- Access to rights for people in digital vulnerability
- Social links

What are the main feedbacks from participants?

Very satisfied



THE BASICS OF AI FOR DIGITAL CITIZENSHIP

<https://www.glocalfactory.eu>

Part 1 : Context

Name of your organization and its digital education program

Glocal Factory is an association founded in 2015, on the initiative of a group of professionals and volunteers and later evolved into the cooperative in January 2018. Its commitment focuses on the planning and implementation of projects and training in the sectors of education, innovative learning, entrepreneurship, social inclusion, and the integration of migrants, aimed at both young people and adults.

When did the program start?

The cooperative has carried out various projects involving digital education for adults from 2017 onwards.

Why was it set up? What are the objectives?

The project was implemented with the primary aim of enhancing and updating the digital skills of cooperative's staff and collaborators, ensuring they are proficient and confident in utilizing technology for their roles. It also seeks to educate disadvantaged adults on digital citizenship, empowering them to participate more fully and confidently in the digital world. The overall initiative intends to improve the utilization of digital tools in both professional settings and everyday life for all participants,

Who is/are the target audience(s) of the system?

The main audiences for this project includes internal staff members of the cooperative itself, who participate in training and development initiatives as well as external collaborators who work in partnership with the cooperative on various endeavors and adult beneficiaries who are the direct recipients of the different projects that have been implemented.

How do you reach this audience(s)?

Communication efforts include leveraging social media, participating in local events, conducting webinars for relevant structures, network leaders, and digital education/advisory teams. Also, internal recruiting is part of the strategy.

How many people are affected by this device?

More than 40 people have been trained within the project framework

What human resources are dedicated?

A team of six individuals, comprising instructors, subject matter experts, and coordinators, is responsible for managing the training program.

What are the sources of funding for the system?

The main sources of funding for the program include:

- Erasmus Plus KA1 and KA2.
- CERV (Citizens, Equality, Rights and Values Programme): this EU program aims to protect and promote rights and values as enshrined in the EU Treaties and the Charter of Fundamental Rights, particularly by supporting civil society organizations active at local, regional, national, and transnational levels.
- Local Foundations: They often support projects that address local needs and benefit the community.

Part 2 : Strengths and Weaknesses

What are the strengths of your program?

- Personalization of training: achieved through an initial needs analysis to tailor the learning experience.
- Up-to-date knowledge of digital tools: for both professional and personal use, including testing of these resources.
- Group work based on skill levels and expertise
- Blended learning approach: a combination of in-person and online learning methods.

What are the weaknesses or potential points for improvement?

- Regularity of training: Implementing more consistently scheduled training sessions.
- Extended duration: Providing training over multiple days with more time allocated per session.
- Individualized tutoring: Offering one-on-one support from tutors.
- In-person delivery: Increasing the proportion of face-to-face training sessions.
- Equipped facilities: Ensuring training takes place in adequately equipped rooms.

Part 3 : Participant monitoring and project impact

Have you planned long-term follow-up of participants? If so, how?

For *adult beneficiaries*, post-training skills assessments are conducted to evaluate learning outcomes. Beneficiary satisfaction feedback is gathered to improve future programs, and individual exercises are assigned to be completed after the courses to reinforce learning.

For *employees and collaborators* of the cooperative, short-term training updates are provided to ensure continued professional development and the application of newly acquired skills.

What are the main impacts of the program?

Participants have reported a notable improvement in their ability to utilize technology effectively, both in their professional roles and in their daily lives. Many have also expressed their appreciation for being able to include the completed training course in their curriculum vitae, recognizing its value for career advancement and personal development

Have you implemented a process for collecting participant feedback? If so, how?

Yes, the satisfaction level was measured using a test designed to evaluate the final satisfaction level of the end-users.

What are the main feedbacks from participants?

- Better use of technology in both work and daily life
- Inclusion of the completed course on one's CV
- Utilization of tested software, tools, and platforms at work



BASIC DIGITAL SKILLS SOLUTION

Part 1 : Context

Name of your organization and its digital education program

Department of Planning, Design, and Architectural Technology, University of Rome “La Sapienza” - Basic Digital Skills Solutions

When did the program start?

The project, funded by the Erasmus+ program, has a two-year duration (2024-2025). Training activities related to basic digital skills took place during the first year of the project.

Why was it set up? What are the objectives?

The project aims to "train the trainers" who work in rural and digitally underserved areas. This training focuses on acquiring basic digital skills and creating their own open-access digital resources. The goal is to enable these trainers to act as a sounding board, thereby achieving a multiplier effect.

Who is/are the target audience(s) of the system?

Individuals actively involved in digital education, specifically professors and teachers who operate in contexts with limited digital infrastructure and in rural areas.

How do you reach this audience(s)?

Internal recruitment constitutes the main component of the involvement and communication strategy.

How many people are affected by this device?

20 trainers trained. Over 100 individuals belonging to the aforementioned target groups were involved in the courses replicated by the first trained trainers.

What human resources are dedicated?

Two trainers directly involved in the initial phase, plus an unspecified number of individuals involved in course logistics and replication.

What are the sources of funding for the system?

The funding source of the project is the Erasmus Plus Program, Key Action 2

Part 2 : Strengths and Weaknesses

What are the strengths of your program?

- Involvement of multidisciplinary academic staff
- Availability of a highly structured and organized program, with extensive educational material produced for this purpose
- High-quality monitoring of entry and exit skills to verify the pre- and post-training competency differential

What are the weaknesses or potential points for improvement?

- The courses should probably be longer to allow trainers to cover more topics and delve deeper into the material discussed.

Part 3 : Participant monitoring and project impact

Have you planned long-term follow-up of participants? If so, how?

Plans include conducting exit skills assessments to measure the immediate impact of the training. Furthermore, it was stated that satisfaction of the direct beneficiaries (the trainers) and, critically, the satisfaction of the end-users they reach would be tracked. This, it was noted, would provide valuable insights into how effectively knowledge and skills are being transferred and utilized in real-world scenarios.

How do you assess the impact of your program?

The assessment is carried out through a precise system for evaluating exit competencies, which was analyzed, rationalized, and contextualized in a specific report produced by the University of Rome "La Sapienza."

What are the main impacts of the program?

- Development of fundamental basic digital skills that are essential for effectively teaching these very same skills.
- Establishment of collaborative, cross-functional working groups to foster broader engagement and knowledge sharing.
- The transnational nature of the action, allowing for international collaboration and impact.
- An exceptionally high replication rate, indicating the widespread adoption and successful dissemination of the training.

Have you implemented a process for collecting participant feedback? If so, how?

Through a satisfaction questionnaire



GOL UPSKILLING - PROFORMA

<https://proformacoop.it/>

Part 1 : Context

Name of your organization and its digital education program

GOL UPSKILLING - Proforma

When did the program start?

The programme was officially launched in 2021 and it's going to finish in 2023

Why was it set up? What are the objectives?

The programme was implemented to enhance the digital competencies of workers, unemployed individuals, and job seekers to improve their employability and adaptability in the labor market. It aims to equip participants with essential digital skills aligned with the DigComp framework.

Who is/are the target audience(s) of the system?

Workers, unemployed individuals, and job seekers in need of digital upskilling.

How many people are affected by this device?

Approximately 200 participants have taken part in the programme

What human resources are dedicated?

The programme involves around 10 trainers, facilitators, and private training agency

What are the sources of funding for the system?

Funded by the Ministry of Labor and Social Policies under the National Recovery and Resilience Plan (PNRR), with additional contributions from European Social Fund (ESF) resources.

Part 2 : Strengths and Weaknesses

What are the strengths of your program?

- Structured curriculum aligned with DigComp standards.
- Accessibility for unemployed individuals and workers in transition.
- Personalized learning pathways to address different skill levels.
- Strong institutional support and funding stability.

What are the weaknesses or potential points for improvement?

- Some participants struggle with digital accessibility at home.
- Need for more advanced digital courses beyond the foundational level.
- Difficulty in ensuring long-term engagement and retention.

Part 3 : Participant monitoring and project impact

Have you planned long-term follow-up of participants? If so, how?

Through periodic surveys and follow-up workshops to assess skill retention and application in the workplace. Additionally, career guidance services are offered to support job seekers.

How do you assess the impact of your program?

Through pre- and post-assessments, employer feedback, and tracking employment outcomes of participants.

What are the main impacts of the program?

- Increased employability and digital readiness of participants.
- Improved workplace efficiency for employed beneficiaries.
- Greater digital inclusion in rural and underserved areas.

Have you implemented a process for collecting participant feedback? If so, how?

Collected through surveys, feedback forms, and focus group discussions.



DIGITAL ASSISTANCE POINTS IN CAPANNORI

Part 1 : Context

Name of your organization and its digital education program

Municipality of Capannori (LU)

When did the program start?

The programme was officially launched in 2022.

Why was it set up? What are the objectives?

The programme was established to support residents in using digital public services. It focuses on reducing digital exclusion by offering practical guidance on essential online platforms such as SPID and electronic health records.

Who is/are the target audience(s) of the system?

The initiative primarily serves individuals with low digital literacy, especially elderly citizens and those living in remote areas.

How many people are affected by this device?

Since its launch, more than 2,000 people have benefited from the support services provided.

What human resources are dedicated?

A dedicated team of about 10 professionals, including facilitators and municipal staff, is actively involved in delivering the programme.

What are the sources of funding for the system?

The programme is financed by the Tuscany Region as part of the National Recovery and Resilience Plan (PNRR) and supplemented by local municipal funds.

Part 2 : Strengths and Weaknesses

What are the strengths of your program?

- Free and accessible for all citizens.
- Personalized assistance tailored to individual needs.
- Strong collaboration with municipal offices, ensuring streamlined access to services.
- High level of community involvement and participation.

What are the weaknesses or potential points for improvement?

- The growing demand occasionally exceeds available resources.
- Some individuals remain hesitant about digital tools despite support.
- Continuous education is necessary to ensure lasting digital skills.

Part 3 : Participant monitoring and project impact

Have you planned long-term follow-up of participants? If so, how?

Follow-ups include scheduled digital literacy workshops, appointments for individual support, and municipal help desks offering ongoing assistance.

How do you assess the impact of your program?

The programme's impact is assessed through participant surveys, feedback from facilitators, and data analysis on service usage.

What are the main impacts of the program?

- Improved digital literacy among the community.
- Increased confidence in using online services.
- More widespread access to essential digital tools for administrative tasks.

Have you implemented a process for collecting participant feedback? If so, how?

Through a satisfaction questionnaire



CONNECTED IN GOOD COMPANY

<https://spicgiltoscana.it>

Part 1 : Context

Name of your organization and its digital education program

Tuscany Region, ANCI, Spi CGIL

When did the program start?

The programme was officially launched in 2020

Why was it set up? What are the objectives?

The programme was designed to empower seniors (65+) in rural areas, equipping them with digital skills necessary to access regional online services and mitigate social isolation.

Who is/are the target audience(s) of the system?

Older adults (65+) in rural and underserved areas of Tuscany.

How many people are affected by this device?

Over 780 seniors have been involved since its inception.

What human resources are dedicated?

A team of educators and volunteers deliver training sessions in collaboration with local institutions.

What are the sources of funding for the system?

The programme is financed by the Tuscany Region as part of the National Recovery and Resilience Plan (PNRR) and supplemented by local municipal funds.

Part 2 : Strengths and Weaknesses

What are the strengths of your program?

- Customised training designed specifically for older learners.
- Supportive one-on-one learning approach.
- Partnerships with local communities to enhance accessibility.
- Helps bridge the digital divide among seniors in remote areas.

What are the weaknesses or potential points for improvement?

- Some seniors struggle with digital learning due to cognitive barriers.
- Digital skills can fade without regular practice.
- Internet access is inconsistent in some rural areas.

Part 3 : Participant monitoring and project impact

Have you planned long-term follow-up of participants? If so, how?

Follow-ups are conducted through digital help desks, periodic refresher courses, and scheduled check-ins with participants.

How do you assess the impact of your program?

The programme's impact is assessed through participant surveys, feedback from facilitators, and data analysis on service usage.

What are the main impacts of the program?

- Increased digital independence among seniors.
- Reduced feelings of social exclusion.
- Greater ability to handle online administrative tasks.

Have you implemented a process for collecting participant feedback? If so, how?

no



Digital Education Skills In Rural Europe

<https://desire.pixel-online.org>