

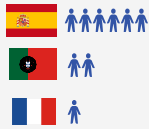
# PROJECT'S GLOBAL EVALUATION

## THE EXTERNAL EXPERTS COMMITTEE (EEC)

WHAT METHODS WERE USED TO TRACK THE PROGRESS OF MOAI'S ACTIVITIES AND TO ENSURE ITS CONTINUOUS IMPROVEMENT?

### THE EEC

External Experts  
(n=9)



The External Experts Committee (EEC) is an external advisory body for the technical and impact evaluation of the project.

Experts combine expertise in gerontology, community intervention, technology and/or projects' evaluation.

Three of the experts are nurses, four are university professors (in areas such as social work and psychology) and two work at foundations/management services. Their affiliations include University of Valladolid (SP), University of Barcelona (SP), University of Valencia (SP), Calouste Gulbenkian Foundation (PT), Gerencia de Servicios Sociales (SP), and Santa Casa da Misericórdia de Lisboa (PT).

### METHODOLOGY

#### 1ST EEC MEETING

Online meeting to discuss the evaluation methodology

#### ONLINE MEETINGS

In these meetings, experts dealt with the work carried out since the previous online meeting, problems encountered and strategies to overcome them. The online meetings also allowed group discussion and the share of experiences/reflections about MOAI's progress. It was also a moment for clarifying questions.

- 4 Online Meetings:
- 4th May 2021
  - 11th October 2021
  - 22th April 2022
  - 13th October 2022

#### FEEDBACK REPORTS

Evaluation methodology was discussed considering the guidelines suggested by OECD and EU. It resulted in a feedback report that used RAG system, that should be filled by the experts, individually.

- 3 Feedback Reports
- November 2021
  - May 2022
  - November 2022

#### RAG SYSTEM

Red, Amber, Green (RAG) system is used when project managers are asked to indicate how well a project is doing, using the series traffic lights. Red traffic light indicates problems; amber indicates that everything is okay; green indicates that things are going



#### CRITERIA INDICATORS

- The execution of the operational objectives, activities, and deliverables;
- The fulfilment of the work plan (potential deviations and their impact);
- Difficulties encountered, its impact on the project (high, medium or low) and management actions;
- Recommendations on the evaluation period and for future work;
- A global appreciation, considering relevant criteria indicators, such as: effectiveness, efficiency, relevance, coherence, impact, and added value.

#### FINAL MEETING

The aim of this meeting, held in 23th January 2023, was to provide a general overview of MOAI LABS activities' progress, and to focus on the main challenges, lessons learned and recommendations for future projects in this field.

#### GLOBAL EVALUATION

Partners compiled all the information of the feedback reports, filled individually by the ECC, into a final document.

# PROJECT'S GLOBAL EVALUATION

## THE EXTERNAL EXPERTS COMMITTEE (EEC)

### MAIN RESULTS: FROM THE 1ST TO THE 3RD FEEDBACK REPORT

## 1ST FEEDBACK REPORT

### Positive Points

- Presence of the project in social networks
- Project's coordination
- Very complete risk matrix
- EEC emphasized that the integration in the project of the needs (experts by experience), the supply (early demand groups), the demand (potential buyers), and the environment (community) make MOAI LABS a unique project that add all the parts of the problem, from the diagnosis to the market solutions.

### Limitations

- Indepth and scientific review on loneliness and social isolation (delay; need for more updated references).
- Delayed tasks

### Recommendations

- Use more evidence-based sources in the scientific review on loneliness.
- Engage students in supporting the production of scientific outputs
- Consider older adults without technological skills on developing the digital solution (be inclusive).

"In one year, the project has progressed considerably despite the difficulty of working with several teams in different countries and different languages. It seems that all the objectives set were achieved despite these obstacles. The added value of these projects lies in the multi-cultural nature and in a methodology which considers scientific research and the expression of older adults." (EEC)

| Measures  | External Expert |    |    |    |    |    |    |    |    |     | Mean value | SD    |    |
|---|-----------------|----|----|----|----|----|----|----|----|-----|------------|-------|----|
|   | E1              | E2 | E3 | E4 | E5 | E6 | E7 | E8 | E9 | E10 |            |       |    |
| Fulfillment of the work plan  | 17              | 18 | 15 | 10 | 16 | 20 | 15 | 16 | 16 | 16  | 16         | 16    | 16 |
| Cooperation between the progress of the activities and what was defined in the AI | 17              | 20 | 15 | 17 | 15 | 20 | 17 | 16 | 16 | 16  | 16         | 16    | 16 |
| Overall results   | 16              | 18 | 11 | 18 | 18 | 20 | 18 | 18 | 18 | 18  | 18         | 17.4  | 16 |
| Global appreciation   | 16              | 16 | 16 | 15 | 16 | 16 | 16 | 16 | 16 | 16  | 16         | 16.13 | 16 |

## 2ND FEEDBACK REPORT

### Positive Points

- Results of the co-creation sessions
- Wide presence of the project in social networks
- Acceleration Programme with Actif Age

### Limitations

- Delay in the co-creation sessions for the gamified tool and its development

### Recommendations

- More dissemination activities (such as in-person events)
- Share the scientific outputs on the website.
- Consider people with physical and cognitive impairments when developing the digital solution.

"After all the co-creation sessions, a feedback report is being written with the aim of collect information about the initiatives of participation, difficulties found, and other comments that could affect outcomes. The methodology used to work on these co-creation sessions was based on design thinking and use care methodology. (...) The relevance of the project is being reported, the objectives are being achieved."

| Measures  | External Expert |    |    |    |    |    |    |    |    |     | Mean value | SD    |    |
|---|-----------------|----|----|----|----|----|----|----|----|-----|------------|-------|----|
|   | E1              | E2 | E3 | E4 | E5 | E6 | E7 | E8 | E9 | E10 |            |       |    |
| Fulfillment of the work plan  | 17              | 20 | NA | NA | 10 | 18 | 18 | NA | NA | 18  | 18         | 16.83 | 16 |
| Cooperation between the progress of the activities and what was defined in the AI | 17              | 20 | NA | NA | 20 | 18 | 16 | NA | NA | 17  | 16         | 18    | 16 |
| Overall results   | 16              | 18 | NA | NA | 15 | 18 | 18 | NA | NA | 17  | 16         | 17    | 16 |
| Global appreciation   | 16              | 16 | NA | NA | 16 | 16 | 18 | NA | NA | 16  | 16         | 15.33 | 16 |

## 3RD FEEDBACK REPORT

### Positive Points

- Work done with the experts by experience
- Local awareness campaigns in different territories (key point for projects' sustainability).
- Project's coordination and collaboration between partners
- Website upgrade: updated communication plan, new initiatives, and acceleration program.

### Limitations

- Few dissemination activities
- Low number of scientific outputs

### Recommendations

- Increase communication and demonstrate the outcomes of the project and its methodology
- Identify and engage similar projects to join forces to raise more people.
- Encourage students to work on the results of the project.
- Consider the different levels of digital literacy of the beneficiaries of the technological solution and their access to the devices.
- Discuss projects' continuity (sustainability)

"The partners involved in the project work in a coordinated and coherent way, agreeing on the necessary measures to move forward. Updated, transparent and continuous dissemination of the results is being given through different means such as the project website, different profiles on social networks (twitter, LinkedIn, Facebook, YouTube channel,...) (...) The use of simple infographics and project newsletters are also of great value to clarify the work done and reach more people and networks. The incorporation into the web page of the GOOD PRACTICES section and the technology-oriented section is highly appropriate. Provisions scheduled for local, regional and national actions are promising."

| Measures  | External Expert |    |    |    |    |    |    |    |    |     | Mean value | SD   |    |
|---|-----------------|----|----|----|----|----|----|----|----|-----|------------|------|----|
|   | E1              | E2 | E3 | E4 | E5 | E6 | E7 | E8 | E9 | E10 |            |      |    |
| Fulfillment of the work plan  | 17              | 20 | NA | NA | 20 | 11 | 20 | NA | NA | 18  | 18         | 17.7 | 16 |
| Cooperation between the progress of the activities and what was defined in the AI | 17              | 14 | NA | NA | 20 | 16 | 14 | NA | NA | 17  | 16         | 16.3 | 16 |
| Overall results   | 16              | 16 | NA | NA | 18 | 17 | 18 | NA | NA | 18  | 18         | 17.8 | 16 |
| Global appreciation   | 16              | 16 | NA | NA | 16 | 16 | 16 | NA | NA | 18  | 18         | 16.7 | 16 |

# PROJECT'S GLOBAL EVALUATION

## LESSONS LEARNED AND RECOMMENDATIONS

### Methodological note

The analysis of the EEC feedback reports, along with the final (online) meeting, allowed to reflect on **lessons learned** and **recommendations**, not only within MOAI LABS, but also for future projects in this field (i.e., focused in loneliness and/or social isolation in older adults and digital solutions). This section also includes feedback from the MOAI Working Group (MWC/partners), that have been directly involved in all the actions and, therefore, could provide important inputs, through a different lens.

### methodology

#### Ethical considerations

Importance to submit projects to the relevant ethics committees, from an early stage, particularly considering its relevance for scientific outputs.

#### Recruitment process

Importance to clearly define the inclusion criteria. For instance, in a project such as MOAI, that aimed to consider older adults expertise to develop a digital solution, participants must have digital skills or, at least, the willingness/motivation to learn to use it. MOAI LABS team should have considered that there are many older adults who don't have skills on technological solutions and that part of them do not have the electronic devices to benefit from the digital solutions.

#### Inclusion strategies

In order to be inclusive, strategies should guarantee that the final product will fit different profiles, specifically considering older adults with less digital skills (for instance, the digital solution should be compatible with TV).  
To consider the challenges and implications of using technologies in rural areas (importance of territorial differences) and adapt digital solutions so that they can be inclusive for people with dependence and/or chronic conditions, as well as caregivers.

#### Ecosystem of actors

involve, from the start, an ecosystem of actors in each territory, such as associations, municipalities and universities.

### ongoing

#### Involve other participants

Involving other older adults during the project, for example, in the prototype phase of the digital solution, beyond the "experts by experience" groups (that is, older adults who feel alone and/or are social isolated).

#### Cohesion within the group/participants

In MOAI LABS project, participants felt that they were heard and they created bonds with each other, but sessions did not occur with the frequency that they would like to. It is important to outline strategies that also work as an intervention to keep participants motivated.

#### Engaging students

Importance of engaging students (e.g., Masters) in the activities that are developed, particularly in supporting the production of scientific outputs.

#### Dissemination

Give more attention to face-to-face events, to publicize the project and to involve community resources (more dissemination activities).

#### Budget for translation services

Since this project involved partners from different countries (France, Portugal and Spain), it would be useful to have a budget for professional translation services (deliverables and dissemination documents).

# PROJECT'S GLOBAL EVALUATION

## LESSONS LEARNED AND RECOMMENDATIONS

### Outputs

- Provide participants the access to technology**

Participants ("experts by experience") contributed to the digital solution and want to continue to use it. However, most of them don't have tablets/smartphones. Projects must take this into consideration and, for instance, provide a tablet (or another resource) to the participants (it could be a gift/reward for their inputs/collaboration).
- Continuity of collaboration**

It was emphasized the importance of ensuring continuity of support (or some form of intervention) to the participants. Projects end and the participants look forward and are interested in continuing to collaborate/stay in touch with the team (as well as other participants). It would be important, in this sense (and especially with groups with these characteristics/profiles), to involve, from the beginning (i.e., recruitment phase), entities that can ensure this continuity of support. If this is not possible, efforts should be made to refer participants to other associations/projects/services - so that they can remain engaged and active in the community, in contact with other people. Municipalities and entities that work with older adults must be involved from an early stage of the projects.
- Not restrict digital solutions to applications**

Digital solutions do not need to be restricted to applications (apps). There are other types, such as social robots, which interact with people in a different way and can have a different impact. Additionally, these may not require the use of a tablet or smartphone, and even be more interactive. Older people may have difficulty using solutions that involve "touch" due to sensitivity and fine motor skills. In addition, it would be important to work on a mixed solution (not just a technological one) and/or a solution that could be used by older adults and children, for instance (intergenerational approach).
- Main characteristics of the digital solution**

According to the "experts by experience", the digital solution to minimize loneliness must be virtual and face-to-face, simple (easy to use), accessible, affordable, original, intergenerational, be able to promote the sharing of experiences, have voice control and have monitoring and technical assistance, as well as group activities, cognitive stimulation and physical therapy.
- Monitoring**

Project's research groups should continue to monitor future experiences (e.g., perceiving the impact of the digital solution on future users, usability issues, etc.). The "experiment" can continue, and the results can be monitored (longitudinally) and this can be translated into new scientific outputs.
- Expertise in research**

Scientific deliverables, such as systematic reviews, should be done by a team/partner with experience in the research process.
- Policy briefs**

It would be interesting to produce policy briefs throughout the project, in an advocacy logic - that is, as a strategy to reach political power and raise more awareness on the topic.



# PROJECT'S GLOBAL EVALUATION

## HIGHLIGHTS



### Awards/recognitions



#### Winner in the Annual Act of Regional Policy and European Funds (European Territorial Cooperation category)

MOAI LABS was one of the three finalists out of a total of 1.500 cooperation projects. It was a winner in the European Territorial Cooperation category of the awards granted at the Annual Act of Regional Policy and European Funds of the Ministry of Finance and Public Function of Spain. (29 November 2022)

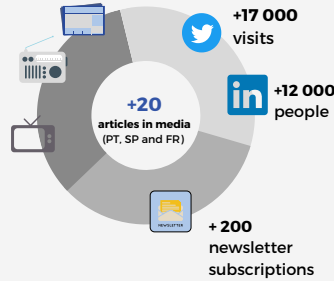
#### Good Practice

Presence of MOAI LABS at the launch of the new Interreg Sudoe 2021-2027 Program in #Santander, as a Good Practice. (25 and 26 January, 2023)



### Dissemination activities

**Representativeness in:**  
 National and regional media, newspapers/magazines, online media, radio and television



Final event of MOAI **"MOAI DAY: Together against loneliness!"** (~1200 people)  
 (Valladolid, 18th January 2023)



### Contributions to research

**11 scientific outputs**  
 posters  
 scientific papers  
 oral communications at national and international conferences (USA, Portugal and Spain)



**Invitations to present the project and its main results at academic context**  
 (e.g., for students of the Doctoral Program in Gerontology and Geriatrics, University of Aveiro, Portugal)