Digital Lifeline
CaptureIT Impact Survey - A How To Guide

The aim of this document is to introduce you to the Impact Survey element of the CaptureIT reporting system. It will detail where to find the impact survey, what it looks like, and the questions you will be asked to answer.
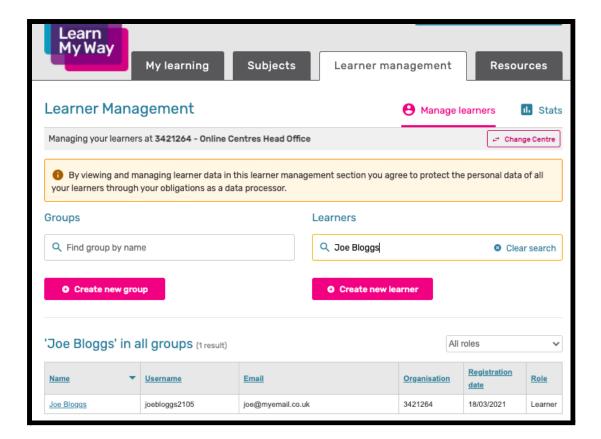
It is required that you use the CaptureIT system after supporting each beneficiary. This is in addition to completing the baseline survey at the start. Entries will be required for each individual who receives a device.

We need you to collect this information for research and reporting to the funder about who has been supported and the difference this has made. All personal information will be anonymised and aggregated.
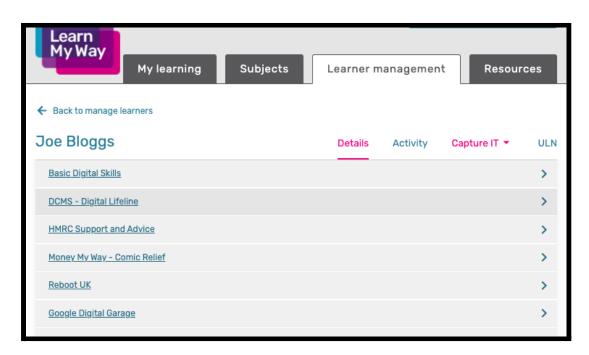
Beneficiaries of the Digital Lifeline project will all be registered as learners on the Learn My Way platform by this point in the project. They will all have had a baseline assessment completed. You must collect the impact data from beneficiaries before or during completion of the Impact Survey on CaptureIT. This copy of the questions may help you.
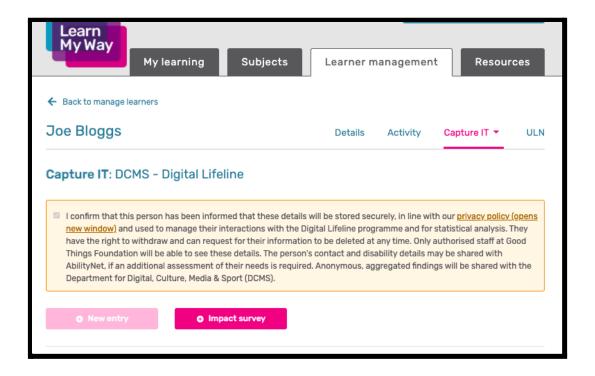
Step By Step Process

- Log on to your centre Learn My Way account
- Select the 'Learner Management' section
- Search the name of the beneficiary for whom you want to complete the impact reporting in the 'Learners' search box. Their profile record will appear in the table. This is shown in the image below. Here a fictional learner called 'Joe Bloggs' is used as an example.
- Select the learner profile from the table

- Select the 'CaptureIT' tab
- You will now see a list of the projects for which your centre has funding. It could be that 'DCMS - Digital Lifeline' is the only option in the list. Select 'DCMS - Digital Lifeline'.
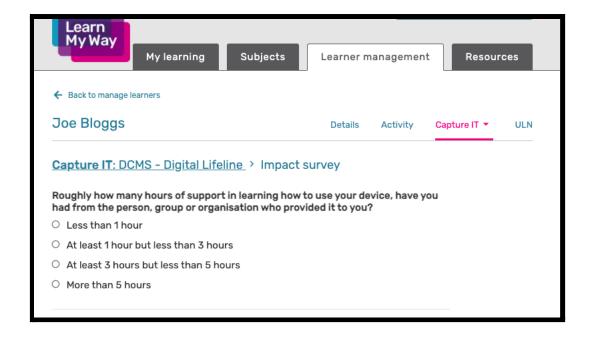
- Under the learner's name, you will see a consent box. This asks you to indicate that you have gained the beneficiary's informed consent regarding the use of their personal data. Read this carefully before selecting the box. This Easy Read Consent handout may be useful to gain informed consent. Please remind people that they have the right to withdraw consent at any time by getting in touch with Good Things Foundation on devices@goodthingsfoudnation.org
- After selecting the consent box, you can select the highlighted pink box labeled 'Impact Survey'.

- You will now see the Impact Survey questionnaire.
- The first question asks you to report the number of hours spent supporting the beneficiary. The question might be a little hard to answer or confusing for someone with a learning disability. You can help the person you're supporting to answer and you may have kept records of the time spent supporting the person to use their device, which can help inform the response to this question, but please remember, it sould be person oyur helping answering. Only one option can be selected. Should you need to, you can change your selection before moving to the next question, by selecting a new option. This will remove your first selection.

  The question is worded in a way that some people may find confusing. It is asking for the amount of time the person has been supported for.

- A key aspect of the impact survey is reporting the beneficiary's progress in using their device. The next section asks about the person's view of their own device usage, progress and learning in response to ten activities or usages. Answers should reflect your conversations with the beneficiary. These conversations should be structured around the specific survey questions.
- The ten activities or usages are:
    - Use video calling to connect with friends or family
    - Use email, social media or messaging apps
    - Keep myself safe online
    - Use my device for my interests or hobbies
    - Shop online
    - Manage my health e.g. look up symptoms
    - Use online GP, hospital or health services
    - Find information, help or advice I can trust
    - Use government services e.g. Universal Credit
    - Use my device for education, training or work

- Note - To inform the conversation, you may want to review the goals set during the baseline survey for the individual. Do this by visiting their learner profile on the CaptureIT system.

- Each use or activity has a drop down menu with five responses. After discussing each with the beneficiary, select the option that best describes their response. Only one response can be selected for each point. The five options can be seen in the image below.

Please tell us which of the following you have been able to do since receiving your device.

Use video calling to connect with friends or family

- ✓ Please select an option
- **I was already able to do this**
- I did this for the first time
- I now feel more confident in doing this
- I want to learn how to do this
- I'm not interested in this / not relevant to me

Keep myself safe online
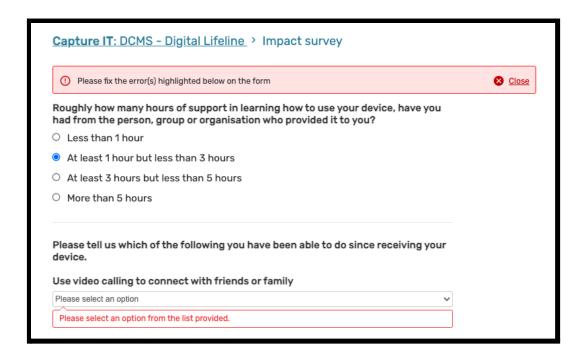
Please select an option

- Next you will see a series of eight statements to discuss with the beneficiary. It is important that the responses entered reflect the feelings of the beneficiary. They should be informed by your conversations with them.
- The statements all ask how the person feels in relation to using their device.
- For each statement, you should indicate if the beneficiary agrees or disagrees. They also have the option to state their feelings have not changed or they prefer not to say.
- Only one response can be selected per statement. You can change the response by selecting an alternative one.
- The statements you will be asked to provide responses for are:
  - I feel more confident in general
  - I feel less lonely.
  - I feel more connected to my friends, family and community.
  - I feel my digital skills are better.
  - I feel better able to stay safe online.
  - I've gained digital skills I can use for my health and wellbeing.
  - I've gained digital skills I can use for work.
  - I've gained digital skills I can use for my money and benefits.

- The image below, depicts an example statement from this section.

Thinking about the device and support you've received, please tell us whether you agree or disagree with the following statements.

I feel more confident in general.

○ Agree

○ Disagree

○ About the same

○ Prefer not to say

- The last part of the Impact Survey is an open text box. Here you are asked to report any feedback the beneficiary wants to share about their experience of the Digital Lifeline project.
- There is a box where you can type the beneficiary's own words. This should closely reflect your conversation with the person.
- Text is limited to 500 characters.
- It is not compulsory to complete this section if the beneficiary feels they have nothing else to share.

As someone who has received a device and support, is there any other feedback you would like to give? For example: about the device and the support to use it; the difference it has made to you; if there was enough support; what else would help. (500 character limit).

Create impact survey   Cancel

- You can complete the survey by selecting the pink button labeled 'Create impact survey'. **You will not be able to edit the responses entered once this button has been selected.**

- If a part of the survey has not been completed, a red message box highlighting the missing information will appear. Additionally there will be a pink box stating that you need to fix the error. This image below shows what this will look like:

- The 'Create impact survey' button will not highlight for selection until the error has been corrected.

- Both the baseline and impact surveys for each beneficiary, remain visible to you after creation. To view them:
    - search for the learner by name in the 'Learner Management' section
    - select the CaptureIT tab and then the 'DCMS- Digital Lifeline' option
    - scroll down their profile page to see baseline and impact assessments for the individual.