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Report on the Outcomes of pilot test

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Chinese Taipei

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Subject

➤ **Communications**

Course Title

➤ **A touch of Communications**

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Pilot test location

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ShanFeng DOC (a Mountain Peak)

➤ **Location**
  ❖ GuKeng Township
  ❖ YunLin County

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About YunLin County

- central-south part of western Taiwan
- northern tip of Chianan (Chiayi – Tainan) Plain
- Nantou County to the east, Taiwan Strait to the west
- width east-west is 50 KM, longest distance south-north is 38 KM
- total area 1290.8351 square kilometers
- 90% plain and 10% hilly terrain
- sub-tropical climate with annual average temperature of 22.6℃ and annual average rainfall of 1028.9 mm
- Population about 735,000

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Background of ShanFeng village

➤ **Population**：200 residents
➤ **ethnic groups** ：Taiwanese, Foreign spouse
➤ **School**：ShanFeng Elementary school
➤ **Community goals**
  ❖ Agricultural products：orange, bamboo shoots
  ❖ Coffee planting
  ❖ Ecological education and tourism
  ❖ Regimen village

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Environment and Infrastructure

- DOC (Digital Opportunity Center) equipped with 12 computers connected to Internet
- Provide training courses for the villagers
- Small village with very few residents, but high IT senses
- Almost 1 PC per family, less utilized
- Provide group courses for village people to increase learning incentive

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About the Pilot test

- Conducted on December 14~16, 2008
- Total number of participants: 29 (3 classes)
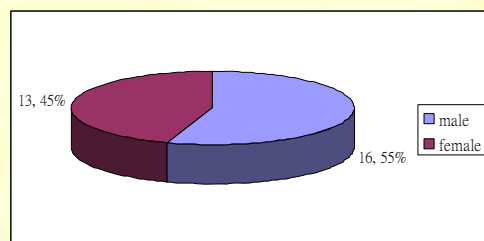- Lecturer: local trainer
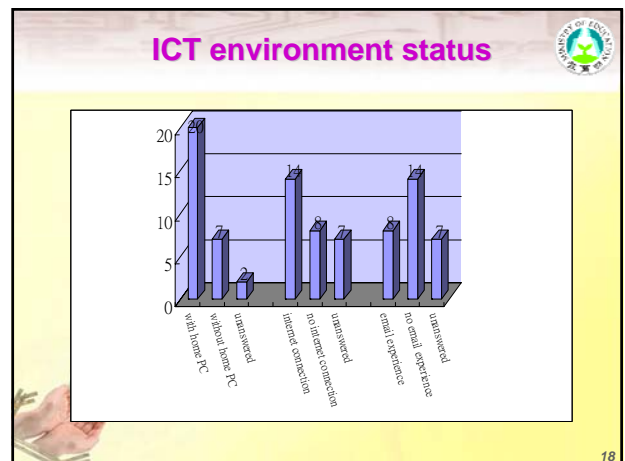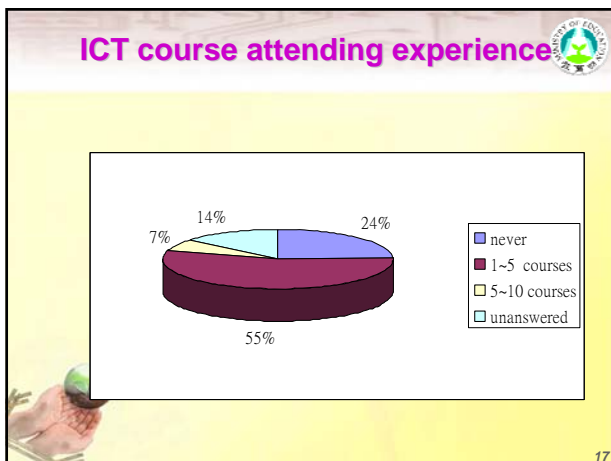

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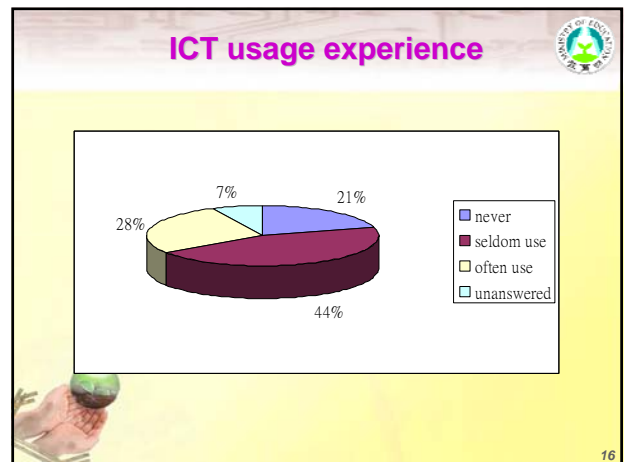10

Background analysis of participants

A background survey of participants was conducted, and the results are shown as follows:

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Gender

13, 45%

16, 55%

male
female

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Age distribution

under 20	
21~30	
31~40	
41~50	
51~60	
61~70	
above 70	
unanswered	

14% 7% 14% 25% 10% 17% 3% 10%

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Educational background

primary school
secondary school
high school
college
others
unanswered

17% 32% 24% 7% 10% 10%

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Working status

employer
employee
unemployed
others
unanswered

7% 27% 24% 28% 14%

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ICT usage experience

never
seldom use
often use
unanswered

21% 44% 28% 7%

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ICT course attending experience

never
1~5 courses
5~10 courses
unanswered

24% 55% 7% 14%

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ICT environment status

with home PC / without home PC / unanswered / internet connection / no internet connection / unanswered / email experience / no email experience / unanswered

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Activities and challenges in the content design faced during the pilot test

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Activities and challenges (1/3)

- Unfamiliar with some terminologies in the content, e.g. "file", "internet", "phishing"
- Add more detailed explanation
- including these words into the "SIGNIFICANT WORDS" part of the content
- Lessons learned:
  - ❖ be more carefully when taking it for granted that most people already catch the meaning of those supposed to be familiar words.

Activities and challenges (2/3)

- Prepare usable computers in class
- Network connection is steady
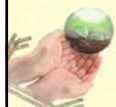- Internet service needed to apply for an email account and practice sending emails

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Activities and challenges (3/3)

- Add practical case or snapshot of news report to bring alert of the proper email usages
- Introducing some "emotional expression symbol" (e.g. Orz, :), XD) to make it more interesting when writing emails
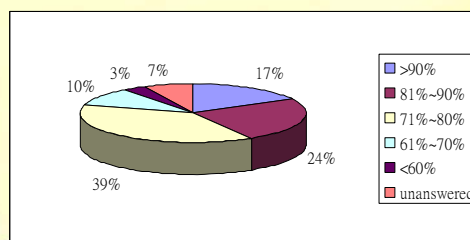

Evaluation of Outcomes

- most participants were quite satisfactory and enjoyable in learning the content of the course.
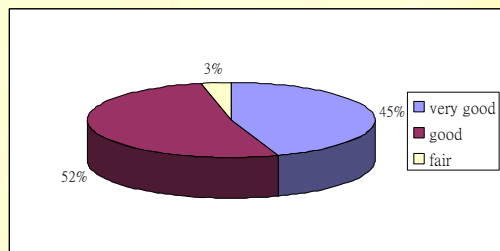- A course evaluation was taken among the participants, and the results are shown as follows:
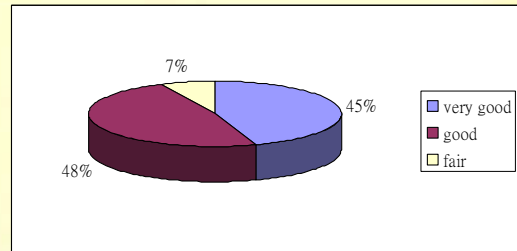

Comprehension of the course

17%	>90%
24%	81%~90%
39%	71%~80%
10%	61%~70%
3%	<60%
7%	unanswered

Appropriateness of course content

3%
45%
52%

- very good
- good
- fair

Performance of lecturer

7%
45%
48%

- very good
- good
- fair

Interest of attending related or follow-up courses

3%
38%
59%

- very interested
- interested
- unanswered
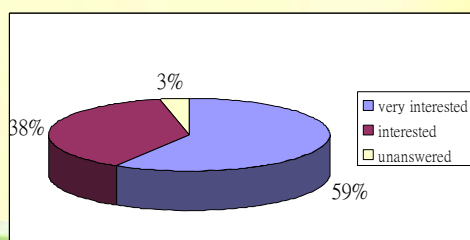
General satisfaction of course

3%
28%
69%

- very satisfied
- satisfied
- unanswered
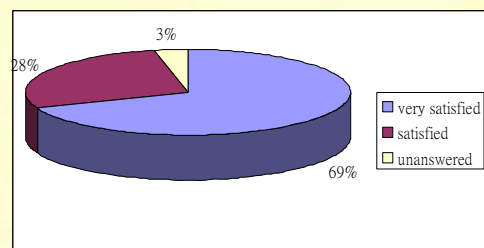
Extra pilot test

➢ **With revised content for Senior citizen community class**
- ❖ East Taipei city community center, 1/15/2009
- ❖ 47 attendants (most are senior citizen)
- ❖ Duration of Class time: 60 minutes
- ❖ Lecture form only

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Response to mini questionnaire

- To switch on/off the computer correctly.
  - 1/3
- To operate the keyboard and mouse correctly.
  - 1/2
- To type characters into computer correctly.
  - 1/10

Response to mini questionnaire

- To change the desktop background picture of computer.
  - 1/10
- To create a new folder to keep personal files in the computer.
  - 1/15
- To surf on the Internet.
  - 1/3

Amended contents

Sample 1

What is "file"?

- 在人類文明的發展過程中於生活上產生了許多有關人、事、物的活動紀錄，像是人與人之間的溝通、及當時國家與社會的活動等，將這些紀錄保存下來，就是一個個的檔案。
- 這些檔案紀錄在文化的演進中也產生了各種方式來保存，像在中國，從古時候還沒有的發明文字時，使用結繩來記事。有了文字以後，就隨著時代的變遷，而有著各種文字的紀錄方式，如：甲骨文、木刻、石刻、竹簡、簡牘、青銅器銘文等。紙本的檔案直到造紙與印刷術的發明後開始出現。
- 到了現代由於文明的進步，科技的發展，還有光碟、磁片、相片、底片、錄影帶、錄音帶、膠捲影片等，而這些類型中所存放的各種資料都是檔案。

Sample 2

What is "internet"?

- 網際網路(Internet)實際上並不是真正的網路，它是由各種不同網路連接起來的網路在其上提供網路服務，讓各種不同網路連接起來並提供一致性的服務，是網際網路最重要的任務。
- 為達此目的，網際網路定義了傳輸控制通訊協定(Transmission Control Protocol)及網際網路通訊協定(Internet Protocol)。透過定義IP架在不同網路上的介面，各種網路不管是區域網路或是廣域網路，都可成為網際網路的子網路，因此利用TCP/IP的IP與實際網路的介面，Internet的實際連線由於其提供的一致性服務，使用者看到的只有一個網路。
- 最初美國國防部為了能夠將各種不同網路連接起來，以利其研究發展計劃的進行。從70年代初期開始DARPA(Defense Advanced Research Project Agency)網際網路計畫，1978、1979年間完成網際網路通訊協定架構，1983年3月完成ARPANET的建置。整個ARPANET包括美國國防部網路、承包商及各學校的網路。鑑於ARPANET的成功，美國國家科學基金會(National Science Foundation)於1985、1986年使用TCP/IP通訊協定建立SFNET。

Sample 3

A snapshot of spam mail list

選取	標題	寄件人	日期
☐	童裝秋冬商品低價上市	網路超評價 日韓港女裝 <Lincoln.Houston@msa.hinet.net>	2008/12/15 09:54
☐	是誰?!不怕被裁員 年薪還可以破百萬!!現存人人有機會~	一年取得碩士學位 <fhexe.ttooj@msa.hinet.net>	2008/12/15 09:44
☐	缺錢不找代辦,有車萬事OK	有車皆可貸,不收費用 <wjhxf.cexg@msa.hinet.net>	2008/12/15 09:37
☐	不只是一般喔身衣 日本狂銷到缺貨 千呼萬喚終於來台 超強鍺鈦銀 束腹提臀	完美女人束腹 提臀褲 <lxgtk.blqsh@msa.hinet.net>	2008/12/15 09:25
☐	Fresh+鮮市報 - 全民瘋狂抽,馬上抱回家	Fresh+鮮市報 <Ollie_Cano@gmail.com>	2008/12/15 09:18
☐	年薪百萬正在向你招手 你絕對不可以錯過的好機會~	登上人生最高峰 <tubtzbyryin.hhd@msa.hinet.net>	2008/12/15 09:12
☐	牙齒美白去煙垢、茶垢，超有效!!	美白牙齒笑容 100 分 <pzlcwo.ik@msa.hinet.net>	2008/12/15 08:49
☐	品味華麗與藝術的 - 音樂饗宴	Dudley <kfhaiaflwdinfvna@ms28.hinet.net>	2008/12/15 09:58
☐	關鍵字廣告最新促銷方案來囉！--kolbdne.in	mwqlpcrra 關鍵字廣告 rd <www>	2008/12/15 08:40
☐	情趣商品流行失絲，任何想要的這裡通通都有，價格保證滿意	親愛的來點情趣嗎 <buzbyry.jnpe.dlo@msa.hinet.net>	2008/12/15 08:28

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News report on "warning about over 117.2 billion spam mails per year"

Sample 4

中央社記者黃慧敏2008/12/08

- 台灣一年有1,172億封電子垃圾郵件流竄，民眾最害怕的是電腦會因而中毒，網際網路業者提醒民眾一定要把電子信箱視為個人機密資料，不要隨意外洩。
- 台灣網際網路協會於國家通訊傳播委員會（NCC）公布「垃圾郵件痛苦指數」調查結果指出，台灣網友平均每人一天接獲29封垃圾郵件，若以寄信成本每封約新台幣0.02元計算，未開啟就刪除的垃圾郵件每年就耗費約20億。
- 平均每人每年花費30小時處理垃圾郵件，每年造成的經濟損失達440億元。

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emotional expression symbol (1/2)

- smiley face **:-)**
- ○|￣|＿ **a bowing man**
- Variations: Orz，orz，0rz，OTZ，OTL ，OTL、Orz（**with bigger head**）、ORZ（**with both hands to the ground**）、or2（**with extra high hip**）
- 「囧（CHUNG）」，「囧rz」**(Taiwanese style)**

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emotional expression symbol (2/2)

- Horizontal examples

:-(
:o)
:-D
;-)
:-P

- ❖XD variations: xd xp
- ❖ 8-) smile with glasses
- ❖ xc== throw up
- ❖:} smile, variations: :> , :) , :] , :))

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Interested Topics

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graphical

Let's play several games and have dinner together!

Let's play Chinese chess!

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photos **Common 3C products**

e-Commerce Website

Digital Video-On-Demand (VOD)

Mobile Communication Device

Voice Over Internet ProtocolVoIP (The Internet Phone)

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Benefits of using email

> 快速：即使與收信者相隔天涯, 幾秒鐘內就可以收到(寄信可能幾天~幾週)
> 成本低：不用買信紙、信封、郵票等
> 方便省力：使用電腦及網路
> 不受時間限制：只要有空，7天24小時服務不打烊
> 環保：少用紙張少砍樹

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Steps of traditional mail

First, we write down the letter

Put a stamp on it

Drop it into a mail box

The post office will distribute the letter to the postman

The postman will send the letter to the recipient's address and it would take about 2-3 days to reach to the receiver

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Format of email

User ID
Mail Server
ISP

dreamer6@mail.seed.net.tw

at
company
country

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Introduction to MSN

> MSN 係微軟公司通訊產品
> 只要申請帳號密碼，即可立即與朋友在網路上聊天(即時)
> 亦可傳送檔案

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Emotional Expression Symbols

> 網路討論無法看到交談的另一方，坐在電腦前面，究竟是用著怎樣的表情和態度打出這些字，只能自行想像。因為每個人對文字的解讀不同，引起一些磨擦、火爆紛爭也是很常見的。表情符號就是在這種需求下，因應而生。
> 現代象形文字
  由文字組成（或者說「用文字畫出來」）的表情符號（smiley face），最早在1980年代左右，由IBM公司的研究員Scott Fahlman所創。他起頭發明了表示笑臉的:-)，此後廣泛的使用於e-mail、新聞討論區等，帶領表情文字創作風潮。

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Questions in class

> What's the difference between MSN and Email?
> What if someone disclosed your private data by email?
> Is there any free ICT course with PC lab?

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Recommendations

Recommendations (1/3)

➢ The pilot test is also conducted at different locations other than designated place per trainer's request, implying that the content is quite suitable and desirable for poor and rural area people.

➢ a complete content of ICT training course is highly recommended for providing more help to learners

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Recommendations (2/3)

➢ Trainer may add some timely topics into the material to make the content more interesting.

➢ For example, the names in the sample of practicing writing emails can be substituted with the popular movie character in the film "Cape No. 7": "Aga" & "Maubo", participants will feel more involved in the activity.

Recommendations (3/3)

➢ Some participants expressed the opinion that duration time of the class is too short.

➢ Originally the session hour was set for 1 hour, participants felt that the pace is a little bit too rush.

➢ The content of the course should be more condensed or the time of class session should be extended.

Suggestions
on how to train stake-holders
and further the implementation
of this project

Suggestions (1/2)

➢ Compiling the entire content into an integrated material and translate into different languages for usage.

➢ Generate a concise presentation file (e.g. PowerPoint file) from the content to save the preparation time of the trainer and to help trainer deliver the content more clearly.

Suggestions (2/2)

➢ **Develop digital learning content of the course and establish a website for all related materials, in order to meet the self-learning needs in the future.**

Thank You for
Your Attention!!