

EUROPEAN GRUNDTVIG LEARNING PARTNERSHIP INVESTEGATING TEACHERS' PRACTICES IN USING TECHNOLOGY FOR ADULT LANGUAGES LEARNING

2012-1-CY1-GRU06-02397 6

Test of

"Best practice" materials

Adult Language Learners

Basic English for MCD staff

The tool "Basic English for MCD staff" was tested by 150 workers and university and secondary school students (mainly from Hasselt University) and by about 100 MCD workers in Italy.

You could use the DVD via computer or via DVD reader connected with a TV.

The test made by workers and students in Belgium, Portugal and Finland was made using only the main DVD, composed by 20 units.

Every unit is composed by a short clip and some exercises.

You could listen and see the short movie with English subtitles or Italian subtitles.

If you don't answer correctly to the questions you're obliged to listen again to the clip and answer again till you insert the right questions.

The main target of the tool "Basic English for MCD staff" were employees of McDonald's restaurants in Italy with only very little knowledge of English.

They used the tool both at work and at home.

The kit given to every member of the staff was composed by the main DVD containing all the 20 units, a second DVD containing "Useful words" translated from Italian to English and with the possibility to listen to the right pronunciation and a 94 pages book containing the text of all the 20 units also translated in Italian and the dictionary of the useful terms.

The international testers where not Italian and they had not the book and the second DVD.

Was said to all the testers that this was a "Basic English" tool customized for McDonald's staff but some of them, especially some of the students, made comments as the tool was dedicated to them and not to a special target of Italian workers.

Notwithstanding this, the 150 international testers considered the tool useful or very useful (84%) and only 3 ones said that was not useful.

Only one person considered it difficult.

Most of testers used it via pc (83%).

Most of the testers don't made suggestions (53%) or said that the tool was good as it was (28%).

Therefor we can say that the tool was considered useful and well done.

If we focus on the workers (98 persons on 150 testers) we could see that the appreciation of the DVD was 89% and no one considered it "not useful".

Between the students (52 persons on 150 testers) the appreciation was of 75%, but the tool was considered not useful not considering MCD Italian workers but for themselves.

The comments of students not appreciating the tool were:

- I already know all this;
- Too easy;

- Too easy for me;
- I will never work at McDonald's;
- Learned nothing new.

One student suggested to put the clips on internet creating a new tool on "YouTube".

The comments of workers instead were very positive such as:

- Very user-friendly software. I would even add more situations;
- Great job! Are there any similar programs for other languages?
- Realistic situations, very clear;
- Hoved the videos!
- I worked at McDonald's a few months ago, and I must say that this videos are very understandable.
- I liked that the actors spoke slowly and clearly. That way I could understand everything;
- I like that you can see the videos with English and Italian subtitles, that is very useful I think;
- I think this language learning program is really good and useful (also) if you want to learn Italian.

The workers had some problems because of their little ICT literacy, for example some of them were not able to pass from one unit to another skipping the menu or to skip the vision of one clip in they wanted not to see it.

The workers wrote many suggestions:

- Maybe some basic grammar?
- I could add more exercises;
- I would even add some more situations;
- Maybe get some feedback on reason why a response is false.

Also some students suggested:

- A search function to choose what kind of exercises you like to make;
- To be easier to navigate throughout the DVD.

The most of students were very skilled in English but also the most of them liked the tool:

- Very good examples of daily situations!
- Nice layout;
- The level is very appropriate for the target group;
- Lapprove!

Concerning the test made by Italian workers, all the testers used the tool and all appreciated the full kit.

The only common suggestion was concerning the creation of more units to go on in the training!

In conclusion we can say that the tool "Basic English for MCD staff" was a "best practice" also according to our testers and that it was very appreciated.



www.galileo.it/tech4all









ALL TESTERS

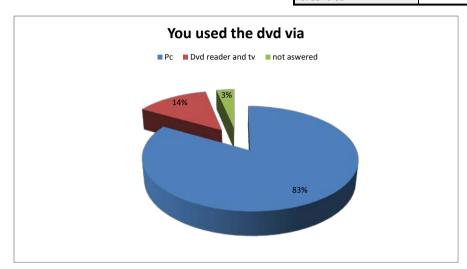
Name (Nome)	Surname (Cognome)	Position (categoria)	You used the dvd via (hai fruito il dvd con quale dispositivo?)	You consider the dvd (consideri il dvd)	You suggest of (all the answers you like): (io sufferisco di scegli una delle possibilità)	
Konanowicz	Erik	Other worker	Pc	Useful	Let it be as it is now.	
Hermans	Stefan	Other worker	Pc	Useful	Add some parts.	
Cludts	Maarten	Other worker	Pc	Very useful		
Hertogs	Kimberly	Other worker	Pc	Very useful	Let it be as it is now.	
Grieten	Christof	Other worker	Pc	Useful	Other.	
Knubben	Sharmaine	University student	Pc	Useful	Let it be as it is now.	
anonymous	0 11:	Secondary school	Pc	Useful	Let it be as it is now.	
Simoens	Cynthia	Other worker	Pc	Very useful	Let it be as it is now.	
Lambertz	Hans	Other worker	Pc	Very useful	Lat to be a self-to serve	
Grauwels	Sarah	Other worker	Pc	Useful	Let it be as it is now.	
Bartoli	Laura	Other worker	Pc Pc	Useful	Let it be as it is now.	
Achten Kessels	Jeroen	Other worker	Dvd reader and tv	Not so useful Useful	Add some parts. Let it be as it is now.	
Verschakelen	Daisy Elke	Secondary school Worker in a hotel	Pc	Very useful	Let it be as it is now.	
Leenaerts	Sara	Other worker	Pc	Not so useful	Let it be as it is now.	
Oosterbos	Niels	University student	Pc	Useful	Let it be as it is now.	
Verstappe	Johnny	Other worker	Pc	Useful	Let it be as it is now.	
Konanowicz	Lindsey	nurse	Pc	Useful	Add some parts.	
anonymous	Linusey	Secondary school	Pc	Not so useful	Change some parts.	
Paulussen	Tom	University student	Pc	Useful	Let it be as it is now.	
Spallina	Emanuela	Other worker	Pc	Useful	Let it be as it is now.	
Segers	Liesbeth	retired	Pc	Useful	Let it be as it is now.	
Verbruggen	Janina	Other worker	Pc	Useful	Other.	
Clijsters	Dirk	Other worker	Pc	Useful	Other.	
Clijsters	Geert	Other worker	Pc	Useful	Culoi.	
Oiljotoi 3	Jos	Worker in a hotel	Dvd reader and tv	Not so useful	Add some parts.	
anonymous	003	University student	Pc	Useful	Add some parts.	
Roost	Jan	Other worker	Pc	Very useful		
Vissers	Jeroen	Other worker	Pc	Useful	Let it be as it is now.	
Vliegen	llse	Other worker	Pc	Useful	Let it be as it is now.	
Groenen	llse	Other worker	Pc	Useful	Change some parts.	
Castro	Jos	Other worker	Pc	Very useful	Let it be as it is now.	
Orlando	Theresa	Other worker	Pc	Useful	Other.	
Heylen	Vicky	University student	Pc	Useful	0.1.0.1	
Matthys	Ben	Other worker	Pc	Not so useful		
Thaens	Andy	garage owner	Pc	Useful	Add some parts.	
Geebelen	Griet	University student	Pc	Not so useful	Add some parts.	
Bleukx	Annelies	worker in a	Pc	Very useful		
Das	Nele	Other worker	Pc	Useful	Let it be as it is now.	
Huygen	Sylvie	Other worker	Pc	Useful	Other.	
Van Pol	Katrien	Other worker	Pc	Useful	Let it be as it is now.	
Bertels	Brenda	Other worker	Pc	Very useful	Let it be as it is now.	
Bertels	Johan	Other worker	Pc	Useful		
Goossens	Jolien	Secondary school	Pc	Not so useful	Change some parts.	
Vervaeren	Myriam	Other worker	Pc	Very useful	Let it be as it is now.	
	Melissa	teacher	Pc	Useful	Let it be as it is now.	
Bonné	Kris	Other worker	Pc	Useful		
Sutens	Tessa	University student		Useful	Let it be as it is now.	
Gerits	Marie-Jeanne	Other worker	Pc	Useful	Other.	
Geert		Other worker	Pc	Very useful		
Jan	Roost	Other worker	Pc	Useful	Remove some parts.	
Van Overdijn	Bart	Other worker	Pc	Very useful		
anonymous		Other worker	Dvd reader and tv	Very useful		
	Annick	unemployed	Pc	Useful		
Froyen	Peter	Other worker	Pc	Useful		
·	Alexander	University student	Pc	Very useful		
Haesevoets	Gert	Other worker	Pc	Useful		
	Daisy	University student	Dvd reader and tv	Useful		
Rutten		Other worker	Pc	Useful		
Linsen		Worker in a hotel	Dvd reader and tv	Useful		
anonymous		University student	Pc	Very useful		
Andries	Jeroen	Other worker	Pc	Very useful		
anonymous		University student	Pc	Not useful		
Christiaens		Worker in a hotel	Dvd reader and tv	Not so useful		
	Johan	Other worker	Pc	Useful	Other.	
Vandueren	Pieter	Other worker	Pc	Very useful		
	Riet	Other worker	Dvd reader and tv	Useful		
Schippers	Mathijs	Other worker	Pc	Useful		
Arnols	Greet	Other worker	Pc	Useful		
Vliegen		University student	Dvd reader and tv	Not so useful		
	Cyriel	Other worker	Pc	Useful		
Motmans	Frank	Other worker	Pc	Useful		
	Hans	Worker in a hotel	Pc	Not so useful	Other.	
Minsen	Jessie	Other worker	Pc	Very useful		

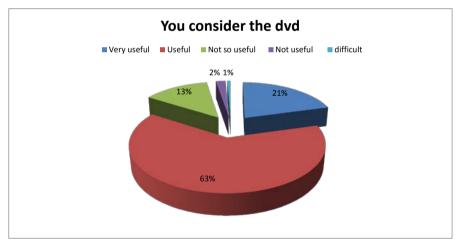
Driesen	Stefan	Other worker	Pc	Useful	
Kusters	Steran	Other worker	Dvd reader and tv	Useful	
Peeters	Carrie	Other worker	Pc Pc	Very useful	
1 001010	Karlien	University student	Pc	Useful	
anonymous	ranion	Other worker	Pc	Not so useful	Change some parts.
Miermans	Michael	University student	Pc	Useful	- Change Come pane
Lauritano	S	Other worker	Pc	Useful	
	Lies	Worker in a hotel		Not so useful	
Schrijvers	D	Other worker	Pc	Useful	
Berger		Other worker	Dvd reader and tv	Useful	
Machiels		Other worker	Pc	Useful	
	Jo	University student	Pc	Useful	
anonymous		University student	Pc	Useful	
Aerts		Other worker	Pc	Useful	
Henderix	Jan	University student	Pc	Useful	
Van Walle	Jorven	University student	Pc	Useful	
Bielen		Other worker	Pc	Useful	
Marieke	Huysmans	Other worker	Pc	Useful	
Dehing	Ellen	University student	Pc	Useful	
Maliaahali	Christian	Secondary school	Died sond as and to	\/amafl	Latitha as it is say.
Melischek Talboom	Christian Kathleen	student Worker in a hotel	Dvd reader and tv Dvd reader and tv	Very useful Not so useful	Let it be as it is now. Add some parts.
Talboom	Katrileen	Secondary school	Dvd reader and tv	Not so userui	Add some parts.
Willems	Michiel	student	Pc	Not useful	Other.
Wijnen	Nanna	University student	Pc	Very useful	Other.
Vangeel	Christophe	Other worker	Dvd reader and tv	Not so useful	
De Rijck	Jan	Worker in a hotel	Pc	Useful	Add some parts.
Derdeyn	Jolien	University student	Pc	Useful	Let it be as it is now.
		Secondary school			
Willems	Filip	student	Pc	Not so useful	Add some parts.
	,	Secondary school			· ·
Ghyoot	Yves	student	Pc	Useful	
		Secondary school			
Taeymans	Jurgen	student	Dvd reader and tv	Not so useful	
Janssen	Shari	Other worker	Dvd reader and tv	Useful	Remove some parts.
Jozef	Verckens	University student	Pc	Useful	
		Secondary school			
Dimitri	Kok	student	Pc	Useful	
		Secondary school	_		
Dioos	Heleen	student	Pc	Useful	Let it be as it is now.
Depauw	Natan	Other worker	Pc	Useful	Add some parts.
Van Echelpoel	Inger	University student	Dvd reader and tv	Useful	
Luyckx	Jessica	Worker in a hotel	Pc	Very useful	Let it be as it is now.
de Ridder	Iris	Other worker	Pc	Very useful	
de Ridder Mampaey	Iris Yanick	Other worker Other worker	Pc Pc	Very useful Useful	Add some parts.
de Ridder Mampaey Nys	Iris Yanick Isabel	Other worker Other worker Worker in a hotel	Pc Pc Dvd reader and tv	Very useful Useful Very useful	Add some parts. Change some parts.
de Ridder Mampaey Nys Gijselinckx	Iris Yanick Isabel Niels	Other worker Other worker Worker in a hotel Other worker	Pc Pc Dvd reader and tv Pc	Very useful Useful Very useful Useful Useful	Add some parts. Change some parts. Remove some parts.
de Ridder Mampaey Nys	Iris Yanick Isabel	Other worker Other worker Worker in a hotel Other worker Other worker	Pc Pc Dvd reader and tv	Very useful Useful Very useful	Add some parts. Change some parts.
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de Ridder Mampaey Nys Gijselinckx Van Gerwen Verhoeven Geussens Wouters Neetens Appels Benoy Geenen Brauwers anonymous Horemans Hofkens Cambier	Iris Yanick Isabel Niels Ellen Sebastiaan Vincent Evert Gertjan Nadine Jozef Sara Femke Kirsten Marijke Sara	Other worker Other worker Worker in a hotel Other worker Other worker Other worker Secondary school student Secondary school student Worker in a hotel University student Secondary school student Other worker Secondary school	Pc Pc Dvd reader and tv Pc Pc Dvd reader and tv Pc Pc Dvd reader and tv Pc	Very useful Useful Very useful Useful Useful difficult Useful Useful Useful Very useful Not so useful Useful Very useful	Add some parts. Change some parts. Remove some parts. Other. Let it be as it is now. Other.
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de Ridder Mampaey Nys Gijselinckx Van Gerwen Verhoeven Geussens Wouters Neetens Appels Benoy Geenen Brauwers anonymous Horemans Hofkens Cambier Peeters Wielandts Van Linden	Iris Yanick Isabel Niels Ellen Sebastiaan Vincent Evert Gertjan Nadine Jozef Sara Femke Kirsten Marijke Sara Paul Liesje Frank	Other worker Other worker Worker in a hotel Other worker Other worker Secondary school student Secondary school student Secondary school student Worker in a hotel University student Secondary school student Other worker Secondary school student Other worker Secondary school student Other worker	Pc Pc Dvd reader and tv Pc Pc Dvd reader and tv Pc Pc Dvd reader and tv Pc	Very useful Useful Very useful Useful Useful difficult Useful Useful Useful Useful Very useful Very useful Useful Useful Not so useful Useful Very useful Useful Voery useful Useful Very useful Useful Very useful Useful Very useful Useful	Add some parts. Change some parts. Remove some parts. Other. Let it be as it is now. Other.
de Ridder Mampaey Nys Gijselinckx Van Gerwen Verhoeven Geussens Wouters Neetens Appels Benoy Geenen Brauwers anonymous Horemans Hofkens Cambier Peeters Wielandts Van Linden Ceunen	Iris Yanick Isabel Niels Ellen Sebastiaan Vincent Evert Gertjan Nadine Jozef Sara Femke Kirsten Marijke Sara Paul Liesje Frank Filip	Other worker Other worker Worker in a hotel Other worker Other worker Secondary school student Other worker Secondary school student Secondary school student Worker in a hotel University student Secondary school student Other worker Secondary school student University student Verser Secondary school student University student University student University student	Pc Pc Dvd reader and tv Pc Pc Dvd reader and tv Pc Pc Dvd reader and tv Pc	Very useful Useful Very useful Useful Useful difficult Useful Useful Useful Useful Very useful Not so useful Useful Useful Very useful Very useful Very useful Very useful Useful Very useful Useful Very useful Useful Useful Very useful Useful Useful Very useful Useful Very useful Useful Very useful Useful Very useful Useful	Add some parts. Change some parts. Remove some parts. Other. Let it be as it is now. Other.
de Ridder Mampaey Nys Gijselinckx Van Gerwen Verhoeven Geussens Wouters Neetens Appels Benoy Geenen Brauwers anonymous Horemans Hofkens Cambier Peeters Wielandts Van Linden	Iris Yanick Isabel Niels Ellen Sebastiaan Vincent Evert Gertjan Nadine Jozef Sara Femke Kirsten Marijke Sara Paul Liesje Frank	Other worker Other worker Worker in a hotel Other worker Other worker Secondary school student Other worker Secondary school student Secondary school student Worker in a hotel University student Secondary school student University student Other worker Secondary school student restaurant University student Worker in a hotel Other worker	Pc Pc Dvd reader and tv Pc Pc Dvd reader and tv Pc Pc Dvd reader and tv Pc	Very useful Useful Very useful Useful Useful difficult Useful Useful Useful Useful Very useful Very useful Useful Useful Not so useful Useful Very useful Useful Voery useful Useful Very useful Useful Very useful Useful Very useful Useful	Add some parts. Change some parts. Remove some parts. Other. Let it be as it is now. Other.
de Ridder Mampaey Nys Gijselinckx Van Gerwen Verhoeven Geussens Wouters Neetens Appels Benoy Geenen Brauwers anonymous Horemans Hofkens Cambier Peeters Wielandts Van Linden Ceunen Jacobs	Iris Yanick Isabel Niels Ellen Sebastiaan Vincent Evert Gertjan Nadine Jozef Sara Femke Kirsten Marijke Sara Paul Liesje Frank Filip Tomas	Other worker Other worker Worker in a hotel Other worker Other worker Secondary school student Other worker Secondary school student Secondary school student Worker in a hotel University student Secondary school student Other worker Secondary school student University student Other worker	Pc Pc Dvd reader and tv Pc Pc Pc Dvd reader and tv Pc Pc Dvd reader and tv Pc	Very useful Useful Very useful Useful Useful Useful Useful Useful Useful Useful Very useful Very useful Useful Useful Very useful Useful Very useful Useful Very useful Useful Useful Very useful Useful Useful Very useful Useful Very useful Useful Very useful Useful Very useful Very useful Useful Very useful Useful Very useful Useful Useful Very useful	Add some parts. Change some parts. Remove some parts. Other. Let it be as it is now. Other.
de Ridder Mampaey Nys Gijselinckx Van Gerwen Verhoeven Geussens Wouters Neetens Appels Benoy Geenen Brauwers anonymous Horemans Hofkens Cambier Peeters Wielandts Van Linden Ceunen Jacobs Maerevoet	Iris Yanick Isabel Niels Ellen Sebastiaan Vincent Evert Gertjan Nadine Jozef Sara Femke Kirsten Marijke Sara Paul Liesje Frank Filip Tomas Jente	Other worker Other worker Worker in a hotel Other worker Secondary school student Secondary school student Secondary school student Worker in a hotel University student Secondary school student Other worker Secondary school student restaurant University student Worker in a hotel Other worker Secondary school	Pc Pc Dvd reader and tv Pc Pc Pc Dvd reader and tv Pc Pc Dvd reader and tv Pc	Very useful Useful Very useful Useful Useful Useful Useful Useful Useful Useful Very useful Very useful Useful Useful Very useful Useful Voery useful Useful Very useful Useful Useful Useful Useful Useful Useful Useful Useful	Add some parts. Change some parts. Remove some parts. Other. Let it be as it is now. Other.
de Ridder Mampaey Nys Gijselinckx Van Gerwen Verhoeven Geussens Wouters Neetens Appels Benoy Geenen Brauwers anonymous Horemans Hofkens Cambier Peeters Wielandts Van Linden Ceunen Jacobs	Iris Yanick Isabel Niels Ellen Sebastiaan Vincent Evert Gertjan Nadine Jozef Sara Femke Kirsten Marijke Sara Paul Liesje Frank Filip Tomas	Other worker Other worker Worker in a hotel Other worker Secondary school student Secondary school student Secondary school student Worker in a hotel University student Secondary school student University student Other worker Secondary school student University student Other worker Secondary school student University student Worker in a hotel Other worker Secondary school student University student University student University student University student University student	Pc Pc Dvd reader and tv Pc Pc Pc Dvd reader and tv Pc Pc Dvd reader and tv Pc	Very useful Useful Very useful Useful Useful Useful Useful Useful Useful Useful Very useful Very useful Useful Useful Very useful Useful Very useful Useful Very useful Useful Useful Very useful Useful Useful Very useful Useful Very useful Useful Very useful Useful Very useful Very useful Useful Very useful Useful Very useful Useful Useful Very useful	Add some parts. Change some parts. Remove some parts. Other. Let it be as it is now. Other.
de Ridder Mampaey Nys Gijselinckx Van Gerwen Verhoeven Geussens Wouters Neetens Appels Benoy Geenen Brauwers anonymous Horemans Hofkens Cambier Peeters Wielandts Van Linden Ceunen Jacobs Maerevoet Ivers	Iris Yanick Isabel Niels Ellen Sebastiaan Vincent Evert Gertjan Nadine Jozef Sara Femke Kirsten Marijke Sara Paul Liesje Frank Filip Tomas Jente Guy	Other worker Other worker Worker in a hotel Other worker Secondary school student Secondary school student Secondary school student Worker in a hotel University student Secondary school student Other worker Secondary school student University student University student Vorker Secondary school student University student Worker in a hotel Other worker Secondary school student University student Vorker in a hotel Other worker Secondary school student University student Secondary school	Pc Pc Dvd reader and tv Pc	Very useful Useful Very useful Useful Useful Useful Useful Useful Useful Useful Very useful Very useful Very useful	Add some parts. Change some parts. Remove some parts. Other. Let it be as it is now. Other.
de Ridder Mampaey Nys Gijselinckx Van Gerwen Verhoeven Geussens Wouters Neetens Appels Benoy Geenen Brauwers anonymous Horemans Hofkens Cambier Peeters Wielandts Van Linden Ceunen Jacobs Maerevoet	Iris Yanick Isabel Niels Ellen Sebastiaan Vincent Evert Gertjan Nadine Jozef Sara Femke Kirsten Marijke Sara Paul Liesje Frank Filip Tomas Jente	Other worker Other worker Worker in a hotel Other worker Other worker Secondary school student Other worker Secondary school student Secondary school student Worker in a hotel University student Secondary school student Other worker Secondary school student University student	Pc Pc Dvd reader and tv Pc Pc Pc Dvd reader and tv Pc Pc Dvd reader and tv Pc	Very useful Useful Very useful Useful Useful Useful Useful Useful Useful Useful Very useful Very useful Useful Useful Very useful Useful Voery useful Useful Very useful Useful Useful Useful Useful Useful Useful Useful Useful	Add some parts. Change some parts. Remove some parts. Other. Let it be as it is now. Other.
de Ridder Mampaey Nys Gijselinckx Van Gerwen Verhoeven Geussens Wouters Neetens Appels Benoy Geenen Brauwers anonymous Horemans Hofkens Cambier Peeters Wielandts Van Linden Ceunen Jacobs Maerevoet Ivers Wit	Iris Yanick Isabel Niels Ellen Sebastiaan Vincent Evert Gertjan Nadine Jozef Sara Femke Kirsten Marijke Sara Paul Liesje Frank Filip Tomas Jente Guy Danielle	Other worker Other worker Worker in a hotel Other worker Secondary school student Other worker Secondary school student Secondary school student Worker in a hotel University student Secondary school student Other worker Secondary school student University student Worker in a hotel Other worker Secondary school student University student Worker in a hotel Other worker Secondary school student University student Secondary school student Secondary school student Secondary school	Pc Pc Dvd reader and tv Pc Pc Pc Dvd reader and tv Pc Pc Dvd reader and tv Pc	Very useful Useful Very useful Useful Useful Useful Useful Useful Useful Useful Very useful Useful Very useful Very useful Useful Useful Very useful Useful Very useful Useful Useful Useful Useful Useful Useful Very useful Useful Very useful Useful Very useful Very useful Very useful Very useful Not so useful	Add some parts. Change some parts. Remove some parts. Other. Let it be as it is now. Other.
de Ridder Mampaey Nys Gijselinckx Van Gerwen Verhoeven Geussens Wouters Neetens Appels Benoy Geenen Brauwers anonymous Horemans Hofkens Cambier Peeters Wielandts Van Linden Ceunen Jacobs Maerevoet Ivers Wit Jansegers	Iris Yanick Isabel Niels Ellen Sebastiaan Vincent Evert Gertjan Nadine Jozef Sara Femke Kirsten Marijke Sara Paul Liesje Frank Filip Tomas Jente Guy Danielle Yannick	Other worker Other worker Worker in a hotel Other worker Secondary school student Secondary school student Secondary school student Worker in a hotel University student Secondary school student Other worker Secondary school student University student Secondary school student University student Secondary school student University student Worker in a hotel Other worker Secondary school student University student Secondary school student	Pc Pc Dvd reader and tv Pc Pc Pc Dvd reader and tv Pc Pc Dvd reader and tv Pc	Very useful Useful Very useful Useful Useful Useful Useful Useful Useful Useful Very useful Useful Very useful Useful Useful Useful Useful Useful Useful Useful Very useful Very useful Useful Very useful Useful Very useful Useful Very useful	Add some parts. Change some parts. Remove some parts. Other. Let it be as it is now. Other.
de Ridder Mampaey Nys Gijselinckx Van Gerwen Verhoeven Geussens Wouters Neetens Appels Benoy Geenen Brauwers anonymous Horemans Hofkens Cambier Peeters Wielandts Van Linden Ceunen Jacobs Maerevoet Ivers Wit	Iris Yanick Isabel Niels Ellen Sebastiaan Vincent Evert Gertjan Nadine Jozef Sara Femke Kirsten Marijke Sara Paul Liesje Frank Filip Tomas Jente Guy Danielle Yannick Rottiers	Other worker Other worker Worker in a hotel Other worker Secondary school student Secondary school student Secondary school student Worker in a hotel University student Secondary school student Other worker Secondary school student University student Secondary school student Other worker Secondary school student University student Worker in a hotel Other worker Secondary school student University student	Pc Pc Dvd reader and tv Pc Pc Dvd reader and tv Pc Pc Dvd reader and tv Pc	Very useful Useful Very useful Useful Useful Useful Useful Useful Useful Useful Very useful Useful Voery useful Useful Very useful Useful Very useful Useful Very useful Useful Very useful Useful Useful Very useful Very useful Very useful	Add some parts. Change some parts. Remove some parts. Other. Let it be as it is now. Other.
de Ridder Mampaey Nys Gijselinckx Van Gerwen Verhoeven Geussens Wouters Neetens Appels Benoy Geenen Brauwers anonymous Horemans Hofkens Cambier Peeters Wielandts Van Linden Ceunen Jacobs Maerevoet Ivers Wit Jansegers Liesbeth	Iris Yanick Isabel Niels Ellen Sebastiaan Vincent Evert Gertjan Nadine Jozef Sara Femke Kirsten Marijke Sara Paul Liesje Frank Filip Tomas Jente Guy Danielle Yannick	Other worker Other worker Worker in a hotel Other worker Secondary school student Secondary school student Worker in a hotel Other worker Secondary school student Secondary school student Worker in a hotel University student Secondary school student Other worker Secondary school student University student University student Secondary school student University student Worker in a hotel Other worker Secondary school student University student Other worker	Pc Pc Dvd reader and tv Pc Pc Pc Dvd reader and tv Pc Pc Dvd reader and tv Pc	Very useful Useful Very useful Useful Useful Useful Useful Useful Useful Useful Useful Very useful Very useful Useful Very useful	Add some parts. Change some parts. Remove some parts. Other. Let it be as it is now. Other.
de Ridder Mampaey Nys Gijselinckx Van Gerwen Verhoeven Geussens Wouters Neetens Appels Benoy Geenen Brauwers anonymous Horemans Hofkens Cambier Peeters Wielandts Van Linden Ceunen Jacobs Maerevoet Ivers Wit Jansegers Liesbeth anonymous	Iris Yanick Isabel Niels Ellen Sebastiaan Vincent Evert Gertjan Nadine Jozef Sara Femke Kirsten Marijke Sara Paul Liesje Frank Filip Tomas Jente Guy Danielle Yannick Rottiers Frank	Other worker Other worker Worker in a hotel Other worker Other worker Secondary school student Other worker Secondary school student Secondary school student Worker in a hotel University student Secondary school student University student Worker in a hotel Other worker Secondary school student University student Other worker Worker in a hotel	Pc Pc Dvd reader and tv Pc Pc Pc Dvd reader and tv Pc Pc Dvd reader and tv Pc	Very useful Useful Very useful Useful Useful Useful Useful Useful Useful Useful Very useful Useful Useful Useful Very useful	Add some parts. Change some parts. Remove some parts. Other. Let it be as it is now. Let it be as it is now. Let it be as it is now. Add some parts. Let it be as it is now. Other. Other.
de Ridder Mampaey Nys Gijselinckx Van Gerwen Verhoeven Geussens Wouters Neetens Appels Benoy Geenen Brauwers anonymous Horemans Hofkens Cambier Peeters Wielandts Van Linden Ceunen Jacobs Maerevoet Ivers Wit Jansegers Liesbeth anonymous Hanne	Iris Yanick Isabel Niels Ellen Sebastiaan Vincent Evert Gertjan Nadine Jozef Sara Femke Kirsten Marijke Sara Paul Liesje Frank Filip Tomas Jente Guy Danielle Yannick Rottiers Frank Frank Geys	Other worker Other worker Worker in a hotel Other worker Secondary school student Secondary school student Secondary school student Worker in a hotel University student Secondary school student University student Worker in a hotel Other worker Secondary school student University student Other worker	Pc Pc Dvd reader and tv Pc Pc Pc Dvd reader and tv Pc Pc Dvd reader and tv Pc	Very useful Useful Very useful Useful Useful Useful Useful Useful Useful Useful Very useful Useful Useful Very useful Useful Very useful Useful Useful Very useful Useful Useful Useful Useful Useful Useful Useful Useful Very useful	Add some parts. Change some parts. Remove some parts. Other. Let it be as it is now. Let it be as it is now. Let it be as it is now. Add some parts. Let it be as it is now. Other. Other. Other. Other.
de Ridder Mampaey Nys Gijselinckx Van Gerwen Verhoeven Geussens Wouters Neetens Appels Benoy Geenen Brauwers anonymous Horemans Hofkens Cambier Peeters Wielandts Van Linden Ceunen Jacobs Maerevoet Ivers Wit Jansegers Liesbeth anonymous Hanne Ben	Iris Yanick Isabel Niels Ellen Sebastiaan Vincent Evert Gertjan Nadine Jozef Sara Femke Kirsten Marijke Sara Paul Liesje Frank Filip Tomas Jente Guy Danielle Yannick Rottiers Frank Geys Maes	Other worker Other worker Worker in a hotel Other worker Secondary school student Secondary school student Secondary school student Worker in a hotel University student Secondary school student University student Worker in a hotel Other worker Secondary school student University student Other worker Secondary school student Other worker Worker in a hotel Other worker Other worker	Pc Pc Dvd reader and tv Pc Pc Pc Dvd reader and tv Pc Pc Dvd reader and tv Pc	Very useful Useful Very useful Useful Useful Useful Useful Useful Useful Useful Very useful Useful Useful Very useful	Add some parts. Change some parts. Remove some parts. Other. Let it be as it is now. Let it be as it is now. Let it be as it is now. Add some parts. Let it be as it is now. Other. Other. Other. Other. Let it be as it is now. Let it be as it is now.
de Ridder Mampaey Nys Gijselinckx Van Gerwen Verhoeven Geussens Wouters Neetens Appels Benoy Geenen Brauwers anonymous Horkens Cambier Peeters Wielandts Van Linden Ceunen Jacobs Maerevoet Ivers Wit Jansegers Liesbeth anonymous Hanne Ben Anjo	Iris Yanick Isabel Niels Ellen Sebastiaan Vincent Evert Gertjan Nadine Jozef Sara Femke Kirsten Marijke Sara Paul Liesje Frank Filip Tomas Jente Guy Danielle Yannick Rottiers Frank Geys Maes Geboers	Other worker Other worker Worker in a hotel Other worker Secondary school student Secondary school student Secondary school student Worker in a hotel University student Secondary school student Vorker worker Secondary school student University student Worker in a hotel Other worker Secondary school student University student Secondary school student University student Secondary school student University student Other worker Secondary school student University student Other worker Vorker in a hotel Other worker Other worker	Pc Pc Dvd reader and tv Pc	Very useful Useful Very useful Useful Useful Useful Useful Useful Useful Useful Useful Very useful Useful Useful Very useful Useful Useful Very useful	Add some parts. Change some parts. Remove some parts. Other. Let it be as it is now. Let it be as it is now. Let it be as it is now. Add some parts. Let it be as it is now. Other. Other. Other. Other. Let it be as it is now. Let it be as it is now. Let it be as it is now. Let it be as it is now. Let it be as it is now. Let it be as it is now. Let it be as it is now. Let it be as it is now. Let it be as it is now. Let it be as it is now.
de Ridder Mampaey Nys Gijselinckx Van Gerwen Verhoeven Geussens Wouters Neetens Appels Benoy Geenen Brauwers anonymous Horemans Hofkens Cambier Peeters Wielandts Van Linden Ceunen Jacobs Maerevoet Ivers Wit Jansegers Liesbeth anonymous Hanne Ben Anjo Toon	Iris Yanick Isabel Niels Ellen Sebastiaan Vincent Evert Gertjan Nadine Jozef Sara Femke Kirsten Marijke Sara Paul Liesje Frank Filip Tomas Jente Guy Danielle Yannick Rottiers Frank Geys Maes Geboers Geys	Other worker Other worker Worker in a hotel Other worker Secondary school student Secondary school student Worker in a hotel Other worker Secondary school student Secondary school student Worker in a hotel University student Secondary school student Other worker Secondary school student University student Worker in a hotel Other worker Secondary school student University student Worker in a hotel Other worker Secondary school student University student University student University student Other worker Secondary school student University student Other worker Worker in a hotel Other worker Other worker	Pc Pc Dvd reader and tv Pc	Very useful Useful Very useful Very useful Useful Very useful Useful Very useful Useful Useful Very useful Very useful Useful Useful Very useful	Add some parts. Change some parts. Remove some parts. Other. Let it be as it is now. Let it be as it is now. Let it be as it is now. Add some parts. Let it be as it is now. Other. Other. Other. Other. Let it be as it is now. Let it be as it is now. Let it be as it is now. Let it be as it is now. Let it be as it is now. Let it be as it is now. Let it be as it is now. Let it be as it is now. Let it be as it is now. Let it be as it is now. Let it be as it is now.
de Ridder Mampaey Nys Gijselinckx Van Gerwen Verhoeven Geussens Wouters Neetens Appels Benoy Geenen Brauwers anonymous Horkens Cambier Peeters Wielandts Van Linden Ceunen Jacobs Maerevoet Ivers Wit Jansegers Liesbeth anonymous Hanne Ben Anjo	Iris Yanick Isabel Niels Ellen Sebastiaan Vincent Evert Gertjan Nadine Jozef Sara Femke Kirsten Marijke Sara Paul Liesje Frank Filip Tomas Jente Guy Danielle Yannick Rottiers Frank Geys Maes Geboers	Other worker Other worker Worker in a hotel Other worker Secondary school student Secondary school student Secondary school student Worker in a hotel University student Secondary school student Vorker worker Secondary school student University student Worker in a hotel Other worker Secondary school student University student Secondary school student University student Secondary school student University student Other worker Secondary school student University student Other worker Vorker in a hotel Other worker Other worker	Pc Pc Dvd reader and tv Pc	Very useful Useful Very useful Useful Useful Useful Useful Useful Useful Useful Useful Very useful Useful Useful Very useful Useful Useful Very useful	Add some parts. Change some parts. Remove some parts. Other. Let it be as it is now. Let it be as it is now. Let it be as it is now. Add some parts. Let it be as it is now. Other. Other. Other. Other. Let it be as it is now. Let it be as it is now. Let it be as it is now. Let it be as it is now. Let it be as it is now. Let it be as it is now. Let it be as it is now. Let it be as it is now. Let it be as it is now. Let it be as it is now.

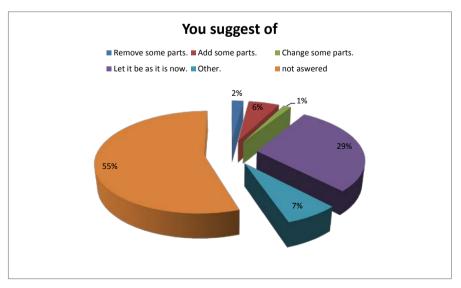
Goele	Brusselaers	Other worker	Pc	Useful	Let it be as it is now.
		Secondary school			
anthonio	maimon	student	Pc	Not so useful	Let it be as it is now.
Lotte	Geys	Other worker	Pc	Useful	Other.
Sara	Lyytikäinen	Other worker	Pc	Useful	Change some parts.

TOTAL 150

Pc	125	Very useful	31	Remove some parts.	3
Dvd reader and tv	20	Useful	95	Add some parts.	8
not aswered	5	Not so useful	20	Change some parts.	2
		Not useful	3	Let it be as it is now.	42
		difficult	1	Other.	10
			•	not aswered	80





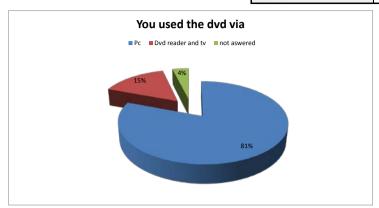


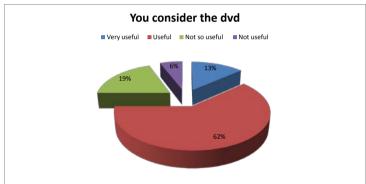
STUDENTS (UNIVERSITARY AND SECONDARY SCHOOL)

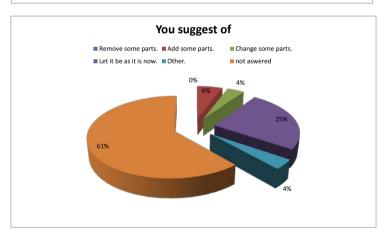
		STUDENTS (UNIVERSITARY AND SECOND	ARY SCHOOL)	
			You used the dvd via (hai fruito il	You consider the dvd (consideri il	You suggest of (all the answers you like): (io
Name (Nome)	Surname (Cognome)	Position (categoria)	dvd con quale dispositivo?)	dvd)	sufferisco di scegli una delle possibilità)
Knubben	Sharmaine	University student	Pc	Useful	Let it be as it is now.
anonymous	Siterine	Secondary school student	Pc	Useful	Let it be as it is now.
Kessels	Daisy	Secondary school student	Dvd reader and tv	Useful	Let it be as it is now.
Oosterbos	Niels	University student	Pc Pc	Useful	Let it be as it is now.
anonymous		Secondary school student	Pc	Not so useful	Change some parts.
Paulussen	Tom	University student	Pc	Useful	Let it be as it is now.
anonymous		University student	Pc	Useful	
Heylen	Vicky	University student	Pc	Useful	
Geebelen	Griet	University student	Pc	Not so useful	Add some parts.
Goossens	Jolien	Secondary school student	Pc	Not so useful	Change some parts.
Sutens	Tessa	University student		Useful	Let it be as it is now.
	Alexander	University student	Pc	Very useful	
	Daisy	University student	Dvd reader and tv	Useful	
anonymous		University student	Pc	Very useful	
anonymous		University student	Pc	Not useful	
Vliegen		University student	Dvd reader and tv	Not so useful	
Vangelooven	Ruben	University student	Pc	Useful	
	Karlien	University student	Pc	Useful	
Miermans	Michael	University student	Pc	Useful	
	Jo	University student	Pc	Useful	
anonymous		University student	Pc	Useful	
Henderix	Jan	University student	Pc	Useful	
Van Walle	Jorven	University student	Pc	Useful	
Dehing	Ellen	University student	Pc	Useful	
Melischek	Christian	Secondary school student	Dvd reader and tv	Very useful	Let it be as it is now.
Willems	Michiel	Secondary school student	Pc	Not useful	Other.
Wijnen	Nanna	University student	Pc	Very useful	
Derdeyn	Jolien	University student	Pc	Useful	Let it be as it is now.
Willems	Filip	Secondary school student	Pc	Not so useful	Add some parts.
Ghyoot	Yves	Secondary school student	Pc	Useful	
Taeymans	Jurgen	Secondary school student	Dvd reader and tv	Not so useful	
Jozef	Verckens	University student	Pc	Useful	
Dimitri	Kok	Secondary school student	Pc	Useful	
Dioos	Heleen	Secondary school student	Pc	Useful	Let it be as it is now.
Van Echelpoel	Inger	University student	Dvd reader and tv	Useful	
Verhoeven	Sebastiaan	Secondary school student	Dvd reader and tv	Useful	
Wouters	Evert	Secondary school student	Pc	Useful	Let it be as it is now.
Neetens	Gertjan	Secondary school student	Dvd reader and tv	Useful	Let it be as it is now.
Benoy	Jozef	University student	Pc	Not so useful	
Geenen	Sara	Secondary school student	Pc	Useful	Add some parts.
Brauwers	Femke	University student	Pc	Useful	Let it be as it is now.
anonymous		Secondary school student	Pc	Very useful	
Horemans	Kirsten	University student	Pc	Useful	
Hofkens	Marijke	Secondary school student		Not so useful	Other.
Peeters	Paul	Secondary school student	Pc	Not useful	
Van Linden	Frank	University student	Pc	Useful	
Maerevoet	Jente	Secondary school student	Pc	Useful	
Ivers	Guy	University student	Pc	Very useful	
Wit	Danielle	Secondary school student	Pc	Not so useful	
Jansegers	Yannick	Secondary school student	Pc	Useful	
Liesbeth	Rottiers	University student	Pc	Very useful	
anthonio	maimon	Secondary school student	Pc	Not so useful	Let it be as it is now.

TOTAL 52

Pc	42	Very useful	7	Remove some parts.	0
Dvd reader and tv		Useful		Add some parts.	3
not aswered		Not so useful		Change some parts.	2
		Not useful	3	Let it be as it is now.	13
	_			Other.	2
				not aswered	32







WORKERS

		_			
Name (Nome)	Surname (Cognome)	Position (categoria)	You used the dvd via (hai fruito il dvd con quale dispositivo?)	You consider the dvd (consideri il dvd)	You suggest of (all the answers you like): (io sufferisco di scegli una delle possibilità)
Konanowicz	Erik	Other worker	Pc	Useful	Let it be as it is now.
Hermans	Stefan	Other worker	Pc	Useful	Add some parts.
Cludts	Maarten	Other worker	Pc	Very useful	
Hertogs	Kimberly	Other worker	Pc	Very useful	Let it be as it is now.
Grieten	Christof	Other worker	Pc	Useful	Other.
Simoens	Cynthia	Other worker	Pc	Very useful	Let it be as it is now.
Lambertz	Hans	Other worker	Pc	Very useful	
Grauwels	Sarah	Other worker	Pc	Useful	Let it be as it is now.
Bartoli	Laura	Other worker	Pc	Useful	Let it be as it is now.
Achten	Jeroen	Other worker	Pc	Not so useful	Add some parts.
Verschakelen	Elke	Worker in a hotel	Pc	Very useful	Let it be as it is now.
Leenaerts	Sara	Other worker	Pc	Not so useful	
Verstappe	Johnny	Other worker	Pc	Useful	Let it be as it is now.
Konanowicz	Lindsey	nurse	Pc	Useful	Add some parts.
Spallina	Emanuela	Other worker	Pc	Useful	Let it be as it is now.
Segers	Liesbeth	retired	Pc	Useful	Let it be as it is now.
Verbruggen	Janina	Other worker	Pc	Useful	Other.
Clijsters	Dirk	Other worker	Pc	Useful	Other.
Clijsters	Geert	Other worker	Pc	Useful	
2,000.0	Jos	Worker in a hotel	Dvd reader and tv	Not so useful	Add some parts.
Roost	Jan	Other worker	Pc Pc	Very useful	- III TOME PAREN
Vissers	Jeroen	Other worker	Pc	Useful	Let it be as it is now.
Vliegen	Ilse	Other worker	Pc	Useful	Let it be as it is now.
Groenen	llse	Other worker	Pc	Useful	Change some parts.
Castro	Jos	Other worker	Pc	Very useful	Let it be as it is now.
Orlando	Theresa	Other worker	Pc	Useful	Other.
Matthys	Ben	Other worker	Pc	Not so useful	other.
Thaens	Andy	garage owner	Pc	Useful	Add some parts.
	Annelies		Pc		Add some parts.
Bleukx	Nele	worker in a restaurant Other worker	Pc	Very useful	Let it he as it is now
Das				Useful Useful	Let it be as it is now. Other.
Huygen	Sylvie	Other worker	Pc	Useful	
Van Pol	Katrien	Other worker	Pc		Let it be as it is now.
Bertels	Brenda	Other worker Other worker	Pc Pc	Very useful	Let it be as it is now.
Bertels	Johan			Useful	
Vervaeren	Myriam	Other worker	Pc	Very useful	Let it be as it is now.
s ,	Melissa	teacher	Pc	Useful	Let it be as it is now.
Bonné	Kris	Other worker	Pc -	Useful	
Gerits	Marie-Jeanne	Other worker	Pc -	Useful	Other.
Geert		Other worker	Pc -	Very useful	
Jan	Roost	Other worker	Pc	Useful	Remove some parts.
Van Overdijn	Bart	Other worker	Pc	Very useful	
anonymous		Other worker	Dvd reader and tv	Very useful	
	Annick	unemployed	Pc	Useful	
Froyen	Peter	Other worker	Pc	Useful	
Haesevoets	Gert	Other worker	Pc	Useful	
Rutten		Other worker	Pc	Useful	
Linsen		Worker in a hotel	Dvd reader and tv	Useful	
Andries	Jeroen	Other worker	Pc	Very useful	
Christiaens	ļ	Worker in a hotel	Dvd reader and tv	Not so useful	
	Johan	Other worker	Pc	Useful	Other.
Vandueren	Pieter	Other worker	Pc	Very useful	
	Riet	Other worker	Dvd reader and tv	Useful	
	Mathijs	Other worker	Pc	Useful	
Schippers			Pc	Useful	
Schippers Arnols	Greet	Other worker	PC		
	-	Other worker Other worker	Pc	Useful	
	Greet			Useful Useful	
Arnols	Greet Cyriel	Other worker	Рс		Other.
Arnols	Greet Cyriel Frank	Other worker Other worker	Pc Pc	Useful	Other.
Arnols Motmans	Greet Cyriel Frank Hans	Other worker Other worker Worker in a hotel	Pc Pc Pc	Useful Not so useful	Other.
Arnols Motmans Minsen	Greet Cyriel Frank Hans Jessie	Other worker Other worker Worker in a hotel Other worker	Pc Pc Pc Pc	Useful Not so useful Very useful	Other.
Arnols Motmans Minsen Driesen	Greet Cyriel Frank Hans Jessie	Other worker Other worker Worker in a hotel Other worker Other worker	Pc Pc Pc Pc Pc	Useful Not so useful Very useful Useful	Other.

Lavuitana	c	Other worker	Pc	Useful	1
Lauritano	S Lies	Worker in a hotel	PC	Not so useful	
C - l: !!	D		Pc	Useful	
Schrijvers	U	Other worker			
Berger		Other worker	Dvd reader and tv	Useful	
Machiels		Other worker	Pc	Useful	
Aerts		Other worker	Pc	Useful	
Bielen		Other worker	Pc	Useful	
Marieke	Huysmans	Other worker	Pc	Useful	
Talboom	Kathleen	Worker in a hotel	Dvd reader and tv	Not so useful	Add some parts.
Vangeel	Christophe	Other worker	Dvd reader and tv	Not so useful	
De Rijck	Jan	Worker in a hotel	Pc	Useful	Add some parts.
Janssen	Shari	Other worker	Dvd reader and tv	Useful	Remove some parts.
Depauw	Natan	Other worker	Pc	Useful	Add some parts.
Luyckx	Jessica	Worker in a hotel	Pc	Very useful	Let it be as it is now.
de Ridder	Iris	Other worker	Pc	Very useful	
Mampaey	Yanick	Other worker	Pc	Useful	Add some parts.
Nys	Isabel	Worker in a hotel	Dvd reader and tv	Very useful	Change some parts.
Gijselinckx	Niels	Other worker	Pc	Useful	Remove some parts.
Van Gerwen	Ellen	Other worker	Pc	difficult	Other.
Geussens	Vincent	Other worker	Pc	Useful	Let it be as it is now.
Appels	Nadine	Worker in a hotel		Very useful	Let it be as it is now.
Cambier	Sara	Other worker	Pc	Useful	Other.
Wielandts	Liesje	restaurant	Pc	Very useful	
Ceunen	Filip	Worker in a hotel	Dvd reader and tv	Useful	
Jacobs	Tomas	Other worker	Pc	Very useful	
	Frank	Other worker	Pc	Useful	
anonymous		Worker in a hotel		Useful	
Hanne	Geys	Other worker	Pc	Useful	Let it be as it is now.
Ben	Maes	Other worker	Pc	Useful	Let it be as it is now.
Anjo	Geboers	Other worker	Pc	Very useful	Let it be as it is now.
Toon	Geys	Other worker	Pc	Useful	Let it be as it is now.
Chris	Fonteyn	Other worker	Pc	Useful	Let it be as it is now.
Willy	Maes	Other worker	Pc	Useful	Let it be as it is now.
Goele	Brusselaers	Other worker	Pc	Useful	Let it be as it is now.
Lotte	Geys	Other worker	Pc	Useful	Other.
Sara	Lyytikäinen	Other worker	Pc	Useful	Change some parts.

TOTAL 98

Pc	83	Very useful	24	Remove some parts.	3
Dvd reader and tv		Useful	63	Add some parts.	9
not aswered	3	Not so useful	10	Change some parts.	4
		Not useful	0	Let it be as it is now.	27
		Difficult	1	Other.	11
				not aswered	44

