



Nov 2021
NEWSLETTER

The CO3 evaluation framework

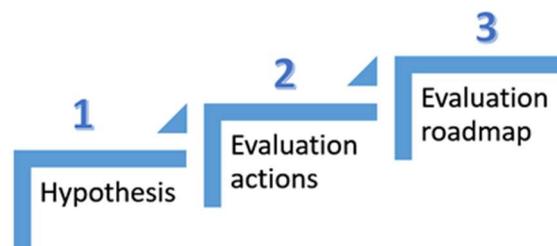
The evaluation framework has been contextualised to cover the needs of the individual pilot sites. Each pilot's evaluation plan contains services' metrics that incorporate stakeholders interests and views. The contextualized evaluation plan is based on what each stakeholder needs to evaluate. In short, the evaluation framework aims to establish a "common ground" through which the results of the activities of the three pilot sites of the CO3 project are going to be evaluated.

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Pilots evaluation plan: 3 steps

Following the realistic evaluation approach, the design of the pilot's specific evaluation plans has been framed around three steps:

1. Identification of the main hypothesis to be tested through the evaluation (together with pilots representatives, taking into account stakeholders expectations)
2. Definition of the evaluation actions to be carried out in order to test the main hypothesis, defined in step 1
3. Definition of the evaluation roadmap, in order to collect data for the evaluation actions defined in step 2



Evaluation actions

On a subsequent stage of the discussion with the pilots we went on to map the evaluation actions that will be carried out in every pilot. The goal here was to map these evaluation actions in order to:

1. Design actions able to collect data in order to test the hypotheses developed
2. Attempt to link evaluation actions with engagement actions to achieve a more coherent pilot development course of action
3. Use them as feedback to create the overarching framework and decide on the general action types and phases

The definition of the evaluation actions helps us to identify which are the data to be collected during the pilots. Specifically, two main types of data are going to be collected:

- Usage data: are the data that will be collected from the CO3 platform during the whole pilot execution, considering all the CO3 systems: Liquidfeedback, wallet, AR app, FirstLife, Gamification (Ontomap)
- Qualitative data: are the qualitative data about stakeholders expectations that will be collected in specific moments of the pilots lifetime. They could be collected through questionnaires, workshops, focus groups, interviews with experts, etc.

Evaluation roadmap

The roadmap aims to provide local pilots and partners in Task 4.2 a clear way to organize the contextualized evaluation actions and is going to be adapted to specific pilots needs and characteristics. Not all phases must be implemented in each pilot in the same way and with the same order. It depends on the local environment. The roadmap incorporated the following phases that are linked with evaluation methods, and particularly with data collection methods.

The main outputs for this step are the following:

– For usage data: a unique table (one for all the pilots) that makes reference to the main data sources to be used. The final list of usage data that will be collected through the CO3 platform in the three pilots that could slightly differ from the present one considering eventual refinements in the evaluation framework.

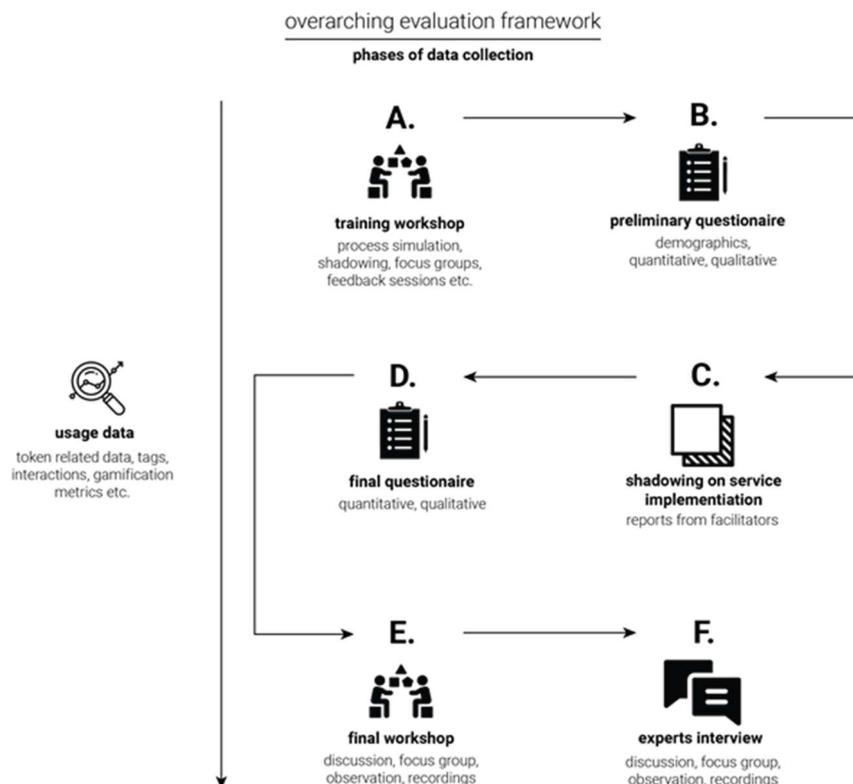
– For qualitative data: for each pilot the evaluation stages for collecting the requested data are defined following a common tabular template that considers the following variables:

- Evaluation stage: Reference to a specific evaluation stage, defined in the evaluation roadmap
- Main action – code: for each evaluation stage one or more actions are identified by a code.
- stage main action – title: Title of the main action
- stage main action – description: Full text description of the main action

- Evaluation action: Reference to the evaluation action(s) to which this main action refers to
- Engagement action: Reference to specific engagement actions (code) presented in the engagement plan
- Data collection: Description of the data collection method.

Possible options: report from workshop facilitators, feedback from stakeholders, surveys, etc.

- Data analysis: Description of data analysis method. It could be: thematic analysis, quantitative analysis, etc
- Supporting material: Link to supporting material and templates prepared for facilitating data collection (if available)
- Time table: Indicates when the main action is going to be carried out.



Pilot specific evaluation methods in Paris

The pandemic has profoundly impacted the geographical context and the services targeted by the pilots. A gradual re-opening of social activities and public services that have been stopped or reduced in Paris started in May 2021.

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Pilot specific evaluation methods in Paris

The Contributory Clinic scenario (Paris 1) is hosted by the PMI (Protection Maternelle et Infantile Pierre-Saint-Sémerd, Saint-Denis). Given the exacerbation of the use of screens during the pandemic, sessions related to the CO3 digital tools as an example of virtuous practices have been confirmed as very relevant. Some in-presence events were organized, but due to the emergent priorities of the service in the Department (e.g. domestic violence), the testing of the main thesis and hypothesis of the project, and of the CO3 application, have been postponed to May 2021 (partial opening), and the qualitative analyses of the tools to June, even with still subject to uncertainties on the sanitary conditions. All the actions implying an in-presence activity within the PMI has been slowed down but will be re-established if the sanitary conditions will permit it. The number of beneficiaries is going to be drastically reduced since the number of parents involved in the Contributory Clinic is decreased because of the economical and social problems raised by the pandemic – especially in the Seine-Saint Denis Department.

Urban Modelling scenario (Paris 2). The pilot confirmed its original structure as regards most of the activities planned with the five schools, even with some rescheduling. Monthly Seminar with teachers has taken place between September and December 2020 as planned. The official launch has been postponed to May. Many activities with the schools took place intermittently when schools were open, and with fewer number of students and classes, with a stabilization of the situation from May 2021 on. Rescheduling of the activities has been done in order to keep into account the distance learning mode and the consequent organizational issues that teachers were facing. On the contrary, new activities have been planned, such as the Hackathons at the Jacques Brel highschool and Poincaré middle-school. This has emerged as a special activity that professors wanted to include in the project, beside the “showcase” of the constructions made within Minetest in their respective buildings.

The third scenario Blockchain-Registry Scenario (Paris 3) did not envisage to implement in presence activities. Hence, IRI continued working on these matters in order to present all the results of the blockchain modeling study at the end of the pilot experimentations. Instead of analysing real-world cases of the French pilot, this scenario will be targeted to a modelling scenario with more qualitative instead of quantitative issues for the use of this particular type of Blockchain.

Evaluation actions

Scenario 1 – Contributory Clinic

Eight evaluation actions have been defined for the Contributory Clinic scenario. Four of them can be evaluated through the analysis of usage data in a quantitative (amount of time, number of objects, ...) and qualitative way (thematic analysis of content created). Specifically, usage data can contribute to the evaluation of the technological factors but also the socio-cultural ones, considering the possibility to make the analysis of the content created. Workshops and interviews can be used to collect additional qualitative feedback

from end-users about the usefulness of the CO3 application and perceived needs and obstacles.

Scenario 2 – Urban Modelling

The Urban modelling scenario can be evaluated through ten evaluation actions: four of them make reference to usage data, while the other six can be collected through the interactions with relevant stakeholders. In particular, some workshops and interviews with professors and students are foreseen and a qualitative questionnaire is going to be proposed. Students are going to be involved in in-class activities and on-site visits in order to test and provide feedback about the application. Usage data can contribute to the evaluation of the technological factors but also the socio-cultural ones (thematic analysis of the content). Workshops and interviews with professors and students are linked with the social, cultural and political factors of the evaluation framework.

Scenario 3 – Blockchain registry

The third Paris scenario makes reference to a research activity that does not involve specific stakeholders. One main evaluation action has been defined, an interview with the researchers involved in this activity.

Pilot specific evaluation methods in Turin

The three Case del Quartiere involved in CO3 (Casa del Quartiere di San Salvario, Cecchi Point and PiùSpazioQuattro) have experienced, as any other cultural centre in Italy, several disruptions of service during the Covid emergency in the last fifteen months. Cultural centres have been among the first services to be shut down in March 2020 and among the last to be opened again, with limitations, in the second half of June 2020. They have been shut down again in October 2020 and currently the re-opening is scheduled for the 1st of July 2021. During lockdowns the only service that was operating in the Case del Quartiere was the collection and distribution of food to people in need. Educational activities for children were allowed in some periods, when schools were open. However, gatherings, cultural activities, courses and citizens participation in general could not take place during most of this period and implementation of CO3 services had to be postponed.

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Pilot specific evaluation methods in Turin

The launch of the pilot has been postponed to July 2021 with the reopening of the CdQs. The main impact of Covid on pilot implementation is therefore a strong delay; further changes and adaptations take into account the limitations to the capacity of the CdQs' halls and rooms: the original design of the Scenario was strongly focused on physical presence; currently the CO3 apps are being revised in order to facilitate the remote interaction in addition to the interactions in presence.

Evaluation actions

Use case 1 - Augmented content

Three evaluation actions have been defined for the Turin use case 1. Two of them can be evaluated through the analysis of usage data about AR contents. The other one is the result of data collected through the interaction with relevant stakeholders in workshops and questionnaires. All these data can contribute mainly to the evaluation of socio-cultural factors.

Use case 2 - Prepaid card with the CdQ's coin

Eleven evaluation actions have been defined for the Turin use case 2. More than half of them (7/11) can be evaluated through the analysis of usage data in a quantitative way. The other four are the results of data collected through the interaction with relevant stakeholders in workshops and questionnaires. Usage data can mainly contribute to the evaluation of economic factors. Some of them also address socio-cultural aspects. Workshops and questionnaires can be used to collect additional qualitative feedback from end-users about the usefulness of the CO3 application, considering socio-cultural, legal and economic factors.

Use case 3 - Management of volunteering activities

Three evaluation actions have been defined for the Turin use case 3. Two of them can be evaluated through the analysis of usage data about the involvement of volunteers. The other one is the result of data collected through the interaction with relevant stakeholders in workshops and questionnaires. These data can contribute mainly to the evaluation of economic and socio-cultural factors.

Use case 4 - Use of coins for pre-registration in the planning of the yearly programme

Four evaluation actions have been defined for the Turin use case 4. Three of them can be evaluated through the analysis of usage data about the involvement of participants to the CdQ activities. The other one is the result of data collected through the interaction with relevant stakeholders in workshops and questionnaires. These data can contribute mainly to the evaluation of economic and socio-cultural factors.

Pilot specific evaluation methods in Athens

Like any other European country, Greece has been affected by the COVID-19 pandemic since February 2020 and a series of restrictive measures aimed to contrast and limit the

diffusion of the virus have been taken. However, the restriction measures in Greece started to be mitigated in May 2021.

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Pilot specific evaluation methods in Athens

The COVID emergency affected to a minimum extent the operation of the flea markets: less producers with benches per flea market, each flea market was actually divided in two sub-markets in the same locality to tackle social distancing of producers and customers. In general, though since the flea market continued to operate, we were able to start the pilot. Most importantly, the COVID emergency induced obstacles in the continuation of the activities based on group meetings, namely the preparatory activities and the engagement plans for Athens Pilot 2 which was based on a board game session. Nonetheless the main strategy and activities for the implementation of the two scenarios have not changed, but the timeline of execution is extended. Consequently, the preparatory phase was prolonged and the actual pilot execution started with a time-shift, mainly for the second scenario.

Evaluation actions

Scenario 1 – Grocery on holds

Twelve evaluation actions have been defined for the Grocery on holds scenario. Three of them can be evaluated through the analysis of CO3 platform / pilot specific data. The others are the results of data collected through the interaction with relevant stakeholders in workshops, interviews/questionnaires and focus groups. Usage data can mainly contribute to the evaluation of economic factors. Workshops, focus groups and interviews can be used to collect additional qualitative feedbacks from end-users about the usefulness of the CO3 application. Two actions are addressed to gain relevant information about the legal implications while the others are focused on the socio-cultural sphere in addition to the economic one.

Scenario 2 – Empty Buildings

Thirteen evaluation actions have been defined for the Empty Buildings scenario. The majority of the actions address sociocultural aspects and three of them can be evaluated through the quantitative analysis of usage data. The specificity of this case is related to the fact that two evaluation actions refer to the board game that has been conceived in order to make an “off-line” test of the scenario. Moreover, while usage data can be used to evaluate mainly socio-cultural factors, data collected through workshops, focus groups and interviews can be used to collect additional qualitative feedback from end-users about the usefulness of the CO3 application. In this case one evaluation action is addressed to evaluate the solution from a legal perspective.

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