Concept paper: ICT tools for polling, voting and feedback

Online tools for polling, voting and feedback are many and vary from free to licensed options. Some examples include Kahoot!, Mentimeter, QuizUp, Poll Everywhere and AhaSlides. These tools allow the user to build short surveys or quizzes that the users can take part in using a smart device. Some tools include a time limit (e.g. Kahoot!) to both get the users to reply on first intinct and to also encourage competition. Some tools limit the number replies available or have character limits for replies/questions, so to make them quick and easy for the participant. They are available for free with licensed or premium versions available for a small fee. Most tools allow the respondent to remain anonymous which make them good for getting feedback on unpopular or controversial issues.

What methods/other tools/ techniques can be used while implementing the tool?	Main aims while using the tool
These types of tools **can be combined with most tools that bring together a group of people**, e.g. workshops, negotiations, mobility lab, competition.	The **main aim of these tools is to have the participants vote on an issue or to quiz them on something** (e.g. how good is their knowledge of a certain topic or if they have understood what was presented). They can also be used to encourage competition (using time limits and awarding the winner).
How can the tool be used in each phase of the process (when developing age-friendlier and green mobility solutions)?	
These tools **can be used in all phases** of the process (planning and development phase, implementation and feedback and evaluation) to understand people's opinions and the most and least popular options. As some tools allow entering your own thoughts, e.g. Mentimeter, this can also be used to gather new ideas as well, instead of having participants choose from the given options.	
What is the aim of engagement with this tool?	
These tools **can be used for all types of engagement**: informing, consulting, collaborating and empowering. They are most often used for informing and consulting as they are well suited for gathering opinions and feedback but they can also be collaborative if, for example, the most popular option will be the one realized by the decision-makers.	
For how many people and how is the tool suitable (for one-time use)?	How much effort is required from the participant and what influences that?
3 to unlimited. They can be used for small groups with just a few people or for large audiences.	**Very little effort required** – as long as the participants has a smart device (regular or tablet computer, or a smart phone), they can join easily without having to register or download anything.
Time needed to <u>prepare</u> using the tool and what influences the time needed?	Time needed to <u>implement</u> the tool and what influences the time needed?
Some time needed to prepare – depending on the exact tool, some may require getting familiar with the options available. Additionally, the	**Up to 15 minutes**. Depending on the tool, the aim and the number of questions, it may take anything

user needs to prepare the questions (and in some cases, also the possible answers) to be used in the tool.	from a few minutes to up to 10-15 minutes. In general, it is recommended not to have too many questions as the respondents will get tired (for longer questionnaires, consider using the survey tool) and **in case of the senior target group**, longer breaks between questions and additional time to answer them will most likely be helpful.
Time needed to <u>summarize</u> using the tool and what influences the time needed?	**Price for the user of the tool and what influences the price**
Little effort required – most online tools provide quick summaries on the spot (after each question) and/or longer downloadable summaries after the poll/quiz. If more analysis is required based on the summary, this is dependent on the exact aim of the tool.	**No cost or free** – as long as the user has a smart device, there is no inherent cost involved for them.

SWOT on using the tool	
STRENGTHS • Easy to use and set up, many free options available • Chance to get quick feedback without much effort • Can be used for groups of any size and in most circumstances • Encourages discussion and raises issues in a relaxed, informal manner	**WEAKNESSES** • Requires access to internet and a smart device; in case of mixed demographics audiences, may not be inclusive to all • Premium/licensed versions have fees while free versions may not have all the necessary options and possibilities
OPPORTUNITIES • As most tools allow users to remain anonymous, they can be used to get feedback on controversial topics as well and respondents are more likely to speak their mind • Free summaries and analyses post-quiz are helpful in reviewing the results	**THREATS** • In case of flash quizzes or polls, results may be influenced by the short time limit • Respondents may make mistakes while responding, e.g. choose a wrong option by mistake, but some tools do not allow you to change your input • Potential technical difficulties due to bad internet connection or technology failures

How to use the tool?

How to prepare using the tool?
- Read about different tools available and choose the one that meets your needs
- Compare the free and licensed/premium versions of the tool and decide based on that and the resources you have available which to choose
- **Set-up your poll/quiz/survey and test it by yourself or with a volunteer**

How to implement the tool?
- Introduce the tool and what is the aim of using it (consider mentioning already at the start of your event/discussion that smart devices will be required at some point so participants

have them ready)

- Assist those who are having trouble setting up the tool on their device
- Conduct your poll/quiz/survey, if planned and necessary, allow time for impressions and idea exchanging inbetween questions
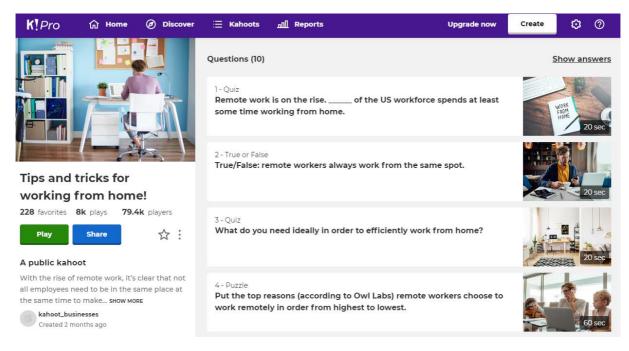
How to follow up using the tool?

- Save the results (depending on the tool, the results will be saved automatically or you can download them in some format, etc.)
- Let the respondents know how these results will be used and evaluate the impact of using the tool (Was it fun and/or informative? Did the participants enjoy it? Were the reuslts expected? Etc.)

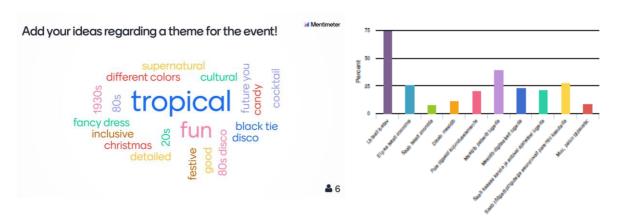| Tips and hints for using the tool with people in silver age |
|---|

- **Do not assume that everyone has a smart device** – be mindful when using these types of ICT tools with the older demographic as not everyone may have a smart device on them or even know to use one
- **Be accommodating to those without a smart device** – if there are only a few people in your small or medium sized group that do not have a smart device, consider handing them a set of printed cards with the reply options (A, B, C, D or 1, 2, 3, 4 or whatever type of numbering your tool uses) that they can simply raise to indicate their reply. Make sure to check if they are fine with using cards and answering 'publicly', and also record their replies manually.
- **Ensure your poll/quiz is age-friendly** – make sure that the font size is large enough and that implementer/moderator speaks in a loud clear voice. Ensure that the question is understood by all.
- **Allow ample time** – if your audience has elderly respondents, make sure to allow enough time to explain the mechanics of the tool, to receive replies (it may take longer to submit replies as handling smart phones may not be as quick and intuitive for everyone) and to have small breaks between questions.

Example of Kahoot! home screen of a quiz

Example of a Mentimeter quiz result – word cloud (left) and Alchemer results of one feedback questionnaire – graphics (right)