



IMPACT REPORT

Piloting digital application

“FREEDOM FOR ARMY”

OCTOBER 12, 2023 | BUCHAREST, ROMANIA



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PROJECT: “RESILIENCE AND INCLUSION FOR THE MILITARY”

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Erasmus+ Programme – Strategic Partnership
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Partners:

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Introduction

With a deep awareness of the importance of mental health and well-being among military personnel, we are proud to announce the launch of a pilot activity for a new app dedicated to identifying and managing post-traumatic stress. This initiative represents an important step in addressing the unique challenges faced by active military, veterans, and members with disabilities as a result of their experiences.

Post-traumatic stress, a common condition among military personnel due to the demanding and often dangerous nature of their service, can have a significant impact on their personal and professional lives. Recognizing and addressing this reality is essential to ensure the health and effectiveness of active duty military, veterans, and members with disabilities. It is important for them to have access to information without feeling stigmatized or judged. Thus, we designed this application to be a tool of real utility for the military field.

The app, developed in collaboration with mental health and technology experts, offers a variety of tools and resources, including a self-assessment test, educational information, contacts of specialist psychologists and a discussion forum for support and exchange of experiences. Our goal is to provide an accessible and effective means by which military members can better understand and manage the symptoms of post-traumatic stress.

As part of this piloting activity, we want to collect valuable feedback from our users – members of the military community (active military, veterans, and servicemen with disabilities) – to improve and adapt the app to the specific needs of this profession. Active and honest participation will be crucial in shaping a resource that effectively supports the management of problems arising as a result of post-traumatic stress.

Collected results

Question 1

How would you evaluate the usefulness of the app in understanding post-traumatic stress?

Answer options:

1. Very useful
2. Helpful
3. Moderately useful
4. A little useful
5. Not at all useful

The following responses were recorded, as shown in Figure 1

90% of people chose option 1 as an answer

10% of people chose option 2 as an answer

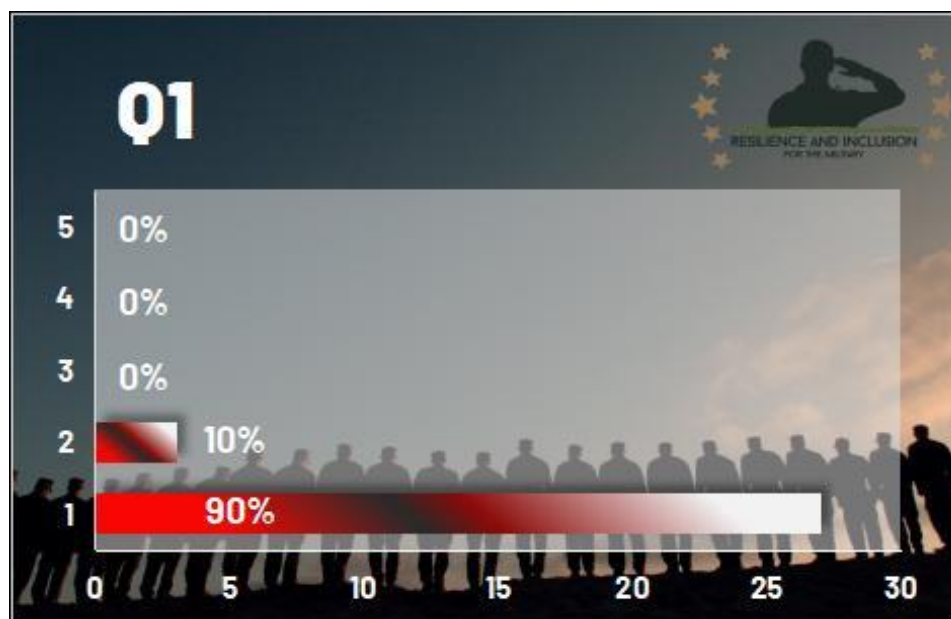


Figure 1. Evaluating the usefulness of the application

Interpret

According to the data collected, the military's answers to the question about the usefulness of the application in understanding post-traumatic stress indicate an extremely positive reception of this resource. An overwhelming 90% of respondents rated the app as "Very useful". This is a clear indication that the majority of participants found the app not only beneficial, but also essential in providing relevant information and support for identifying and managing post-traumatic stress.

A small 10% rated the app as "Useful," suggesting that while they found the app beneficial, these users may have suggestions for improvement or may have specific needs that were not completely satisfied with the app's current functionality.

The lack of any response for the "Moderately useful", "Not very useful", and "Not at all useful" variants suggests that the application is perceived as effective in the vast majority of cases. This is a remarkable achievement for any mental health tool, especially in an area as complex and sensitive as managing post-traumatic stress among the military.

In conclusion, these results demonstrate the success of the app in meeting the needs of its users and providing effective and relevant support for those experiencing post-traumatic stress. However, it is important to take into account the 5% responses that indicate a potential for further improvement, to ensure that the app remains as inclusive and adaptable as possible to various individual needs.

Question 2

To what extent has the self-report test helped you identify your personal symptoms of post-traumatic stress?

Answer options:

1. To a large extent
2. To a reasonable extent
3. Partially
4. Insufficient
5. Not at all

The following responses were recorded, as shown in Figure 2

83% of people chose option 1 as an answer

17% of people chose option 2 as an answer

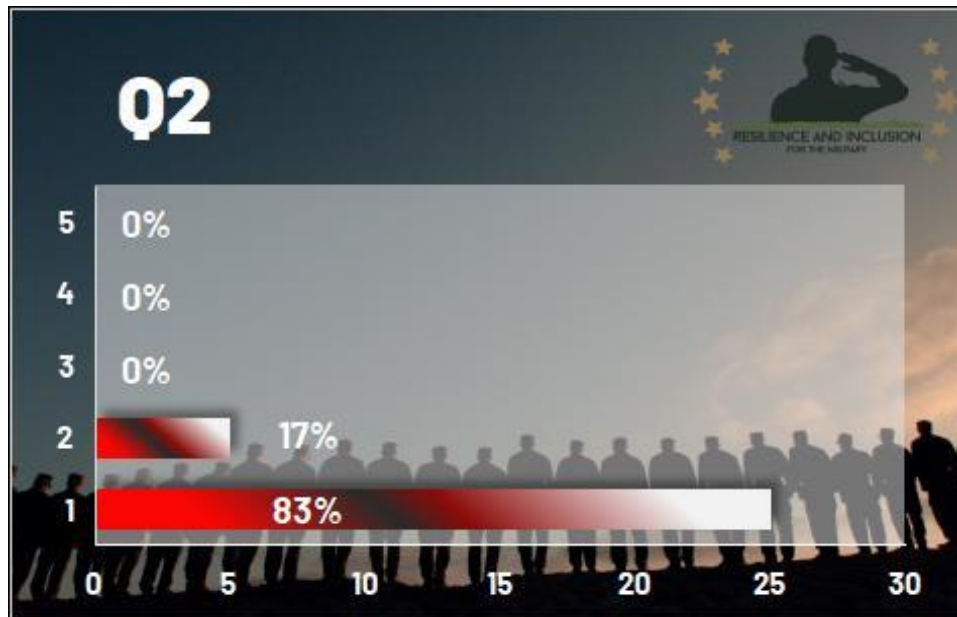


Figure 2. Usefulness of the self-assessment test

Interpret

Analysis of the data collected for this question reveals an impressive effectiveness of the self-report test in helping servicemen personally identify symptoms of post-traumatic stress. The overwhelming majority of 83% of respondents indicated that the test helped them "to a great extent". This demonstrates that the tool is perceived as extremely useful and effective in facilitating self-awareness and recognition of symptoms associated with post-traumatic stress.

Also, 17% of respondents rated the test as useful "to a reasonable extent". This answer suggests that while the test was effective, there is room for improvement or adjustment to meet an even wider spectrum of individual needs and expectations.

The absence of responses for the variants 'Partial', 'Insufficient' and 'Not at all' is a strong indicator of the overall effectiveness of the self-assessment test. This absence suggests that the test was not perceived as ineffective or irrelevant by users, which is a significant positive result.

In conclusion, these results show that the self-assessment test is an extremely valuable component of the app, providing users with an effective means of recognizing and understanding their own symptoms of post-traumatic stress. However, the percentage of 17% who rated the test as useful "To a reasonable extent" indicates the need for adjustments or improvements to further increase the effectiveness of this tool for all users.

Question 3

How easy was it to access and navigate within the app?

Answer options:

1. Very easy
2. Easy
3. Acceptable
4. Difficult
5. Very difficult

The following responses were recorded, as shown in Figure 3

84% of people answered with option 1

13% of people answered with option 2

3% people answered with option 3

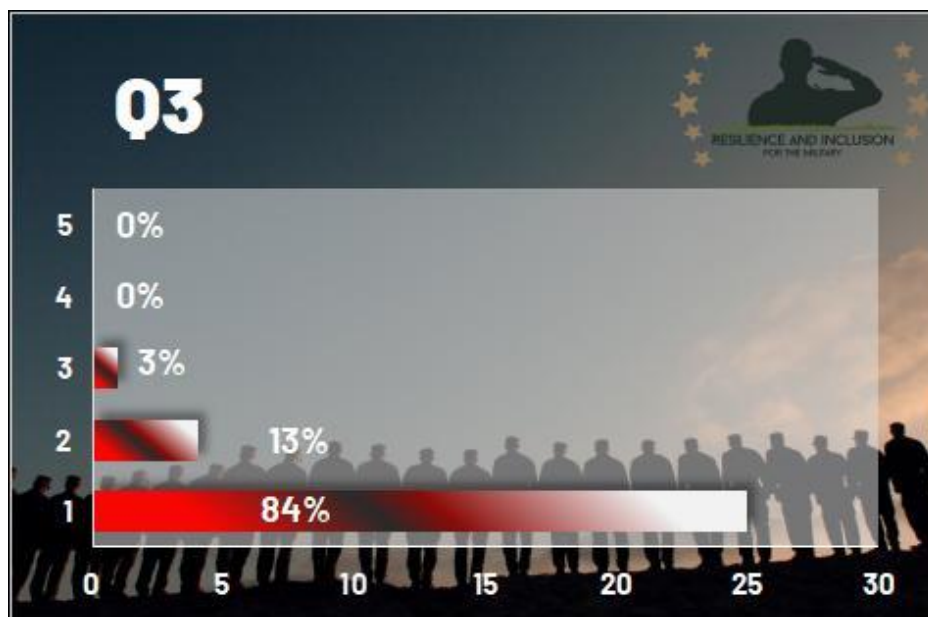


Figure 3. App accessibility

Interpret

The results collected for this question show an overall positive user experience in accessing and navigating the app. An impressive 84% of respondents indicated that it was "Very easy" for them to access and navigate within the app. This suggests that the user interface is intuitive and well-designed, facilitating a smooth and unobstructed experience for most users.

An additional 13% found the experience "Easy", which indicates that although the majority of users had a positive experience, there is a minor group that encountered some difficulties, but not to an extent that hindered the effective use of the application.

Also, a small 3% rated the experience as only "Acceptable". This answer suggests that, for a limited number of users, the application may present certain challenges in navigation or access, possibly due to personal preferences or technical limitations.

The lack of responses for the "Difficult" and "Very difficult" variants is a clear indicator that the app does not present major usability issues for most users. This is essential, especially in the context of the use of the app by military personnel, who may need quick and efficient access to resources in stressful situations or in limited time.

These results reflect a significant achievement in terms of user interface design and app accessibility. However, there's little room for improvement, especially to make the experience even more accessible for the 16% who found the experience only "Easy" or "Acceptable." Optimizations could include simplifying certain aspects of the interface to further enhance ease of use.

Question 4

How relevant and useful did you find the contacts of psychologists available in the app?

Answer options:

1. Highly relevant and useful
2. Highly relevant and useful
3. Moderately relevant and useful
4. Little Relevant and Useful
5. Not at all relevant and useful

The following responses were recorded, as shown in Figure 4

77% of people answered with option 1

17% of people answered with option 2

6% people answered with option 3

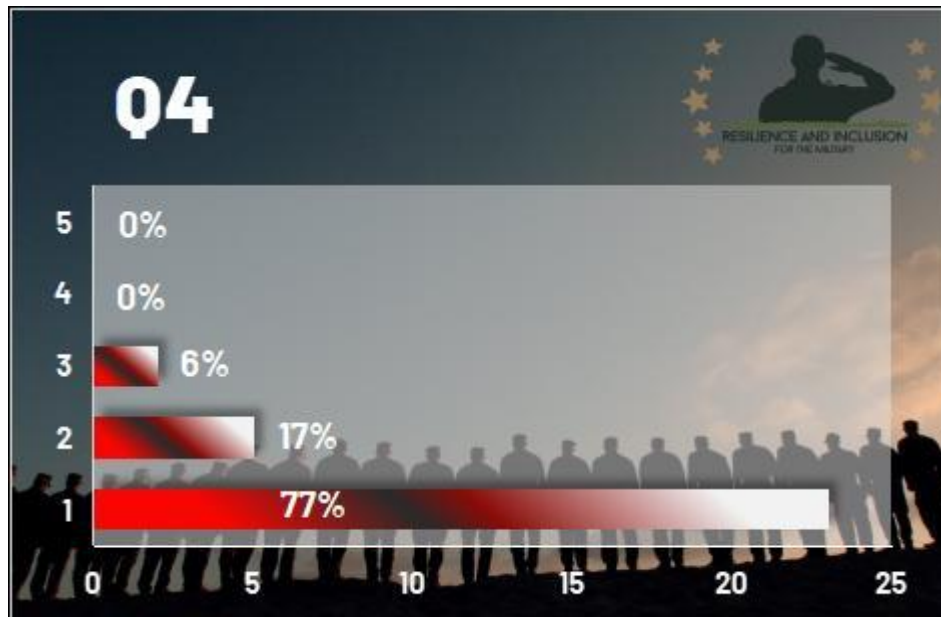


Figure 4. Relevance of psychologists' contacts

Interpret

77% of the military considered the contacts of psychologists to be "Extremely relevant and useful. This significant percentage suggests that most users found the contacts of psychologists very relevant, thus the app being very aligned with their specific needs and extremely beneficial in providing support for managing post-traumatic stress. This indicates a high success rate of the application in fulfilling its main purpose.

17% of the military found the contacts "Very relevant and useful, which means that a good part found this section very valuable.

A smaller percentage of military personnel found the app only moderately useful, which may suggest that while the app offers some level of support, there is room for improvement in terms of the expectations and needs of this user segment.

The fact that no military personnel chose the "Not at all relevant and useful" and "Not at all relevant and useful" options indicates that the app is considered useful by most users.

Based on this data, it can be deduced that the app is perceived as very effective in assisting servicemen with post-traumatic stress, having a positive appreciation rate of 94% (adding the percentages for "Highly relevant and useful" and "Very relevant and useful").

This thing would have to let's Encourage Continuing and Possible Enlargement of the app's functionalities, also considering the feedback for improvement from the 6% who answered "Moderately relevant and useful".

Question 5

How would you describe your experience on the app's forum? Have you found support and valuable information?

Answer options:

1. Great experience with lots of support and valuable information
2. Good experience, with enough support and useful information
3. Average experience, with a certain level of support and information
4. Poor experience with little support and limited information
5. Negative experience, without support and invaluable information

The following responses were recorded, as shown in Figure 5:

80% people answered with option 1

10% people answered with option 2

7% people responded with option 3

3% people answered with variant 4

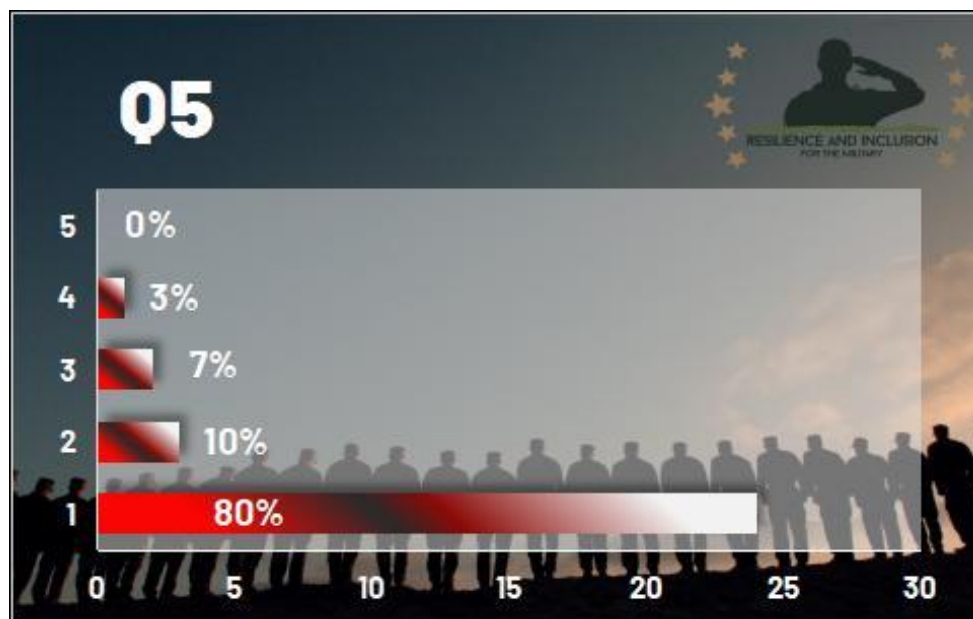


Figure 5. The importance of the forum

Interpret

This question aims to evaluate the experience of the military on the forum of the application dedicated to the military for the management of post-traumatic stress. It focuses on the quality of interaction and the usefulness of the information obtained on the forum.

Thus, 80% of the military considered the experience to be "excellent, with a lot of support and valuable information". This answer, chosen by the majority of users, suggests

that the app's forum is an extremely valuable resource for them, providing not only useful information but also a high level of interpersonal and community support.

10% of people had a "good experience, with enough support and useful information. A smaller percentage of users found the forum to provide a satisfactory level of support and information, meaning that their experience was positive, but not as outstanding as most.

7% reported an "average experience, with some level of support and information. These users found the forum moderately useful, suggesting that while they have experienced some support, there is room for improvement.

3% felt they had a "poor experience, with little support and limited information" indicating that it did not live up to their expectations or that they did not find what they were looking for.

The results indicate that the forum is perceived as a positive resource by a large majority of users (90% of respondents choosing options 1 and 2), with a small percentage of users believing that the experience could be improved. This data is valuable and underscores the forum's success in providing valuable support and information.

Question 6

What do you think about the organization of the application piloting process?

Answer options:

1. Excellently organized
2. Well-organized
3. Satisfactorily organized
4. Poorly organized
5. Improper organization

The following responses were recorded, as shown in Figure 6

87% of people answered with option 1

10% people answered with option 2

3% people answered with option 3

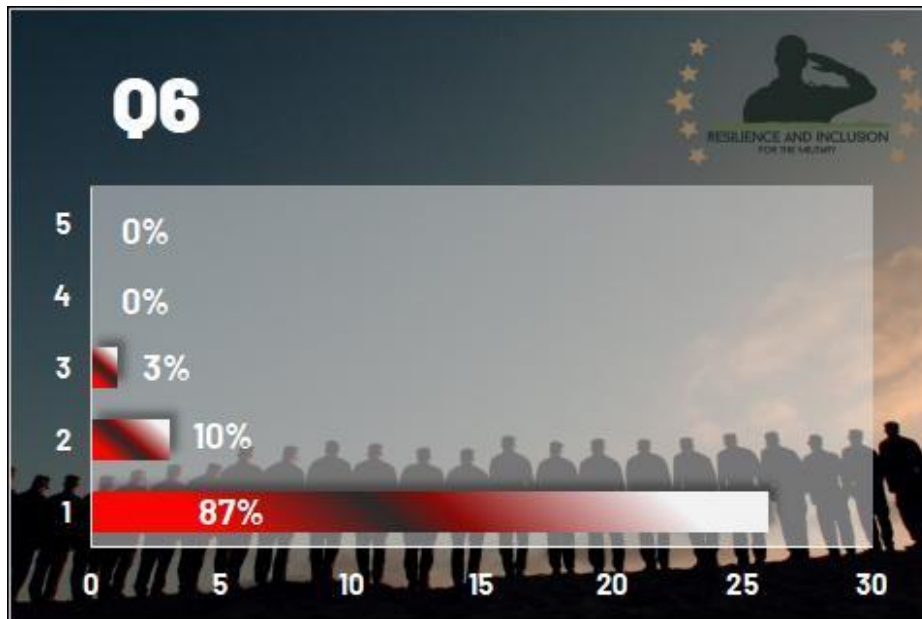


Figure 6. Organisation of the piloting process

Interpret

A very high percentage of users (87% of the military answered "Excellently organized") considered that the process of piloting the application was of the highest standard. This indicates that the participants were extremely satisfied with the way the piloting of the application was planned and executed. A smaller number of military personnel (10%) rated the process as well developed, but not necessarily at the level of excellence. However, this positive perception contributes to the overall good picture of the piloting process. A small percentage of users, respectively 3%, considered the piloting process to be satisfactory, indicating that although the process met the minimum standards, there is room for improvement from the perspective of these users.

There are no mentions of the responses for the 'Poorly organised' and 'Poorly organised' options, which may suggest that no one considered the piloting process to be poor or inadequate.

The data suggest that the piloting process was excellently organized. This is a strong indicator that the team has organized the piloting process very well, providing a solid foundation for further use of the app.

Question 77

What additional features or resources do you think would be valuable to be added to the post-traumatic stress management app?

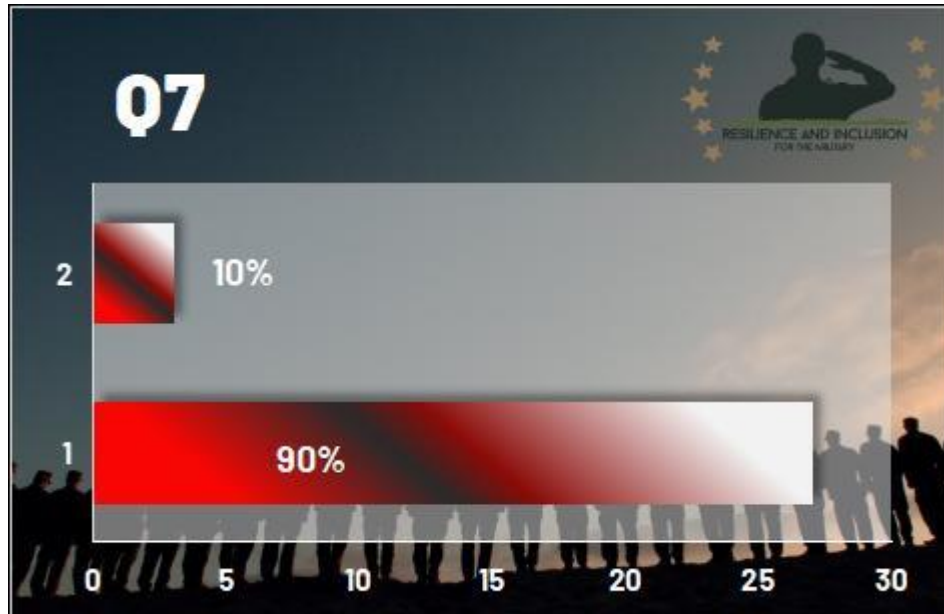


Figure 7. Tips for adding something to the app

Interpret

This is an open question, which followed the contribution from the military and for information other than what we thought of.

As shown in Figure 7, 90% of respondents answered this question. Following the analysis of the answers to the questionnaires, we were able to conclude that:

- Some of the servicemen suggested adding information about breathing techniques and relaxation.
- Most of the military said that the application is very complete and that they would not add anything extra.

Question 88

What do you think should be removed from the app?

93% of the servicemen answered that nothing should be taken out

7% of the servicemen did not answer

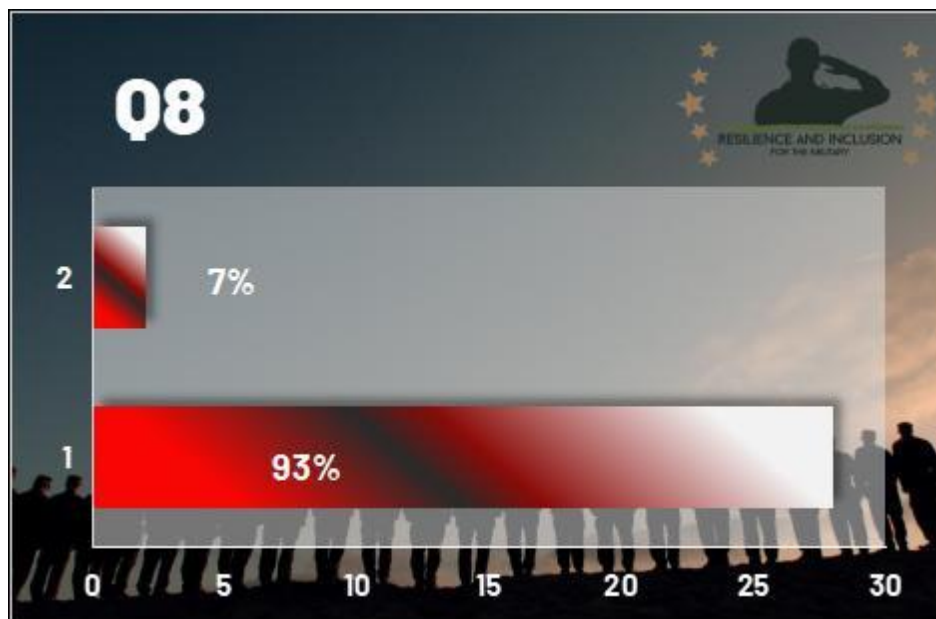


Figure 8. If something should be removed from the app elements

Interpret

If when asked about removing some aspects from the app, 93% of respondents indicated that nothing should be removed, and 7% did not, this suggests a high overall satisfaction with the current features of the app. When such a large proportion of users feel that all existing elements are valuable and would not like to see anything removed, it indicates that the application fulfills its purpose effectively and that its functions are considered relevant and useful by the majority of users.

The lack of response from 7% of participants can have several meanings. They may not have had a firm opinion about what should be removed, or they may not have had the necessary experience with all of the app's features to provide an informed response. They may also have skipped the question negligently or chosen not to answer for other personal reasons.

Concluding Conclusions and Recommendations

Based on the information provided and the data collected, some final conclusions can be drawn and specific recommendations can be made to support the continued development and effectiveness of the application dedicated to military personnel in the management of post-traumatic stress

Concluding Remarks

1. App Efficiency

The massive positive responses indicate that the app is considered highly effective by users, providing them with essential support and information for managing post-traumatic stress.

2. Usefulness of the Self-Assessment Test

The self-assessment test is rated as extremely useful, helping most users identify the symptoms of post-traumatic stress, demonstrating that it is a valuable tool for self-awareness.

3. User Experience

The app's intuitive interface and easy accessibility are strengths, ensuring that users can navigate efficiently and access the necessary resources without any major issues.

4. Positive perception of the forum

The user experience on the forum emphasizes the value of community and the exchange of experiences, providing a platform for mutual support and valuable information.

5. Absence of severe criticism

The lack of significant negative feedback suggests that there are no major problems with the application, which is an indicator of the success of the initiative.

6. The Relevance and Usefulness of Psychologists' Contacts

The majority of users (77%) found the contacts of psychologists highly relevant and useful. This indicates a strong alignment between the services offered by the app and the needs of users.

7. Forum Experience

The majority experience on the forum (80%) was rated as excellent, with a lot of support and valuable information. This demonstrates that the forum is an effective component of the app, providing an important community support environment.

8. Organization of the Piloting Process

The evaluation of the piloting process was predominantly positive, with 87% of respondents finding it excellently organized. This shows that the implementation process has been successfully executed.

9. Feature Removal Feedback

With 93% of respondents indicating that nothing should be removed from the app, the perceived value of existing functionality and overall high satisfaction with the app are emphasized.

Recommendations

1. Maintaining and Improving Functionalities

Support for current characteristics must be continued, given the high level of satisfaction

2. Analyzing Feedback for Optimizations

Even though most of the feedback is positive, any suggestions for improvement should be explored to further refine the application.

3. Promoting the Forum as a Support Resource

The forum should be promoted as a key component of the app, increasing awareness and use of it as a valuable support space.

4. Continuous Monitoring and Updating of Content

Constant monitoring of the app is essential to ensure that the information remains current and relevant to users.

Overall, the results of piloting the application are extremely encouraging, indicating that the developed tool is well on its way to becoming an essential means in supporting military personnel facing post-traumatic stress. By continuing its commitment to improvement based on user feedback, the app has the potential to bring about significant positive changes in the mental health and well-being of its users.

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