



SURVEY RESULTS 2021  
**COVID-19 Impact on the  
Eurodesk Network**



# eurodesk

## SURVEY RESULTS 2021

### **COVID-19 Impact on the Eurodesk Network**

#### **IMPRINT**

Publisher: Eurodesk Brussels Link  
Editors: Vlora Muca, Safi Sabuni, Yurema Pallarés  
Author: Audrey Frith  
Designer: Monica Delgado and Joao Rodrigues  
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Eurodesk Brussels Link carried out an online survey to collect data on the impact of the COVID-19 crisis on the Eurodesk network. A first survey was carried out 3 months after the outbreak and this one 12 months after. The survey covers the channels used by young people and youth workers to reach Eurodesk's services, and in turn, how these services were adapted by the network, what channels were used to reach out to young people and youth workers and, the impact on the nature of tasks such as enquiries. It also identifies the usage, satisfaction and expectations of our national coordinators and multipliers in terms of support and services provided by Eurodesk at the national and European level.

## INDEX

FOREWORDS	2
GENERAL	4
• Profile of respondents	4
WORK ENVIRONMENT	5
• Accessibility of services	5
• Financial Impact	6
• Structural support needed to improve the delivery of youth information	10
WORK METHOD	10
• Impact on key messages	10
• Adaptation of information activities	11
• Impact of the pandemic on communication towards young people	13
• Use of online tools before and after the pandemic	15
YOUNG PEOPLE	17
• Channels used by young people to reach Eurodesk	17
• Type of enquiries	18
• Youth outreach	20
YOUTH WORKERS	21
• Type of enquiries	21
• Communication channels	22
• Services	23
MEMBERSHIP SERVICES	24
• Evaluation	25
• Expectations	25
• Additional remarks	26

## FOREWORDS

### Youth information will emerge stronger from the crisis

A lot of research is available on the impact of the COVID-19 crisis on young people, a bit less on those working with them. Eurodesk Brussels Link carried out an online survey to collect data on the impact of the COVID-19 crisis on the Eurodesk network. 90 respondents from 18 countries shared their realities with us.

### Economic challenges

The survey shows that in 2020, Eurodesk youth information centres were closed 17 weeks on average. Technical problems and the lack of equipment was a major issue, as many were not equipped to move to the virtual environment when the crisis happened. Organisations also lacked the human competences to support this digital transition. **Only 11% received financial support** from funds allocated to tackle the COVID-19 socio-economic impact.

### Logistical challenges

The sanitary crisis had negative consequences on the working environment of respondents. Concentration and motivation decreased for 32% and 39% of the respondents respectively, while **working hours and workload increased** for 39% and 42% of the respondents respectively. Youth information workers faced similar challenges: the increase of online meetings which resulted in an increase in workload, teleworking that blurred the line between professional and private life, challenges related to adapting services to the online world and the lack of human interaction.

### A boost for new online activities

As many as 82% offered new activities targeted at young people such as online quizzes, virtual competitions, radio programmes, podcasts, game's night and online tournaments. The events with the participation of volunteers, during which they shared their personal experiences, turned out to be the most inspiring for young people. A lot invested in social media platforms as they became a key communication tool to reach and be reached by young people (posting on social media increasing by 60%).

### New working methods and tools

The pandemic has also radically changed the working methods of youth information workers. The use of digital tools has become commonplace. The daily use of online communication tools such as Zoom increased from 7% to 62% and of social media platforms increased from 76% to 89% before and after the pandemic. The popularity of interactivity tools such as Kahoot! increased from 7% to 31% (weekly usage).

## **But, beware of technological inequalities**

If digital tools allowed us to stay in contact and interact with our target audiences, it has strong limitations. 60% of respondents stated that it is difficult to interact with young people using only digital tools. These difficulties have translated into reaching out to young people with fewer opportunities. As many as 70% of respondents said that they had problems with it. Many planned specific outreach activities to target them, including doing street work.

## **Motivation is still the key**

And what motivated the respondents to act the most? Being aware of the importance of their actions. As one interviewee emphasised: *"the motivation was always high because it was clear that we were facing a global challenge and our role, especially towards our target, was very important"*.

## ***The show must go on, stronger than before***

Just as scientists managed to develop vaccines in one year, employees from the youth information sector were able to react quickly to the challenges facing them. Some were better prepared than others, having the competences, equipment and tools in place, but most made an incredible jump into the digital world and innovated to offer more than services - support and hope - to young people. I strongly believe that the youth information will emerge stronger from the crisis in order to give young people new opportunities in the difficult post COVID-19 era.

**Audrey Frith,**  
*Eurodesk Director*

## MAIN REPORT FINDINGS

### Financial and technical challenges

- ▶ 57% lacked digital and technical equipment when the crisis started...
- ▶ only 11% received financial support



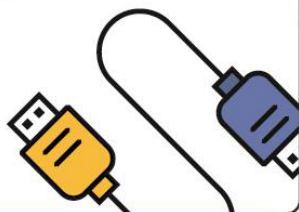
### Changes to work environment

- ▶ concentration and motivation decreased for 32% and 39% of the respondents respectively
- ▶ working hours and workload increased for 39% and 42% of the respondents respectively



### Youth Information - Resilience & Innovation

- ▶ 75% services continued online
- ▶ 86% offered new online activities



### Outreach to young people

- ▶ 70% of the respondents said it was difficult to reach out to youth from disadvantaged groups
- ▶ digital outreach leaves out young people without access to online tools



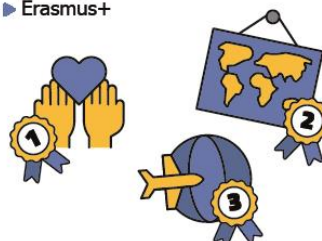
### Digital jump

- ▶ 62% daily use of digital communication tools
- ▶ 31% weekly use of digital interactive tools
- ▶ 89% daily use of social media platforms
- ▶ 67% daily use of messaging apps



### Most frequent question

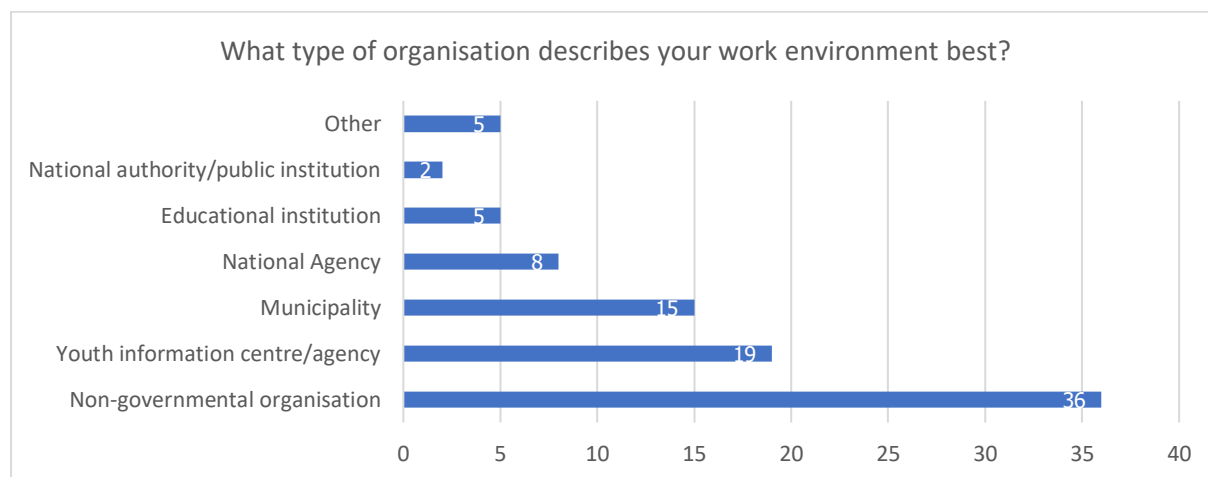
- ▶ volunteering
- ▶ mobility after covid-19
- ▶ Erasmus+



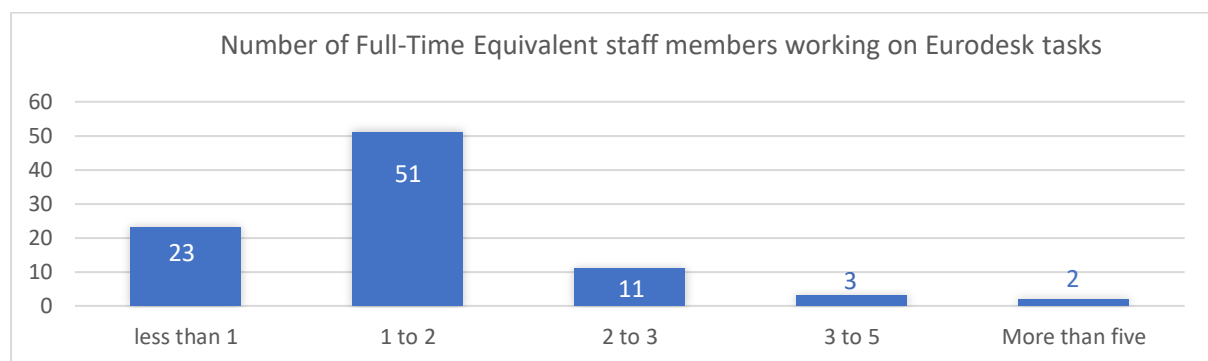
## Profile of respondents

90 respondents took part in the survey from 18 countries. 14 are national coordinators (8 working in National agencies and 6 in other host organisations) and 76 are multipliers.

Two thirds of the respondents represent non-governmental organisations (40%), youth information centres/agencies (21%) and municipalities (17%).

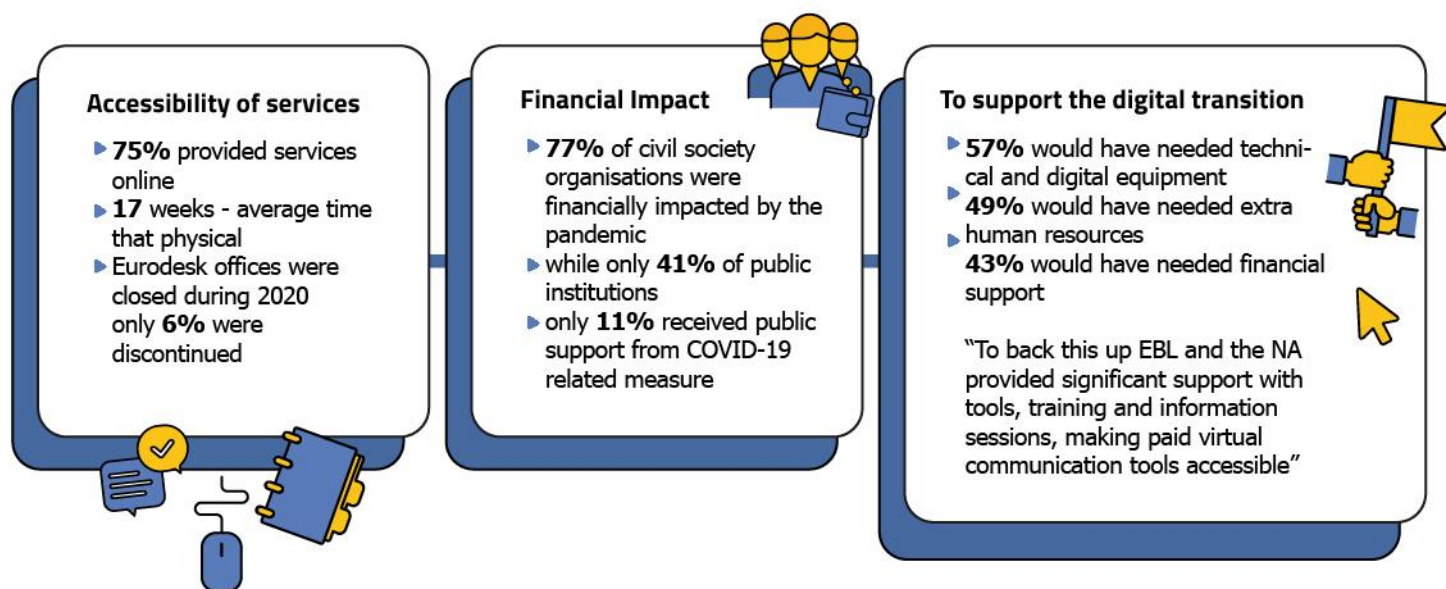


When asked the number of full-time equivalent working on Eurodesk tasks, the vast majority count either less than 1 (57%) or 1 to 2 staff members (26%). There is no difference between the two groups (National Coordinators and Multipliers).



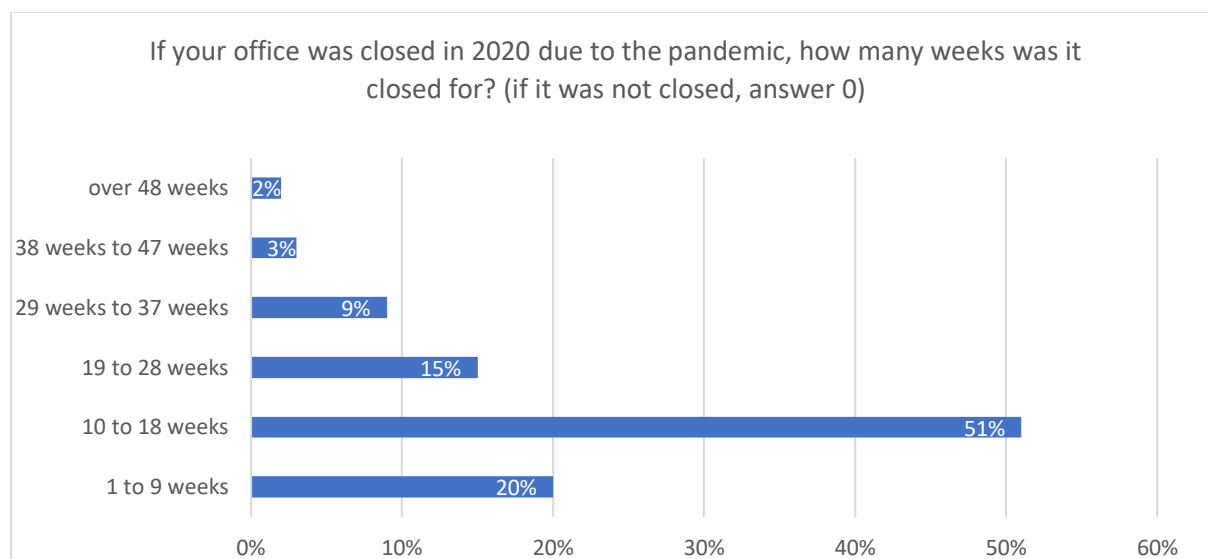


## WORK ENVIRONMENT / Chapter's main findings

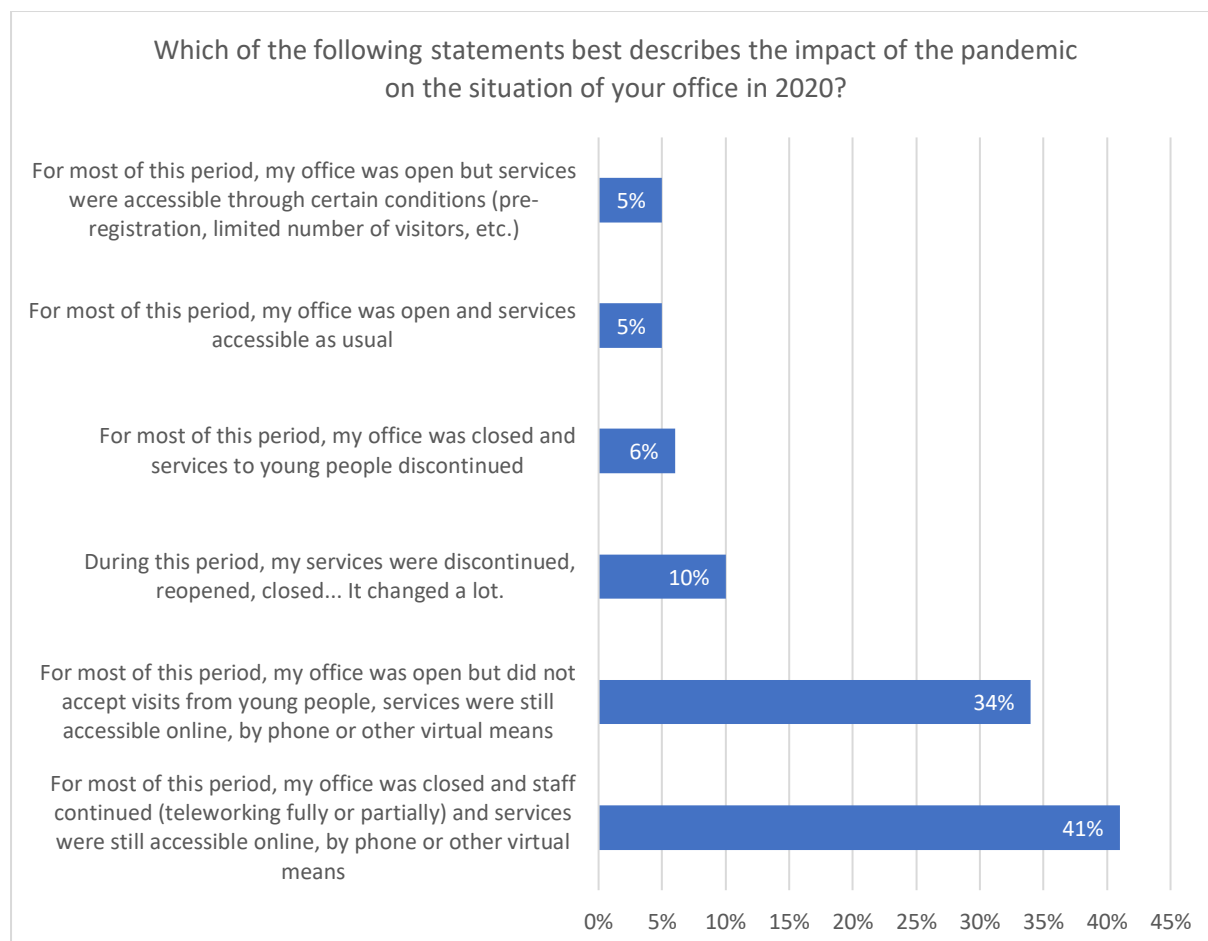


### Accessibility of services

Eurodesk offices were closed on average 17 weeks during the year, with a majority closed between 10 to 18 weeks (51%).



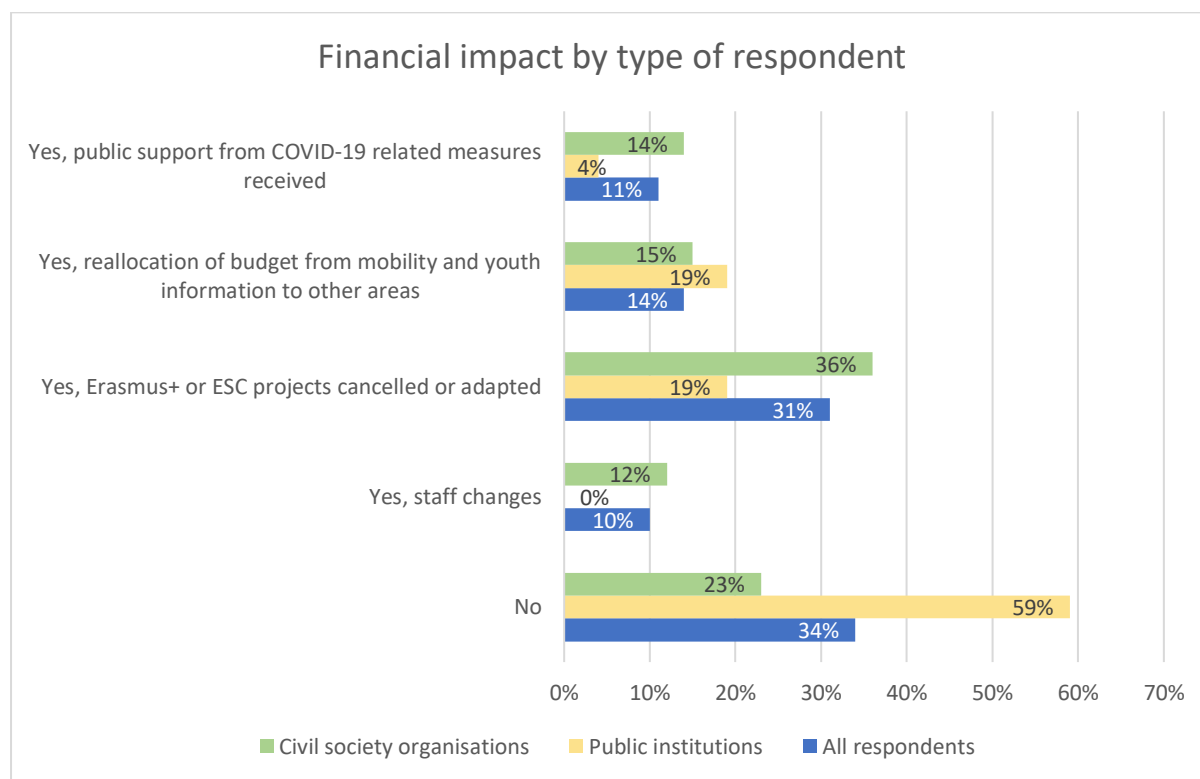
For most of the period (March-Dec 2020), the Eurodesk services were continued online (75%), regardless of the fact the offices were still open or not, as young people could not access services face-to-face. Only 6% mention that services were discontinued.



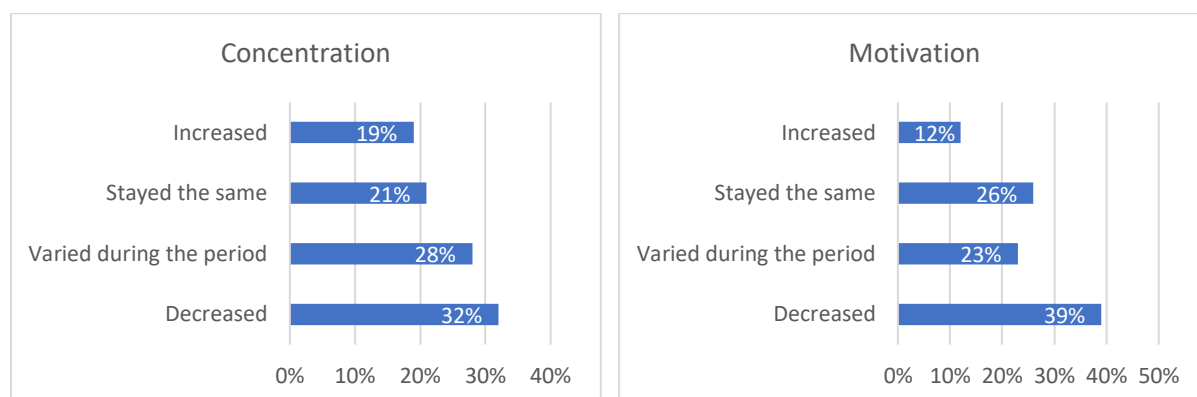
## Financial Impact

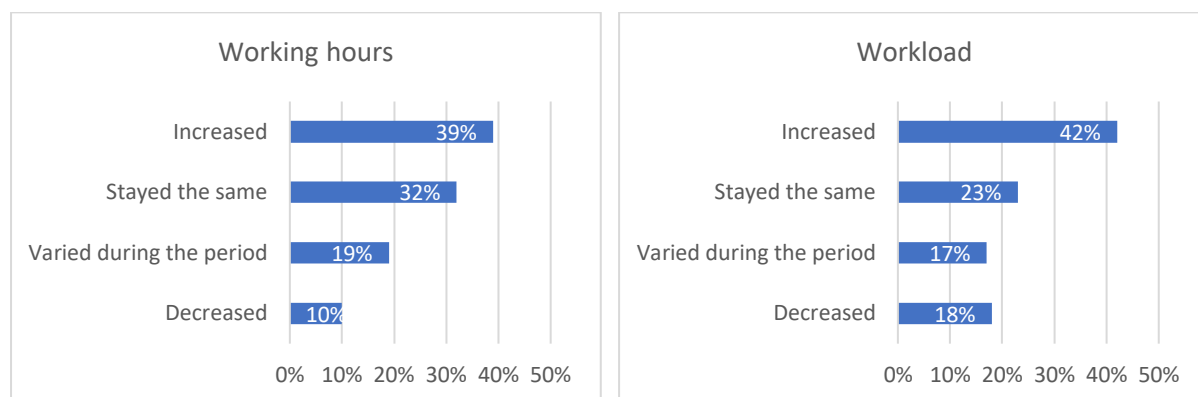
The survey looked at the financial impact of the crisis and how this affected the respondents' daily work. For one third of the respondents, there was no direct impact (34%) while another third saw their European projects cancelled or adapted (30%). Only 11% received public support from COVID-19 related measures.

We see disparities between National Eurodesk Centres and Multipliers, for example, there was "no" financial impact reported by respondents working in National Agencies. If we look closer at the impact on respondents from civil society organisations (non-governmental organisation, youth centres, youth information centres and non-for-profit organisations), we see that the group not impacted is smaller - 23% compared to 59% for public institutions (municipalities, national agencies, public authorities).

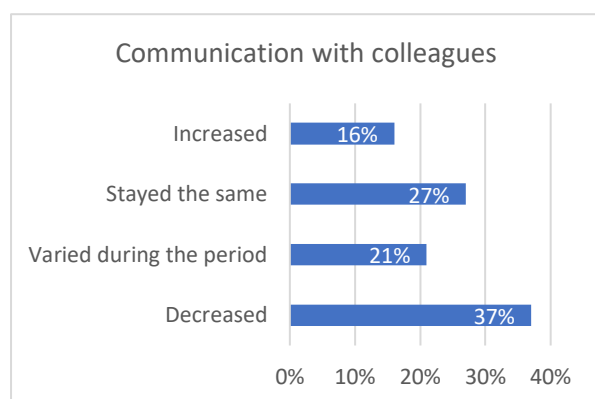


The sanitary crisis had negative consequences on the working environment of respondents. Concentration and motivation decreased for 32% and 39% of the respondents respectively, while **working hours and workload increased** for 39% and 42% of the respondents respectively. If we compare to the first survey (3 months after the pandemic's outbreak), when a drop in motivation had been reported for 41% respondents, this indicator has remained constant throughout the period. Here are the detailed results for this second survey:





At the same time, communication with colleagues decreased for 37% and stayed the same for 27% despite the need to reorganise the services.



In the comments received (42), respondents mentioned similar challenges, the most prominent of which are: the increase of online meetings/calls which resulted in an increase of workload; working from home blurring the line between professional and private life; challenges related to the digital transition, and the lack of human interaction.

The **increase of internal communication** is a reason for reporting a rise in workload: several respondents mentioned that online meetings and calls increased “a lot” and “immensely” which led them to do other tasks after work hours. In some cases, however, collaboration with colleagues improved thanks to online tools.

Internal communication was seen as needed to **adapt to the new situation and solve problems**. Indeed, projects planned could not be carried out and a lot of changes were made to the activities such as turning face-to-face activities to online ones. As some had to readjust their procedures, they faced lots of new challenges. *“The forced confinement during the COVID 19-pandemic and the need to transform our job completely online generated an increase of workload, especially in the first weeks”.*

The main change mentioned concerned the **digital transition**. Re-planning activities increased the workload because respondents aimed to “*have the same impact*” while “*adapting fast and transferring to a digital format*”. In order to adapt to a virtual environment,

respondents said they needed to learn new tools, programmes and methods for running their activities, which took time. One respondent mentioned a positive note as finding *"new ways of doing our work, also made it more exciting again"*. All the other respondents connect this dimension with an increase of working hours ("double work") and sometimes a lack of motivation and concentration.

Another factor that impacted both the workload, motivation and concentration was **teleworking**. Several respondents mentioned that teleworking blurred boundaries between private and professional life: *"Working hours got more elastic, so sometimes we worked until midnight"*, *"there were no boundaries between work and free time... managers called anytime"*, *"This situation was sometimes mentally difficult because the absence of separation between one's work and home and the difficulties to maintain boundaries between work and non-work, created stress"*. One respondent also mentions the difficulty to work from home while giving support to children, which led to working late hours. Only one respondent mentioned that teleworking was very good.

For a smaller group, the increase in workload was also due to the need to **address the needs of young people** (and youth workers for two respondents). *"The contacts received by youngsters were many; wondering about when they could go back to normal life and participate in mobility activities."*

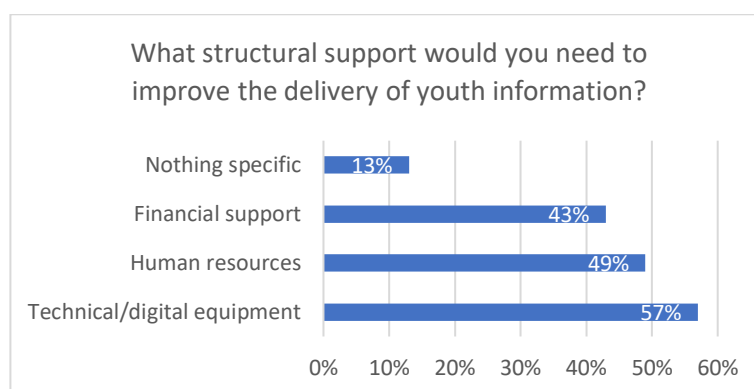
**Decrease in motivation** was due to different factors, including the increase in working hours and teleworking. Several respondents mentioned the **lack of human interaction**, with colleagues and end users, as a driver for demotivation at work. One respondent mentions that *"The only thing that was impacted by the pandemic was my concentration and motivation because we lost the direct communication with young people."* Another that *"motivation was lower than usual because I didn't have direct contact with young people and colleagues"*. It was harder to be motivated in the absence of personal connections. Besides, as one respondent explains, if communication increased between colleagues, those were focused on business purposes. *"Before the pandemic, we could all meet, visit each other, have coffee and chat with colleagues, during the pandemic, and this is no longer the case"*. Hence reflecting the relevance for them of working from the office regarding their work-life balance and mental wellbeing.

The **state of uncertainty caused by Covid-19 and related measures** to contain the spread of the virus negatively affected motivation and concentration at work as many respondents reported: *"felt lost"*, *"mood changes"*, *"a lot of days that were harder than others"*, *"chaos"*.

At the same time, some respondents mentioned that working for young people was a strong boost to their motivation - *"the motivation was always high because it was clear that we were facing a global challenge and our role, especially towards our target, was very important"*, *"motivation is high due to hardships the young are undergoing"*.

## Structural support needed to improve the delivery of youth information

Respondents were asked what type of support they would have needed to improve the delivery of youth information. Over half mentioned technical and digital equipment (57%), almost half human resources (49%) and financial support (43%). This echoes the challenges mentioned above in terms of increased workload and accelerated digital transition.



In the open question that followed, respondents elaborated on those points.

**Technical problems and lack of equipment** was a major issue, as many were not equipped to move to the virtual environment when the crisis happened (e.g. no tablets to inform young people where they are, no cameras, proper speakers and fast computers to deliver online sessions, no microphones, weak network). They expressed the need to buy proper equipment for events and for connecting with young people. It is directly connected with their capacity to deliver quality services. The lack of equipment is also mentioned twice as lacking for young people themselves.

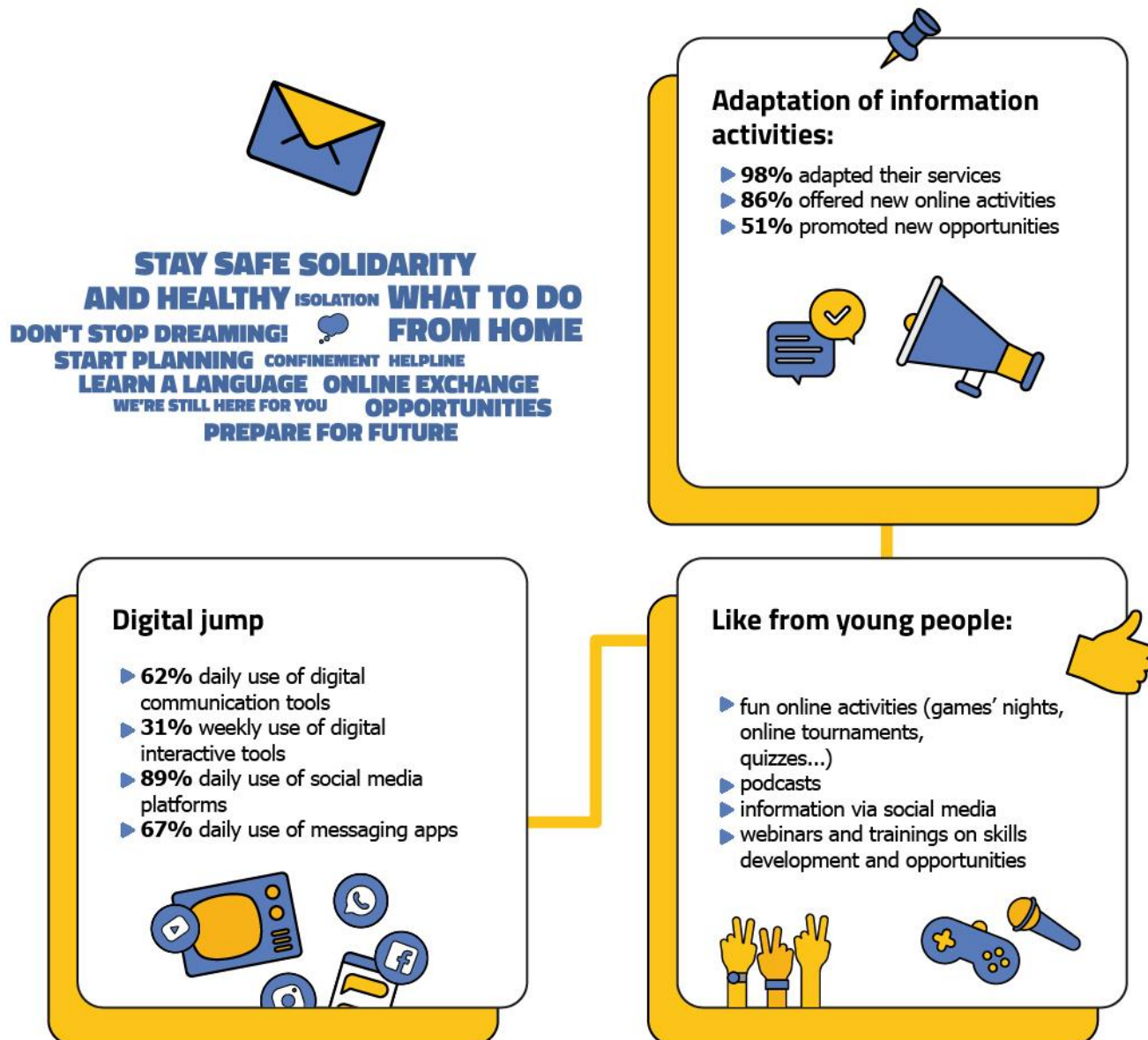
Organisations also **lacked the human competences to support this digital transition** (e.g. support with apps, social media, online events). *"To support and work with information for young people, it would be important to allocate a technician with more time available in their working hours to promote and publicise opportunities for young people".*

Some respondents mention the **lack of financial support** received by Eurodesk multipliers to deliver youth information services while one Eurodesk Centre mentions the lack of capacity to do more due to lack of human resources (e.g. being alone on Eurodesk tasks). *"Since we don't have financial support, our staff is not working full time in Eurodesk services, which means that she's working in Eurodesk only a few hours a week."* One had financial problems because of delays with projects, and two mentioned financial cuts by public authorities. *"We are exhausted with our human resources."*

One respondent mentions that the biggest obstacle to their work were the **COVID-19 related** restrictions they had to follow.

On a positive note, two respondents mentioned the important role played by the **support provided by Eurodesk and the National Agency**. *"The NA and EBL provided us with support and provided us with all the tools and training and information sessions necessary to inform young people."* *"It is a great support to be able to use the paid virtual communication tools made accessible by Eurodesk."* One respondent highlighted support by other colleagues and another that young volunteers helped them during this period.

## WORK METHOD / Chapter's main findings





## Impact on key messages

55 respondents said that their key messages did not change, they were just promoted online, although they were more mindful of the context. The Eurodesk network focused its messages on the COVID-19 situation, several respondents mention that they shifted from key messages related to "staying home and safe" to "start planning your future" throughout the pandemic. They continued to offer opportunities to participate in European opportunities but increased messages on local initiatives and focused on values such as charity and solidarity.

Here are the most common messages shared:

- 17 mentioned awareness campaigns related to preventing COVID-19 and how to deal with it (e.g. stay safe and healthy, solidarity, what to do from home);
- 10 mentioned that counselling services increased: 4 respondents mentioned mental health topics (e.g. on isolation, confinement), 4 focused on the importance of keeping in touch (e.g. help line, campaigns "we're still there for you") while 1 mentioned "relaxing and fun activities" proposed to young people in order to address mental health issues;
- 12 respondents mentioned the importance of keeping the positive mobility message (e.g. Don't stop dreaming, start planning!, learn a language, prepare for the future), promoting opportunities and planning for the future (e.g. online exchange opportunities, volunteering from home at the local and international level, getting involved in the EU Youth Dialogue);
- 2 mentioned the situation of the European Erasmus+ and European Solidarity Corps programmes, more specifically: volunteers placed under lockdown measures and projects being postponed or cancelled.

## Adaptation of information activities

98% respondents had to adapt their services. **82% offered new activities** to young people such as online quizzes and sessions, 61% included information related to the COVID-19 pandemic and 51% promoted "new" opportunities beyond the focus of travelling. The above-mentioned topics give light to the fashion in which activities were adapted.

When it comes to services to youth workers, 56% mentioned providing new online services while 43% was information related to COVID-19. When we look specifically at Eurodesk national coordinators, we see that 86% offered new online services to youth workers such as webinars and 50% provided information related to COVID-19.

Respondents were asked whether they wanted to share more on those practices, for example, what did and did not work. On learnings throughout this period for youth workers and young people it is remarkable that:



### What worked for youth workers:

- online webinars for multipliers on how to communicate with young people during the crisis, on how to address mental health problems and what digital tools to use in order to succeed in the current sanitary context;
- shared practices / struggles during meetings that helped with motivation of our multipliers
- online network meetings;
- providing up-to-date information, online webinars and events, and encouraging them to strengthen their motivation and capacity, making them become more open minded to new ideas and new methods of reaching and involving the target group;
- partnerships with other stakeholders.



What worked for young people:

- online activities with schools (e.g. on volunteering, Europe, Eurodesk services) and face-to-face (e.g. during the Volunteering Week a Portuguese multiplier visited schools and reached 464 young people during which the "Europe for Youth" game was played with students).
- radio programmes (e.g. morning programme on the European Solidarity Corps, podcasts published on a community radio)
- fun online activities (e.g. games' nights, online tournaments, simulations, quizzes, etc.) on various topics (e.g. music, mental health, Europe).
- online information using social media (e.g. on the programmes/opportunities, weekly column, thematic videos on Facebook), websites (e.g. "stronger online presence") and tools (e.g. "online posters in easy-to-understand language for young people with disabilities about what they can do at home").
- online training activities and webinars/conferences for groups, including with guests:
  - on opportunities ("it was the only way of having different young people from different countries together and interacting").
  - on skills development (e.g. emotional intelligence, social and personal competences and also looking for a job, Europass, CV writing).
  - on how to adapt and keep motivated/informed in the sanitary context.
- Individual conversations, live rooms.
- Sharing the recordings with those who could not attend.
- Hybrid meetings.

3 respondents mentioned that although young people were eager to take part in online activities at the start of the pandemic, at this point they are already tired of the online world in this area and prefer to do live activities. Meeting youngsters, even one by one, is working best. Two respondents also comment that although new online services for multipliers were successful, it was harder to reach young people through social media/online events.

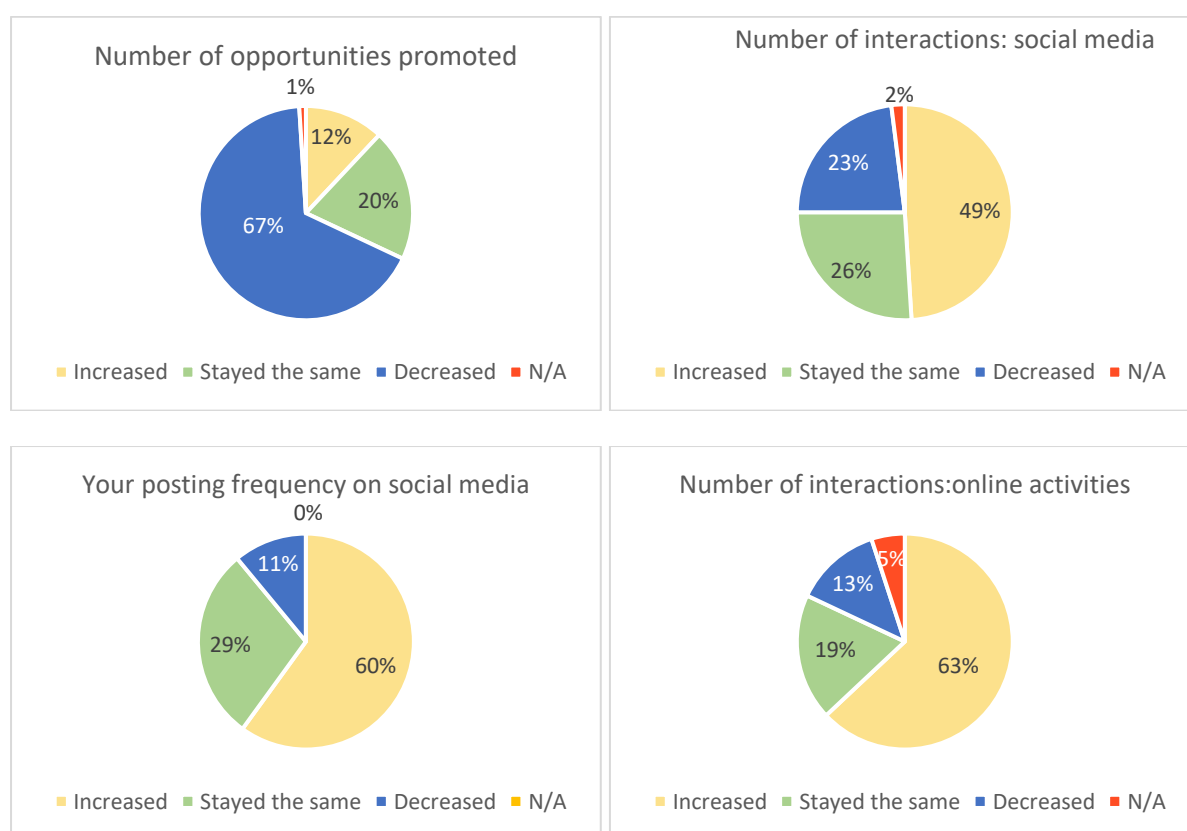
### **Impact of the pandemic on communication towards young people**

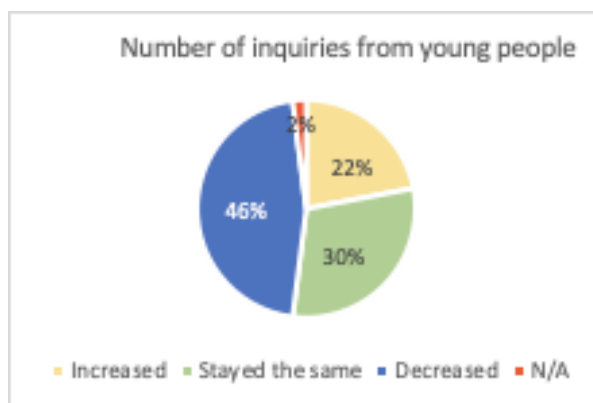
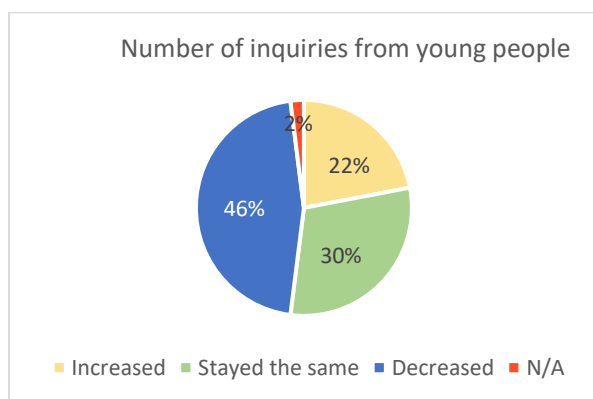
The following diagrams clearly show a shift to online outreach with social media posting increasing for 60% of the respondents, while the number of interactions with young people on social media increased for 49%.

On the other hand, the number of opportunities promoted declined for 67%. As mentioned by the respondents in the previous questions, activities were focused on coping with the pandemic, well-being, and offering online alternatives to previous in person activities. This is how the number of interactions with young people during online activities increased for 63% of respondents. *"Naturally, the fact of being more at home, made the youngster more active at social media and interacting virtually, as this was the only way of being connected with others".*

In the comments received (15), respondents commented that they had to shift to online environments (e.g. webinars), and to social media channels in order to maintain a dialogue with young people. They ran social media campaigns, used new channels, and aimed to engage young people in a dialogue. *"What has happened is a change in the model, a change in the communication channel and in the way we relate to each other"*.

As young people had to follow courses online, five respondents stressed that youngsters already have mandatory activities from school and are often overloaded and tired of being online. It was hard to attract them, especially after a few months of being at home in front of a computer. They longed for human contacts. Some multipliers then shifted to open air activities which allowed this contact with social distancing. In one country (Portugal), multipliers had an increased access to school to run activities.





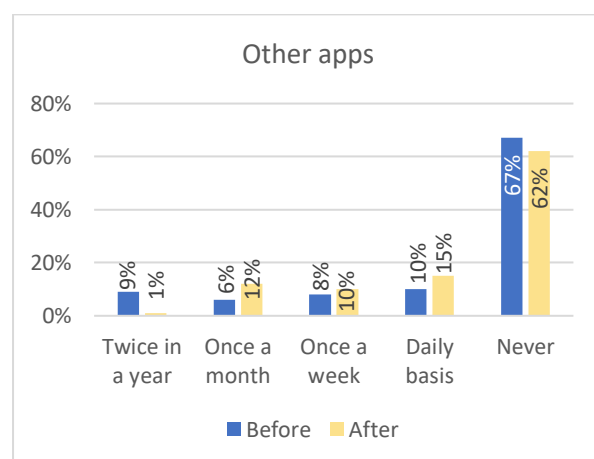
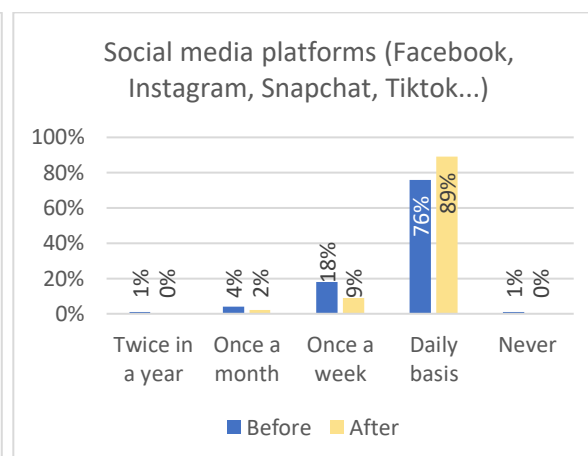
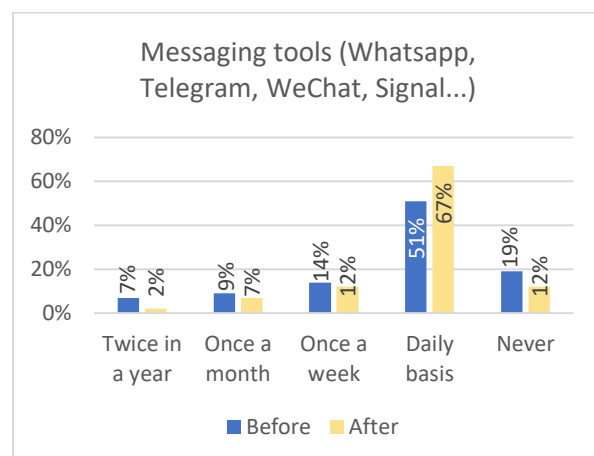
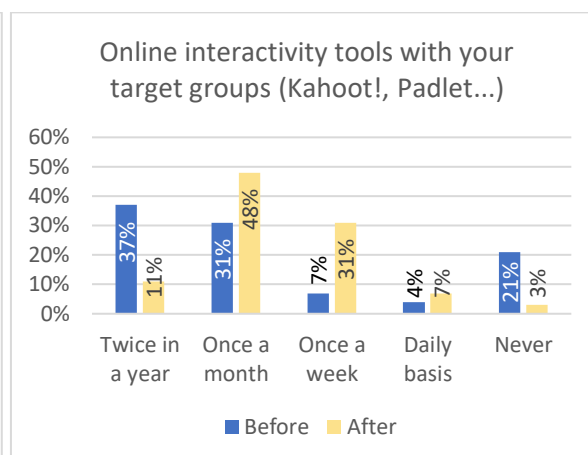
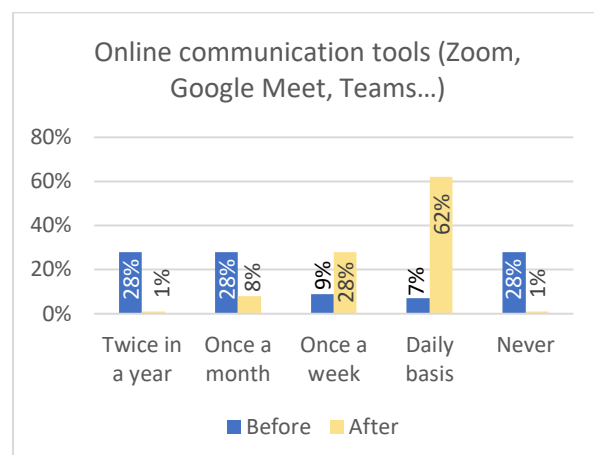
Regarding **inquiries**, the picture is more balanced: 46% report that they decreased, 22% that they increased whereas they stayed the same for 30%. In the comments, one respondent suggests that the reason why their inquiries decreased by about a third is because they were no longer present at fairs and in schools and not all activities could be held online.

Another respondent explains that although inquiries declined significantly at the beginning of the crisis, since September they can see an increase as young people resume their search for new opportunities. However, there is a **change in the topic and mood of questions** sent by young people: they are less about going abroad and more about job opportunities, studying and internships in the country, and many expressed that they felt lost. *"The number of questions decreased as their complexity increased and it required more time in providing answers"*.

### Use of online tools before and after the pandemic

The working methods changed a lot during the pandemic, this is reflected in the usage of digital tools. Here are the main findings from the "before" and "after" situation:

- The daily use of online communication tools such as Zoom, Google Meet or Teams significantly increased, from 7% to 62%.
- The weekly use of online interactivity tools such as Kahoot! or Padlet significantly increased, from 7% to 31%.
- The daily use of social media platforms such as Instagram and Facebook increased from 76% to 89%.
- The daily use of messaging apps such as Telegram and Signal increased from 51% to 67%.



As additional information to the question, respondents included:

- Frequent use of online interactivity tools: [Padlet](#), [Kahoot!](#), [Linoit](#), [Miro](#), [Mentimeter](#), [Slido](#), [SharePoint](#), [Jamboard](#), [Wordwall](#)

- Online communication tools: [Zoom](#), [Teams](#), [Google Meet](#), [gotomeeting](#), [BigBlueButton](#), [Skype](#), [Beekast](#), [wonder.me](#), [Doodle](#), [Octopuce](#)
- Messaging tools: [Signal](#)
- Tools for teams: [Slack](#), [Discord](#), [3CX](#), [Notion](#)
- Design tools: [Canva](#), [Genial.ly](#), [Adobe Spark](#)
- Social media: [Instagram](#) & [Instagram live](#), [TikTok](#), [YouTube](#), [Facebook](#), [StreamYard](#) for live streaming, [Twitch](#)
- Other miscellaneous contributions referred to: Radio podcasts, Stream for gaming, Youth Card App, Video reports, online classes (for example: [Skillshare](#)), new websites, google forms for evaluation of online events and [AnyDesk](#) for remote access.

The survey invited respondents to share some good practices. Among these, online meetings and events with young people were highlighted. Several mentioned activities focusing on leisure time such as games, quizzes and bingos, online cooking, and foreign language classes. Many counted on past participants of the programmes and volunteers to share their stories during podcasts or radio programmes, newsletters and events.

One of the activities that was shared as a good practice took place in Turkey, where a multiplier created a network of volunteers to share different mobility opportunities and interests (e.g. music, books, movies). The groups are still live and meet once or twice a week both online or face to face.

Also in Italy, a Eurodesk local point created a radio podcast PLE-Y (Local Eurodesk Point - Young). In these podcasts they promoted various Eurodesk activities and had a radio interview with the young people who had an experience abroad.

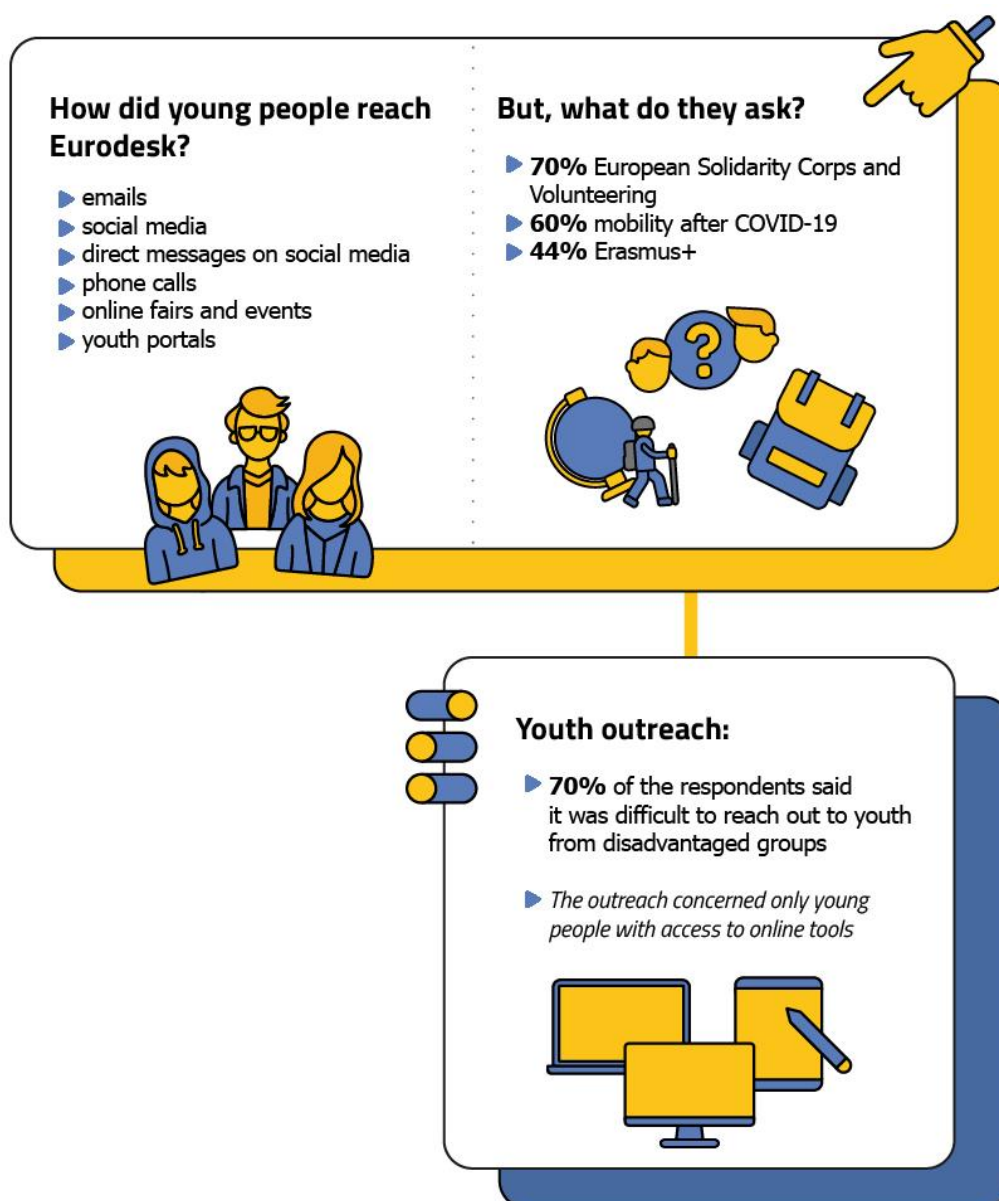
Additionally, since April 2020, during the first Covid-19 wave, Eurodesk Italy launched a YouTube channel with the aim of getting closer to Italian youth who had been forced - like everyone else at the time - to stay home because of the pandemic. The channel contains both videos of webinars run by experts about mobility topics, and short videos edited by Eurodesk itself called "Eurodesk in Pills". Those videos are youth-tailored, last not more than 3 minutes, and focus on EU opportunities for young people. They also involve testimonials such as young volunteers, or former participants of Youth Exchanges within Erasmus+.

Still in the same country, Eurodesk Italy in 2020 launched the online information campaign #distantimainformati (far but informed), consisting of a series of online public seminars aimed at young people. They were based on an interactive method: participants were informed but at the same time they could ask questions and discuss in real-time. 10 webinars were held, reaching together almost 1.000 registrations of users from the whole country. The events - one-hour long and live-streamed using the GoToWebinar application - united voices of different experts and speakers, who shared their expertise and experiences in lively and informative virtual discussions. After the session, webinars were uploaded on the YouTube Channel of Eurodesk Italy.

To finish the section with a last good practice, it is worth remarking the initiative "A Coffee with Eurodesk" a Facebook live session. Started in 2021 and happening every 2 weeks,

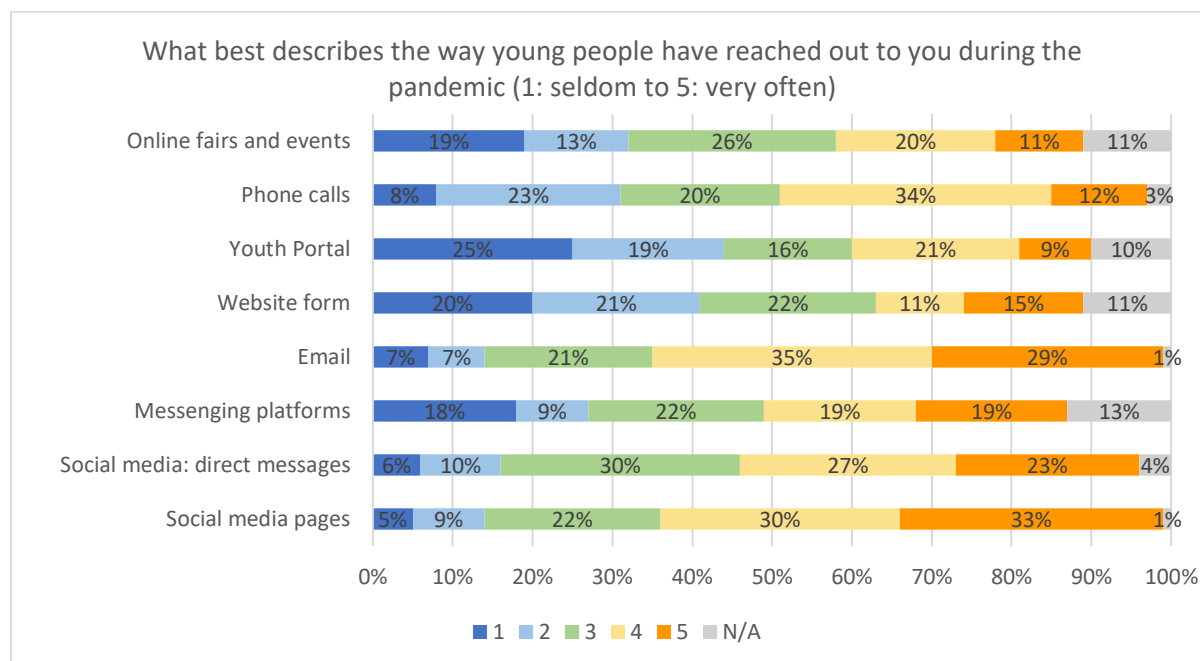
Eurodesk Italy hosted a session for 15 minutes - the time for a good coffee - to get in touch with the reality of local Eurodesk Italian multipliers. The live session is aimed at talking in an informal way with the people working in the network and meeting the young people who have participated in Eurodesk initiatives; learn about the projects and activities developed in the Italian territories by the Eurodesk network.

## YOUNG PEOPLE / Chapter's main findings



## Channels used by young people to reach Eurodesk

Young people have used various channels to reach Eurodesk: they « often » or « very often » used emails (64%), social media pages (63%), direct messages on social media (50%) and phone calls (46%). Online fairs and events (19%), youth portals (25%), website forms (20%) and messaging platforms (18%) were “seldom” used by young people. This clearly shows the prevalence of social media for young people and the need for being visible and reactive.

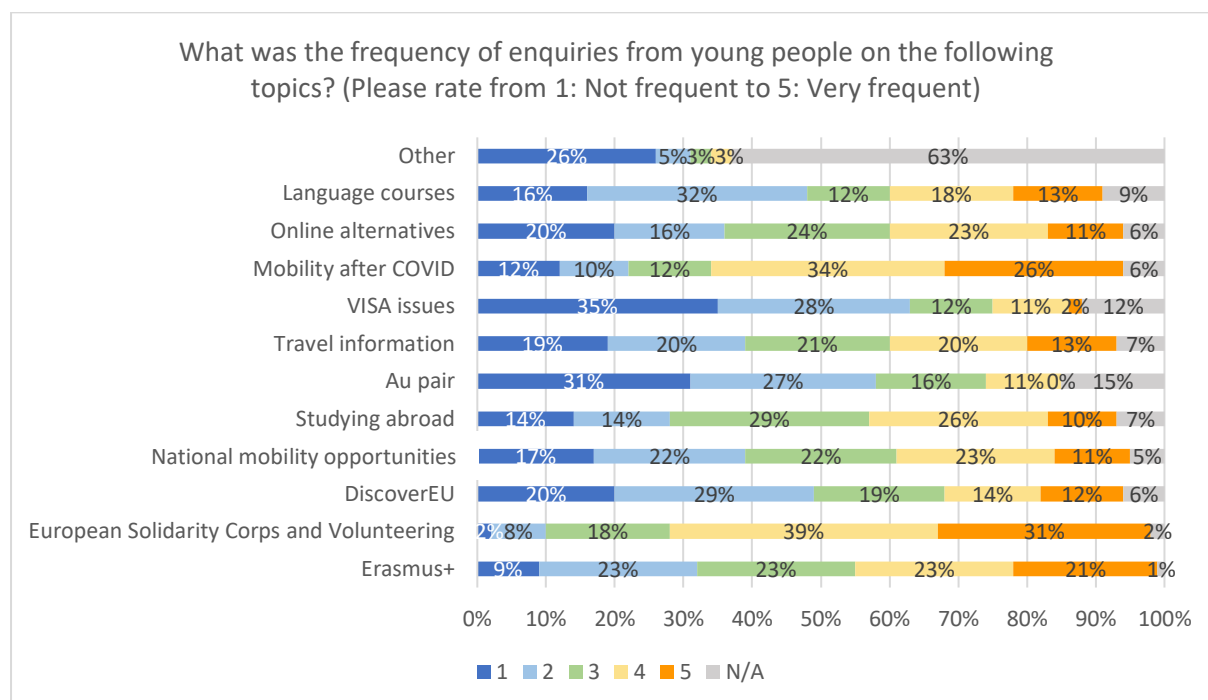


## Type of enquiries

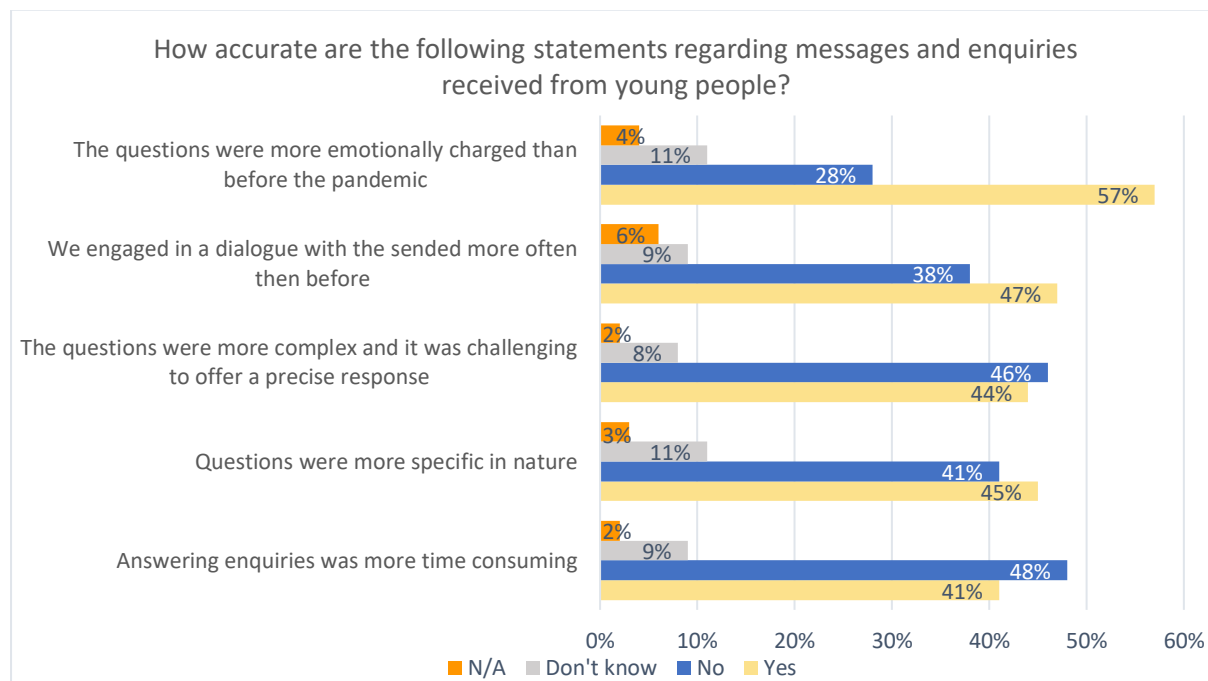
Respondents received various questions, the most frequent being about: the European Solidarity Corps and Volunteering (“frequently” and “very frequently”, 70%), mobility after COVID-19 (60%) and Erasmus+ (44%).

Respondents were asked whether other topics were raised. Four respondents mentioned working abroad including traineeships, jobs, and seasonal jobs and the following topics were mentioned once: mobility in the UK after Brexit, European funding related to COVID-19 issues and MFF, organisational questions regarding funding/insurances, and the possibility of going abroad despite COVID-19.





According to 57% of the respondents, the **questions were more emotionally charged** than before the pandemic, and 47% said that they have engaged in a dialogue more often than before. The opinions are more balanced when it comes to the complexity of the questions (46% agree and 44% disagree) and the fact it was more time consuming (48% agree and 41% disagree).

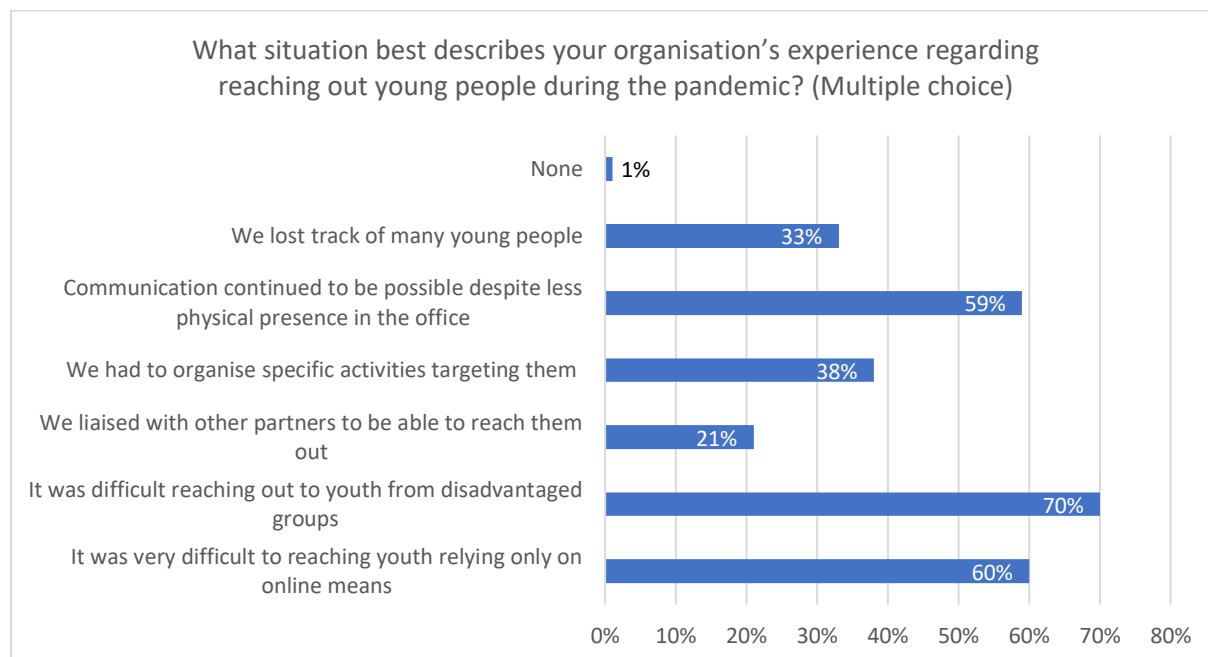


## Youth outreach

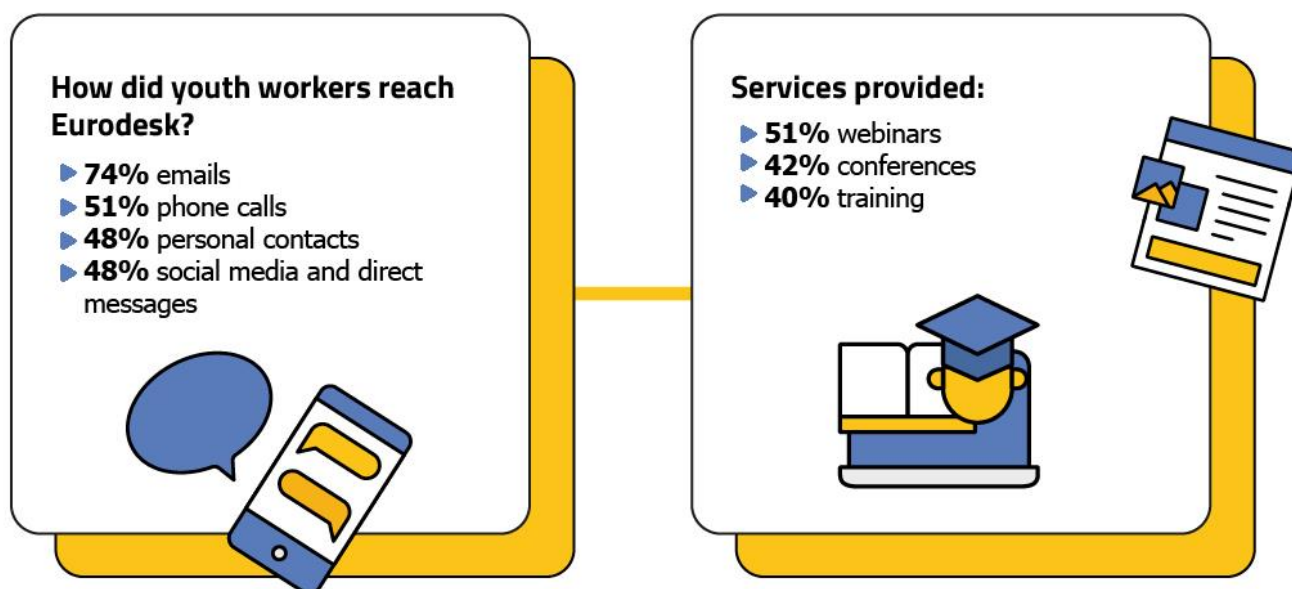
59% of respondents continued to guarantee ongoing communication with young people despite less physical presence in the office. In terms of youth outreach, **70% of the respondents considered that it was difficult to reach out to youth from disadvantaged groups**. This is correlated to the fact that 60% believe that it was hard to reach youth relying only on online means. One third consider that they lost track of many young people. 38% said they had to organise specific activities targeting them whereas 21% liaised with other partners to reach young people.

Respondents were invited to elaborate on their answers. They stressed that they could only reach **young people who could access online tools** because of COVID-19 restrictions. This had a negative impact on their capacity to reach youth from disadvantaged groups despite organising more online activities, and hence highlighting another aspect of the digital breach. One multiplier mentioned s/he had been able to work “on the ground” to reach out to young people. Another put forward that **many young people started to have mental health problems**, dropped out of school and gave up contacting Eurodesk.

The attraction for online activities also declined as **young people spend a lot of time online**, including because of homeschooling. It became hard to attract their attention relying only in the online environment, yet it was the only possible means at the time. Three respondents stressed that **collaboration** with other organisations (schools, NGOs, etc.) was crucial to develop activities and reach young people.



## YOUTH WORKERS / Chapter's main findings

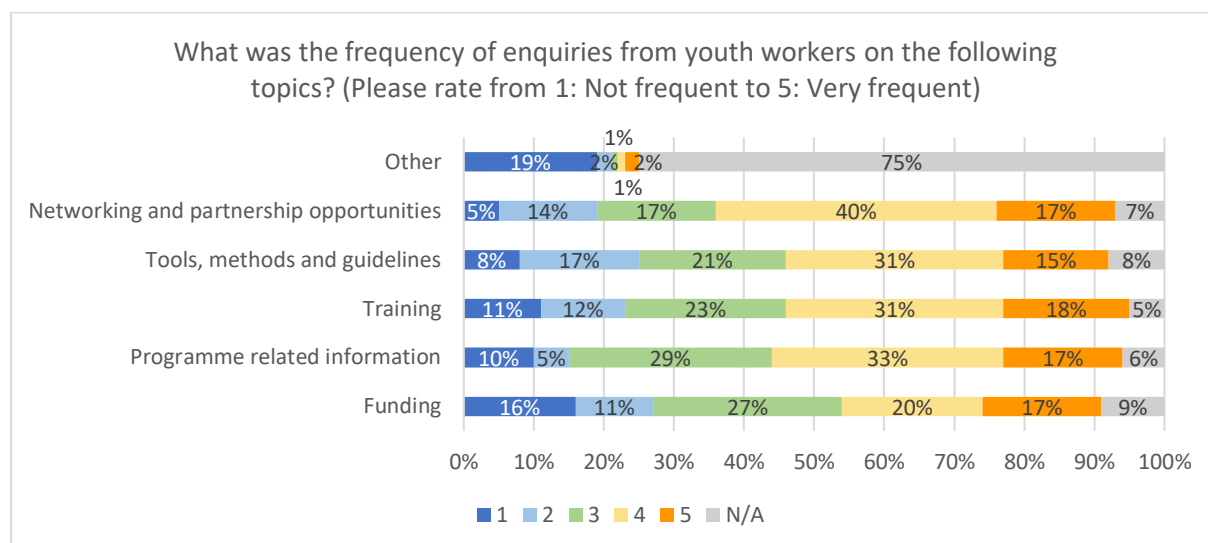


Not all respondents are dealing with enquiries coming from youth workers, these are mainly managed by the Eurodesk Centres and some multipliers who play a role in coordinating local information points. This explains why 75% of the respondents selected "other" in the following diagram and stressed this in their comments.

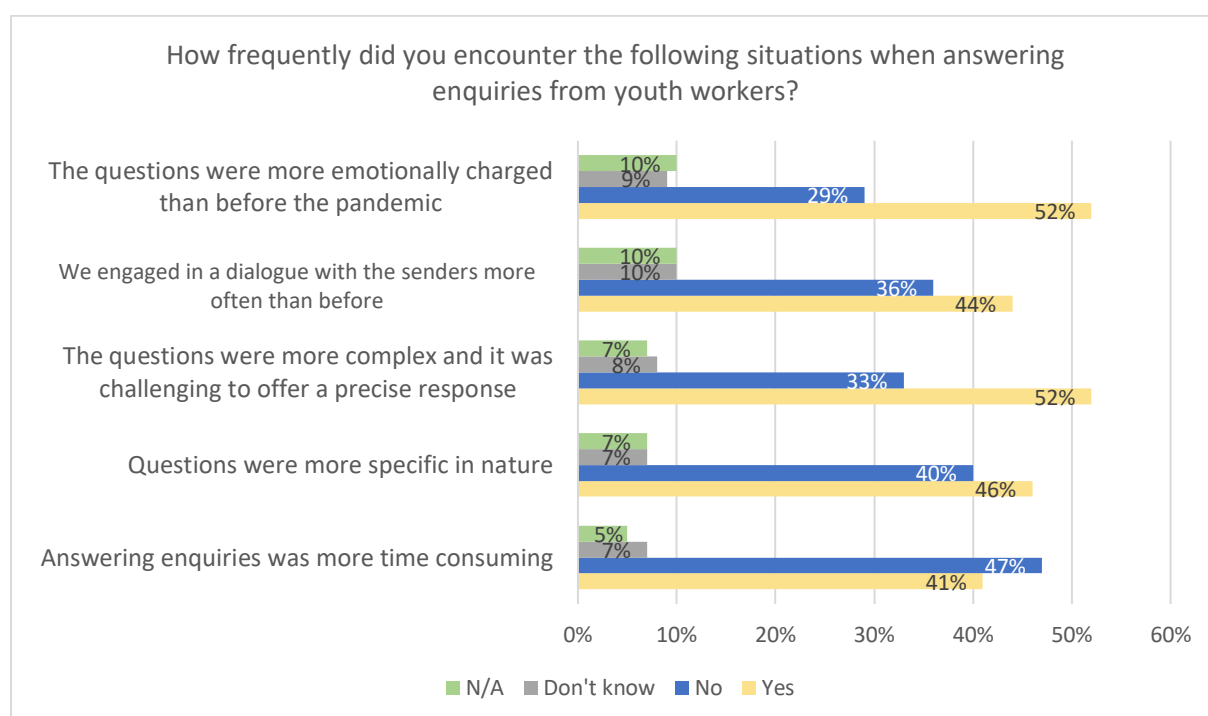
### Type of enquiries

The most frequent questions sent by youth workers ("very frequent" and "frequent") concerned networking and partnership opportunities (57%) and programme related information (50%).

Respondents were invited to elaborate on other topics that they were asked about by youth workers. In this case, updates on policies, network experience, future programmes and programme news, and DiscoverEU adaptations were the main topics.

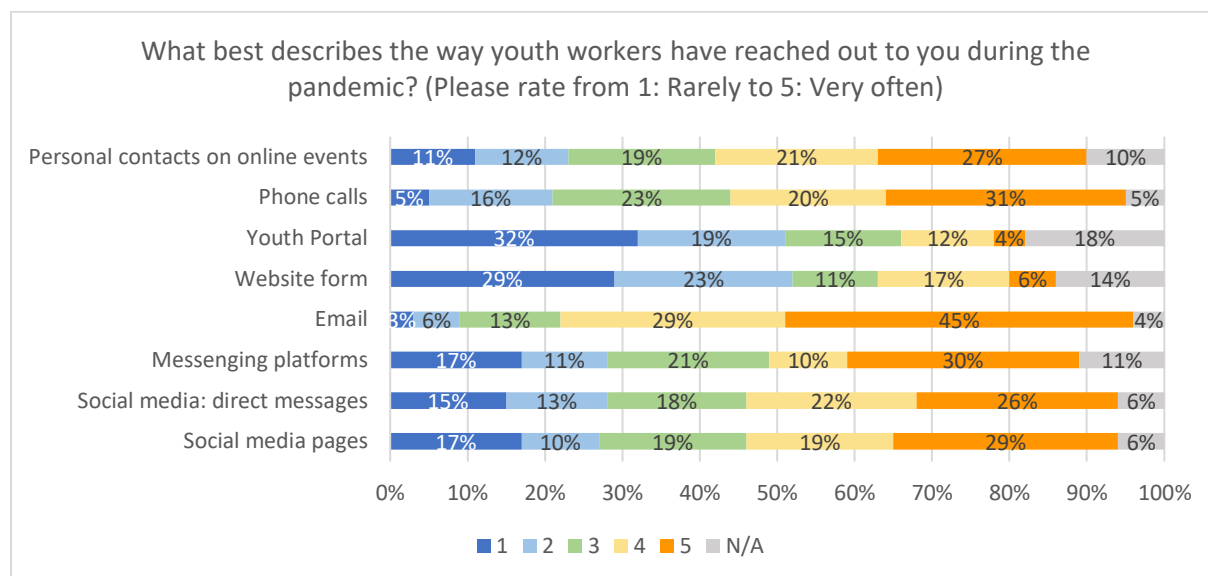


Respondents revealed that replying to enquiries from youth workers had some similarities to those received from young people. Yet some differences were noted. As mentioned regarding enquiries from young people (57% for young people), 52% agree that questions were more **emotionally charged** than before the pandemic. The questions were **more complex** and it was challenging to offer a precise response for 52% (compared to 44% for young people).



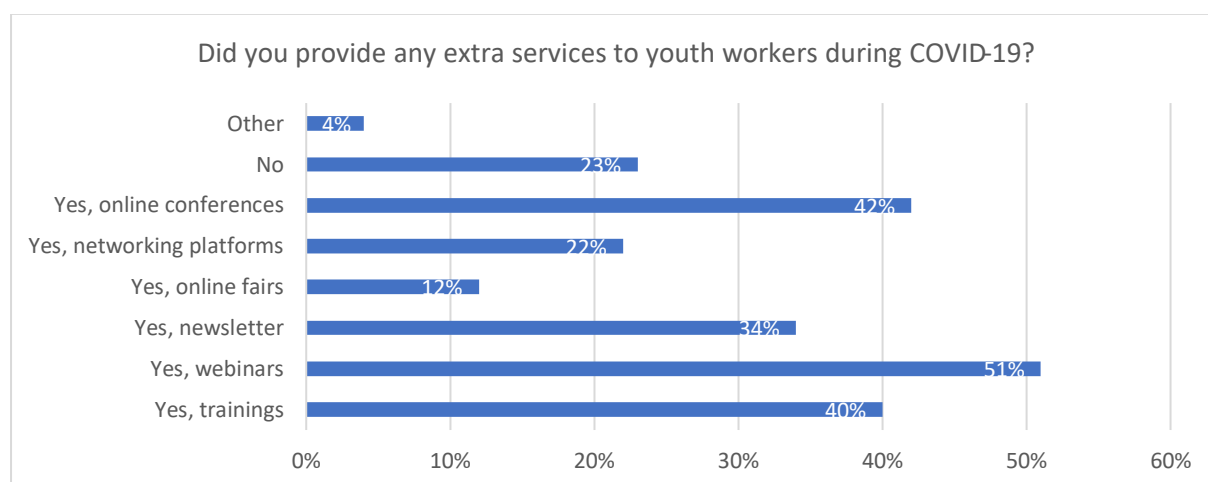
## Communication channels

Youth workers reached Eurodesk through various means, the most frequent channels ("often" and "very often") remain emails (74%) followed by phone calls (51%) and personal contacts (48%). It is remarkable that **traditional forms of communication are favoured together with new forms of communication as social media** pages (48%) and direct messages (48%) were also used "often" and "very often" by youth workers.



## Services

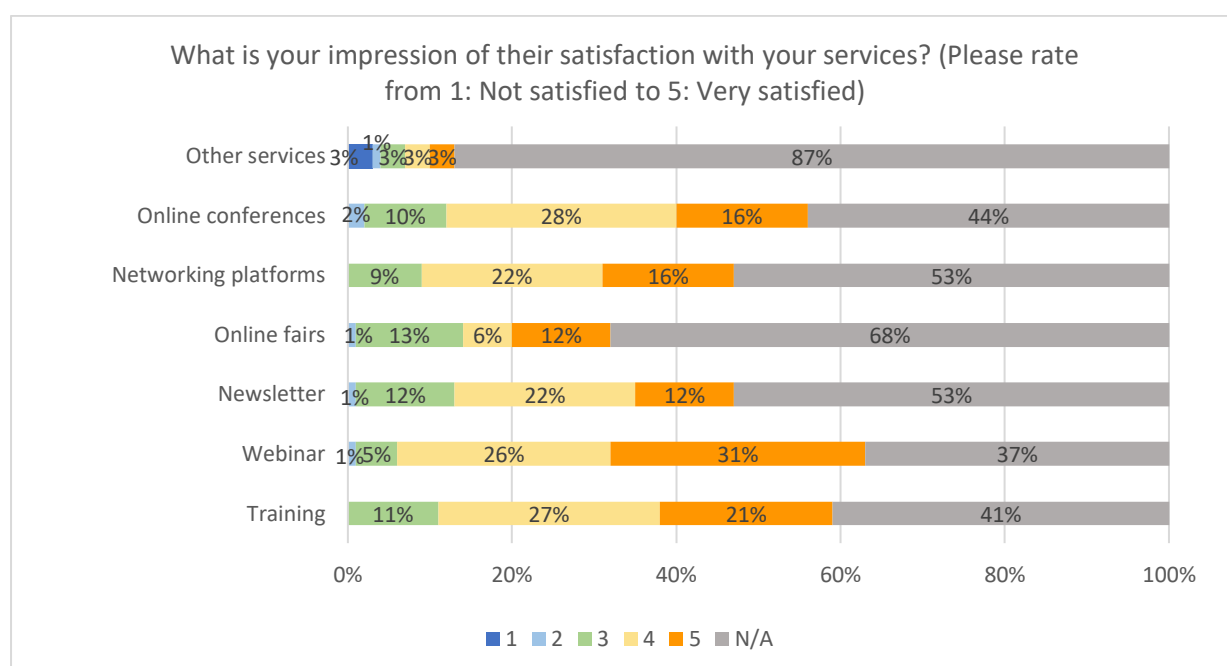
When it comes to new services, webinars were the most frequent service offered (51%) followed by online conferences (42%) and training (40%).



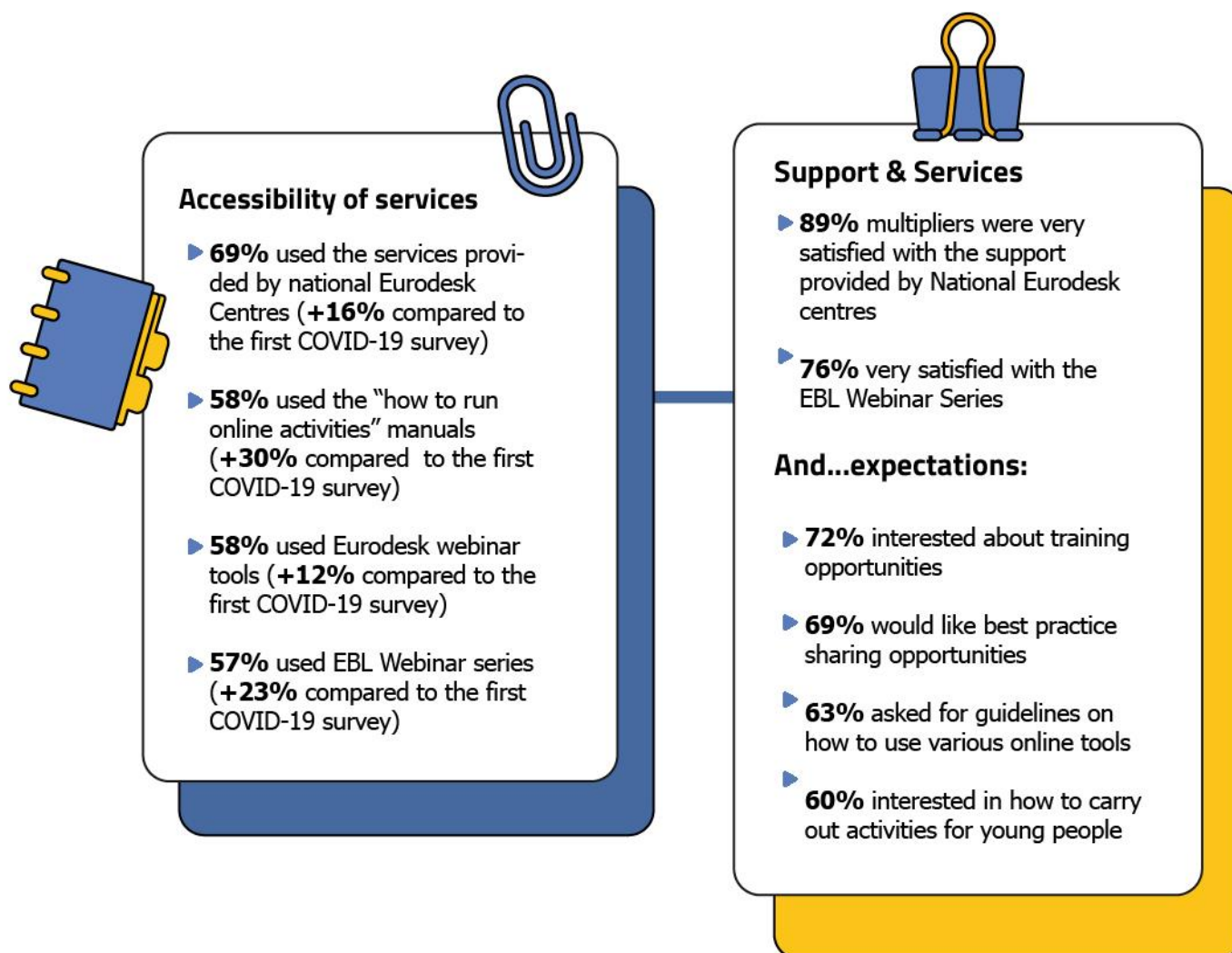
When given the option to elaborate on services to youth workers marked as "Other", one respondent explained that they adapted their regular training and conferences to the virtual environment. They provided guidelines and recommendations when it comes to mobility opportunities as well as methods and online tools. Additionally, YouTube videos, personal guidance and online meetings received attention as tools to give continuity to their activities.

In general, those new services were positively received by respondents. However, because of the pending evaluation of some of them, most of the respondents answered "non-applicable" as explained in the comments.

They commented that they had received very good feedback on online meetings and training because they were less time consuming. They explained that the assessment is made based on figures (e.g. number of participants, of views), informal feedback given during the activities (e.g. chat, email) and on the demand from young people. *"Before the pandemic, we were the ones who promoted the activities and now we see an increase in demand from young people, who organise and advertise the events online with our participation and participation of European volunteers"*. Others mention surveys and spontaneous feedback after the events.



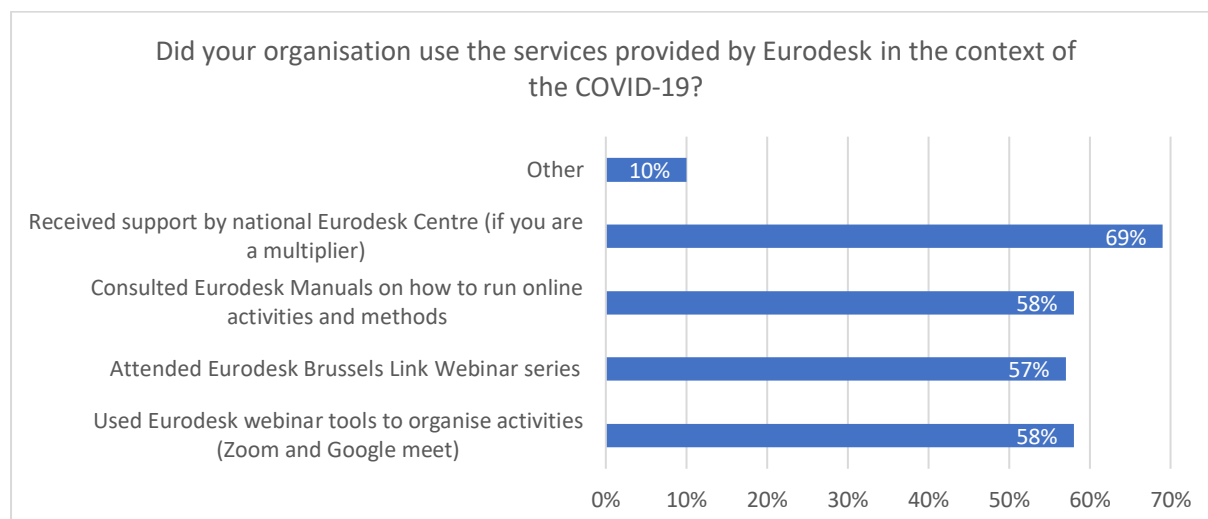
## EURODESK MEMBERSHIP SERVICES / Chapter's main findings



To illustrate the use of membership services: Eurodesk multipliers used the services provided by national Eurodesk Centres (69%) and the different resources and activities provided by Eurodesk: the manuals on how to run online activities and methods (58%), Eurodesk webinar tools (58%) and EBL Webinar series (57%).

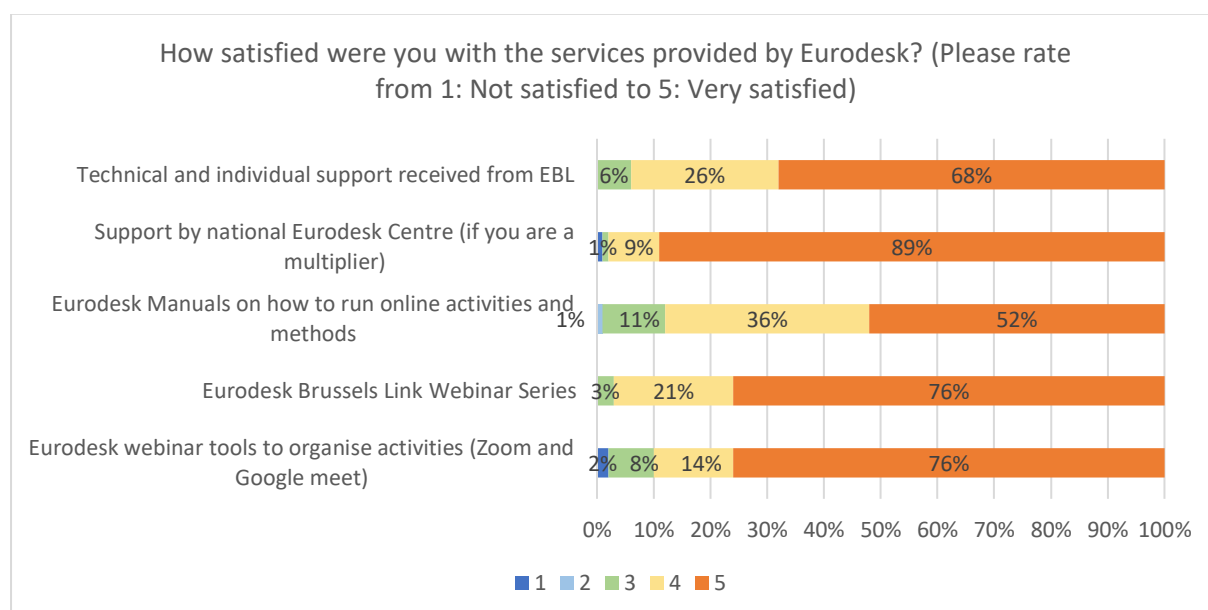
This reflects an important increase as compared to the first COVID-19 survey: at the time only 46% used the webinar tools, 34% attended the EBL webinar series, 28% consulted our manuals and 53% received support from the national Eurodesk Centres.

Under “other” were mentioned individual meetings with the national coordinator and the multipliers (e.g. “café com cheirinho” in Portugal), social media materials, access to tools (e.g. GotoMeeting in Italy), regular information and updates (e.g. Estonian ED), EBL webinars and support received from the centres from EBL.



## Evaluation

Amongst the users of the services, the satisfaction was very high. Multipliers were “very satisfied” (89%) and “satisfied” (9%) by the support provided by national Eurodesk centres. The EBL Webinar Series was also very well rated, with 76% “very satisfied” and 21% “satisfied”. Members also appreciated access to webinar tools, 76% and 14% are “very satisfied” and “satisfied”.





## Expectations

The survey also reveals that respondents are interested about training opportunities (72%) followed by best practice sharing opportunities (69%), guidelines on how to use various online tools (63%) and to carry out activities for young people (60%). Half are interested in receiving communication material and less than a third assistance with finding partners.

Under "other", two respondents answered they did not need any support, one "a new European framework and new opportunities", "access to paid tools e.g. Kahoot and Padlet" and "financial support".



## Additional remarks

In the final remarks, a national coordinator warned about the lack of financial support provided to multipliers, which stresses the important role of the latter. In some cases, multipliers lack appropriate equipment to deliver quality services to young people.

Regarding the use of online tools, one respondent pointed out that sometimes they had more than 100 participants, which exceeds Google Meet limit.

Commenting on channels to be approached by end-users, one reply noted that follow-ups were much more difficult, and that young people, parents, and youth workers continued to use phone calls despite them not being able to answer them all the time.

One respondent highlighted the continued and useful support received by Eurodesk, especially during the pandemic and their satisfaction with the services provided.