



IMPACT REPORT

Piloting digital app

"FREEDOM FOR ARMY"

OCTOBER 12, 2023 PAPHOS , CYPRUS



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"FREEDOM FOR THE ARMY"

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Introduction

Recognizing the critical importance of mental health and wellness in military circles, we are pleased to announce the initiation of a pilot program for an innovative app dedicated to the identification and management of post-traumatic stress disorder (PTSD). This initiative is a significant step in addressing the distinct challenges military personnel face as a result of their unique experiences.

Given the demanding and often dangerous nature of military service, PTSD has become a widespread condition among personnel, exerting a profound impact on both the personal and professional aspects of their lives. Recognizing and proactively addressing this reality is imperative to protecting the health and effectiveness of active-duty soldiers and veterans. Providing information without the burden of stigma or judgment is crucial, motivating the creation of an app tailored to the military context.

Developed in collaboration with mental health and technology experts, our app features a range of tools and resources. These include a self-assessment test, educational materials, contact information for specialist psychologists and a discussion forum for mutual support and sharing of experiences. The overall objective is to provide Soldiers with an accessible and effective means of understanding and managing PTSD symptoms.

As part of our pilot initiative, we are seeking valuable feedback from our users, particularly members of the military community (active military, veterans, and disabled military). This feedback will be instrumental in refining and customizing the app to meet the specific needs inherent in the military profession. Active and honest user participation is essential in shaping a resource that truly helps effectively manage the challenges arising from PTSD.

Collected results

Question 1

How would you rate the app's usefulness in understanding post-traumatic stress disorder?

Answer options:

1. Very useful
2. Useful
3. Moderately useful
4. Little useful
5. Not useful at all

The following responses were recorded as shown in figure 1

88% of people chose option 1 as their answer

12% of people chose option 2 as their answer

Interpretation

According to the data collected, the responses of the participants to the question of the usefulness of the application in understanding post-traumatic stress indicate an extremely positive reception of this resource. 88% 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 essential in providing relevant information and support for identifying and managing PTSD.

A small 12 % rated the app as "useful", suggesting that although they found the app beneficial, these users may have suggestions for improvement or specific needs that were not fully met by the app's current functionality.

The absence of any response for the variants "Moderately useful", "Slightly useful" and "Not at all useful" suggests that the application is perceived to be effective in the vast majority of cases. This is a remarkable achievement for any mental health tool, especially in such a complex and sensitive field as post-traumatic stress management in the military.

In conclusion, these results demonstrate the app's success in addressing the needs of active-duty military, veterans, and military with disabilities , and in providing effective

and relevant support to those experiencing post-traumatic stress. However, it is important to take into account the 12% responses indicating the potential for further improvement to ensure that the app remains as inclusive as possible and adaptable to various individual needs.

Question 2

To what extent did the self-assessment test help you identify your personal PTSD symptoms?

Answer options:

1. Largely
2. To a reasonable extent
3. Partial
4. Lack
5. Not at all

The following responses were recorded as shown in figure 2

84% chose option 1 as their answer

16% chose option 2 as their answer

Interpretation

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

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

The absence of answers for "Partially", "Insufficiently" 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-report test is an extremely valuable component of the app, providing users with an effective means of recognizing and understanding their own PTSD symptoms. However, the 17% who rated the test as useful

"to a reasonable extent" indicate 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 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

88% answered with option 1

12% of people answered with option 2

Interpretation:

The results collected for this question show an overall positive user experience in accessing and navigating the application. An impressive 88% of respondents indicated that they found the app "very easy" to access and navigate. This suggests that the user interface is intuitive and well-designed, facilitating a smooth and seamless experience for most users.

Another 13% rated the experience as "easy", indicating that while most users had a positive experience, there was a minority group who experienced some difficulty, but not to the extent that it prevented them from using the app effectively.

Also, 3% rated the experience as only "acceptable". This response suggests that for a limited number of users, the app may present some navigation or access challenges, possibly due to personal preferences or technical limitations.

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

These results reflect a significant achievement in user interface design and app accessibility. However, there is little room for improvement, especially to make the experience even more accessible to the 16% who found the experience only "easy" or "acceptable". Optimizations could include simplifying certain aspects of the interface to further improve usability.

Question 4

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

Answer options:

1. Extremely relevant and useful
2. Very relevant and useful
3. Moderately relevant and useful
4. Somewhat relevant and useful
5. Not at all relevant and useful

The following responses were recorded as shown in Figure 4

84% answered with option 1

8% answered with option 2

4% of people answered with option 3

Interpretation

84% of participants (active military, veterans, and disabled military) found psychologist contacts to be "extremely relevant and useful. This significant percentage suggests that most users found psychologist contacts very relevant, making the app highly aligned to their specific needs and highly beneficial in providing post-traumatic stress management support. This indicates a high success rate of the app in fulfilling its main purpose.

8% of military found contacts "Very relevant and useful, meaning a good portion found this section very valuable.

A smaller percentage of service members found the app only moderately useful, which may suggest that while the app provides some level of support, there is room for improvement to meet the expectations and needs of this user segment.

The fact that no military personnel chose the options "Somewhat relevant and useful" and "Not at all relevant and useful" indicates that the application is considered useful by the majority of its users.

Based on this data, it can be inferred that the application is perceived to be very effective in assisting soldiers with post-traumatic stress disorder, with a positive rating rate of 94% (summing the percentages for "Extremely relevant and useful" and "Very relevant and useful"). This should encourage the continuation and possible expansion of the app's functionality, taking into account the feedback for improvement from the 6% who answered "Moderately relevant and useful".

Question 5

How would you describe your experience on the application forum? Did you find valuable support and information?

Answer options:

1. Great experience with lots of support and valuable information
2. Good experience with enough support and useful information
3. Medium experience with some level of support and information
4. Poor experience with little support and limited information
5. Bad experience, no support and invaluable information

The following responses were recorded as shown in figure 5

84% of people answered with option 1

16% of people answered with option 2

Interpretation

This question aims to assess service members' experience of the post-traumatic stress management application forum for service members. It focuses on the quality of the interaction and the usefulness of the information obtained on the forum.

Thus, 84% of participants (active military, veterans and disabled military) they rated the experience as "excellent with lots 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.

16% of respondents had a "good experience with enough support and useful information". A smaller percentage of users felt that the forum provided a satisfactory

level of support and information, meaning that their experience was positive, but not as remarkable as that of the majority.

The results indicate that the forum is perceived as a positive resource by the vast majority of users. This data is valuable and highlights the forum's success in providing valuable support and information.

Question 6

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

Answer options:

1. Excellent organized
2. Well organized
3. Satisfactorily organized
4. Poorly organized
5. Inadequate organization

The following responses were recorded as shown in figure 6

88% of people answered with option 1

8% of people answered with option 2

4% of people answered with option 3

Interpretation

A very high percentage of users felt that the application piloting process was of the highest standard. This indicates that participants were extremely satisfied with the way the application pilot was planned and executed. A smaller number of soldiers rated the process as well established, but not necessarily at the level of excellence. However, this positive perception contributes to the overall good image of the piloting process. A small percentage of users, namely 4%, found the piloting process satisfactory, indicating that although the process met minimum standards, there was room for improvement from the perspective of these users.

There is no mention of the responses for "Poorly organized" and "Inadequate organization", which may suggest that no one considered the piloting process to be deficient or inadequate.

The data suggests 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 application.

Question 7

What additional features or resources do you think would be valuable to add to your app?

Interpretation

This is an open question that followed input from the military for information other than what I had in mind.

92% of respondents answered this question.

After analyzing the answers to the questionnaire, it could be concluded that:

- Some service members suggested adding information on breathing and relaxation techniques.
- Most of the military said that the application is very complete and that they will not add anything extra.

Question 8

What do you think should be removed from the app?

92% of the military answered that nothing should be removed

8% of the military did not answer

Interpretation

If when asked about removing aspects of the app, 92% of respondents indicated that nothing should be removed, and 8% did not answer, this suggests a high overall satisfaction with the current features of the app. When such a large proportion of users find all the existing elements valuable and would not like to see anything removed, it indicates that the application serves its purpose effectively and that its features are considered relevant and useful by most users.

The absence of response from 8% of participants may have several meanings. They may not have had a strong 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 answer. It is also possible that they omitted the question out of carelessness or chose not to answer for other personal reasons.

Final remarks 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 PTSD

Final remarks

1. Application efficiency

The massive positive responses indicate that the app is considered very effective by users, providing them with essential support and information for managing PTSD.

2. The usefulness of the self-assessment test

The self-assessment test is rated as extremely useful, helping most users to identify PTSD symptoms, proving it to be a valuable tool for self-awareness.

3. User Experience

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

4. Positive perception of the Forum

The forum user experience emphasizes the value of community and sharing 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 extremely relevant and useful. This indicates a strong alignment between the services offered by the application and the needs of the users.

7. Forum Experience

The majority of the forum experience (80%) was rated as excellent, with lots of support and valuable information. This demonstrates that the forum is an effective component of the application, 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 considering it excellently organized. This shows that the deployment process was executed successfully.

9. Feedback for feature removal

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 is highlighted.

recommendation

1. Maintaining and improving features

Support for current features should continue given the high level of satisfaction

2. Analysis of feedback for optimizations

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

3. Promote the forum as a support resource

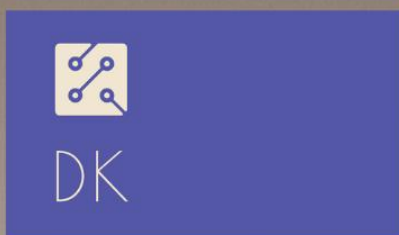
The forum should be promoted as a key component of the application, raising awareness and using it as a valuable support space.

4. Continuous monitoring and updating of content

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

Overall, the results of piloting the application are extremely encouraging, indicating that the developed tool is on track to become an essential means of supporting military personnel dealing with post-traumatic stress disorder. Continuing its commitment to improvement based on user feedback, the app has the potential to bring about significant positive change in the mental health and well-being of its users.

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