AKCESK | AUTORITETI KOMBËTAR PËR CERTIFIKIMIN ELEKTRONIK DHE SIGURINË KIBERNETIKE

Pre-post test evaluation results

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1. Introduction

In recent decades the development of life, as well as changes in technology, have radical changes and challenges in every society around the world. Our lives, human rights, economies and social interactions are deeply affected by information and communication technology.

Shared and free cyberspace promotes inclusion and diversity, breaks down communication barriers between language, communities and everyone, transparently allowing the interaction and exchange of information and ideas in real-time across the globe. All developments in the use of information technology and the increase in information and the increase in their use, therefore the security protection and their security must be established.

To address the risks in the cyber ecosystem, National Authority for Electronic Certification and Cyber Security, supported by ITU, has conducted 36 workshops with parents and educators, children (12 – 16 years old) and industry stakeholders (mainly Internet Service Providers), within the ITU global project "Creating a safer and prosperous cyberspace for children". Participants in the training were the target group, trainers and teachers of ICT subject for the trainings with children.

In the beginning and after each training, pre-post tests were distributed to assess the level of awareness of parent and educators, children and industry stakeholders, in order to evaluate also the effectiveness of the training delivered.

2. Methodology of evaluation

The report represents a result of the combined pre-post analysis approach and other field interviews. This report systemizes the existing level of awareness and knowledge gained after the training on child online protection and risks. The evaluation was conducted through descriptive, comparative and evaluative analysis, to evaluate the impact through 12 questions, mainly targeting known and unknown cyber threats, communication of children with their peers and parents, cyberbullying, online trafficking and finally based on the cyber tips delivered during the training description of the means of reporting illegal/harmful online content.

The training went smooth and there was no confusion during any portion of the session. We have evaluated that the industry and parents are interested to learn more and having longer sessions regarding COP. In this regard, a national awareness campaign could reach more people, ensuring education for a higher percentage of people at the national level. This evaluation will serve as a source of future training for each target group, aiming to raise the level of cyber security in the national cyber ecosystem, in line with the objectives of the "National Strategy for Cyber

Security 2020 – 2025". An existing challenge remains the dissemination of the training on cyber security for parents, who are not aware of the risks that children face online and are not prepared on the reporting mechanism application.

3. Summary of results

Impact report assessing level of awareness of parents

There were conducted 12 trainings with parents, educators and caregivers in 17 hotspots: Kamez, Paskuqan, Babrru, Kavaje, Vorë, Mat, Klos, Bulqize, Diber, Has, Kukes, Tropoje, Fushë-Arrëz, Malësi e Madhe, Pukë, Shkodër and Vau i Dejës.

From the assessment, parents indicated that they talk with their children about their online activity (92.1%) and after the training their discussions will be concentrated more on the online risks and countermeasures. Parent's perception regarding cyberspace or online activity was enlarged to all the alternatives of the test, including social media channels (5.3%), online games (6.6%), web browsers (4%). According to their opinion, personal information online disclosure, unknown online activities, inappropriate online content, poses risks while navigating online.

Some of the online dangers that children face today are online trafficking (10.5%), cyberbullying (9.9%), unknown people online (11.9%), sexting (7.1%), online games (7.6%). Their perception after the training changed on this topic. Parents understand now that danger can also come from using social media accounts without parent monitoring.

The training taught parents that communication is the key to prevent online threats for their children (31.9%), comparing to 26.6% before the training. Their perception on the importance of visiting safe webpages was strengthen after the training – from 65.8% to 78.7%. After the training parents learned where to ask for help if the children says that something unpleasant has happened online - from 67.3% to 90.3%. Also, the list of sources to report illegal/harmful content was larger at the end of the training, containing different responsible public institutions, such as State Police, AKCESK, and civil society reporting mechanism (Alo 116).

Impact report assessing level of awareness of industry representatives

Cyberbullying was a relatively new concept to parents and educators, but not to the industry representatives. They all know the forms it is published – on the computer, mobile phone and tablet. Trafficking in children and young people not only happens in real life but also online (5.4%). The trainees were also asked about the signs of victims of cyberbullying or online trafficking and they answered about emotional changes (23.8%), lack of willing to visit school (9.5%), attitude changed (19%) etc.

Some advices to minimize the risk are: communicate to the children, tell them not to send sexual images online, help them understand the consequences. The trainees answered that important options for child online safety are to implement parental control, private settings of accounts and applications, safe online navigation etc. They all know after the training where to report and ask for help. Some of the resources include: police, call centers dedicated to support children (Alo 116 111), official website of NAECCS (www.cesk.gov.al), teacher, parents.
At the end of the training, industry representatives were empowered with knowledge on reporting mechanisms and communicating the solutions (product/services) to their customers (parents, teachers, children).

Children and parents / educators were empowered with the concepts of online risks, means of reporting illegal content and that the key to safer internet experience is communication with each other.

Impact report assessing level of awareness of children

Children who participated in the trainings were 12-16 years old. Almost each of them had at least one social media account. Children answered that they talk to their parents about their online activity (99%). Children's perception regarding cyberspace or online activity was enlarged to all the alternatives of the test, including social media channels (28.7%), online games (8.7%), web browsers (14%). At this point, their knowledge is more advanced comparing to their parents. According to their opinion, personal information online disclosure, unknown online activities, and inappropriate online content, poses risks while navigating online.

Some of the online dangers that children face today are online trafficking (18.7%), cyberbullying (34.7%), unknown people online (22.7%), sexting (7.1%), online games (5.3%). After the training children learned the importance of reporting and communicating with adults when they face online risks.

Training Assessment

For the training assessment there are evaluated the elements below:

- Participants engagement
  - During the training parents and educators were very interested to know more about the cyber threats targeting their children online, about means of reporting illegal online content and were very active in discussing their cases for the similar cases that have

happened to them or their relatives. The discussion was more open in areas near the capital, while in the north of the country the participants were not very willing to share their personal experiences.

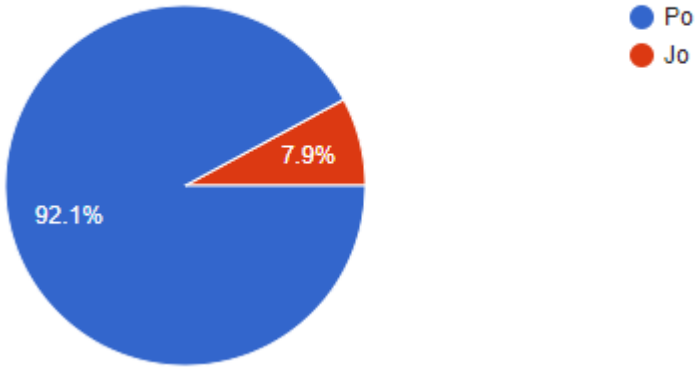
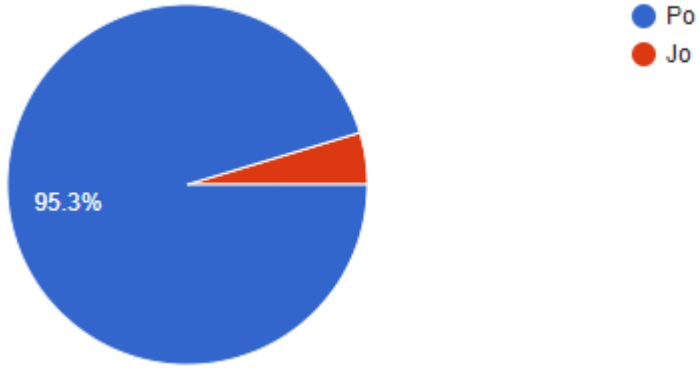
- Participants in the online trainings with youth were very friendly. They easily interacted with each other and with the trainers. The child-friendly manual is a very good opportunity for them to easily assimilate the knowledge and important concepts of cyber threats.
- Online trainings with industry were very helpful for all the stakeholders to understand the need for developing mechanisms and to cooperate with the government to host awareness campaigns for raising awareness of this topic. During the training were reached more than 60 participants from all the regions of Albania, representatives of Internet Service Providers and other representatives of groups of interest who work with children every day and work in the local government.

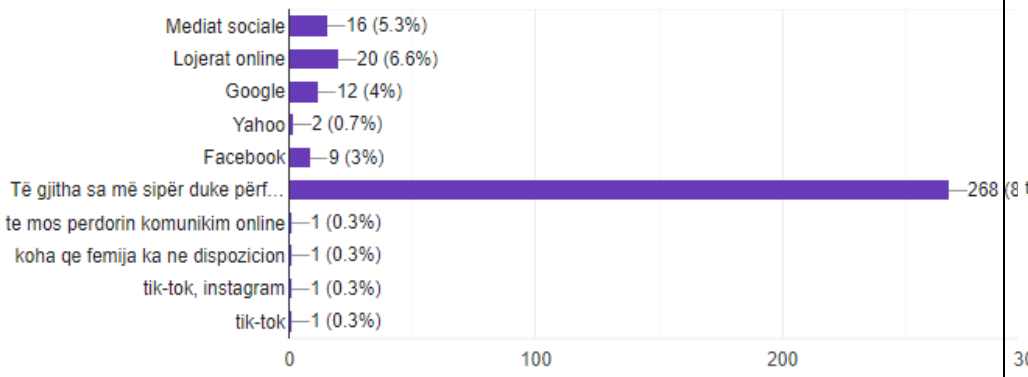
General evaluation:

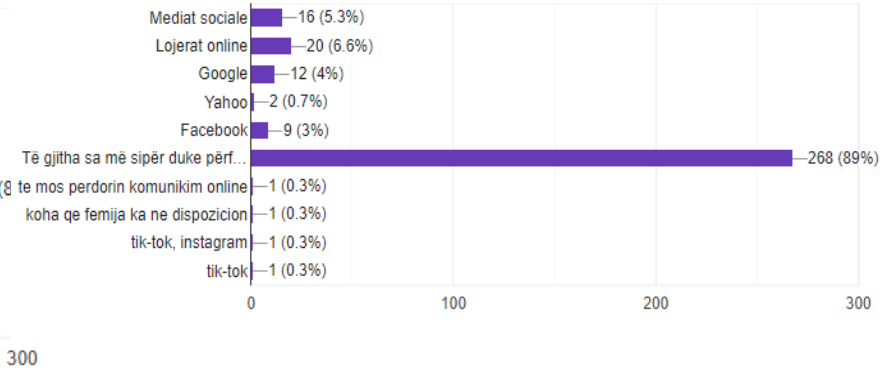
- Participants were asked about the progress of the training and about any potential questions they may have during the presentation.
- Participants replied that they have learned new things from the training sessions, regarding the forms of cyber threats and the possibility to report illegal and harmful content online.
- Participants were interested to learn more about the countermeasures to prevent cyber risks and forms to report illegal content in the channels presented by the trainers.
- The pace of sessions so far was just right. Both groups (participants and trainers) preferred to host the training in the morning session because the level of concentration is higher for both.
- To make the session most effective trainers conducted games (ice breaker exercises) and free discussions beside the training module, to make everyone feel more comfortable in the session.

Responses from the Pre-post questionnaires can be found in Annex A for Parents and Educators, Annex B for Children and Annex C for Industry.

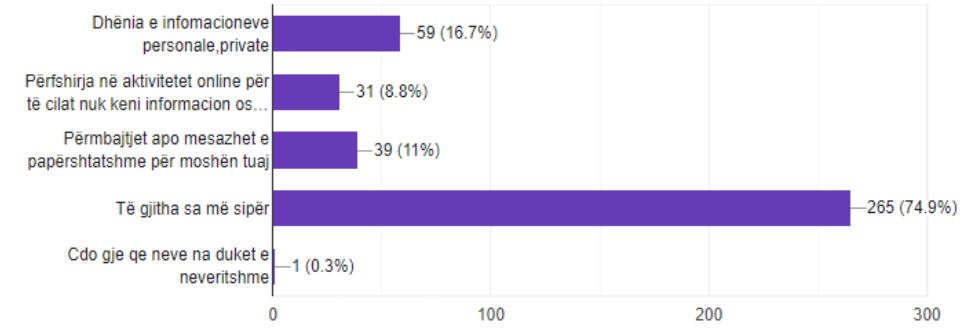
4. **Annex A "Parents & educators pre-post test"**

PARENTS & EDUCATORS **PRE-TEST**	PARENTS & EDUCATORS **POST-TEST**
Do the children talk to you about their online activity? 	Do the children talk to you about their online activity? 
What do you mean by cyberspace or online activity?	What do you mean by cyberspace or online activity?





In your opinion, which of the following alternatives poses a risk while surfing the Internet?



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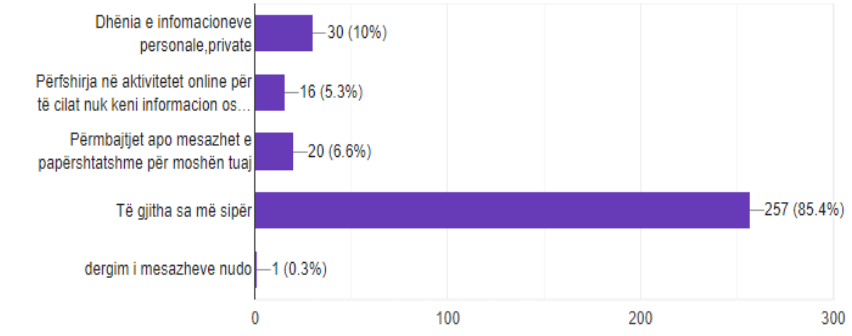
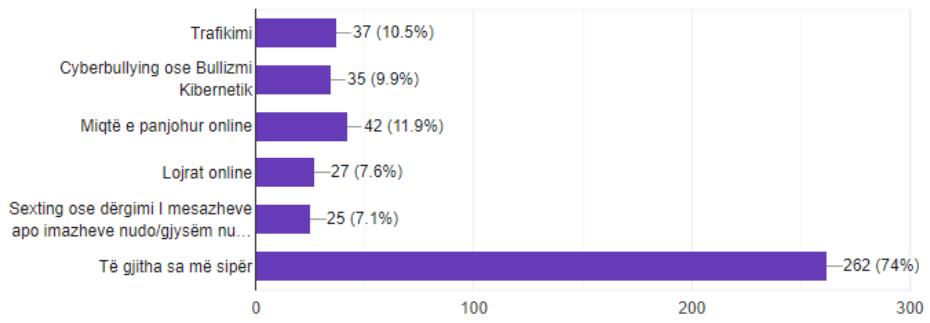


What are some of the online dangers that children face today



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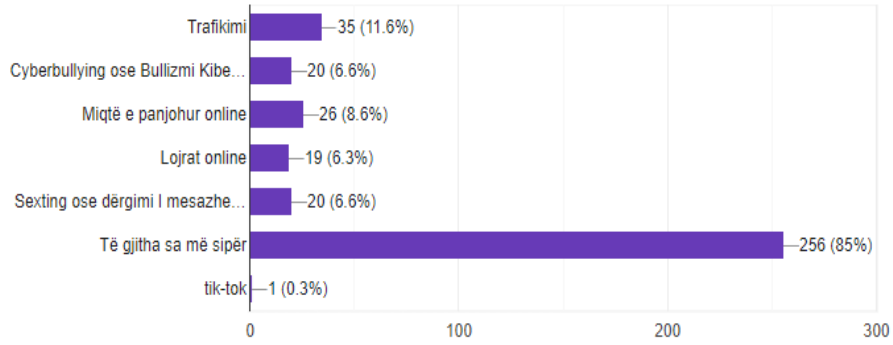
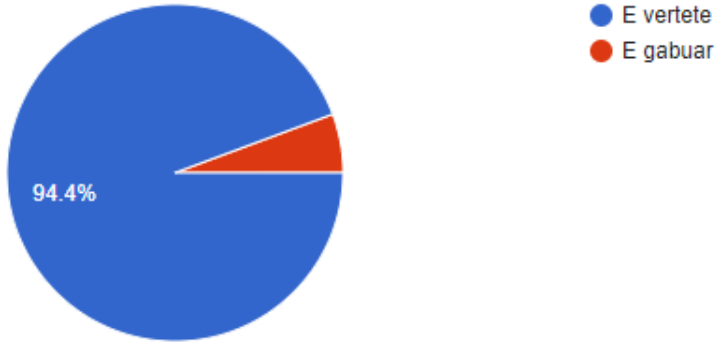


Cyberbullying occurs on computer, mobile phone and tablet?



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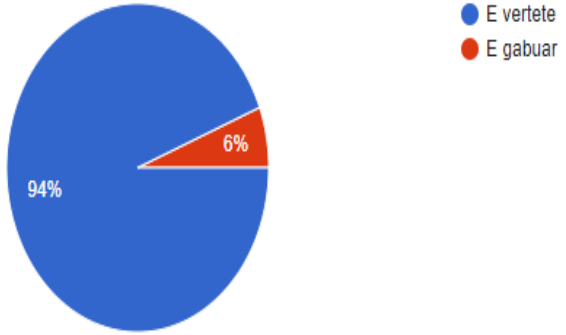
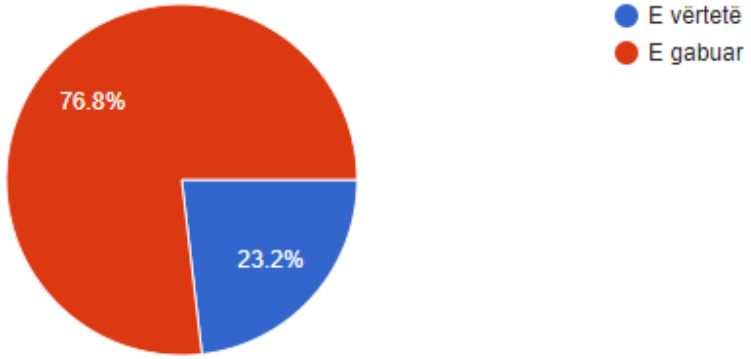
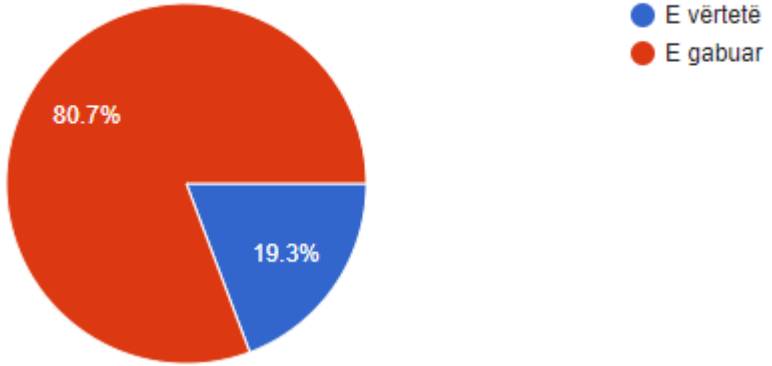
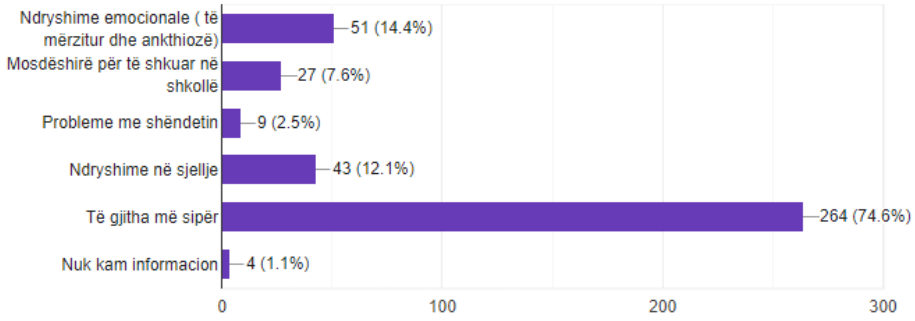
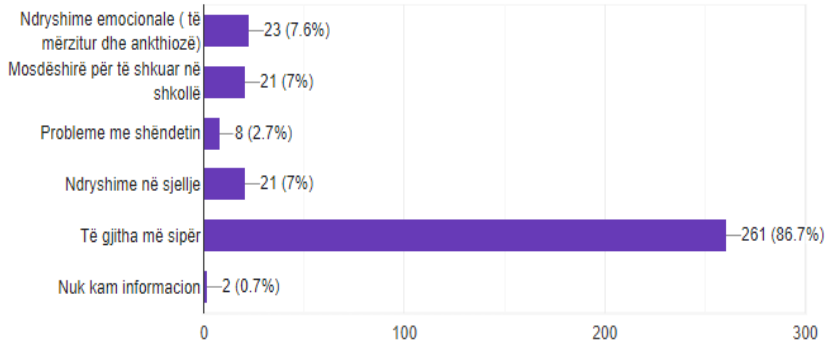
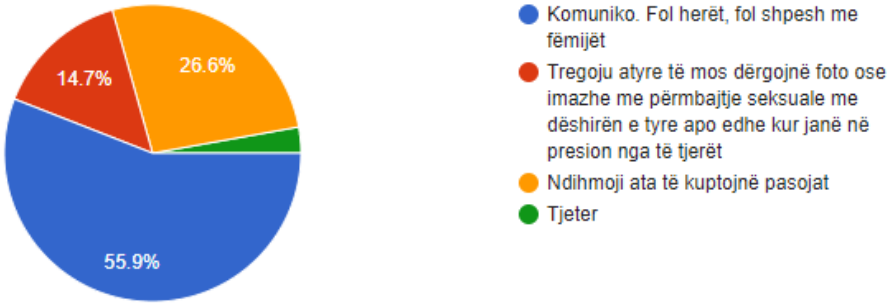


Trafficking in children and young people only happens in real life and cannot happen online? 	Trafficking in children and young people only happens in real life and cannot happen online? 
Children who are victims of cyberbullying or online trafficking display the following signs. (choose the correct alternative) 	Children who are victims of cyberbullying or online trafficking display the following signs. (choose the correct alternative) 

As a parent and educator, I am concerned about the online safety of children. What is the advice that helps me to minimize this risk? (Choose the correct alternative)



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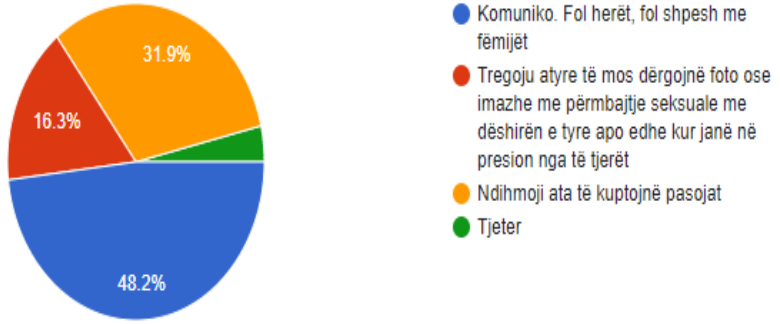

As a parent and teacher, which of the following options do you think is most important for online child safety?

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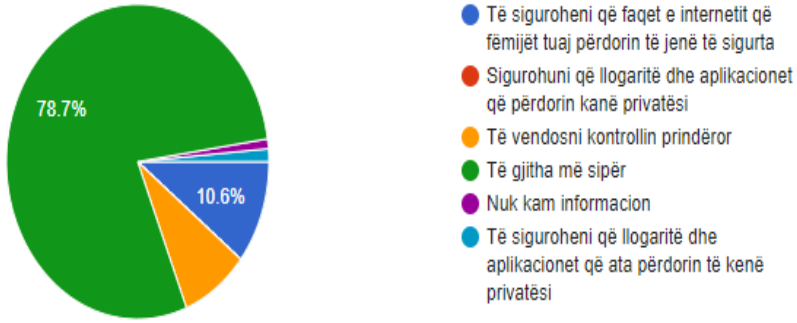
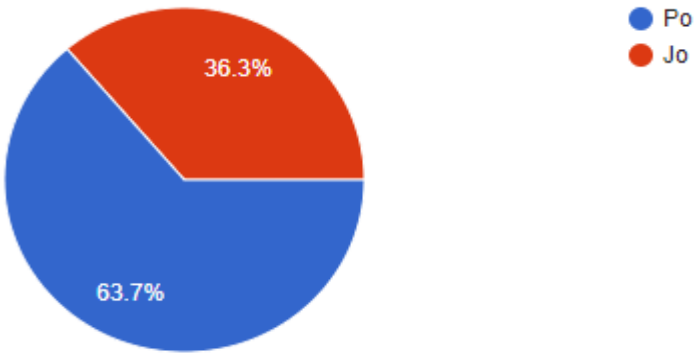
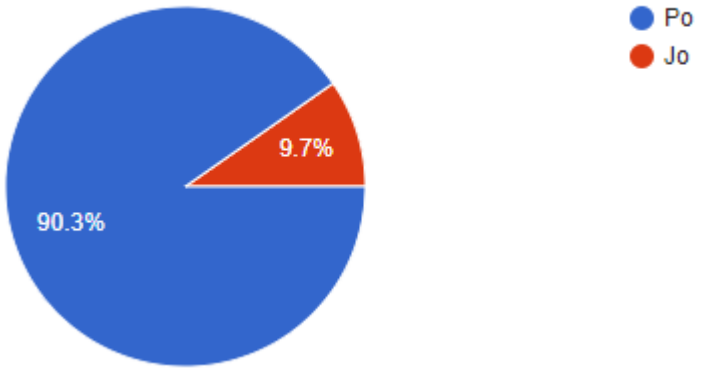


Do you know where to ask for help if your child says that something unpleasant has happened online? 	Do you know where to ask for help if your child says that something unpleasant has happened online? 
If yes can you list some of the sources of help you think?	If yes can you list some of the sources of help you think?

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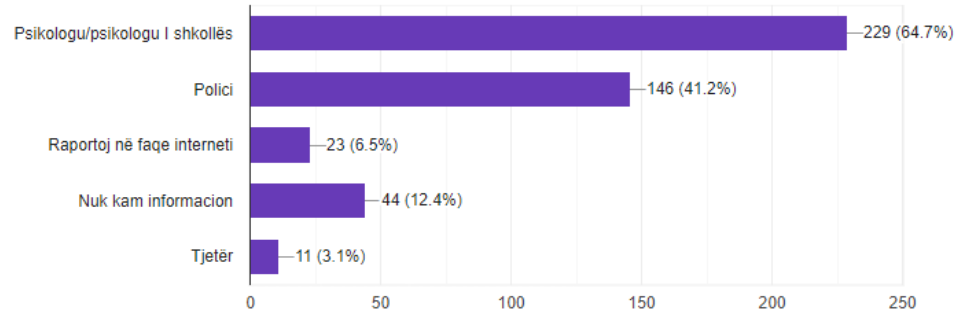
Where should you go for help if your child is a victim?



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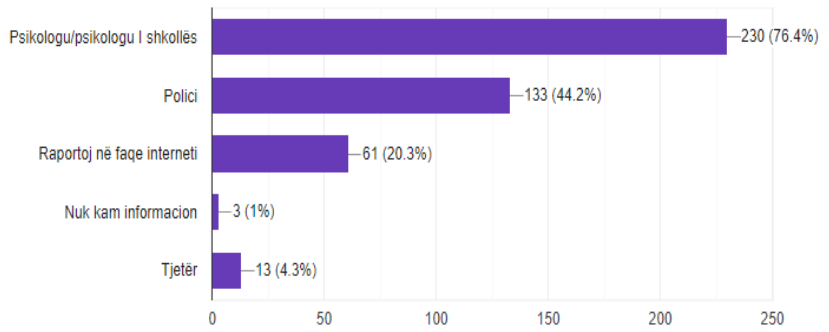
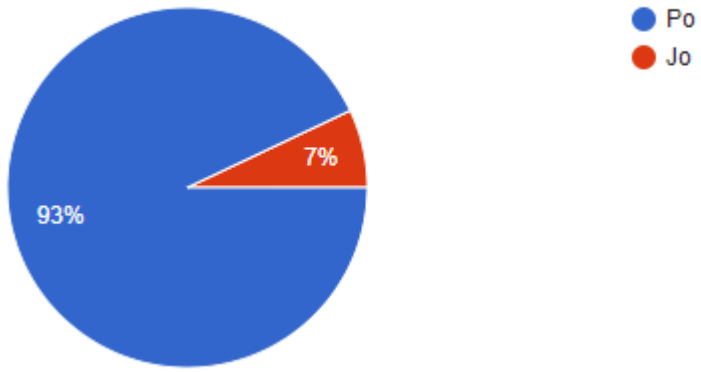
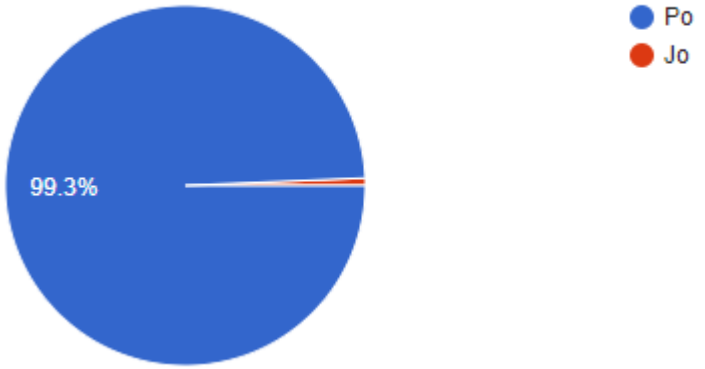
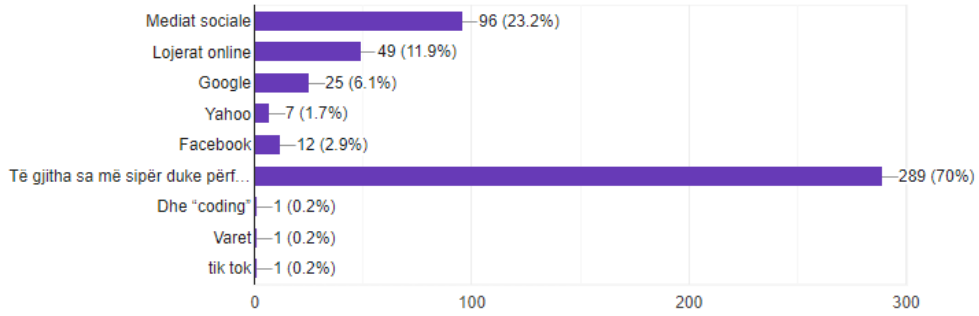
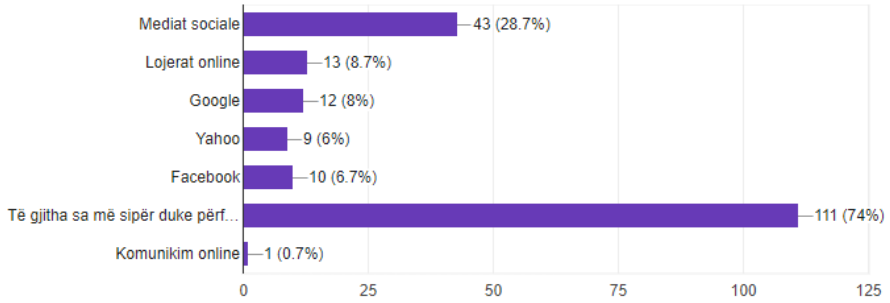
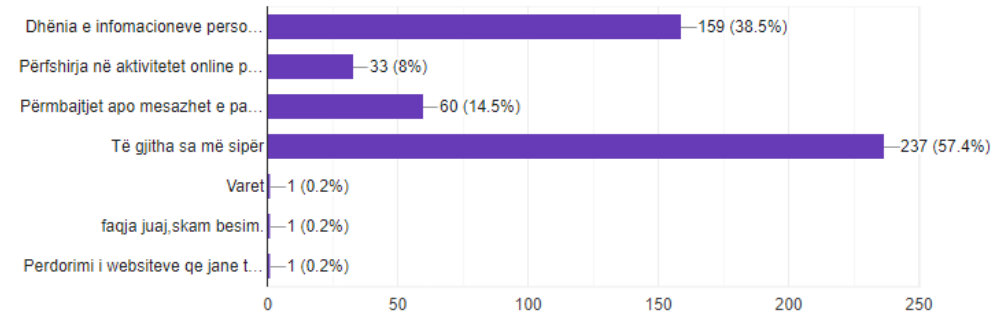
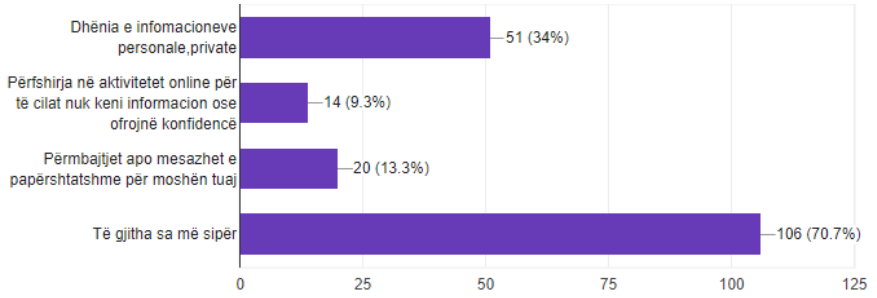
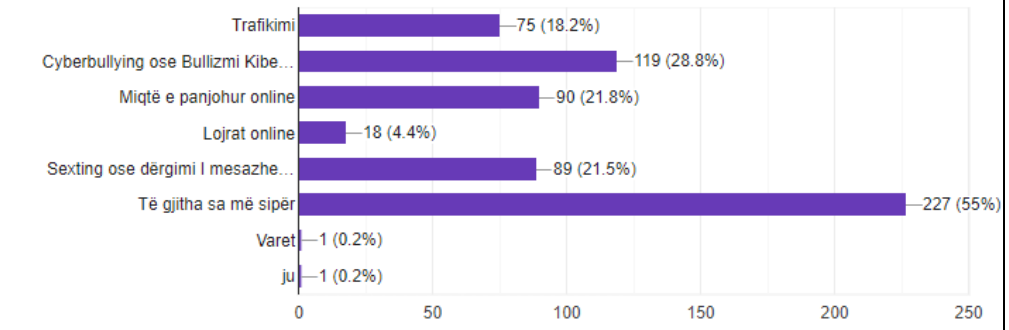
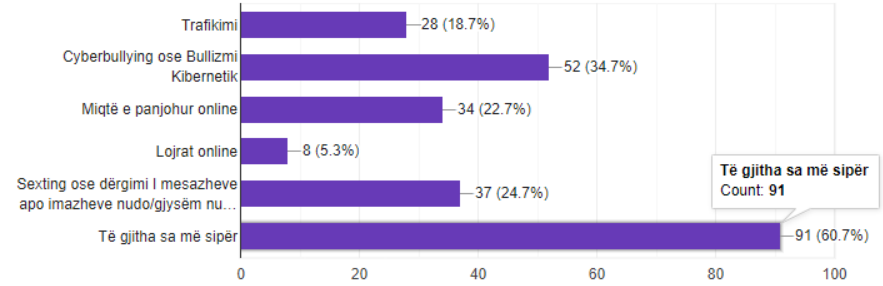
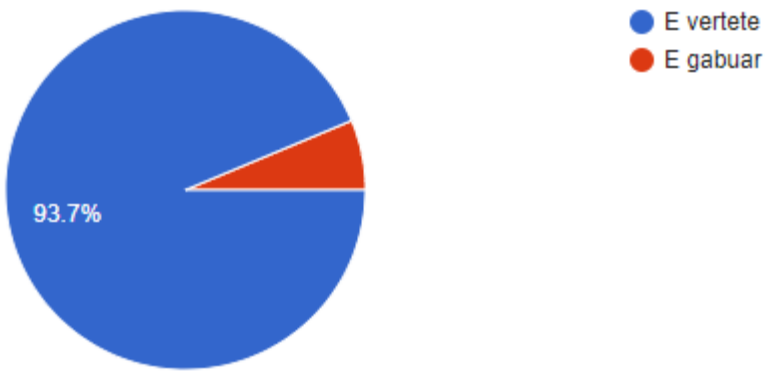
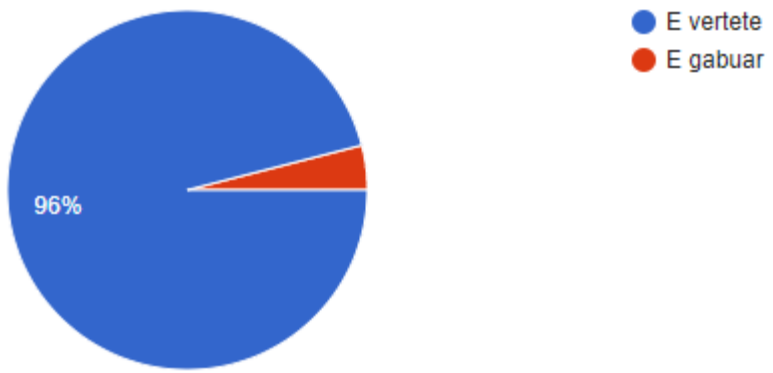
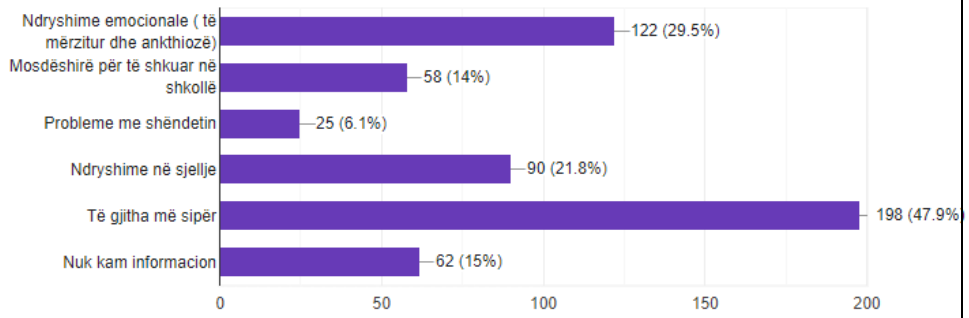
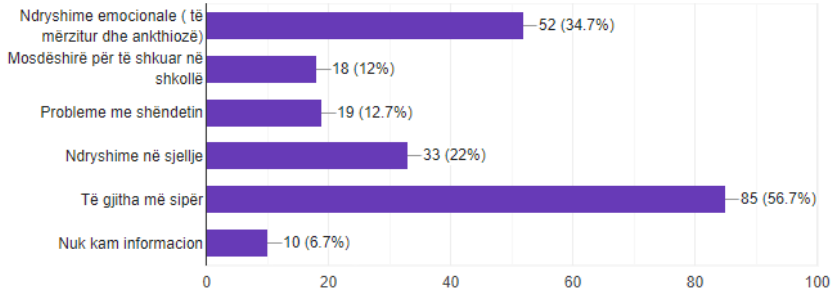
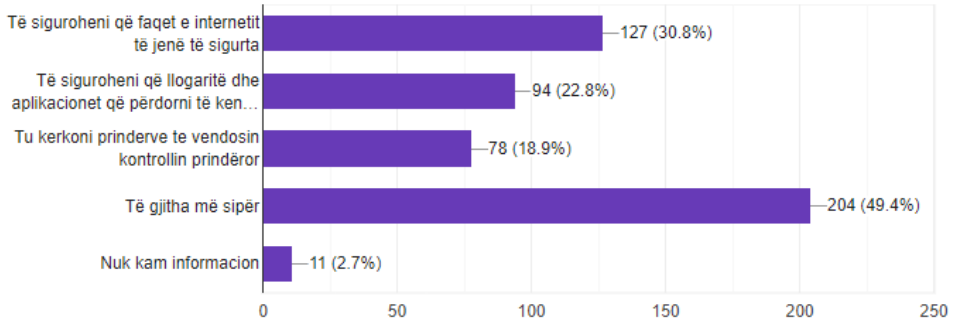
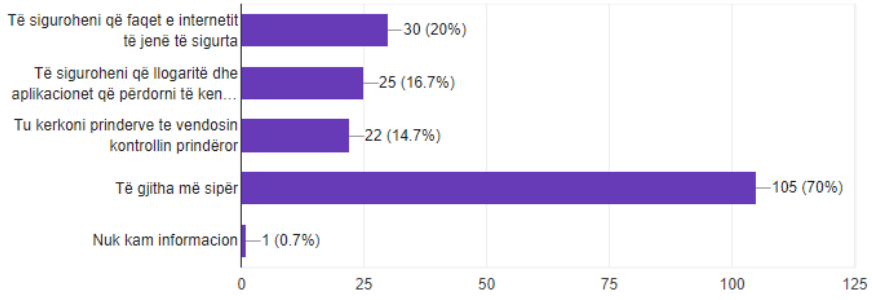
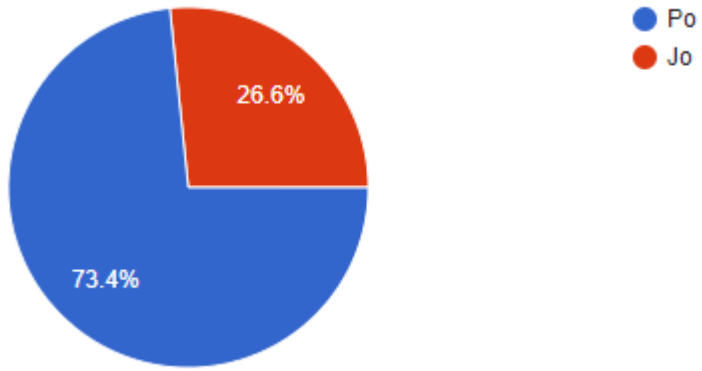
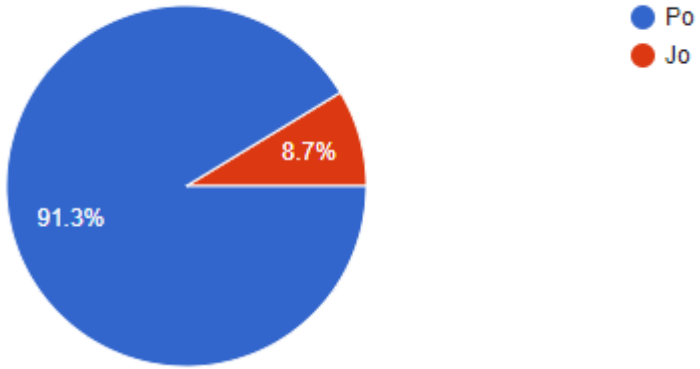


5. Annex B “Children pre-post test”

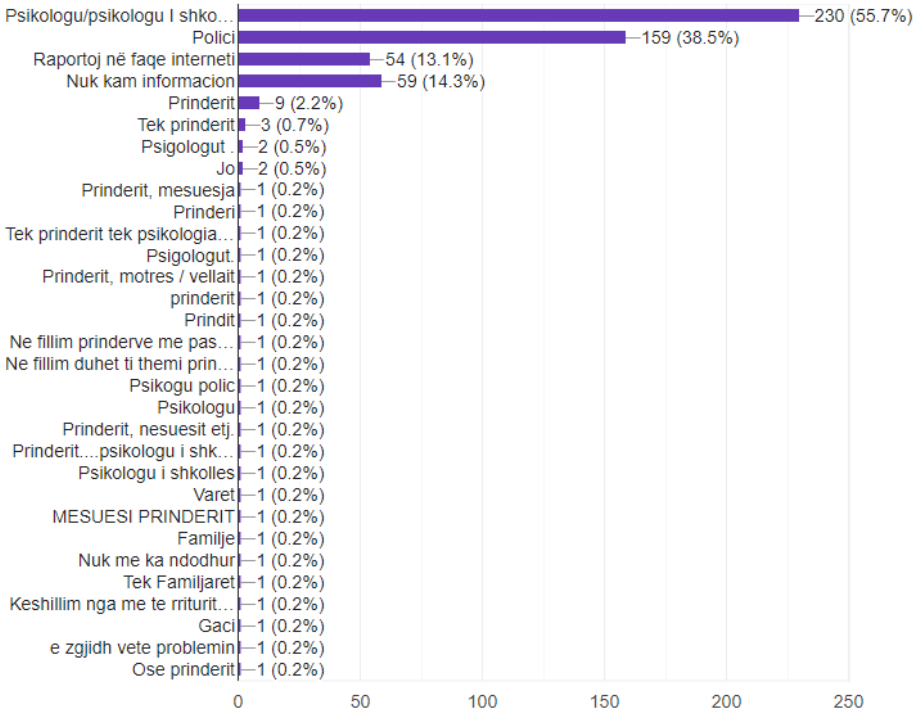
CHILDREN **PRE-TEST**	CHILDREN **POST-TEST**
Do you talk to your parents about online activity? 	Do you talk to your parents about online activity? 
What do you mean by cyberspace or online activity? 	What do you mean by cyberspace or online activity? 

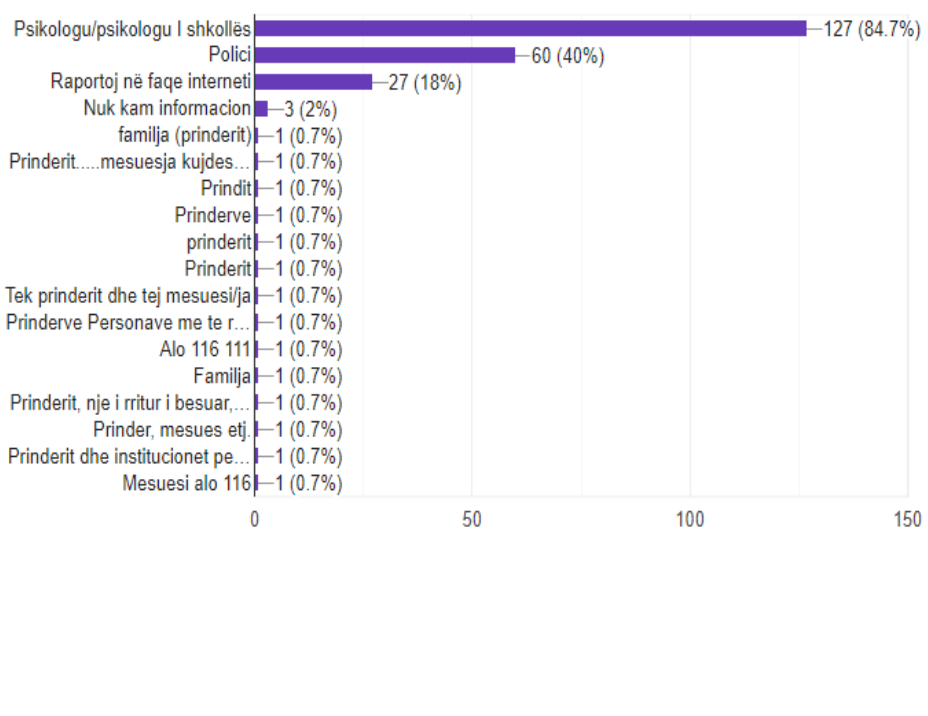
In your opinion, which of the following alternatives poses a risk while surfing the Internet? 	In your opinion, which of the following alternatives poses a risk while surfing the Internet? 
What are some of the online dangers that children face today 	What are some of the online dangers that children face today 

Cyberbullying occurs on computer, mobile phone and tablet? 	Cyberbullying occurs on computer, mobile phone and tablet? 
Children who are victims of cyberbullying or online trafficking display the following signs. (choose the correct alternative) 	Children who are victims of cyberbullying or online trafficking display the following signs. (choose the correct alternative) 

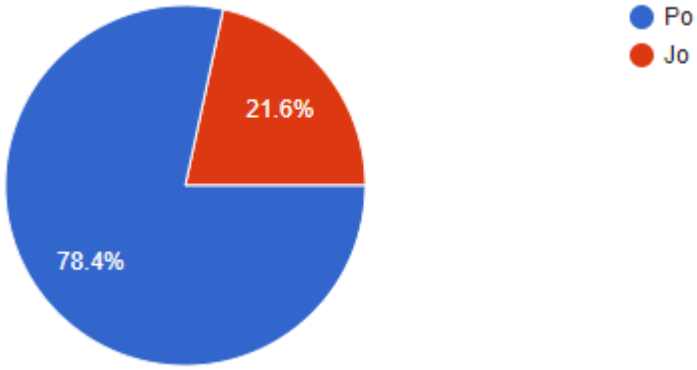
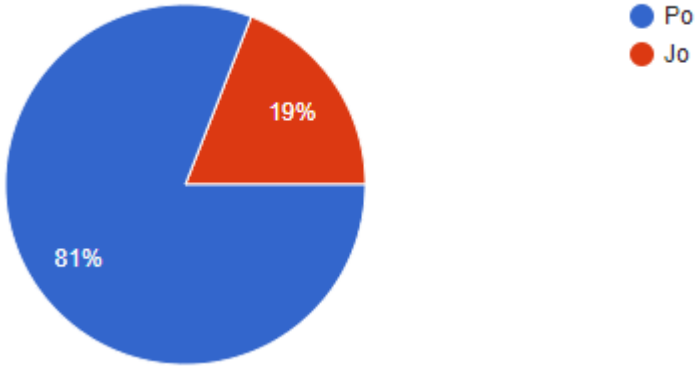
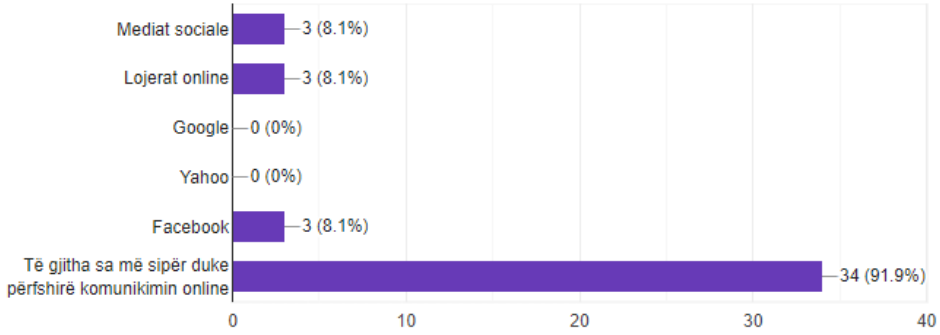
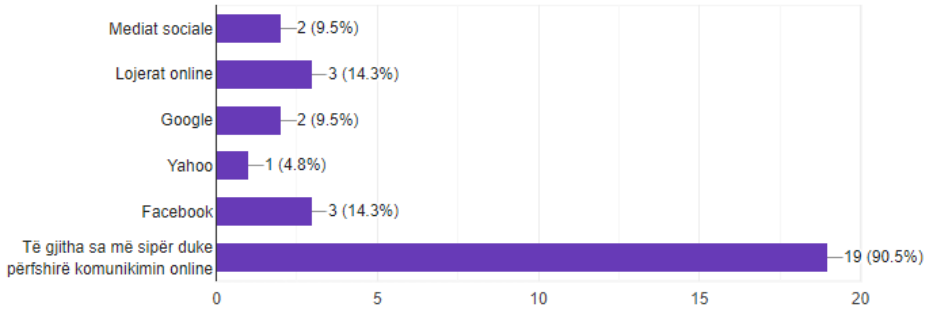
Which of the following options do you think is most important for online child safety? 	Which of the following options do you think is most important for online child safety? 
Do you know where to ask for help if your child says that something unpleasant has happened online? 	Do you know where to ask for help if your child says that something unpleasant has happened online? 

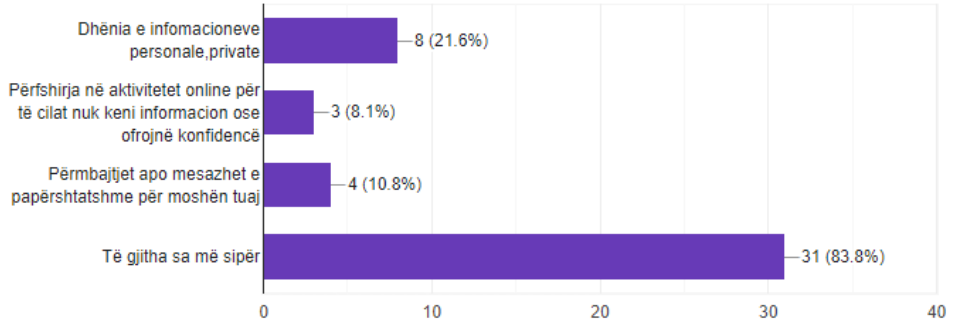
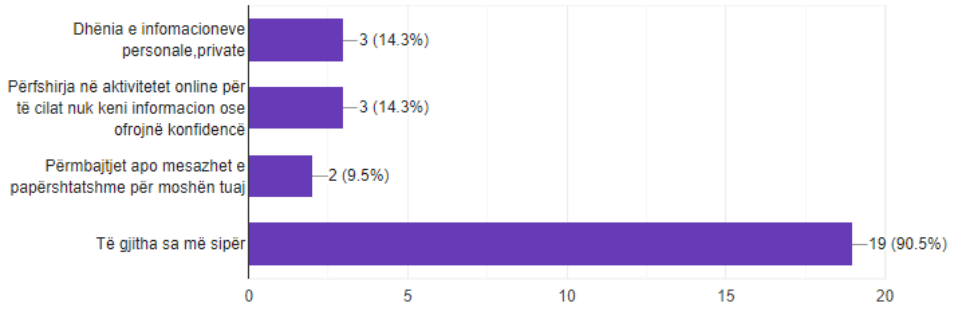
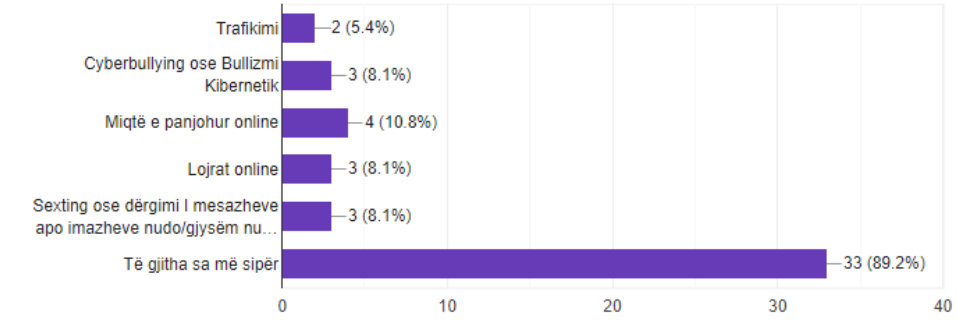
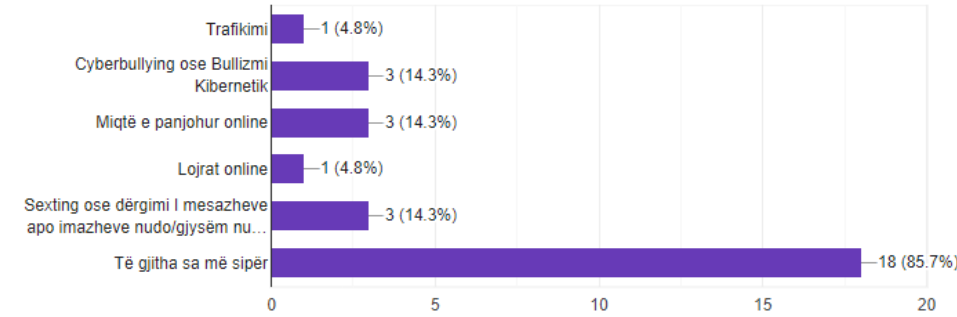
If yes can you list some of the sources of help you think? Te prinderit Prindi dhe mesuesi Polici Prindërit Google Psikologu policia drejtoria	If yes can you list some of the sources of help you think? prinderit Prinderit, mesuesi i TIK,psikologu,policia,familjaret Te prinderit/psikologu/mesuesi Tek prindrit ose psikologia e shkolles Prinderit.....mesuesja kujdestare...psikologu i shkolles duhet tu drejtohemi si fillim prinderve, psikologut te shkolles, institucioneve tepershtatshme per to dhe nese ka kercenime atehere mund tu drejtohemi edhe policise. Familjes,Psikologes se shkolles,Policise Psikologu
Where should you go for help if your child is a victim?	Where should you go for help if your child is a victim?

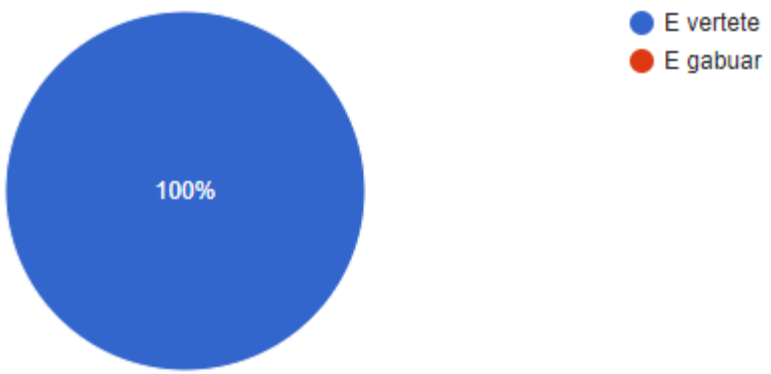
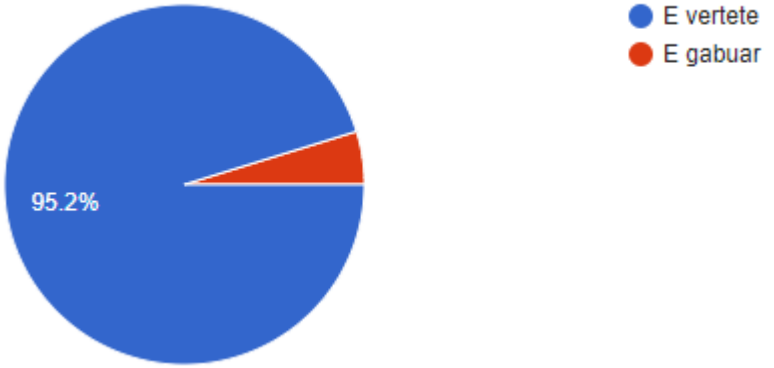
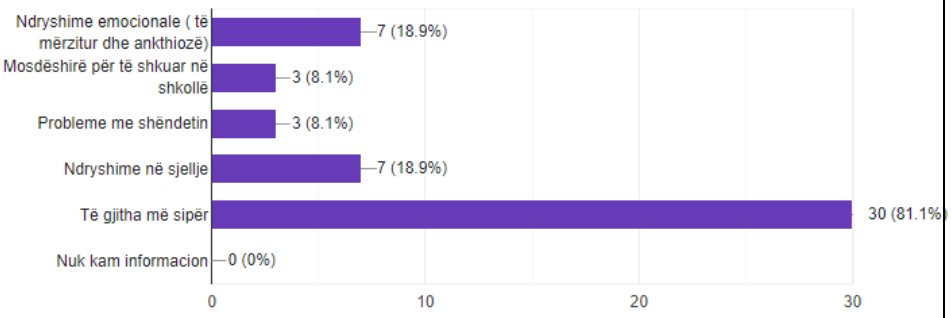
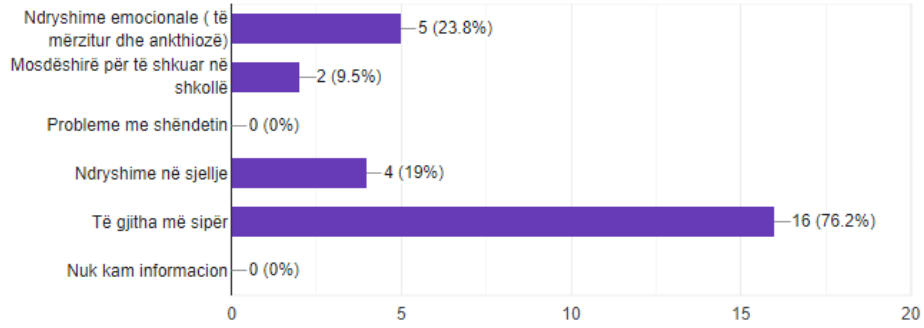

Psikologu/psikologu I shko...
230 (55.7%)
Polici
159 (38.5%)
Raportoj në faqe interneti
54 (13.1%)
Nuk kam informacion
59 (14.3%)
Prinderit
9 (2.2%)
Tek prinderit
3 (0.7%)
Psigologut .
2 (0.5%)
Jo
2 (0.5%)
Prinderit, mesuesja
1 (0.2%)
Prinderi
1 (0.2%)
Tek prinderit tek psikologia...
1 (0.2%)
Psigologut.
1 (0.2%)
Prinderit, motres / vellait
1 (0.2%)
prinderit
1 (0.2%)
Prindit
1 (0.2%)
Ne fillim prinderve me pas...
1 (0.2%)
Ne fillim duhet ti themi prin...
1 (0.2%)
Psikogu polic
1 (0.2%)
Psikologu
1 (0.2%)
Prinderit, nesuesit etj.
1 (0.2%)
Prinderit....psikologu i shk...
1 (0.2%)
Psikologu i shkolles
1 (0.2%)
Varet
1 (0.2%)
MESUESI PRINDERIT
1 (0.2%)
Familje
1 (0.2%)
Nuk me ka ndodhur
1 (0.2%)
Tek Familjaret
1 (0.2%)
Keshillim nga me te rriturit...
1 (0.2%)
Gaci
1 (0.2%)
e zgjidh vete problemin
1 (0.2%)
Ose prinderit
1 (0.2%)
0
50
100
150
200
250


Psikologu/psikologu I shkollës
127 (84.7%)
Polici
60 (40%)
Raportoj në faqe interneti
27 (18%)
Nuk kam informacion
3 (2%)
familja (prinderit)
1 (0.7%)
Prinderit.....mesuesja kujdes...
1 (0.7%)
Prindit
1 (0.7%)
Prinderve
1 (0.7%)
prinderit
1 (0.7%)
Prinderit
1 (0.7%)
Tek prinderit dhe tej mesuesi/ja
1 (0.7%)
Prinderve Personave me te r...
1 (0.7%)
Alo 116 111
1 (0.7%)
Familja
1 (0.7%)
Prinderit, nje i rritur i besuar,...
1 (0.7%)
Prinder, mesues etj.
1 (0.7%)
Prinderit dhe institucionet pe...
1 (0.7%)
Mesuesi alo 116
1 (0.7%)
0
50
100
150

6. Annex C "Industry pre-post test"

<table>
<tr><td>INDUSTRY PRE-TEST</td><td>INDUSTRY POST-TEST</td></tr>
<tr><td>Do the children talk to you about their online activity?
 
</td><td>Do the children talk to you about their online activity?
 
</td></tr>
<tr><td>What do you mean by cyberspace or online activity?
 
</td><td>What do you mean by cyberspace or online activity?
 
</td></tr>
</table>

In your opinion, which of the following alternatives poses a risk while surfing the Internet? 	In your opinion, which of the following alternatives poses a risk while surfing the Internet? 
What are some of the online dangers that children face today 	What are some of the online dangers that children face today 

Cyberbullying occurs on computer, mobile phone and tablet? 	Cyberbullying occurs on computer, mobile phone and tablet? 
Children who are victims of cyberbullying or online trafficking display the following signs. (choose the correct alternative) 	Children who are victims of cyberbullying or online trafficking display the following signs. (choose the correct alternative) 

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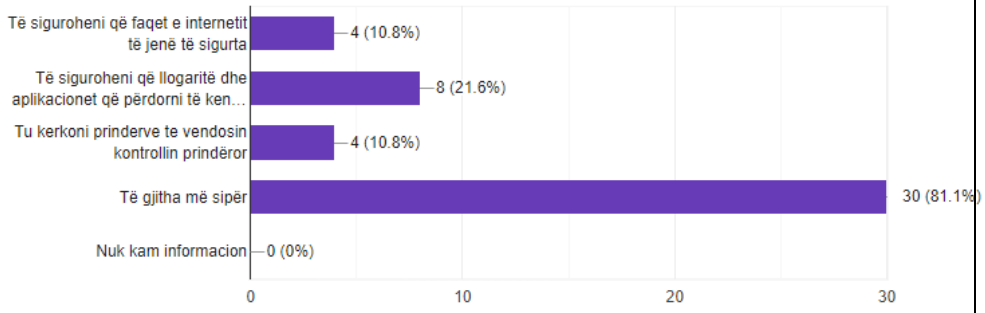

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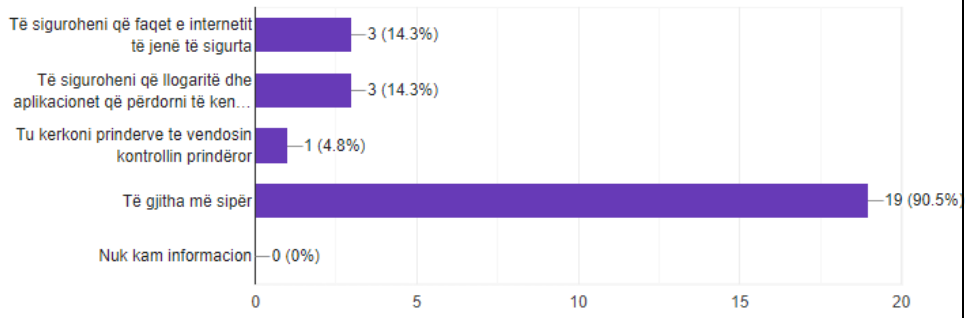
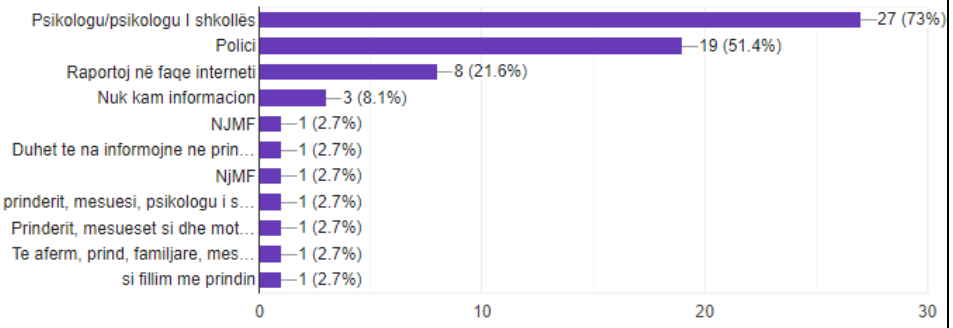


Do you know where to ask for help if your child says that something unpleasant has happened online?



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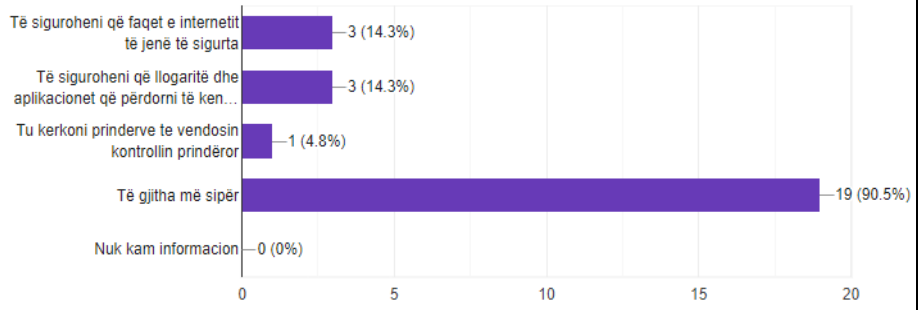
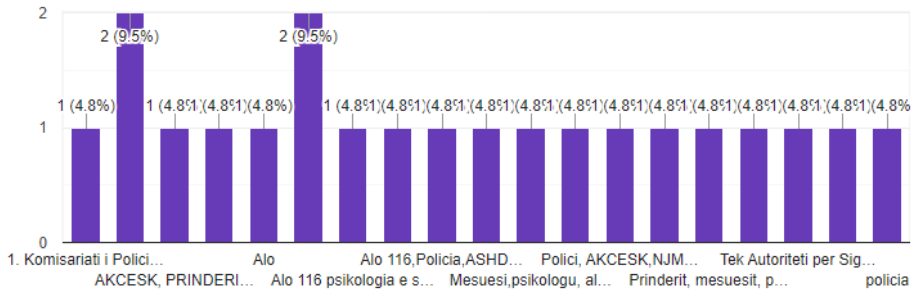
	List some sources where you can report for child online risks: