



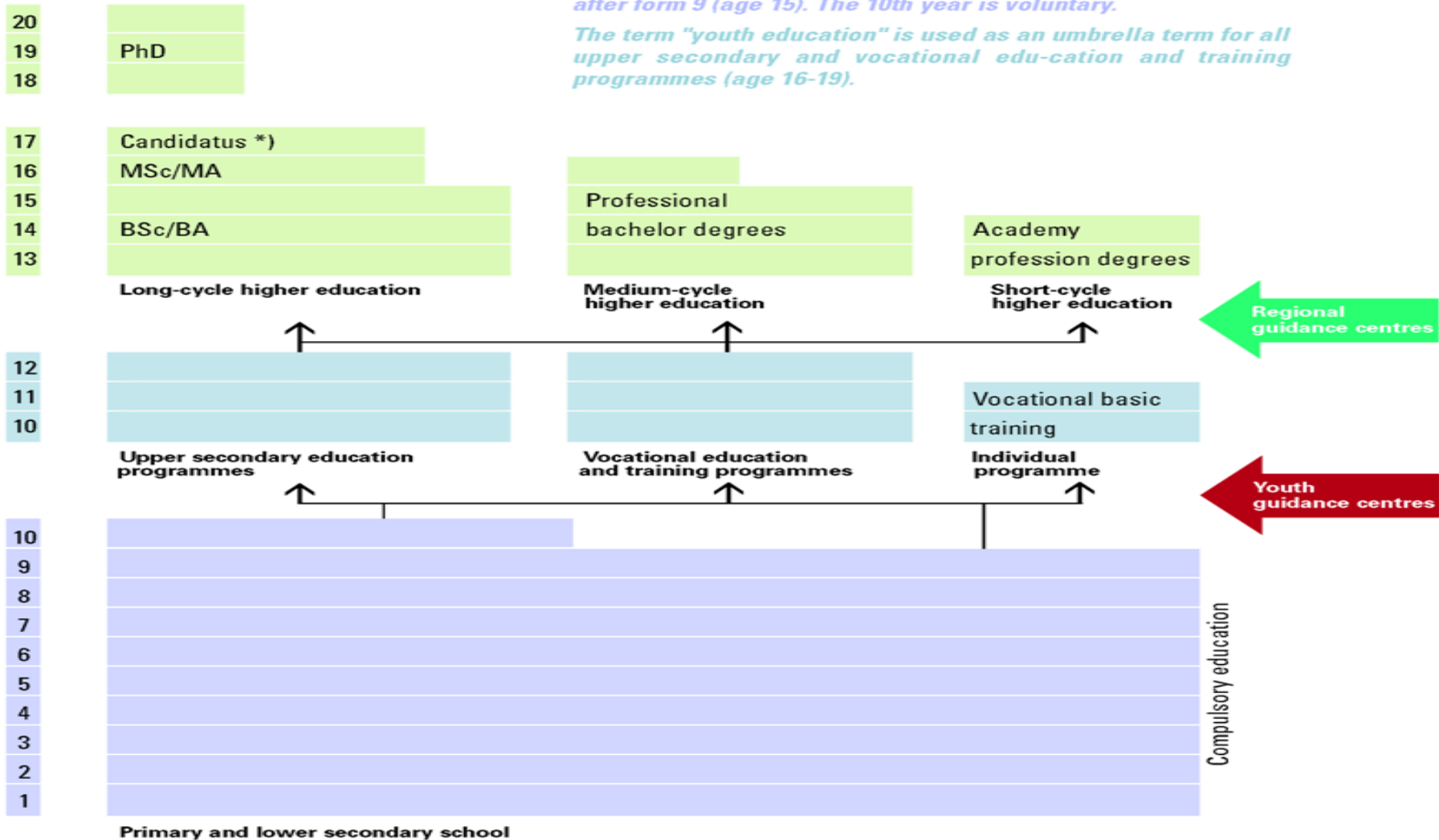
MINISTRY FOR CHILDREN, EDUCATION AND GENDER EQUALITY

# Use of Information and Communication Technology in Denmark

Hanne Woller - National Lifelong Guidance Policy Seminar, 26. november 2015



No. of years

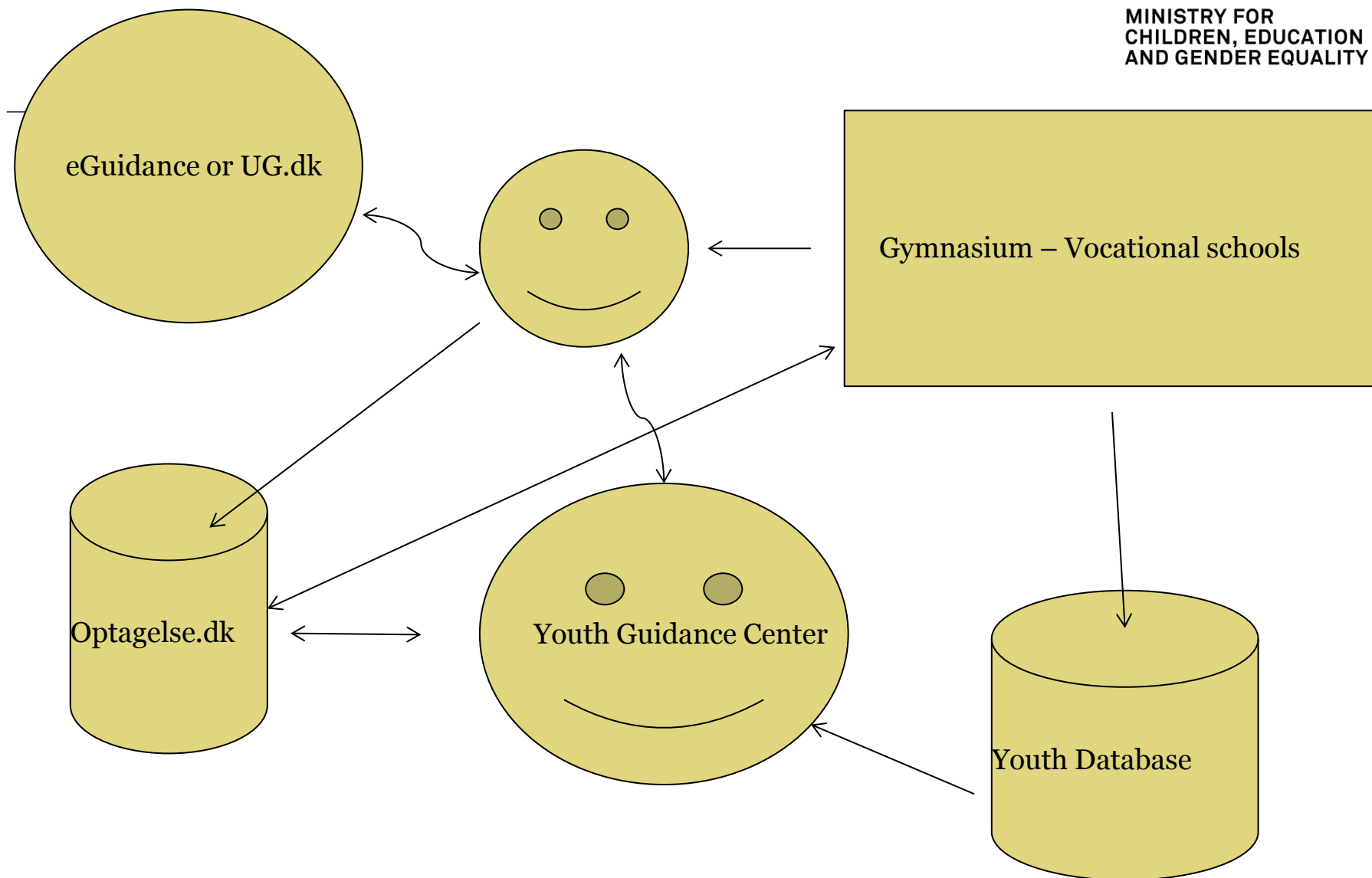


\*) Some programmes last more than 2 years



# Use of Information and Communication Technology in Denmark

- National guidance portal [www.ug.dk](http://www.ug.dk).
- E-guidance
- National portal for application for:
  - Youth education programme
  - Further education programme
- Youth database





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# eGuidance 2011 - 2015

- eGuidance is an integrated part of a Guidance Portal ([www.ug.dk](http://www.ug.dk)) and is manned by educated guidance practitioners.
- eGuidance is an on-line service, where you can get personal guidance via:
  - Chat, sms, e-mail, telephone
  - Social media (Facebook and Twitter)
  - Group sessions on Facebook.
  - Webinars with subjects targeted to different groups
  - Common chats: one eGuide, multiple participants



# Establishment of e-guidance in relation to [www.ug.dk](http://www.ug.dk)

- E-guidance is established providing opportunity for personal guidance through “e-channels”
- Primarily aimed at resourceful youths and their parents
- E-guidance will relieve the guidance counsellors at the centres
- E-guidance is manned by professional guidance counsellors and cooperates with the youth guidance centres and the regional guidance centres



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# eGuidance role in the guidance

- 2011: Youth guidance centers should focus their face-to-face guidance on the young people having problems in choosing and completing an education.
- 2014: Youth guidance centers must only focus their face-to face guidance on the young people who is not readiness for education (about 20% of the youth)
- Act on guidance: reference is made to the eGuidance for young people who are readiness for education and need for face-to-face guidance are



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# How many and who

- 96.613 contacted eGuidance in 2014

- 51% by chat
- 29% by telephone
- 18% by email
- 2% by text message

- 37% received information
- 63% received guidance





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# How many and who

- 61% female
- 37% male
- 2% unknown
  
- 17% are young people up to 16 years
- 49 % are young people +17 years
- 4% are parents (seeking information on behalf of their children)
- 28% are adults



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# Outcomes

- 2014 – 2015
- 11% - 21 % of pupils in the last grade in compulsory education have used eGuidance
- 27% - 44% have knowledge about it
- 51% - 36% of those who have used eGuidance say that the service have helped
- 28% - 36% say that the service have helped them a little
- 16% - 21 % that the service have not helped them.



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## Read more....

- eGuidance in Denmark: A new initiative to help more persons into education  
<http://ufm.dk/publikationer/2011/eguidance-in-denmark-a-new-initiative-to-help-more-persons-into-education?searchterm=e-guidance>
- A spotlight on e-guidance: <http://twelvehorses.ie/ncge/news/summer-2014.html> page 23
- Guidance in Education: <http://ufm.dk/publikationer/2014/guidance-in-education?searchterm=guidance%20in%20education>
  
- [http://ufm.dk/publikationer/2014/filer-2014/guidance\\_in\\_education\\_2014\\_pdfa.pdf](http://ufm.dk/publikationer/2014/filer-2014/guidance_in_education_2014_pdfa.pdf)