A socio-educative programme to increase the resilience of families in Child Welfare System (CWS):
Evaluation of a Virtual Environment to support professionals

Walking Family
This socioeducative programme pretends to improve the resilience of families who experience a process of foster care and reunification.

Virtual Environment (VE)
Was used for supporting the professional practice and contains tools for:
- Training
  It was provided a forum for collaborative training.
- Support
  It was provided a forum to solve doubts and a repository with the materials of the programme.
- Management of data
  Online questionnaires and other tools were available to evaluate the programme.

A questionnaire was carried out to evaluate the...
- Frequency of Use (FU)
- Perceived Usefulness (PU)
- Perceived Easy of Use (PEU)

...of the tools provided in VE and other daily resources supposed to be used.
(Based on the Technology Acceptance Model, TAM) (Davis, 1989)

Main findings

VE for Training
Professionals didn't use the VE to share experiences and learning from their colleagues.

Using technology isn't enough without a pedagogical design. It is proposed to develop it to promote the collaborative learning among professionals.

VE for Support
The VE is a potential tool to provide a repository of materials but professionals prefer daily tools to communicate themselves.

The purpose of technology should be make our tasks easy. It is proposed to maintain and promote daily tools if they work better.

VE for Management of data
The VE is well valued by professionals for the management of evaluation data.

The VE is a good tool to manage data of the evaluation. Next actions must focus in how to make these tools more accessible and intuitive for professionals.