

eurodesk

20

19

**ANNUAL
OVERVIEW**



EYW at national level

Total number of events:

Total number of participants:

Free of charge
to be provided in
order to ensure
that all children
and young people
are able to participate
in the activities
and events
and to ensure
that all children
and young people
are able to participate
in the activities
and events

Hand out
to be provided

Priority

Key messages

State
efficiency
and
cost
effectiveness
and
value for money
and
the
benefits
to
the
economy
and
the
environment
and
the
well-being
of
the
population

eurodesk
ANNUAL OVERVIEW
2019

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FOREWORDS



MARIYA GABRIEL

EUROPEAN COMMISSIONER FOR INNOVATION,
RESEARCH, CULTURE, EDUCATION AND YOUTH

"THROUGH ITS UNIQUE ABILITY TO REACH OUT AT GRASSROOTS LEVEL, EURODESK HAS EFFECTIVELY EMPOWERED COUNTLESS YOUNG EUROPEANS TO SEIZE THE OPPORTUNITIES AVAILABLE UNDER EU PROGRAMMES AND TO ACTIVELY CONTRIBUTE TO BUILDING EUROPE'S FUTURE."

The new European Commission took up office in December 2019 and got off to a dynamic start in its first 100 days. To prepare Europe for the twin transitions – green and digital – we adopted milestone initiatives, paving the way towards a climate-neutral continent by 2050 and towards Europe's digital future. By taking a resolutely forward-looking approach, this Commission is working for and with the younger generation, notably through the renewed EU Youth Dialogue.

Success in both these important areas depends on the optimal use of our combined brainpower. That, in turn, requires the deepening and extension of the European Education Area and the European Research Area and of the related Erasmus and Horizon Europe programmes. The outbreak of COVID-19 has only increased the importance of investing in education and research. Along with human commitment and solidarity, they are the tools we need to effectively combat this pandemic. I am pleased to have seen so many heartwarming examples of youth engagement in helping our elderly and fragile people during the crisis. Their values and commitment are precisely what we are promoting and supporting through the European Solidarity Corps.

We are working with the Member States, the European Parliament and numerous networks and organisations to co-create the next generation of Erasmus+ and the European Solidarity Corps. I am committed to ensuring that these programmes will reach out to more, and more diverse, young people. We have also begun work to review the 2008 Council Recommendation on the mobility of young volunteers and cross-border solidarity activities, to address obstacles to mobility.

In all of this, Eurodesk is our essential partner. For 30 years now, Eurodesk has been providing Europe's younger generations with up-to-date and accurate information both digitally (through the European Youth Portal) and physically (via its network of 1,100 information points in 36 countries). Through its unique ability to reach out at grassroots level, Eurodesk has effectively empowered countless young Europeans to seize the opportunities available under EU programmes and to actively contribute to building Europe's future.



**INGRIDA
JOTKAITĖ**

EURODESK PRESIDENT



**AUDREY
FRITH**

EURODESK DIRECTOR

I will always remember the 1st of May 2004 when someone from a blue bus next to my school gave me a small pocketbook on what the EU is about. While 10 countries were celebrating the 15th anniversary of the 2004 EU enlargement, we started 2019 with a phrase "This Time I'm Voting" inviting European citizens to vote for the Members of the European Parliament. Young people took this call seriously: the results of the Eurobarometer survey showed that the turnout increase was powered mostly by the younger generation.

In order to take action – give your vote and support the ideas you believe in – firstly, you need to discover the environment you want to change. By raising awareness on learning mobility opportunities, Eurodesk helps young people to discover that environment. The mobility broadens the minds and helps to enhance learning possibilities, autonomy and active citizenship. Engage, inform, empower – this is our shared responsibility with all European youth information service providers.

As the Eurodesk Survey shows, 69,8 % of young people had to check several websites to find all the information they needed. 56,5 % feel lost or struggle to find information. A few words and clicks often swamp young people and produce more pain than gain. Information providers share responsibility in helping young people to find answers they are looking for. Therefore, it is essential to cooperate with partners but it is no less important to understand our differences and use that to better manage communication among different information providers.

Another important aspect is organisational developments. During 2019 Eurodesk replaced its main internal communication tool that was used for 20 years. The new intranet allows our network to benefit more from being connected and work more seamlessly. In the youth field, you are never too experienced to learn new things.

"Better us" leads to better youth mobility services. Eurodesk has a youth organisation-oriented website that uses the full range of web accessibility, speed and web standards. Besides, we continued the developments on the European Youth Portal with a hope that it becomes an entry page of opportunities and info for young Europeans.

I thank all stakeholders at European, national, regional and local levels for the trust and cooperation with Eurodesk. I also say thank you to national coordinators, multipliers, volunteers and our team – the Eurodesk Executive Committee and Eurodesk Brussels Link – for the great results we achieved as one strong network.

Looking back, 2019 seems to be another era... and the year just ended!

We were looking forward enthusiastically, contributing actively to policy discussions on the future of EU programmes for youth: Erasmus+, DiscoverEU and European Solidarity Corps. Never before has youth been so high on the political agenda with the adoption of new initiatives and of the EU Youth Strategy (2019-2027).

Eurodesk actively contributed to promoting the European Parliament Elections as a partner of the European Parliament campaign "This Time I'm Voting". We developed informational material online as well as a new module of our Euroclasses on "Euro-Participation" to be run in schools and with youth groups. We also encouraged our network of multipliers to join the European Youth Week.

2019 has been an exceptional year for Eurodesk! Our network counted a record number of multipliers acting as our local relays, a record number of countries involved in our Time to Move campaign, a record number of entries to our Eurodesk Awards, with an unprecedented number of youth organisations and young people reached.

Although I feel proud of those results, I feel the potential of Eurodesk is still untapped. The results of the second edition of the Eurodesk Survey on "Learning mobility and the role of youth information outreach" clearly show that more could be done to connect and engage young people to the European project.

Eurodesk therefore welcomed the call of the EU Youth Strategy (2019-2027) for "a more systematic approach to quality youth information, outreach and dissemination, building on existing networks." Throughout 2019, Eurodesk repeatedly called decision-makers to recognise and invest in quality youth information both at local, national and European level.

2019 was also a year of continued improvement of our information management system with stronger internal and external communication tools. Our social media strategy bore its fruit, with a more coherent and visible presence on various channels, especially Instagram. A top priority was put on the revamp of the European Youth Portal, an intensive project involving numerous consultations, meetings and brainstorming. I cannot wait to see this project live!

2019 was definitely a great year, and a milestone in the life of our network which is about to turn 30. We are ready to do even better in the next decade!

ABOUT EURODESK



INFORMING ALL YOUNG PEOPLE ABOUT THE WORLD.

As a support organisation to Erasmus+, Eurodesk makes information on learning mobility comprehensive and accessible to young people and those who work with them. With a network of national coordinators connected to local information providers in 36 European countries, Eurodesk raises awareness on learning mobility opportunities and encourages young people to become active citizens. Eurodesk is the main source of youth information on European policies, mobility information and opportunities.

As a service, the Eurodesk network answers enquiries and provides guidance for mobile young people across Europe in their own language and keeping in mind their needs and social background. Eurodesk updates and manages content on the European Youth Portal, on the eurodesk.eu and national websites and youth portals and on its social media channels.

Eurodesk federates over 1600 local youth information providers, so-called 'multipliers', that are regional or local organisations working with young people and delivering youth information to them (e.g. youth centres, youth information centres, associations, municipalities). Despite their variety, the core of their mission as Eurodesk multipliers is to provide information about mobility opportunities to young people. Through its networking and information tools, Eurodesk offers multipliers quality training and support, and access to youth information services and tools.

Eurodesk national partners are key to the successful delivery of the network's services. This publication provides a comprehensive summary of the achievements of the network as a whole and Eurodesk structures at national level. It contains the key areas of work such as information and outreach to young people, communication and promotion activities like Time to Move, and our partnerships to advocate for youth information work.

|| *THROUGH THE SUPPORT OF EURODESK WE GAIN MORE EXPERIENCE IN YOUTH WORK AND GET INSPIRED TO CREATE NEW MODELS AND APPROCHES IN OUR DAILY WORK.*

Vlasta Vujačić Ivanković
ZUM Association, Eurodesk Croatia



BUILDING A STRONG NETWORK

VILNIUS NETWORK MEETING

6-10 MARCH

The Vilnius Network Meeting provided the opportunity for national coordinators to get to know more about the new online tools of the network. Eurodesk Brussels Link gave a tour through the new intranet system based on GSuite and showed a first look at the new layout of the European Youth Portal. The Time to Move campaign has also been an important point on the agenda with a session dedicated to sharing best practices and an activity introducing the Time to Move Card Game. Further sessions included an update on European affairs by the Commission, a mobility fair, and workshops on tackling online communication. This event was the occasion to welcome the 36th country, Serbia, to the Eurodesk family.

BERGEN NETWORK MEETING

16-21 SEPTEMBER

The Bergen Network Meeting started with an optional joint seminar between SALTO PI and Eurodesk. The aim was to streamline communication activities promoting EU youth programmes. Continuing the discussion on the new European Youth Portal was another important topic. Measuring quality in the network has always been important for the organisation. During the Bergen Network Meeting, national coordinators discussed how to better Eurodesk services based on the quality indicators set up for the network. Through group sessions, participants looked into the future and started planning the 30th anniversary of Eurodesk for 2020, and outlined a publication on how to greenify youth services.

MULTIPLIERS SEMINAR, BRUSSELS

4-7 JUNE

The Eurodesk Multipliers Seminar is a great occasion for youth workers in the network to exchange best practices and build partnerships. In 2019, the event focused on training participants on Eurodesk information tools, developing their skills following the Eurodesk Mobility Advisor Competence Framework, and introducing innovative methods for their daily work. Testing the Time to Move Card Game was also an important point on the agenda. Continuing the tradition, the Multipliers Seminar provided the space for the Eurodesk Awards Ceremony where the winners received their prizes in the presence of representatives from the European institutions at the House of European History.



WORKING TOGETHER TO IMPROVE YOUTH SERVICES

QUALITY CATALOGUE AND WORKING GROUP

The Eurodesk Quality Catalogue is the internal data collection and performance evaluation tool having been implemented in our network since 2011. The quality assessment is an essential element of Eurodesk's quality plan.

The Quality Group, composed of representatives of Eurodesk Centres and Eurodesk Brussels Link, is responsible for ensuring its efficient implementation and continuous improvement. The group analysed and finalised the results of the 2018 assessment, adopted quality recommendations for the network and proposed individual support to national coordinators, when needed.

The group revised the quality catalogue and its indicators for the next round, further simplifying and improving data collection. A group discussion was held at the Network Meeting in Bergen to further improve the Eurodesk quality plan.

In 2019 the Eurodesk Quality Catalogue survey collected feedback from coordinators and showcased the best results of the Eurodesk network so far. We saw an increase in every aspect of our work and we can frankly say that Eurodesk offices have been pretty busy!

We are proud to have successfully supported all EU initiatives at grassroot level as much as possible. In 2019 we had 102 new Eurodesk multipliers, 366 new Eurodesk ambassadors and answered 138518 more enquiries (total of 520743 enquiries in 2019) compared to 2018 (382225) which, as a fun fact and by using simple mathematics, means that each of our offices answered at least one enquiry per working-day!

NEW INTRANET AND RESOURCE CENTRE

Another important step for Eurodesk in 2019 is the replacement of the main communication tool by migrating to GSuite.

Our entire network can now benefit not only from being connected to everyone else in the network in real time but also having a tool that has core interoperability - we can use it offline on planes, on our laptops or our mobile phones. The new intranet extends these features even further - our network can now use video calling meetings within the tool, document collaboration in real time, create internal groups and forums, using connected third party services, and storing files and pictures with no space limitations.

The new intranet was launched in March at the Vilnius Network Meeting after a 7 months preparation project in which Eurodesk Brussels Link has supported the network by organising 7 webinars with hundreds of participants, writing 2 user manuals and making sure accounts from 36 countries and 6 months worth emails were migrated to GSuite.

EUROCLASSES WORKING GROUP

Eurodesk Brussels Link and Eurodesk Poland have worked with an external expert to develop a new Euroclasses module on "Euro-Participation" in the context of the EU elections. The module was released in January and successfully tested in several countries. The group also worked on an extensive update of the "Euro-Volunteering" module with additional digital activities, ready-made educational materials, and references to the European Solidarity Corps.

520.743 ENQUIRIES ANSWERED IN 2019
102 NEW MULTIPLIERS

“WORKING FOR EURODESK LAST YEAR GAVE ME AN OPPORTUNITY TO MEET AND WORK WITH A GROUP OF AMAZING PEOPLE WHO HELPED ME UNDERSTAND THE CORE VALUES OF YOUTH POLICIES. IT IS REALLY A GREAT PRIVILEGE TO BE A PART OF IT.

Nikola Rakidziev
Eurodesk North Macedonia



TRAINING YOUTH INFORMATION WORKERS

LAUNCHING THE NEW QTP MODULE 4 ON COMMUNICATION

Outreach and communication efforts are central to our work, which makes it apparent that we updated and expanded our Qualifying Training Programme to address these topics further. The new module 4 includes input from externals and experts in the field. The module addresses topics such as service design, storytelling practices, the basics of video-making and digital youth work. These four areas are important in ensuring that our outreach practices stay up to date and attractive. The Module was tested by the network and reviewed by an external before its launch in September 2019.

E-ACADEMY AND WEBINARS

One of our main efforts for 2019 was to further develop our virtual learning opportunities. We updated and created a separate section on Communication on our e-Academy platform and have continued to add new videos to support the further education of our youth information workers. Today the e-Academy hosts 6 key areas and 39 modules.

In addition to this, informative and educative webinars have become a more standard practice in our network and we have established our first monthly webinar series.



“ CONTINUING TO BE INSPIRED BY EXPERT KNOWLEDGE AND EXPERIENCE OF COLLEAGUES FROM ACROSS EUROPE. AN EXCEPTIONAL GROUP OF PROFESSIONALS COMMITTED TO PROVIDING INTERNATIONAL OPPORTUNITIES TO YOUNG PEOPLE.

Andrew Hadley
Momentum World, Eurodesk UK

TRAINING COURSES ALL OVER EUROPE

2019 was a year full of training. We dug deeper into four topics that were identified as points to focus on by our network.

Managing a network of Eurodesk multipliers (Italy)

We gathered in Cagliari for a best-practice sharing training, allowing national coordinators to come together and learn how to apply methods of service design to their work and be inspired by the best practices of other coordinators.

Euroclasses (Poland)

In Poland, we taught multipliers and coordinators how to carry out the school programme Euroclasses. The training focused on the content of the two modules: Euro-volunteering and Euro-participation, delivery methodology, sharing experiences and identifying further improvements.

Creating content with and for young people (Lithuania)

This training focused on three aspects: writing tips and ways of engaging with young journalists in creating content; video-making with smartphones; and social media, the tools to support our presence and evaluate our impact.

Enhancing Youth Service Promotion and Outreach (Spain)

The second edition of our collaboration with ERYICA and EYCA in the form of training seminars took place in Spain and focused on bringing together members from the three network to learn about trends in online outreach, artificial intelligence and face-to-face practices.

We want to thank all hosts for their great collaboration and for welcoming us in their hometowns.



AWARDING OUTSTANDING YOUTH WORK



YO
'NO
OF

Ms. Themis Christophidou, Director-General of DG EAC gives a speech during the Eurodesk Awards 2019 Ceremony at the House of European History in Brussels, Belgium.

The Eurodesk Awards were created in 2011 to celebrate the day-to-day work of Eurodesk’s local multipliers, who are helping young people discover the numerous opportunities Europe has to offer. In 2019, the Awards received 44 projects from 17 countries - the highest in the history of the initiative. Three winners were selected by a jury panel, while the Eurodesk network chose one project to receive a special prize.

EYA - EUROPEAN YOUTH AJÒ!

Active Citizenship Winner

In Sardinia – an island in the middle of the Mediterranean Sea with one of the highest percentages of youth unemployment and early school leaving in Italy – young people feel remote from public life and show reluctance to take on an active role in society.

The project European Youth Ajò aimed at encouraging the active and democratic participation of young Sardinian people, informing them about the opportunities provided to citizens by the European Union, and involving them directly in activities fostering youth empowerment and active participation.

The project involved 7 Eurodesk info points, 8 Eurodesk operators, the students of 11 classes of 8 senior high schools, and 15 of their teachers. With the help of non-formal education methods, the project engaged 200 students. 10 young students had the opportunity to participate in the European Youth Event EYE 2018.

EURODESK GARDEN

Mobility Awareness Winner

The Eurodesk Garden project consisted of several interconnected events aimed at encouraging young people to participate in civic/social engagement, informing them about youth mobility programmes and tools at local and European level.

The project was directed at young people aged 16-23 years from regions around Kraków and Mińsk Mazowiecki. The organisers partnered up with 18 organisations and public institutions. Each partner organised five workshops in schools in the regions. Workshops were of two types: mobility opportunities game (volunteering, work, studies, project implementation, programmes for youth) and activeness game (simulation on participation in public life of their own cities/villages, or game on the role of the European Parliament).

Over 300 young people took part in the activities and 20 applications for European voluntary placements were filled. 10 project ideas came out of the project, Eurodesk was presented in 10 schools and the contest connected to the project got over 500 reactions on Facebook.



HERE WE ARE

Solidarity Actions Winner

Here We Are was an 18 months long transnational youth initiative connecting two mixed ability groups in Hungary and Portugal to work for and to promote the inclusion of young people living with disabilities who still face countless barriers and exclusion when it comes to their daily lives. The project aimed to help the informal groups to organise their own events, campaigns and media communication to bring attention to the matters and importance of inclusion, while developing their competences and empowering themselves through the co-operation.

The groups organised 12 high-visibility activities focusing on the life of young people living with disabilities – e.g. wheelchair flash mob, alternative fashion show, sensitisation in schools, escape game with changed abilities etc. Schools, afterschools, universities, community spaces, escape rooms, shopping malls, production studios, festivals were providing venues for the implementation of the activities. Special transport services and personal assistants were working to support the group in their work.

TREASURE HUNT: PRONAĐI RUŠAK!

Eurodesk Network Prize Winner

Treasure hunt: Pronađi ruksak! aimed at promoting mobility and its benefits to young people by encouraging active participation in the local community. The organisers hid 50 Eurodesk bags, containing magnets with mobility quotes, Eurodesk and Erasmus+ programme flyers, around the town in 50 different places. A treasure map pointed at the hidden places that young people needed to find to get the bags.

The project offered an interactive and innovative approach in providing information on European opportunities that resulted in a huge number of reach directly and online; a total of 8000 young people.

HONOURING THE BEST
YOUTH INFORMATIC

BUILDING PARTNERSHIPS



LEARNING BY LEAVING 2019

Eurodesk Brussels Link participated in the Learning by Leaving Conference 2019 organised jointly by the Italian Eurodesk, Euroguidance, Europass and EURES centres.

The 2019 edition took place in Cagliari, Italy, from 7 to 9 October. It was meant to build upon the 2018 results and strengthen cooperation between the networks while, at the same time, sharing practices and tools and focusing on the next generation EU-funded mobility schemes and programmes. Eurodesk Brussels Link contributed with three workshops: the Online / offline outreach, the Eurodesk Mobility Advisor and the Digital Tools.

The workshops offered EBL the possibility to share its Eurodesk online and offline tools (the Opportunity Finder, the Eurodesk Mobility Advisor, Euroclasses, European Youth Portal) and, at the same time, get feedback from other organisations.

EUROPEAN PLATFORM ON LEARNING MOBILITY

Eurodesk is a member of the EPLM Steering Group and brings the perspective of youth information to the discussion and documents developed by the group. 2019 was the year of the EPLM's biennial conference, hosted by JINT - the Flemish NA and coordinator of the Eurodesk network in Flanders. Eurodesk supported the organisation of the event by being a part of the events team.

The biennial conference 'The Power of Learning Mobility - Changing Lives, Changing Society' focused on the impact of learning mobility in the local community and brought together 150 researchers, practitioners and policymakers to discuss the topic. A vision paper was created by the Steering Group with the support and input of the conference and is expected to be released in 2020.

Eurodesk also supported the creation of the Handbook on Quality in Youth Mobility and the Q!App. The Handbook is a guiding book for the youth field on how to improve the quality of their activities and services and the app supports organisations in the creation of quality projects. They can be found on the webpage of the Council of Europe and the page of the EPLM.

|| *EURODESK AUSTRIA IS A RELIABLE AND PROFESSIONAL PARTNER IN INFORMING YOUNG PEOPLE ABOUT THE POSSIBILITIES THE ERASMUS+ AND EUROPEAN SOLIDARITY PROGRAMMES HAVE TO OFFER. WITH THEIR 28 REGIONAL PARTNERS THEY ENSURE THAT INFORMATION ABOUT THE PROGRAMMES CAN BE ACCESSED WITH A LOW THRESHOLD BY YOUNG PEOPLE ALL OVER AUSTRIA.*

Marco Frimberger
Deputy Director, IZ



ERIYCA AND EYCA COLLABORATION

In the continuation of the fruitful cooperation and implementation of the Memorandum of Understanding between the three networks, ERYICA, Eurodesk and EYCA organised a successful seminar in Mallorca on 25-29 November. Read more about this in Chapter 5.

The directors and/or Presidents of the three networks attended their respective network meetings in order to consolidate the cooperation.

GREEN YOUTH SERVICES PUBLICATION

At the Bergen Network Meeting, during the group discussions about the future of the organisation, the need for greener Eurodesk services has been identified as a long-term goal. Therefore, at the end of 2019, Eurodesk launched the development of a publication on greening of youth information services. Considering the scope of the guidelines, and the ongoing collaboration between the two networks, Eurodesk worked together with ERYICA on this project.

The aim of the Guidelines on Greening of Youth Information Services is to provide tips and examples of practices to youth (information) workers on designing greener information services. The guidelines will provide examples on informing, engaging and empowering young people on sustainable development issues and raising awareness on climate change and biodiversity.

The publication will be published on World Environment Day, 5 June 2020 at green.eurodesk.eu.

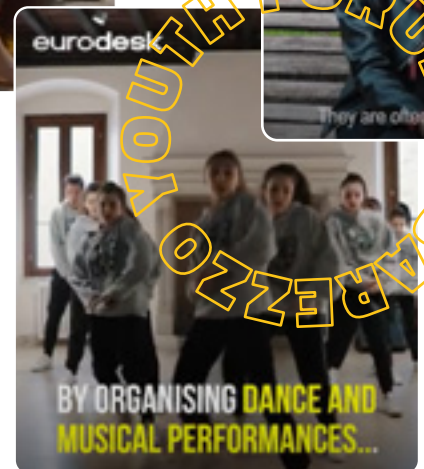
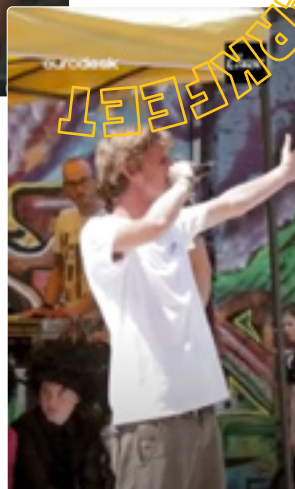
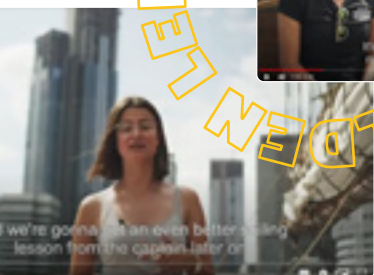
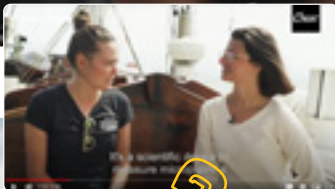
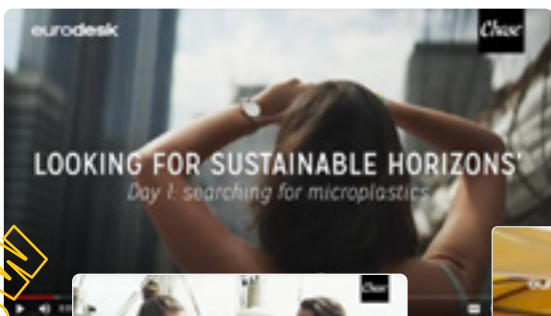
CHASE X EURODESK COLLABORATION

The Chase x Eurodesk initiative brought together Chase's network of creative storytellers, eager to report on stories dealing with societal change and the Eurodesk network working on projects that make a difference in the local communities. The young storytellers visited three different countries to create social videos on three Eurodesk stories.

The first story was about a youth forum in Sarezzo, Italy. Local young people formed a group that unites young migrants and locals who take care of each other's well-being. The group is supported by a local multiplier, Comune di Sarezzo.

The second story belonged to Graffiti vzw from Belgium. They created a mobile recording studio that travels through Flanders. They stopped at different neighbourhoods and recorded songs with local youngsters.

A youth exchange programme on a boat was the focus of the final story. The participants of this project came from all over Europe. They travelled from Amsterdam to London on the boat and learned about sustainability during the trip. This project was organised by STAN.



Images from the Chase x Eurodesk stories. Videos are available on the Eurodesk social media pages.

GUIDELINES FOR GREENING YOUTH INFORMATION SERVICES

SAREZZO YOUTH FORUM

ZWIJPERMEET

ENHANCING THE EUROPEAN YOUTH PORTAL

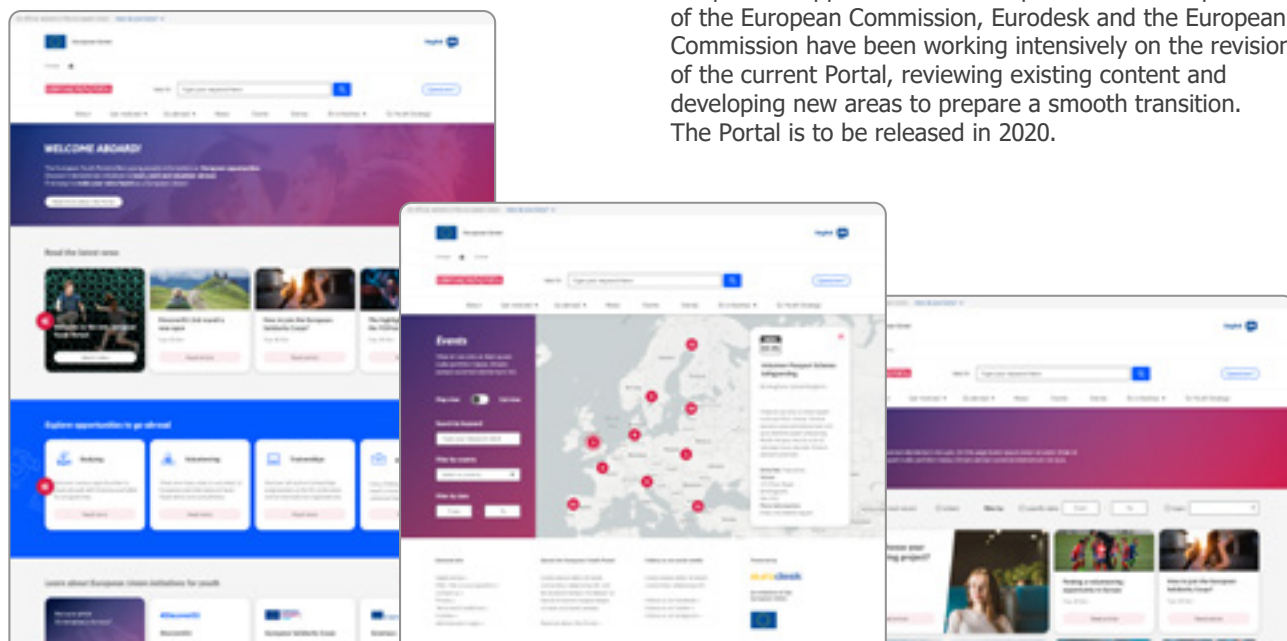
MANAGING CONTENT ON THE EUROPEAN YOUTH PORTAL IN 2019

The European Youth Portal (owned by the European Commission) continued to be one of the most popular youth gateways at EU level by providing information on European youth topics and by hosting the European Solidarity Corps and the DiscoverEU initiatives. The Portal is covering 34 countries and 28 languages and having over 24 million visits in 2019 with a peak of 4.4 million visits (highest ever) during the month of May.

In 2019, the Eurodesk network participated actively in the promotion of the Portal. Eurodesk developed new content, especially related to travelling, and reviewed current themes in line with the new EU Youth Strategy. Eurodesk Brussels Link participated in monthly editorial meetings with the European Commission to prepare the version 3 of the European Youth Portal to be launched in 2020. Eurodesk was also involved in validating European Youth Week events all over Europe.

Eurodesk being the first line of support through the 'Ask a question' service of the European Youth Portal, answered over 13.000 questions and follow-ups in 2019. The Eurodesk network answered more than half a million enquiries in total in 2019.

Mockups for EYP version 3, developed by Eurodesk Brussels Link.



THE FUTURE OF THE EUROPEAN YOUTH PORTAL - WORKING ON VERSION 3

Eurodesk Brussels Link was involved in the concept development of the version 3 of the European Youth Portal, in the context of the newly adopted EU Youth Strategy (2019-2027). Following the working group established in 2018, a focus group was organised with 7 national coordinators regarding the design, content and governance of the revamped Portal. Eurodesk Brussels Link developed the mock ups of the Portal based on web user experience approaches, throughout the process.

The revamp of the Portal was based on a bottom up process. Different consultations took place within the network and the European Commission to come up with a first mock up and concept document. Focus groups with young people were organised to test the proposal through national focus groups organised by Eurodesk Centres in Germany, Spain, Lithuania, Hungary, France, Iceland and Turkey. The European Commission also commissioned two usability reports, one focused on usability and the other on accessibility.

This extensive process supported a shared ambition to provide a top quality one-stop-shop for young people on European opportunities, in line with the goal to "Engage. Connect. Empower" young people. Following the political approval of the final product at the top level of the European Commission, Eurodesk and the European Commission have been working intensively on the revision of the current Portal, reviewing existing content and developing new areas to prepare a smooth transition. The Portal is to be released in 2020.



DISCOVEREU

DiscoverEU, already one of the most popular youth initiatives of the European Union, offered two rounds of applications in 2019 aimed at 18 years old who have the opportunity to travel and discover Europe (mainly by rail).

Successful applicants could use their pass and take up to 30 days to discover Europe while visiting at least one Member State other than their home country. Many participants also connected and made new friends, using social media to share stories, planning trips, finding travel companions, asking for support, tips, recommendations or organising meet-ups.

Nearly 350.000 young people in Europe applied for one of the 70.000 passes offered by the European Union to travel for free. The two rounds that took place in 2019 had Eurodesk involved in supporting applicants and winners with proper guidance and providing other Erasmus+ opportunities to unsuccessful applicants, making this initiative reach more people to provide them a stepping stone to other EU programmes.

In 2019, Eurodesk answered around 38.150 enquiries about DiscoverEU, coming from young people from all over Europe.



SUPPORTING EU YOUTH INITIATIVES

EUROPEAN YOUTH WEEK

Eurodesk participated in the European events of the European Youth Week 2019 which took place at the European Parliament in Brussels on 29 and 30 April 2019.

Under the theme "Democracy and me", in close connection with the European Elections 2019, Eurodesk was present with its delegation composed of the EBL staff, plus six young journalists coming from Germany, Hungary and Lithuania.

With the support of the European Commission, Eurodesk organised a Human Library informing young people about the different learning mobility opportunities available in the EU. "Books" were young people, around 30 from all over Europe, who could share their experiences about volunteering, internships, working abroad, and activism.

EUROPEAN SOLIDARITY CORPS

Two thirds of the enquiries Eurodesk received were related to the European Solidarity Corps and more than 175.000 young people were registered at the end of 2019 on the platform with more than 30.000 already participating in activities in projects dealing with various topics such as environment, culture, social services, helping refugees, migrants, children or the elderly.

Several of these projects were presented at the European Youth Week organised in Brussels where Eurodesk Brussels Link participated with a stand and informed participants about ways to get involved in the European Solidarity Corps and other Erasmus+ initiatives.

As of May 2019, the Youthpass was made available for all participants making it easier to communicate the skills and competences acquired through the programme.

CONTRIBUTING TO EU YOUTH POLICIES

IMPROVING EU YOUTH PROGRAMMES PROMOTION WITH SALTO PARTICIPATION AND INFORMATION

Eurodesk and SALTO PI started a collaboration on improving cooperation and outreach in the promotion of youth opportunities coming from the Erasmus+ and European Solidarity Corps programmes. A task force was set up with communication officers of the National Agencies, Eurodesk officers, and representatives of EBL, SALTO PI, ESC Resource Centre and the Commission. The group met twice in 2019, using service design methods to identify challenges and design solutions, followed by numerous online meetings with external communication experts, focus groups and consultations. The outcomes were presented and further tested during a joint seminar that took place in Bergen in September, ahead of the Eurodesk Network Meeting. The guidelines will be finalised in 2020.

MOBILITY FOR ALL: SUPPORTING THE INCLUSIVE MOBILITY ALLIANCE

Eurodesk is a member of the Inclusive Mobility Alliance and in 2019 participated in the two meetings organised by the coalition. The focus has been on establishing a common ground for the future of the alliance and the aspects in which it will operate. Further discussions have been made on the organisation of parliamentary debates and engagement with the European Commission to ensure inclusion in the next Erasmus+ programme.

EURODESK, JURY MEMBER OF THE EUROPEAN YOUTH CAPITAL

Eurodesk was a member of the Jury of the European Youth Capital in 2019. The European Youth Capital is a title designed to empower young people, boost youth participation and strengthen European identity. Each year, a new European city is given the chance to showcase its innovative ideas, projects and activities that aim to raise up young voices and bring a new youth perspective to all aspects of city life.

ENCOURAGING YOUTH CIVIC PARTICIPATION: THIS TIME I'M VOTING!

Eurodesk supported the European Parliament campaign 'This Time I'm Voting' in the context of the EU Elections. We attended partner meetings, created a specific page with informational resources on our website and promoted the campaign on social media. Follow up meetings with the Youth Outreach unit of the EP was organised in 2019.

In the context of the Elections, Eurodesk designed a new Euroclasses module on 'Euro-participating', an initiative to raise awareness on the importance of participating in the European Elections and on the different ways young people can contribute to shape the future of Europe.

EURODESK, MEMBER OF THE YOUTH STRATEGY STAKEHOLDER PLATFORM

Eurodesk is a member of the new Stakeholder Platform to support the EU Youth Strategy launched by the European Commission. Eurodesk attended the launch event on 29 April. It proposed to have thematic group discussions, including one on information and outreach, expressing will to contribute to a more strategic approach to communicating EU initiatives and programmes to young people.

EURODESK AT THE EU YOUTH CONFERENCES

Eurodesk attended the two EU Youth Conferences that took place in Bucharest, Romania (March) and Helsinki, Finland (July). The conferences kicked off the new Youth Dialogue cycle that aims to foster an exchange between policy-makers and young Europeans, with a view to engaging them on youth relevant policy topics. The 2019-2020 cycle is designed around the title of "Creating Opportunities for Youth". It builds on the outcomes of the former Cycle that resulted in the adoption of 11 Youth Goals. Each presidency put light on one of the goals, Romania focused on Quality Employment while Finland focused on Youth Work.

EURODESK, MEMBER OF DG EAC YOUTH INDICATORS EXPERT GROUP

Eurodesk is a member of the expert group established in the context of the EU Youth Strategy (2019-2027) to support the work of the European Commission's Directorate General for Education and Culture (DG EAC) in the review of the existing dashboard of EU indicators in the field of youth. The aim is to review and propose new quantitative and qualitative policy indicators and benchmarks, tailored to the needs of Member States and sectors concerned, to help to monitor the implementation of the EU Youth Strategy (2019-2027).

EURODESK IN THE STEERING GROUP OF THE EUROPEAN YOUTH WORK CONVENTION

Eurodesk is a member of the steering group of the European Youth Work Convention set up to advise the German government in the planning of the event. Organised under the German EU Presidency, this major event will take place in Bonn on 7-10 December 2020. The German Presidency of the EU will work on a European Youth Work Agenda to be adopted by the Council in November 2020. The Convention will be the kick-off event to present it, to create ownership and discuss its implementation. The overall goal is "strengthening youth work in Europe". The Council of Europe is also actively involved in the development of the youth work agenda.

CONTRIBUTION TO THE ESCO REVIEW

Eurodesk joined forces with its partners, ERYICA, SALTO Training and Cooperation, the Youth Partnership of the Council of Europe and the European Commission to contribute to the ongoing consultation of the European Commission's multilingual classification of European Skills, Competences, Qualifications and Occupations - ESCO.

A survey was carried out gathering respondents from 25 countries in Europe, that supported the process of identifying essential skills, competences and knowledge of a Youth Information Worker. The outcomes of the consultation were compiled into two research reports shared with the European Commission's ESCO Secretariat, DG Employment. It comprised a proposal for adding a new occupation of youth information worker on ESCO as well as a new definition for the youth worker.

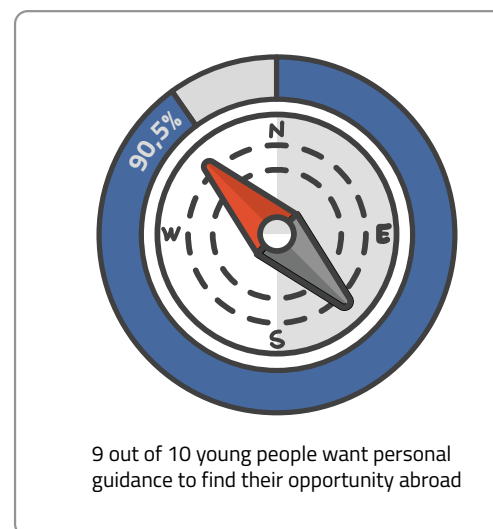
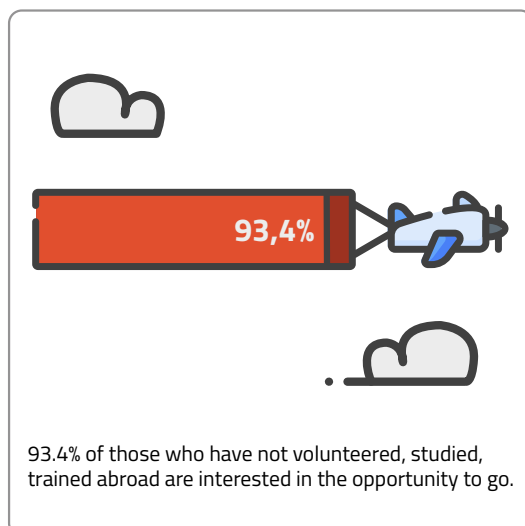
The proposals should be taken on board in the revamped ESCO portal to be released by the end of 2020. An in-depth analysis on the youth information worker occupation will be developed by ERYICA and Eurodesk in 2020.

EURODESK SURVEY ON YOUTH INFORMATION 2019

The Eurodesk Survey is an online European-wide survey, carried out every two years. The 2019 edition reached 3495 respondents from 34 countries in Europe, targeting people between 15 and 30 years old.

This edition analysed trends and preferences of how young people find, engage with and perceive information about learning mobility opportunities. The report focuses on understanding young people's preferences and identifying what stakeholders in the field of learning mobility can do to better reach out to youth. Through the results of the survey, we learned that more can be done in the field.

Today, many do not know about opportunities to go abroad (23,9% of the non-mobile respondents) and have trouble finding the right information when they look for it (56,5% of the respondents). Easy access to quality information remains unequal and more investments are needed to make sure youth information services have the necessary human and financial resources to reach out to all young people.



Eurodesk Survey 2019 results.

REACHING OUT TO YOUNG PEOPLE

Time to Move, the flagship campaign of Eurodesk informs young people about studying, volunteering and internship opportunities abroad and helps them find the most suitable programmes for their personal development. During the month of October in 2019, the campaign brought together around 350 youth organisations working as Eurodesk multipliers around Europe to organise over 1100 events in 31 countries. Through the activities over 120 000 young people were directly reached.

In 2019, interested young people could find some casual sessions like lectures in schools, cultural evenings or information stands at fairs among the activities but Time to Move also offered some not so traditional information events such as concerts, mountain-hiking, biking, board game evenings or slam poetry nights.

The campaign specifically targeted young people from a non-city environment, who do not usually have access to youth information and NEETs who would benefit from a mobility experience and the programmes that the European Union offers to them. As every year, Time to Move 2019 also aimed to make these groups of young people aware of local Eurodesk information points as guidance spots, if they feel the need to discuss their needs, plans and how international projects can contribute to their futures, even after Time to Move ended.

The campaign was supported by a website - timetomove.info. Through the page young people could get

comprehensive information about the over 1100 Time to Move events via an interactive map. Timetomove.info is available in 17 languages, giving international visitors quick and easy access to the contents.

During the campaign, Eurodesk run an extensive social media campaign with stories from young people, giveaways and mobility opportunities on Facebook and Instagram to reach out to the online audiences.

As an additional incentive, Eurodesk organised the Time to Move T-shirt Design Contest to find the official T-shirt design for the upcoming edition of the campaign. Young people, aged 13-30 were invited to compete with their design and had the chance to win an InterRail ticket to travel around Europe on train. In 2019, the contest received 327 entries. In the centre of this page, you can see the winner of 2018, Sindy Colic's work. Her design has been used to communicate Time to Move all over Europe in 2019.



THE TIME TO MOVE CARD GAME

As a new element to the campaign, Eurodesk introduced the Time to Move Card Game among the activities in 2019. The game was developed by Eurodesk Brussels Link, multipliers from various countries and a professional game developer from Weelingua.

The Card Game offers a fun and educational activity to play with young people in classrooms, at fairs or other events. The game was created to be adaptable: it can be played in teams or as individual players, it can be very short but can also fill a full hour if necessary. The main aim of the game is to introduce Europe to the participants, its cultural diversity and the many possibilities that the EU offers.

1103 EVENTS ▫ **31 COUNTRIES** ▫
 AUSTRIA ▫ BELGIUM ▫ BULGARIA ▫
 CROATIA ▫ CYPRUS ▫ CZECH REPUBLIC
 ▫ GERMANY ▫ ESTONIA ▫ FRANCE ▫
 GREECE ▫ HUNGARY ▫ ICELAND ▫ IRELAND
 ▫ ITALY ▫ LATVIA ▫ LIECHTENSTEIN ▫
 LITHUANIA ▫ LUXEMBOURG ▫ MALTA ▫
 NETHERLANDS ▫ NORWAY ▫ POLAND
 ▫ PORTUGAL ▫ ROMANIA ▫ SLOVAKIA
 ▫ SPAIN ▫ SWEDEN ▫ SWITZERLAND ▫
 TURKEY ▫ UKRAINE ▫ UNITED KINGDOM
352 PARTICIPATING ORGANISATIONS ▫
122.000 YOUNG PEOPLE REACHED ▫
327 COMPETITION PARTICIPANTS

“ IT WAS A FANTASTIC CAMPAIGN IN 2019, THE TIME TO MOVE CARD GAME WAS A GOOD EXPERIENCE. HUGE CARD GAME PARTIES WERE PLAYED WITH YOUNG PEOPLE AND IN THE MEANWHILE THEY LEARNT ABOUT EUROPE, EURODESK AND GOT INFORMATION ON INTERNATIONAL YOUTH MOBILITY.

Gyöngyi Kispál-Podrácz
D2 Szeged, Multiplier, Eurodesk Hungary



The Time to Move Card Game proved to be very popular in the 2019 campaign. Eurodesk Brussels Link distributed 1000 copies within the network in 2019.

EURODESK ECOSYSTEM

YOUTH INFORMATION FOR YOUNG PEOPLE



EMA
CHAT BOT



*: The European Youth Portal is owned by the European Commission and powered by the Eurodesk network.

VISIT US ONLINE AT

eurodesk.eu
map.eurodesk.eu
programmes.eurodesk.eu
ema.eurodesk.eu
timetomove.info

ONLINE INFORMATION ABOUT THE EURODESK NETWORK

EURODESK
WEBSITES



EURODESK
NEWSLETTER

YOUTH INFORMATION FOR YOUTH INFORMATION WORKERS

EURODESK
INTRANET



THE WORLD OF EURODESK

Eurodesk Brussels Link operates several tools and platforms to provide youth information to youth workers within the network who can then channel the information to young people in their countries. Young people can also get informed about opportunities via our online platforms and face-to-face in one of the Eurodesk information points. Another focus within Eurodesk is on training: based on the Eurodesk Qualifying Training Programme or the e-Academy there are several occasions to expand the knowledge of Eurodesk multipliers and national coordinators in topics related to their work. Quality assessment has also been a vital point of Eurodesk and making sure that the information we provide is timely, accurate and validated has never been more important than today.

ONLINE TOOLS

At European level, the eurodesk.eu website reached over 1 million visits last year with the Eurodesk Opportunity Finder (programmes.eurodesk.eu) following closely at over 967.000. With many improvements added during 2019, the Eurodesk website established itself as a reliable and youth friendly entry gateway to the services of the network. Many of the visitors are streamlined to national websites in their countries, multiplier info points or national online tools.

Eurodesk Brussels Link continued to provide up-to-date information on European youth opportunities and EU youth policy news to the Eurodesk network. This was achieved via daily updates on our intranet, a bi-weekly bulletin, a monthly newsletter and via regular updates of the website and a timely response to enquiries. The Eurodesk Bulletin was completely digitised and released every 2 weeks as a newsletter. The Eurodesk database was also updated regularly in the course of 2019 with several further developments coming through 2020.

In 2019, a total of 372 European youth programmes, 1027 national programmes and 2865 translations were updated by all partners on the European Opportunity Finder or on their national pages. 11 national Eurodesk websites were pulling information directly from the Eurodesk Programme Database and displaying them on their national websites.

We had 50.000 visits on our Eurodesk Map (map.eurodesk.eu). Our Facebook Messenger bot, EMA (Eurodesk Mobility Advisor) was translated to a total of 9 languages with its info points expanding over 8 Eurodesk Facebook pages where it answers questions from young people and youth workers, non-stop, all over Europe, assisting 2146 users and sending over 7300 messages in 2019. You can always reach EMA for guidance at ema.eurodesk.eu.

At National level, all Eurodesk related websites generated 12.8 million visits, making an average of over 35.000 visitors daily.

SOCIAL MEDIA ACTIVITIES

We have worked more with storytelling and videos, gathering testimonials from beneficiaries of programmes and from Eurodesk mobility advisors. We have enhanced our branding of various content such as opportunities, articles and stories to make Eurodesk's social media presence more appealing and youth-friendly.



NATIONAL LEVEL INITIATIVES



AUSTRIA

NATIONAL OFFICE: VIENNA □
 E-MAIL: EURODESKAT@EURODESK.EU

THE WORK OF EURODESK AUSTRIA IN 2019 WAS DISTINCTIVELY MARKED BY ACTIVITIES ON THE EUROPEAN YOUTH STRATEGY AND THE EUROPEAN YOUTH WEEK UNDER THE TOPIC OF “DEMOCRACY AND ME”, WITH A STRONG INFORMATION FOCUS ON THE EUROPEAN ELECTIONS IN MAY 2019 AS WELL AS YOUTH PARTICIPATION AND DEMOCRATIC CITIZENSHIP IN THE EUROPEAN UNION.



The “Willst du mit mir gehn?” campaign of Eurodesk Austria informed about the EU election on May 26, 2019. The aim of the campaign was to create nationwide youth-friendly information materials that do not require previous knowledge of the subject and were designed to not only appeal to young people who are already politically engaged. Within the campaign, young people were motivated to actively participate in shaping Europe through voting in the EU elections. The information products designed in the context of the campaign (info folders, postcards, posters and stickers) were available throughout Austria in the regional youth information centres that serve as Eurodesk multiplier offices, and at events. The materials are still available for download on jugendinfo.at. A total of 65,000 pieces of information material were produced and distributed.

The information products contained information on the election process and the most important steps to a “successful election”, i.e. a valid vote. The aim of the campaign was to raise awareness among young people about the European Union and the forms of participation in the EU. Also, to address what the EU has to offer for young people, and to provide practical and low-level information on EU decision making and to discuss why it is important to vote. Equally, to give young people information and resources to carry the topic into their families and peer groups.

In particular, the two EU mobility programs Erasmus+ and the European Solidarity Corps with the possibilities within these programs for democratic participation were addressed. Among other things, the social media campaign was featured on the channels of the Austrian Youth Portal, including the European Commission’s #EUandME campaign and the “This time, I’m voting” campaign of the European Parliament. A quiz was developed within the framework of the project, designed to function as an online information tool; 1,600 young people took part.

The project was commissioned in 2018 by the Office of the European Commission in Austria and carried out by the Austrian Youth Information Network, Eurodesk Austria and the Austrian National Agency Erasmus+, Youth in Action & European Solidarity Corps.

In 2019, the campaign was expanded and continued by Eurodesk Austria and in cooperation with Eurodesk multipliers all over Austria.

In 2019, Eurodesk Austria also continued the work and training of multipliers, on one hand preparing the relaunch of the publication “Einfach weg!” (“Go abroad!”) with an editorial team of multipliers, and on the other hand by organising trainings for multipliers with their national cooperation partner WeltWegWeiser. The two multiplier-trainings took place in Salzburg and focused on the topic of fair and qualitative voluntary work.

BELGIUM

GERMAN-SPEAKING COMMUNITY
 NATIONAL OFFICE: ST. VITH □
 E-MAIL: EURODESKBE@EURODESK.EU

Eurodesk in the German-speaking community of Belgium is part of the JIZ – Jugendinformationszentrum. As a youth information centre its role is to inform young people and multipliers (parents, teachers, youth workers, etc.) about different topics. In their office, visitors can find all information regarding mobility and abroad experiences: Erasmus+, European Solidarity Corps and other volunteering opportunities, learning mobility, language course holidays, work and travel, au-pair.

Eurodesk German-speaking community of Belgium created different leaflets: European Solidarity Corps, international workcamps, work & travel, au-pair, etc. These leaflets are used in individual face-to-face counselling or info sessions and distributed in different spots like schools and cinemas. In schools they run workshops every year and give young people the possibility to get informed about mobility opportunities. This year they participated at the open days of three schools to present and promote Eurodesk and its offers. Visitors got informed about youth information, the European Youth Portal and opportunities abroad.

Each year, around February, Eurodesk organises "Auf & Davon", a workshop on a Sunday afternoon, where people can get all information and counselling about different mobility opportunities and get useful first-hand advices from young people who already did similar experiences. In a weekly distributed newspaper Eurodesk kept informing about the European Solidarity Corps, how to learn a language, work and travel, and the elections.

Another newsletter (Eurofax) was regularly sent to multipliers, with up-to-dated information about European youth policy, the Structured Dialogue, events, and competitions.

To promote the European Youth Portal, different giveaways were produced, e.g. screen cleaner, marker or rulers. They were given away during events and workshops.

Last but not least, in December Eurodesk ran the last edition of their "Christmas Quiz": an opportunity to get informed and at the same time to win prizes!



FLEMISH-SPEAKING COMMUNITY

NATIONAL OFFICE: BRUSSELS □

E-MAIL: EURODESKBE@EURODESK.EU

In Flanders the Go Strange brand promotes Eurodesk activities for young people.

They went to student fairs, hosted their own events as well as information sessions for young people. They also had a stand at the SIDins study information fairs visited mostly by pupils from last year of secondary school. The fair toured all Flemish provinces for 3 days. In total they reached 1683 young people face-to-face in 2019.

The Go Abroad Fair in Ghent was the biggest event they attended in 2019. This fair was organised by the Dutch organisation OGZ in November and targeted at students. In addition to an information stand to inform visitors about opportunities abroad, they also hosted a Stories room. In this Stories room various young people (ambassadors) came to share their different stories: about youth exchanges, immersion trips, internships, learning a language, studying and working abroad. For each topic

they had 2 to 6 young people giving an account of their adventures. In total 23 young people came to talk about their experiences abroad. This was a huge success!

Learning about opportunities to go abroad is stronger and more inspiring if a peer is talking about it. Inspired by the Eurodesk colleagues from the UK and Lithuania, they also made a giant building block game with questions and tried it out for the first time at the Go Abroad Fair.

In 2018 they initiated a story weaving and storytelling trajectory in cooperation with the Netherlands to encourage and support young people to share their international experiences. Eurodesk further expanded this network of young people with 12 Flemish youngsters attending the story weaving and storytelling trainings in 2019. They extended their collection of stories with podcasts, videos and written stories and they plan to showcase these stories in 2020.

FRENCH-SPEAKING COMMUNITY

NATIONAL OFFICE: BRUSSELS □

E-MAIL: EURODESKBE@EURODESK.EU

The Bureau International Jeunesse (BIJ) coordinates Eurodesk in the Wallonia-Brussels Federation. In 2019, the BIJ continued its youth information work, particularly by participating in 63 information sessions and fairs for young people organised by non-profit partners or from the world of education (schools or universities) in Wallonia and Brussels.

Within the BIJ Mobility Info Space, youth workers and young people received information, advice and guidance on their European-level mobility related questions. They were also able to complement this information during the hotlines held every week on the BIJ premises by Infor Jeunes asbl (general information service for young people, in particular on their rights and status) and Dynamo International (support for young people in their international projects).

Various tools have been disseminated to inform young people about European mobility opportunities: leaflets, newsletters but also, in partnership with Infor jeunes

asbl, the website www.mobilitedesjeunes.be. BIJ has contributed to the Eurodesk network by publishing information about the Wallonia-Brussels Federation on the European Youth Portal and on the Eurodesk Programme Database and by answering questions asked via the network's intranet and European Youth Portal helpdesk.

In the framework of Eurodesk, the BIJ also participated in the Agora Jeunes Citoyens which took place in Louvain-la-Neuve on the theme of "transition" through 6 areas: economy, human rights, art and culture, environment, activism and politics.

In Belgium, the BIJ worked in close cooperation with the Eurodesk partners of the two other Communities.

The BIJ has intensified its presence on social media to inform young people of international mobility opportunities and implement a strategy for the dissemination of results with the help of a communication agency (Facebook, Instagram, YouTube, Twitter and LinkedIn).

BULGARIA

NATIONAL OFFICE: SOFIA □
 E-MAIL: EURODESKBG@EURODESK.EU

IN BULGARIA THE NETWORK OF MULTIPLIERS CONSISTS OF 17 ORGANISATIONS IN 16 CITIES. AS IN THE PREVIOUS YEARS, EURODESK BULGARIA THROUGH ITS MULTIPLIERS AND ORGANISING VARIOUS EVENTS, CONTINUED TO SUPPORT YOUNGSTERS SO THEY COULD BE ACTIVE AND WELL-INFORMED CITIZENS.

In 2019 the network of multipliers in Bulgaria included 17 active organisations. The Eurodesk national website had 82673 pageviews. Eurodesk Bulgaria continued to maintain close cooperation with the European Commission Representation in Bulgaria and worked closely with Europass, Euroguidance, eTwinning, Eurydice, Europe Direct and the EURES Advisers network to ensure appropriate consultation to young people.



Main activities implemented in 2019:

- International Youth Day: Eurodesk was invited to participate in the Youth Fair organised by the Ministry of youth and sport in Burgas. The event was public and took place in the main city park where many young people were attracted by different activities and a concert of Bulgarian pop singers.
- Time to Move 2019: 12 multipliers in 12 cities, more than 3300 young people reached. All events were highly visited and with broad media coverage. 20 events were registered on the map to be visible all over Europe
- National Career Days JobTiger 2019 (the biggest job fair in Bulgaria): 13 -14 March 2019 in Sofia; more than 5000 young people came to the event to receive job related information and useful tips on how to be successful on the labour market; 125 employers were represented at the fair
- DiscoverEU campaign: over 120 enquiries answered and information about the campaign was published on the national web site and social media channels
- Annual National Eurodesk Network Meeting: 9-10 December in Sofia on which Eurodesk Bulgaria managed to establish a stronger sense of belonging to the Network and to clarify and set common annual tasks for the network.

CROATIA

NATIONAL OFFICE: ZAGREB □
 E-MAIL: EURODESKHR@EURODESK.EU

2019 WAS INCREDIBLY ACTIVE AND CREATIVE FOR EURODESK IN CROATIA, THANKS TO THE VERY ENTHUSIASTIC AND DEDICATED NETWORK OF MULTIPLIERS.

One of the most memorable events for Eurodesk Croatia in 2019 was when Youth Association Alfa Albona, one of the 15 multipliers, won the prestigious Eurodesk Network Prize during the Eurodesk Awards. The Prize recognised Alfa Albona's Treasure Hunt activity in Labin, a small town in Istria, as one of the most interactive and innovative activities for youth in Europe. Alfa Albona filled 50 Eurodesk duffle-bags with flyers and magnets about mobility and the Erasmus + Programme and hid them around town. Participants got a treasure map with clues to find the duffle-bags. The activity resulted in reaching out to 8000 young people locally.

The national office, together with multipliers, actively participated in a range of European and national events – altogether they organised or contributed to 260 face-to-face events, reaching more than 10000 young people. All 15 multipliers organised online and face-to-face events during the European Youth Week promoting European elections (30 events), and during Time to Move.

Eurodesk's engagement in the Time to Move campaign was exceptional – 85 activities were organised in 30 cities throughout Croatia reaching out to over 7000 young people. Out of 31 participating countries Croatia had the most visitors on timetomove.info. One of five outstanding Time to Move T-shirt designs was from Croatia.

Nationally, Eurodesk Croatia continued to work closely with the Croatian National Agency in promoting youth mobility, EU Solidarity Corps, Erasmus+, DiscoverEU, inclusion, and Solidarity Projects. Eurodesk strengthened its cooperation with other European networks and initiatives, such as EuropeDirect, Euroguidance, Youthpass, ERYICA, EYCA, YouthWiki, Erasmus Student Network, as well with SALTO Participation and Information, the European Commission and the EC Representation in Croatia.

DiscoverEU has been promoted online and offline with great success and resulted in 1395 applications in 2019.

46 articles were published on the European Youth Portal. Eurodesk Croatia has a strong online presence reaching out to 1500 Facebook followers weekly. The Network's online events and campaigns reached out to more than 55000 followers.

Eurodesk continually works towards building the capacity of its network by offering regular national and European meetings and trainings. As a means of providing an international opportunity for capacity and team building as well as networking, they co-organised a study visit for multipliers together with Eurodesk Slovenia and Eurodesk Finland. The study visit was held across Slovenia where participants visited various different youth information centres and learned about different tools and ways to inform youth.



CYPRUS

NATIONAL OFFICE: NICOSIA □
E-MAIL: EURODESKCY@EURODESK.EU

2019 WAS A PRODUCTIVE YEAR FOR EURODESK CYPRUS, FULL OF EXCITING ACTIVITIES AND NEW PARTNERSHIPS!

Within 2019, two goals were accomplished; the expansion of the national network of multipliers and the creation of the Eurodesk Cyprus webpage: eurodesk.onek.org.cy.

In September 2019, Eurodesk Cyprus welcomed in its network 5 more NGOs, active in youth mobility and European projects, which were selected after an open call of expression of interest. Along with the 6 Youth Information Centres which already act as Eurodesk multipliers, the network has become stronger and got closer to youth with 11 info points all over Cyprus.

Throughout the year, Eurodesk Cyprus and its multipliers organised and/or participated in 30 activities and events, with a total number of 3.517 participants.

The Eurodesk office hosted three national network meetings for coordination & training purposes and provided for the first time a training to its multipliers on "both "Euroclasses" modules. The Eurodesk office and multipliers already run the "Eurovolunteering" module in 28 schools.

Eurodesk Cyprus was also present and active in several high-visibility events, such as University Info Days and Youth festivals, which took place all over Cyprus, providing information to the public. Eurodesk Cyprus highlighted their active participation in Erasmus Festival, in October 2019, in the presence of Ms Themis Christofidou, the European Commission's Director-General for Education, Youth, Sport and Culture. With two interactive activities and an info stand, Eurodesk Cyprus attracted around 330 participants who had the opportunity to discuss with Eurodesk representatives, got informed about the network and received promotional materials.

With their expanded network of 11 multipliers, the Time to Move campaign was also a highlight for Eurodesk Cyprus this year. The Eurodesk office and its multipliers organised 16 events all over Cyprus, with the active participation of around 2.000 participants & great visibility in online portals and radio shows. During the campaign, the network organised the photo competition "M.O.V.E" and received 235 photos.

Moreover, Eurodesk Cyprus became more active and visible on social media. Within 2019, the Eurodesk office launched an Instagram account and introduced the chatbot EMA in Messenger. The number of Facebook followers reached 3.873 (from 3.561 at the start of the year). The Network will continue to work on its social media presence, towards a greater reach-out to young people & youth workers and better visibility of the network at national level.

In 2019, the Eurodesk office replied to 553 queries (online & offline) regarding Erasmus+, European Solidarity Corps, Discover EU and other mobility opportunities. Last, Eurodesk Cyprus promoted inspiring youth stories via its social media channels and webpage.



CZECH REPUBLIC

NATIONAL OFFICE: PRAGUE □
E-MAIL: EURODESKCZ@EURODESK.EU

IN 2019 EURODESK CZECH REPUBLIC WORKED WITH A NETWORK OF 26 LOCAL MULTIPLIERS, INCLUDING 5 ERASMUS+ YOUTH REGIONAL CONSULTANTS. THE MAIN FOCUS HAS BEEN PUT ON THE DEVELOPMENT AND MANAGEMENT OF THE NETWORK AS WELL AS ON PROMOTING TOPICS INCLUDED IN THE RENEWED EUROPEAN YOUTH STRATEGY FOR 2019-2027.

One of the highlights in 2019 was the European Youth Week (EYW). To reflect on this important campaign and its main theme for 2019, the Eurodesk national office in close partnership with Czech non-profit organisation EUTIS ran a series of six "Democracy and me" workshops in 5 cities which brought together 161 high school and university students. The aim was to draw the attention to the importance of their interest in the environment they live in. Twelve selected teams then presented their concrete projects on how to solve the urgent problems in their neighborhood at the final conference which took place on 20 May in Prague. Projects were evaluated by an expert jury composed of representatives of the NA, the Office of Government of the Czech Republic or the Czech Council of Children and Youth. The winners were Natálie and Eliška Šťastné with the project 'Collection of used oil' in Krnov. The Audience Award went to the team around the project Czech without Borders.

During EYW, the Eurodesk national office and its multipliers organised 41 events throughout the country in more than 20 cities. Around 7,000 young people and other stakeholders were presented with various opportunities to engage in civil society, including volunteering, internships or the realisation of their own project goals. Another special moment Eurodesk Czech Republic can proudly report was the launch of the board game "Travel the Europe: from west to east" as part of EYW. The game familiarises young people with the specifics and interesting facts about European countries.

Over 30 events were organised across the country in the framework of the Time to Move campaign. The events ranged from lectures in schools, information stands at fairs, workshops, quizzes, board game afternoons, language coffees, competitions, etc. Eurodesk Czech Republic provided funding, promotional materials, publications and flyers to support the campaign.

At the end of November, Eurodesk Czech Republic co-organised "The Art of Living Together", the traditional conference for high school students. Around 50 young people and other stakeholders spent the whole weekend debating and sharing experience about various forms of active citizenship and participation – the main theme of this year's edition. The conference was divided into 7 workshops carried out by student activists, experienced journalists and other change makers from NGOs. One evening provided space for living libraries where students could choose from a wide selection of "human books", i.e. activists in the field of volunteering, politics and environment.

Last but not least, throughout the year Eurodesk Czech Republic took part in 6 information fairs for students and/or young people: Gaudeamus Prague and Brno, Europe Day, Colours of Ostrava, NGO market and VET Fest organised by the NA as part of the VET Skills Week.

DENMARK

NATIONAL OFFICE: COPENHAGEN □
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EURODESK DENMARK TOGETHER WITH THE REST OF THE DANISH NATIONAL AGENCY MOVED TO ITS NEW OFFICE IN THE SCENIC SEAFARING CITY OF SVENDBORG LOCATED ON FUNEN ON 1 FEBRUARY 2019 AFTER THE ANNOUNCEMENT OF THE RELOCATION OF THE AGENCY IN JANUARY 2018.

Due to limited human resources in 2019, Eurodesk Denmark focused their efforts on online communication activities in order to convey information about opportunities in Europe and about EU programmes to inspire young people to mobility and partaking. During the year, they carried out two social media campaigns in collaboration with the Danish Europass center and they also informed about the European Youth Week in cooperation with the Danish NA of Erasmus+ and the European Solidarity Corps.

At the end of the year, Eurodesk Denmark once again organised an event together with the Youth Unit at the NA about the European Solidarity Corps. The event took place in Copenhagen and they were pleased to meet 50 enthusiastic participants, whereas many were young people from high schools. At the event, they gave a presentation about their national Eurodesk website, Grib Verden, and the EYP. Their aim was to raise awareness about the opportunities offered to young people and encourage more Danish youth to participate in the programme.



ESTONIA

NATIONAL OFFICE: TALLINN □
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2019 MARKED THE FIRST YEAR OF AN ACTIVE NETWORK OF MULTIPLIERS IN ESTONIA. 10 ORGANISATIONS FROM AROUND THE COUNTRY JOINED AFTER THE FIRST OPEN CALL. EURODESK IS REPRESENTED IN 10 COUNTIES OUT OF 15.

The network had two training meetings and one webinar to prepare for the Time to Move campaign. After the spring training where the new members shared contacts, studied the programmes and developed their presenting skills, everybody started organising activities in local communities. The multipliers achieved a great reach with the given tools and trust. Besides traditional methods like info fairs and school visits, some very interesting and innovative formats were made up.

Summer was especially busy. Street café festivals are popular in Estonia therefore multipliers in Viljandi and Maidla organised together with ESC volunteers' cultural cafes, prepared food from home countries and introduced their background. Meanwhile in Jõgeva, city games and trivia was part of the town festival and in Põlva county they brought the information directly to young people – to the beach! A multiplier from Narva contributed to a European Solidarity Corps solidarity project called Narvamus – peer to peer youth magazine. The publication consists of articles in Estonian, Russian and English to be accessible to a diverse audience. Another worthy initiative is a podcast by Ida-Viru youngsters that is self-driven and features different project experiences from Erasmus+, ESC and other youth participation topics.

Among other information activities, the bigger campaigns were European Youth Week 2019 and Time to Move 2019. October and in general autumn require more indoor activities and during Time to Move the card game and giant youth info Jenga were the most popular.

The Eurodesk and the Europeers networks have been working hand in hand, attending trainings together and supporting each other info activities locally. This year 4 new Europeers joined the network and joint activities are planned with ESC alumni.



In 2019, Eurodesk Estonia continued representing international youth info in the national youth info working group initiated by the Estonian Youth Work Centre. The working group meets 4 times a year and brings together all umbrella organisations in the youth work field. The tools and events produced by this working group have visibly increased the youth info fame. One channel for this is a youth info podcast and one episode hosted also the international opportunities topic with Eurodesk as guests. For youth work seminars they prepared an animated video introducing the Estonian network and its services.

At the end of year, Eurodesk Estonia carried out a survey to measure members satisfaction with the network, with gained knowledge and tools and additional needs. General satisfaction was very high, most partners wish to continue the collaboration. The network wrapped up the year with a second training meeting and the recognition of achievements was one part of it - 4 nominations to the most diligent, passionate, youthful and creative were made. Besides the praise, the meeting was used to plan together the upcoming year based on the experiences and lessons from past.

FINLAND

NATIONAL OFFICE: HELSINKI □
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THE OVERALL AIM OF EURODESK FINLAND IS TO ENSURE THAT YOUNG PEOPLE AND YOUTH INFORMATION, COUNSELLING AND GUIDANCE PROFESSIONALS HAVE ACCESS TO INFORMATION RELATED TO EU MOBILITY AND PARTICIPATION OPPORTUNITIES.



In the heart of Eurodesk's communication were the following themes: European Youth Week, #DiscoverEU, European parliament elections, and most importantly, the European Solidarity Corps initiative.

Eurodesk activities were planned and synchronised with information activities of the National Agency for Erasmus+ Youth in Action and the European Solidarity Corps.

Other synergies were built with the national Maailmalle.net information service, Euroguidance, Europass, EC Representation in Finland, etc.

Eurodesk Finland was present in 7 public events targeting either young people or youth work professionals.

Eurodesk Finland's main objective is to inform a maximum number of professionals working with young people about the international opportunities and their impact. To attain this objective, Eurodesk and its closest partners organised two seminars in different parts of Finland: one in Kouvola in April and another one in Jyväskylä in November. These two seminars attracted 64 professionals active in various services such as the job centres, youth information points, and educational institutions.

Eurodesk ambassador organisations received many opportunities to update their skills and knowledge. A group of six people took part in a study visit in Slovenia, and one person (Hanna Mettovaara, youth information officer from the city of Oulu) was sent to the Eurodesk Multipliers' Seminar in Brussels.

The One-stop Guidance Centres "Ohjaamo" being a fairly new and constantly developing service for young people, Eurodesk and Euroguidance decided to make a special effort to reach these services. In 2019, Eurodesk and Euroguidance developed, in cooperation with the One-stop Guidance Centre of the city of Lahti, a workshop with an accompanying guidebook "10 steps to help forward internationalism". The workshop was piloted in October during the "Ohjaamo Days". In 2020, Eurodesk and Euroguidance will continue with the dissemination of the guidebook.

Furthermore, Eurodesk aims at strengthening the cooperation with its key ambassadors, i.e. organisations who have more thorough knowledge about the EU mobility programmes and thus, can act as support organisations for young people. At the end of the year, Eurodesk had two planning meetings with the identified key ambassadors. The Finnish youth centres and the national network of international voluntarism form the foundation of this group.

In August, Finland had the chance to host a #DiscoverEU meet-up organised by the European Commission.

Eurodesk Finland was also active in developing EU programme communication in international and national working groups.

The Finnish staff members continued developing their competences in relevant areas. The national coordinator Hilma Ruokolainen took part in a master class for societal impact which was a long-term training course for civil servants. Anna Kovács, the part-time Eurodesk colleague, familiarised herself with the international EuroPeer cooperation and took part in a study visit.

FRANCE

NATIONAL OFFICE: PARIS □
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THE KEYWORDS FOR EURODESK FRANCE IN 2019 WERE: MOBILITY PROMOTION, RELEVANT CONTENTS, EXPERT MULTIPLIERS, EUROPEAN COMMITMENT AND DYNAMIC PARTNERSHIPS.

Promotion of European and international mobility programmes for young people

The Eurodesk France network of 136 multipliers helped more than 121 416 young people find a way to make their mobility projects concrete by making connections between their own projects and all European and international mobility opportunities. They organised more than 2012 events nationwide, including during the Time to Move campaign (68 events in France) and the European Youth Week. The network also celebrated the #erasmusdays launched by the French Erasmus+ Agency for Education and Training. Actions to promote mobility schemes, whether face-to-face or distance, individual or collective, in situ or off-site, meet the varied and changing needs of young people.

Relevant contents aimed at young people and those who work with them

To raise awareness on the European elections, Eurodesk France launched a campaign on social networks which highlighted the rights acquired through the European Union, European citizenship and elections, as well as mobility programmes aimed at young people. Their new series of Euroclasses which cover these topics proved effective ways of helping young people make a link between the EU and the opportunities it offers them to be mobile in Europe and internationally. Eurodesk information tools and promotional actions have not only highlighted the value of European and international mobility programmes, but also European citizenship, with a view to provide young people with the necessary resources to become active citizens inspired by the values and identity of the European Union.

Eurodesk France also intensified communication on DiscoverEU for each call for applications.

The mobility of young people with disabilities was the subject of special attention, with the publication of a dedicated brochure and a specific session during the national Eurodesk seminar, in cooperation with the French Erasmus+ Agency for Youth and Sports.

Capacity building of the local multipliers

Cohesion, networking dynamics and enhanced cooperation were the driving forces throughout the year. The French network's mission is to help each young person make a link between his/her situation and personal projects with European mobility schemes. With a view to reinforce the network's expertise, Eurodesk France organised two big national events, a seminar and a colloquy, as part of a strategy to strengthen and diversify the knowledge and know-how of multipliers, all of whom are Youth information professionals who are active at regional and local level, including Overseas.

The national office also published a new label handbook for their multipliers which explains in a concrete way how Eurodesk works in France and provided them with the Euroclasses module in French in order to help them moderate their own sessions.

Commitment at European level

An active member of the Eurodesk Executive Committee, Eurodesk France reinforced its support at European level in 2019.

Eurodesk Bordeaux represented the French Eurodesk network at the 2019 Eurodesk Multipliers Seminar.

Boost on partnerships with key stakeholders

At national, regional and local level, cooperation with European and international mobility stakeholders were strengthened through partnerships and joint actions, in particular with the Erasmus+ agencies (joint stand for Europe Day, #erasmusdays events, European Youth Week), Euroguidance, ESN, Europe Direct, Houses of Europe, Franco-German Youth Office, youth organisations, the European Youth Parliament, PVTistes, Sorbonne University, Education internationale Québec Métiers d'avenir, all members of the regional committees for young people's international mobility.

GERMANY

NATIONAL OFFICE: BONN □
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2019 WAS A YEAR OF GAMIFICATION AT EURODESK GERMANY.



On information fairs or other public events Eurodesk Germany Multipliers are in constant competition with other organisations to get the attention of young people. It has been also noted that during formal and non-formal training sessions, it is getting more difficult to keep up the interest of the participants. For this reason, Eurodesk Germany produced several interactive games and tools in 2019 for face-to-face information activities and trainings.

A photo quiz was developed with the aim to wake young peoples' interest on fair stands. The quiz contains 90 pictures of well-known touristic attractions and beautiful secret landscapes. The quiz can be divided into 3 categories: easy, difficult and hard to identify. Each young person receives 1 picture of each category. The 3 pictures need to be identified by people passing by the Eurodesk stand. The main aim of the quiz is to get into conversation with the people passing by and inform them about mobility possibilities in Europe. All Eurodesk multipliers in Germany received a copy of the photo quiz box for fairs and information activities.

Another gamification example is the development of a portable Eurodesk escape room. Eight secret boxes in one big suitcase give up to 12 people the chance to work on puzzles, and solve different questions connected to youth mobility opportunities. The escape room can be used for a group of youngsters solving all secrets in 45 to 90 minutes. The escape room can also be used at a fair to attract youngsters to solve a quick puzzle. Eurodesk Germany produced two escape room suitcases that can be borrowed by external organisations and additionally 20 Eurodesk multipliers in Germany copied the system and created their own Eurodesk escape room to use it regularly at the regional and local level.

The gamification of youth information activities is getting more important to reach the target group and to advert their services in the daily competition with other commercial or non-commercial services.

GREECE

NATIONAL OFFICE: ATHENS □
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DURING THE YEAR, EURODESK GREECE CONDUCTED ONLINE SURVEYS TO GATHER INFORMATION ON YOUNG PEOPLE/BENEFICIARIES NEEDS AND INTERESTS, RECOMMENDATIONS ON HOW TO IMPROVE THE PROGRAMME IMPLEMENTATION.

Eurodesk Greece participated in two information days for newcomers at the National Agency, which was open for young people, youth workers, youth organisations, institutions etc. Another two information days were organised at municipalities level at the periphery of Greece, in cooperation with municipalities that take part in the 'Europe Goes Local'.

During the year, Eurodesk Greece continuously worked on answering questions asked via the European Youth Portal, via the Eurodesk national e-mailing, the communication channels, the social media and the briefings in person on a free of charge basis.

As its main mission, Eurodesk Greece ensured and provided quality information on mobility opportunities and encouraged young people to get involved and participate in policy making procedures. News, events and activities were uploaded to the European Youth Portal regarding these topics.

Eurodesk Greece promoted the European Youth Week campaign in collaboration with the Erasmus+ Youth by organising and supporting events all over Greece and co-hosting a debate before the European Parliament elections in collaboration with a multiplier. The Greek Eurodesk network also participated in the Time to Move campaign and informed young people about the Discover EU initiative.



HUNGARY

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Our network of multipliers

In 2019, Eurodesk Hungary worked with a network of 32 local multipliers, including 7 regional coordinators. There were some changes during the year, and they welcomed new members to the Hungarian Eurodesk family. Eurodesk partner organisations reached approximately 10.000 young people directly through their offline mobility information services in 2019. To make it easier for newcomers to get familiar with Eurodesk services, the national coordination organised webinars for them via Zoom. Participants found these online occasions very helpful and welcoming.

Training of multipliers

The national coordination of the Hungarian network organised two network meetings in 2019. The Spring National Network Meeting usually focuses on information updates: colleagues of the National Agency and other external experts give lectures to multipliers to update them on current issues and topics. The Autumn National Network Meeting on the other hand is mainly about learning: Eurodesk Hungary continued the implementation of the Eurodesk Qualifying Training Programme with Module 4 (storytelling and social videos). The feedback was positive: All 33 participants found Module 4 useful and interesting.

Information campaigns and projects

The main activity of Eurodesk multipliers working at local level is providing information to young people. Besides their general services of a permanent information desk and sessions/lectures, Eurodesk multipliers implement regional network projects supported and coordinated by Eurodesk national coordination. From April to June, Eurodesk partner organisations held one-day information sessions (31 events) on mobility opportunities and particularly on the Erasmus+ Programme and European Solidarity Corps, reaching 534 young people.

During the European Youth Week, Eurodesk multipliers organised 61 events, which reached more than 6000 young people. In October every Hungarian Eurodesk multiplier decided to organise outreach information activities under the flag of the Time to Move campaign. The result is 80 events reaching 6250 young people which means that 2019 was the most successful Time to Move campaign ever in Hungary. The Eurodesk national coordination provided funding, promotional materials, tools and national PR and communication to support the project and to disseminate its results and its values.

International activities

In 2019, several multipliers took part in international Eurodesk activities. One multiplier was trained in European Project Design in Italy, and two other Eurodesk multipliers took part in the Multipliers Seminar in Brussels. Eurodesk Hungary was very proud that one of their multipliers (Együtttható Egyesület) won the Eurodesk Awards in the Solidarity Action category for the second time.

The European Youth Portal (EYP)

Eurodesk Hungary researches, creates and maintains content to populate country pages of the EYP in accordance with the requirements of the EYP Editorial Guidelines. The editorial team of the European Youth Portal includes 1 colleague from the Eurodesk national coordination and 2 subcontracted external editors. Generally, 8-10 young journalists contribute actively to the Portal. In 2019, Eurodesk Hungary published 184 items to the European Youth Portal, 127 of which were original articles written by young journalists.

Promotional materials

In 2019, Eurodesk Hungary updated their leaflet on Eurodesk services targeting young people. They used the Eurodesk Brand Book and received a lot of positive feedback on the new design. The Hungarian network worked on improving visibility – new promotional materials, gadgets and banners were produced, and these tools made the overall appearance of Eurodesk more coherent, fresh and youth-friendly.

Partnerships

Eurodesk Hungary has close cooperation with other EU networks, especially with EURES, Euroguidance, Europass and Europe Direct. Eurodesk regularly cooperates with the representation of the European Commission and the Information Office of the European Parliament. The cooperation has different levels and objectives (joint presence at fairs/events, supporting each other's trainings and network meetings with content, workshops and lectures, organising joint events and distributing promotional materials together. In 2019 the partner networks organised a joint thematic day called „Navigator”, where Eurodesk services were presented to stakeholders and experts working with young people and an interactive workshop were dedicated to introducing the Time to Move Card Game.

ICELAND

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MOST OF THE PRESENTATIONS OF INTERNATIONAL MOBILITY OPPORTUNITIES WERE DELIVERED TO HIGH SCHOOL STUDENTS ALL OVER ICELAND. THE TARGET GROUPS IN THE HIGH SCHOOLS WERE GRADUATING STUDENTS WHERE ON AVERAGE 50 STUDENTS ATTENDED EACH PRESENTATION IN THE 20 HIGH SCHOOLS THAT WERE VISITED. THAT IS APPROXIMATELY 1000 YOUNG PEOPLE THAT EURODESK ICELAND REACHED IN A FACE-TO-FACE SETTING.

Eurodesk in Iceland cooperated with the Study Abroad Centre and Europass continued to promote volunteering, studies abroad, youth exchanges, entrepreneurship, internship and more.

Eurodesk Iceland attended Career day (Framadagar) and mobility fairs related to European Mobility days and International days (Alþjóðadagar) of two of the universities in Iceland. During these events young people and students met with representatives of the European programmes and were informed about the mobility opportunities. Each event attracted around 450 participants that actively interacted with representatives of Eurodesk, Erasmus+ and European Solidarity Corps. Eurodesk Iceland was also present during a career fair for 14 -16 year olds (Mín framtíð - My future) where 4500 young people attended. During this event the Eurodesk coordinator in Iceland took a selfie with the president but sadly, it turned out to be a bit out of focus.

Eurodesk Iceland brought five young people to participate in the European Youth Week in Brussels as well as overseeing 9 events throughout the country during the week. There were also 6 events in October during the Time to Move campaign where they reached around 200 young people offline and presented to them the possibilities within the programmes and the Eurodesk Opportunity Finder.

Eurodesk Iceland has also taken part in Samfés - Youth Work Iceland's workshop convention and staff days which are annual events held in January and September each year. This year Eurodesk Iceland had an open meeting on both events and held workshops afterwards on the opportunities available for young people and youth workers through the programmes.



IRELAND

NATIONAL OFFICE: DUBLIN □
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2019 WAS A VERY BUSY AND EXCITING YEAR FOR EURODESK IRELAND!

Eurodesk multipliers organised and ran many interesting and innovative events and activities at regional and local level. At the same time, they had an opportunity to upskill themselves and receive training in the area of European mobility information and Eurodesk tools.

In January, Eurodesk multipliers received up-to-date information on Studying and Traineeships abroad within the Erasmus+ programme provided by Mary May from the Higher Education Authority.

After an inspiring meeting with the European Parliament Liaison Office in Dublin, Eurodesk Ireland designed a special survey for young people: 'European Parliament Elections: What do *you* think?'. Nearly 70 young people participated in the survey. The results clearly showed that young people are very interested in European issues, opportunities and programmes; and that they are strongly convinced that their voices and active participation in civic life are important for their future.

In May, Eurodesk network members in cooperation with the Léargas Client Services team organised several European Youth Week events. These were attended by 128 young people across Ireland in Naas, Killarney, Letterkenny and Tipperary. Events included an EU treasure hunt; a 'Taste of Europe' quiz; European food and dances evening; 'Democracy and me' events; and mock European Parliament elections, preparing young people to register for elections and decide on the issues that matter most to them.

In October, Eurodesk multipliers ran 'Time to Move' information and networking events, and debates and workshops on European mobility opportunities and programmes. These were attended by close to 800 young people in Dublin, Sligo, Tipperary, Galway, Waterford, Letterkenny, Naas, Limerick and Ennis. Activities included European quizzes; talks on European programmes such as Erasmus+ and the European Solidarity Corps with ex-volunteers and ex-students who had been abroad or came to Ireland from other countries; information marketplaces; a photography exhibition prepared by an ex-volunteer; a meeting with an MEP; and even a simulated airport in a youth centre!

Activities for both campaigns were planned and prepared during five network meetings. These took place between January and November. During these meetings Eurodesk multipliers were also offered information and training sessions on European programmes and Eurodesk tools.

In June, Eurodesk national coordinator, Wawrzek Pater from Eurodesk Poland provided a training session on Euroclasses including the Euro-Volunteering and Euro-Participation modules. Both were very welcome by Eurodesk multipliers, who were then able to use them during the Time to Move campaign.

In November, Gheorghe Kraszuk from the Eurodesk Brussels Link office provided a training session on the new Eurodesk intranet, GSuite. This was to encourage Eurodesk Ireland network members to use this tool to communicate with colleagues from other countries.

Finally, cooperation partners, EURES, Europass and Euroguidance offered presentations and information to Eurodesk multipliers on current European and national mobility programmes and initiatives available to young people from Ireland, as well as the new Europass tool.

To celebrate the achievements and the great involvement of the fantastic local multipliers, Eurodesk Ireland shared a special Eurodesk cake at their final network meeting in November, at which they also started planning further events and initiatives for 2020.



ITALY

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ONE OF THEIR BIGGEST HIGHLIGHTS IN 2019 FOR EURODESK ITALY WAS THE ORGANISATION OF THE EUROPEAN LEARNING BY LEAVING CONFERENCE, – A JOINT CONFERENCE FOR EUROPEAN MOBILITY NETWORKS HELD IN CAGLIARI, FROM 7 TO 9 OCTOBER 2019. A TOTAL 105 PARTICIPANTS FROM 31 COUNTRIES CAME TOGETHER REPRESENTING FOUR EUROPEAN NETWORKS - EUROGUIDANCE, EURODESK, EUROPASS AND EURES.

Network activities

The Eurodesk Italy network in 2019 consisted of 84 multipliers acting at local level in different contexts: from big cities to rural areas. Eurodesk Italy supported and motivated their multipliers providing them with promotional materials about opportunities, online tools, and webinars. 11 training webinars for multipliers (lasting an hour and a half) were organised during the year with the aim of ensuring a high-quality level of information and training their multipliers on counselling both young people and organisations with updated information. The average webinar attendance rate was around 30 people each.

In 2019 there were 290 Italian Eurodesk events (115 during Time to Move), reaching almost 54,000 young people.

Eurodesk Italy continued to work closely with the 3 Erasmus+ Italian Agencies in promoting Erasmus+ and EU Solidarity Corps programs: 24 E+/ESC Training Days were organised throughout the country with the collaboration of their multipliers.

As every year, Eurodesk Italy organised one National Network Meeting in October with the aim of: evaluating the impact of their work and their networking, meeting the representatives of E+ National Agencies, and, last but not least, strengthening (and building) interpersonal connections, one of the main features of their network. During the meeting, which was held in Vicenza, they also had the opportunity to test new tools and creative activities to reach young people, such as Kahoot, Time to Move Card Game, etc.

Concerning the Eurodesk Awards 2019: 6 Italian projects were submitted and one Italian multiplier (Eurodesk Centre of the Region of Sardinia) was awarded under

the Active Citizenship category for the project EYA - EUROPEAN YOUTH AJÒ. Concurrently, they launched the 3rd edition of the Italian National Eurodesk Prize and three projects were awarded during the National Network Meeting of Vicenza.

Online activities

Last year Eurodesk Italy answered over 2241 enquiries coming from the Eurodesk Intranet, EYP, eurodesk.it, portaledeigiovani.it. Special efforts have been made to answer enquiries related to the DiscoverEU initiative: in 2019 Italy has been the most active country in terms of applications (36.670), which meant answering to over one thousand e-mails from 18-year-old young people, asking for information and support.

In March 2019, Eurodesk Italy's national website has been improved and restyled! Around 1.000 articles have been published during 2019 on the web sites www.eurodesk.it and portaledeigiovani.it. The Eurodesk Italy Newsletter was sent to 42.376 subscribers, and the Portale dei Giovani Newsletter to 8.980 subscribers.

Eurodesk Italy's social media presence continued to grow in 2019. The Facebook Pages of Eurodesk Italy and Portale dei Giovani (Italian Youth Portal) reached, respectively, 13.205 likes and 9.771 likes; their Twitter followers rose to 3.556. Eurodesk Italy strengthened their presence on Instagram, reaching 1.300 followers. They continued to use Telegram to share mobility opportunities through a channel called Eurodesk Daily News, reaching 1.711 subscribers in 2019. They continued with the online publication of Dodo Magazine, the only publication in Italy focused on youth policies and aimed at informing stakeholders active in the youth field. In 2019, Eurodesk Italy produced 4 issues and the number of subscribers rose to 3800.

LATVIA

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THE MAIN GOAL OF EURODESK LATVIA IN 2019 WAS TO REACH MORE YOUNGSTERS OFFLINE AND ONLINE. THEREFORE, TO ENSURE WIDER DISSEMINATION OF YOUTH TARGET INFORMATION, EURODESK LATVIA BECAME MORE VISIBLE ON SOCIAL MEDIA AND TOOK A PART IN DIFFERENT YOUTH EVENTS ACROSS LATVIA.

In 2019, the Latvian network included 22 Eurodesk multipliers. To increase the quality of information provided by multipliers and to create new ideas for youth information events, two trainings were organised.

To raise awareness about youth opportunities in Europe, Eurodesk Latvia, together with multipliers organised and contributed to 120 trainings or events with more than 5400 participants through the year. In these events multipliers promoted the European Union, Erasmus+, European Solidarity Corps and the European Youth Portal.

During the European Youth Week multipliers organised 29 events. A documentary movie about volunteering "Last Fisherman" by James Stier was screened 16 times in different towns and villages during the Week and after.

During the Time to Move campaign in October, Eurodesk Latvia organised 17 different types of activities. Some of the titles were: "Human Library"; "Time to Vlog", "Eurodesk Talk show", "Time to Move = Time to Golf", and "Letter to Europe" where a youngster from a town in Latvia exchanged letters with youngsters from Spain.

Eurodesk Latvia also took part in one of the biggest festivals for young people the "ZZ Festival" and the national conversation festival "Lampa". At the youth festivals in Daugavpils and in the Youth Capital of Latvia (Ikskile) mobility opportunities and the Youth Goals were promoted.



LIECHTENSTEIN

NATIONAL OFFICE: SCHAAN □
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IN 2019 EURODESK LIECHTENSTEIN HAD THREE HIGHLIGHTED EVENTS CALLED “STAATSFEIERTAG” ON 15 AUGUST, “NEXT STEP” ON 13-14 SEPTEMBER AND “AB INS AUSLAND” ON 4 OCTOBER.



Their first event “Staatsfeiertag” is a yearly event for the whole population of Liechtenstein and is held in the heart of the capital Vaduz. It is a good opportunity to catch young people on their summer holidays to talk to them and give an idea about the possibilities outside of Liechtenstein.

Their second event “Next Step” has the format of a convention. Different providers give information to the public about schools, universities, gap years, apprenticeships and different professions. In cooperation with the national agency Eurodesk Liechtenstein represented the services of Eurodesk and volunteering opportunities. With “Next Step 2019” they reached about 200 young people and arranged a competition where young people had to answer questions about the youth information centre and its offers.

Their third event “Ab ins Ausland” is a yearly event for young people in their youth information centre, aha - Tipps & Infos für junge Leute. Different organisations from Liechtenstein that provide great opportunities were also invited. In 2019, they had an organisation that focused on young people in the middle of their apprenticeship or right after. Their guests received information about special programmes to boost their experience in the job market. Other organisations provided information about gap years, high schools years abroad, language stays in different countries in Europe and further. Another organisation introduced development services. The National Agency promoted volunteering programmes. The participation of volunteers who are doing a project in Liechtenstein helped to bring people closer to the opportunities. Eurodesk Liechtenstein welcomed around 30 young people and helped them with their own perspectives in life.

LITHUANIA

NATIONAL OFFICE: VILNIUS □
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EURODESK LITHUANIA BASED ON ITS WORK PROGRAMME CONTINUED TO ACHIEVE THE AIM TO MAKE INFORMATION ON LEARNING MOBILITY COMPREHENSIVE AND ACCESSIBLE TO YOUNG PEOPLE AND THOSE WHO WORK WITH THEM – MULTIPLIERS.



Focus on multipliers

At the end of 2019, after reviewing the network to ensure an equal contribution to the network among all partners, Eurodesk Lithuania had 32 multipliers. 2 trainings were carried out for the multipliers' and volunteers' network on topics covering participation of young people (Erasmus+, European Solidarity Corps, DiscoverEU and other EU programmes), EU Youth Strategy. Besides this, the national coordinator encouraged and supported multipliers to organise activities related to European Youth Week 2019 and the Time to Move campaign.

To strengthen the multipliers network, Eurodesk Lithuania maintained a network of 30 volunteers based on the peer-to-peer method. Improving volunteers' skills was particularly important, so Eurodesk Lithuania used a programme based on the Eurodesk Competence Framework and the Open badges system. The main activities of volunteers were informational events on mobility opportunities at school and local events.

Different communication channels

One of the most stable and popular sources of information is the Eurodesk Lithuania national portal that had 487 045 pageviews.

The content of the European Youth Portal (EYP) was continuously created, according to the requirements of the EYP Editorial Guidelines. Eurodesk Lithuania participated in network activities to review the operations of the EYP, monitor its use, gather user feedback and develop ideas to improve the portal.

2339 enquiries coming from young people were answered during 2019.

Eurodesk Lithuania strengthened its young journalists network with 17 young journalists. A digital evaluation system based on Open Badges helped to increase the motivation and the visibility of the journalists. They could also follow the skills they gained in the system. During the year, Eurodesk Lithuania organised a training and a study visit to the national media agency for the journalists.

Cooperation with other networks

During 2019, Eurodesk stayed in close partnership with the Erasmus Student Network, ERYICA network, and other European networks based in Lithuania.

LUXEMBOURG

NATIONAL OFFICE: LUXEMBOURG □

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2019 WAS A VERY FRUITFUL YEAR FOR EURODESK LUXEMBOURG.

They managed to expand their network by creating a 2nd multiplier in the north of the country so now there is a Eurodesk advisor in the south, north and the centre of Luxembourg. The national coordinator kept the multipliers updated on mobility opportunities through their annual training.

With the objective to be present where young people are, Eurodesk Luxembourg participated in the national student fair and several job fairs where they presented EU mobility programmes. Using their educational games, they managed to attract more young people than before. In the Eurodesk Luxembourg team those who already took part in a mobility projects before, shared their experiences with their peers.

Presentations were held in schools during "European days". Parents were also welcomed in these activities. A special information afternoon was held for the parents who wanted information and guidance on opportunities abroad.

The publication "Partir à l'étranger" became available in French and German languages with the purpose to reach more young people.

During the European Youth Week, Eurodesk Luxembourg organised an intergenerational event together with their multiplier. The title of the event was "Share your story about Europe when you were 20 years old". Young and less young people had the opportunity to listen to stories about Europe 30-40-50 years ago.



MALTA

NATIONAL OFFICE: SANTA VENERA □

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THE MALTESE NETWORK STRIVES IN IMPROVING ITS SERVICES AND IN REACHING YOUNG PEOPLE DERIVING FROM DIFFERENT WALKS OF LIFE. MOREOVER, IT PROVIDES SUPPORT TO YOUTH ORGANISATIONS BY PROVIDING TRAINING IN DIFFERENT AREAS.



Throughout the year, Eurodesk Malta organised 13 events and collaborated with other youth entities and educational institutions, in various events making sure that young people are granted reliable information and get more familiar with Eurodesk. The overall number of young people reached is that of 10,500.

Eurodesk Malta, developed two campaigns, 'Ahoy, all aboard!' and 'Mind the Gap'. The campaigns featured the European Union, Erasmus+, Eurodesk, European Youth Portal and the Eurodesk Opportunity Finder. The campaigns which promoted learning mobility allowed young people to explore different sites around Malta out at sea and by touring around Malta on a particular train whilst having them engaged in different workshops in collaboration with EUPA which allowed them to explore the utility of tools Eurodesk provides.

One particular highlight for 2019, was the development of a video produced by 9 young people who attend a project 'Youth.Inc' run by Agenzija Zghazagh. Youth.Inc addresses NEET young people. Together with a youth worker and a media tutor the young people produced an audio-visual production featuring reasons why young people should come to Malta. The production of this video allowed the young people and viewers to familiarise with Eurodesk, attain news skills in film making and editing, build a story board and film it. Moreover, it allowed them to work as a team and grow interest in learning mobility opportunities.

NETHERLANDS

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2019 WAS A GOOD YEAR FOR THE EURODESK NETHERLANDS WITH MANY HIGHLIGHTS.

New enthusiastic colleagues joined their team, they joined Time to Move for the first time, hosted the international Network Meeting for EuroPeers and continued informing and inspiring lots of young people.

They visited more schools and fairs than ever – reaching from the more traditional “what to do next”-information fairs to specific European Elections get-togethers. This way, they got to talk to a broad variety of young people. At the biggest fair, the Go Abroad Fair/BuitenlandBeurs, the Eurodesk stand got lots of attention thanks to being so colourful and really popping out compared to the others. The cheerful postcards and newly developed GO Europe guide helped a lot with this.

The GO Europe guide, their information guide, has been completely updated, with up-to-date information, new photos and illustrations and of course new stories from young people abroad. The guide is split up in the same five themes as on their website: volunteering, school/study, (holiday) jobs, youth exchanges, language courses.

The Storytelling & Storyweaving training in cooperation with Flanders happened for the second year and, once again, was a big success. During two international weekends about 20 young people were trained in listening to and sharing their own stories, writing them down and making them suitable to spread amongst peers. The workshops in the second training weekend focused on podcast, writing and video/photo.

Around the European Elections, next to going to the “Voting fairs” at different schools, Eurodesk Netherlands also focused on the topic both online and offline. During the European Youth Week, they hosted an event called ‘Laat je stem horen!’ (“Let your voice be heard!”), where participants got a workshop in spoken word, on the topic of Democracy & Me. They also made a Europe Pub Quiz that was played both in this event and at different local ESN get-togethers, to raise awareness for both the elections and European opportunities in general.



Eurodesk worked together with influencers for the first time: a young actress and her friend went to travel around Europe by train, visiting different kinds of projects on the way. They visited two Dutch volunteers abroad (in Italy and Croatia) and experienced parts of a youth exchange in Belgium. On the way, they shared their experiences through Instagram (posts and stories).

Another highlight was the video made in cooperation with Chase about the youth exchange of STAN. Of course, their EuroPeers network of young peers is still going strong, making it possible for a small Eurodesk country to still reach out to more and more young people.

NORTH MACEDONIA

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Eurodesk North Macedonia participated in both network meetings and General Assembly that took place in Vilnius, Latvia and Bergen, Norway. At the meetings, experiences among national partners were exchanged, information updated in correlation with the European Commission and Eurodesk Centers. Best practices were inspired by countries as well as novelties within Eurodesk such as electing a new board, new webpage and transferring to a new intranet network. Among other issues and topics, the future of the European Youth Portal was discussed and the plans on celebrating Eurodesk 30th Anniversary.

In cooperation with the local multiplier network, the Time to Move campaign was successfully implemented. Like every year, the NA organised a cross race on October 12 on the day of the Erasmus+ European Education, Training, Youth and Sports Programme. At this event, students from primary and secondary schools, from higher education and adults participated.

NORWAY

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Eurodesk Norway carried out 29 information events throughout the year. They organised two national seminars for multipliers, the first in May in Kongsberg and the second in Stavanger in December. The multipliers were happy to see how other offices work and to exchange ideas and experiences.

Eurodesk Norway organised the Autumn Eurodesk Network Meeting in September. The seminar was held in Bergen, in cooperation with the umbrella organisation for youth organisations in the west of Norway Ungvest, Eurodesk Brussels Link and CIOST. The seminar received great feedback from the participants.

Currently 6 regional offices are accredited as supporting organisations, and in addition to those they cooperate with 10 more offices from different counties in Norway. Eurodesk also works together with two special schools and one organisation that helps in providing work to people with mental health challenges.

To support this growing network of new multipliers demands a regular flow of information. Eurodesk has developed a newsletter aimed at organisations and institutions. The newsletter contains relevant articles and research on the topic, relevant SALTO courses on inclusion projects within the Solidarity Corps, and vacant placements for volunteers/possibilities for cooperation with hosting organisations that work specifically with this target group. Currently this newsletter is sent out to 76 youth advisors at least once a month.

Eurodesk continues to reach out to different sectors within The Norwegian Welfare Administration in order to encourage, support and guide those who wants to send young people with fewer opportunities on inclusion volunteering projects abroad. Together with the Norwegian Network for Mobility and Rogaland County Council, Eurodesk Norway organised a one-day seminar on the 31st of October, with the theme "abroad for all". The Norwegian Welfare Administration (NAV) from Aust-Agder county presented their experiences and great results with sending young people with fewer opportunities on volunteering inclusion projects abroad.

The Time to Move campaign was carried out in cooperation with 5 multipliers, 2 from the youth information network and 3 from the welfare administration. Together they organised 17 events and reached 498 people offline (and many more online).

Eurodesk published 9 articles on the European Youth Portal, all of them written by young people about their experience with international projects. The Eurodesk journalists have now a young coordinator that guides and assists the journalists in the process of writing and publishing their articles. She is both a Eurodesk journalist and a EuroPeer herself and works voluntarily for the network. This will allow them to reach out to more young people and produce more texts.

The EuroPeers network is expanding. The youngsters have participated in 21 information activities in different parts of Norway. In addition to this, 5 EuroPeers have been interviewed by the organisation Norsensus mediaforum, and 5 short films have been produced where they tell their EVS/Solidarity Corps story.

Eurodesk Norway also has an experienced EuroPeer that voluntarily coordinates and supports the other EuroPeers and helps in organising the network. With her support, the network can continue growing and giving opportunities to more young people.



POLAND

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WHY IS EURODESK POLAND ONE OF THE MOST WIDELY RECOGNISED INFORMATION NETWORKS IN THE COUNTRY?

Because it issues quality publications and innovative games. Because it answers thousands of enquiries and delivers hundreds of workshops. Because thousands of people participate in its events and receive its newsletters. Because hundreds of thousands follow Eurodesk Poland on social media.

Offline activities

In 2019, the Eurodesk Poland National Office along with its network of multipliers reached directly over 40 000 people. This figure includes 7196 participants of 365 Eurodesk Poland Euroclasses. Two (out of seven) new modules were implemented in 2019: "Europarticipation" and "European Solidarity Corps". In addition, two board and card games were created and delivered: "Time to Move" and "Euroopportunities". The latter was promoted with a short video: <https://youtu.be/fqqnhOjSHp8>.

Eurodesk Poland was present at numerous seminars, fairs and outdoor events organised all over Poland. The peak of network activities was the "Time to Move" campaign - 146 events for over 8000 people were organised in October. The staff of the National Office also actively participated in the European Youth Week running, inter alia, the Europarticipation and Eurovolunteering sessions on the double-decker bus driving along Warsaw streets.

Online activities

The eurodesk.pl website remained the most popular website managed by the Foundation for the Development of the Education System which hosts such programmes as Erasmus+, European Solidarity Corps and several other international mobility and education programmes. The website was visited by 405 233 unique users. The data base of funding programmes available on the website consists of over 500 records. The website content was further disseminated via 20 issues of the two newsletters subscribed by over 7000 users. The Polish section of the European Youth Portal Poland was powered with 196 contributions (62 articles, 80 news, 54 events).



The number of Eurodesk Poland Facebook fans increased to over 7000. 207 posts published on Eurodesk Poland Facebook reached over 425 000 users.

Enquiry answering

In 2019 Eurodesk Poland answered over 3500 enquiries and provided 700 consultations – in person, by phone and online. On top of that, the staff of the National Office answered over 400 questions related to DiscoverEU.

Publications

The National Office released a new publication: "International Volunteering for Youth" and four issues of its regular periodicals – the quarterly magazine "Europe for the Active" and "Your Eurodesk" newsletter. All publications were disseminated by Eurodesk Poland multipliers.

Networking

The Eurodesk Poland National Office organised seven events to support its network: The Annual Network Meeting and five training sessions for newcomers to the network; on delivering Eurodesk games, Europarticipation and European Solidarity Corps workshops; and on Erasmus+ Action 3 project management. On top of that Eurodesk Poland hosted a two-day international Euroclasses training for the multipliers from several European countries.

PORTUGAL

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EURODESK PORTUGAL HAD A VERY SPECIAL YEAR IN 2019.

The European Parliament Elections, in May, were the most important topic in the first six months.

Together with the Portuguese multipliers, partners, other European institutions and networks, Eurodesk Portugal was able to deliver a major national campaign for 1 month. Also celebrating under the same project was the European Youth Week, Europe Day, DiscoverEU and The European Elections, focused in delivering information for young people all around the country. 215 events and more than 23000 participants, 70+ partners and stakeholders and a massive presence in national media channels made this campaign a great success.

A special focus was on DiscoverEU campaigns that helped to connect with youngsters from 16 to 18 years old, promoting special campaigns and events to them. Time to Move 2019, with 60+ events delivered all around the country, was also a great opportunity to share opportunities, EU related information, the European Youth Portal and Eurodesk.

Portugal's strong national network was also able to implement the Competence Framework of Eurodesk Mobility Advisors pushing quality and continuous improvement to all the members of the network. 2019 is also the year that Eurodesk Portugal achieved the ISO 9001:2015 Quality Management Systems Certification for their national level.



ROMANIA

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THROUGHOUT 2019, EURODESK ROMANIA AND ITS NETWORK OF MULTIPLIERS ORGANISED INFORMATION SESSIONS TO INFORM YOUNG PEOPLE ABOUT DIFFERENT MOBILITY OPPORTUNITIES AND TO ENCOURAGE THEM TO THINK ABOUT GOING ABROAD. THE ERASMUS+ AND EUROPEAN SOLIDARITY CORPS PROGRAMMES, DISCOVEREU AND ALSO THE EUROPEAN YOUTH PORTAL WERE HIGHLIGHTED IN THESE SESSIONS.

Eurodesk Romania organised an annual network meeting and one training session on Euroclasses – volunteering and active citizenship with the aim to prepare the activities dedicated to the European Youth Week.

The two biggest campaigns that Eurodesk Romania participated in were the European Youth Week and Time to Move. During European Youth Week (EYW) that took place in Romania from 6 to 12 May 2019, Eurodesk Romania participated at the national umbrella event organised by the Romanian NA and highlighted the participation of young people in the decision-making process for policies that affect everyone. The Romanian National Agency in partnership with Eurodesk and together with the European Commission Representation in Romania and the Liaison office of the European Parliament in Romania organised the event RO.EU & Democracy which focused on the ways young people can influence political decisions and actively participate in the society.

As part of the 2019 EYW Eurodesk Romania and its network of multipliers organised Euro-Participation information session in order to raise awareness among young people about the opportunities resulting from membership of the European Union by showing the practicality of the EU freedom of movement, presenting the EU grants for mobility opportunities and getting acquainted with ways to channel youth voices to decision-makers. Eurodesk Romania promoted EYW on its Facebook page and together with the multipliers network organised 34 events with an overall number of participants of 2360 young people.



The Time to Move campaign in Romania specifically targeted young people from non-city environments, who do not usually have access to youth information and who would benefit from a mobility experience. More than 100 events were organised across the country in the framework of the campaign, reaching around 2800 young people. One participant from Romania was selected as winner of the category '13-19 years olds' on the Time to Move T-shirt Design Contest.

SERBIA

A NEW EURODESK COUNTRY

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A NEW MEMBER OF THE EURODESK FAMILY IS HERE! WHAT A GREAT YEAR IT HAS BEEN FOR FOUNDATION TEMPUS – IN 2019 IT BECAME A HOST ORGANISATION FOR THE EURODESK NATIONAL OFFICE IN SERBIA! AN OFFICIAL WARM WELCOME TO THE EURODESK FAMILY WAS GIVEN DURING THE GENERAL ASSEMBLY IN VILNIUS IN MARCH AND THUS THE NETWORK GOT ITS 36TH PARTICIPATING COUNTRY AND 38TH COORDINATING OFFICE.

Meet Eurodesk Serbia

Foundation Tempus is the organisation that supports the development of education in Serbia, mainly through managing and implementing European programmes, such as Erasmus+. It has an Information centre open to the public that offers all citizens (individuals and/or organisation representatives) information on education in Serbia and Europe. In 2019, the Info centre became the home of Eurodesk Serbia, which meant introducing fresh topics, new resources and offering additional and more specific support to youth and organisations dealing with youth.

2019 as a steppingstone

Eurodesk Serbia dedicated 2019 to the establishment of the office through getting familiar with the network itself and introducing the needed procedures and activities in its work. The office took part in its first ever network meeting in Lithuania. There was an active role in network level activities such as the Eurodesk Awards initiative and Time to Move campaign. The network of Eurodesk multipliers was established and properly presented the network and its valuable work in Serbia by developing information material and organising (or taking part) in the relevant events in the country.

Apart from creating information leaflets about the network and its resources and possibilities, Eurodesk Serbia is especially proud of synergies made with other European networks such as Euroguidance and Europass. Also, being presented to their users in their central publication, the 6th issue of Career and Mobility, a magazine style publication dedicated to the guidance community, especially the one working with students and youth.

During the first year of its existence, Eurodesk Serbia was presented to the great number of youth and youth organisation representatives. The information was provided to all relevant users directly in the Information centre (around 500 users), online and by phone (around 600 users in total) or in events and webinars organised in Info centre premises. It included four presentations and one webinar with Eurodesk as the central topic and five more presentations and four webinars where Eurodesk tools were one of the topics.

Apart from monthly activities in the Info centre, Eurodesk Serbia took part in 10 events for youth and students (eight education and scholarship fairs, fair of summer possibilities and a conference) in 5 different cities in Serbia, where the activities of the national office were presented to students and youth, as well as youth workers and teachers. Those events involved around 1000 participants.

Also, thanks to a great cooperation with the Erasmus+ National Agency, Eurodesk was separately presented to the most active representatives of the youth sector in Erasmus+ national info days held in different cities in Serbia also in two workshops for developing project ideas.

SLOVAKIA

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DURING 2019, EURODESK WORKED TOGETHER WITH THE NA TO PRESENT INFORMATION ABOUT POSSIBILITIES FOR YOUNG PEOPLE WITHIN ERASMUS+ AND THE EUROPEAN SOLIDARITY CORPS VIA VARIOUS ACTIVITIES.

In 2019, Eurodesk Slovakia worked on its communication, cooperation possibilities and stabilising the Eurodesk network of multipliers. This was done through a cooperation agreement concluded between Eurodesk Slovakia and 18 multipliers, including seven regional coordinators of IUVENTA.

One of the most visible activities was European Youth Week. A roadshow project "This time I'm voting - At home in the EU" was a great example. It was organised by the Information Office of the European Parliament and the Representation of the European Commission in Slovakia. The project was carried out in collaboration with Eurodesk Slovakia and its multipliers – they visited 17 district and regional towns with the aim to give support for the participation in the European Parliament Elections.

Part of the European Youth Week events was the Bratislava Majales / Day of Europe organised by the Representation of the European Commission. The event was attended by representatives of both National Agencies as well as Eurodesk multipliers, presenting opportunities of the EU.

European Youth Week events were preceded by a meeting organised by the European Parliament in Slovakia called "European Parliament and Programmes for Youth" and was primarily addressed to secondary schools and university students. The event was attended by members of the EP, experts on Youth Policy EU, representatives of the NA and the Eurodesk Coordinator.

In cooperation with the Representation of the European Commission (REC) of the Slovak Republic, members of the NA and the Eurodesk Coordinator participated in the largest music festival in Slovakia – Pohoda Festival (11-13 July 2019). Within 3 days, they organised activities from the site located in the REC tent, disseminated information on the Erasmus+ programme and European Solidarity Corps and asked participants to compete for Erasmus+ promotional materials. During the festival, debates on the future of young people in Europe were organised.

The Eurodesk Coordinator in cooperation with the NA organised information events called Erasmus+ Escape Rooms. During the information days opportunities were promoted for youth and voluntary organisations, social institutions, community centres, sport clubs, the youth parliament, non-formal groups of young people and for all young people under 30 years. Another purpose of the event was to clarify more specifically how organisations can be registered and how can Eurodesk support them during the project process. Eurodesk Slovakia also invited young people who have already attended youth mobility and representatives of organisations who are actively involved in the Erasmus+ programme.

The month of October was dedicated to one of the major promotional campaigns of Eurodesk, called Time to Move. As part of the Eurodesk activities this month, the campaign was promoting international mobility and educational opportunities, particularly abroad by Eurodesk multipliers. Altogether there were 20 events organised in Slovakia.

During 2019, the Eurodesk coordinator continued providing online information via various channels: eurodesk.sk, Instagram (Eurodesk_sk) and Facebook (Eurodesk Slovensko). The aim was to provide information about the European information network in Slovakian and make the activities of the network more visible.

Eurodesk Slovakia in close cooperation with TCA continued to support youth work at municipal level within the KA2 project Europe Goes Local and Europeers. The Eurodesk Coordinator became a contact person for the Europeers initiative in Slovakia. During 2019, Eurodesk hosted a Europeers training course in Slovakia. The meeting brought an overview and possibilities to work and exploit the potential of the Europeers network in Slovakia via cooperating with the Slovakian Eurodesk multipliers.

SLOVENIA

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EURODESK SLOVENIA FOCUSED ON TWO MAIN ACTIVITIES, STUDY VISIT TO SLOVENIA AND DELIVERY AND TRAINING OF WORKSHOPS FOR YOUNG PEOPLE.

The first activity was a study visit to Slovenia, organised in the priority area of enhancing the quality of youth information. Many multipliers from the Slovenian network expressed the need for a study visit, getting to know and share practices from other Eurodesk multipliers, both national and international. Eurodesk Slovenia organised an international study visit to Slovenia in cooperation with the Finnish and Croatian Eurodesk. There were 20 participants in the study visit and five hosting organisations – Eurodesk multipliers. Each multiplier presented a different activity and focus of their work.

Youth center Domžale presented an escape room on mobility opportunities and the management of the youth centre in cooperation with the municipality. The focus of youth centre Zagorje ob Savi was their practice of using social media in promoting their organisation and opportunities from young people. In youth centre Celje the participants had the opportunity to get to know games, that can be used to bring Europe closer to young people. The Association for culture and education Pina presented campaigns they use to foster active participation of young people and promote opportunities. During the study visit, participants used printed working sheets to guide them through the learning process and make their notes and put down ideas, plans for cooperating in the future.

The result of the study visit was a short video, presenting European opportunities for young people, that was filmed throughout the study visit and edited after. The video with English subtitles is accessible on: <https://www.youtube.com/watch?v=S-g8bqDC7GE>.

The second main activity was delivering workshops for young people to promote their participation in European Elections and raise awareness on European values, how the EU works and what tangible influence the EU has on the lives of young people and their future.

The workshops were delivered by Eurodesk multipliers in 5 different regions with 200 young people participating. The feedback was very positive both from young participants and from the youth information workers delivering the workshops, both emphasising the importance of non-formal methods and actively including young people in the sessions, respecting their views, opinions and experience. It is crucial that youth workers have knowledge in both topics of the workshop and methods to be used and adapted in different groups and settings.

With this in mind, Eurodesk Slovenia organised a training for delivering the workshops in the frame of the Time to Move campaign in October. The aim of the training was to equip the participants with knowledge, resources, creativity, critical thinking, exploratory approach in delivering the Eurodesk workshop series. The trained team will deliver workshops in 2020 on topics that the hosting organisations (schools, youth centres) will recognise as important for young people. They will be able to choose between volunteering, active European citizenship and the EU in general.



SPAIN

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IN 2019, EURODESK SPAIN WORKED WITH THE AIM OF IMPROVING THE INFORMATION SERVICE PROVIDED TO YOUNG PEOPLE REGARDING EUROPEAN MOBILITY, BY IMPLEMENTING NEW INFORMATION TECHNOLOGIES AND PRIORITISING DIGITAL MEDIA SUCH AS ELECTRONIC WEBSITES, DIGITAL NEWSLETTERS AND SOCIAL MEDIA.

Therefore, the Spanish Eurodesk team paid special attention to their website's publications, with 501 new opportunities uploaded. During the last year, there were 23.259 new users at www.eurodesk.es. In terms of pageviews, it has reached 118.830.

Regarding Eurodesk Spain's social media activity, through INJUVE's page it has reached more than 101.000 followers on Facebook, 28.000 on Twitter and 3.900 on Instagram. On Youtube, Eurodesk's videos reached near 26.000 views. A monthly bulletin was distributed throughout the year, reaching 1.932 subscribers. Their 56 qualified multipliers created 206 articles, news and events for the European Youth Portal and reached 1.502 responses to youth enquiries received on the website.

The local multipliers participated in 2 European exchange meetings, as well as in the annual assembly organised by the National Coordination for the Spanish network. Regarding the promotion of the services offered through information sessions, it is important to highlight the effort made during the European Youth Week and Time to Move campaign, with 106 and 110 activities scheduled respectively. Both events had a total of 24.000 participants.

Finally, two Eurodesk Spanish multipliers projects were recognised as Honourable Mentions at the Eurodesk Awards. Mobili.TV, a project of the Barcelona city council's youth department, and Welcome Library, developed by the Public Library and the Youth Information Office of Purchena (Andalusia).



SWEDEN

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THE BEGINNING OF 2019 WAS MARKED BY THE RELOCATION OF THE SWEDISH NATIONAL AGENCY FOR ERASMUS+ YOUTH IN ACTION AND THE EUROPEAN SOLIDARITY CORPS, THAT ALSO HOSTS THE EURODESK NATIONAL COORDINATOR IN SWEDEN. A NEW TEAM OF EURODESK COORDINATORS STARTED WORKING IN THE NEW OFFICE IN VÄXJÖ. AT THE SAME TIME, A NEW EURODESK MULTIPLIER JOINED THE NETWORK: LAHOLM MUNICIPALITY.

European Parliament Elections and European Youth Week

Eurodesk Sweden had several events during spring with a focus on the European Parliament Election, starting with an EU-conference at the Europahuset in Stockholm, with the presence of several Eurodesk Multipliers. The event was organised in cooperation with the European Parliament office in Sweden and it was a successful day where the different actors exchanged ideas, inspired each other and shared the commitment of informing young people in Sweden about the opportunities with the EU. A great way to start the European Youth Week!

During European Youth week there were around 50 activities promoting the theme "Democracy and me". A debate about youth and Europe in Åmål, a study visit to Copenhagen for EU-ambassadors, a democracy dinner in the main street in Växjö and a photo exhibition about different cultures in different cities in Sweden are some examples of activities organised by their multipliers. At the same time, a group of dedicated youngsters and youth leaders from Sweden travelled to Brussels during EYW and took part in some of the many events promoted in the city!

Europe Day was celebrated in cooperation with representatives from the EU and Swedish institutions in a common event at the central station in Stockholm. Here Eurodesk Sweden met and talked to young travellers and shared information about the EU and opportunities for young people.

Time to Move

During the Time to Move event, multipliers organised activities for young people with information about opportunities in Europe with a special focus on Erasmus+ and the European Solidarity Corps. There was a youth information counter in Fryshuset Stockholm, a youth café where participants played the Time-to-Move game at Globala Kronoberg in Växjö, a movie evening with debate (and pizza!) in Laholm Municipality, an EU-quiz in Hässleholm and a visit to an upper-secondary school with info about opportunities for youth in Kungsbacka.

Multipliers' local activities

On the 28th February Eurodesk multiplier in Åmål participated in a job and education fair organised at the upper secondary school in Uddevalla by the municipality and the employment office. Around 4000 visitors got the opportunity to visit different stands and ask questions about job and training opportunities. Eurodesk held a presentation about job, studies and volunteering opportunities in the EU. There was a great interest for the opportunities within the European Solidarity Corps. On the 21 and 22 October Eurodesk Multiplier KEKS held the annual conference in Gothenburg with 400 participants (youth leaders, politicians, heads of youth departments, etc). Sofia Eriksson from the European Commission and Antje Rothemund from the Council of Europe opened the conference and informed about Erasmus+, the new Youth Strategy and the Council of Europe's recommendations on youth work.

SWITZERLAND

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EURODESK SWITZERLAND DEVELOPED ITS ACTIONS TO REACH YOUNG AND PROFESSIONAL PEOPLE IN REMOTE AREAS.

In October, the event Time to Move allowed more than 60 young people from Ticino and 20 young people from La Chaux-de-Fonds in four different schools (SSPSS Giubiasco, SSPSS Canobbio, CPC Chiasso and Lycée La Chaux-de-Fonds) to get to know different mobility offers and to be able to ask their questions. Young people were very surprised to learn about the variety of offers and some of them contacted Eurodesk Switzerland in the following weeks. In the canton of Valais, young people from secondary schools and colleges as well as business and vocational schools were able to access this information thanks to the multiplier Bureau des Echanges Linguistiques.

In November, an informative event for professionals (school directors, school guidance officers, youth centre managers, professionals working with young people etc.) was organised in Breganzona in collaboration with Movetia and Intermundo. The event had the innovative form of an information aperitif, which allowed the numerous participants to get acquainted with the available offer (for young people and for professionals) and to ask their questions in a very informal way. In the following weeks Eurodesk Switzerland received a lot of positive feedback: the type of events was highly appreciated as well as the effort made to finally organise such an event in the Italian-speaking part of Switzerland.

Eurodesk Switzerland organised a travelling exhibition for multipliers and youth centres in order to discuss the theme of mobility with young people. The exhibition toured the rural areas of the Jura (Le Noirmont and Saint-Imier) and enabled the youth workers to arouse the curiosity of young people and to discuss the theme of mobility with them.

Also, at the national level, cooperation with Movetia, the Swiss National Agency, was strengthened. Regular meetings allowed to discuss possible cooperation as well as the needs of each of the partners. Eurodesk Switzerland is thus a recognised partner at the Projekt Lounge (twice a year) and the Youth in Action Annual Meeting, three national events for young people and youth organisations. It is also part of the Advisory Working Group on International Youthwork, which was set up at the end of 2019.

In 2019, Eurodesk Switzerland launched a photo competition on the theme of Europe. Nearly 50 young people participated and sent a photo with a short text on what Europe means to them. Information about Eurodesk was sent to all schools in Switzerland for this competition. A young person from Ticino won a rail pass and was able to travel across Europe.

Eurodesk Switzerland continues to participate in fairs and open days to reach as many young people as possible. Eurodesk Switzerland had a stand at LUGA, the largest fair in Central Switzerland, and at the open days of BBZ Olten, a school for social workers.

Eurodesk Switzerland also participated in the Forum Partir à l'étranger in France where about 50 young French people who wanted to study, do an internship or even work in Switzerland could get more information. It was also an opportunity to exchange with the colleagues from Eurodesk France on the different realities and projects in progress.



TURKEY

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EURODESK TURKEY AND THE NA HAVE BEEN COOPERATING TO ORGANISE MANY INFORMATION EVENTS AND ACTIVITIES. EURODESK TURKEY FULFILLED ITS TASKS BY ORGANISING JOINT INFORMATION ACTIVITIES WITH ITS MULTIPLIERS. WITHIN THIS CONTEXT, EUROPEAN YOUTH WEEK, ERASMUS DAYS AND TIME TO MOVE ACTIVITIES WERE CARRIED OUT IN 2019 AND MANY MULTIPLIERS TOOK PART IN THESE EVENTS.

To inform young people about non-formal learning and to be active citizens, Eurodesk Turkey multipliers organised 71 Time to Move events to disseminate information about European opportunities for youth. The European level Time to Move T-shirt Design Contest Public Voting Winner was Ada from Turkey. With 62 participants, Turkey had the most participants in the contest.

Some of the key activities that were realised throughout 2019 were four Eurodesk Information Meetings in Kayseri, Samsun, Van and Adiyaman provinces; special European Youth Week activities; a training for newcomers on youth Information and communication in Ankar; a training on social impact in Afyonkarahisar; an evaluation meeting in Eskişehir; a coordination group meeting in Ankara; a national multipliers network meeting at the Eurodesk Fair in Ankara and 20 webinars to reach out to more multipliers.

The most popular Eurodesk event of the year among young people was the "Eurodesk Fair". The event took place on 17-18 December in Middle East Technical University (METU) in Ankara. During the Eurodesk Youth Information Fair, in cooperation with 20 experienced Eurodesk Multipliers and 4 trainers, Eurodesk carried out 44 workshops for 2 days. More than 500 young people were reached through these activities at the stands.



Eurodesk Turkey have been cooperating with Europass since 2015. With the support of some of their multipliers, Europass Turkey organised many events, especially in universities, and in many parts of the country in 2019. Promotional materials were created, as well as social media campaigns on Twitter, Instagram and Facebook were designed and delivered to increase the visibility of Eurodesk Turkey. For example, the European Youth Week, Time to Move and the Eurodesk Fair reached 16.500 followers on Twitter, 3.353 on Instagram and 45.727 followers on the Facebook page.

UKRAINE

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 E-MAIL: EURODESKUA@EURODESK.EU

THE MAIN AIM OF EURODESK UKRAINE IN 2019 WAS TO HOLD TRAINING FOR REGIONAL MULTIPLIERS AND INFORM YOUNG PEOPLE ALL OVER UKRAINE ABOUT MORE MOBILITY OPPORTUNITIES.

In 2019 the Ukrainian network included 54 Eurodesk multipliers. To increase the quality of information provided by multipliers and create cultural exchanges of ideas for youth information events, two trainings in Kyiv and Donetsk regions were organised.

After the trainings, multipliers held more than 20 presentations of Eurodesk and youth information tools at local level. After these trainings two Eurodesk info points were established in Melitopol and Kramatorsk. It was a good start for the development of an inclusive network of youth information workers in Ukraine in accordance with Eurodesk's 10 key principles. The trainings were carried out in partnership with UNICEF in Ukraine and with the financial support of the European Union within the framework of the project "Development of Sustainable Models of Youth Participation" which is part of the programme "Strengthening of Capacity and Enhancing Social Activity of Adolescents and Youth in Eastern Ukraine".

In June 2019, Eurodesk Ukraine started its national advocacy campaign linked to the "14 Points of NYCU Recommendations to the strategy of the state youth policy": access to the information, increasing youth mobility and cultural diplomacy, youth work and volunteering. The aim was to advocate for the permanent financing of Eurodesk and establishment of the Erasmus+ National Agency. The campaign was held within the framework of the project "Strengthening Youth Work in Ukraine" in cooperation with the German Federal Youth Ring and with the financial support of the Ministry of Foreign Affairs of Germany.

Within the advocacy campaign Eurodesk Ukraine conducted the following events:

- 29 October- Eurodesk Time to Move card game evening
- 31 October - ESC (EVS): All that you always wanted to know
- 21 November - Erasmus+ Youth Exchanges: what they are and why you need them
- 14 December - Youth Information and Mobility Day: your mobility without borders.



In October, Eurodesk Ukraine and its multipliers joined the Time to Move campaign aimed at raising awareness about free accessible international opportunities. For the campaign, Eurodesk Ukraine also used the Time to Move Card Game, which is an interactive educational game aimed at presenting Europe's cultural diversity and opportunities for young people.

A new Eurodesk Ukraine national youth information web tool was developed during 2019. The informational portal consists of a map with multipliers and info-points of Eurodesk, an Opportunity Finder with translated international opportunities from eurodesk.eu for an easier access for young people in Ukraine. The national Opportunity Finder also provides national events from the youth sector in different regions of Ukraine.

On 2-3 November 2019, during the Forum of Youth of Ukraine, Eurodesk Ukraine hosted the national network meeting of Eurodesk national coordinators and multipliers. During the meeting the national coordinator presented the national information tool of youth opportunities.

UNITED KINGDOM

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REFLECTING ON 2019, FOR EURODESK UK, THESE ARE THE KEY NUMBERS: 48, 729, 456, 15, 15364. READ ON TO LEARN WHAT THEY SIGNIFY FOR THEM.

A major focus was on updating the UK website, print and other communications channels in line with the new Eurodesk brand guidelines. This included developing a new strapline 'Helping young people to experience the world'.

As well as a refreshed look for the website, they modified the structure to better reach their target audience, with clearer signposting of key content for young people such as 'youth stories'. After the relaunch of the website in June, there was a massive increase in pageviews for the rest of the year, totalling 48,729, up 159.6% from the first six months! Most visited are 'opportunities' and 'young people' with the average user staying 5:42 minutes.

Additionally, Eurodesk UK is keen to provide a more accessible service and be environmentally responsible. Accessibility on the website was tested by visually impaired users through the Royal Society for Blind Children (one of their Partners), and their promotional items are eco-friendly such as a pen made from recycled paper. They sought to reduce their carbon footprint by holding more webinars instead of face-to-face meetings.

Following the EU youth strategy, Eurodesk UK reviewed their social media strategy to produce relevant and engaging content. Their channels continue to grow, with Facebook likes up from 1066 to 1551, Twitter from 840 to 1098, and their fledgling Instagram from 200 to 456.

For the European Youth Portal, they uploaded 160 pieces of content and answered 466 enquiries. They dealt with another 151 queries via email, phone, social media and face-to-face.

Eurodesk UK's 15 Partners (organisations) cover all four countries of the UK, bringing their own expertise and knowledge. Their activity contributed to making 2019 the

most successful since they set up the network in the UK, expanding their local outreach by 18.5%. It was great that five of them entered the Eurodesk Awards, with Bryson Charitable Group achieving an Honourable Mention, while others benefited from their Eurodesk membership taking part in the European Multipliers Seminar and participating in an Erasmus+ Key Action 3 project.

Eurodesk UK continued working with their 20 Ambassadors (individuals). An introductory Euroclasses training for youth workers, covering the modules on participation and volunteering, was well-received by all the participants as this comment typifies "Great to co-create and discuss new ideas. Very engaging and inspiring".

The calendar of local, regional and national-level events was the chance to interact with existing contacts and make new links, such as the Erasmus+ UK stakeholder event, Digital Youth Work Conference in Scotland, the Skills Show in Northern Ireland, and Youth Work Week Conference in Wales. Collaboration with Euroguidance and Europass saw them sharing exhibition stands and supporting their annual Stand Out in a Global Market event. In total there were 109 events in the UK, reaching 15,364 young people, youth workers and stakeholders.

Eurodesk UK really enjoyed being part of the Structured Dialogue Task Force with members of the Youth Parliament, Commonwealth Youth Forum and UK Young Ambassadors - an excellent opportunity to hear directly from young people.

Another highlight was their stand at Coventry's Godiva Festival, taking inspiration from other Eurodesks (Slovakia and Lithuania). Colleagues from Erasmus+ and the European Solidarity Corps joined Eurodesk UK to promote international opportunities to hundreds of festivalgoers through gamification – and living up to their new strapline!

EURODESK IN NUMBERS

NUMBER OF EURODESK COUNTRIES

36

NUMBER OF COORDINATING OFFICES

38

NUMBER OF AMBASSADORS AND MULTIPLIERS

1638

NUMBER OF ENQUIRIES OF YOUNG PEOPLE ANSWERED

520K

YOUNG PEOPLE REACHED BY EURODESK

1.5M

EURODESK TRAININGS HELD

87

EURODESK TRAINING PARTICIPANTS

1912

NUMBER OF PUBLIC EVENTS BY EURODESK

8804

SOCIAL MEDIA FOLLOWERS AND SUBSCRIBERS

507K

TOTAL EURODESK CONTRIBUTION TO EYP

44K

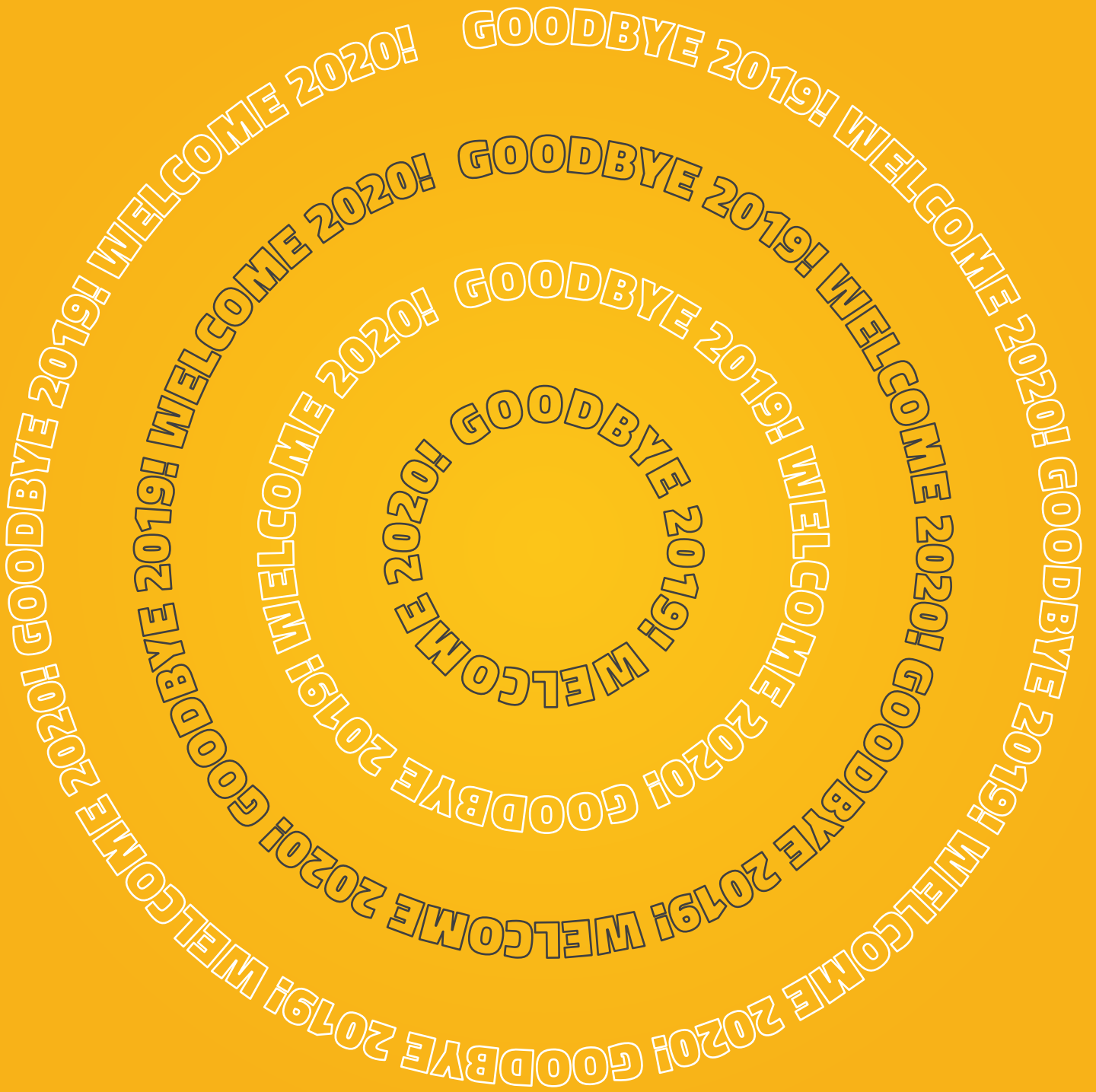
EURODESK WEBSITES VISITS

12M

EUROPEAN YOUTH PORTAL VISITS

27M

FOLLOW EURODESK ON SOCIAL MEDIA



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Erasmus+



eurodesk

As a support organisation to Erasmus+, Eurodesk makes information on learning mobility comprehensive and accessible to young people and those who work with them. With a network of national coordinators connected to over 1600 local information providers in 36 European countries, Eurodesk raises awareness on learning mobility opportunities and encourages young people to become active citizens.

The Eurodesk Annual Overview 2019 provides a comprehensive summary of the achievements of the network as a whole and Eurodesk structures at national level. It contains the key areas of work such as information and outreach to young people, communication and promotion activities like Time to Move, and our partnerships to advocate for youth information work.

“ WE CAN COLLECT KNOWLEDGE AND INFORMATION THROUGH DIFFERENT TOOLS, BUT NOTHING CAN REPLACE THE TRANSFER OF PERSONAL EXPERIENCES AND THE CREATION OF A STRONG NETWORK OF EURODESK MULTIPLIERS.

Mirjana Jozanović,
Regional Youth Info-centre Osijek, Croatia



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