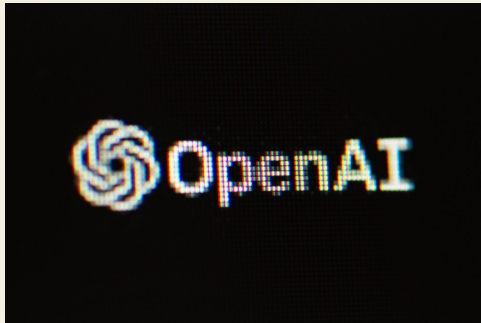# Technological disconnect between generations

And how we can tackle those problems...

Claim

Technological advancements have neglected to be accessible to past generations.
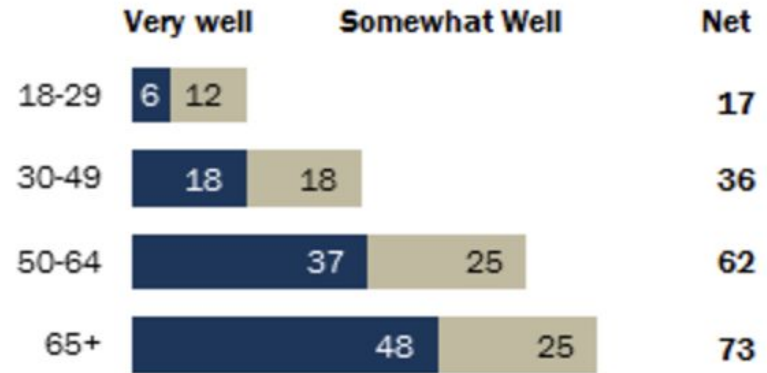
Data to prove support hasn't been provided to seniors for technology use

Seniors need help with new electronic devices!

- Very well = **definitely** needs help with new devices

- Somewhat well = **maybe** needs help with new devices

Most seniors say they need help using new electronic devices

% of U.S. adults who say the statement, 'When I get a new electronic device, I usually need someone else to set it up or show me how to use it,' describes them very or somewhat well, by age
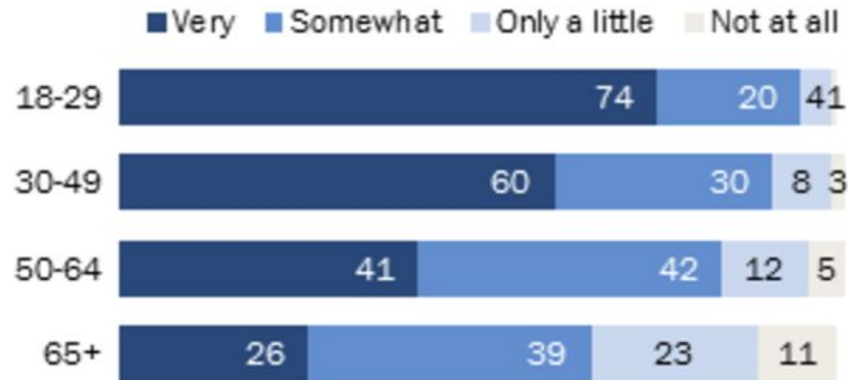
	Very well	Somewhat Well	Net
18-29	6	12	17
30-49	18	18	36
50-64	37	25	62
65+	48	25	73

Note: NET category calculated prior to rounding.
Source: Survey conducted Oct. 13- Nov. 15, 2015.
"Tech Adoption Climbs Among Older Adults"

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Seniors are not confident with technology!

Seniors are less confident when using electronic devices

% of U.S. internet users who say they feel ____ confident when using computers, smartphones or other electronics to do the things they need to do online, by age

■ Very ■ Somewhat □ Only a little □ Not at all

Age	Very	Somewhat	Only a little	Not at all
18-29	74	20	4	1
30-49	60	30	8	3
50-64	41	42	12	5
65+	26	39	23	11

Source: Survey conducted Oct. 13- Nov. 15, 2015.
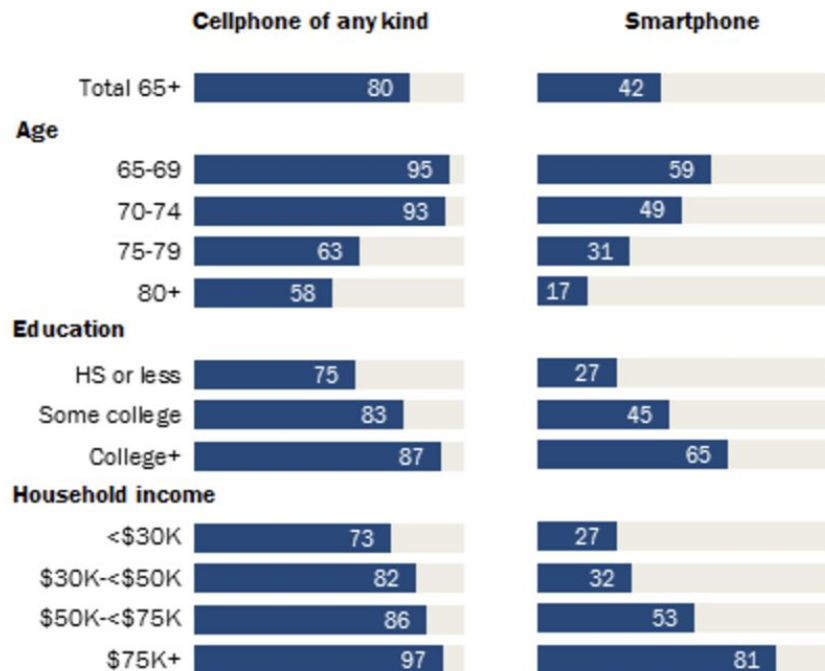"Tech Adoption Climbs Among Older Adults"

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Data on technologies seniors have access to

Majority of seniors don't have access to a smartphone!

Roughly four-in-ten seniors are smartphone owners

% of U.S. adults ages 65 and older who say they own the following ...

	Cellphone of any kind	Smartphone
Total 65+	80	42
Age		
65-69	95	59
70-74	93	49
75-79	63	31
80+	58	17
Education		
HS or less	75	27
Some college	83	45
College+	87	65
Household income		
<$30K	73	27
$30K-<$50K	82	32
$50K-<$75K	86	53
$75K+	97	81

Source: Survey conducted Sept. 29-Nov. 6, 2016.
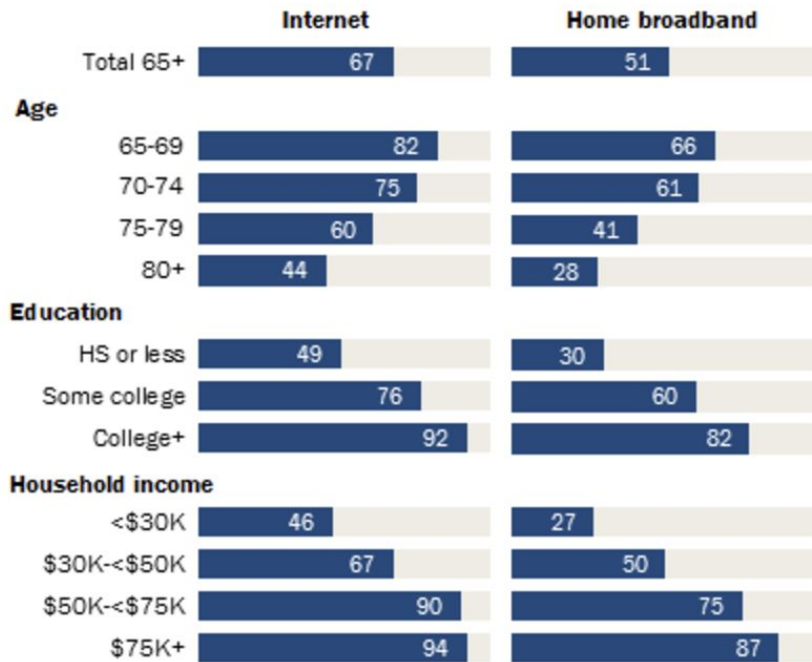"Tech Adoption Climbs Among Older Adults"

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Internet use and home connection among seniors.

Internet use and broadband adoption among seniors varies greatly by age, income and education

% of U.S. adults ages 65 and older who say they use/have the following ...

	Internet	Home broadband
Total 65+	67	51
Age		
65-69	82	66
70-74	75	61
75-79	60	41
80+	44	28
Education		
HS or less	49	30
Some college	76	60
College+	92	82
Household income		
<$30K	46	27
$30K-<$50K	67	50
$50K-<$75K	90	75
$75K+	94	87

Source: Survey conducted Sept. 29-Nov. 6, 2016.
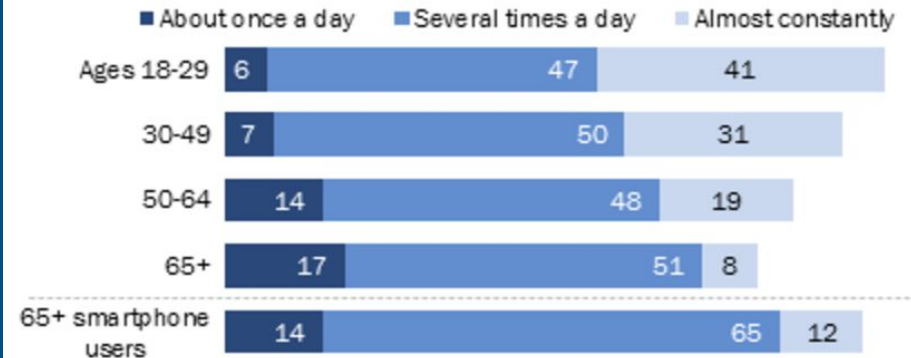"Tech Adoption Climbs Among Older Adults"

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Data regarding seniors attitude towards technology

Seniors with access to internet often use the internet.

Roughly three-quarters of internet users ages 65 and up say they go online daily

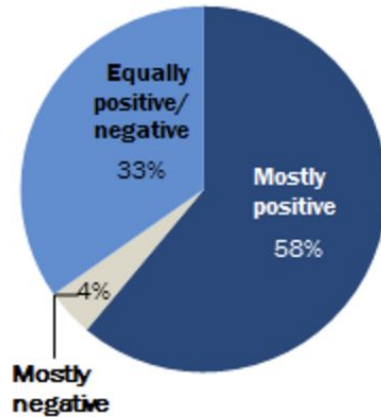*% of U.S. internet users who say they use the internet ...*

■ About once a day ■ Several times a day ▪ Almost constantly

	About once a day	Several times a day	Almost constantly
Ages 18-29	6	47	41
30-49	7	50	31
50-64	14	48	19
65+	17	51	8
65+ smartphone users	14	65	12

Source: Survey conducted Mar. 7-April 4, 2016.
"Tech Adoption Climbs Among Older Adults"

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The seniors agree that technology positively impacts society!

Most seniors say technology has had a mostly positive effect on society

% of U.S. adults ages 65 and up who say technology has had a ____ impact on society

Equally positive/negative
33%

Mostly positive
58%

4%

Mostly negative

Note: Respondents who did not give an answer are not shown.
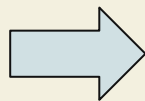Source: Survey of U.S. adults conducted March 2-28, 2016.
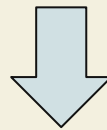"Tech Adoption Climbs Among Older Adults"

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Tying together the data
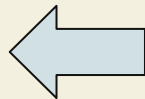
The full picture

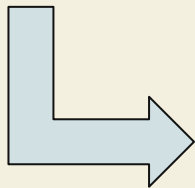The majority of seniors don't have access to a smart device and need help with technology.

➡️

The seniors that know how to use technology and have access a smart device...

⬇️

Often use the internet multiple times a day.

⬅️

The majority of seniors with experience in technology and the internet...

Agree that technology benefits them and society!
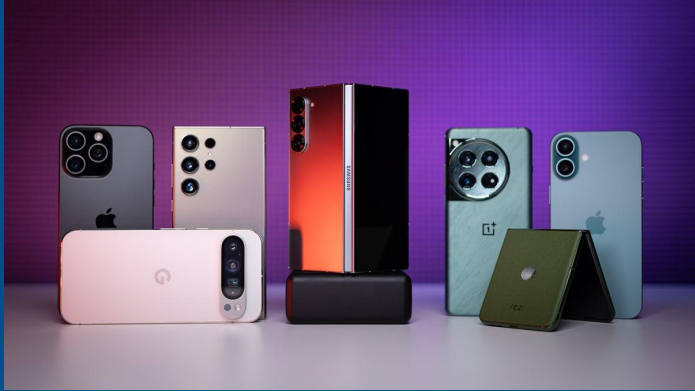
Warrant

Answering why so many elders aren't using modern technology

It all starts with a lack of confidence

Overwhelming product designs

VS

Difficult navigation

Lack of informative instructions and helpful support

Rebuttal

It's not all bad!

Qualifier

Combatting technological disconnect head on

Our role as the current generation of innovation and advancement...

Concern for man himself and his fate must always form the chief interest of all technical endeavors, concern for the great unsolved problems of organization of labor and the distribution of goods—in order that the creations of our mind shall be a blessing and not a curse to mankind. Never forget this in the midst of your diagrams and equations

~ Albert Einstein

Sources:

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https://www.pewresearch.org/internet/2017/05/17/barriers-to-adoption-and-attitudes-towards-technology/

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https://www.dhs.gov/employee-resources/news/2021/06/24/technology-support-seniors