

## Project Description - Aims

The aim for our project is to provide a platform for those that aren't technologically capable and need assistance in accessing social media platforms and other platforms to help them connect online. The targeted demographic are senior citizens that are unfamiliar with using technology. Our project aims to aid people by creating a website/app that teaches disadvantaged and senior users how to use various methods to connect with others. This project is being developed with the current global situation in mind and aims to benefit and support those who depend on social interactions in person rather than online as well as allow seniors to develop skills that will keep them connected in the future even after the current pandemic situation isn't a concern.

Our goals include creating step by step tutorials on how to use features of the main social media apps for that demographic. This will be easy for users to easily follow along with their own device and include features such as speed control settings, volume control, full screen mode and captions in a variety of languages and forward/reverse skip. We aim to make the interface of the website and app as simple as possible to ensure our users are comfortable and can easily navigate the website with as little prior skill required. Developing 'cheat sheets' (printable instructions) on how to use some tech features for those that like to learn from paper is also a goal of ours as we are aware that some users may prefer physical instructions to fully understand the content. These guides will include step by step instructions and are available in multiple languages to aid users of the older demographic that personally prefer reading and following instructions in physical form.

The website also aims to Interactive media that allows the user to be 'tested' with the knowledge they've just learned from a video and implement skills they have learned from the tutorials. This helps to reinforce the knowledge they have just learned and apply those skills. A quiz will also be available for users when they first use the website to gage their level of technological capability and recommend tutorials that best suit them.

A Live chat box feature is also a goal of ours as it can help users with any issues or questions they have immediately. It can also help to gather data on what issues or queries are the most recurring so that we can take measures to constantly improve. A text to speech and speech to text feature is also planned to be developed as it will ensure senior users will not strai their vision and can easily access the information. It is aimed to be added to the live bot. The priority features include the tutorials and the printable instructions as they are the main features of the site and contain the bulk of information for the users. A limitation may be that the 'quiz' cannot be developed in time as it requires time and skill to develop. We plan to replace that feature with

pictures or screenshots of the app or program features we are demonstrating as a summary that is easy to refer to should we run out of time.