

Seniors Go Digital 1-Month Check In (via FormSG)

Guide to DAs	Script for DAs	Survey Questions
<p><u>Before the Call</u></p> <p>Using the senior data given to you, input the following into the form:</p> <ul style="list-style-type: none"> Name of senior Contact number of senior 		<p>1. <COMPLETED BY DA> Name of Senior [Instruction to DA] Please input name of senior using the data given to you.</p> <input type="text"/> <p>2. <COMPLETED BY DA> Contact Number of Senior [Instruction to DA] Please input contact number of senior using the data given to you.</p> <input type="text"/>
<p>Using the senior data given to you, mark out all the topics that were taught to the senior under Tiers 1, 2 and 3A. Leave the checklists blank if seniors were not taught the tier.</p> <p>You may either:</p> <ol style="list-style-type: none"> Mark out all the data before making the call <p>OR</p> <ol style="list-style-type: none"> Mark out the data after making the call. With reference to the senior data given to you, ask the 'usage' questions to the senior first during the call. 		<p><u>Tier 1</u></p> <p>4. <COMPLETED BY DA> According to the data given, what did the Senior learn at SDO? <small>(optional)</small></p> <p>[Instructions to DA] Please refer to the data given to you to answer this question. You may select more than one. If the Senior did not learn anything from this tier, leave this question blank.</p> <p> <input type="checkbox"/> Wireless@SGx <input type="checkbox"/> WhatsApp <input type="checkbox"/> Zoom <input type="checkbox"/> Phone Features/Functions <input type="checkbox"/> Social Media <input type="checkbox"/> Google Search <input type="checkbox"/> Email <input type="checkbox"/> Entertainment (MeWatch, Youtube etc.) <input type="checkbox"/> Cybersecurity (Online Scams, How to identify secured WiFi networks) <input type="checkbox"/> Others </p> <p><input type="text"/> If others, please specify.</p>

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		<p><u>Tier 2</u></p> <p>6. <COMPLETED BY DA> According to the data given, what did the Senior learn at SDO? <small>(optional)</small></p> <p><small>[Instructions to DA] Please refer to the data given to you to answer this question. You may select more than one.</small></p> <p><small>If the Senior did not learn anything from this tier, leave this question blank.</small></p> <p><input type="checkbox"/> Scanning QR Code for SafeEntry</p> <p><input type="checkbox"/> Using SingPass Mobile</p> <p><input type="checkbox"/> Using LifeSG/Moments of Life</p> <p><input type="checkbox"/> Other Government applications (NLB; Healthy 365 etc.)</p> <p><input type="checkbox"/> Health-related</p> <p><input type="checkbox"/> Cybersecurity (How to create strong passwords, the importance of 2FA)</p> <p><input type="checkbox"/> Others</p> <div><small>If others, please specify.</small></div> <p><u>Tier 3A</u></p> <p>8. <COMPLETED BY DA> According to the data given, what did the Senior learn at SDO? <small>(optional)</small></p> <p><small>[Instructions to DA] Please refer to the data given to you to answer this question. You may select more than one.</small></p> <p><small>If the Senior did not learn anything from this tier, leave this question blank.</small></p> <p><input type="checkbox"/> E-payment applications (DBS Digibank, DBS PayLah!, OCBC app, OCBC Pay Anyone, UOB Mighty, PayNow, Grabpay, Singtel Dash)</p> <p><input type="checkbox"/> Online Buying (Grab, Shopee)</p> <p><input type="checkbox"/> Food Delivery (e.g. Grabfood, Deliveroo, Foodpanda)</p> <p><input type="checkbox"/> Others</p> <div><small>If others, please specify.</small></div>
	<p><u>Introduction</u></p> <p>Good morning/afternoon Mr/Ms <i><name of Senior></i>, my name is <i><name of Digital Ambassador></i> and I am a Digital Ambassador from the SG Digital Office.</p>	

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	<p>Based on our records, you visited our Singapore Digital Office (SDO) at <u><location></u> in <month which are calling for></p> <p>Could I have 10 minutes of your time to conduct a quick survey with you to find out how the programme has helped you. This will help us to improve on the programme to help more seniors.</p> <p><If Senior says Yes> Thank you. We will start the survey now.</p> <p><If Senior says No> Would you prefer us to give you a call back another day (suggest another date and time. If you called senior in the morning, suggest to call back another day in the afternoon/evening as they may be busy in the morning)</p> <p><If Senior says No again> Thank you. We hope to see you again at one of our programmes in future. Have a good day ahead.</p>	
<p>Find out how many sessions the senior visited the SDO counters. If the senior has visited the SDO counters more than once, please check with the senior if they were taught any other topics not represented in the data set given to you.</p>	<p>Please let us know how many sessions did you attend at the SDO counter?</p>	<p>3. <ANSWERED BY SENIOR> How many sessions did the Senior attend at the SDO?</p> <div data-bbox="1473 1114 2047 1331"> <input type="text"/> <div> <div>8</div> <div>9</div> <div>10</div> <div>More than 10</div> </div> <div> <div>^</div> <div>either</div> <div>v</div> </div> </div>

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<p>Find out if the senior has used the skills taught during their last engagement at the SDO.</p> <p>If senior was not taught Tier 1 topics during the last engagement, select 'No'.</p>	<p>Tier 1</p> <p><Ask the following only if the data shows that senior was taught Tier 1 topics at the SDO></p> <p>During the last engagement, we recorded that you learnt about: <DA to list out topics that were indicated in data provided></p> <p>Did you use any one of the applications which you learnt during the engagement?</p>	<p>5. <ANSWERED BY SENIOR> Since the last engagement, the Senior has used what he/she has learned at SDO.</p> <p>[Instruction to DA] If senior did not learn this tier during the last engagement, select 'No'.</p> <div data-bbox="1464 437 2047 485"> ✕ NO ✓ YES </div>
<p>If senior's answer is 'Yes', find out which skills the senior used since the last engagement, and frequency of usage.</p>	<p><If Senior's answer is yes></p> <p>Which application/skill did you use since the last engagement?</p> <p><Please list out only the things that were taught to the senior based on the data provided to you.></p> <p>How frequently do you use these apps/activities?</p> <ul style="list-style-type: none"> • Daily • Weekly • Monthly 	<p>6. <ANSWERED BY SENIOR> Since the last engagement, the Senior has started using the following:</p> <p>[Instructions to DA] You may select more than one.</p> <div data-bbox="1464 732 1890 1043"> <input type="checkbox"/> Wireless@SGx <input type="checkbox"/> WhatsApp <input type="checkbox"/> Zoom <input type="checkbox"/> Phone features/functions <input type="checkbox"/> Facebook <input type="checkbox"/> YouTube <input type="checkbox"/> Google Search <input type="checkbox"/> Email <input type="checkbox"/> Entertainment (MeWatch etc.) <input type="checkbox"/> Others <input type="text" value="If others, please specify."/> </div> <p>7. <ANSWERED BY SENIOR> How frequently does the Senior use these mobile apps or digital activities?</p> <div data-bbox="1464 1107 1554 1187"> <input type="radio"/> Daily <input type="radio"/> Weekly <input type="radio"/> Monthly </div>

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<p>If senior's answer is 'No', find out reasons for non-usage.</p> <p>If senior did not learn Tier 1 topics, select 'Did not learn Tier 1 topics'.</p>	<p><If Senior says no></p> <p>Why didn't you use these mobile apps or digital activities?</p> <p><You may select more than 1 option.></p> <p><If Senior chooses "No opportunity to use", please refer to Annex A for examples of how the senior can practice the use of the skill.></p>	<p>6. <ANSWERED BY SENIOR> Please specify reason(s) for not using these mobile apps or digital activities:</p> <p>[Instructions to DA] You may select more than one. If senior did not learn this tier during the last engagement, select only 'Did not learn Tier 1 topics'.</p> <p>*If the Senior selects 'No opportunity to use skill', please refer to the guide provided to find follow-up responses to encourage skill usage. If the Senior manages to use the skill during the call, the skill is considered as 'used' (to be recorded in questions above).</p> <ul style="list-style-type: none"> <input type="checkbox"/> No opportunity to use skill* <input type="checkbox"/> No confidence in using skill <input type="checkbox"/> Frustration with using the app <input type="checkbox"/> Finds the mobile apps too difficult to use <input type="checkbox"/> Language Barrier <input type="checkbox"/> Forgot what has been taught during the previous engagement <input type="checkbox"/> Did not learn Tier 1 topics <input type="checkbox"/> Others <div style="border: 1px solid #ccc; padding: 2px; margin-top: 5px;">If others, please specify.</div>
<p>Find out if the senior has used the skills taught during their last engagement at the SDO.</p> <p>If senior was not taught Tier 2 topics during the last engagement, select 'No'.</p>	<p>Tier 2</p> <p><If the data shows that senior was taught Tier 2 topics at the SDO></p> <p>During the last engagement, we recorded that you learnt about: <DA to list out topics that were indicated in data provided></p> <p>Did you use any one of the applications which you learnt during the engagement?</p>	<p>8. <ANSWERED BY SENIOR> Since the last engagement, the Senior has used what he/she has learned at SDO.</p> <p>[Instruction to DA] If senior did not learn this tier during the last engagement, select 'No'.</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> ✕ NO ✓ YES </div>

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If senior's answer is 'Yes', find out which skills the senior used since the last engagement, and frequency of usage.	<p><If Senior's answer is yes></p> <p>Which application/skill did you use since the last engagement?</p> <p><Please list out only the things that were taught to the senior based on the data provided to you.></p> <p>How frequently do you use these apps/activities?</p> <ul style="list-style-type: none">• Daily• Weekly• Monthly	<p>9. <ANSWERED BY SENIOR> Since the last engagement, the Senior has started using the following: [Instructions to DA] You may select more than one.</p> <p><input type="checkbox"/> Scanning QR Code for SafeEntry</p> <p><input type="checkbox"/> Using SingPass Mobile</p> <p><input type="checkbox"/> Using LifeSG/Moments of Life</p> <p><input type="checkbox"/> Other Government applications (NLB; Healthy 365 etc.)</p> <p><input type="checkbox"/> Health-related</p> <p><input type="checkbox"/> Others</p> <div><input type="text" value="If others, please specify."/></div> <p>10. <ANSWERED BY SENIOR> How frequently does the Senior use these mobile apps or digital activities?</p> <p><input type="radio"/> Daily</p> <p><input type="radio"/> Weekly</p> <p><input type="radio"/> Monthly</p>

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<p>If senior's answer is 'No', find out reasons for non-usage.</p> <p>If senior did not learn Tier 2 topics, select 'Did not learn Tier 2 topics'.</p>	<p><If Senior says no> Why do you not use these mobile apps or digital activities? <Please list out possible reasons></p> <p><If Senior chooses "No opportunity to use", please refer to Annex A for examples of how the senior can practice the use of the skill.></p>	<p>9. <ANSWERED BY SENIOR> Please specify reason(s) for not using these mobile apps or digital activities: [Instructions to DA] You may select more than one. If senior did not learn this tier during the last engagement, select only 'Did not learn Tier 2 topics'.</p> <p>*If the Senior selects 'No opportunity to use skill', please refer to the guide provided to find follow-up responses to encourage skill usage. If the Senior manages to use the skill during the call, the skill is considered as 'used' (to be recorded in questions above).</p> <p><input type="checkbox"/> No opportunity to use skill*</p> <p><input type="checkbox"/> No confidence in using skill</p> <p><input type="checkbox"/> Frustration with using the app</p> <p><input type="checkbox"/> Finds the mobile apps too difficult to use</p> <p><input type="checkbox"/> Language Barrier</p> <p><input type="checkbox"/> Forgot what has been taught during the previous engagement</p> <p><input type="checkbox"/> Did not learn Tier 2 topics</p> <p><input type="checkbox"/> Others</p> <p><input type="text" value="If others, please specify."/></p>
<p>Find out if the senior has used the skills taught during their last engagement at the SDO.</p> <p>If senior was not taught Tier 3A topics during the last engagement, select 'No'.</p>	<p><u>Tier 3A</u> <If the data shows that senior was taught Tier 3A topics at the SDO></p> <p>During the last engagement, we recorded that you learnt about: <DA to list out topics that were indicated in data provided></p> <p>Did you use any one of the applications which you learnt during the engagement?</p>	<p>11. <ANSWERED BY SENIOR> Since the last engagement, the Senior has used what he/she has learned at SDO. [Instruction to DA] If senior did not learn this tier during the last engagement, select 'No'.</p> <p><input type="button" value="X NO"/> <input type="button" value="✓ YES"/></p>

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<p>If senior's answer is 'Yes', find out which skills the senior used since the last engagement, and frequency of usage.</p>	<p><If Senior's answer is yes></p> <p>Which application/skill did you use since the last engagement?</p> <p><Please list out only the things that were taught to the senior based on the data provided to you.></p> <p>How frequently do you use these apps/activities?</p> <ul style="list-style-type: none"> • Daily • Weekly • Monthly 	<p>12. <ANSWERED BY SENIOR> Since the last engagement, the Senior has started using the following: <small>[Instructions to DA] You may select more than one.</small></p> <p><input type="checkbox"/> E-payment applications (DBS Digibank, DBS PayLah!, OCBC app, OCBC Pay Anyone, UOB Mighty, PayNow, Grabpay, Singtel Dash)</p> <p><input type="checkbox"/> Online Buying (Grab, Shopee)</p> <p><input type="checkbox"/> Food Delivery (e.g. Grabfood, Deliveroo, Foodpanda)</p> <p><input type="checkbox"/> Others</p> <div style="border: 1px solid black; padding: 2px; margin-top: 5px;">If others, please specify.</div> <p>13. <ANSWERED BY SENIOR> How frequently does the Senior use these mobile apps or digital activities?</p> <p><input type="radio"/> Daily</p> <p><input type="radio"/> Weekly</p> <p><input type="radio"/> Monthly</p>
<p>If senior's answer is 'No', find out reasons for non-usage.</p> <p>If senior did not learn Tier 3A topics, select 'Did not learn Tier 3A topics'.</p>	<p><If Senior says no></p> <p>Why do you not use these mobile apps or digital activities? <Please list out possible reasons></p> <p><If Senior chooses "No opportunity to use", please refer to Annex A for examples of how the senior can practice the use of the skill.></p>	<p>12. <ANSWERED BY SENIOR> Please specify reason(s) for not using these mobile apps or digital activities: <small>[Instructions to DA] You may select more than one. If senior did not learn this tier during the last engagement, select only 'Did not learn Tier 3A topics'.</small></p> <p><small>*If the Senior selects 'No opportunity to use skill', please refer to the guide provided to find follow-up responses to encourage skill usage. If the Senior manages to use the skill during the call, the skill is considered as 'used' (to be recorded in questions above).</small></p> <p><input type="checkbox"/> No opportunity to use skill*</p> <p><input type="checkbox"/> No confidence in using skill</p> <p><input type="checkbox"/> Frustration with using the app</p> <p><input type="checkbox"/> Finds the mobile apps too difficult to use</p> <p><input type="checkbox"/> Language Barrier</p> <p><input type="checkbox"/> Forgot what has been taught during the previous engagement</p> <p><input type="checkbox"/> Did not learn Tier 3A topics</p> <p><input type="checkbox"/> Others</p> <div style="border: 1px solid black; padding: 2px; margin-top: 5px;">If others, please specify.</div>

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	<p>Others</p> <p>Are you confident in using or downloading other apps or tools on your own?</p>	<p><u>Others</u></p> <p>13. <ANSWERED BY SENIOR> Is the senior confident in using or downloading other apps or tools on their own?</p> <div> <input type="radio"/> NO <input checked="" type="radio"/> YES </div>
<p>Determine what should be the follow-up action for the senior after the phone call.</p>	<p>Continuation of Learning</p> <p><If Senior has used one skill from each tier></p> <p>We have come to the end of the survey. Thank you so much for your time. Have a good day ahead!</p> <p><If Senior has to repeat a tier and he/she has not used any of that tier's skills despite going for training></p> <p>We would like to invite you to come back for another session at your nearest SDO hub to continue your learning.</p> <p><If Senior can proceed to the next tier as he/she has used one skill from the tier he/she has attended previously></p> <p>Would you like to learn more digital skills such as <i>topics from next tier</i>? We would like to invite you to come back for another session at your nearest SDO hub to continue your learning.</p>	<p><u>Continuation of Learning</u></p> <p>14. <ANSWERED BY SENIOR> Please determine what the follow-up action for the Senior should be:</p> <p><input type="radio"/> No follow-up required: Senior has finished the learning journey [Senior has used one skill from each tier]</p> <p><input type="radio"/> Senior will book an appointment to repeat a tier [Senior has gone for that tier's learning but has not used any skill, requires re-learning/refreshment]</p> <p><input type="radio"/> Senior will book an appointment to proceed to the next tier [Senior is using one skill from the tier he/she attended and can proceed to next tier's learning]</p> <p><input type="radio"/> Senior does not want to make another appointment</p>
<p>Record interest in attending E-Payment Learning Journey</p>	<p>Would you be interested to attend for our Learning Journeys? The learning journeys are Face-to-face small group learning with hands-on experience for seniors to learn various digital skills, such as e-payment, Fairprice Scan&Go or the NLB mobile app. We can notify you when there is a Learning Journey that is organised near you.</p>	<p>12. The Senior would like to register his/her interest for the following "Learning Journey" programmes. <small>(optional)</small></p> <p><small>[Instruction to DAs] Seniors will be contacted when Learning Journey is available</small></p> <p><input type="checkbox"/> E-Payment Learning Journey</p> <p><input type="checkbox"/> Library Learning Journey</p> <p><input type="checkbox"/> Supermarket Learning Journey</p>

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	<ul style="list-style-type: none"> - Library Learning Journey - E-Payment Learning Journey - Supermarket Learning Journey - Etc. 	
	<p>Ending</p> <p><If Senior wants to come back> Please visit one of our community hubs to have a session with one of our Digital Ambassadors. We look forward to having you back.</p> <p>We have come to the end of the survey. Thank you so much for your time. Have a good day ahead!</p> <p><If Senior does not want to come back> Thank you so much for your time. We have come to the end of our survey. Have a good day ahead!</p>	

**EXAMPLES OF HOW THE SENIOR CAN PRACTICE THE SKILL LEARNT
AT SG DIGITAL OFFICE COMMUNITY HUBS**

Skill	Actions to Practice Skill
Connecting to Wireless@SGx	<ul style="list-style-type: none">• Encourage senior to try connecting when he/she is outside at a CC, shopping mall, Hawker Centre, public library, etc.
Using WhatsApp	<ul style="list-style-type: none">• Save the contact number of the DA.• Invite senior to send a text/voice message over WhatsApp to DA.• Invite Senior to make a voice/video call over WhatsApp to the DA.
Connecting to a Zoom meeting	<ul style="list-style-type: none">• Invite senior to attend a Digital Pod webinar (details at imda.gov.sg/SeniorsGoDigital)
Scanning QR Code for SafeEntry	<ul style="list-style-type: none">• Encourage senior to do so when entering shops and buildings when they go out.
Using SingPass Mobile for SafeEntry	<ul style="list-style-type: none">• Encourage senior to use Singpass Mobile to check-in with safe entry when entering shops and buildings when they go out.
Other government applications	<ul style="list-style-type: none">• Encourage senior to open the applications to try out different features and functions of the app.