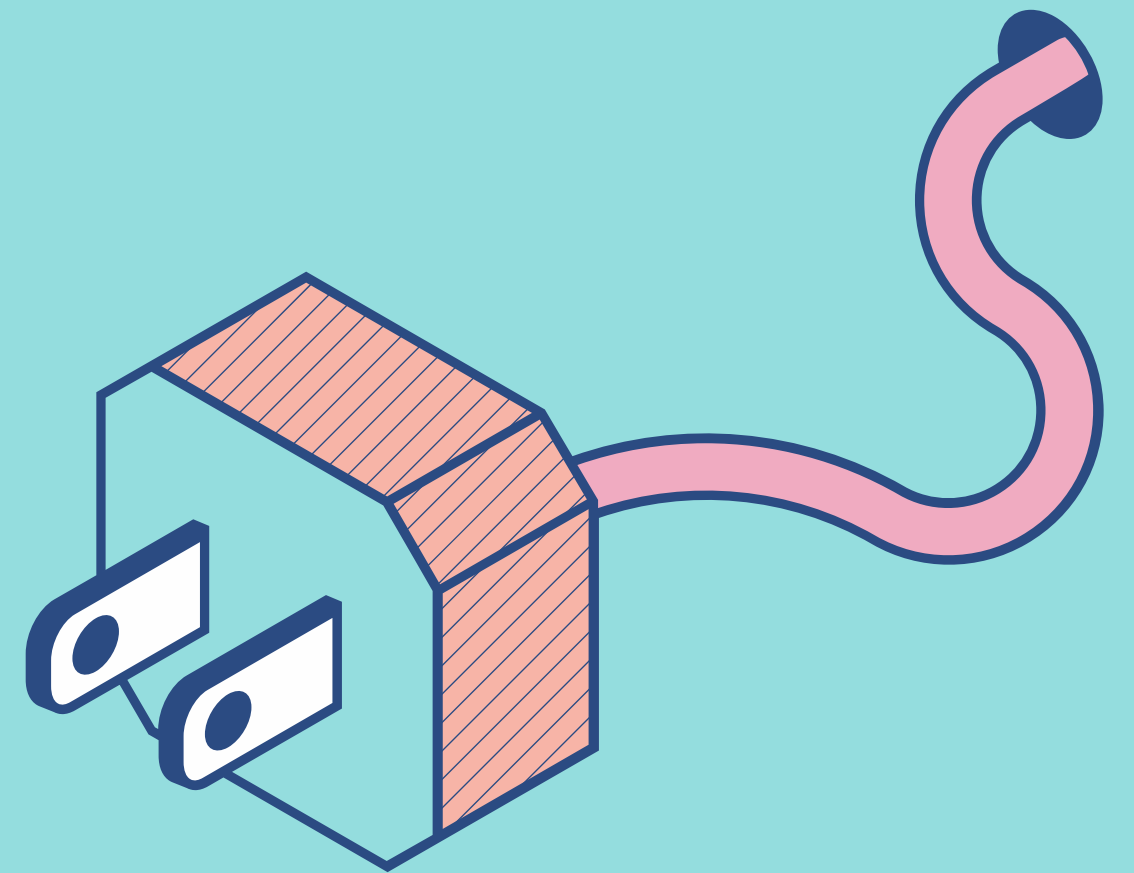


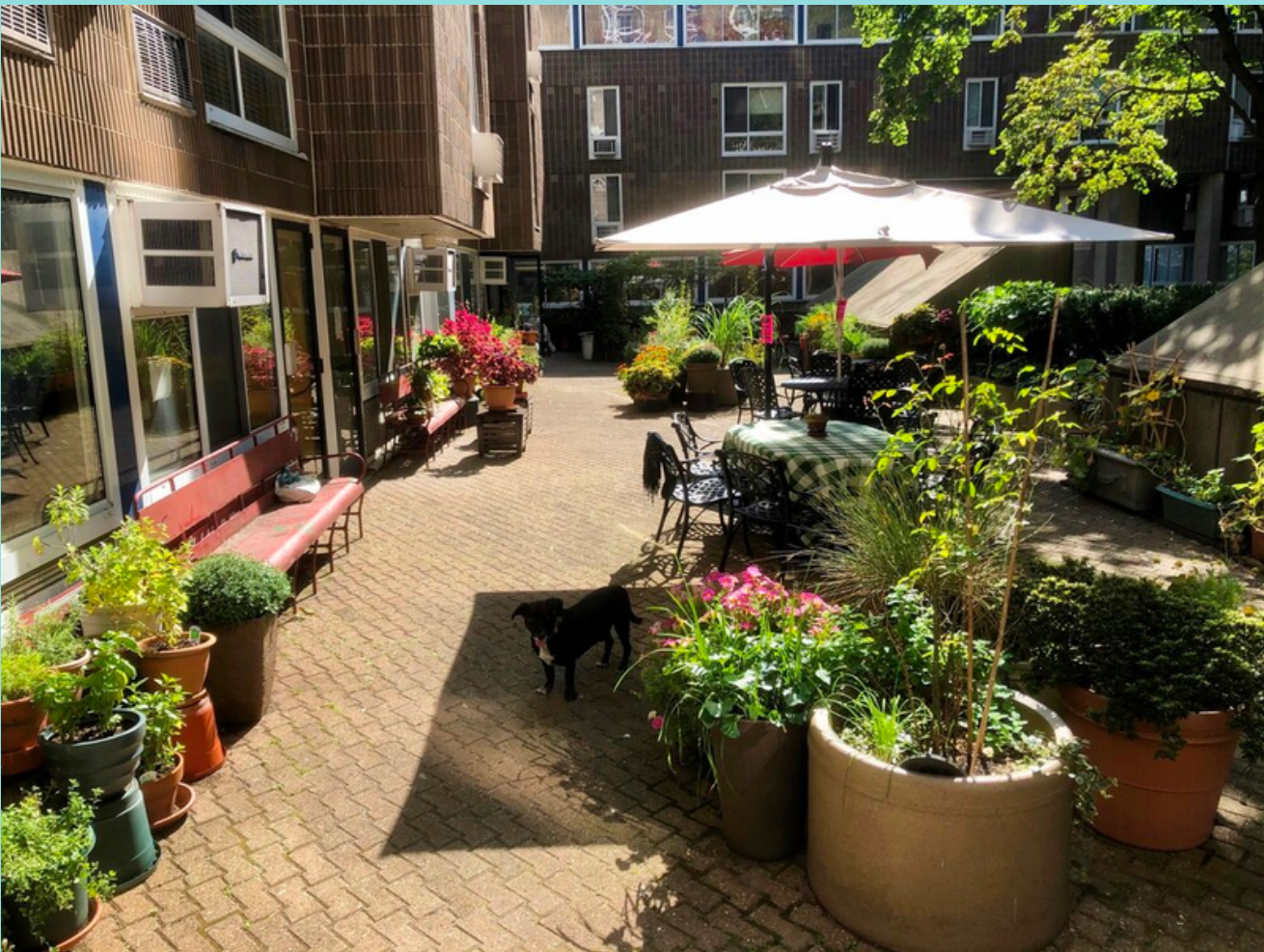


Older Adult Technology Education

Needfinding and Empathy Work

For our needfinding, we interviewed coordinators for senior centers along with older adults themselves








Older Adult Centers



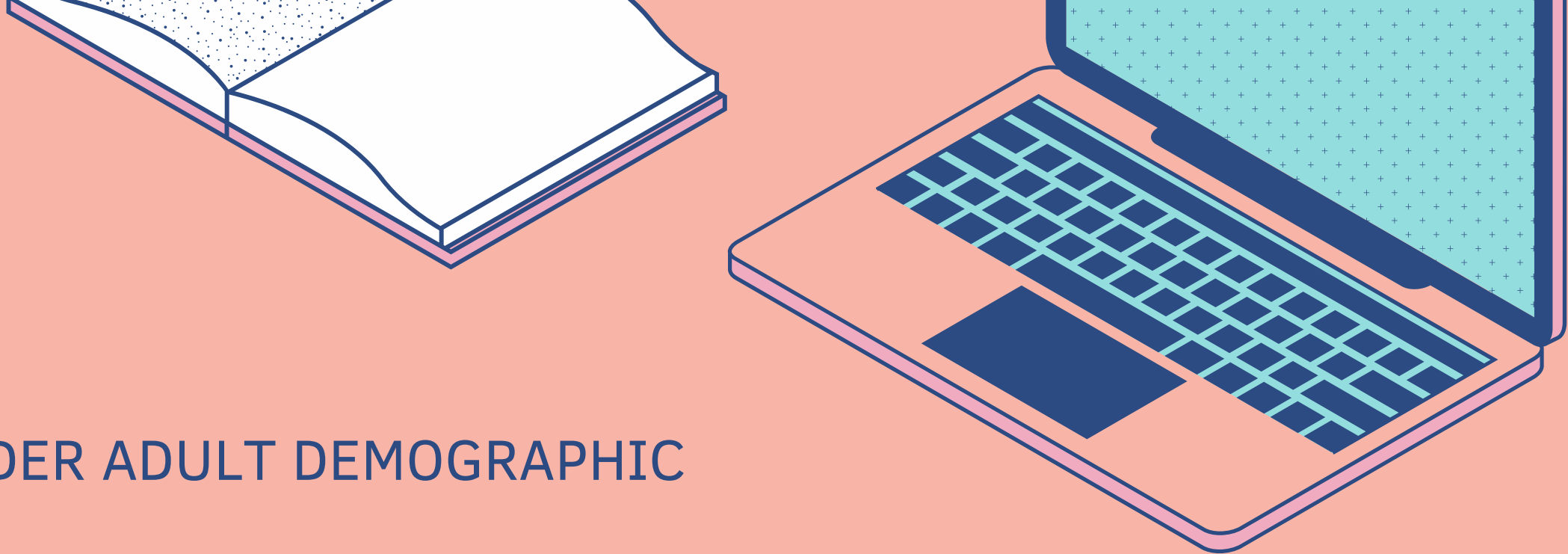
Expert Findings

ENGAGEMENT WITH LEADERS AND DIRECTORS OF OLDER ADULT CENTERS

 - MV SENIOR CENTER	 - AVENDIAS	 - ROOSEVELT ISLAND OLDER ADULT CENTER
HS volunteers come in to help people with basic online tasks - ex: paying their bills	Great education in silicon valley, less accessibility in rural/less technological areas	Long standing relationship with Cornell University and the State of New York which allows for innovation
People LOVE flyers to help retain information but language and resources are a barrier	Teaching older adults requires respectful rhetorics and a non-infantilizing process	Teaching older adults various different activities to include physical fitness, technology education, gardening, and participating with younger adults
Most people just want to be able to use basic technology to connect with their family	Older adults don't know what types of technology would help them, so exposure is important	There are a wide range of experiences that Older Adults have with Technology and coordinating activities for them is sometimes difficult because it can't be "one size fits all"
3x turnout for FBI fraud prevention info session	Two general camps of older adults -- those who are more fearful and skeptical, and those who are excited	Noted there can be a lack of follow through with technology projects whether for lack of money or support and encourages personalized interactions

User Findings

DISCUSSIONS WITH MEMBERS OF THE OLDER ADULT DEMOGRAPHIC



 - AVENDIAS	 - DCI FELLOW	 - OLDER ADULT
Brings her iPad with her everywhere she goes	There is misconception that older adults are unable to pick up new technologies, rather they are eager to learn	Technology is something she uses everyday and it is a critical tool for her to stay in touch with the people that are important in her life
Owns multiple devices and has separate use cases for each - e.g. iPad for games and Netflix, computer for surfing internet and sending emails	There is opportunity in programming/products related to people's prior careers and what they are familiar with	Some technologies are easier to use than others; e.g. she has had an easy time learning tasks on her iPad and iPhone, but using her computer can be difficult
Reading can be hard to comprehend as you get older - technology provides easily accessible alternatives to reading such as Netflix and games	lifelong learning or 'Long Life Learning' is only going to be more apparent and beneficial to the whole world	Strong motivation to learn new things and uses learned technologies to learn new skills; e.g. uses Google to find YouTube videos for skill aquisition
Technology provides a way to stay connected to remote family and friends	Intergenerational learning and teaching with what is familiar is how she's kept her mother in lab up to date	Unknown technologies AI/ML can cause fear; would prefer human interaction

Main takeaways

fear and skepticism of new technologies,
especially with threat of fraud

technology is great when they
understand it

a lot of the time they just don't know
what is out there

learn from people in their lives (trust
matters)

