

We talked to

- [REDACTED] - Recreation Coordinator @ Mountain View Senior Center
- [REDACTED] - Avenidas Palo Alto Director
- [REDACTED] - Roosevelt Island older Adult
- [REDACTED] - Avenidas Patron
- [REDACTED] - older adult
- [REDACTED] - DCI fellow

Interview Insights

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

Huge interest in learning about fraud prevention - there was a 3x turn out for the FBI session

Reading can be hard to comprehend as you get older. Access to video games can be a great way to entertain yourself without reading.

Technology can be useful outside of the basics, older adults need encouragement to turn using technology into a habit outside of using it for communication, they need to build trust with technology

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

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

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 acquisition

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

Miro - empathy maps

https://miro.com/app/board/uXjVMT7bGjY=?share_link_id=30766817820

User Interviews



Expert Interviews



The data points suggest that older adults face unique challenges in adapting to new technology, but they are eager to learn and recognize the importance of technology in staying connected with loved ones and accessing information. Prior career experience can inform technology use and building on existing knowledge and skills can help make technology more relevant and useful for older adults. It is important to design technology with older adults' needs and

preferences in mind, as some technologies are easier to use than others. Encouraging and supporting ongoing learning can help older adults stay engaged and active, and better navigate technological change. Intergenerational learning is valuable, and using familiar technologies and experiences can help bridge generational divides and keep older adults up-to-date. There is more to explore in how older adults without family learn. From the FBI session, it seems like older adults are huge proponents of helping teach one another especially when others cannot make it. However, fear of unknown technology is a barrier, and providing human interaction and support can help address this fear and encourage technology adoption. By considering these insights and connections, we can design and implement technology that is more accessible, user-friendly, and relevant to older adults' needs and preferences, and help them stay connected, engaged, and active.