

# Tech Tutors

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INFO 200

## Solutions Considered

### **Solution 1**

A “tutorial” mode pre-installed onto devices, such as an Android or iPhone, which, when enabled, would provide step-by-step training when using the device. The tutorial would be specialized in simple instruction, teaching a user of all functionalities of a device by displaying video walk-throughs, narration, subtitles, and interactive exercises before the user has full access to the actual application or feature, such as “How to call someone”, “How to create Contacts”, “How to use Safari”, and how to use specifically certified apps. There would also be obvious signifiers that allow the user to either replay a certain training exercise, or address a more single specific operation, such as “What does this button do?”. This could give the advantage of seniors being trained on a device, but there are a few disadvantages such as a user accidentally turning Tutorial mode off, having a new device incorrectly not having Tutorial mode enabled, or new app design updates that do not feature a current Tutorial mode update.

### **Solution 2**

Another thought out solution that could possibly help a current problem we have which is older generations finding trouble with adapting to new technologies is a feature that can be installed in very common fire engines like Google and Firefox. This feature would partially help with any troubles or occurrences that happen only while using those systems. It would provide features such as help buttons, tutorial modes for any site visited, and a system where a person is able to be reached through the phone or in chat. Since it is only an installing feature to the websites the users would only be able to use it while having the fire engine on and running. Although some things can be changed to accommodate users, the idea for the solution is meant for those who have some experience and just want to get comfortable and confident with their technology use.

## **Solution 3**

A solution more tailored to organizations already teaching tech literacy, a locked down instructional version of a computer. At first, there are only limited features, most of which are the types of things most end users want to use their computer for. Once a sense of mastery is gained over these features, new ones would be introduced to be taught. The idea is to minimize the possibility for catastrophic error (or at least the perception of that probability), so the user can feel comfortable trying new things on the device. Giving this out as a product to individuals is not wise, as if the user wants to do something esoteric, they may not have access for a while, but as a teaching tool, it may be worthwhile.

## **Solution 4**

The clear conundrum that exists with all prior solutions is that oftentimes the user would struggle to correctly access the database/platform that is there to help them. With that in mind, one solution could consist of helping the elderly with tech use in a live medium. Specifically, we could create a database with live helpers ready to see the screen the elderly are seeing (on a remote basis) and show them where they should put their mouse/what to type, etc. Especially when the number one problem is understanding the basics, having an actual human on the other side of the line would be crucial. Our platform would be more of an interface for the two to interact on a remote basis.

## **Selected Solution**

After much research, analyzing fictional scenario possibilities, and comparing the pros and cons of each solution, we have decided to pursue the idea of Solution #3, a dedicated computer used to teach a user all the core processes of using a technical device while also serving as a fully functional computer. While researching all the approaches organizations and companies have already attempted as methods of teaching senior citizens the skills of technical literacy, one of the common themes is that these options all have strong limitations to either how complex the teaching material would cover (*in-person computer training for seniors seems to only focus on the very basic needs of using an electronic device*) or the accessibility the senior citizen focused devices allow (*devices such as GrandPad only allow the most basic functionality to their users*). In order to solve this shared dilemma, our idea is somewhat of a combination of multiple solutions. With a single device made with the intent of being used as an educational tool, the capabilities are infinite with how much the user would be interested in learning. The only limitations that would differ our device from a more universally used electronic, such as an iMac or Windows PC, would be that a user must learn a process through tutorials and interactive exercises before they have complete access to that specific application, such as learning to use Google Chrome, Microsoft Word, or FaceTime/Phone Calls. Our approach is the only solution currently offered that would provide a user with the most freedom and training to use a device in whatever capabilities they wish to. Our focus is to be able to serve a wide range of users who come from multiple backgrounds. A user may simply want our device to learn how to use an email account and talk with family. Another user may want to educate themselves in more intricate subjects such as using social media or identifying internet scams. By allowing the user the freedom to learn from either basic to complex functions, we are providing a device that anyone can use, no matter their circumstance or experience with digital literacy.

## **Description of Solution**

Our device, Tech Tutors, can be simply described as a “Computer Learning Tool”. Our primary goal is to provide a user with clear and understandable lessons on how to navigate and use a computer. This system will be incorporated as a level-up progression, meaning a client will permanently unlock features on the computer once they have completed the appropriate lessons on that specific task. These lessons include a range of possible educational formats, including video tutorials/walk-throughs, interactive tasks, and help bars, to ensure a client has access to their own personal preference of way of learning. To defer from a client ever becoming overwhelmed or confused, we will also offer an on-call Live Assistance that can be connected through the help bar at any time. If a client ever needs a refresher on a previously learned skill, our help bar will give them quick tips/reminders, while our Archiving Feature will feature the in-depth ability to fully retake previous lessons. Once a lesson is finished, we will always ask users through a response prompt if they feel they have mastered the skill, in the case that a user may want to redo any exercises. By the time a user has mastered all the training and exercises for each possible subject, they will be left with a fully functional computer that is able to achieve the functions that you would typically expect from a computer, of course, our tutorials will always be accessible for those quick skill refreshers. Tech Tutors will also regularly check for updates to ensure our lessons are current and up to date with new technical features and applications. We wish to provide an excellent and enjoyable experience for our clientele, and hope that our users feel the rewards and opportunity gained from the knowledge of learning electronic literacy and usage.

# **Product Features**

## ***Primary Features***

### **Feature 1: Leveling up System**

- This leveling up system helps users keep track of their progress
- This feature also helps users feel accomplished which can further lead to further encouragement to learn how to fully use their technological devices.

### **Feature 2: Live assistance**

- Live assistance can help with recurring problems especially when the user is using their device in a professional setting and helps fix minor speed bumps along the way without having to wait a full business day for something small.

## ***Secondary Features***

### **Feature 1: Tutorial videos, interactive exercises, help bar**

- Tutorial videos and interactive exercises along with a help bar can help the user find a program easier to follow along with rather than a permanent set of instructions. Along with that, the help bar creates a greater span of questions and concerns to be asked by the user about the program

### **Feature 2: Archiving feature**

- The archiving feature allows users to keep track of their progress and any questions that they had and acting almost as a list of things that they are able to look back on whenever they are having similar problems before or if they just want to see their progress in detail if archived.

# **Low Fidelity Wireframes**

Final Low-Fidelity Wireframes

<https://www.figma.com/file/CA1IQjLamGgf3jIOOSWPZT/INFO-200-Project-Wireframe?node-id=0%3A1>

# **Usage Scenarios**

## **Usage Scenario 1:**

The first scenario includes the persona of a 62 year old woman who was purchased our product as a gift as a creative and easy way to get introduced to the internet to be able to communicate with her nieces and nephews. This was seen to be the perfect gift for her since she had only heard about the internet and newer technology such as phones from other family members and by seeing those who had an actual device. Since she knew little to nothing about technology let alone a computer other than the basic google and document saving feature on certain devices the live assistance and interactive exercises really helped. These two features seemed to be really helpful since she was the type of person who didn't want to ask help, especially from family or friends.

As she began to use the product with ease after watching all the beginner friendly tutorials she realized she could now do things such as send emails to family members by clicking the mail icon and writing an email then clicking the intended email address that it was for. Although most icons were easy to understand since they were almost identical to the real life version of those items, she still found it difficult to use the device on its own without any assistance since she had no confidence in it since she hadn't been using for long and really never had a reason to use it since she saw her family often. By only using the live chat feature at all times with no other assistance she slowly started experimenting with the device and found it to be easy to ask multiple questions to reach her goals such as being able to go online and knowing how to not fall for scams.

## **Usage Scenario 2:**

This second persona scenario includes an elderly man who wants to get back in the business of making home furniture and decorations. He spent time looking for customers in person through flyers and sadly had no luck in finding customers that way. He then realized almost all businesses were going online during the covid epidemic and he figured he now had to learn how to use new forms of technology again. This meaning since he had no immediate family to learn from so he stumbled upon an ad for our product. This way he would be able to learn how to use the internet through a device, yet also be able to use it for his business and go back to certain topics when he forgot how to use a certain feature.

He began by using the most simple review videos since he had some knowledge from back in the early days of the internet when youtube was first created for recreational use. Having some features refreshed in his mind, he was ready to explore through the most updated versions of google and youtube very easily almost as if they just received a few updates. By easily going through all the archiving features from the early tutorial videos he was able to search in google information on how to set up his own website to continue his business and did so.



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