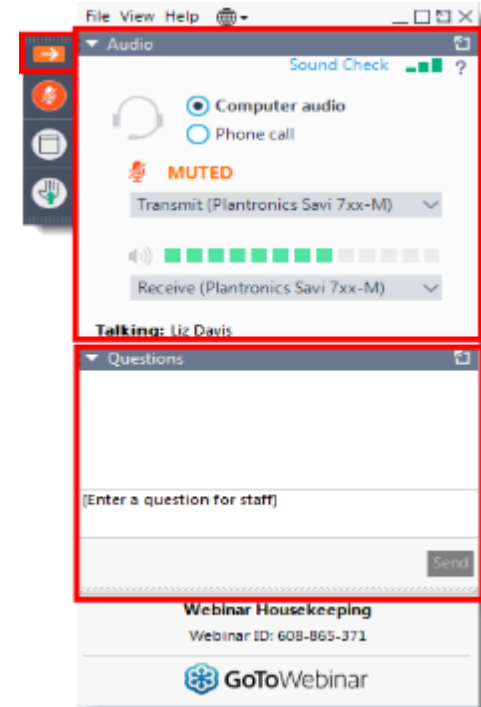


Older Adult Learning and Technology: Best Practices and Resources

August 27, 2021

Webinar Instructions

- **Audio options**
 - Use your computer speakers or dial in to the conference call
- **“Questions” box**
 - Q&A session will be at the **end** of the presentation, but feel free to submit your questions at any time during the presentation. Click on the dropdown arrow icon “▼” to pop out the questions box where you can type and submit your questions.
- **Webinar recording will be available**



engAGED

- National effort to increase social engagement among older adults, people with disabilities and their caregivers
- Administered by USAging
- 18 Project Advisory Committee members:
www.engagingolderadults.org/partnerships
- Funded by the U.S. Administration on Aging, which is part of the Administration for Community Living

Presenters

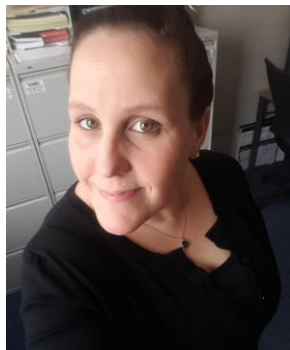


Alexander Glazebrook

Director of Operations, Older Adults Technology Services

Steve Thaxton

Executive Director, National Resource Center for Osher Lifelong Learning Institutes



Holly Brugman

Specialized Programs Coordinator, Western Illinois Area Agency on Aging

Best Practices for Working with Older Adults and Technology



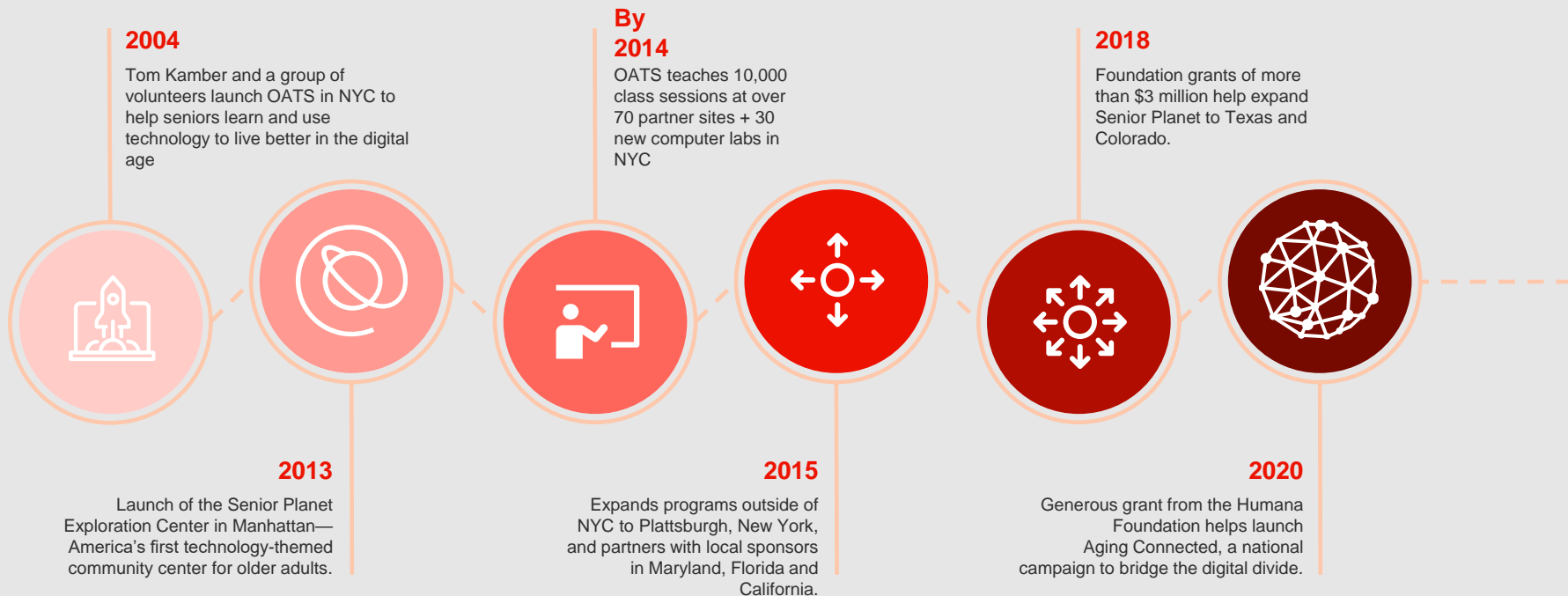


■ Overview

- OATS and Senior Planet from AARP
- OATS Approach to Program Design
- Older Adult Learners and Tech
- Engaging Older Adults Virtually
- Next Steps and Resources



Introduction to OATS



2021



OATS became a charitable
affiliate of AARP!

Increased reach
and impact of
partnerships and
training

Added touchpoint
on AARP's new
VCC platform

Expanded Senior
Planet network to
AARP members



■ Mission and Philosophy

Harnessing the power of technology to change the way we age

- Technology as a conduit to empowerment
- No one-size-fits-all approach to successful technology training
- Inclusive, participant-driven, active learning
- Metrics matter
- 5 Impact Areas





■ Impact Areas

Creative



Social



Financial



Health



Advocacy



The OATS Approach to Program Design





■ OATS Approach to Program Design

- Be an aging optimist
- Focus on special qualities of older adults
- Investment of resources in older adults
- Future-oriented
- Co-design
- User testing & iteration
- Building sustainability





■ Program Design: One-size Doesn't Fit All

- Person-centered
- Trauma informed
- Role of creativity
- Application of skills
- Active engagement



Older Adult Learners and Tech





■ Overcoming Barriers

Common Barriers

- Digital fluency
- Accessibility
- Security
- Privacy

Best Practices

- Respect & patience
- Explain jargon
- Draw on participants' experience
- Give relevant examples
- Present pros and cons



■ Unique Qualities of Older Adult Learners

- Intrinsic motivation to learn
- Lifetime of experience
- Learn best through:
 - Exposure and hands-on practice
 - Repetition
 - Moderate pacing
 - The use of supporting materials (demonstrations as well as written materials when possible)

Engaging Older Adults Virtually





■ Considerations for Virtual Programs

- Video chat platform selection
- Tech support for staff and participants
- Plan for hosts and co-hosts, if possible
- Start with easily adaptable programs
- Expand programming as you gain experience
- Feedback loop
- Virtual programs take extra energy and focus



■ Tips for a Successful Virtual Session

- Know your video chat platform across devices
- Log on early
- Detailed run-of-show or lesson plan
- Start with a review of platform features participants will use during the session
- Go over session's structure & goals
- Give ample time for questions



■ Engaging Older Adults Virtually

- Practice active listening
 - Check-in often
- Generate class discussions
- Keep it positive and fun!





■ Optimizing Engagement Online

- Encourage participants at the start:
 - Rename themselves
 - Turn on video
- Incorporate Polls
- Solicit non-verbal feedback
 - Reactions
 - Chat
 - Hand-raises
- Breakout Rooms
- Whiteboard



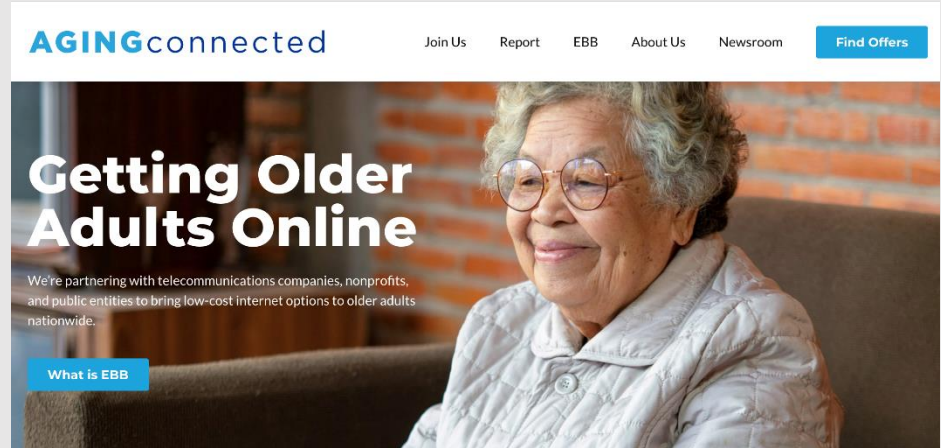
Next Steps and Resources





■ Next Steps: Broadband and Device Access

- AgingConnected.org
- Support from the Humana Foundation to reach 1 million seniors by June 2022
- Increase broadband connectivity among older adults
- Resources for EBB





■ Next Steps: Tech Help

- Meet Us Online: SeniorPlanet.org
- Online resources:
 - Online Events
 - Zoom Resources
 - Tech Tip Videos
- Newsletters
- Senior Planet National Hotline: 888-713-3495



Thank you!



To Know One OLLI...



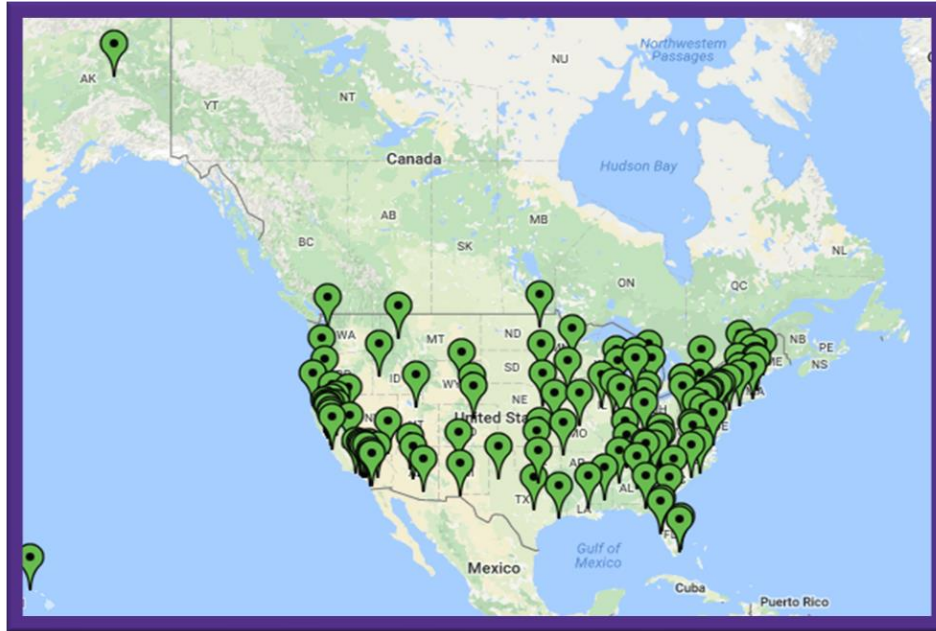
Is To Know ONE OLLI...



www.Osher.net

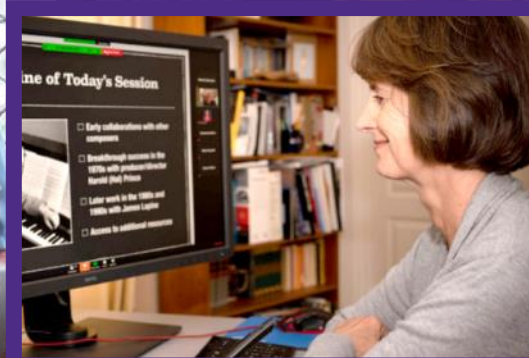
Osher NRC
National Resource Center

Osher Lifelong Learning Institute (OLLI) Network

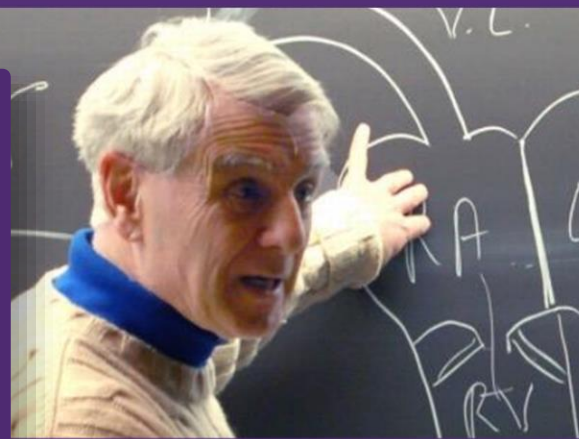


- **125** Institutes
- **380** Towns & Cities Served
- **28** Private & **97** Public Universities or Colleges
- **24,000** Active Volunteers

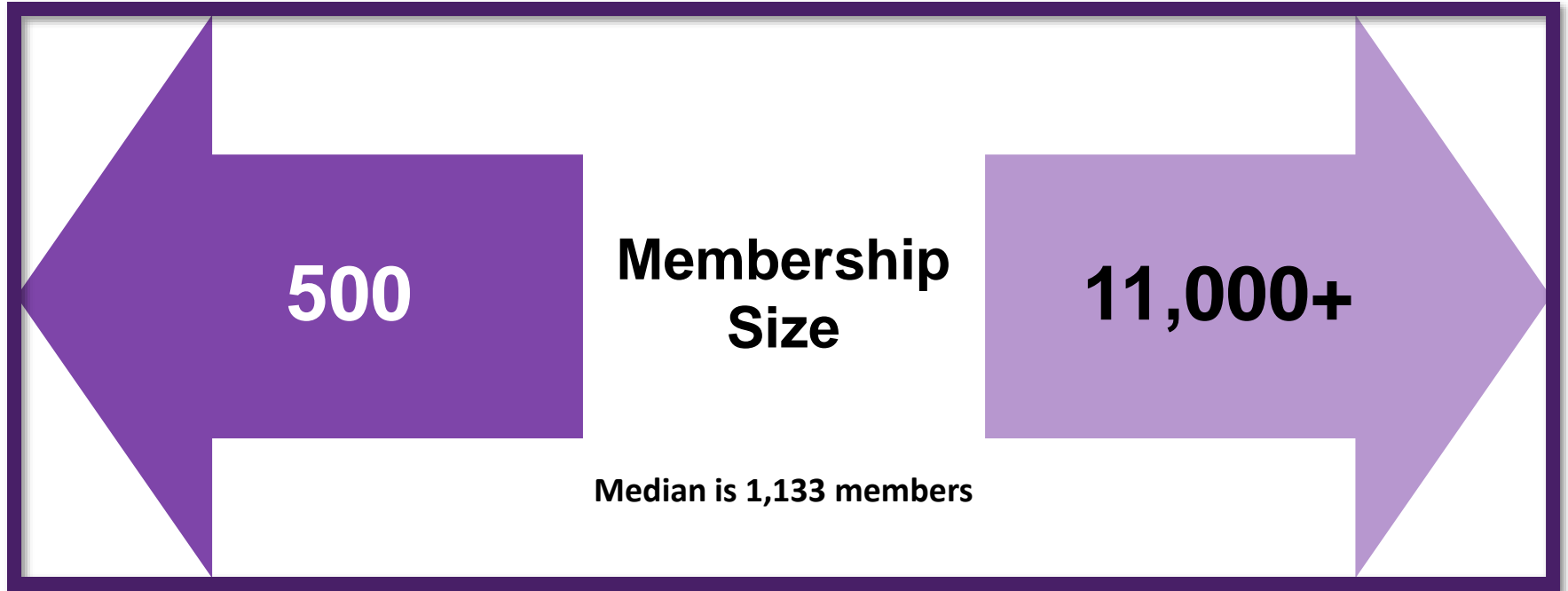
199,914 Individuals Served!



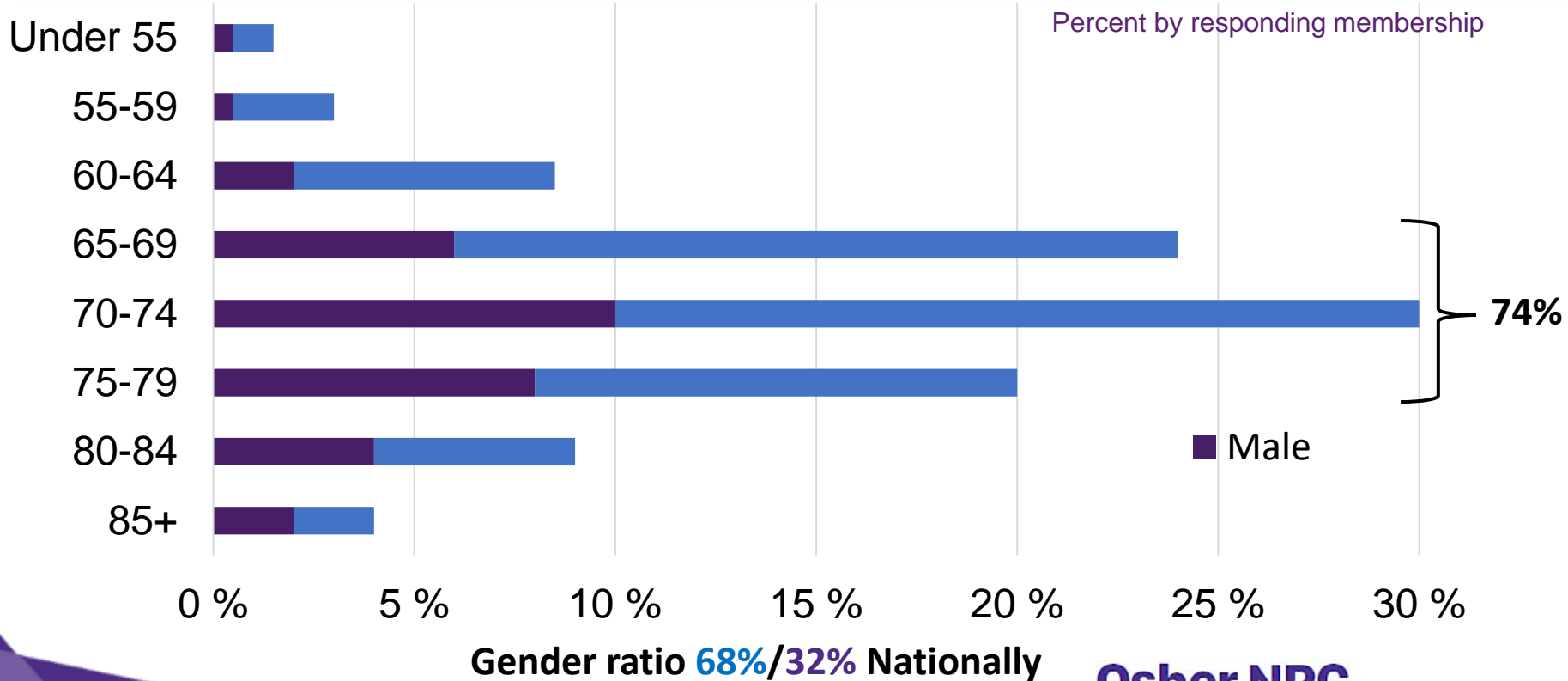
24,000+ OLLI Volunteers



The Range of OLLIs

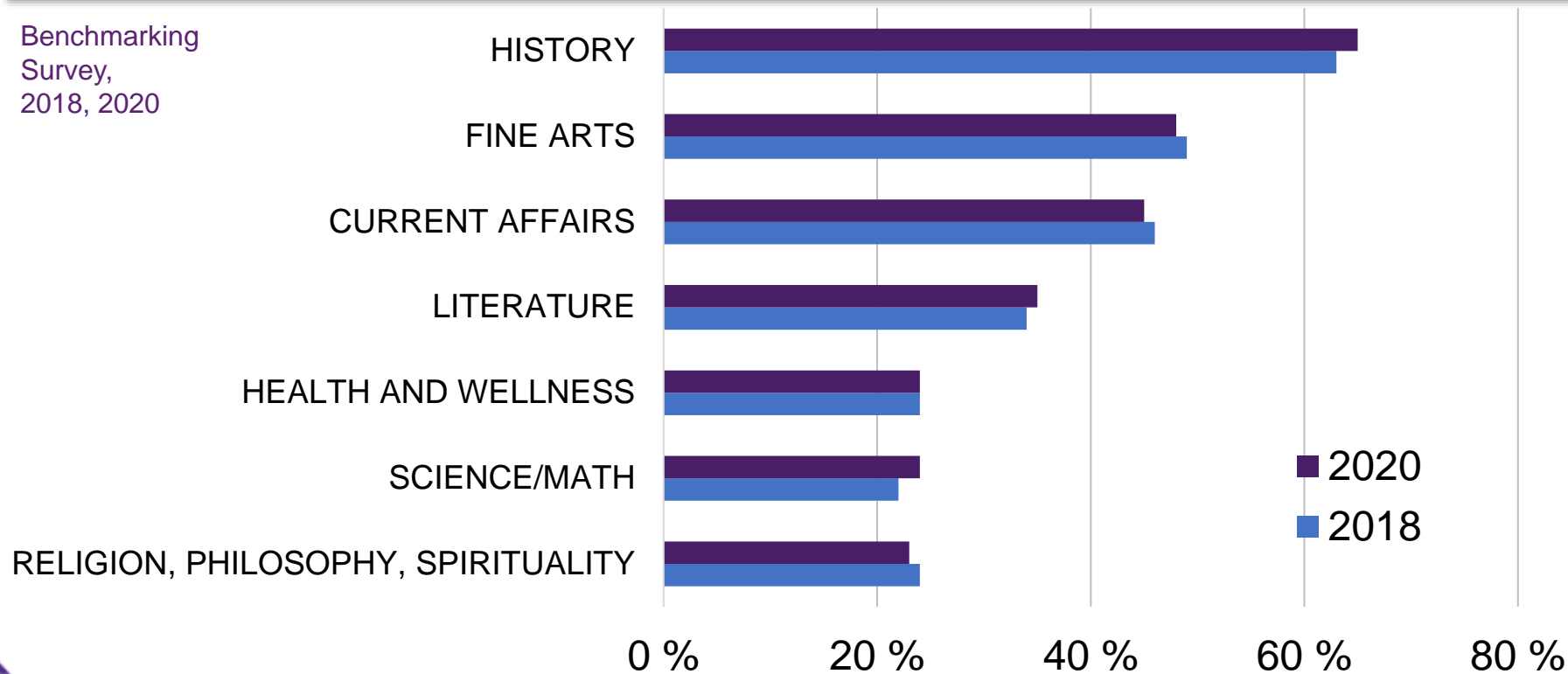


Program Age & Gender Distribution



Members Primary Areas of Interest

Benchmarking
Survey,
2018, 2020



Offered Via Zoom in Fall 2020

**Single
Session**

**Zoom
Classes**

2,646 total

**Average 24
per OLLI**

Multi-Session

**Zoom
Classes**

4,378 total

**Average 39
per OLLI**

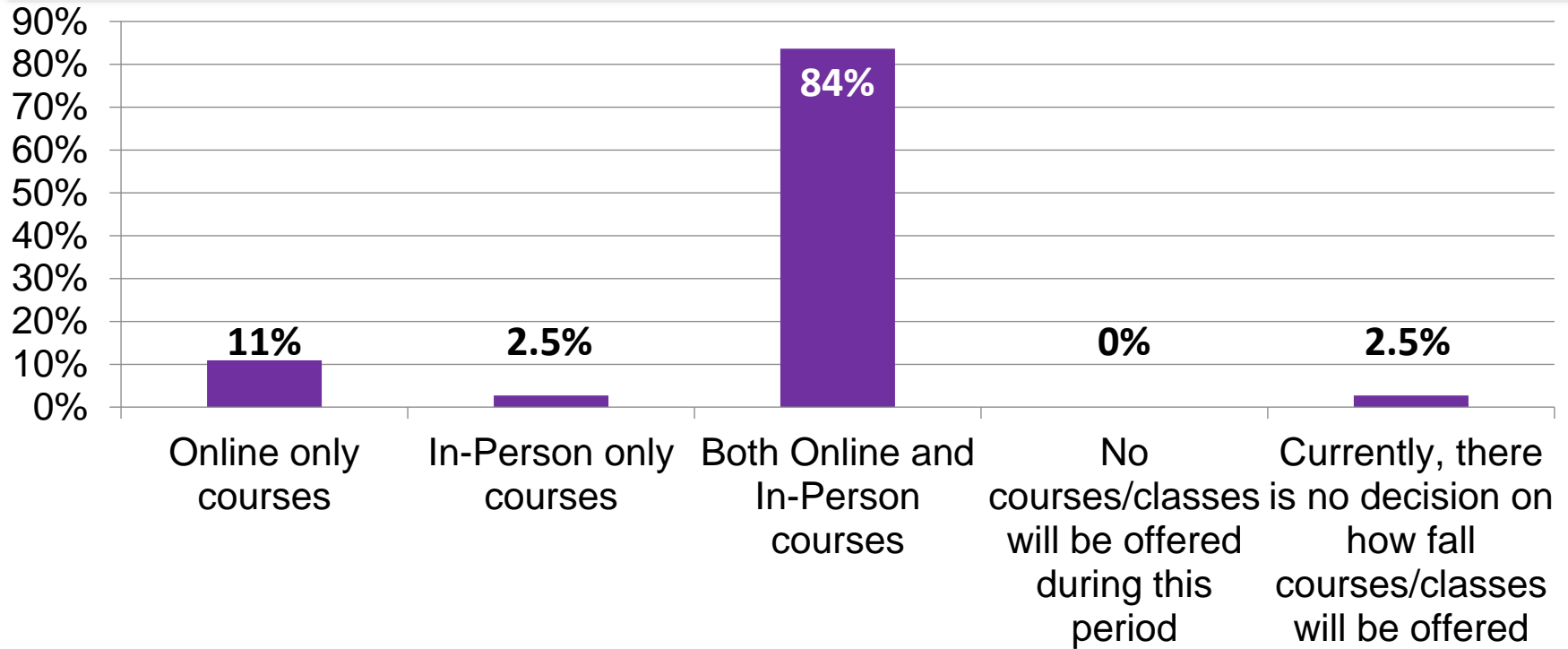
Social Events

Via Zoom

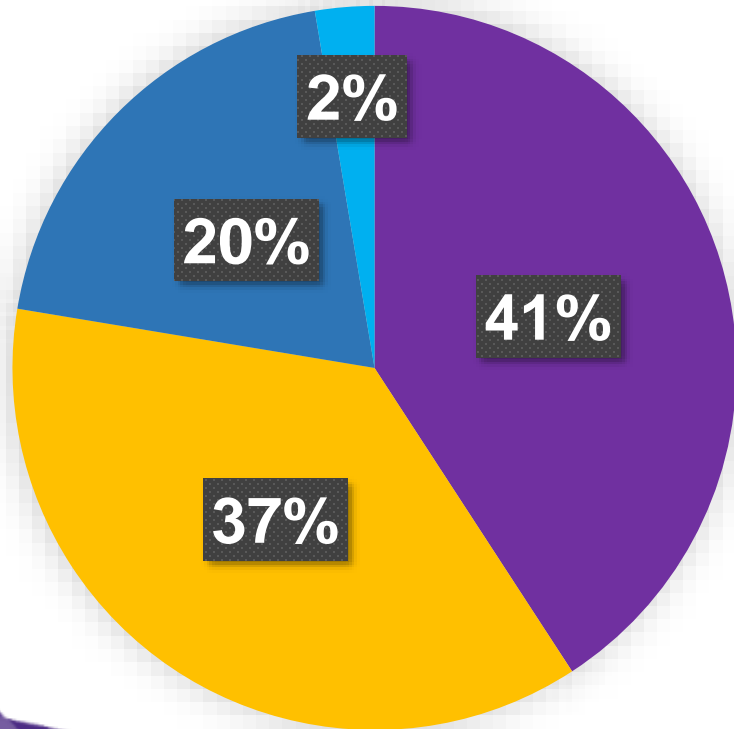
676 total

**Average 6
per OLLI**

During Fall 2021 Term Institutes Will Offer Courses/Classes:

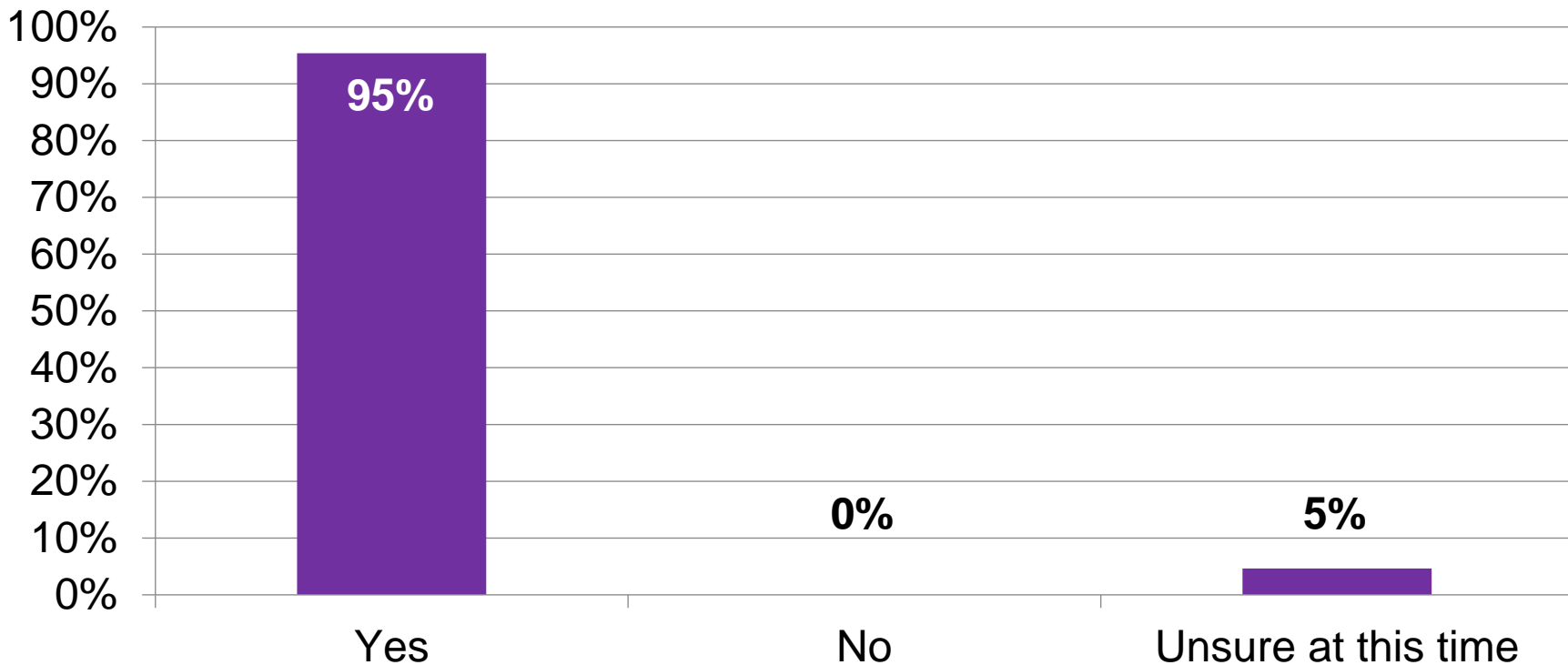


For the Fall 2021 Term: Institute's Estimated Breakdown of Classes:



- Online Courses
- In-Person Courses
- Hybrid/Hyflex Courses (synchronous learning that teaches both in-person and online learners simultaneously)

In Future Terms/Semesters: Will Continuing to Offer Online Programming?



Directors: How Do Members Feel About Distance Learning?

30%

**Will not
participate**

35%

**Good
solution
for current
situation**

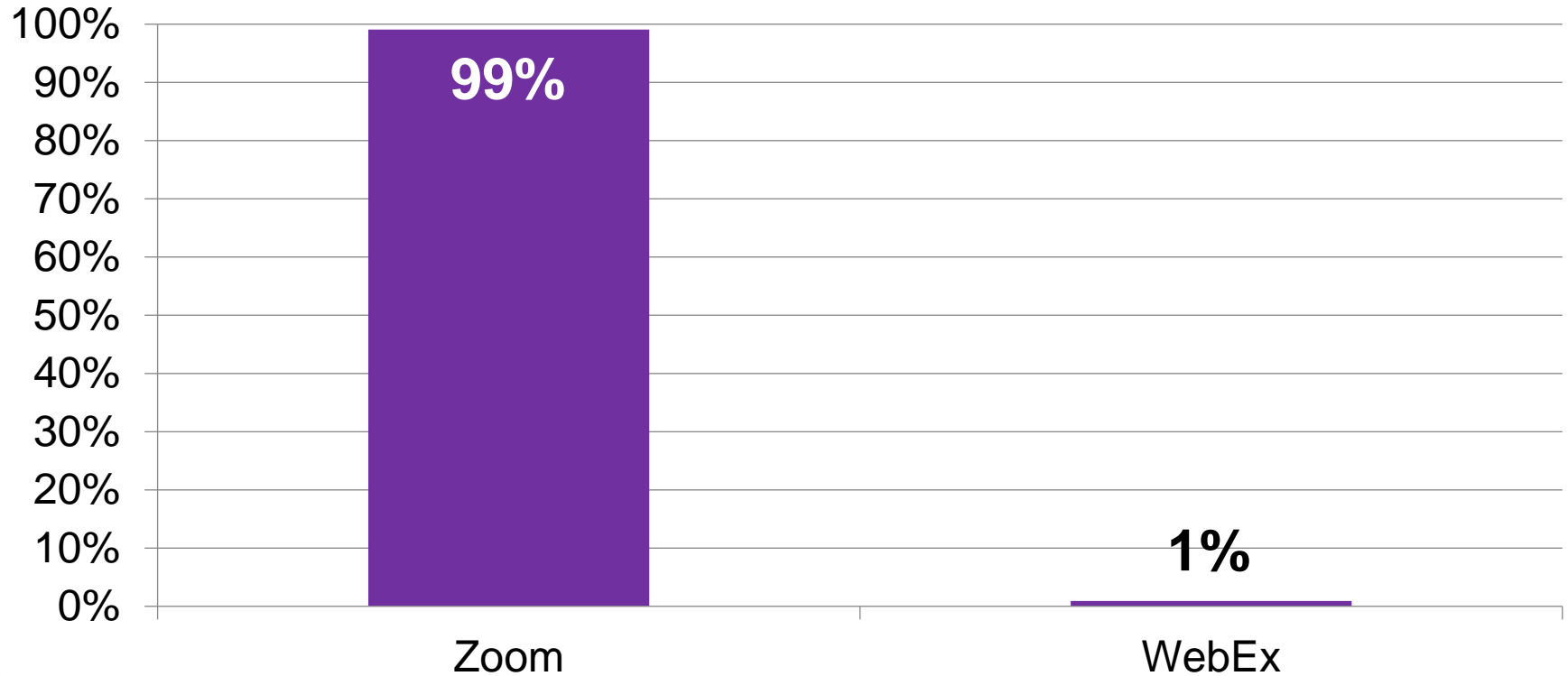
25%

**Good
solution
with
benefits in
future**

10%

**Love the
format,
now
preferred**

What Platform Are You Currently Using for Online Programming?



Effective Practices



Train to Engage



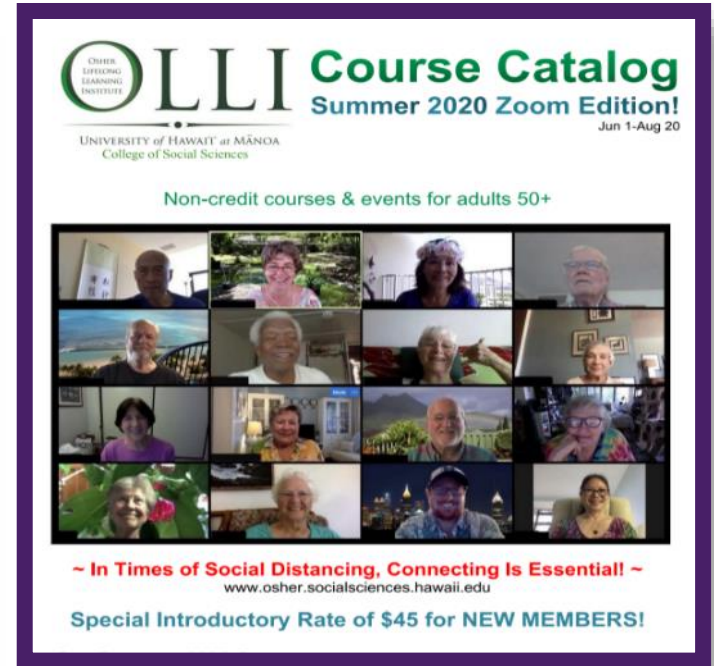
Screen Share in Zoom

Welcome to OLLI at UNC Asheville's College for Seniors Zoom Training #4

0:06 / 24:54

Subscribe

The screenshot shows a Zoom meeting interface. At the top right, there is a small video thumbnail of a woman. The main content area displays a title slide with the text 'Welcome to OLLI at UNC Asheville's College for Seniors Zoom Training #4'. Below the title, it says 'Screen Share in Zoom'. At the bottom, there is a video player control bar showing a play button, a progress bar at 0:06 / 24:54, and icons for closed captions, settings, and full screen. A red 'Subscribe' button is visible in the bottom right corner of the slide area.



OLLI Course Catalog
Summer 2020 Zoom Edition!
Jun 1-Aug 20

OSHER LIFELONG LEARNING INSTITUTE
UNIVERSITY of HAWAII at MĀNOA
College of Social Sciences

Non-credit courses & events for adults 50+

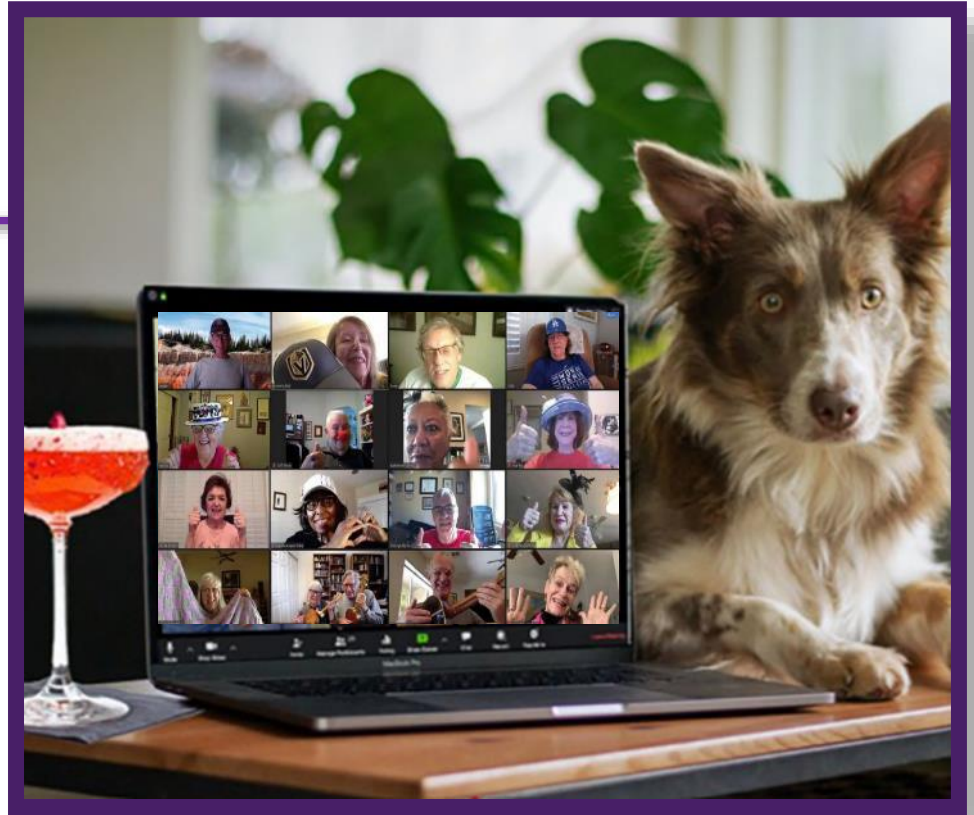
- In Times of Social Distancing, Connecting Is Essential! -
www.osher.socialsciences.hawaii.edu

Special Introductory Rate of \$45 for NEW MEMBERS!

The advertisement features a grid of 16 small video thumbnails showing various participants in a Zoom meeting. The text is arranged in a clean, professional layout with a mix of green and blue colors. The OLLI logo is prominent at the top left. The bottom section includes a quote about social distancing and a special introductory rate for new members.

Coffee or Cocktails?

- Coffee Hours
- Happy Hours
- Zoom Party Line
- Discussion groups
- Book Clubs
- Shared Interest Groups



Peer Tech Assistants



Assume Nothing



- **Dr. Charles Galvin**
- **OLLI at Univ. of Michigan**
- **Curriculum Sub-Committee Member**



“Despite an inhospitable planet...life will go on!”

- Jack Wax

- “In some ways, it’s better”:
 - Sound & visual control
 - New friends' names
 - Attending class in PJs
 - Conversation & discussion
 - Real sense of community

Keep Raising Funds



OSHER LIFELONG LEARNING INSTITUTE **OLLI** Online
Sedona • Verde Valley, Arizona

REGISTER NOW
Event Ticket: **\$15**
(additional gifts are welcome)

Yavapai
COLLEGE

**FALL 2020
ONLINE FUNDRAISER**
Thursday, September 3 • 11:00 am (via Zoom)

A Virtual River Trip Through the Grand Canyon
with author, guide, geologist & educator
Wayne Ranney

The COVID-19 pandemic cannot stop us from learning! Join us on this slide illustrated adventure as we journey down the Colorado River for 250 miles through the Grand Canyon. Our emphasis will be on the many geologic features seen on what is normally a 7- to 10-day trip. We will also explore a few of the archeological sites along the river.

Additional gifts are welcome and will be distributed to the extent allowable by law.

Date: Thursday, September 3, 2020
Time: 11:00 AM - 1:00 PM

Osher NRC
National Resource Center

Partnerships Work



Join us to participate in
OLLI Day Alabama
with the
Osher Lifelong Learning Institute chapters
from UA, UAH, and Auburn by
proclamation of Governor Kay Ivey.

Thursday, August 20th • 2:00 p.m.


Fun Never Fails



You're Invited! **ZOOM DANCE PARTY**

Featuring our own **DJ Al Fisher**, spinning your favorite hits from the '50s & '60s

OCTOBER 16, 2020
7:00 - 9:00 PM
ZOOM FROM YOUR LIVING ROOM
RSVP BY OCT 15: OLLI@RINGLING.EDU
TO RECEIVE THE ZOOM LINK.



Hosted by OLLI at Ringling College
www.OLLIatRinglingCollege.org

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- [Osher.net/News/Current](https://osher.net/News/Current) Newsletter – Click into the current newsletter
- Click the link “Subscribe to this Newsletter”

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OLLI NEWS

OLLI AT GEORGE MASON UNIVERSITY
Better To



OSHER INSTITUTE NEWSLETTER

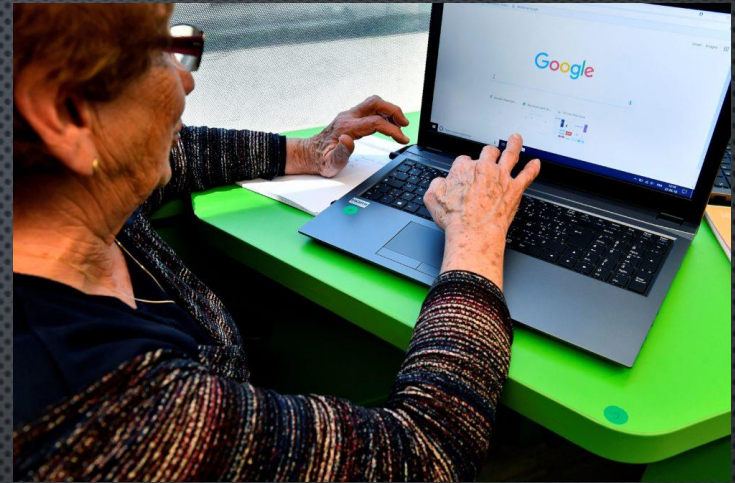
presented by the National Resource Center for Osher Institutes



Greetings from the NRC OCTOBER 2020

Two of the overarching themes for the Osher Network in 2020 might aptly be **adaptation** and **creativity**. Don't you think these have both proven to be universally necessary for all of us?

Adaptation and creativity are again content themes of this month's National Newsletter. We see them in the innovative work of OLLI at University of Nebraska-Lincoln with their multi-purpose television broadcast of the "OLLI Showcase" program. We see it in the creative collaborations of the multiple sites of OLLI at the University of Delaware. And, we see it in the adaptations of an annual fall favorite book festival at OLLI at George Mason University in Virginia.



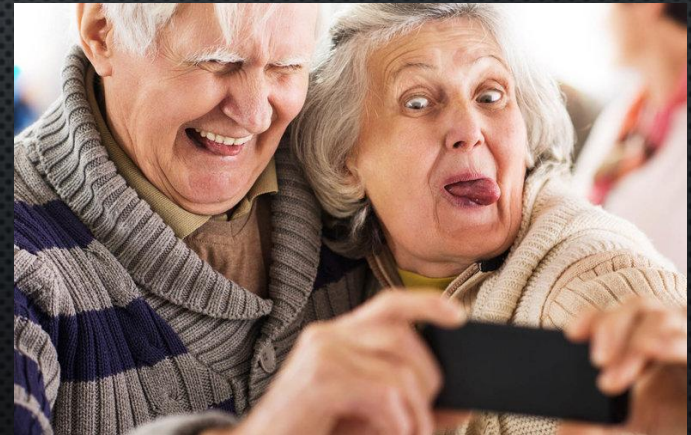
Implementing Technology

*An Overview of Bridging the Digital Divide-
PSA03 engAged Provider Training*

August 27, 2021
N4a Webinar

Holly Brugman
Program Coordinator, Specialized
Programs

Western Illinois Area Agency on Aging



First Steps:

Outline intention/plan

Social Isolation- Implementation of Virtual Programming

1). Access to Technology

- A). Devices- phones, tablets, computers
- B). Access to wi-fi/ connectivity

Resources: Illinois CARE Connection

2). Education on Using Technology/Devices

- A). Train staff/volunteers
- B). Train participants once they have device and wi-fi
 - 1). Many participants will need to start with very basic education, such as:
 - Using the primary functions of the device (turning off and on, volume, connecting to wi-fi, etc.)
 - Defining & explaining terminology (web page, URL, apps, downloading/uploading, etc.)
 - Setting up a free email account through google, yahoo, etc.
 - Registering the device- requires email address!
 - Web-browsing & online safety
- C). Recommended to have someone designated to provide Tech-Support

Resources: OATS, Senior Planet, NCOA (Tools for Reaching Remote Audiences, Connect2Affect, Rush University,

3). Platforms for Virtual Learning

- A). Covia (Well Connected- Free for older adult users
- B). Go-To Meeting
- C). Zoom- free for up to 40 minute meetings with under 100 participants

4). Education on Using Chosen Platform

- A). Train staff/volunteers
- B). Train participants to use platform before attempting to deliver actual programming
 - 1). Offer, or require, a Class Zero to focus solely on using the platform

3). Virtual Sessions:

- A). Connect content to real-life- how is this going to benefit the participant/ add to their life?
 - Start with programming you know is in-demand or there is interest in
 - Ask for suggestions from past participants – groups/topics
- B). Need to be interactive- participant-led discussions, activities to accompany learning experience
- C). No longer than 30 minutes, unless larger group (more than 8)
- D). May be more effective to offer mini-series- 4-6 shorter sessions on one general topic.

First Steps:

Survey your staff/volunteers

EngAged Provider Feedback Form

1). On a scale of 1-5, how would you rate your own personal comfort level in using the following technology:

Computer/ laptop basic functions: 1 2 3 4 5

le- email, browsing, privacy, wifi, etc.

Social Media Platforms: 1 2 3 4 5

le- Facebook, Twitter, SnapChat, etc.

Video Chat/Meeting Applications: 1 2 3 4 5

le- Zoom, Skype, Facetime, etc.

Notes:

2). On a scale of 1-5, how would you rate the comfort level of the majority of your staff/ volunteers in using the following technology:

Computer/ laptop basic functions: 1 2 3 4 5

le- email, browsing, privacy, wifi, etc.

Social Media Platforms: 1 2 3 4 5

le- Facebook, Twitter, You Tube, etc.

Video Chat/Meeting Applications: 1 2 3 4 5

le- Zoom, Skype, Facetime, etc.

Notes:

3). Do all of your staff/ volunteers who are working with EngAged participants have email addresses?

Y/N

4). Would your staff/ volunteers who are working with EngAged participants have access/ be able to join virtual trainings on using technology?

Y/N

5). Do you have anyone on your staff who is very comfortable using technology, who may be able to provide support in teaching others?

Y/N

6). Consider what obstacles you see in implementing technology in your area. Please list and briefly describe your most pressing challenges as you move forward in training staff/volunteers on using and helping others learn to use technology.

7). What specific supports do you feel are most useful to you at this point in training staff/ volunteers and preparing them to use technology/virtual programming?

Bridging the Digital Divide Training

Two Parts:

Part 1: The Audience

- What is the Digital Divide?
 - Cognitive restructuring
 - Barriers
 - 12 Tips

Part 2: The Delivery

- First steps with a new device/ user
- Virtual Learning Platforms & Instructions
 - Virtual Programming Options
 - Providing Tech Support

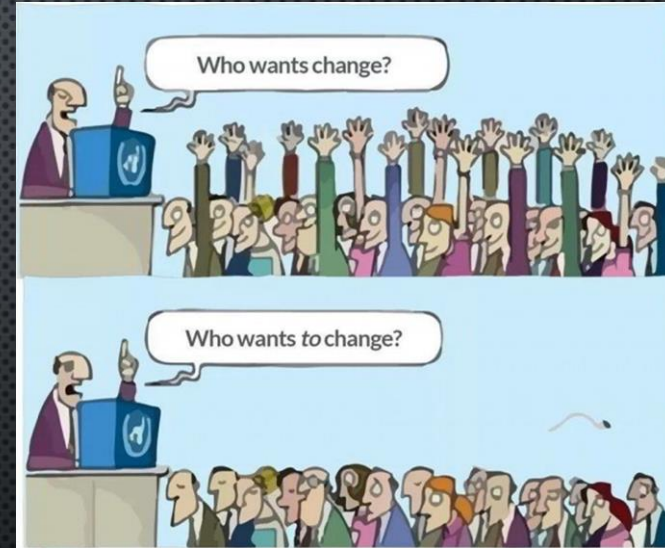
Cognitive Restructuring

Re-evaluating/ changing thoughts or beliefs

Crucial aspect of change!!

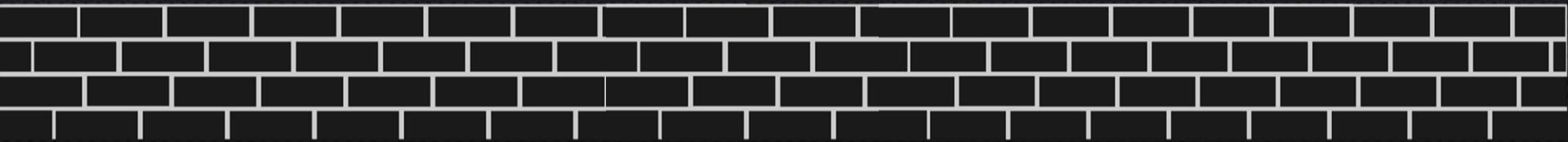
Often times, our attitudes and beliefs must change before our behaviors and actions will change.

We prioritize according to what we perceive is important and we act according to our priorities.



Common Barriers for Older Adults:

- ~A lack of basic computing and Internet literacy skills
- ~A lack of confidence in their ability to learn those skills (personally & externally)
- ~A lack of access to training/ learning environments which target the specific needs of older people
 - ~Fear of fast-changing technologies and the need to constantly re-learn skills
 - ~A lack of regular access to computers or the Internet due to prohibitive costs
 - ~Persistent concerns about online privacy and safety issues
 - ~Fears about embarrassing oneself in front of others
- ~Physical constraints related to mobility, visual impairment, fine motor skills, or mental limitations
 - ~A perceived lack of time.



12 Tips for Teaching Tech to Older Adults.

- 1). *Be Patient.*
- 2). *Emphasize the Benefits.*
- 3). *Tailor to Their Interests.*
- 4). *Avoid Using Jargon.*
- 5). *Provide a Positive Learning Environment.*
- 6). *Get to Know Your Clients and Meet Them at Their Level.*
- 7). *Provide Tangibles.*
- 8). *Encourage Practice.*
- 9). *Build Confidence.*
- 10). *Discuss Internet Safety.*
- 11). *Share Free Resources.*
- 12). *Every Day, A Little Play.*

Part 2: The Delivery

First steps with a new device/ user

Start with the Basics:

- Knowledge of computer parts (mouse, USB port and camera)
- Adjusting settings on smart devices
- Understanding security risks like malware and online safety
- Basic email usage (sign in, receiving and replying)
- Basic internet browsing
- Use of social media networks like Facebook and Instagram
- Learning basic network concepts (connection, uploading and downloading)
- Opening and closing files and applications
- Creating and saving documents
- Practicing storage concepts (files and folders)

Part 2: The Delivery

First steps with a
new device/ user

Resources

Commonly Used Terminology

<https://www.chcf.org/wp-content/uploads/2012/06/PatientPortalsNIHGlossaryComputerTerms.pdf>

Basic Set-Up on Android Tablet Video Tutorial

<https://www.youtube.com/watch?v=jU5Zmta0508>

(Printable)

<https://www.support.com/how-to/how-to-set-up-an-android-tablet-11908>

Basic Set-Up on iPad Video Tutorial

<https://www.youtube.com/watch?v=WsQake9JRCo>

(Printable)

<https://support.apple.com/en-us/HT202033>

Video Tutorial on Basic Functions of an Android Tablet

<https://www.youtube.com/watch?v=KphId0Mq-mI>

(Printable)

<https://www.wikihow.com/Use-an-Android-Tablet>

Video Tutorial on Basic Functions of an iPad

<https://www.youtube.com/watch?v=mueA8oI-8yc> - 1st in a series

(Printable)

<https://edu.gcfglobal.org/en/ipadbasics/getting-started-with-the-ipad/1/>

Part 2: The Delivery

First steps with a
new device/ user

Resources

“Hands-On” Tablet Training PDF

<https://tricityliteracycouncil.files.wordpress.com/2019/02/hands-on-tablet-curriculum.pdf>

DOROT Tech Guides- Android and iPhone

<https://www.dorotusa.org/tech-made-easy-seniors-new-instructional-guides>

Internet Browsing

<https://www.youtube.com/watch?v=d9b5AC8vld0>

(Printable)

<https://edu.gcfglobal.org/en/internetbasics/using-a-web-browser/1/>

Internet Safety/ Security

<https://www.youtube.com/watch?v=Qhp8CJAdLW0>

<https://www.youtube.com/watch?v=2ZZQlgV2Gus>

WIAAA Presentation: “Online Shopping & Security”

Setting Up a Gmail Account

<https://www.youtube.com/watch?v=LWaqSBTfrjc>

(Printable)

<https://www.tomsguide.com/how-to/how-to-create-new-gmail-account>

Social Media Tutorials/ Guides:

Facebook: <https://www.youtube.com/watch?v=xu8rh9Ref4Y>

YouTube: <https://www.youtube.com/watch?v=kgQeevYFJBk>

Twitter: <https://www.youtube.com/watch?v=BwKwOyb62xs>

Instagram: https://www.youtube.com/watch?v=_wo5C9qh4xE

Part 2: The Delivery
Virtual Platforms



Options for Providing Virtual Programs:

Partnering with Other Organizations

Convert standing programs into
virtual opportunities

Creating new programs, specifically for
virtual learning



Part 2: The Delivery

Tech Support: Internal

Providing or ensuring access to tech support is necessary; it's not just best-practice. The absence of support causes many new learners to become overly frustrated and give-up.

Support provides:

Peace of Mind & Encouragement
Incremental Steps
Addresses the "language barrier"
Increased layer of safety

Some Ideas:

- Provide a certain day/ time for people to call w/questions
 - Allow people to schedule a time to ask a tech question
 - Provide regular trainings, and record them for future use
- Have a ready supply of resources- video tutorials, step-by-step guides
 - Partner with local schools (intergenerational) or volunteer groups
- Plan to have an extra person to field tech-related issues during virtual presentations
 - Provide a class zero for those new to using your platform

Offer a one-on-one class for beginners.



Virtual Meeting Basics for Beginners

Interested in participating in a virtual presentation, but not sure how?

This class is for YOU!

Technology is a wonderful thing– it allows us to connect and learn in ways we never thought possible. But to new users, sometimes technology can seem overwhelming and difficult to navigate. This one-on-one introductory session will focus on helping beginners to join and participate in virtual meetings. Tailored to meet each individual's needs, this class offers instruction on a variety of topics, including:

Joining/ leaving a virtual meeting

Navigating basic meeting controls– mute/unmute, chat box, webcam, etc.

Discussion of most common virtual platforms

Virtual meeting do's and don'ts

Finding & connecting to virtual opportunities online

Registration for this one-on-one virtual class is on-demand. For more information, or to register, please call:

309-793-6800

Living & Learning classes are free and available to all adults, aged 60 and older!

Part 2: The Delivery
Tech Support: External



TeamViewer

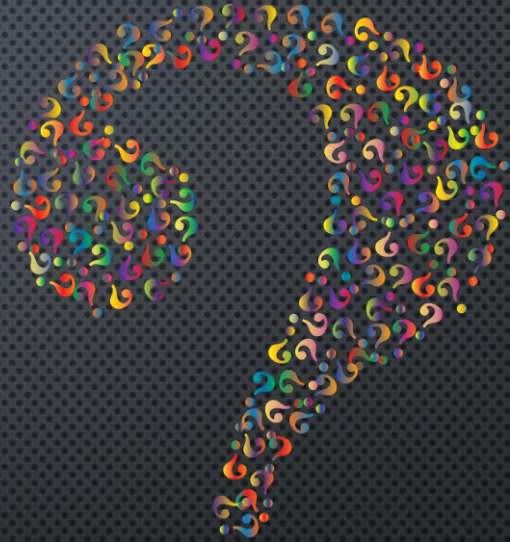
OATS | OLDER ADULTS
TECHNOLOGY
SERVICES
FROM ~~AARP~~

Candoo

SENIOR**NET**

TEENIORS
tech-savvy teens empowering seniors

Questions?



Holly Brugman
Western Illinois Area Agency on Aging
Rock Island, Illinois
309-793-6800
hbrugman@wiaaa.org



SOURCES:

[HTTPS://TECHCRUNCH.COM/2019/05/05/WE-ARE-LEAVING-OLDER-ADULTS-OUT-OF-THE-DIGITAL-WORLD/#:~:TEXT=ONE%20AREA%20IN%20PARTICULAR%20THREATENS,HAVE%20INTERNET%20ACCESS%20AT%20HOME](https://techcrunch.com/2019/05/05/we-are-leaving-older-adults-out-of-the-digital-world/#:~:text=one%20area%20in%20particular%20threatens,have%20internet%20access%20at%20home)

[HTTPS://WWW.RESEARCHGATE.NET/PUBLICATION/264676496_TECHNOLOGY_USE_BY_OLDER_ADULTS_AND_BARRIERS_TO_USING_TECHNOLOGY#:~:TEXT=THE%20MOST%20COMMONLY%20IDENTIFIED%20BARRIERS,FEAR%20OF%20FAST%20CHANGING%20TECHNOLOGIES](https://www.researchgate.net/publication/264676496_technology_use_by_older_adults_and_barriers_to_using_technology#:~:text=the%20most%20commonly%20identified%20barriers,fear%20of%20fast%20changing%20technologies)

[HTTPS://WWW.AARP.ORG/MONEY/SCAMS-FRAUD/INFO-2019/FTC-OLDER-CONSUMERS-REPORT.HTML](https://www.aarp.org/money/scams-fraud/info-2019/ftc-older-consumers-report.html)

[HTTPS://WWW.FBI.GOV/SCAMS-AND-SAFETY/COMMON-SCAMS-AND-CRIMES/ELDER-FRAUD](https://www.fbi.gov/scams-and-safety/common-scams-and-crimes/elder-fraud)

[HTTPS://WWW.BAYALARMMEDICAL.COM/MEDICAL-ALERT-BLOG/50-OF-THE-BEST-ONLINE-RESOURCES-FOR-SENIOR-CITIZENS](https://www.bayalarmmedical.com/medical-alert-blog/50-of-the-best-online-resources-for-senior-citizens)

SOURCES, continued:

<https://www.nia.nih.gov/>

<https://www.support.com>

<https://edu.gcfglobal.org/en/>

<https://www.dorotusa.org/>

<https://www.tomsguide.com/>

<https://zoom.us/>

<https://www.ncoa.org/>

<https://www.gotomeeting.com/>

<https://www.webex.com/>

<https://www.wikihow.com>

<https://www.nia.nih.gov/>

<https://apps.google.com/meet/>

<https://www.cnet.com/>

<https://www.facebook.com/formedia/solutions/facebook-live>

<https://www.teamviewer.com/en-us/products/teamviewer/>

<https://seniorplanet.org/>

<https://www.teeniors.com/>

<https://www.candootech.com/>

<https://www.youtube.com>

engAGED Innovations Hub

- The newly launched Innovations Hub is a searchable online database to facilitate the sharing and replication of best and promising social engagement practices.
- www.engagingolderadults.org/hub

Share Your Innovations

- Please share your social engagement innovations with engAGED!
- All programs submitted will be considered for inclusion on the Hub

www.engagingolderadults.org/submit-to-hub

Additional Offerings

- Offer webinars and office hour calls
- Produce a monthly newsletter and disseminate blogs
- Hold annual Virtual Summit
- Post on social media
- Produce an annual consumer brochure
- Update the engAGED Community Toolkit and consumer flyers and fact sheets

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- Twitter: @engAGEDCenter
- info@engagingolderadults.org

Questions and Discussion

Please use the questions tab in your GoToWebinar module to submit your questions or comments.

Thank You!

- Thank you for attending today's webinar!
- The recording will be available on www.engagingolderadults.org.