

Training Older Adults on Technology

From the Community Center to the Remote Desktop

Federal Communications Commission
Older Americans Workshop
May 22, 2014



Older Adults Technology Services



Older Adults Technology Services

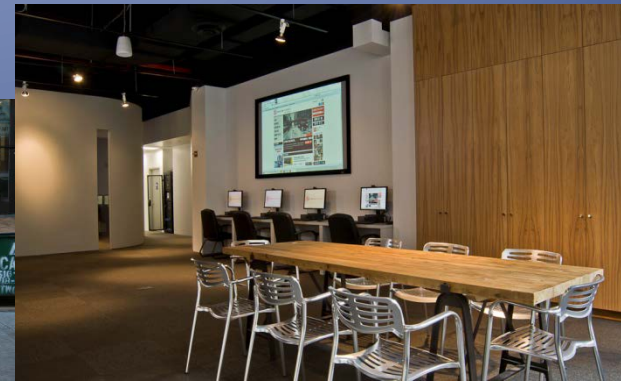


- Largest municipal technology program for seniors in U.S.
- 20,000 free classes since 2004
- 33 community technology labs
- Program design practice: AARP, Emblem Health, New York State

Senior Planet Exploration Center

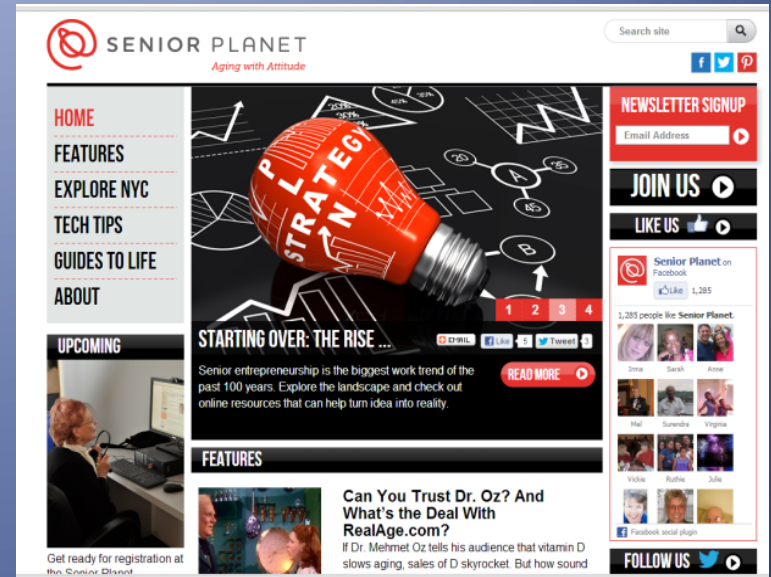


- Retail location in Manhattan
- 10,000 visitors yearly
- Events, trainings, coaching, gaming, exhibits



SeniorPlanet.org

- ~100,000 unique visitors/month
- Daily content: “Aging with Attitude”
- Events calendar
- Tech tips, polls, live-stream programs

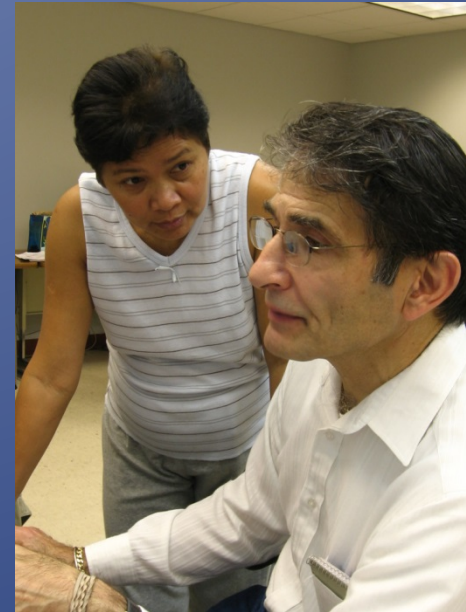


Older Adults Technology Services



Results

- 12,600 served in 2013
- 3,100 free classes
- 83% more connected to friends and family
- 80% more confident living independently
- 84% improved quality of life



Older Adults Technology Services



ACLP/OATS/Horrigan Study

Where Seniors Want Training:

- 36% Community Center
- 36% Library
- 28% Online Course
- 27% Electronics Store
- 50% Learn at home



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Training Increases Broadband Benefits

36% of respondents have had some form of training

<u>“Helped a lot”</u>	<u>Trained</u>	<u>Not trained</u>
Stay in touch	55%	36%
Health/Medical info	25%	16%
Save money on products	19%	13%
Access govt. services	19%	12%

Modes of Training

Channel	Professional Trainers/Curriculum	Senior Focused	Personalized Attention	Relaxed Environment	Technical Quality
Community Center	😊	😊	😊	😊	?
Library	😊			😊	😊
Online Course	😊			😊	
Electronics Store			😊		😊
Learn at Home			😊	?	

Special Case: Remote Desktop Coaching

- One-on-One Assistance
- Take over senior's computer
- Both people see the same screen
- Shared audio
- Can be used with curriculum or simply for tech support



Older Adults Technology Services



Remote Desktop Options



Chrome Remote Desktop



Splashtop



Teamviewer



Remote Desktop Connection

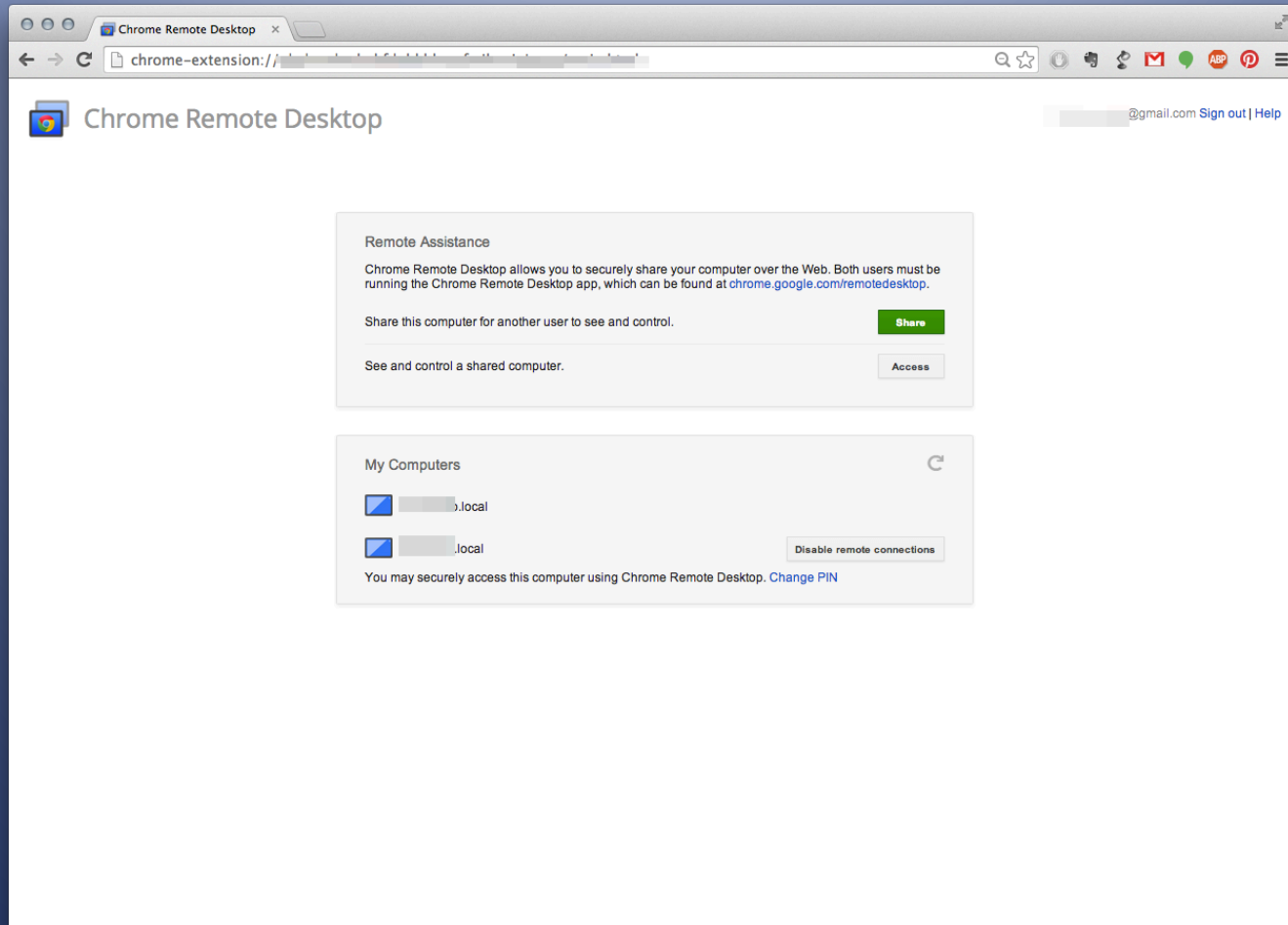


Apple Remote Desktop

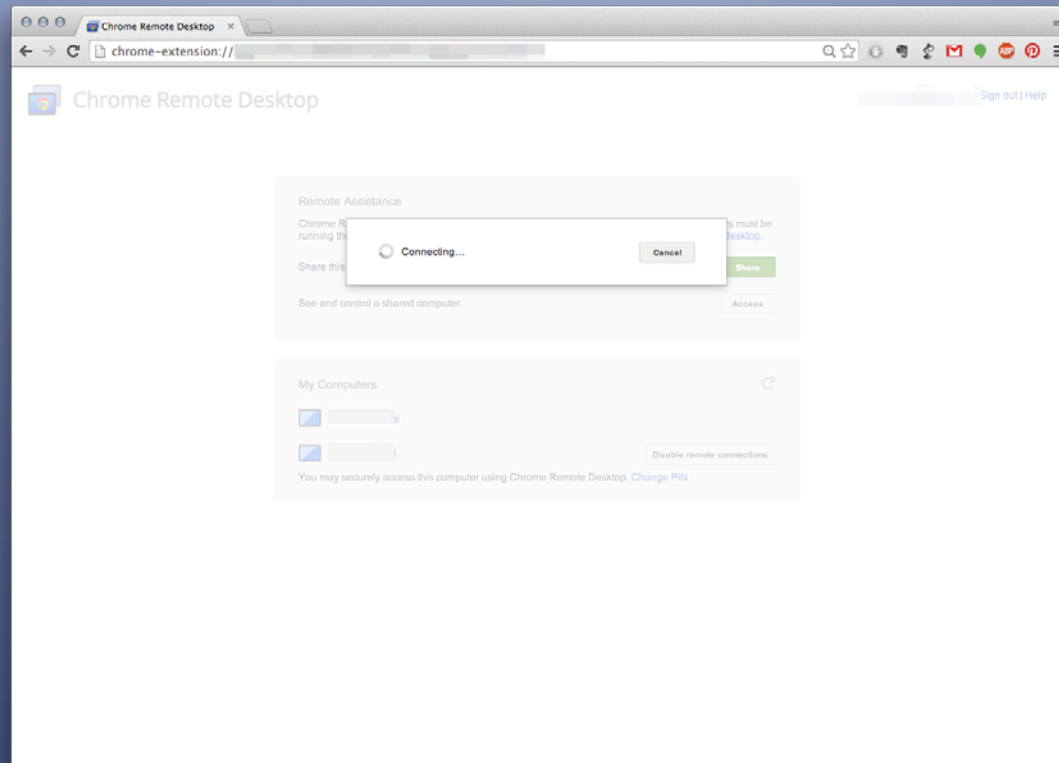


LogMeIn

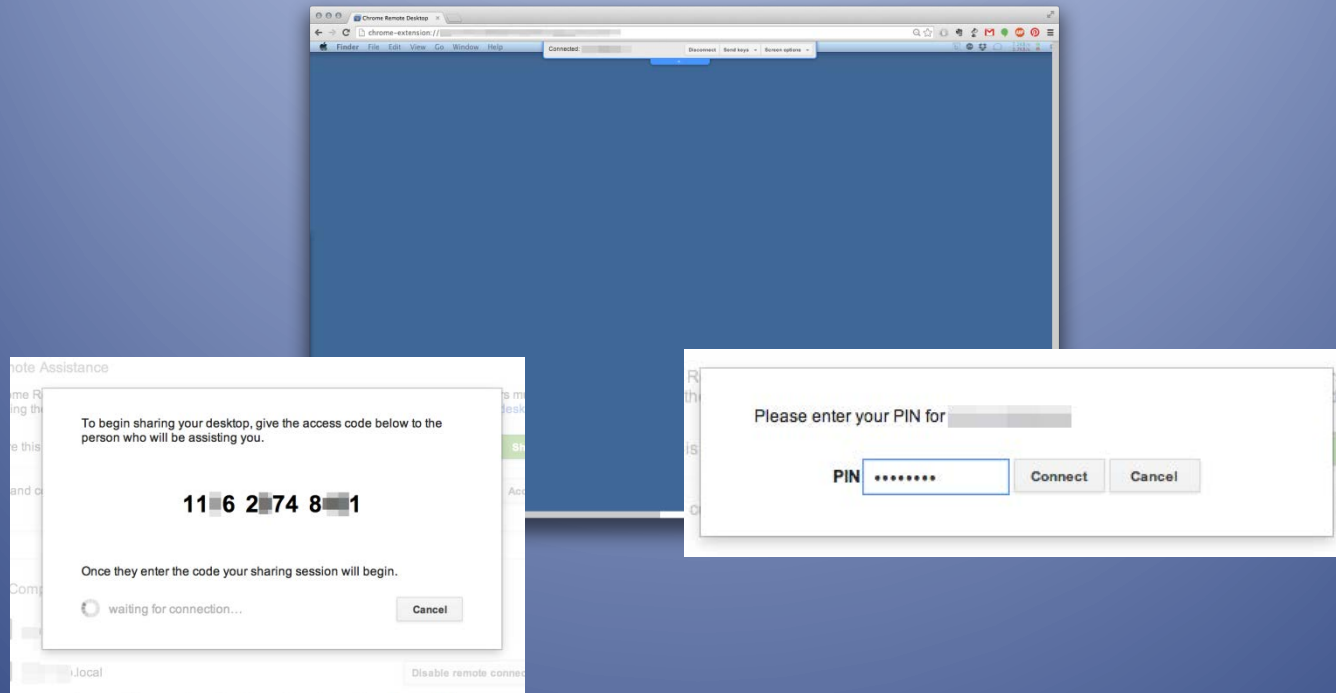
Chrome Remote Desktop



Chrome Remote Desktop



Chrome Remote Desktop



Key Factors in Success

- High quality training
- Senior focused curriculum and methodology
- Individualized attention
- Relaxed environment
- Technical quality



Thank You!!!



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