Senior citizens’ and multipliers’ training needs study

Annexes

<table>
<thead>
<tr>
<th>Intellectual Output No.</th>
<th>IO 1</th>
</tr>
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<tbody>
<tr>
<td>Version</td>
<td>Final</td>
</tr>
<tr>
<td>Authors</td>
<td>Laura Grinevičiūtė, Inga Žemaitiene (VIPT)</td>
</tr>
<tr>
<td>Date</td>
<td>May 2017</td>
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ANNEX NO 1. SENIORS SURVEY

1. Do you already use a computer or any other digital device?

- □ No, I never used any digital device
- □ Yes, I use tablet
  A very thin, portable, wireless computer, having a touchscreen.
- □ Yes, I use a Smartphone
- □ Yes, I use a Computer

2. To what extent do you agree with the following statements? (mark all eligible statements)

<table>
<thead>
<tr>
<th>Statement</th>
<th>I fully agree</th>
<th>I agree more or less</th>
<th>I rather agree</th>
<th>I don’t agree</th>
<th>I don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>I don’t know how to use tablet</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I don’t know how to use internet</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Usage too confusing for me</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am afraid I can break or bust something</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Concern about possibility to meet internet scam/online fraud</td>
<td></td>
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<tr>
<td>I fear about learning something in the late years</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I lack information on potential benefits of the internet and tablets</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>I am scared to release personal information</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>I am not interested</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physical disability (I don’t see well, joint paint, etc.)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I have no computer at home</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I have no internet connection at home</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>It is too expensive and I cannot afford the fees &amp; charges</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No support and help available</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I rely on other persons to use internet for me</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
3. **For what purpose do you use or would like to use internet and tablet?** (mark all eligible statements)

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Appreciate</th>
<th>Average</th>
<th>Dislike, I don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>To communicate with the family, friends</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Write/send/receive online letters</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Find and read latest’s news/ newspapers/news magazines</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General searching or browsing the internet for topics of interest</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Find information on health topics and services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Find information about food (e.g. recipes)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Search for local commercial services (e.g. cinemas, concerts)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Read e-books</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Use bank online services (e.g. pay bills online)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Find information about goods and services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Buy things or services over the internet</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sell goods or services over the internet</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Access government information and services online</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transport schedules and tickets</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Travel maps/directions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Play games</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Watch movies, images</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Listen music or web radio</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Share self-created content e.g. text, photos, videos and etc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Post messages to chat sites, blogs, forums</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dating</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General information how to use various devices</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4. **What else would you like to do using internet and tablet?**

__________________________________________
5. **How would you like to learn to use tablet and internet** (mark all eligible statements)
   - individually with trainer support
   - get clear and explicit visual instructions
   - get audio instructions
   - other___________________________

6. **What is your gender?**
   - female
   - male

7. **How old are you?**
   - 65 – 69 years
   - 70 – 74 years
   - 75 and more

8. **Where do you live?**
   - Town
   - Rural area

9. **What is your education?**
   - less than high school diploma
   - high school graduate
   - vocational training
   - university degree

Thank you for your answers!
ANNEX NO. 2. SENIORS SURVEY RESULTS - GERMANY

1. General information about the seniors

Figure No. 1 Gender

- Female; 59%
- Male; 38%
- No Answer; 4%

Figure No. 2 Age

- 65 - 69 years; 34%
- 70 - 74 years; 28%
- 75 years and more; 38%
- No Answer; 1%
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Figure No. 3 Living area

- Town: 61%
- Rural area: 21%
- No answer: 15%

Figure No. 4 Education

- Vocational training: 49%
- University degree: 26%
- High school graduate: 5%
- Less than high school diploma: 15%
- No degree: 5%
- No answer: 1%
2. Digital devices and the Internet Use

Figure No. 5 Usage of computer and other digital device

Figure No. 6 Technology at home
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3. Barriers for older people in the use of ICT

Figure No. 9 Usage too confusing for me

- I fully agree: 21%
- Agree more or less: 13%
- Rather agree: 23%
- Don’t agree: 28%
- Don’t know: 11%
- No answer: 5%

Figure No. 10 I am afraid I can break or bust something

- I fully agree: 26%
- Agree more or less: 14%
- Rather agree: 19%
- Don’t agree: 30%
- Don’t know: 10%
- No answer: 1%
Figure No. 11 Fears

Figure No. 12 I fear about learning something in the late years

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Figure No. 13 I lack information on potential benefits of the Internet and tablets

Figure No. 14 I am not interested

Figure No. 15 Physical disability (I don’t see well, joint pain, etc.)
Figure No. 16 Support

Figure No.17 It is too expensive and I cannot afford the fees & charges
4. Why do senior citizens would like to use tablets - what are their needs

4.1. Communication needs to strengthen social contacts and social life

4.2. Information search

Figure No.18 Senior citizens’ communication needs

Figure No.19 Need for information search
4.3. Need of e-services

![Graph showing the need for various e-services.](image)

- **Search for local commercial services (e.g. cinemas, concerts)**
  - Appreciate: 26%
  - Average: 39%
  - Dislike: 28%
  - I don’t know: 4%

- **Use bank online services (e.g. pay bills online)**
  - Appreciate: 19%
  - Average: 10%
  - Dislike: 4%
  - I don’t know: 4%

- **Access government information and services online**
  - Appreciate: 28%
  - Average: 34%
  - Dislike: 33%
  - I don’t know: 4%

Figure No.20 Need for e-services

4.4. E-Commerce

![Graph showing the need for various e-commerce activities.](image)

- **Find information about goods and services**
  - Appreciate: 33%
  - Average: 35%
  - Dislike: 4%
  - I don’t know: 5%

- **Buy things or services over the internet**
  - Appreciate: 15%
  - Average: 26%
  - Dislike: 4%
  - I don’t know: 8%

- **Sell goods or services over the internet**
  - Appreciate: 5%
  - Average: 10%
  - Dislike: 5%
  - I don’t know: 3%

Figure No.21 Need for e-commerce
4.5. Leisure time

Figure No.22 Leisure time

4.6. Traveling

Figure No.23 Travelling
4.7. General information how to use various devices

![Graph showing general information on using various devices.]

Figure No. 24 General information how to use various devices

5. The way of learning to use Figures and the Internet

![Graph showing the way of learning to use tablets and the Internet.]

Figure No. 26 The way of learning to use tablets and the Internet
ANNEX NO. 3. SENIORS SURVEY RESULTS - SPAIN

1. General information about the seniors

Figure No. 1 Gender

- Female; 64%
- Male; 35%
- No Answer; 2%

Figure No. 2 Age

- 65 - 69 years; 65%
- 70 - 74 years; 23%
- 75 years and more; 9%
- No Answer; 4%
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2. Digital devices and the Internet Use

![Figure No. 5 Usage of computer and other digital device](image1)

![Figure No. 6 Technology at home](image2)
Figure No. 7 I don’t know how to use tablets

Figure No. 8 I don’t know how to use the Internet
3. **Barriers for older people in the use of ICT**

![Image](image-url)

**Figure No. 9** Usage too confusing for me

- I don’t know: 4%
- I don’t agree: 27%
- I rather agree: 33%
- I agree more or less: 23%
- I fully agree: 14%

**Figure No. 10** I am afraid I can break or bust something

- I fully agree: 18%
- I agree more or less: 25%
- I rather agree: 23%
- I don’t agree: 27%
- I don’t know: 6%
- No answer: 1%
Figure No. 11 Fears

Figure No. 12 I fear about learning something in the late years
Figure No. 13 I lack information on potential benefits of the Internet and tablets

Figure No. 14 I am not interested
Figure No. 15 Physical disability (I don’t see well, joint pain, etc.)

Figure No. 16 Support

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4. Why do senior citizens would like to use tablets - what are their needs

4.1. Communication needs to strengthen social contacts and social life

Figure No.17 It is too expensive and I cannot afford the fees & charges

Figure No.18 Senior citizens communication
4.2. Information search

Figure No.19 Need for information search

4.3. Need of e-services

Figure No.20 Need for e-services
4.4. E-Commerce

![Diagram showing need for e-commerce]

Figure No.21 Need for e-commerce

4.5. Leisure time

![Diagram showing leisure time activities]

Figure No.22 Leisure time
4.6. Traveling

Figure No. 23 Travelling

4.7. General information how to use various devices

Figure No. 25 General information how to use various devices
5. The way of learning to use Figures and the Internet

![Bar chart showing different ways of learning to use tablets and the Internet](chart.png)

- Learn in a small group with similar age people: 24%
- Get clear and explicit visual instructions: 24%
- Participate in slower paced, low intensity trainings: 17%
- Individually with trainer support: 16%
- Get video instructions: 9%
- No Answer: 5%
- Get audio instructions: 5%

Figure No. 24 The way of learning to use tablets and the Internet
ANNEX NO. 4. SENIORS SURVEY RESULTS - LITHUANIA

1. General information about the seniors

Figure No. 1 Gender

- Female; 65%
- Male; 34%
- No Answer; 1%

Figure No. 2 Age

- 65 - 69 years; 56%
- 70 - 74 years; 19%
- 75 years and more; 24%
- No Answer; 1%
2. Digital devices and the Internet Use

**Figure No. 5 Usage of computer and other digital device**

<table>
<thead>
<tr>
<th>Device Description</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>No, I never used any digital device</td>
<td>50%</td>
</tr>
<tr>
<td>Yes, I use a tablet</td>
<td>9%</td>
</tr>
<tr>
<td>Yes, I use a Smartphone</td>
<td>7%</td>
</tr>
<tr>
<td>Yes, I use a Computer</td>
<td>36%</td>
</tr>
<tr>
<td>No answer</td>
<td>7%</td>
</tr>
</tbody>
</table>

**Figure No. 6 Technology at home**

<table>
<thead>
<tr>
<th>Agreement Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I fully agree</td>
<td>45%</td>
</tr>
<tr>
<td>I agree more or less</td>
<td>10%</td>
</tr>
<tr>
<td>I rather agree</td>
<td>4%</td>
</tr>
<tr>
<td>I don’t agree</td>
<td>3%</td>
</tr>
<tr>
<td>I don’t know</td>
<td>5%</td>
</tr>
<tr>
<td>No answer</td>
<td>2%</td>
</tr>
</tbody>
</table>

Option choices:
- I have no internet connection at home
- I have no computer at home
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3. Barriers for older people in the use of ICT

Figure No. 9 Usage too confusing for me

Figure No. 10 I am afraid I can break or bust something
This project has been funded with support from the European Commission. This publication [communication] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.
Figure No. 13 I lack information on potential benefits of the Internet and tablets

Figure No. 14 I am not interested
Figure No. 15 Physical disability (I don’t see well, joint pain, etc.)

Figure No. 16 Support
4. Why do senior citizens would like to use tablets - what are their needs

4.1. Communication needs to strengthen social contacts and social life

Figure No.1 Senior citizens’ communication

Figure No.17 It is too expensive and I cannot afford the fees & charges
4.2. Information search

Figure No.19 Need for information search

4.3. Need of e-services

Figure No.20 Need for e-services

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4.4. E-Commerce

![Figure No.21 Need for e-commerce](image)

4.5. Leisure time

![Figure No.22 Leisure time](image)
4.6. Traveling

Figure No. 23 Travelling

4.7. General information how to use various devices

Figure No. 24 General information how to use various devices
5. The way of learning to use Figures and the Internet

Figure No. 25. The way of learning to use tablets and the Internet
ANNEX NO. 5. SENIORS SURVEY RESULTS - ROMANIA

1. General information about the seniors

Figure No. 1 Gender

- Female; 55%
- Male; 43%
- No Answer; 2%

Figure No. 2 Age

- 65 - 69 years; 54%
- 70 - 74 years; 33%
- 75 years and more; 11%
- No Answer; 2%
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2. Digital devices and the Internet Use

Figure No. 5 Usage of computer and other digital device

Figure No. 6 Technology at home

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3. Barriers for older people in the use of ICT

Figure No. 9 Usage too confusing for me

- I don’t know: 2%
- I don’t agree: 36%
- I rather agree: 24%
- I agree more or less: 18%
- I fully agree: 20%

Figure No. 10 I am afraid I can break or bust something

- I fully agree: 43%
- I agree more or less: 13%
- I rather agree: 12%
- I don’t agree: 30%
- I don’t know: 1%
Figure No. 11 Fears

Figure No. 12 I fear about learning something in the late years
Figure No. 13 I lack information on potential benefits of the Internet and tablets

Figure No. 14 I am not interested
Figure No. 15 Physical disability (I don’t see well, joint pain, etc.)

Figure No. 16 Support

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4. Why do senior citizens would like to use tablets - what are their needs

4.1. Communication needs to strengthen social contacts and social life

Figure No.18 Senior citizens communication
4.2. Information search

![Graph showing percentage distribution of responses for information search needs.](image)

**Figure No.19 Need for information search**

4.3. Need of e-services

![Graph showing percentage distribution of responses for e-service needs.](image)

**Figure No.20 Need for e-services**

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4.4. E-Commerce

Figure No.21 Need for e-commerce

4.5. Leisure time

Figure No.22 Leisure time
4.6. Traveling

![Bar chart showing appreciation levels for transport schedules and tickets compared to travel maps/directions.]

Figure No.23 Travelling

4.7. General information how to use various devices

![Bar chart showing appreciation levels for understanding how to use various devices.]

Figure No. 24 General information how to use various devices
5. The way of learning to use Figures and the Internet

![Bar chart showing the way of learning to use tablets and the Internet. The chart includes options such as learning in a small group with similar age people (48%), participate in slower paced, low intensity trainings (26%), individually with trainer support (16%), no answer (5%), get audio instructions (2%), get clear and explicit visual instructions (2%), other (1%), and get video instructions (0%).]

Figure No. 25 The way of learning to use tablets and the Internet
ANNEX NO 6. MULTIPLIERS SURVEY

1. How confident are you with a tablet computer?
   □ not confident at all    □ I usually need help    □ depends on the task    □ confident

2. How many years of working experience with seniors do you have?
   □ 1 - 5 years    □ 6 – 10 years    □ 11 – 15 years    □ 15 – 20 years    □ no experience
   □ less than 1 year

3. How many years of experience do you have with seniors in the field of ICT?
   □ 1 - 5 years    □ 6 – 10 years    □ 11 – 15 years    □ 15 – 20 years    □ no experience
   □ less than 1 year

4. Please, if applicable, share the best practices of supporting seniors of using technology?
   □ Course    □ Other_________________
   □ Individual support

5. What kind of technological equipment is available at your institution
   □ personal computers    □ digital video cameras    □ digital photo cameras
   □ audio equipment    □ tablet computers    □ no technological equipment
   □ WiFi    □ cable internet

6. How confident are you in the following tasks?

<table>
<thead>
<tr>
<th>SKILLS RELATED WITH GENERAL TABLET USAGE</th>
<th>Not at all confident</th>
<th>A little confident</th>
<th>Somewhat confident</th>
<th>Very confident</th>
</tr>
</thead>
<tbody>
<tr>
<td>how to download, install, configure apps</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>how to change settings on a tablet device</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>how to make security settings and how to update software</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>how to connect to the Wi-Fi with tablet</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>the basics of staying safe on-line</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>how to use tablet in general</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>SKILLS RELATED WITH CONTENT</th>
<th>Not at all confident</th>
<th>A little confident</th>
<th>Somewhat confident</th>
<th>Very confident</th>
</tr>
</thead>
<tbody>
<tr>
<td>how to use apps for communication</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>general information gathering and storage</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>how to set-up an email account on a tablet</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>how to send and receive emails</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
7. What are the other needs not mentioned above? _________________________

8. How would you like to learn in order to train senior citizens in using tablets?
   □ Online training/courses in pedagogical use of ICT
   □ Face to face training courses in pedagogical use of ICT
   □ Printed out training material
   □ Pedagogical ICT-support
   □ Technological support

9. How would you like to guide the senior citizens in using tablets?
   □ individual training
   □ slower paced, low intensity trainings
   □ give clear and explicit visual instructions
   □ teach in a small group with similar age people

10. What is your gender?
    □ female □ male

11. How old are you?
    □ 20 and younger □ 21 - 30 □ 31 - 40 □ 41 – 50 □ 51 – 60 □ older than 65

12. What is your education?
    □ less than high school diploma □ high school graduate □ vocational training □ university degree
13. In which type of organisation are you working with senior citizens?

☐ Telecentre  ☐ Social institution  ☐ Senior care center  ☐ Library  ☐ Other

Thank you for completing this questionnaire!
ANNEX NO. 7. MULTIPLIERS SURVEY RESULTS – GERMANY

How confident are you with a tablet computer?

- Confident; 54%
- Depends on the task; 35%
- Not confident at all; 7%
- I usually need help; 4%

How many years of working experience with seniors do you have?

- 1-5 years: 34%
- 6-10 years: 26%
- 11-15 years: 19%
- 15-20 years: 14%
- No experience: 4%
- Less than 1 year: 2%
How many years of experience do you have with seniors in the field of ICT?

![Bar chart showing years of experience](chart.png)

Share the best practices of supporting seniors of using technology

![Bar chart showing best practices](chart2.png)
What kind of technological equipment is available at your institution?

![Bar chart showing availability of technological equipment at the institution.]

How confident are you in the following tasks? SKILLS RELATED WITH GENERAL TABLET USAGE

![Bar chart showing confidence levels in various tablet-related tasks.]
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SKILLS RELATED TO CONTENT

E.services

- how to access government information and services online: 53% very confident, 31% somewhat confident, 7% a little confident, 2% not at all confident, 5% do not know, 4% no answer
- how to buy and sell online: 49% very confident, 28% somewhat confident, 10% a little confident, 5% not at all confident, 5% do not know, 4% no answer
- how to use payment and booking apps: 40% very confident, 35% somewhat confident, 7% a little confident, 7% not at all confident, 9% do not know, 4% no answer
- how to use bank online services: 46% very confident, 24% somewhat confident, 21% a little confident, 9% not at all confident, 9% do not know, 5% no answer

Email

- how to set-up an email account on a tablet: 53% very confident, 26% somewhat confident, 11% a little confident, 4% not at all confident, 2% do not know, 1% no answer
- how to send and receive emails: 70% very confident, 21% somewhat confident, 4% a little confident, 2% not at all confident, 3% do not know, 1% no answer

Multimedia

- how to take and share photos: 29% very confident, 56% somewhat confident, 8% a little confident, 3% not at all confident, 1% do not know, 3% no answer
- how to film and share movies: 42% very confident, 25% somewhat confident, 8% a little confident, 5% not at all confident, 3% do not know, 5% no answer

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How would you like to learn in order to train senior citizens in using tablets?

- Pedagogical ICT-support: 25%
- Technological support: 40%
- Printed out training material: 44%
- Face to face training courses in pedagogical use of ICT: 52%
- Online training/courses in pedagogical use of ICT: 51%
- No answer: 12%

How would you like to guide the senior citizens in using tablets?

- Individual training: 72%
- Teach in a small group with similar age people: 69%
- Slower paced, low intensity trainings: 38%
- Give clear and explicit visual instructions: 34%
- No answer: 8%
In which type of organization are you working with senior citizens?

- Other: 32%
- Social institution: 26%
- Telecentre: 15%
- Library: 8%
- Senior care center: 7%
- No answer: 9%

What is your gender?

- Male: 55%
- Female: 38%
- No answer: 7%
How old are you?

- Older than 61: 62%
- 51-60: 14%
- 41-50: 10%
- 31-40: 7%
- 21-30: 2%
- No answer: 5%

What is your education?

- University degree: 44%
- Vocational training: 27%
- High school graduate: 14%
- Less than high school diploma: 7%
- No answer: 8%
ANNEX NO. 8. MULTIPLIERS SURVEY RESULTS – SPAIN

How confident are you with a tablet computer?

- Confident; 51%
- Depends on the task; 37%
- I usually need help; 10%
- Not confident at all; 2%

How many years of working experience with seniors do you have?

- 1-5 years: 24%
- 6-10 years: 17%
- 11-15 years: 15%
- 15-20 years: 5%
- No experience: 10%
- Less than 1 year: 29%
How many years of experience do you have with seniors in the field of ICT?

<table>
<thead>
<tr>
<th>Experience Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1 year</td>
<td>41%</td>
</tr>
<tr>
<td>1-5 years</td>
<td>29%</td>
</tr>
<tr>
<td>6-10 years</td>
<td>20%</td>
</tr>
<tr>
<td>11-15 years</td>
<td>2%</td>
</tr>
<tr>
<td>15-20 years</td>
<td>0%</td>
</tr>
<tr>
<td>No experience</td>
<td>7%</td>
</tr>
</tbody>
</table>

Share the best practices of supporting seniors of using technology

<table>
<thead>
<tr>
<th>Support Method</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual support</td>
<td>76%</td>
</tr>
<tr>
<td>Course</td>
<td>54%</td>
</tr>
<tr>
<td>Other</td>
<td>15%</td>
</tr>
<tr>
<td>No answer</td>
<td>2%</td>
</tr>
</tbody>
</table>
What kind of technological equipment is available at your institution?

- Audio equipment: 5%
- No technological equipment: 7%
- Digital photo cameras: 12%
- Digital video cameras: 12%
- Cable internet: 34%
- Tablet computers: 44%
- Personal computers: 78%
- WiFi: 80%

How confident are you in the following tasks? SKILLS RELATED WITH GENERAL TABLET USAGE

- How to download, install, configure apps: 9%
- How to change settings on a tablet device: 12%
- How to connect to the Wi-Fi with tablet: 7%

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SKILLS RELATED TO CONTENT

E.services

how to access government information and services online
- Not at all confident: 17%
- A little confident: 29%
- Somewhat confident: 34%
- Very confident: 24%
- Do not know: 9%

how to buy and sell online
- Not at all confident: 10%
- A little confident: 22%
- Somewhat confident: 24%
- Very confident: 34%
- Do not know: 9%

how to use payment and booking apps
- Not at all confident: 15%
- A little confident: 15%
- Somewhat confident: 27%
- Very confident: 37%
- Do not know: 9%

how to use bank online services
- Not at all confident: 15%
- A little confident: 15%
- Somewhat confident: 20%
- Very confident: 32%
- Do not know: 9%

Email

how to set-up an email account on a tablet
- Not at all confident: 7%
- A little confident: 24%
- Somewhat confident: 56%
- Very confident: 24%

how to send and receive emails
- Not at all confident: 2%
- A little confident: 12%
- Somewhat confident: 24%
- Very confident: 73%

Multimedia

how to take and share photos
- Not at all confident: 0%
- A little confident: 5%
- Somewhat confident: 27%
- Very confident: 68%

how to film and share movies
- Not at all confident: 10%
- A little confident: 15%
- Somewhat confident: 27%
- Very confident: 49%

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How to use apps for communication

- Not at all confident: 0%
- A little confident: 12%
- Somewhat confident: 44%
- Very confident: 44%
- Do not know: 0%

How to use health care apps

- Not at all confident: 27%
- A little confident: 15%
- Somewhat confident: 22%
- Very confident: 15%
- Do not know: 22%

How to create text documents

- Not at all confident: 10%
- A little confident: 17%
- Somewhat confident: 34%
- Very confident: 34%
- Do not know: 5%
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How would you like to learn in order to train senior citizens in using tablets?

- Pedagogical ICT-support: 23%
- Technological support: 20%
- Face to face training courses in pedagogical use of ICT: 19%
- Online training/courses in pedagogical use of ICT: 19%
- Printed out training material: 18%

How would you like to guide the senior citizens in using tablets?

- Teach in a small group with similar age people: 71%
- Individual training: 61%
- Give clear and explicit visual instructions: 46%
- Slower paced, low intensity trainings: 44%
In which type of organization are you working with senior citizens?

<table>
<thead>
<tr>
<th>Organization Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social institution</td>
<td>33%</td>
</tr>
<tr>
<td>Other</td>
<td>33%</td>
</tr>
<tr>
<td>Senior care center</td>
<td>16%</td>
</tr>
<tr>
<td>Library</td>
<td>8%</td>
</tr>
<tr>
<td>Telecentre</td>
<td>6%</td>
</tr>
<tr>
<td>No answer</td>
<td>4%</td>
</tr>
</tbody>
</table>

What is your gender?

- Male: 63%
- Female: 37%
How old are you?

![Age Distribution Pie Chart]

- Older than 61; 7%
- 51 - 60; 10%
- 41 - 50; 29%
- 31 - 40; 24%
- 21 - 30; 24%
- 20 and younger; 5%
- No answer; 2%

What is your education?

![Education Distribution Pie Chart]

- University degree; 61%
- High school graduate; 20%
- Vocational training; 15%
- Less than high school diploma; 2%
- No answer; 2%
ANNEX NO. 9. MULTIPLIERS SURVEY RESULTS - LITHUANIA

How confident are you with a tablet computer?

- Confident: 40%
- Not confident at all: 18%
- I usually need help: 13%
- Depends on the task: 43%
- No answer: 2%

How many years of working experience with seniors do you have?

- 1-5 years: 26%
- 6-10 years: 28%
- 11-15 years: 5%
- 15-20 years: 32%
- No experience: 2%
- Less than 1 year: 5%
- No answer: 2%
How many years of experience do you have with seniors in the field of ICT?

- 9% Less than 1 year
- 37% 1-5 years
- 33% 6-10 years
- 7% 11-15 years
- 4% 15-20 years
- 5% No experience
- 5% No answer

Share the best practices of supporting seniors of using technology

- 86% Individual support
- 30% Course
- 4% Other
- 7% No answer
What kind of technological equipment is available at your institution?

![Bar chart showing availability of technological equipment]

How confident are you in the following tasks? SKILLS RELATED WITH GENERAL TABLET USAGE

![Bar chart showing confidence levels for different tasks]

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SKILLS RELATED TO CONTENT

E.services

- How to access government information and services online: 37% not at all confident, 23% a little confident, 21% somewhat confident, 12% very confident, 9% do not know, 2% no answer.
- How to buy and sell online: 26% not at all confident, 35% somewhat confident, 10% very confident, 7% do not know, 4% no answer.
- How to use payment and booking apps: 26% not at all confident, 21% somewhat confident, 16% very confident, 7% do not know, 3% no answer.
- How to use bank online services: 46% not at all confident, 23% somewhat confident, 12% very confident, 5% do not know, 2% no answer.

Email

- How to set-up an email account on a tablet: 9% not at all confident, 23% somewhat confident, 14% very confident, 2% do not know, 1% no answer.
- How to send and receive emails: 12% not at all confident, 21% somewhat confident, 14% very confident, 2% do not know, 1% no answer.

Multimedia

- How to take and share photos: 5% not at all confident, 19% somewhat confident, 42% very confident, 2% do not know, 2% no answer.
- How to film and share movies: 5% not at all confident, 23% somewhat confident, 39% very confident, 2% do not know, 2% no answer.

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General information gathering and storage

How to use map apps

How to download and read an eBooks

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How would you like to learn in order to train senior citizens in using tablets?

- Face to face training courses in pedagogical use of ICT: 81%
- Technological support: 58%
- Pedagogical ICT-support: 44%
- Printed out training material: 33%
- Online training/courses in pedagogical use of ICT: 21%
- No answer: 2%

How would you like to guide the senior citizens in using tablets?

- Individual training: 81%
- Teach in a small group with similar age people: 53%
- Slower paced, low intensity trainings: 42%
- Give clear and explicit visual instructions: 37%
- No answer: 2%
In which type of organization are you working with senior citizens?

- Library: 78%
- Senior care center: 13%
- Telecentre: 5%
- No answer: 3%
- Social institution: 0%
- Other: 0%

What is your gender?

- Female: 93%
- Male: 4%
- No answer: 4%
How old are you?

20 and younger; 0%
21 - 30; 7%
31 - 40; 14%
41 - 50; 37%
51 - 60; 40%
older than 61; 0%
No answer; 2%

What is your education?

less then high school diploma; 0%
No answer; 2%
vocational training; 16%
high school graduate; 4%
university degree; 79%
ANNEX NO. 10. MULTIPLIERS SURVEY RESULTS - ROMANIA

How confident are you with a tablet computer?

- Confident: 40%
- Depends on the task: 43%
- I usually need help: 13%
- Not confident at all: 3%
- No answer: 1%

How many years of working experience with seniors do you have?

- 1-5 years: 39%
- 6-10 years: 19%
- 11-15 years: 7%
- 15-20 years: 14%
- No experience: 10%
- Less than 1 year: 10%
- No answer: 1%
How many years of experience do you have with seniors in the field of ICT?

Share the best practices of supporting seniors of using technology
What kind of technological equipment is available at your institution?

- Personal computers: 93%
- Cable internet: 70%
- WiFi: 46%
- Digital photo cameras: 46%
- Audio equipment: 40%
- Digital video cameras: 20%
- Tablet computers: 17%
- No technological equipment: 1%
- No answer: 4%

How confident are you in the following tasks? SKILLS RELATED WITH GENERAL TABLET USAGE

- How to download, install, configure apps: 6%
- How to change settings on a tablet device: 3%
- How to connect to the Wi-Fi with tablet: 6%

**Tablet usage:**
- Not at all confident
- A little confident
- Somewhat confident
- Very confident
- Do not know
- No answer

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Safe tablet usage

- How to make security settings and how to update software:
  - Not at all confident: 14%
  - A little confident: 21%
  - Somewhat confident: 31%
  - Very confident: 30%
  - Do not know: 0%
  - No answer: 3%

- The basics of staying safe online:
  - Not at all confident: 13%
  - A little confident: 14%
  - Somewhat confident: 36%
  - Very confident: 33%
  - Do not know: 1%
  - No answer: 3%

General tablet usage

- Very confident: 46%
- Somewhat confident: 34%
- A little confident: 14%
- Not at all confident: 3%
- Do not know: 0%
- No answer: 3%
SKILLS RELATED TO CONTENT

**E.services**

- How to access government information and services online:
  - Not at all confident: 9%
  - A little confident: 16%
  - Somewhat confident: 4%
  - Very confident: 47%
  - Do not know: 4%
  - No answer: 1%

- How to buy and sell online:
  - Not at all confident: 19%
  - A little confident: 20%
  - Somewhat confident: 4%
  - Very confident: 40%
  - Do not know: 4%
  - No answer: 1%

- How to use payment and booking apps:
  - Not at all confident: 16%
  - A little confident: 26%
  - Somewhat confident: 4%
  - Very confident: 4%
  - Do not know: 4%
  - No answer: 1%

- How to use bank online services:
  - Not at all confident: 19%
  - A little confident: 24%
  - Somewhat confident: 6%
  - Very confident: 34%
  - Do not know: 4%
  - No answer: 1%

**Email**

- How to set-up an email account on a tablet:
  - Not at all confident: 3%
  - A little confident: 7%
  - Somewhat confident: 19%
  - Very confident: 4%
  - Do not know: 4%
  - No answer: 1%

- How to send and receive emails:
  - Not at all confident: 0%
  - A little confident: 67%
  - Somewhat confident: 11%
  - Very confident: 66%
  - Do not know: 1%
  - No answer: 1%

**Multimedia**

- How to take and share photos:
  - Not at all confident: 3%
  - A little confident: 7%
  - Somewhat confident: 17%
  - Very confident: 4%
  - Do not know: 4%
  - No answer: 1%

- How to film and share movies:
  - Not at all confident: 6%
  - A little confident: 10%
  - Somewhat confident: 33%
  - Very confident: 46%
  - Do not know: 4%
  - No answer: 1%

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How would you like to learn in order to train senior citizens in using tablets?

- Face to face training courses in pedagogical use of ICT: 53%
- Online training/courses in pedagogical use of ICT: 50%
- Printed out training material: 43%
- Pedagogical ICT-support: 41%
- Technological support: 34%
- No answer: 9%

How would you like to guide the senior citizens in using tablets?

- Teach in a small group with similar age people: 57%
- Give clear and explicit visual instructions: 53%
- Slower paced, low intensity trainings: 34%
- Individual training: 29%
- No answer: 9%
In which type of organization are you working with senior citizens?

- Telecentre: 1%
- Social institution: 5%
- Senior care center: 7%
- Other: 8%
- Library: 66%
- No answer: 12%

What is your gender?

- Female: 80%
- Male: 11%
- No answer: 9%
How old are you?

- 21 - 30; 10%
- 31 - 40; 11%
- 41 - 50; 43%
- 51 - 60; 23%
- Older than 61; 4%
- No answer; 9%

What is your education?

- University degree; 74%
- Vocational training; 44%
- High school graduate; 23%
- No answer; 45%
ANNEX NO. 11. INTERVIEWEES BY COUNTRY

GERMANY

**German stakeholder 1:** Elisabeth Graff (Dipl.-Psych.)/ Head of SCC/ SeniorenComputerClub Berlin-Mitte (SCC)

**German stakeholder 2:** Dagmar Hirche/ CEO of Wege aus der Einsamkeit e.V./ Wege aus der Einsamkeit e.V. (Association ways out of loneliness)

**German stakeholder 3:** Dr. Barbara Keck/ CEO of BAGSO Service Society/ BAGSO (Federal association of organizations of senior citizens) Service Society

**German stakeholder 4:** Olaf Kiesow/ Head of the Retirement Home/ German Red Cross – Ostvorpommern-Greifswald

**German stakeholder 5:** Martina Lederer-Göhring/ Head of the library/ City Library Herrenberg

**German stakeholder 6:** Hanne Riehm/ Head of the library (Bibliotheksleiterin)/ City library of Munich (Münchner Stadtbibliothek am Gasteig)

**German stakeholder 7:** Claudia Rothermel/ Librarian/ Mobile Media Service of the City library of Munich

**German stakeholder 8:** Arne Schoening/ PR of a retirement home/ ProSenioren Retirement Home

**German stakeholder 9:** Guenter Voss/ Coordinator of the SCC/ SeniorenComputerClub Berlin-Mitte (SCC)

**German stakeholder 10:** Christine Werneyer/ Librarian/ City library in Straubing

**German stakeholder 11:** Monika Willms/ Manager/ SeniorenNet Süd - Computer Association for Senior Citizens in Munich

LITHUANIA

**Lithuanian stakeholder 1:** Ingrida Klupšaitė/ director/ Siauliai district public library

**Lithuanian stakeholder 2:** Saulius Damašius/ director/ Skuodas retirement house

**Lithuanian stakeholder 3:** Daiva Budvytienė/ deputy for education/ Šilutė youth and adult training center

**Lithuanian stakeholder 4:** Laima Dumšienė/ director/ Šilutė Fridrichas Bajoraitis public library

**Lithuanian stakeholder 5:** Rita Vaigauskienė/ The head of non-formal education for adults and youth department/ Radviliškis education and sport services center
Lithuanian stakeholder 6: Violeta Skierienė/ Director/ Plunge public library
Lithuanian stakeholder 7: Julius Meškauskas/ Director/ Plunge retirement house
Lithuanian stakeholder 8: Vida Urnikienė/ Director/ Telšiai public library
Lithuanian stakeholder 9: Danute Morkunienė/ Director/ Pasvalys district 3rd Generation University Association
Lithuanian stakeholder 10: Danguole Abazoriuviene/ Director/ Pasvalys public library

SPAIN
Spanish stakeholder 1: Cathy Fowley/ Intergenerational Learning Programme coordinator/ Dublin City University
Spanish stakeholder 2: Tania Muñoz Marzá/ Responsible in rural delegations/ Jaume I University
Spanish stakeholder 3: Jose Traver Ardura/ ICT Responsible of the Senior Citizens' University/ Senior Citizens’ University - Castellón
Spanish stakeholder 4: Anna Quesada/ Social Services responsible/ Town Council of Burriana
Spanish stakeholder 5: Pinna Rasso/ Director/ Università de La Libertá
Spanish stakeholder 6: José Javier Martínez/ Extra-academic activities’ coordinator/ Training Centre of Albacete
Spanish stakeholder 7: Raul Marín/ Activities Organizer/ Cultural Association of Sant Mateu
Spanish stakeholder 8: Manuel Martí/ Director/ Adult Education Centre of Betxí
Spanish stakeholder 9: Eloy Sánchez/ Audio-Visual section responsible/ Public library of Castellón
Spanish stakeholder 10: Cristobal Albariño/ Manager/ Tueris

ROMANIA
Romanian stakeholder 1: Ioana Crihană/ Executive Director/ The National Association of Public Librarians and Libraries in Romania
Romanian stakeholder 2: Mariana Ciurcaş/ Head of Department/ The Authority for the Social Protection of the Elderly People
Romanian stakeholder 3: Alina Valentina Ocheană/ Senior Adviser/ The Northern Branch of Medgidia Municipal Library
Romanian stakeholder 4: Lidia Paul/ Social carer/ Blythswood

Romanian stakeholder 5: Otilia Lazarescu/ Executive Director/ ARAS Association

Romanian stakeholder 6: Adriana Cojocaru/ Director/ Maltez office Assistance in Timisoara - Home for elderly people "Sf. Ioan"

Romanian stakeholder 7: Herbert Grun/ Executive Secretary/ Caritas Federation in Timisoara

Romanian stakeholder 8: Andrei Strătilă/ Director/ The Association for the Integration of People with Disabilities

Romanian stakeholder 9: Alina Bernecker/ Executive Director/ Center for Rural Assistance

Romanian stakeholder 10: Ionela Gorgan/ Manager/ Local Action Group Banat