Connect Seniors to the Digital World

KA2 Erasmus+ Strategic Partnership
Ref. 20016-DE02-KA2014-03345

Senior citizens' and multipliers' training needs study

Annexes

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Version	Final
Authors	Laura Grinevičiūtė, Inga Žemaitiene (VIPT)
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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)

	I fully agree	I agree more or less	I rather agree	I don't agree	I don't know
I don't know how to use tablet					
I don't know how to use internet					
Usage too confusing for me					
I am afraid I can break or bust something					
Concern about possibility to meet internet scam/online fraud					
I fear about learning something in the late years					
I lack information on potential benefits of the internet and tablets					
I am scared to release personal information					
I am not interested					
Physical disability (I don't see well, joint paint, etc.)					
I have no computer at home					
I have no internet connection at home					
It is too expensive and I cannot afford the fees & charges					
No support and help available					
I rely on other persons to use internet for me					

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3. **For what purpose do you use or would like to use internet and tablet?** (mark all eligible statements)

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

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

_____

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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_____

□ participate in slower paced, low intensity trainings

□ learn in a small group with similar age people

□ get video instructions

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 then high school diploma □ high school graduate □ vocational training □ university degree

Thank you for your answers!

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ANNEX NO. 2. SENIORS SURVEY RESULTS - GERMANY

1. General information about the seniors

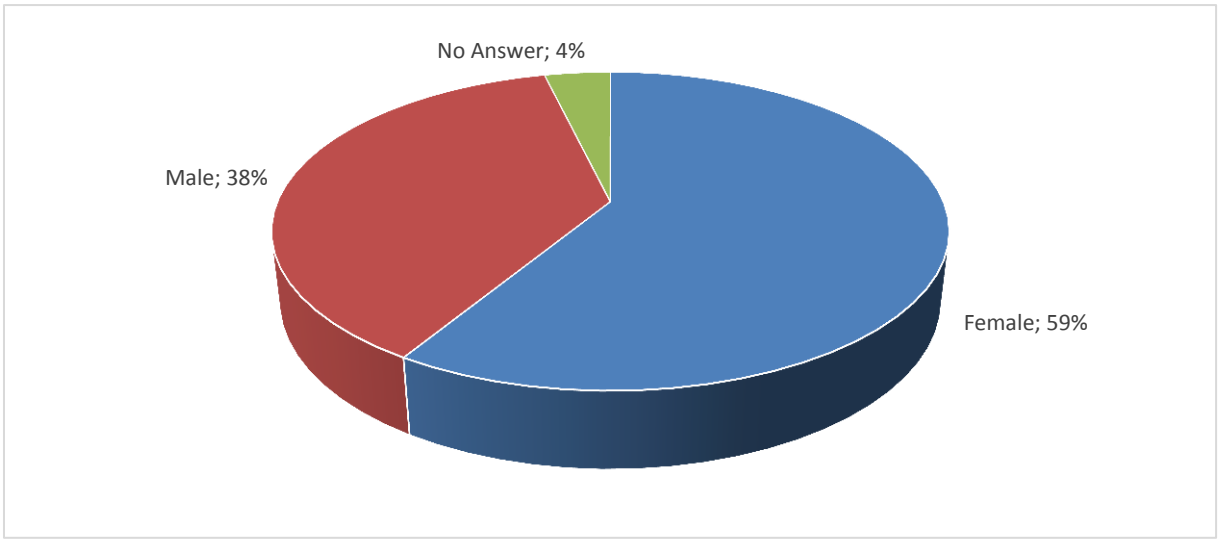

Figure No. 1 Gender

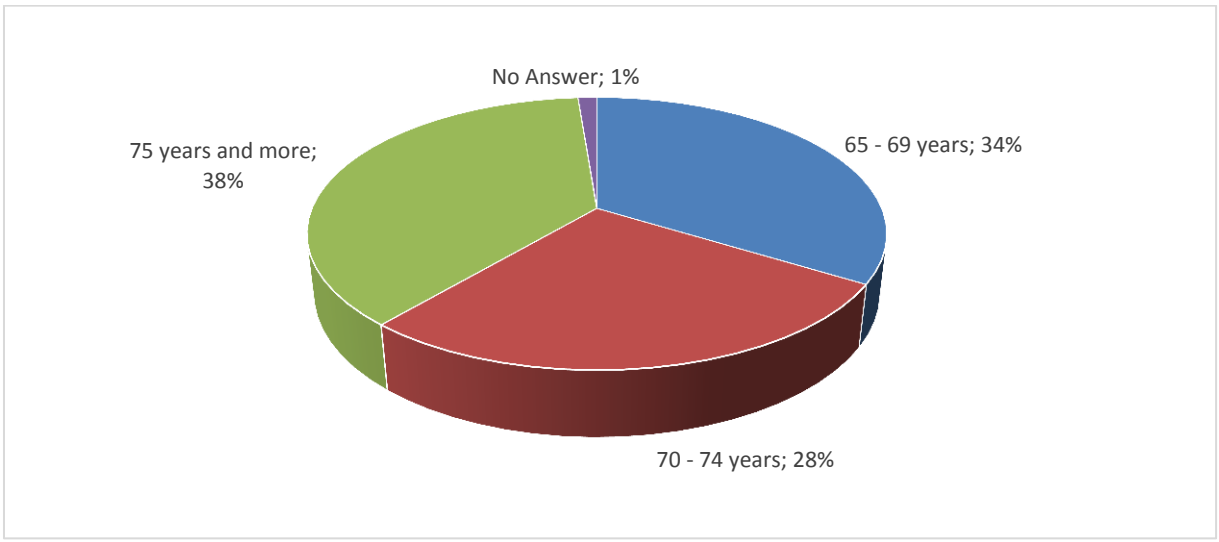

Figure No. 2 Age

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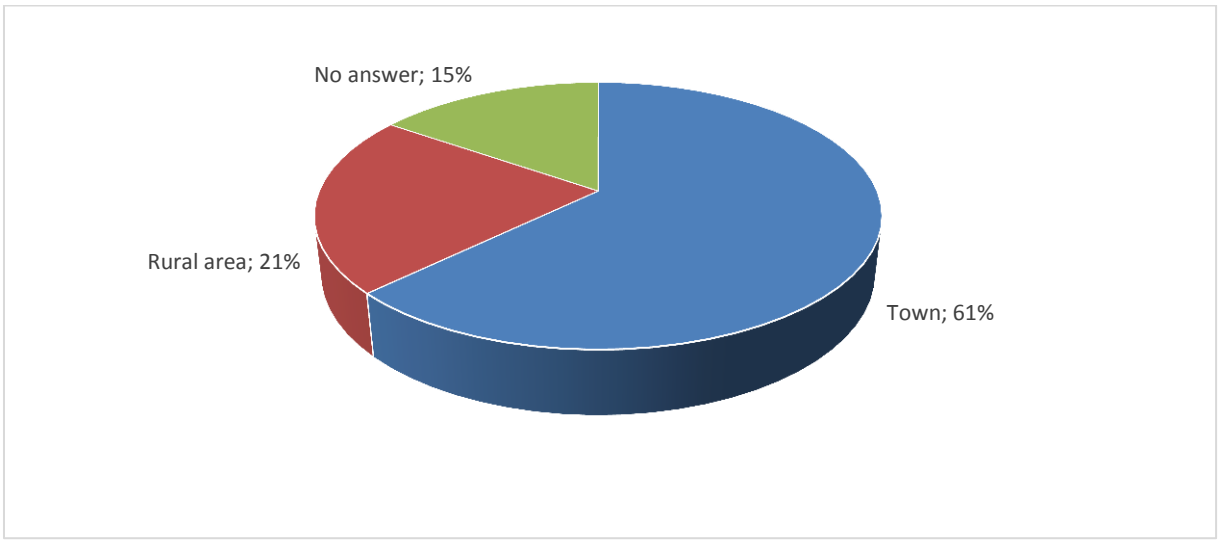

Figure No. 3 Living area

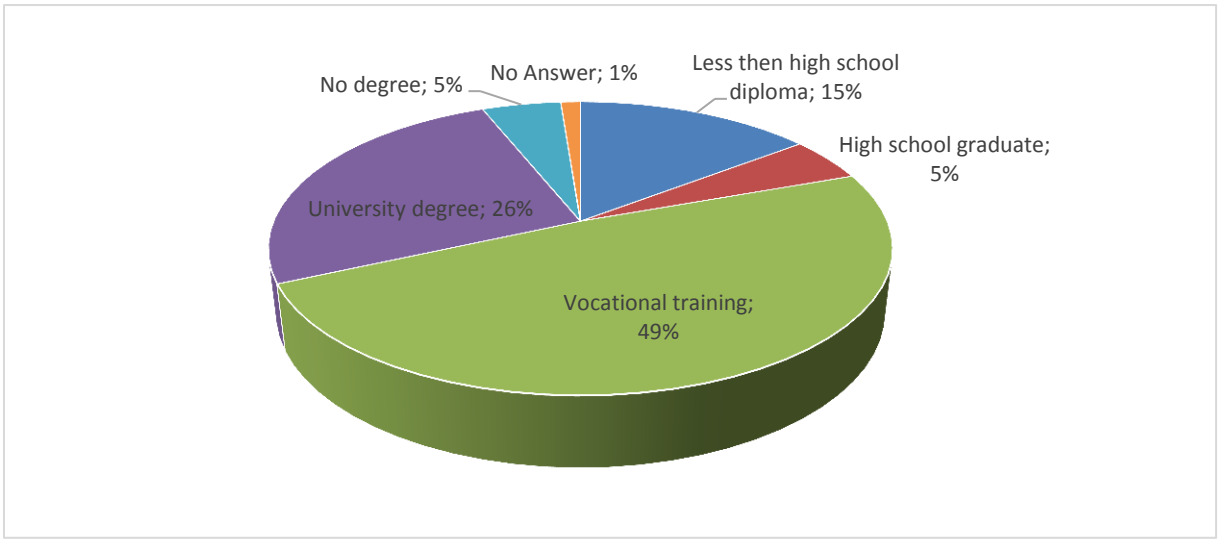

Figure No. 4 Education

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2. Digital devices and the Internet Use

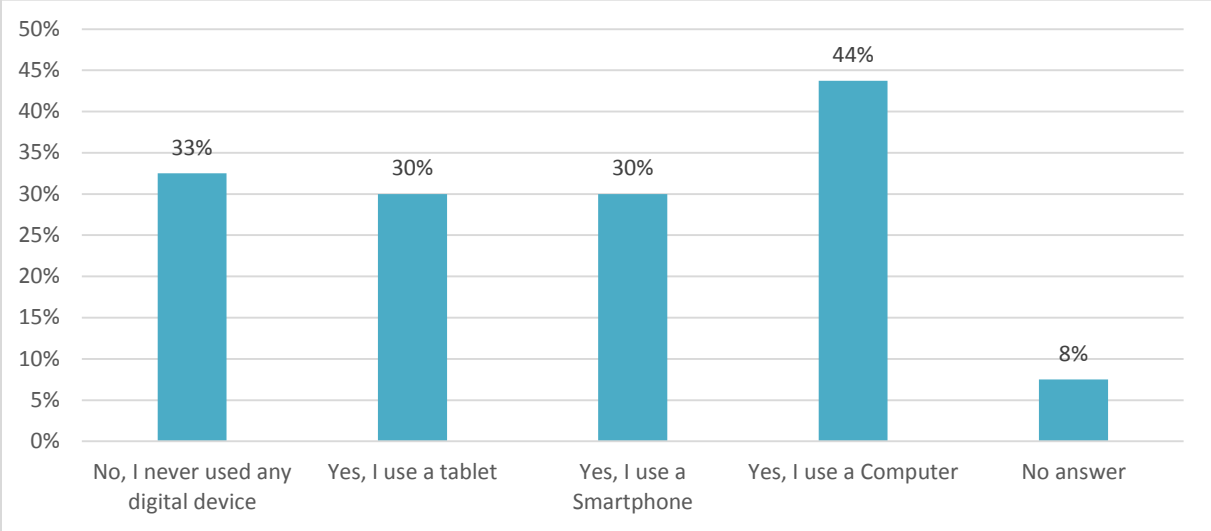

Figure No. 5 Usage of computer and other digital device

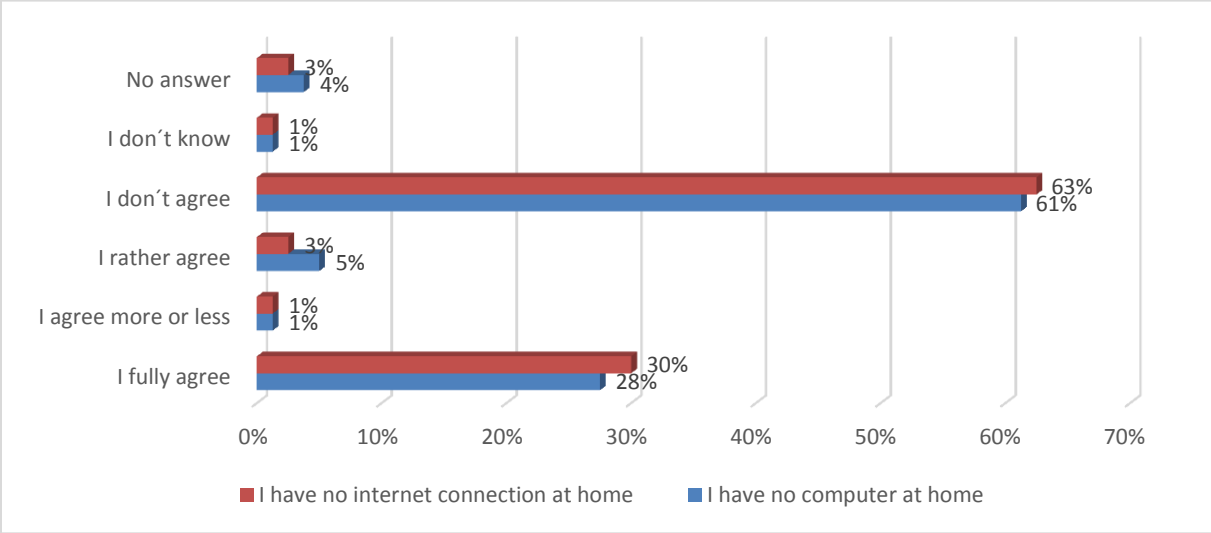

Figure No. 6 Technology at home

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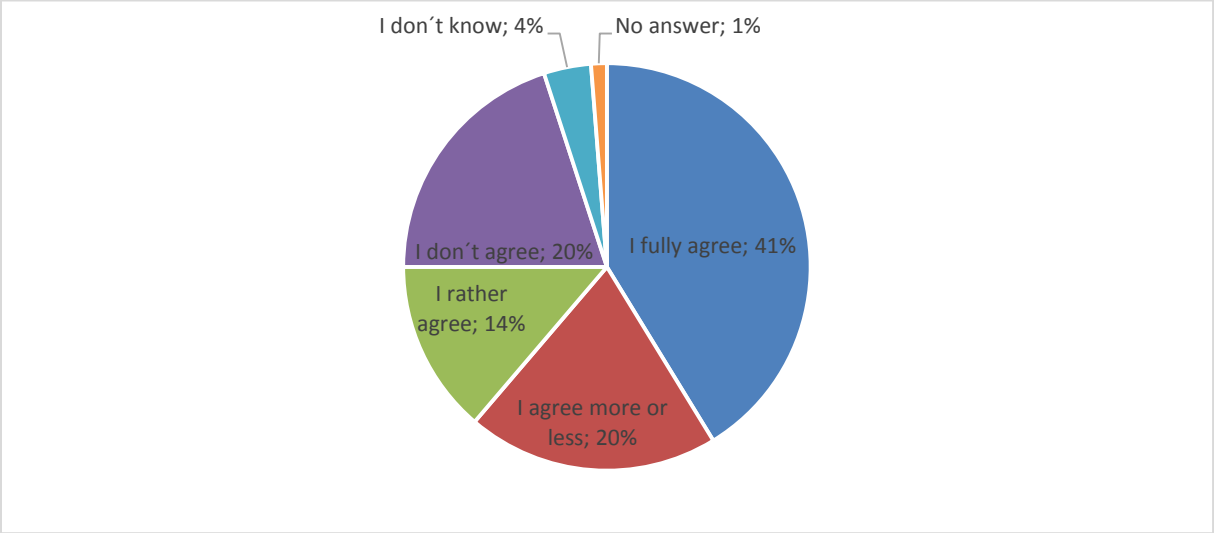
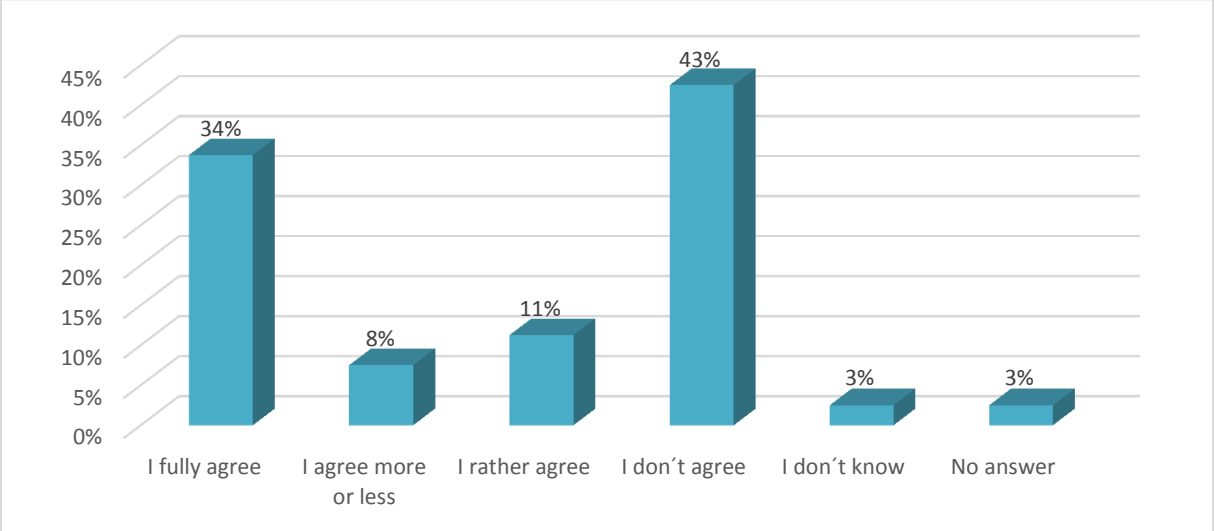


Figure No. 7 I don’t know how to use tablets



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3. Barriers for older people in the use of ICT

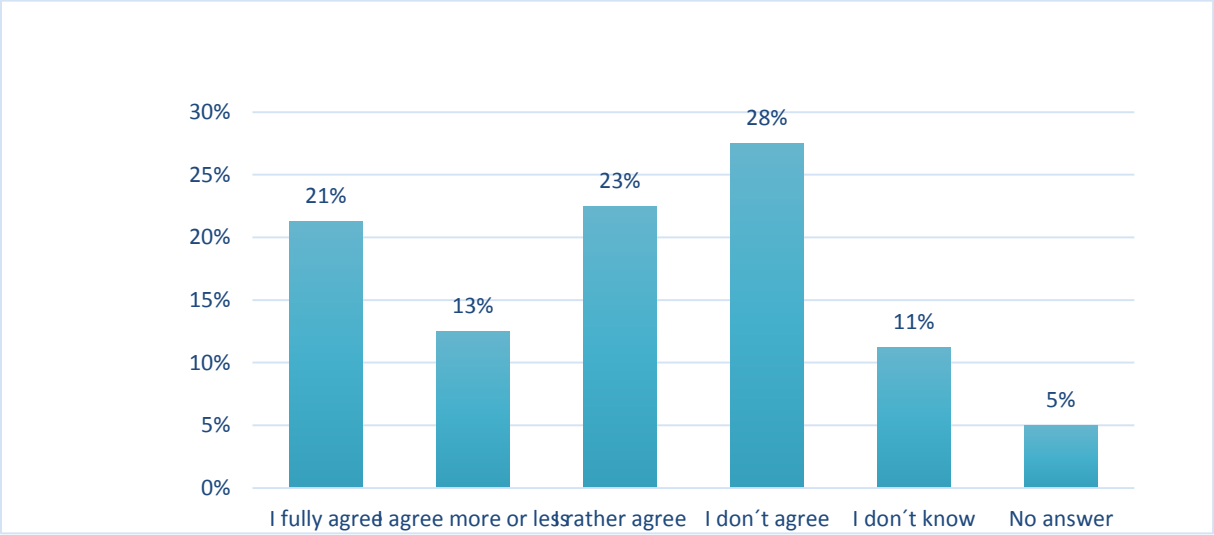

Figure No. 9 Usage too confusing for me

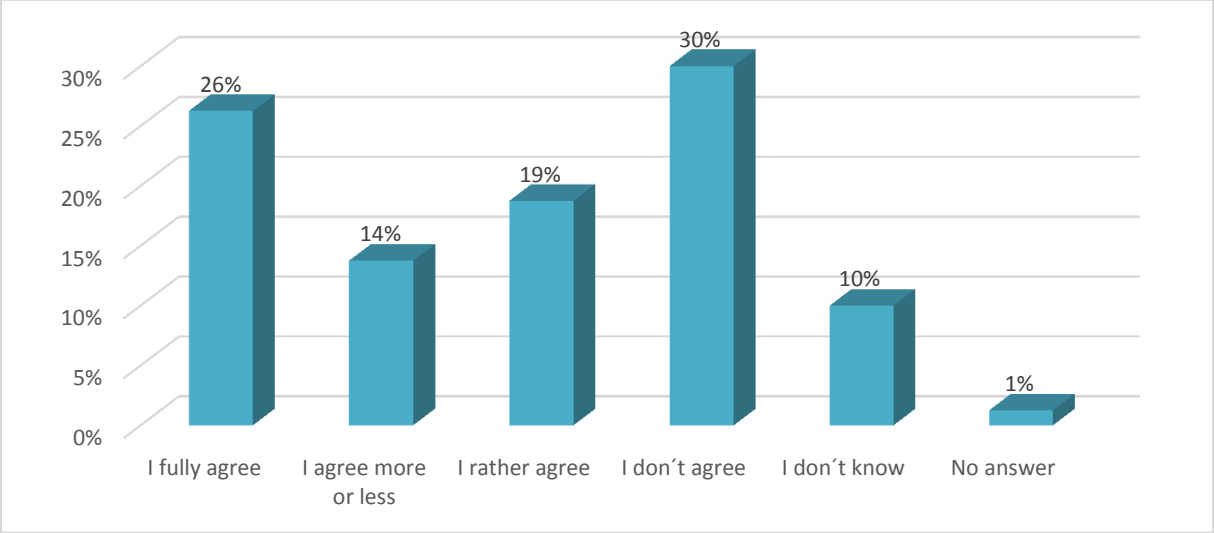

Figure No. 10 I am afraid I can break or bust something

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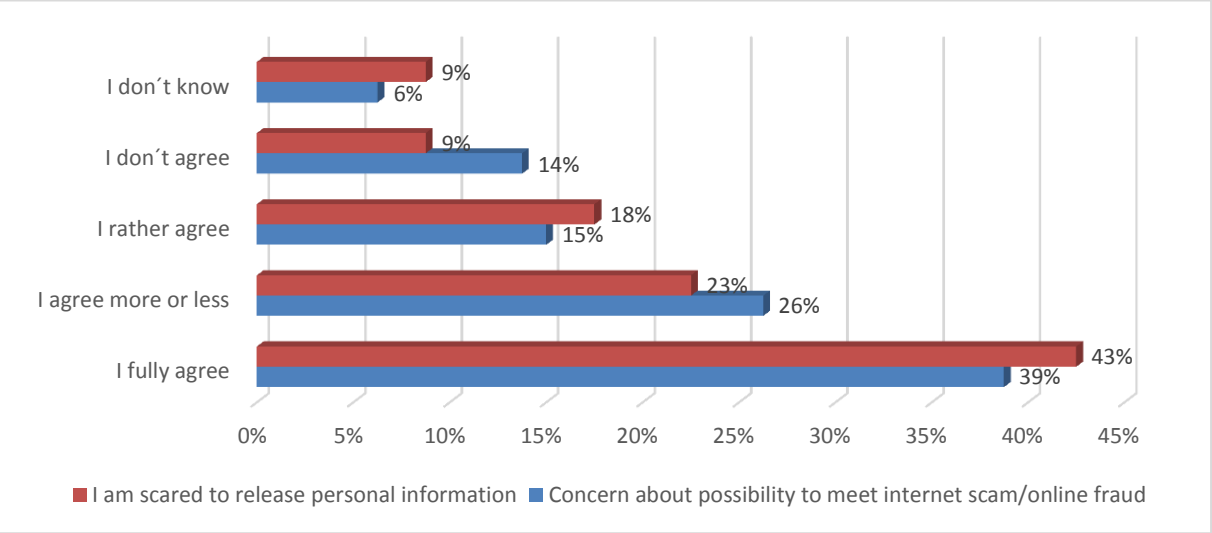

Figure No. 11 Fears

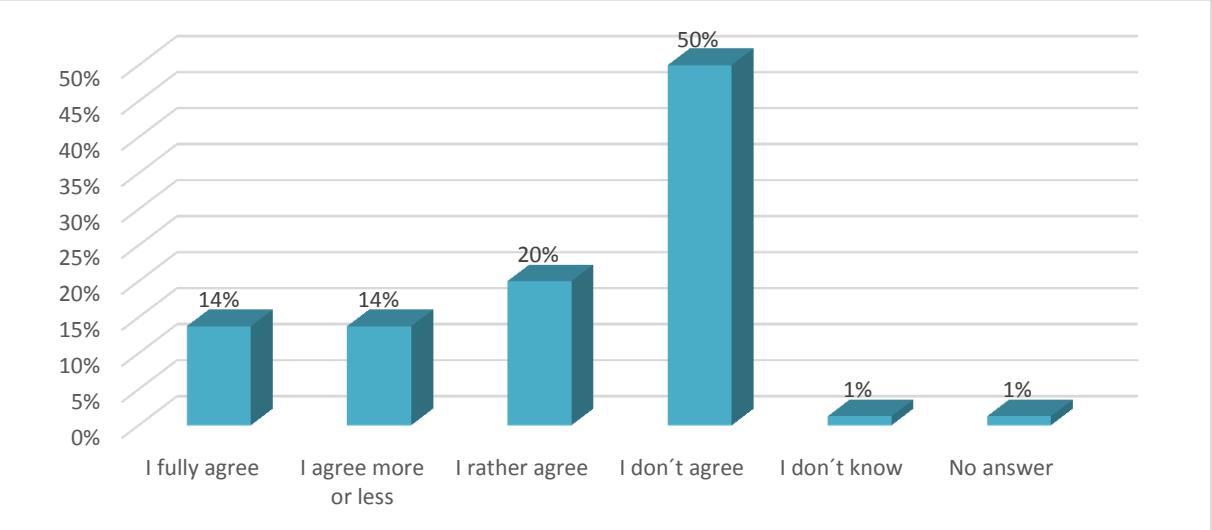

Figure No. 12 I fear about learning something in the late years

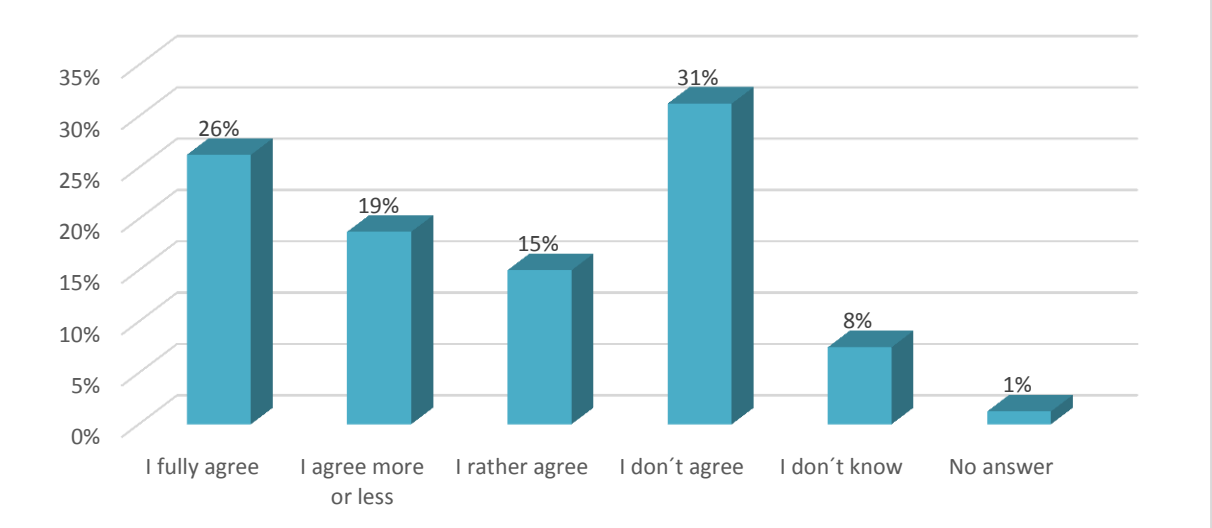

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Figure No. 13 I lack information on potential benefits of the Internet and tablets

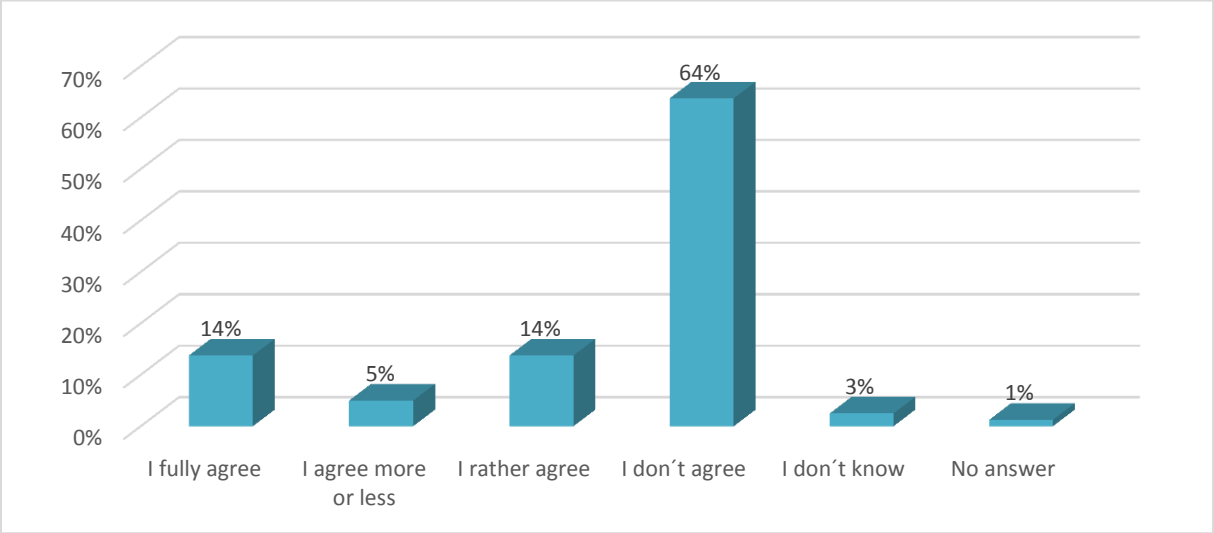

Figure No. 14 I am not interested

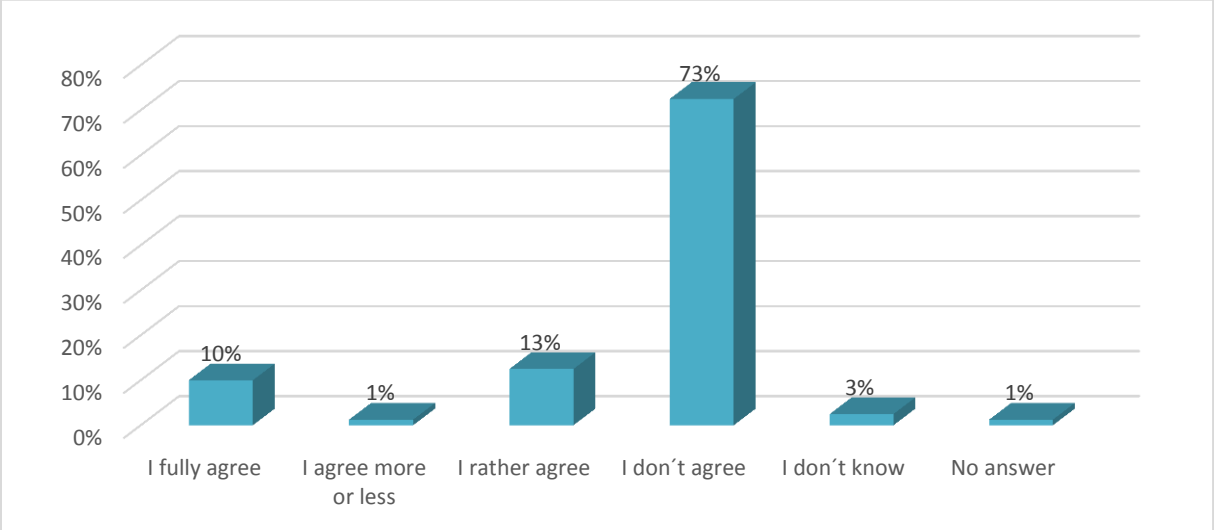

Figure No. 15 Physical disability (I don't see well, joint pain, etc.)

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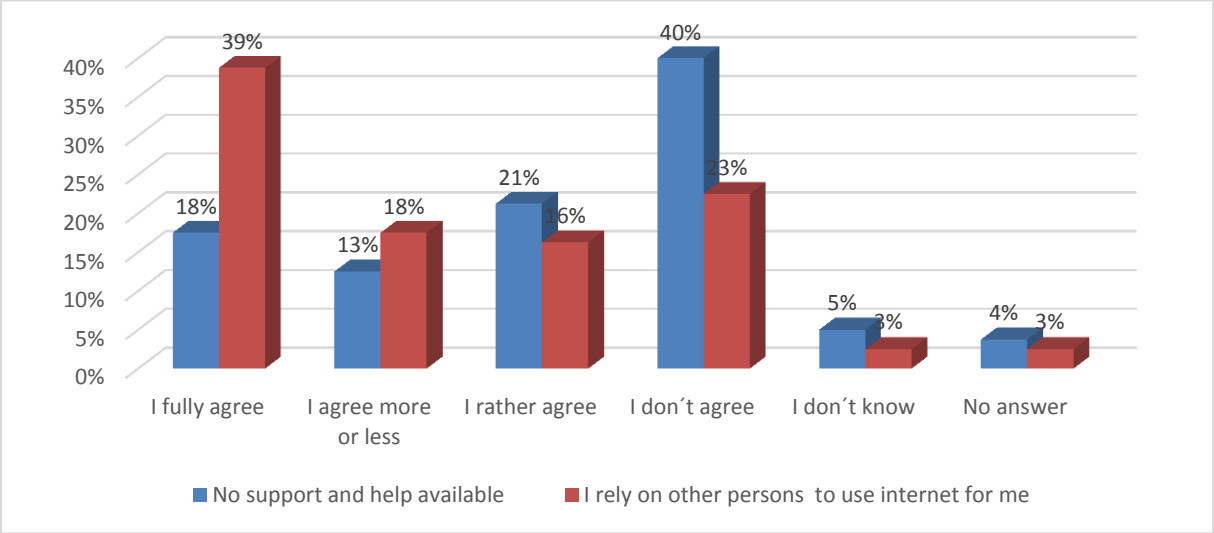

Figure No. 16 Support

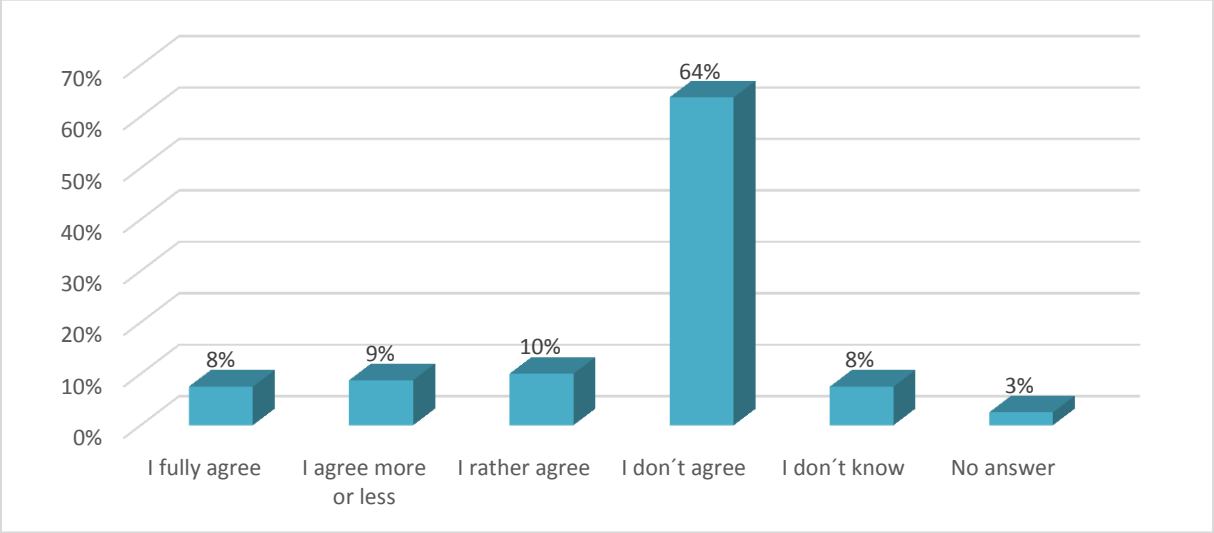

Figure No.17 It is too expensive and I cannot afford the fees & charges

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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

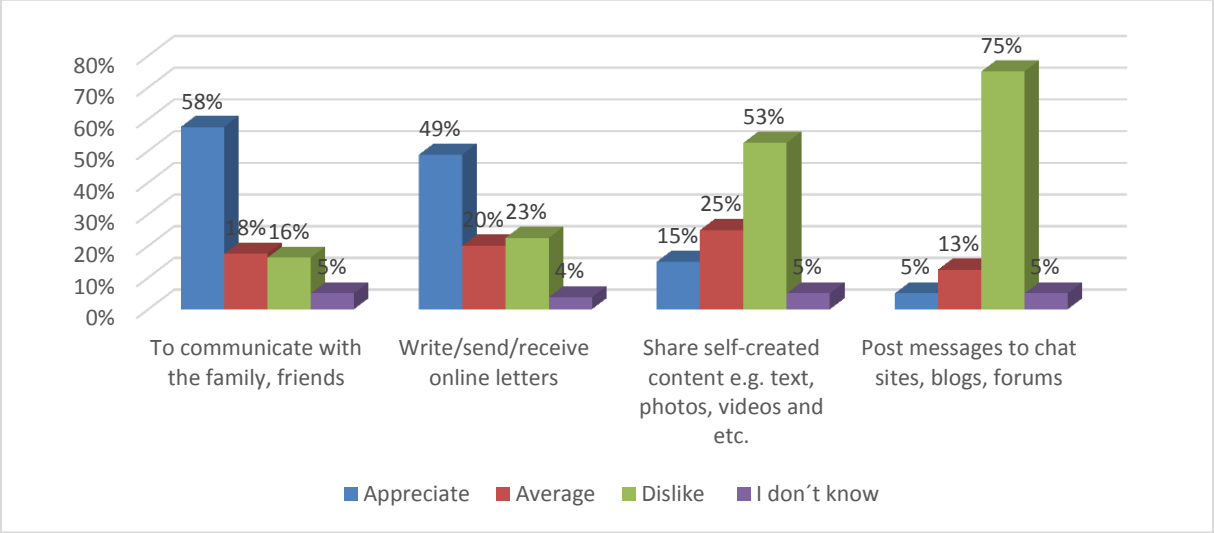

Figure No.18 Senior citizens' communication needs

4.2. Information search

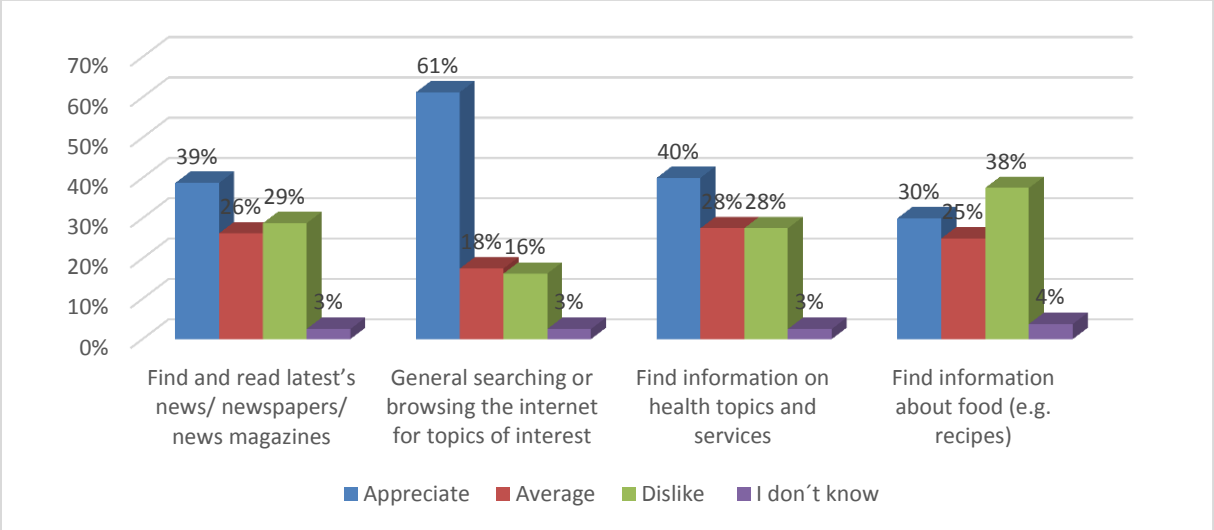

Figure No.19 Need for information search

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4.3. Need of e-services

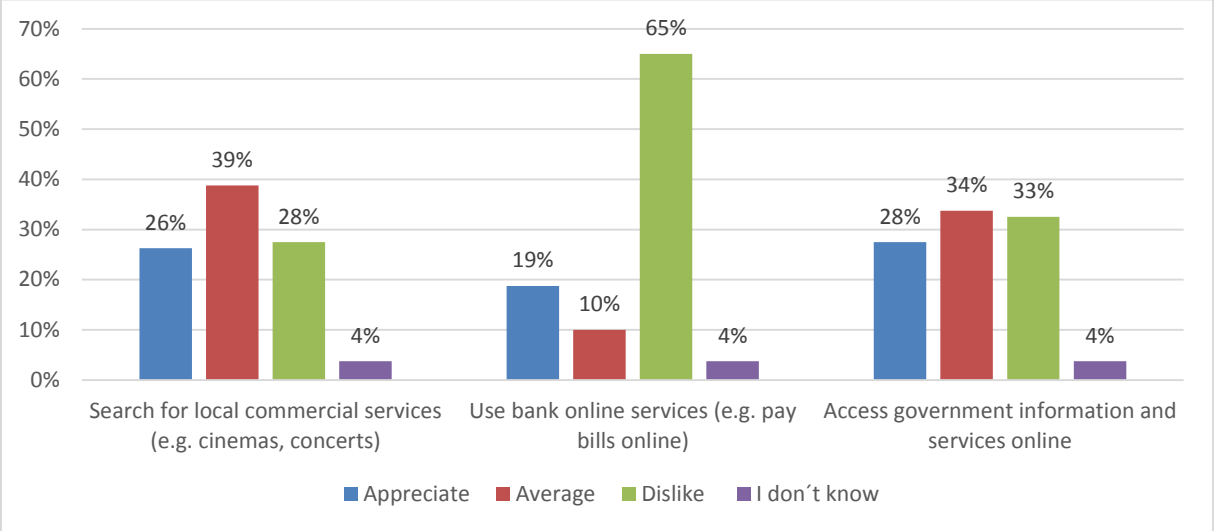

Figure No.20 Need for e-services

4.4. E-Commerce

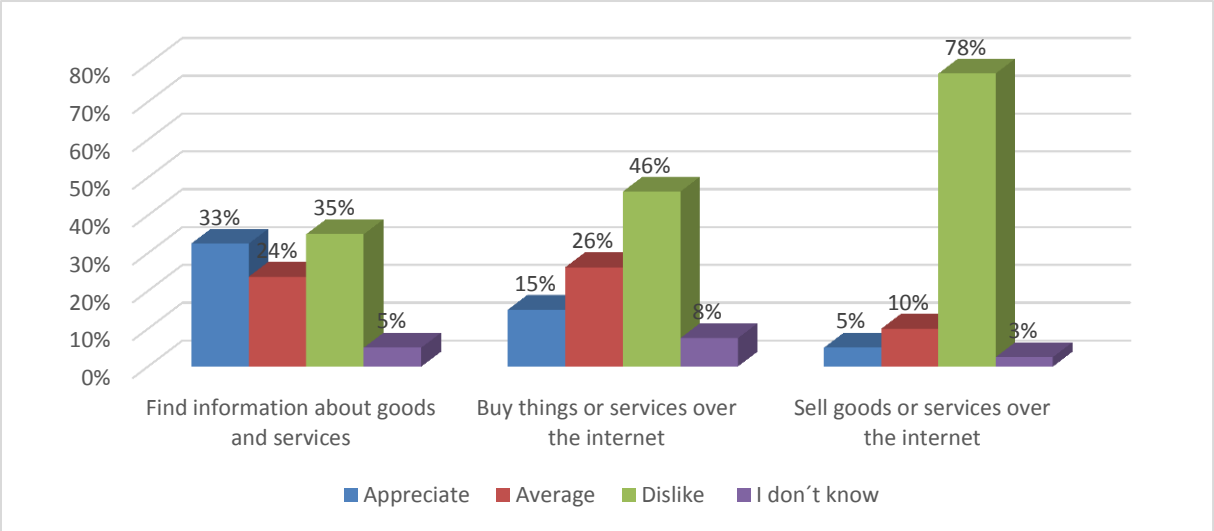

Figure No.21 Need for e-commerce

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4.5. Leisure time

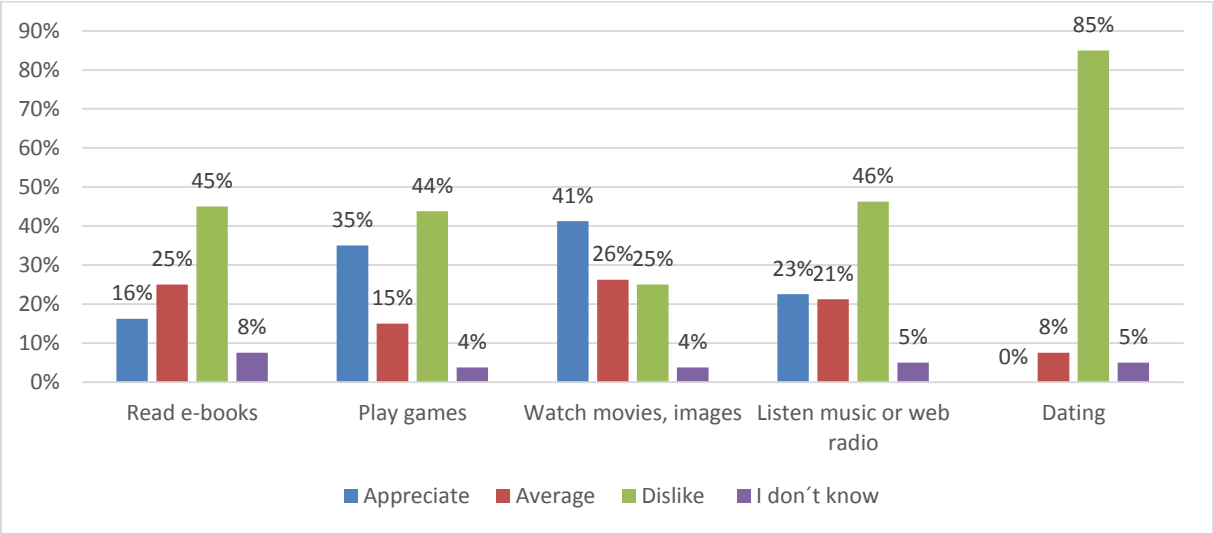

Figure No.22 Leisure time

4.6. Traveling

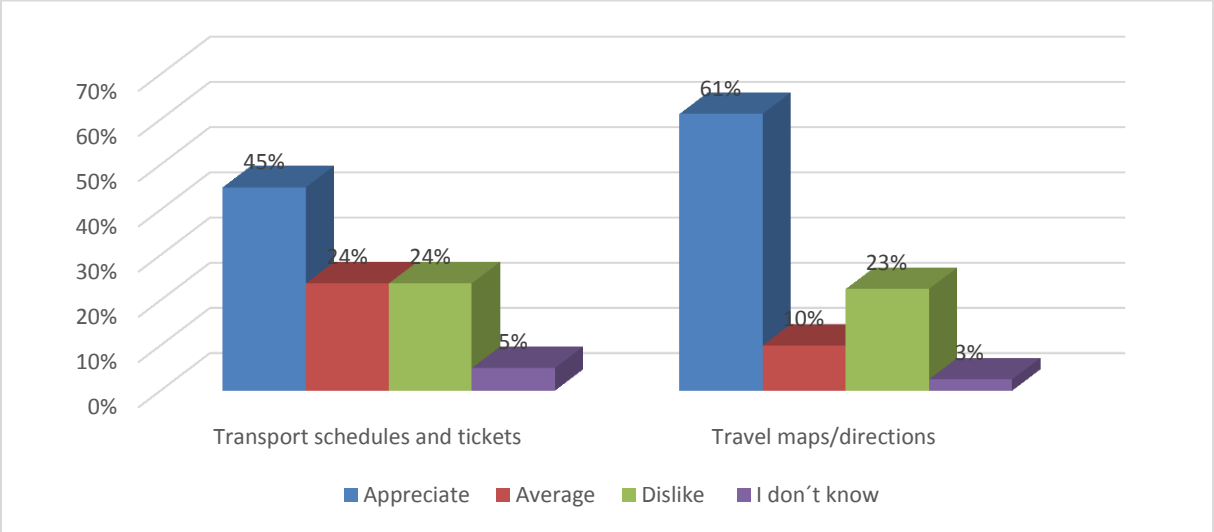

Figure No.23 Travelling

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4.7. General information how to use various devices

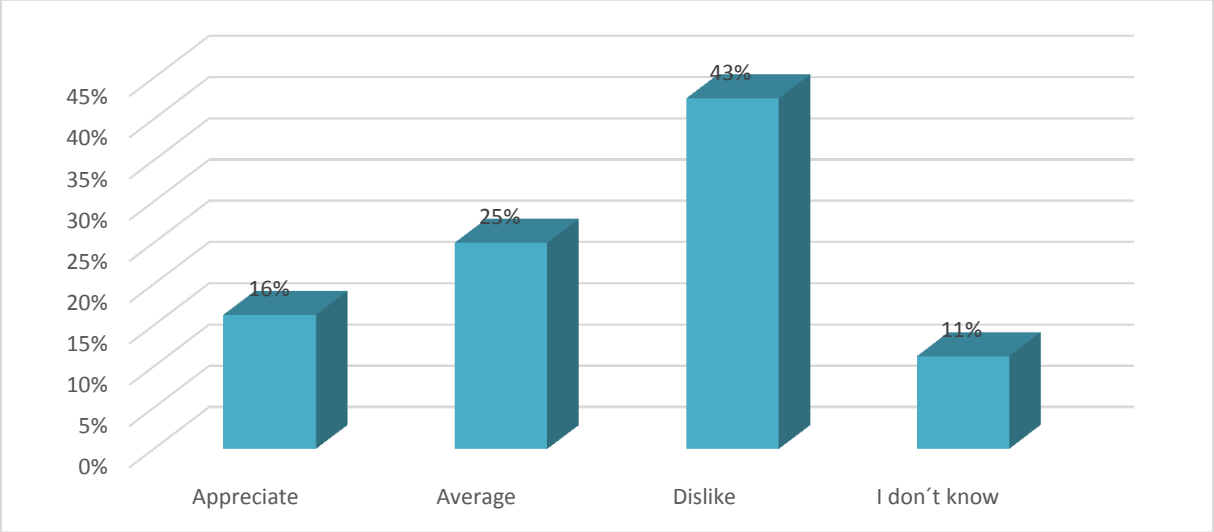

Figure No. 24 General information how to use various devices

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

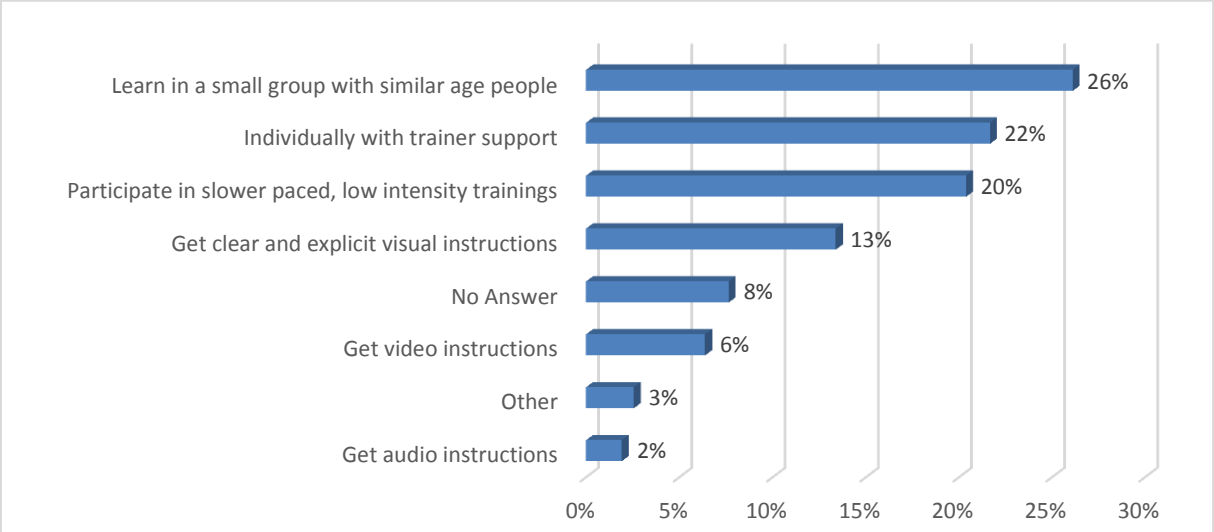

Figure No. 26 The way of learning to use tablets and the Internet

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ANNEX NO. 3. SENIORS SURVEY RESULTS - SPAIN

1. General information about the seniors

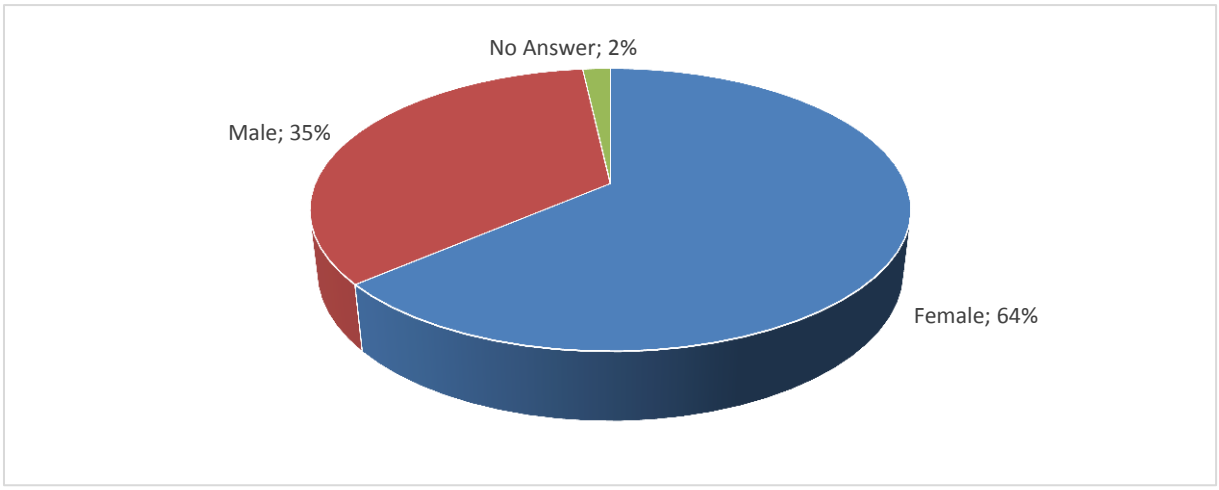

Figure No. 1 Gender

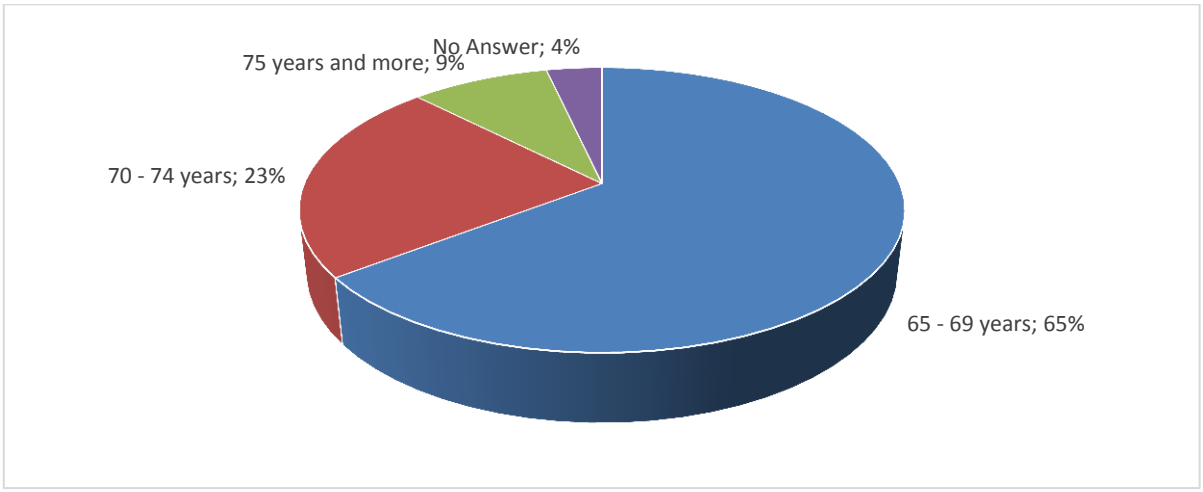

Figure No. 2 Age

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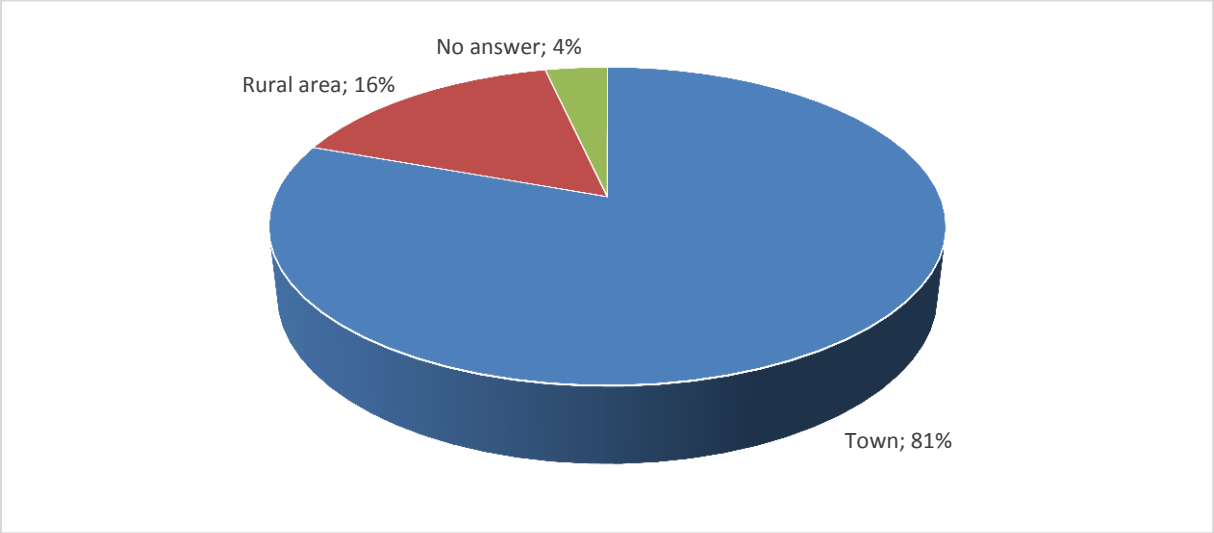

Figure No. 3 Living area

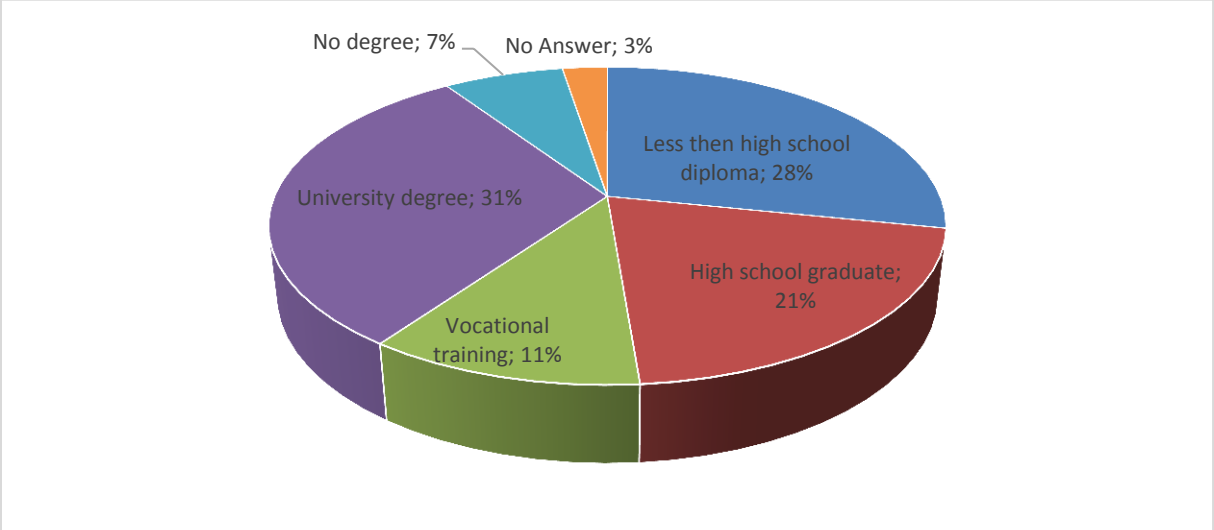

Figure No. 4 Education

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2. Digital devices and the Internet Use

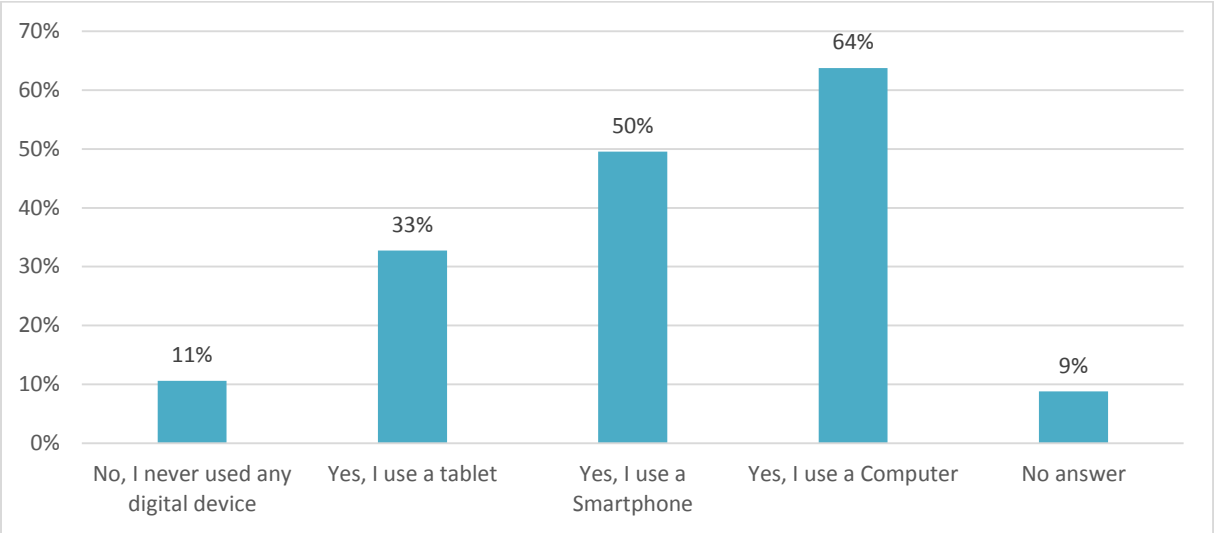

Figure No. 5 Usage of computer and other digital device

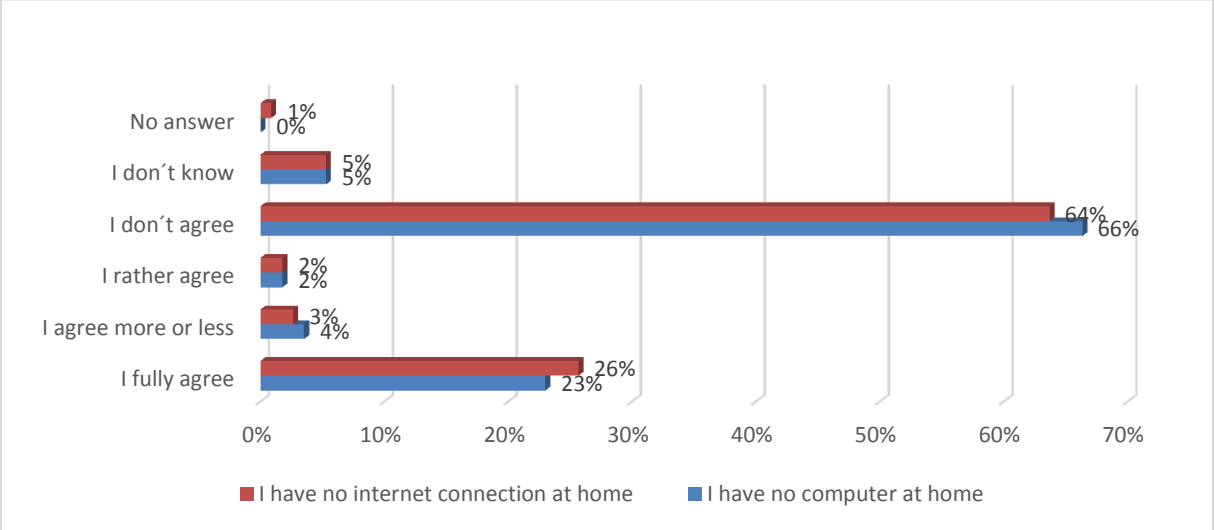

Figure No. 6 Technology at home

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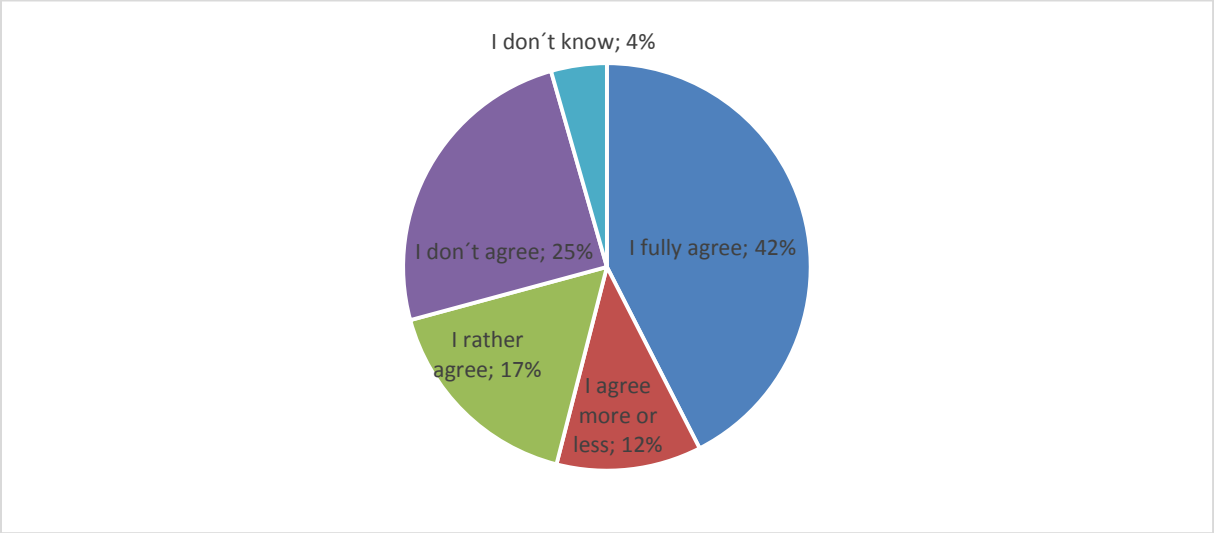

Figure No. 7 I don’t know how to use tablets

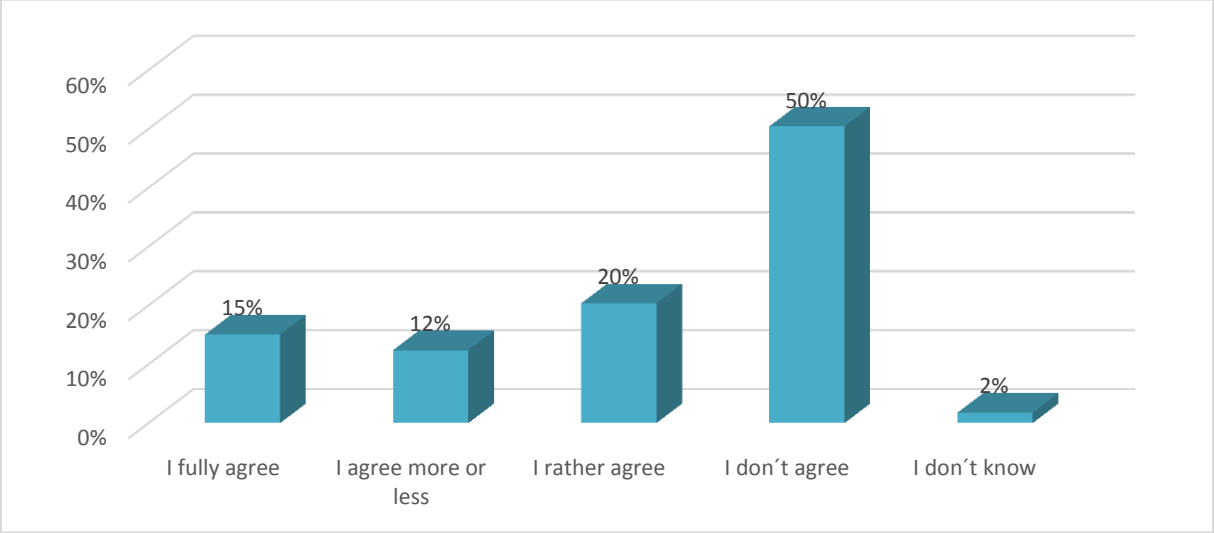

Figure No. 8 I don’t know how to use the Internet

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3. Barriers for older people in the use of ICT

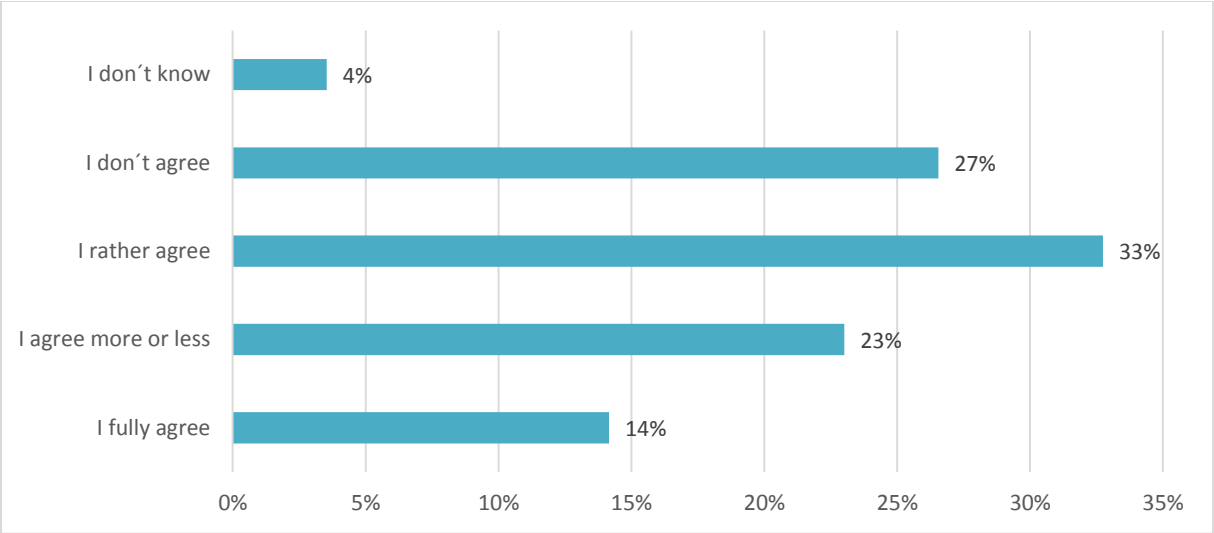

Figure No. 9 Usage too confusing for me

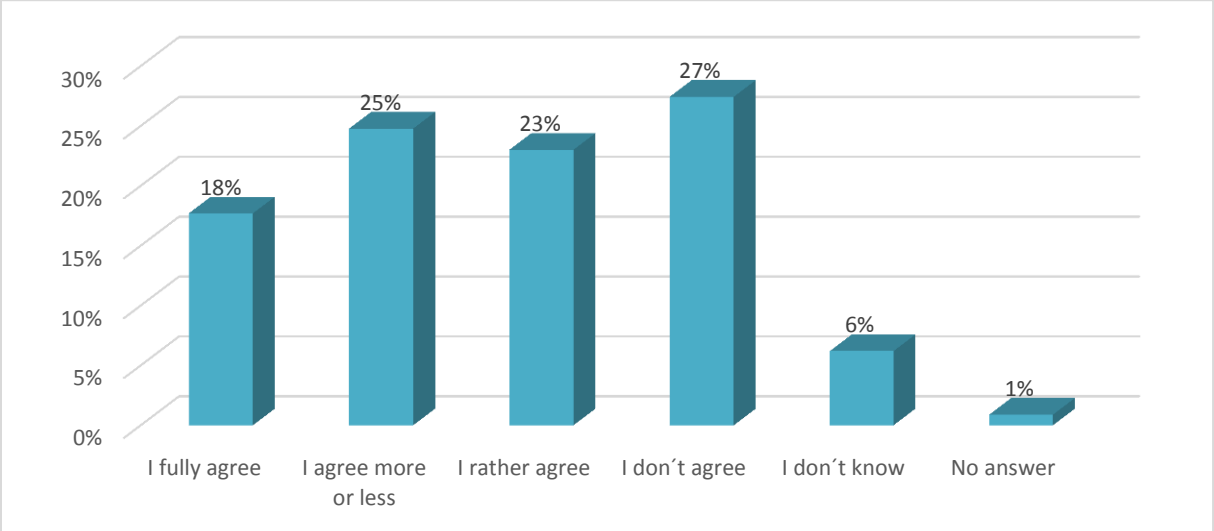

Figure No. 10 I am afraid I can break or bust something

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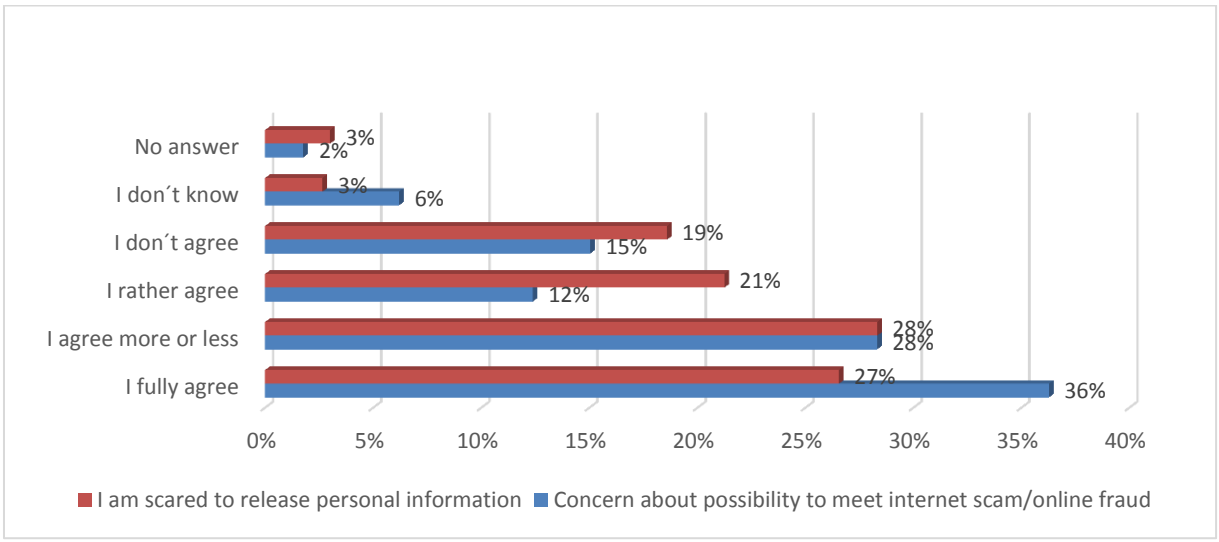

Figure No. 11 Fears

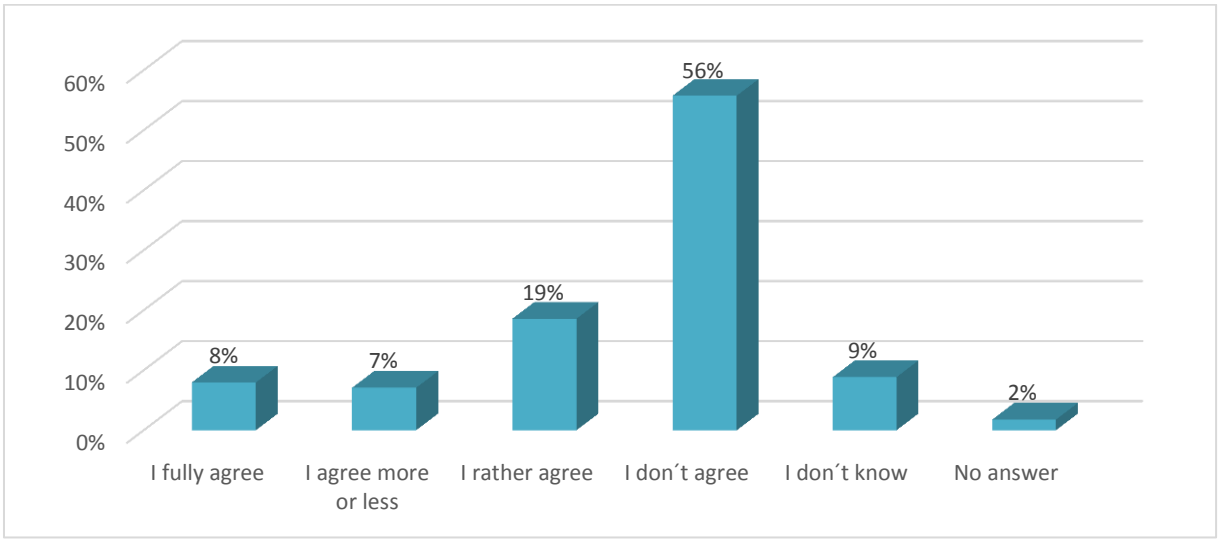

Figure No. 12 I fear about learning something in the late years

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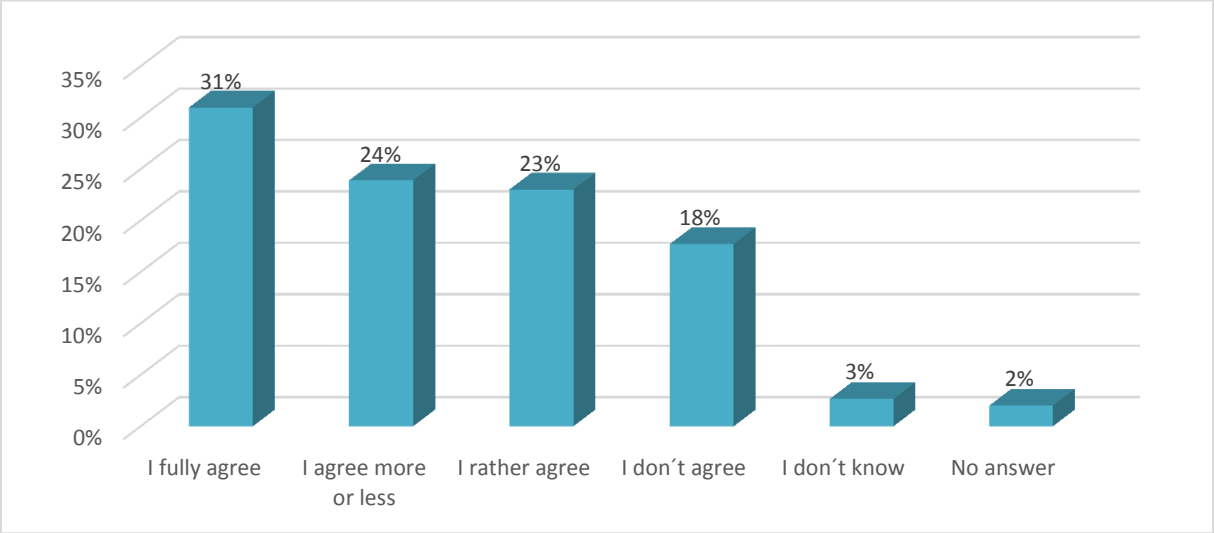

Figure No. 13 I lack information on potential benefits of the Internet and tablets

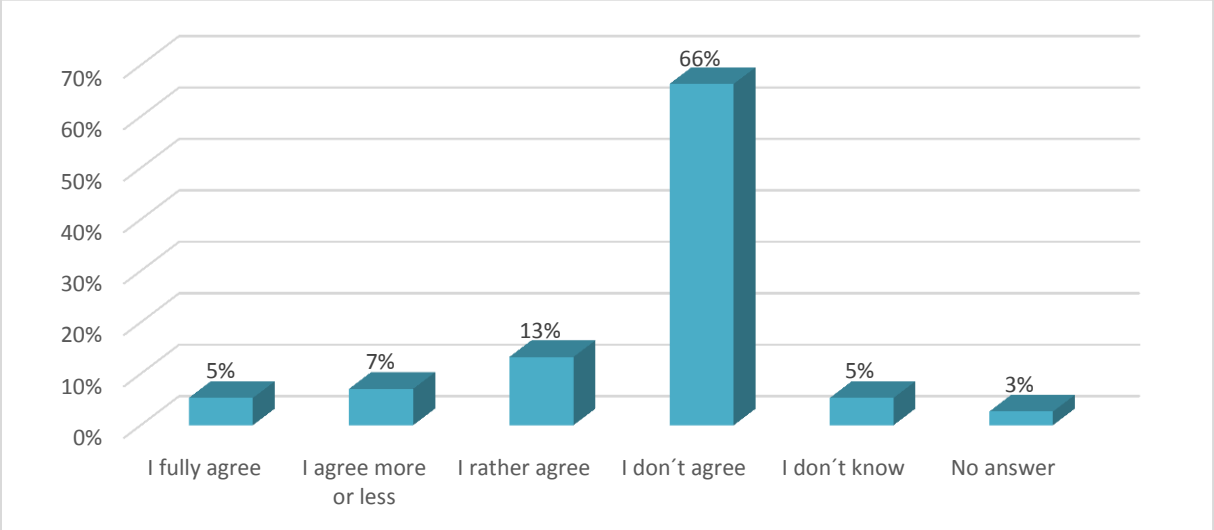

Figure No. 14 I am not interested

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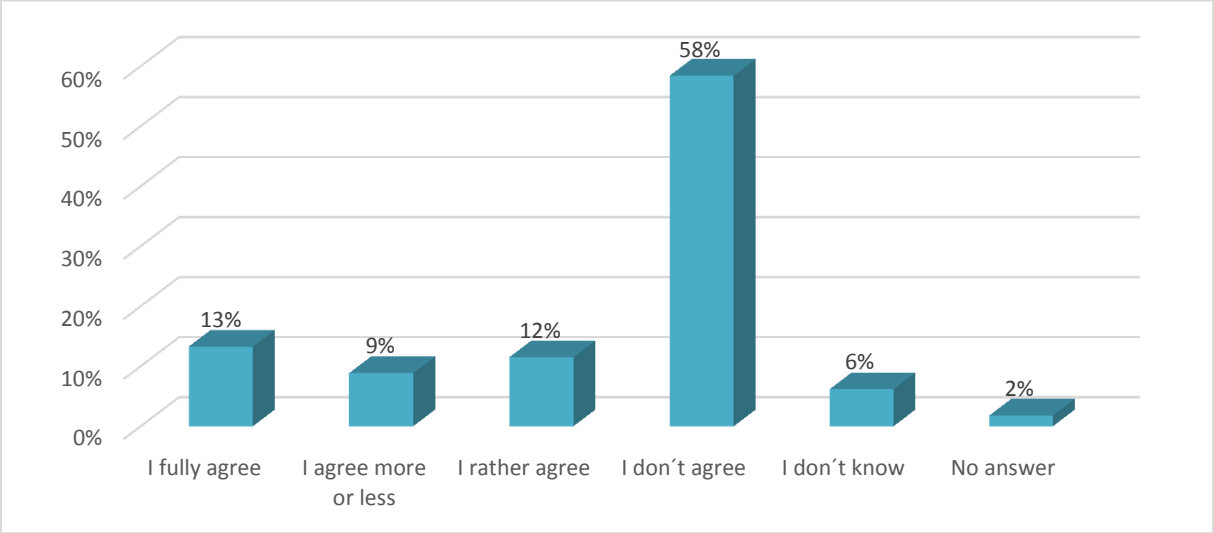

Figure No. 15 Physical disability (I don't see well, joint pain, etc.)

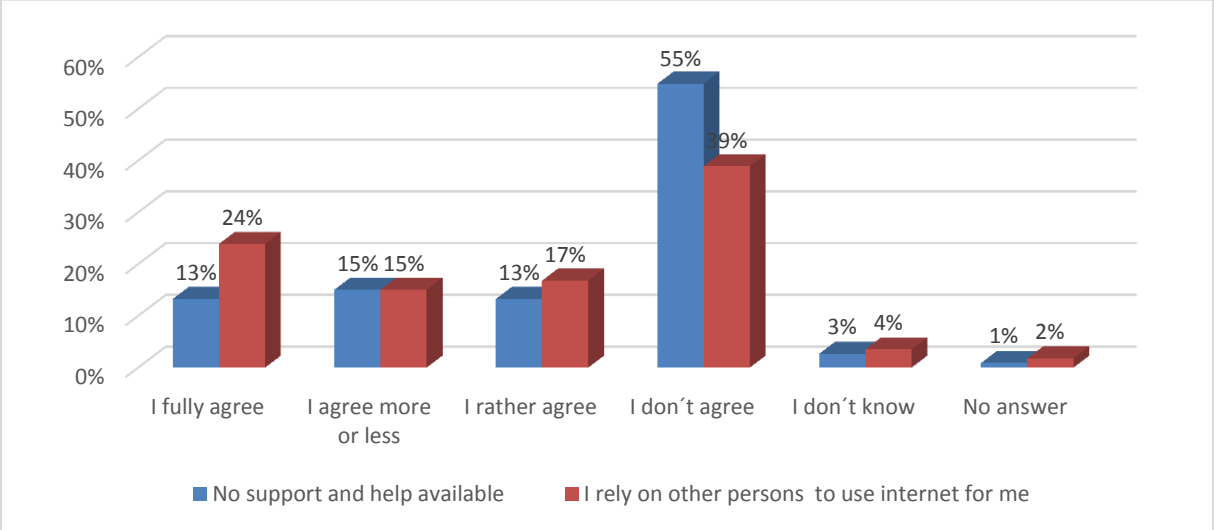

Figure No. 16 Support

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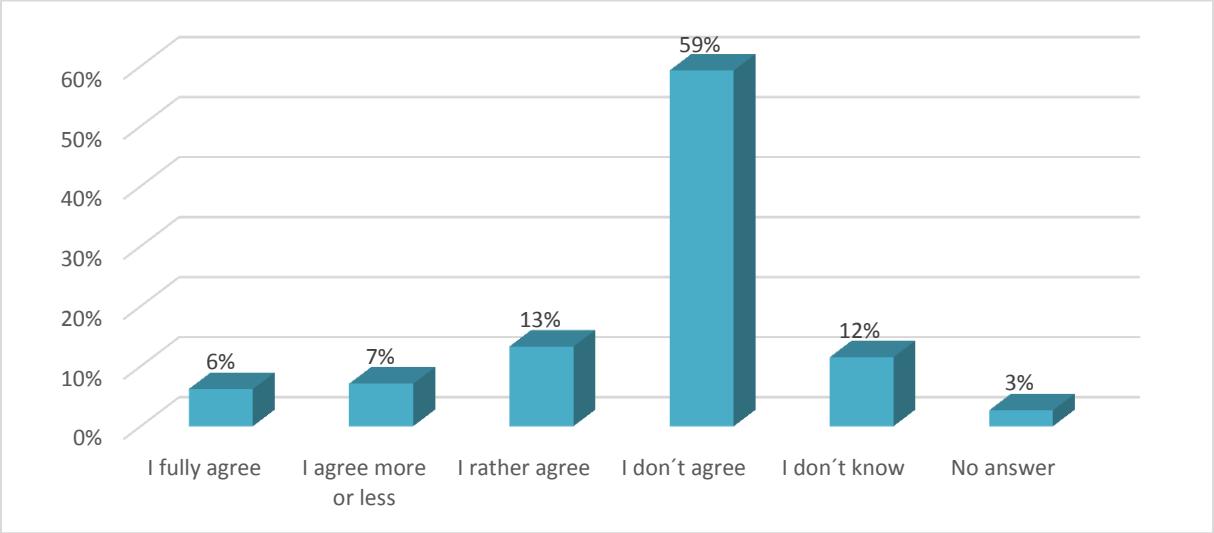

Figure No.17 It is too expensive and I cannot afford the fees & charges

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

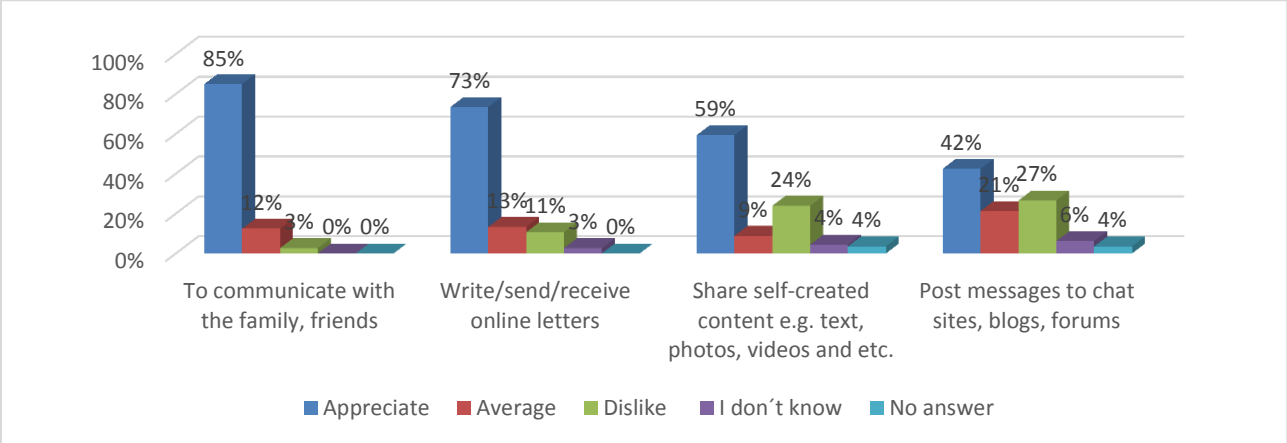

Figure No.18 Senior citizens communication

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4.2. Information search

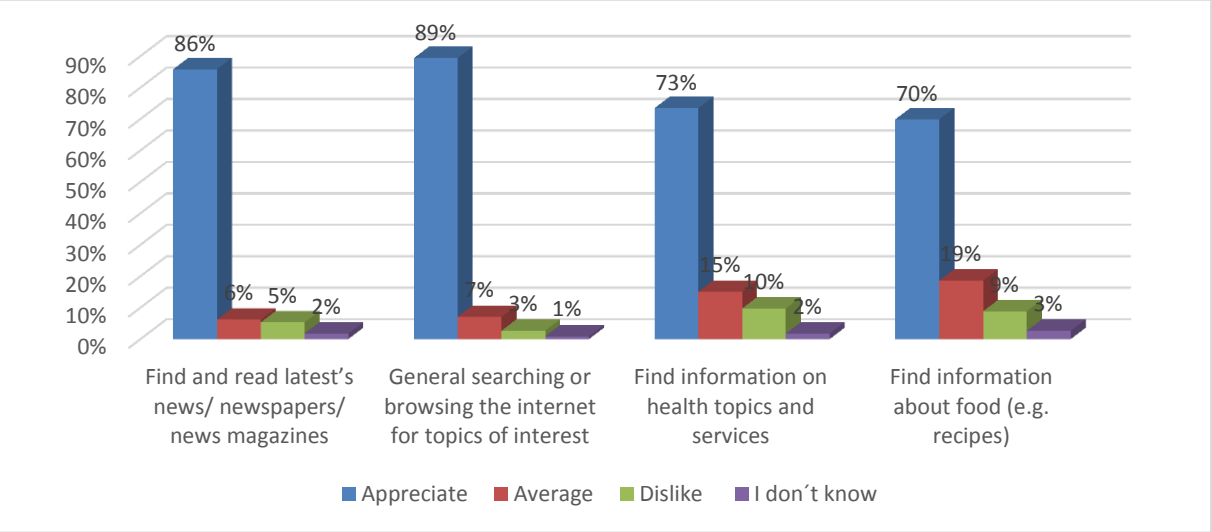

Figure No.19 Need for information search

4.3. Need of e-services

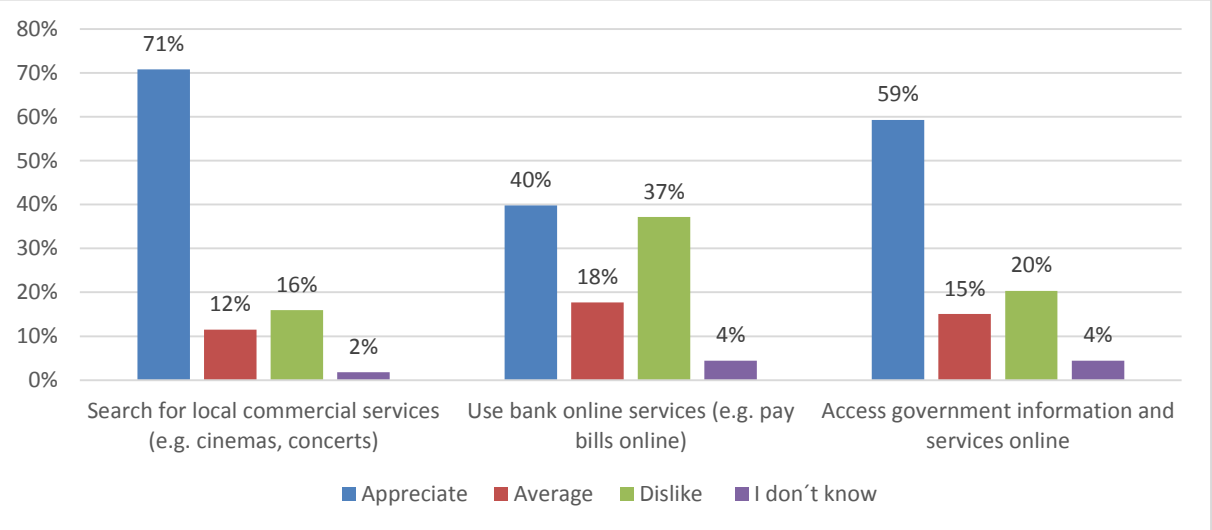

Figure No.20 Need for e-services

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4.4. E-Commerce

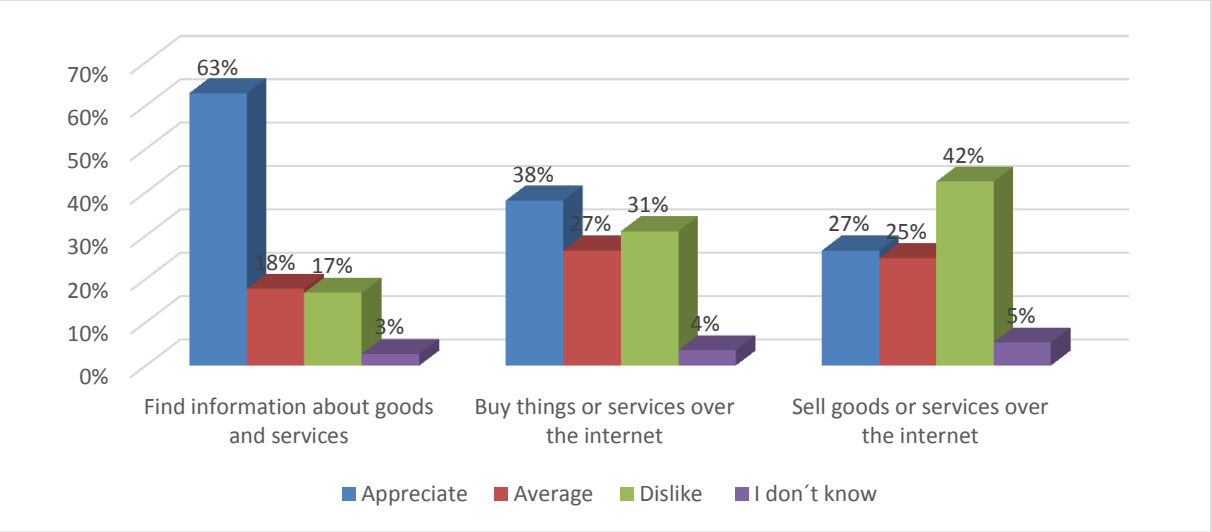

Figure No.21 Need for e-commerce

4.5. Leisure time

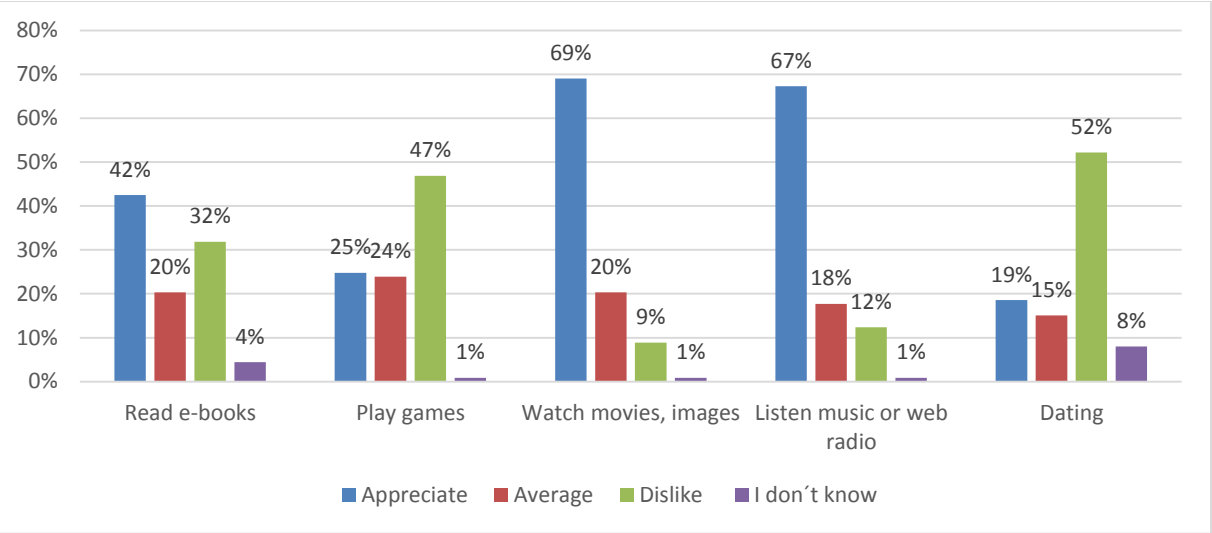

Figure No.22 Leisure time

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4.6. Traveling

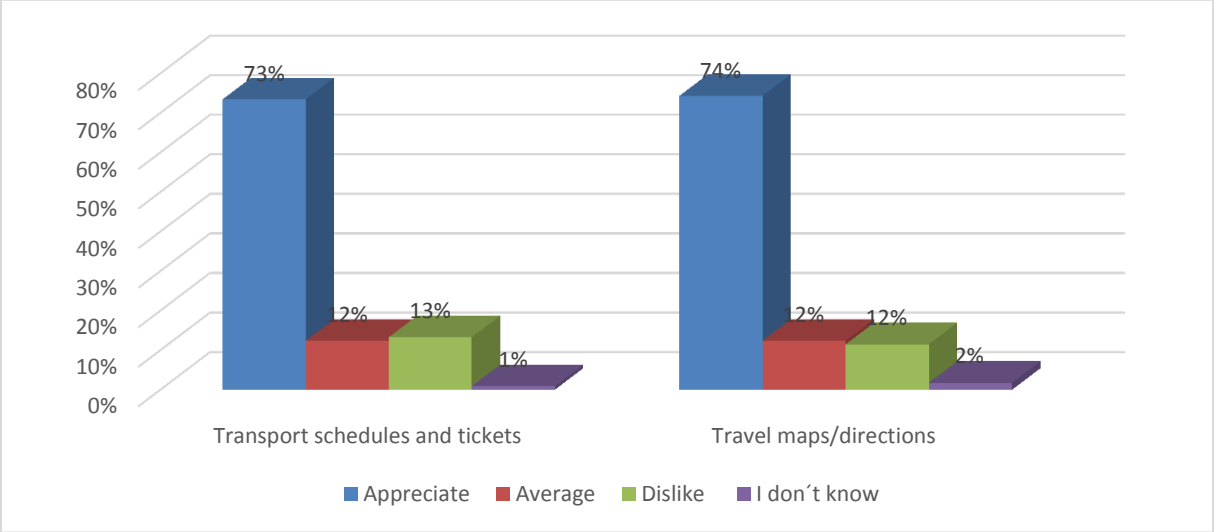

Figure No.23 Travelling

4.7. General information how to use various devices

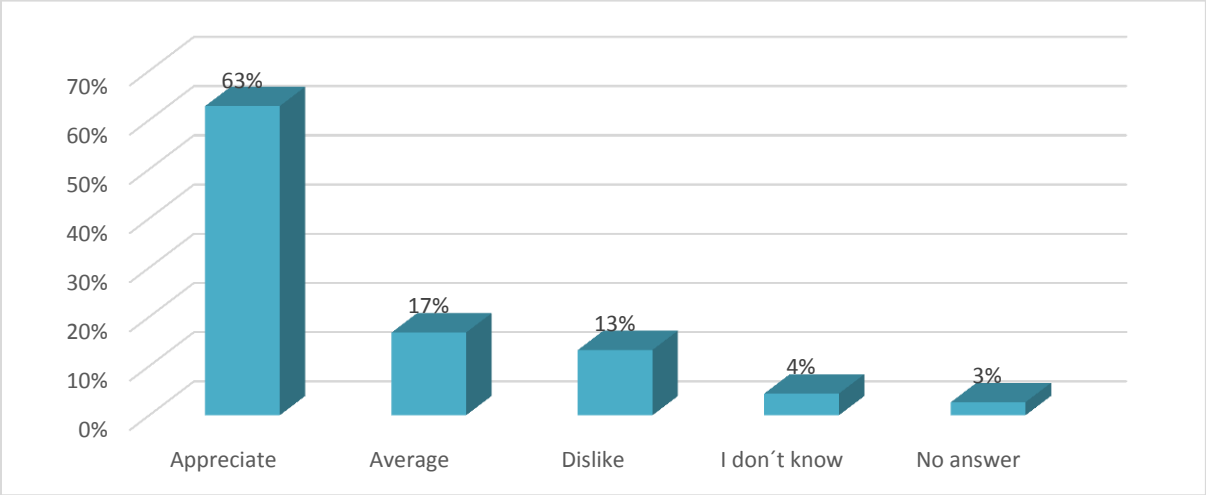

Figure No. 25 General information how to use various devices

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

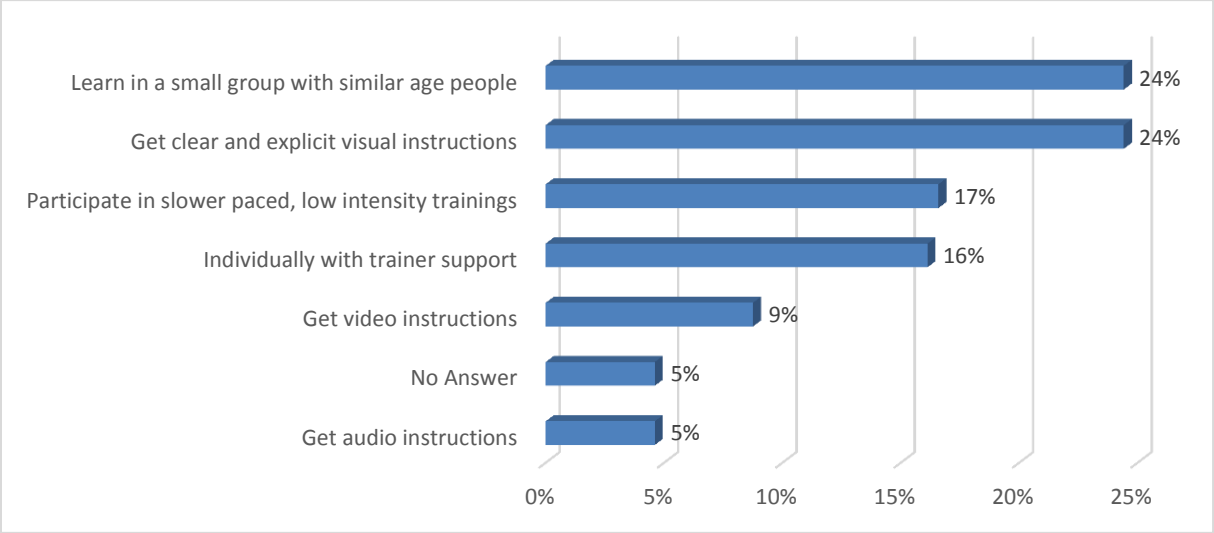

Figure No. 24 The way of learning to use tablets and the Internet

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ANNEX NO. 4. SENIORS SURVEY RESULTS - LITHUANIA

1. General information about the seniors

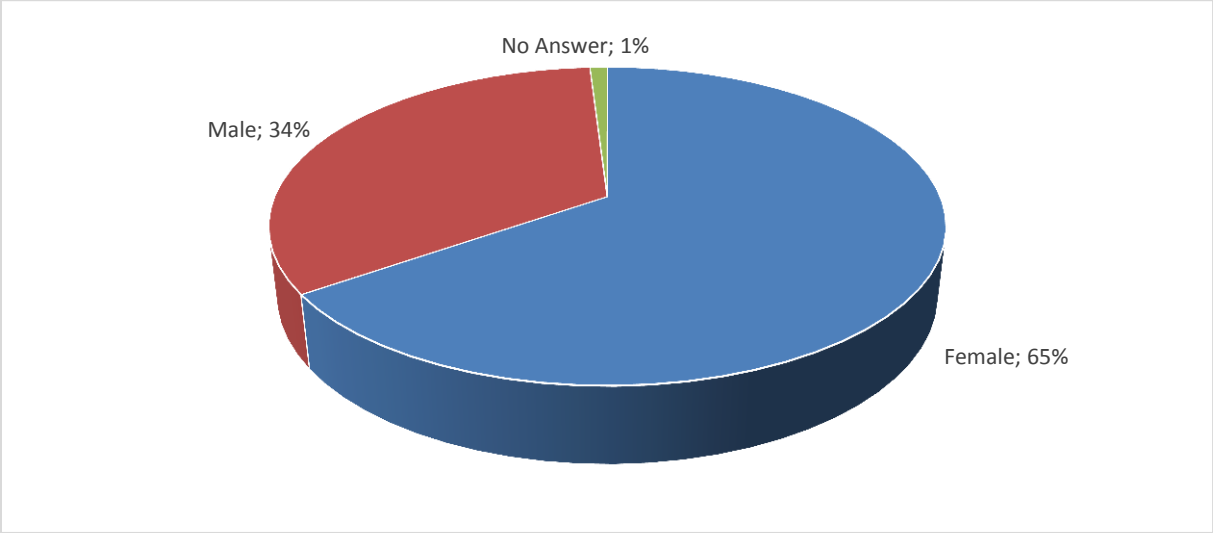

Figure No. 1 Gender

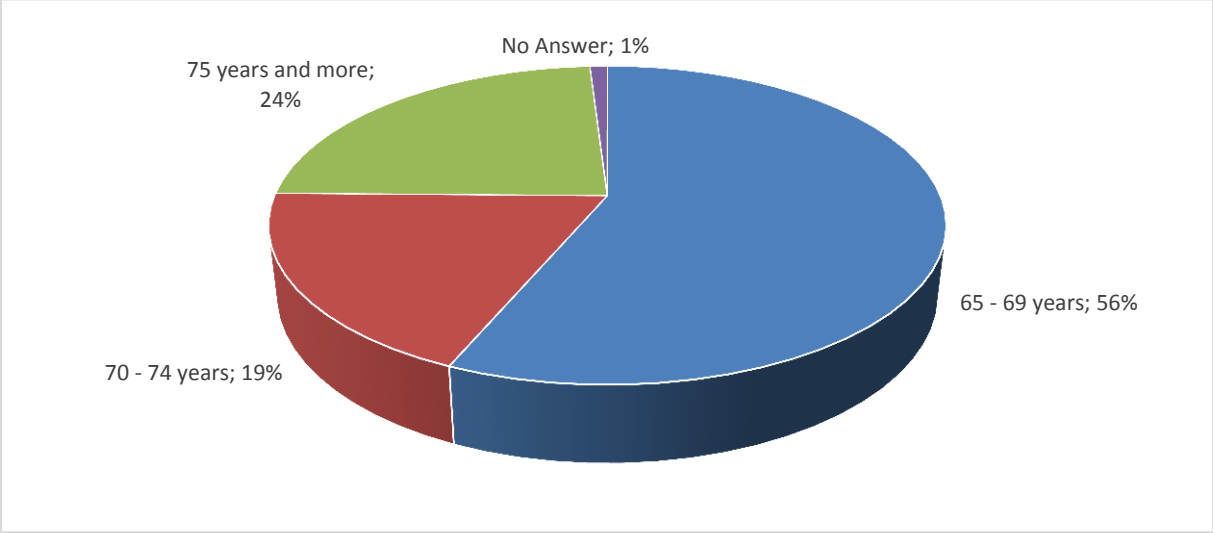

Figure No. 2 Age

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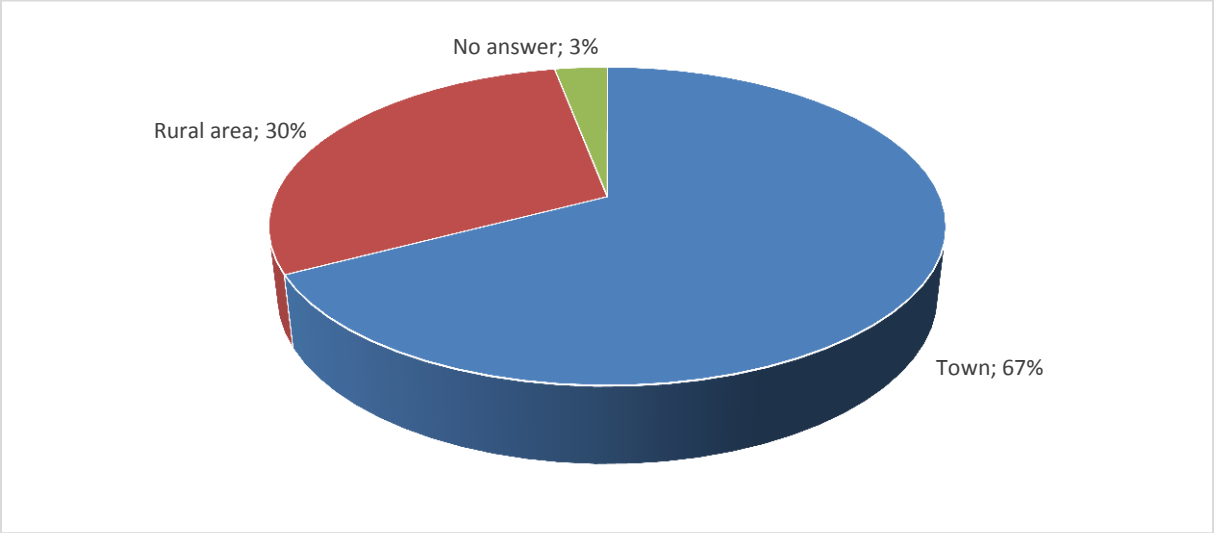

Figure No. 3 Living area

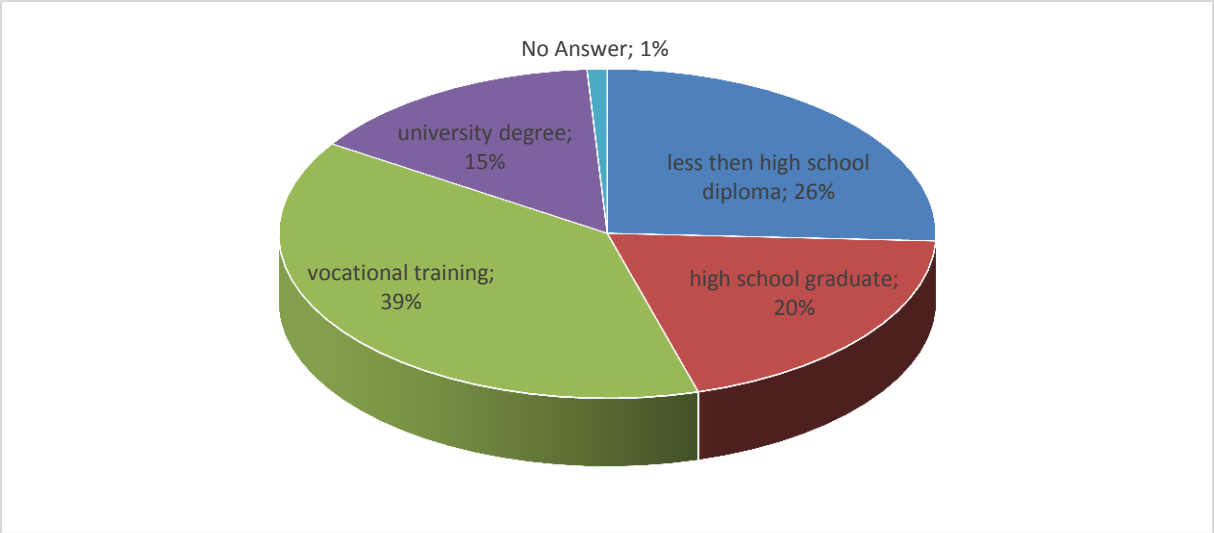

Figure No. 4 Education

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2. Digital devices and the Internet Use

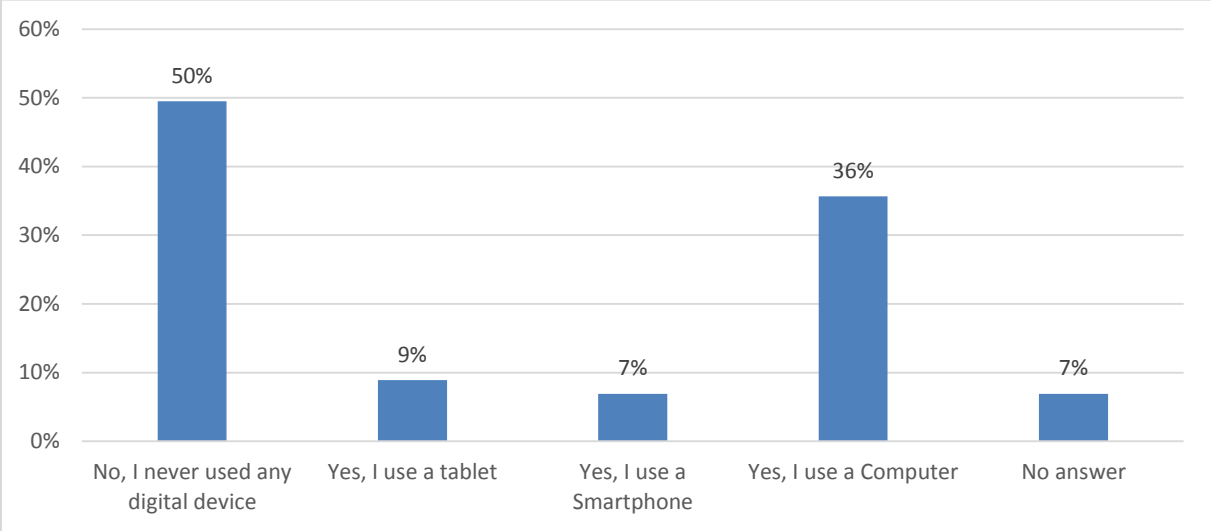

Figure No. 5 Usage of computer and other digital device

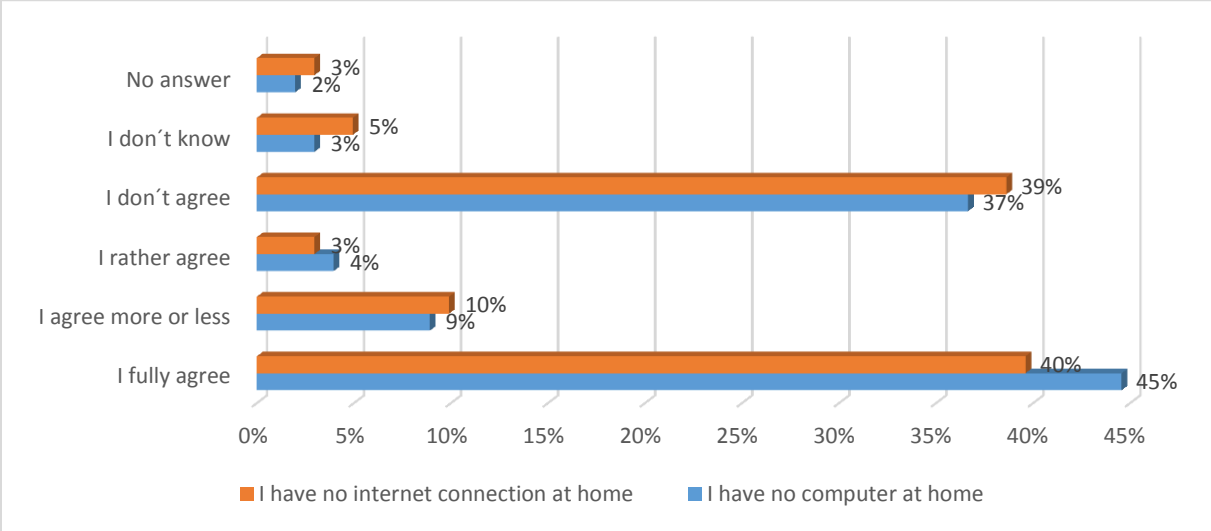

Figure No. 6 Technology at home

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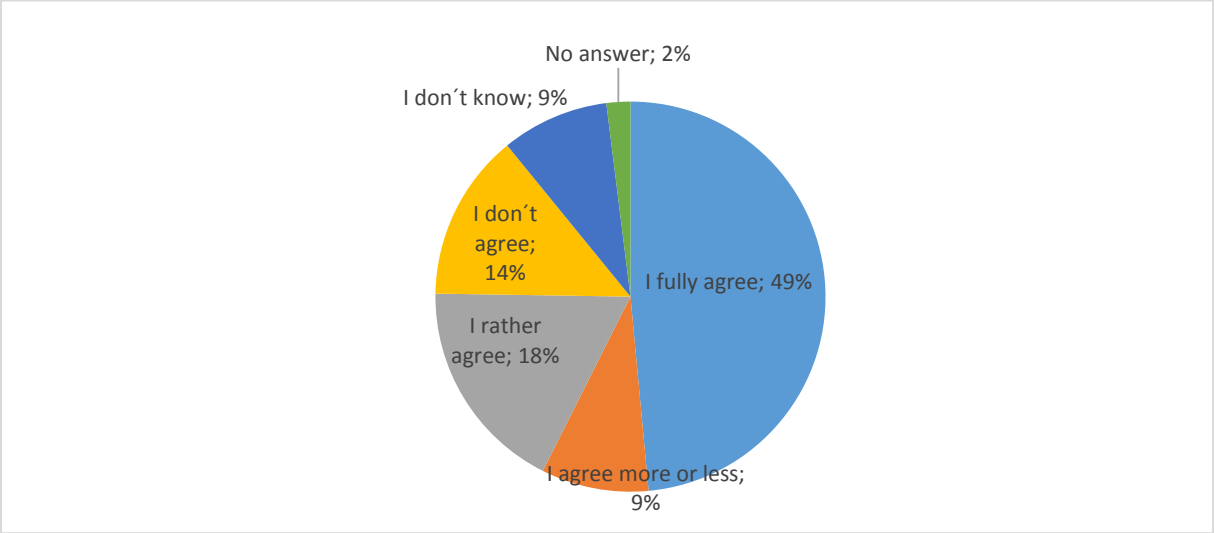

Figure No. 7 I don’t know how to use tablets

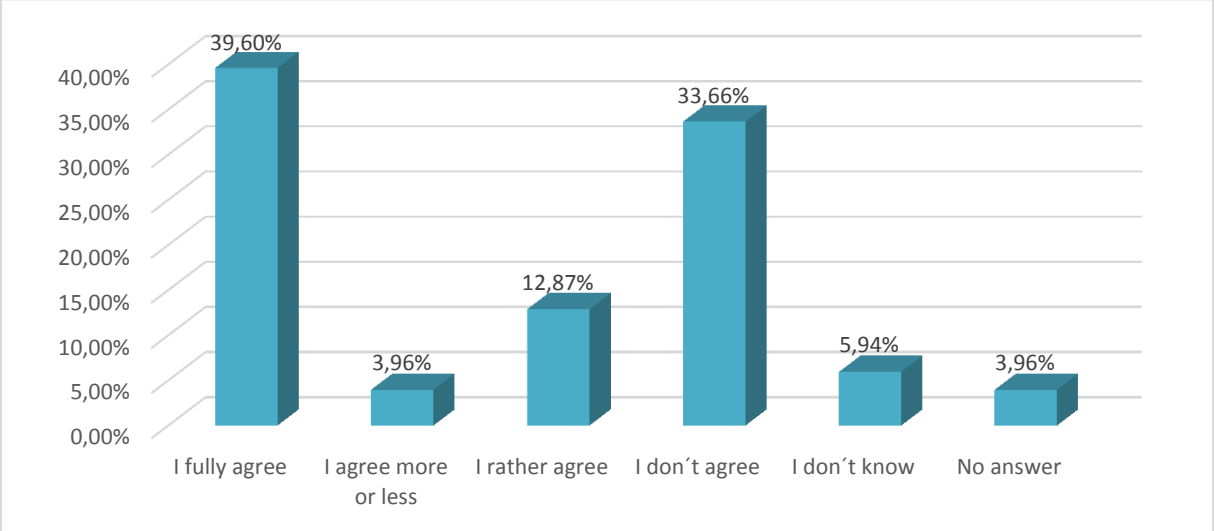

Figure No. 8 I don’t know how to use the Internet

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3. Barriers for older people in the use of ICT

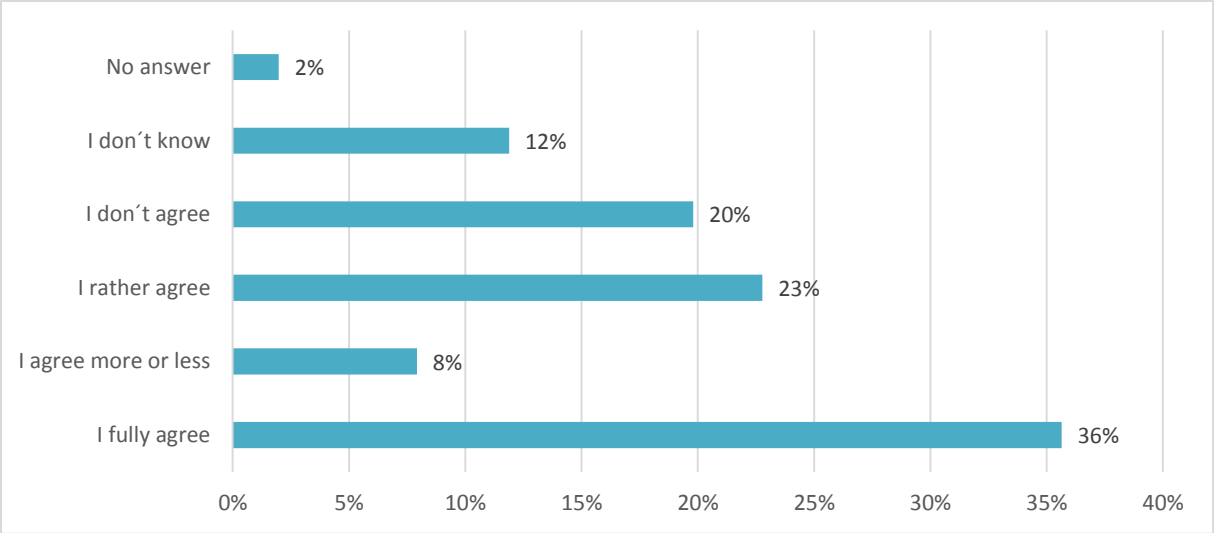

Figure No. 9 Usage too confusing for me

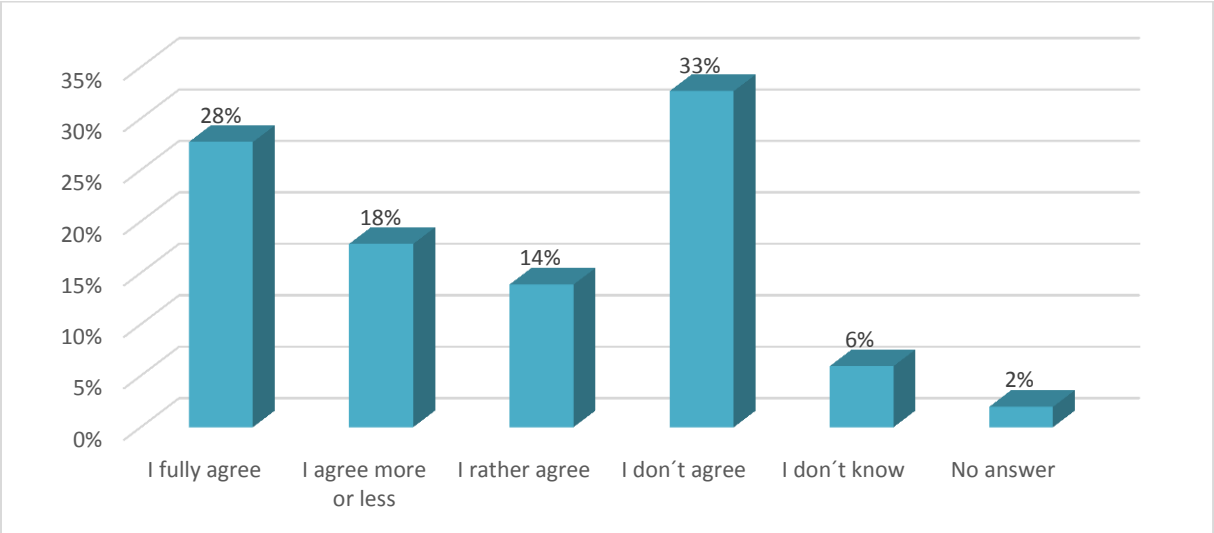

Figure No. 10 I am afraid I can break or bust something

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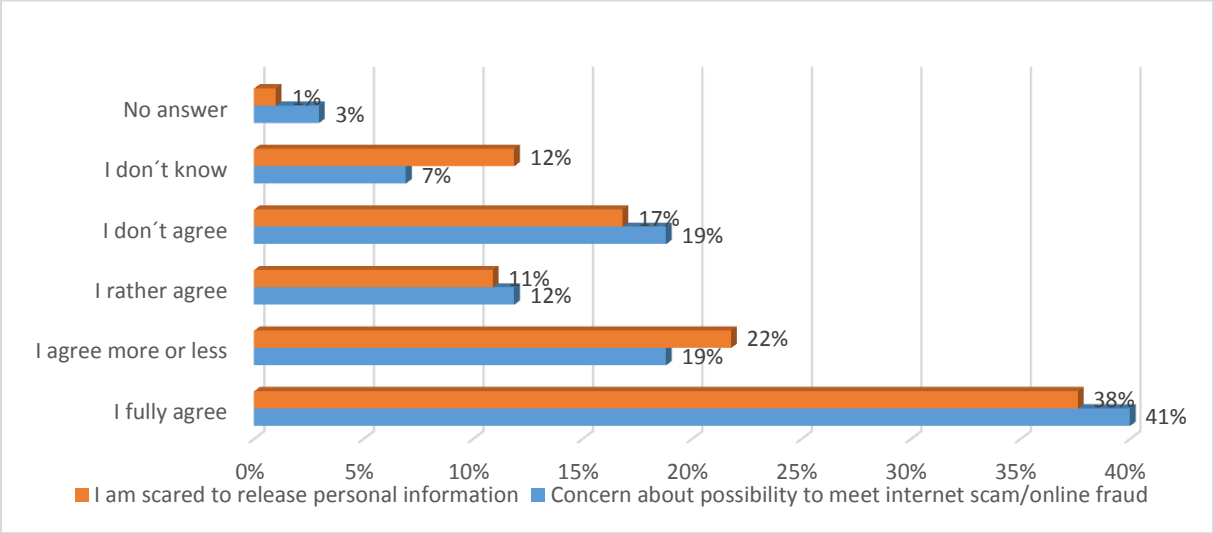

Figure No. 11 Fears

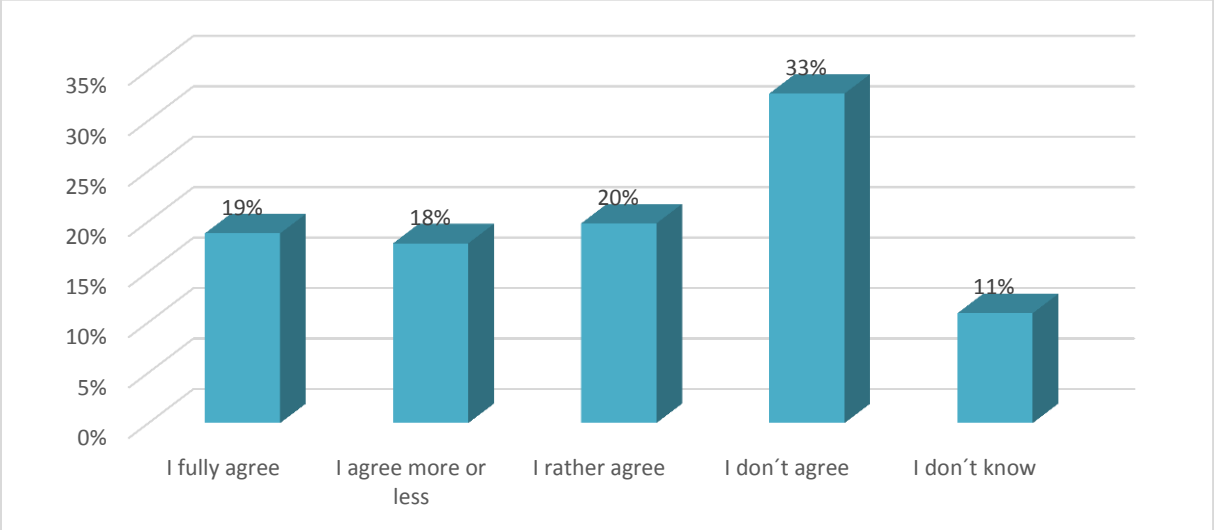

Figure No. 12 I fear about learning something in the late years

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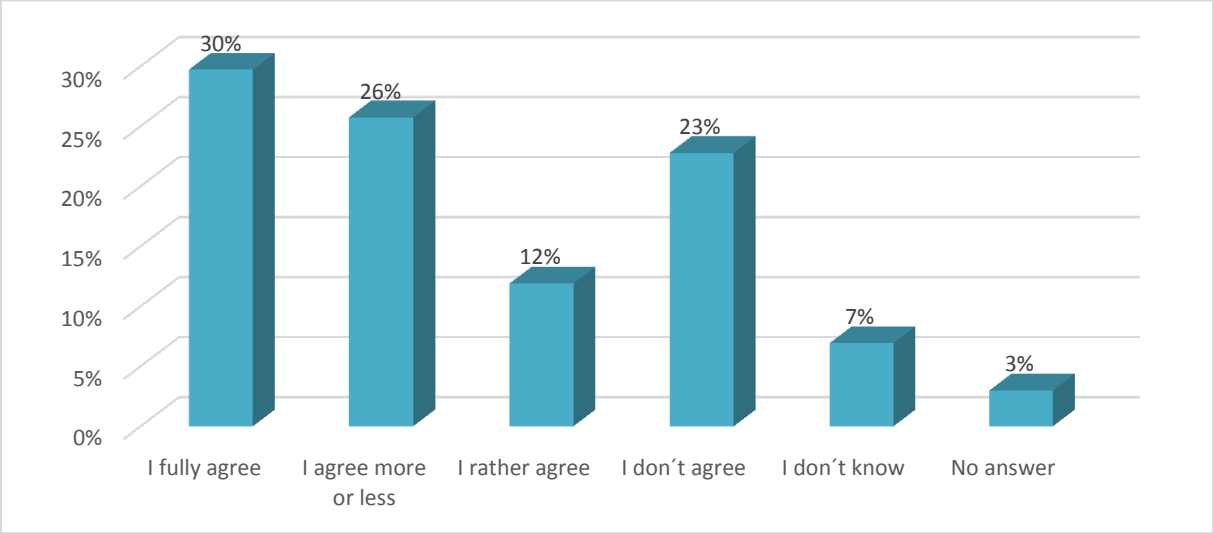

Figure No. 13 I lack information on potential benefits of the Internet and tablets

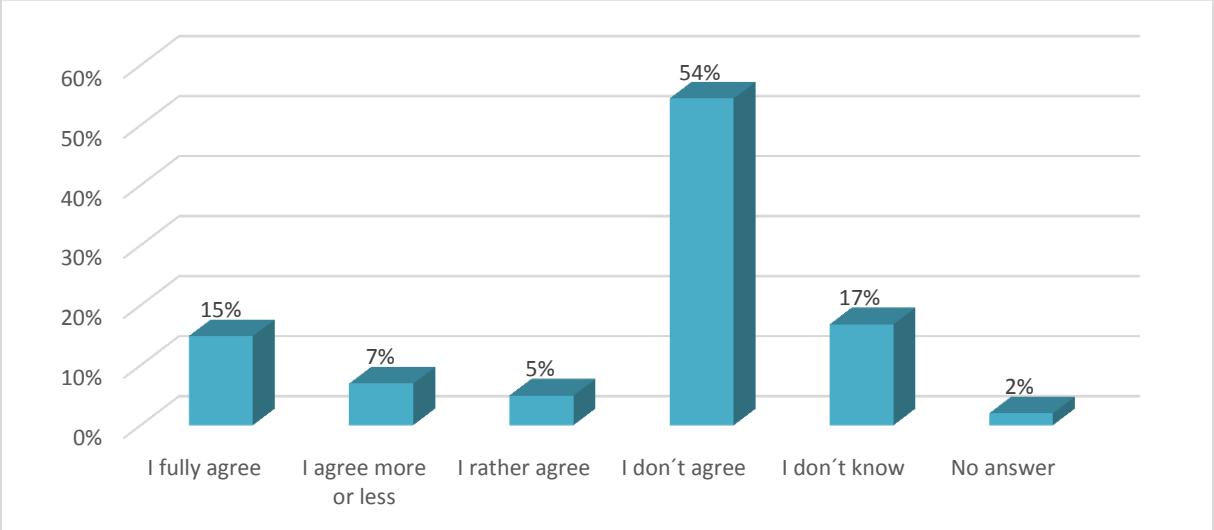

Figure No. 14 I am not interested

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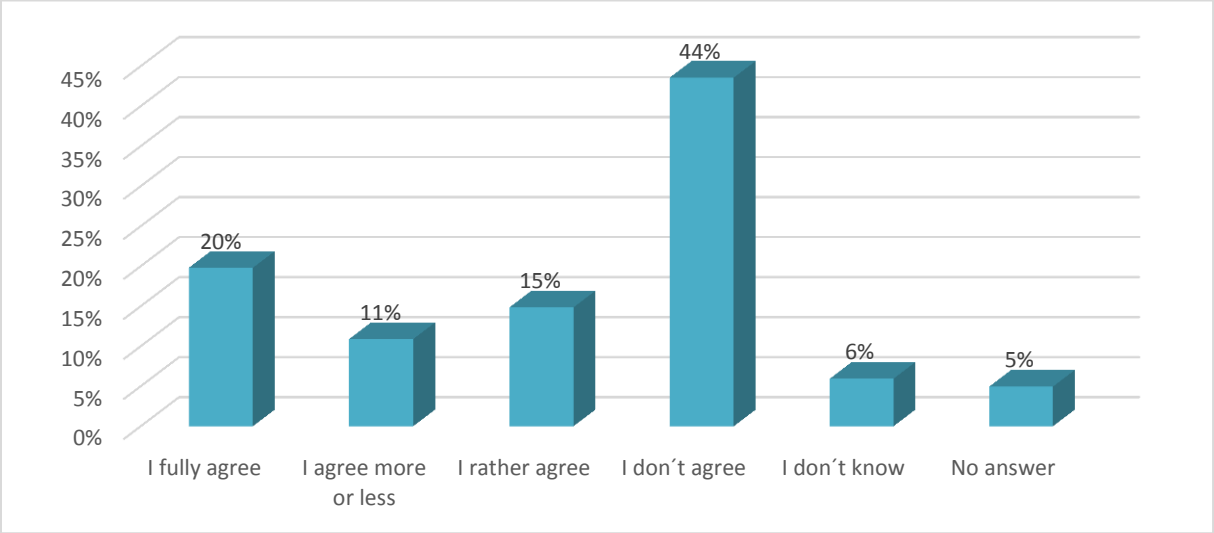

Figure No. 15 Physical disability (I don't see well, joint pain, etc.)

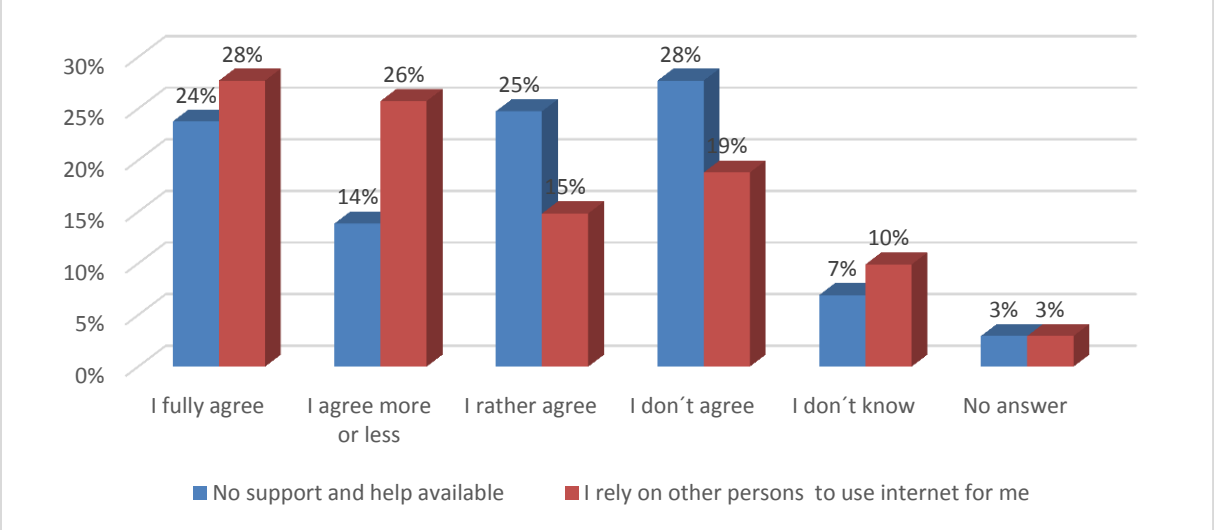

Figure No. 16 Support

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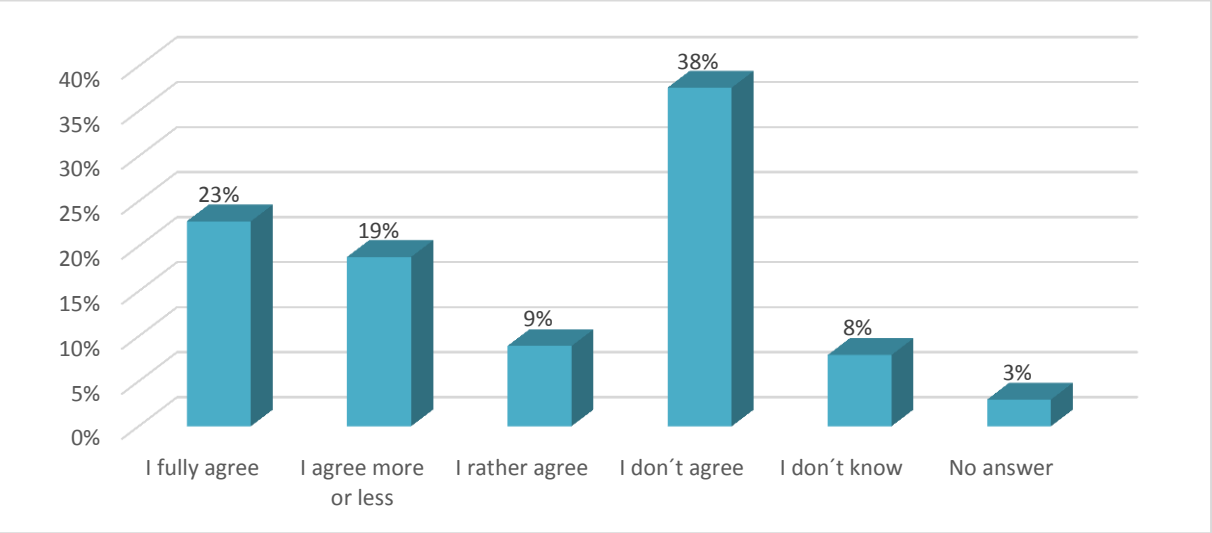

Figure No.17 It is too expensive and I cannot afford the fees & charges

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

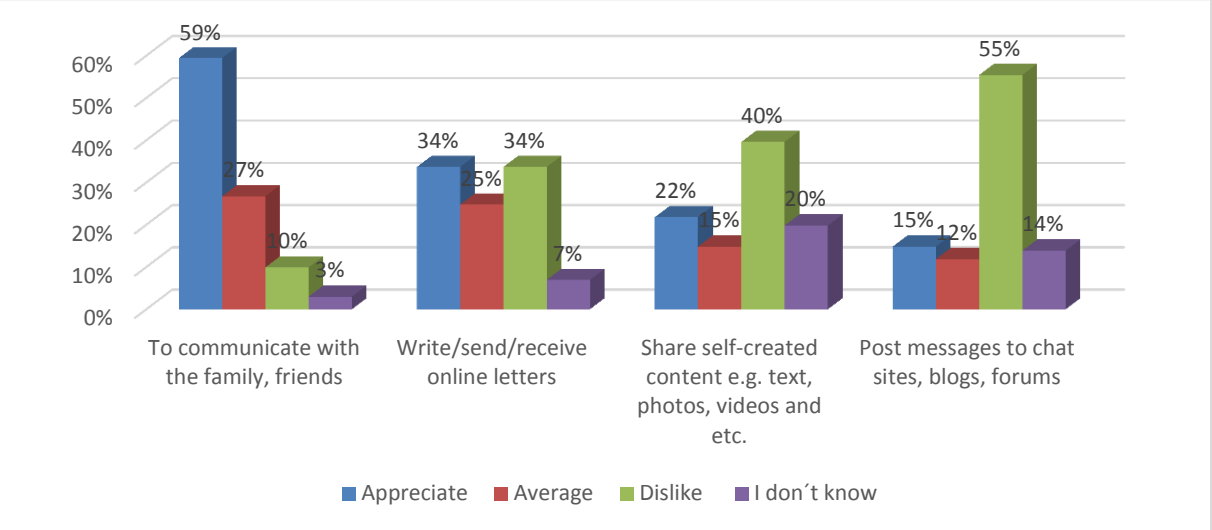

Figure No.1 Senior citizens' communication

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4.2. Information search

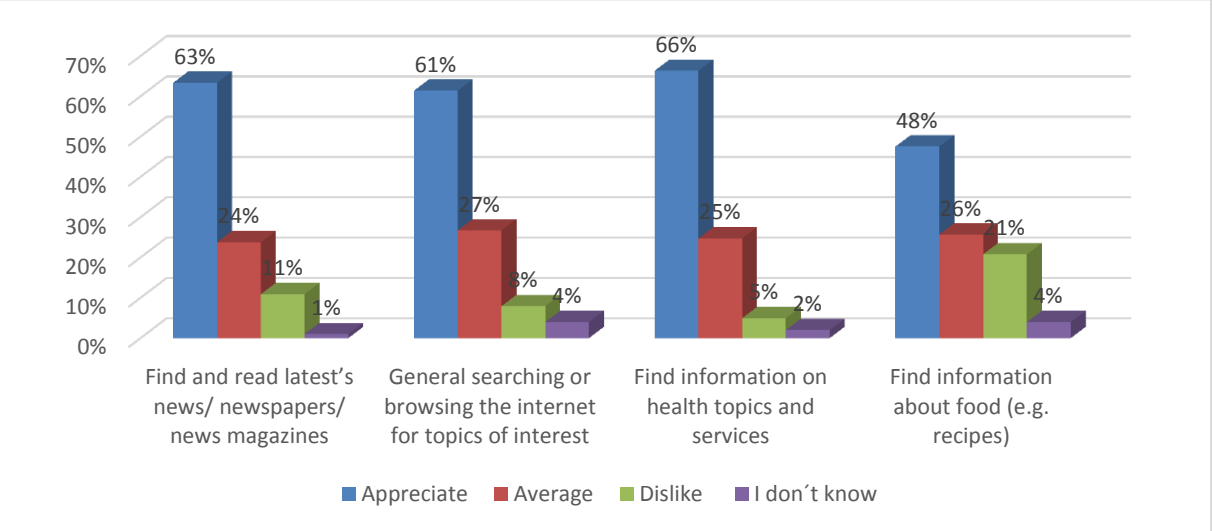

Figure No.19 Need for information search

4.3. Need of e-services

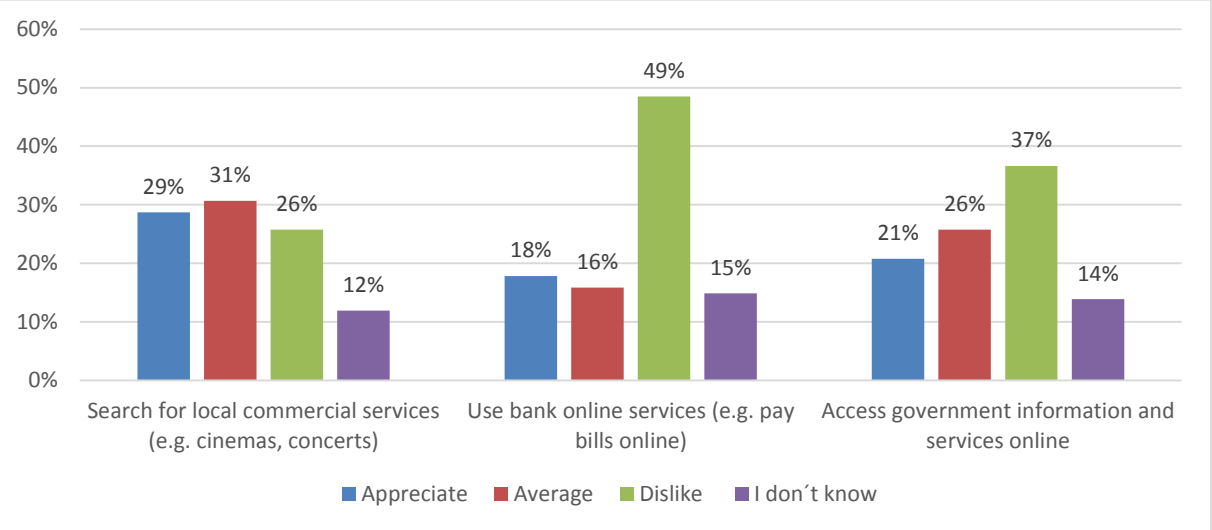

Figure No.20 Need for e-services

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4.4. E-Commerce

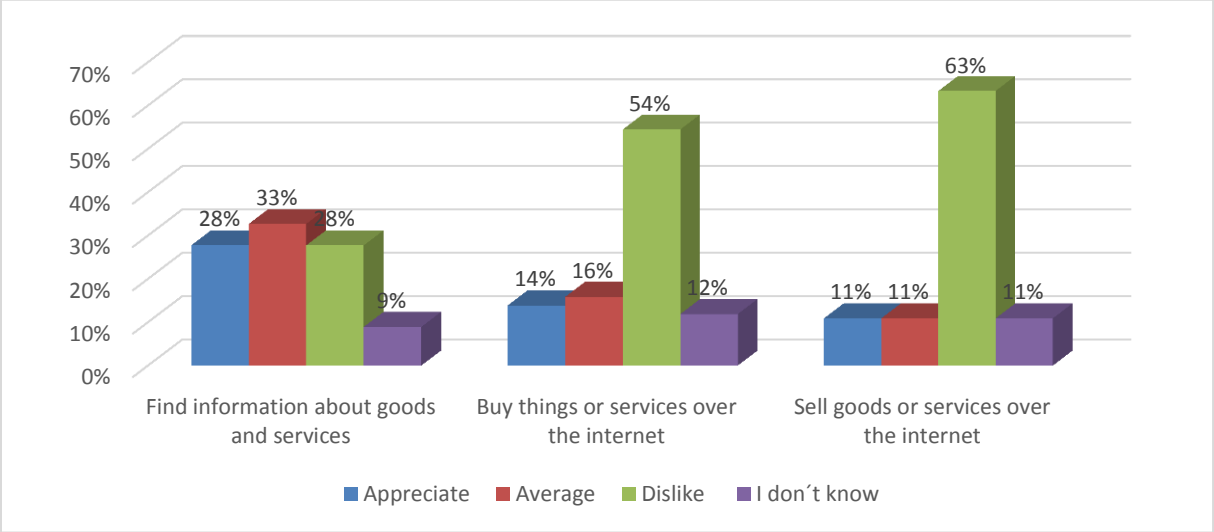

Figure No.21 Need for e-commerce

4.5. Leisure time

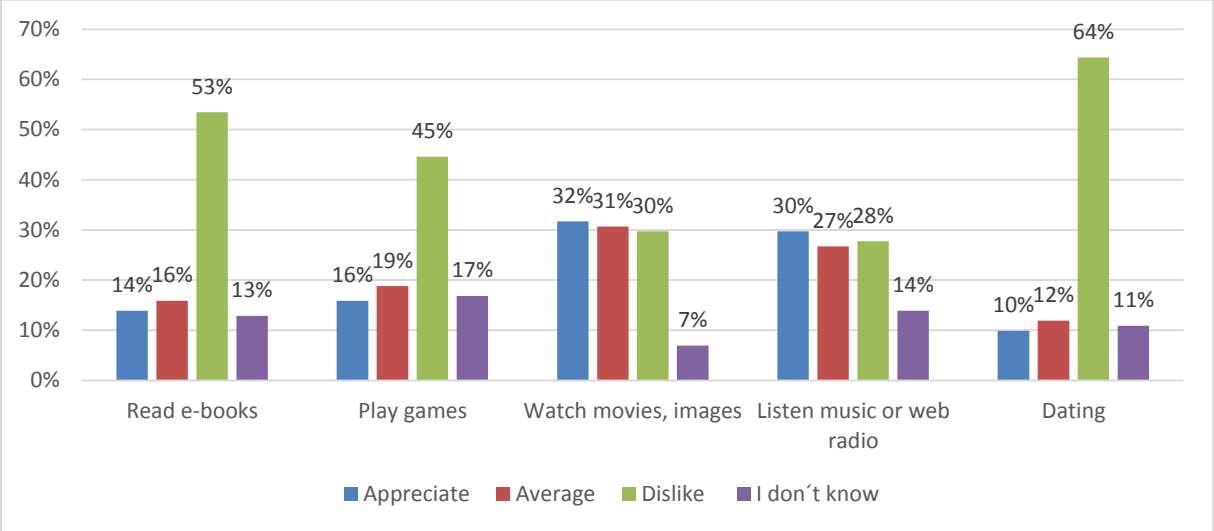

Figure No.22 Leisure time

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4.6. Traveling

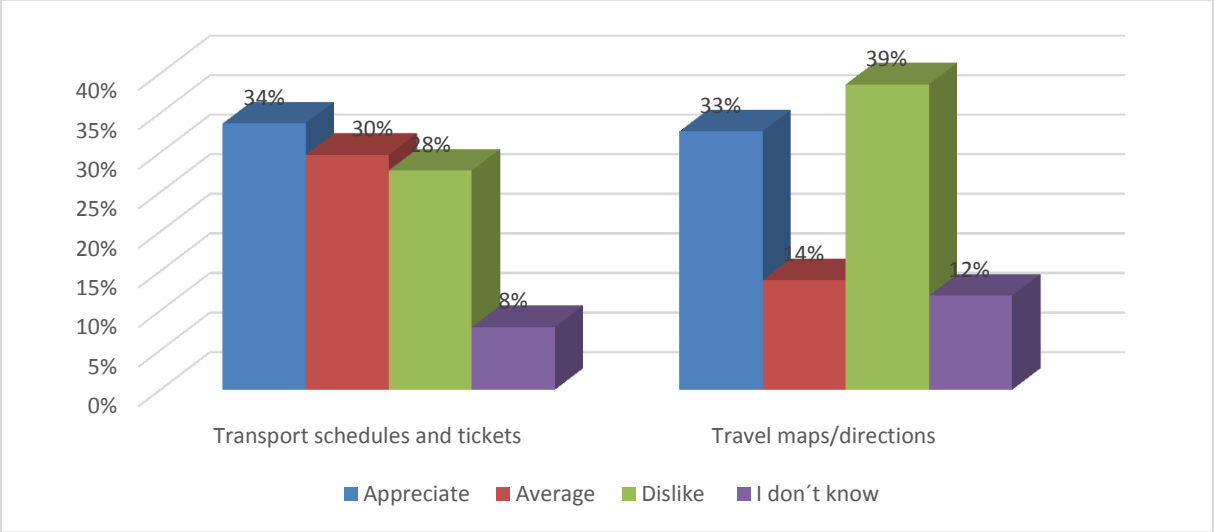

Figure No. 23 Travelling

4.7. General information how to use various devices

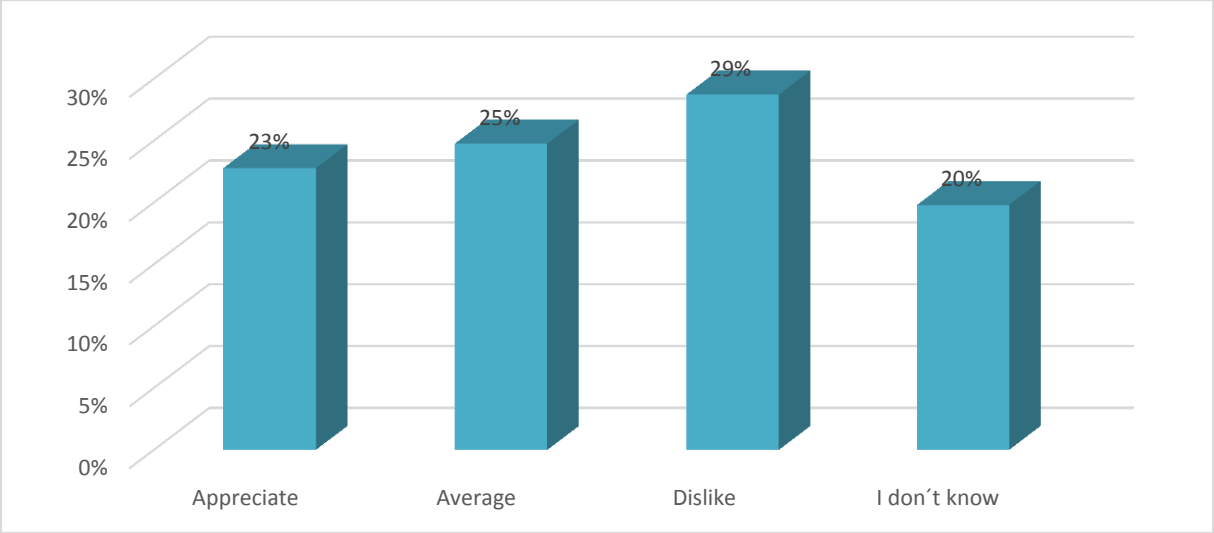

Figure No. 24 General information how to use various devices

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

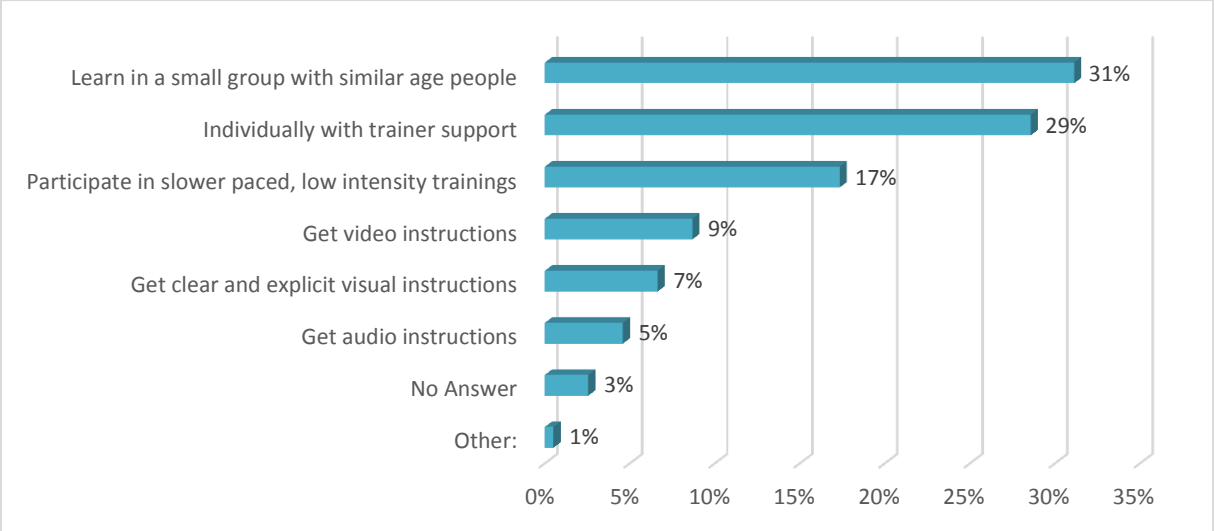

Figure No. 25. The way of learning to use tablets and the Internet

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ANNEX NO. 5. SENIORS SURVEY RESULTS - ROMANIA

1. General information about the seniors

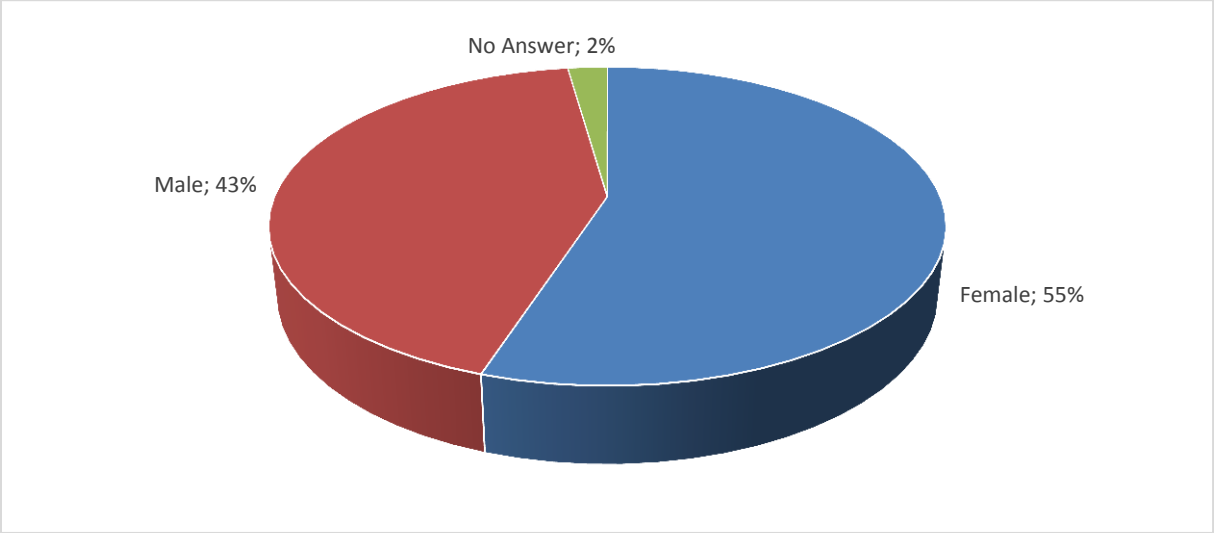

Figure No. 1 Gender

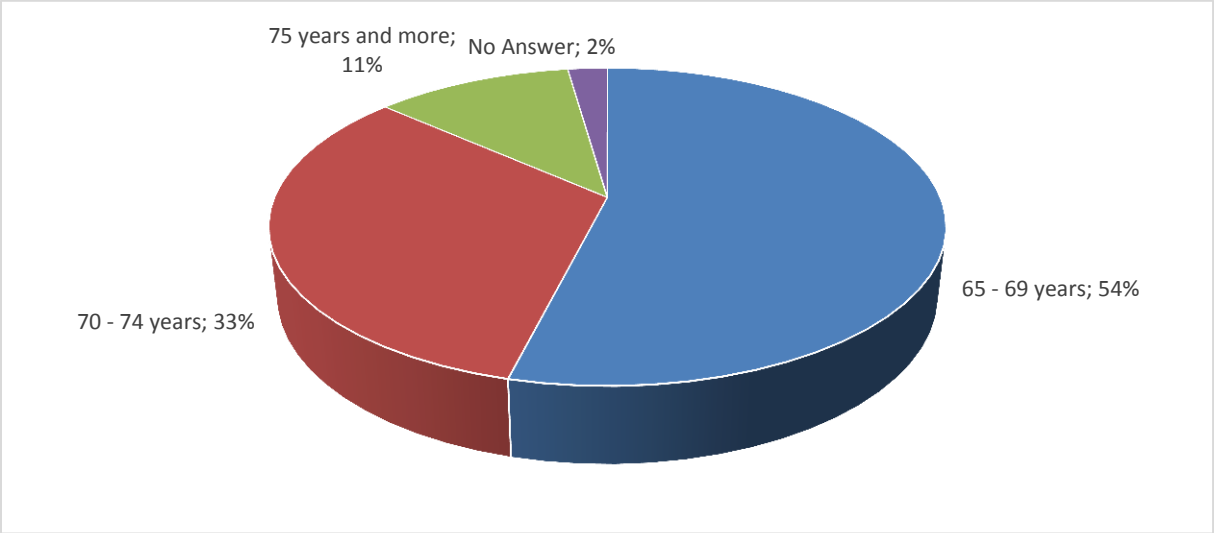

Figure No. 2 Age

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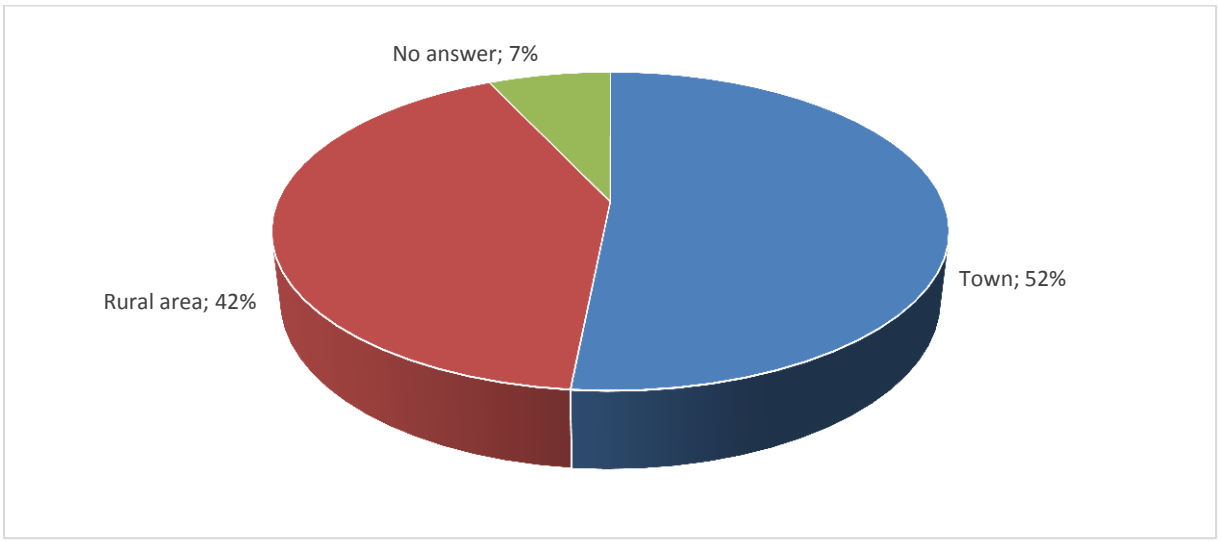

Figure No. 3 Living area

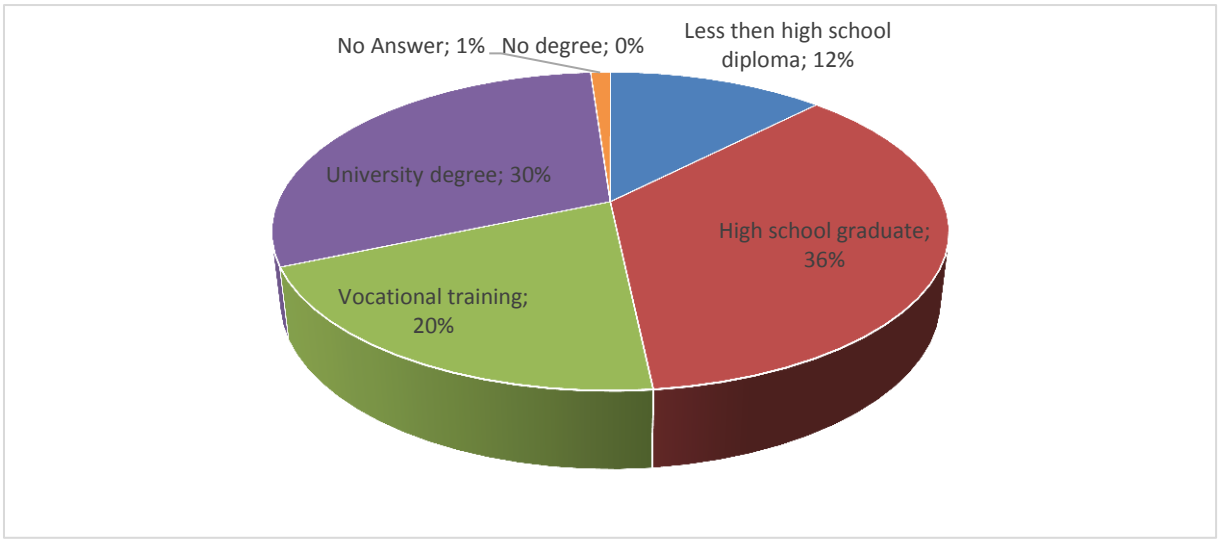

Figure No. 4 Education

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2. Digital devices and the Internet Use

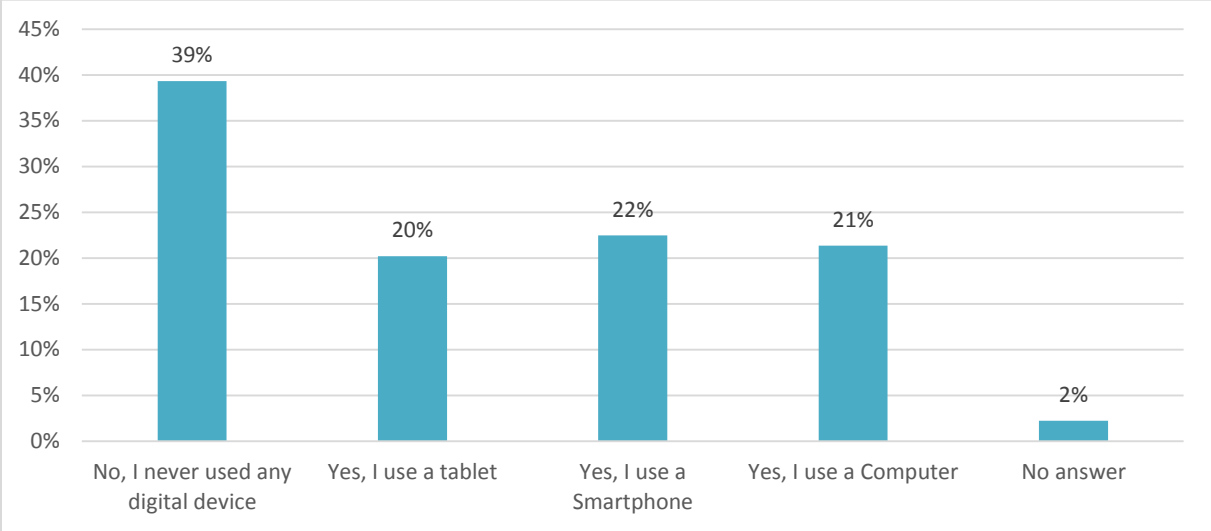

Figure No. 5 Usage of computer and other digital device

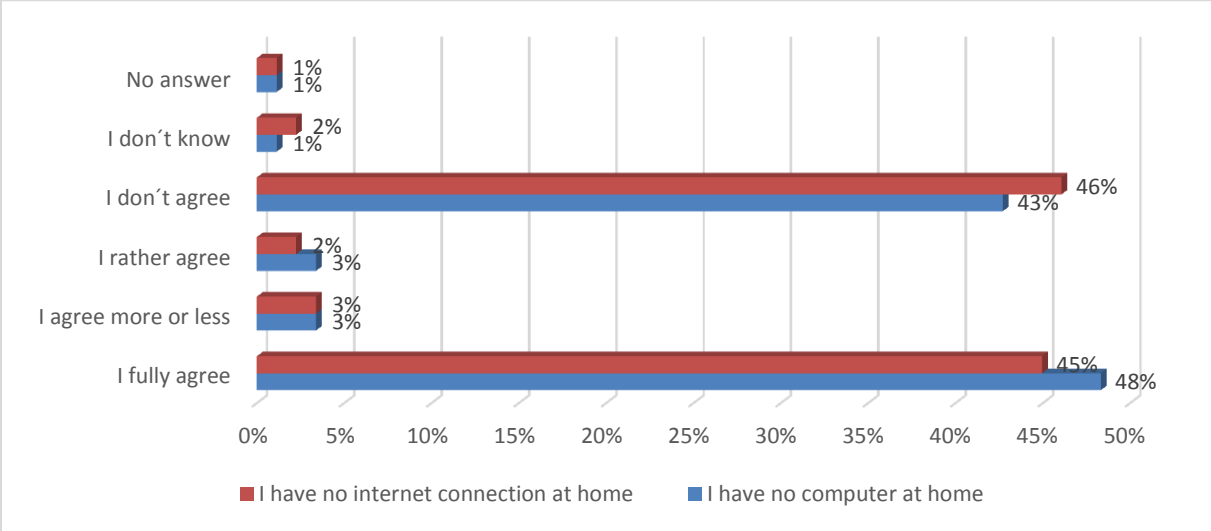

Figure No. 6 Technology at home

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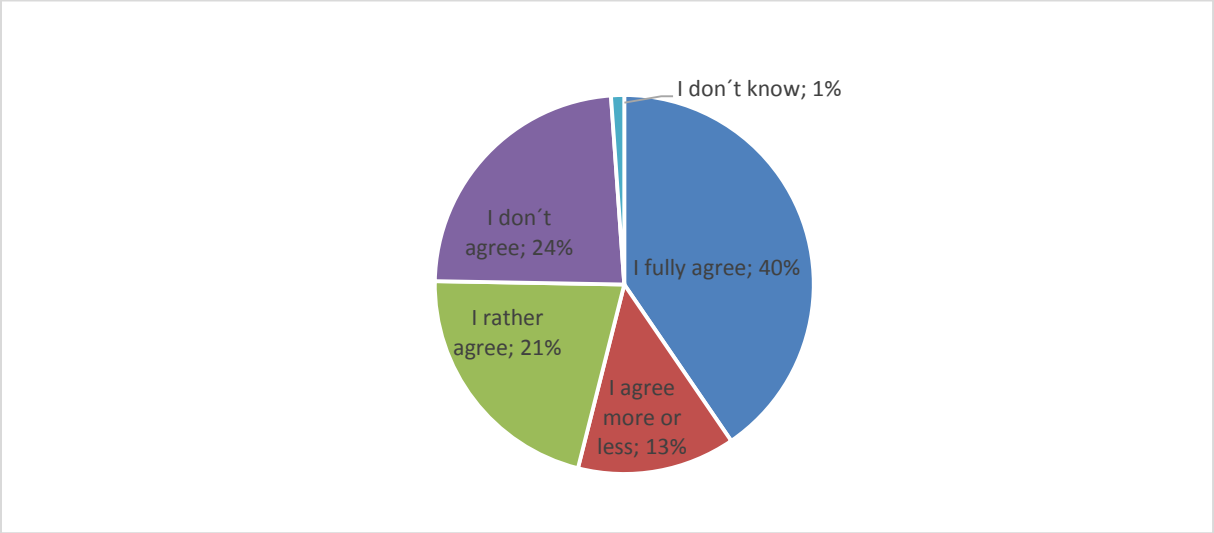

Figure No. 7 I don’t know how to use tablets

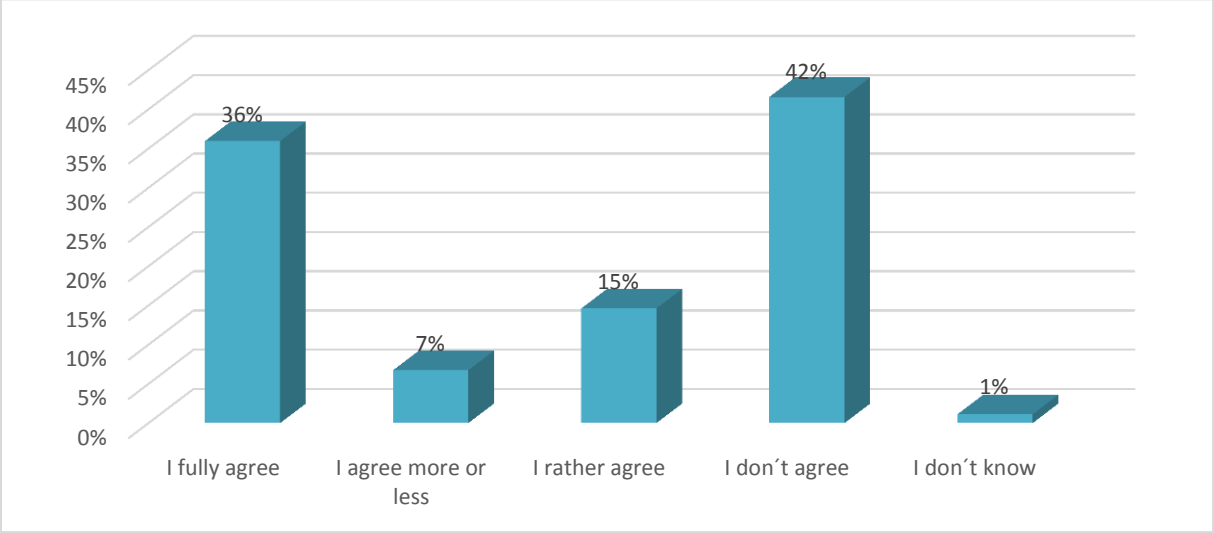

Figure No. 8 I don’t know how to use the Internet

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3. Barriers for older people in the use of ICT

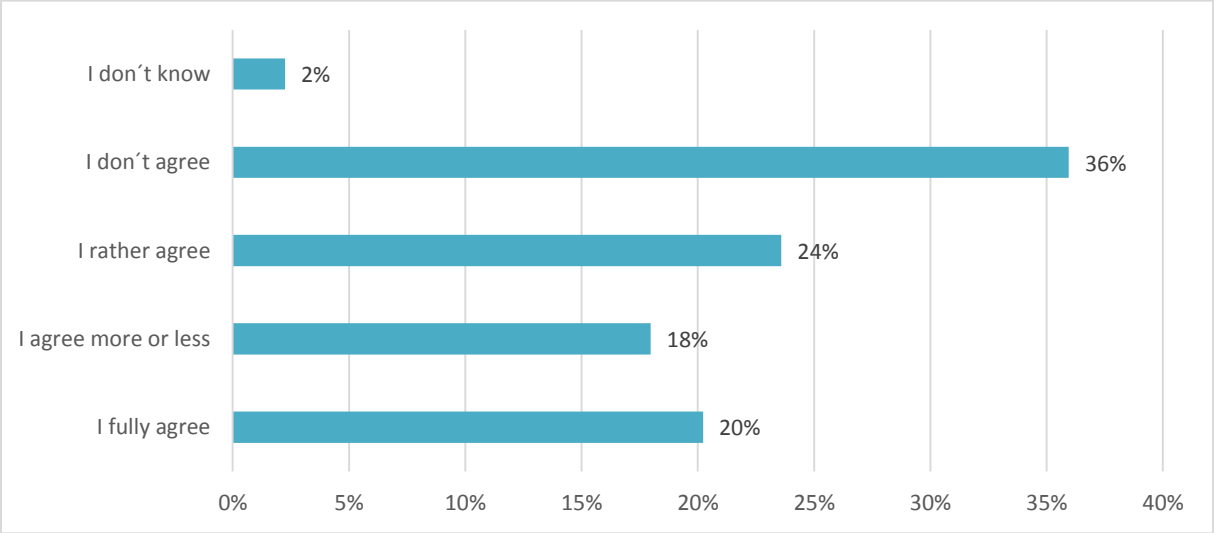

Figure No. 9 Usage too confusing for me

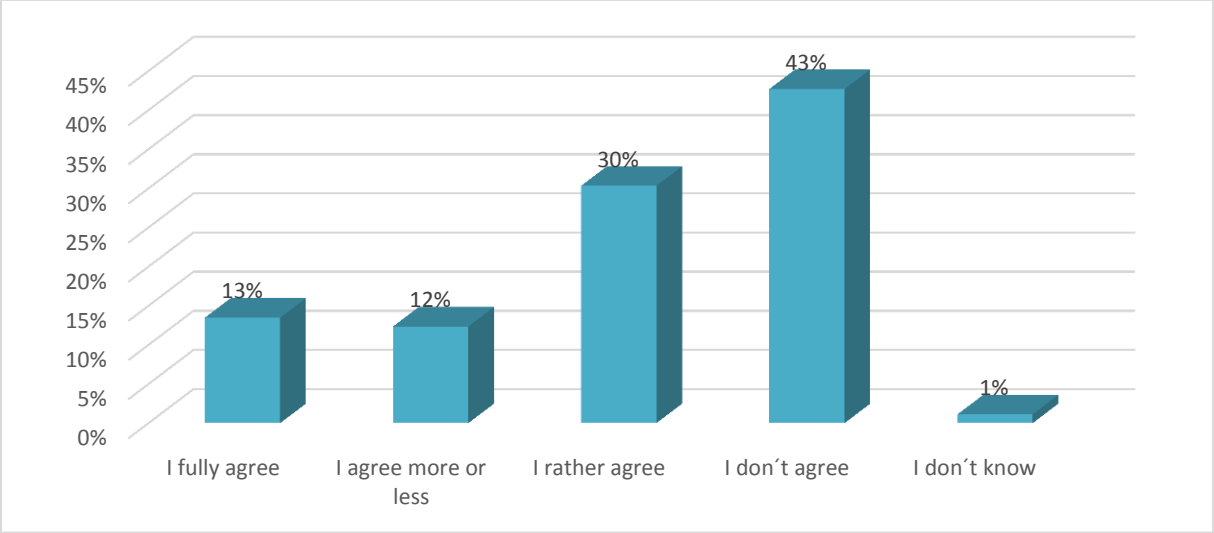

Figure No. 10 I am afraid I can break or bust something

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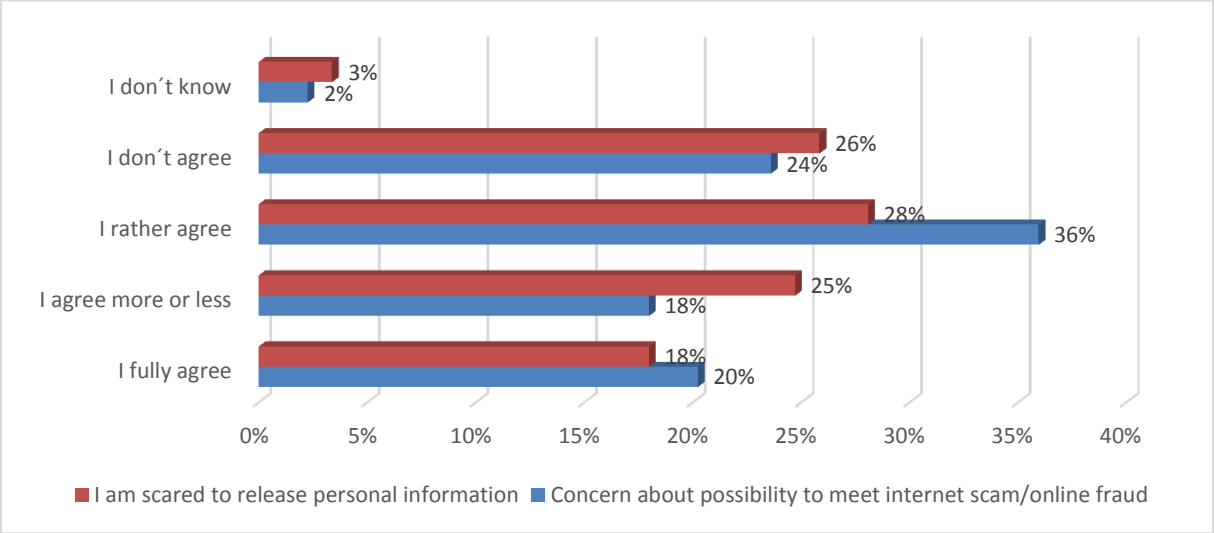

Figure No. 11 Fears

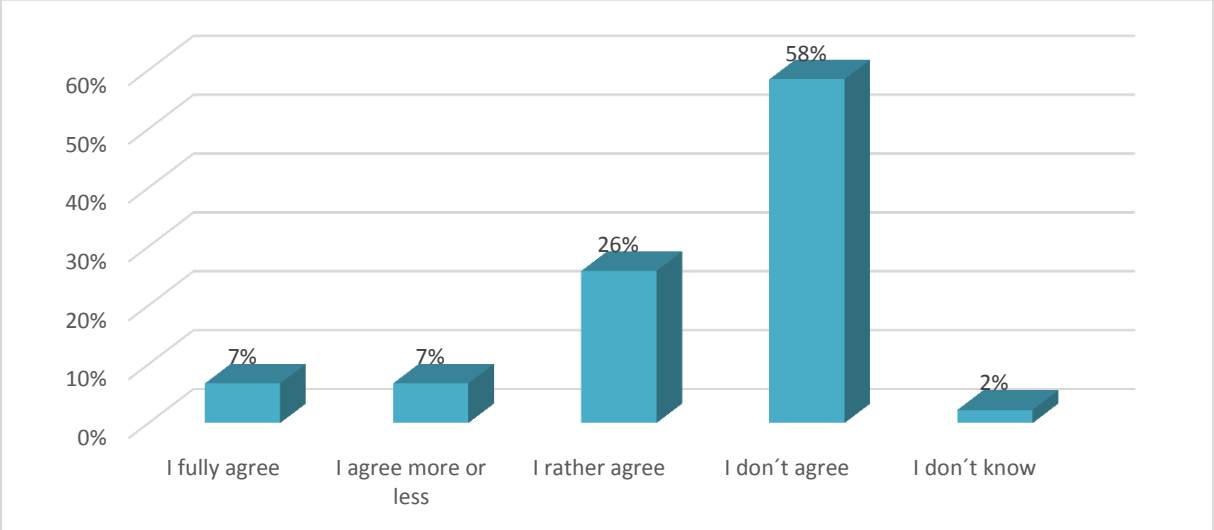

Figure No. 12 I fear about learning something in the late years

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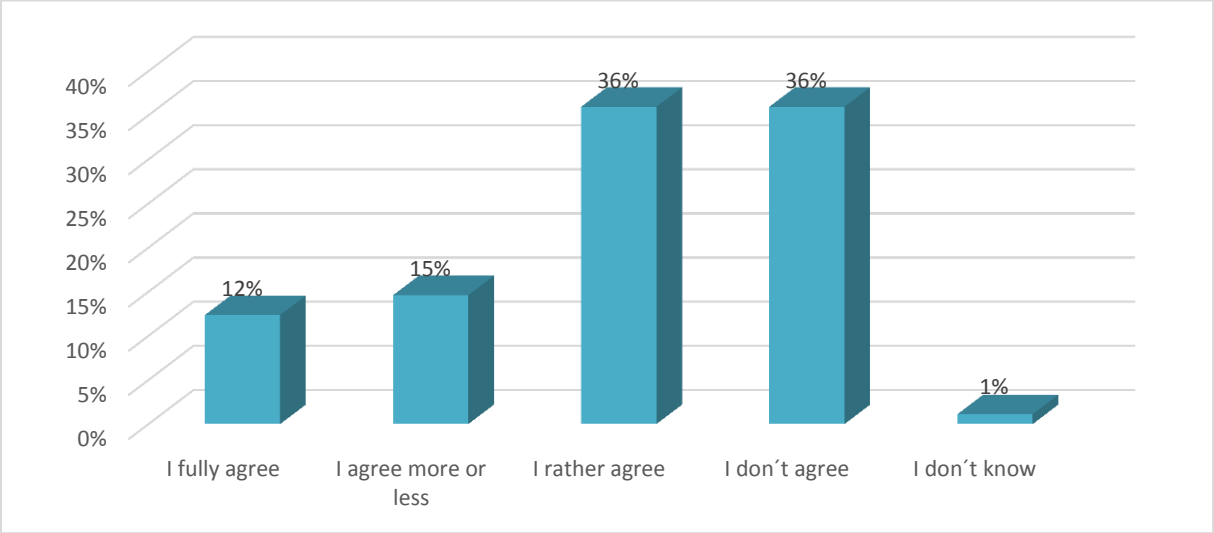

Figure No. 13 I lack information on potential benefits of the Internet and tablets

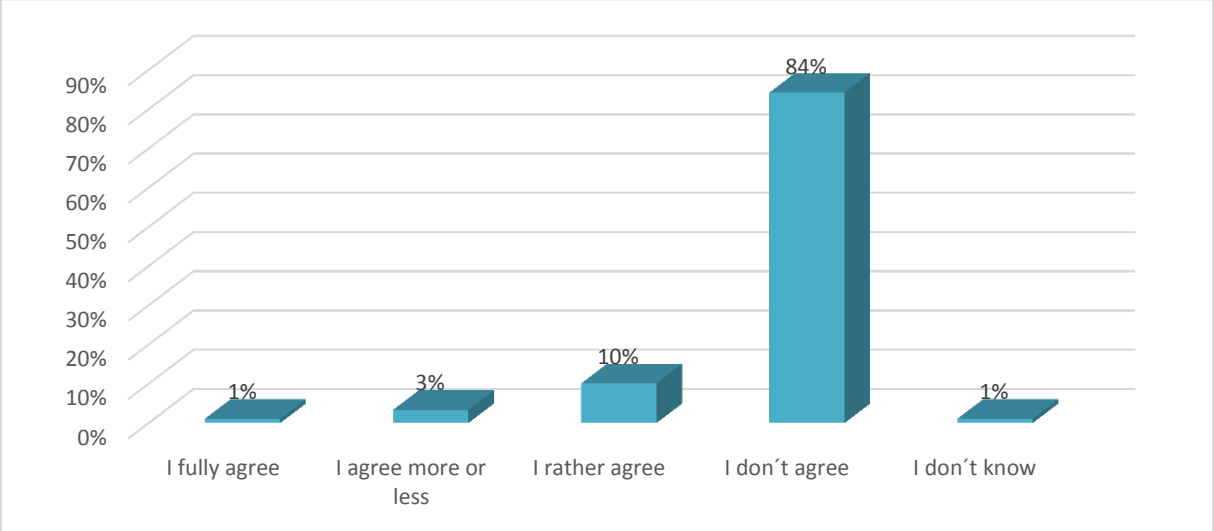

Figure No. 14 I am not interested

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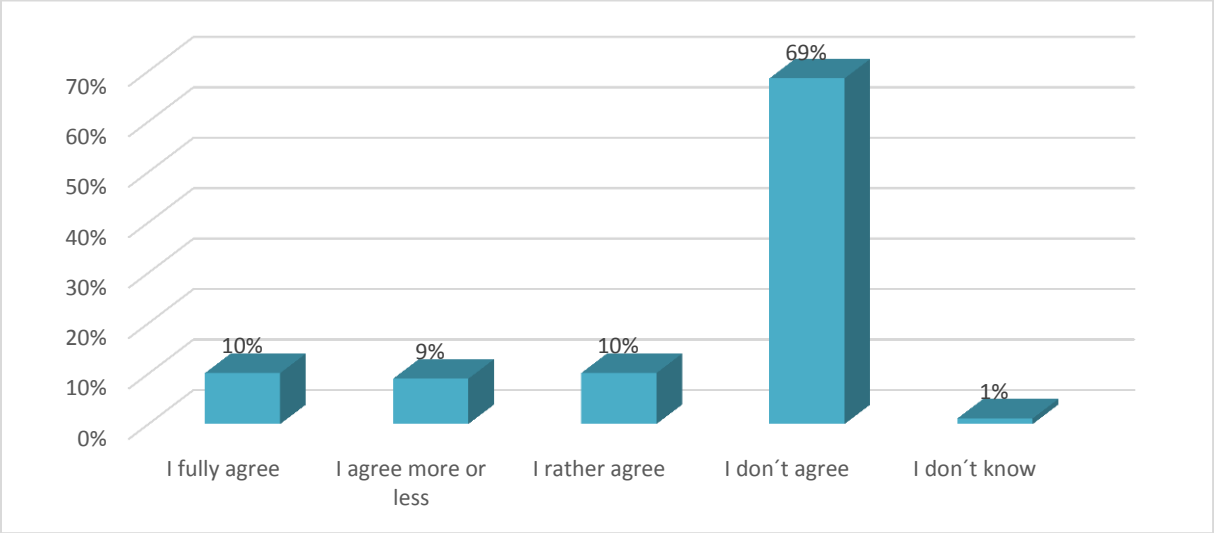

Figure No. 15 Physical disability (I don't see well, joint pain, etc.)

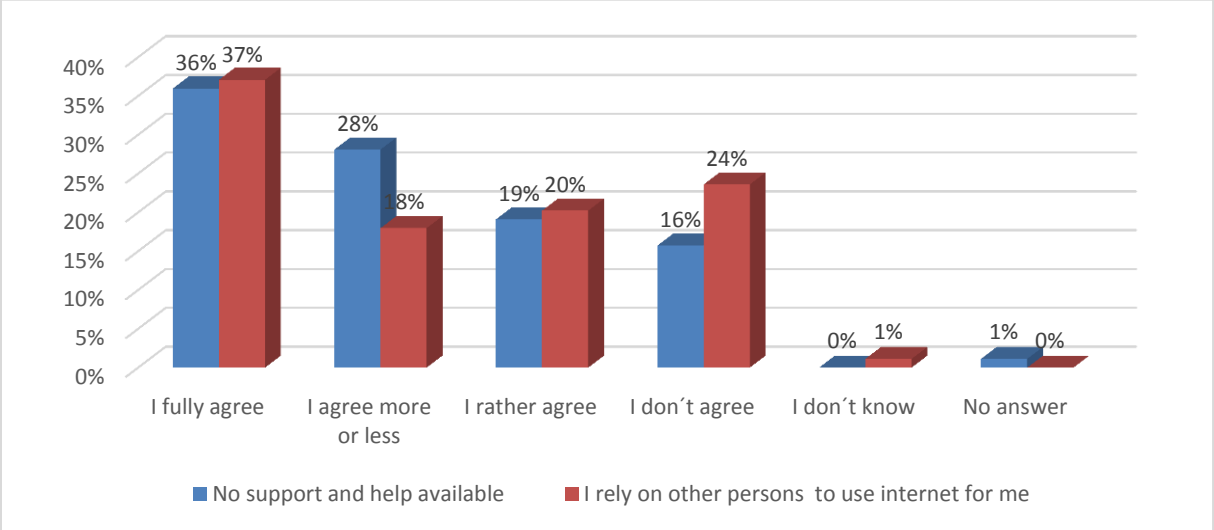

Figure No. 16 Support

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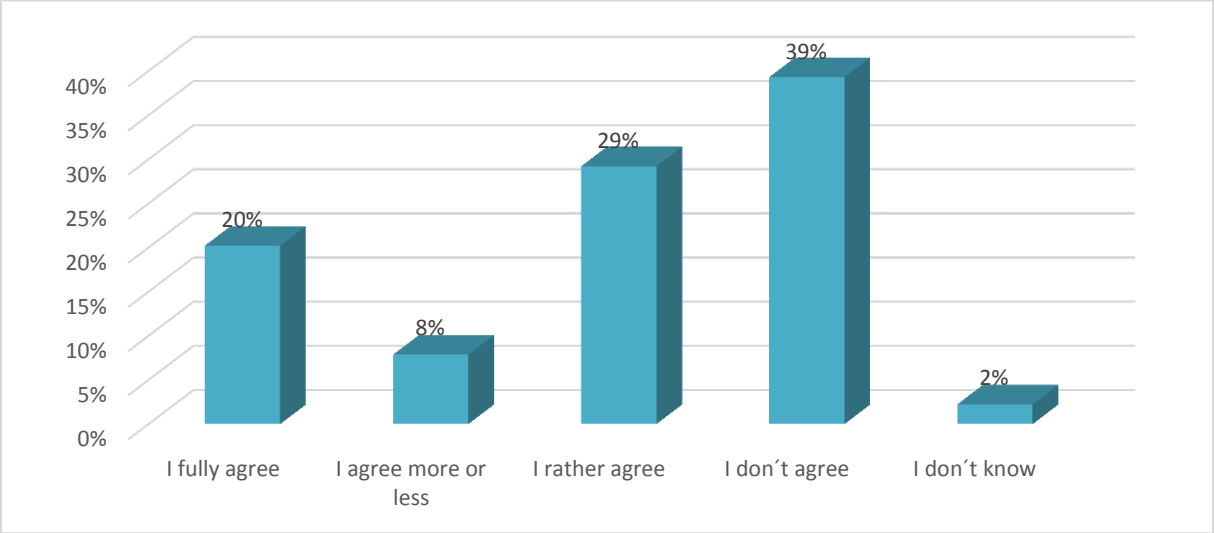

Figure No.17 It is too expensive and I cannot afford the fees & charges

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

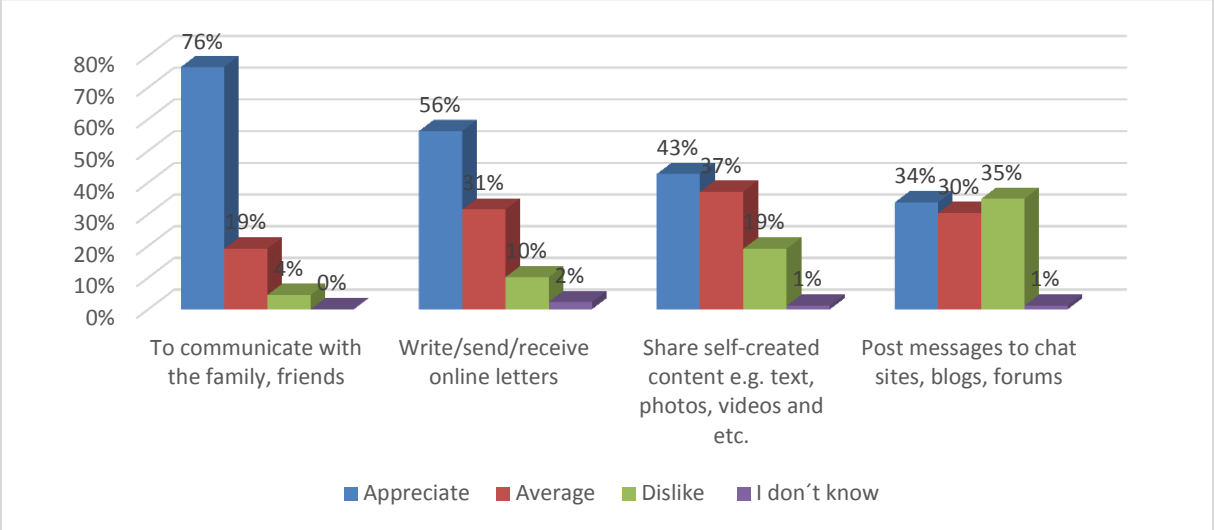

Figure No.18 Senior citizens communication

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4.2. Information search

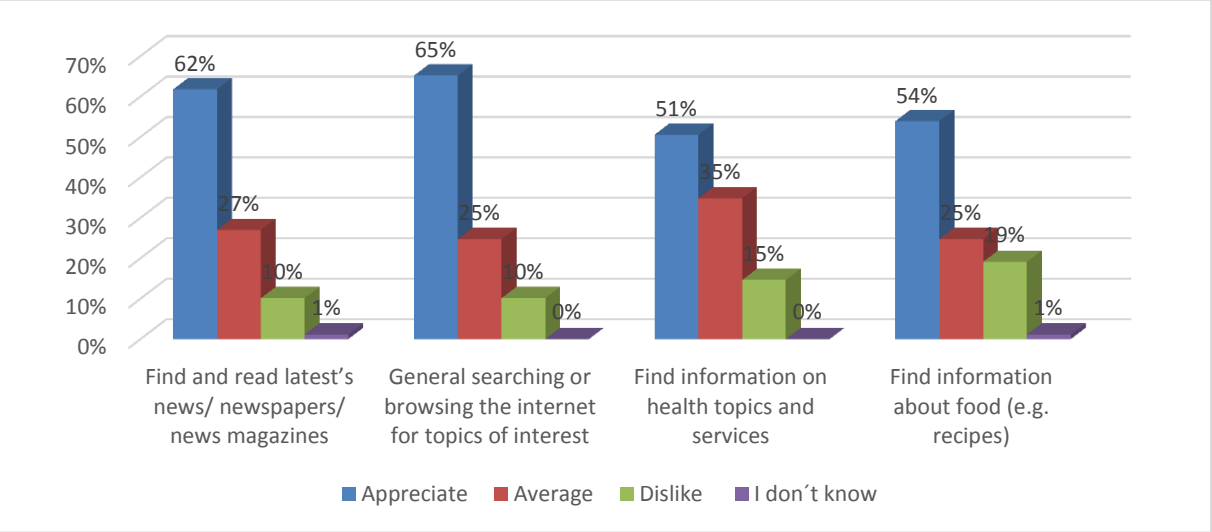

Figure No.19 Need for information search

4.3. Need of e-services

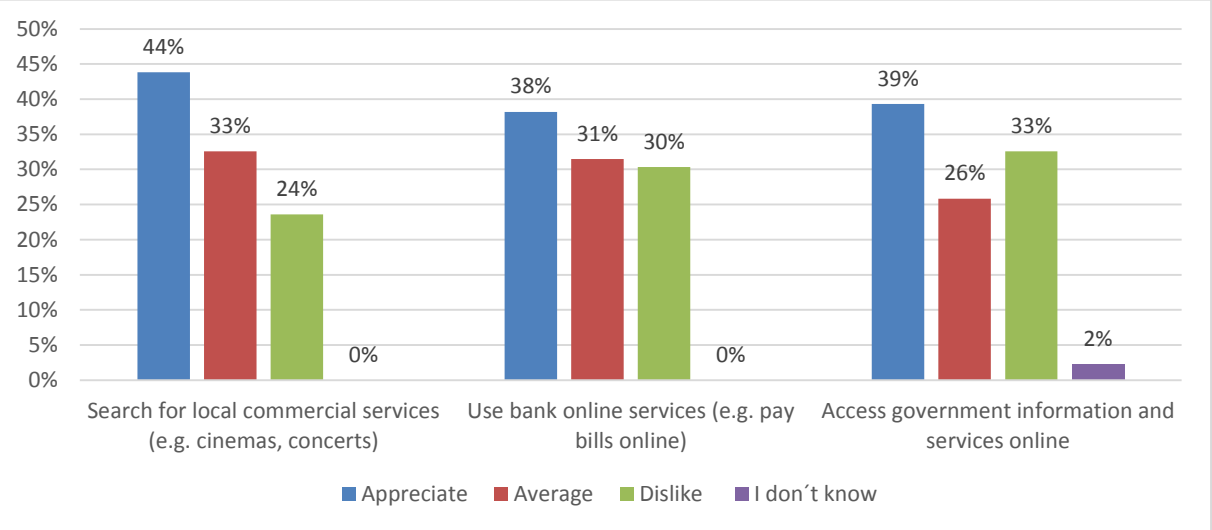

Figure No.20 Need for e-services

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4.4. E-Commerce

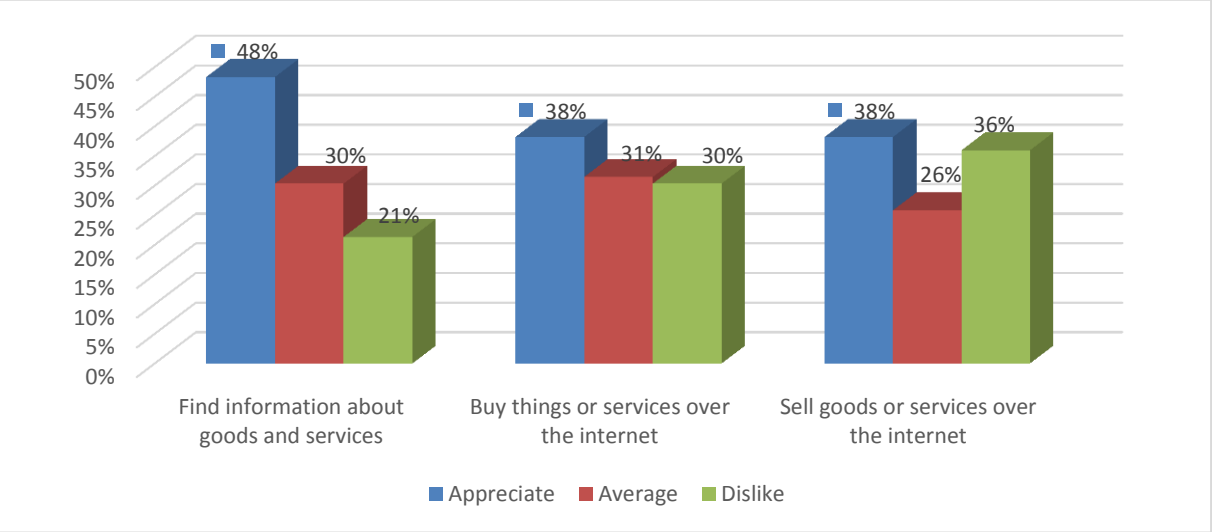

Figure No.21 Need for e-commerce

4.5. Leisure time

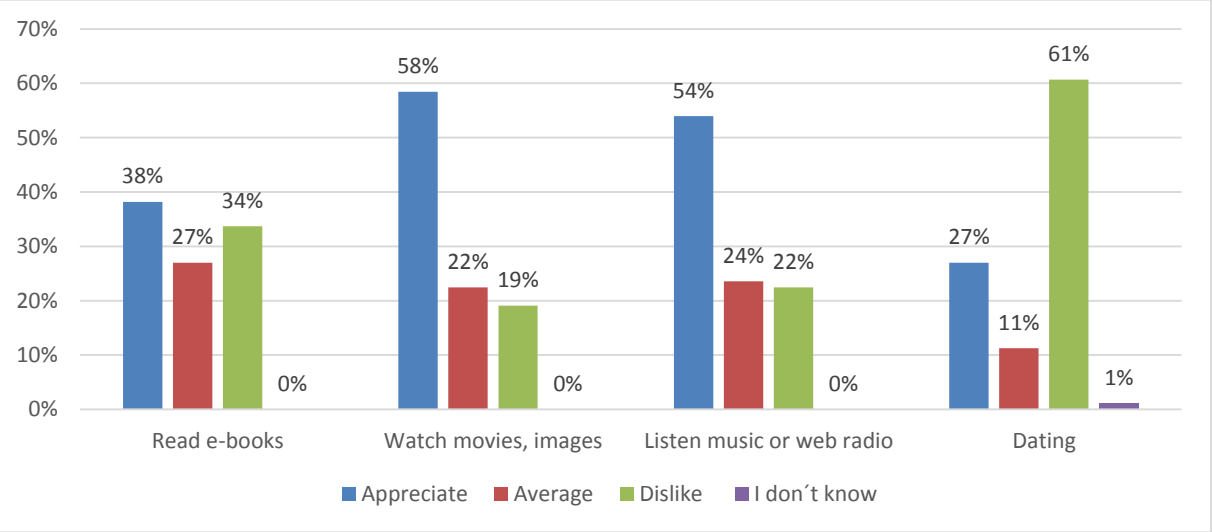

Figure No.22 Leisure time

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4.6. Traveling

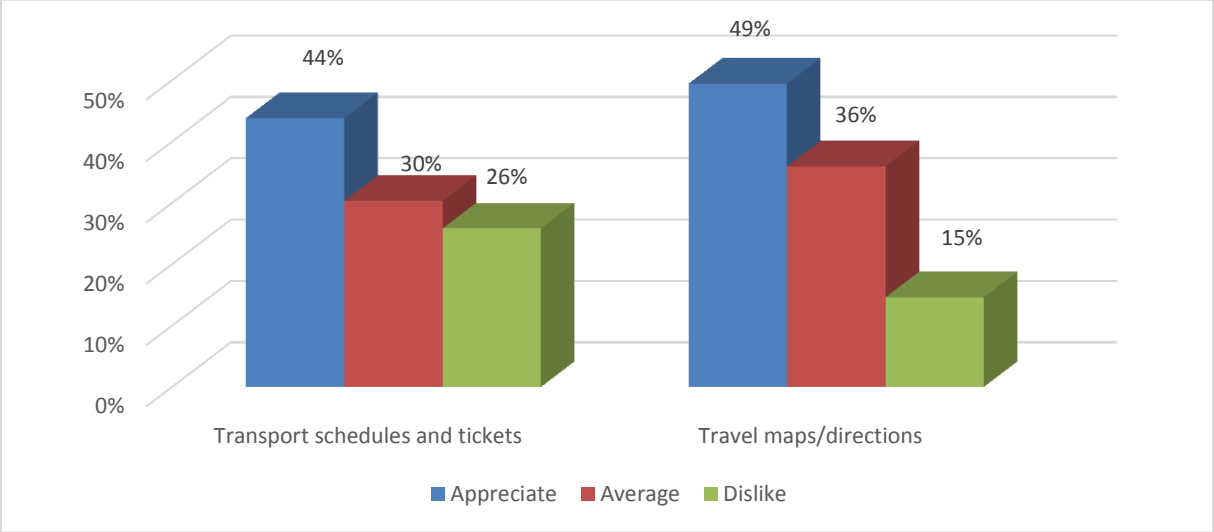

Figure No.23 Travelling

4.7. General information how to use various devices

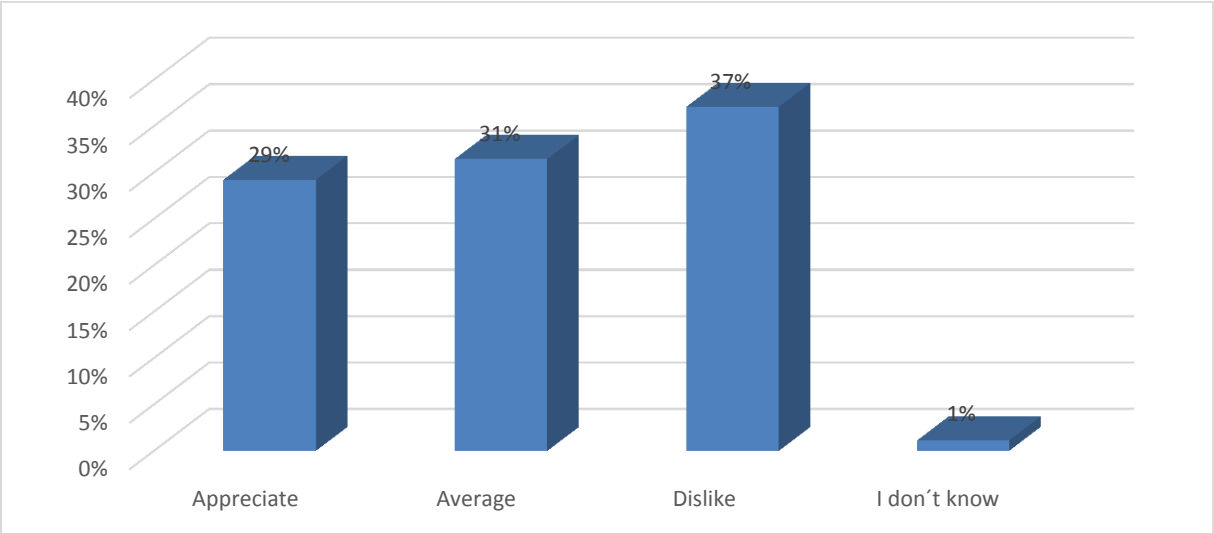

Figure No. 24 General information how to use various devices

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

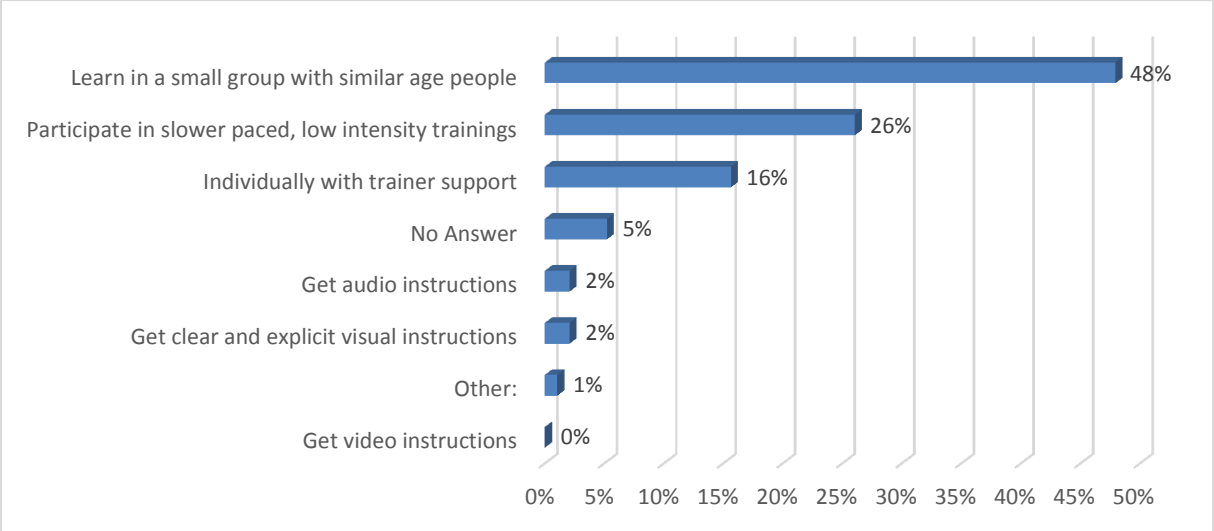

Figure No. 25 The way of learning to use tablets and the Internet

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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?

	Not at all confident	A little confident	Somewhat confident	Very confident
SKILLS RELATED WITH GENERAL TABLET USAGE				
how to download, install, configure apps				
how to change settings on a tablet device				
how to make security settings and how to update software				
how to connect to the Wi-Fi with tablet				
the basics of staying safe on-line				
how to use tablet in general				
SKILLS RELATED WITH CONTENT				
how to use apps for communication				
general information gathering and storage				
how to set-up an email account on a tablet				
how to send and receive emails				

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how to take and share photos				
how to film and share movies				
how to download and read an eBooks				
how to use map apps				
how to access government information and services online				
how to buy and sell online				
how to use payment and booking apps				
how to use health care apps				
how to use bank online services				
how to create text documents				
how to play games				
SKILLS RELATED WITH PEDAGOGICAL ISSUES				
how to manage and support trainees				
how to transfer knowledge in simple way				
how to identify available training resources for seniors				
how to motivate elders to learn ICT				
how to support various seniors learning styles and to personalize learning				

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 then high school diploma □ high school graduate □ vocational training □ university degree

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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!

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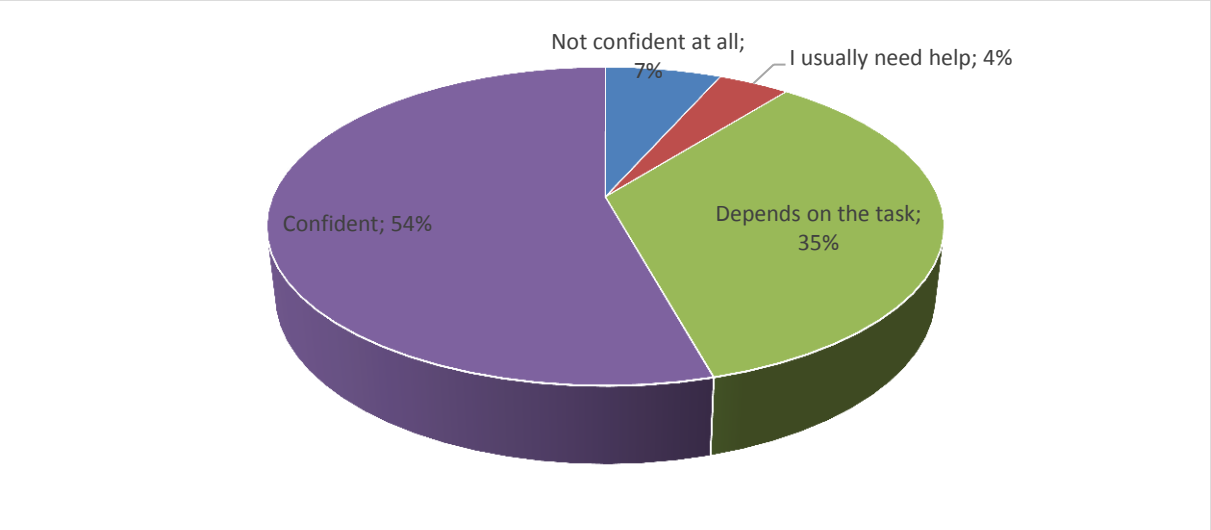
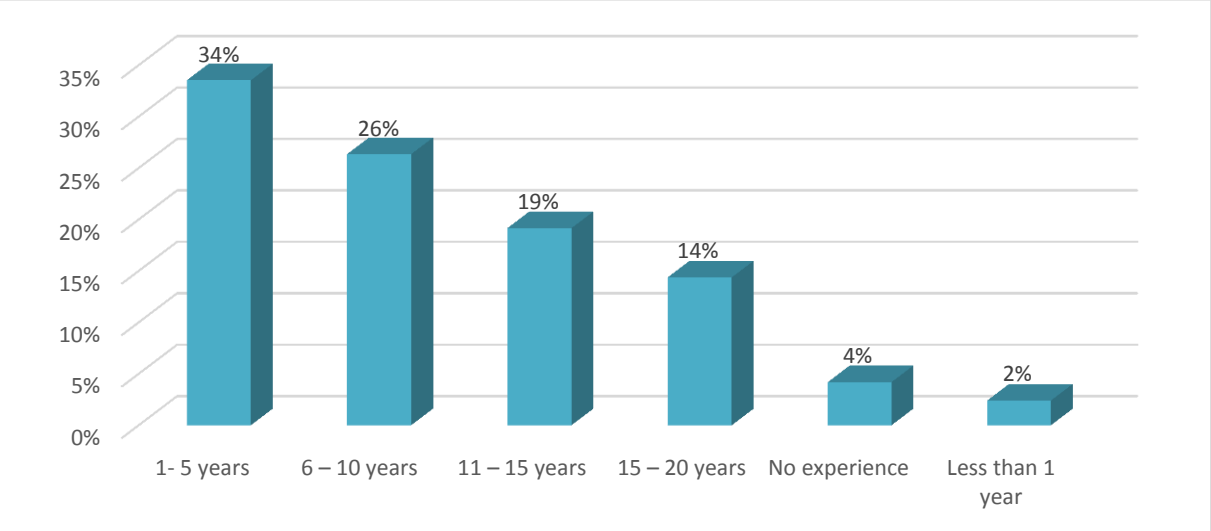
ANNEX NO. 7. MULTIPLIERS SURVEY RESULTS – GERMANY

How confident are you with a tablet computer?



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



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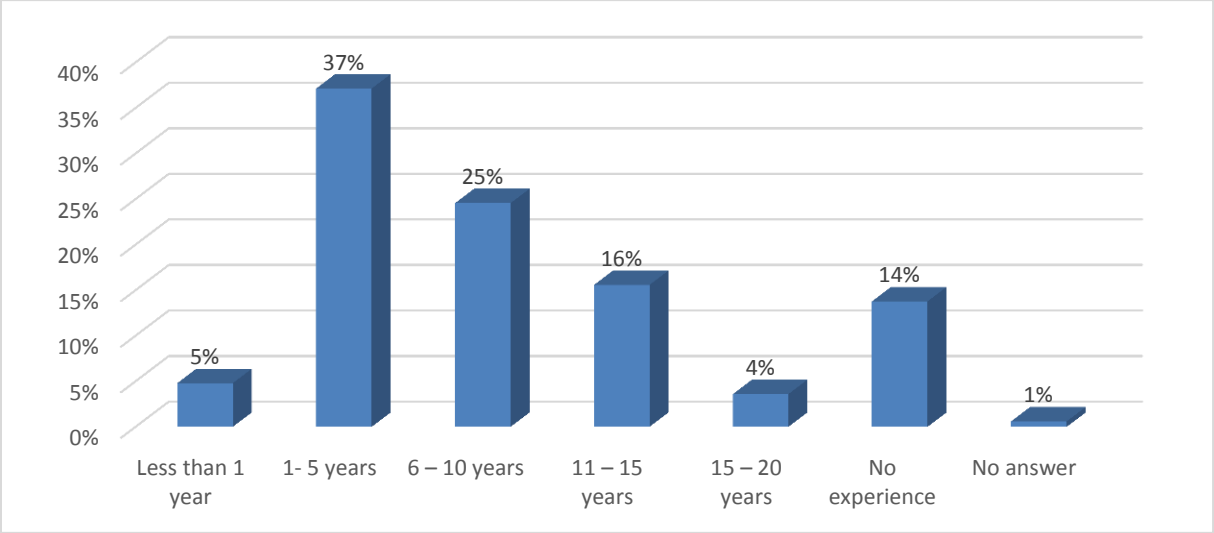
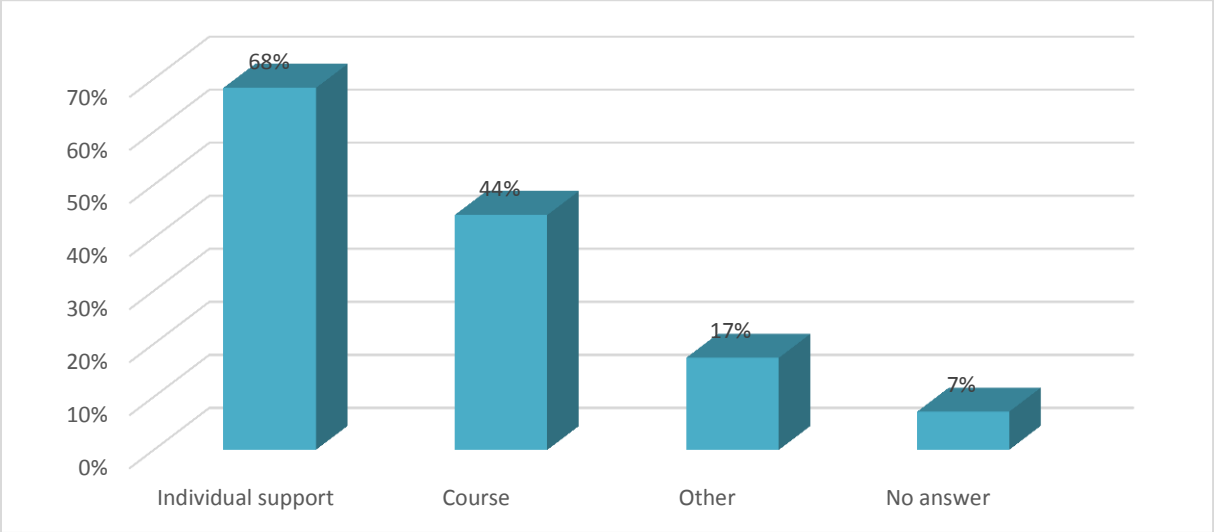
How many years of experience do you have with seniors in the field of ICT?



Share the best practices of supporting seniors of using technology



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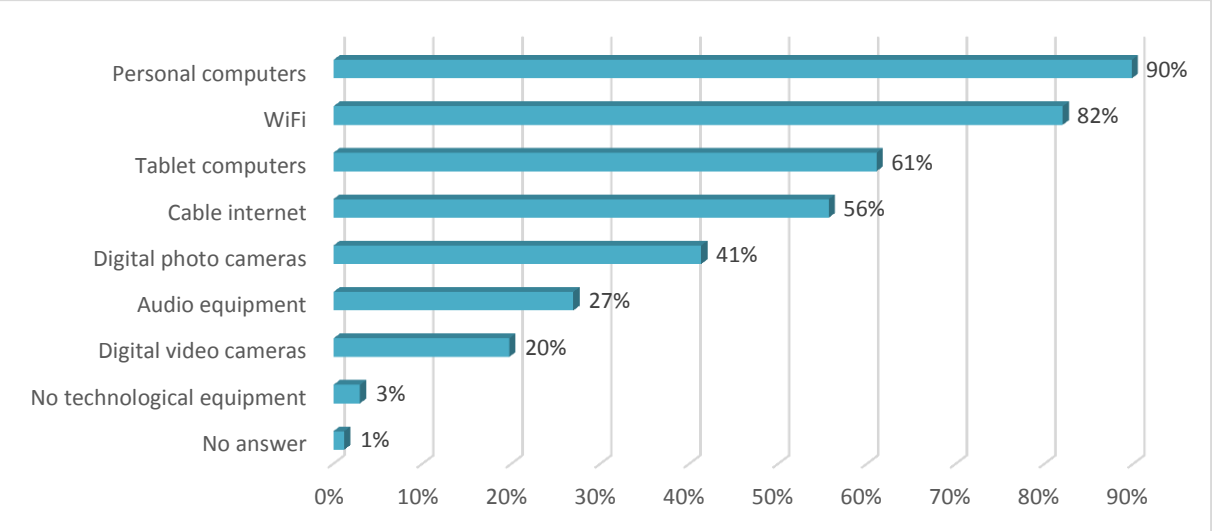
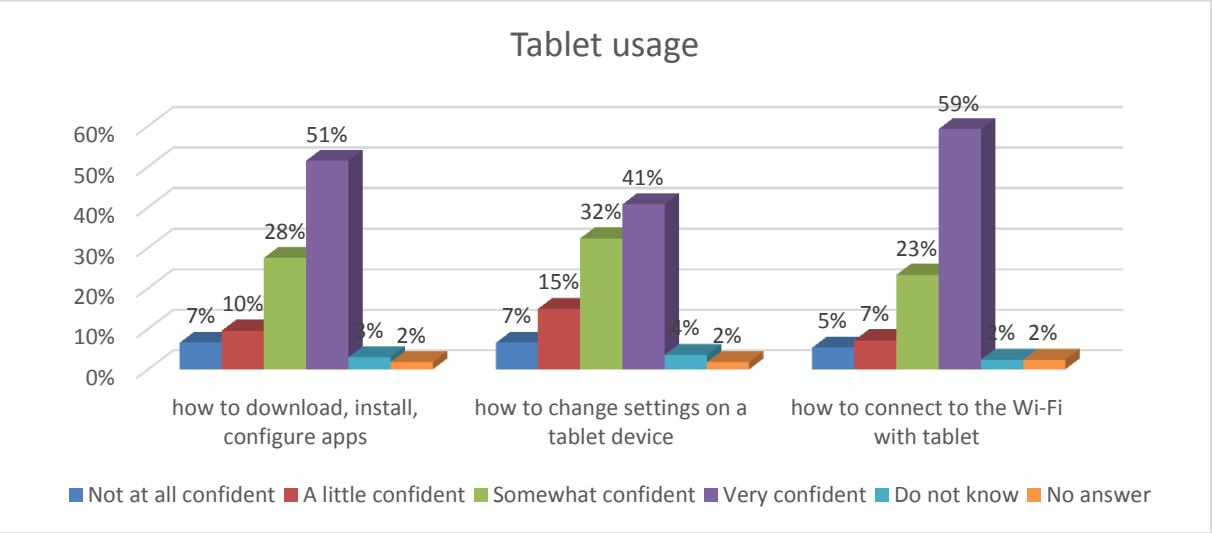
What kind of technological equipment is available at your institution?



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



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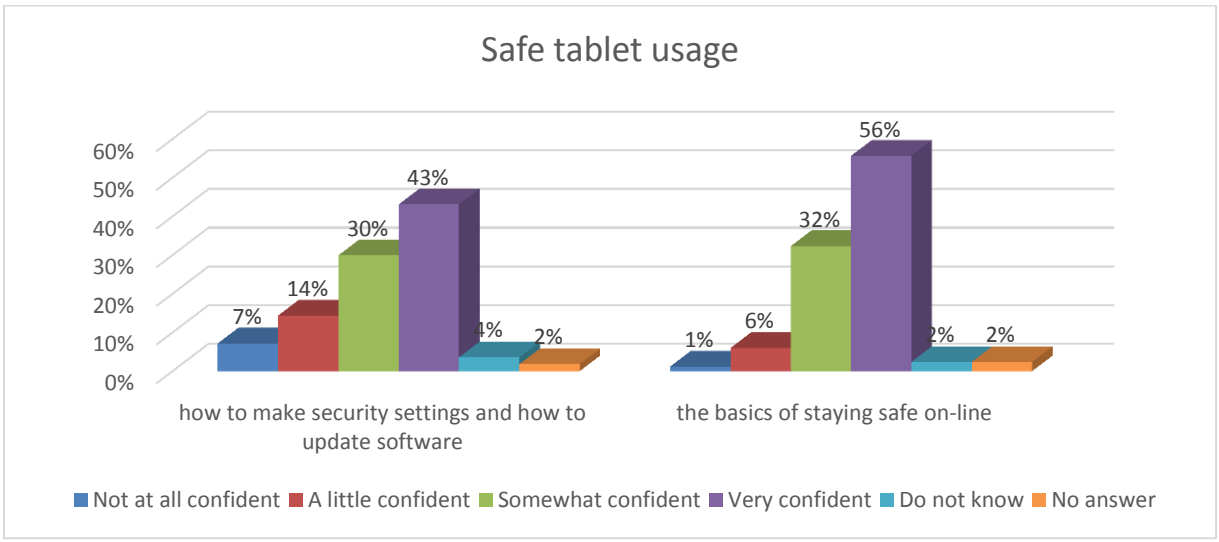

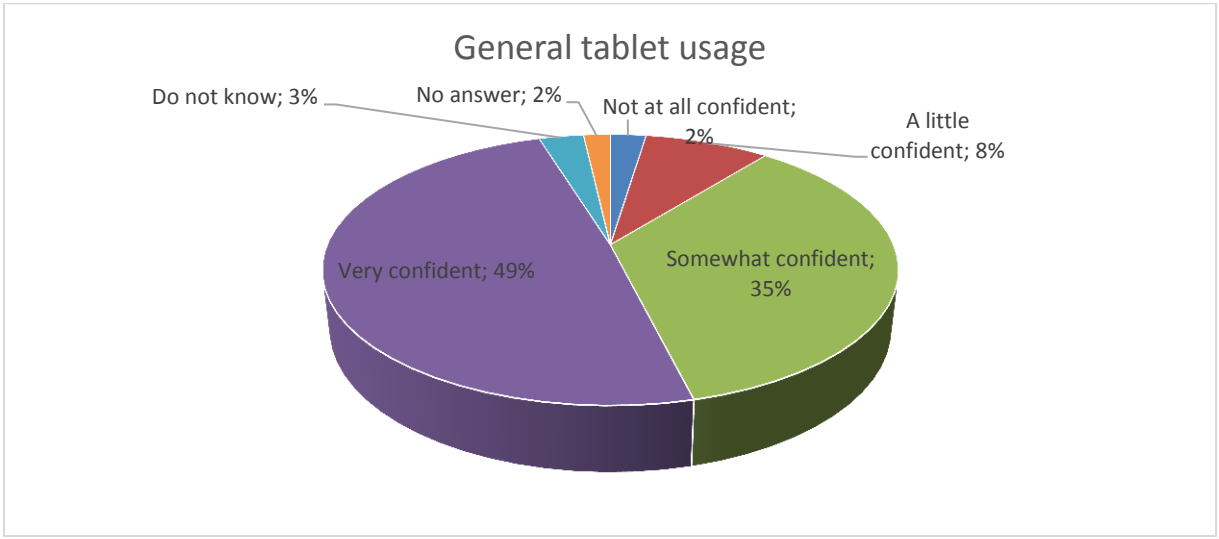

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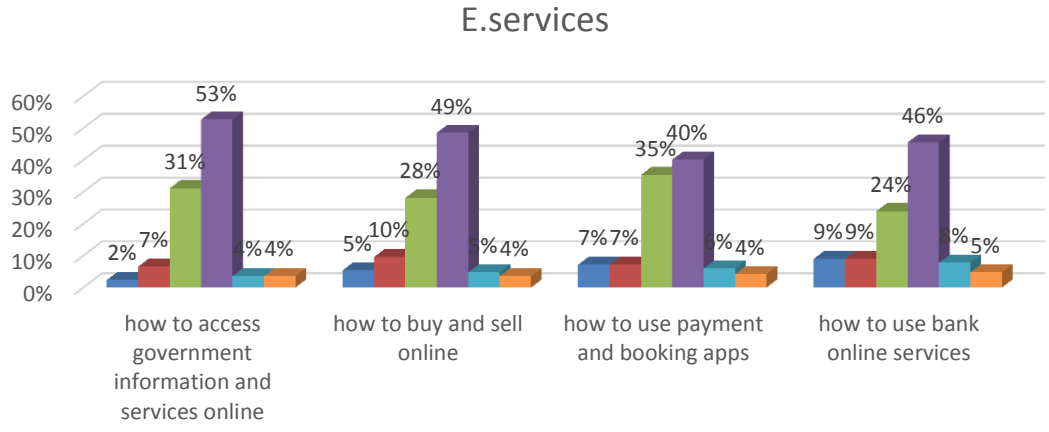
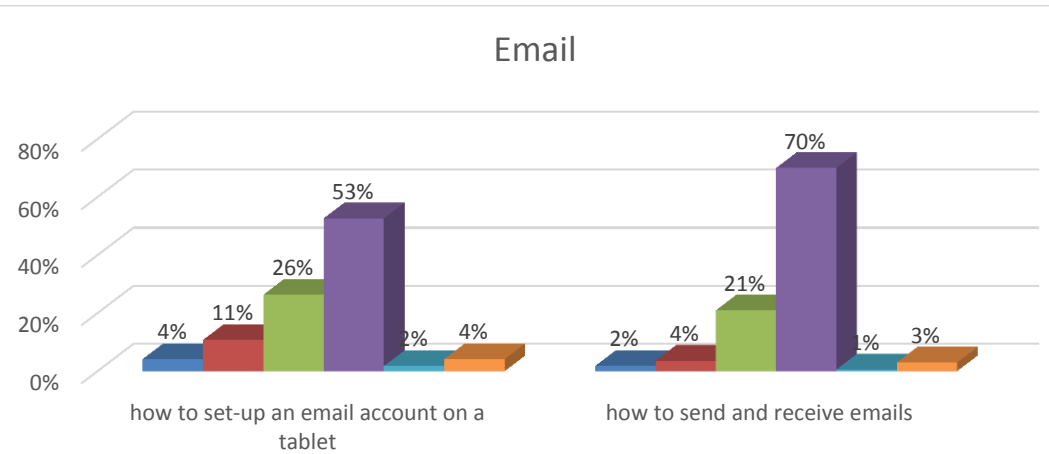
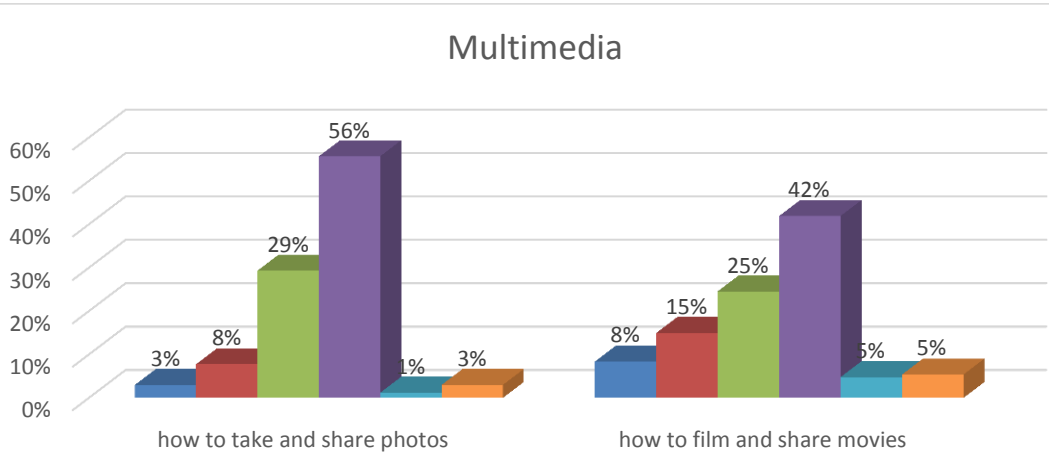
SKILLS RELATED TO CONTENT







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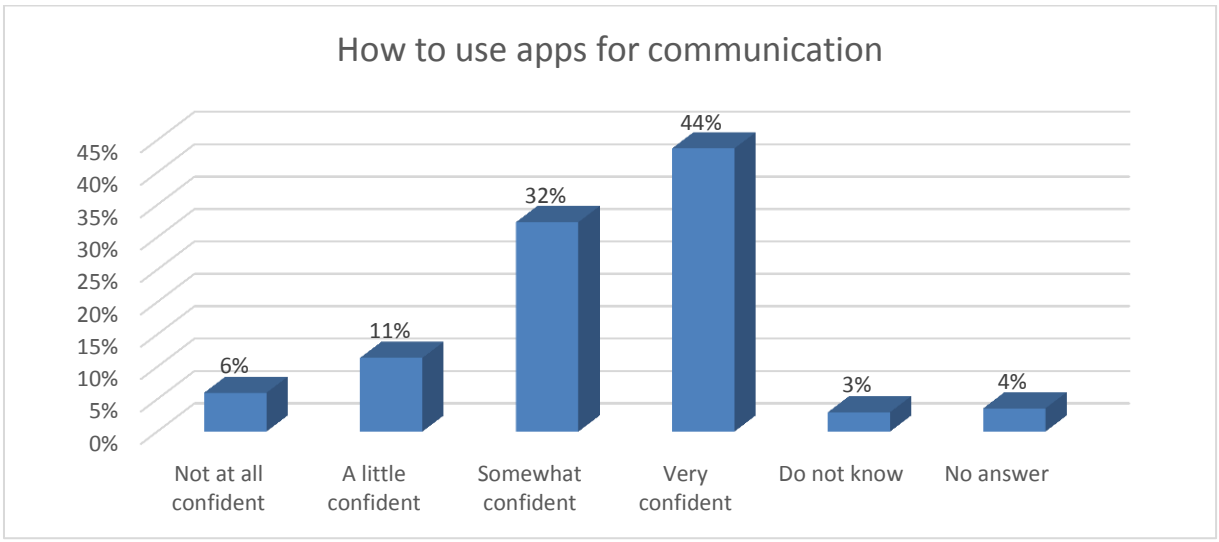

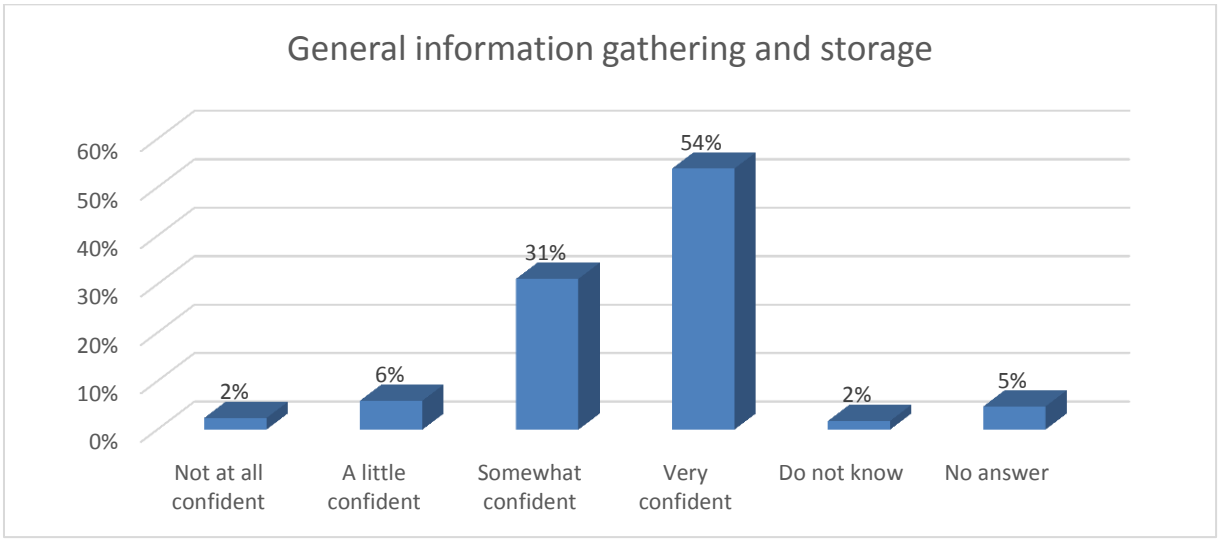

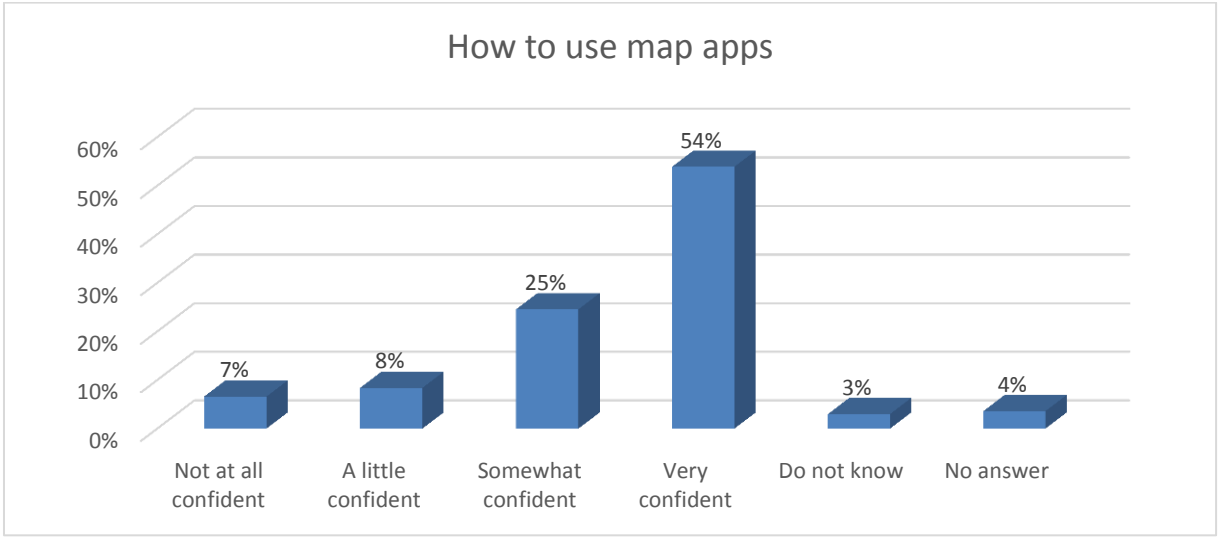

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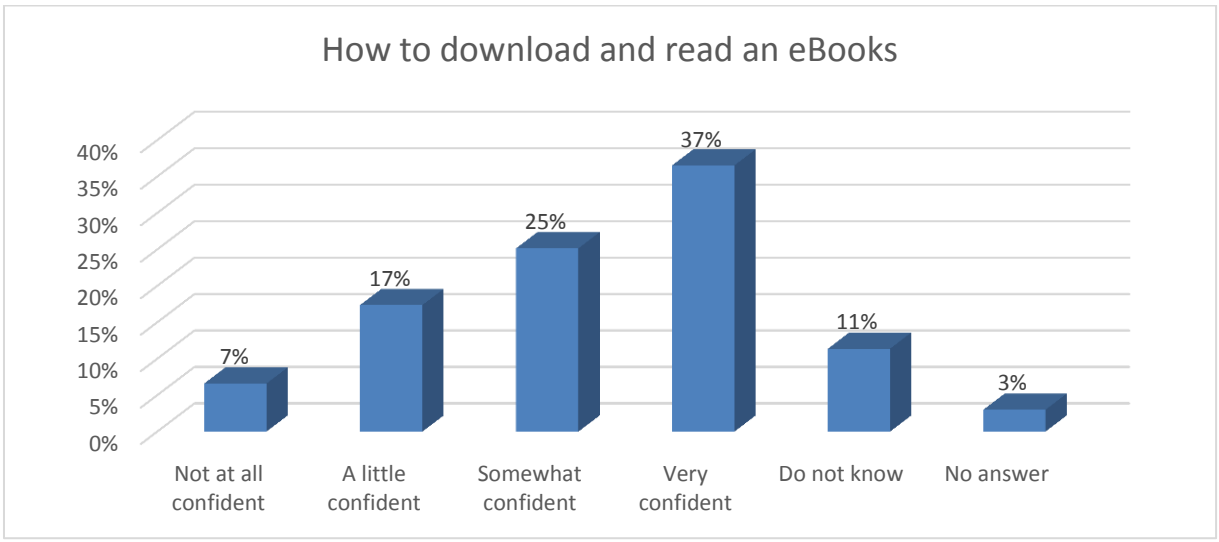

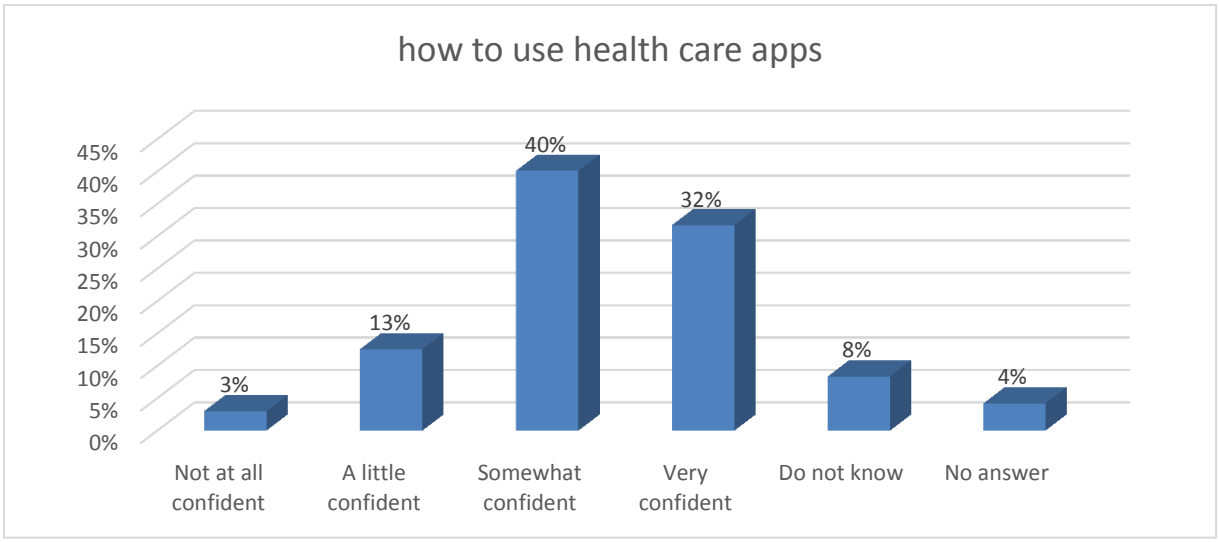

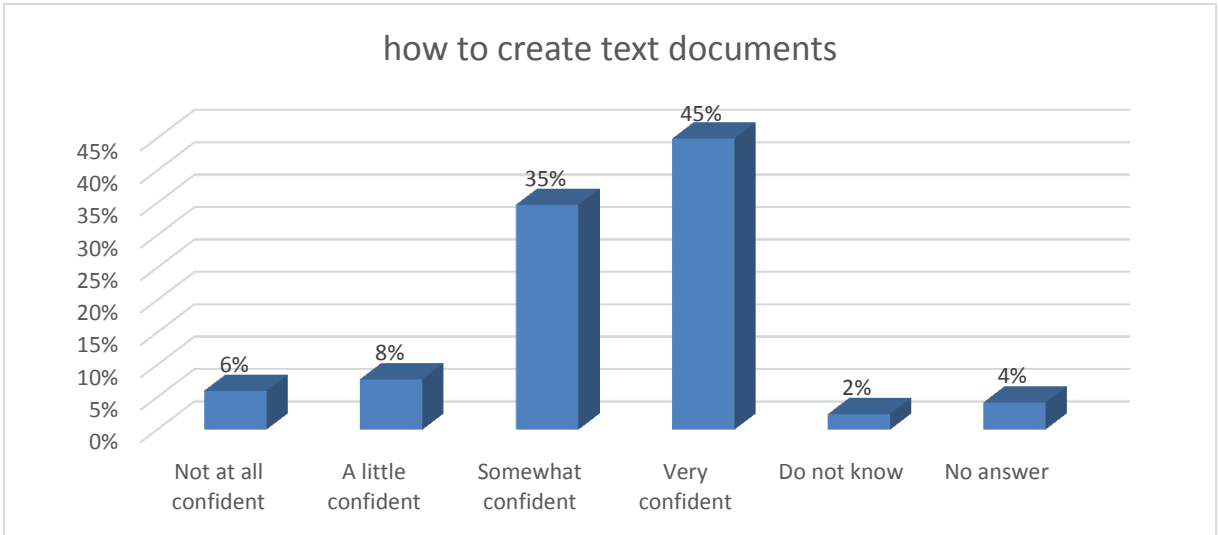

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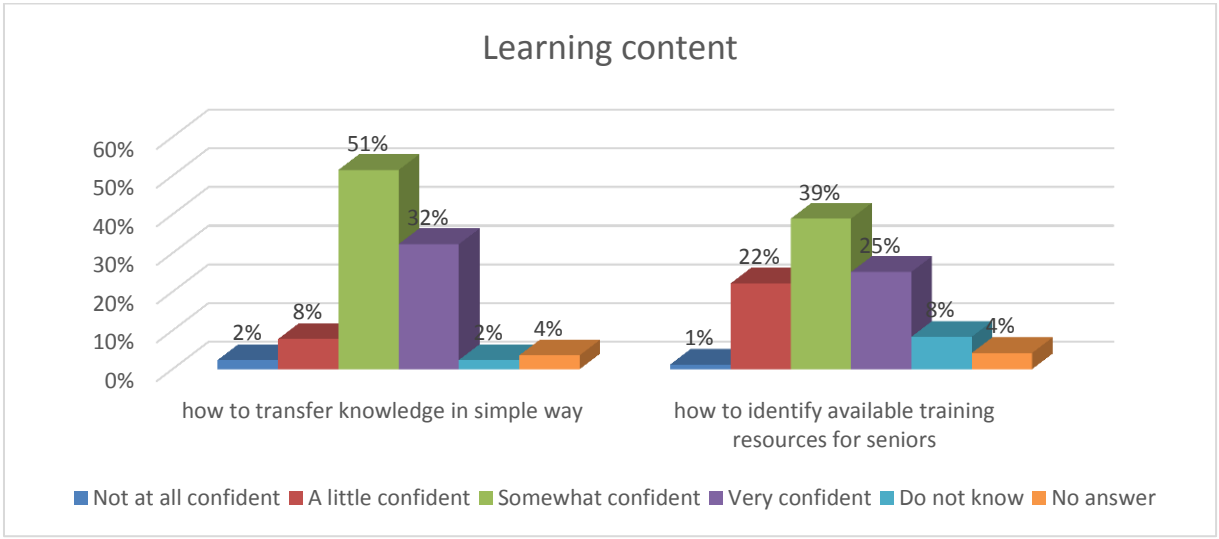

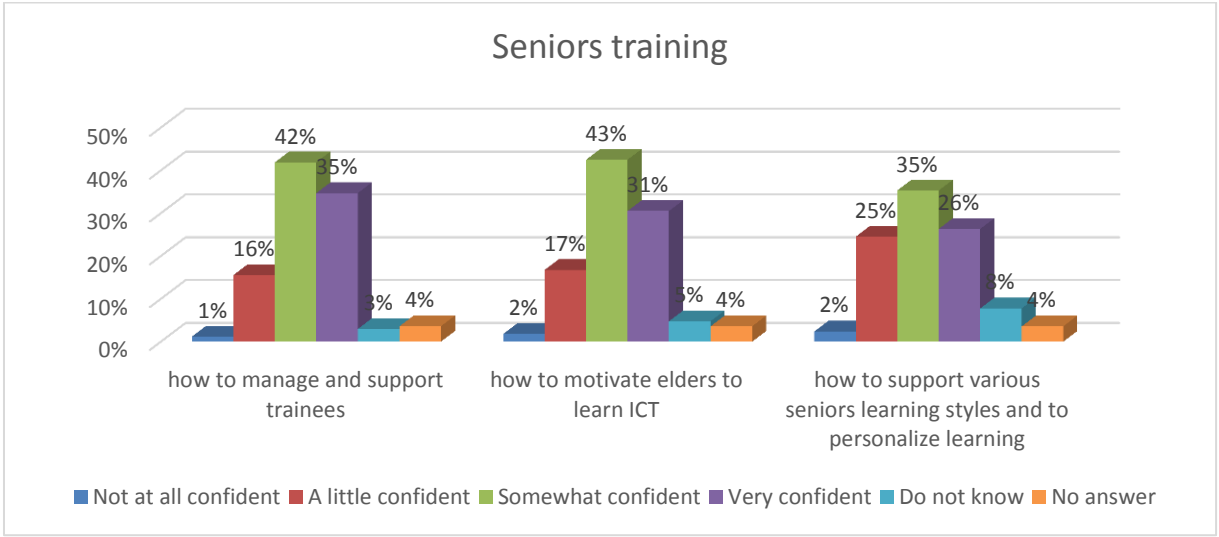

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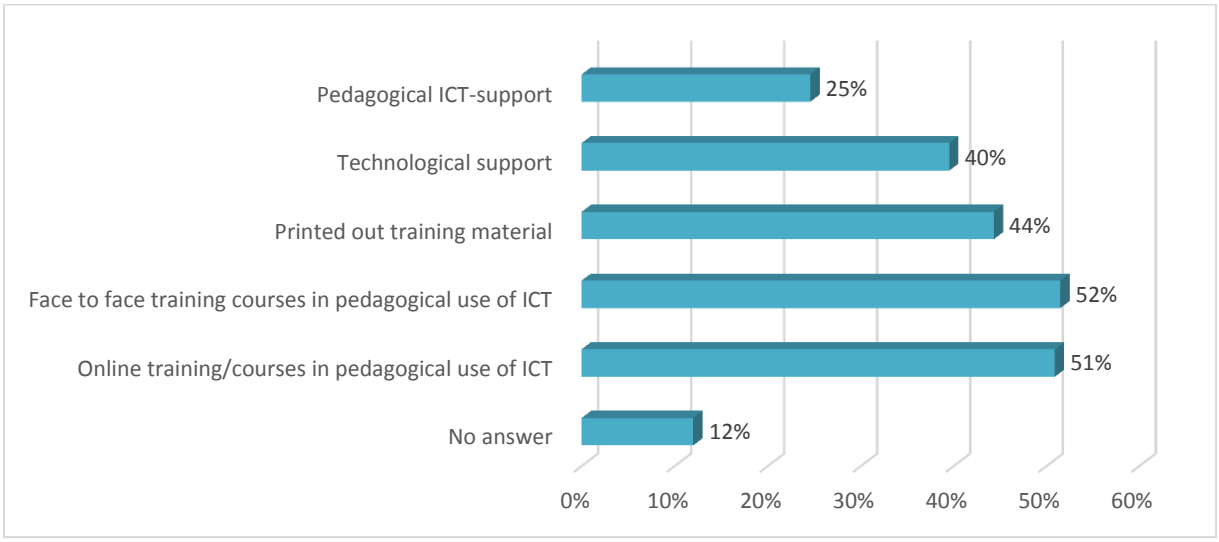
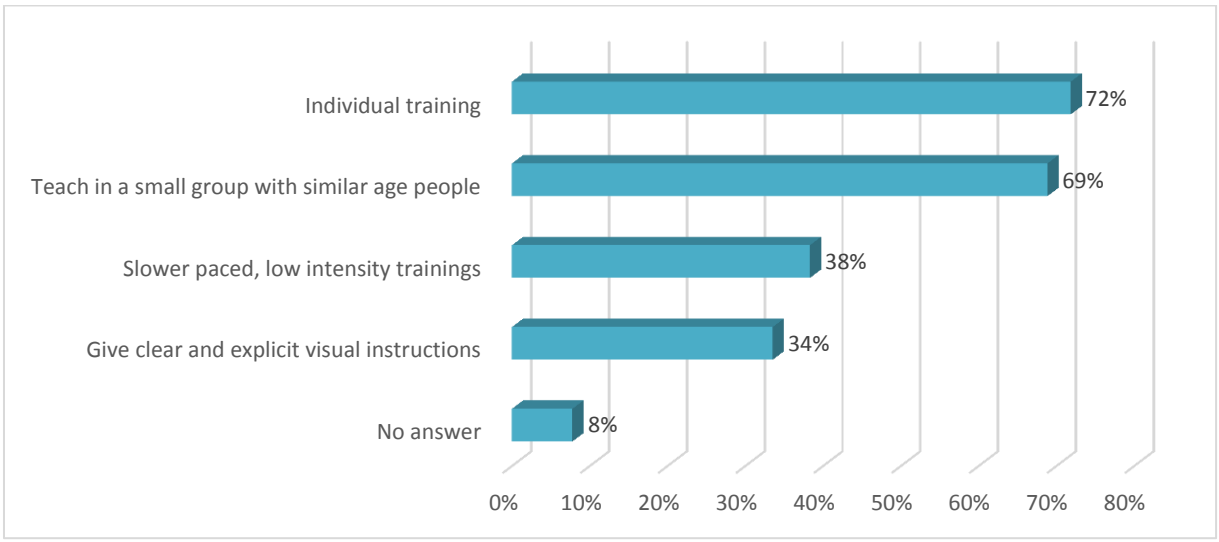
How would you like to learn in order to train senior citizens in using tablets?



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



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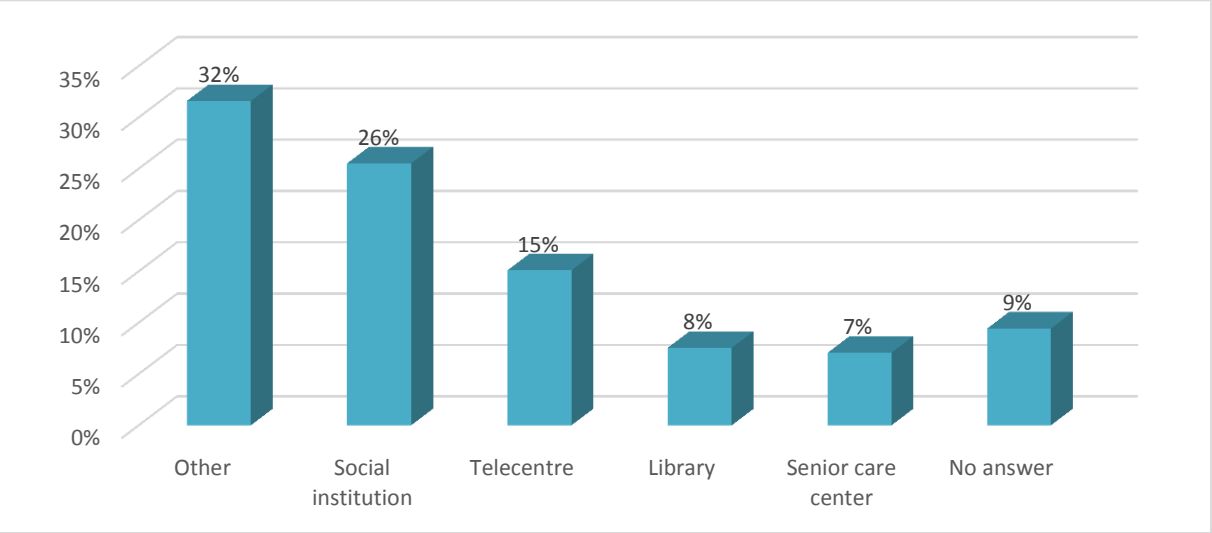
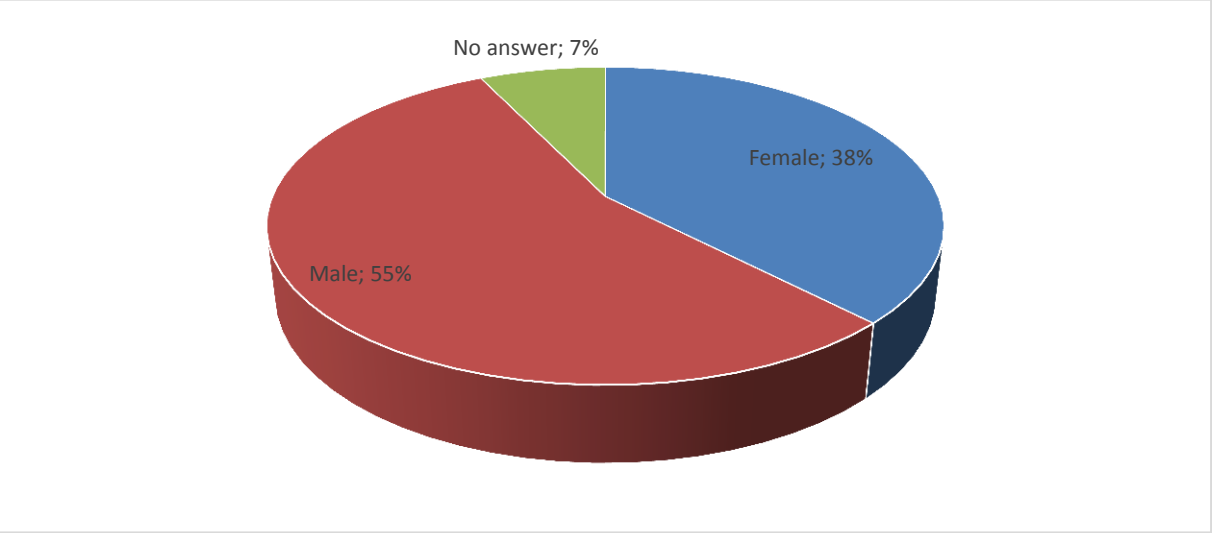
In which type of organization are you working with senior citizens?



What is your gender?



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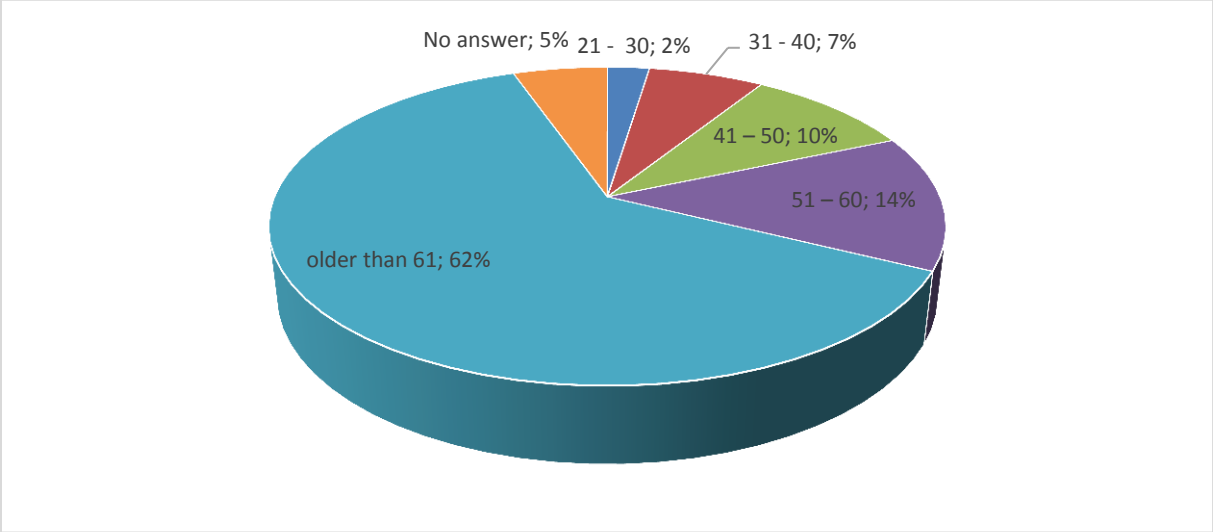
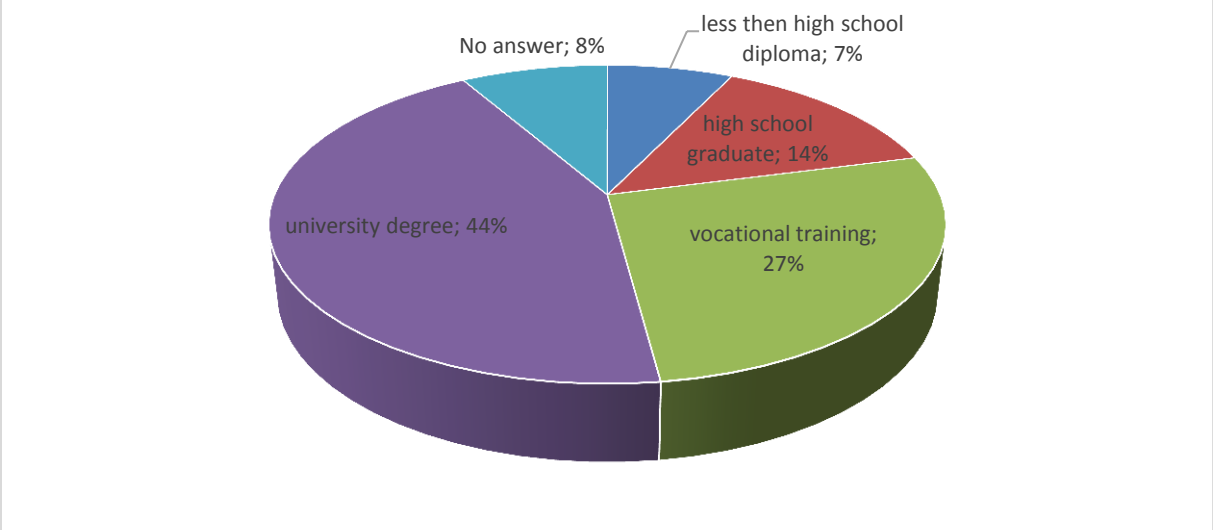
How old are you?



What is your education?



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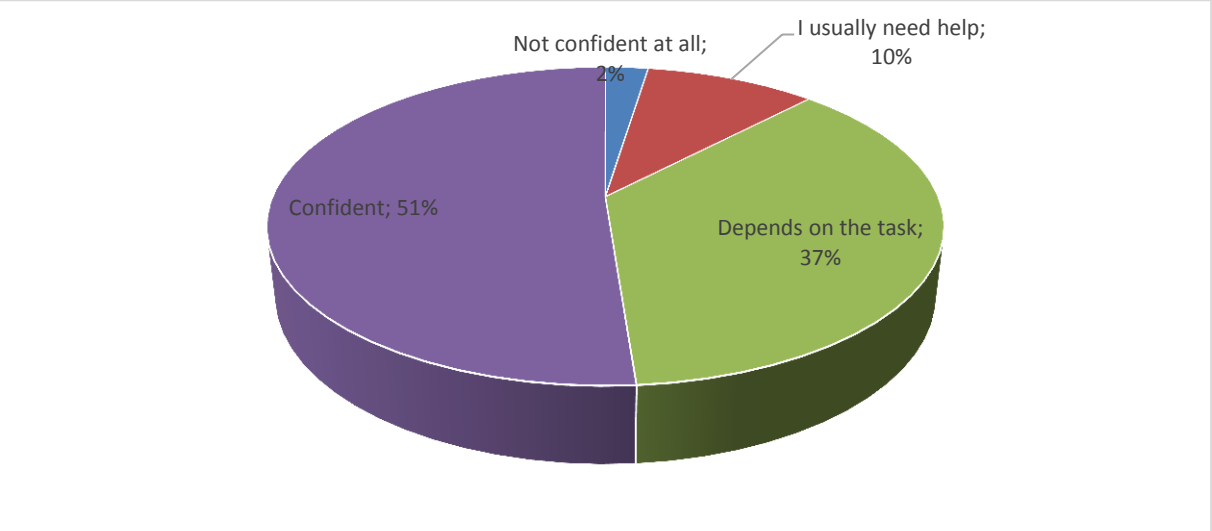
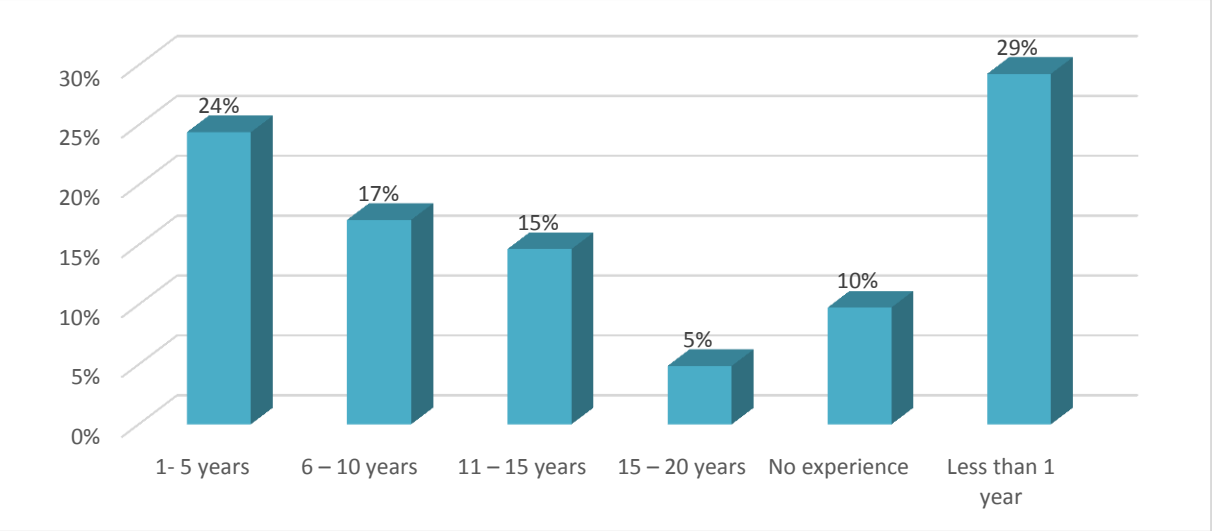
ANNEX NO. 8. MULTIPLIERS SURVEY RESULTS – SPAIN

How confident are you with a tablet computer?



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



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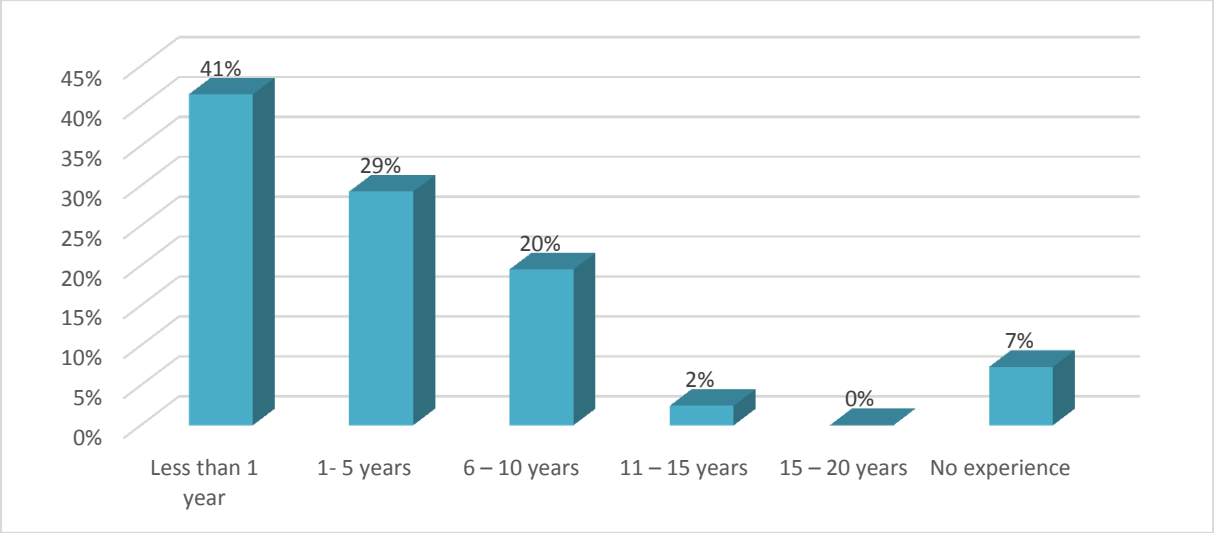
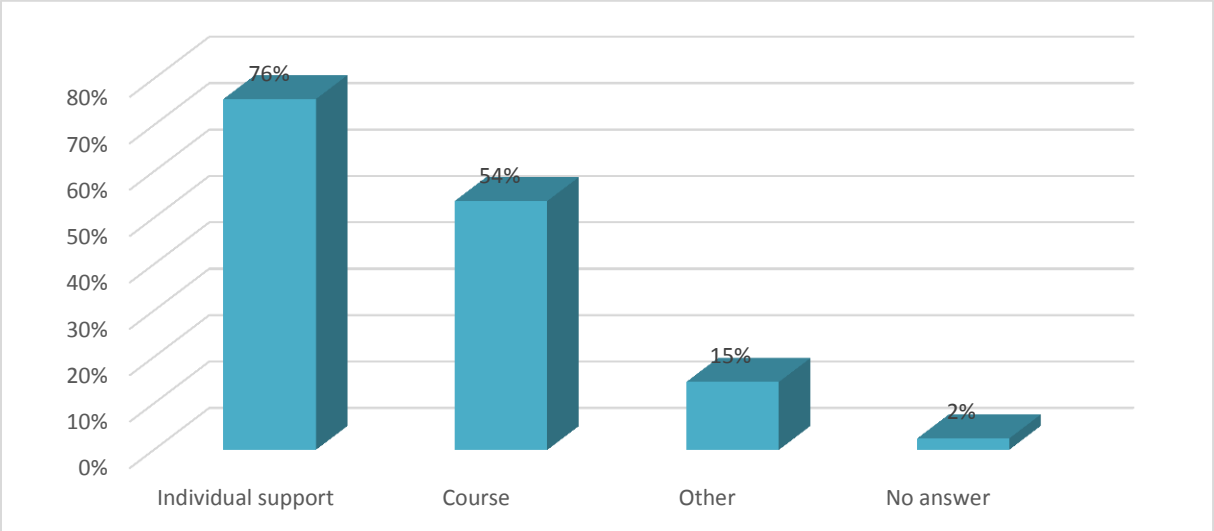
How many years of experience do you have with seniors in the field of ICT?



Share the best practices of supporting seniors of using technology



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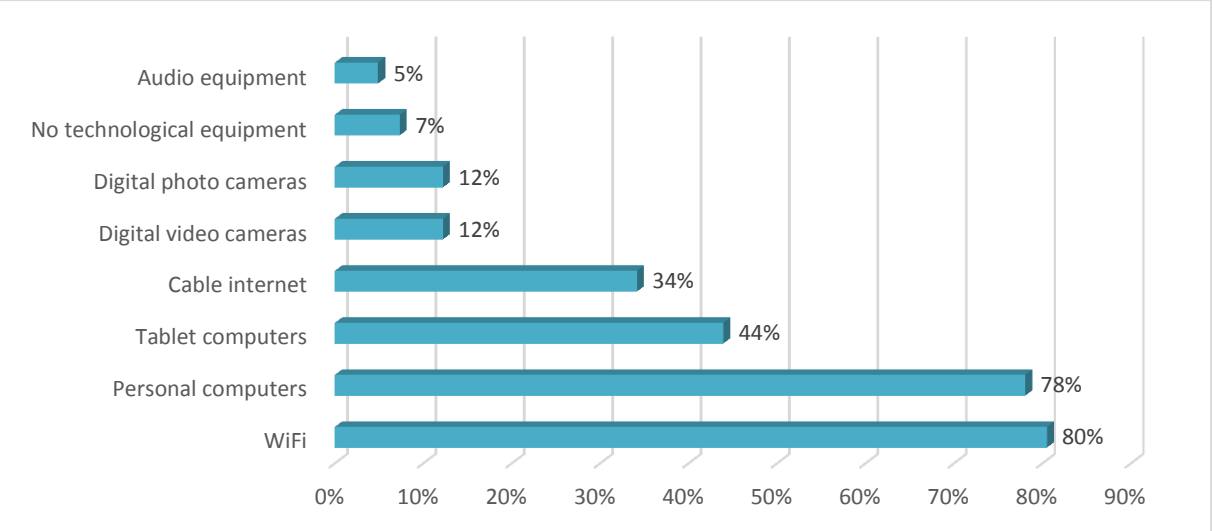
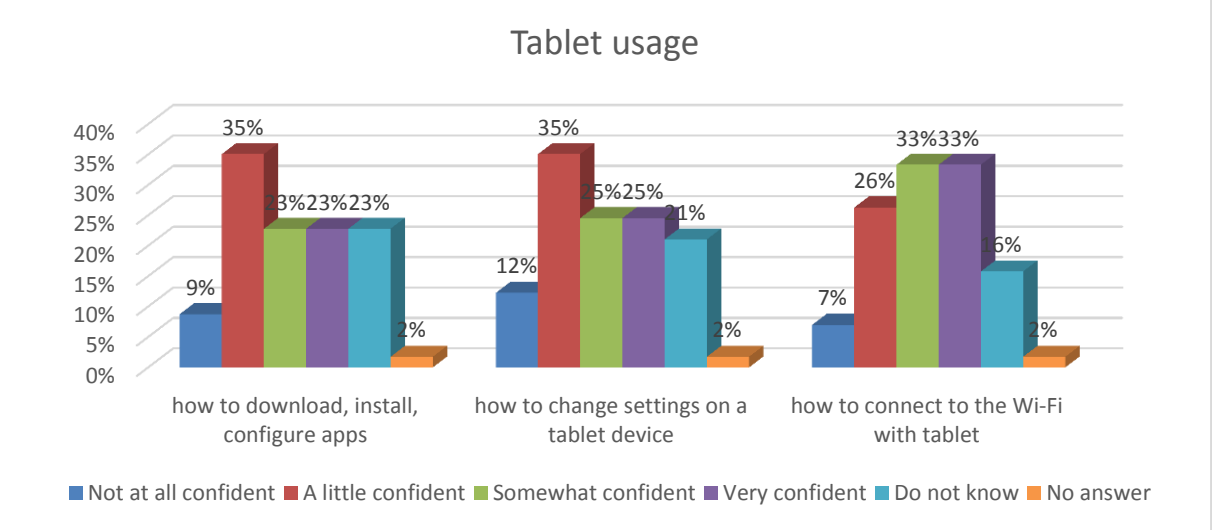


How confident are you in the following tasks? SKILLS RELATED WITH GENERAL TABLET USAGE



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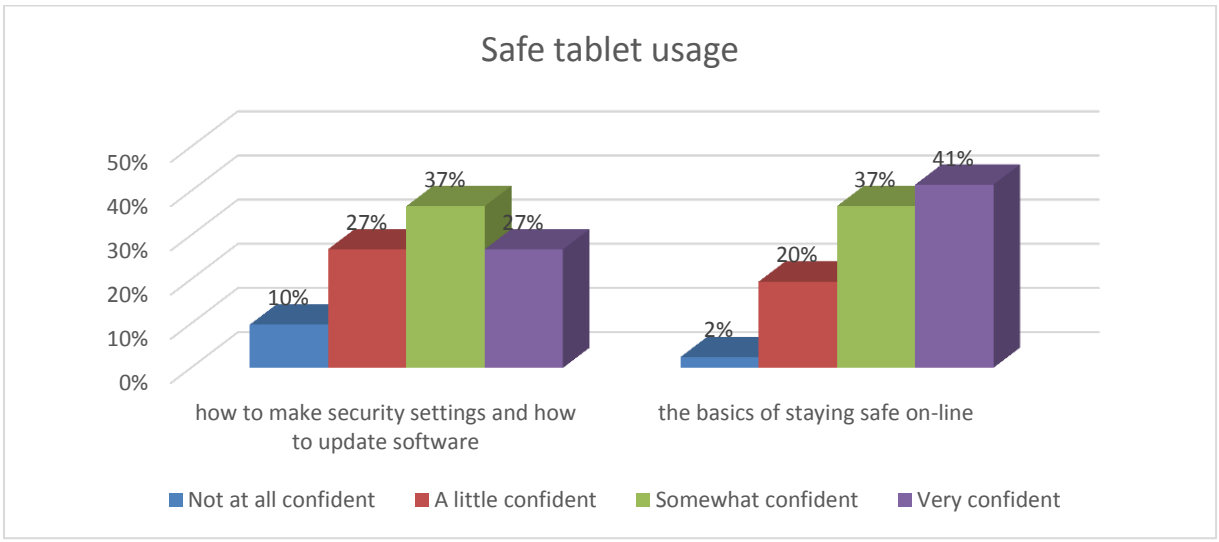

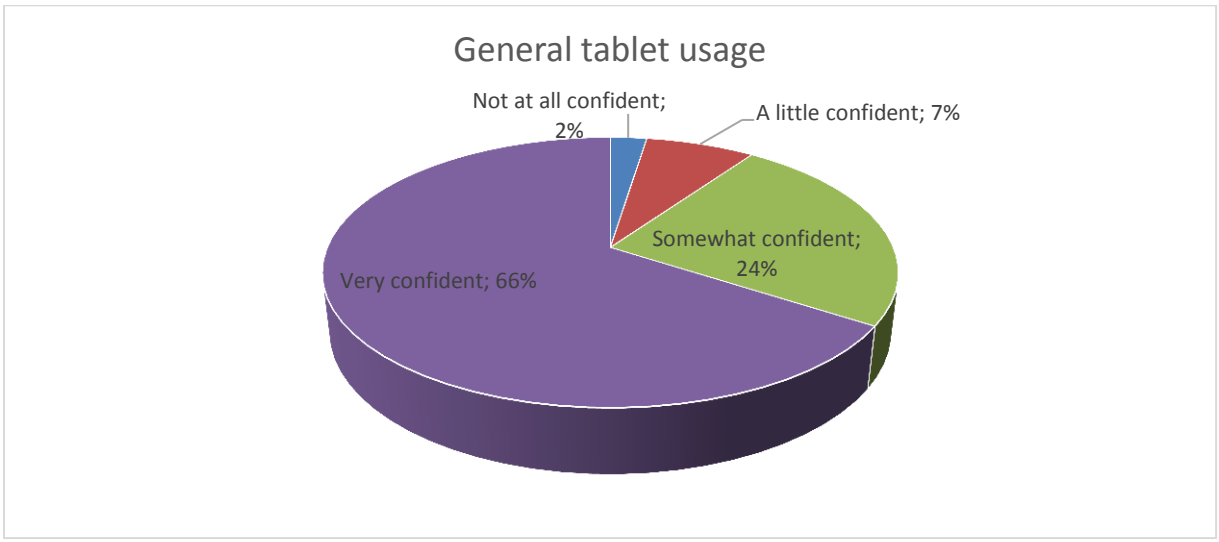

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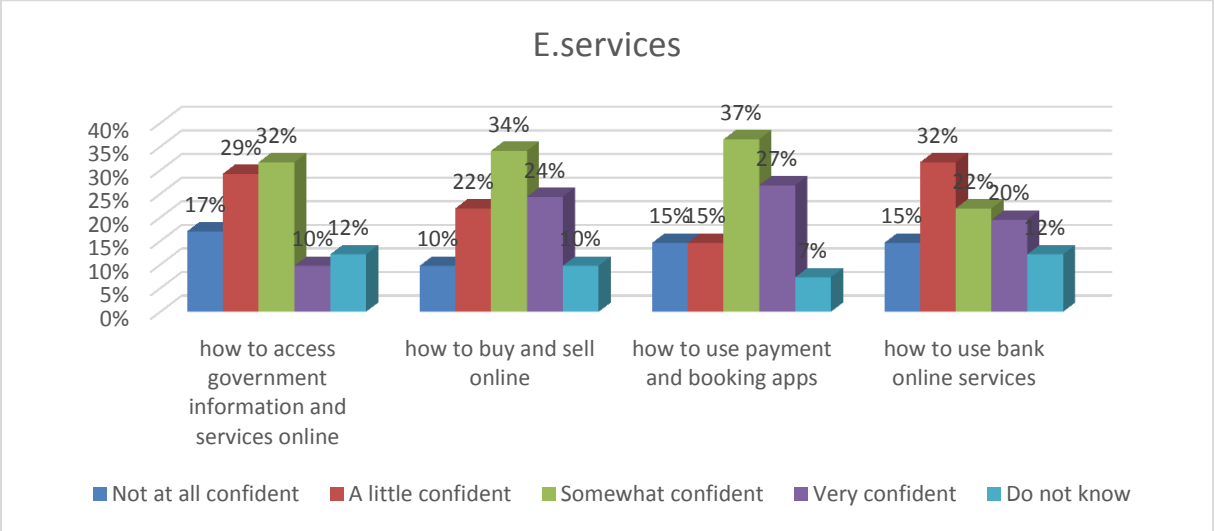
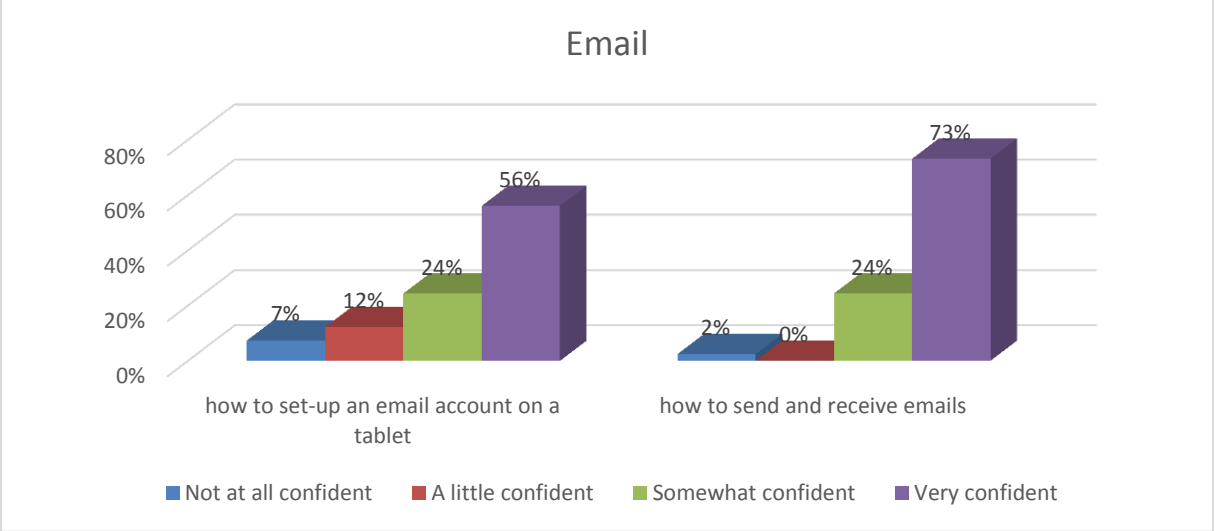
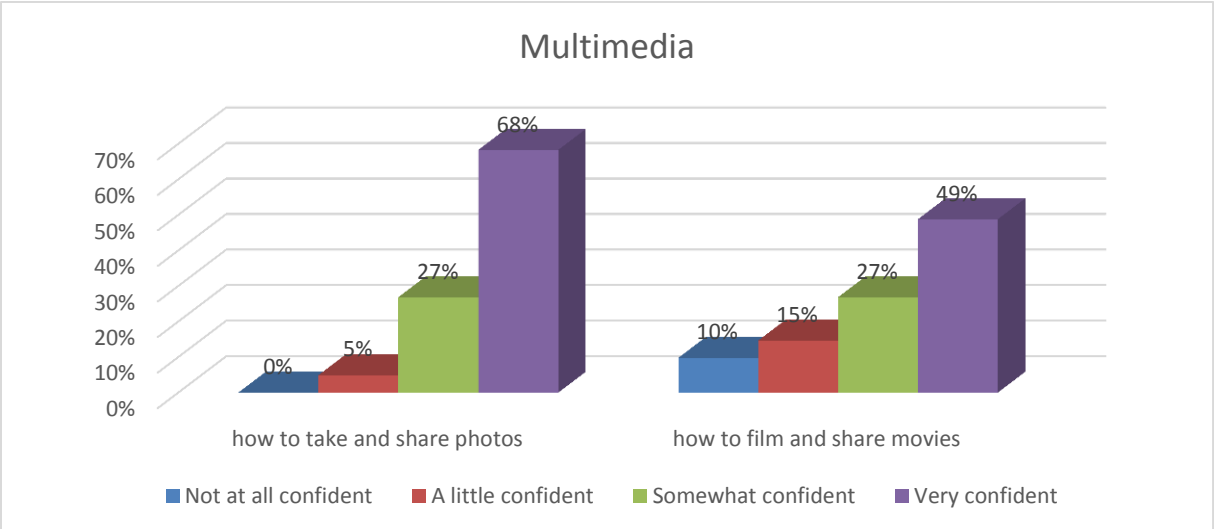
SKILLS RELATED TO CONTENT







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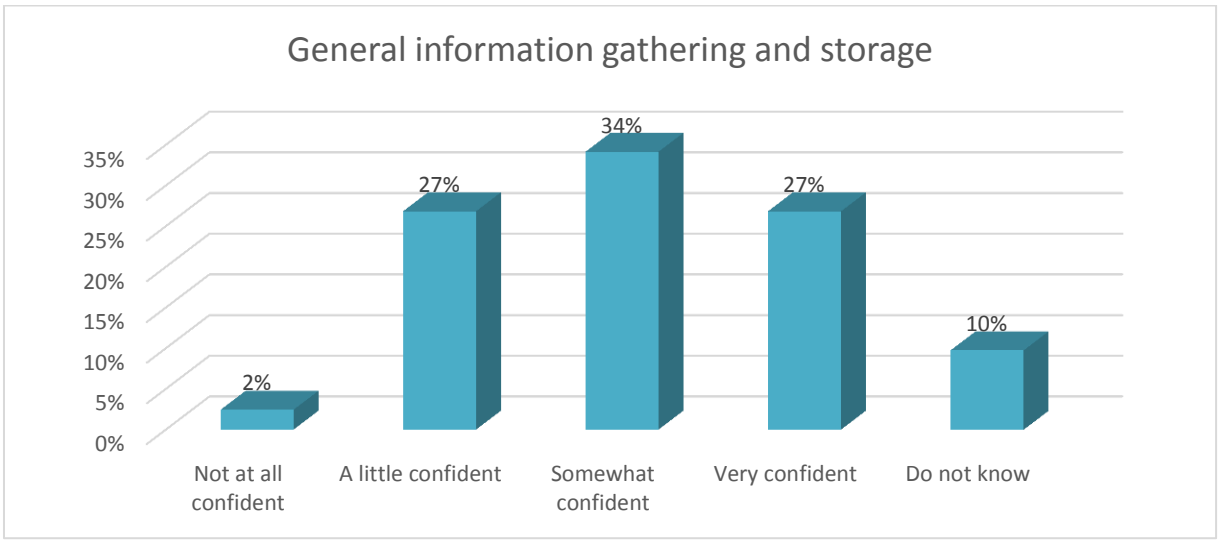

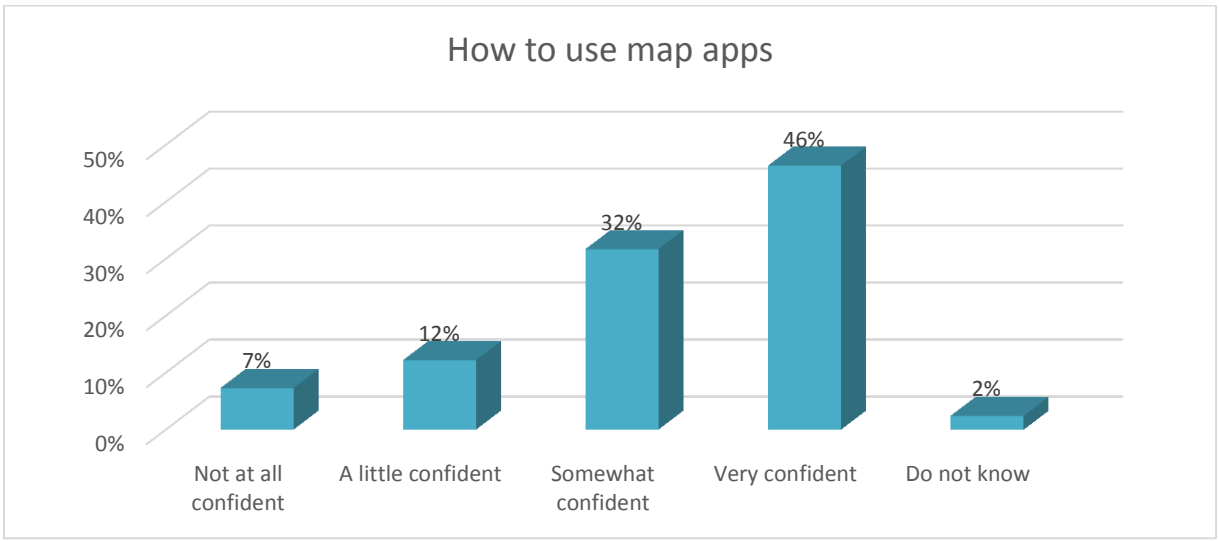

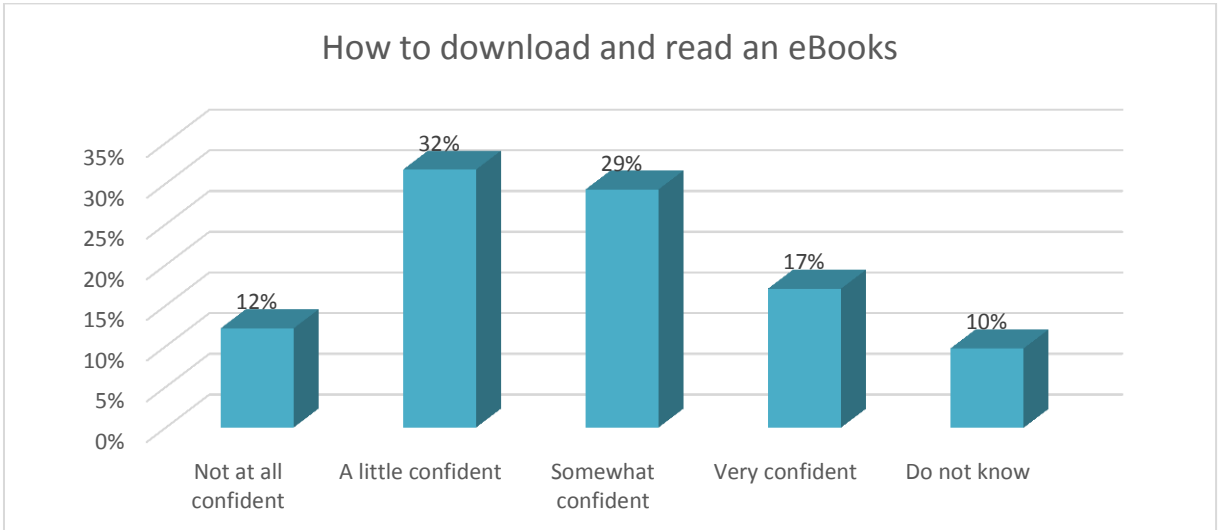

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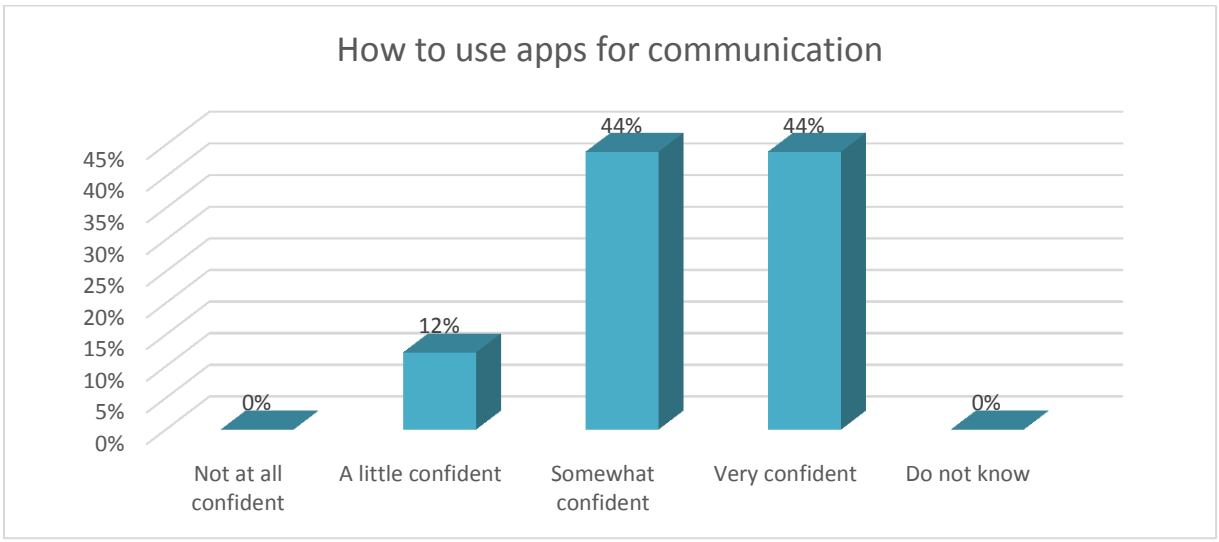

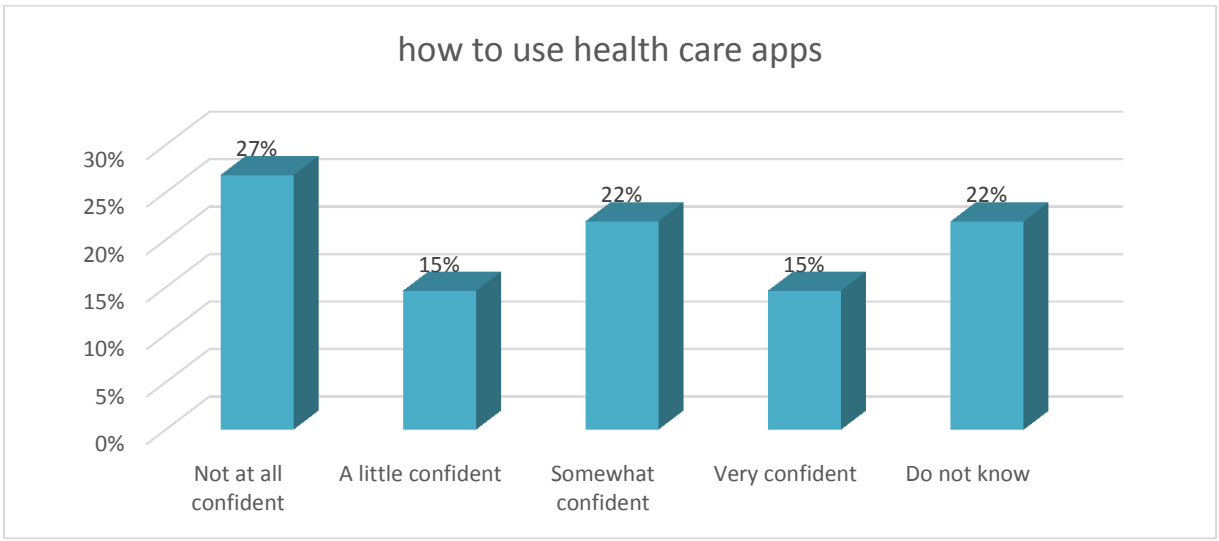

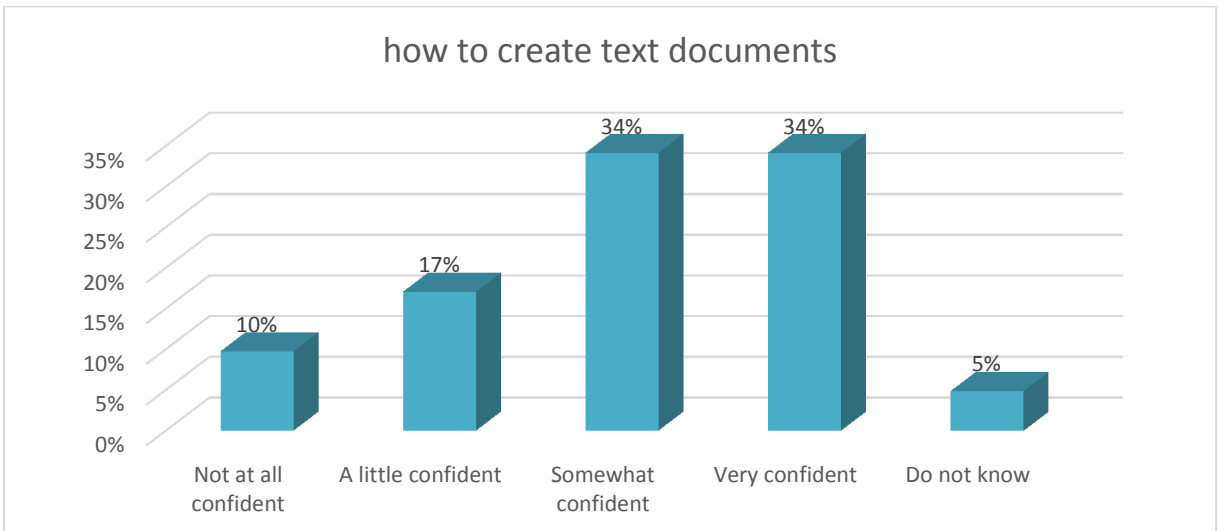

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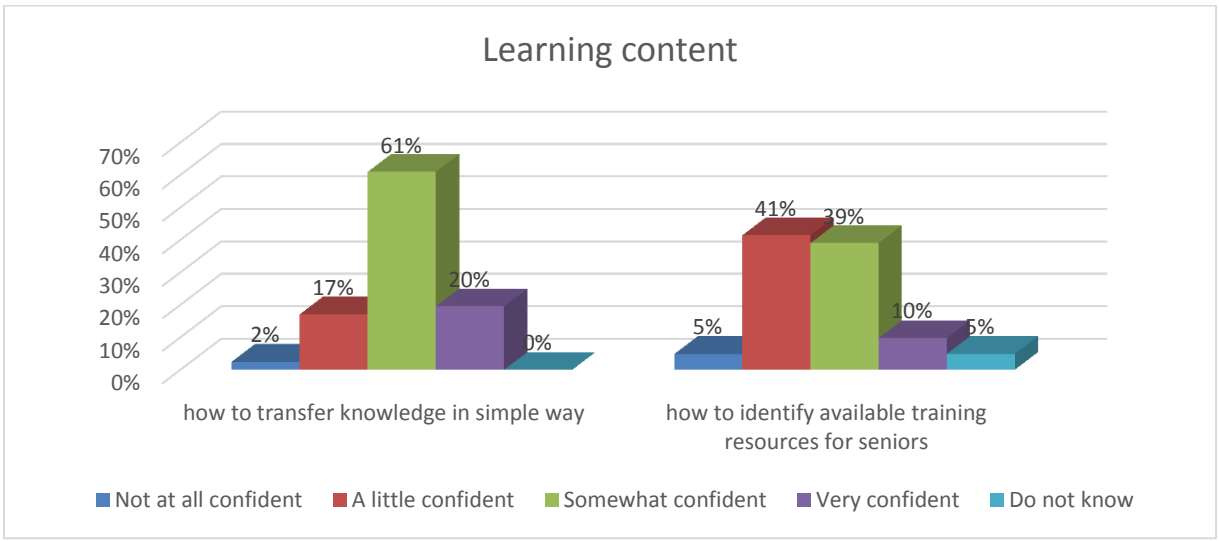

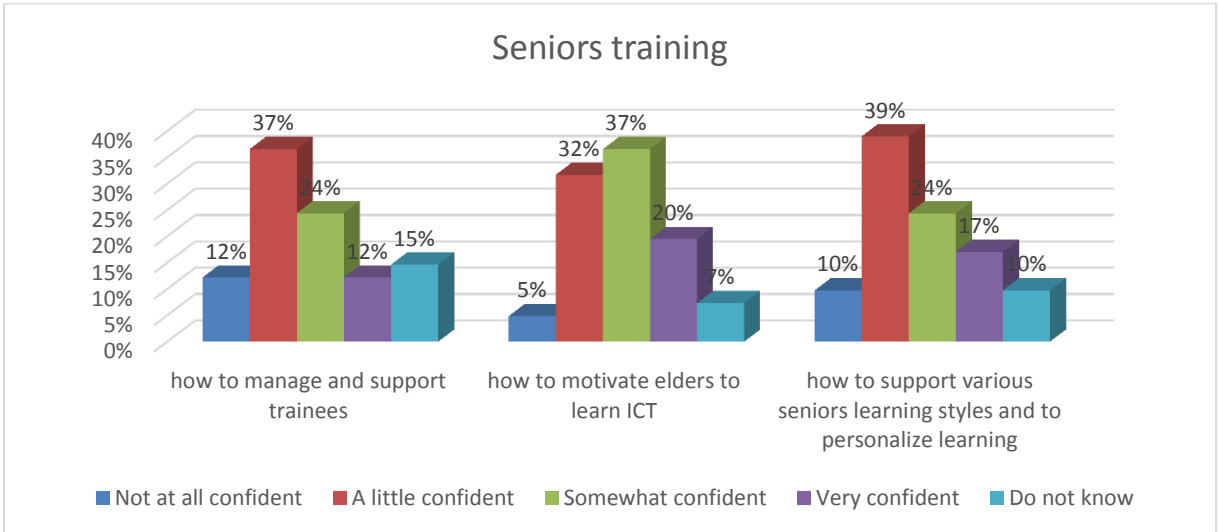

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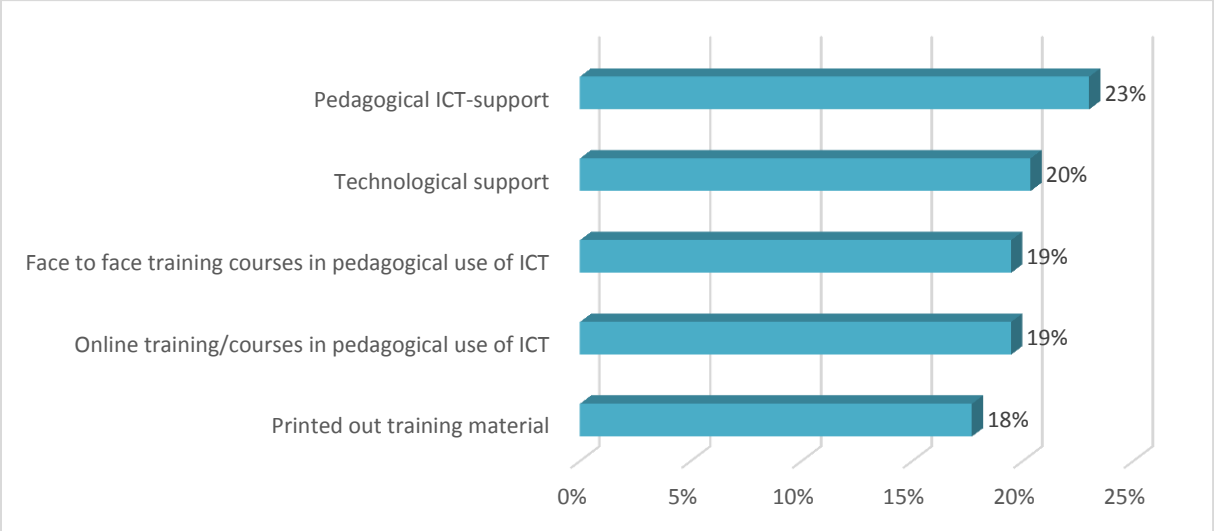
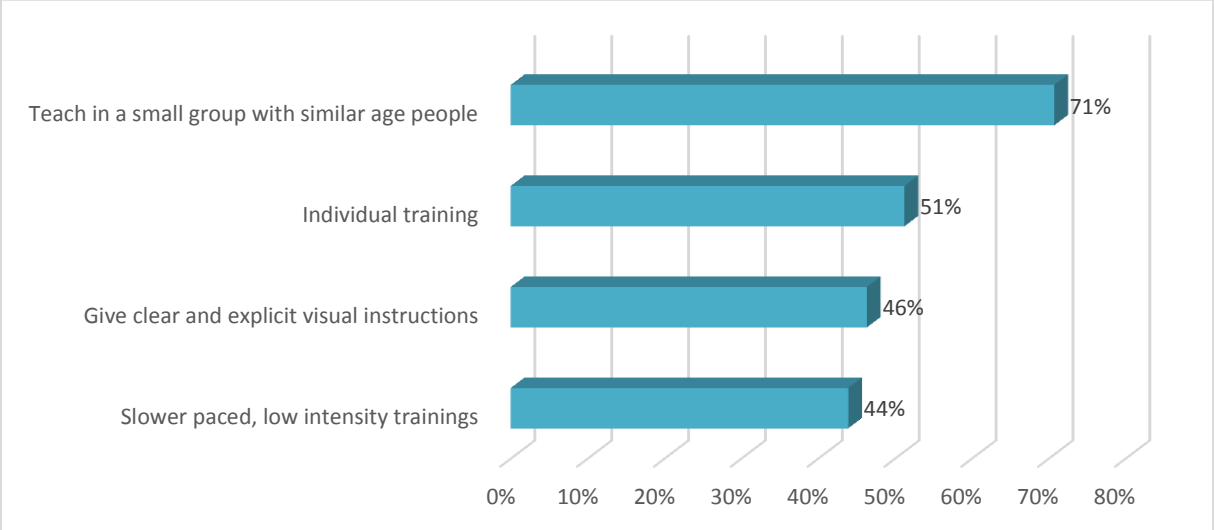
How would you like to learn in order to train senior citizens in using tablets?



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



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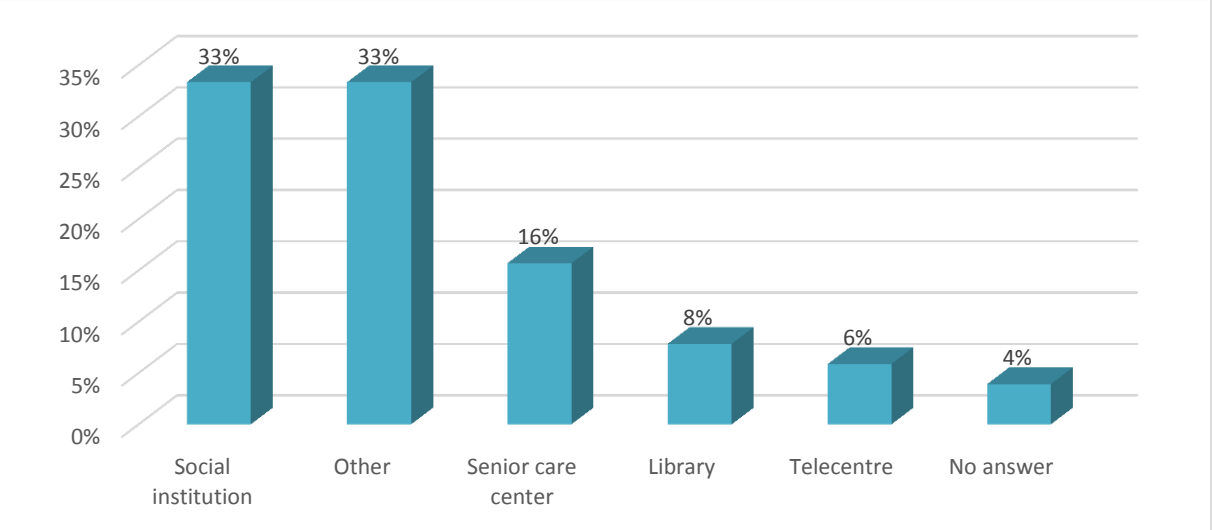
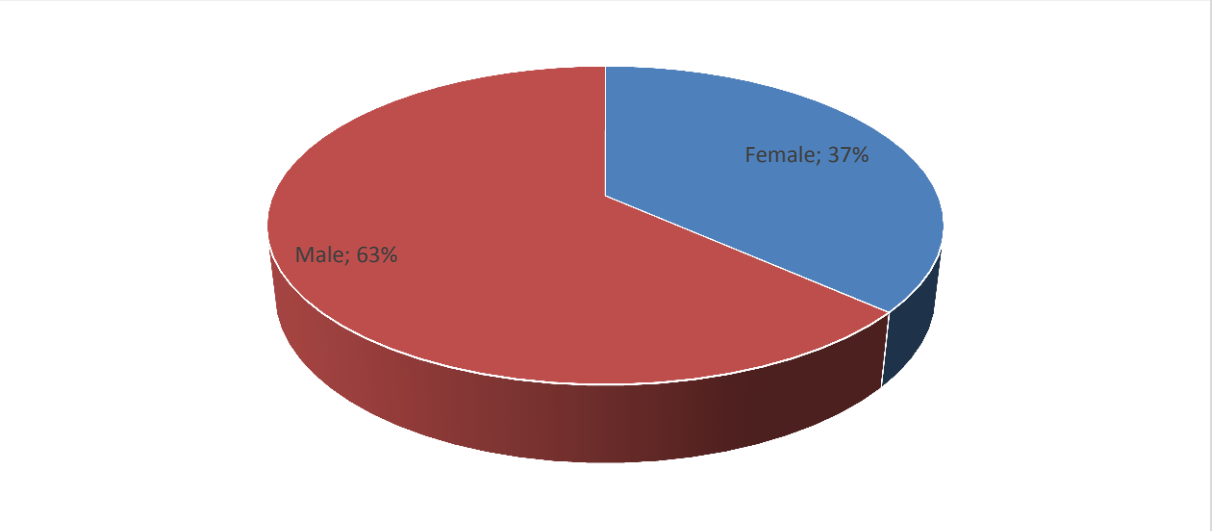
In which type of organization are you working with senior citizens?



What is your gender?



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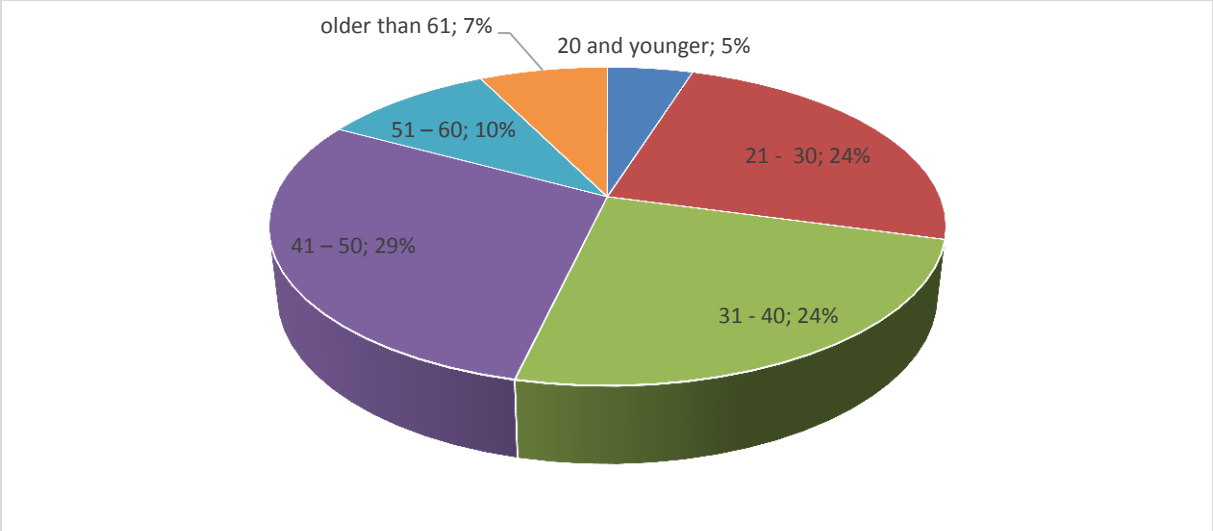
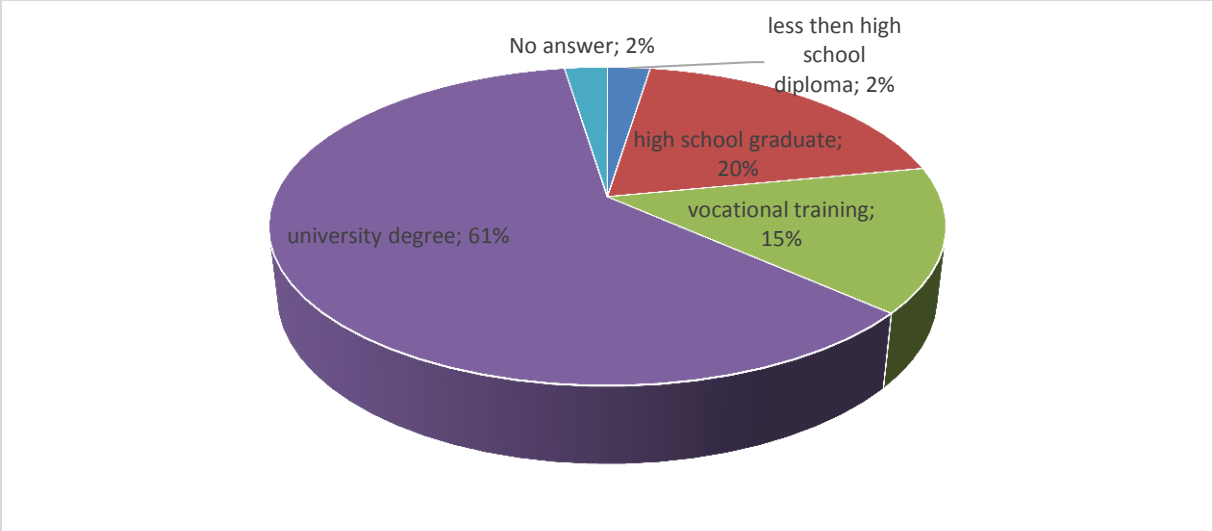
How old are you?



What is your education?



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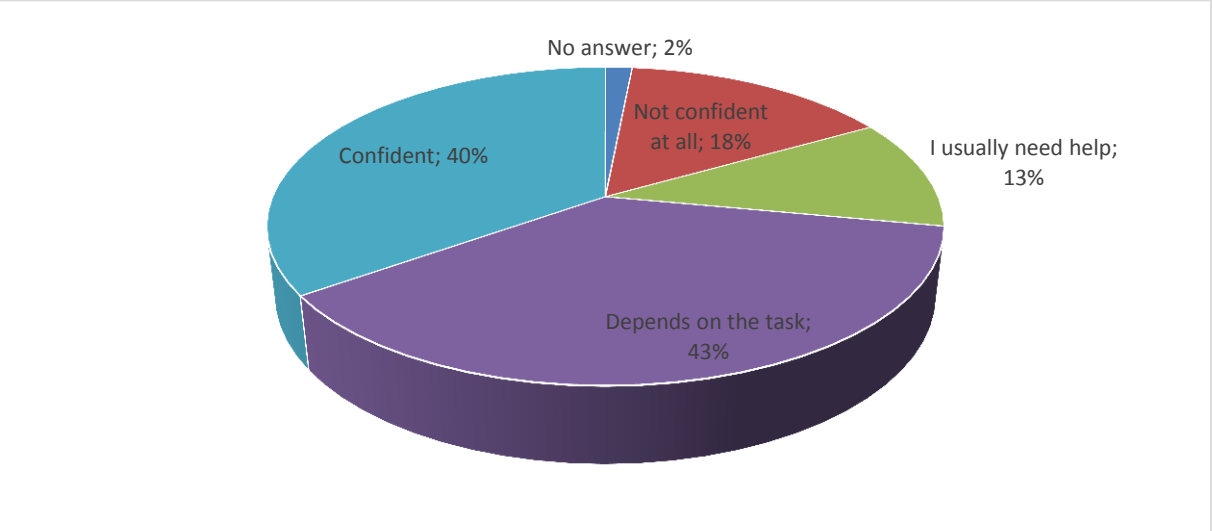
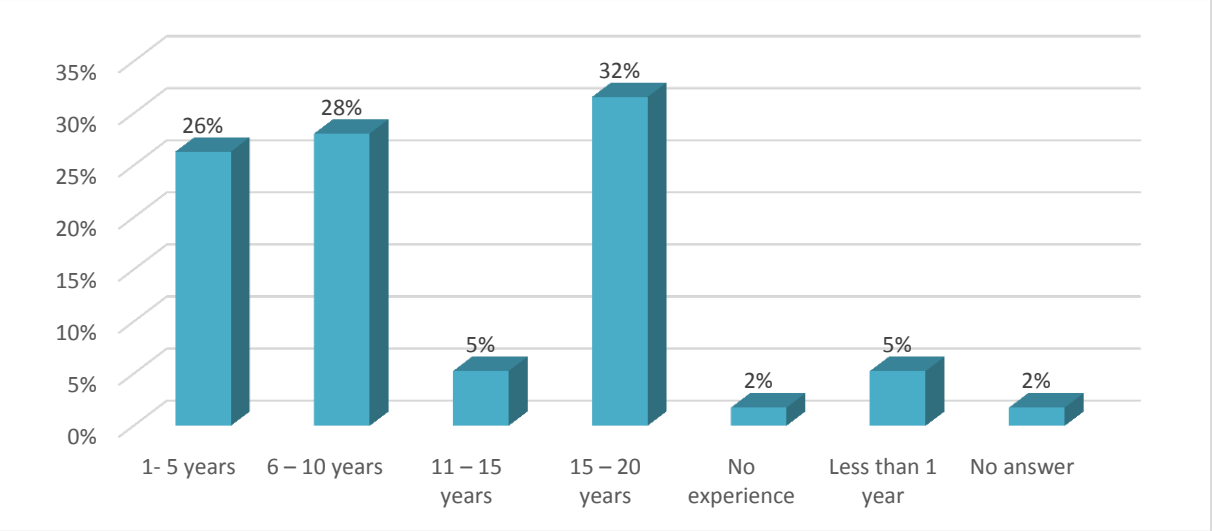
ANNEX NO. 9. MULTIPLIERS SURVEY RESULTS - LITHUANIA

How confident are you with a tablet computer?



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



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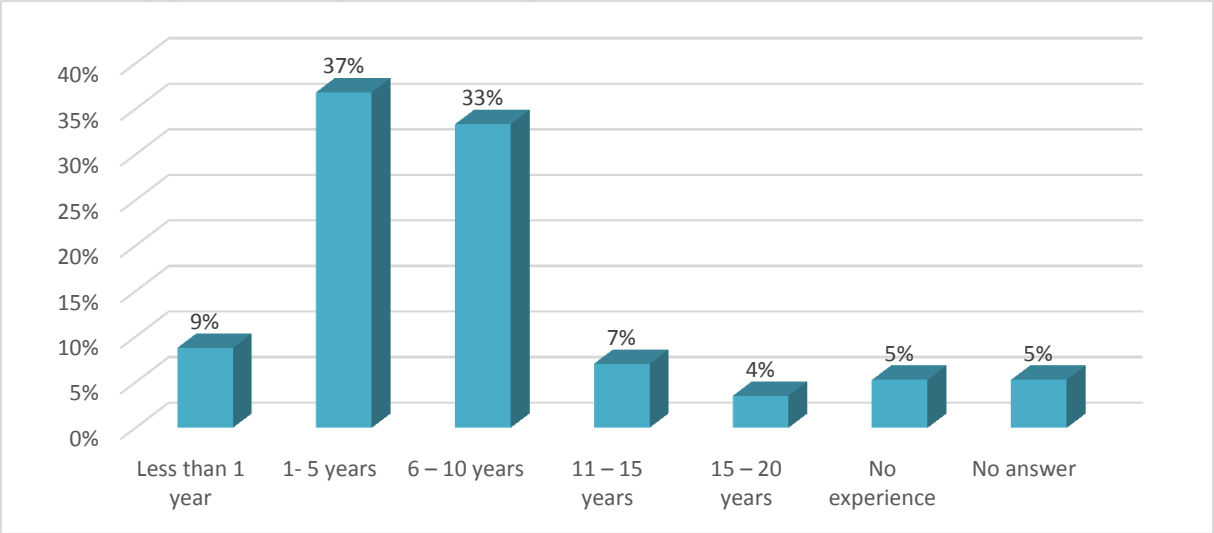
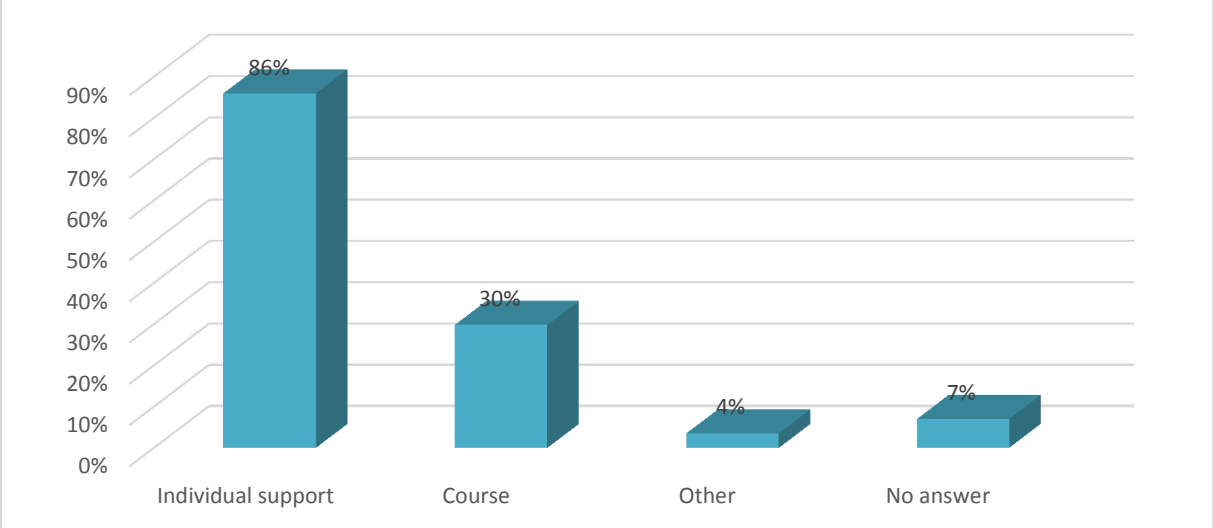
How many years of experience do you have with seniors in the field of ICT?



Share the best practices of supporting seniors of using technology



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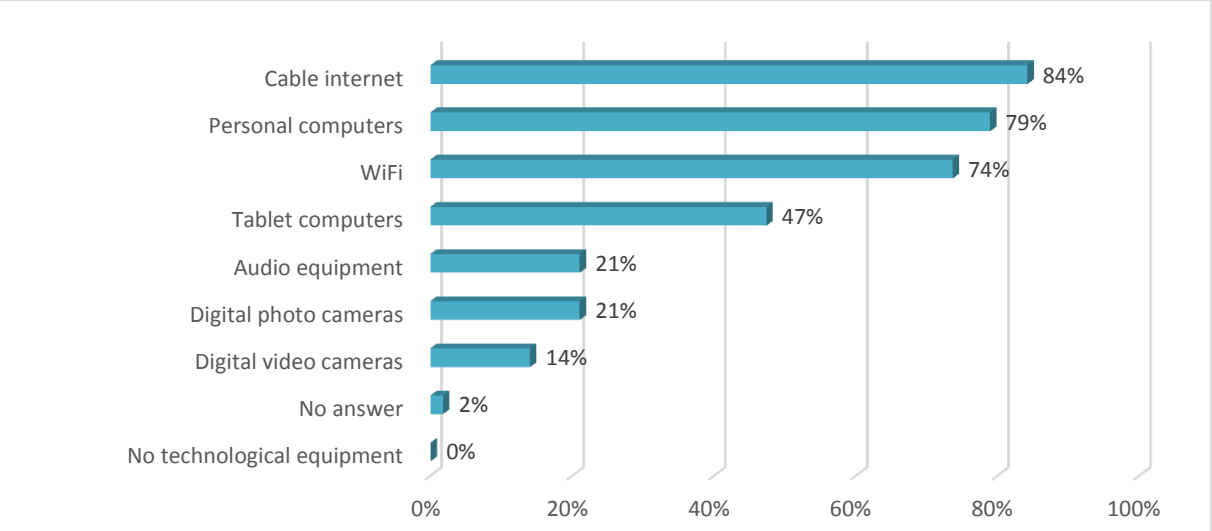

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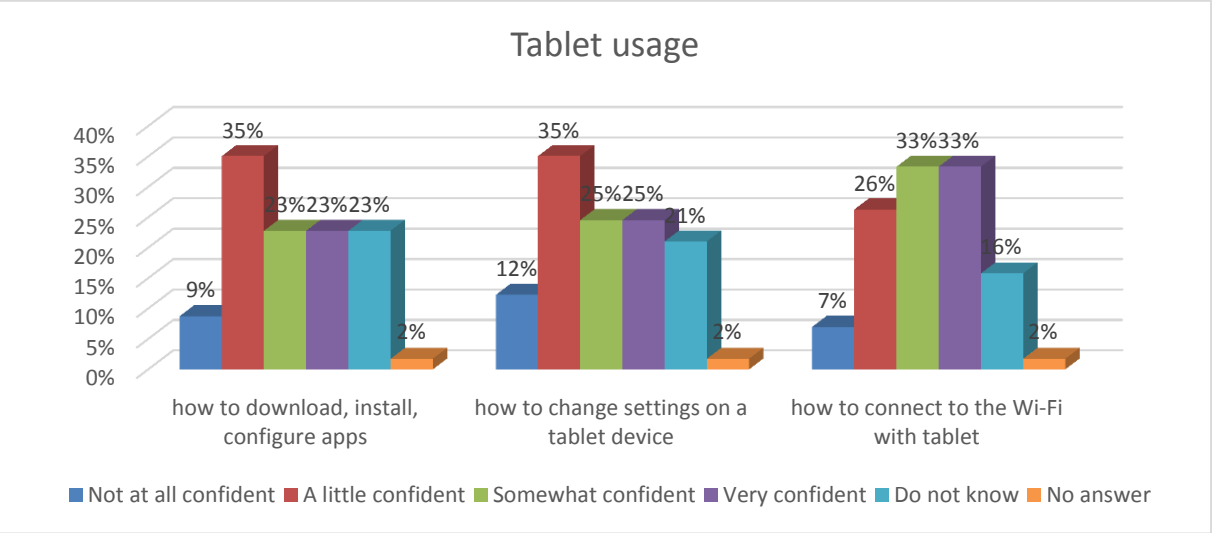

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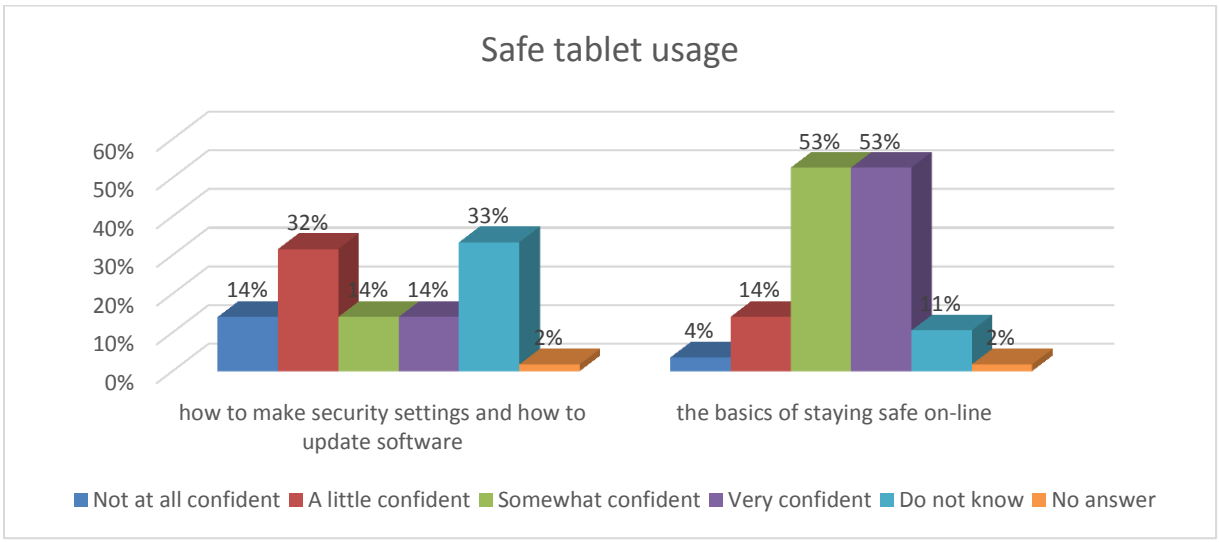

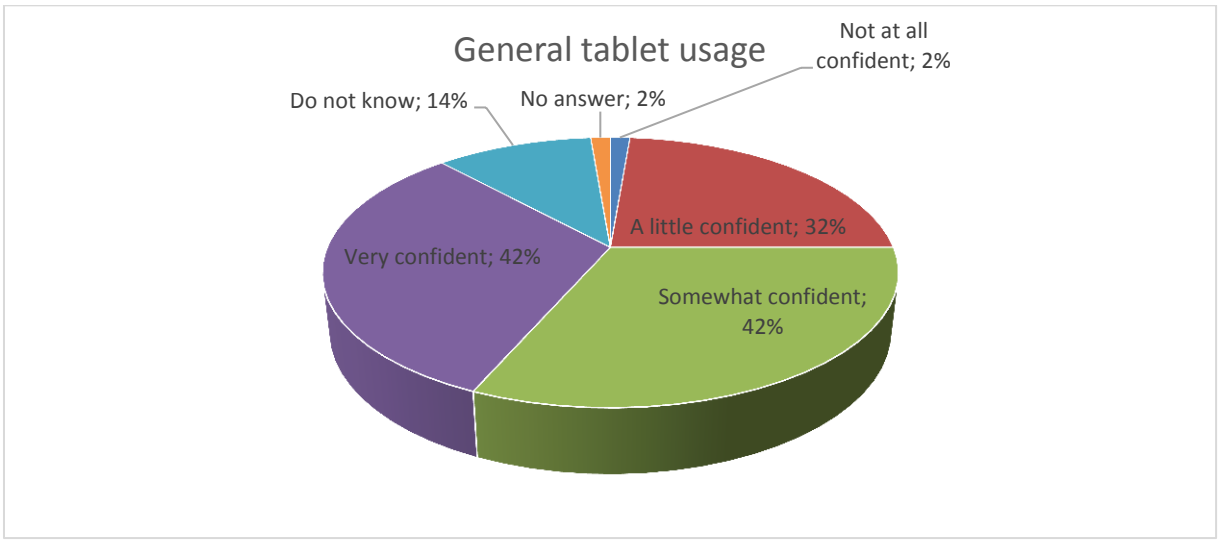

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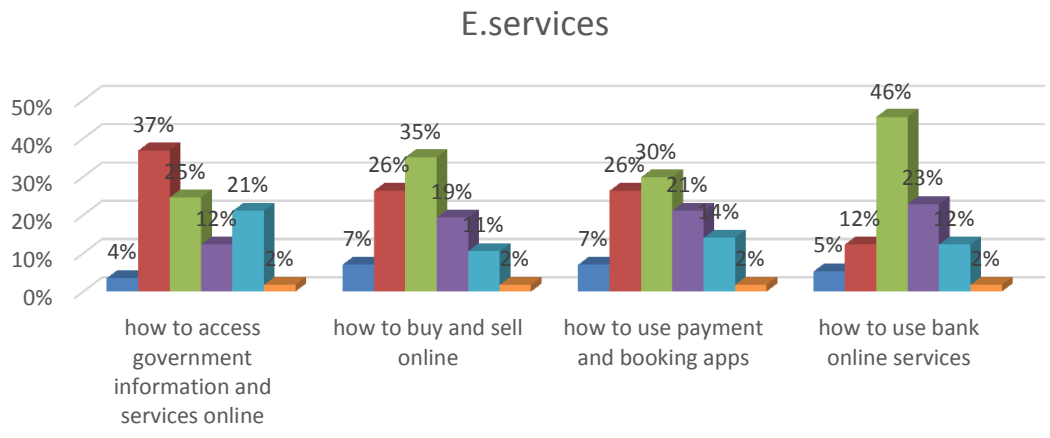
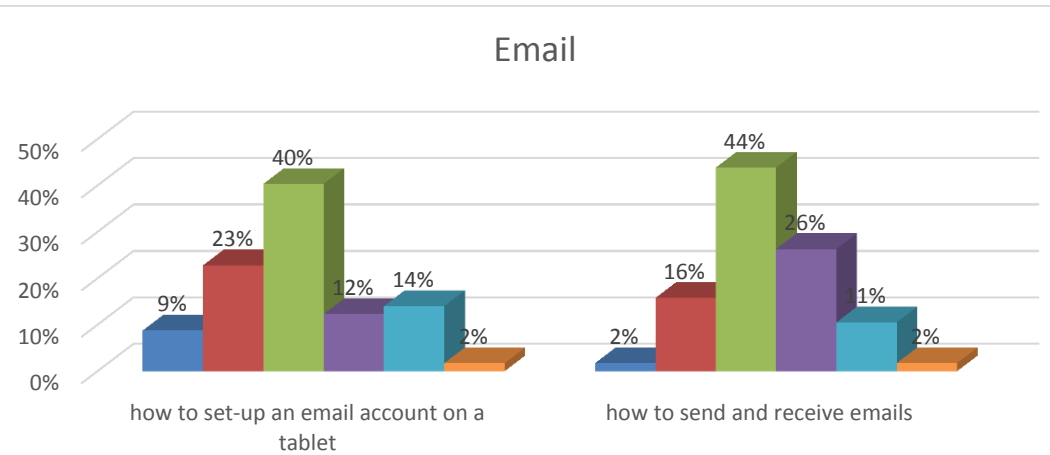
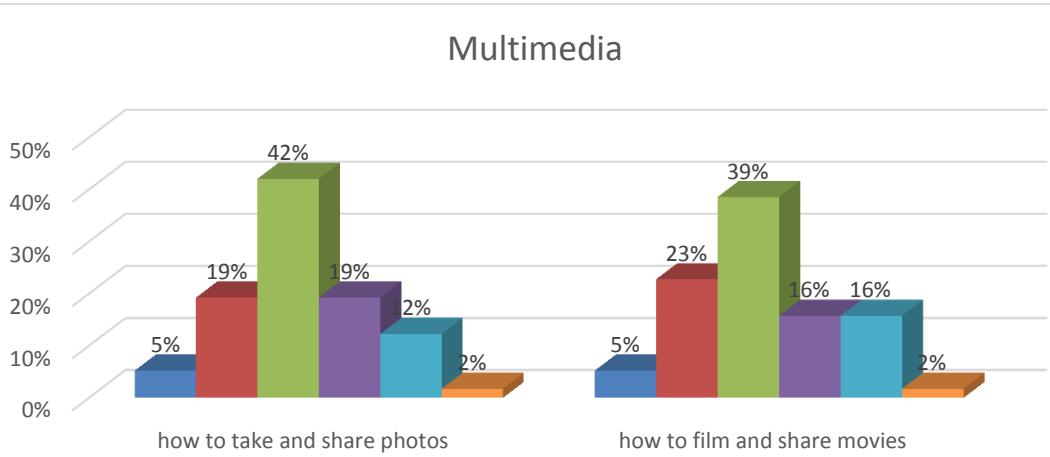
SKILLS RELATED TO CONTENT







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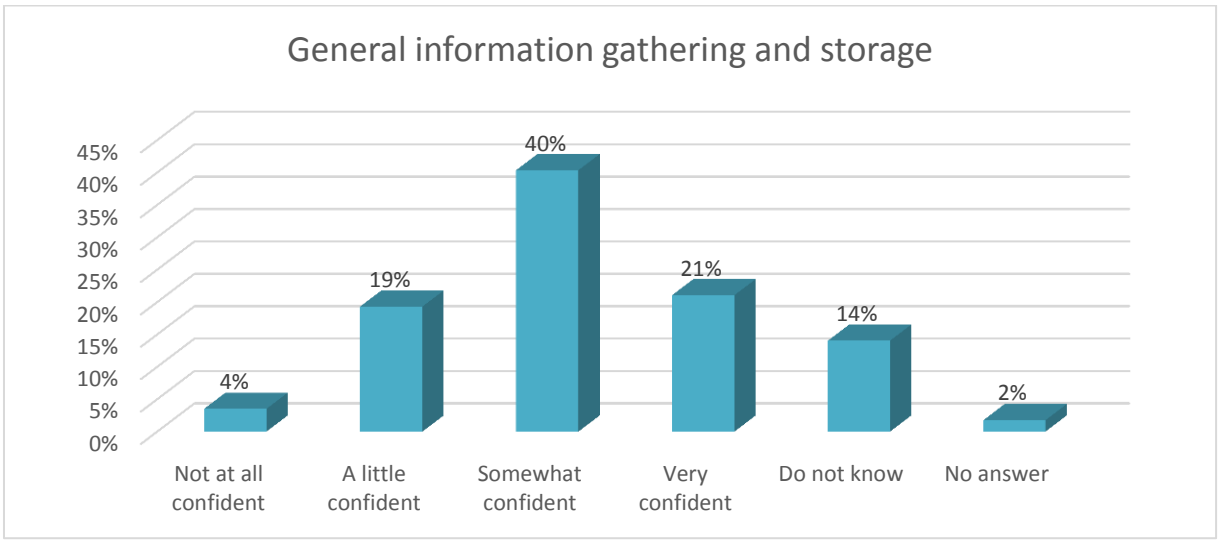

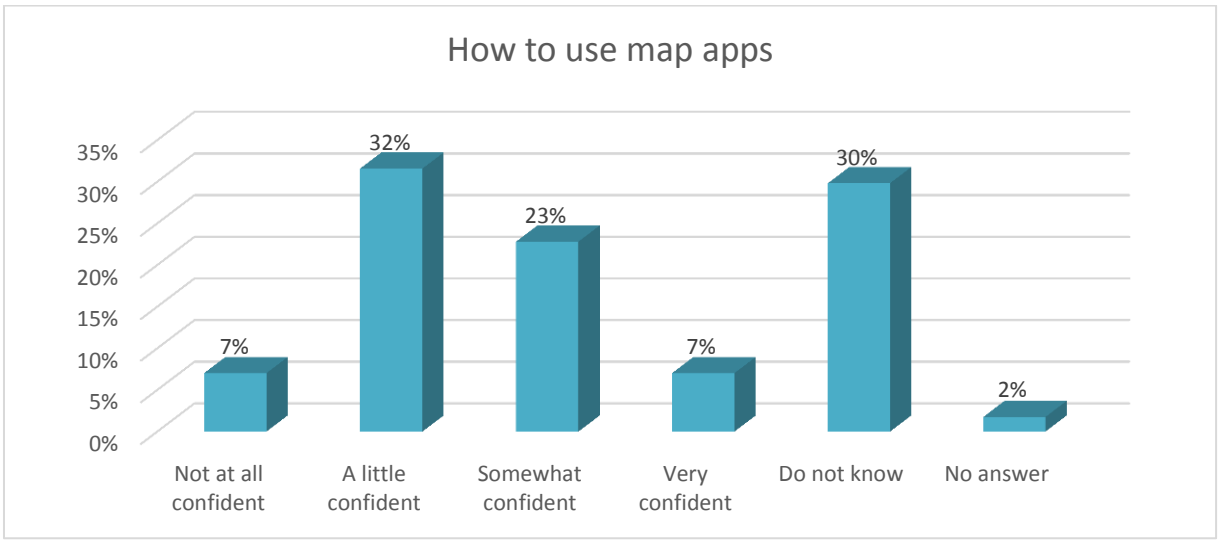

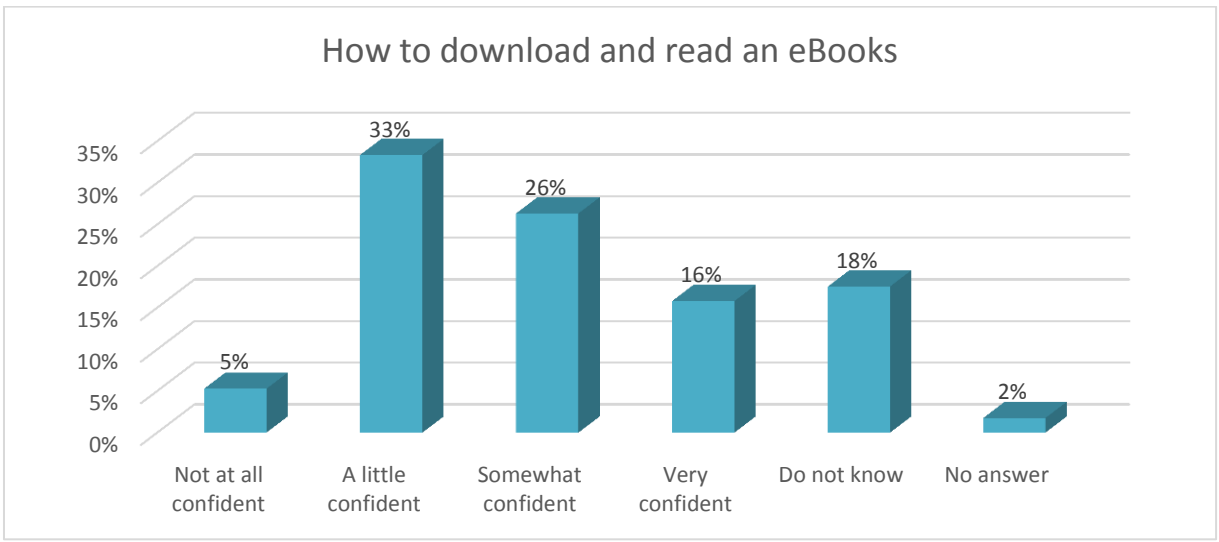

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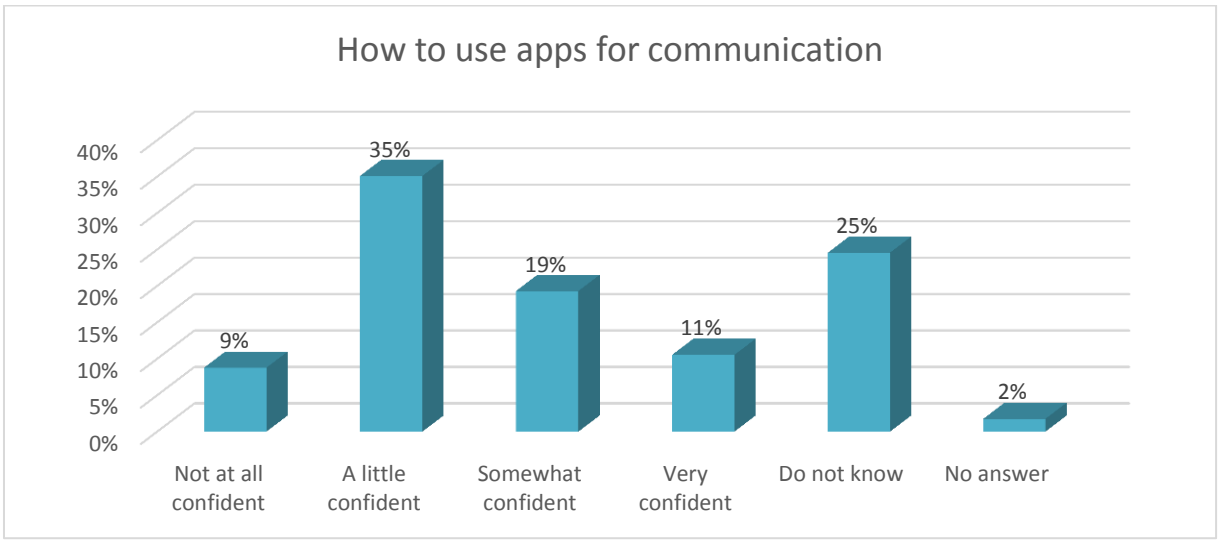

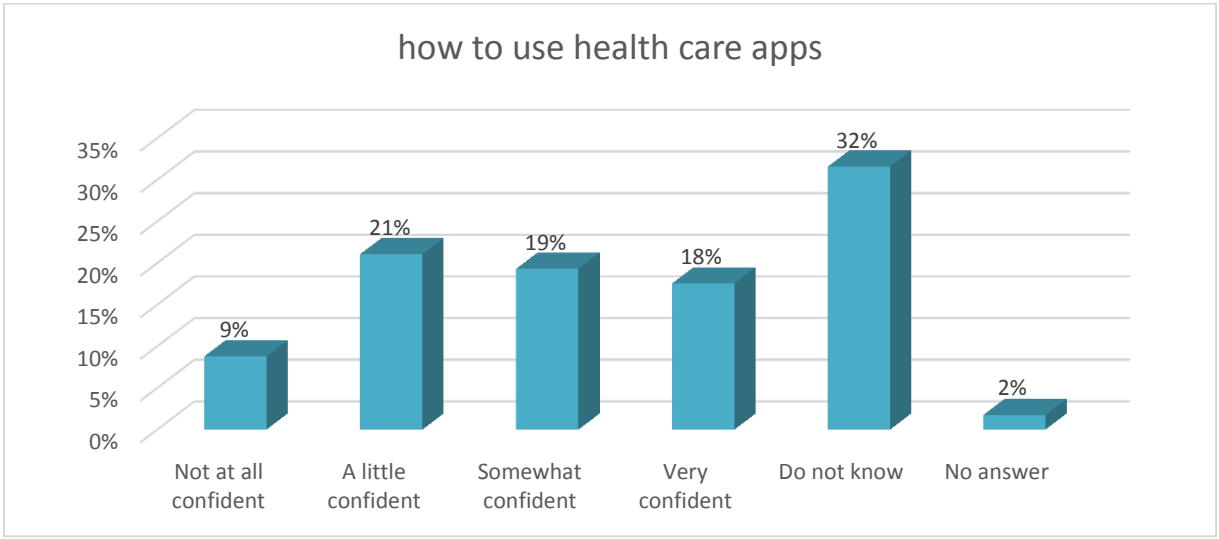

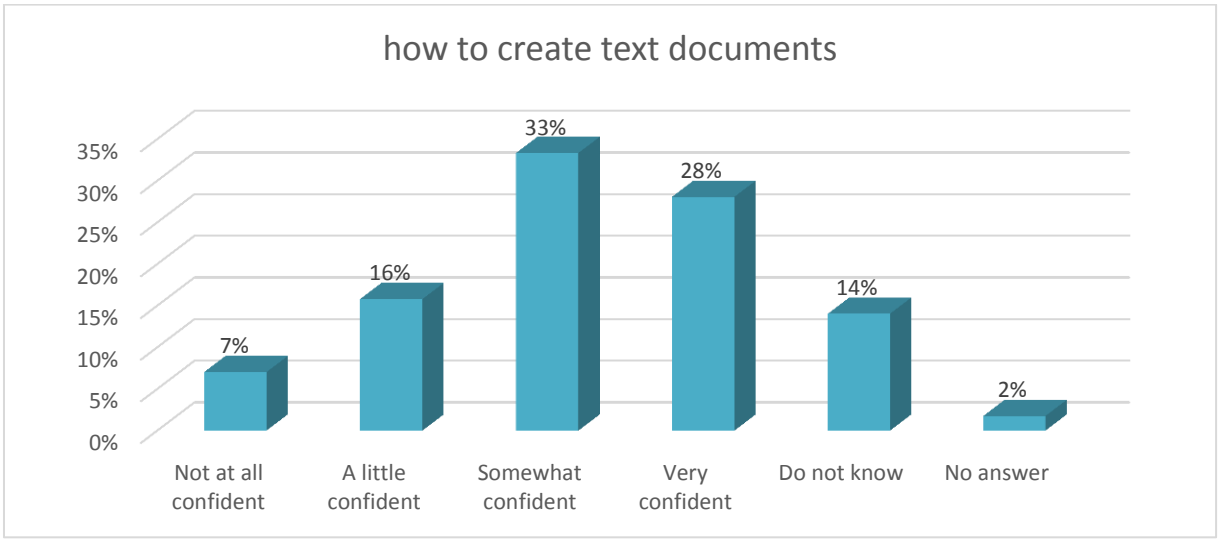

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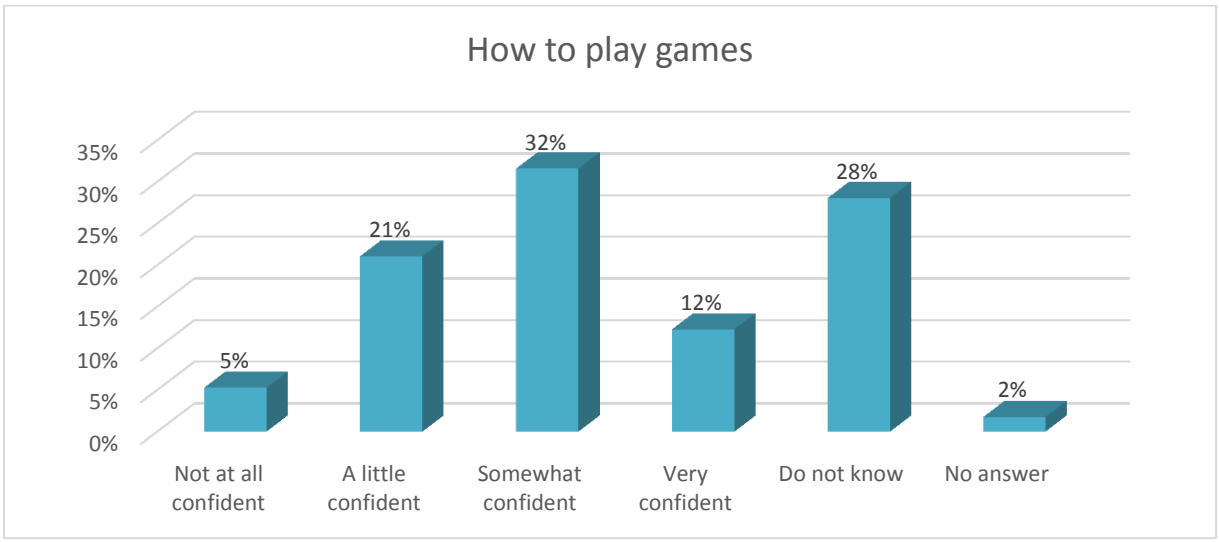

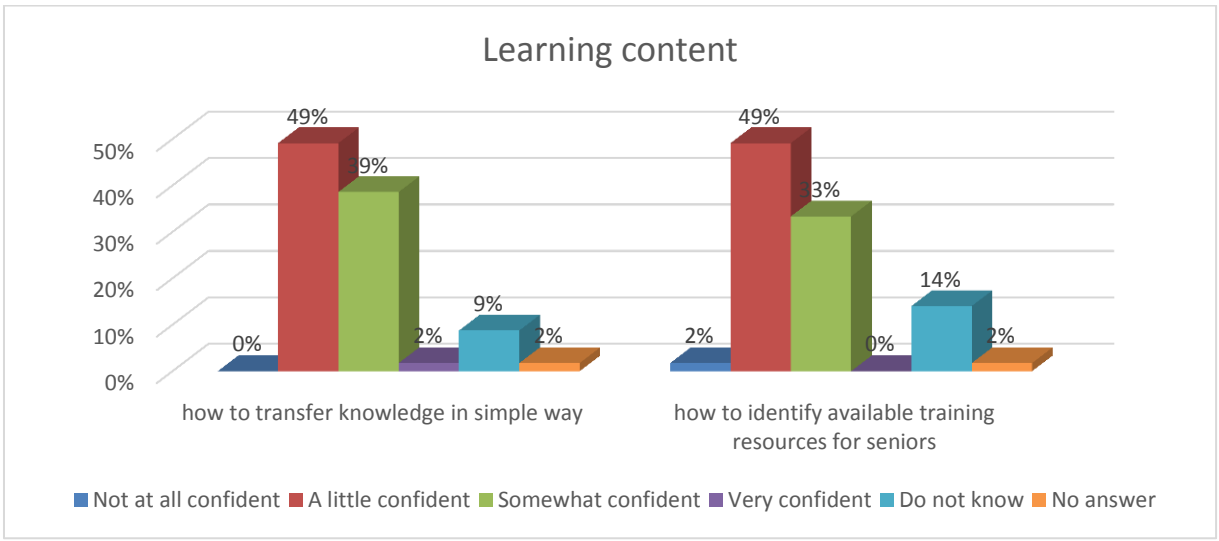

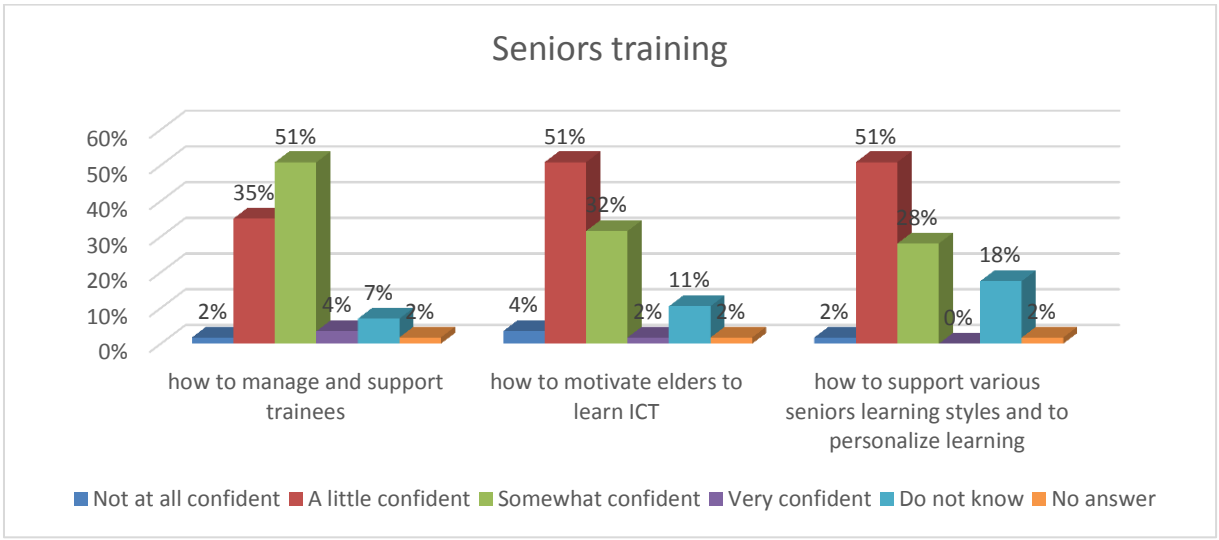

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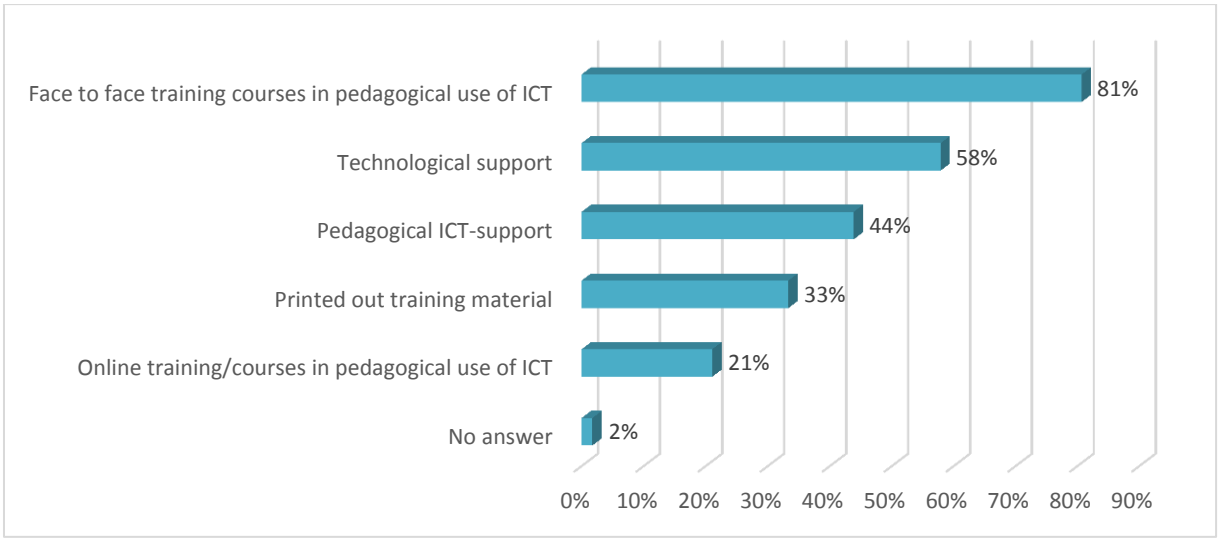
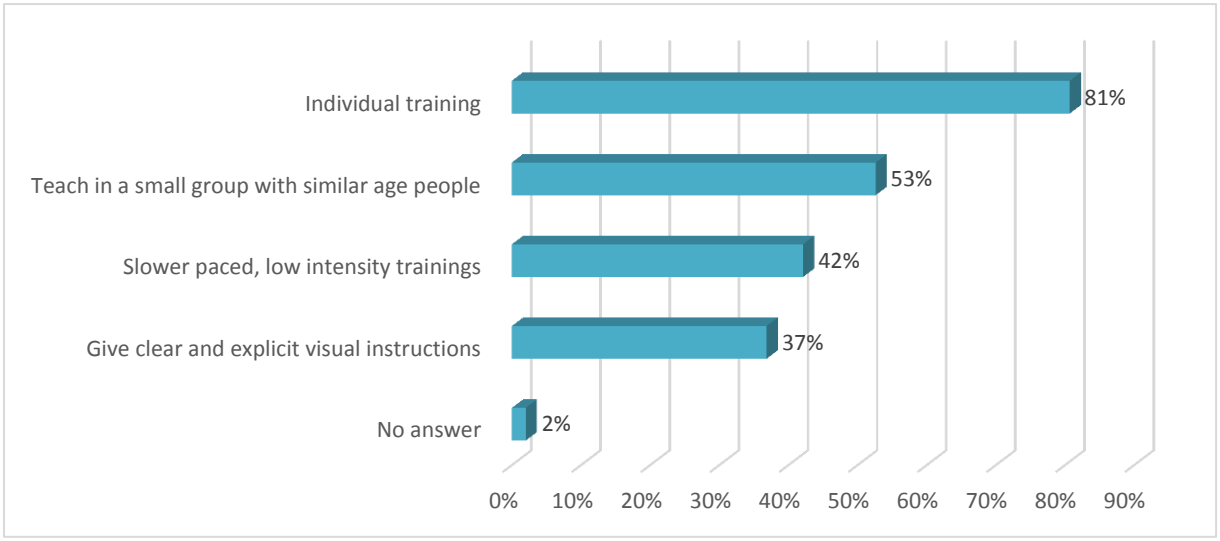
How would you like to learn in order to train senior citizens in using tablets?



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



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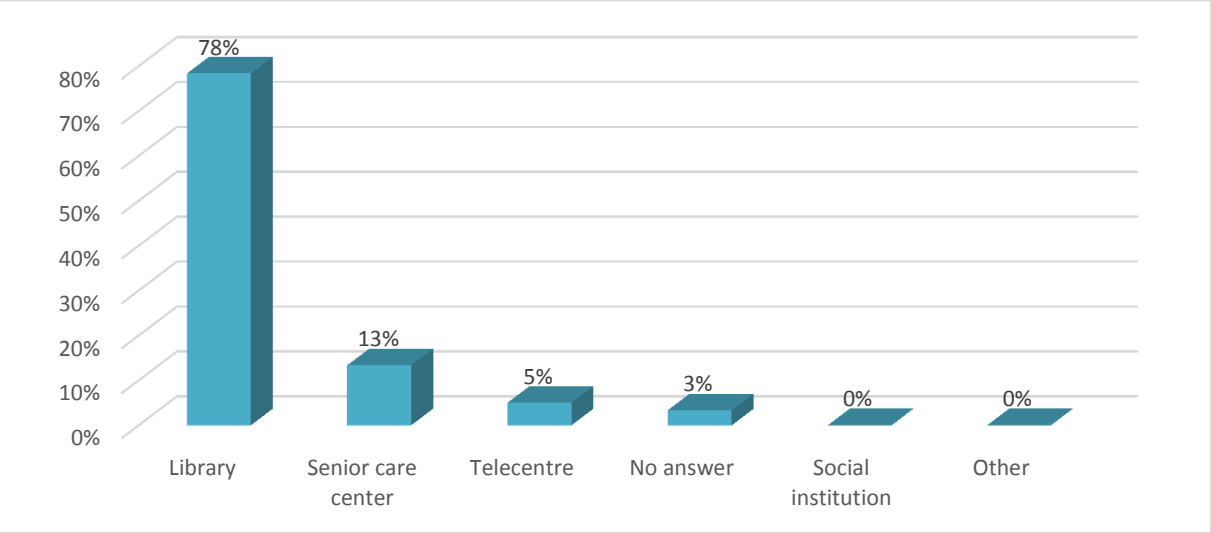
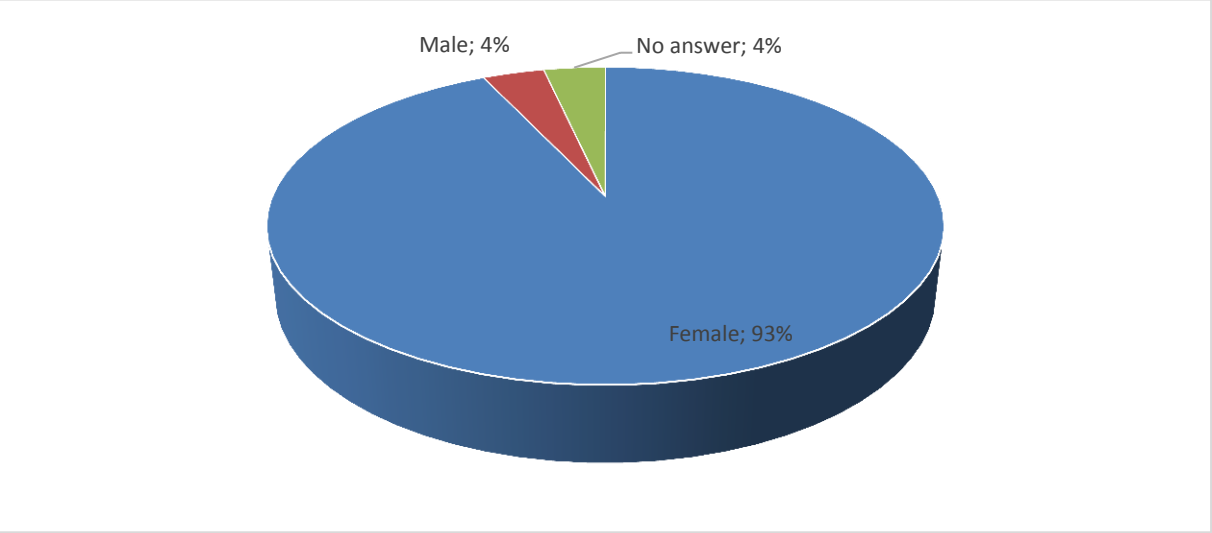
In which type of organization are you working with senior citizens?



What is your gender?



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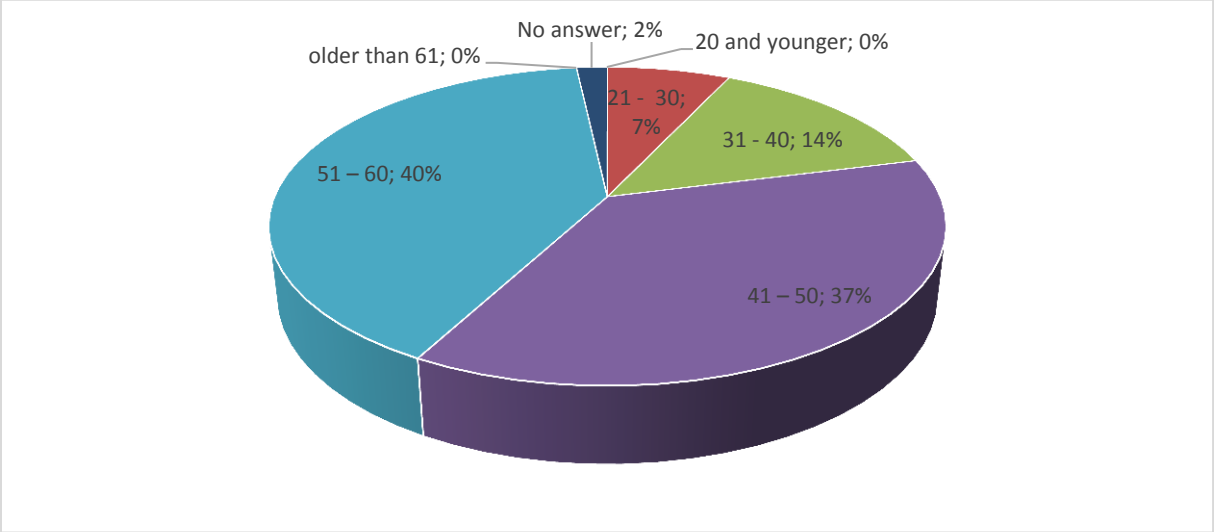
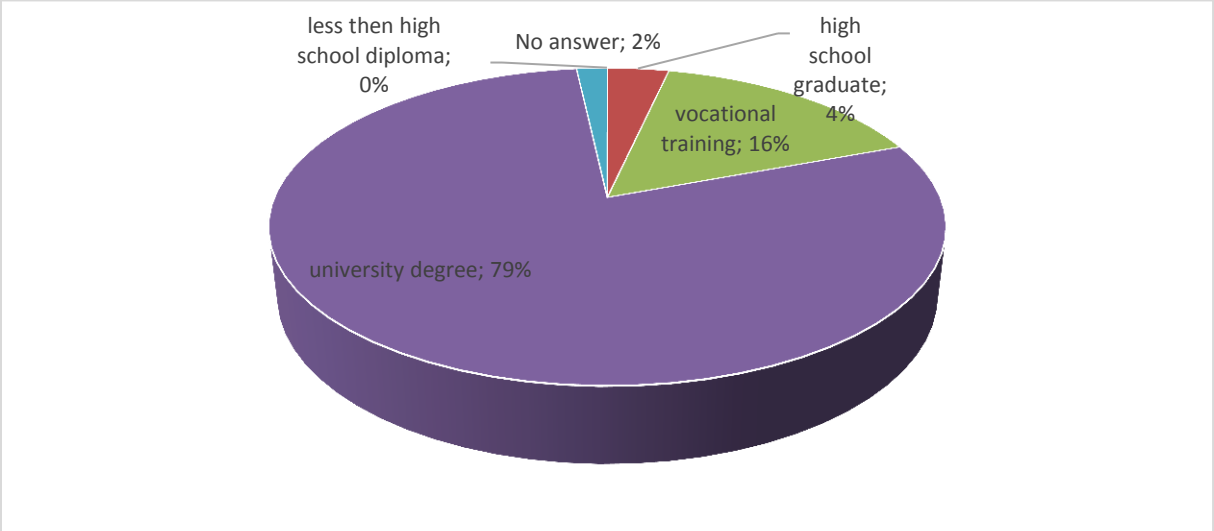
How old are you?



What is your education?



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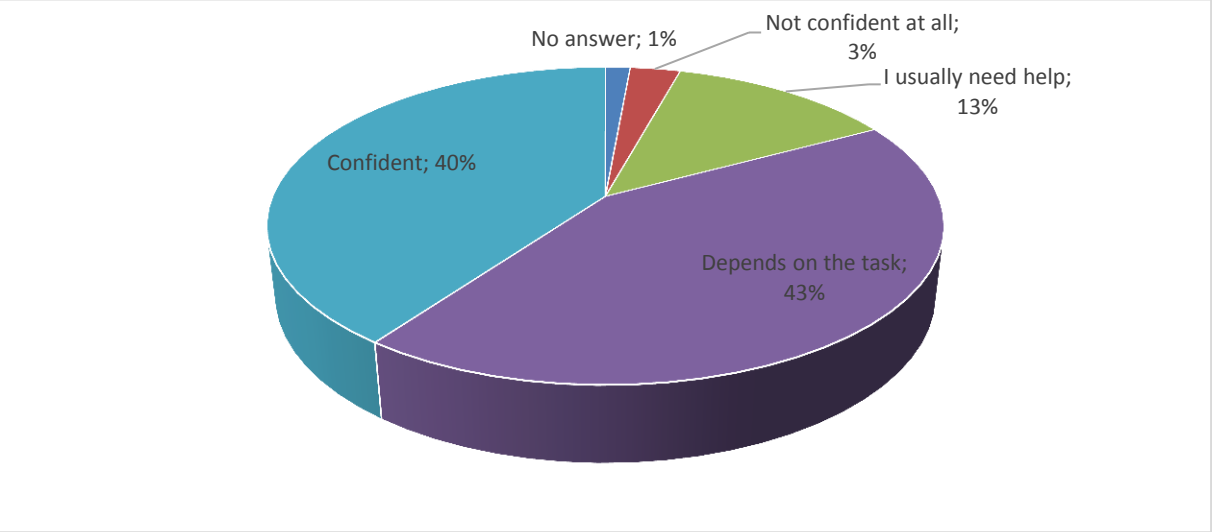
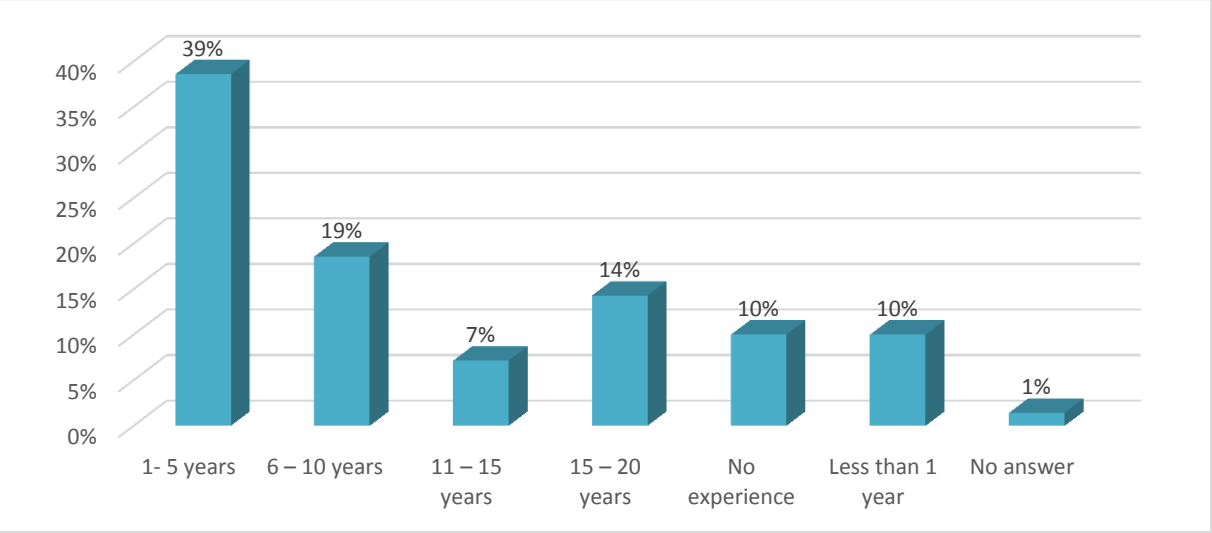
ANNEX NO. 10. MULTIPLIERS SURVEY RESULTS - ROMANIA

How confident are you with a tablet computer?



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



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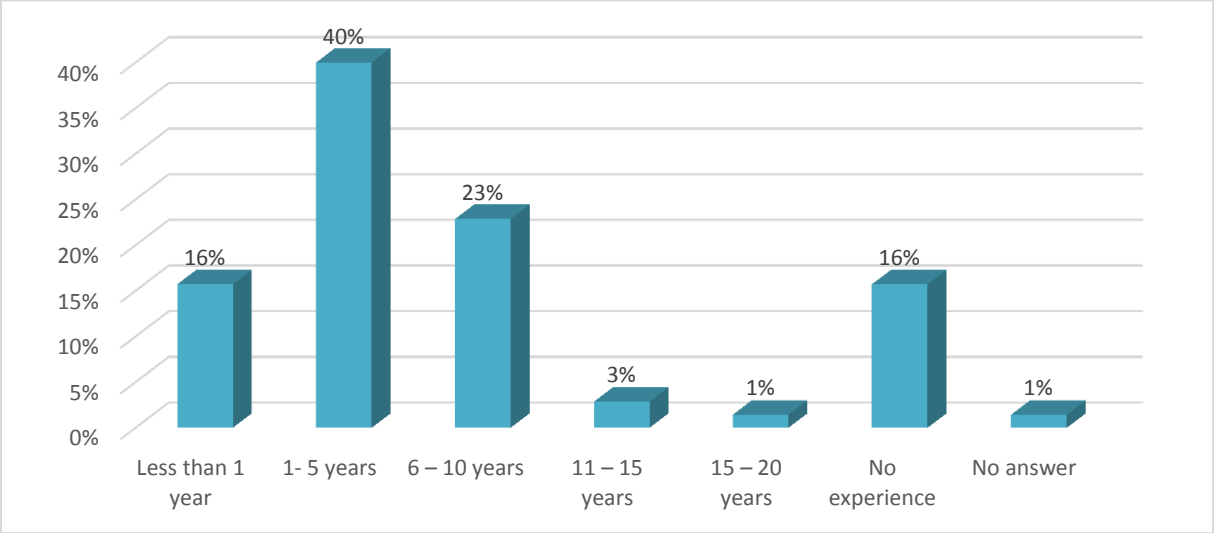
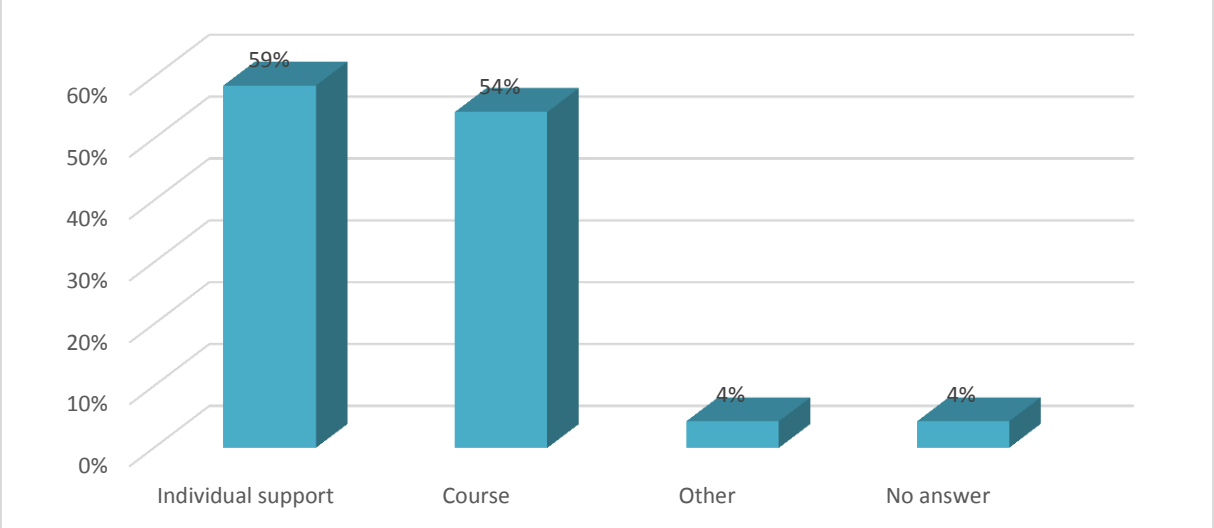
How many years of experience do you have with seniors in the field of ICT?



Share the best practices of supporting seniors of using technology



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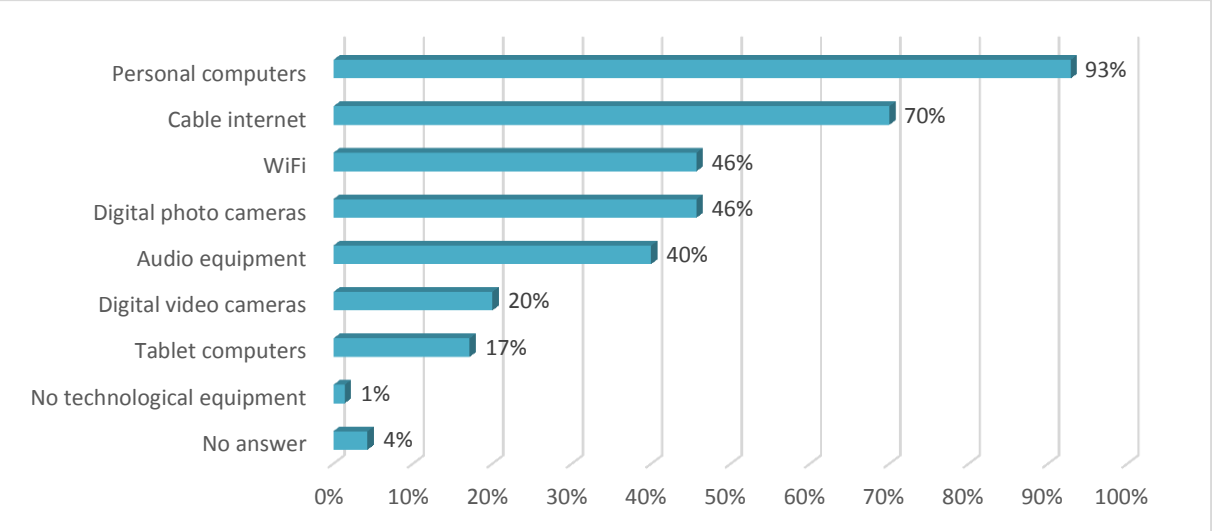
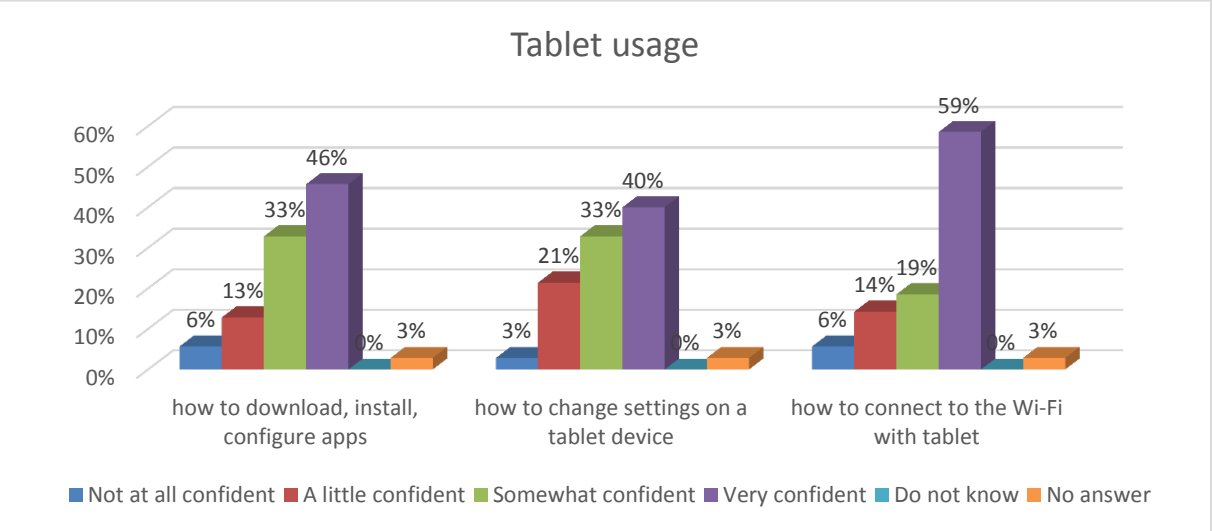
What kind of technological equipment is available at your institution?



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



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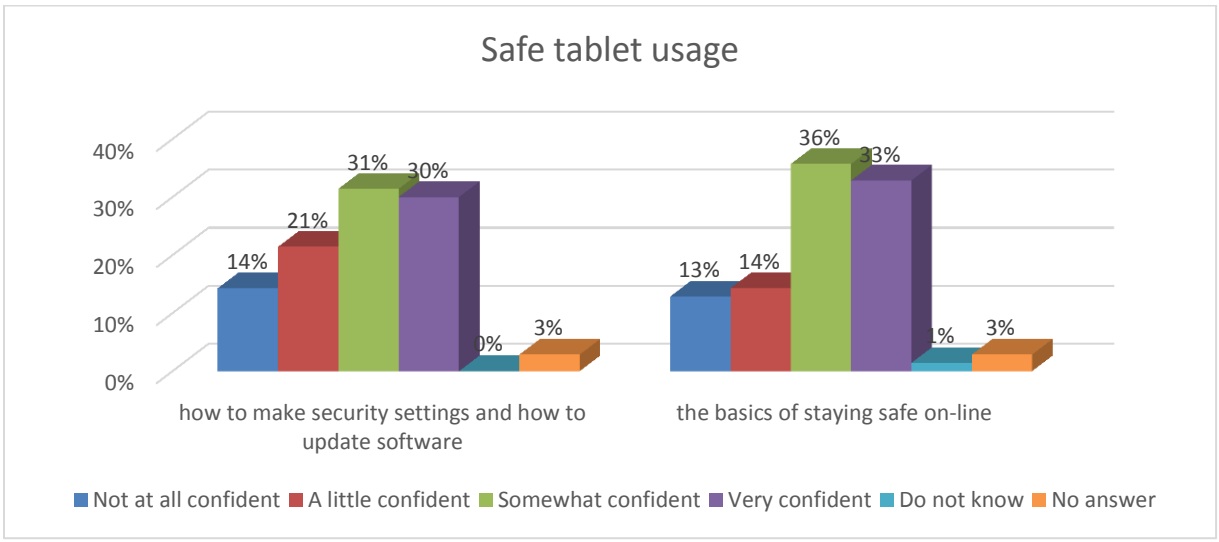

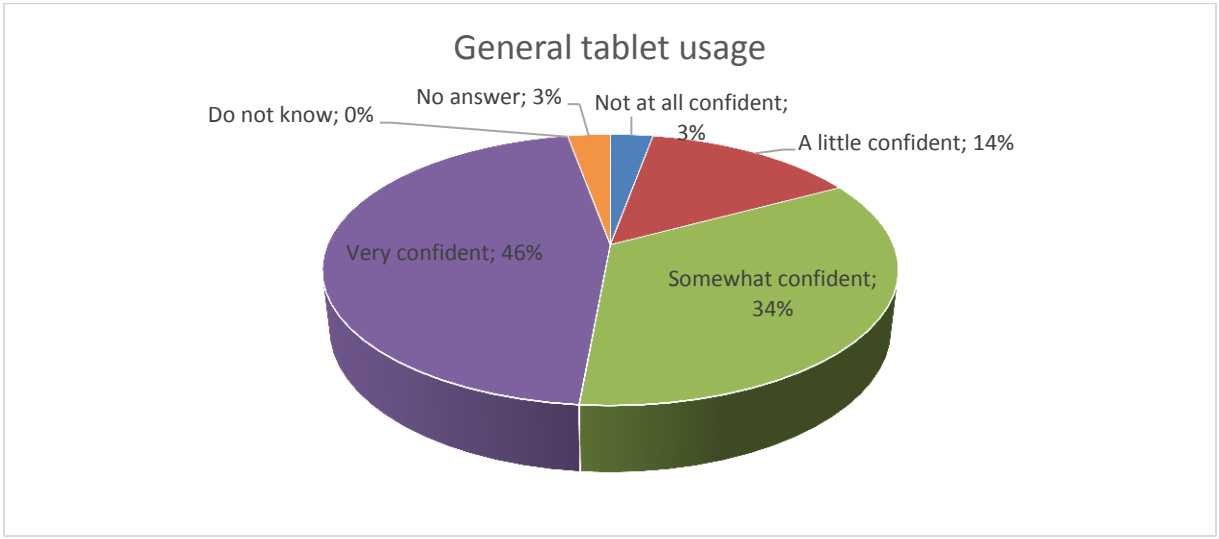

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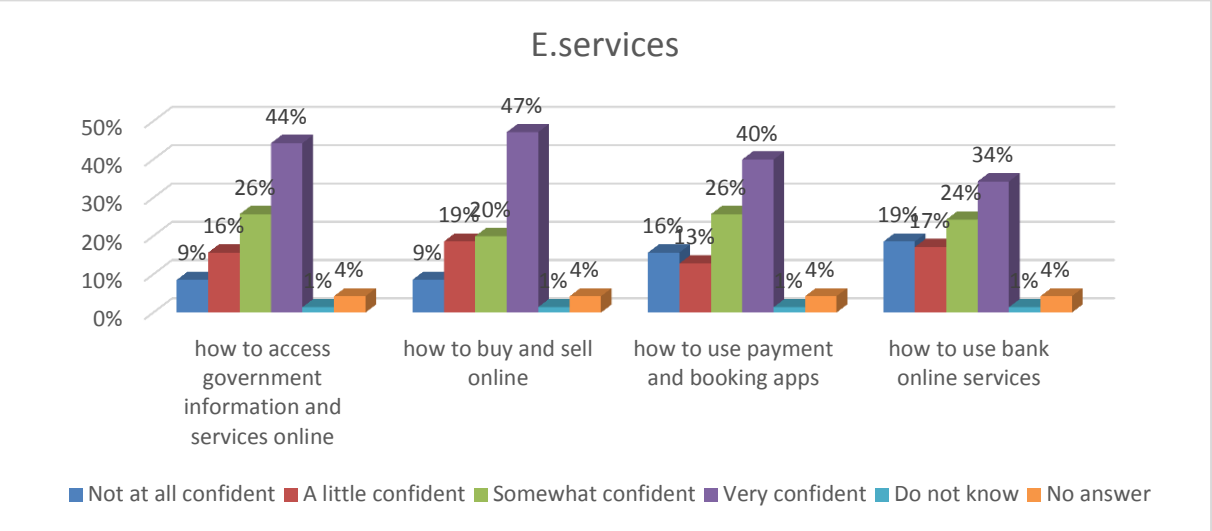
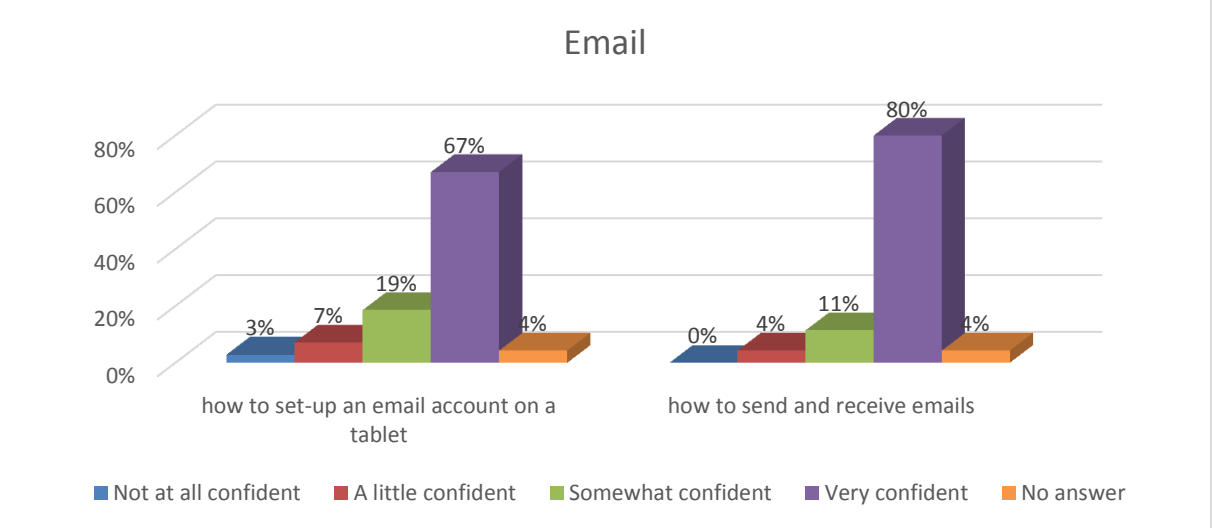
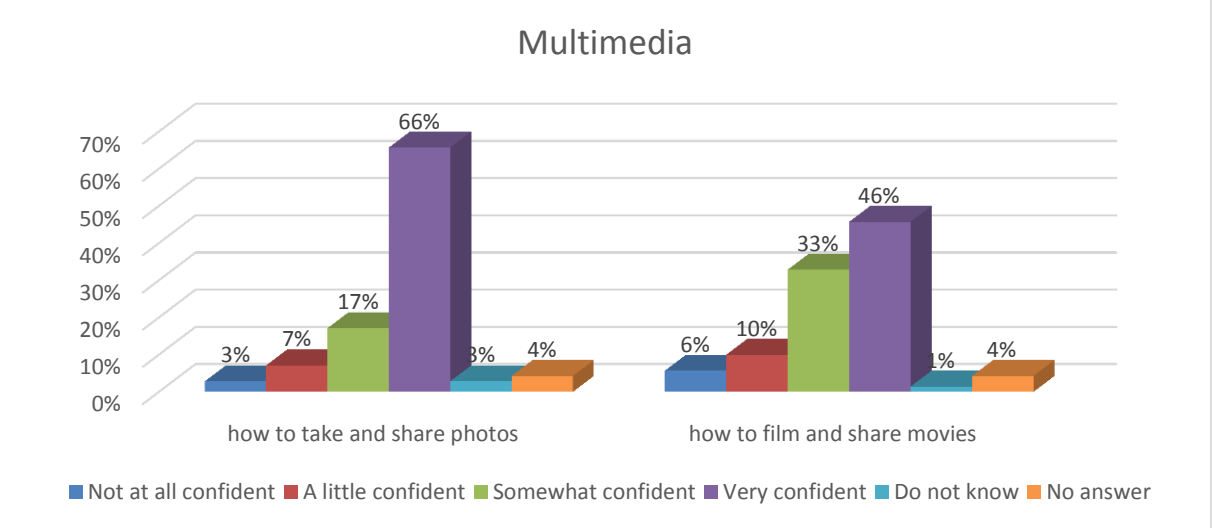
SKILLS RELATED TO CONTENT







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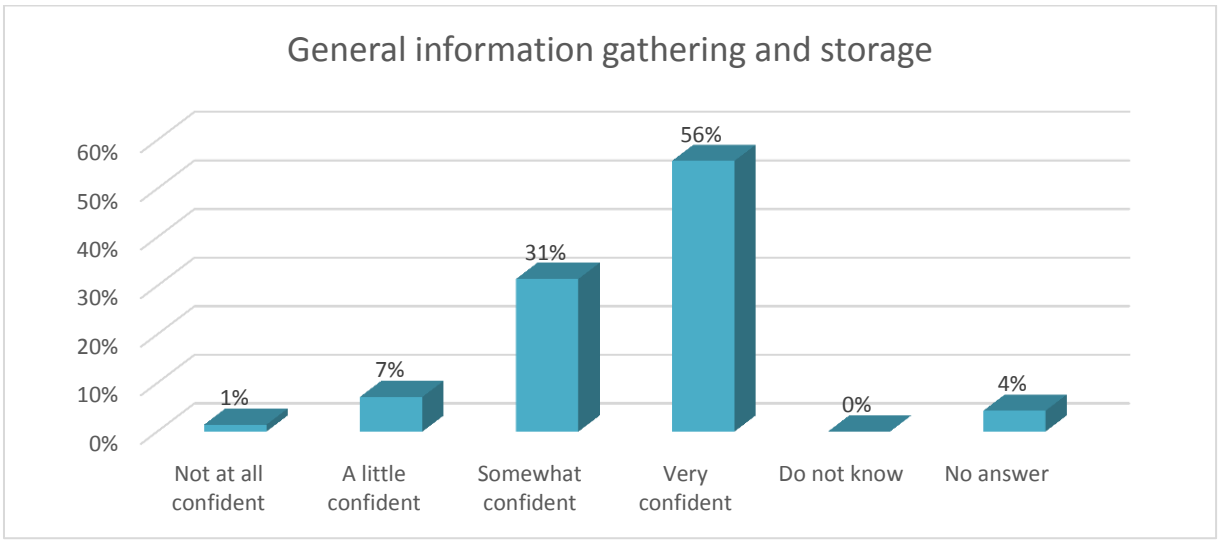

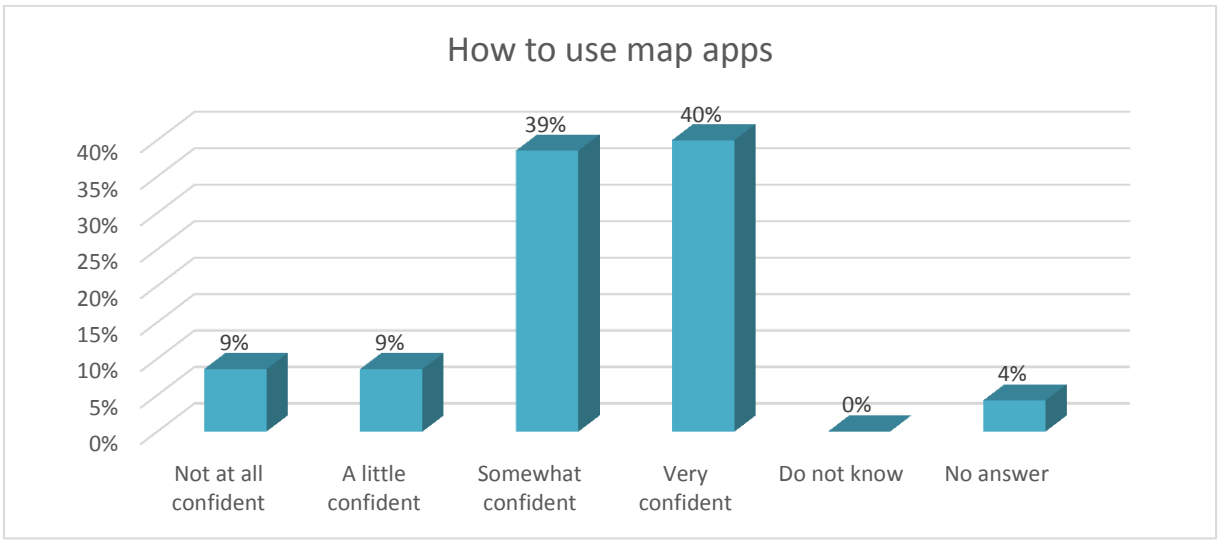

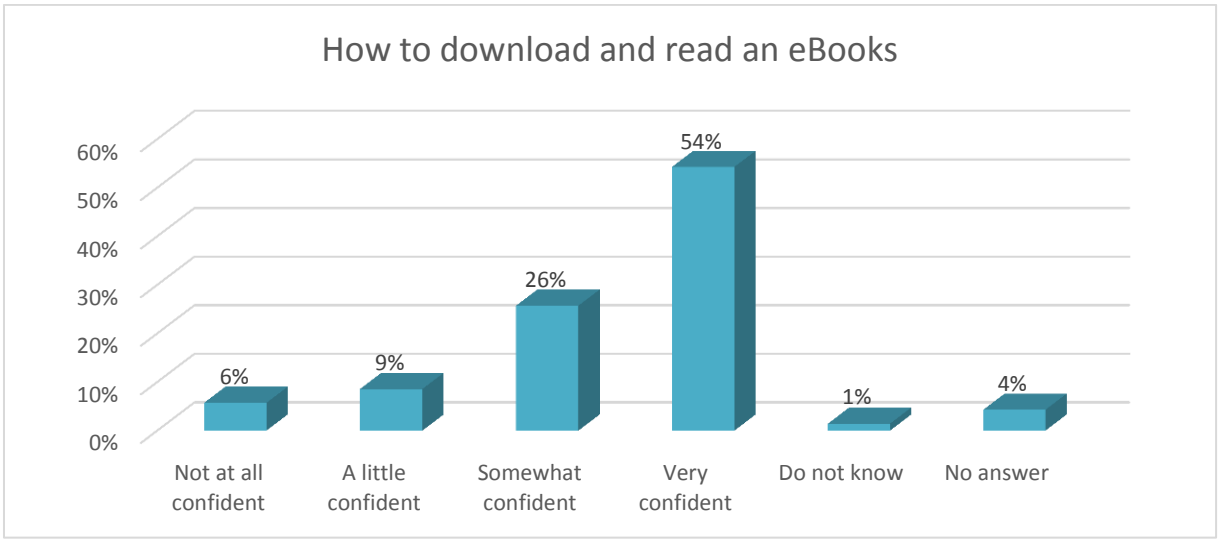

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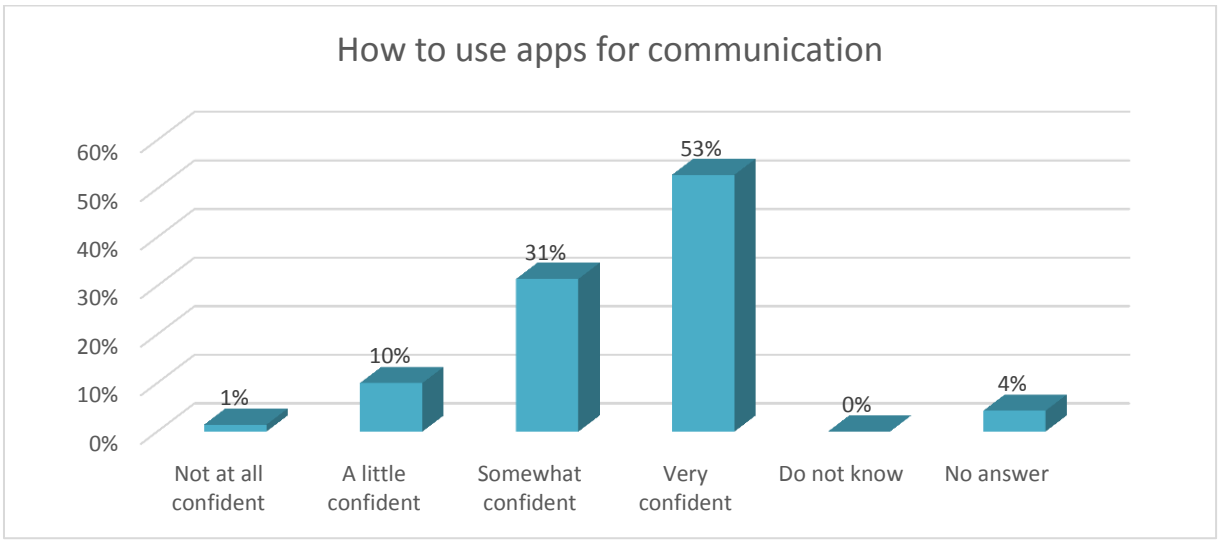

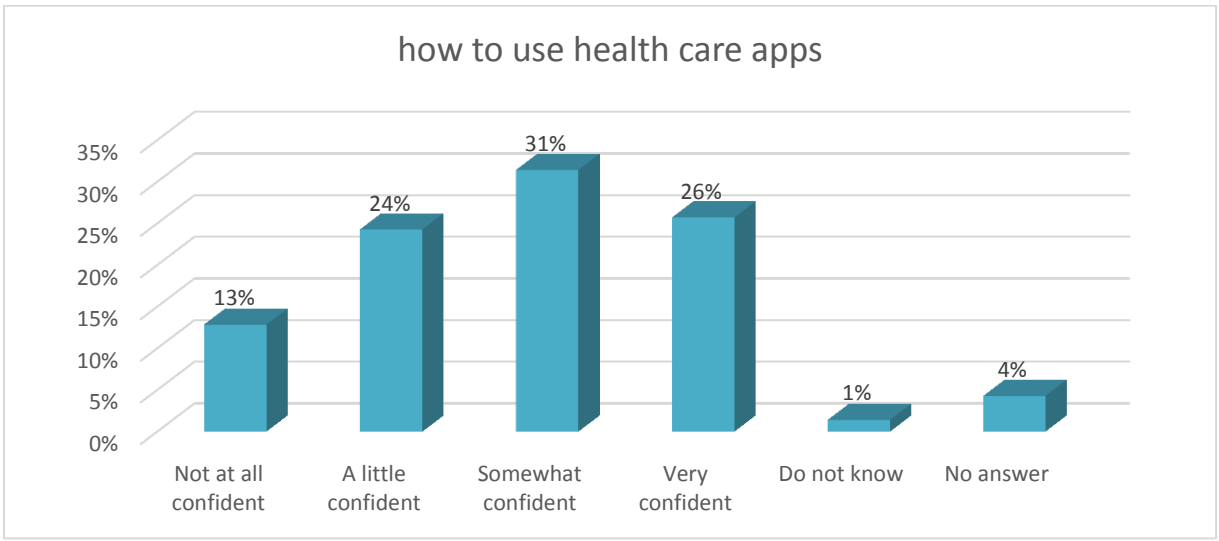

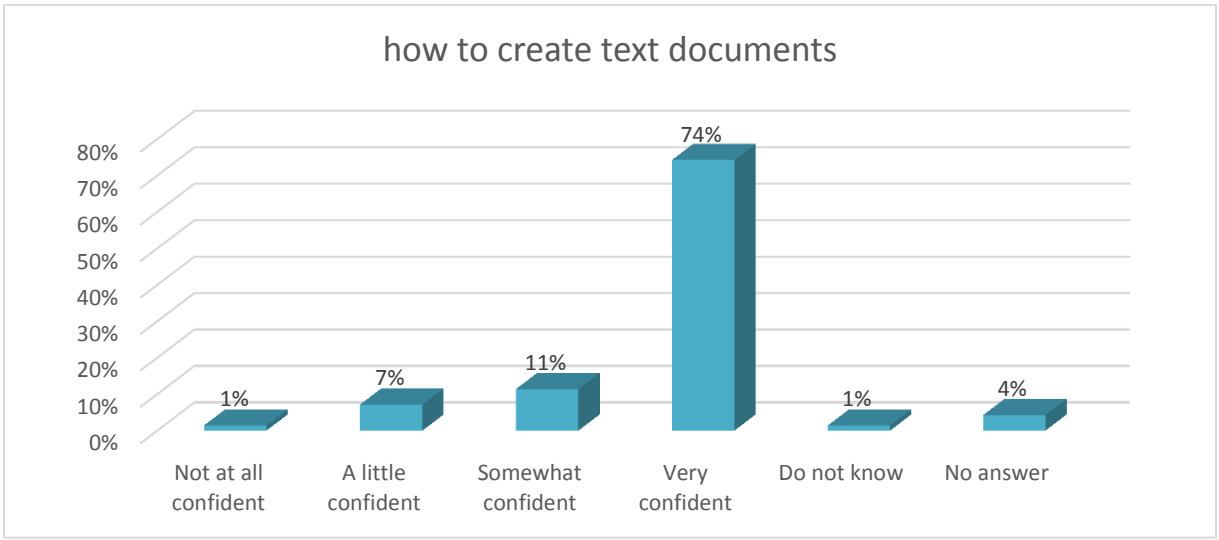

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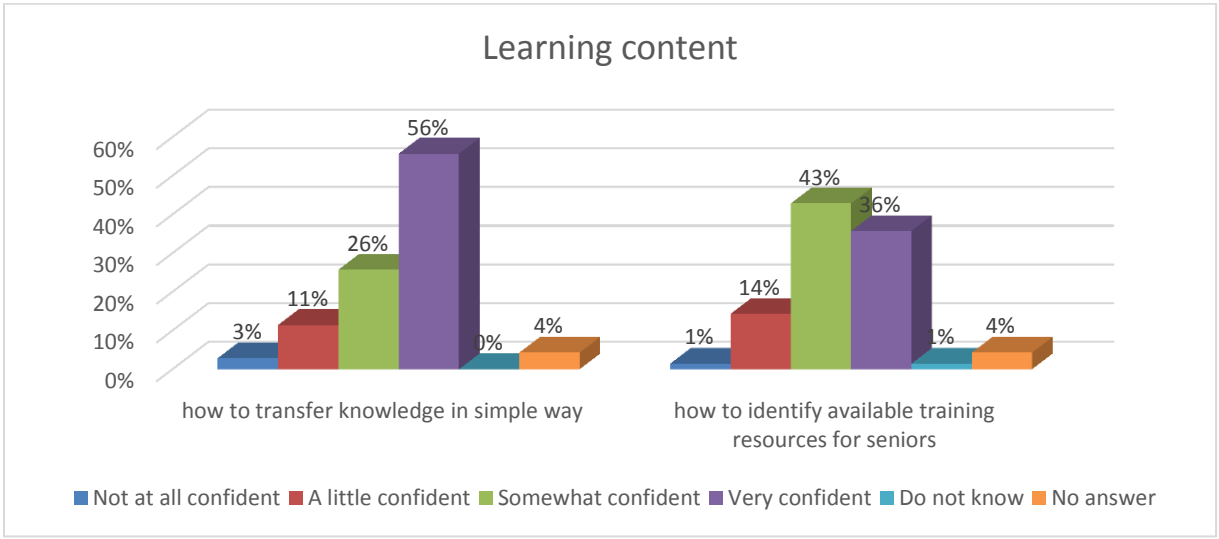

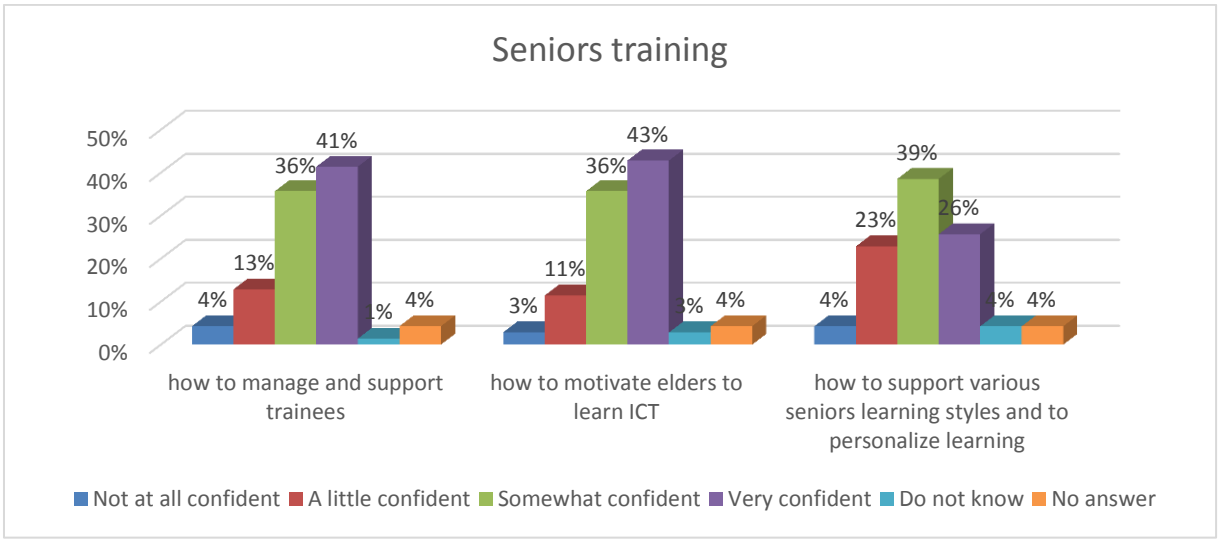

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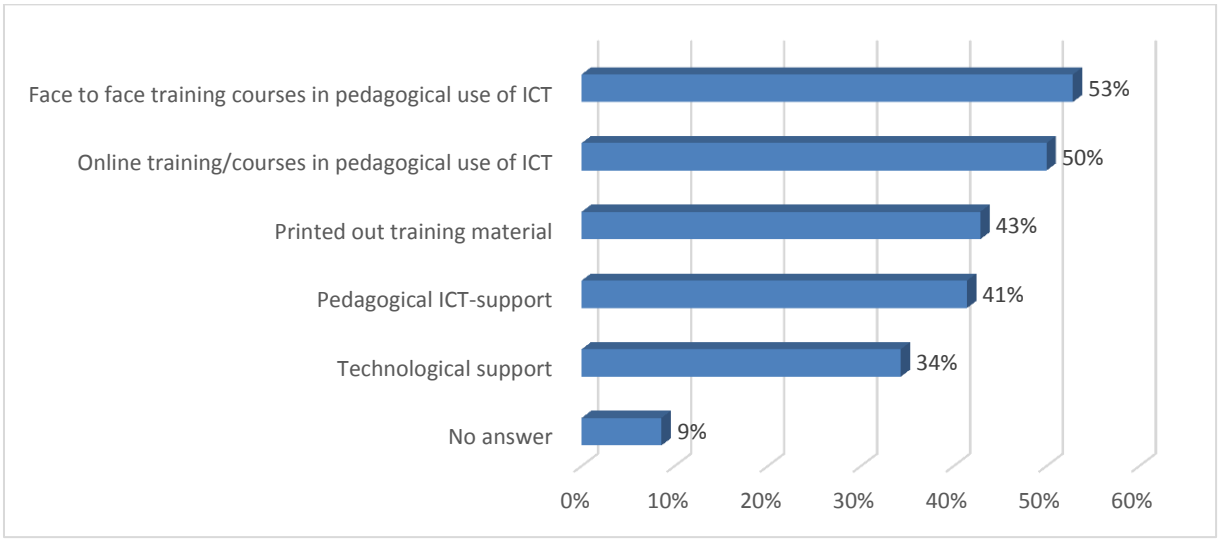
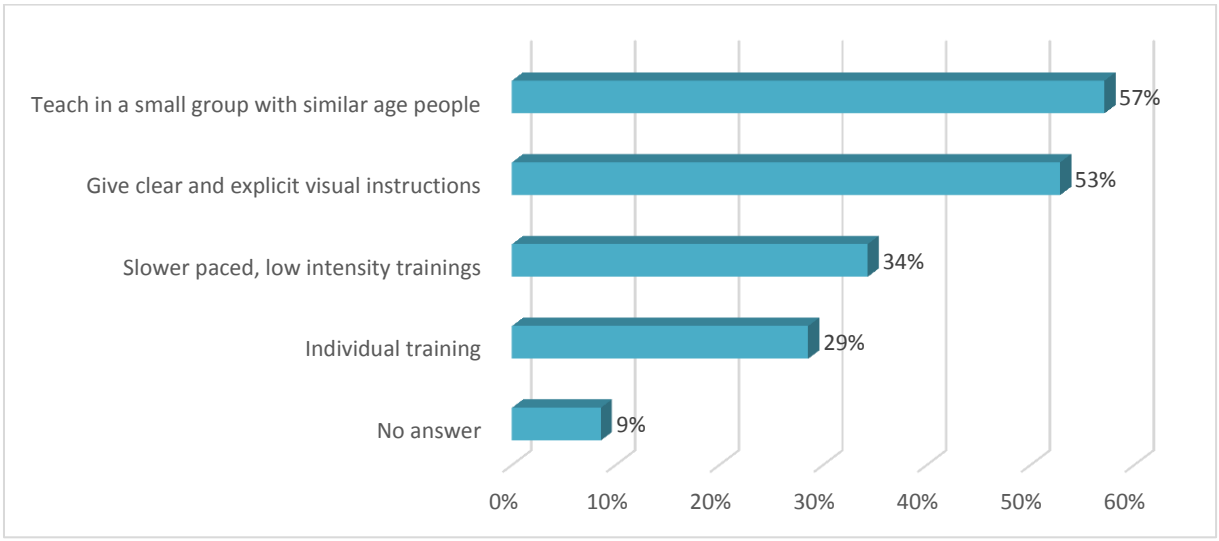


How would you like to guide the senior citizens in using tablets?



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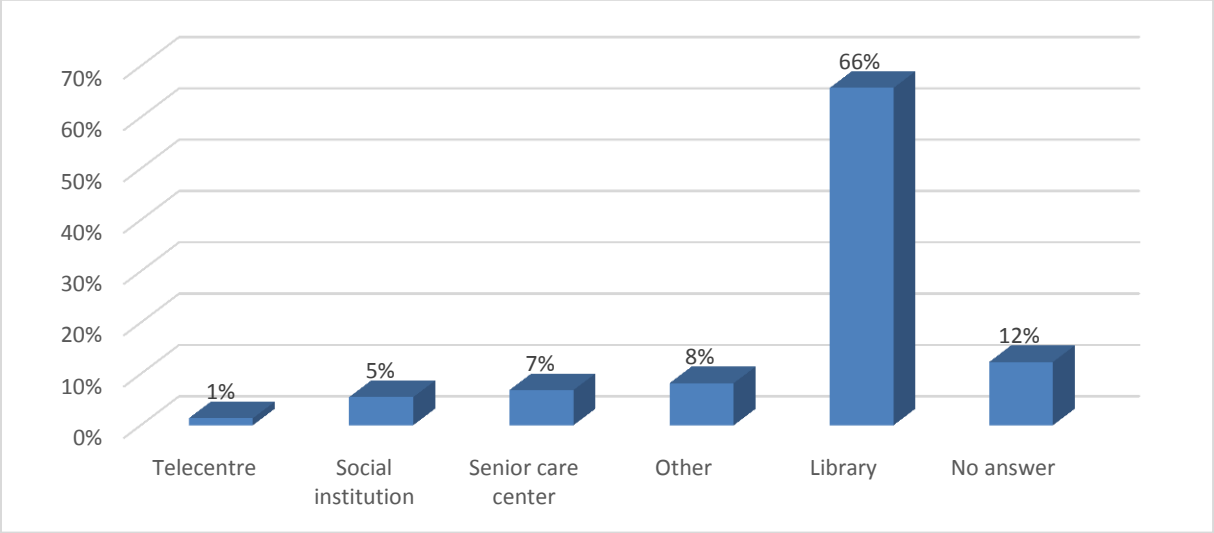
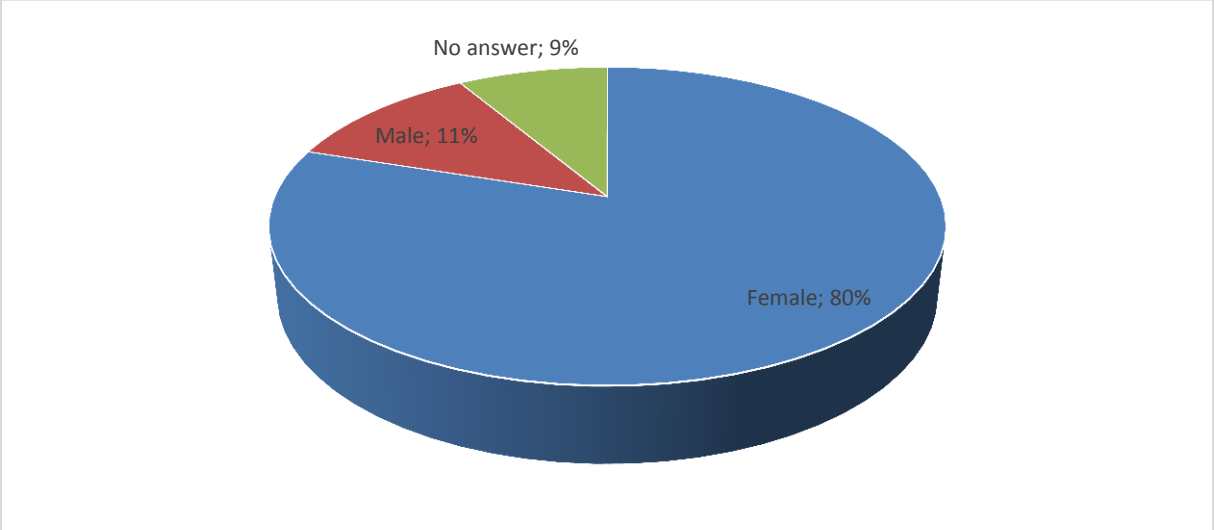
In which type of organization are you working with senior citizens?



What is your gender?



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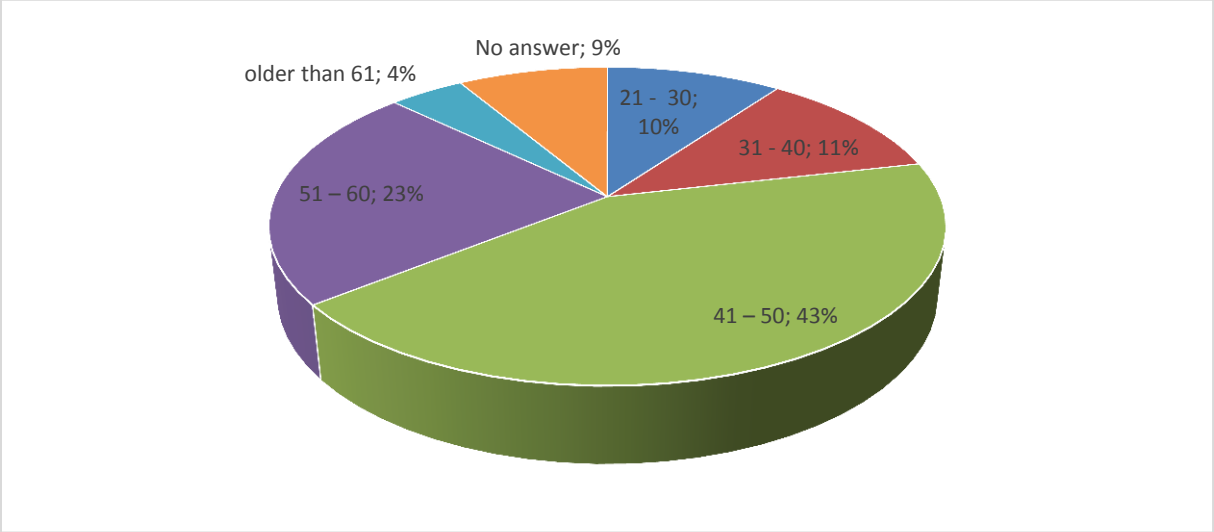
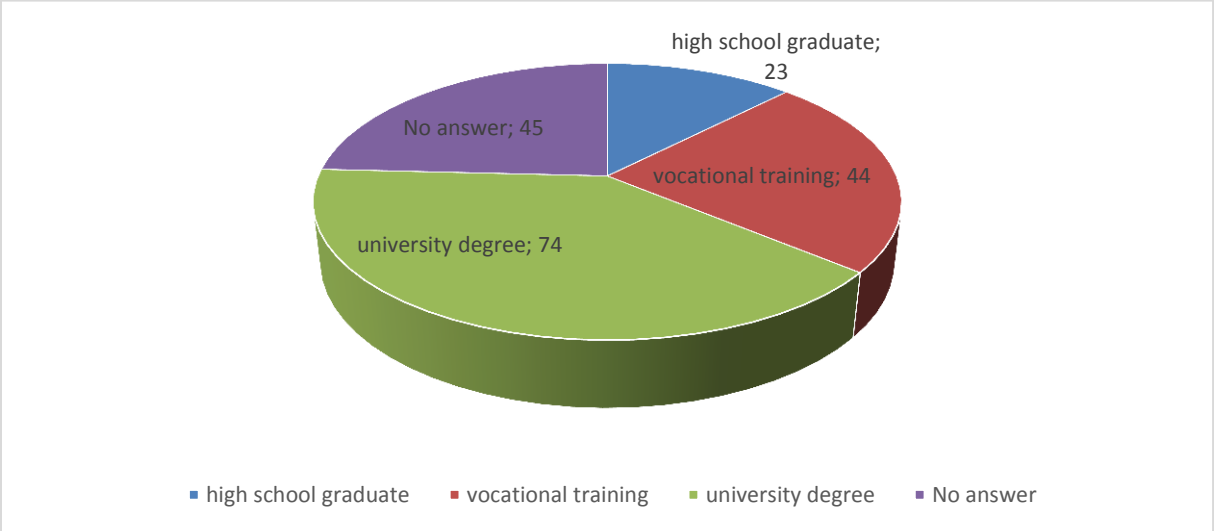
How old are you?



What is your education?



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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/ ProSeniore 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

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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/ Universitá 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

Spain 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 Ciurcaș/ Head of Department/ The Authority for the Social Protection of theElderly People

Romanian stakeholder 3: Alina Valentina Ocheană/ Senior Adviser/ The Northern Branch of Medgidia Municipal Library

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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 eldrly 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

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