

Cat 4 Resource Development

Project C.A.R.E

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Abstract

Project C.A.R.E is a resource package that aims to help the elderly to improve their communications with other generations. Within our resource package includes PowerPoint slides that will first brief the elderly on what their learning. As of now, the applications that we are teaching are mainly WhatsApp and Facebook, with two side applications, QR code and the pros and cons of PayPal. After we have briefed them with the PowerPoint slides, we will proceed with card games to enhance their memory on what we are teaching them. Before we leave, we will then hand each of the elderly pamphlets, so that they can refer to it in the situation that they forget some important details on these applications. Thus, through these programme that we have come up with, we hope that we would be able to use technology to its advantage and improve relationships and communications between generations.

1. Introduction

1.1. Rationale

From our daily lives, My group and I realised that a lot of the elderly in Singapore did not know how to use modern technology. Furthermore, some of the elderly who wanted to learn modern technology were rejected due to illiteracy and the lack of understanding of the importance of using modern technology. Many reports had shown that a considerable number of elderly didn't know how to use modern technology. Due to the lack of elderly with knowledge about modern technology, my group decided to focus on the topic of social media.

1.2. Objectives

The main objectives of Project C.A.R.E were to

- Guide the elderly on how to use social media like Whatsapp and Facebook
- Enhance their knowledge about other modern technology that they did not know how to use

In addition, the activity centre wanted us to include slides on how to use the QR code and Paypal, which we will show below.

1.3. Target Audience

The target audience for our project was the elderly aged above 65.

1.4. Resources

The resources used for the project were 4 powerpoint slides and two card games, one on Facebook and the other on Whatsapp.

The screenshot shows a PowerPoint slide titled "第一课 (Lesson 1)". The slide content is as follows:

第一课 (Lesson 1)

主要重点: 学会怎么使用手机+使用Whatsapp

Main Point: Learn how to use your phone & Whatsapp

学会使用手机包括: 开关手机, 提高音量

This includes learning to on/off your phone and turning the volume up and down

The slide is part of a presentation titled "如何应用手机课程1" (Course 1: How to use a phone). The left sidebar shows a table of contents with 6 slides. Slide 2 is highlighted in red. The bottom status bar indicates "Slide 2 of 26" and "English (Singapore)".

(One of the slides for learning how to use Whatsapp)

The screenshot shows a PowerPoint slide titled "第二堂课 (Lesson 2)". The slide content is as follows:

第二堂课 (Lesson 2)

主要重点: 学会怎么使用手机+使用FaceBook

Main Point: Learn how to use your phone FaceBook

第一课学到: 如何开关手机, 调节音量及正确使用Whatsapp

Whatsapp 的上一课学到了什么:

- 发送简讯
- 发送录音及照片和文件

The slide is part of a presentation titled "如何应用手机课程2" (Course 2: How to use your phone). The left sidebar shows a table of contents with 6 slides. Slide 2 is highlighted in red. The bottom status bar indicates "Slide 2 of 21" and "English (Singapore)".

(One of the slides for learning how to use Facebook)

1 如何应用手机课程3
Course 3: How to use your phone
课程三：手机应用课程

2 如何应用QR Code 程序
How to use the QR Code app
如何应用QR Code 程序

3 如何应用QR Code 程序
How to use the QR Code app
如何应用QR Code 程序

4

如何应用QR Code 程序

How to use the OR Code app

- 首先，点按QR Code的程序（第一步）
- Firstly, click the QR Code app to open the app
- 过后，再把要扫的QR Code瞄准放在屏幕上的格子内
- Secondly, place the QR Code inside the box on the screen

Slide 2 of 4 English (Singapore) Notes 68%

(One of the slides for learning how to use the QR code)

1

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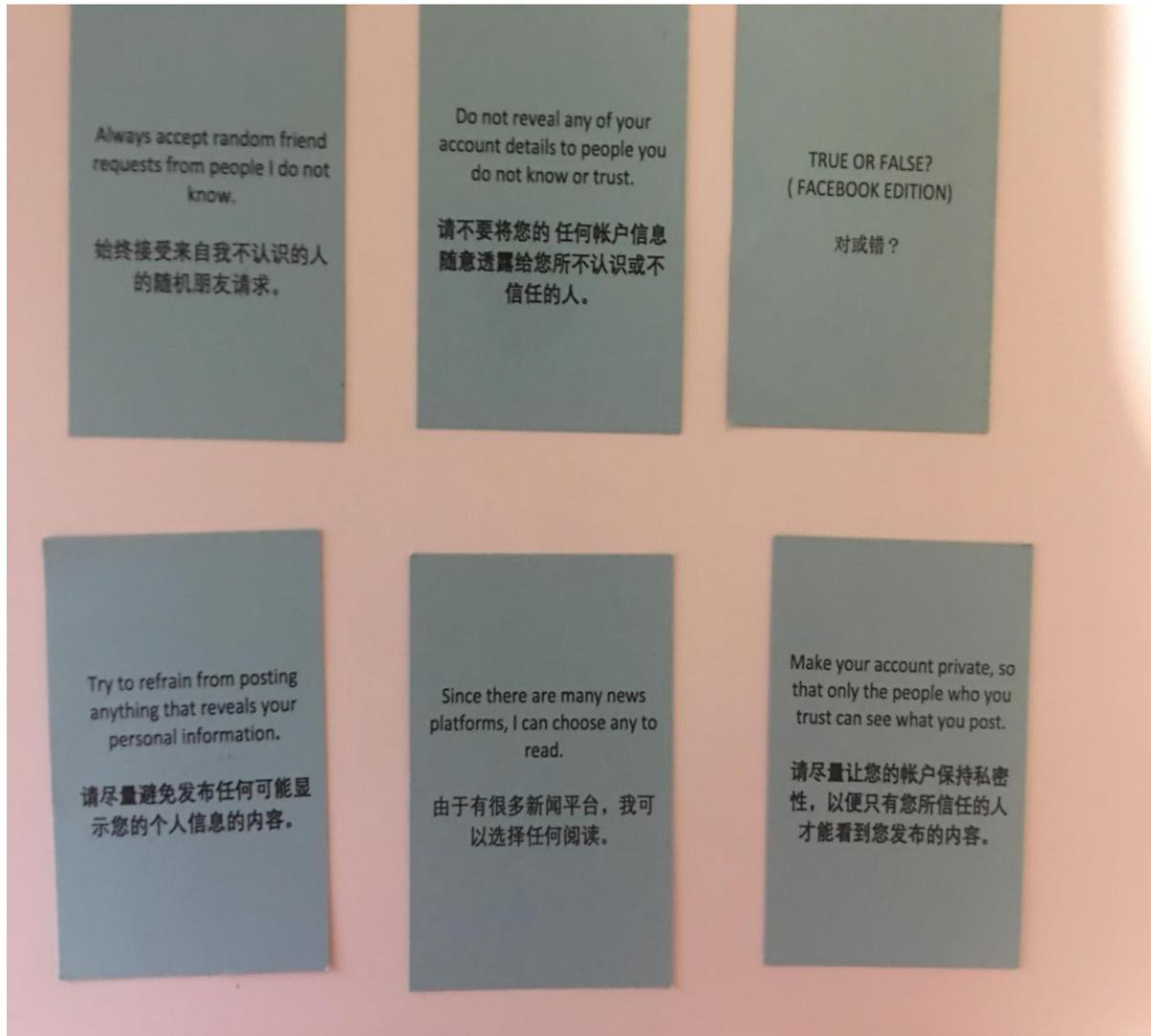


WHAT ARE THE SLIDES ABOUT?

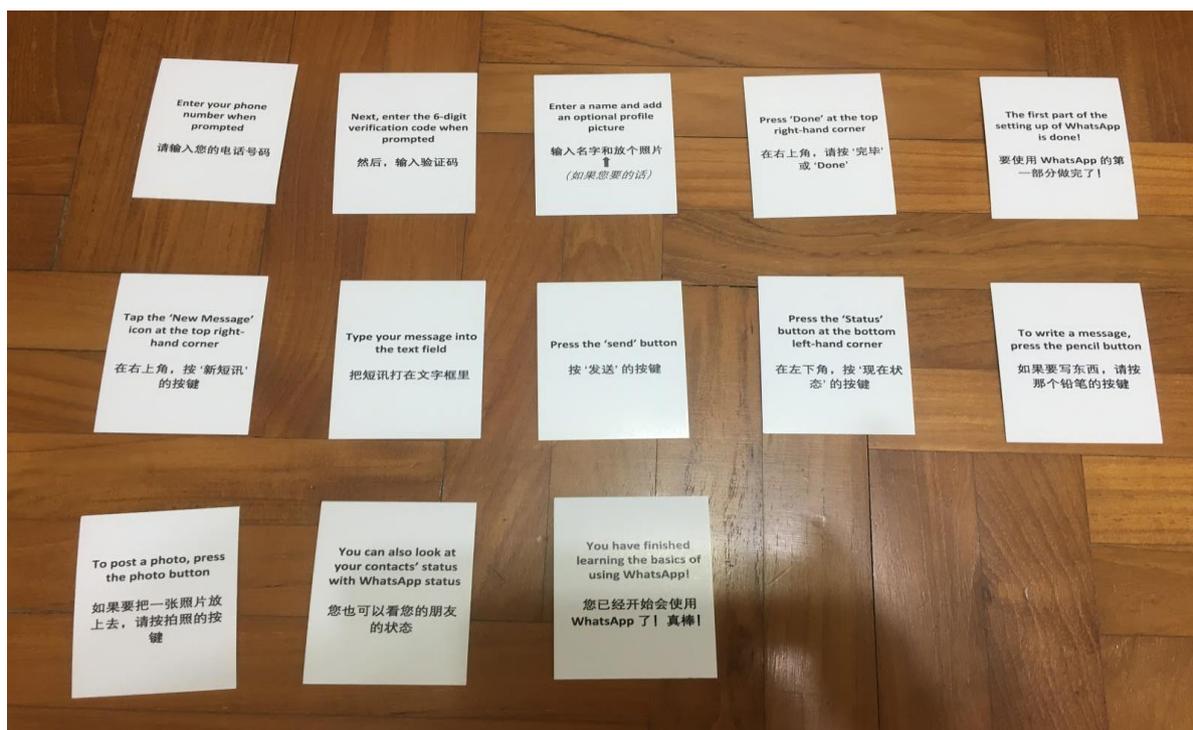
- These slides will highlight the pros and cons of PayPal!
- 在此向您阐述网上支付平台的利与弊!

Slide 2 of 9 English (Singapore) Notes 68%

(One of the slides for learning how to use Paypal)



(The cards for the Facebook Card Game)



(The cards for the WhatsApp card game)

2. Review

When we talked to the people managing the elderly activity centre, we found out that many of the elderly had courses about social media before, but many of them were not beneficial as the course materials were not explained properly. Although some of them explained the lessons quite well, many of the elderly could not remember them. To help them remember the course materials better, we gave them pamphlets on all the four topics that were taught to them.

3. Methodology

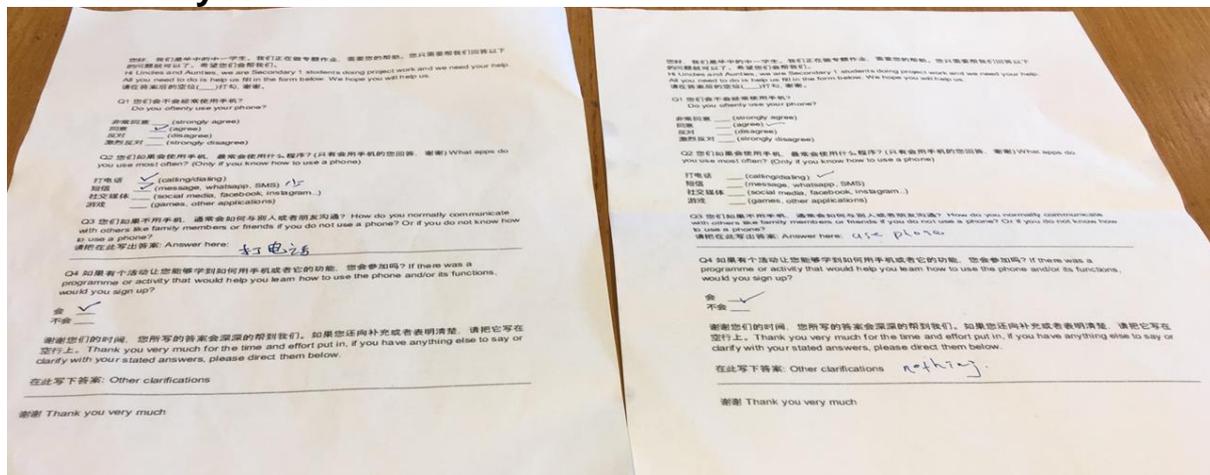
3.1. Needs Analysis

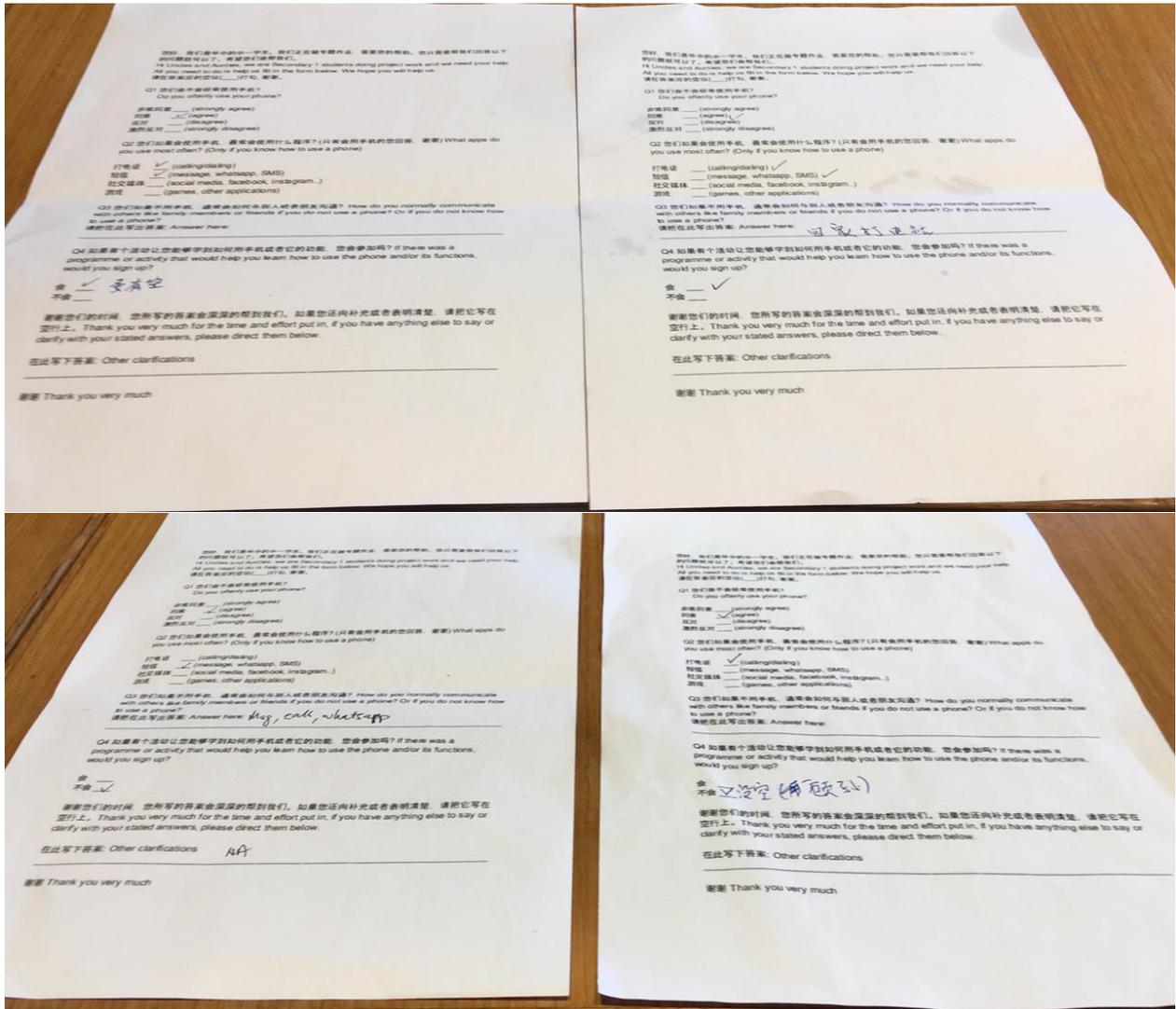
We have conducted a needs analysis on our project back before proposal evaluation 1 and this time, after the trip to the activity centre, we are more confident that most elderly possess a phone, mainly used for calling or messaging purposes. As much as it is handy for them to know those functions, we have also discovered that they have other

useful applications that they have not known about, much less on them knowing how to use it. Apps on social media such as Facebook or Instagram seemed only to belong to the young. That is a perception of some elderly in Singapore. But after the trip there, they realised that it was of much help and use knowing how to operate those apps like Facebook and also the advantages it gives them on the world outside Singapore. Besides Facebook, we also taught them how to use Whatsapp and QR Code, together with the pros and cons of Paypal.

After that, we have seen how much we could help them with on their learning about the mobile phones. Thus comes the need of our project.

3.2. Survey Results





3.3. Development of Resources

When we first started on developing our slides for proposal evaluation 1, we had already begun to think about the resources we would require for the presentation at the activity center. Our resources used were the slides which we did beforehand ourselves, splitting the workload between 2 persons. Then, the Card game, including the format and the idea, were thought by us and put to execution by the last person. We also had Pamphlets, they were meant for the elderly to refer to if they were confused or unsure and needed reference. They were also designed and created by us. Most of the items and resources used were all handmade or made by ourselves. Lastly, the pictures and data collected and derived from the past will all be put to use as part of our resources in the slides and this written report for proposal evaluation 2.

3.4. Pilot Test

Weeks before the 14th of June did we already start our preparation for the pilot test of our project's package in aiding the elderly learn how

to use their phones and functions of the apps. We made the teaching slides, card games, specific pamphlets for each app we did and also the creation of all the ideas. These were done by us as we shared the workload together for the success of our pilot test on the 14th of June at Sengkang Pacific Activity Centre with 15 elderly who voluntarily signed up for our course. Despite the heavy workload and time shortage we faced, we managed to successfully pull off all our resources and related items for the pilot test just before the 14th itself.

On the 14th of June itself, we were all prepared with the necessary items tangible or not as we headed down to the activity centre. Having heard that there were extra responses for our course, more elderly were expected to turn up. Just as we had arrived for our pilot test, heavy rain droplets started falling from the skies and soon it became a gloomy weather. Due to that, some expected turn ups did not turn up but the show still went on. With the help of the person-in-charge of the activity centre, we had managed to get all our stuff in place and start the pilot test.

As we started presenting, many of the elderly seemed confused and lost, but we assured them with our package and explanation that they would be much more confident in using their mobile phones after we have finish our teaching. Much to our surprise, many of the elderly that didn't understand much of the apps we taught had mastered using some basic apps like WhatsApp. Of course, they were not so sure at first but we provided them with all the help we could whether it was by us explaining, our slides, pictures, pamphlets, card games and even them helping each other out in different areas. We had much to understand of their problems and concerns in each elderly but we had give in all our effort that they had remembered and learnt what they were unsure of at the start of our course, before we taught them on the app. Even though some of them were still uncertain of some functions of some apps at the end of the course, they all brought back a copy, of their selected choice of language on the apps that we had done the teaching on, of a pamphlet on the guide on how to use that specific app.

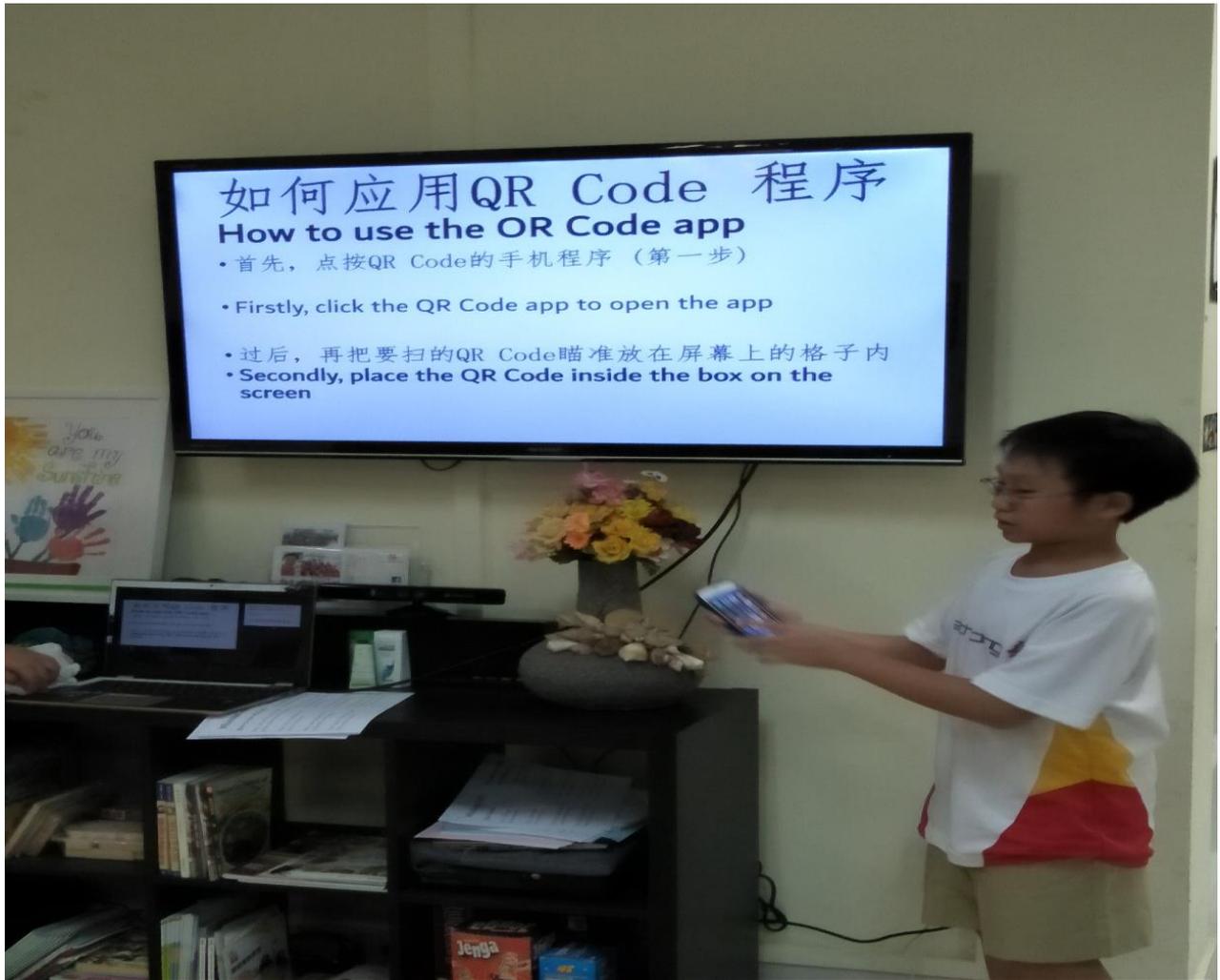
After the course, we carried out a simple Q&A on our explanations, guides, resources, teaching methods and overall just our performances. The Q&A was also not just on us, but also on the apps we taught them on to check if they had learnt some new things and to check if they had any last questions for us. Through the Q&A, we saw that many of them had actually learnt some new knowledge on each app, whether the improvement was huge or not. Lastly, we had some pictures with them

which will be presented at the bottom of this section (3.4), and they had a wonderful time at the activity centre with us. Despite that we have ended the course and also gave them the notes, they all agreed that we had satisfied their questions that was not answered previously. Thus, they looked forward to our return in September, if possible, for them to learn new things and acquire new knowledge, whether its would be on digital devices or not.

We thus conclude that our pilot test for our project's package at Sengkang Pacific Activity Centre is a success and that both parties are satisfied.











4. Outcome and discussion

We feel that this pilot test has been extremely successful as we have managed to achieve the aims of this project; to improve communications between different generations through technology. Due to the success of this course and resource package pilot test, we might be going back during the September Holidays to teach the elderly other new applications.

5. Conclusion

We conclude that our resource package was indeed helpful to aid in the elderly's learning. Through this programme/resource package, we had a lot of fun and we were also able to interact with the elderly through technology and teaching them these applications.

6. Acknowledgements

1. Sengkang Pacific Activity Centre (Activity Centre)
2. NTUC (Bought our stuff there)

7. References

1. Project C.A.R.E. Proposal Evaluation 1 Slides
2. Project C.A.R.E. Proposal Evaluation 1 Survey & results
3. Project C.A.R.E. Proposal Evaluation 1 Needs Analysis & results

Photos of the elderly were used with permission from the activity centre.

On the request of the activity centre, we were to blur and mosaic the elderly's faces in respect of their privacy.

Thank You.