

# Written Report

## Project CyberSenior 7-18

Russell Ong 4S3 (20)

Zhao Jin 4P2 (32)

Abel Lee 4P2 (01)

Isaac Ong 4P1 (18)



### Section 1: Overview

#### **1. Area of concern**

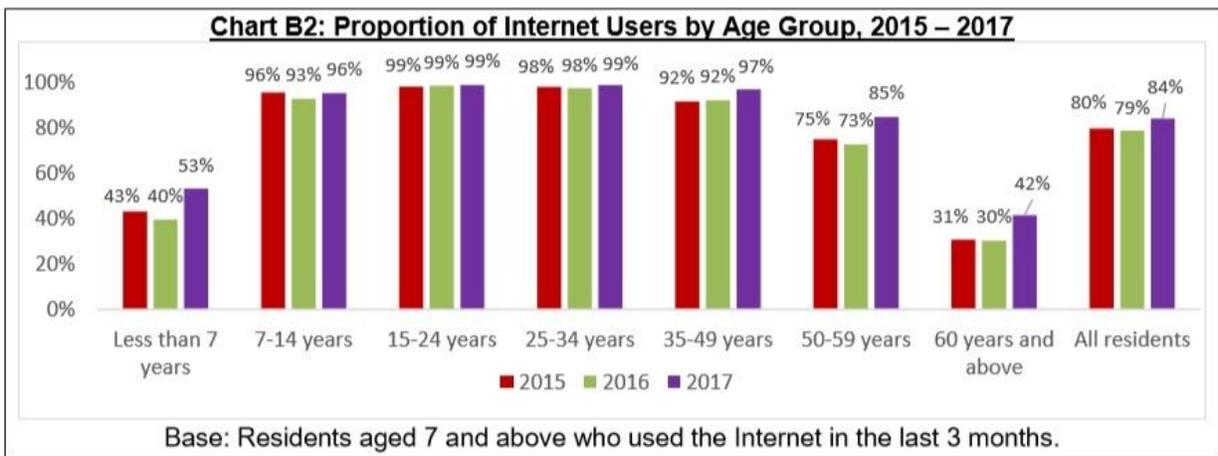
In a 21st century landscape, technology is becoming ever more prevalent in our daily lives. New technology is being integrated into our society, while outdated technology has been cast aside by governments and companies. Although technological advances spell an exciting time for mankind, what about the Pioneer Generation who grew up in a vastly different landscape? While children as young as five are savvy users of mobile devices and internet television, most elderlies are struggling to communicate with their families and to have entertainment during the Circuit Breaker. This discrepancy in technological skills has resulted in a clear generation gap, where elderlies experience an inability to understand and connect with our generation.

This document proposes an online course for the elderly to aid them in utilizing these new technological devices. The proposed course will teach them how to operate smartphones and computers to enable them to navigate various apps and platforms to connect with the younger generation.

## 2. Challenges identified

In light of the Government’s Smart Nation initiative and the pandemic, it is essential that the elderly are able to utilize technology. In times of isolation, the ability to use technology becomes quintessential in ensuring they do not get left behind and lose contact with friends and family. However, the elderly population lacks avenues to learn more about technology, with their elderly friends being equally lost and the younger generation lacking the time and patience or to teach them. Therefore, setting up a course to improve their understanding of technology would help improve their lives drastically.

## 3. Underlying problem



*Infocomm Development Authority of Singapore. (2017). Annual survey on infocomm usage in households and by individuals for 2017. Retrieved from <https://www.imda.gov.sg/industry-development/facts-and-figures/survey-reports> on 23/3/19*

Referring to the graph, there is a significant difference in internet usage between the elderly (60

years and above) and the rest of the population. Although internet usage by the elderly is gradually increasing, it is still very minimal. Thus, it is a clear issue that the elderly are not as digitally connected to the world compared to the younger generation. This can be worrisome as the elderly will not be able to contact their friends and family through technology.

***“The divide (in terms of technological understanding) boils down to low or lack of literacy among older folks. Compared to the young, they are more likely to be daunted by a steep learning curve, and fear of making mistakes”***

~Tan Ern Ser, National University of Singapore sociologist. Via TODAYonline

Many elderly feel that it is too confusing to understand new technology and get discouraged by the prospect of learning about it. Therefore, our goal is to educate them on technology and allow them to better adapt and be more comfortable with the rise of technology. Since the majority of senior citizens lack knowledge and exposure to digital technology, how might we equip them with skills to use digital technology and allow them to interact with people in the digital world in order to promote social integration and narrow the generation gap?

## **Section 2: Action plan**

Initially, we wanted to carry out 10 face to face lessons at Bedok and Jurong CDAC centres coupled with learning journeys for the elderly to provide experiential learning. However, due to Covid-19 and the implementation of “circuit breaker” measures, we had to adapt our plans and we decided to create 6 lesson videos which covered topics such as

- a) Various apps and platforms suitable for elderlies to use for communication, entertainment and convenience
- b) Highlighting potential security and safety risks when utilising technology and how to

reduce them

c) Related the above to the Covid-19 circuit breaker

## Plan of Action with Youth Network



- The team also managed to collaborate with Youth Network



Did a presentation during the youth action challenge and managed to get a grant of \$5000



We managed to collaborate with Youth Network to help publicise our content , to allow our videos to reach more elderlies.

We have recorded down our plan of action in table form below.

<b>Date</b>	<b>Actions</b>	<b>Objectives</b>
Dec-Feb	<ul style="list-style-type: none"> <li>• Liaising and Arrangement with CDAC</li> <li>• Registering and attending YAC</li> <li>• Drawing up project timeline + proposal</li> <li>• Formatting lesson plans + schedule</li> </ul>	
March-July	<ul style="list-style-type: none"> <li>• Drawing up an alternative timeline for Covid-19</li> <li>• Formatting lesson plans + schedule</li> <li>• Updated our website</li> <li>• Began our lessons from 17 May to 12</li> </ul>	Educate the elderly on the use of technology
	<p>July</p> <ul style="list-style-type: none"> <li>• Lesson videos posted on CDAC Facebook page and our website.</li> <li>• 15-30 minute lesson videos posted every Sunday 7am</li> <li>• Replied to feedback and questions asked via email and comments</li> </ul>	
August-September	<ul style="list-style-type: none"> <li>• Began compiling feedback from the course</li> <li>• Began sending out registration forms for consultation to be held on 30th August and 6th September (2 slots per day: 10am-12pm and 2pm-4pm)</li> <li>• Updating of website</li> <li>• Sharing completed videos with YN</li> </ul>	Increasing project reach and answering questions
July-August	Completed written report	

## **Section 3: Project Outcome**

### **1. Accomplishment**

Due to Covid-19, we were not able to carry out classroom lessons, hence we collaborated with CDAC and created a lesson package containing 6 lesson videos and 4 online consultations. We received over 8000 views and garnered 10000 followers on our playlist. Besides the support we received through the CDAC facebook page, our website and lesson package allowed for greater public outreach and accentuation of our cause.

### **2. Reflections**

We originally thought that the elderlies had no interest or were too stubborn to embrace new technology. However, we learnt that they were actually eager to learn but were restricted by their slow pace of learning. Hence, we learnt to empathise and understand the struggles many elderlies face when trying to learn more about technology. As the younger generation, we should use our knowledge on technology to empower the elderlies, by helping to guide them to be more digitally inclusive. Through the project, we have also learnt many valuable skill sets such as video editing and time management. In hindsight, we could have more lesson videos and consultation sessions to ensure that we cover a greater range of topics if we were more efficient. Therefore, we will work with the next batch of members to ensure that the project can replicate our success and even bring the project to greater heights.

### **3. Scope of Impact**

#### **Community impact:**

We made our lesson videos available for the general public, hence they were able to access our lesson videos through our website and CDAC's facebook page. This allows them to use our materials to teach their own parents and elderly family members how to utilise technology, especially in a time of social distancing whilst bridging the generational gap.

### **Community involvement:**

Community involvement was not possible due to the measures put in place due to Covid-19, hence the project was mainly carried out by the Project Cybersenior team members.

### **Resolution of AOC/UP :**

Given that our area of concern was that there was a high percentage of elderly not knowing how to use smartphones, we created our lesson package and collaborated with CDAC and PAYM to increase the outreach of our project. CDAC published the videos onto their various platforms to help reach out to more elderly and to ensure greater sustainability of our project, we allowed PAYM to reproduce our videos to their liking.

## Annex

### Lesson Videos:



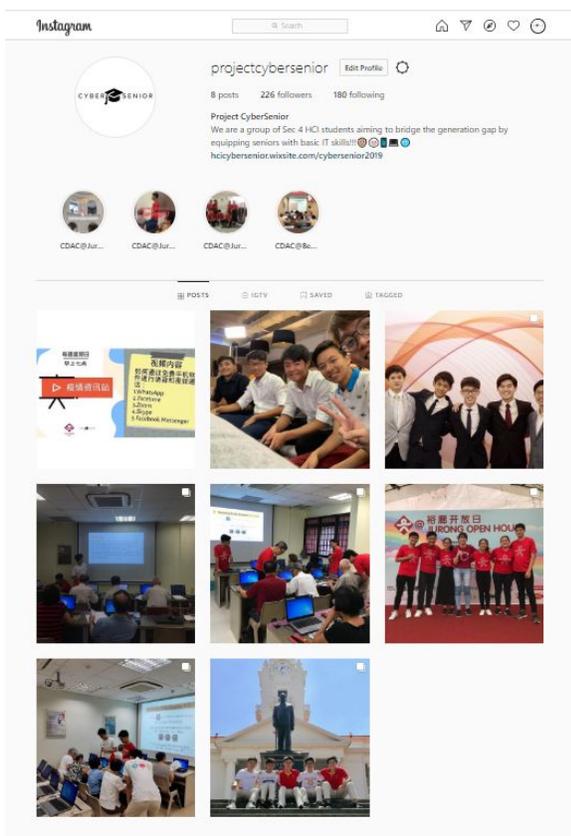
### Publicity Poster:



## Lesson Video Thumbnail:



## Instagram Page:



## Website:



HOME MISSION ABOUT US MILESTONES COURSE MATERIALS 疫情资讯站 CONTACT US

# PROJECT CYBERSENIOR

## 乐龄科技达人

Bridging The Gap Between Seniors And Tech

每 逢 星 期 日  
早 上 七 点

疫情资讯站

1:28

67

## CDAC Facebook Page



### 疫情资讯站 Tech & Pandemic: 预告片 Preview

我们在家中足不出户也能通过智能手机或网络得到很多资讯，例如，查看最新的疫情情况、超市的人潮或视讯亲友们等。在这段时期，懂得使用智能手机更显得特别重要。但是，有许多年长朋友可能对这些都不太熟悉，又或者，年...  
9 weeks ago · 1.7K views

67



### 疫情资讯站 Tech & Pandemic Lesson 1: 语音和视频通话 Making Call or Video Call

《疫情资讯站》第一课：如何通过免费手机软件进行语音和视频通话  
Tech & Pandemic Lesson 1: How to Use Free Apps to Call or Video Call  
...

8 weeks ago · 787 views

Jonathan Seow and 34 others



### 疫情资讯站 Tech & Pandemic Lesson 2: 如何得到疫情的消息 Finding Pandemic-related Information

《疫情资讯站》第二课：如何通过网站和手机软件得到有关疫情的消息：  
Tech & Pandemic Lesson 2: Finding COVID-19-related Information from Websites & Phone Apps...

7 weeks ago · 1.4K views

49



### 疫情资讯站 Tech & Pandemic Lesson 3: 不要成为网络诈骗的受害者 Do Not Become a Victim of Cyber Fraud

《疫情资讯站》第三课：不要成为网络诈骗的受害者  
Tech & Pandemic Lesson 3: Do Not Become a Victim of Cyber Fraud  
...

6 weeks ago · 932 views

37