

CAT 4 Resource Development

Project SeniorMob

4-094

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I. Introduction

1.1 What is Project SeniorMob? (Abstract)

Our project aims to create a website (accompanied by videos) to teach the elderly how to use different functions of different useful apps that are found or can be downloaded onto their mobile devices.

1.2 Rationale

The rationale of this project is to help senior citizens have continuous lifelong learning to equip themselves with the effective utilization of digital technology of the modern technological era, and help them cope with the current changes in technology and how it affects life. (Smartphones, iPads, etc)

We hope that this project will complement the government's push for a smart nation. With our package, we can help the seniors familiarise themselves with digital technology, which helps them become more confident users. Our resource package can address these needs by teaching them essential digital functions.

We will teach the seniors how to use mobile shopping apps such as Smule. These apps are not included in the Senior Go Digital website and are unique to our resource package.

1.3 Objectives

This project aims to teach senior citizens how to use their phones and tablets using tiered modules for beginners and more advanced learners. These lessons will help the senior citizens to become more confident in their technological abilities and use their smartphones and/or mobile devices with ease. Furthermore, along with the website created, we also made posters and video tutorials for the seniors to refer to anytime should they require assistance. We will not take down the website even after this project work is completed, allowing senior citizens who constantly have trouble figuring out how to use their electronic devices to continually refer to our site for solutions to their digital problems.

1.4 Target Audience

Our target audience is the senior citizens at age 65 or above, an age at which the Singapore government considers residents to be elderly. From our own neighbourhoods, we have realised that many senior citizens are unable to use their mobile devices with confidence. They also frequently encounter problems on their devices, or do not wish/want to use them. We want to help improve the lives of senior citizens by helping them learn more about mobile devices for digital services that many elderly use, whether it is communicating with their friends and relatives or using their phones or tablets to surf the internet.

2. Methodology

WebsiteLink:

<https://sites.google.com/student.hci.edu.sg/project-seniormob-website/home>

2.1 Needs Analysis

We conducted a survey to find out via what methods the elderly prefer to learn. We asked our friends and relatives to help roll out this survey to their elderly at home. Based on our findings, there was a small difference between the elderly who preferred to learn online and those who preferred to learn offline, the greater percentage being those who wanted to learn online. We also found out that most of the elderly want to use their mobile devices for a multitude of purposes, but the top three responses were using mobile payment apps, mobile shopping apps, and social media platforms. Most of the respondents also said that their elderly at home wanted to watch video tutorials on a platform, preferably a website, to learn.

Thus, we developed a resource package that consisted of a website as well as video tutorials, which were translated into English and Chinese, and were accompanied by subtitles. These video tutorials were only 1 to 2 minutes long, which helps to make it less confusing. Along with the videos, they were also complemented by a poster with clear instructions if the elderly did not understand anything stated in the video.

Survey:

Written Report

Survey: Website + Videos To Help The Elderly Use Mobile Devices / 调查：网站和视频，以帮助老年人使用移动电子设备

Hello everyone, we are a Project Work group from Hwa Chong Institution (HCI)! If you have time, please help us complete this form with the elderly members in your home. This is for our Project Work, and the survey is to help us understand the needs of the elderly, so that we can work on creating a resource package aimed at the elderly population, which is designed to help the elderly pick up skills on how to move with the times and use mobile devices quickly and correctly through videos. Therefore, please take this form seriously, and allow any elderly member at home to answer as truthfully as possible, because this would help us a lot. Also, please do not do this survey more than once. Thank you for your time!

大家好! 我们是华侨中学的一个项目组。如果您有时间的话, 请帮助我们与您家里的乐龄人士一起填写此表格。这个表格只需要五到十分钟来完成。目的是让我们了解乐龄人士的需要, 以便设立一个让乐龄人士能够轻易学习如何掌握使用智能设备 (Smart devices) 的网站。因此, 请认真对待此表格, 并让您的祖父母或任何在家中的乐龄人士尽可能诚实地回答。这会给予我们很大的帮助。请不要重复填写这个表格。谢谢!

(Note: Nonsensical responses WILL be deleted. / 注意: 没有用的的回应会被我们删除。)

Next

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Never submit passwords through Google Forms.

Front Page

Survey: Website + Videos To Help The Elderly Use Mobile Devices / 调查：网站和视频，以帮助老年人使用移动电子设备

Questions / 问题

The front part of the survey is in English (This part). The back part is in Chinese.

如果您想要使用华语回答表格, 请到表格的后部分完成。

Name AND School / 名字和学校 (Adults or those who want Privacy, you can choose not to answer / 成人或者那些想要保护隐私的人, 可以选择不回答):

Your answer _____

1. Has/have the elderly member in your household ever attended classes on how to use their mobile devices? (If yes, answer Question 2 and 3. If not, SKIP to Question 4.)

Yes. (> 10 Classes)

Yes. (5-10 Classes)

Yes. (1-5 Classes)

No.

Other: _____

Questions

Written Report

We also made a Chinese part for the Chinese- and Chinese dialects-speaking respondents of the survey.

问题

如果您想要用华文回答问题，请回答这部分。

1. 您家庭中的乐龄人士是否曾经参加过有关如何使用智能设备的课程？（如果有，请回答问题二。如果没有，请跳过问题二和三，回答问题四。）

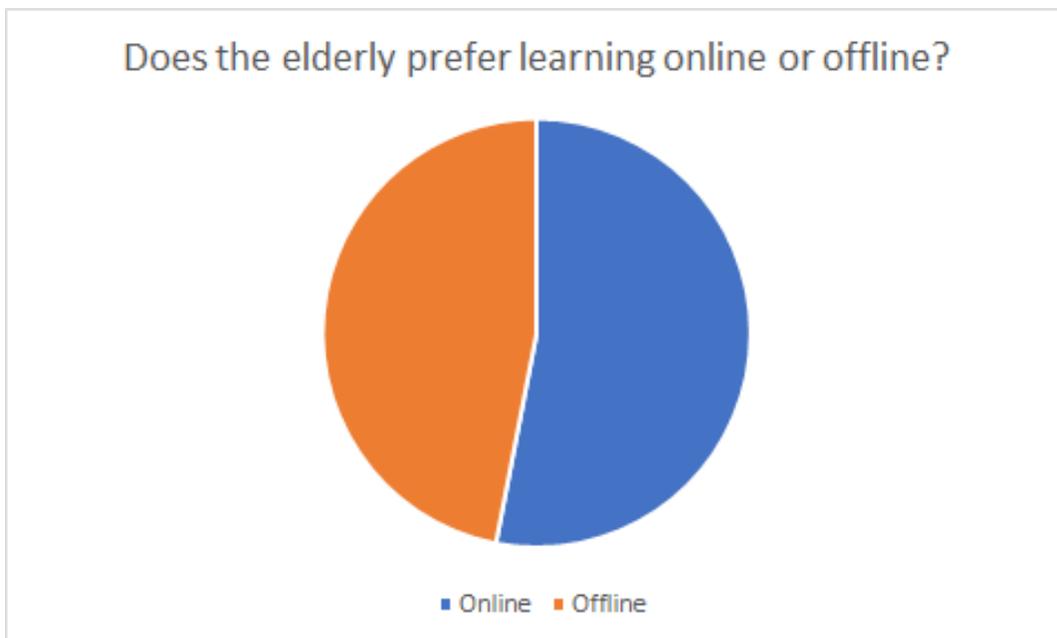
- 有（参加过超过十节课）
- 有（参加过了五到十节课）
- 有（参加过一到五节课）
- 没有

2. 您家中的乐龄人士觉得这些课程有帮助吗？

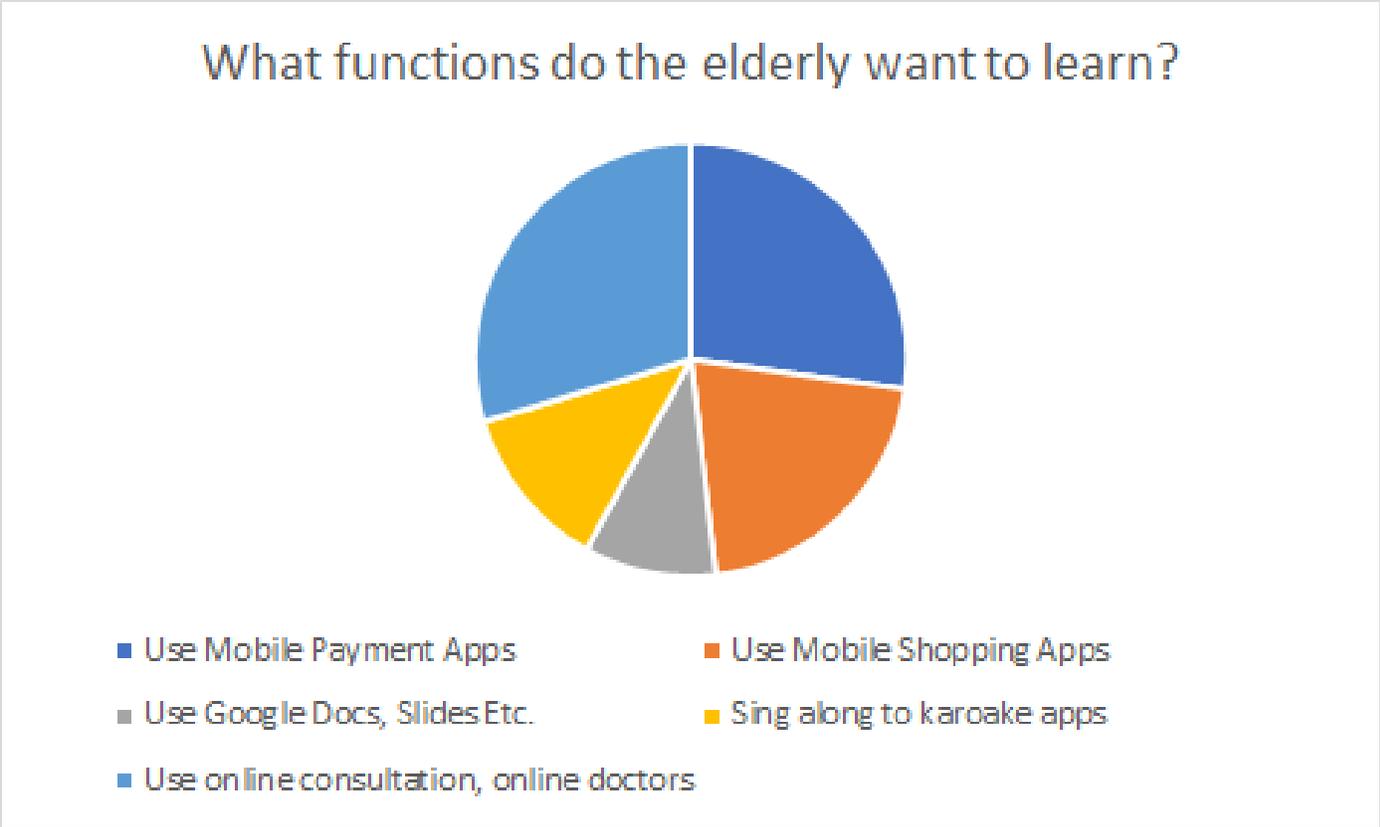
- 有帮助
- 没帮助

Questions in Chinese

We sent out the survey to as many people as possible and collated a total of 50 responses.



This shows that the majority of the elderly prefer learning online. However, the percentage difference is not very large and relatively insignificant.



Through this question, we were able to identify the important functions of their mobile devices that the elderly wanted to learn how to use.

Which method does the elderly want to use to learn how to use their mobile devices?



- Using a website
- Watching tutorials such as videos on Youtube
- Watching tutorials such as videos

Finally, through this question, we were able to find out how the elderly wanted to learn to use their devices. This allows us to be able to design the resource package according to their wants and needs.

We also included other questions in our survey, such as “Below is a list of tasks that you can do with your mobile device. Please ask the elderly member/s in your home what tasks they know how to do and check them accordingly.” This enabled us to be able to better understand what tasks most of the seniors could already carry out and which ones were foreign to the seniors and therefore, more important. We also asked what languages these seniors spoke so we knew how to cater to them. The majority answered the languages of English and Chinese. This is the main reason why we decided to split our resource package into two different websites, one for each language.

We chose these specific questions as we thought they were useful to help us gather more information about the elderly’s needs and wants so we could better design the resource package to align with their interests.

2.2 Secondary Research

Before we started making our website, we first checked out some of the websites already made by the government to help the elderly learn some functions of the mobile devices so we could better understand how to complement those websites through our own one. The links to the websites that we have checked out are below:

<https://www.imda.gov.sg/en/seniorsgodigital>

<https://www.nlb.gov.sg/WhatsOn/Programmes/ProgrammesforSeniors.aspx>

2.3 Resource Construction

We used Google Sites to create our websites (link [above](#)). There are posters and videos on each website to help teach the elderly how to use their mobile devices. Each app or device function has its own poster and video to help them understand how to use the functions which we have highlighted in the website.

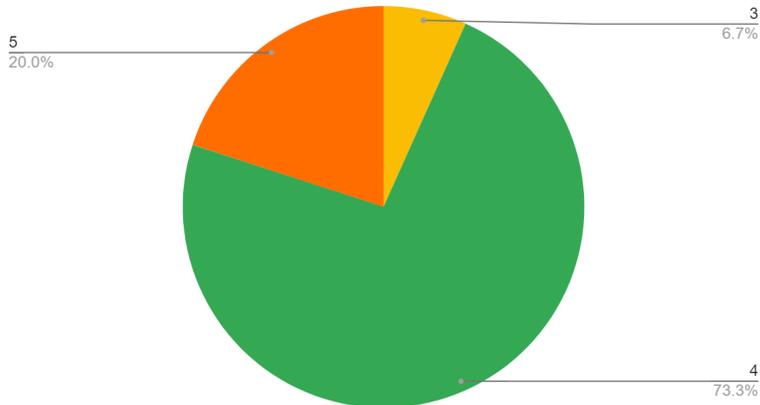
2.4 Final Product

Our finished product is a resource package that consists of:

- 2 websites (1 English and 1 Chinese)
- Posters (explaining the different lessons, translated into both English and Chinese)
- Videos (with English subtitles, uploaded onto the Google Site)

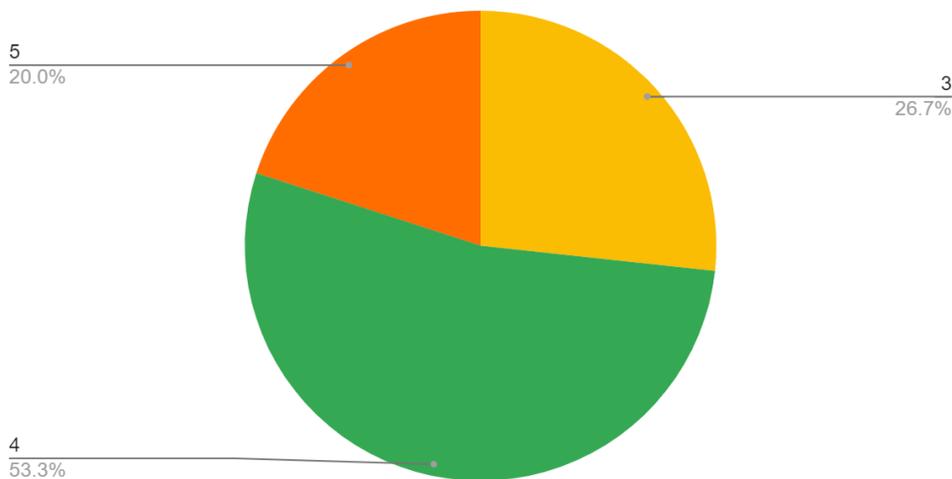
2.5 Pilot Test Survey

On a scale of 1 to 5, how informative is the website?



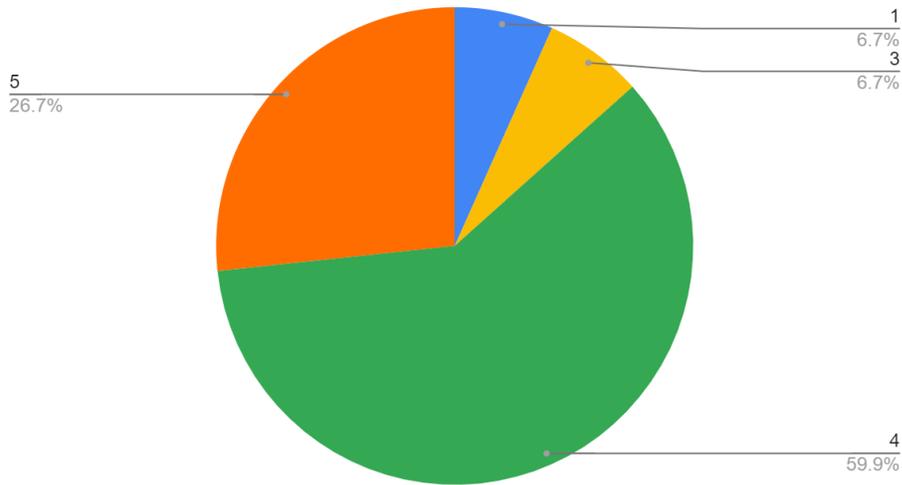
This is a pie chart that shows that 100% of our respondents answered 3 and above and over 93% answered with 4 and above. This shows that the majority of our respondents found our website informative.

On a scale of 1 to 5, how likely would you recommend our project/website to a friend or colleague?



This is a pie chart that shows that 100% of our respondents answered 3 and above and over 73% answered with 4 and above. This shows that most of our respondents would be willing to share our resource package with others.

On a scale of 1 to 5, how engaging was the website?



The next question of the survey was to test how engaging the website was. Our survey results show that 86.6% of our respondents answered with a 4 and above. This shows that most of the respondents found the website engaging.

3. Outcome and Discussions

3.1 Limitations

One limitation was that we could only test our resource package on a limited representation of our target audience. We were unable to test our resource package on more people as we were unable to link up with any Senior Centres to help test our resource package. Thus, the responses would not be able to represent the entire target audience and would be less reliable, due to the smaller test group.

Another major limitation is language barriers. None of us can speak or write conversational Malay or Tamil, so we were unable to create subtitles that catered to the communities that speak these languages. Thus, we were, unfortunately, unable to help the elderly speakers of Malay, Tamil or any other language.

3.2 Possible Future Works

We could create a Malay and Tamil website to help people who speak those languages, as mentioned in 3.1. This could be achieved by asking friends who take the Malay Special Program (or others who know the language) or use a reliable translator, like DeepL, to assist us with translation.

We could also collaborate with reliable government agencies that have already been established to help educate the elderly. This allows our website to better help complement the current resources, to allow the elderly to learn the lessons easier.

4. Conclusion

In conclusion, we have mostly achieved our objectives. We have helped to fill in the gaps in the existing resources aforementioned, by adding new apps such as

Karaoke (Smule). We were also able to add new resources that were not in the existing resources aforementioned. In addition, our resource package contains very basic videos which are accompanied by posters that can help the elderly to learn the phone's functions quickly and easily. This makes the website more beginner-friendly, and hence allows the elderly to better grasp the knowledge we attempt to impart to them.

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