

Project Report

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Project Title

Beginner Tech Workshops for Non-Tech Adults/Seniors

This question is read only.

Please provide a short summary of the work that was completed as part of this project / research *

Older adults are not digital natives and are often overlooked for technology support. Daily workshops sessions (up to ten per week) on a variety of topics that older adults find frustrating and need help with, such as how to update apps on your phone, how to get emails on your phone, how to communicate with your grandchildren via apps, how to check the bus times and use Google maps to plan a trip on public transport for free with your Goldcard, and how to sell things on Trademe. All our participants have been extremely grateful that InternetNZ has funded their participation. These members of the community are experiencing the 'digital divide', mostly due to age and lack of technology exposure. We enjoyed a lot of successful promotion and bookings as part of Techweek'19.

Describe the 'who, what, where, when and why' of your initiative

Timing

Is your project / research complete? *

Yes No

If your initiative is still in progress, pick 'no'

When do you anticipate that your project / research will be completed?

29/05/2020

Must be a date.

Leave blank if this is an ongoing initiative or if finish date is unknown

Milestones

What have been the major steps / stages (i.e. milestones) involved in delivering your initiative to date?

Milestone	Description
Workshop timetable	Our workshop timetable is set each month, and then promotion can begin
Delivering workshops	We offer our workshops every day, either one, or two, or three workshops throughout the day

Assisting seniors to learn, and seeing their progress	We see instant results in each workshop with new skills learnt and frustrations overcome - and we love to see our participants again when they update us on their progress and exciting things they are now able to do with ease!
e.g. planning; major activities; evaluation	

Outcomes

What outcomes were generated as a result of this project / research?

Outcomes are the changes that have occurred for the beneficiaries of your initiative. Generally outcomes can be framed as an increase or decrease in one or more of the following:

- Skills, knowledge, confidence, aspiration, motivation, (these are generally **immediate** or short-term outcomes)
- Actions, behaviour, change in policy (these are generally **intermediate** or medium-term outcomes)
- Social, financial, environmental, physical conditions (these are generally **long-term** outcomes)

Immediate outcomes occur directly following an activity (e.g. within 1 month); intermediate outcomes are those that fall between the immediate and long-term (e.g. between 1 month and 2 years); and long-term outcomes are those we expect to see years later (e.g. 2, 5, 10 or 50 years after the activity).

We also want to learn more about how you tracked the outcomes of your initiative - what you measured and how.

If you need more help understanding what outcomes are, read the help sheets at www.ourcommunity.com.au/evaluation

List your initiative's outcomes and attached information in the following table. Leave blank any fields that do not apply to your project.

Outcome	Were these outcomes anticipated?	Timeframe	Indicator	Verification Method
skills - being able to complete tasks using a phone or tablet	Anticipated	Immediate	participant acknowledged their new abilities	participant emails to update us of their continued skills

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knowledge - knowing how to find things in their device	Anticipated	Immediate	participants realised there is usually more than one way to find something/attach something/edit something, and understanding how they are fairly similarly structured across all platforms (eg a photo icon means to add a photo from your camera roll)	participants eagerly asking to take a moment to message their family on a variety of apps with photos they have edited and attached
confidence - no longer feeling fearful of their device	Anticipated	Immediate	participants reported they were too scared to tap any buttons in case they broke any settings, but once they realised that generally they are asked to confirm settings or that the settings can easily be changed back if you don't like it, then it reduced fear, and inspired new confidence to just give things a go	participants more willing to make changes to any settings in their apps
motivation - to use their devices for online activities	Anticipated	Immediate	participants were more interested to try things for example booking a flight on their AirNZ app, or using Google Maps to plan out a public transport journey	the fear had dissipated and was replaced with an eager interest to try new skills. Once the concepts were shown to the participants, they could see how other apps they use work more efficiently

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knowledge - understanding their technology and the internet	Anticipated	Immediate	almost every senior who attends is amazed they can add news apps from all over the world to their iPad for free, and this alone seems to open up their world and satisfy their hunger for news and information	email follow ups to thank us for enlightening them
Outcomes are the changes that you believe were generated or influenced by your initiative. See information above.	Choose from the list	Choose from the list (see description above)	What you used to measure this outcome - e.g. 'change in teenage pregnancy rates from x to y'	e.g. survey; interviews; focus groups

What (if anything) did you change in your approach and practices as your project research proceeded, and why? *

-We have allowed more one on one sessions because people have really got a lot out of this devoted time where they can ask anything without feeling like it's a silly question. Of course, there are no silly questions, and other members of a group would likely be keen to know the same information.

-We have also planned to run sessions in other community locations, for example the local AA Service Centre is amazed by our workshop on using the AA app to save money on petrol, and we ran an impromptu trial session for customers and staff who loved it. We will run more sessions there, and also at retirement villages.

-We are doing a letterbox drop with flyers to promote our Term 3 workshops

We may use this information to help inform others undertaking similar work

What did you learn as a result of undertaking this project/program? *

An entire generation has missed out on immersive technology education, and they have been 'making do' trying to figure things out along the way but trying not to bother people by asking for help. We have simplified our lessons so they are tailored specifically to the people in the workshop - it might be that they just need help going through the general phone settings to fix their annoying ringtone, and make the font bigger, and get their calendar to sync with their laptop. Everyone who attends is unbelievably grateful for their help, and that it is completely free (your grant gives them a free workshop on any of our topics), and that in 1.5 hours they have learnt more with zero frustration than they ever could with their family. This is a major point to note - everyone comments that their families try to help in short snippets but ultimately are unwilling to be ongoing tech support. We will carry on teaching our daily community workshops because it has been so rewarding seeing the actual relief on people's faces as something that has been a problem for them is solved and they learn new skills to confidently carry on with new tasks.

We are particularly interested in lessons that may help others undertaking similar work. Think about what you learned about your inputs (money, skills, personnel, time - too much; too little; about right?); your assumptions (were they 100% right, only partly right, or were the results a complete surprise?);

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and the context of the project/program (timing; targeted beneficiaries; geographic settings - were they right; wrong; about right?)

How will you share your learnings from this project/research? *

I have talked about this at local business association meetings, and also at a Toastmasters club meetings - all very interested audience and keen to attend, or send someone they know. Our business also runs technology/gaming education for children, so our customer base is quite the spectrum of ages. We even have children attend some sessions and their grandparents attend other sessions! I would like to take these workshops on location to retirement villages.

One annoying thing to note was for quite a few months we were not able to reach our online audience (ie people who are internet savvy but possibly have parents or acquaintances who are not and might benefit from our free workshops) because Facebook applied a block on our page. This took months for them to sort out, and finally it was resolved to be their error, but it meant we were unable to promote as we expected, and attendance numbers were low. We also did not run workshops during the summer holidays as we were fully booked with our children's gaming holiday programme. So we will continue to run our workshops now that everything is back on track for Term 1.

What mediums were used to share the learnings? Have you reached the audience you expected?

We'd love to see some visual and audio representations of your work. Please share below.

Upload files:

Filename: Senior Gaming.jpg
File size: 84.5 kB

and/or

Provide web link:

Must be a URL

and/or

Provide additional details:

We didn't take pictures of our workshops as many seniors are quite concerned about their privacy and 'what might happen when things going on the internet'. We use that as a learning opportunity, but also respect their wishes not to take photos. However, here is a photo of a senior gaming session where we had seniors being shown how to use an xbox by children!

Please include captions, if relevant

Can we use your media content in our own communications?

Yes No Please contact us first
e.g. in our annual report

Financial Report

* indicates a required field

Project Income & Expenditure

Please provide details of any project income (funds received) and project expenditure (funds spent) to date.

Use the 'Notes' column to provide any additional information you think we should be aware of.

Income Description	Income Type	Confirmed Funding?	Income Amount (\$)	Notes
Internet Grant	Other Income *	Confirmed *	\$5,000.00	InternetNZ Grant - still some funding left so we will continue this project

Expenditure Description	Expenditure Type	Expenditure Amount (\$)	Notes
Cost of participants tickets x150	Project and Production *	\$3,000.00	still enough for another 100 participants, so we will continue the project (it was hindered by our lack of Facebook promotion ability)
Advertising Posters, letterbox flyers	Advertising and Promotion	\$100.00	

Income and Expenditure Totals

Total Income Amount	Total Expenditure Amount	Income - Expenditure
\$5,000.00	\$3,100.00	\$1,900.00
This number/amount is calculated.	This number/amount is calculated.	This number/amount is calculated.

Have you experienced any issues with your intended project budget to date? If so, please explain reasons for any major variances or for providing incomplete information:

Yes, as mentioned, Facebook accidentally blocked our URL from all advertising platforms which meant we were not able to promote via social media as we intended. We have just had the summer holidays so our programme was on hiatus, but starting next week we can start our Term 1 programme promotion again to complete the use of the funding and continue supporting seniors in our community.

Certification and Feedback

Feedback

You are now nearing the end of this form. Before you review your application and click the **SUBMIT** button please take a few moments to provide some feedback. (If you would rather provide anonymous feedback, please go to **{{ Grantmakers: provide a link to an anonymous survey or delete this sentence }}**)

Please indicate how you found the acquittal process:

Very easy Easy Neutral Difficult Very Difficult

How many minutes in total did it take you to complete this form?

90

Estimate in minutes (i.e. 1 hour = 60 minutes)

Please provide us with your suggestions about any improvements and/or additions to this form that you think we need to consider: