Final Report for $15,000 Grant for Technology Training
December 8, 2022

What problem were you addressing? What solution did you propose to address it?
The issue we identified was the undereducation of older adults in the field of technology. A lack of accessible, age-appropriate training has meant that this population segment is often unable participate in today's digital culture. We proposed offering technology training courses not only to Friends Village residents, but to older adults in the broader community to empower them to engage in the social, financial, civic, physical, and creative benefits available through technological literacy.

What actions did you take?
Friends Village applied for, and was granted, licensing through Older Adults Technology Services (OATS) to become a licensed Senior Planet training site. We recruited volunteer trainers, who, along with FV staff, participated in Senior Planet Train-the-Trainer sessions that guided program administrators and trainers through teaching methodology and curriculum. With the funding received from FFA, we purchased six mobile tables, thirteen Windows-based laptops, accompanying security software, and mobile charging rack. Quarterly training schedules were established and publicized.

What Worked Well:
- We set up our training area in our existing, underutilized recreation room. The mobility of the tables allows us to set up various configurations for training, as well as for other meetings and events that also take place in this space.
- The purchase of identical laptops has allowed us to provide a uniform platform on which to train. This allows students to follow along with trainers' screens. The purchase of a mobile charging cart provides uniform and simultaneous charging for all laptops as well as and safe storage when not in use. The laptops all have large, 17" screens that allow for easier viewing.
- Program reception has been extremely positive. Very limited program promotion garners a large volume of interest and excitement.
- The Senior Planet curriculum is very well paced with content that is both meaningful and digestible. Course offerings are continually developed, and support from Senior Planet staff has been very good. Train-the-Trainer sessions are continually refined. Materials are provided free of charge, and Senior Planet support staff are always ready to help with questions or to receive feedback. Quarterly check-ins with other training sites are scheduled and thoughtful sharing is fostered.

Challenges:
- Volunteer trainers prove challenging to recruit and retain in the long-term. FV has managed with a small pool of dedicated volunteers and trained staff but is looking to expand its pool to include additional long-term volunteers.
- Some technological know-how is helpful when setting up computers with antivirus and security software.
- Some peripheral devices, like wireless mice and keyboards, do not work well together in group settings.
- Physical differences, such as decreased vision, positioning, or lack of fine motor skills have required trainers and administrators to learn about adaptive devices.
- While students are receptive to learning, anxiety surrounding learning new technology is often high. Unanticipated issues have, at times, caused anxiety levels in class to increase quickly and dramatically.

Trainers were surprised to learn that this pattern repeated in each class, but also adapted to coach through those feelings and teach problem resolution.

How did you measure success--both quantitative and qualitative?
FV began offering the program in 4th quarter 2021. As of the close of 4th quarter 2022, FV has trained 84 unique individuals in various courses, including Computer Essentials, Internet Safety, Zoom Basics, SmartPhones, Digital Culture, and others. Attendance in all courses represented 144 seats in total. This includes students who either repeated or attended multiple courses. FV's licensing agreement with Senior Planet has expanded to include additional zip codes in Bucks County based on program interest.
End-of-course survey feedback is collected for each course. Feedback has been very positive for the physical setup and trainer presentation/preparedness. Feedback received on the curriculum has been overwhelmingly positive with the exception of one lecture, which is currently under review by Senior Planet program developers.

How did partnerships/collaborations enhance or challenge the project?
Trainers and administrators were given the opportunity to meet with Senior Planet's curriculum development team to offer observations and feedback on training experience, curriculum, and materials.
We have also developed a relationship with the staff at Temple University's Institute for Disabilities TechOWL program. TechOWL is the Assistive Technology Act program that offers many programs and services to Pennsylvanians with disabilities. They have provided practical advice and suggestions to FV Senior Planet administrators on how to best support students who have experienced challenges in class with low vision, positioning, and using the mouse/keyboard due to fine motor issues.

Include a budget and actual for the project during the reporting period.

Item	Budget	Actual
17.3" HP Laptops Intel Core i5 (budgeted 10 @ $580 each, purchased 13 @$580)	$5,800	$7,540
2-Year Accidental Protection (10 @ $209 each)	$2,090	$2,729.87
Budgeted for AnywhereCart AC-Mini-16 Bay Fully Adjustable Locking Charging Cabinet	$847	
Purchased Line Leader 32 Unit Mobile Charging Station Open Charging Cart for Tablets, Laptops & Chromebooks		$399.99
Budgeted Bitdefender Gravity Zone Endpoint Security Software (10 2-year licenses)	$416	
Purchased (at Senior Planet's recommendation)		$449.97
Faronics Deep Freeze	$48	$48
LogiTech Wireless Mouse (10 @ $15 each)	$150	$0
Furniture		
72"x24" Mobile Flip Top Tables (6 @ $684 each)	$4,104	$4,105.32
Materials		

Budgeted Portable 48"x32" Whiteboard	$180	
Purchased Portable 48"x36" Whiteboard		$154.99
Graduation celebration supplies (certificates, decorations, refreshments, password booklets)	$200	$215.36
Project Total	**$13,835**	**$15,643.50**

What conversations have you had on how to sustain the project after the grant, and do you have plans to share your results with other organizations?

The Senior Planet program is designed to be sustainable. There are currently no licensing or training fees to become a training site. Training, support, materials and curriculum are continually updated and supplied at no cost.

We anticipate that the equipment and software purchased will remain useful for several years.

While we have no formal plans to share results, we are happy to share information and experiences with other organizations who express an interest in exploring the Senior Planet or TechOWL programs.

Feedback on your interaction with FFA would be helpful. How have we helped? Made it harder? What else can we do to facilitate your work?

Susan Hoskins has been very accessible for questions and feedback on proposals. Her willingness and ability to suggest additional resources or sources of collaboration is extremely helpful. FFA's funding guidelines are clear, and we have appreciated the constructive feedback given on our requests for funding.

Additional comments:
- Teaching to older adults has given trainers and administrators greater understanding on how to better teach technology to the older adults in their lives.
- Senior Planet students continually express gratitude for the opportunity to learn about technology at an appropriate pace. Trainers are nearly always met with an unending supply of questions, and a strong desire to understand and learn more.
- We would eventually like to expand our pool of volunteers and course offerings to meet the high demand for accessible training.