

# Digitalise me

## Competence Mapping – Interviews' Comparative Report

### Background information

*The summary of this section, which mainly answers the questions below:*

1. What kind of technology/digital tools do they have access to and which of them are they using? How often? For what reasons?
2. What accounts do they use and for what reasons?
3. What is their relation to new technologies (positive, rather positive, neutral, rather negative, negative)? Examples, if any.

#### **Summary:**

Almost all of the interviewed seniors, except 1 person, have access to digital devices and tools. Most common ones are: laptops/computers, phones/smartphones. Only few of them use tablets or iPads.

Most of participants admitted that they use emails, Facebook and YouTube as their main digital accounts. Some also use learning platforms like Duolingo or Moodle as well as Whatsapp and online banking. One of the participants mentioned using Instagram and another one is using digital tools to prepare video lessons and share online materials.

The reasons of using digital media and tools are very different among interviewees. For example, they can search for recipes, movies/series, communicate with friends and relatives, read newspapers, articles, watch videos, search various information, use it for work, download photos and create small videos. Some of seniors admitted that due to the situation we are facing lately (COVID-19) they use these devices more often than before to keep in touch with family and friends and to be more efficient at work.

Lastly, none of the people interviewed have a negative relation to new technologies. The vast majority is positive or rather positive towards the digital technologies because it is important part of their everyday life. Only 1 person has a neutral relation. The rather positive relation is caused by some difficulties to acquire knowledge concerning digital tools, but is still good enough to carry out all activities they need.

### Information and Data Literacy

*The summary of this section, which mainly answers the questions below:*

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1. How often are they using computer/tablet or phone and how often the Internet? For what reasons?
2. Do they know how to search and evaluate content in the Internet and how are they doing it?
3. Are they able to make useful basic actions like printing or paying bills?

### Summary:

All interviewed people who use digital devices and Internet is using it everyday to keep informed mostly for few reasons:

- to search information online, read the news,
- to communicate with friends and relatives, to do phone/video calls with their family,
- to use social media (Facebook or YouTube),
- for entertainment, for hobbies or leisure time activities (e.g. search for food receipts, gardening ideas, solving everyday problems),

Rarely, seniors use phones and computers with Internet for work, to shop online or for learning.

Although most of interviewees know how to search online, often they encounter problems to evaluate and filter online information. Most of them reported that they can't always evaluate in a proper manner if content they are reading is fully reliable or distinguishing what is true from what is false.

When it comes to basic actions, the group divided into two – seniors who do not know how to print/scan documents or how to pay bills online and those who can make basic actions like printing and paying bills. More responders have basic knowledge regarding mentioned actions, they use their phones, laptops and computers to access Internet and they say they do not have any big issues with printers and scans. Some of interviewees who do not make these basic actions admitted that e.g. they prefer not to pay anything through the internet because they are aware of the dangers so they prefer not to risk it.

## Communication and Collaboration

*The summary of this section, which mainly answers the questions below:*

1. How often and which messaging application do they use and whom they communicate with?
2. Do they know how to use social media and are they using it?
3. Do they have problems with understanding the language or being excluded from social circles? Examples, if any.

### Summary:

In terms of communication and collaboration, more than a half of interviewees declare using various tools and applications to keep in touch with others. Mostly mentioned were Messenger and WhatsApp. On a daily basis they communicate with their children, grandchildren, friends or colleagues from the third age university. Some of those not using any applications prefer to use phone calls or sms for these purposes.

Less than a half of seniors use Facebook. What is interesting, few responders admitted that they have Facebook account, but they do not use it, among others, because they do not see of great use for it as well as they think that is a place where lots of people write insignificant things and create a lot of gossip and potential problems. Most of Facebook users are not very aware of its functions or features and they try not to use it more than needed.

None of seniors have ever felt excluded from their social circles, friends or family because of not using messaging application/social media or using it not often enough. Most responders agreed that sometimes they have difficulties with language used online and to understand everything in the Internet. To overcome this challenge they look up the meaning themselves or ask their relatives.

## Digital Content Creation

*The summary of this section, which mainly answers the questions below:*

1. Do they know how to make basic actions like: downloading files, creating them, using Word, sending emails?
2. Do they know how to edit content?
3. Are they taking photos and what are they doing with them later?

### Summary:

The knowledge concerning digital content creation among responders is quite incomplete and vary a lot. Few people interviewed admitted that they do not know how to create digital content and make any of actions in question, and it is necessary to provide some workshops so they can acquire basic skills on these issues.

Another group of seniors stated that they know how to create some digital content and how to make basic actions at a medium level in their daily activities, such as using Word, printing documents, sending and receiving emails. They are performing these actions which are necessary or useful for them at home or at work.

Some of interviewees know all or most of the basic actions like uploading/downloading files, creating folders, scanning. They know how to create documents/spreadsheets/presentations using Microsoft Word/Excel/PowerPoint. Few of responders are even able to design a logo or create/edit a video using Moviemaker, 3 seniors had ICT classes in the past.

Almost all participants are able to take photos/videos using a phone or tablet. Although, most of seniors do not know how to modify and edit them. Some of interviewees mentioned that they can share them, download to the computer or print.

## Safety

*The summary of this section, which mainly answers the questions below:*

1. What do they know about being safe in the Internet?
2. If they are posting photos/information about themselves – do they know what is happening to it?
3. How are they dealing with spam?

### Summary:

In regards with the Safety category, all the interviewees are aware of the security problems linked to the Internet, however being safe online is not so easy for them. Although part of participants know how to create a strong password, they do not feel fully safe. From those who shop online only few knows how to do it securely.

The majority of people interviewed are reserved when it comes to posting photos or personal information online. Some of seniors say that they do not publish or share anything at all (because it is not safe and for example thieves might be checking Facebook profiles before robbing a house). In general, they are aware of the necessity to protect their personal data, but mostly they do not know how. Interviewees are also not so sure of what would happen to their photos/data and who could see them after posing in the Internet. Some of responders think it is only their friends, others know that potentially it might be lots of people and are aware they cannot control what happens later so they keep as minimum as possible the personal information they share.

Most of interviewees can identify potentially harmful messages or at least know about its existence and are aware they should be careful when opening emails from unknown senders. Some of them use anti-spam filters, others read carefully the object and the email preview to understand if it is reliable or not, they refuse to click on links. Although, there is still a gap in this knowledge and few respondents are not very sure how to deal with spam at all.

Participants pointed out the importance of online security and that it would be useful to develop a 'safety guide' with tips and important information about do's and don'ts regarding online security.

## Problem Solving

*The summary of this section, which mainly answers the questions below:*

1. Do they know how to make their devices work (e.g. connecting to WiFi, downloading new needed applications/programs)?
2. Are they able to solve technological problems themselves? Examples, if any.
3. Do they search for solutions to everyday problems? How often? Examples, if any.

### Summary:

Regarding to problem solving, all seniors referred they know how to work with their devices, especially how to switch on and off them and how to connect to WiFi, although sometimes they encounter problems with network issues. About half of responders know how to download applications. Second half does not know how to do it often because they just have never tried to.

The half of people interviewed agreed that they are not capable of solving any technological issues and they do not know how to choose the most appropriate techniques to solve a digital problems. They prefer to ask for help of more experienced people also because they are afraid they will do something wrong. The other half of the group try to solve basic technical problems by themselves, before contacting a specialist. They check internet sources, like Youtube or Google when they need help, but they still prefer to have help from someone. Interviewees sometimes also ask their relatives for advice: “When I don’t know what is happening to my computer, I call my daughter to ask for help. She usually knows how to solve the problem and explains me what to do.”

The minority of seniors do research online to find solutions for everyday problems, although the ones who search do it quite often. In example, interviewees declared they search for solutions to domestic problems, health problems, problems with car, hobby cases, etc.

## Media literacy

*The summary of this section, which mainly answers the questions below:*

1. How are they evaluating media and news in the Internet and telling how reliable they are?
2. What do they know about concept of cookies?
3. What do they know about gathering information from their activity in the Internet? What do they think about what reasons it is used for?

### Summary:

In terms of media literacy, interviewees were rather mentioning the importance of this knowledge as some of them struggle on how to evaluate online information and answer which websites are trustful. They also agreed that it is important to spot online fake news as the Internet is the biggest information source nowadays.

Most of seniors use digital media daily to keep informed and read news. The majority often read the same newspapers and magazines (paper ones) and they also read them in online version. Others do not read specific online newspapers, but rather search for news according to different topics of

interests. They also referred that when they are searching online they tend to keep going to pages they know.

Regarding the evaluation of online news and sources, more seniors do not think it is easy to tell how reliable media and online information are. Sometimes they also have problems to identify fake news. According to few interviewees, it is not so hard to identify the veracity of information online and they feel quite good in this topic, because they are using various sources of information to check it.

Almost none of the responders know what cookies exactly are or how the information from their activity in the Internet is gathered, but they are aware that it is used for ads. The people that know a bit of cookies concept say that they are used to trace people's preferences online, especially to advertising reasons. These interviewees are also aware that the ads and other information they are shown online depends on what they have visited and accessed previously. Few responders mentioned the fact that even when they communicate with friends that influences the publicity and advertisement they are shown.

## Additional questions and summary

*The summary of this section, which mainly answers the questions below:*

1. Where are main weak points in basic knowledge regarding digital tools/new technologies?
2. Where do they see the lack of digital skills and digital literacy?
3. Which skills do they indicate that should be developed/upgraded?

### **Summary:**

All people interviewed identified main weak points in their basic knowledge regarding digital tools/new technologies, their lacks of digital skills and literacy as well as recognized skills they indicate that should be developed/upgraded. Although seniors referred that having ICT workshops might be interesting and that most topics in the interview are important, they do point out some of the topics that they are more interested in having information and knowledge about.

To summarize, the basic skills and digital competences that the responders would like to improve are related to:

1. Online safety: How to stay safe online, how to create strong passwords, how to protect their identity, how to shop safe online, how to use the Internet in a more safety way, how to identify harmful spam emails.
2. Evaluation of online content and reliable news sources: How to spot fake news online and fake websites, how to evaluate the online information, media and other online content.
3. Creation of contents: How to create documents/spreadsheets/presentations, how to create digital content such as a video, how to download and edit files, pictures, etc.