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# **Inclusive Senior Education through Virtual U3A – ISEV**

## **Senior Education in the Context of IT Inclusion**

Ing. Zdenka Telnarová, PhD.

Guarantor

doc. PhDr. Jana Kutnohorská, CSc.

# System of Senior Education in SMART Technologies

Objective: to reduce the impact of digital exclusion

- 1) to increase digital inclusion of seniors
- 2) examples of good practice
- 3) to propose and implement a system of senior education in SMART technologies
- 4) long-term operation and improvement of this system

# Terminology/Literature

- Prensky, Marc. 2001. Digital Natives, Digital Immigrants. From: On the Horizon (MCB University Press, Vol. 9 No. 5, October 2001)



digital vocabulary

- Research – 52 records generated
- Łukasz Tomczyk: Seniors in the Information Society and the Phenomenon of Digital Exclusion in the Visegrad Countries.

# Research

## The main research objectives

- To map “senior education in the context of IT inclusion” in the geographical area of the City Council of Ostrava and its wider administrative district.
- To propose a methodology how to educate seniors in SMART technologies.

# Respondents

- Office workers responsible for community planning in individual districts of the City Council of Ostrava
- Senior organisations within the area of the City Council of Ostrava + Community centres providing senior education – examples of good practice
- Seniors – lecturer of seniors

# Cooperation

- City Council of Ostrava + Municipalities of city districts
- Senior clubs
- Volunteering seniors

# Research Context – Analysis of Strategic Documents

2003–2007 – National programme of preparation for ageing population in the Czech Republic

2008–2012 – National programme of preparation for ageing population in the Czech Republic

2013–2017 – National strategy promoting positive ageing

2018–2022 – Strategy of preparation for ageing

# Use of ICT Technologies by Seniors to 31 December 2018

	Use of ICT technologies by seniors in %	Individuals using email in %	Individuals searching health info on the Internet in %	Individuals using the Internet in a mobile phone in %	Individuals using internet banking in %	Individuals using the Internet in %
65-74 years	43.4	40.8	34.4	14.6	22	50.0
75 +	15.2	14.5	14.6	2.2	6.1	19.1
average 65 +	32.8	30.9	26.9	9.9	16.0	38.3

Source: use of selected ICT by individuals. (Online.[www.csu.cz](http://www.csu.cz))



# Methodology

## Quantitative questionnaire survey

- Districts of the City Council of Ostrava (CCO)
- Senior coordination centres in the area of the CCO

## Qualitative: case studies

- CCO districts
- Senior organisation Archa

## Focus group: to analyse risk factors

- Workers in the Divisions of Social, Organisational, and Internal Affairs at the CCO
- Representatives of senior organisations
- Seniors – interest in the course „Lecturer of ICT for seniors“

# Quantitative Research

- Reason: fast and direct collection of data
- The questionnaire survey in the CCO districts took place from 7 March to 26 April 2019
- Senior coordination centres – meeting on 27 March 2019 and 24 April 2019

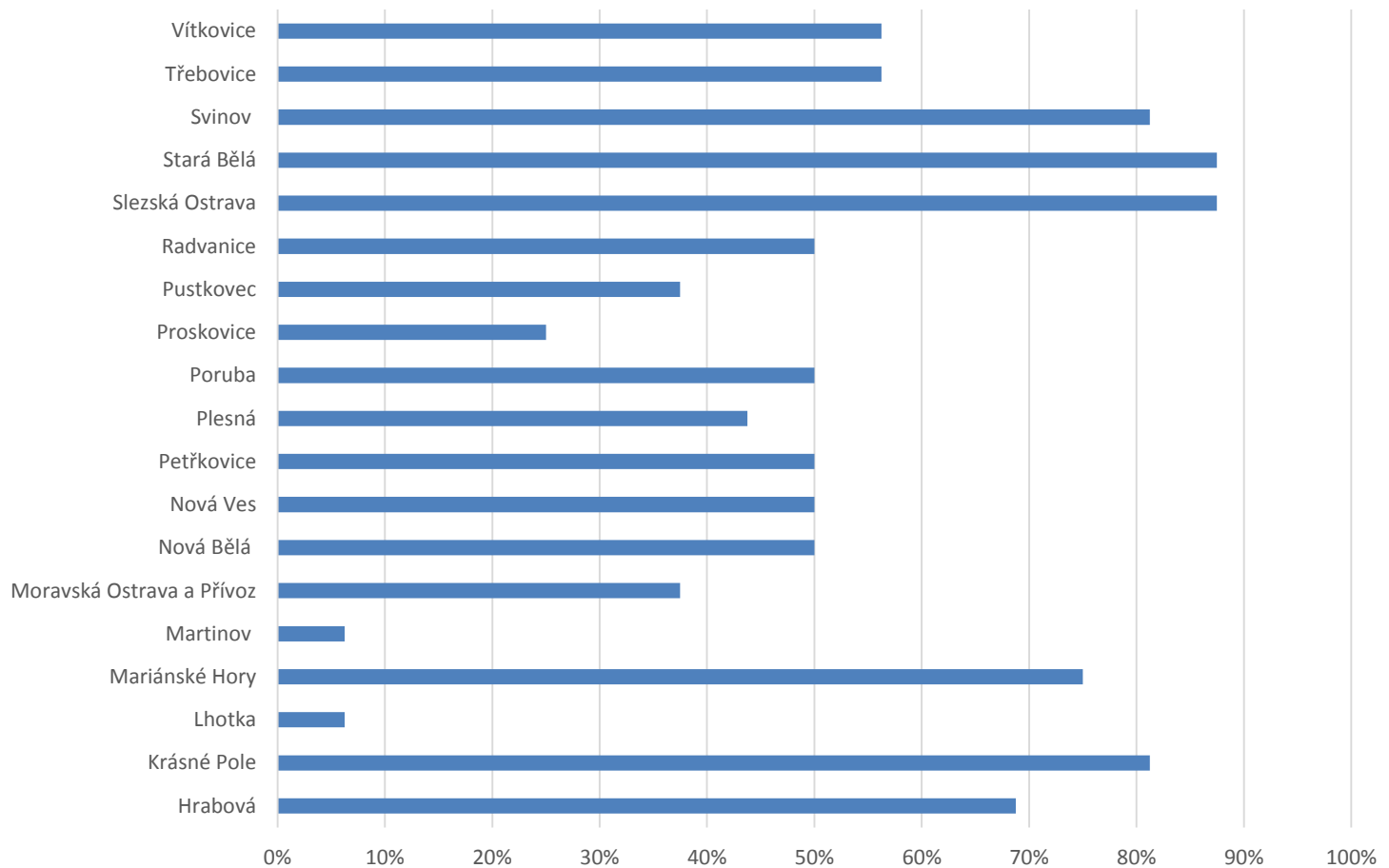
# Quantitative Research

## Districts of the City Council of Ostrava

- Objective of the questionnaire survey – gather information about:
  - ✓ use of SMART technologies by seniors,
  - ✓ the fact if CCO districts organise IT courses for seniors,
  - ✓ if yes: how often, do they have lecturers and premises for education,
- 23 districts of the CCO were addressed

# 16 questionnaire questions in total

Number of answered questions for each district



# Number of answered questions out of 16

	District	Number of answered questions
1	Hrabová	11
2	Krásné Pole	13
3	Lhotka	1
4	Mariánské Hory	12
5	Martinov	1
6	Moravská Ostrava a Přívoz	6
7	Nová Bělá	8
8	Nová Ves	8
9	Petřkovice	8
10	Plesná	7
11	Poruba	8
12	Proskovice	4
13	Pustkovec	6
14	Radvanice	8
15	Slezská Ostrava	14
16	Stará Bělá	14
17	Svinov	13
18	Třebovice	9
19	Vítkovice	9

# Interpretation

- Courses are realised only in 4 districts.
- Out of the others that do not organise the courses, only the following districts would appreciate this activity: Hrabová, Poruba, Pustkovec, Radvanice, Svinov, Vítkovice.
- Computer classroom is to be found only in district Mariánské Hory. However, there are only 4 computers.
- No other district considers to establish a computer classroom.

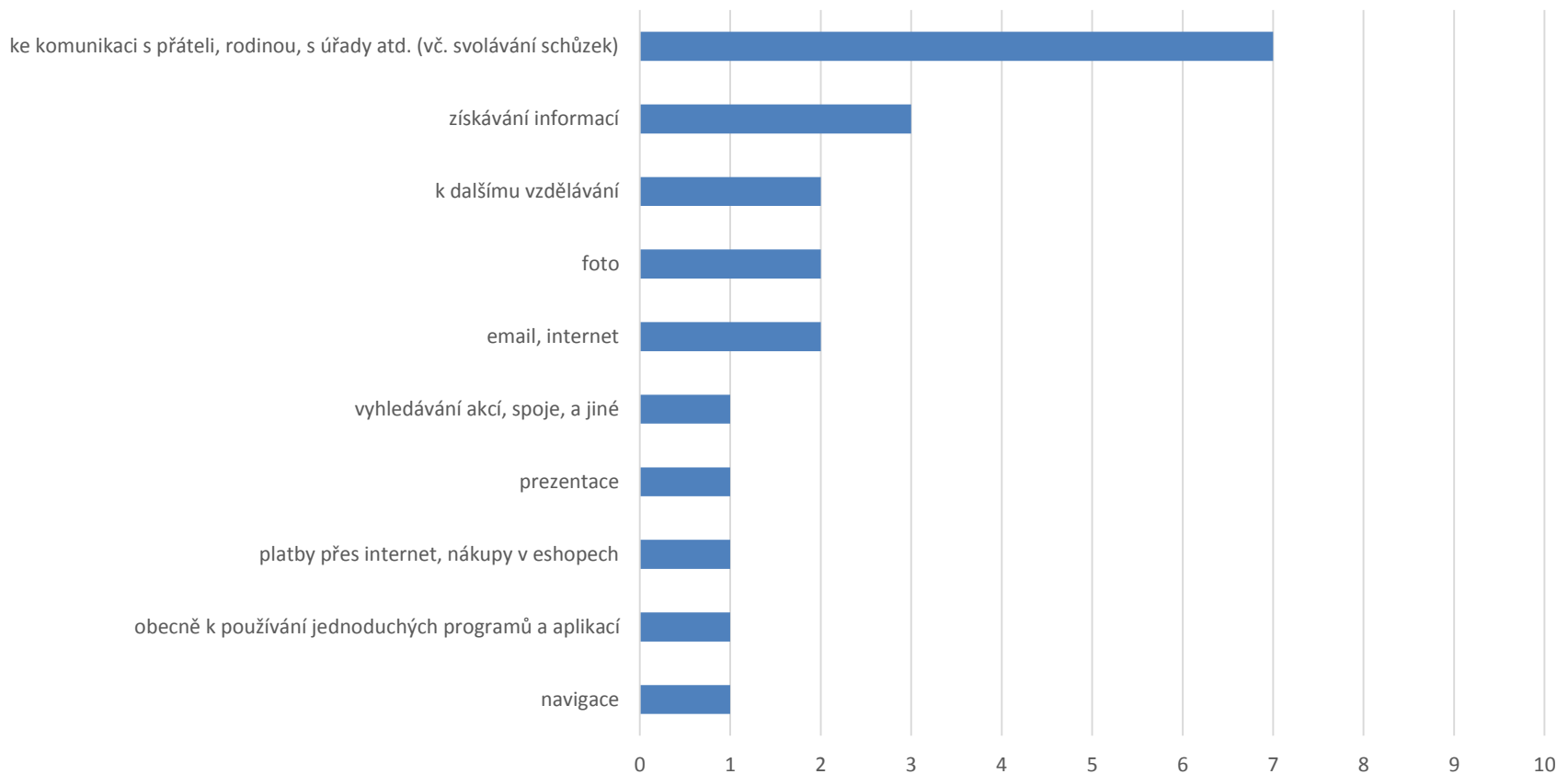
# Quantitative Research

## Senior Coordination Centres

- Objective: to find out current needs of seniors in the area of using/not using SMART technologies in the area of social life.
- Altogether, 30 centres for seniors were addressed and 16 of them completed the questionnaire, which makes 53 % response rate.

Over  $\frac{3}{4}$  of the seniors use SMART technologies in the senior coordination centres: for communication, information retrieval, education, work with photos, access to email and the Internet.

Possibilities of using SMART technologies

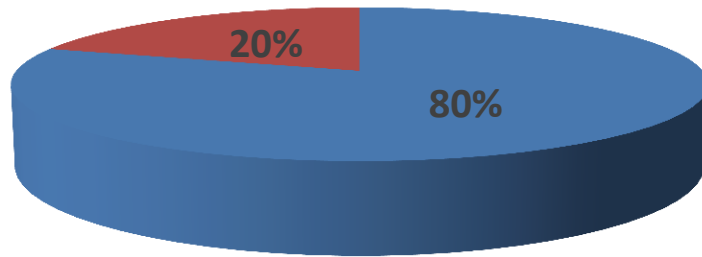




# Interest in the support of education in SMART technology at the Faculty of Science, UO

## Interest in the methodology

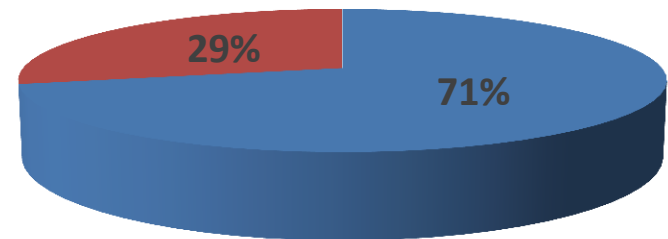
Interest in the methodology developed at the Faculty of Science, UO



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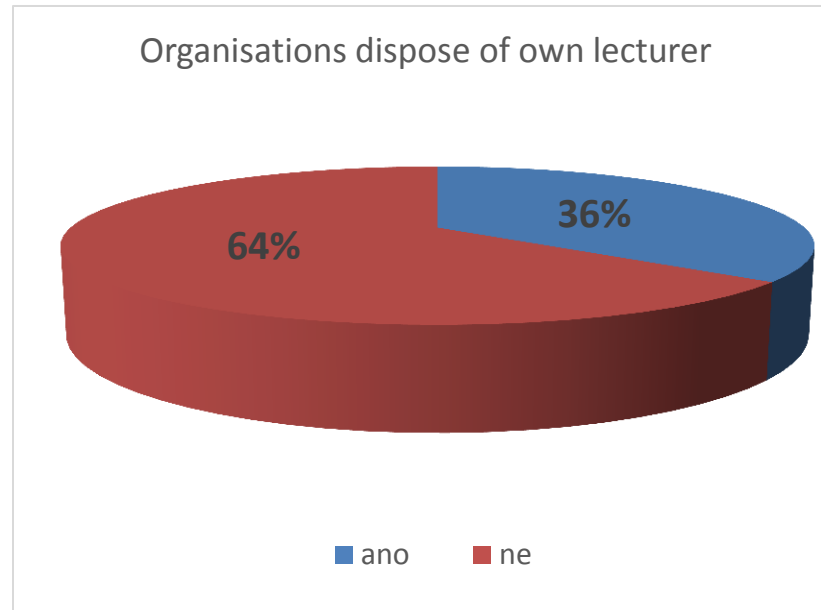
## Interest in study materials

Interest in study materials focused on senior education in SMART technologies

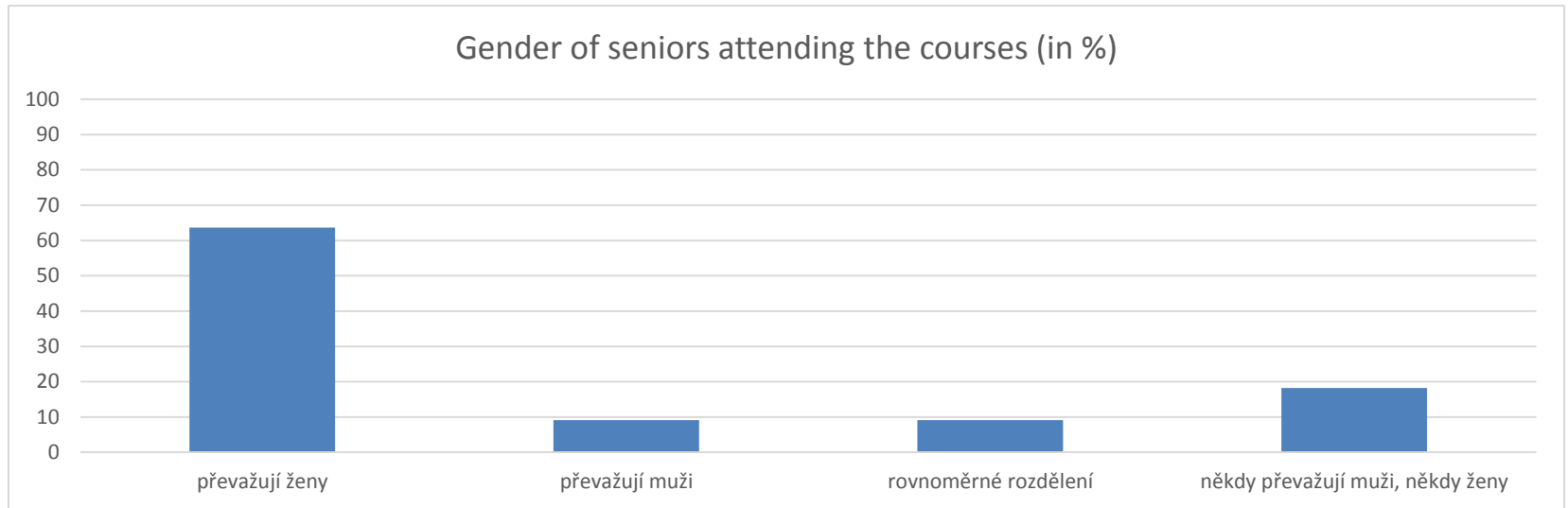


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# Research Outcomes

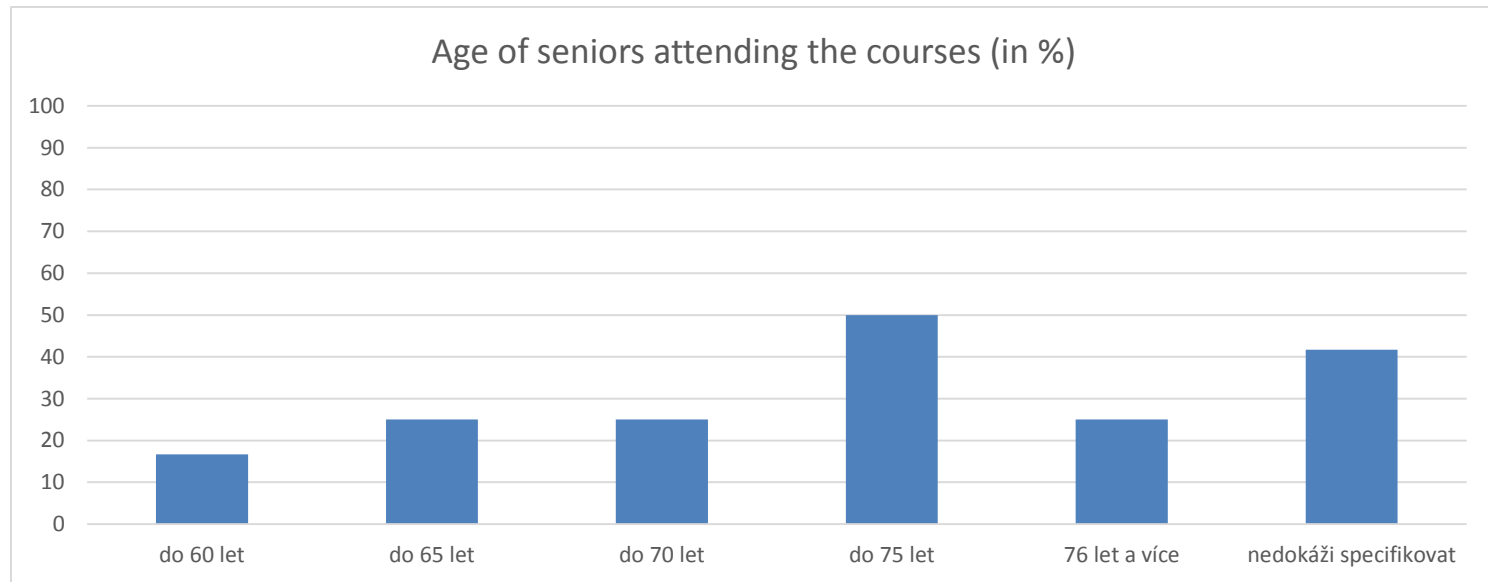


# Research Outcomes



Concerning gender, the courses are attended by a significantly higher number of women.

# Research Outcomes



Concerning age, the distribution in courses is almost equal in age groups below 70 and over 75. The majority of seniors attending the courses belongs to the age group between 70 – 75 years.

# Qualitative Research – case studies

- Komunitní centrum Archa, Třída 17. listopadu 36, Ostrava – Poruba. KC Archa administrators: Šárka Šišková and Lumír Šiška.

## City districts – organising courses

- Krásné Pole
- Mariánské Hory a Hulváky
- Slezská Ostrava
- Stará Bělá

## Focus Group Conclusion

The hierarchy of educational needs has been determined:

- 1) computer classroom,
- 2) eLearning text,
- 3) continuous risk evaluation,
- 4) meeting/training of lecturers – learning about new findings in SMART.

# Implementation of the Research into Practice

- The research revealed risk factors in senior education which were discussed at the meeting of city districts representatives, senior organisations, and seniors-future lecturers on 17 June 2019
- Objective: to create a hierarchy of application sphere needs for senior education in SMART technologies, risk evaluation.
- Risk evaluation when implementing a "mobile classroom" in the field.

# **SMART Technologies to Improve the Quality of Life**

Ing. Zdenka Telnarová, Ph.D.  
doc. PhDr. Jana Kutnohorská, CSc.  
Ostrava 27. 11. 2019



# Outline of Digital Inclusion Solution

## **UO creates and guarantees:**

- content of SMART technology courses for seniors,
- educational materials on the web as well as suitable for printing,
- regular update of the content according to the development of SMART technologies and requirements of the seniors,
- Mobile classroom (notebooks and tablets ready for lending).

## **City districts, senior clubs respectively, guarantee:**

- trainings of seniors using trained lecturers and educational materials, with the use of the mobile classroom respectively.

# Expected Schedule – experimental verification

- **XII / 2019** course **Basics of SMART technologies** will be ready, incl. study materials on the web (so-called virtual classroom).
- **III / 2020** course **SMART technologies to improve the quality of life** will be ready.
- **I / 2020** lecturers' training – Basics of SMART technologies.
- **IV / 2020** lecturers' training – SMART technologies to improve the quality of life.
- **IX / 2020** beginning of courses in city districts, senior clubs respectively..

# Regular Operation of Implemented System

- UO will offer both courses for lecturers every year. These courses will be for lecturers-seniors free of charge.
- Lecturers will have all their electronic study materials for their courses free of charge, printed for a fee.
- UO will also provide the mobile classroom free of charge.
- City districts, senior clubs respectively, will offer both courses to seniors every year and they will also be in charge of the whole realisation.

# Research in 2020

- Risk evaluation of senior education in SMART technologies
- Evaluation research
- Creative workshops
- Extraction of the important and specific
- Desk research – foreign literature

# Thank you for attention



Ing. Zdenka Telnarová, Ph.D.  
doc. PhDr. Jana Kutnohorská, CSc.  
Ostrava 27. 11. 2019

# Contacts

Ing. Zdenka Telnarová, PhD., guarantor

University of Ostrava

Faculty of Science

30.dubna 22

703 01 Ostrava

E-mail: [zdenka.telnarova@osu.cz](mailto:zdenka.telnarova@osu.cz)

Doc. PhDr. Jana Kutnohorská, CSc.

Charles University

Faculty of Medicine in Hradec Králové

Department of Social Medicine

E-mail: [kutnohorska.j@seznam.cz](mailto:kutnohorska.j@seznam.cz), [kutnohorskaj@lfhk.cuni.cz](mailto:kutnohorskaj@lfhk.cuni.cz)