

Technology Together - Participants Survey – Summary Findings

Older people sample = 41 Paper survey and phone interviews conducted with older people

Younger people sample = 26 Online survey conducted with young people

Where did you hear about the Technology Together opportunities?

Older survey respondents

- 13 out of 41 respondents via word of mouth (friend or family member)
- 11 out of 41 respondents saw a poster
- 10 out of 41 respondents read about it newspaper

Younger survey respondents

- 15 out of 26 respondents via Do-it.org
- 3 out of 26 respondents via another website
- 5 out of 26 via Manchester Metropolitan University
- 2 out of 26 from word of mouth

Of the 26 young people who responded, no one heard about the project via social media channels (e.g. Facebook, twitter)
Of the 41 older people who responded, only single-digit number heard about it in person, by phone or through the post

What motivated people?

Older survey respondents

- 11 out of 41 respondents wanted to learn how to use a computer or laptop
- 8 respondents wanted to learn to do more with their computer or laptop
- 10 respondents identified 'trying something new' or 'learning new skills' as the reason for taking part
- Nearly all respondents felt taking part would help increase their confidence
- 6 respondents identified specific skills needs (e.g. learning to use Skype, Windows 8, etc) as the reason for taking part

Younger survey respondents

- 19 respondents joined to help older people use technology
- 17 respondents joined to share their skills with others
- 13 respondents joined to reach out to older people
- 9 respondents joined to better understand issues affecting older people
- 27 respondents joined to improved skills and confidence
- 14 respondents joined to meet new people

Only 6 young people responded to say they joined scheme because of digital / internet element.

The biggest motivator for attendance amongst older people remains learning how to use technology or do more with it. None of the older people identified working with younger people as a reason for getting involved.

Contact between younger and older people

Older survey respondents

- Of the 40 older people who responded, 29 had contact with older people at least every three months (with 21 at least every week) and only 3 had never previously had contact with a young person

Younger survey respondents

- Of the 26 young people who responded, 22 had contact with older people at least every three months (with 16 at least every week) and only 2 had never previously had contact with an older person

The project appears not to have reached those with limited contact between generations.

Experience of older people

Older survey respondents

- Before joining classes or events only one older person respondent had never previously used technology
- After completing the classes or event (i) up to 6 older people remained uncomfortable with aspects of using a computer and (ii) up to 3 people remained not at all confident with the more advanced functions
- Almost every older person who responded found the experience helped improve their understanding and confidence in use of computers and internet and feel more positive about themselves
- Of those who responded all said they would recommend to friends

Younger survey respondents

- Almost all the young people found the application easy, the training helpful and felt supported
- All young people who taught found the classes were well organised, felt supported and as if they made a difference
- Around 16 out of 24 respondents found the experience helped improve their confidence and skills and better understand older people; half made new friends
- Of those who responded all (except one person) said they would recommend to friends

Most young and older people had a positive experience, which they say helped them feel positive, more confident and develop new skills – and would recommend to friends.

Taking next steps

Older survey respondents

- 31 out of 36 (86%) of respondents indicated a desire to do more training or had done more training following their initial experience (course, one to one or taster event)
- Nearly quarter of respondents had or were going to buy a computer or laptop; and had or were going to install broadband as a result of their experience
- 3 (8%) claimed to have gotten or were going to get more involved with their community

Younger survey respondents

- 24 out of 26 respondents claimed to have taken action as a result of their volunteering experience, the most common being looking for a job
- 13 out of 24 (54%) were looking for a job
- 9 (37%) were involved in the community or volunteering; and
- 3 (12%) helping older people in other ways

Young people were motivated to do more beyond their Technology Together volunteering experience and could benefit from a greater understanding of how the skills they have learnt / improved will help in their future lives.

A small proportion of older people (17%) who participated claimed they weren't going to do more or didn't know what they would do next.

Overall satisfaction

Older survey respondents

- All older who responded were satisfied with their experience, with 32 out of the 40 respondents (80%) very satisfied
- 100% of respondents (41) would recommend Technology Together classes and events to a friend

Younger survey respondents

- Data not requested in youth survey. However, that 23 out of 24 said they'd recommend the project to a friend indicates that there is a strong level of satisfaction amongst those young people who participated.

