ICTskills4All - Empowering old adult citizens for a digital world

ICTskills4All is an international project funded by the European Commission, by the Erasmus+ KA2 program. The main goal of this project is to promote the acquisition of digital skills amongst older adults. With this purpose, we are committed to develop materials for online and in-person training programs.

The opinion of the potential users of these services is, for us, of utmost importance prior to the development of such materials. This is the reason why we are performing this study. Your participation is voluntary and anonymous. We thank you for your time and collaboration answering this questionnaire.

Duration: 7 min aprox.

More information
https://up.pt/ictskills4all

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A. Personal Profile

In this section we will ask you some information (sex; age group; place of residence; professional status) with the aim of perfoming statistical and scientific analysis

A1. Please tell us your gender *

(please choose one option)

- ○ Female
- ○ Male
- ○ Prefer not to say
- ○ Other...

A2. Please tell us your age group *

(please choose one option)

- 55-59
- 60-64
- 65-69
- 70-74
- 75-79
- 80-84
- 85+

A3. Place of residence

(type your answer below)

Short-answer text

A4. Professional status *

(please choose one option)

- Employed
- Retired

B. User's Profile

In this section we will ask you some questions in order to understand your user's profile concerning ICT (Information and Information Technologies). Please bear in mind the questions on which you can select more than one option.

B1. How would you rate your ICT skills? *

(please choose one option)

- ○ Begginer User (I know how to turn on a device/computer and its basic functions and components)
- ○ Basic User (I know how to use simple programs, however I still need support and to learn how to solve problems)
- ○ Independent User (I know how to use a device and programs autonomously, even though I still need support ocasio...
- ○ Advanced User (I know how to use devices and software and I can solve most problems by myself)

B2. What are your motivations for learning ICT skills? *

(please choose one or more options)

- ☐ Acquire competences for the labour market
- ☐ Curiosity
- ☐ Keep up to date with the latest techonological trends
- ☐ Keep socially active
- ☐ Keep in touch with other people
- ☐ Acquire knowledge or gather information
- ☐ Other...

B3. In your opinion, what are the advantages of learning ICT skills for people of your age group? (If you do not find advantages, please say it so using the option 'I do not find advantages') *

(please choose one or more options)

- [ ] Important to acquire or improve competences for the labour market
- [ ] Access goods and services
- [ ] Keep up to date with the latest technological trends
- [ ] Maintain an autonomous lifestyle
- [ ] It is a positive cognitive stimulus
- [ ] Helps keeping socially active
- [ ] Being in touch with other people
- [ ] I do not find advantages

B4. What do you believe are the main barriers for people of your age group to learn ICT skills? *

(please choose one or more options)

- [ ] Difficulty adapting to new technologies and their updates
- [ ] Health issues (ex. lack of short term memory, visual acuity or fine motor skills)
- [ ] Complexity of interacting with multiple components (screen, mouse and keyboard)
- [ ] Feeling of rejection towards an increasing technological society
- [ ] Difficulty accessing training programs
- [ ] Inherent costs of buying equipment or keeping devices updated
- [ ] Other...

B5. Is there any task or computer program that was particularly difficult for you to learn? If so, why? *

(type your answer below)

Short-answer text

B6. Do you have any task or computer program you are interested in learning or acquiring more knowledge about? If so, which program(s) or task(s)?

(type your answer below)

Short-answer text

B7. What are the tools or computer programs you use more often or are more useful to you? *

(type your answer below)

B8. Using the computer, which programs or tasks appear to be more difficult? Or which were the most challenging to learn? *

(please choose one or more options)

- [ ] Starting session in the computer
- [ ] Turning off the computer
- [ ] Accessing and using email
- [ ] Surf on the internet
- [ ] Using social media
- [ ] Microsoft Power Point (or similar programs)
- [ ] Microsoft Word (or similar programs)
- [ ] Microsoft Excel (or similar programs)

- [ ] Finding files using Explorer (on Windows) or Finder (on Mac)
- [ ] Using clouds or drive
- [ ] Execute comands using the keyboard
- [ ] Using search engines
- [ ] Watch vídeos/movies
- [ ] Watch vídeos/movies online
- [ ] Accessing e-services (bank, finances, etc.)
- [ ] Online shopping
- [ ] Using Skype or other communication programs
- [ ] Configuring the computer
- [ ] See/edit pictures
- [ ] Listen to music
- [ ] Edit videos
- [ ] Other...

C. Mobile Devices

In this section we will be looking at your user's profile with special focus on mobile devices - mobile/smartphone and tablet.

C1. Do you use smartphone regularly? *

(please choose one option)

- ○ Yes
- ○ No (please proceed to C3.)

C2. Which tasks do you usually perform on your smartphone?

(please choose one or more options)

- [ ] Calls and messaging
- [ ] Take pictures and record video
- [ ] Check the weather

- [ ] Shopping
- [ ] Be on social media
- [ ] Make payments
- [ ] Read news
- [ ] Surf online
- [ ] Listen to music
- [ ] Watch films or videos
- [ ] Access e-services (bank, transports, healrh, etc.)
- [ ] Use GPS and maps
- [ ] Use communication apps (Messenger, WhatsApp, Skype, etc.)
- [ ] Use PayPal
- [ ] Play games
- [ ] Email
- [ ] Other...

C3. Have you used a tablet before? *

(please choose one option)

- ( ) Yes
- ( ) No (please proceed to C5.)

C4. If so, which tasks do you usually perform on a tablet?

(please choose one or more options)

- [ ] Calls and messaging

- [ ] Take pictures and record video
- [ ] Check the weather
- [ ] Shopping
- [ ] Be on social media
- [ ] Make payments
- [ ] Read news
- [ ] Surf online
- [ ] Read documens
- [ ] Listen to music
- [ ] Watch films or videos
- [ ] Access e-services (bank, transports, healrh, etc.)
- [ ] Use GPS and maps
- [ ] Use communication apps (Messenger, WhatsApp, Skype, etc.)
- [ ] Use PayPal
- [ ] Write documens
- [ ] Play games
- [ ] Email
- [ ] Other...

C5. Do you see advantages using the tablet compared with the computer? If so, which ones? (In case you do not, select the option 'I do not identify advantages') *

(please choose one or more options)

- [ ] It is simpler because it has less components
- [ ] The touch screen makes it easier to interact
- [ ] It is more portable
- [ ] The software is easier to understand
- [ ] It is easier to surf online
- [ ] I do not identify advantages
- [ ] Other...

D. Online safety

This section is dedicated to online safety and how you use the internet

D1. Do you usually surf online? *

(please choose one option)

- ( ) Yes
- ( ) No (please proceed to D3.)

D2. What do you usually do online?

(Type your answer below)

Short-answer text

D3. Do you regard online safety as an important learning topic? *

(please choose one option)

- Yes
- No
- I have no opinion on this matter

E. Please rate the following statements according to the following scale: 1 - Strongly disagree; 2 - Disagree; 3 - I do not agree nor disagree/I have no opinion; 4 - Agree; 5 - Strongly agree

(Select a number from 1 to 5)

E1. "Knowing how to use mobile devices is an important skill to have a more active lifestyle and to foster social inclusion amongst all generations." *

	1	2	3	4	5	
Strongly disagree	○	○	○	○	○	Strongly agree

E2. "Acquiring digital skills is important to ensure professional inclusion amongst all generations professionally active." *

	1	2	3	4	5	
Strongly disagree	○	○	○	○	○	Strongly agree

E3. "Knowing how to navigate online is an important skill for a more active lifestyle and to promote social inclusion of all generations." *

	1	2	3	4	5	
Strongly disagree	○	○	○	○	○	Strongly agree

E4. "Using the internet contributes to minimizing family isolation." *

	1	2	3	4	5	
Strongly disagree	○	○	○	○	○	Strongly agree

Thank you for your collaboration!