Increase in the use of electronic devices

- Internet users ages 65 and older
  - 2000 - 14%
  - 2019 - 73%

- Smart phone users
  - 2000 – uncommon
  - 2019 – 53%

For older Americans, leisure time looks different today than it did a decade ago

Change in daily time use 2005-2015 (minutes), for people 60 and older

- Screen time: +27
- Exercise: +2
- Other leisure: -6
- Socializing: -9
- Reading: -13

Note: Based on non-institutionalized people.

PEW RESEARCH CENTER
Benefits of technology use by older adults

- **Internet use has shown significant associations**
  - Decreased depression
  - Decreased loneliness
  - Greater sense of community
  - Increased psychological well-being
  - Greater life satisfaction

- **Health related technology**
  - eHealth interventions/information
  - Access to care and support

- **Enhance leisure time**
  - eBooks, music, puzzles, etc...
  - Social networking

- **Facilitate continued learning**

- **Increase performance of daily living activities**
  - Improved safety
  - Access to shopping, banking, government services
Older adults are less likely to adopt new technology

- Lack of confidence – “digitally immigrants”
- Lack of awareness, motivation, access, skill, or experience
- Insecurity towards technology
- More likely to desire others to help
- Usability
  - Physical challenges
    - Eye sight
    - Limitations in mobility
    - Cognitive declines
  - Lack of intuitive navigation
  - Non-general user interface
- Frustration
  - Terminology (e.g. cookie, bandwidth, RAM, HDMI)
- Privacy and personal data concerns
- COVID-19 accelerates technology adoption
Predictors to adoption

- Perceived value/benefit
- Impact on quality of life
- Self assessed abilities
  - Perceived ease of use
- Comfort and confidence in learning
- Optimism
- Higher concern with privacy

- Needing help to learn technology is NOT a predictor to adoption
Improving technology usability

- Recognition of age related changes
  - Simple instructions
  - Fewer buttons/options
  - Speech-activated tools

- Access to training and assistance
  - Awareness of existing tools/possibilities
  - Increase self-efficacy
  - Increase perceived ease of use

- Motivation

Concerns about telehealth visits
AMONG ADULTS AGE 50–80 SURVEYED IN JUNE 2020

- 75% Health care providers not able to conduct a physical exam
- 67% Quality of care is not as good in telehealth visits compared to in-person visits
- 45% Not feeling personally connected to the health care providers
- 25% Having difficulty seeing/hearing health care providers
- 24% Privacy concerns
Useful Technology Examples
Online training for seniors

• **TechBoomers.com** - over 100 FREE training courses/articles
  [https://techboomers.com/](https://techboomers.com/)
  - Social networking
    - Facebook
    - Instagram
  - Online dating
    - eHarmony
    - Match.com
  - Shopping
    - eBay
    - Amazon

• **GCFLearnFree.org**
  [https://edu.gcfglobal.org/en/](https://edu.gcfglobal.org/en/)
  - Computer skills
  - Internet skills
  - Smartphone & Tablets
  - Software
    - Photoshop
    - Microsoft Office

• **Poynter Institute for Media Studies**
  [https://www.poynter.org/](https://www.poynter.org/)
Digital Assistants – Amazon Echo

• Medication reminders
• Personal alerts
• Shopping lists
• Phone calls and messages
• Date, time, weather, traffic
• Music/entertainment (jokes and riddles, audiobooks)
• Miscellaneous information/facts
• Control smart home devices
- **YouTube**
  - Free website for video sharing
  - Older adults is among the fastest growing group of users

- **How-to tutorials**
  - Technology
  - Hobbies – woodworking, knitting, science
  - Cooking/recipes

- **Health education**
- **Exercise videos**
- **Product reviews**
- **Inspirational videos**
  - E.g. Ted talks on aging

- **Music**
Ride sharing – Uber and Lyft

• Current use is low amount older adults
  • Awareness
  • Confidence
  • Safety
  • Limited use of mobile devices
  • Difficulties setting up account
  • Security concerns

• Benefits
  • Improved mobility
  • Preserved independence
  • Improved quality of life
  • Convenience
  • Family or friend can request a ride on your behalf
Ebooks and Audiobooks

Americans who report listening to audiobooks have increased from 11% to 20% (2011 to 2019)

Pew Research Center

- Ebooks
- Audiobooks
- iPhone/iPad
- Android and Fire tablets
- Windows, Mac computer
Video Teleconferencing

- Video teleconferencing platforms
  - Zoom
  - Facetime
  - Skype
  - Google Hangouts

- Video teleconferencing applications
  - Social connection
  - Telehealth

Increase in telehealth visits from 2019 to 2020 among adults age 50–80

4% ever as of May 2019
26% in the period March to June 2020

Computer Hygiene and Security

Michael Connolly, M.S., CISSP
Antivirus and Anti-Spyware

- Malware!
  - Viruses
  - Ad-Ware
  - Spy-ware
  - Ransom-Ware

- Anti-Virus
  - Windows Defender
  - Norton – McAfee
  - Xprotect (Mac OS 10.6)
  - Bitdefender
Basics of Computer Security and Hygiene

Computer Hygiene
- Firewall
  - On the computer
  - On the Internet router
- Patching
  - OS
  - Applications
- Backups
  - Online / Cloud
  - Local Storage
Basics of Computer Security and Hygiene

P@$$WoRds!

- Not a word in any language
  - Forward or *Backward*
- At least 8 characters
  - Mixed upper/lower case
  - Specials !@#$%^&*
- Consider a Pass-Phrase!
  - *1ThinkS0upisTast33!*
- Do not reuse passwords!
  - Separate Password for each device or website
  - Come up with a mnemonic pattern!
- Other Options
  - Two-factor authentication
  - Biometrics
  - Password Token / Application
Online Security and Privacy

Online Security

- Passwords – Unique for each site
- Phishing – Social Engineering
  - Too good to be true emails (You Win!)
  - Emergency request for money
  - Bitcoin Scams (we saw what you did!)
  - 419 – Nigerian Prince Scams – Advance Fee Fraud
  - Password Reset scams (harvesting)
  - Telephone / Tech Support Scams
- Don’t Click the Link!
  - Hidden links in scam emails
  - Malware attachments (look at this cute doggy picture!)
  - Don’t send money / gift cards / Western Union / Bank Account information!
Social Media

- Set your feed to “Private”
- Only add people you know in the real word
- Avoid oversharing
- Pictures can include meta-data
  - Time Picture was taken
  - GPS Coordinates!
Identity Theft

- Your info is more valuable than your money -- most of the time
- Protect your personal info including banking information, online retailer accounts and passwords, medical information
- Social security, drivers license, and Passport information
- Credit Card numbers are a frequent target, only use credit cards online, debit cards can drain your bank account
- Online criminals cross reference public and illicit databases to build profiles of people than then can be used for additional fraud
  - Mother’s Maiden Name, huh? I bet I can look that up!
Additional Resources

Stop. Think. Connect. Older American Resources from the Department of Homeland Security
https://www.dhs.gov/publication/stophinkconnect-older-american-resources

Strategies for Staying Safe and Secure Online

The Seniors Guide to Online Safely from ConnectSafely
https://www.connectsafely.org/seniors/

Free, online, yearly credit report authorized by the FTC
https://www.annualcreditreport.com/index.action

FTC Bureau of Consumer Protection
https://www.ftc.gov/about-ftc/bureaus-offices/bureau-consumer-protection