Uppsala Senioruniversitet/SELID project

Results from a survey among members

August 2020

Introduction

Uppsala Senioruniversitet (USU) is a member of EFOS and as such also a partner of the project *Senior´s Learning in the Digital Society* (SELID).

The main objectives are open education and innovative practices in a digital era, focusing on improving and extending high quality learning opportunities for digital technologies and ICT. The project concentrates on learning and training of basic ICT skills and key digital competences of Senior students.

The project started in September 2019 and one of the first activities of Uppsala U3A has been to carry out the enclosed survey among our students to find out facts about their present digital skills and how they look upon digital aids, the use of them and ways of learning more.

The survey was carried out as a questionnaire with the same content in all the eight participating universities, with some adaption to the special situation in each country. When the questionnaire was in place in January 2020 it was translated to Swedish and adapted to the situation in Sweden in this field and ready for being handed out in February. This was just when the Corona pandemic reached Sweden and the questionnaire was handed out in the very end of February during an ordinary lecture for Senior students. The majority of the respondents return the document at the end of the lecture and the others at the next lecture in a couple of week   As there was a limited time for the respondents a decision was taken to skip a few of the questions which were considered less important.

143 seniors answered the questions. They are probably quite representative for the senior student population of about 4 500 students at Uppsala U3A. There is about the same distribution in general between male and female students at Uppsala U3A as the "lecture" sample. The same goes for age as the average age of our students is 74 years. It has to be noted, though, that there might be a bias in that this specific lecture probably attracted many seniors with a background in the health sector.

The questionnaires were first counted and put into an excel file and then summarized in the enclosed first project report from the Uppsala U3A project team.

Uppsala in August 2020

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USU SURVEY ON THE USE OF DIGITAL TECHNOLOGIES

A. RESPONDENT PROFILE

1. Gender:

Male   31% (44)   Female   69% (99)

2. Age:

50-60   0% (0)
61-70   33%(47)
71-80   57%(82)
More than 80   10%(14)

3. Country of Residence:

Czech Republic -
Germany   -
Poland   -
Slovakia   -
Spain   -
Sweden   100%(143)
Other: the Netherlands, Austria, the UK -

4. Educational Level:

Primary   1%(1)
Secondary   7%(10)
Vocational school   1%(2)
University graduate 90%(129)
Other………………………… 4%(6)

5. In which sector do you currently work/or did you previously work if you are not working now?

Industry, Transports and Communications   11%(16)
Banking, Insurances   1%(2)
Offices and Professional Practices   -
Health   42%(60)
Education   25%(36)
Commerce and Hospitality/Catering   2%(3)
Agriculture/Cattle-Raising and Fishing   2%(3)
Other…………

6. Marital/Life Status:

  (question not asked)

B. TECHNOLOGICAL RESOURCES AVAILABLE

1. How do you rate your computer skills (the ability to use the computer)?

Very low   2%(3)
Low   8%(12)
Acceptable   34%(49)
Good   33%(47)
Very good   19%(27)

2. Which of the following technical devices do you use and to what extent?

(You can also specify several answers)	never	rarely	frequently
Traditional phone/Conventional Mobile	37%(53)	6%(8)	20%(28)
Smartphone	6%(9)	2%(3)	86%(123)
Tablet / E-Reader	24%(35)	13%(18)	52%(74)
Personal Computer (PC) / Notebook	7%(10)	11%(16)	75%(107)
Printer / Scanner	7%(10)	27%(38)	60%(86)
Game console /Portable game console	74%(106)	2%(3)	1%(1)
Camera / Camcorder	8%(11)	10%(14)	30%(43)
Other devices (Webcam, Satellite navigation (GPS), etc. …)	15%(21)	18%(26)	15%(22)

3. Where do you get access to Internet connection (You can choose more than one)

at home	96%(137)
at U3A/Senior Academy	-
In the office/at work	-
in library	15%(21)
In residential home/ clubs	1%(1)
at home of friends and relatives	34%(48)
Other………………………	58%(83)

C. LEARNING MODES OF THE USE OF THE DIGITAL TECHNOLOGIES

1. When you need to learn basic use or to deepen your knowledge about the use of digital technologies, which type of training do you prefer? (4 options prioritized)

Lectures and presentations	17%(25)
Workshops	15%(22)
Computer regulars' table	25%(36)
Taster course	-
Distance learning	3%(4)
Classroom courses or seminars.	16%(23)
Self-assessment (Looking for information and help via the Internet)	32%(46)
Support provided by relatives or friends	59%(85)
Support provided by electronic shops	26%(37)
Support provided by telecommunication companies	-
Other……………………….	8%(12)

2. Do you attend to any courses in digital technologies organized by your U3A

Yes, namely   25%(3)--…………………………   No   88%(126)

D. CASES OF MORE FREQUENT USE OF DIGITAL TECHNOLOGIES

1. Please indicate which facilities you mostly use to for your various purposes in dealing with digital technologies (see left column)

(You can choose more than one)	PC / Laptop	Smartphone	Tablet
Information search	70%(100)	70%(100)	34%(48)
Communication with other people (mails, conversations, messages)	59%(84)	79%(113)	22%(32)
Work with photographs	4%(6)	78%(111)	6%(8)
Work with videos	17%(25)	12%(17)	4%(6)
Reading publications	39%(56)	43%(62)	31%(45)

Office Automation	24%(35)	6%(9)	5%(7)
E-Commerce	43%(61)	30%(43)	17%(24
Banking Procederes	69%(99)	50%(71)	16%(23)
Digital medical history and/or other medical procedures or monitoring systems (pedometer, sleep, the period, etc.)	46%(66)	37%(53)	13%(18)
Multimedia playback	30%(43)	25%(36)	20%(28)
Geographical Information Systems (Online maps)	48%(69)	58%(83)	20%(29)
Social Networks	29%(42)	57%(81)	15%(22)
Emergencies	1%(2)	42%(60)	0%(0)
Videoconferencing	18%(26)	5%(7)	7%(10)
Calendar and Appointments	17%(24)	44%(63)	10%(15)

2. Do you use voice input?   Yes 8%(11)   No 87%(125)

E. THE SMARTPHONE

1. What are the reasons for seniors (old persons)for not using/not wanting to use a Smartphone? (Multiple answers possible):
  a) You don't know which Smartphone you should buy (type, operational system) !%(2)
  b) The first Installation is too complicated   3%(4)
  c) Reading is too difficult with the device (the screen is too small)   8%(11
  d) Typing and deleting are too difficult with the device (the control panel is too small)   6%(9)
  e) It's too expensive to buy a Smartphone   8%(11)
  f) The running costs (e.g. the monthly costs) are too high   4%(6)
  g) Concerns regarding privacy policy   8%(11)
  h) Concerns regarding malicious software (malware, e. g. virus)   5%(7)
  i) Concerns regarding health problems caused by radiation   1%(1)
  j) Concerns regarding unexpected costs (e.g. for things ordered/ caused by mistake)   3%(4)
  k) Annoying queries (e.g. cookies), advertisements etc   5%(7)
  l) No internet connection at home (no WLAN)   0%(0)
  m) No reception or bad reception of internet at home   1%(1)
  n) No interest/no need   6%(8)

2. I use a Smartphone....

(Multiple answers possible)	Daily	Several times per week	Rare	Never
to make calls	65%(93)	23%(33)	3%(5)	0%(0)
to compose, send and read text message (SMS) and E-Mails	71%(101)	20%(28)	2%(3)	0%(0)
to send voice messages	**10%(14)**	**14%(20)**	**27%(38)**	**15%(22)**
to take photos	**17%(25)**	**50%(71)**	**17%(25**	**3%(4)**
to send pictures and videos	**14%(20)**	**39%(56)**	**30%(43)**	**2%(3)**
to use WhatsApp	**10%(15)**	**17%(24)**	**17%(24)**	**32%(46)**
for video telephony , like Skype)	**1%(2)**	**6%(9)**	**27%(38)**	**41%(58)**
for other social networks	**19%(27)**	**24%(34)**	**18%(26)**	**18%(26)**
to listen to music or audio books	**10%(15)**	**20%(28)**	**33%(47)**	**13%(19)**

to navigate GPS	6%(9)	26%(37)	32%(46)	13%(18)
to install/download apps	4%(6)	34%(48)	35%(50)	6%(8)
for online banking	10%(15)	50%(71)	16%(23)	8%(12)
for online shopping	3%(5)	17%(25)	36%(52)	20%(29)
for use of the emergency call	1%(2)	2%(3)	34%(48)	26%(37)
Other:	0%(0)	0%(0)	1%(1)	1%(1)

3. What would make your use of a Smartphone easier?

a) Assistance / Explanations by another person   6%(9)
b) Smartphones especially designed for old people   29%(41)
c) Easier to understand instructions, available
    as a printed copy   21%(30)
d) Possibility to try a device without the obligation
    to buy it   20%(29)
e) Other: ....   6%(9)

4. What kind of new use possibilities would you like to have implemented in the Smartphone?
……………………………………………-

F. THE INTERNET OF THE THINGS

(Question not asked)

G. MAIN DIFFICULTIES IN THE USE OF DIGITAL TECHNOLOGIES

1. **Indicate the main obstacles you face when using digital technologies and apps/applications.**
    (You can choose more than one)

a) It is too expensive   3%(5)
b) I am not interested   8%(12)
c) Displayed text is difficult to read   7%(10)
d) Complicated to use   7%(10)
e) It takes a lot of time and investment/other   2%(3)
f) I have nobody who can help me   8%(11)
g) None   40%(57)

2. Specify which apps/applications of digital technologies make you most suspicious of/are most afraid in their use for reasons of loss of privacy, risk of theft or fraud, personal data leaks, etc (4 options prioritized)------
(Question not asked)

H. PERCEPTION and ATTITUDE TOWARDS DIGITAL TECHNOLOGIES

1. Indicate if you feel identified with the following statements:

The use of new technologies has given me new friends	YES 17%(25)	NO 70%(100)
New contacts with old friends	45%(65)	45%(65)
With the new technologies I can keep in touch with my classmates outside the classroom	YES 36%(52)	NO 45%(65)
Thanks to new technologies I have improved the communication with friends and family	YES 65%(93)	NO 27%(38)

2. Do you find that the use of digital technologies is...:(You can choose more than one)
   a) Entertaining   56%(80)
   b) Manageable   44%(63)
   c) Unnecessary   1%(2)
   d) Pleasant   -   (see a) Entertaining)
   e) Efficient   67%(96)
   f) Complicated   16%(23)
   g) Educational   40%(57)
   h) Practical   87%(125)
   i) Important   41%(58)
   j) Harmful   1%(2)
   k) Boring   3%(5)

3. Please add any further comments related to the use of digital and Internet-connected devices:

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