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ICT TRAINING FOR SENIORS

**The challenge of responding to
seniors' needs**



Cofinanciado por el
programa Erasmus+
de la Unión Europea



Universitat d'Alacant
Universidad de Alicante

Cuenta Online Sin Comisiones



a, ni recibos... ¡NADA!



Paga con tu móvil

Introduce tus tarjetas
Openbank en tu móvil o reloj
inteligente y paga en cualquier
lector *contactless*.



Hazte cliente

DIGITAL EDUCATION ACTION PLAN (2021-2027)

The Plan contributes to the Commission's priority '[A Europe fit for the Digital Age](#)' and to [Next Generation EU](#).

It also supports the [Recovery and Resilience Facility](#), which aims to create a greener, more digital and resilient European Union.

<https://education.ec.europa.eu/es/plan-de-accion-de-educacion-digital-2021-2027>



EU DIGITAL EDUCATION ACTION PLAN

Priority 1: Fostering the development of a high-performing digital education ecosystem

Priority 2: Enhancing digital skills and competences for the digital transformation

5 Basic skills for DIGITAL COMPETENCE



DIGITAL COMPETENCE FOR SENIORS??





GGGG
EuCoNet



DEFINE



Digitalized Financial Education for Seniors -
Interactive Scenario Gaming Solutions for Increasing
Online Financial Literacy of Seniors



Universidad
permanente



ACTIVE CITIZENS

INVOLVED CITIZENS

AUTONOMOUS CITIZENS

ACTIVE and SUSTAINABLE AGEING

1

DO WE KNOW SENIORS' NEEDS?

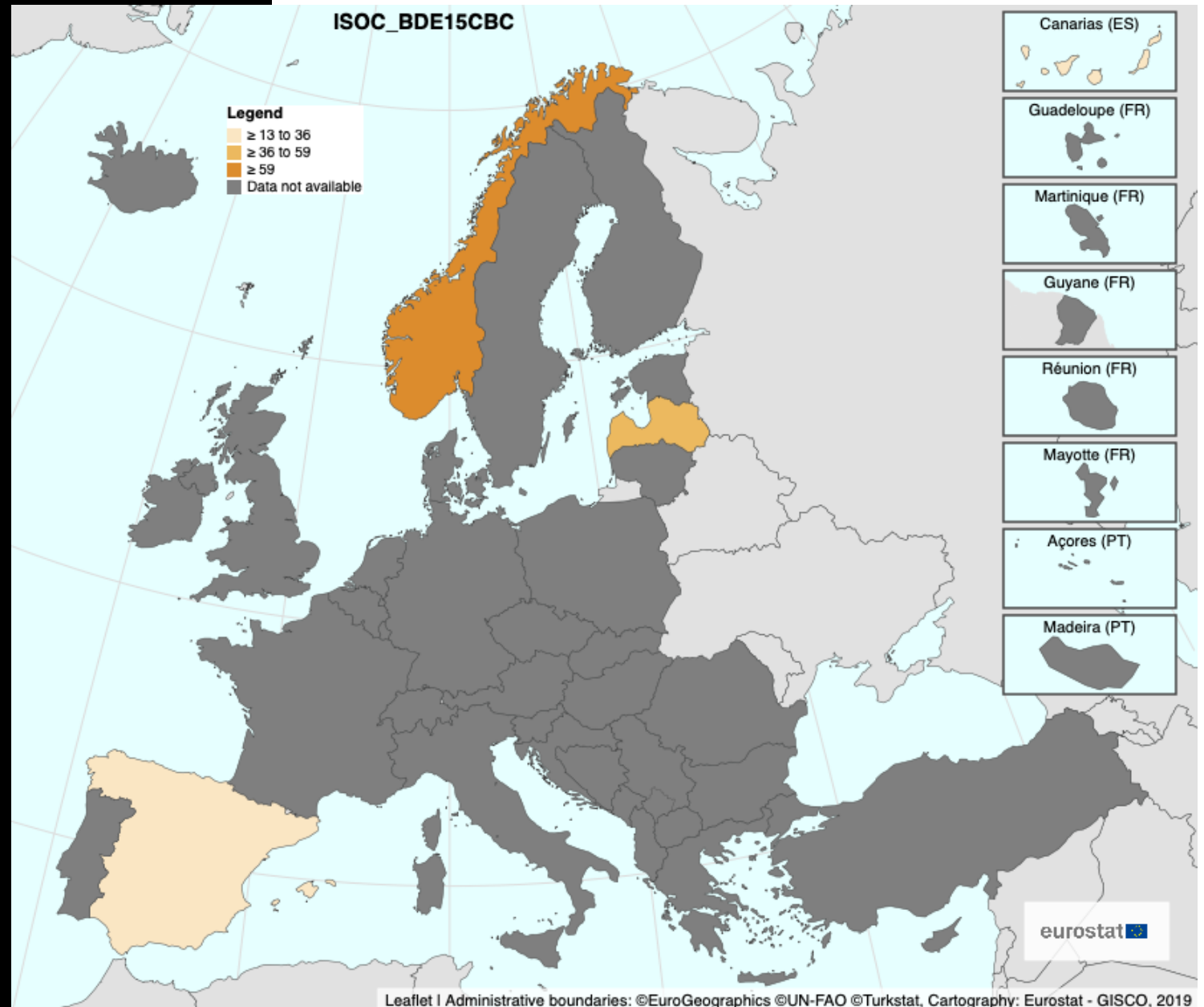


WHAT SENIORS NEED?

SENIORS

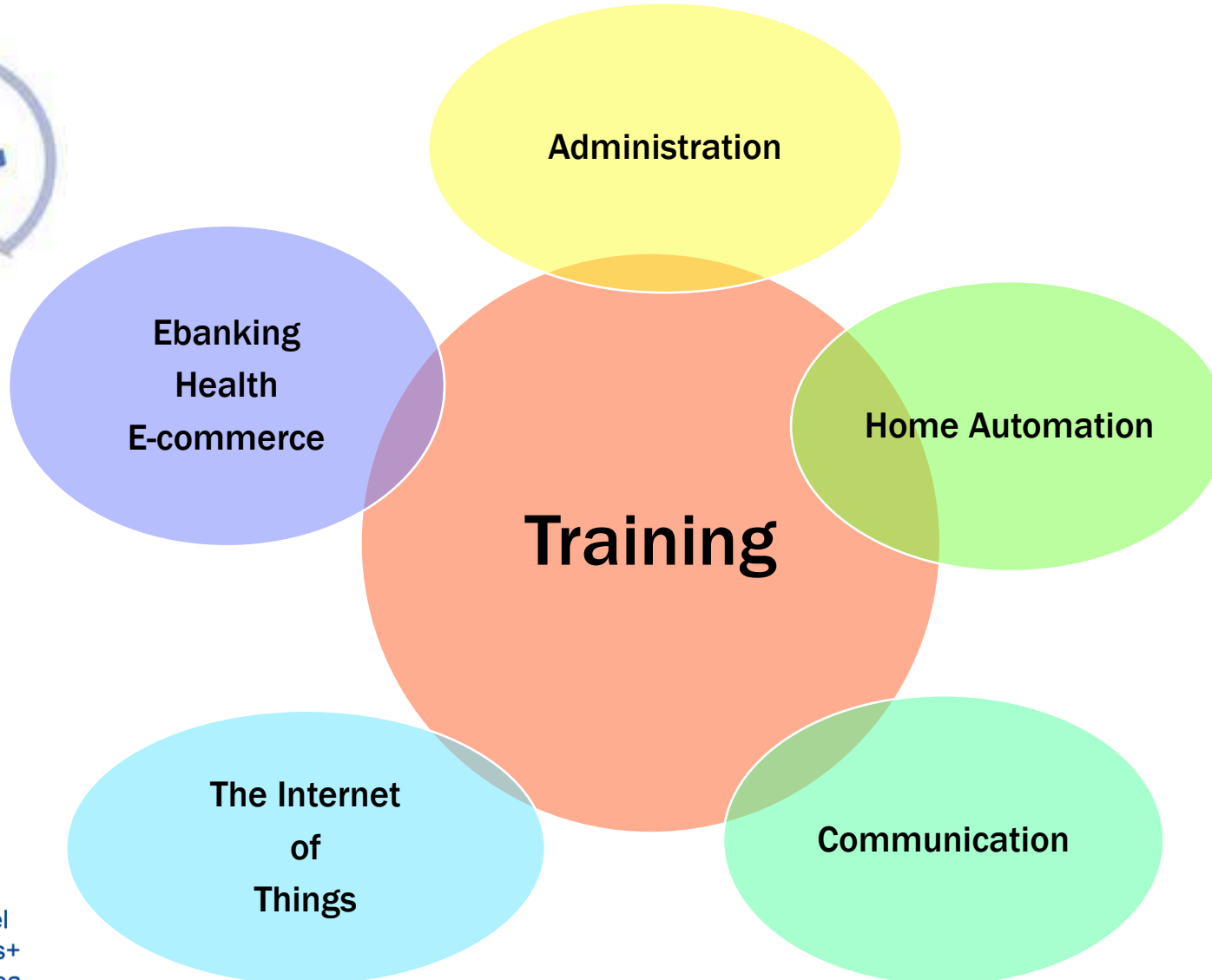
75 years old or more

E-banking
and e-commerce



https://ec.europa.eu/eurostat/databrowser/view/ISOC_BDE15CBC__custom_2118424/settings_1/map?lang=en

SELID PROJECT



Programme

Needs Analysis

Training

Visits

Support

Dissemination
and Awareness



Cofinanciado por el
programa Erasmus+
de la Unión Europea

MAIN CAVEATS & DIFFICULTIES

The MAIN REASON why SENIORS DO NOT use Internet:

- **61,4% NOT ENOUGH TRAINING**
- **47,0% NOT HAVING A COMPUTER/TABLET**
- **33,7% NOT HAVING INTERNET ACCESS**

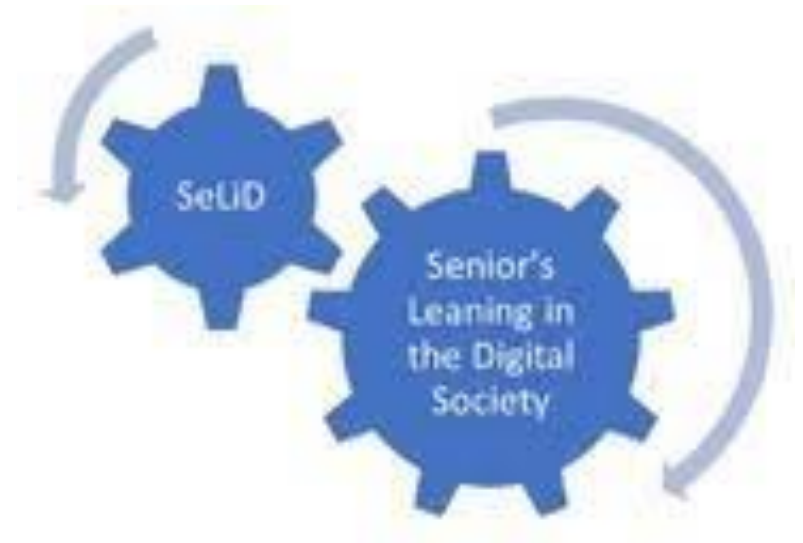
Users of more than 65 years-old increase every year:

2021	59,5%
2019	46,8%
2017	32,7%

During the PANDEMY, the increase is mainly due to **occassional USERS**

TRAINING HAS TO FOCUS ON

UTILITY rather than
on Basic Competences only



DEFINE CHALLENGES FOR THE FUTURE ~~X~~ THE PRESENT



Digitalized Financial Education for Seniors -
Interactive Scenario Gaming Solutions for Increasing
Online Financial Literacy of Seniors



Co-funded by the
Erasmus+ Programme
of the European Union



Module 1:

Definition of digital financial services



Module 2:

Money management for seniors



Module 3:

Online Banking



Module 4:

Online Security and Data protection



Module 5:

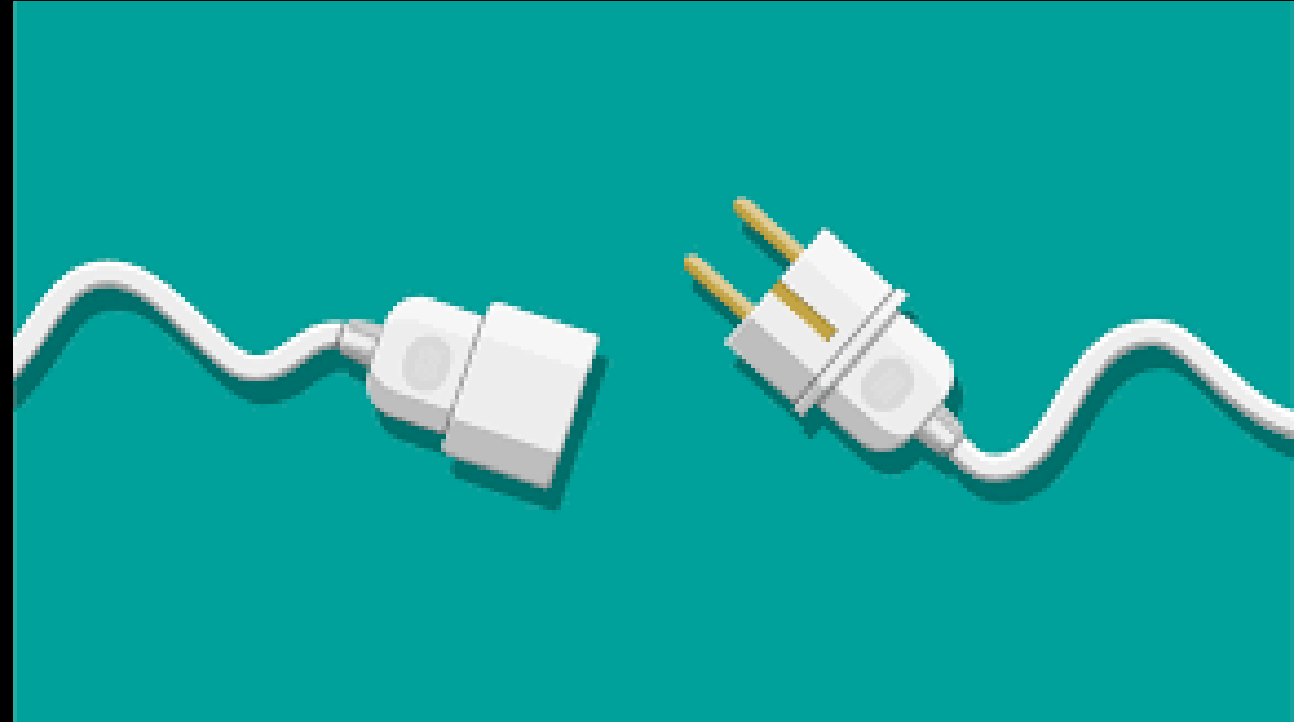
Definition of digital financial services



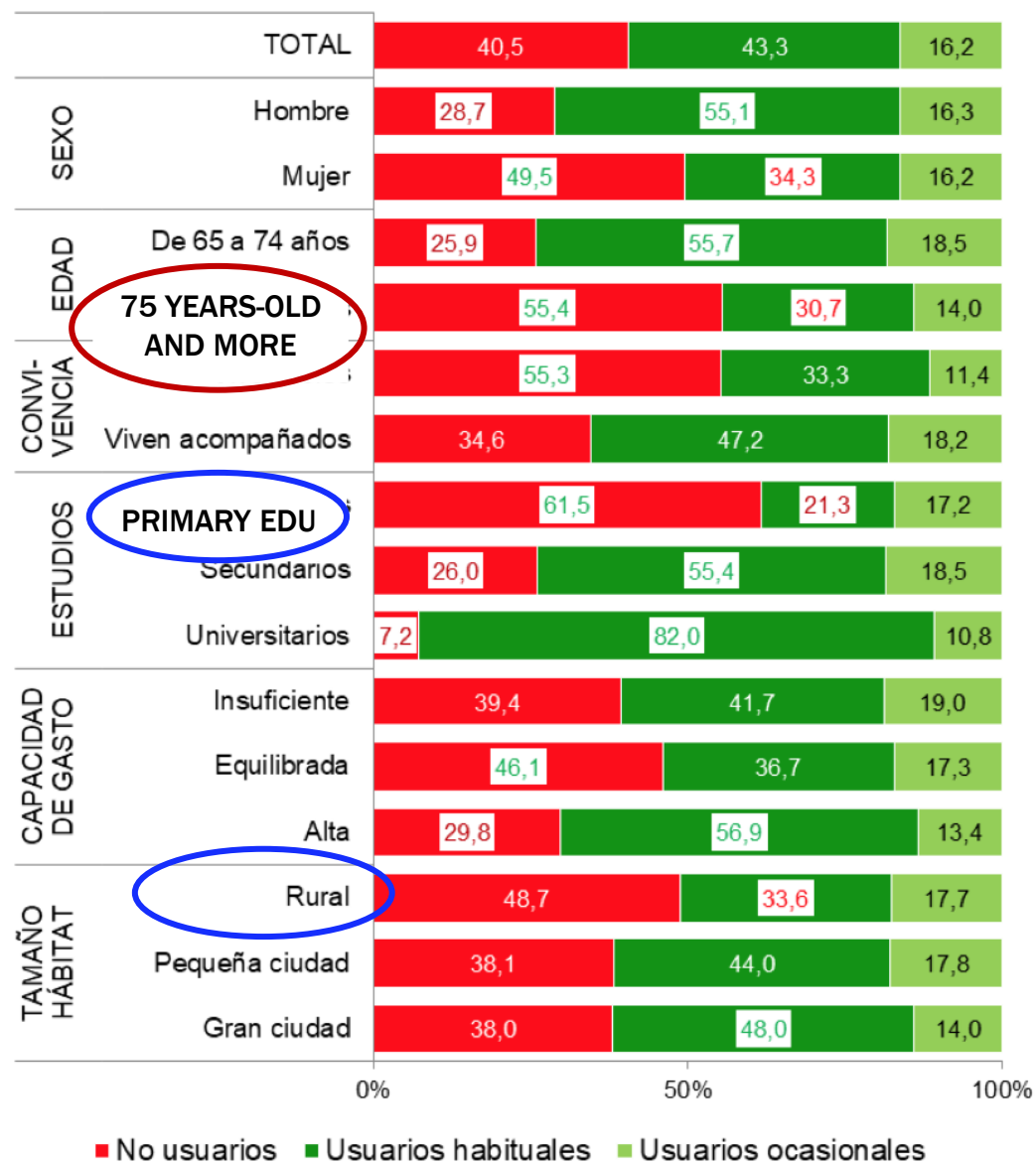
2 QUESTION

2

WHO'S LEFT BEHIND?



Usuarios por segmentos



Base: Usuarios (472).

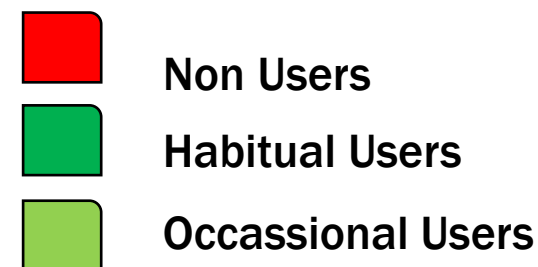
REPORT ABOUT THE DIGITAL DIVIDE

INFORME MAYORES UDP –
BARÓMETRO UDP

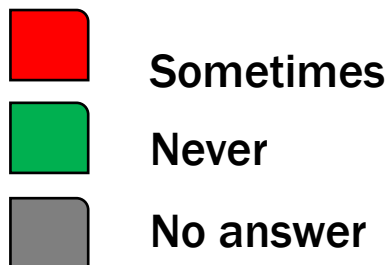
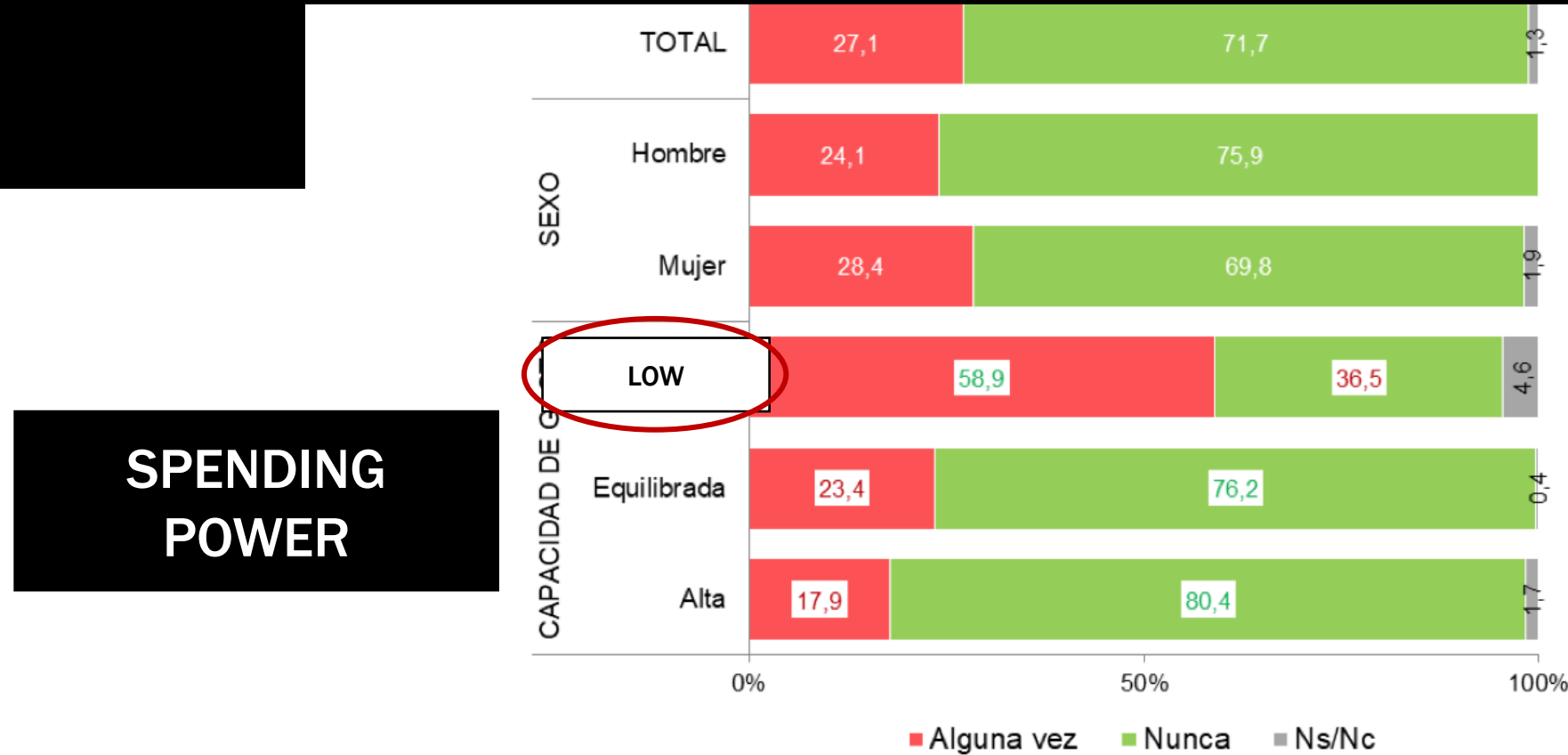
AÑO IX N.º 1

Fecha: Junio-2021

Ref.: 21053-21030-54461



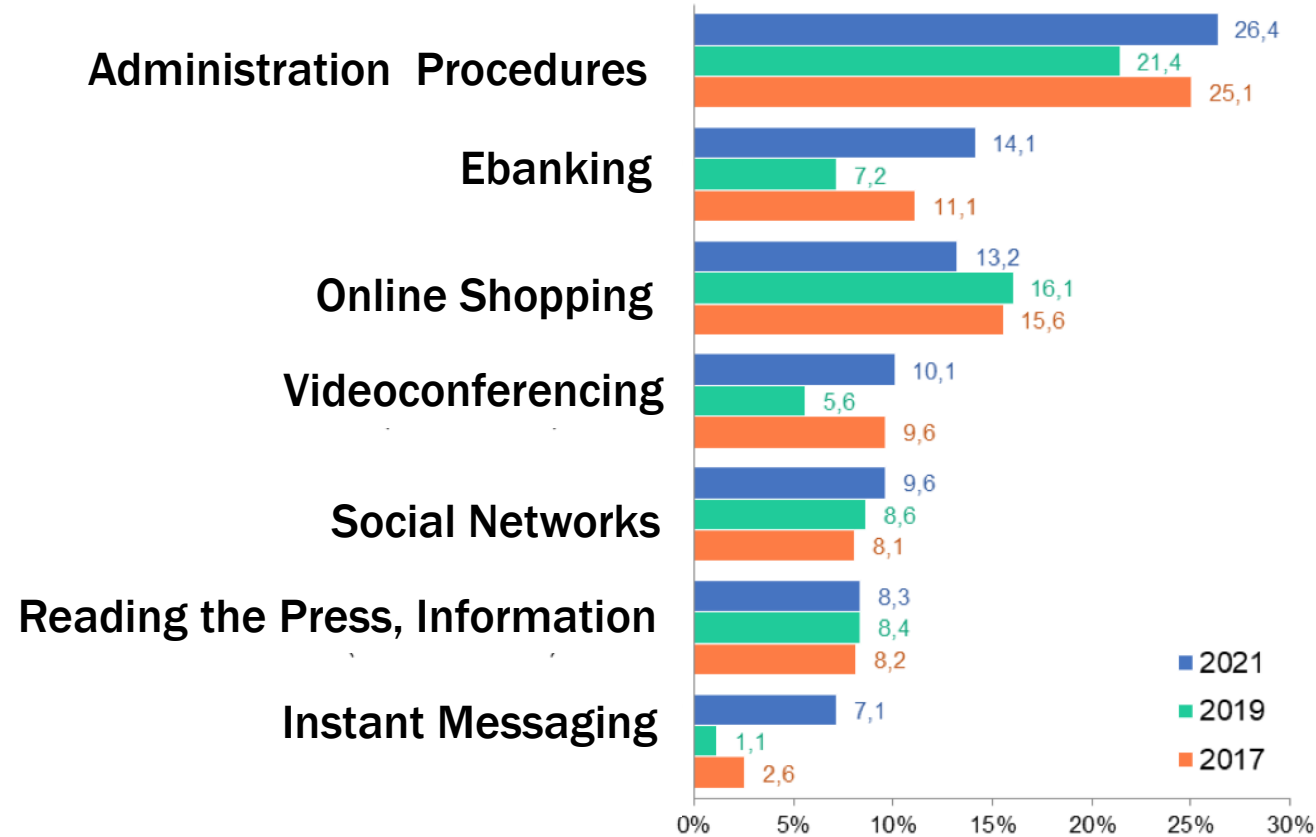
HAVE YOU REFUSE TO MAKE A TRANSACTION /TASK because you needed to do it online or through a machine?



Base: No usuarios (161n).

Have you done any of the following activities online?	TOTAL	SEX		EDAD		COHABITATION		STUDIES		
		Hombre	WOMAN	De 65 a 74 años	75 and +	Liv. ALONE	Viven acompañados	PRIMARY	Secundarios	Universitarios
Base: Usan internet	311	152	159	229	82	58	253	108	86	111
	%	%	%	%	%	%	%	%	%	%
Get informed, Reading the press, documents,	80,8	79,8	81,9	80,0	82,3	79,9	81,1	70,3	81,5	93,5
Online shopping	36,9	35,1	38,9	39,7	32,3	33,3	37,9	16,2	42,3	53,6
E-BANKING	54,6	63,0	45,6	59,8	45,9	42,5	57,9	30,3	64,7	71,5
Administrative Procedures	38,6	47,3	29,2	41,3	34,1	35,6	39,4	17,4	42,6	58,2
Health and Social Procedures	52,0	52,7	51,2	54,7	47,6	36,2	56,3	39,7	54,7	63,2

EVOLUTION OF THE DIFFICULTY OF INTERNET ACTIVITIES

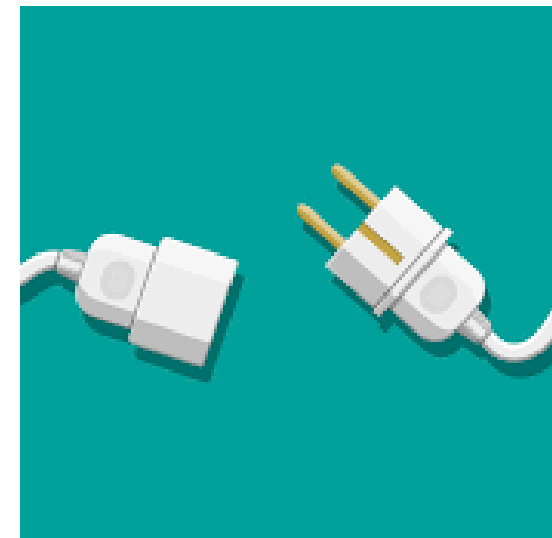


Base: Lo usan para...

3 QUESTION

3 IS TECHNOLOGY SOLVING OR CREATING A PROBLEM?

**ARE WE
RESPECTING
SENIORS' RIGHTS?**



WE ARE OLD, BUT NOT IDIOTS



**600.000 SIGNATURES TO DEMAND
PERSONAL ATTENTION FROM
BANKS in SPAIN**



European
Commission



PEOPLE AT THE CENTRE

Digital technologies should protect people's rights, support democracy, and ensure that all digital players act responsibly and safely. The EU promotes these values across the world.



SUSTAINABILITY

Digital devices should support sustainability and the green transition. People need to know about the environmental impact and energy consumption of their devices.



SOLIDARITY AND INCLUSION

Technology should unite, not divide, people. Everyone should have access to the internet, to digital skills, to digital public services, and to fair working conditions.

DIGITAL RIGHTS AND PRINCIPLES



SAFETY AND SECURITY

The digital environment should be safe and secure. All users, from childhood to old age, should be empowered and protected.




FREEDOM OF CHOICE

People should benefit from a fair online environment, be safe from illegal and harmful content, and be empowered when they interact with new and evolving technologies like artificial intelligence.



PARTICIPATION

Citizens should be able to engage in the democratic process at all levels, and have control over their own data.



IMPLEMENT ICT ADAPTABLE FRIENDLY SOLUTIONS

5 PRINCIPLES FOR E-COMPETENCES

1 E-TRAINING MUST BE CENTRED ON THE USERS AND THEIR NEEDS

Meaningful

2 SENIOR'S RIGHTS MUST BE RESPECTED.

Right to be unconnected

3 E-TRAINING HAS TO BE SIMPLIFIED AND MUST BECOME MORE USER-FRIENDLY.

increased difficulty

4 E-TRAINING CANNOT SUBSTITUTE HUMAN CONTACT AND SHOULD FOSTER SOCIALISATION

support, not a barrier

5 E-TRAINING SHOULD OFFER OPPORTUNITIES THAT CANNOT BE SEIZED OR PROFITED IN THE SAME WAY IN OTHER CONTEXTS

.... WITHOUT LEAVING ANYBODY BEHIND.

sustainable



THANKS



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