In 2016, the Senior Planet Montgomery program was founded to provide free, high-quality technology training to older adults. A partnership between the ultraMontgomery program and the non-profit organization Older Adults Technology Services (OATS), the goal of Senior Planet Montgomery is to ensure that all Montgomery County seniors have the skill sets to safely and comfortably use technology and to fully participate in the digital economy.

Over the past two years, Senior Planet Montgomery has provided over 500 older adults with almost 9,000 hours of technology training through our multi-week courses and single-day lectures. The results of the program are more than just new tech skills. Through our innovative approach to training, Senior Planet Montgomery members have increased their independence and self-efficacy and discovered new ways to work, learn, create, and connect in the digital age.
Outcomes & Metrics

All multi-week course graduates are surveyed to assess the impact and effectiveness of Senior Planet Montgomery programs.

Personal Growth

85% Feel more connected to their friends, family and community.
76% Are more confident in their ability to live independently.
88% Have more access to health information.
85% Say their quality of life has improved.
85% Are looking for a job and feel more prepared to work.
85% Feel more optimistic about their future.

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“This course has been a great eye-opener to technology and has given me independence. I am more confident and I am connected to many important issues. My doctors appointments, connecting with my family overseas and staying connected with my friends. I hope there will be more classes for seniors.

- Marlene, iPad Basics & Beyond the Basics

This computer class has enabled me to get involved with computers and the internet. I have been able to connect with friends now in a way I was unable to do in the past. The fact that keyboarding was not a prerequisite was extremely helpful for me. Also the fact that the class was completely free was a bonus!

- Ronnie, Computer Basics

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Course Satisfaction

100% Found the course useful.
97% Found the course textbook useful.
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<th>Year 1</th>
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</tr>
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<tbody>
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<td>iPad Basics</td>
<td>7</td>
<td>10</td>
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<tr>
<td>iPad Basics Spanish</td>
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FY18 Program Expenditures

16% Mgmt. & Admin.
1% Expenses
20% Development
26% Instruction
37% Curriculum & Support

$33,373 Curriculum & Support
Updating curriculum and materials, providing support for trainers and sites.

$23,430 Instruction
For courses, lectures, and workshops.

$18,116 Development
Identifying potential partners, building new partnerships.

$14,325 Management & Administration
Data collection and performance metrics, consulting with OATS senior staff.

$1,398 Expenses
Program and event supplies, printing, staff travel.

$90,642 Senior Planet Montgomery Total

Institutional Capacity Building

280 hours of professional development provided to trainers in partnership with:
- TeenWorks TechConnect
- Montgomery County Public Libraries
- Jewish Council for the Aging (JCA)
- Gilchrist Immigrant Resource Center

FY18 Highlights

6,640 hours of instruction
371 members served
14 locations

Data represents graduates surveyed from July 2017 to June 2018.
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All multi-week course graduates are surveyed to assess the impact and effectiveness of Senior Planet Montgomery programs.

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FY18 Program Expenditures

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Program Impact: Before & After

Senior Planet Montgomery courses are designed to do more than simply teach seniors how to use technology; rather, the OATS approach to training helps participants achieve a higher level of self-efficacy. Through relevant and meaningful instruction, given at an appropriate pace and with needed repetition, participants develop skills they can leverage for daily living.

Senior Planet Montgomery works to enhance participants’ “tech savvy” and technology skills as a means to turn the curve on the wider problem of isolation and marginalization of older adults. Technology and greater self-confidence can also be a means to enable seniors to sustain independent living, delay financial impacts of moving to assisted living, and earn more income through digital economy entrepreneurship, for example.

After completing specific courses, 86% of participants said they could find resources online to help them start their own business.

After completing the “Money Matters” course, 43% of participants said they were tracking their household expenses all of the time, which was a 149% increase over the percent who tracked all monthly expenses at the beginning of the course.

71% of participants said they could find information online about their Social Security, Medicare, or Medicaid benefits, an increase from only 17% of participants.

Data represents graduates surveyed in June 2018.

Senior Planet Montgomery programs are evaluated for their effectiveness in helping older adults live more independently, feel more confident, and achieve their personal goals.

To measure this impact, OATS partnered with Cornell University to create a set of comprehensive metrics to assess change among each of its five program pathways - financial literacy, health, civic engagement, social engagement, and lifelong learning. Each multi-week course is structured around outcomes that align with one or more of the five pathways, and each survey is designed to detect change in a participant’s growth through pre-and post-course evaluation points, according to specified targets.

For example, participants who complete courses like “Social Media” or “Connecting in the Digital Age” are given the Social Engagement Survey, which measures changes in social isolation, self-confidence, and overall connectedness, at the beginning and end of their course.

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How often do you feel lonely?

- **20%** at the beginning of the course
- **0%** at the end of the course

If you wanted to go to a social event, is there a family member or friend who would go with you or meet you there?

- **20%** at the beginning of the course
- **40%** at the end of the course

If you had a question about your Social Security, Medicare, or Medicaid benefits, do you think you would be able to find that information online?

- **17%** at the beginning of the course
- **29%** at the end of the course

Do you think it is risky to shop online?

- **83%** at the beginning of the course
- **43%** at the end of the course

Data represents graduates surveyed in June 2018.
The Year Ahead

In FY19, Senior Planet Montgomery will focus on expanding our programs in order to better serve the diverse population of seniors in Montgomery County. We will continue to work with partners like TeenWorks TechConnect, the Gilchrist Center, Senior Villages, and the 50+ Volunteer Network, and leverage data analysis to offer courses at new locations throughout the County. Through new partnerships and community outreach, we will strive to offer more courses in languages such as Spanish, Mandarin, and Vietnamese. We will also identify and engage with partners to support more advanced curriculum in areas like senior entrepreneurship, financial security, civic engagement, and health and wellness.

Increasing Access to Devices

Do you currently have internet access at home?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage</td>
<td>80%</td>
<td>19%</td>
<td>1%</td>
</tr>
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</table>

Although the majority of our courses are taught on iPads, we have found that less than half of our graduates actually own a tablet device, and some do not even have internet access at home. Many participants report that having their own iPad to practice with would greatly increase their ability to retain what they learned in class, however the cost of the device has prevented them from purchasing one. To help bridge this gap, Senior Planet Montgomery is actively seeking partners to fund a program that would provide discounted devices to our graduates. Additionally, we will expand our “practice hours” during which any senior can borrow one of our iPads for use within the senior centers.

Free Your Photos (5-weeks): Covers how to upload and share photos, and create personalized photo albums online.

Money Matters* (10-weeks): Teaches smart financial habits and introduces online resources to help manage finances, reduce spending, and identify income opportunities.

Social Media (5-weeks): Provides an introduction to popular social media sites and how to stay safe while connecting online.

Introduction to Digital Culture (10-weeks): Explores popular social networking sites and how technology is changing the way we read news, manage our health information, and connect to the world.

Money Matters* (10-weeks): Teaches smart financial habits and introduces online resources to help manage finances, reduce spending, and identify income opportunities.

* Indicates this program is available in languages other than English.
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- No: 19%
- Not sure: 1%

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I’m so thankful that this class existed. I’ve learnt so much, and feel much more confident about getting back to work. The trainers were outstanding.

- Elaine, iPad Basics

Program Offerings

Multi-Week Courses

**Activate!** (10-weeks) Aims to empower older adults as changemakers by teaching the skills necessary to start a successful social campaign.

**Beyond the Basics** (10-weeks): Expanding on ‘Basics,’ this course addresses how to use the Internet as an everyday resource for socialization, entertainment, and life-management.

**Connecting in the Digital Age** (10-weeks): Explores popular social networking sites and how technology is changing the way we read news, manage our health information, and connect to the world.

**Creating Your Own Website with Wix.com** (10-weeks): Teaches how to create a professional and functional website.

**Digital Storytelling** (5-weeks): Using Enwoven, this course covers how to create personal stories with photos, videos, documents, and oral history.

**Free Your Photos** (5-weeks) Covers how to upload and share photos, and create personalized photo albums online.

**Introduction to Digital Culture** (5-weeks): Offers a guide to assimilating to digital culture by focusing on the practical application of skills learned in ‘Essentials.’

**iPad or Computer Basics** (10-weeks): Covers the basic skills required to use an iPad or computer to browse the web, check email, find entertainment, and more.

**iPad or Computer Essentials** (5-weeks): An accelerated introduction, this course teaches the essential skills for using an iPad or computer.

**Money Matters** (10-weeks): Teaches smart financial habits and introduces online resources to help manage finances, reduce spending, and identify income opportunities.

**Ready, Set, Bank** (5-weeks): Teaches how to access the benefits of online banking, while addressing common fears and concerns.

**Social Media** (5-weeks): Provides an introduction to popular social media sites and how to stay safe while connecting online.

**StartUp!** (10-weeks): Covers the knowledge and tech skills necessary to start an online business.

**Team Senior Planet** (10-weeks): Combines aerobic, low-impact, and strength training exercises with Fitbit devices to explore how technology can enhance a healthy lifestyle.

Lectures & Workshops

- Cloud Storage*
- Connecting to the Internet*
- Contacting Your Lawmakers Online
- Crowdfunding*
- Digital Photography
- Drones
- eBay & PayPal*
- Facebook
- Food Delivery Apps
- Google Maps*
- How to Choose a New Computer
- Instagram & Pinterest*
- Internet of Things
- Introduction to Social Media
- iPhones
- Job Searching in the Digital Age
- LinkedIn
- Messaging Apps*
- Money Matters*
- Online Health Resources
- Online Shopping*
- Online Travel Sites*
- Podcasts
- Protecting Your Personal Information Online
- Ride Sharing Apps
- Smartphones*
- Streaming & Smart TVs
- Twitter*
- Twitter for Advocacy
- WhatsApp
- YouTube*

* Indicates this program is available in languages other than English.
For more information or to become a partner of Senior Planet Montgomery

Call: 240-753-0676
Email: mocoinfo@seniorplanet.org
Visit: www.seniorplanet.org/montgomery

Classes are offered on a quarterly basis at various locations throughout Montgomery County. To see our full course schedule, go to www.seniorplanet.org/montgomery. To register for a course, contact the site directly.

» Benjamin Gaither Center: (301) 258-6380
» Davis Library: (240) 777-0922
» Germantown Library: (240) 777-0110
» Gilchrist Immigrant Resource Center: (240) 777-4940
» Holiday Park Senior Center: (240) 777-4999
» Long Branch Senior Center: (240) 777-6975
» Long Branch Library: (240) 777-0910
» Margaret Schweinhaut Senior Center: (240) 777-8085
» Marilyn J. Praisner Community Recreation Center: (240) 777-4970
» Marilyn J. Praisner Library: (240) 773-9460
» North Potomac Senior Center: (240) 773-4805
» Olney Library: (240) 773-9545
» Silver Spring Library: (240) 773-9420
» White Oak Senior Center: (240) 777-6944