



**R1 – CO-DESIGNED TRAINING  
SYLLABUS  
FOR PROFESSIONALS**  
(2021-1-ES01-KA220-ADU-000026543)

**SUMMARY REPORT ON THE CO-CREATION SESSIONS  
BULGARIA, POLAND, AND SPAIN**

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# 1. Report on Co-creation session with professionals working with seniors

## 1.1. Description of the professionals' profile

Country	Professionals' profile	Number	%
Poland	Educator	5	33%
Bulgaria	Nurse	2	13%
	Caregiver	3	20%
Spain	Social Workers	3	20%
	Researcher	1	7%
	Social Integrator	1	7%
<b>Total</b>		15	100%

A total of 15 professionals participated in the focus groups in the three countries (Bulgaria, Poland, and Spain). Their profile varied from country to country. While in Poland all the professionals belong to the educational sector, in Bulgaria two professional profiles from the health sector stand out, such as caregivers and nurses, and in Spain we found a profile belonging more to the social sector, such as social workers and social integrators.

## 1.2. A. Difficulties that older people have in the use of new technologies, improvement, proposals.

Difficulties	Improvements
<ul style="list-style-type: none"> <li>• Lack of knowledge on how to use new technologies</li> <li>• Lack of knowledge about the meaning and use of the hardware/software.</li> <li>• Lack of knowledge in communicating online: using e-mail, surfing the Internet, using</li> </ul>	<ul style="list-style-type: none"> <li>• Training and continuous support through professionals or applications Training and ongoing learning support on learning about the knowledge and use of new technologies.</li> <li>• Design and organization of digital literacy courses adapted</li> </ul>

<p>social networks.</p> <ul style="list-style-type: none"> <li>● Lack of financial resources to buy electronic tools or to have internet access.</li> <li>● The presence of illnesses or cognitive impairment hinder the use of ICTs</li> <li>● Fear of the unknown or lack of interest hinder learning and access to new technologies.</li> </ul>	<p>to the characteristics and needs of the seniors.</p> <ul style="list-style-type: none"> <li>● Inclusion of training courses in local/national/international projects offering such training programs.</li> <li>● Workshops on Apps that help the seniors in carrying out daily activities: online communication with family and friends, banking transactions, requesting medical appointments, shopping at home, etc.</li> </ul>
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### 1.3. B. Main impact of the pandemic on active and healthy ageing, paying special attention to social participation.

The comments obtained in the focus groups in the three countries agree that the COVID pandemic has negatively affected the health of the seniors. Due to the confinement measures they saw their possibilities of maintaining good physical and emotional health reduced as they were unable to perform daily activities such as going out with family and friends, regular physical activities such as going for a walk or participating in neighborhood social activities, all of which has affected mental health and hindered active aging.

### 1.4. C. Proposals to improve the social participation of seniors.

The following proposal were highlighted during the focus groups:

Proposals to improve the social participation of seniors.	Examples of social activities for older people
<ul style="list-style-type: none"> <li>● Design new training courses to improve ICT skills adapted to the needs and characteristics of the seniors.</li> <li>● To offer new tools adapted to the needs and characteristics of the seniors, to help them access online information of interest to them.</li> <li>● Organize motivational activities that favor active aging, the feeling of belonging to a group, and favor the construction of a support system in the period of retirement.</li> <li>● Promotion of associations for the seniors in profiles such as housewives, retiree associations, etc.</li> <li>● Encourage them to participate in social</li> </ul>	<ul style="list-style-type: none"> <li>● Participation in events developed for the seniors.</li> <li>● Participation in neighborhood associations.</li> <li>● Participation in NGOs as volunteers.</li> <li>● Participation in social activities carried out at the community level and those promoted by the health centers: gymnastics, aquagym, dance, painting, reading clubs, etc.</li> </ul>

<p>activities by both their physician and their relatives. Inform them of the activities available in their environment in which they can participate.</p> <ul style="list-style-type: none"> <li>• Eliminate stigmas, since the seniors are a source of wisdom.</li> </ul>	
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### 1.5. D. Characteristics that a tool for seniors might have to encourage their use and improve their active ageing and social participation.

Among the main characteristics reported by the participants from the three countries, to motivate the use of an application and that it favors social participation, we can find:

- Easily accessible
- Easy to use: clear and intuitive structure, friendly design with neutral colors and simple and easy to understand language and concepts; explanatory videos that accompany the content.
- Useful and appropriate content.
- That it contains a support tool such as a virtual coach that allows to solve doubts.
- Possibility of contacting and interacting through the application with other seniors: chat, forum, blog, etc.

### 1.6. E. Essential characteristics of a training for professionals focused on both encouraging the use of ICT in seniors and improving their active ageing and social participation.

#### 1.6.1. Competences to be acquired

Participants report that professionals must have the technological competencies and social skills necessary to foster the learning and use of ICTs by the seniors.

Competences to be acquired	Social skills
<p>how to use hardware and software  how to use internet  how to be able to navigate safely on internet  how to communicate online  how to use online services  how to create and manage documents</p>	<p>Problem solving skill  Reinforcing engagement  Empathy  Active listening  Ability to encourage and motivate learning</p>

### 1.6.2. Topics or content to be included

The following table sums up the main areas to address:

Hardware and Software	How to use internet	How to be able to navigate safely on the Internet	How to communicate online	How to use online services	How to create and manage documents
Basic information about: -Media data storage (hard disk, removable media). -perform hardware basic settings (sound, screen resolution) -Different software (Microsoft Office) - Multimedia (graphics, audio, video...) -Internet (e-mail, web browser)	Basic information about: -Main internet services (email, web, browsers...)	Basic information: -on rights and obligations concerning the use and storage of personal (digital) data -check rights to use software or files (respecting copyright and ownership rights), protect against the risk of fraudulent intrusion (viruses, ...)	Basic information about: -Create and use an e-mail account -Perform online chat/video chat/video conference, use a webcam -Join and use a social network	-How to access administrative portals	Information about: -Create and format a short text -Open and retouch images with a simple software -Transfer pictures to the computer. -Save photos on external media

### 1.6.3. Learning materials

Participants from the three countries reported that it would be good if the application has suitable and adapted textbooks, which are of interest, different online educational materials such as MOOCs, explanatory videos, Opening learning, YouTube public courses, podcasts, etc.

#### 1.6.4. Duration

The participants agree that the duration of the course should not be too long but there is no agreement on the exact number of hours. They consider that the time is sufficient for the acquisition of knowledge and state that it should be between twelve and thirty hours.

#### 1.6.5. Modality

Courses should combine face-to-face and online learning and be held on different days of the week so that participants are able to acquire and retain information without becoming saturated.

#### 1.6.6. Other training requirements.

The courses could be held in training centers for seniors, have desktop computers or laptops for participants to use for the duration of the course, as well as whiteboards, multimedia devices to assist teachers in the delivery of the course. In addition, the professionals who teach the course must have the necessary knowledge to surf the Internet and use the APPs, as well as the necessary skills to train the seniors according to their needs and characteristics.

## 2. Report on Co-creation session seniors

### 2.1. Description of seniors' profiles

A total of 5 people over 65 years of age participated in each country.

### 2.2. A. Digital tools

#### 2.2.1. Barriers/ reluctance

Participants from the three countries pointed out the following barriers/restrictions in the use of new technologies:

- Lack of skills and knowledge to use the internet: they do not know how to use a computer (download, install and use programs).
- They need continuous support to update their knowledge in the use of ICTs.
- Applications difficult to understand: content and format not very intuitive, not very visual, etc.
- Too complicated and difficult to understand the hardware/operating system of the phone, computer and/or tablet.
- They are afraid of damaging electronic devices because they do not know how to use them properly.
- They consider that new technologies are not for them but for younger generations.
- They do not buy online because they are afraid of being robbed online.

#### 2.2.2. Needs regarding the use and management of new technologies

The information obtained in the three groups highlights the need of considering the following aspects when it comes to new technologies:

- Provide training courses by professionals who understand the specific needs and characteristics of the seniors (cognitive level, level of digital literacy, type of device used, etc.). Professionals should have social skills such as empathy, active listening and the ability to encourage and reinforce learning.
- Need to receive continuous (online) support after training.
- Need to ensure homogeneity of the groups receiving training to facilitate the learning process.



### 2.2.3. Possibilities of being applied to promote the social participation

Regarding the possibilities offered by new technologies to promote social participation, the seniors highlight the following aspects:

- The possibility of social inclusion thanks to the opportunity to contact other people online is one of the main reasons to foster and improve their computer skills. The use of blogs, forums or applications such as Facebook to contact family and friends and share their preferences is something that motivates learning.
- The possibility of finding useful and interesting information on active aging, health tips, nutrition, physical exercise, etc.
- The existence of specific applications to promote social participation in which the different resources for social participation in the neighborhood are shown, such as leisure centers, popular universities, associations for the seniors, etc. The application should provide the address of each resource, so that users can check how far it is from their homes.

### 2.3. B. Limitations that they have experienced during the pandemic

2.3.1 Physical level	2.3.2 Cognitive level	2.3.3 Social participation level
<p>Increased sedentary lifestyles: decreased body movement, sedentary activities.</p> <p>Worsening physical health: decreased vitality, weight gain and reduced mobility.</p> <p>Lack of contacts with family and friends</p>	<p>Feeling of loneliness due to not being able to meet with family and friends because of confinement.</p> <p>Appearance of episodes of anxiety, irritability, insomnia and depression.</p> <p>Problems of slowing down the speed of information processing and reduced ability to encode, store and retrieve new information caused by the pandemic.</p> <p>Deterioration of the cognitive level of people with Dementia or Alzheimer's disease.</p>	<p>Inability to meet face-to-face with family and friends.</p> <p>Inability to contact family and friends online due to low level of digital literacy.</p> <p>Total rupture of the activities they carried out in the neighborhood.</p> <p>Social isolation: social isolation spread after the end of the mandatory confinement, as many older people remained in their homes without going out for fear of contagion.</p>

## 2.4. C. Possibilities for improvement in the aforementioned areas.

The following solutions were highlighted in the areas of physical, cognitive, and social participation level:

Physical level	Cognitive level	Social participation level
<p>Possibility of watching physical exercise programs (stretching, dancing, etc.) adapted to the seniors, on the main television channels.</p> <p>Need to learn how to use ICTs, understand the use and functioning of activities that promote physical exercise, healthy eating, etc.</p>	<p>Possibility of watching television programs to exercise memory and mental activity.</p> <p>Need to understand how to use ICTs, understand the use and functioning of APPS that help to maintain and/or improve cognitive level.</p>	<p>Create safe spaces to maintain activity and social contact in the face of a pandemic situation and risk of contagion.</p> <p>Funding by public authorities of courses adapted to increase the level of digital literacy of the seniors population so that in situations of confinement they can use the Internet, electronic devices such as cell phones, tablets or computers to make video calls with their family and friends in order to maintain online contact.</p>

## 2.5. D. Characteristics that an e-tool (App) should have to be used by them

Among the main characteristics that an APP should have in order to be used by seniors, the following stand out:

- Simple access and operation: it should be intuitive, not contain much text, with the possibility of listening to the textual content facilitating the use of visually impaired people, with visual colors that allow differentiating the different parts of the application and contain images that guide the user in the use of the APP.
- Online support: existence of a kind of "virtual trainer" to whom users can ask questions about the operation of the application and who can solve them automatically.
- Interesting content
- Existence of a chat to be able to contact other users who have the application. In the same sense, they would like to have a speaker so that they could say by voice the message they want to send and it would be automatically translated into text format.

2.6. E. Preferred activities in the physical, cognitive, and social participation areas.

The following activities were highlighted in the areas of physical, cognitive, and social participation level:

Physical level	Cognitive level	Social participation level
Bicycle trips Dance classes Applications to visualize physical exercises and simple dance classes to stay active. Applications on how to follow a healthy diet where you can visualize simple recipes.	Memory training activities Language courses Computer courses	Discussion clubs Conferences on specific topics Courses on how to shop safely on the Internet Applications on social and health resources in the neighborhood where the address and distance from the person's home are displayed.

### 3. Requirement elicitation about e-tool

#### 3.1. Professionals working with seniors

##### 3.1.1. Technological skills of healthcare professionals

The following technological knowledge and social skills that professionals working with seniors should have been highlighted.

Knowledge	Social Skills
<ul style="list-style-type: none"><li>- Basic digital skills: using the computer and the internet, online platforms, web browsing skills, project management, cybersecurity, extensive knowledge of the application to be used by the older people</li></ul>	<ul style="list-style-type: none"><li>- Professionals know How to promote active and healthy aging, and they are very communicative and creative.</li><li>- Ability to explain content in a simple way was highlighted</li></ul>

##### 3.1.2. Platform update

How often will the contents within the platform updated? (never, every week every month)

The general trend according to the participants shows that most of the contents should be updated weekly, and to a lesser extent, monthly.

Country	Never	Every week	Every month	Other
Bulgaria	0%	90 %	10 %	0%
Poland	0%	60%	40%	0%
Spain	0%	80%	20%	0%

##### 3.1.3. Ability to manage content

Will healthcare professionals have the ability to manage content within the platform?

Regarding the possibility for professionals to manage the contents of the platform, the answers are quite varied depending on the country, while in Spain 50% said yes and 50% said no, in Bulgaria the majority (70%) said no and in Poland more than 50% said yes.

Country	Yes	No
Bulgaria	30%	70 %
Poland	60%	40%
Spain	50%	50%

#### 3.1.4. Active user

Will the healthcare worker have to be an active user on the platform?

Participants from the three countries mostly agree that professionals should be active in the use of the platform.

Country	Yes	No
Bulgaria	70%	30 %
Poland	100%	0%
Spain	60%	40%

#### 3.1.5. Learning modules be on the platform

Will the learning modules for healthcare professionals have to be present within the platform?

The majority of participants from the three countries agree that the learning modules for professionals should be present on the platform.

Country	Yes	No
Bulgaria	80%	20%
Poland	60%	40%
Spain	80%	20%

### 3.2. Seniors/users

#### 3.2.1. Place using the platform

Where will the user mainly use the platform? (Own home, retirement home etc.)

All participants agree that the user will mainly use the platform in his own residence.

Country	Home	Retirement home	Day care centre	Other
Bulgaria	100%	0%	0%	0%
Poland	100%	0%	0%	0%
Spain	100%	0%	0%	0%

#### 3.2.2. Use independently

Will the user use the platform independently?

The general trend confirms that users will be able to use the platform independently.

Country	Yes	No	Other
Bulgaria	60%	40%	0%
Poland	100%	0%	0%
Spain	80%	20%	0%

#### 3.2.3. Incentives to use the platform

What could incentivize the user to use the platform?

The following characteristics that an app must have to encourage its use by the elderly were highlighted

Internal (related to the app)	External (non-related to the app)
To be user friendly To be tailor made for older people To have an interesting content To be a tool for communication to my friends Having new contacts	To be in contact to other people Learning new skills Being active The loneliness and to be bored

### 3.2.4. Device used by seniors

What type of device does the user usually use? (phone, pc, tablet etc. ...)

The type of device used varies from country to country. While in Bulgaria and Spain the main device used by the seniors is the cell phone, in Poland it is the tablet and the computer in equal measure.

Country	Phone	Tablet	PC	Other
Bulgaria	70%	20%	10%	0%
Poland	0%	50%	50%	0%
Spain	50%	12.5%	37.5%	0%

### 3.2.5. Content recommendation system

Will the platform have to include a content recommendation system? If so, what are the user classification parameters (location, gender, age, etc.)?

While in Bulgaria and Spain the general trend confirms that the platform should include a content recommendation system, in Poland, 100% of the answers are negative.

Country	Yes	No
Bulgaria	60%	40%
Poland	0%	100%
Spain	80%	20%

### 3.2.6. Main topics seniors will like

What are the main topics used in the training course? (technology, sport, culture, etc.)

With regard to the topics available on the platform, the responses vary from country to country. While in Bulgaria, participants mainly prefer social activities, in Spain, social activities and participation in their own community were the most rated, and in Poland they prefer cultural topics.

Country	Sports	Social activities	Participation in my community	Others
Bulgaria	10%	50%	20%	20 % (culture, tourism etc.)
Poland	0%	0%	0%	100% (culture, shopping, holidays, etc.)

Spain	22.3%	33.3%	33.35	11.1%
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### 3.2.7. Type of content

What type of content do you imagine within the training course (video courses, text guides with images, more...)?

As for the type of content desired within the training course, the general trend is for videos, followed by textual content and guides, the latter two being less relevant.

Country	Videos	Text	Guides	Others
Bulgaria	60%	20%	10%	10% (presentation)
Poland	50%	50%	20%	0%
Spain	66,6%	16.7%	16.7%	0%

### 3.2.8. Way to record their progress

With respect to the recording of progress achieved during the use of the PPP, only in Spain is it considered necessary.

Country	Yes	No
Bulgaria	0%	100%
Poland	0%	100%
Spain	80%	20%

### 3.2.9. Bulletin board

Should the platform have a "bulletin board" section where activities / events useful for user socialization are posted?

All participants consider that the platform should have a "bulletin board" section where activities / events useful for user socialization are posted.

Country	Yes	No
Bulgaria	100%	0%
Poland	100%	0%
Spain	100%	0%



### 3.2.10. Barriers when using technology

What are the main technological barriers that the user usually faces?

Among the main technological barriers mentioned by the participants we find:

- Personal capacity level and lack of skills.
- Difficult to use technologies
- Age

### 3.2.11. Characteristic of the platform

In your opinion, what are the most important characteristics that the platform must have to improve the user experience of the user?

Easy access and handling, with a simple structure and an attractive design.

### 3.2.12. Registration as a personalization of content

Is there a user registration aimed at a subsequent personalization of the contents?

Participants agreed that content should be personalized and tailored to the needs and characteristics of users.

## 4. Executive Summary

### 4.1 Summary of results of the co-creation session with professionals working with seniors

The professionals report the lack of knowledge about the use of new technologies, the lack of economic resources to have internet and buy electronic devices, the diseases that hinder the use and learning about ICTs and the fear and lack of interest in new technologies as the **main barriers to the use of ICTs by the seniors**.

As **proposals for improvement** to overcome these difficulties, training and continuous support adapted to the needs of the seniors through courses and workshops stand out. In addition, to encourage the social participation of older people, they also highlight the need to organize motivational activities that favor active aging and promote associations of older people with different profiles of interest.

With respect to the **characteristics that a tool should have to promote** the use and improve the **social participation** of the seniors, the simplicity of access and use of the application, useful and interesting content for the seniors, the possibility of having a virtual coach to resolve doubts and to contact and interact with other people through the application are highlighted. Finally, professionals should have the necessary skills to promote the use of ICTs among seniors. Skills such as knowledge of hardware and software, Internet, online security, online services, etc. were highlighted as well as some social skills such as active listening, empathy, problem-solving skills and the ability to motivate learning.

### 4.2 Summary of results of the co-creation session with seniors

The seniors report the lack of skills and knowledge, the need for support and continuous training in the use of ICTs, the complexity of online applications and the fear of damaging electronic devices as the **main barriers to the use of ICTs**.

**To overcome these barriers**, they emphasize the need to receive courses adapted to their needs and characteristics, and the need for continued support and follow-up to resolve doubts once the training is completed. All of them are aware that new technologies can promote the social participation of the seniors thanks to the possibility of contacting and interacting with other people online, finding useful information on active aging such as cultural and social resources in the neighborhood.

In addition, in the face of a pandemic situation and mandatory confinement, they highlight the importance of taking advantage of the opportunities

offered by new technologies to prevent the worsening of physical health through viewing television programs on physical exercise and nutrition, cognitive deterioration through the viewing of television programs and Apps to exercise memory, and social isolation through the creation of safe spaces where social contact can be maintained in pandemic situations.

Finally, with respect to the **specific characteristics that an APP** must have in order to be used by the seniors, the most important features were: the easy access and use, online support through a "virtual trainer" that automatically resolves doubts and the possibility of contacting other users who have the application.

### **4.3 Summary of results on e-tool requirements**

Professionals working with the seniors should have the basic digital knowledge and skills in the use and management of digital content and electronic devices, as well as the necessary social skills to create an environment of trust and motivation that facilitates the learning of the seniors, through listening skills, empathy, emotional intelligence, etc.

Regarding the platform, the professionals consider that **the contents should be updated weekly or monthly**, being necessary for some of them the possibility to manage the contents of the platform and to be active users in its use.

In addition, they consider that **the learning modules of the professionals should be available on the platform** and agree that the user will use the platform mainly in their own residence and will be able to use it independently.

Regarding the type of device to use the platform the Smartphone stands out. The content of the platform varies from social activities, sports content to cultural information among others, preferring **to visualize the content through videos**.

All participants agree that **the platform should have a "bulletin board"** where useful activities and events are posted to promote socialization. Finally, they consider **that the platform should be easy to access** and use, with a simple structure and an attractive design, adapted to the needs and characteristics of the users.



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