Teens Teaching Internet Skills
"Bridging the Generation Gap across the Digital Divide

Evaluation Report
1999-2000

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Executive Summary

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Introduction

Evaluation Procedures

Results ~ “Lessons Learned” for Successful Workshops

Baseline Data ~ Initial perceptions of need, goals, objectives, and participants

Initial game plan

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Advertising for Workshops

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Locating Facilities for Workshops

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Successful Techniques for a Variety of Learning Situations

Techniques to Deal with Differing Technological Skill Levels

One to one ratio of participants to trainers

one to one ratio

moving helpers

Use of small groups

small groups

Use of positive reinforcement

positive reinforcement **verbal feedback**

Advertise for a "computer literate" audience

minimal computer skills

learning about the Medicare website

Flexibility to work with workshop agenda and facilities

modify their agenda

Use of “Ice-Breaker” Techniques

Use of computer games

solitaire, bridge, chess

Methods to help participants overcome intimidation of the Internet

Reflect and Review “Next Steps” for Seniors

“Lessons Learned” for Improvement of TTIS Workshops

Establishment of Community Partners
Senior Centers

Local Schools

Know the Abilities and Interests of your Participants

before

Time Commitment

Relate technology to participant's interests

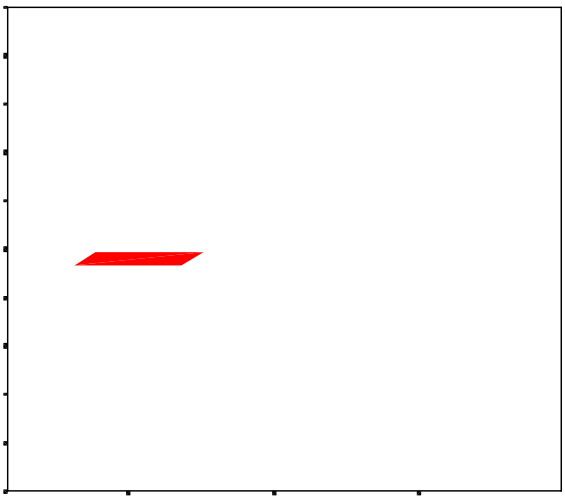
information can be presented in a way that will be most useful for the learners

Technical Problems and Solutions

Size of the Technology Team

Use of Intake and Evaluation Forms

Workshop Participant Characteristics and Learning Objectives

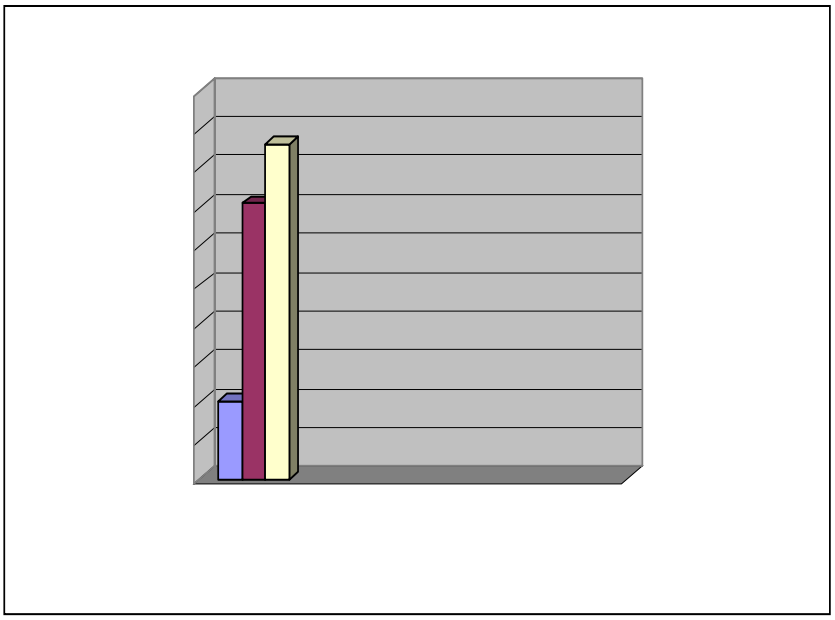


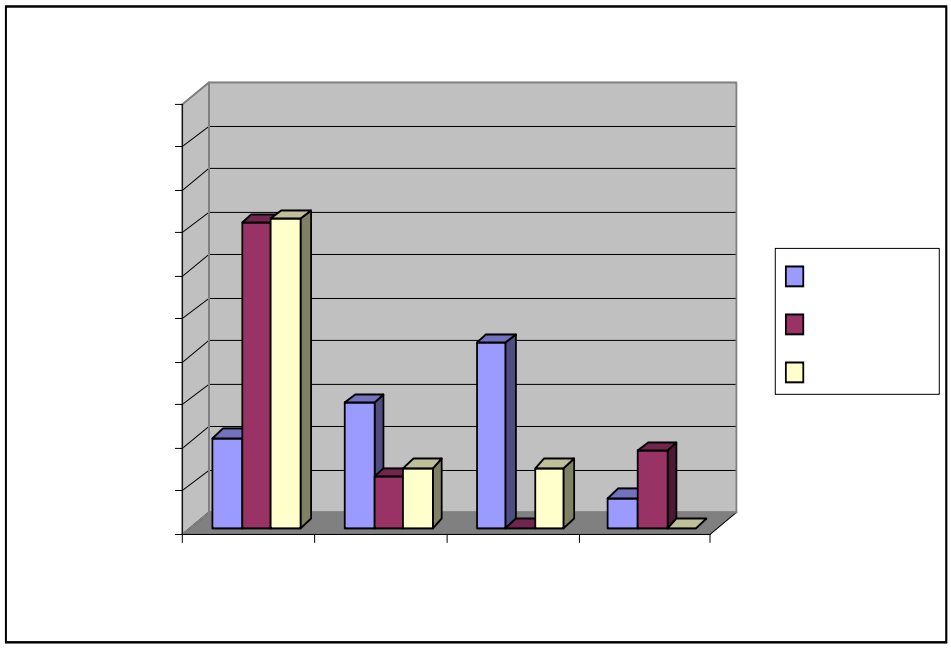
Goal	Percent (number)

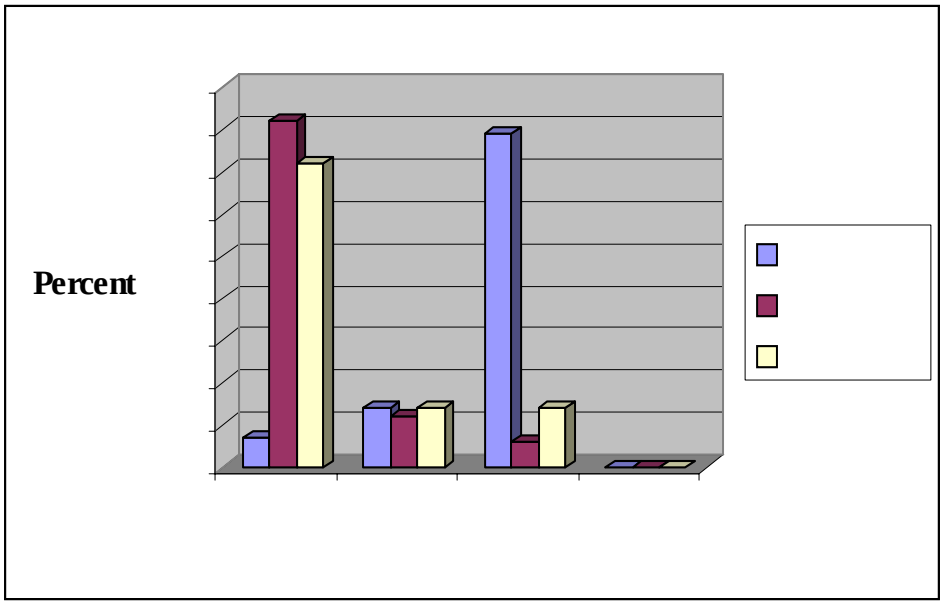
Intake Analysis

Evaluation Analysis

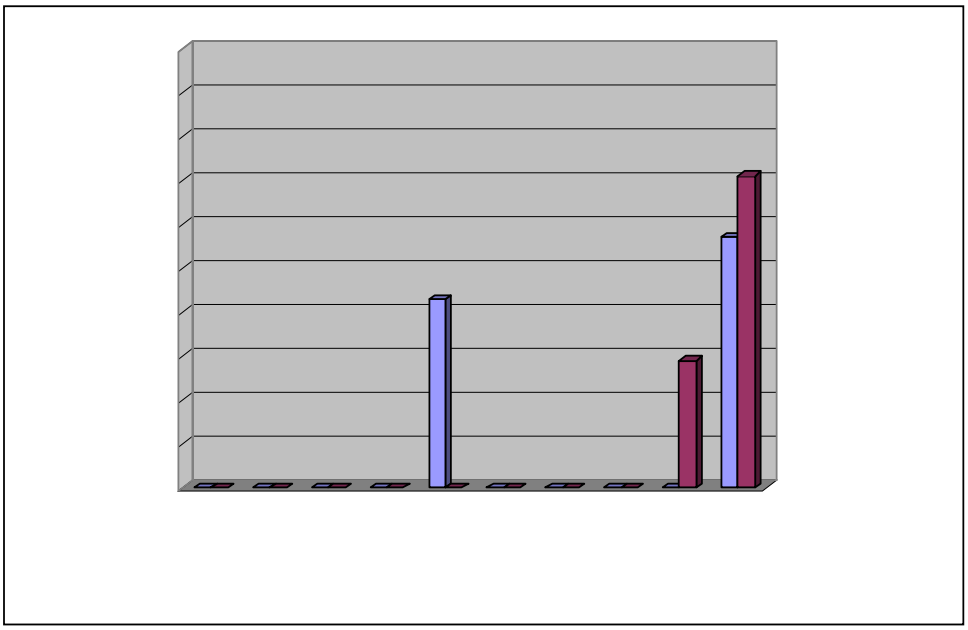
Six Month Follow-up Analysis

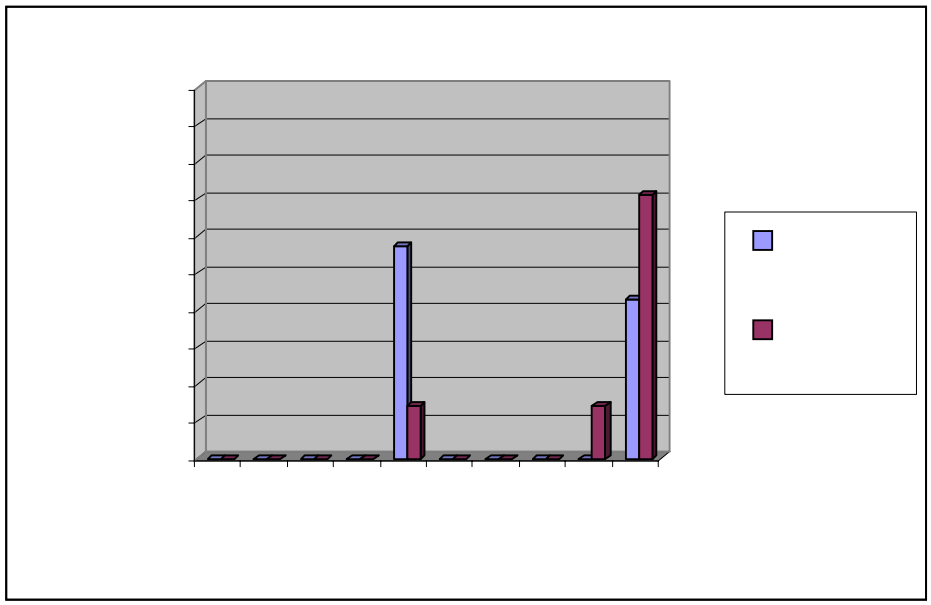


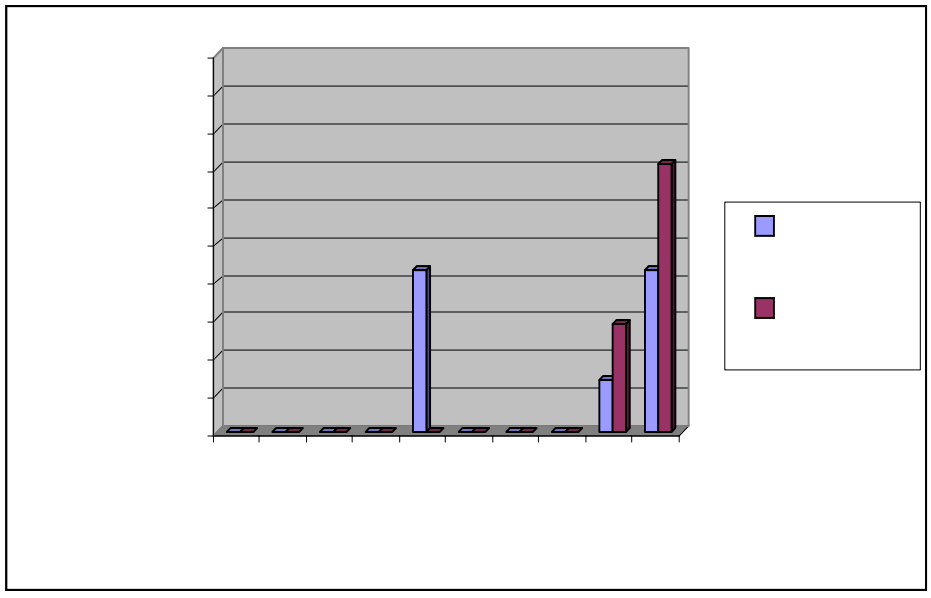




Comfort in Searching the Medicare Website







Continued access for Seniors – Iowa and Washington

Impact of the Project on the Teen Trainers

Awards and Recognition of the Teens

Conclusions

Successful Techniques for a Variety of Learning Situations

before

Problems and Solutions in Conducting Workshops

“Learning Objectives” of Senior Citizens

Demographics

Access and Use of Computer and Internet Facilities

Skill Level Assessment

Learning Objectives

Immediate Impact of Workshops

Workshop Evaluation

Six Month Follow Up

Positive Outcomes of the Project on Youth

Recommendations

National Training

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Workshop Preparation

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Techniques for Handling a Variety of Learning Situations

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Older adults and computers: Report of a national survey

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Journal of Extension

Handbook of Practical Program Evaluation

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, *Journal of Extension*

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Handbook of Practical Program Evaluation

Recreating the Revolution. Proceedings of the Annual National Educational Computing Conference

Educational Gerontology

Personal computers and older persons: Use and ownership trends and projections

Appendices

Appendix A

Teens Teach Internet Skills - Medicare Evaluation Project

EXECUTIVE SUMMARY

Current Situation

Project Objectives:

To provide HCFA and REES a comprehensive evaluation, with the aim of informing best practice techniques in training that will achieve the learning objective that participants can navigate and obtain needed information from the WWW with regard to Medicare information.

Procedures:

ying whether learners goatwthat he(y)j

PROPOSAL

Background:

Procedures:

Total, other expenses	*$4,225*
Total	**$46,000**

Budget Narrative

Appendix B
Evaluation Procedures

Appendix C

Teens Teach Internet Skills Training Workshop **August 5, 1999**
Focus Guide

Identifying initial perceptions of need, goals, objectives, and participants

Initial game plan

Appendix D

Intake form **beginning of the workshop**

collect this form before you begin the workshop

purpose of the form

-
-
-

name and phone number will be kept *strictly confidential* ***not be given out*** **or used for anything besides long-term evaluation**

Hard copy evaluations:

What to do with the completed forms (hard copy only)

Please do not leave them out as the participants may feel that someone other than the evaluators could read their responses

Please mail them after every workshop

Appendix E

***, please check all that apply*.**

Internet

Internet

Skill	Currently use	Would like to improve my skills	Not aware of this tool	Not interested

check all that apply

Check all that apply

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Appendix F

On a scale of 1-5, please indicate your level of agreement with the following statements:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Sure
computers						
computers						
Internet						
Internet						

The following questions pertain to today's workshop and the trainers.

On a scale of 1-5, please indicate your level of agreement with the following statements:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Sure

Appendix G

Mid Year State Report ~ Adult Questionnaire

Please attach via email or mail any reports, forms/fliers/handouts that you think would compliment your responses below *Thank you!*

Please fill out this information about your previous workshops (please use back side of p3 if needed)

Date of previous workshops	Approximate attendance	Who participated? (i.e. senior, care giver, etc.)	Use of intake form	Use of evaluation form
			~ ~	~ ~ ~
			~ ~	~ ~ ~
			~ ~	~ ~ ~
			~ ~	~ ~ ~

describe the steps you took in putting together a workshop

1)

2)

3)

Workshop preparation

Workshop evaluation

• • •

Experience in Conducting a Workshop

Appendix I

End of Year Teen Report

Please complete and return your questionnaire by July 7, 2000

Not at all improved **Moderately Improved** **Extremely Improved**

developed *improved*

Before participating in TTIS…

After participating in TTIS…

Thank you for completing this survey! Have a great summer!

Appendix J

Workshop Participant Follow-up
Telephone Interview Guide

[Skip to "Benefit of Workshop" section if no to previous 2 questions]

Before attending the workshop…

After attending the workshop…

On a scale of 1-5, please indicate your level of agreement with the following statements:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Sure

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