

Appendix C

Web Survey and Online Lesson Review

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Training Guide Survey From The National Institute on Aging

Thank you for agreeing to take part in an online survey which will provide information to help older adults access the health resources available on the Internet.

The purpose of the survey is to find out how libraries, senior centers, and retirement communities might use an instructor's guide designed to train older adults to access health information online. The guide and survey are sponsored by the National Institute on Aging (NIA), part of the National Institutes of Health (NIH).

The development of the guide follows by a couple of years the launch of NIHSeniorHealth, a senior-friendly web site tailored for people 60 and older which was jointly developed by NIA and the National Library of Medicine (NLM). In fact, the guide uses NIHSeniorHealth and NLM's MedlinePlus web sites as models for the lessons.

The guide has already been pilot tested with older adults in computer classes at senior centers, libraries, and community college settings. The guide includes a number of senior-friendly teaching techniques to ensure that older adults will understand and retain the information.

There are two parts to the survey. Part I asks you questions about your current computer classes, potential usage of the guide and the preferred guide formats. Part II asks your opinion about a sample lesson in the guide.

Click [here for Part I of the survey](#). (Part I should take 5 minutes or less.)

Part I: Usage and Distribution Survey



Background Questions

1. Please check which type of organization you are:

Senior Center

Library

Retirement
Community

Other:

2. On average how many seniors does your Center/Library/Retirement Community serve per day?

0 to 50

151 to 200

51 to 100

201 to 300

101 to 150

more than 300

3. Does your Center/Library/Retirement Community have a computer lab with Internet connections?

Yes

No

(If you checked "No," please skip to the end of this survey and press the Submit button. Thanks!)

4. In your computer lab, is there a way to project a computer screen?

Yes

No

5. Does your place of work have photocopy capabilities?

Yes

No

Usage Questions

6. Approximately how many hours a month (number only) does your Center/Library/Community sponsor computer training for older adults? _____

7. What kind of curriculum materials do your computer instructors use? (Check all that apply)

Self-generated materials

Commercially developed materials

Government developed materials (i.e., free)

8. How often do you use curriculum materials that are NOT self-generated?

- Frequently (4 times or more per month)
- Occasionally (2 to 3 times a month)
- Infrequently (once a month or less)
- Never

Distribution Questions

9. How do you learn about new curriculum materials? (Check all that apply)

- Word of mouth
- Advertisements on the web
- Advertisements in magazines
- At professional meetings
- Through solicitations
- Other: _____

10. How do you choose your curriculum materials for your computer classes? (Check all that apply.)

- Formal review
- External mandates
- Internet searches
- Word-of-mouth
- Not applicable. We write them ourselves.
- Other: _____

11. In which formats have you received your curriculum materials? (Check all that apply.)

- Print
- CD or DVD
- Internet downloads (e.g., pdf files)
- Not applicable. We write them ourselves
- Other: _____

12. In which format would you *prefer* to receive your curriculum materials? (Please check one.)

- Print
- CD or DVD
- Internet downloads (e.g., pdf files)
- Not applicable. We write them ourselves
- Other

13. Would it be convenient for you to photocopy handouts for students?

Yes

No

14. Do you have any additional comments about how you acquire and use curriculum materials in your Center/Library/Retirement Community?

Next...

After you click the "Submit" button below, you will get a link to Part II of the survey: the Sample Lesson Review -- Thanks!

Submit

Reset

Part II: Sample Lesson Review

How to Review the Sample Lesson:

1. Begin by clicking on the first link below (Table of Contents).
2. Review the material, and then click on the other links in order.
3. After you have reviewed all parts of the lesson, click on "Take the Survey".
4. When you click on the links below, minimize the windows that open so that you can easily go back and forth between the different parts of the lesson. Keeping the windows minimized (and open) will also give you access to the sample lesson while you take the survey. You may, of course, printout any of the five links below.
(NOTE: You cannot use the back button to return to the lessons once you have started the survey.)

Links to the Sample Lesson

Click on each link, starting with the Table of Contents

- (1) [Table of Contents](#)
- (2) [Lesson Six](#)
- (3) [Student Handouts for lesson six](#)
- (4) [Screen Shots for lesson six](#)
- (5) [Glossary](#)

Once you have reviewed all the links and minimized the windows you want to keep open, return to this page and double-click on:

Take the Survey

Part II: Sample Lesson Survey



(Please note: Do not leave the survey before submitting your responses. If you leave the survey early we will lose your responses.)

1. Overall, what did you think of this lesson?

2. Does the lesson appear easy to use?

Yes No

Please briefly elaborate:

3. What were the plusses and minuses of the layout of this lesson?

4. Do the handouts appear useful?

Yes No

Please briefly elaborate:

5. Do the screen shots appear useful?

Yes No

6. What is your opinion of the glossary?

7. Each lesson in the guide is about 90 minutes. Is this time frame realistic given the current length of the classes you offer, or plan to offer?

Yes No

8. Would you use this lesson in your computer classes?

Yes No

If not, why not?

9. What changes should be made to the guide to ensure its use by trainers in your

library/center/retirement community?

10. Would you or your colleagues consider attending a one day train-the-trainer session for this Internet Guide?

Yes No

11. Do you have any final comments?

12. Thank you for completing the survey. Please put your address in the text box below, so that we can send you a copy of the complete curriculum when it becomes available. Finally, if the need arises, could we ask you a couple of additional questions over the phone at a time that is convenient to you?

Yes No

My address (and phone # if OK to call): _____

Thanks!

Submit

Reset

Usage and Distribution Web Survey

Narrative Data

Type of organization (Other)	Learn about new curriculum materials from (Other)	Choose curriculum materials by (Other)	Formats have received curriculum materials (Other)	Preferred format to receive curriculum Materials (Other)	Additional Comments
ID: 1	66.213.13.50				We also work with Web Wise Seniors and use their materials.
ID: 2	216.47.169.121				
ID: 7 an Area Agency on Aging	68.222.197.34				Any additional material that is specifically for the older adult population will be very helpful.
ID: 8	64.56.44.3 Instructors				
ID: 9	164.82.144.3				If we are receiving or investigating curriculum materials we did not generate, we usually like to beta test them with our faculty of Volunteer Computer Instructors who normally teach our computer classes within a 2-hour framework.
ID: 10	64.12.116.13 Library Listservs (Seniorserv)				Curriculum is continually changing based on real time classroom experience with seniors
ID: 11	152.163.100.8 Library Listservs (seniorserv)	Based on class need			Curriculum is shared by libraries that do training on a regular basis
ID: 13	66.6.78.115 SeniorNet	SeniorNet recommendations			
ID: 15	148.167.126.210 We start by looking for things that meet a need we know we have, for example looking for mouse tutorials.				

Type of organization (Other)	Learn about new curriculum materials from (Other)	Choose curriculum materials by (Other)	Formats have received curriculum materials (Other)	Preferred format to receive curriculum Materials (Other)	Additional Comments
ID: 16	148.167.126.210 We identify a need and then research products to meet that need, for example mouse tutorials or practice.				
ID: 18	67.79.31.6 Corporate Offices	Either by Suggestions or Corporate offices			
ID: 21	64.4.217.17				We have developed an extensive curriculum for our residents.
ID: 23	66.181.195.7				We don't have very much in the way of curriculum materials at this time because we have just started our computer class.
ID: 24	68.32.25.240				
ID: 27	69.242.65.105				
ID: 28	207.255.189.39				Carol Bell is the instructor for our Center. I have no knowledge on her curriculum or the materials she uses.
ID: 31	206.106.119.2				
ID: 35	208.58.9.36				Teachers research their own materials and handouts, often developing their own curriculum or demonstrating web sites.
ID: 37 Assisted Living	70.108.182.218				We have a very informal program, largely dependent upon volunteers.
ID: 38	64.115.177.82				
ID: 39 assisted living	70.108.182.218				

Sample Lesson Survey

Lesson 2

Q1: Overall, what did you think of this lesson?

ID: 2

Not that easy to maneuver through

ID: 3

Very comprehensive, well-organized, and clear.

ID: 4

GOD

ID: 5

It seemed to be very thorough and easy to follow.

ID: 6

ID: 7

Very informative and easy to use

Sample Lesson Survey

Lesson 2

Q2: Does the lesson appear easy to use? Please briefly elaborate.

ID: 2 1=yes 2=no 2

ID: 3 1=yes 2=no 1

The steps were all outlined clearly for the trainer to follow.

ID: 4 1=yes 2=no 1

ID: 5 1=yes 2=no 1

If the person knows how to use the mouse. Learning to use the mouse is one of the biggest obstacles in getting seniors to use the internet.

ID: 6 1=yes 2=no

ID: 7 1=yes 2=no 1

Very good on leading you through each page. Easy wording for all to understand

Sample Lesson Survey

Lesson 2

Q3: What were the plusses and minuses of the layout of this lesson?

ID: 2

It is difficult for seniors to move from one page to the next.

ID: 3

No minuses. Pluses: organized and easy to follow.

ID: 4

CLEAR, CONCISE

ID: 5

ID: 6

Just my point I was clicking on those smaller boxes at the bottom and lost everything. Bad format.

ID: 7

Pluses were the ease in navigating through the lesson.

Sample Lesson Survey

Lesson 2

Q4: Do the handouts appear useful? Please briefly elaborate.

ID: 2 1=yes 2=no 1

ID: 3 1=yes 2=no 1

People like to have handouts in a training. They help to organize a training.

ID: 4 1=yes 2=no 1

ID: 5 1=yes 2=no

ID: 6 1=yes 2=no 1

Handouts are always a helpful tool. Users can print out what they want.

ID: 7 1=yes 2=no 1

It was great to go back and look up any problems that may occur during your visit to the webpage

Sample Lesson Survey

Lesson 2

Q6: What is your opinion of the glossary?

ID: 2

good

ID: 3

Useful, necessary because not all of these terms are familiar to older adults.

ID: 4

GOOD

ID: 5

It's pretty easy to use and understand.

ID: 6

helpful. Some terms may not be familiar to all users. In this case more is better.

ID: 7

A great tool to keep on hand. This was what I used most of all when referring back with questions.

Sample Lesson Survey

Lesson 2

Q8: Would you use this lesson in your computer classes? If not, why not?

ID: 2 1=yes 2=no 2

Our classes are never more than an hour.

ID: 3 1=yes 2=no 1

ID: 4 1=yes 2=no 1

ID: 5 1=yes 2=no 1

Perhaps would be a better answer. Again, getting seniors to sit down at a computer for the first time is the problem. Our computer club helped our members with the Medicare sign-up and they needed just as much help in learning and understanding the navigation (links) and using the mouse.

ID: 6 1=yes 2=no

Taking time to review this at least one more time and a second one to boot, probably.

ID: 7 1=yes 2=no 1

Sample Lesson Survey

Lesson 2

Q9: What changes should be made to the guide to ensure its use by trainers in your library/center/retirement community?

ID: 2

shorten the lesson. make transitions from one page to another easier.

ID: 3

I'm not sure any changes need to be made. The classes that we offer are only an hour but we could probably modify the lesson so that we don't do the entire thing in one session.

ID: 4

DO'T KNOW

ID: 5

ID: 6

With this being my second page of the survey, I hope you have received both parts of my answer to question 3. Accessibility.

ID: 7

I think it is great the way it is. The trainers might find some things they would like to change as everyone teaches differently

Sample Lesson Survey

Lesson 2

Q11: Do you have any final comments?

ID: 2

We might possibly use the lesson plan. Our curriculum is tailor made for our residents. It is in a format they are used to and like.

ID: 3

Thank you for sending me this information and including me in this survey. New developments in education for older adults is always exciting!

ID: 4

NO

ID: 5

ID: 6

If we are going to access or recommend the Guide we should be trained. Programs like this are wonderful for our seniors and population in general. Keep them coming. This survey original went to my junk mail. Sorry for the delay, still hope you are able to use my comments at some point.

ID: 7

Thank you for your time and effort spent on this very important subject!

Sample Lesson Survey

Lesson 6

Q1: Overall, what did you think of this lesson?

ID: 1

Good font size and bold print is good for our seniors

ID: 4

The lessons were very easy to read and understand.

ID: 5

Good-- logical and thorough.

ID: 6

Well thought out & easy to follow.

ID: 7

Goals are plainly stated and activities are multi-functional, i.e., they introduce content and develop computer skills concurrently.

ID: 8

It was ok. I can see that portions would offend some seniors. They were written in a didactic manner very condescending.

ID: 9

I felt the content was good and the involvement of students was excellent. A bit long.

ID: 12

I think the lesson was good and very user friendly.

ID: 13

It is a good first lesson, but I think the time estimates may be a bit optimistic for the population being taught.

Sample Lesson Survey

Lesson 6

Q2: Does the lesson appear easy to use? Please briefly elaborate.

ID: 1 1=yes 2=no 1

Detailed explanation and easy to follow

ID: 4 1=yes 2=no 1

Explanation of each section and the visual aids used in the instructions.

ID: 5 1=yes 2=no 1

ID: 6 1=yes 2=no 1

ID: 7 1=yes 2=no 1

With guidance or classroom instruction. Otherwise, the lessons could be difficult to navigate if skills are not in place.

ID: 8 1=yes 2=no 1

see comments above

ID: 9 1=yes 2=no 1

easy, just a bit long. It may not really be - it may just be all that 21 pages initially looked daunting.

ID: 12 1=yes 2=no 1

It takes you step by step on how to use the Medline information, but it also makes it easy to use the same strategies when using the web to look up any information.

ID: 13 1=yes 2=no 1

Good separation into smaller parts, and good redundancy.

Sample Lesson Survey

Lesson 6

Q3: What were the plusses and minuses of the layout of this lesson?

ID: 1

Some maybe be a little too long to hold the attention. The lesson and the homework portion.

ID: 4

I think a plus for this lesson would be directing seniors to the medical link information. The minuses, I do have any at this time.

ID: 5

You might consider putting the independent searching at the end. This would put it after the "using the search box" part of the lesson.

ID: 6

ID: 7

Pluses include the large print, the step by step activities, the tailored opportunity to research a health topic of personal interest, the colorful handouts with narrative definitions, and the step-by-step lesson plan. Minuses include the blurry definition of the Internet and the Web. More could be made of the fact that "Internet" is a shortened version of "international network" as a point for remembering. The rest of the definition is accurate, except that "The Web" is not a secondary name for the Internet, but one of several ways of accessing the Internet (Usenet, FTP, Gopher, Telnet, IRC, etc.), as well as the most popular way to do so.

ID: 8

pluses were easy to read; minus was the language

ID: 9

student involvement, handouts were good
length of guide could be a problem

ID: 12

User friendly. Simple instructions. I didn't find any minuses.

ID: 13

It seemed to flow well.

Sample Lesson Survey

Lesson 6

Q4: Do the handouts appear useful? Please briefly elaborate.

ID: 1 1=yes 2=no 1

 Gives the seniors something got refer to when they are not in class

ID: 4 1=yes 2=no 1

 Visual and soft colors.

ID: 5 1=yes 2=no 1

 It tells them exactly what to do, which I find older people like when they're computer novices.

ID: 6 1=yes 2=no 1

ID: 7 1=yes 2=no 1

 The are colorful, and easy to read.

ID: 8 1=yes 2=no 1

ID: 9 1=yes 2=no 1

ID: 12 1=yes 2=no 1

 Good reinforcement of the lessons.

ID: 13 1=yes 2=no 1

 I think the amount of information on the handout may be overwhelming. A layered approach might be easier to digest what's there.

Sample Lesson Survey

Lesson 6

Q6: What is your opinion of the glossary?

ID: 1

Gives order and organization to the information when searching.

ID: 4

Good to have. Some people are not familiar with the org, edu, etc.

ID: 5

Inclusion of pictures is great.

ID: 6

People need this. Great idea. I am surprised at how many people do not even know what PC means, even though they use it!

ID: 7

See my comment under Question 3 on minuses.

ID: 8

It was ok

ID: 9

This was my favorite part - in fact I printed it out.

ID: 12

The glossary is fantastic. it is very simple and uses every day terms that everyone should be familiar with.

ID: 13

Good, not too many self-referential definitions.

Sample Lesson Survey

Lesson 6

Q8: Would you use this lesson in your computer classes? If not, why not?

ID: 1 1=yes 2=no 1

Yes it will offer a variety to our senior computer participants

ID: 4 1=yes 2=no 1

If I thought 90 minutes would be too long for the group being instructed, I would break the lessons up into three 30 minutes classes and offer it 3 times a week.

ID: 5 1=yes 2=no 1

ID: 6 1=yes 2=no 1

ID: 7 1=yes 2=no 1

ID: 8 1=yes 2=no 2

I would not use the lesson as written. It sounds like it is written for a robot. Classes are not taught like that. Also, it seems that the person/people writing the guide had never taught a class for seniors in a real life situation.

ID: 9 1=yes 2=no 2

I think it was a bit long. I would want to pilot test with smaller group first.

ID: 12 1=yes 2=no 1

ID: 13 1=yes 2=no 1

Sample Lesson Survey

Lesson 6

Q9: What changes should be made to the guide to ensure its use by trainers in your library/center/retirement community?

ID: 1

Authority to copy the date and place the data in a binder or folder, offer a bookmark, pen or something to encourage and remind them to use this information regularly.

ID: 4

I'm not sure if the lessons come with audio, but if it doesn't come with it, it would be great to have it as a self-pace or self-guide training.

ID: 5

ID: 6

ID: 7

None that I can see at this time.

ID: 8

The only piece that I might use was the screen shots.

ID: 9

make it shorter; we have not taught classes that take sustained attendance. This curriculum is more depth than we generally offer. Our classes have not focused on topics yet. We are still focused on basic computer literacy.

ID: 12

I don't think any changes should be made.

ID: 13

Expect that some sections may take longer than indicated.

Sample Lesson Survey

Lesson 6

Q11: Do you have any final comments?

ID: 1

Let me know when we may be able to participate in this program

ID: 4

This service is great and the development of training materials to better serve the older adult population to better prepare them on the use the computer is wonderful.

ID: 5

I don't know whether the complete curriculum is something we can realistically do with our staffing.

ID: 6

ID: 7

I was privileged to beta test the curriculum for Stephanie Daily and the response was enthusiastic. However, I did discover that though the curriculum includes some skill development, seniors should have some prior exposure to the computer, i.e., the mouse, the keyboard, and basic Window navigational skills, in order for the content of the curriculum to get reasonable exposure during class time. Otherwise, too much time is spent helping people with the mechanics of computer operation than with website discovery!

ID: 8

I may be a bit over critical. Having taught seniors in many libraries over the past decade, I found the curriculum a bit stiff. The curriculum did not leave any room for seniors that work on many different levels. The example of hip replacement seems quite negative and stereotypical. Why not choose a more positive and upbeat condition. I cannot really see the seniors that I have taught actually sitting still for 90 minutes to do these exercises. Also, seniors will not do the homework, as well. I can see, taking the curriculum and re-writing it, copying the screen captures and using them, and replacing the core with my own handouts and tip sheets.

ID: 9

One of the difficulties we have is that older students come to classes at times

ID: 12

Thank you for inviting me to do your survey. Your training session has made me think about enhancing my training program.

ID: 13

Overall, it's a great idea and well done.