SeniorWeb

PROMOTER OF THE INITIATIVE: SeniorWeb Association / Utrecht, The Netherlands / www.seniorweb.nl

TARGET GROUPS: Elderly people, trainers, social workers volunteers working with elderly people

YEAR(S) OF IMPLEMENTATION: 1996-ongoing

DESCRIPTION:

SeniorWeb is a national association founded in 1996. The aim of the association is to make the digital world understandable for seniors, so that everyone can experience the convenience and pleasure of computers and the Internet.

SeniorWeb helps elderly people with developing digital skills when looking for practical solutions or background information. Everything is explained step by step and in an easy to understand way. For example, on topics such as use of tablets and smartphones, WhatsApp, safe internet, tips and explanations about internet, E-mail, fotos and videos and many more. With the information on the website, in Enter magazine and various online courses, elderly people can get started in the most comfortable for them way.

In order to get access to the services elderly people need to become a member of the association. The SeniorWeb membership runs per calendar year. Until the end of 2024 the fee is only €19.

The members of SeniorWeb benefit from the following member benefits:

➢ Unlimited online helpdesk
➢ Computer assistance by phone, possible also at home
➢ Computer magazine Enter 4 times a year
➢ Weekly informative newsletters
➢ Online courses on popular topics
➢ Expert checking of suspicious emails
➢ Affordable computer books and accessories

OUTCOMES:

SeniorWeb Association has been active for many years in The Netherlands, constantly increasing its members and expanding its work. Currently it counts 151,000 members with more than 500 teaching locations spread all over the country. More and more volunteers, who help seniors to become and remain 'digitally fit', are joining the organisation.

Seniors can contact SeniorWeb with all kinds of digital questions. They can attend (online) courses or workshops, and they often can be helped individually. The many volunteers working for the association, help them with explanations on using mobile phones, computers or tablets or help them with solving problems. Seniors greatly appreciate this personal attention with plenty of room for questions. It gives them great satisfaction and they start to feel more confident and freer in using digital devices and improving their digital skills.

On the other hand SeniorWeb volunteers are very satisfied with their volunteer work. 'I'm so happy that I can make people happy!' and 'I find it fun and inspiring to expand my computer knowledge through contact with fellow volunteers!' is often said.

SeniorWeb offers the following products:

➢ Understandable information

Practical solutions and background information on various topics explained in an easy way via the website, the magazine and/or via (online) courses

➢ Personal computer assistance

Volunteers from *PCHulp* and *Leren aan Huis (Learning at Home)* help elderly people with solving computer problems or explaining things about smartphones, tablets and computers. With *Learning at Home*, a SeniorWeb volunteer comes to help elderly people at their home.

➢ Computer courses in the neighbourhood

SeniorWeb provides computer courses, workshops and walk-in hours at more than 500 locations throughout the Netherlands. These are accessible and affordable to everyone and suitable for both novice and advanced computer users. The participants are guided by skilled and patient volunteers. The lesson topics are diverse: tablets, Facebook, Windows, safety, photo editing, keeping your PC organized and more.

➢ Peer learning

During the computer courses and the workshops peer learning is used. The seniors learn from each other, ask questions, and explain to each other. This way the learning is more enjoyable and motivating and seniors can learn at their own pace. They are guided in this process by volunteers who have more experience.

➢ Online courses

SeniorWeb members can take various online courses via the website. Each course consists of a number of lessons. The participants decide whether to start with the first lesson or later in the course. The step-by-step explanation is combined with clear instructional videos. Interim tests allow participants to see whether they have mastered the course material.

➢ Webinars https://www.youtube.com/playlist?list=PLRrydbbne6HOyeP06xJ2Zo8J30zRhxGMf

SeniorWeb holds online presentations about diverse subjects to help seniors find their way in the digital world.

EFFECTIVE APPROACHES FOR IMPROVING DIGITAL COMPETENCES OF ELDERLY PEOPLE:

➢ Training programme
➢ Training course (face-to-face, online or blended)
➢ Video tutorials
➢ Online platform
➢ Peer-learning methodology
➢ Intergenerational learning methodology
➢ Confidence-building methodology

WEBSITE OR OTHER ONLINE CHANNELS:

www.seniorweb.nl