

## Appendix A.18 – Technology Training Companies

Following is a list of technology focused training companies that are contractible for services to support training needs for volunteers. Attached are the individual proposals for AmeriCorps Seniors grantees to use when contacting the companies. This information is provided for the convenience of grantees, and **AmeriCorps Seniors does not endorse these or any other vendors**. Please bring any other vendors to the attention of your portfolio manager so they can be added to future lists.

Cyber-Seniors: [www.cyberseniors.org](http://www.cyberseniors.org) (Pages 2-8)

Oasis Lifelong Adventure: [www.Oasisnet.org](http://www.Oasisnet.org) (Pages 9-11)

GetSetup: [www.getsetup.io](http://www.getsetup.io) (Pages 12-13)



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Cyber-Seniors is a non-profit organization whose mission is to bridge the digital divide and connect generations through technology. Since our inception in 2015, we have developed and disseminated thousands of resources that have enabled organizations throughout the United States to provide tech-training for senior citizens using an intergenerational, youth volunteer model. Youth are provided with lessons and learning activities to train them to act as digital mentors and senior citizens gain access to effective technology training and intergenerational communities that keep them socially connected and engaged.

All of Cyber-Seniors resources are available online and thousands of young people throughout the U.S. have taken our training program and have experience in teaching technology to senior citizens. With an army of trained volunteers ready and willing to help, Cyber-Seniors is playing a lead role in ensuring older adults stay safe and connected during the COVID-19 pandemic. Cyber-Seniors grew out of the need for older adults to remain socially connected and self-sufficient, and in the wake of COVID-19, our work has never been more important.

[cyberseniors.org](https://cyberseniors.org)



## HOW CAN CYBER-SENIORS HELP YOUR ORGANIZATION?

During this time of social distancing, many senior citizens who were active volunteers in their communities are now unable to carry out this meaningful work. In response, Cyber-Seniors has taken the initiative to train senior citizens in technological alternatives to in-person volunteering. We train senior citizens to carry out their work using technology, thus enabling them to continue their important community service while maintaining safe social distancing practices. Each partnership is tailored to the uniqueness of the organization, including the tech levels of participants and the common tasks that volunteers undertake within the community. We support you in deciding what tech platforms to use, the focus of each lesson, and the expectations for the abilities of the volunteers.

*"The Cyber-Seniors technology training program was incredibly helpful to our Foster Grandparent volunteers. Our volunteers' knowledge in regards to technology ranged from never using a tablet or any type of smart device to being moderately comfortable with those type of devices. There was a lot of area to cover and I feel like Cyber-Seniors did a great job in laying the foundation of how to teach our volunteers to use Zoom to communicate with young students. The first time I saw our volunteers in the Zoom call with our trainer... was an incredible moment. Some of them would have never imagined they would be able to communicate this way, to see them realize they could stay connected through the skills they have learned from Cyber-Seniors was inspirational. The COVID-19 pandemic has brought upon much uncertainty, but we hope that the skills and confidence that our volunteers have gained will provide a certainty that they can continue to mentor students through virtual means and continue to provide the extra support in the classroom that students will need now more than ever."*

Pamela Danwing | Readers in Motion Coordinator | Seniors in Service of Tampa Bay

*"We are so happy to have discovered the Cyber-Seniors training program for our volunteers. We were worried that they were not going to be able to carry on with their important work as Foster Grandparents. But this training program has provided them with the ability to be able to continue to volunteer virtually and keep themselves and the children safe during the COVID pandemic."*

Cresha Reid | Senior Director, Foster Grandparent Program |  
The South Florida Institute on Aging

## HOW IS CYBER-SENIORS IMPACTING SENIOR VOLUNTEERS?

*"This Cyber-Seniors training was great, very interesting too! I learned a lot from it. My level of understanding of technology has increased significantly. I have not used a tablet before this training so I was starting from square one and felt like I have improved so much, I understand more than I thought I would. Our mentor was very patient and understanding which helps when you are working with seniors and people who are so new to learning Zoom and using tablets."*

Alice Rackard

*"I thought the training was very good, it was helpful. I have been wanting to use more technology and be more comfortable with it and our Cyber Seniors trainer... taught me things I did not even know were possible. It was a blessing to have someone show us, she was patient and she answered all of our questions. The training was encouraging and I think we should continue to have trainings like this. We had a training at our office and I really enjoyed it so to now get a full course was great. It was helpful to me and my learning style, our trainer was easy to learn from, she provided great resources to seek help from and to continue learning."*

Gladys Everett

[Click Here to See Some Grateful Senior Corps Volunteers](#)



## WHAT DOES THE CYBER-SENIORS' VOLUNTEER TECH-TRAINING PROGRAM LOOK LIKE?

- The goal of the program is to train senior volunteers to carry out their pre-COVID volunteer activities in a virtual environment.
- The program provides 5 hours of focused training followed by unlimited practice and ongoing support and coaching as needed.
- Training is delivered by Cyber-Seniors' experienced technology instructors and supported by trained volunteer mentors.
- The program begins with completion of an Assessment Survey to determine each participant's current competency in using technology, followed by individual instruction for getting on Zoom or your organization's preferred platform.
- This is followed by a series of group lessons where participants are taught how to use a video platform (ie. Zoom, Google Hangout, Skype, etc.) and the many features it offers to enable them to carry out their volunteer work. For example, Foster Grandparents are taught how to use functions such as screen sharing and whiteboard, as well as how to download other applications such as PDF readers for ebooks and other reading material.
- Each lesson ends in a question and answer period where the seniors have the opportunity to clarify anything they have not understood. Seniors are also encouraged to book additional one-on-one sessions following the group lessons if they need additional help.
- After completing the group lessons participants have access to unlimited individual practice sessions with Cyber-Senior mentors, along with ongoing coaching and support as they begin their virtual volunteering.



## WHY CHOOSE CYBER-SENIORS TO TRAIN YOUR VOLUNTEERS?

- Cyber-Seniors has been providing tech-training for senior citizens since 2015 and has developed extensive expertise.
- The Cyber-Seniors program has been evaluated by a third-party researcher and found to significantly improve daily technology use amongst seniors and increase feelings of social connectedness.
- Cyber-Seniors is the only organization in North America that has developed a standardized training program for youth mentors. Our program focuses on teaching young people (who by nature are experts in technology) to work with and be effective teachers of technology to older adults.
- Cyber-Seniors has over 1200 teaching resources housed on its website that are available to both mentors and seniors wishing to advance their technology skills.
- Our program not only provides instruction, but the opportunity for seniors to practice their new skills and have access to one-on-one ongoing support of a mentor.
- The Cyber-Seniors program uses advanced technology that ensures security and quality assurance in the delivery of Training Programs.
- Program training and ongoing support is available in English, Spanish and French.
- Participants in the program have continued access to the Cyber-Seniors resources and online intergenerational community which results in greater long-term adherence to technology.

## HOW WE MEASURE IMPACT

Cyber-Seniors has developed standardized surveys that are administered at the start and at the completion of a Cyber-Seniors training program. We are open to modifying the survey to reflect the specific goals of each organization. The surveys are intended to determine if participating seniors have increased their use of technology and have experienced decreased feelings of social isolation. The measurement tools we use are:

Measurement Tool	Description	Goal
The Lubben Social Network Scale (LSNS-6)	Measures social isolation by assessing perceived support from family and friends.	80 percent of seniors show significantly higher scores following participation in the Cyber-Seniors program
Behavior and Use of the Internet	Measure attitude toward use of the Internet	80 percent of seniors show significantly higher scores following participation in the Cyber-Seniors program
Digital Competence Scale	Measures digital competence	80 percent of seniors show significantly higher scores following participation in the Cyber-Seniors program

## WHAT IS THE COST OF THE PROGRAM?

The Cyber-Seniors' Volunteer Tech-Training Program is priced at \$50/participant, however we look at each situation as a unique partnership and strive to work within organizations' budgets.

## CONTACT US FOR MORE INFORMATION

If you are interested in learning more about how your organization can work with Cyber-Seniors, please reach out to us; we would love to hear from you! Additionally, you can check out our social media for an in-depth look at what we do and the impact our work has on communities.



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## Proposal for Oasis Connections Technology Solutions for CNCS

### Overview

The Oasis Institute has been designing programs and curriculum across multiple content areas, including lifelong learning, health and fitness, and purposeful volunteering for 38 years. Oasis empowers older adults to thrive throughout their aging process and to be purposeful change-makers in their communities.

The Oasis Institute developed the Connections technology literacy curriculum in 2000 has expanded and regularly updated the curriculum to include 7 classes devoted to the most current and relevant internet safety topics. Additionally, Connections curriculum was updated to include basic internet safety practices in our curricula featuring all basic mobile and desktop devices (Android, iOS and Windows) classes and Internet classes.

According to reports from the [Federal Trade Commission](#), the [United States Senate Special Committee on Aging](#)

and the [Treasury Inspector General for Tax Administration](#) we know:

- more than 3 million scams were reported
- imposter scams are reported most frequently by older adults and frequently involve
  - o IRS impersonation
  - o Social Security impersonation
  - o Impersonation of family members, friends or potential friends/romantic interests

Oasis has created a variety of programs to assist older adults with navigating elder frauds and scams including Friends Fighting Fraud and the [Cybercrime Fighters series](#). Most recently, Oasis launched [YouTube instructional videos](#) in English and [in Spanish](#) to help older adults understand how to use the internet safely. Three of the seven forthcoming YouTube instructional videos focus on methods for identifying imposters and successfully disengaging from them.

Amy VanDeVelde leads the Oasis Connections program. Amy's experience in designing educational content for both in-person classes and remote delivery informs her understanding of the unique challenges older adults and digital late adopters face in effectively accessing social connecting technologies, communicating remotely with loved ones and service agencies, and using technology to gather information and stay engaged in lifelong learning activities. Amy also obtained a certificate in Cybersecurity Governance from Harvard University in 2020.

The COVID-19 pandemic has created the need for more virtual programming for older adults. Since March, Oasis has pivoted its program delivery model to offer lifelong learning and health



classes via Zoom and has shifted its intergenerational tutoring program to a virtual setting using Zoom and other technologies. The first step in this process was to create best in class video tutorials about [how to use Zoom](#) to facilitate classes of all types and Oasis tutoring sessions. The Connections team then focused its energy on making [Zoom videos for end users](#). Lastly existing Connections instructors, most of whom are older adult technologists were trained to offer technology classes virtually.

Through this shift, Oasis has successfully trained thousands of older adult participants who now feel comfortable participating in a virtual world.

The Oasis leadership team developed a strategic plan to expand use of the Connections curriculum by expanding its instructor base to include high school and college aged students. Cybercrime has reached epidemic proportions and is a major risk to the financial well-being of American society. Every age group can benefit from receiving education about internet safety. Older adults, high school and college students all stand to gain considerably from an intergenerational program that allows mentors from both age groups to provide instruction to community groups.

Oasis has a long history, and has developed expertise, for providing a leading intergenerational tutoring model for four decades. We help older adults learn to navigate our “Tutor Power” portal to gain access to digital curriculum and ongoing tutor training resources, and we have recently pivoted to online tutoring through a successful pilot program with a library system.

### **Proposed Solution**

Due to restrictions on in-person gatherings during COVID-19, older adults are turning to digital methods of delivery to take part in activities and learn about issues that affect them. Since the pandemic is projected to impact vulnerable populations through at least 2020, organizations serving older adults need to become technology educators in order to deliver their programming.

Oasis will provide the Connections curriculum to partners to train both their staff and participants, scale an intergenerational train-the-trainer model and offer technical assistance to help organizations that serve older adults train their volunteers and the participants of their agencies to use social connecting technologies.

### *Connections Technology Literacy Program*

- Train-the-trainer for staff and volunteers
- Up to date materials (20 courses translated to Spanish) for PCs, Android, iOS and Cybersecurity



- Partner Portal for end of class surveys and capture of statistics
- Technical assistance and customer support
- 
- 30 topics including Android 10, Windows 10, iPad and iPhone (iOS 13) Zoom and Cybersecurity as well as the Microsoft Office Suite

### **Anticipated Outcomes**

- 1) Enable CNCS grant sponsor organizations to use the Oasis Connections curriculum, train-the-trainer and Partner Portal to offer technology training to their participants
- 2) Propose and implement the work-plan for
  - a. scaling Ask-A-Techie 1:1 help as an intergenerational model
  - b. developing a technical assistance program with South Florida Institute on Aging (SoFIA) that helps organizations serving older adults choose and prepare devices to distribute to their participants and enable them to participate in virtual Connections classes

### **Project Budget**

Oasis is eager to partner with CNCS on this project, and we can build a budget that reflects the scale of implementation and desired work-product. Once we have a sense of the project scope and our work in lifting the project we can create a draft budget that includes both development of new content, materials, and training resources, and appropriate personnel expenses for executing this work.

## Virtual Classes for Senior Corps Grantees & Volunteers

(provided in partnership with GetSetup)

Providing volunteer services virtually has become critical and to do this a level of proficiency using basic software and online tools is very helpful.

We'd like to introduce Senior Corps grantees to GetSetup ([www.getsetup.io](http://www.getsetup.io)).

**GetSetup is an interactive learning platform for older adults and their classes are available to our volunteers. GetSetup offers 150+ classes, all taught by retired educators (Seniors) for Seniors.**

GetSetup provides small group classes over Zoom for the AARP, [YMCA](#), [Area Agencies](#) and [Senior Communities](#) and [K-12 teachers](#) around the country.



There are class options ranging from basic communication tools, health & wellness, personal enrichment and many others (see page 2 for a list of sample classes).

### GetSetup Pricing (group classes)

#### Option 1

- **\$5/ user for a class.**
- If a user wants to take more than 1 class we can offer **5 classes at \$20 or 10 classes at \$30 /user** (price gets cheaper as users take more classes).
- Organizations can pick and choose classes they want to offer their members.
- Users might be in class with other Senior Corp members from different areas.
- Organizations can have a Seniors Corps branded landing page.

#### Option 2

- Custom class created only for your organization / group
- \$100/ class . Each class can accommodate up to 30 members
- Organizations can pick and choose classes they want to offer their members.
- Only members of your organization will be In the class

### Contact GetSetup to Get Started

For more information on how to offer these classes to your volunteers **please contact Lawrence Kosick at [lawrence@getsetup.io](mailto:lawrence@getsetup.io)**

## Sample List of Classes

(150+ to choose from)

### Communication Tools and Services

[Get Started with Zoom](#) - Use Zoom to video meet with your family, friends and others

[All About Instagram](#) - Learn all about Instagram and how it is used

[Using Your iPad](#) - How to get started and make the most of your iPad

[Using Your Android Smartphone](#) - How to use and get the most from your Android smartphone

[iPhone Basics - All You Need to Know](#) - Get comfortable with your phone, it's apps, settings & more

[Getting Started With WhatsApp](#) - Learn how to start communicating with friends & family using WhatsApp

[Facebook - Is it for you?](#) - Learn all about Facebook and how it is used

[Stay Connected With Family and Friends](#) - How stay in touch with friends & family with video, chat, and more

[Get Started With Gmail](#) - Learn how to use Gmail to communicate with people anywhere, anytime

### Remote Teaching

[Google Classroom](#) - How to use Classroom to teach remotely

[Use Zoom to connect with students](#) - Use Zoom to connect with students, families, and other educators

[Share your ideas using "Screencasting"](#) - Use "Screencasting" tools to share resources and demonstrate ideas

[YouTube: Record and post video online](#) - Record and post videos online with YouTube

[Google for Education : Docs and Slides](#) - Create documents and presentations with Google Docs and Slides

[How to use Google Meet](#) - Use Google Meet to connect with students and families.

### Health & Wellness

[Stress Management Techniques](#) - Learn practical ways to relieve stress.

[Staying at home - Tools + Best Practices](#) - How use tech tools & apps to help cope with life in today's world

[How To Stay Calm During Stressful Times](#) - Learn to use online programs & apps that help reduce anxiety

[Great Dinners to Make in 30 Min or Less!](#) - Get tips, cooking ideas & recipes for great dinners you'll love

[GetSetup for Remote Learning](#) - Teachers shifting to remote learning are navigating a lot of challenges, including learning how to use tech.