GOOD EDUCATIONAL PRACTICES

E-SENIORS (France) www.e-seniors.asso.fr

Introduction

E-Seniors aims at fighting e-exclusion by offering ICT training to seniors (people aged 55 and over). Its main objectives are:

•   to bridge the digital gap between generations,

•   to foster seniors' social participation,

•   to propose activities encouraging seniors to spend actively their free time.

Since its creation, E-Seniors provides ICT courses for seniors in various public places and constantly opens new courses all over the Parisian region, in order to provide proximity services taking into account the rhythm, the interests and the needs of its audience. Through its actions for and with elderly people, E-Seniors also raises awareness about the importance of ICT solutions in everyday life. The IT classes are held by trimester and take place once a week during 2hours in the small groups (5 seniors with one teacher)

The association also proposes various interactive gaming activities in elderly residences, social centres and aims at fostering the intergenerational cooperation and healthy and active ageing. E-Seniors is aware of the challenges that both healthy and dependant seniors face up to and is involved in the development of new products and services aiming to boost independent living and to maintain physical and mental health.

Title of this Good Educational Practice
Providing ICT courses to seniors #1
About the experience (Country, city, Institution, academic year, total hours of the activity or complete course)
Courses are held seniors in various public places in Paris since 2007 until now 2017 .. The courses are taking place in the town halls of Paris, in the social centres, in E-Seniors premises. The classes are held by trimester and take place once a week during 2hours in the small groups (5 seniors with one teacher), the sessions start in October, January and April.
Such studies, or type of training in this Good Practice (educational level or type of course)
Courses of ICT content, not officially regulated, aimed at people over 50 years.
Descriptive keywords that define this Good Practice
Development of the IT skills, ICT classes, technology, communication, classes for active seniors
Goals and competences
We try to help seniors to get along in the modern society by driving their digital skills; we also try to bring together different generations so that there will be no gap between youngsters and older persons.
Brief summary
The things that seniors can learn during our courses: initiation to the informatics, computer skills, Internet, how to write an email, how to use Skype of facebook, Word & Excel, also Photoshop skills
Students' profile (women and men's number, ages approx., occupation, educational initial level)

70% women, 30% men   Most of our students are retired (80%) but those who still work want to improve their digital skills in order to perform better in their jobs.

Staff involved in this Good Practice; and their level of participation (teachers, guidance, other institutions ...)

The ICT classes are taught by a teacher who has a relevant background in IT. Sometimes we have volunteers who have a very good level of digital ICT knowledge and they teach classes.

Methodology (phases of activity, types of activities carried out, spaces used, etc.)

Group classes (once a week in around 10 different locations in Paris and surroundings) and private lessons at home. The classes depend on the level of the learners. Sometimes the teachers start from the very basic explanation of what the keyboard or a mouse is, sometimes they go directly to the Photoshop and more complicated software. The classes are taking place in different districts of Paris in the small rooms.

Assessment implemented

This course did not have a final grade. We do not want to stress our learners. As some of them are old people, they may want to re-do the same course several times to have a deep understanding of the content.

Weaknesses or difficulties

The main challenges encountered was to adapt the courses to the people's need and knowledge of ICTs. Those vary greatly among different people and age ranges. Moreover, efforts were made in order to plan fun activities that demystify technology for some people. Another challenge during group sessions was to answer to individual concerns and address individual difficulties without overstepping in the time allocated for the class.

Strengths or success

There is a growing interest for our courses and we realized that seniors are very keen in learning about ICTs and acquiring new skills. For unemployed people, classes help them using computers to improve their research. For employed people, the new skills acquired improve their performances at work as well as their self confidence. For retired people, it is a way to socialize, learn new things and keep being active.

Title of this Good Educational Practice
English conversation club #2
About the experience (Country, city, Institution, academic year, total hours of the activity or complete course)
Courses are held seniors in the house of the Associations in the 3rd district of Paris since 2007 until now 2017 .. English classes are held 2h per week each 2 weeks except holidays.
Such studies, or type of training in this Good Practice (educational level or type of course)
English language courses
Descriptive keywords that define this Good Practice
English lessons, Conversation club, exchange, cultural cooperation, communication
Goals and competences
Improve level of social integration & English skills
Brief summary
Each two weeks a group of seniors gather together with one native English speaker to exchange together about different topics
Students' profile (women and men's number, ages approx., occupation, educational initial level)
We have more women than men. Average age: 60-70 years old
Staff involved in this Good Practice; and their level of participation (teachers, guidance, other institutions ...)
Native English speakers (Americans, English, Canadians)
Methodology (phases of activity, types of activities carried out, spaces used, etc.)
Lecture, Collaborative work in large group, Cases study, Board games
Assessment implemented
No assessment for this course; the idea is to have a nice moment all together and practice English
Weaknesses or difficulties
Sometimes it can be hard to change a topic as all persons want to talk and to tell their opinions.
Strengths or success
Seniors love very much this nice and easy activity. It is very communicative and they feel easy and confortable very soon. They can find new friends and practice their language skills. Patience, motivation, être à l' écoute, diversifier avec les sujets différents

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Title of this Good Educational Practice
Digital treasure hunt #3
About the experience (Country, city, Institution, academic year, total hours of the activity or complete course)
This activity is quite new and exists since 2016. We managed to do it 3-5 times with a group of seniors and once with intergenerational mixed group. It is a basic cultural training that stimulates Intellectual development & cognitive skills
Such studies, or type of training in this Good Practice (educational level or type of course)
Good IT level, imagination and strong willing to create the enigmas
Descriptive keywords that define this Good Practice
Treasure hunt, Digital & IT skill, cultural cooperation, communication
Goals and competences
Improve level of social integration & IT skills, also this activity has a very good impact on health as it is held outdoor and demands seniors to move and to walk
Brief summary
The treasure hunts are outdoor activities with digital supports encouraging senior's mobility as well as using new technologies. With the help of a tablet connected to the internet and using google maps, the different teams go from one place to another in Paris (in a same neighborhood or walking distance) learning about the different elements of the city and places with cultural and touristic importance. The hints and information are given through QR codes. Monitors/trainers accompany each team.
Students' profile (women and men's number, ages approx., occupation, educational initial level)
We have more women than men. Average age: 60-70 years old
Staff involved in this Good Practice; and their level of participation (teachers, guidance, other institutions ...)
Staff and managers who manage IT skills and know the answers to the enigmas (normally 2-3 staff persons)
Methodology (phases of activity, types of activities carried out, spaces used, etc.)
Collaborative work in small group, Using ICT resources, Field trips, outdoor activities
Assessment implemented
No assessment for this course; it works with kind of self-assessment, when seniors succeed in finding the enigma they know they have completed the task.
Weaknesses or difficulties
The development of the clues and their installation in the places of interest were challenging (ex: development of QR codes). We have nevertheless received the support of local authorities such as the municipality and the city of Paris.
Strengths or success
The key achievement of this activity was to dysmystify technology and make it more accessible for the seniors. Rather complex issues such as GPS localisation or the usage of QR codes and tablets are explained and experienced in a fun way. Seniors appreciated this activity and we were able to organize several sessions.

Title of this Good Educational Practice #4
MOOC (massive open on-line courses) about Fun Walking
About the experience (Country, city, Institution, academic year, total hours of the activity or complete course)
This activity is quite new and exists since 2016. The course lasts around 5-7 hours.
Such studies, or type of training in this Good Practice (educational level or type of course)
Good IT level, independent and good health shape
Descriptive keywords that define this Good Practice
MOOC, On-line courses, training on-line, ICT skills
Goals and competences
"Our training - that mixes different approaches including the both the academic and the associative views, the usage of stimulating digital tools and practical exercise - is primarily targeted for seniors that are looking for new activities to stay dynamic and fit. However, everybody interested in intergenerational activities and wellbeing in the daily life are warmly welcome to take part in our MOOC!"
Brief summary
"We propose a new lesson every two weeks during 8 weeks (in total 1 introduction lesson and then 4 core lessons), each lesson lasts for about one hour. Varied learning activities and training material is proposed: 🎬 *Explanatory videos* 🎬 *Complementary learning material (documents and presentations)* 🎬 *« Digital capsules » proposing you to learn about different digital tools that you can use to enrich your learning* 🎬 *Quiz for self-assessment after each lesson* 🎬 *Invitation to join sessions in the Parisian region* 🎬 *Online discussion forum for all participants"*
Students' profile (women and men's number, ages approx., occupation, educational initial level)
200 men and 850 women   40-50 years old and 10% of young students from university.
Staff involved in this Good Practice; and their level of participation (teachers, guidance, other institutions ...)
Staff and managers who manage IT skills and also staff from the University of Grenoble
Methodology (phases of activity, types of activities carried out, spaces used, etc.)
Self study and Collaborative work in large , Using ICT ,Field trips and some outdoor practical activities
Assessment implemented
Continuous assessment – during the whole course
Weaknesses or difficulties
We encountered some difficulties in finding some experts but finally, everything went well.
Strengths or success

"We do not require any specific knowledge to join our MOOC, but we wish our participants to be motivated by walking and interested in the digital tools. An asset would be to have a smartphone and/or a tablet enabling to test and to use the different apps proposed throughout the training."

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Title of this Good Educational Practice #5
Intergenerational gaming sessions
About the experience (Country, city, Institution, academic year, total hours of the activity or complete course)
This activity is carried out each year in May since 2014, it lasts one afternoon around 3-4 hours.
Such studies, or type of training in this Good Practice (educational level or type of course)
Basic IT skills, good mood
Descriptive keywords that define this Good Practice
Games, Intergenerational, IT games, board games, trainings
Goals and competences
Improve level of social integration and bring together different generations
Brief summary
This activity is about to bring together young children and older adults so they can exchange and play together different board or on-line games. It erases the gap between the generations. The activity last a half day and takes place annually. All persons have a wonderful time together.
Students' profile (women and men's number, ages approx., occupation, educational initial level)
Men and women (50+) and children (under 18)
Staff involved in this Good Practice; and their level of participation (teachers, guidance, other institutions ...)
Staff and managers who manage IT skills and also staff from the Intergenerational pole from the town hall of Paris
Methodology (phases of activity, types of activities carried out, spaces used, etc.)
Collaborative work in small group, Troubleshooting, Cases study
Assessment implemented
No assessment for this activity
Weaknesses or difficulties
Time management impatience of the some participants
Strengths or success
Contact, patience, and no minimum IT knowledge is required for this activity

Observations

All classes depend on the participant's level and the demand of what they would like to learn. Therefore, it is very important that a teacher/responsible person tries to be very patient and willing to help and to listen. It is highly important to encourage person's' motivation. Necessary qualities for a teacher: patience, motivation, listen each student and being able to vary the topics.