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Is this senior lady (playing a game with her granddaughter on a x-box, hooked up to a TV)....

- e-included ?
- an ict-user ?
- a member of the "Knowledge Society" ?

We must have a commonly understood (i.e. agreed) terminology to measure, communicate and teach by using words (spoken- and/or written language) !



Your name:

Age group: (**Your** age !)

Org/ Grundvig Partner:

Female

Male

Student

Full time employed

Retired

Other:.....

- 20

21 - 35

36 - 45

46 - 55

56 - 65

66 -

The task is to indicate what you feel are the minimum requirements for a **senior** citizen (55+ years of age) to fall into each of the three groups which EU have used to "classify" computer and Internet users over the last 8 years.

These groups are e-included ("e-i"), member of the Knowledge Society ("K.S") and Internet and computer users ("I.-user").

On the first pages you should indicate what you feel are the **absolute minimum requirements (!)**. You do this by ticking off the characteristics which you feel must be met. Each requirement is stated in a short sentence and you may indicate that it does not apply (by **not** ticking in any of the three boxes !) or from 1 to 3 by marking the groups where you feel it must apply.

Example:

e.i. K.S. I. user Sending and receiving an average total of 15 e- mails per day / week month

If you feel that an e-included senior should send and receive a total sum of 15 e-mails pr month; you indicate this as above.

When you have gone through the first pages 3 - 6, you will proceed by doing the same exercise again on the pages 7 - 10.

But this time your task is to identify what you feel should be required for a **senior** citizen (55+ years of age) to be a well equipped and self sufficient individual (an "advanced" user) in each of the 3 groups.

You may seek help with language translation if required; but it is important that your evaluations are done on an individual basis.



3. Hardware and technological baseline (Minimum Requirements !)

- | | | | | |
|------|----------------------------------|----------------------------------|-------------------------------------|---|
| 3.01 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Has an old PC (Windows 3 or similar) at home |
| 3.02 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Has a PC less than 7 years old at home |
| 3.03 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Has access to a newer PC with internet connection somewhere other than home or work |
| 3.04 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Has access to a PC at work with internet connection limited to company tasks only |
| 3.05 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Has access to broadband Internet connection at home |
| 3.06 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Has access to modem based Internet connection at home |
| 3.07 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Own and use a smart phone |
| 3.08 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Own and use a tablet PC |

Auxiliary equipment

- | | | | | |
|------|----------------------------------|----------------------------------|-------------------------------------|---|
| 3.09 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Has a black only printer |
| 3.10 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Has a color printer |
| 3.11 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Has a photo color printer |
| 3.12 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Has a combined color printer/ fax and scanner |
| 3.13 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Mouse |
| 3.14 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Keyboard |
| 3.15 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | External hard disk for backup |



4. Internet usage (Minimum Requirements !)

4.01	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Occasional Internet user (monthly or longer gaps)
4.02	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Regular Internet user (at least once a week)
4.03	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Frequent Internet user (every day or almost every day)
4.04	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Looking for information about goods and services online
4.05	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Reading / downloading online newspapers / news magazines from Internet
4.06	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Playing or downloading games, images, films or music from Internet
4.07	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Using online banking
4.08	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Uploading self-created content (other than e-mails etc.!) to be shared to Internet
4.09	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Seeking online information about health from Internet
4.10	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Looking online for a job or sending a job application
4.11	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Doing a standalone online course (in any subject)
4.12	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Looking online for information about education, training or course offers
4.13	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Interacting online with public authorities, last 3 months
4.14	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Sending filled forms to public authorities, last 3 months
4.15	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Social media usage (Twitter, Facebook, blogging etc.)
4.16	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Using SKYPE or other Internet telephony (VoIP) solutions



5. Internet usage (continued) (Minimum Requirements !)

- | | | | | |
|------|----------------------------------|----------------------------------|-------------------------------------|--|
| 5.01 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Ordering merchandize (including books) online |
| 5.02 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Planning and ordering travels (airline tickets, hotels etc.) online |
| 5.03 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Buying software online |
| 5.04 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Able to upgrade bought software from online sources |
| 5.05 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Able to use online services for information about own rights, law, pension etc. etc. |
| 5.06 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Studying at university level online (Open University and similar providers) |
| 5.07 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Able to perform advanced searches on the Internet |
| 5.08 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Selling goods or services online (also at online auctions) |
| 5.09 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Able to communicate with authorities or vendors by sending filled form e-mails |

e-mail usage

- | | | | | |
|------|----------------------------------|----------------------------------|-------------------------------------|---|
| 5.10 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Has an e-mail user account with a major service provider |
| 5.11 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Can only read simple e-mails and SMS messages |
| 5.12 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Can both send and read e-mails and SMS messages |
| 5.13 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Is able to open e-mail attachments |
| 5.14 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Is able to include attachments in e-mail messages |
| 5.15 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Sending and receiving an average total of _____ e- mails per day / week / month |



6. PC application usage (Minimum Requirements !)

6.01	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Office system usage (MS Office, Open Office etc.)
6.02	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Publishing (Scientific articles, lectures, books, magazines and in newspapers)
6.03	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Using PC as a presentation tool
6.04	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Developing lists or databases
6.05	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Managing Web sites
6.06	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Genealogical research and family tree development
6.07	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Photo archiving and/or editing
6.08	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Video editing
6.09	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Composing music
6.10	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Converting analog music (records and tape) to digital
6.11	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Collecting food recipes, dietary information etc.
6.12	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	<< NOT IN USE >>
6.13	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Managing a home media centre
6.14	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Controlling a home security installation

When you have gone through the above pages you will proceed by doing the same again by doing the pages 7 - 11.
But this time your task is to identify what you mean should be required for a **senior** citizen (55+ years of age)
to be a well equipped and self sufficient individual (an "advanced" user) in each of the 3 groups.



7. Hardware and technological baseline (Requirements for an advanced user !)

- | | | | | |
|------|----------------------------------|----------------------------------|-------------------------------------|---|
| 7.01 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Has an old PC (Windows 3 or similar) at home |
| 7.02 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Has a PC less than 7 years old at home |
| 7.03 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Has access to a newer PC with internet connection somewhere other than home or work |
| 7.04 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Has access to a PC at work with internet connection limited to company tasks only |
| 7.05 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Has access to broadband connection at home |
| 7.06 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Has access to modem based Internet connection at home |
| 7.07 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Own and use a smart phone |
| 7.08 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Own and use a tablet computer |

Auxiliary equipment

- | | | | | |
|------|----------------------------------|----------------------------------|-------------------------------------|---|
| 7.09 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Has a black only printer |
| 7.10 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Has a color printer |
| 7.11 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Has a photo printer |
| 7.12 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Has a combined color printer/ fax and scanner |
| 7.13 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Mouse |
| 7.14 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | Keyboard |
| 7.15 | e-i.
<input type="checkbox"/> | K.S.
<input type="checkbox"/> | I. user
<input type="checkbox"/> | External hard disk for backup |



8. Internet usage (Requirements for an 55+ advanced user !)

8.01	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Occasional Internet user (monthly or longer gaps)
8.02	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Regular Internet user (at least once a week)
8.03	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Frequent Internet user (every day or almost every day)
8.04	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Looking for information about goods and services online
8.05	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Reading / downloading online newspapers / news magazines from Internet
8.06	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Playing or downloading games, images, films or music from Internet
8.07	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Using online banking
8.08	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Uploading self-created content (other than e-mails etc.!) to be shared to Internet
8.09	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Seeking online information about health from Internet
8.10	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Looking online for a job or sending a job application
8.11	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Doing a standalone online course (in any subject)
8.12	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Looking online for information about education, training or course offers
8.13	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Interacting online with public authorities, last 3 months
8.14	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Sending filled forms to public authorities, last 3 months
8.15	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Social media usage (Twitter, Facebook, blogging etc.)
8.16	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Using SKYPE or other Internet telephony (VoIP) solutions



9. Internet usage (continued) (Requirements for an 55+ advanced user !)

- | | | | | |
|------|--------------------------|--------------------------|--------------------------|--|
| 9.01 | e-i. | K.S. | I. user | Ordering merchandize (including books) online |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 9.02 | e-i. | K.S. | I. user | Planning and ordering travels (airline tickets, hotels etc.) online |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 9.03 | e-i. | K.S. | I. user | Buying software online |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 9.04 | e-i. | K.S. | I. user | Able to upgrade bought software from online sources |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 9.05 | e-i. | K.S. | I. user | Able to use online services for information about own rights, law, pension etc. etc. |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 9.06 | e-i. | K.S. | I. user | Studying at university level online (Open University and similar providers) |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 9.07 | e-i. | K.S. | I. user | Able to perform advanced searches on the Internet |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 9.08 | e-i. | K.S. | I. user | Selling goods or services online (also at online auctions) |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 9.09 | e-i. | K.S. | I. user | Able to communicate with authorities or vendors by sending filled form e-mails |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

e-mail usage

- | | | | | |
|------|--------------------------|--------------------------|--------------------------|---|
| 9.10 | e-i. | K.S. | I. user | Has an e-mail user account with a major service provider |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 9.11 | e-i. | K.S. | I. user | Can only read simple e-mails and SMS messages |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 9.12 | e-i. | K.S. | I. user | Can both send and read e-mails and SMS messages |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 9.13 | e-i. | K.S. | I. user | Is able to open e-mail attachments |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 9.14 | e-i. | K.S. | I. user | Is able to include attachments in e-mail messages |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 9.15 | e-i. | K.S. | | Sending and receiving an average total of e- mails _____ per day / week / month |
| 9.15 | | <input type="checkbox"/> | I. user | Sending and receiving an average total of e- mails _____ per day / week / month |
| 9.15 | | | <input type="checkbox"/> | Sending and receiving an average total of e- mails _____ per day / week / month |



10. PC application usage (Requirements for an 55+ advanced user !)

10.01	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Office system usage (MS Office, Open Office etc.)
10.02	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Publishing (Scientific articles, lectures, books, magazines and in newspapers)
10.03	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Using PC as a presentation tool
10.04	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Developing lists or databases
10.05	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Managing Web sites
10.06	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Genealogical research and family tree development
10.07	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Photo archiving and/or editing
10.08	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Video editing
10.09	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Composing music
10.10	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Converting analog music (records and tape) to digital
10.11	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Collecting food recipes, dietary information etc.
10.12	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	<< NOT IN USE >>
10.13	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Managing a home media centre
10.14	e-i. <input type="checkbox"/>	K.S. <input type="checkbox"/>	I. user <input type="checkbox"/>	Controlling a home security installation