



Tech Mate Feedback Snapshot

May 2021

Thank you to the Tech Mates who joined our online feedback forums 4 and 6 May, 2021 and for everyone who completed the online survey

PARTICIPATION

WORKSHOP



04/05/2021
5 Tech Mates

06/05/2021
3 Tech Mates

ONLINE SURVEY



01/05/2021 - 13/05/2021
13 Tech Mates

OUTCOMES FROM FEEDBACK SESSIONS FOR IMPLEMENTATION:

For Learners

- Continue to raise community awareness of online safety and scams
- Promote the use of our learning suggestions found on the Leep website to highlight the benefits of being online, increased independence and self-confidence
- Explore ways to increase community connections through group learning as well as our one-on-one model
- Continue to investigate the viability of a learner app to measure digital level and engage new learners

Learner topics

- Explore possibility of providing device specific user guides or link to manufacturer's website
- Explore use of "how to" videos for learners



Best Part of Being a Tech Mate:

"Helping people and having them really thankful at the end of the session"

"The sense of gratitude from the learner, feeling appreciated"

OUTCOMES FROM FEEDBACK SESSIONS FOR IMPLEMENTATION:

Processes

- Support Area Coordinators with specific area related information
- Improve communication processes when starting new partnerships to better support Tech Mates
- Continue to promote remote learning

Civi CRM

- Review Civi CRM dashboard capabilities for Area Coordinators, and Session Record processes
- Ensure data is kept up to date in Civi by all
- Encourage Tech Mates attendance at Civi refresher training
- Encourage the use of the Tech Mate Civi User Guides

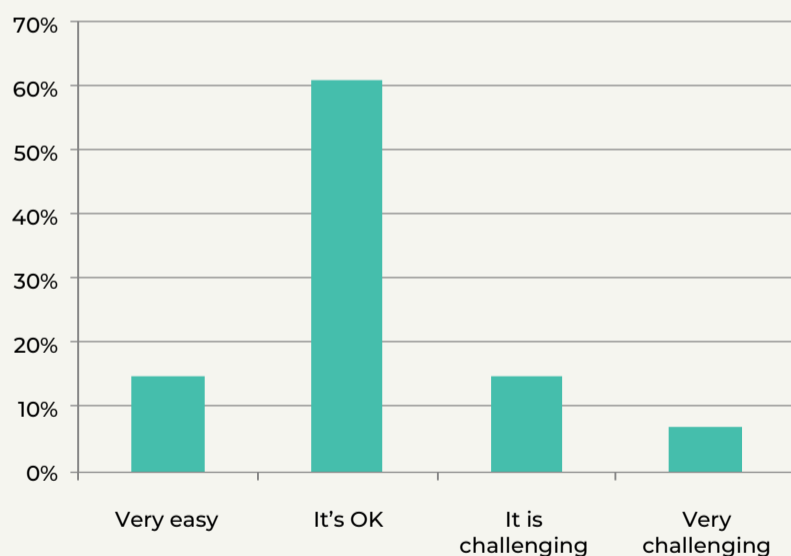
RATING OF VOLUNTEER INDUCTION



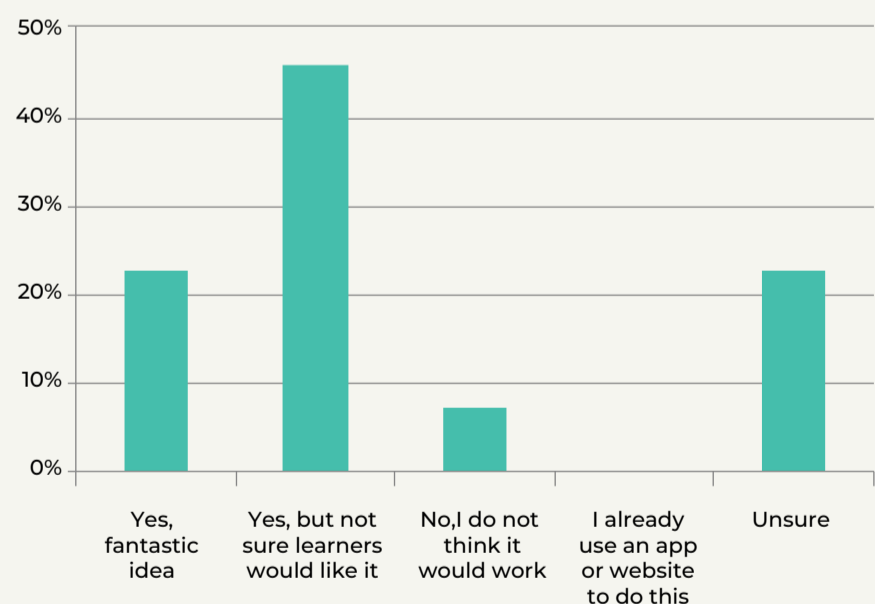
AVERAGE RATING



How did you find entering session records in Civi CRM?



Do you think a simple App to measure a learners baseline (functional) digital skills would be useful? (eg. How to click, swipe, open etc)

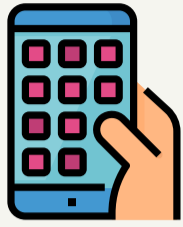


Best Part of Being a Tech Mate:

“Sharing knowledge”

“Feeling that I am contributing to the lives of seniors and the learners being able to find new ways of communicating with their family and friends to be more connected”

MENTORING TOPICS DISCUSSED IN THE FORUM



Understanding icons and apps



Device based learning



Music & maps



Weather apps



WhatsApp & email



Emergency contacts app



SCAMWATCH

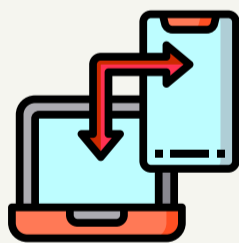
Scam watch website or newsletter subscription



Identifying secure websites and features



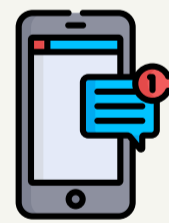
Online shopping



Linking devices



Adding bookmarks to webpages



Learning to text instead of call



Best Part of Being a Tech Mate:

“Being able to meet new people and be helpful to them”

“I am able to give back to the community”

“Supporting others and facilitate their communication with their family and friends”