



Context:

It is a common problem for many people to have difficulty understanding and using technology. This is especially true for older adults who may not have grown up with computers and the internet. This lack of digital literacy can limit their ability to access important services and information online. Therefore, it is important to provide training and support to help older adults become more comfortable and confident with technology.

Problem Statement:

Older adults often struggle with basic computer skills, such as opening an email, downloading a file, or using a search engine. This can be frustrating and prevent them from fully utilizing the many benefits of technology.

Opportunity Statement:

By providing targeted training and support, we can help older adults overcome their digital literacy barriers and become more active and engaged users of technology.

Intent:

1. To increase the digital literacy skills of older adults.