

Mauritius Research and Innovation Council

**Digital Inclusion as one of the Enablers of
Active Ageing:**

**Empowering the Elderly to Use WhatsApp as
an Innovative Communication Tool in Mauritius**

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**Digital Inclusion As One of the Enablers
of Active Ageing: Empowering the
Elderly to Use WhatsApp As An
Innovative Communication Tool in
Mauritius**

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Active Ageing = Digital Inclusion of Elderly people to improve overall Well-being & quality of life of Elderly people

People around the world are ageing rapidly; As of today, elderly people constitute a large part of world population, and a substantial growth is projected to increase in the coming decades.

UN Report 2015, "In 2015, one in eight people worldwide was aged 60 years or over. By 2030, older persons are projected to account for one in six people globally.

Similar demographic trends in Mauritius. Example: According to Statistics 2017, the proportion aged 65 years and above increased from 10.0% to 10.5% from 2016 to 2017.

Challengingly important to enhance the overall well-being and quality of life of older people in line with the "active ageing" concept (WHO 2002).

- Active Ageing
- Free Wi-Fi access to public in 350 public places including Community/Social Welfare/Women & Youth Centres; Village Councils & Post Offices

Yet, a significant proportion of ageing population remains digitally excluded

Major Challenges: Lack of ICT access and technological skills.



OBJECTIVES FOR TARGET GROUP

Gain a basic notion
of what are internet,
Wi-Fi and
smartphones

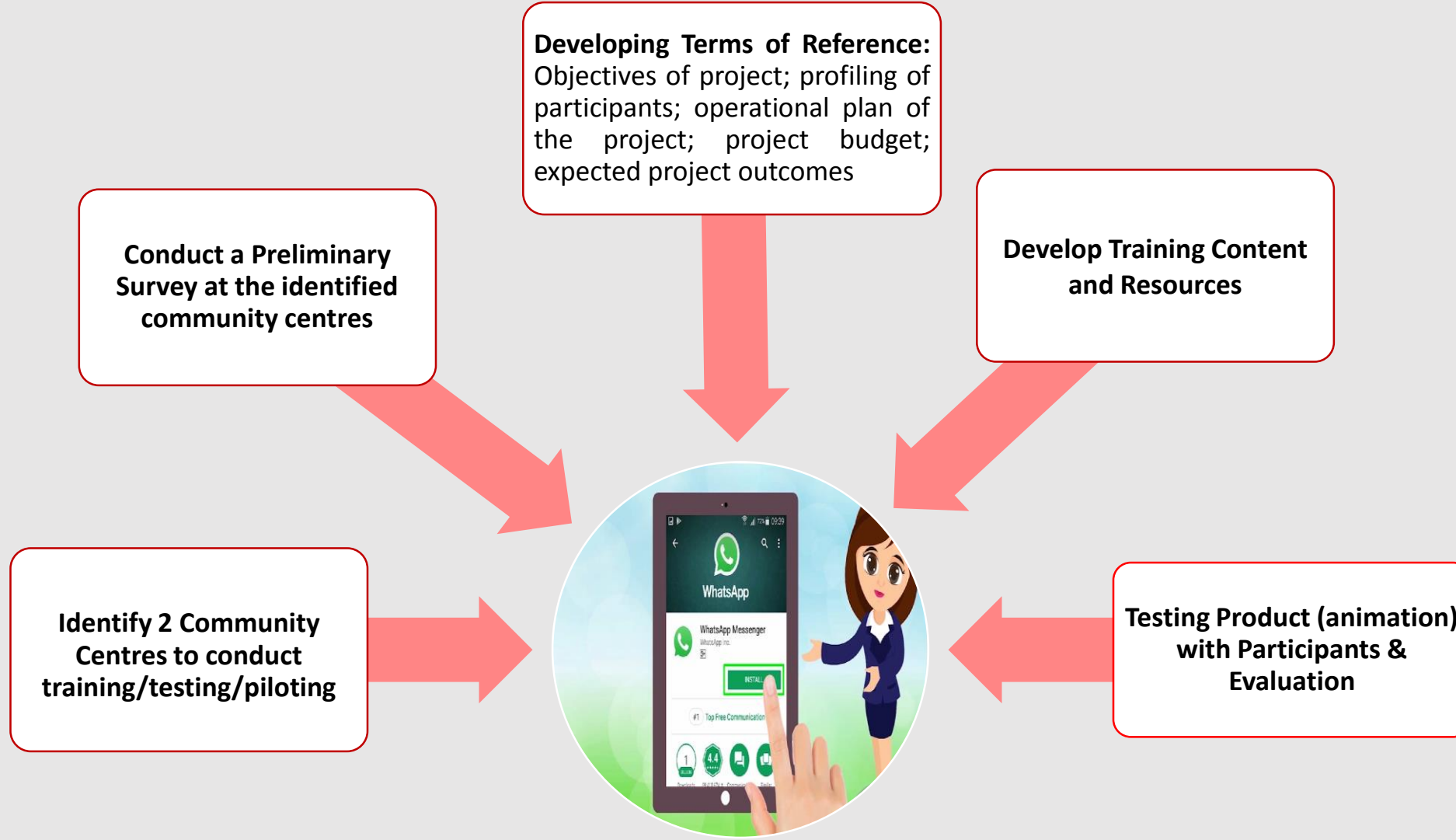
State the different
functions of
WhatsApp

Socialise better,
communicate with
their immediate kin
through the use of
free WhatsApp
application

How?

By making and
receiving voice and
video calls, sending
and receiving voice
messages and
pictures

AIMS &
OBJECTIVES



Software Used for Learning Resource

The learning resource = interactive animation + much visual aspects + use of Creole language

Why?

To make the resource easily accessible and understandable to the elderly.

Learning Resource has been designed using the software **Adobe Flash** (the latest version is **CS6**) which is not limited to animation and but it also allows content from **Photoshop** or **Illustrator** can be exported and animated within **Flash**.

I-Spring Suite 8 has been used to design the evaluation (summative and formative) part of the training.

A lady cartoon figure, **Sarah**, has been created using Adobe Illustrator

The voice over has been recorded in house and Adobe Premiere software was used to do the editing of the voice (Audition and After Effect).

Learning Resource consisted of three (3) Learning Blocks. Each Block had two (2) sessions.

BLOCK 1

Session 1: What are Internet, Wi-Fi and a Smartphone?

Session 2: Setting up WhatsApp on Smartphone/Tablet

OUTCOMES	STEPS
SESSION 1	
By the end of this session, learners should be able to: 1. Differentiate between a standard mobile phone and a Smartphone. 2. Recognise the different symbols/icons on a Smartphone. 3. Put Wi-Fi on.	<ul style="list-style-type: none">▪ What is a Smartphone?▪ How a Smartphone is different from a standard mobile phone – explain the various uses and applications available on a Smartphone.▪ Explain the importance of having Internet connection or WiFi – recognize the WiFi icon and how to put it on, and Data plan (in case WiFi is not available).▪ Show how to put WiFi on.
SESSION 2	
By the end of this session, learners should be able to: 1. Recognise the WhatsApp icon on their smartphone or tablet. 2. Download WhatsApp on the Smartphone. 3. Connect to Internet, either by using WiFi or Data Plan. 4. Set up WhatsApp on their phone or tablet.	<ul style="list-style-type: none">▪ What is WhatsApp?▪ The uses of WhatsApp – to send text messages, pictures, videos, make voice or video calls, etc.▪ Explain why it is a popular application. – Free (apart from having WiFi connection), safe and relatively easy to use.▪ For those who do not have WhatsApp, explain how to download and install it on the Smartphone or tablet.▪ Explain how WhatsApp works – elaborate on the similarities and differences between WhatsApp and other traditional text messaging.▪ Show how to set up WhatsApp on their smartphone or tablet.

St-Pierre: More than 50% of the participants had no notion of what are internet and WiFi.

Repeated explanations and demonstrations on how to connect to Wi-Fi on their smartphones.

Despite demonstrations were done several times, all participants needed assistance for the first 3 sessions to connect WiFi.

Port-Louis: Most of the participants (70%) were familiar with Wi-Fi and has used it but they needed some demonstration on how to put Wi-Fi on their smartphones.

Common Difficulty: Log on to Wi-Fi Mauritius which comprises of several steps and which most participants found quite complicated & required help and assistance.

Request from participants: Printed handouts with pictures to help them practice and remember what has been covered.

BLOCK 2

Session 3: Starting Voice/Video Call on WhatsApp

Session 4: Sending Chat

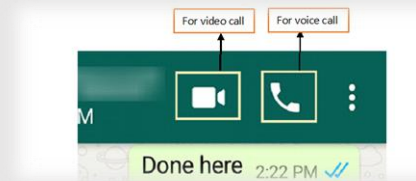
OUTCOMES	STEPS
SESSION 3	
<p>By the end of this session, learners should be able to:</p> <ol style="list-style-type: none"> 1. Access the Contacts. 2. Explain how to add a person to contact and explain how to import contacts from address book automatically to WhatsApp. 3. Recognise the 'Call' button on a Smartphone or tablet. 4. Start and end a voice call. 	<ul style="list-style-type: none"> ▪ How to access the 'Contacts' by typing the name of the person you want to call. ▪ How to open the conversation and tap the 'Call' button to start your conversation. ▪ Explain how to answer an incoming call by sliding the 'answer' button to accept the call. ▪ Discuss about the various options like how to use 'speaker' and end a call. ▪ You must ensure that the friends who you wish to message have WhatsApp installed on their phones. ▪ Start a chat - tap on the new chat icon and select a contact's name.
SESSION 4	
<p>By the end of this session, learners should be able to:</p> <ol style="list-style-type: none"> 1. Access the text bar. 2. Recognise the different icons – send and call buttons, camera, etc. 3. Start a conversation on WhatsApp with a contact. 4. Send and receive chat messages on WhatsApp. 	<ul style="list-style-type: none"> ▪ Explain how to access the text bar, type and send a message to their contacts. ▪ Verify if message has been sent – check of the double ticks, colour code, etc. ▪ See if their contact is online or offline. ▪ Send a short voice recording.

Participants were split in groups and were asked to practice using WhatsApp to do a video and voice call with participants in their groups. Participants were lively, motivated, happy and feel satisfied after successfully completing all the tasks. Group learning proved to be very helpful for the participants.

St-Pierre: A handful of participants have internet connection at home and they know how to use WhatsApp to make a call. But, it was a new discovery world for the others. They showed much enthusiasm and willingness to learn and succeed in making a voice and video call.

Port-Louis: Some participants (60%) already have access to Internet and Wi-Fi at home and were somehow familiar with WhatsApp but relied mostly on some family members to access the applications and use it.

Note: The different icons on WhatsApp interface made it easier for the 12 older participants (60 years above) to understand, recognise and execute the different steps to make a voice and video call.



BLOCK 3

Session 5: Sending and receiving Voice messages

Session 6: Sending and Receiving Pictures

OUTCOMES	STEPS
SESSION 5	
<p>By the end of this session, learners should be able to:</p> <ol style="list-style-type: none">1. Access the Contacts.2. Recognise the ‘Call’ button on a Smartphone or tablet.3. Send and listen to voice recording.	<ul style="list-style-type: none">▪ How to access the ‘Contacts’ by typing the name of the person you want to send a voice message.▪ How to start a voice recording and tap the ‘Record’ button.▪ Explain how to listen to an incoming voice message.
SESSION 6	
<p>By the end of this session, learners should be able to:</p> <ol style="list-style-type: none">1. Take pictures and make small video recordings.2. Send pictures and video recordings to your contact.	<ul style="list-style-type: none">▪ Explain how to take and save pictures.▪ How to access your pictures.▪ Swap from pictures to video recordings.▪ How to make short video recordings and send it to your contacts.

To keep this team spirit on, participants were teamed in different groups and they were more responsive, confident and assimilated more rapidly on how to record a voice message.

Also, participants showed more confidence and successfully connected their smartphones to WiFi Mauritius. A handful of participants still needed help to complete the steps.

St-Pierre

Participants found these features very pertinent & appropriate to their personal life; saying, for instance, it is far easier to voice record a recipe than to type one to sent to children.

They were very excited to take their own pictures and those of team members and sending/receiving these from each other.

Trainers were informed that participants came on their own at Circonstance Community Centre to practice using WhatsApp together and learning from each other.

Port-Louis: Participants enjoyed taking recording messages and pictures to send to each other.

Summative Evaluation

Hands-on activities that tested understanding and skills developed throughout the 3 Learning Blocks

4 Tasks

Put on WiFi on their smartphone

Connect to an open WiFi Network, namely WiFi Mauritius

Open WhatsApp, choose a contact (any participant) and make a voice call

Choose a contact on WhatsApp (any participant) and make a video call

SUMMATIVE
EVALUATION