



Deliverable D6.2

Report on user trials

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Abstract: Detailed results from the evaluation of the platform, the services and applications from both end-users and experts of the user organizations from various perspectives including usability, accessibility, ease-of-use, utility, effectiveness and more.

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Glossary

ADSL	Asynchronous Digital Subscriber Line
D	Deliverable
DCT	Development Center of Thessaly
E-S	Elder-Spaces
EU	European Union
GR	Greece
HEN	Young Women Christian Association
HU	Hungary
ICT	Information and Communication Technology
IT	Information Technology
iWiW	International who is who
KAPI	Open Center for the Protection of Elderly
PC	Personal Computer
QoL	Quality of Life
SAS	Statistical Analysis System
T	Task
WP	Work Package

Executive Summary

Deliverable D6.2 evaluates the usage of the Elder-Spaces platform. It analyzes the two main pilot sites in Greece and Hungary, providing evaluation schemas throughout the whole process of implementation including the trial outcomes, the operation of the implemented applications and the service operation. Finally, the basic lessons learnt have been extracted so as to be used as reference case for future initiatives.

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1. Introduction

Over the past few years, many actions taken in favour of the elderly have started to evolve, in order to avoid social deprivation or in extreme cases institutionalization with the target to increase the social and psychological autonomy. Several projects have also been developed on the topic of ICT technologies and networks applied to welfare services through the issuing of regional support programmes and guidelines of social and prevention networks for elderly people. In this direction, it is essential that public services and institutions are not the only organizations anticipated to take this situation in charge: the whole society must work in together with the public sector and carry out all the indispensable resources and potentialities that can support an active ageing of the population, using the profit of all the help provided by information and communication technologies.

This report concerns the final results and outcomes of the user trials which were conducted for three months long both in Greece and in Hungary. Undoubtedly, user trials have been a rigorous procedure through which main significant conclusions and findings were summed up. Nevertheless, major findings were also followed by several issues and the corresponding solution that had to be found. As these issues were analysed in order for the solutions to be discovered, there were inevitably considerably lessons learnt extracted.

1.1 Overview

The main objective of the project, as it is already known, is to achieve people over 55 to participate in social networks which are the main tendency of the latest years among younger people. Unfortunately, the majority of people over 55, especially those over 65, are quite unfamiliar in using Information and Communication Technologies (ICT). Unlike the 55+ people in the Northern Europe who are quite ICT literate and use computers and web applications since many years not only for entertainment but also for their labor tasks, situation in Southern and Mediterranean countries is not same. In fact only some executives had to work on computers until the 2000s meaning that the percentage of the population which is already retired or approximates the retirement has not actually used ICT on a frequent basis.

For these reasons, the conclusion which is extracted is that people over 55 are also not familiar with social networks. Nevertheless, there were several courses and seminars which took place during the 1990s which were structured in a rather fragmented and scrappy way.

Consequently, people could not learn constructively the main use and functionalities of ICT. At this point, Elder-Spaces project intervenes in order not only to promote the sense of an online social network but also to develop the fundamental skills to 55+ people. As someone can understand, this procedure was quite challenging and tricky especially due to the aforementioned reasons. However, the final results are more than encouraging in order keeping up the efforts towards the direction bringing the elderly close to ICT and social networks.

1.2 Relation with other WPs/Tasks

This deliverable consist the final step of the previous WPs and Tasks as the development and implementation had been finished during the previous WPs and deliverables. Actually, D6.2 is the report which specifies the results of D6.1, the report for the plan of the trials and evaluations including number of users and their distribution to the various applications/services. Hence there is also relation to T6.2 Conduction of User Trials and User Evaluations which entails the actual use of the Elder-Spaces platform and applications by users that register in the social network and these trials will be chiefly based on users supervised by the Greek and Hungarian partners. Moreover, connection with T6.3 cannot be disregarded as Platform, Services and Applications Evaluation is also involved in the current deliverable. Apart from WP6 Trials and Evaluation, there is also close relation to WP7 Dissemination and Exploitation and more specifically to D7.3 Final Dissemination Report which is the complete report on the dissemination activities of the project.

1.3 Greece

Population ageing has long been a matter of great importance (on a social and economic perspective), and has now become one of the priority objectives identified by different bodies. In particular, at European level, this issue has become the focus of many action programmes, such as the Digital Agenda for Europe.

Greece is coping with the same demographic phenomenon that signifies all the Western industrialized countries estimating that there are above 1 million frail elderly people living in our country. This number is expected to be increased within the next two decades, leading to a proportional increase in the expenses for welfare service management.

At the same time, the social and family structure is undergoing an essential and

irrevocable change both in Greece and elsewhere. Family size is constantly decreasing; very often the elderly live at home alone or with the old wife or spouse. In addition, women's role within the family is changing as the majority of women have a job outside the home, so there is less support provided to the family by women, who traditionally tended to be the family caregivers providing informal care to elderly members. The exponential growth in demand for social services makes it clear that an innovative approach is required in order to provide social activation and even entertainment within the elderly especially when they are lonely.

The Elder-Spaces project and platform has been designed and developed precisely on this very basis and awareness. It is meant to respond to the challenge posed by demographic change and economic crisis, building a social network, in view of a new home-based social activation on frail seniors and their surrounding community. This is a network focusing on the key role played by technology, yet regarded as only one of the pillars supporting the service to human beings improving in this way their quality of life. The Elder-Spaces "eService" suggests innovative model of recreation and socialization of elderly, before the loss of the seniors' independence.

As a result, someone can understand that this period was the most crucial for the pilot site of Trikala, as the end users had to recruited and registered becoming active members of the platform in concrete and practical terms. The most challenging issue was to recruit the predefined number of users, train them in the use of the platform when this was appropriate and achieve to make registered users to access the platform as frequently as possible. A hindering factor was that lack of ICT knowledge as the majority of people over 55 (55+) in Greece are not familiar with ICT and at this point of period most people of this age make the first steps towards the elimination of the ICT illiteracy.

1.4 Hungary

According to the 2011 Ithaca research on internet use and habits in the 50 + population in Hungary less than the one fifth of the elderly population uses the internet. However, those individuals from this segment who use the internet tend to be open for new technologies and possess a wide range of social connections. Those individuals who are regularly using the internet learned the necessary skills through taking computer lessons, at their workplace, with the help of family members, friends or on their own. Individuals, who learned to use the internet

on their own tended to represent a higher educated segment and is living in a larger city.

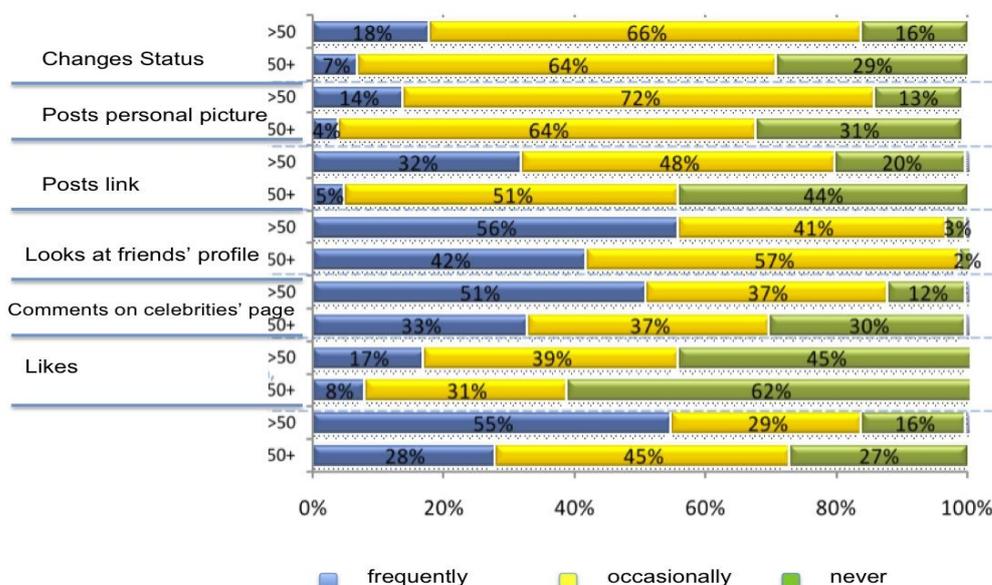
Table 1 – How did you learn to use the internet

	50 +
Education, lessons	17%
At the workplace	14%
With the help of family members	46%
With the help of friends	17%
Without help	32%

Regarding the social site use the Ithaca research found that six out of ten individuals use some type of social site and two third of these people sign in to the a social website daily. The two main social websites that were named are Facebook and iWiW and most individuals had profiles on both sites. Interestingly though the 50 + population seemed to prefer iWiW over Facebook.

The Ithaca research compared >50 and 50+ population on how active are the users on the social website and found that the 50+ users are quite inactive compared to the younger generation.

Table 2 – How often do you do the following on a social website?



Generally speaking the 50+ population can compare to the younger generations regarding presence in social network sites, however as the table above shows they are less active.

The Elder-Spaces social website was introduced in various settings in Budapest to individuals with different levels of knowledge of computer and internet use. During the trial period of the Elder-Spaces project we learned that this population is divided between a number of individuals in the 55+ population who are eager and motivated to learn the use of ICT and internet use and are open for a new concept such as Elder-Spaces. On the other hand there are a number of individuals, especially over 70 years old, who prefer personal contact with friends and family and have very little motivation for using any ICT.

2. User trial outcomes

In a nutshell, the eCare and eHealth network in Trikala has become during the latest years a well-proven and successful network of services, although constantly changing and evolving, trying to reshape social and health care to meet citizens' specific needs, as much as possible, in view of the provision of home care and customized care. Therefore, the environment in Trikala has experience in eCare services.

This section involves the description of the 55+ groups which user organizations came in touch with in order to promote and recruit the end users of the pilot sites both in Trikala, Greece and in Budapest, Hungary. First of all, the 55+ groups were contacted and in the second phase the appropriate workshops and seminars, in certain cases, were scheduled in order for the platform to be used.

2.1 55+ groups

It was really essential for the proper operation of the pilot sites to predefine the 55+ groups that would be actively included in the operation phase. For this reason, a clear and structured plan of the potentially involved user groups should be deployed within the cities. Every city has several retirement groups, clubs and organizations such as Open Day care centers for the Elderly, Clubs of women, retirement groups of professional categories and philanthropic organizations.

2.1.1 Greece

The target of the pilot site is to achieve the targeted number of users before the pilot starts in order to achieve adequate and appropriate results. Trikala pilot site had to involve 100 registered users in the Elder-Spaces platform but solely the registration of this number of users would not be enough as registered users should be also active and make frequent use of the platform. The experimental project mainly had a social value. Upon its launch it involved about 100 users, who are meant to be increased in the exploitation phase. It can be regarded as a prototype stage during which people over 55 get to know not only the fundamental concept of a social network but also the main opportunities that such a network offers. This, however, should not suggest a low-profile activity, merely providing companionship. Before starting the trials, an

extensive research upon the 55+ groups with Trikala had to be organized. All retirement groups, charity groups and other organizations which could act as a pool for users were recorded in first place. When the list of the aforementioned groups was structured, e-Trikala personnel contacted these groups in order to give the outline and an overview of the project. Most of the groups were a bit reluctant to participate in the project in first place and for this reason a face – to – face meeting tried to be arranged. In some cases, contact with the users had to be arranged twice as the main have scope of the project had to be clearly stated. Several organizations had the first impression that Elder-Spaces platform is a commercial tool and they would have to pay a registration fee. This had to be clarified as the service is completely free and can be used without extra costs.

2.1.1.1 Description of the 55+ organizations

As it was mentioned before, face – to – face meetings were scheduled in order to have a more direct contact with the 55+ organizations. The Elder-Spaces Service has been implemented in Trikala city and in more concrete words, the 55+ Groups and associations which were the “Enablers” of the project contacted in order for users to be recruited were the following:

- Open Day Care Centers of the Municipality of Trikala which are called KAPIs and consist the network that connects the majority of the elderly 65+ people in the region of Trikala. Such organizations exist all over Greece in order to organize activities and act on behalf of the elderly. Apart from social services, KAPIs provides health care services as well which makes it possible, among other things, the exchange of information and advice by General Medical Practitioners with medical reports, examinations and prescriptions carried out in all regional facilities. The plan followed in the three KAPI centers, which were chosen to deploy the activities for the teaching of Elder-Spaces, was adapted to the personalized needs of the 65+ members. All KAPI centers were informed about Elder-Spaces, but the platform was taught to only in three of them. The main reason for this choice was the fact that these KAPI were eager to participate in the project but they express the need to be taught how to use such a platform. As it was mentioned before, members of the KAPI are 65+ and they are familiar to the use of new technologies and for this reason a session of one weekly 3-hours course was scheduled. The program of the sessions is going to be described in the section 2.2 Follow – up activities (Seminars, Workshops, Day

Conferences)

- Trikala Chamber of Commerce which from its foundation until today follows faithfully its principles. Through a continuous strategic development it enhances and supports the exports, the regional development, represents the business world and follows the technological development. Chamber of Trikala gave us access to the association of the retired professional by giving as the chance to come in touch with merchants who are people with significant activity during their labor years and for this reason they continue to be active and try to follow the latest social activities, one of which is the Elder-Spaces project.
- Development Center of Thessaly (DCT) is a non-profit organization which was founded in 2004 as a consultancy services organization. Since its foundation DCT has been involved with regional, national and European programmes from different fields (financing, training, consultancy etc.). E-Trikala SA created liaison with DCT cooperating through EU funded projects with similar objectives Elder-Spaces (on behalf of e-Trikala) and Vintage (Valorisation of Innovative Technologies for Aging in Europe). Vintage is a Life Long Learning project which has been developed with the support of the **GRUNDTVIG** Programme of the European Union. The result of this liaison activity which had been developed with DCT was the transfer of the activities that each partner had and present the objectives of the project in either side of the consortium. A major event – day conference was also organized by e-Trikala in conjunction with DCT in the Municipal council hall, in the context of which there were several speakers from different scientific backgrounds. This collaborative conference titled under “Technophobia: Middle and Third age” was published in all the media and the newspapers of the prefecture. More information about the event is given in the next section 2.2 Follow – up activities.
- Philanthropic association of women in Trikala called “Friends of Charity” welcome Elder-Spaces project although the fact that they were a bit reluctant in the first contact. The specific association has many registered members organizing charitable activities. A face to face meeting was also organized with the director of “Friends of Charity” in order for an explanatory session of the main functionalities to be provided and the way this platform could be used and benefits their organization.

- Another women association is HEN (Young Women Christian Association) of Trikala which is also active all over Greece and acts as a non – governmental, volunteering organization. HEN is part of a global network of women leading social and economic change in over 120 countries worldwide. HEN is working towards the respect of human rights, designing and implementing programmes in order to promote women in every sector in daily life.
- Life Long Learning center in Trikala is an institution which is a private entity owned by the public sector, has financial and operational autonomy, is charitable and non-profit, works to serve the public interest and is supervised by the Ministry of Education. There are several programs that run in the specific institution one of which is “New technologies and Social networks in 55+ people”. In this direction, Elder-Spaces was presented in the courses of the aforementioned course. It is considered one of the most successful learning centers not only in Trikala but all over the country as well. The methodology that was followed in the specific institution was to demonstrate and teach the use of Elder-Spaces in the Section of the Social media.
- The Borrowing Library of Trikala which currently became “Future Library” was also one of the institutions with which we cooperated in order to disseminate the Elder-Spaces platform. Municipal library recently became a Social Media Lab and for this reason it was easier to promote such a project. The administration of the library was informed about Elder-Spaces service by a face – to – face meeting in order for the members and the management of the library to be registered in the platform. The informational procedure lasted about three hours during which the main functionalities of the Elder-Spaces social network were demonstrated to the director of the institution.
- Demobilized officers were also contacted as they are one of the most organized retired groups in the city. Nevertheless, it was more difficult for them to register and actively use the platform as most of their members had no previous experience in using ICT technologies. In any case, contact with this organization as well was a constructive experience as there were some relatives of the retired members who were interested in participating in the project.
- Another health and mental health cooperated institution was Mobile Unit of

Mental Health of the nearby city Karditsa where we demonstrated the Elder-Spaces in a day conference where representatives from public and private health and social care organizations were present.

- Apart from the organizations mentioned above there was also cooperation with the teachers' and parents' associations of several schools in Trikala. In more detail, these associations were approached in order for teachers who are more familiar with ICT to be registered or even promote the platform to the parents of the students and in some cases to the students themselves as well.

In general it was really significant for these involved organizations and institutions to understand the core utility of the platform and consider Elder-Spaces social network as a tool that will ameliorate and better organize their activities. One of the aspects that was provided as a motivation for the recruited people of the aforementioned organizations was the fact that Elder-Spaces social network would not be a place just for communication with other people but an “digital depiction” of the conventional activities and events. In particular, this multidisciplinary platform could play the role of an online repository regarded as a tool which records the history of their institution. This methodology was followed to set the sequential onset of the social events, excursions, types of lessons and the social situation as a whole. This point of view was really essential to be highlighted as the presentation of a stiff technological tool would not have thrilled the specific audience.

2.1.1.2 Equipment used during the trials

The pilot site developed in Trikala enhances the important role played by the partnership between local authorities, third sector, voluntary associations, social partners and citizens and brings together people from different backgrounds as they become members of the social network. People are becoming more aware of the fact that there are initiatives which can enhance their daily life even when they are retired, as life is not finished after retirement. Nor is it any longer acceptable that social services continue to assume that those elderly people not demanding for any types of services are socially integrated and active elderly people, and thus tend to leave them isolated.

As it was mentioned before, there were many organizations and institutions which were contact in the phase of the pilot preparation in the scope of user recruitment. Nevertheless, some of the institutions contacted were willing to participate by being registered in the platform but they did not have the adequate equipment in terms of hardware in order to access the platform.

For this reason, these organizations had to be equipped with the appropriate means, at least, until equipment was purchased on their own. Unutilized desktops and laptops were found but unfortunately the needs were not satisfied. Consequently, new equipment had to be purchased and installed in the institutions in need. Within the next two months, as was also mentioned in the previous section, more than 10 private and public social organizations as well as institutions, enterprises and schools (parents and teachers association) were also contacted which means that more two hundred people were informed. Consequently, great needs were created for equipment that had to be found. An important point that was mentioned by the users, in many cases, was that Elder-Spaces platform demonstration consisted the first step towards the undiscovered world of the new technologies, for which they have heard of but never had the chance to explore.

More specifically, the equipment that was purchased and delivered to some organizations, the distribution of which is going to be described below was:

- 4 Desktop PCs
- 3 Notebooks
- 2 Tablets
- 1 Laptop and
- 1 Monitor

A slight change had to be made in the purchase of the predicted equipment as all organizations have internet connection as for this reason no ADSL connections for one year were necessary. Consequently, the corresponding budget could be shifted to hardware. As far as the equipment distribution to the cooperated organizations was concerned, the following table can be found:

Table 3 – Equipment used by organizations

Equipment purchased	Cooperated organization
3 Desktop PCs	3 cooperated KAPI centers
1 Desktop PC	Friends of Charity

1 Laptop	Borrowing Municipal Library of Trikala
2 Notebooks	Used for the seminars of the Lifelong Learning Center
1 Notebook	HEN women association
2 Tablets	Used for the visits and demonstration of the platform to the aforementioned organizations by e-Trikala personnel.

2.1.2 Hungary

Semmelweis University is in connection primarily with day centers for rehabilitation as well as retirement clubs, however during the project scope of connections was widened to community centers providing ICT education for the elderly.

2.1.2.1 Description of the 55+ organizations

The Elder-Spaces project and website was introduced in various and numerous settings in order to cover the widest possible range of users.

- **Moravcsik Foundation** is a Day Center for rehabilitation located in the Psychiatric and Psychotherapy clinic of Semmelweis University. The foundation focuses on work rehabilitation and social reintegration of individuals living with psychiatric illnesses. This population has an increased risk for social isolation therefore they could highly benefit from maintaining social connections through a social website. Members visit the center on a daily basis.
- **Forrásház**, similarly to the above mentioned Moravcsik Foundation is a Day Center for psychiatric patients, providing rehabilitation and community services. Members visit the day center on a daily or weekly basis.
- **Budapest Municipal Home for the Elderly** (Fővárosi Önkormányzat Idősek Otthona) has several location throughout the city. During the trials three of the locations were involved. The municipal organization provides accommodation,

personal and health care for individuals who due to health problems are not able to live at home alone any more.

- **DélUtán Foundation's** main profile is offering help-line services through the phone or on the internet specifically to the elderly. Besides operating a help-line, the crew consisting of only retired volunteers, also provide free ICT and internet courses for retired individuals.
- **6th district** Computer training for older adults. The Elder-Spaces website was introduced at two location in the 6th district. In this district mainly elementary schools give home to the ICT training for the elderly during the afternoon hours one time a week. On average 10-15 people attend the courses.
- **8th district** Community Center (Kesztyűgyár Közösségi Ház) provides ICT and internet education training for the elderly on different levels. The community center is well equipped with computers and a projector. The community center provides beginner, intermediate and advance ICT and internet use groups three times a week.
- **11th district** Cultural and Community Center (Budapesti Művelődési Központ) is a member of the "Click on it Gandma" program (Kattints rá nagy), what is a nation wide organization providing opportunity for the elderly to learn ICT and internet use. They also provide different level courses , some based on only using the computer others also incorporating internet use. The community center provides numerous courses throughout the week, which seemed to be quite popular.
- **14th district Retirement Club** (Eleven Élet Idősek Kulbja) offers recreational and day services for the elderly. The retirement club just started to upgrade their ICT infrastructure and most members were not familiar with ICT and internet use.
- **20th district Community Center** (Csilli Pesterzsébeti Művelődési Központ) is also a participant in the 'Click on it Grandma' program offering ICT and internet courses for the begginer, intermediate and advanced users. The community center has a well equipped computer room and offer several courses that run at least one time a week.

- **21st district Community Center** (Soroksári Közösségi Ház) provides opportunity for the inhabitants of the district to come together and discuss current issues, offer help and assistance for each other. The members of this community are very active and open to new ideas. Many of the elderly members have computers at home and can use it for completing various tasks and reaching the internet.
- **Semmelweis University** was also involved by enabling our team to introduce the project to all the departments.

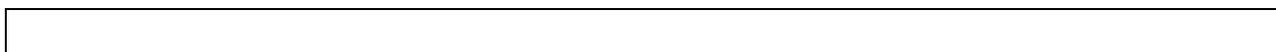
2.1.2.2 Equipment used during the trial

As it was described previously in the 55+ organization section, most trial locations allowed the use of their ICT infrastructure for the duration of workshops and presentations. Within the Semmelweis University the equipment of the Virtual Reality laboratory was also available for use. Semmelweis University provided a portable projector in order to complete presentations of the Elder-Spaces project and website at the locations where a projector was not available. No ICT equipment was purchased during the project.

2.2 Follow – up activities

This section describes the follow – up activities which took place during the trials. One or two site visits or meetings are never adequate to acquire frequent users within the platform. People have to be approached person to person and not facing them as “clients”. A more human centric verge had to be adopted in order for these users to understand and recognize the real value of the Elder-Spaces platform. For this reason, seminars, workshops and day conferences had to be organized. In the figure below, one can see the organizations cooperated for Elder-Spaces platform.

2.2.1 Greece



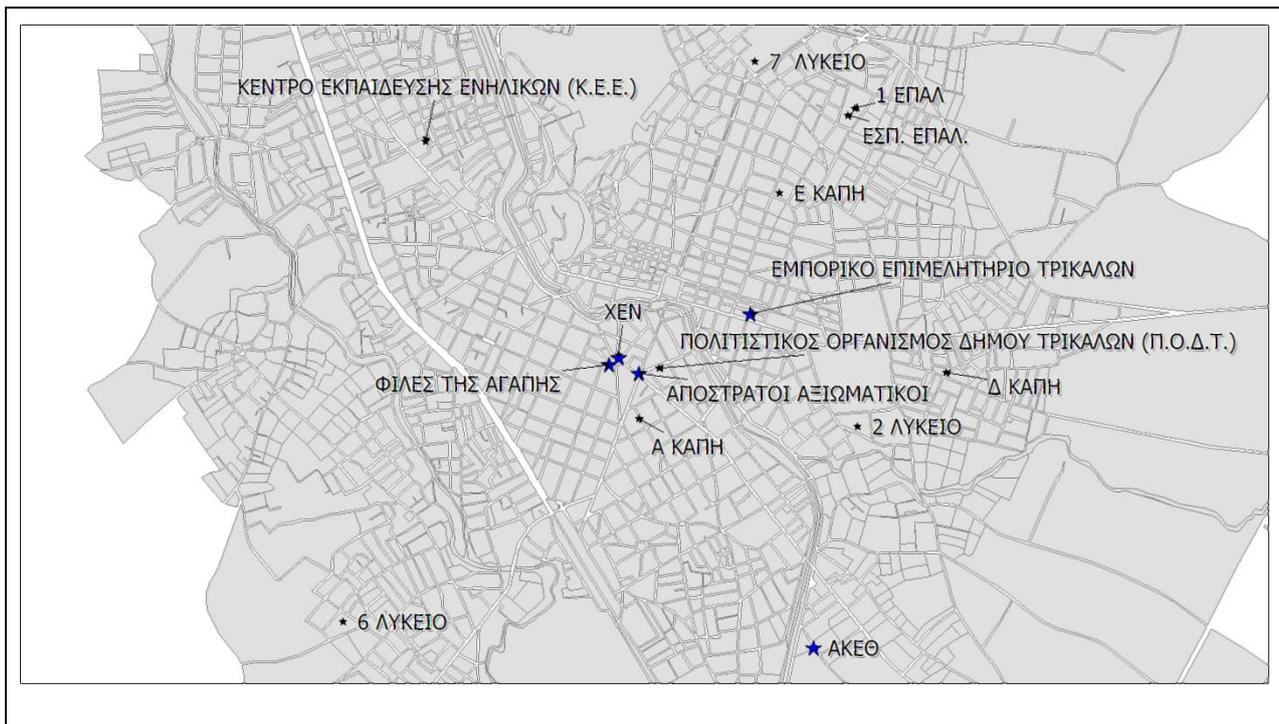


Figure 1 Elder Spaces Cooperated organizations

2.2.1.1 How was the inclusion participant number achieved

E-Trikala team made an extensive recruitment towards the majority of the organizations and institutions which have members above 55. Nevertheless, it has to be admitted that one important challenge was to recruit such a large number of users meeting the specific inclusion criteria only from the 3 KAPI centres. For this reason, the Elder-Spaces platform had to be presented to a wider audience of potential users which was achieved by conducting daily seminars – workshops to the rest of the retired organizations in Trikala. The primary plan was to visit the corresponding organizations in order to meet the responsible people and then arrange a more detailed meeting. In the first contact, e-Trikala presented themselves as well as the main work and objectives of the company. It is better to make the human contact first with someone interested to cooperate than stiffly present a technical tool. On the other hand, the procedure described is more time – consuming but it has better results if satisfaction and steadiness of the users are taken into account. Moving on, in the second meeting, e-Trikala personnel visited again the premises of the organization with the scope to demonstrate the Elder-Spaces platform and receive the corresponding feedback of the participants. The demonstration took place with the use of a laptop, a tablet and a projector. The laptop was connected to the projector while the tablet PC was used as an additional subsidiary device in order for the participants to have a more intimate view of the platform. The main problem that arose in the process of the recruitment was with the recruited KAPI users. In more detail, there are 6 KAPI centers in Trikala and e-Trikala

personnel contacted all of them but only 3 KAPI centers were interested to participate and recruit their members in the platform. For this reason, the recruitment strategy was expanded to other retired organizations and institutions in Trikala.

As far as the KAPI centers are concerned, a session of courses based on Internet and social media was structured. More specifically, members of the 3 KAPI centers welcome the project even though they had almost no previous experience using new Technologies. For this reason a set of one weekly 3 – hour course was arranged. Nevertheless, there were some of the members who were IT skilled. These members took the role of the assistant during the courses. It was really essential for the KAPI members to address to their adapted level of perception in order to reciprocate to the new concepts. In the first course, members seem to be a bit confused and benumbed but the older member who had the role of the assistant had a great positive impact on the rest of the team and behaved as an animator. Lesson by lesson the “students” felt more comfortable and the courses had a more interactive character. The basic concepts were transferred successfully and people tended to try to learn more and declared in many cases that they would like to invite their relatives, children and grandchildren in the platform.

The first course in the 4th KAPI center took place on the 26th of September 2013, in terms of demonstration and training upon the platform. The meeting started at 10:00 and was finished at about 13:00. We scheduled this meeting in cooperation with the social worker of the KAPI who was really helpful.

First of all, the technical team of e-Trikala, two engineers and the person in charge for the Elder-Spaces, visited the premises of the 4th KAPI half hour earlier in order to make all adequate installations of hardware and settle the way that the participants would sit. The hardware that was used during the demo was:

- A laptop
- A projector as well as
- A cloth for the projection

Before starting the live demonstration and training upon the Elder-Spaces platform, the trial packet was given to all the participants. More specifically trial packet included:

- Information sheet about the project
- Participant list (Name, Surname, Contact details, Signature)
- Consent form

- Baseline evaluation questionnaire for Quality of Life (QoL)
- Baseline evaluation questionnaire for the ICT use in households

All participants filled in the participants list and the consent form. The Baseline questionnaires were filled in with the help of the responsible for the Elder-Spaces project person. It was explained that these questionnaires aimed to estimate the QoL level and the ICT usage level and keep the anonymity of the interviewee. It was really supportive the fact that all participants were eager to participate and help the organizers to demonstrate the platform in the most unhindered way. Nevertheless, most of the participants are not familiar with Web or Web services but they seemed interested in learning.

One of the main objectives of the meeting was to show how the Elder-Spaces platform can contribute and be connected to their everyday life. They could communicate with their children who live in other cities or countries or communicate with each other or members of different KAPI centers. Some of the participants mentioned that they do have children or relatives to other countries and talk with them through Skype. One of the Activities of the KAPI center is the Dance group which is organized twice a week. The participants invited us to participate in the next Dance group lesson. For this reason, a Group named “Dance group of the 4th KAPI center” was created. Additionally, we explained to the participants that all activities and groups can be recorded through the same procedure. At this point, it was mentioned that e-Trikala team would be present to assist them to create such Groups as most of them are not familiar with computers.

They were 25 attendants in this meeting, 16 women and 9 men. Women were eager to participate than men. Photos were also taken during the trial procedure. Next meeting is scheduled for Wednesday 2nd of October 2013. In this way all courses in the rest of the KAPI centers were arranged having approximately the same numbers of attendees during the last week of September.

Apart from the KAPI center courses there were also visits and educational courses to other organizations as it was also previously described. The retired officers association was one of the organizations which also were interested in cooperating in the Elder-Spaces platform. Most of the members are between 55 to 60 years old and are a bit younger than the KAPI centers members. The association of the retired officers created the connection and proposed e-Trikala to approach another two women association called “Friends of Charity” and HEN. “Friends of Charity” is a very active organization which organizes activities not only in Trikala but in other

cities as well and helps many unprivileged people especially during the economic recession. The springboard for the “Friends of Charity” mentioned was to depict that all the activities organized by their organization could be depicted in the Elder-Spaces through Groups Events and Photos. Moreover, e-Trikala was also address to the Municipal Borrowing Library of Trikala as it has been involved in several IT projects and it was indeed an important contributor to the promotion of the Elder-Spaces platform. Additionally, another important cooperation was the Lifelong Learning Center with which e-Trikala cooperated as there are many courses of different directions there one of which is “New Technologies in the Third age”. These groups of people who attended the specific courses were also interested in participated by being registered in Elder-Spaces platform and for this reason a session of “Social Media” courses was also organized in two groups.

As it is obvious, from the description above major actions took place in order to disseminate Elder-Spaces. Apart from the meetings with the retired people institutions, e-Trikala also sent Newsletter to all Local media like newspapers and informative sites as well as to the Primary and Secondary Education Directorate in order to approach the association of Teachers of schools in Trikala. Over and above, e-Trikala communicated to all schools of Trikala and arranged informative meetings with the interested schools. In these meeting, e-Trikala delegation informed not only the Director of each School about the project but also the association of the teachers. During these informative sessions as in the ones described before, an informative flyer was prepared and distributed to the participants and a list of participants was also to be filled in by the teachers.

Two day conferences were also organized in the Town hall, in the Municipal council room, the first one was directed to the Local media while the second Collaborative day



Πρόσκληση σε Παρουσίαση Κοινωνικού Δίκτυου Elder Spaces για άτομα άνω των 55

Πέμπτη 3 Οκτωβρίου 2013 και ώρα 12:00 το μεσημέρι

Αίθουσα Δημοτικού Συμβουλίου, Δημαρχείο Τρικάλων, Ασκληπιού 18, Τρίκαλα

Στόχοι:

- Χρήση του Διαδικτύου για την ενίσχυση της κοινωνικής ενεργοποίησης μεταξύ των ατόμων μεγαλύτερης ηλικίας
- Δημιουργία ενός εύκολου στη χρήση social media (πχ τύπου facebook)
- Ανάπτυξη φιλικών σχέσεων μεταξύ των συμμετεχόντων
- Οργάνωση κοινών δραστηριοτήτων που βασίζονται σε παρόμοια ενδιαφέροντα

Πληροφορίες: 24310 74442

Figure 2 Invitation to Elder-Spaces presentation to media Conference was directed to public at large.



Πρόσκληση σε Ημερίδα με θέμα «Τεχνοφοβία. Μέση και Τρίτη Ηλικία»

Πέμπτη 14 Νοεμβρίου 2013 και ώρα 11:00 π.μ.

Αίθουσα Δημοτικού Συμβουλίου, Δημαρχείο Τρικάλων, Ασκληπιού 18, Τρίκαλα

Το Αναπτυξιακό Κέντρο Θεσσαλίας (ΑΚΕΘ) σε συνεργασία με την Αναπτυξιακή Εταιρία Δήμου Τρικαίων e-trikala ΑΕ συνδιοργανώνουν ημερίδα με θέμα «Τεχνοφοβία. Μέση και τρίτη ηλικία». Κατά την διάρκεια της ημερίδας θα γίνουν παρουσιάσεις των Ευρωπαϊκών Προγραμμάτων VINTAGE "Αξιοποίηση καινοτόμων τεχνολογιών για ηλικιωμένα άτομα στην Ευρώπη" και ElderSpaces «Διαχείριση των Κοινωνικών Σχέσεων Ηλικιωμένων Ανθρώπων για καλύτερη Επικοινωνία, Δραστηριοποίηση και Αλληλεπίδραση» από τις ομάδες έργων των δύο οργανισμών (ΑΚΕΘ και e-trikala) καθώς και ομιλίες που αφορούν στις δραστηριότητες και στα προγράμματα που υπάρχουν στην περιοχή μας με αντικείμενο τις νέες τεχνολογίες και την τρίτη ηλικία από τους:

- κ. Νικόλαο Κατσίκια. Διευθυντή 1^{ου} Σχολείου Δεύτερης Ευκαιρίας Τρικάλων
- κ. Λεωνίδα Μποτσλά. Υπεύθυνο Πληροφορικής και νέων Τεχνολογιών Δευτεροβάθμιας Εκπαίδευσης Νομού Τρικάλων
- Εκπρόσωποι του ΚΑΠΗ και του ΑΣΚΛΗΠΙΟΥ

Κατά την διάρκεια της ημερίδας θα υπάρχει ειδικός χώρος όπου θα γίνεται η επιτόπου επίδειξη του λογισμικού VINTAGE καθώς και της εφαρμογής ElderSpaces. Η όλη εκδήλωση θα αναμεταδοθεί ζωντανά μέσω διαδικτύου με την βοήθεια της υπηρεσίας ustream.

Πληροφορίες: e-Trikala 24310 74442

ΑΚΕΘ 24310 24697

Figure 3 Invitation to Collaborative Day Conference "Technophobia in Middle and Third age" where Elder-Spaces was also presented to public

2.2.1.2 Elder-Spaces platform teaching

As it was previously mentioned, there were several courses, seminars and conferences that took place in the context of Elder-Spaces. All these activities were recorded and can be

found in the table below.

Table 4 – Seminars -Workshops - Conferences in Trikala

<p>KAPI center</p>	 <p>http://www.e-trikala.gr/node/422</p>
<p>KAPI center</p>	 <p>http://www.e-trikala.gr/node/422</p>

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KAPI
center



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Life
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Life
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<http://www.e-trikala.gr/node/431>

<http://www.e-trikala.gr/node/432>

2.2.2 Hungary

2.2.2.1 How was the inclusion participant number achieved

The recruitment process at Semmelweis University included utilizing the already existing connections with various day centers and clubs and also getting in touch with new, ICT and/or elderly specific organisations. The very first step in recruiting potential users was setting up presentations and workshops, where the potential trial participants had an opportunity to experience the Elder-Spaces website first hand.

Before all workshops and presentations our team asked for permission from the given organizations' director to involve the members in the Elder-Spaces project.

The documents used in the trial:

- Sign in sheet
- Information sheet about the project

- Consent form
- Baseline questionnaire for Quality of Life
- Baseline questionnaire for ICT and internet use

The above documents were always emailed to the directors first and after approval the presentation and workshop time was scheduled.

The presentations and workshops took place in various settings, however the set-up and implementation was quite similar in all places. First the project was introduced in a few words, then the Elder-Spaces website, with all functionalities and application explained step-by-step, was presented through a projector. After the presentations the workshop participants were asked to sign the consent form than to register to the sit. Finally at the end of the workshop all participants were asked to fill out the baseline questionnaires. Of course, the registration and participation in the project trial was voluntary and not all participants wished to live with this opportunity.

In general the workshop participants could be categorized as non ICT users, beginner ICT and internet users and intermediate/advanced ICT and internet users.

In the beginning of the trial period the main obstacle was that most of the participants did not have an email address that is needed for registering to the Elder-Spaces website. Therefore we spent a lot of time teaching these individuals on how to create an email account and handle an internet browser. This method required a lot of time and effort and proved to be counter effective. Based on these experiences the recruitment strategy was modified by finding organizations who offer computer and internet courses for the elderly. The table below contains the number of presentations and workshops at the above mentioned organizations along with the total number of participants. Not all participants registered to the site.

Table 5 – Organizations, number of sessions and number of participants

Name of Organization	Number of session	Number of participants
Moravcsik Foundation	1 presentation 1 workshop 2 follow-up sessions	16
Forrásház	1 presentation 1 workshop	8

	1 follow-up session	
Budapest Municipal Home for the Elderly (Fővárosi Önkormányzat Idősek Otthona)	3 presentation/workshop	31
Délután Foundation's	1 presentation 1 workshop	8
6th district Computer training for older adults.	2 presentation 2 workshops	26
8th district Community Center (Kesztyűgyár Közösségi Ház)	1 presentation 3 workshops 1 follow -up	24
11th district Cultural and Community Center (Budapesti Művelődési Központ)	1 presentation 1 workshop	18
14th district Retirement Club (Eleven Élet Idősek Kulbja)	1 presentation 1 workshop	9
20th district Community Center (Csilli Pesterzsébeti Művelődési Központ)	1 presentation 1 workshop	21
21st district Community Center (Soroksári Közösségi Ház)	1 presentation 1 workshop	56

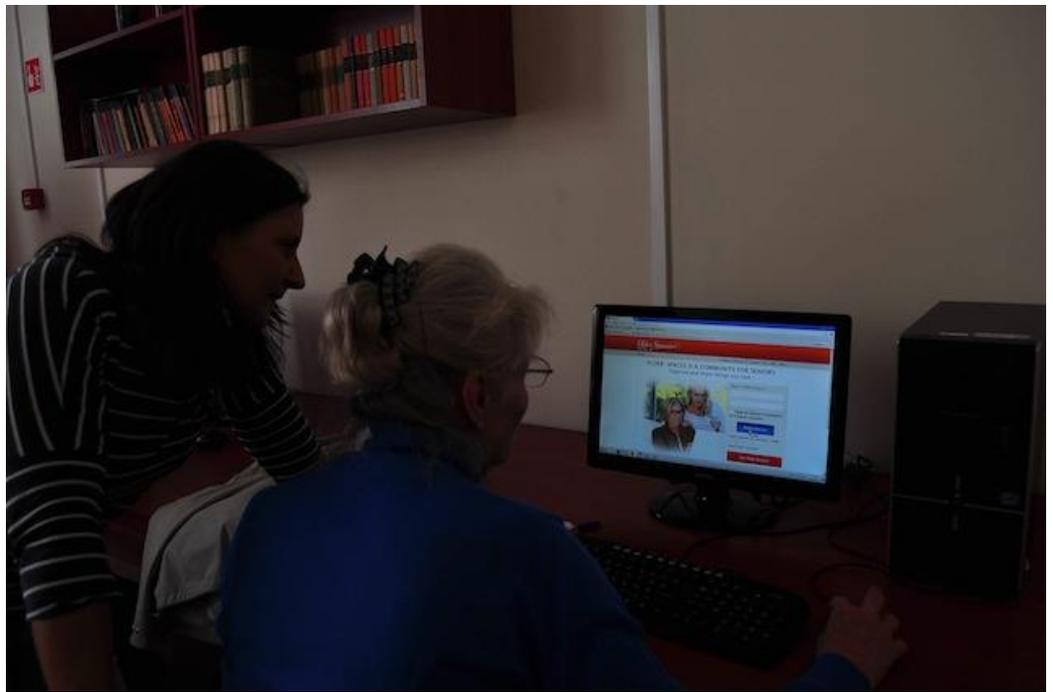
2.2.2.2 Elder-Spaces platform teaching

Teaching the platform use for the trial participants took place during the workshops. The first step was the registration. This often caused difficulty for the trial participants as most of them have not used the computer or just started to learn basic ICT skills. Participants who did not have an email address before but were interested in using the Elder-Spaces website were offered personal assistance with this process. If it was required, we provided one on one help for creating an email account and registering to the platform. After successful registration the trial participants were shown the profile section and were lead through editing the profile step-by-step by watching and copying from the projected view. For most of the groups a step-by-step walkthrough of the platform and all the functionalities was absolutely necessary, however, at a few workshops participants preferred to explore the site on their own. At the end of the

workshop the participants were provided with an email address and a phone number where they could reach a project team member in case they ran into difficulties while using the Elder-Spaces website during the trial period.

Table 6 – Organizations Presentations and workshops in Hungary

<p>Forrásház workshop</p>	
<p>Forrásház workshop</p>	



<p>Forrásház workshop</p>	
<p>8th district Community Center Workshop</p>	
<p>8th district Community Center Workshop</p>	



8th district
Community
Center
Workshop



8th district
Community
Center
Workshop



3. Operation of the implemented Elder-Spaces applications

In this section descriptive statistical results are presented on trial participant numbers, frequency of function use at the Elder-Spaces website for the three month trial period. In the statistical analysis, frequency of site and function use was measured by relative frequencies (%) and by indices of central tendency (such as mean and median) and were broken down by login sessions, by weekly basis, and by country. The statistical analysis was based on the data received from Origo, and was carried out using the Statistical Analysis System (SAS) software (Version 9.3).

1. Statistical data of trial participants

The inclusion criteria for the Elder-Spaces trials were the following:

- Persons above the age of 55 years
- Increased risk of social isolation

Table 7 – Number of trial participants

COUNTRY CODE	Frequency	Percent	Cumulative Frequency	Cumulative Percent
GR	59.00	55.14	59.00	55.14
HU	48.00	44.86	107.00	100.00

As shown by Table 7, the number participants distributed approximately evenly between the two countries: in Greece 59 and in Hungary 48 individuals took part in the trials and evaluations.

2. Frequency of function use

Table 8 displays the frequency distribution of user actions measured at the Elder-Spaces website based on the three months trial period. Based on the frequency distribution depicted in Table 8, the profile (person) function was used the most frequently during the three -month trial period. In addition to the profile, the group, event and message functions also show a higher number of visits.

Table 8 – Frequency of function use at the Elder-Spaces website (%)

Action	Percent
--------	---------

ACTIVITY	12.88
CLUB (Group)	13.55
CONNECTION (Friends)	10.92
EVENT	13.97
MEDIAITEM (Photo)	12.36
MESSAGE	13.81
PERSON (Profile)	22.5

3. Function use by country

Table 9 displays the cross-tabulation of frequency of function use by country. The respective percentage in the table reveal that the Hungarian participants besides the profile function, used the activity, group, event functions the most. The Greek participants, besides the profile, preferred to use the message, event and new friend functions. Overall, however, the frequency distribution was similar across the two countries.

Table 9 – Frequency of function use at the Elder-Spaces website (%) by country

Action	GR	HU
ACTIVITY	12.03	14.68
CLUB (Group)	13.25	14.19
CONNECTION (Friends)	13.56	5.32
EVENT	13.71	14.52
MEDIAITEM (Photo)	11.58	14.03
MESSAGE	13.86	13.71
PERSON (Profile)	22.01	23.55

4. Function activity by log-in

Table 10 – Mean and median number of function activity within one log-in session

Action	Mean	Median (50th Pctl)
ACTIVITY	9.35	4
CLUB (Group)	7.04	3
CONNECTION (Friends)	3.52	2

EVENT	9.52	3
MEDIAITEM (Photo)	10.79	4
MESSAGE	4.88	2
PERSON (Profile)	28.9	8

Within one log-in session, trial participants used the profile function the most number of times. Uploading photos and using the activity function was the most popular among both the Greek and the Hungarian participants.

5. Function activity by country during within log-in

Table 11 – Mean and Median number of function activity by country within one log-in session

GR	Action	Mean	Median (50th Pctl)
	ACTIVITY	8.82	4.5
	CLUB (Group)	7.54	3
	CONNECTION (Friends)	3.88	2
	EVENT	11.52	3
	MEDIAITEM (Photo)	11.93	6
	MESSAGE	4.07	2
	PERSON (Profile)	28.19	8
HU	Action	Mean	Median (50th Pctl)
	ACTIVITY	10.26	3
	CLUB (Group)	6.05	3
	CONNECTION (Friends)	1.6	1
	EVENT	5.54	2
	MEDIAITEM (Photo)	8.81	3
	MESSAGE	6.62	3
	PERSON (Profile)	30.31	9

As shown by Table 11, within one log-in session the Greek trial participants visited their or other people's profile page the most, followed by uploading and sharing photos and creating

events. The tendency is similar with the Hungarian trial participants; they also visited the profile page the most within one log-in session followed by checking the activity page and uploading/sharing photos.

6. Weekly function activity

Table 12 – Mean and median number of function activity on a weekly basis

Action	Mean	Median (50th Pctl)
ACTIVITY	25.96	11.66
CLUB (Group)	16.95	7
CONNECTION (Friends)	5.6	0.48
EVENT	18.3	9.33
MEDIAITEM (Photo)	19.61	10.11
MESSAGE	11.12	3.5
PERSON (Profile)	111.11	49

If the function activity of users is projected to a weekly average, it is clear, (consistent with the previous tables) that participants spent the most time with their profile page, followed by the activity page and uploading, viewing photos during a course of a week.

7. Weekly function activity by country

Table 13 – Mean and Median number of function activity by week and country

GR	Action	Mean	Median (50th Pctl)
	ACTIVITY	25.4	10.5
	CLUB (Group)	19.66	7
	CONNECTION (Friends)	9.29	5.65
	EVENT	23.09	10.5
	MEDIAITEM (Photo)	24.32	10.5
	MESSAGE	9.32	3.64
	PERSON (Profile)	127.07	59.13
HU	Action	Mean	Median (50th Pctl)
	ACTIVITY	26.66	26.66

	CLUB (Group)	13.61	13.61
	CONNECTION (Friends)	1.07	1.07
	EVENT	12.42	12.42
	MEDIAITEM (Photo)	13.83	13.83
	MESSAGE	13.32	13.32
	PERSON (Profile)	91.51	91.51

The table displayed here is consistent with previous tables, and indicates that users from both countries used the profile function the most on a weekly basis, followed by the activity function, as well as photo uploading and viewing.

4. Service operation

This section includes feedback with regards to the different social actors, users and service providers involved throughout the pilot, including:

- Recruitment
- Users feedback mechanisms

4.1 Greece

Table 14 – Feedback gained from Greece

	Problems encountered	Solutions provided	Remark
Recruitment	Difficulty to engage elderly due to ICT low-level	Lessons were scheduled to various organizations	People were encouraged day by day
	No availability of hardware (desktops, laptops) in the cooperated institutions	Provision of equipment to the organizations , which were not in place to have their own devices.	
	Low self –esteem on ICT issues	Lessons were scheduled to the cooperated organizations	
	A minor technical bug or instability of the system can discourage and prevent people from using the developed tools	Try to prepare the lesson in a step – by – step way in order to avoid unexpected situations	
	Older people have a different learning procedure than this of younger people	Experienced in ICT older people were assigned to be assistants	
	Unexpected and time consuming problems apart from the use of the platform e.g. holding the mouse in the right way	Practice in order to enhance this skill	

	Problems encountered	Solutions provided	Remark
	Some people mentioned that such services are luxury especially during these days of the economic recession	It was tried to be explained that such services can be a first step in which their life could become more interesting and replace some other more boring habits.	
Users feedback mechanisms	All problems and issues were recorded on a separate Google Drive excel sheet		

4.2 Hungary

Table 15 – Feedback gained from Hungary

	Problems encountered	Solutions provided	Remark
Recruitment	Low interest and motivation for using ICT in general	Presenting participants the possibilities of ICT and internet use, such as, connecting with friends and family for free	Encouragement was not always successful
	Lack of knowledge and skills for ICT and internet use	Participants were teamed up in groups of 2-3 where at least one of them was an intermediate/advanced ICT and internet user	
	Lack of email addresses needed for the registration	Provided one-on-one assistance in creating an email account	
	Minor bugs and issues of the site discouraged users from active engagement	Communicated with developer team to solve issues and thought users the possible steps to	
User Feedback	<ol style="list-style-type: none"> 1. Through on online questionnaire that was placed on Home Page of the Elder-Spaces website 2. Received user feedback through email regarding the site and functionality issues. All feedback was forwarded to the developer team 		

	<ol style="list-style-type: none">3. Verbal feedback received and noted during the workshops4. All issues and bugs were reported on a designated Google Drive excel sheet
--	--

5. Lessons learnt

Pilot operation phase has been the most crucial stage during the whole project as the Elder-Spaces can be tested and used by real users who are not IT personnel or developers but people with low ICT familiarity. In this direction, all problems, remarks (positive but negative as well) and user comments had to be recorded and repaired accordingly. As it was mentioned before, during the User trials, recruitment strategy and user feedback mechanism were proved to be very essential issues.

One of the primary and clear challenges in the context of the pilot operation through was the evident difficulty to engage elderly due to ICT low-level. In this direction, these people have to be approached in a structured way which also proves the necessity to motivate them (eg E-S = medium to communicate with members of family and mostly children/grandchildren). Another major obstacle is the Low self-esteem on ICT issues, fact that discourages people from participate in the whole process. Additionally, the teaching procedure has to be thoroughly designed and all probable and possible problems during the lesson have to be predicted in order to avoid discourage older people from the learning procedure which is much more difficult from teaching younger people.

In many cases, people tended to adopt the "Want but cannot" motto which has the same result as in previous case, discouraging in other words people from the learning procedure. For this reason, Patience and Persistence consists the appropriate characteristics in order to make them use the platform.

Based on the Elder-Spaces social website trials we can conclude that both Hungary and Greece is still below the desirable percentage of elderly using not only social media but ICT in general (perspective to be changed by the years in favor, due to rapid ICT inclusion).

6. Conclusions

As said above, the economic crisis of the last years has contributed to endanger the health model based on universality of care and on the cure of the “disease”, once it is already manifest. On the other hand, the demographic revolution, which led to a very strong increase in the percentage of senior population, and especially of older seniors, caused an exponential growth in the demand of socio-assistant services, clarifying always more how a completely different approach is needed in order to allow the sustainability, firstly economical, of the health and socio-health services system.

The one, feasible road is to prevent the need, and this is possible only through the disposal of new ideas and energies. It is indispensable that institutions and public services are not alone in taking charge of such situation: the community, in its totality, must contribute in alliance with the public bodies, providing all the actions that can favor, firstly, an active ageing among the population also through the aid of all that can be offered through information and communication technologies.

The Elder-Spaces platform was promoted and disseminated on these very bases, and starting from this awareness. Technology can be a fundamental support in improving the quality of life of elderly people.

References

Ithaca research and consulting. (2011) Ami összeköt és ami elválaszt. Intergenerációs hidak és szakadékok az internet használatában . Retrieved on May 22, 2012, from http://www.upc.hu/pdf/UPC_ITHAKA_Generacios-hidak-2011.pdf.

ANNEX

Consent form signed by every participant



ΥΠΕΥΘΥΝΗ ΔΗΛΩΣΗ
(άρθρο 8 Ν. 1599/1986)

Η ακρίβεια των στοιχείων που υποβάλλονται με αυτή τη δήλωση μπορεί να ελεγχθεί με βάση το αρχείο άλλων υπηρεσιών (άρθρο 8 παρ. 4 Ν. 1599/1986)

ΠΡΟΣ ⁽¹⁾ :	e-trikala AE/ Αναπτυξιακή Εταιρεία Δήμου Τρικαίων						
Όνομα:				Επώνυμο:			
Όνομα και Επώνυμο Πατέρα:							
Όνομα και Επώνυμο Μητέρας:							
Ημερομηνία γέννησης ⁽²⁾ :							
Τόπος Γέννησης:							
Αριθμός Δελτίου Ταυτότητας:				Τηλ:			
Τόπος Κατοικίας:			Οδός:			Αριθ:	TK: 42100
Αρ. Τηλεομοιότυπου (Fax):				Δ/ση Ηλεκτρ. Ταχυδρομείου (Email):			

Με ατομική μου ευθύνη και γνωρίζοντας τις κυρώσεις ⁽³⁾, που προβλέπονται από της διατάξεις της παρ. 6 του άρθρου 22 του Ν. 1599/1986, δηλώνω ότι:

Επιθυμώ να συμμετάσχω στο πρόγραμμα Elder Spaces και την πλατφόρμα κοινωνικής δικτύωσης και για το σκοπό αυτό παραλαμβάνω:

- Το πρόγραμμα Elder Spaces αφορά την χρήση της πλατφόρμας κοινωνικής δικτύωσης από άτομα άνω των 55.

- Δηλώνω ελεύθερα, ρητά και με πλήρη επίγνωση ότι, μετά από πλήρη ενημέρωσή μου, αποδέχομαι τα δεδομένα περιήγησής μου να αποτελέσουν αντικείμενο επεξεργασίας σύμφωνα με την κείμενη νομοθεσία στα πλαίσια λειτουργίας του προγράμματος Elder Spaces και αποδέχομαι και θεωρώ επαρκή τα μέτρα ασφαλείας που έχουν ληφθεί.

- Δηλώνω ότι αναγνωρίζω ότι η ενημέρωσή μου αυτή περιλαμβάνει την κατελάχιστον και σύμφωνα με την κείμενη νομοθεσία πληροφόρηση για τον σκοπό της επεξεργασίας, τα δεδομένα ή τις κατηγορίες δεδομένων που αφορά η επεξεργασία, τους αποδέκτες ή τις κατηγορίες αποδεκτών των δεδομένων προσωπικού χαρακτήρα, καθώς και το όνομα, την επωνυμία και τη διεύθυνση του υπεύθυνου επεξεργασίας και του τυχόν εκπροσώπου του, και η συγκατάθεσή μου μπορεί να ανακληθεί οποτεδήποτε, χωρίς αναδρομικό αποτέλεσμα.

(4)

Ημερομηνία:

Ο δηλών

(Υπογραφή)

(1) Αναγράφεται από τον ενδιαφερόμενο πολίτη ή Αρχή ή η Υπηρεσία του δημόσιου τομέα, που απευθύνεται η αίτηση.

(2) Αναγράφεται ολογράφως.

(3) «Όποιος εν γνώσει του δηλώνει ψευδή γεγονότα ή αρνείται ή αποκρύπτει τα αληθινά με έγγραφη υπεύθυνη δήλωση του άρθρου 8 τιμωρείται με φυλάκιση τουλάχιστον τριών μηνών. Εάν ο υπαίτιος αυτών των πράξεων σκόπευε να προσπορίσει στον εαυτόν του ή σε άλλον περιουσιακό όφελος βλάπτοντας τρίτον ή σκόπευε να βλάψει άλλον, τιμωρείται με κάθειρξη μέχρι 10 ετών.

(4) Σε περίπτωση ανεπάρκειας χώρου η δήλωση συνεχίζεται στην πίσω όψη της και υπογράφεται από τον δηλούντα ή την δηλούσα.

Figure 4 Consent form



Πληροφορίες προγράμματος

Το Ευρωπαϊκό πρόγραμμα **ELDER-SPACES** ανήκει στην κατηγορία χρηματοδοτικών προγραμμάτων AAL (Ambient Assisted Living Joint Programme AAL-2009-2). Το πρόγραμμα έχει διάρκεια 30 μήνες και συμμετέχουν σε αυτό 7 φορείς από 4 ευρωπαϊκές χώρες και είναι δωρεάν για όποιον εγγραφεί.

Σύμφωνα με το έργο, έχει σχεδιαστεί μία **πλατφόρμα κοινωνικής δικτύωσης** www.elderspaces.com, η οποία έχει σχεδιαστεί για να προσελκύσει άτομα που δεν είναι ιδιαίτερα εξοικειωμένα με την τεχνολογία χωρίς να κάνει τους κάνει να φοβούνται τη τεχνολογία. Σε αντίθεση, έχει στόχο να βελτιώσει την γενικότερη ποιότητα ζωής.

Κάντε εγγραφή τώρα στο www.elderspaces.com κάτω δεξιά στο κόκκινο κουμπί **Εγγραφείτε**

Το πρόγραμμα ELDER-SPACES (**Διαχείριση των Κοινωνικών Σχέσεων Ηλικιωμένων Ανθρώπων για καλύτερη Επικοινωνία, Δραστηριοποίηση και Αλληλεπίδραση**) στοχεύει να αλλάξει ριζικά τον τρόπο με τον οποίο χρησιμοποιείται η κοινωνική δικτύωση. Οι μικρότερες ηλικίες ασχολούνται με την κοινωνική δικτύωση (π.χ. facebook, twitter, myspace) σε συντριπτικά μεγαλύτερα ποσοστά, συσχετισμό που επιθυμεί να αλλάξει το έργο παρέχοντας κίνητρα σε μεγαλύτερα άτομα ώστε να δραστηριοποιηθούν κοινωνικά, να μετατραπούν σε πιο ενεργούς πολίτες και να βελτιώσουν εν γένει την ποιότητα ζωής τους.

Ευχαριστούμε για το χρόνο σας,

e-trikala

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Figure 5 Information sheet

