Direct[Message]: Facilitated Survey Guide and Administrative Manual

Part 2: Instructions for Facilitators, Technology in Daily Life

Before the Survey – Getting Ready

Preparation for Facilitator

Before hand:

- Practice reading the survey (by yourself or with a family member or friend)
- Test out and practice using all technical components of the survey
- Send out the consent form and letter of information to participants.
- Send a reminder to the participant the day before about your interview.
- Does the participant have Internet access and access to technology – if not contact TJ @ Centre[3] to have an I-Pad sent to the participant
- A few days before the planned survey date, make sure the participant has received the I-pad.

The day of:

- Create or resend zoom meeting link
- Test video and microphone ahead of time to try and troubleshoot any potential issues
- Make sure your device is charged, is plugged in and you have a plug near by

Before and during the interview:

Information for the Participant

- Ensure participant has all the technology required
- If using a borrowed I-pad, test I-pad to ensure it is working, ensure the participant knows how to plug in the I-pad an recharge it
- Review the support materials on how to use the I-pad
- Review the consent form and other supporting materials
- Ensure the participants is in a place where they feel comfortable to use the technology
- Encourage people to take care of their physical needs – drink, temperature etc.
- Inform the participant that session will be recorded. Turn on/test recording functions

Introducing The Survey Part Two

Instructions for Facilitators

The part two survey focuses on getting to know participants, their interests, and how they experience art in their daily life.

Review the Preamble that provides information to participants about our research, what will happen in the study, potential risks and benefits, payment and reimbursement, who will know what is said in during the survey, what happens if participants change their mind, where they can find what was learnt in the study and who to contact if they have any questions.

Script Samples:

"Today we are going to complete a survey focuses on getting to know you, your interests, and how you experience art in your daily life.

During this survey I will ask you each question and the following options.

Please do not hesitate to interrupt me and ask any questions you have during the survey. If you ever do not If you do not want to answer a question remember you can always skip any question at any time.

Do you have any questions? …. If you are ready we can start when ever you would like."

Screen 1

Instructions for Facilitators

Review the Preamble that provides information to participants about our research, what will happen in the study, potential risks and benefits, payment and reimbursement, who will know what is said in during the survey, what happens if participants change their mind, where they can find what was learnt in the study and who to contact if they have any questions.

Please affirm consent with participants before beginning the interview. Be certain to record the review of consent information.

Script Samples

"We are about to begin the Direcct[Message] survey, which I am assisting you to complete. I want to ensure that you did read the letter of information that was provided to you and you have completed the consent form. [participant = yes]

I want to remind you that You participation in this facilitated survey is voluntary. You can choose not to answer any question. You can choose to end the survey at any time. If you choose to end the survey you will still receive the honourarium for this part of the survey. However, if you have a loaner I-pad the honourarium will not be paid to you until after the I-pad is returned to Centre[3]."

[record participant response]

Part 2: Experience of Digital Technology in Daily Life

Please read the preamble in Part 1 before completing this part.
There are 18 questions in this survey.

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Screen 2

Instructions for Facilitators

Records participants first name and last name initials to assign a code to participants to help us keep track of each participant's data

Script example:

"to keep track of all four of your survey we are going to assign you a code for our record keeping. What is your first name and last name initial? Or would you prefer for us to use a pseudonym or code here?"

Pre-survey check-in/warm-up

＊What is your first name and last initial? (e.g. "John D")

[   ]

❓ We ask this question because we want to connect your answers in all four survey parts. You can use a pseudonum or a code here, as long as you use the same pseudonym or code in each survey part.

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Screen 3

Instructions for Facilitators:

Ask the question related to assistance. In some cases a personal support person, family member or even someone doing language translation maybe assisting. Ensure the information is recorded and add any notes.

Script Sample:

"Is anyone else helping you with the survey. This information helps the researchers know a bit more about the support participants have access to, and what support they need to use technology. If someone is helping you: Who is this person? How are they helping you?"

Pre-survey check-in/warm-up

Are you receiving any assistance from someone other than the researcher to complete this survey? If yes, who's helping you?

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Warm-up

Instructions for Facilitators

Spend a few minutes chatting with the participants this help both facilitators and participants feel more comfortable as the survey is completed.

Estimated time: 5-15 min

Warm up activity: We are going to do a free association (brainstorming) exercise, where I give you one word at a time and ask you to quickly and without hesitating tell me as many thoughts, words, feelings, or other things that come to mind as possible. Take as much time as you need; there are no right or wrong answers.

• Technology

• Aging

• COVID-19

Facilitators could also pick up on the last question of Part 1 and discuss further.

Screen 4

Information for Facilitators:

This question is meant to give us an idea of what technology are older adults using in their daily life.

Please Select all devices that apply.

Experience of Digital Technology in Daily Life

Which digital devices do you use in your daily life?

❶ Check all that apply

☐ Smartphone

☐ Desktop computer

☐ Laptop

☐ Tablet

☐ Smart TV

☐ None

☐ Other: _____

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Screen 5

Experience of Digital Technology in Daily Life

What do you usually use these digital devices for?

❶ Check all that apply

☐ Connecting to family, friends, community, or organizations

☐ Sharing news or community resources

☐ Participating in politics and political action

☐ Creating art/craft

☐ Experiencing art/craft

☐ Teaching art/craft

☐ Learning art/craft

☐ Finding art/craft resources

☐ Sharing artwork/crafts with others

☐ Sharing technology skills

☐ Assistive tools or devices

☐ Prefer not to answer

☐ Other: _____

Information for Facilitators:
Rephrase the question if necessary.

Sample Script:
"Do you use your devices in any of the following ways?"

Definitions:

Assistive tools: products, equipment, and systems that enhance learning, working, and daily living for persons with different abilities. Some examples of assistive technology are text-to-speech and word prediction.

Screen 6

Information for Facilitators:

Select all that apply.
Provide specifics where available.

Experience of Digital Technology in Daily Life

What do you usually use digital applications for? Please select all that apply and specify the name of the application(s) if possible.

ⓘ Comment only when you choose an answer.

- ☐ Communication: (e.g. Whatsapp, Skype, FaceTime, Zoom, Email)
- ☐ Social networking (e.g. Facebook, Instagram, Twitter)
- ☐ Games (e.g. Solitaire, Chess, Online Bingo, Minecraft)
- ☐ Movie or TV show streaming (e.g. Netflix, Crave, Prime, Britbox)
- ☐ Online video streaming (e.g. YouTube, Vimeo)
- ☐ Visual art and design (e.g. Paint, Photoshop, online drawing application)
- ☐ Music (e.g. iTunes, Spotify, GarageBand, sound making application)
- ☐ Video creation (e.g. Windows Media Player, iMovie)
- ☐ Other
- ☐ Prefer not to answer

More Information

Digital applications or "apps" are software programs developed to carry out specific operations such as writing, calculating, playing a game. There are many types of digital applications.

Definitions:

Application (APP): a program (ex. Word, Facebook, YouTube, and Games) that you can install and access on tech devices such as a computer, Tablet, and Smart phone or TV.

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Screen 6

Notes for Facilitators:

Select one answer

Definition:

Live Streaming: Broadcasting of events or activities live via the internet in real time. The event is not pre-recorded before being shared online.

For more information see:

https://www.cloudflare.com/learning/video/what-is-live-streaming/

Experience of Digital Technology in Daily Life

Do you ever participate in live streamed events on your digital device (e.g. art opening, artist talk, concert, art instruction workshop)?

✔ Yes	⊘ No	○ No answer

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Screen 7

Examples of what might stand in the way of digital engagement:

-Not knowing how to use the digital device or application
-Disability
-Feeling overwhelmed
-Discrimination (e.g. ageism, racism, sexism, homophobia, ableism, sizeism, etc.)
-Not being able to afford a digital device or digital application
-Not being able to afford an Internet
-Subscription
-Not having reliable Internet in your geographical area
-Lack of family, friend or community support

Example:

"When I try search for information using my cell phone I sometimes have a hard time selecting the correct letter of the alphabet on the touch screen, because my hands are stiff.

Do you ever experience challenges to using your technology?

Experience of Digital Technology in Daily Life

What stands in your way when you try to use digital devices and applications?

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Screen 8

Information for facilitator:

Use the discussion questions to encourage informal discussion of the question.

Do not hesitate to ask follow-up questions if the participants are saying something that needs clarification or expanding on.

Examples of follow-up questions:

- Could you describe what you mean a little bit more for me?

- What do you mean about...?

- Can you explain ...?

Experience of Digital Technology in Daily Life

What stands in your way when you try to use digital devices and applications?

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Screen 9-10

Information for Facilitators:

These questions are meant to help us understand how older adults were learning about technology before and after COVID-19 . This will give us a deeper understanding of

Select as all the answers that apply.
Encourage discussion.

Do not hesitate to ask follow-up questions if the participants are saying something that needs clarification or expanding on.

Examples of follow-up questions:

- Could you describe what you mean a little bit more for me?

- What do you mean about...?

- Can you explain ...?

Experience of Digital Technology in Daily Life

Before the COVID-19 pandemic in order to learn a new technology would you:

🛈 Check all that apply

☐ Refer to other sources to learn a new technology

☐ Take a class or workshop

☐ Just pick up the new technology and start using it

☐ Other: _____

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Experience of Digital Technology in Daily Life

Since the COVID-19 pandemic has your approach to learning new technology changed?

[   ]

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Screen 11-12

Information for Facilitators:

These questions are meant to help us understand who older adults go to when learning about technology or to trouble shoot technical problem

Select as all the answers that apply.
Encourage discussion.

Who usually helps you learn to use a new digital device or application?

❶ Check all that apply

☐ No one (self-support)

☐ Family member, care partner, or caregiver who lives with you

☐ Family member, care partner or caregiver who doesn't live with you

☐ Friend or neighbour

☐ Community hub (e.g. public library)

☐ Service provider (e.g. recreation facilitator, personal support worker)

☐ Customer support

☐ Other: _____

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Experience of Digital Technology in Daily Life

When you run into difficulty or need to know more about how to use a technology, what kind of support do you usually get?

❶ Check all that apply

☐ In-person

☐ Online (e.g. social media, video tutorials, online customer support)

☐ Over the phone

☐ Physical guide (e.g. user manual)

☐ Not applicable

☐ Other: _____

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Screen 13

Information for Facilitators:

Select as all the answers that apply.
Encourage discussion.

Experience of Digital Technology in Daily Life

When you are using your digital device, which accessibility features, if any, do you find helpful?

❶ Check all that apply

☐ Text size

☐ Text style (font)

☐ Line spacing

☐ Colour and contrast

☐ Voice recognition

☐ Captioning/subtitles

☐ Underline and bold links

☐ Enlarge buttons

☐ Audio description

☐ None

☐ Other: _____

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Screen 14

Information for facilitator:

Use the discussion questions to encourage informal discussion of the question.

Do not hesitate to ask follow-up questions if the participants are saying something that needs clarification or expanding on.

Examples of follow-up questions:

- Could you describe what you mean a little bit more for me?
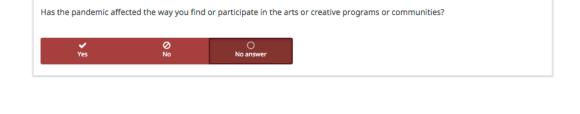- What do you mean about...?
- Can you explain ...?

Experience of Digital Technology in Daily Life

If you usually use your digital device to access or create arts/crafts, please walk us through how you might do that. You can choose to focus on an activity you often do, for example, searching on YouTube for a video of a concert, participating in live theatre, posting a photo you took on Facebook, or using the Paint application, etc.

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Screen 14

Information for Facilitators:

This question is an invitation into an informal discussion with the participant.

Experience of Digital Technology in Daily Life

Has the pandemic affected the way you find or participate in the arts or creative programs or communities?

✔ Yes	⊘ No	○ No answer

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Screen 14

Information for Facilitators:

This question is an invitation into an informal discussion with the participant.

Feel free to extend this question into an informal discussion.

This is the last question of Part 2.

Experience of Digital Technology in Daily Life

In this section we've asked you a lot of questions about how you use technology to engage with the arts and creativity. Is there anything else you'd like to tell us that you haven't shared?

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What else?

Wrapping Up

At the end of the interview…

- Remind the participant that this is Interview 2, there is 1 more interview, a workshop and an evaluation included in this study.

- Ask if the person has any questions.

- End the audio recording.

- Save all files with the persons' first name and date and indicate Survey2.

- Consider making a plan for the next meeting.