Evaluation Study

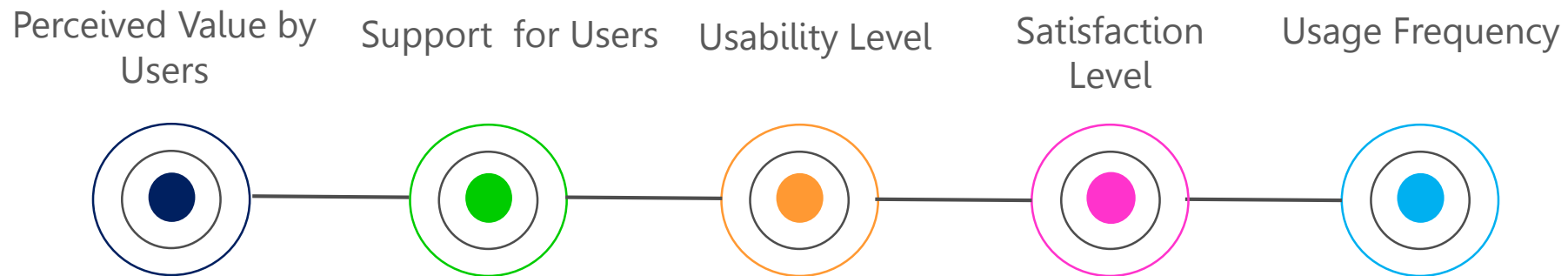Virtual Senior Centers and

the effectiveness of The Uniper system

Methodology and Purpose

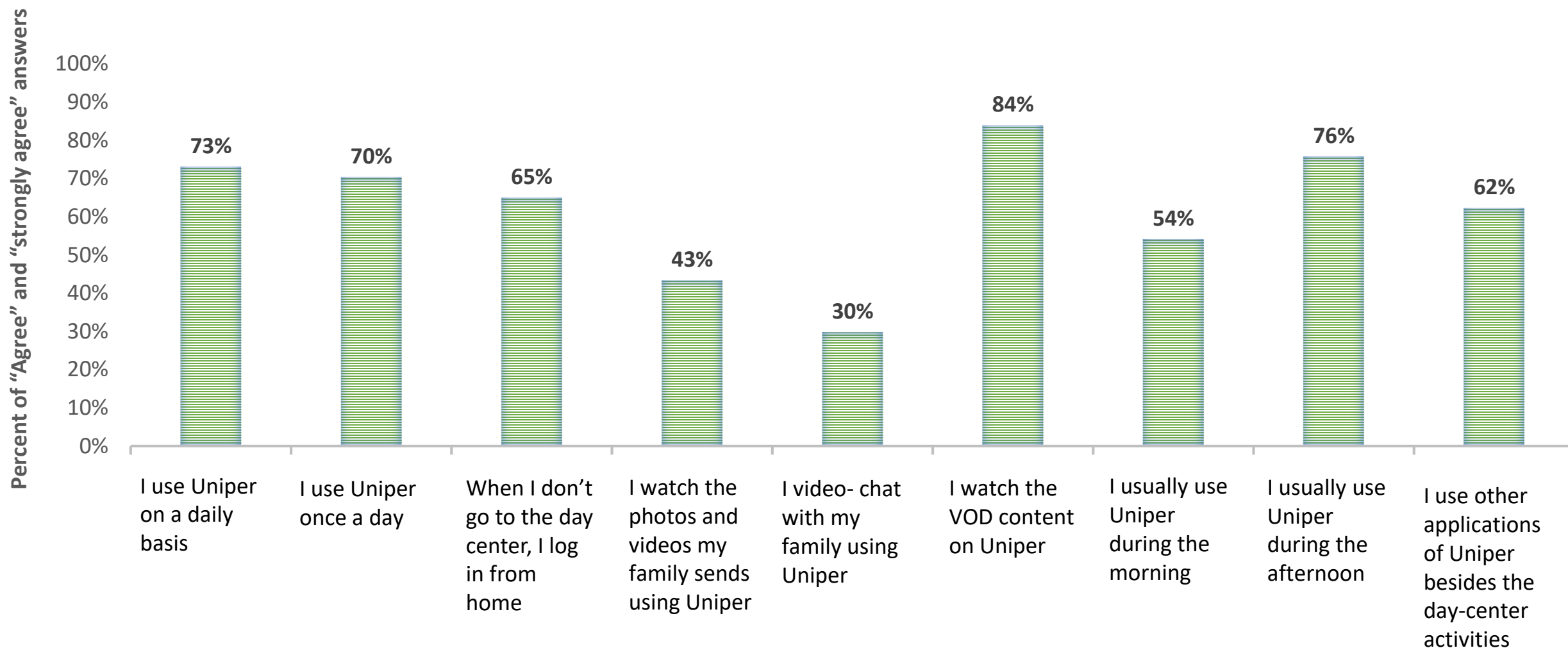* **Data collection:** The evaluation was conducted over a 6 month period with 3 data points:

1. Base line – during the setup

2. T1 - One month into the pilot

3. T2 - 6 months into the pilot

* **Data set**: The evaluation was concocted on 61 clients and their family members.

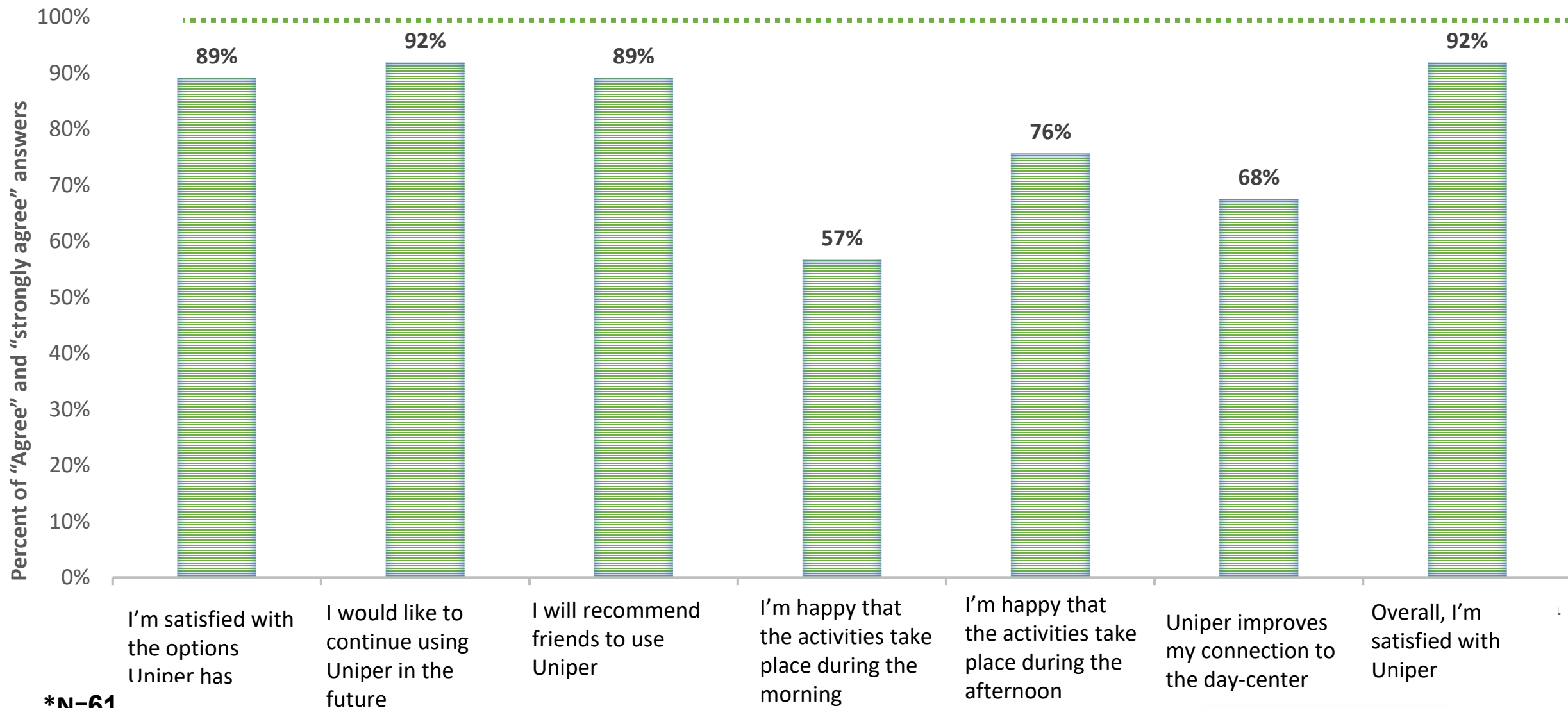* **Focus**: The evaluation focused on and measured the following:

Perceived Value by Users   Support for Users   Usability Level   Satisfaction Level   Usage Frequency

Satisfaction Level – Older Adults

Bar chart — Percent of "Agree" and "strongly agree" answers:

- I'm satisfied with the options Uniper has: **89%**
- I would like to continue using Uniper in the future: **92%**
- I will recommend friends to use Uniper: **89%**
- I'm happy that the activities take place during the morning: **57%**
- I'm happy that the activities take place during the afternoon: **76%**
- Uniper improves my connection to the day-center: **68%**
- Overall, I'm satisfied with Uniper: **92%**

*N=61

Satisfaction Level – Older Adults
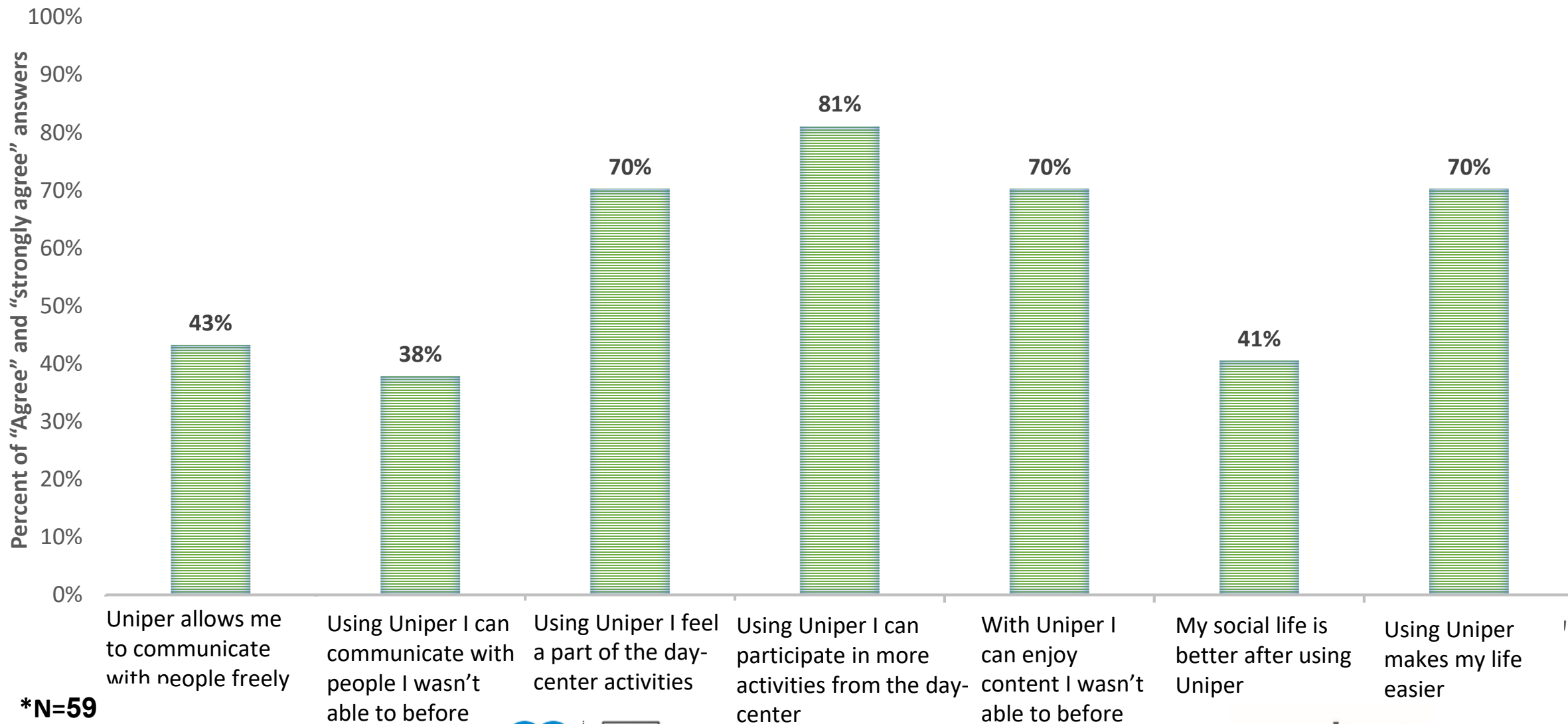
"I'm so happy and thankful I had it installed"

"It brings so much light into my life"

"It's truly a blessing for me and my husband"

"Please keep doing what you're doing, it helps people who are at home
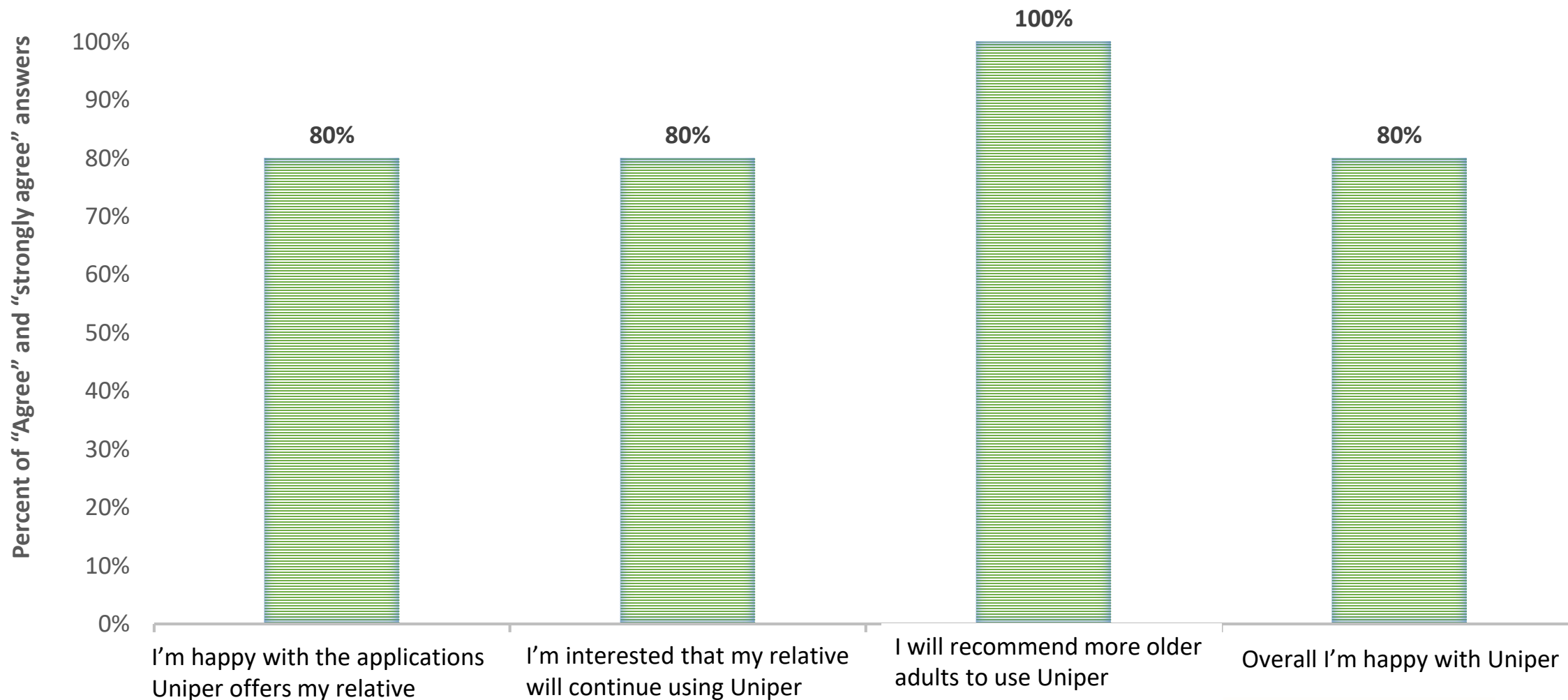
"The platform takes away my loneliness"

Satisfaction level– Family Members

Percent of "Agree" and "strongly agree" answers

- 80% — I'm happy with the applications Uniper offers my relative
- 80% — I'm interested that my relative will continue using Uniper
- 100% — I will recommend more older adults to use Uniper
- 80% — Overall I'm happy with Uniper
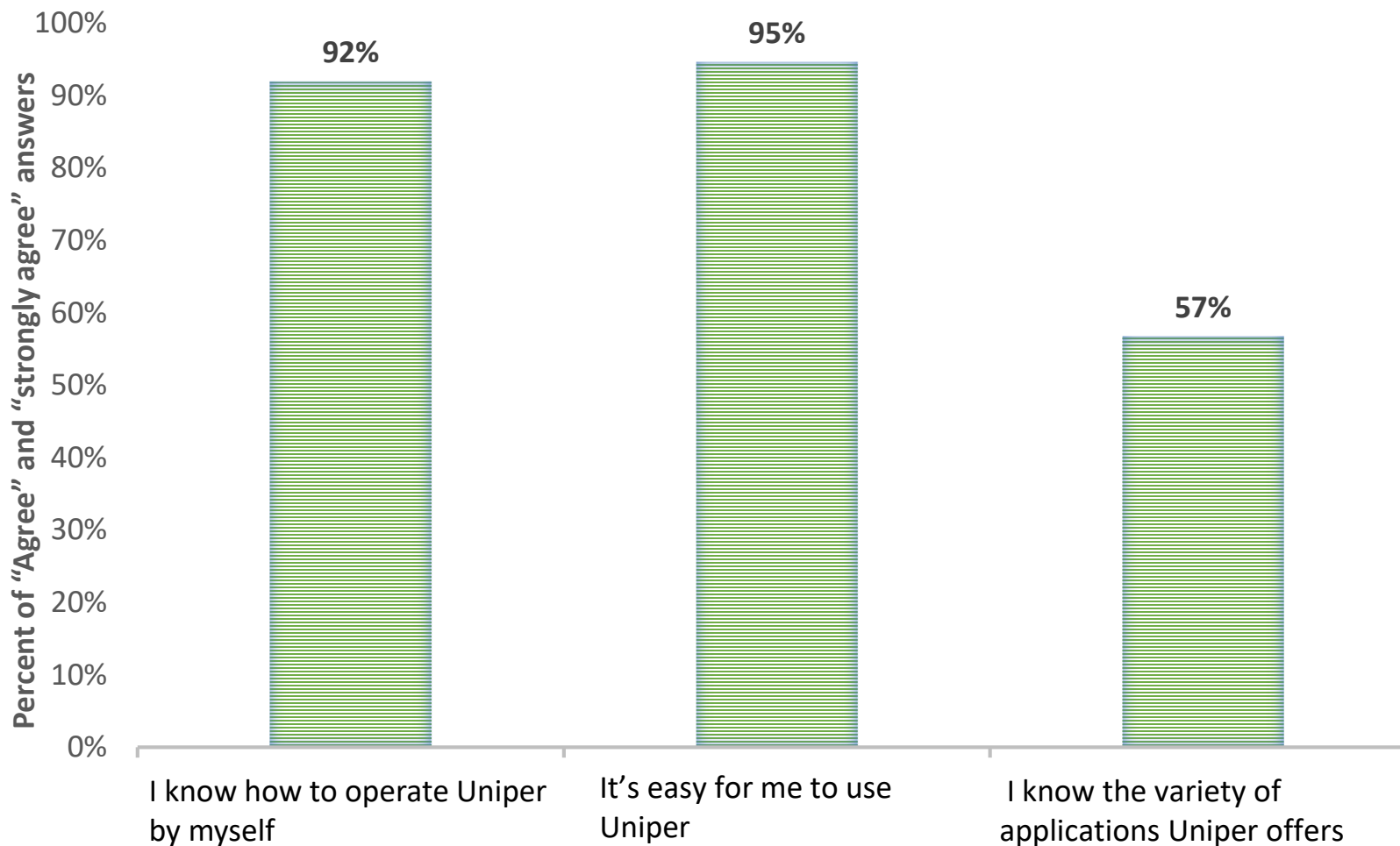
*N=18

Satisfactory Levels – Family Members

"It's really an amazing thing, this system, little to none errors, I want access to it as well"

"It's a great thing for my dad that he can talk to the people at the day-center"

"My parents are really happy with it, and that's all I care about"

"It's a true blessing, it makes my dad so happy"

Usability Level – Older Adults

Chart showing "Percent of 'Agree' and 'strongly agree' answers":
- I know how to operate Uniper by myself: 92%
- It's easy for me to use Uniper: 95%
- I know the variety of applications Uniper offers: 57%

*N=61

Added Value

1. Reinforcing the place of the Day-Center in older adults lives -

From expecting lesser physical participation, we found that 5 users actually spent more days the day center.

2. User recruitment -

From challenges in recruiting new clients, to multiple number of requests to join the program.

3. Social interactions –

Meaningful connections were formed between total strangers over the platform.

Added Value

4. Family interactions -

Increasing usage of the video-chat application to family members abroad and a lot more of relatives involvement in older adults' lives

5. New Applications –

A. Recorded VOD content as a catalyst for activities in the senior center itself (e.g. uploading a documentary that users watch before the meeting and then discuss it.

B. Virtual traveling

6. New waves of vitality and positive energy to the day-center.

Next steps and Future Plans:

1. Expanding the pilot to many other Senior day-centers and greatly increasing the number of connected older adults (the 'expanded' senior center concept for the afternoons as well).

2. Increase usage with home-bound community members.

3. Utilizing the system for therapeutical/social- therapeutical applications (e.g virtual home visits, support groups, etc).