

# Evaluation Study

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## Virtual Senior Centers and the effectiveness of The Uniper system



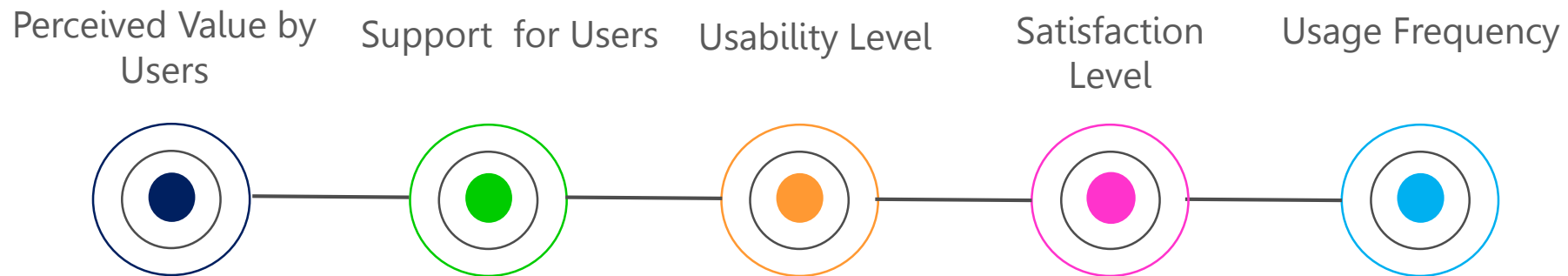
# Methodology and Purpose

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

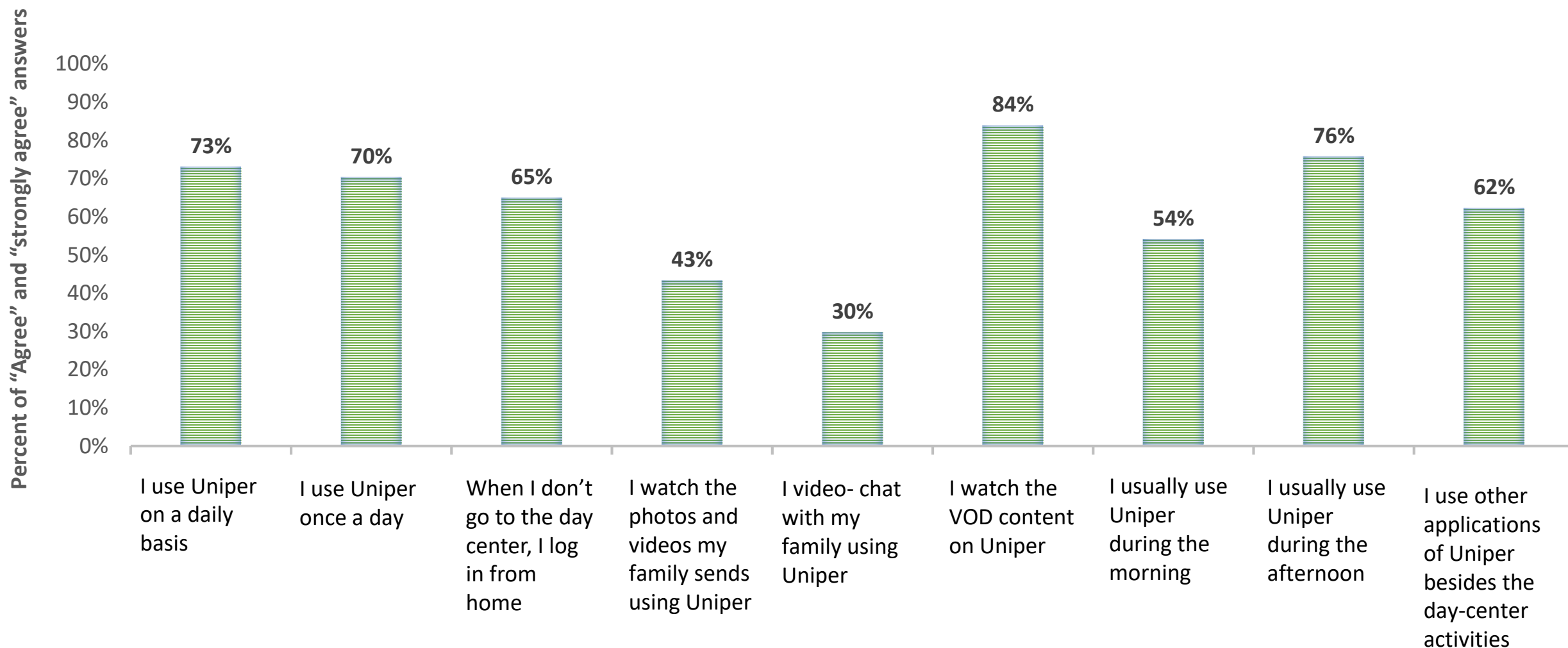
1. Base line – during the setup
2. T1 - One month into the pilot
3. T2 - 6 months into the pilot

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

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



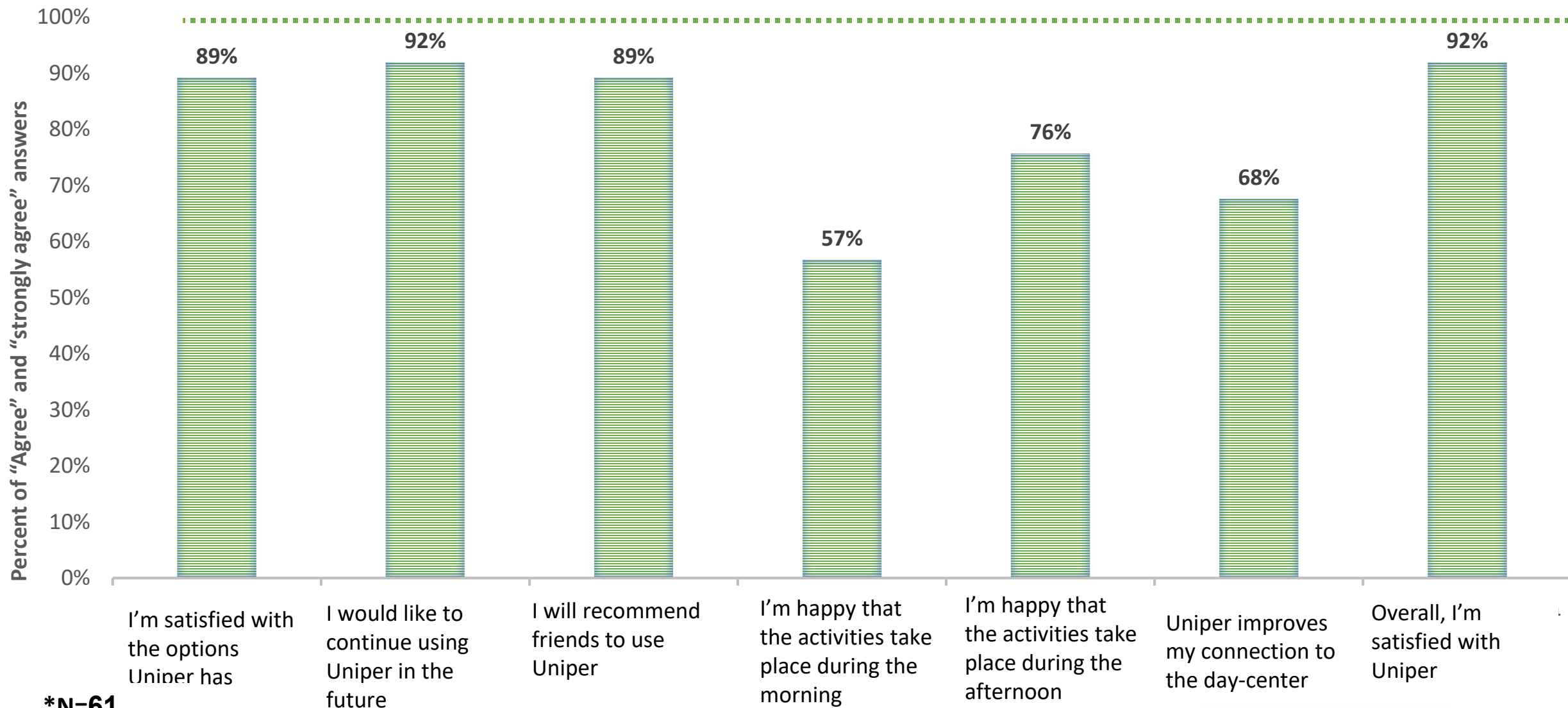
# Usage Frequency – Older Adults



\*N=61



# Satisfaction Level – Older Adults



\*N=61



# Satisfaction Level – Older Adults

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“I’m so happy and thankful I had it installed”

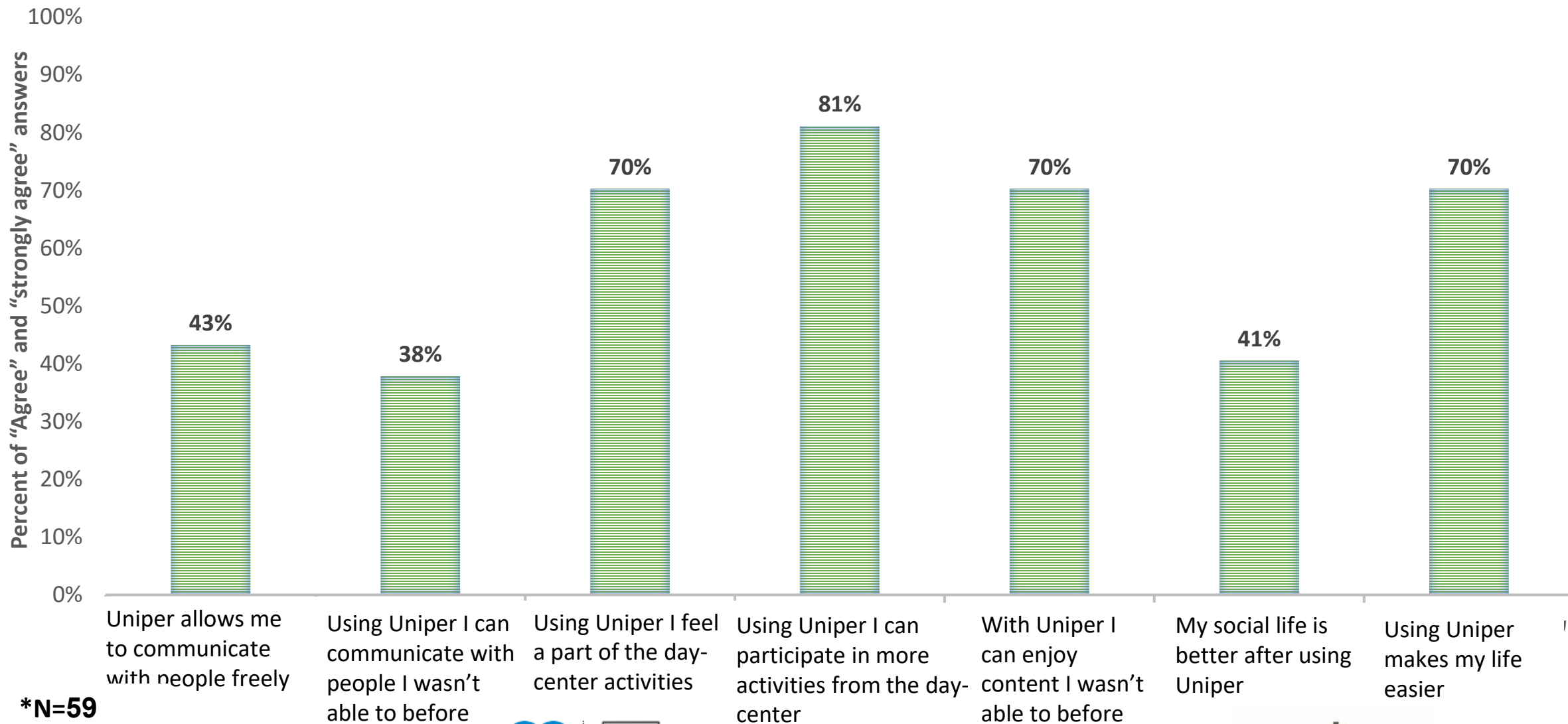
“It brings so much light into my life”

“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”

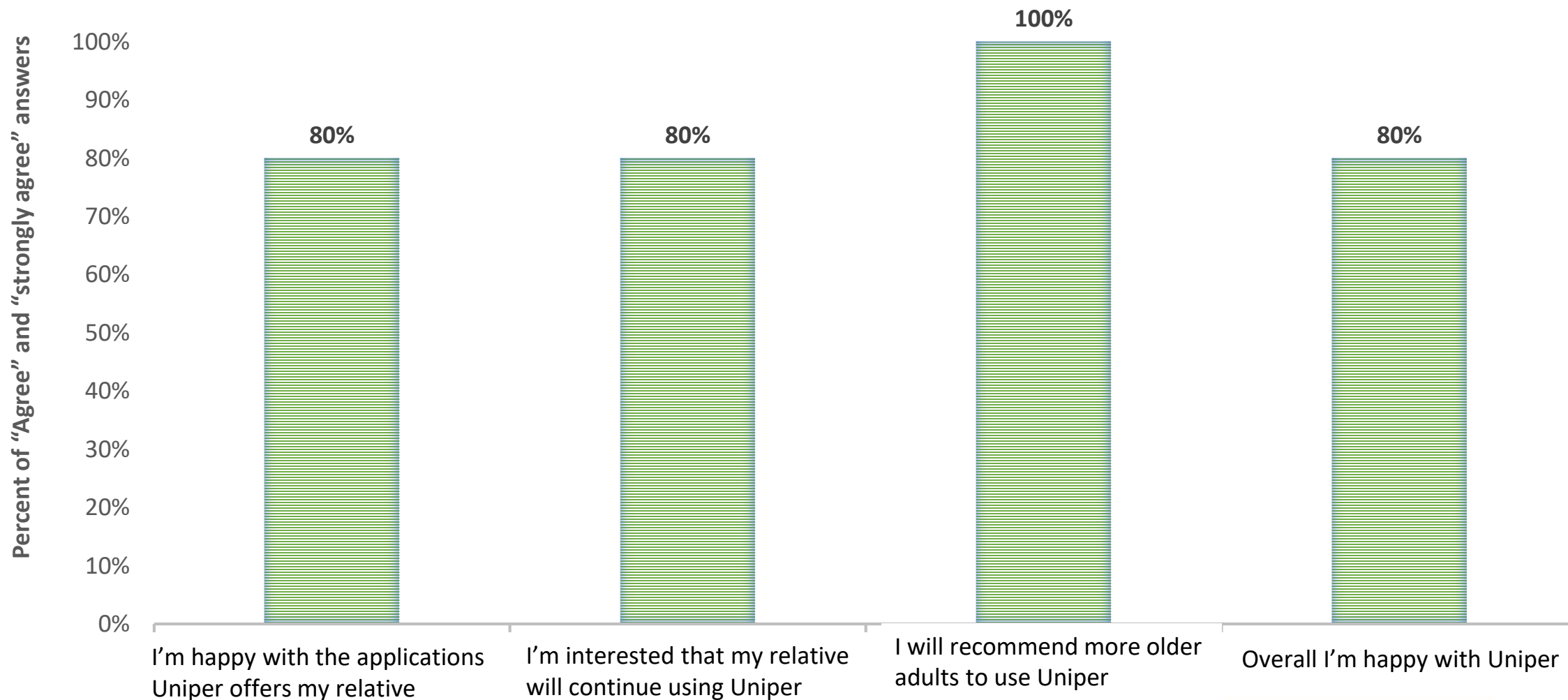
# Perceived Value – Older Adults



\*N=59



# Satisfaction level– Family Members



\*N=18



# Satisfactory Levels – Family Members

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“My parents are really happy with it, and that’s all I care about”

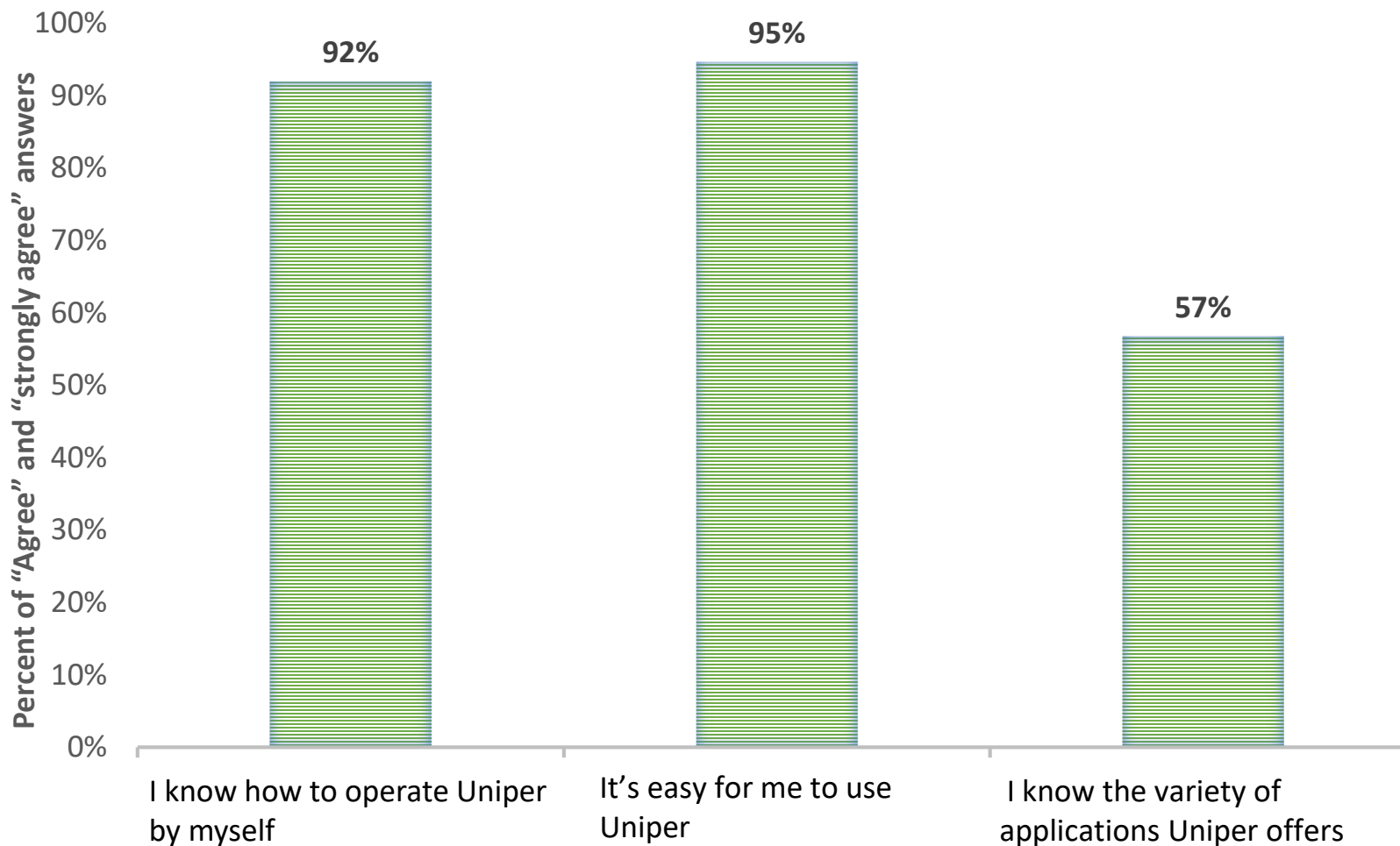
“It’s really an amazing thing, this system, little to none errors, I want access to it as well”

“It’s a great thing for my dad that he can talk to the people at the day-center”

“It’s a true blessing, it makes my dad so happy”



# Usability Level – Older Adults



\*N=61

# Added Value

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## 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

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## 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:

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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 therapeutic/social-therapeutic applications (e.g virtual home visits, support groups, etc).

