

Program Evaluation

Getting Illinois Low Income Seniors and People with Disabilities Online



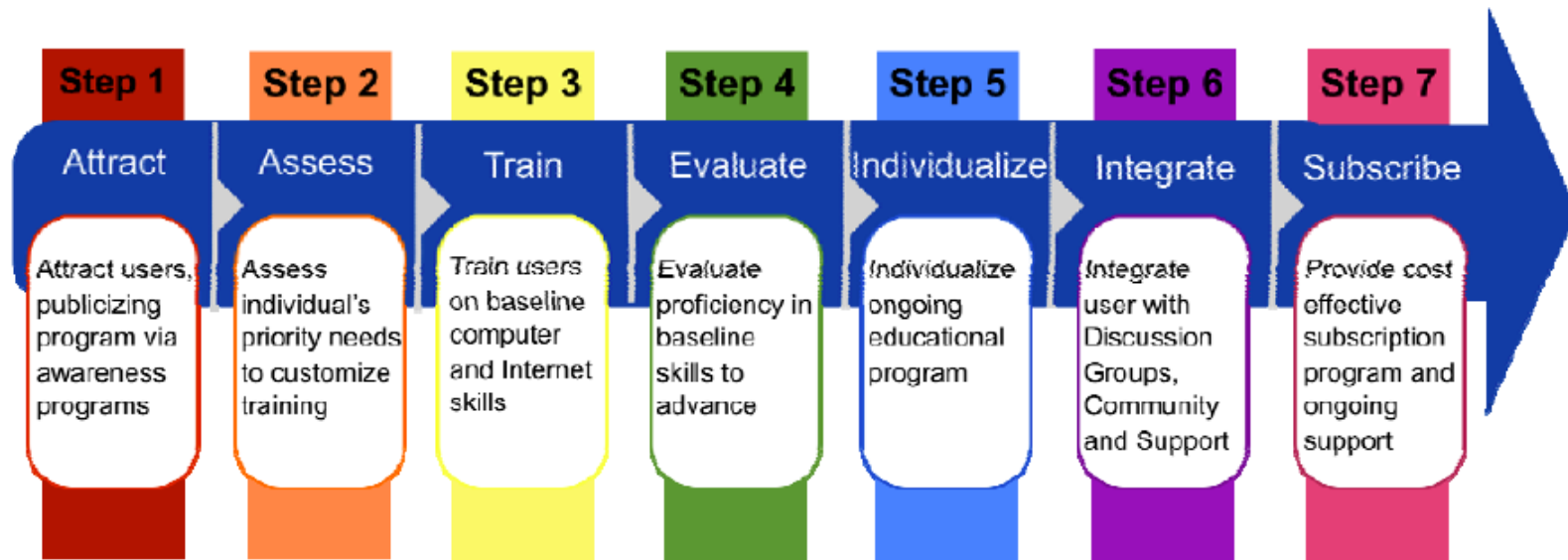
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Public Health and Health Education Programs**

Getting Illinois Low Income Seniors and People with Disabilities Online

- “Getting Illinois Low Income Seniors and People with Disabilities Online” is a Connected Living[®] program
- It is a Sustainable Broadband Adoption (SBA) demonstration project.
 - Funded by the National Telecommunications and Information Administration (NTIA), Broadband Technology Opportunity Program (BTOP)
- Matching funds provided by the Illinois Department of Commerce and Economic Opportunity (IDCEO)

Program Characteristics

Connected Living Adoption and Sustainability Program Seven Steps to Sustainable Broadband Adoption



Program Background

- The program is underway in 23 buildings which house s 2,800 residents in Northern Illinois.

- Included are facilities from nine housing authorities:

Rock Island

Grundy County

Moline

Kankakee

Rockford

Oak Park

DeKalb

Henry County

Joliet

- Five private Section 8 buildings owned/managed by the following organizations:

Habilitative Systems

Senior Lifestyles

Sankofa Child Initiative

Blair Minton & Assoc.

Bethel New Life

Evaluation Findings

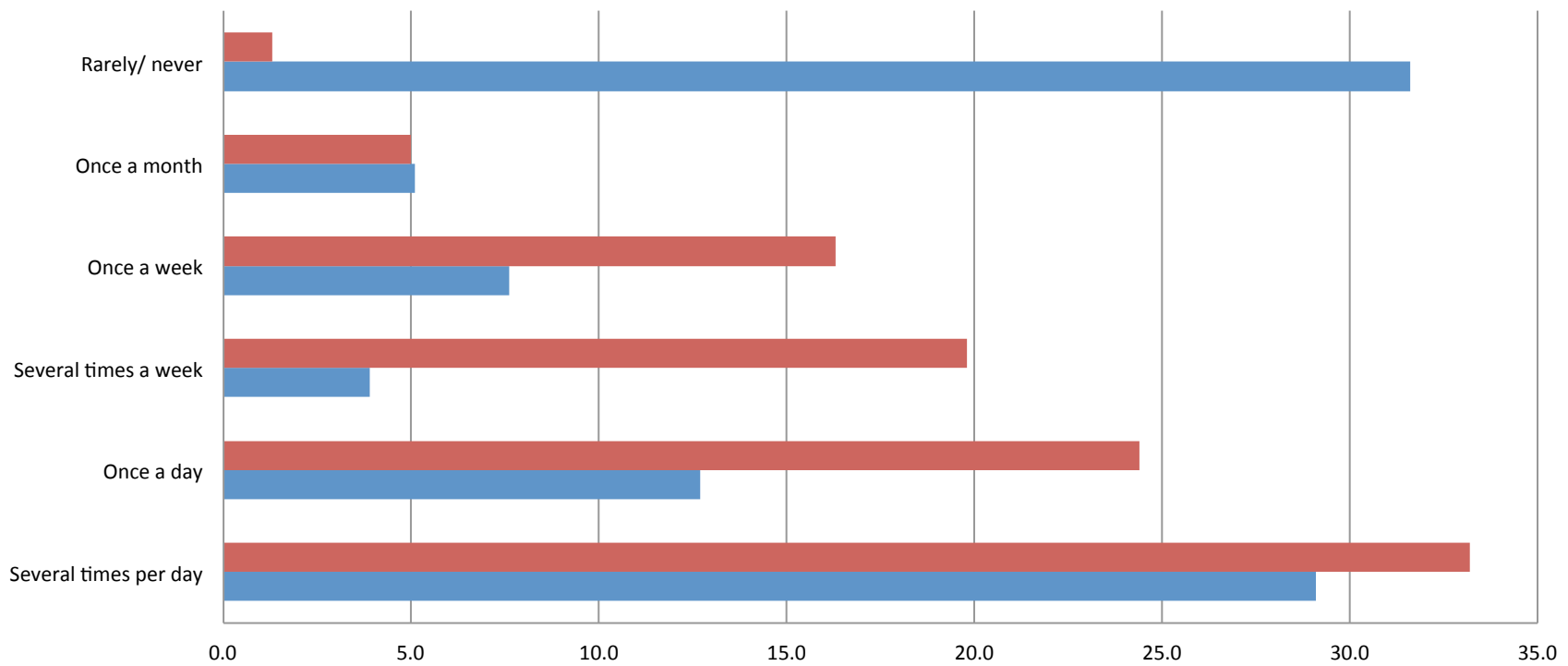
- After 12 months of project implementation the following had occurred:
- All 23 project buildings had completed at least two 12-week training sessions with 15 buildings having offered three or four rounds of training.
- 2,093 people had graduated from the program including 1,143 building residents and 950 people from the outreach program.
- Subsidized or refurbished computers had been issued to 1,741 or 83.2 percent of the training graduates.

Evaluation Findings

- 907 building residents and 569 outreach participants had become broadband subscribers. This represents 70.5 percent of the program graduates.
- Program graduates' computer skills showed a 36.7 percent improvement at 6-month follow-up. Interest in economically-focused web-based applications, such as looking for a job, starting a business, and pursuing online education, increased significantly.
- Contacts by program graduates with friends and relatives increased measurably in the 6-month period immediately following graduation.

Evaluation Findings

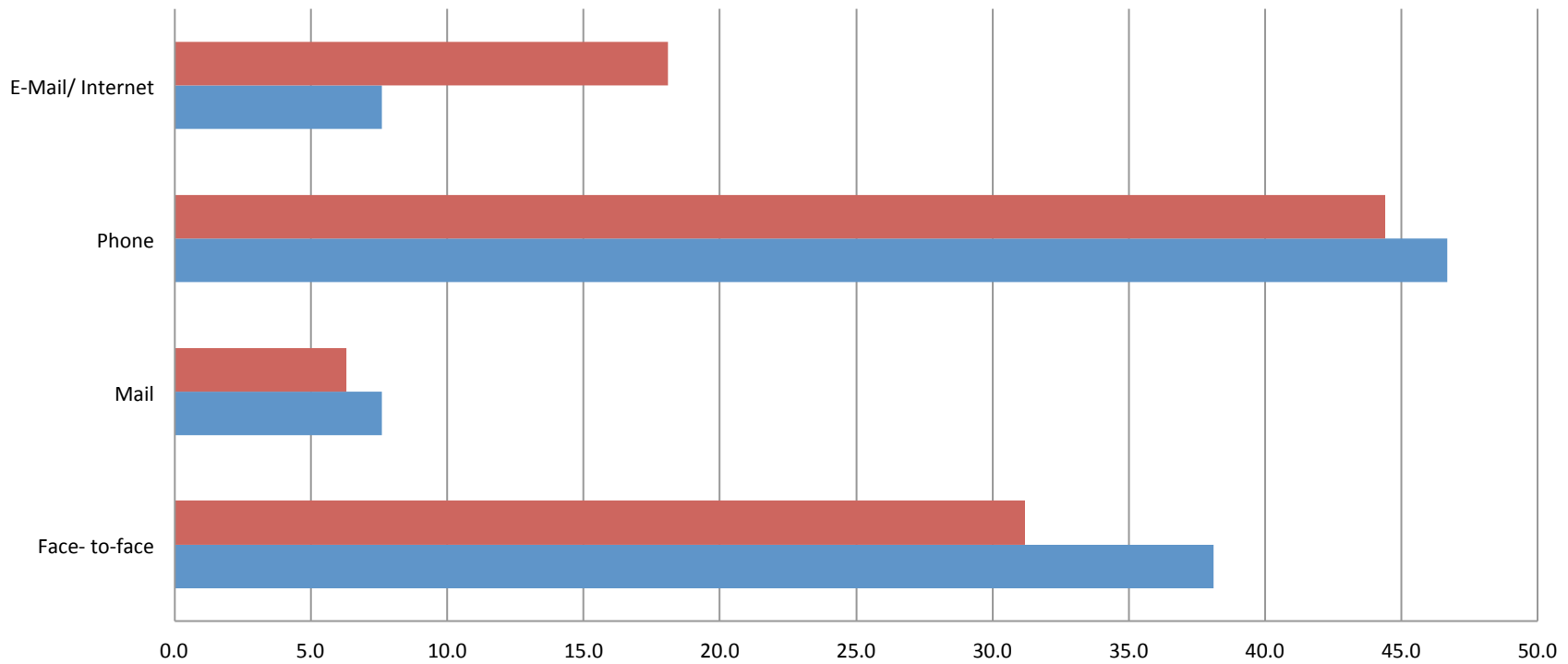
How Often Do You Use the Internet?
Pre/Post
Building Residents (60+ years old)



	Several times per day	Once a day	Several times a week	Once a week	Once a month	Rarely/ never
Percent post	33.2	24.4	19.8	16.3	5.0	1.3
Percent pre	29.1	12.7	3.9	7.6	5.1	31.6

Evaluation Findings

How Do You Stay in Touch With Relatives?
Pre/Post
Building Residents (60+ years old)



	Face- to-face	Mail	Phone	E-Mail/ Internet
■ Percent post	31.2	6.3	44.4	18.1
■ Percent pre	38.1	7.6	46.7	7.6

Evaluation Findings

Summary of Pre-Post Results
(Percent Indicating “Great Interest”)

	Building Residents (60+ years old)	
Web-based Application	Pre	Post
Get email account	42.0	54.2
Connect with relatives	57.7	55.1
Send/ receive email	51.9	53.2
Share photos	46.0	60.8
Web search	54.5	61.2
Internet Video	25.5	35.2
Download music	32.7	27.5
View news	45.4	51.4
Access public programs	26.3	55.0
Genealogy	33.0	55.0
Health care information	38.3	53.3
Online gaming	39.0	49.7
Online shopping	24.7	40.5
Online banking, bill paying	24.0	58.9
Religious/ Faith-based activities	21.9	50.2
Online training/Education	24.5	35.1
Look for jobs	12.9	36.6
Start a business	7.4	27.0
Be politically active	12.6	52.9
Hobbies/ Interest groups	23.2	42.6
Write "my life" memoirs	9.5	40.1
Photo album	22.7	40.4
Facebook	31.0	47.8
Meet people	17.3	41.4

Evaluation Findings

Lubben Social Network Scale

		How many relatives (friends) do you . . .	None	1	2	3-4	5-8	9+
Pre	Relatives	see or hear from at least once a month?	8.8	8.0	19.2	30.4	15.2	18.4
		feel at ease with that you can talk about private matters?	16.8	13.6	24.0	28.0	8.8	8.8
		feel close to such that you could call on them for help?	8.1	17.1	30.9	27.6	10.6	5.7
	Friends	see or hear from at least once a month?	3.2	10.5	21.0	29.8	12.1	23.4
		feel at ease with that you can talk about private matters?	16.1	16.9	29.0	28.2	4.8	4.8
		feel close to such that you could call on them for help?	9.5	20.6	31.7	27.0	6.3	4.8
Post	Relatives	see or hear from at least once a month?	7.0	8.1	19.3	30.5	17.5	17.6
		feel at ease with that you can talk about private matters?	9.8	11.5	26.5	28.3	11.1	12.8
		feel close to such that you could call on them for help?	6.1	16.4	30.2	29.2	12.5	9.9
	Friends	see or hear from at least once a month?	2.0	8.3	20.3	31.1	13.2	25.1
		feel at ease with that you can talk about private matters?	10.2	11.6	29.5	31.3	10.3	7.1
		feel close to such that you could call on them for help?	5.3	15.2	29.2	31.5	11.2	7.6

Evaluation Findings

Paired Samples *t*-test Lubben Scale

	<u>Mean</u>	<u>S.D.</u>	<u>S.E.</u> <u>Mean</u>
Prior to Training	15.27	6.43	.338
6-Month Follow-up	19.87	6.44	.339
Difference	4.59	.22	.011

$t=-406.68$; d.f.=359; $p=.000$