

# Senior Citizen Technology Accessibility Assessment

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# Introduction

- The pandemic has moved many programs online
- To analyze the Prince George's County Department of Parks and Recreation website
- Create a technology education curriculum for senior citizens to help make the site more user friendly

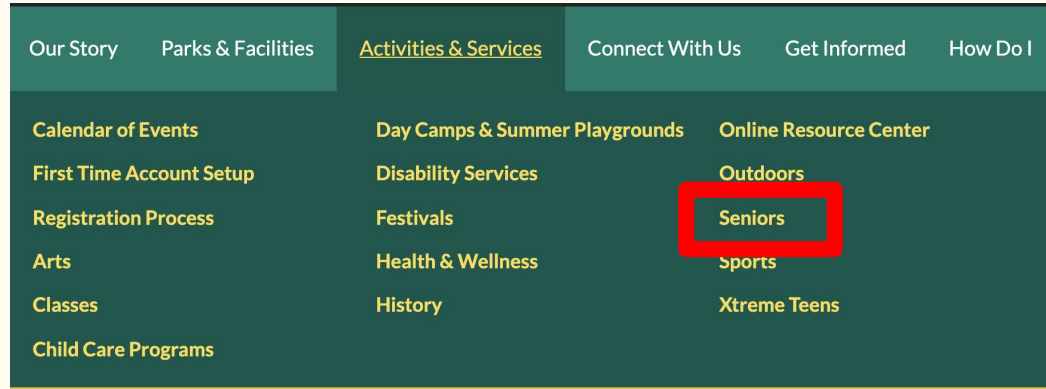


# Requirements

- Detailed final report
  - Background research
  - User and staff interview results
  - Recommendations for improvements to the website
- Training module
  - Instruction sets

# Background Research

- Article Research
  - Seniors and technology use
- Other Organizations
  - Jewish Council for the Aging of Greater Washington
  - DC Parks and Recreation
- Current Website
  - Navigation to Seniors page



# Interview Results Analysis

- Six staff interviews
- Four user interviews
- Trends and patterns found:

<b>Staff</b>	<b>Users</b>
Seniors unaware of registration process	Access from different devices
Seniors need help with making payments	Difficulties with searching
Seniors struggle with login information	Users do not prefer the website
Navigation issues	Navigation Issues

# Training Module

- Instruction set
  - Logging into Parks Direct
    - Register for a trip
    - Sign up for an activity
    - Adding money to an account



# Recommendations

- Direct access to Seniors page
- Improve keyword search and event descriptions
- Post training module (instruction sets) on various platforms
- Revamp training module as videos
- Create a welcoming technical environment

Questions?

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