Mobile Technology for Lifelong Learning

NERCOMP 10 Feb 2014

Worcester Institute for Senior Education

Be sure to fill out the workshop evaluation at bit.ly/nercomp_mobile2014

PROGRAM AND SESSION EVALUATIONS

About this session

Increasingly, senior citizens are relying on tablets and smartphones for life and learning. BYOD, accessibility, document collaboration , video conferencing, and MOOCs, and mobile security are all present in adult and senior education programs in ways that are both familiar and unexpected. We'll discuss ways to make the mobile educational experience a great one for students and support staff alike.

About yours truly

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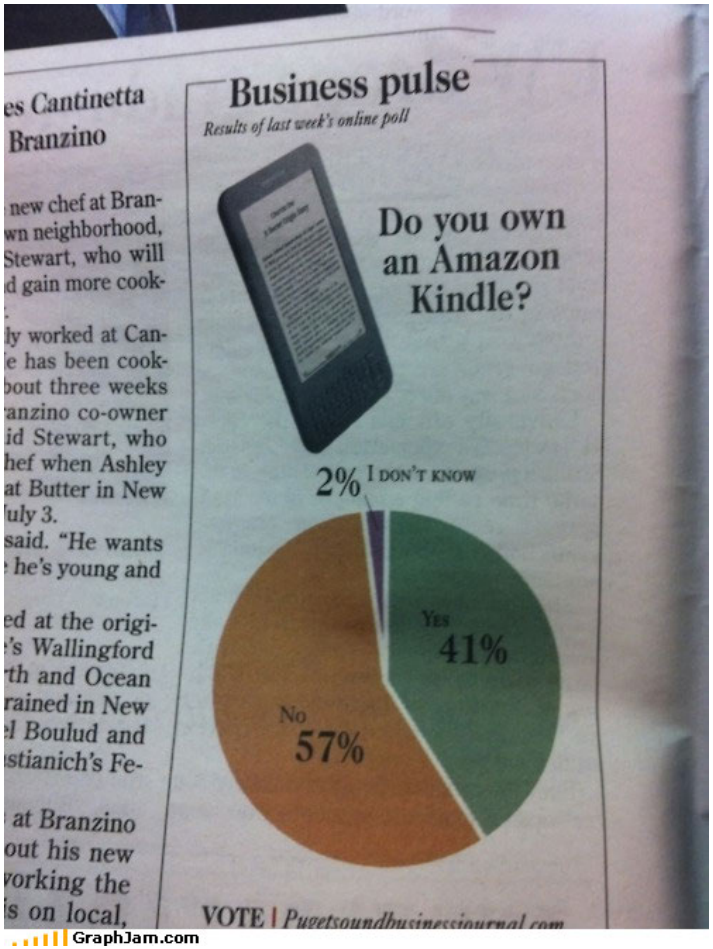
- Twitter @RoasterBoy

Don't tell me what you think. Tell me what you did.

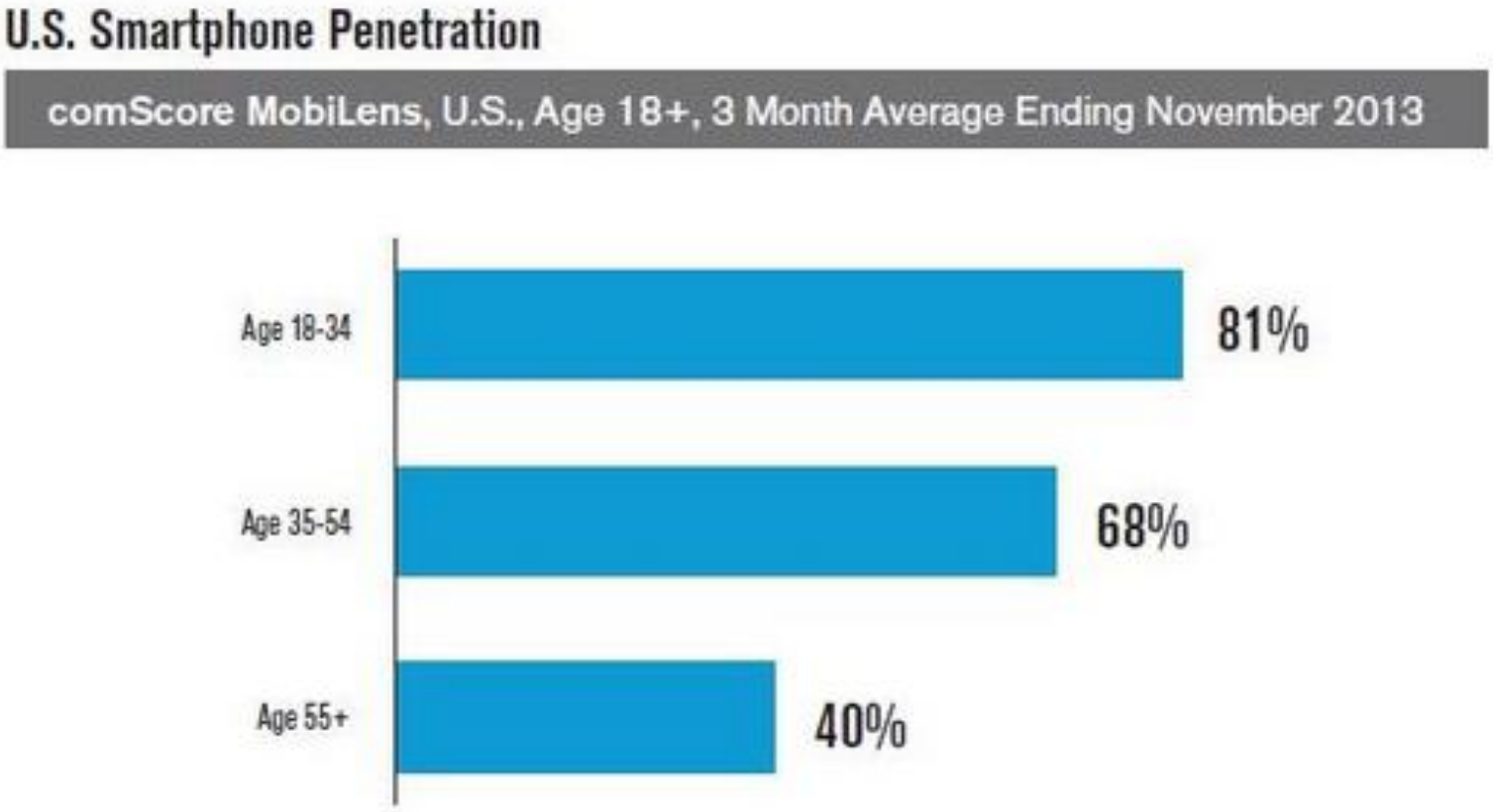
-- Anon



Mobile devices and adult learners

What, why, and how

Mobile usage among generations



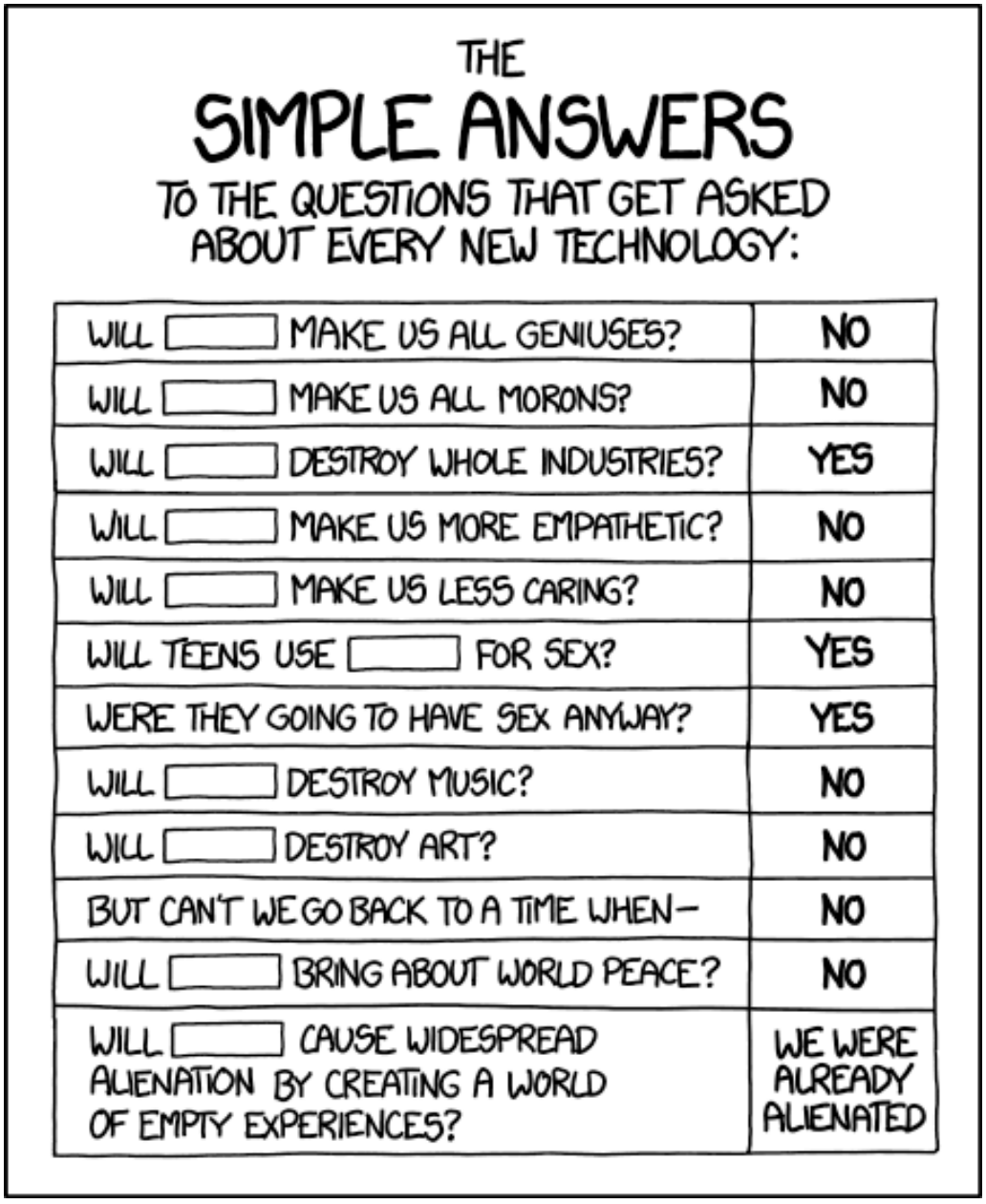
Who owns tablet computers

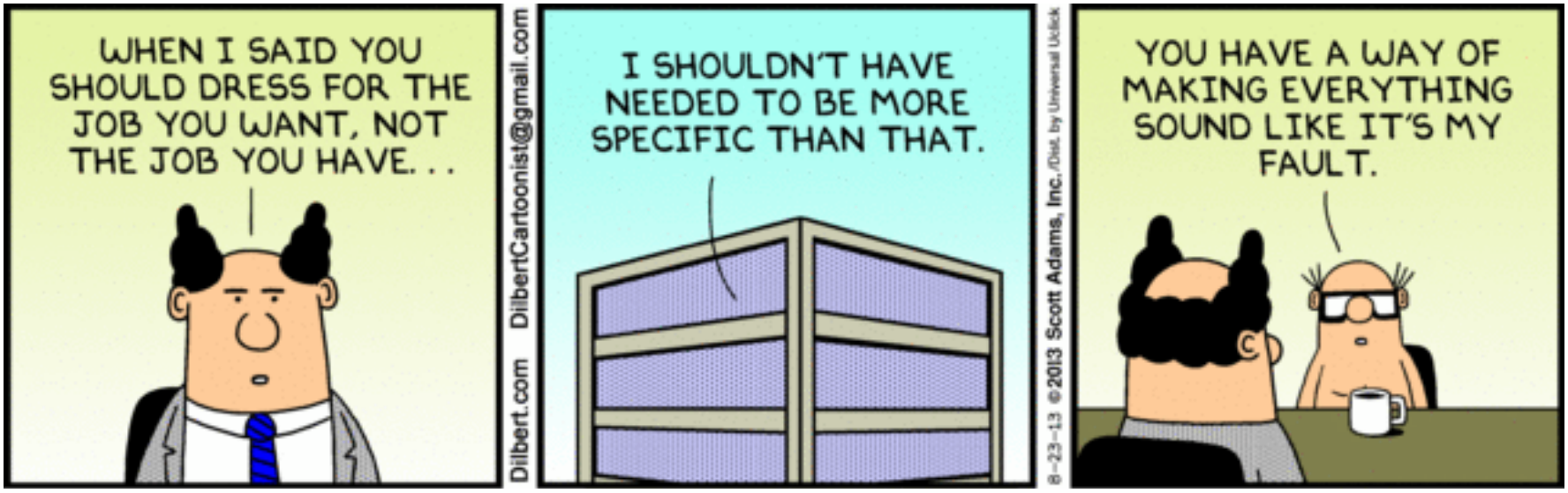
Among all American ages 16 and older, the % in each group who own tablets

All Americans ages 16+ who own a tablet (n=6,224)		**35%**
a	Men (n=2,840)	34
b	Women (n=3,384)	36
Race/ethnicity		
a	White, Non-Hispanic (n=4,323)	35[b]
b	Black, Non-Hispanic (n=697)	29
c	Hispanic (English- and Spanish-speaking) (n=739)	37[b]
d	Asian-American (English-speaking) (n=164)	50[abc]
Age		
a	16-17 (n=214)	46[bde]
b	18-29 (n=945)	37[de]
c	30-49 (n=1,590)	44[bde]
d	50-64 (n=1,842)	31[e]
e	65+ (n=1,526)	18
Education attainment		
a	No high school diploma (n=633)	21
b	High school grad (n=1,695)	28[a]
c	Some College (n=1,631)	36[ab]
d	College + (n=2,227)	49[abc]

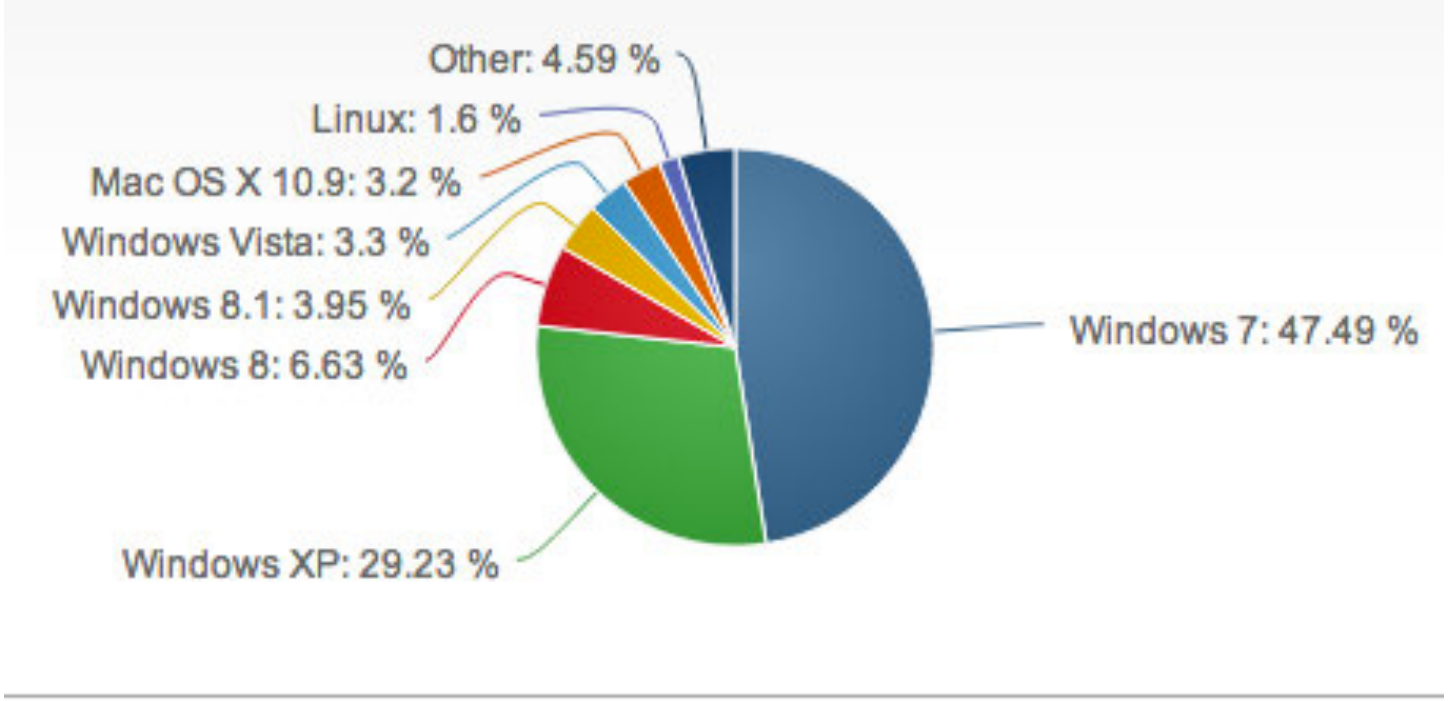
Age and education levels affect tablet ownership

Source: Tablet and E-reader Ownership Update


THE
SIMPLE ANSWERS
TO THE QUESTIONS THAT GET ASKED ABOUT EVERY NEW TECHNOLOGY:
WILL ____ MAKE US ALL GENIUSES? NO
WILL ____ MAKE US ALL MORONS? NO
WILL ____ DESTROY WHOLE INDUSTRIES? YES
WILL ____ MAKE US MORE EMPATHETIC? NO
WILL ____ MAKE US LESS CARING? NO
WILL TEENS USE ____ FOR SEX? YES
WERE THEY GOING TO HAVE SEX ANYWAY? YES
WILL ____ DESTROY MUSIC? NO
WILL ____ DESTROY ART? NO
BUT CAN'T WE GO BACK TO A TIME WHEN— NO
WILL ____ BRING ABOUT WORLD PEACE? NO
WILL ____ CAUSE WIDESPREAD ALIENATION BY CREATING A WORLD OF EMPTY EXPERIENCES? WE WERE ALREADY ALIENATED



The world of work has changed

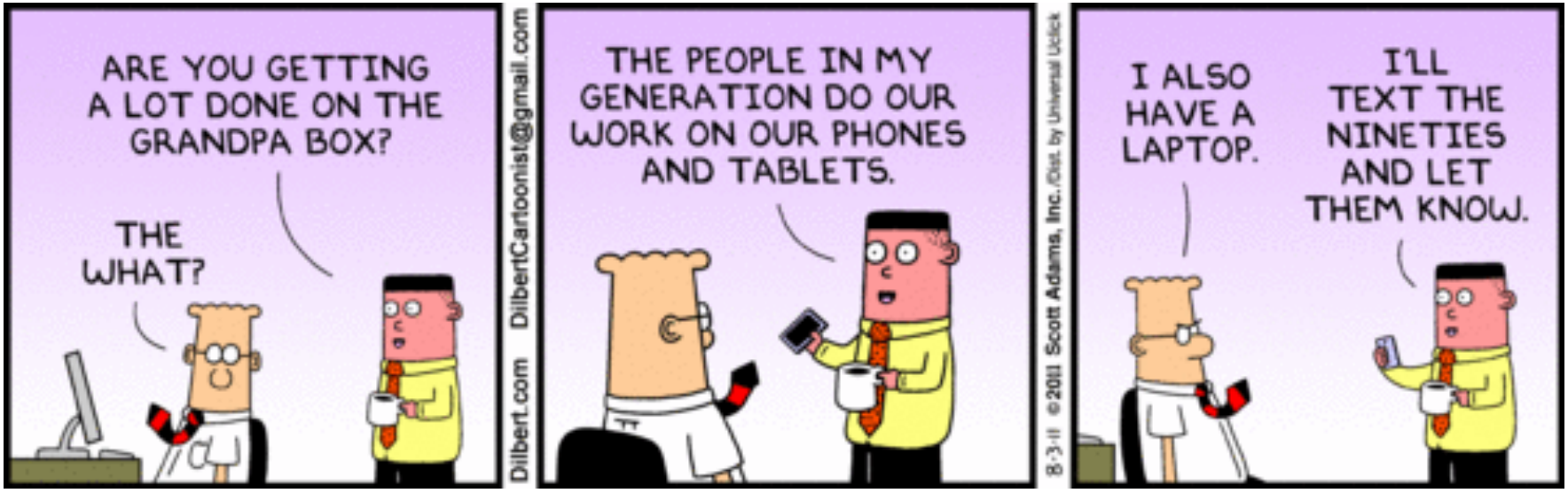


We're not keeping pace with unsurprising changes

Source: NetMarketShare

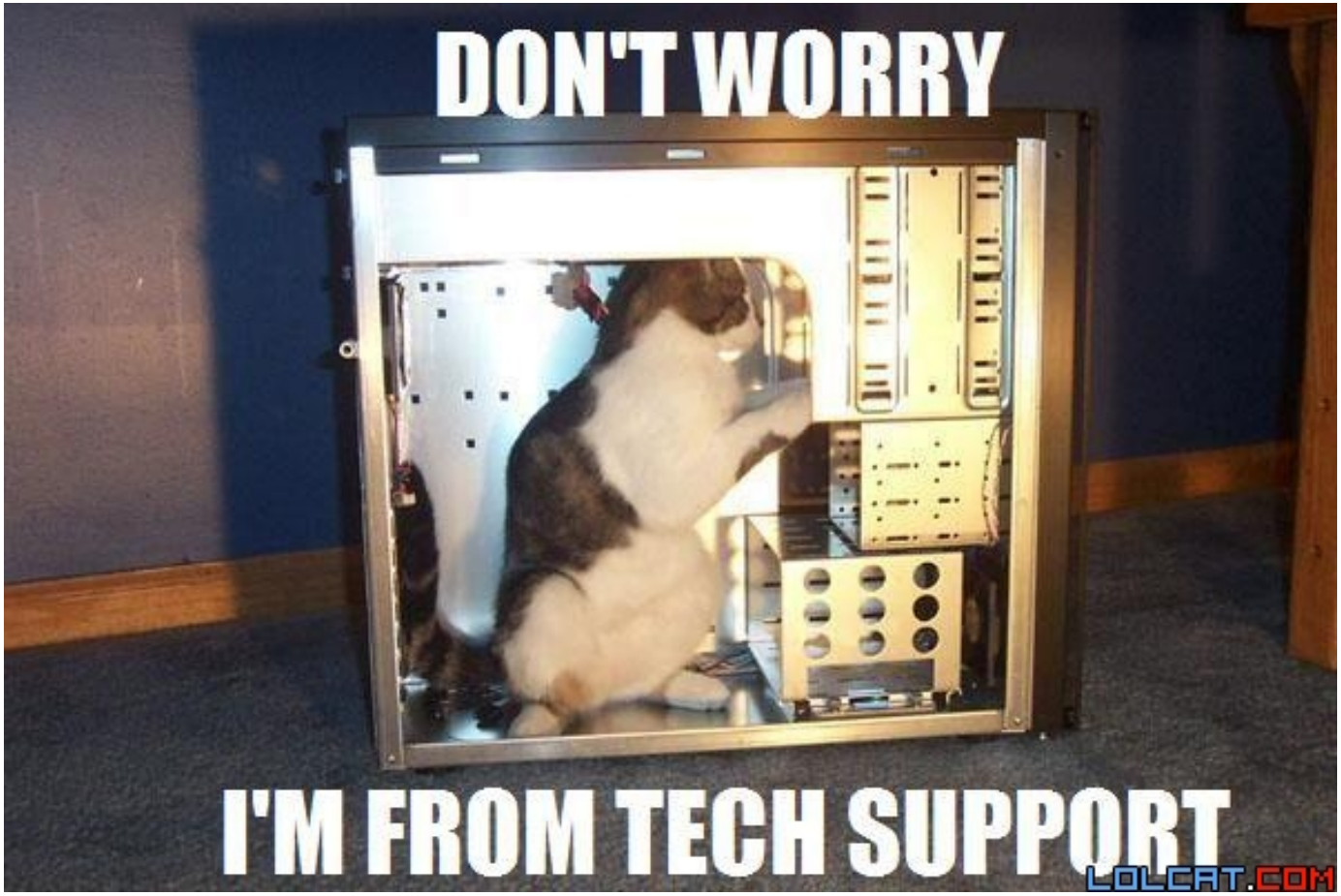
Desktop Operating System Market Share for January 2014

Generational landslide

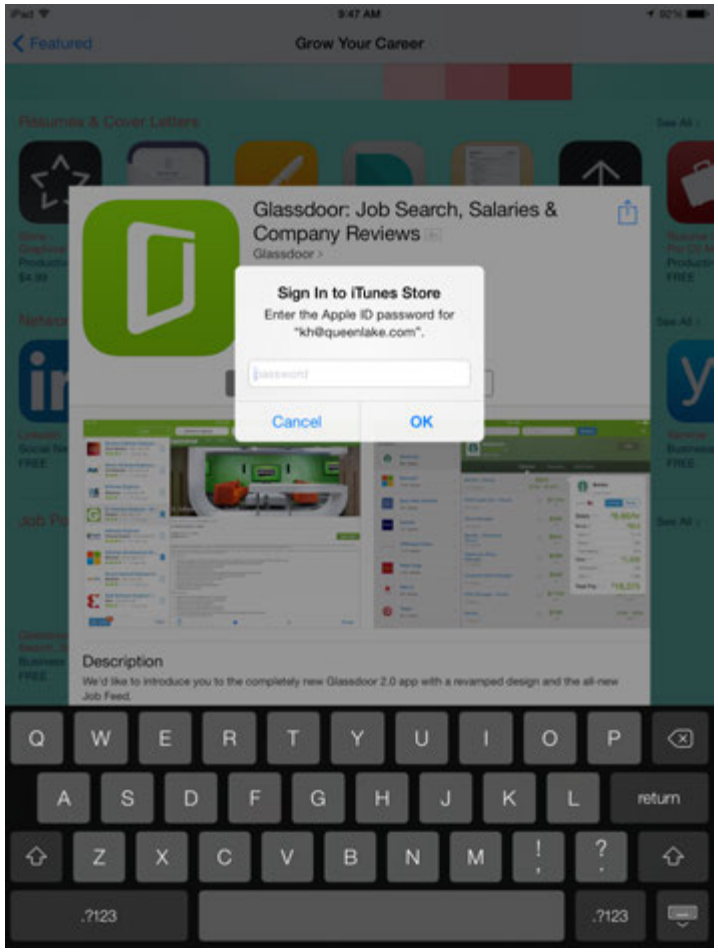


Multigenerational learning

Teaching each other and their elders

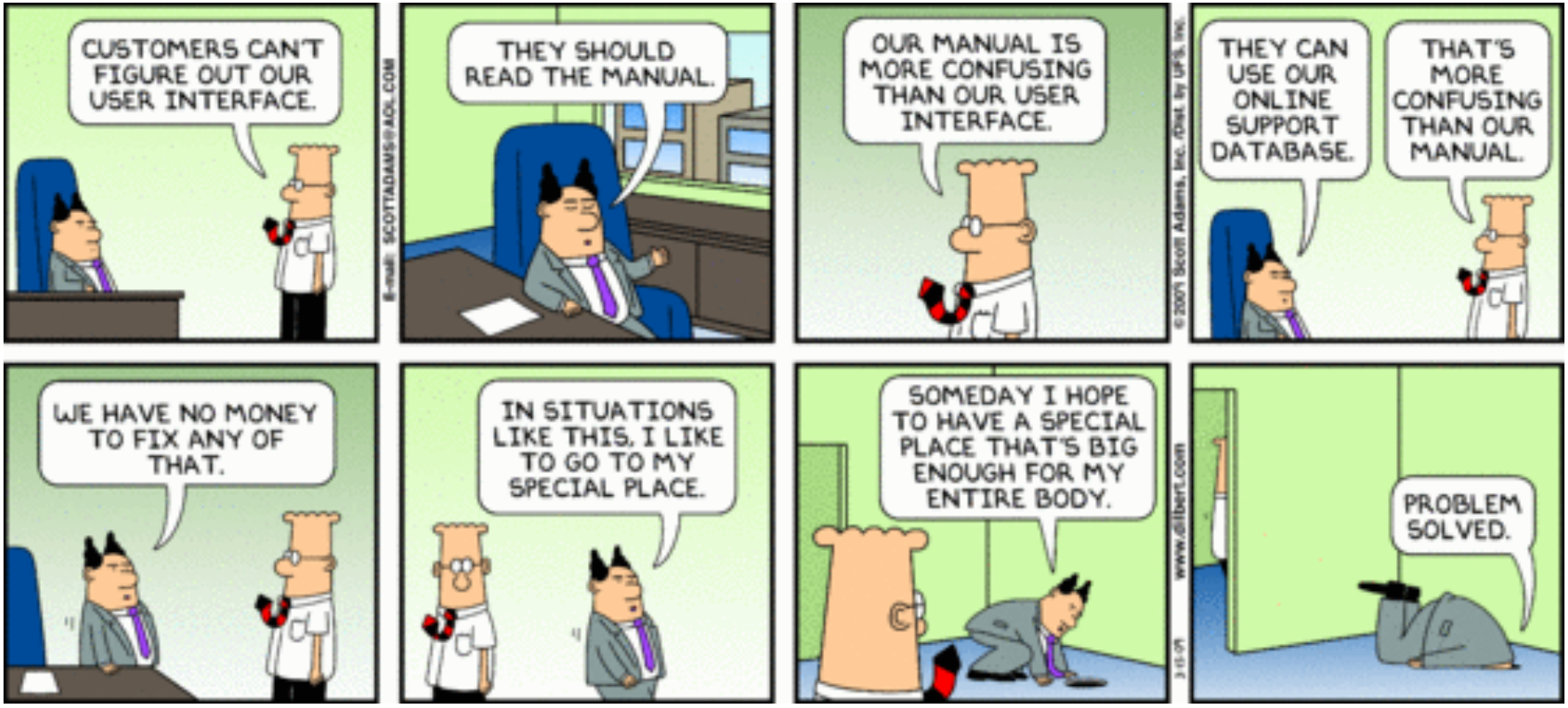


Questions?

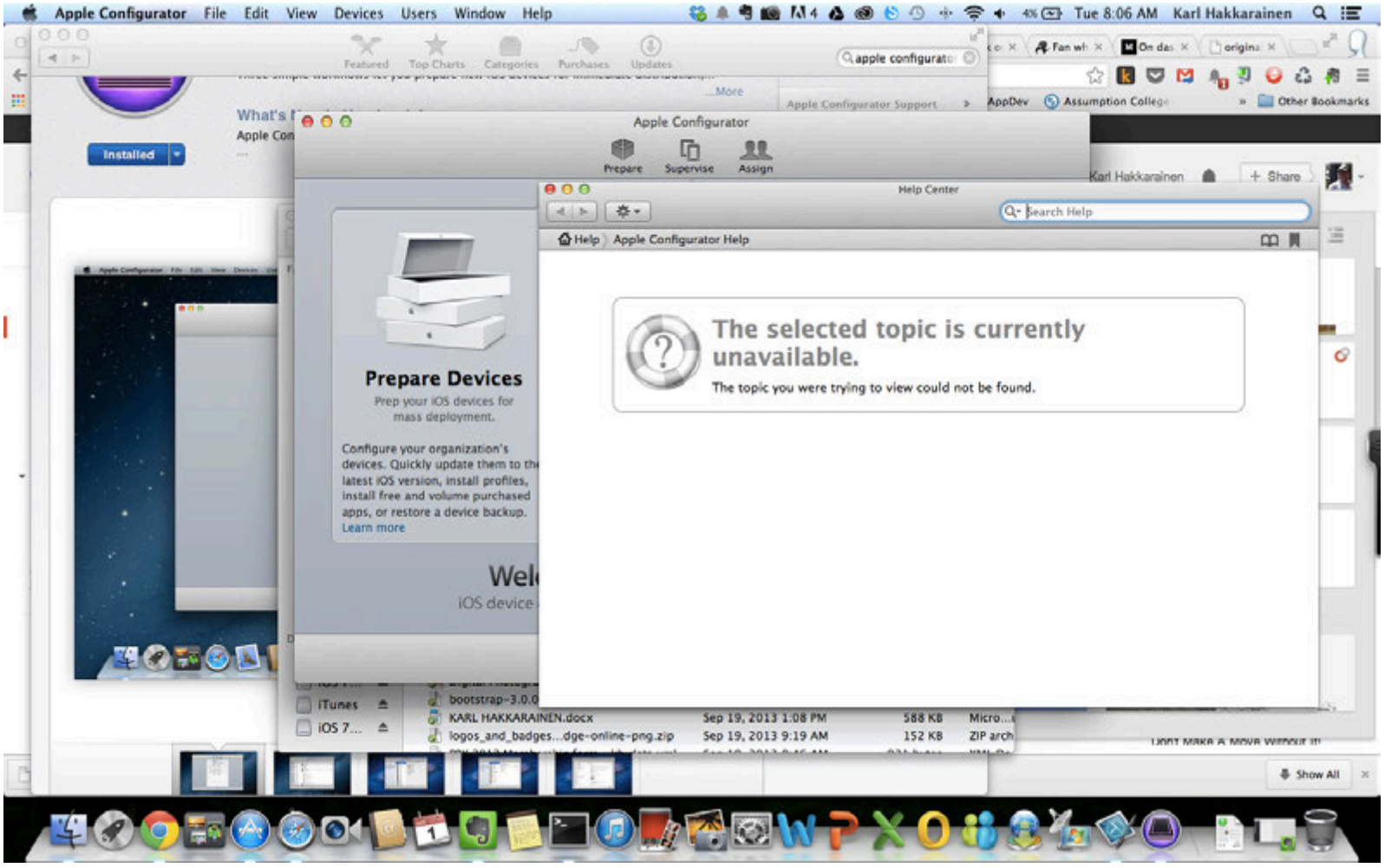


Passwords:
Punishing the user and rewarding the bad guys

User interface



Dept. of Help


Apple Configurator File Edit View Devices Users Window Help
Tue 8:06 AM Karl Hakkarainen
Apple Configurator
Prepare
Supervise
Assign
Help Center
Search Help
Help Apple Configurator Help
The selected topic is currently unavailable.
The topic you were trying to view could not be found.
Prepare Devices
Prep your iOS devices for mass deployment.
Configure your organization's devices. Quickly update them to the latest iOS version, install profiles, install free and volume purchased apps, or restore a device backup.
Learn more
Installed
Share
Show All

iOS Forum site not mobile-friendly

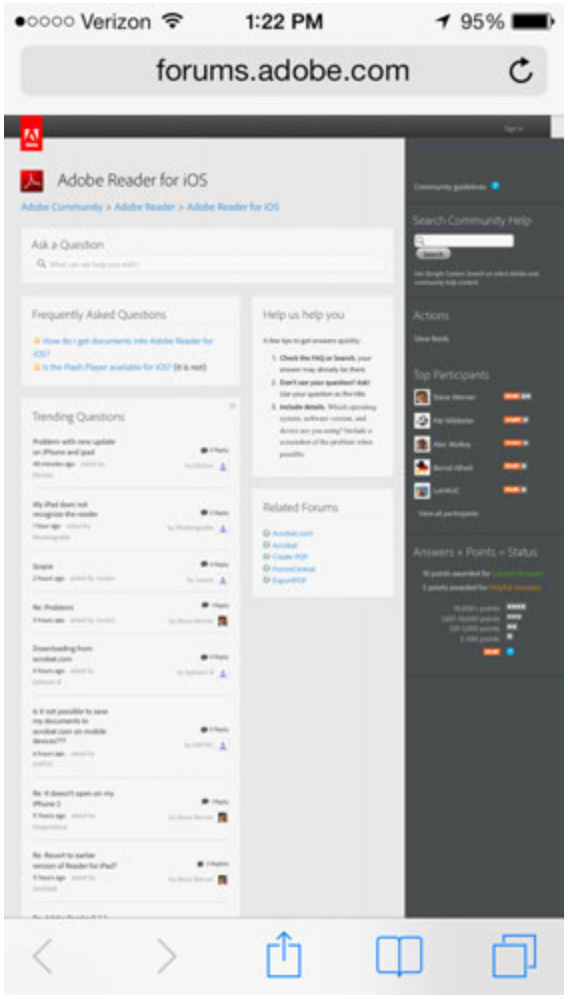
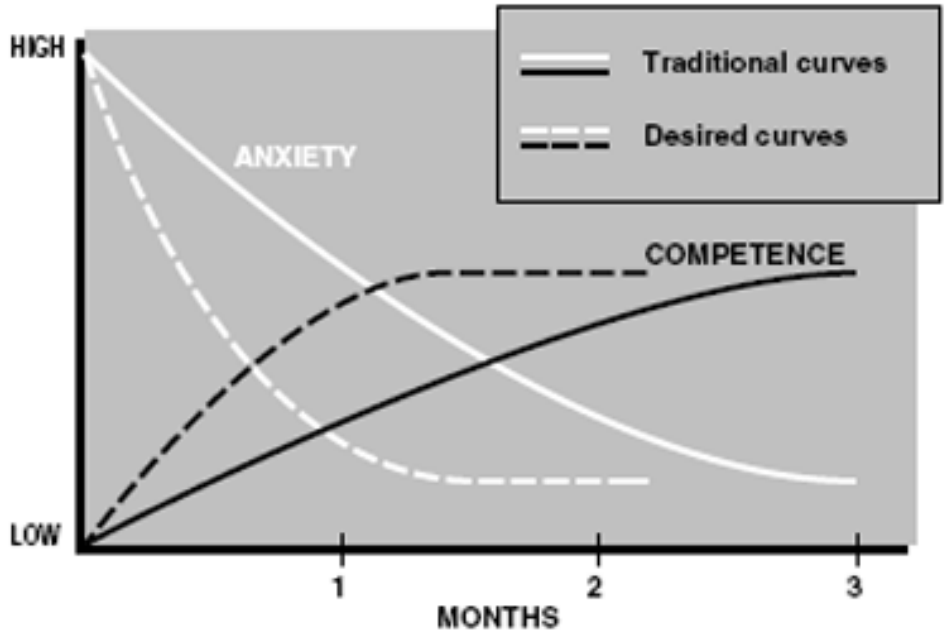


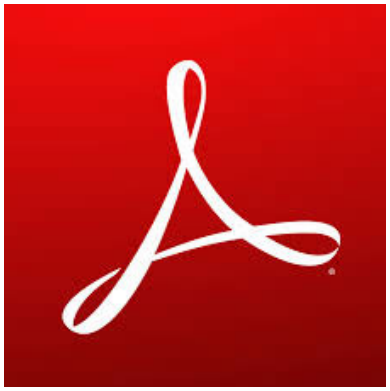
EXHIBIT III. Postulated Consequence of Anxiety Reduction



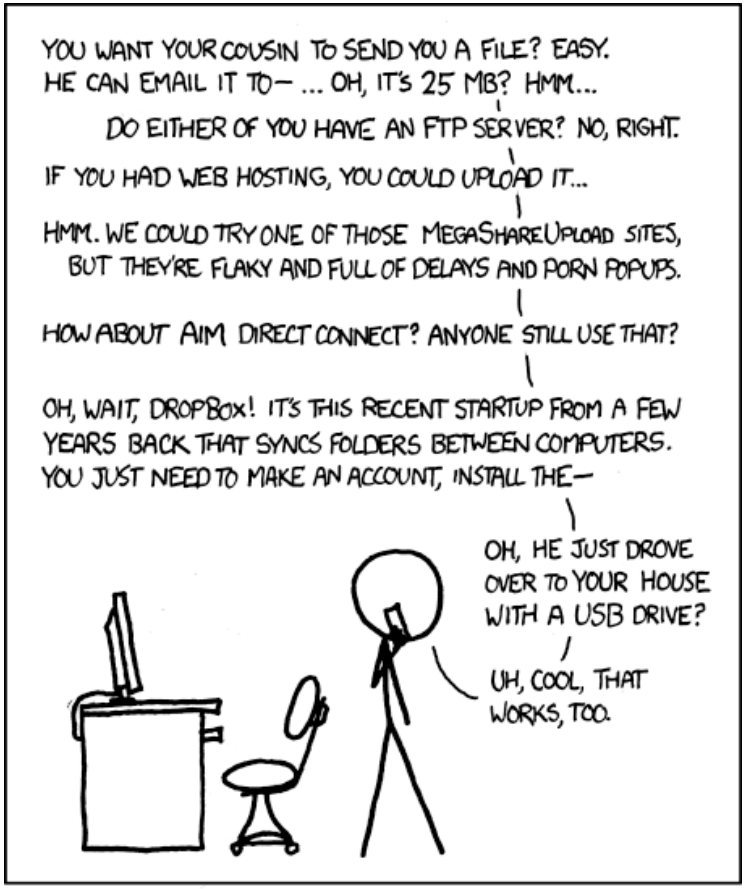
Reducing anxiety improves training

HBR: Breakthrough in On-the-Job Training

Educational tools

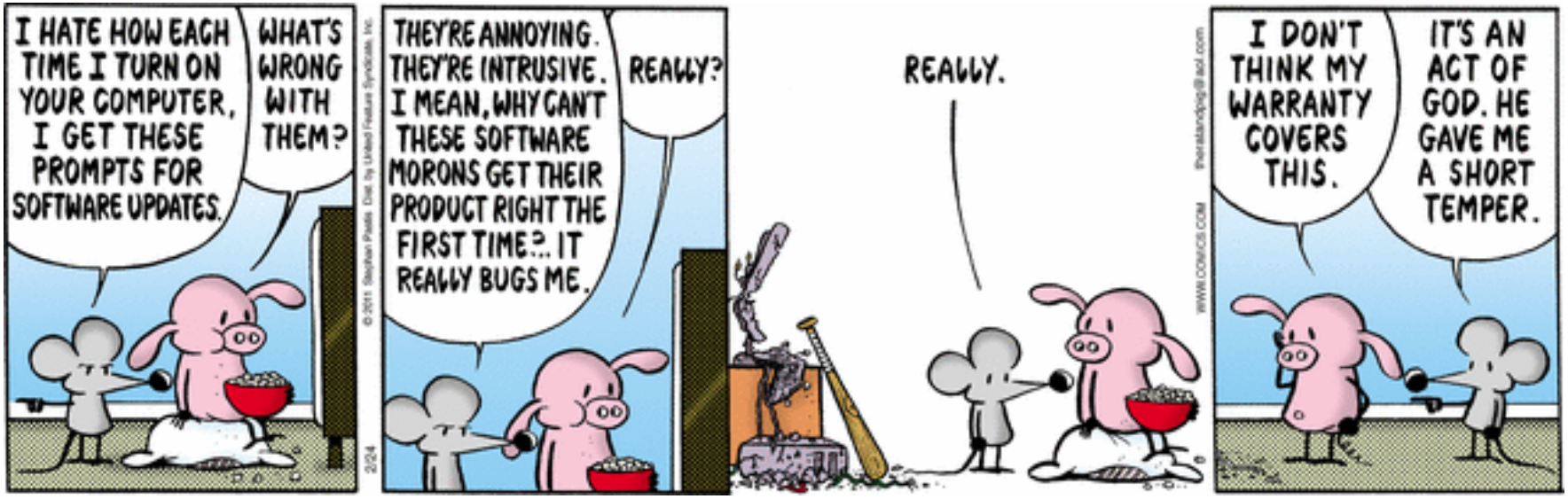


File management

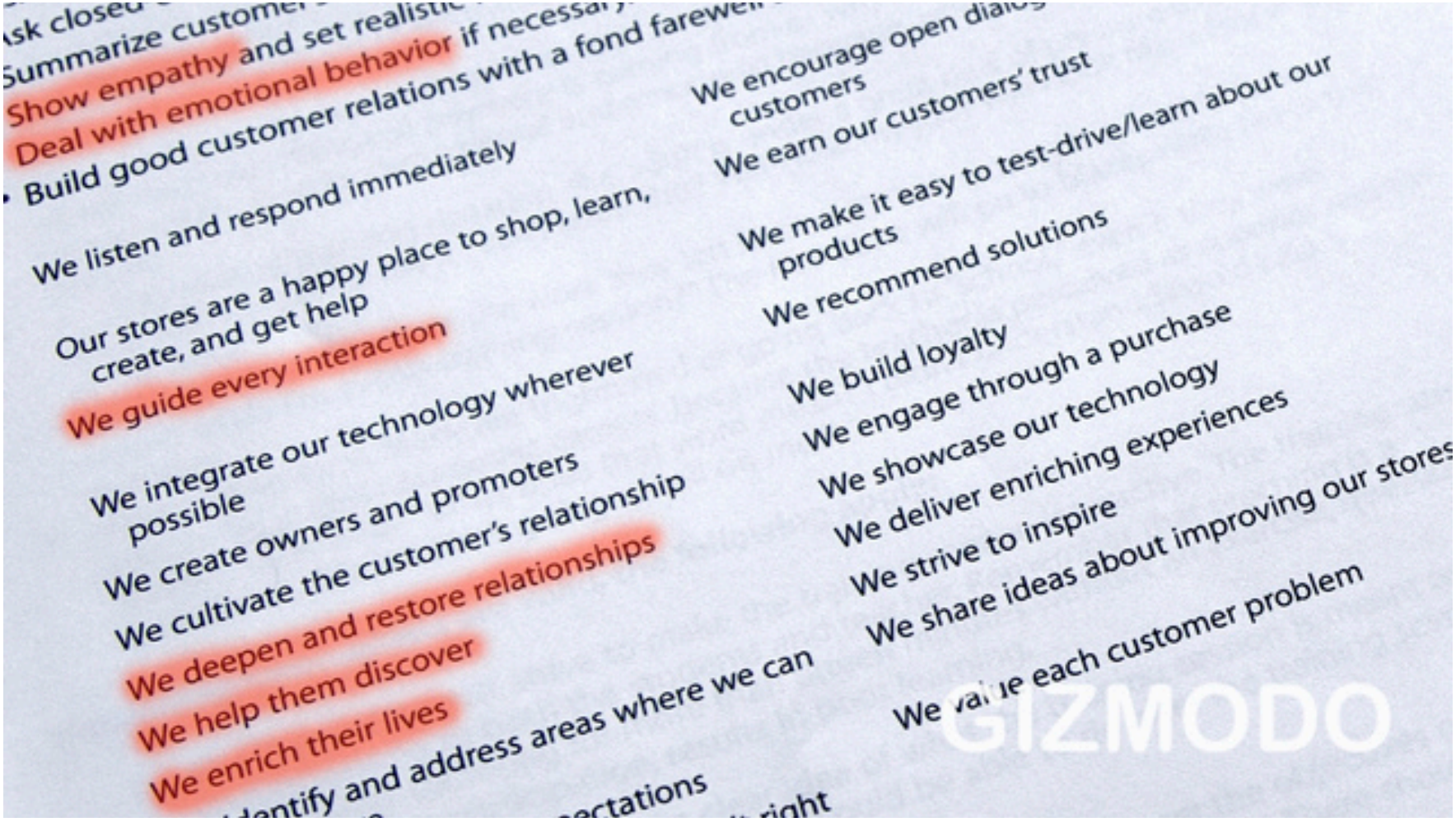


I LIKE HOW WE'VE HAD THE INTERNET FOR DECADES, YET "SENDING FILES" IS SOMETHING EARLY ADOPTERS ARE STILL FIGURING OUT HOW TO DO.

Dealing with change



What works? The Genius Bar.

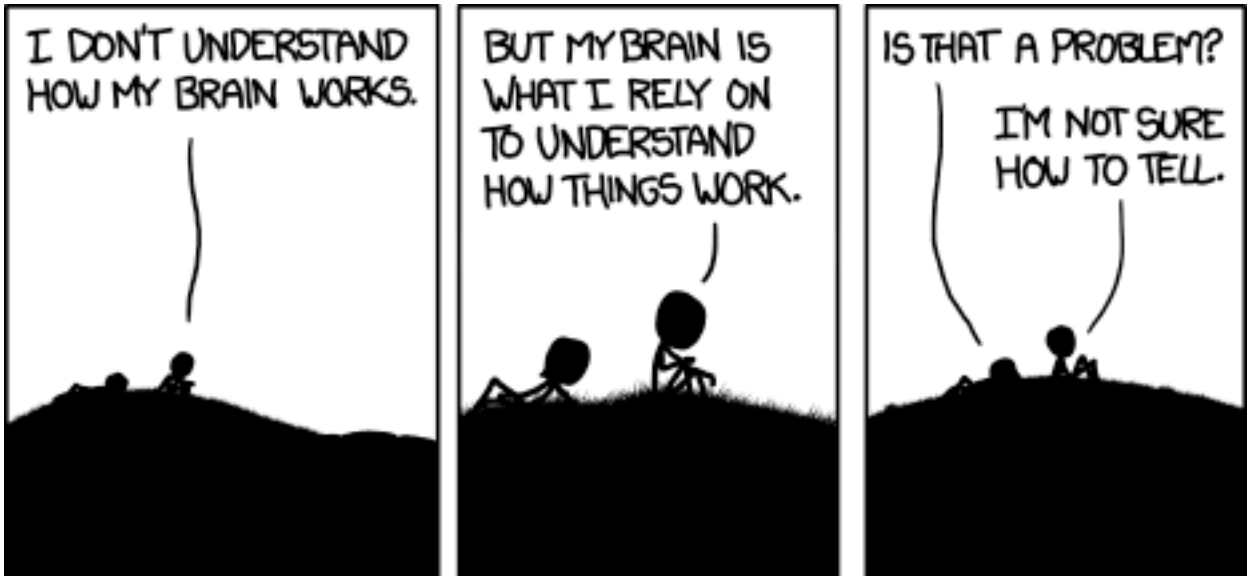


What must we do?

- Fix password-based security
  - At a minimum, stop masking password fields
  - Touch-based authentication on iPhone 5S is a good start
  - **Never** require a WiFi password change
- Provide in-person, hands-on support
  - Others, such as documentation, remote connections, and videos **may** help, but not reliably
- Support BYOD and mobile-first design
  - Develop policies on platform support
  - Plan for synchronization problems across devices

We're not done yet

- Google's Serge Brin with Google Glass


I DON'T UNDERSTAND HOW MY BRAIN WORKS.
BUT MY BRAIN IS WHAT I RELY ON TO UNDERSTAND HOW THINGS WORK.
IS THAT A PROBLEM?
I'M NOT SURE HOW TO TELL.

Questions?

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