

Program Evaluation

Getting Illinois Low Income Seniors and People with Disabilities Online



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Program Background

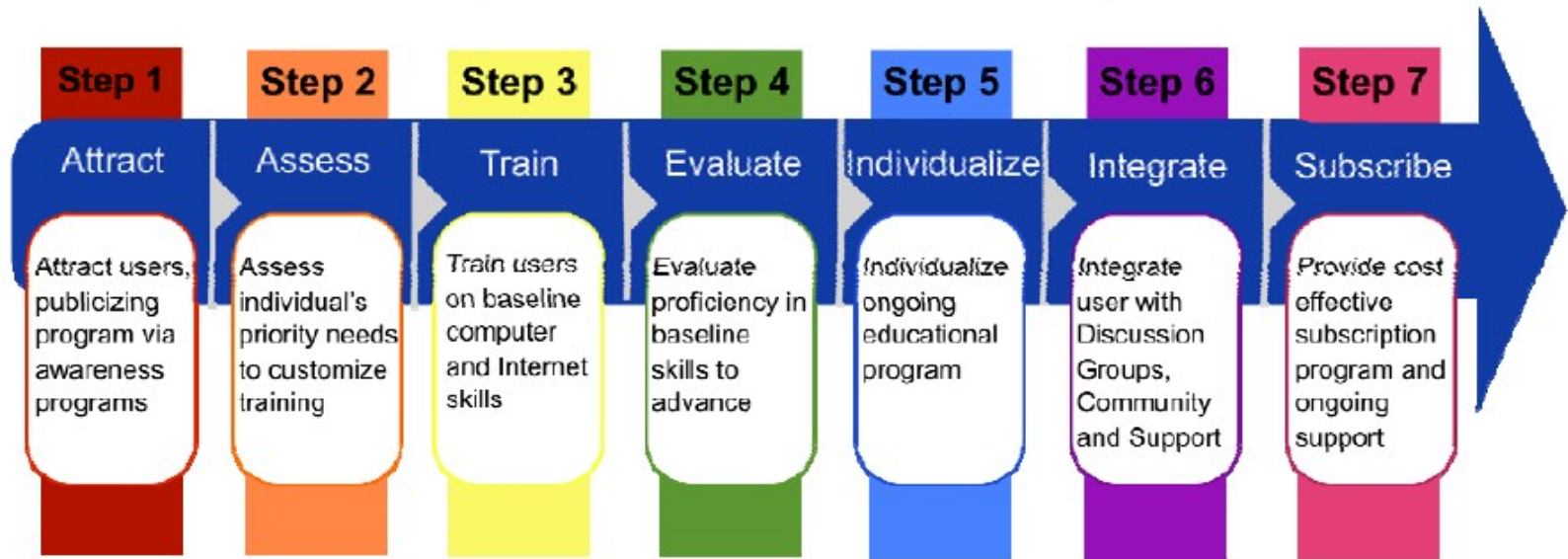
- “Getting Illinois Low Income Seniors and People with Disabilities Online” is a Connected Living[®] program.
- It is a Sustainable Broadband Adoption (SBA) demonstration project.
 - Funded by the National Telecommunications and Information Administration (NTIA), Broadband Technology Opportunity Program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

Program Background

- The program is underway in 23 buildings which house 3,000 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
 - Habilitative Systems Senior Lifestyles
 - Sankofa House Churchview
 - Bethel New Life

Program Characteristics

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



Evaluation Objectives

- What effect(s) do/does the Connected Living® education and training program have in the adoption of the Internet among seniors and people with disabilities?
- What factors influenced residents participation and non-participation in the Connected Living® education and training program?
- What effect(s) do/does the Connected Living® education and training program have on the knowledge, skills and attitudes related to computer use among seniors and people with disabilities?

Evaluation Objectives

- What effect(s) do/does the Connected Living® education and training program have on financial, health, social and civic well being?
- What essential program characteristics contributed to the success or failure of the Connected Living® education and training program during various implementation and operational phases?

Evaluation Components and Activities

- Mixed-method Evaluation
 - Summative Component
 - Multi-stage pre-post design
 - Baseline measures of computer and Internet experience, social networks and sociodemographic characteristics
 - Follow-up in three stages measuring changes in resident's computer and Internet knowledge, utilization and social and economic well being
 - » Six month
 - » Twelve month
 - » Eighteen Month

Evaluation Components and Activities

- Mixed-method Evaluation
 - Formative Component
 - Primary methods of data collection
 - Direct observation
 - Interviews
 - Focus groups
 - Surveys
 - Participants
 - Residents enrolled in the program
 - Residents who drop out of the program
 - Residents who chose not to participate
 - Connected Living® management and staff
 - Project partners and other stakeholders
 - Analysis of the training materials by experts

Broad Significance and Replication Potential

- The results of the evaluation of this demonstration project will be used to develop a replicable model.
- The results will be disseminated in the academic literature and by web-based resources.