

ACCESSING & SHARING RESOURCES

*Find tech resources
locally and online*

Find Answers Online

The huge amount of information available online can make it hard for tech mentors to find exactly what they need to help mentees accomplish their goals. Often, troubleshooting guidelines are written with the “tech native” user in mind and use jargon and references that are not useful.

In addition to tutorial videos and guides developed for Project SOARR, we’ve gathered a list of online learning resources for tech mentors which includes helpful guides, references, classes and job aids specifically for older adults.

Create Your Own Guides

One size doesn’t fit all when it comes to learning to use technology. A solution that will work great for one mentee is not guaranteed to be useful for another.

A job aid is a set of simple, clear instructions on how to complete a task. This could be a cheat sheet, a memory jogger, a directions list, or anything designed to reduce mistakes while completing a task.

As with all aspects of tech mentorship, the creation of job aids to support older adults must be driven by and limited to the stated goal of a mentee. What does this person want to do? Check out the practice scenario in this section to learn more.

Although not every task requires a job-aid, you may want to consider creating a job aid with your mentee when they need to:

1. Remember how to do something
2. Solve a problem
3. Adapt when something changes

Share What You Know

If you have come up with a solution that works well, we want to hear about it! Our goal is to create a repository of tips, knowledge, and resources that will contribute to a robust tech mentor community.

Tech for Every Budget

Although Project SOARR cannot provide devices for mentees, we can point you to resources available to Colorado residents who live on a low income and are in need of discounted computers, smartphones, tablets, or internet access.