The Heritage at Lowman
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Project Description
IT Capstone Project: Never too Old to Learn Something New
- As technology changes, so does the need for education in these areas
- Meet with the independent living residents at the Heritage Lowman to determine their technology needs
- Develop those needs into workshops
- Teach the workshops to educate the residents
- Educate the residents about technology so that they can stay connected to the world

Specific Client Needs
- Series of workshops to teach independent living residents about technology and to enhance their understanding
- Create handouts and homework assignments to help residents retain knowledge taught.

Product Development & Deliverables
- Workshop 1: Windows 10 (and all questions)
  - Working to simplify the complex OS
  - Teaching how to navigate the system
  - Any other tech questions answered.
- Workshop 2: Smartphones
  - Which settings you need to worry about
  - How to sync devices.
- Workshop 3: Facebook and Photos
  - How to reset password
  - How to manage newsfeed
  - How to transfer photos from devices and move them around.
- Workshop 4: Patient Portal and Apps
  - Answer questions about how patient portal works
  - Show how to install and work apps on devices.

Project Mission Statement
To teach the residents at The Heritage Lowman Community new computer skills and to enhance existing technical reach of residents.

Project Budget
- Anticipated (Time) Budget: 180 hours
- Actual Project (Time) Budget: 150 hours

PMBOK Project Processes Used
Phase 1:
1. Find out which technology topics residents want to learn
2. Narrow down list to what can be taught in four one-hour workshops.
Phase 2:
1. Create lesson plans around chosen topics
2. Create handouts and homework to help residents retain the lessons.
Phase 3:
1. Teach workshops; adjusting methodology as needed.

Project Success Factors
- Retention of skills and knowledge from workshops
- Users receive an understanding about the topics and receive necessary attention during workshops
- Amount of learning the residents are able to take away from the workshops

Key Stakeholders
- Mary Thayer
- Karen Patten
- Independent Living Residents at the Heritage Lowman
- Project Team

Technologies Used
- Microsoft Word
- Microsoft PowerPoint
- New Technologies Used in this Project:
  - Survey Monkey
  - Patient Portal

Lessons Learned
- Kadeem Woolridge: The need for continuing education technology is increasing and people of all ages are affected.
- Emily Bobadilla: Patience and clear communication are the keys to success and understanding.
- Trey Derouen: I learned that communication and preparation is everything; if the setup and information among teammates is incorrect, then the results may vary. Being accustomed to these practices in this project has made one realize the importance of teamwork.

Project Results and Future Recommendations
- Overall very successful
- Residents were satisfied with workshops
- Residents left each workshop with new knowledge.

Future Recommendations:
- Make sure to keep workshops simple and short
- Most of the workshop time will be spent helping out individuals with each step rather than the class following as one
- Keep in mind limitations of the computer lab’s technology and location.