



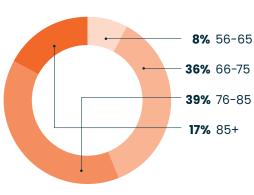
## **Impact Survey Results**

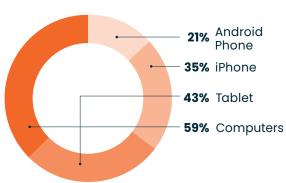
#### **FEBRUARY 2023**

Candoo Tech surveyed members to determine the impact of Candoo's tech support and training on the lives of older adults.

## A profile of survey respondents:

AGE DEVICES SERVICES DELIVERED









1:1 TRAINING & SUPPORT SESSIONS

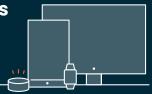
GROUP LESSONS





DEMAND CONTENT

Impact of Candoo's services:



94%

agree that technology is useful in their daily lives.

69%

of customers felt more confident in their ability to use technology after a Candoo Tech Session.

60%

have accessed telehealth or researched medical info since using Candoo. Candoo Tech's support has enabled customers to feel less isolated in a variety of ways:

53%

Communicated using with email or text message

51%

Learned new skills or hobbies

49%

Participated in online programs or events

28%

Helped connect with family and friends

28%

Helped me identify scam or spam

# Top topics responders received help on:



**Using Zoom** 



Staying safe online



Listening to music



19%

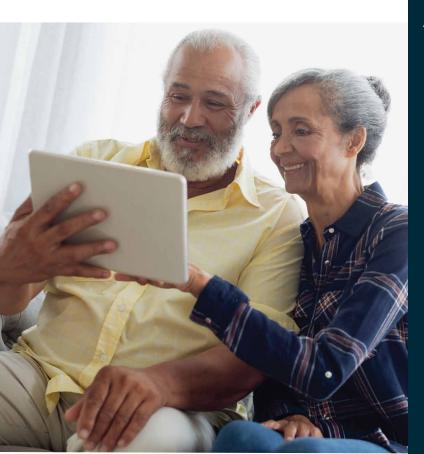
Interacting with my doctor/healthcare professional



**Using Social Media** 



Making or receiving video calls



### **TESTIMONIALS**

"The fact that your concierges are knowledgeable, patient, friendly, and able to translate technical terms into plain language."

"We were met at our knowledge level. Often, I couldn't articulate or didn't have the language to explain what I needed to do or was confused about. However, Candoo patiently figured out the issue and even rescheduled another session to resolve my issue."

"The Tech Support Representatives **know their stuff**, explain it well, having the ability
to remotely complete functions is terrifically
helpful, deliver assistance with amazing
patience."

"I am able to get help with my devices without making my family responsible to help me with technology. They are all willing — especially the grandkids — but I value my independence."

"I appreciate the **patience** they had while explaining what to do and how to do it in terms that I understood. They did not make me feel as if I should know all the technical terms. Every tech I spoke to had the same level of patience. I have arthritis and found it hard to type for extended periods of time. A Candoo Tech employee set up the dictation tool on my new computer and walked me through the process of using it. It has made a wonderful difference. **Thank you!**"

Candoo