

INCLUSIVE DIGITAL BANKING: EMPOWERING SENIORS WITH DIGITAL SKILLS

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INSIGHTS FROM THE DIGISENIORBANK PILOT TRAININGS



Pilot results are in! Seniors who tested our manual highly rated the logical steps and accessible design. Thanks to this material, they feel more confident using online banking and cash machines. Yet, the study reveals an important truth: the digital divide isn't closed by manuals alone. Users welcome the training but insist that in-branch support from staff is still essential for navigating the most challenging tasks. It is a great step towards financial inclusion.

The pilot testing of the DigiSeniorBank learning materials in Slovenia, carried out by Ljudska univerza Rogaška Slatina, produced very positive feedback from both educators/mentors and older adult learners. Educators emphasized the pedagogical value, clarity, and practical relevance of the materials, highlighting their usefulness in supporting older adults in learning about digital banking. They particularly appreciated the structure of the modules, the comprehensiveness of the learning package, and the focus on safe use of digital banking services.

Similarly, older adult learners evaluated the materials as clear, accessible, and relevant to their everyday needs. They especially valued the visual elements, practical examples, simulators, and safety-related content, which helped increase their understanding, confidence, and willingness to use digital banking tools independently. Although both groups suggested a few minor editorial and content-related improvements, the overall findings confirm that the DigiSeniorBank materials are suitable, well accepted, and effective in promoting digital and financial inclusion among older adults.

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During the pilot training, participants explored key topics such as checking account balances, making money transfers, managing recurring payments, and understanding safe digital banking practices. The sessions also provided space for participants to share their experiences and ask questions related to everyday banking activities.



At the end of the training, participants demonstrated increased awareness of digital banking services and greater confidence in using these tools. The pilot activities carried out in Bursa, Türkiye confirmed that the DigiSeniorBank training materials are clear, accessible, and relevant for older adult learners.



KEY INSIGHTS FROM THE PILOT TRAININGS

The pilot trainings carried out within the DigiSeniorBank project provided valuable insights into how older adults approach and learn about digital banking. Several important observations emerged during the training sessions:

- The importance of simple and clear explanations
- Strong interest in security topics
- High engagement with practical everyday tasks
- The value of an open learning environment



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