

Cyber-Chasers

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INTRODUCTION

Project Purpose & Description

Our project focused on utilizing education and resources to empower the older adult community to navigate the digital world more safely by increasing awareness of online threats and digital literacy.

Social Problem & Focus Population

This project was designed to address the social problem of cyber-crime among older adults.

Scope of Social Problem

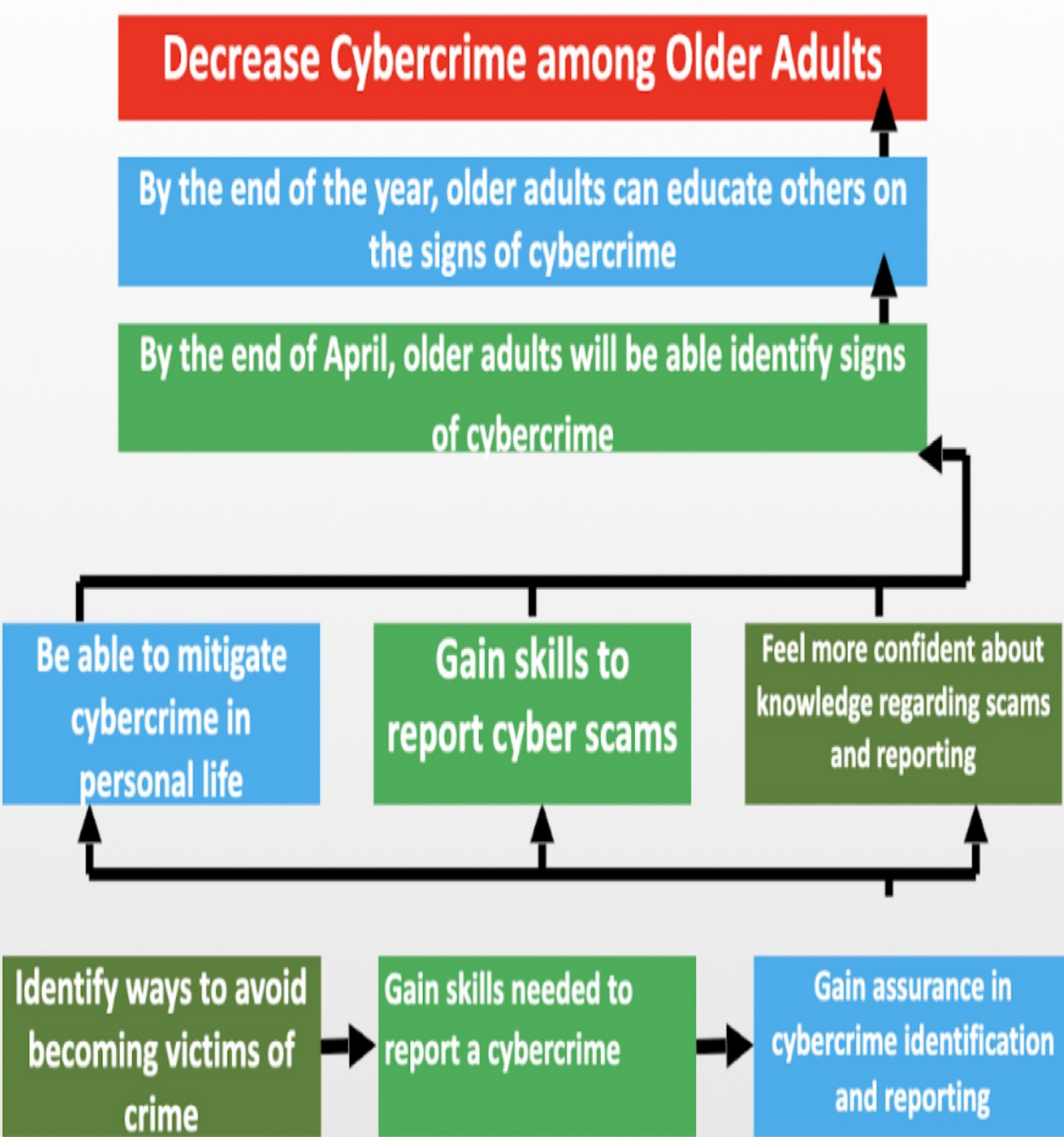
Community Stakeholder Interviews

- During our community assessment a common theme among stakeholders was a lack of knowledge surrounding mitigating the technological world, coupled with an increase in cyber-crime.
- When analyzing secondary data, the scope of the social problem has increased in one year. Among older adults, 3,292 reports of cyber-crimes and investment fraud rose from \$3.31 billion in 2022 to 4.57 billion in 2023 within the general U.S. population. (ICS Internet Crime Report and ICS Elder Fraud Report, 2023).
- Factors such as social isolation, limited cybersecurity awareness, and gaps in technological skills further heighten their chances to these crimes (Shallcross, et.al,2014).

Alignment to Specialization

Our project aligns with the adulthood and aging specialization because the issue of cyber-crime impacts this population at a higher rate.

PROJECT OVERVIEW, OBJECTIVES & OUTCOMES



METHODS

We used a post-assessment only survey design to assess each workshop. We developed three original statements that focused on the knowledge and confidence gained after attending the workshop and a fourth statement that focused on the overall satisfaction of the workshop. Participants were asked to respond to the first three statements using a 5 point strongly disagree to strongly agree scale. The last statement using a 5 point very unsatisfied to very satisfied. Data was recorded via Zoom Polls and analyzed using Microsoft Excel.

RESULTS

Participant Characteristics

Workshop 1

- Of our attendees 63% reported a degree of comfort with technology, 19% reported feeling uncomfortable with technology, and the rest were neutral.
- In terms of using their phone system setting, 75% reported frequent use and the rest indicated that they did not use it as frequently.

Workshop 2

- Of our attendees 69% reported a degree of comfort with technology, 13% reported feeling uncomfortable with technology, and the rest were neutral.
- In terms of using their phone system setting, 75% reported frequent use and the rest indicated that they did not use it as frequently.

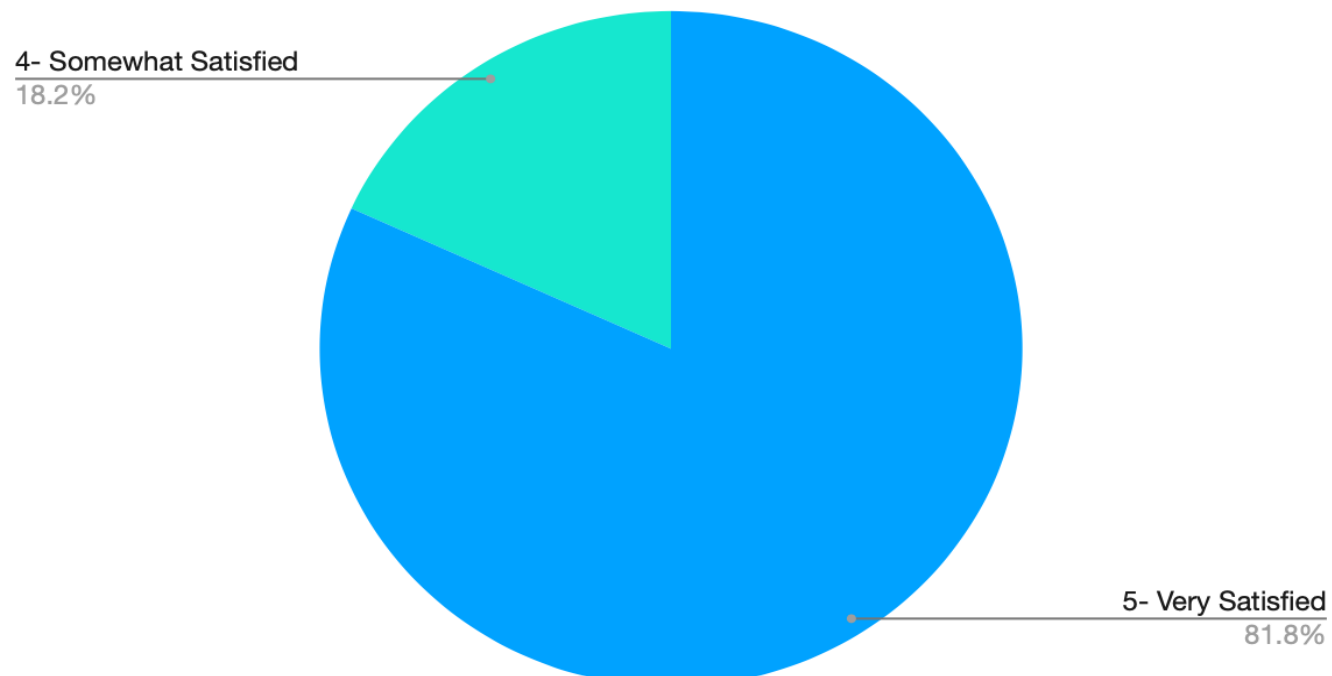
Descriptive Results

Across both workshops, older adults felt more confident in identifying and reporting scams. In each workshop participants reported high levels of satisfaction.

Workshop 1

Statement	Strongly Disagree	Disagree	Neutral	Somewhat Agree	Strongly Agree
After attending this webinar, I feel confident in identifying a scam.	0%	0%	0%	36.4% (n=4)	63.6% (n=7)
After attending this webinar, I can use the cyber scam reporting website to report a crime.	0%	0%	0%	18.2% (n=2)	81.8% (n=9)
After attending this webinar, I feel that it's important to report cybercrimes.	0%	0%	0%	9.1% (n=1)	90.9% (n=10)

How satisfied are you with this workshop?

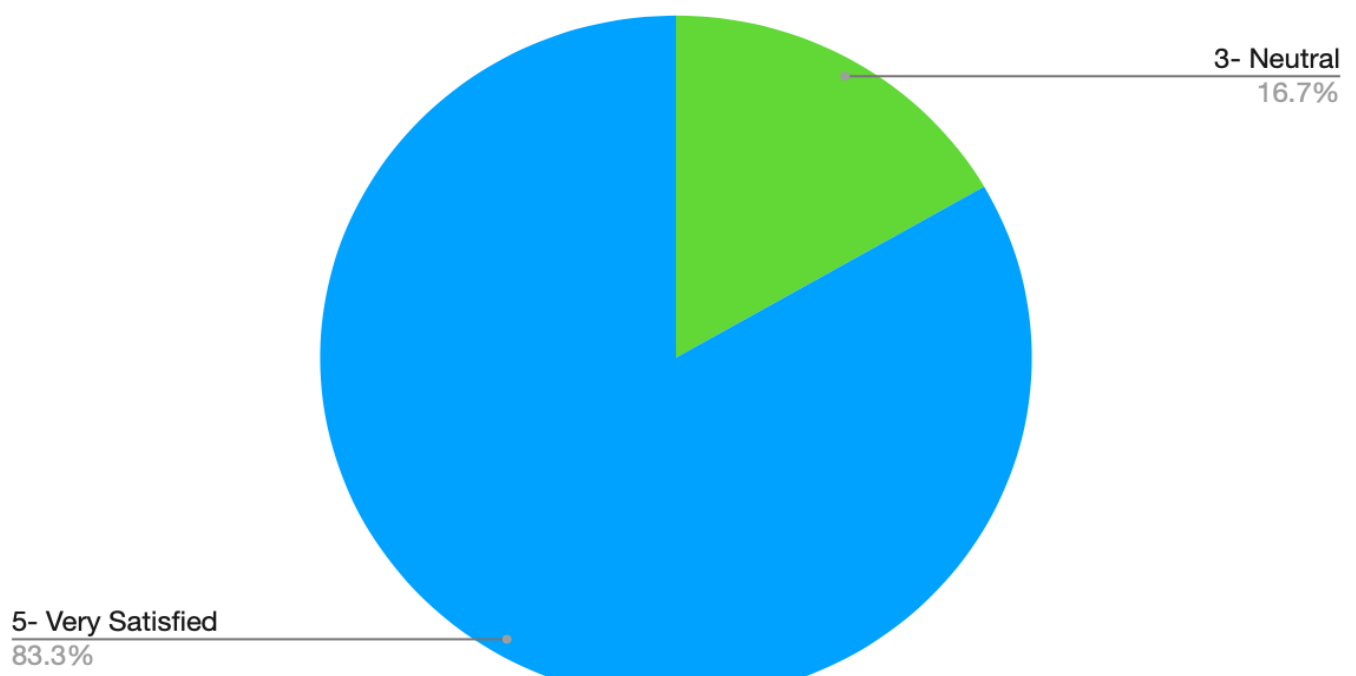


Somewhat satisfied 18.2% (n=2)    Very Satisfied 81.8% (n=9)

Workshop 2

Statement	Strongly Disagree	Disagree	Neutral	Somewhat Agree	Strongly Agree
After attending this webinar, I feel confident in identifying a scam.	0%	0%	0%	58.3% (n=7)	41.7% (n=5)
After attending this webinar, I can use the cyber scam reporting website to report a crime.	0%	0%	0%	45.5% (n=5)	54.5% (n=6)
After attending this webinar, I feel that it's important to report cybercrimes.	0%	0%	0%	20.0% (n=1)	80.0% (n=4)

How satisfied are you with this workshop?



Very Satisfied 83.3% (n=5)    Neutral 16.7% (n=1)

Workshop #1 (N= 18; participants; n= 16 respondents) was conducted in the Month of March.  
Workshop #2 (N= 18; participants; n=16 respondents) was conducted in the Month of April.

RESOURCES



CONCLUSION

Analysis of Findings

In both workshops there was a high rate of confidence in spotting scams, suggesting that the participants would be less vulnerable to cyber-crimes. The high level of confidence within the participants that felt they could use the cyber scam reporting website to report a crime suggests that law enforcement will have more accurate information on the prevalence of cyber-crimes among seniors. Overall, both workshops showed a high level of satisfaction demonstrating how our group was able to build rapport with the community members and deliver an effective workshop.

Limitations & Improvements

Since this would be considered a convenience sample of seniors the results from the survey are not generalizable. Furthermore, our pre-survey indicates that this group of seniors are very comfortable with technology and as a result the recommendation may only speak to seniors who have high comfort levels with technology. One improvement for this project would be knowing the various types of devices that participants had and an in-person experience.

Recommendations & Implications

Our group's future recommendations include future culminating experience project students collaborating with OLLI and continuing to serve the community through extending and building on the workshops that have been provided with updated information. Stakeholders and our group community partner were both interested in an annual event and extending this project into the future as new information becomes available because this topic is relevant and salient to the community, thus supporting sustainability.

Practice

Social workers and/or organizations that work with seniors should consider providing routine webinars and information regarding cyber security since it is beneficial and desired by the community. Applied Project instructors should include OLLI as an option for a community partner.

Policy

Future recommendation for policymakers to advocate policies that hold cyber criminals accountable and enhance cybersecurity via widely known implications for such crimes.

Research

Future recommendation to continue researching this social issue as the digital world is rapidly expanding, adapting, and becoming part of society. Seeking proactive ways to mitigate cybercrime and increase knowledge among stakeholders and streamline the process of reporting these types of crime.

COMMUNITY PARTNER

Osher Lifelong Learning Institute

Serving the Long Beach community for over 25 years, OLLI provides enrichment courses and educational opportunities for adults aged 50 and older.

Community Partner Advisor

**Patti, LaPlace, MPA, RTC**  
Executive Director  
Osher Lifelong Learning Institute  
[Patti.LaPlace@csulb.edu](mailto:Patti.LaPlace@csulb.edu)

Community Partner Contributions

- Supported planning efforts
- Provided access to intended audience
- Consistently promoted the sessions to intended audience



ACKNOWLEDGEMENTS

A heartfelt thank you to Executive Director, Patti LaPlace, for her collaboration and guidance in making this workshop meaningful and accessible to the older adult community at OLLI.