

TRAINERS TOOLBOX

Resources for Digital Literacy Providers

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**CONNECTING
FOR GOOD**

DIGITAL DIVIDE IN KANSAS CITY

- 25% of Kansas City area residents don't have broadband Internet access at home. (3-5 Mb)
- 42% of those who don't use the Internet have annual household incomes of under \$25,000, most of whom live in low income housing.
- 46% of nonusers are minorities.
- 70% of Kansas City Public Schools students do not have the Internet in their homes.

Google 2012 study



WHO IS BEING LEFT OUT?

- **Age:** 44% of those over age 65 do not go online, versus 17% of those 50-64, 8% of those 30-49 and only 2% of those 18-29.
- **Income and educational attainment:** 41% of those without a high school diploma, 24% of those earning less than \$30,000 per year.
- **Disability:** 46% of adults with a disability do not use the internet
- **Spanish-speaking preference:** 24% of Hispanics are offline versus 14% of whites and 15% of blacks.



WHAT IS DIGITAL INCLUSION?

- Digital Inclusion is one of the most important social justice, educational and economic development issues of our day.
- The goal is to ensure that individuals and disadvantaged groups have access to, and skills to use, information and communication technologies so they can participate in and benefit from our growing knowledge- and information-based society.
- Community technology programs assist residents to be included in the digital society by helping them to access technology, build skills and make beneficial use of digital content.

Washington State University



WHAT IS DIGITAL LITERACY?

Digital literacy is the ability to:

- Find
- Evaluate
- Utilize
- Share
- Create Content

... using information technologies and the Internet.



ESSENTIAL DIGITAL LIFE SKILLS

- Email use
- Search engine use
- Health/medical information
- Government services
- Job applications
- Social networking
- Videos/Music
- Online shopping
- Banking online
- Online Learning



CONNECTING FOR GOOD PROGRAMS



Free & Affordable Internet Access



Free Digital Life Skills Classes



Inexpensive Refurbished PCs



Community Technology Centers



WHO ARE WE REACHING?

- 25% have never used a computer
- 75% are over 50 years old
- 2/3 of participants in the free classes are women
- 80% are minorities, predominantly African American
- 75% have incomes of under \$20,000 a year
- 90% purchased a computer after taking the free classes
- 1/2 of women 60+ have a child under 18 living with them



HIGH TECH + HIGH TOUCH

- Trained over 2,000 but kept class sizes under 20.
- Ideal class size is 10
- Individual tutoring is even more effective
- Older adults need more opportunities to repeat hands on learning
- Go to where the people are.



NOW FOR SOME HANDS ON LEARNING...

Two best online resources for teaching digital literacy:

- GCFLearnFree.org

<http://www.gcflearnfree.org/topics>

- Northstar Digital Literacy Assessment

<https://www.digitalliteracyassessment.org/>

