

Digital Equity
FRAMEWORK

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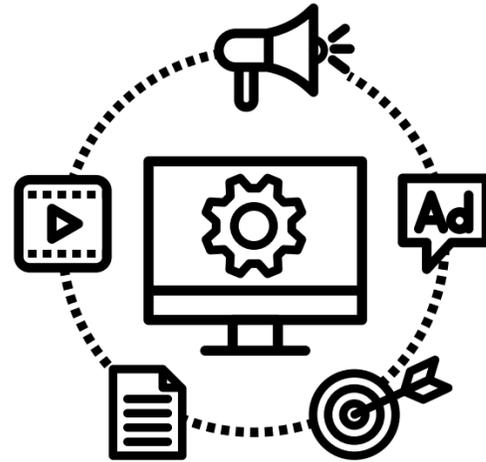
LAND ACKNOWLEDGEMENT



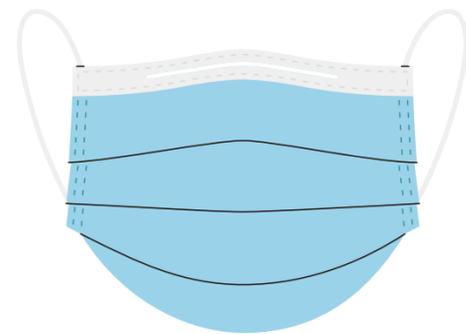
AGENDA

- 01 INTRODUCTION**
- 02 PROJECT BACKGROUND**
- 03 COMMUNITY-DRIVEN WORK**
- 04 DIGITAL EQUITY FRAMEWORK**
- 05 APPLICATION OF THE FRAMEWORK**
- 06 Q&A**

BACKGROUND



Digital Divide: The gap between people who have adequate access to technology and technology knowledge and people who have poor or no access to technology



COVID-19 exacerbated the need for technology but did not alleviate the divide. Inaccessible designs and concepts of new technologies = prevented seniors from comfortably utilising technology



Community-based services are more senior-friendly than other means of service delivery.

COMMUNITY AT THE CENTRE

Research participants:

- Community-Dwelling older adults
- CBSS organisation staff members
- Volunteer tech coaches

Themes of questions asked:

- What is missing from current tech services
- The issues around tech that are specific to the senior population
- Better learning environment for seniors
- Guidance to program delivery
- Digital equity



FRAMEWORK

Component



01

Determining Drive

Determining motivators for learning tech

02

Digital Access

The capacity to own and use digital products

03

Digital Literacy

Fundamental knowledge of using and navigating tech

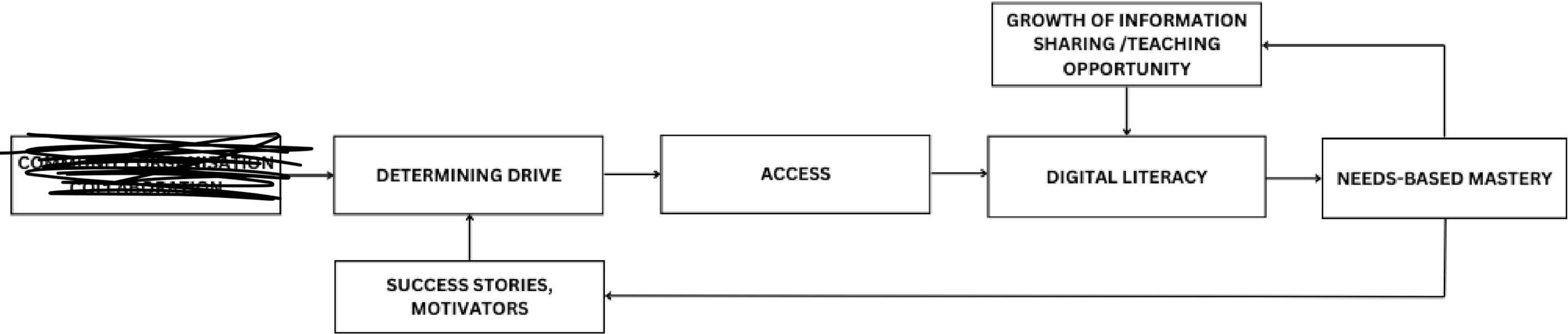
04

Mastery

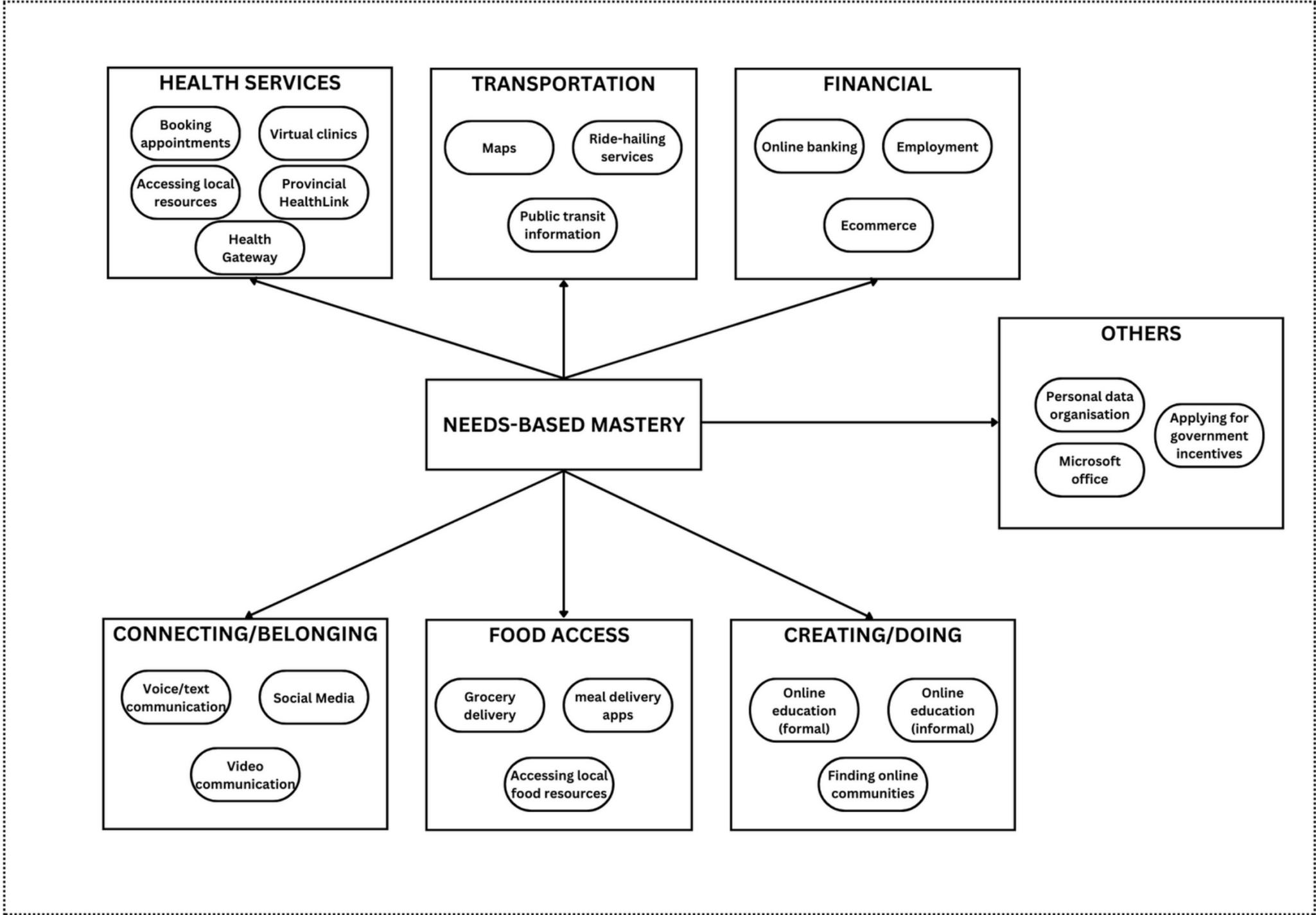
Having deeper needs-based skills and the ability to do so independently

FRAMEWORK

Overview

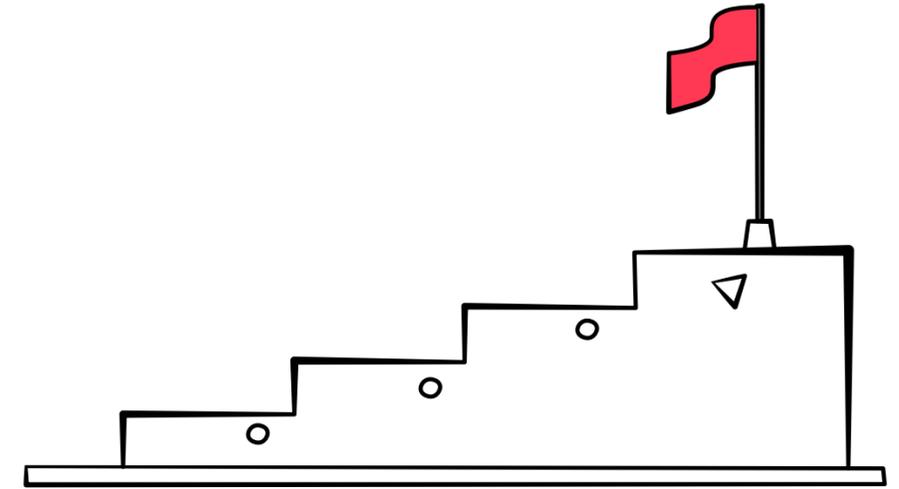


NEEDS-BASED MASTERY



FRAMEWORK

Application



In your community, what do you think is the biggest driving force for seniors to learn technology?

FRAMEWORK

Application



What are the biggest barriers that seniors face when trying to access technology?

FRAMEWORK

Application

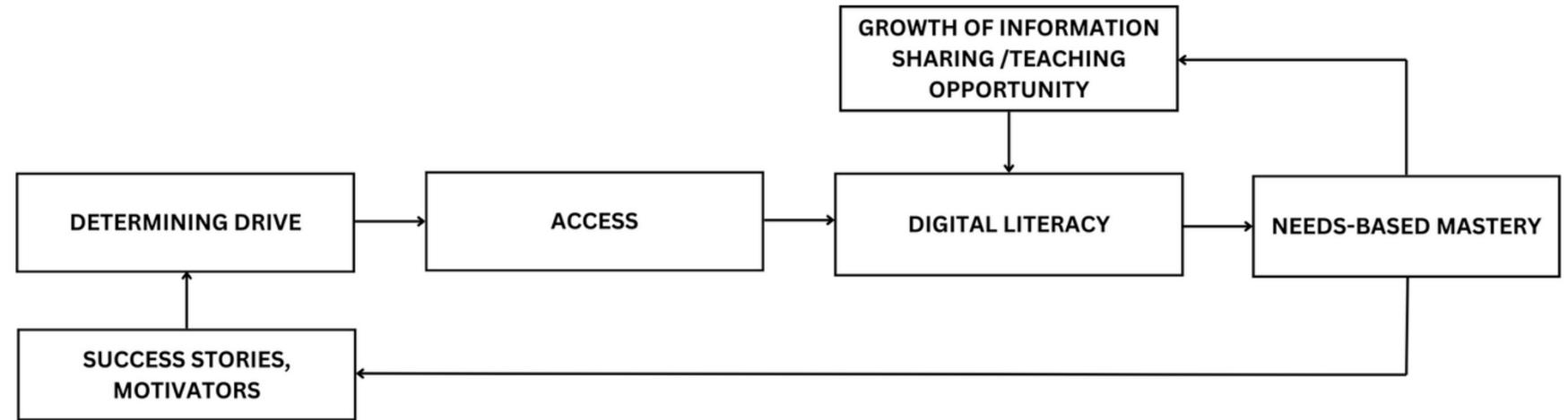


What are the biggest barriers that seniors face when trying to learn technology?



EXAMPLE

INTAKE QUESTIONNAIRE



1. Why do you want to learn technology/access this service?

Social Connections

Learning new skills

Accessing services

Employment

Other: _____

2. Do you experience any barriers **accessing** technology?

Accessibility needs not met

Unaffordable tech

Language barriers

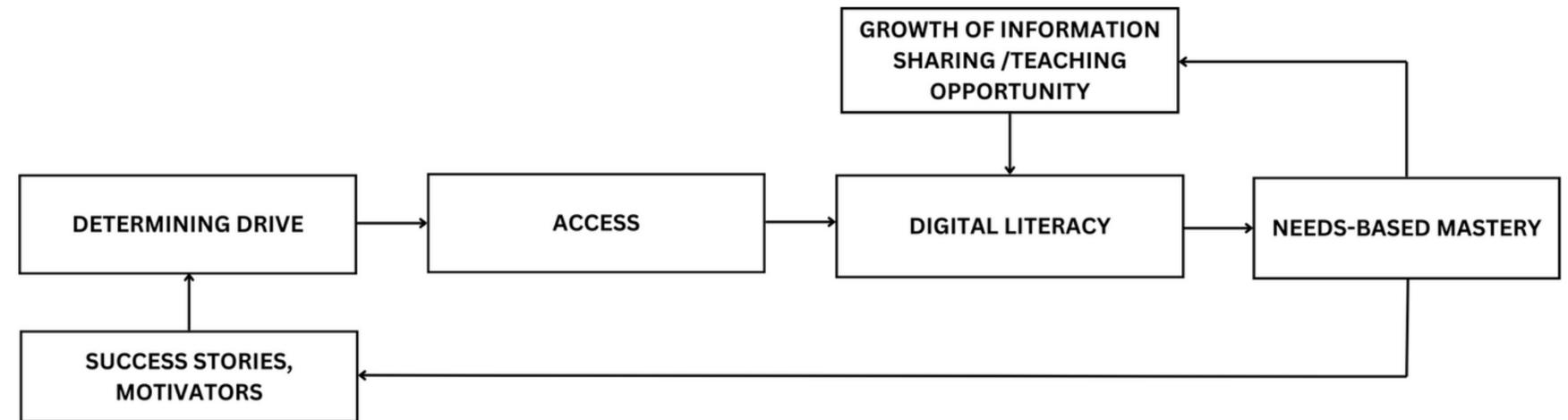
Other: _____

etc....



EXAMPLE

LESSON PLANNING



Objective: Communication, Social Connection

Determining access:

Week 1: Obtaining device and internet access

Week 2: Accessibility adjustments, language

Literacy:

Week 3: Intro to operating system, downloading application

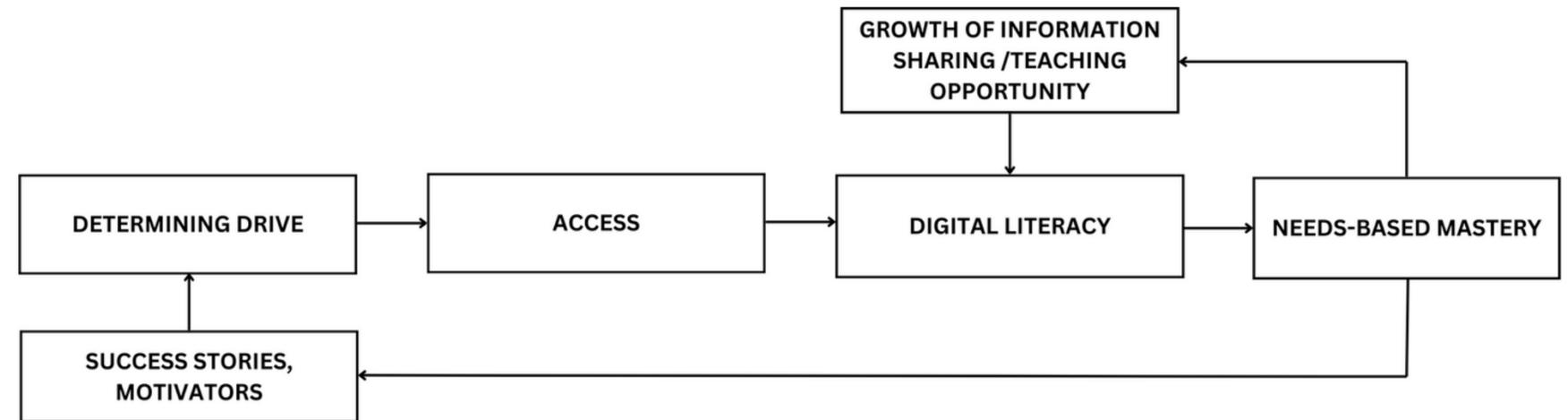
Week 4: Navigating the internet

etc....



EXAMPLE

EVALUATION



Participant survey design for program improvement guided by the framework:

1) Did the accessibility of your device have a positive, negative, or neutral impact on your skill development? What elements helped/ hindered most?

.....

10) Did you accomplish the goals you set at the outset of this program?

QUESTIONS?

