

*Digital Equity*  
**FRAMEWORK**

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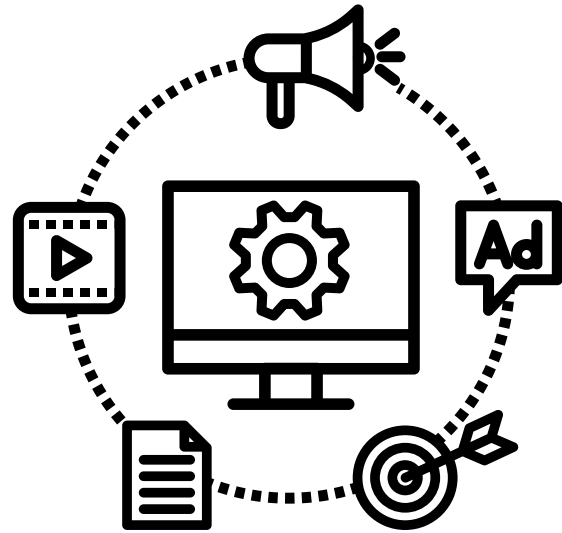
# LAND ACKNOWLEDGEMENT



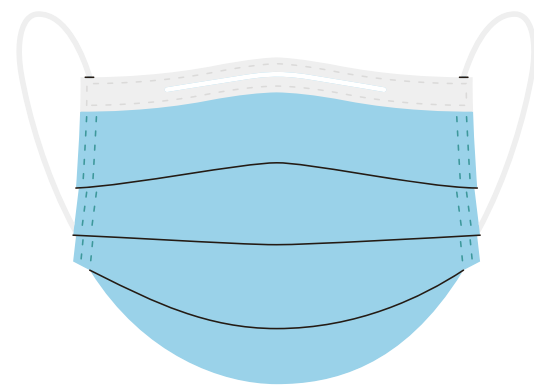
# AGENDA

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

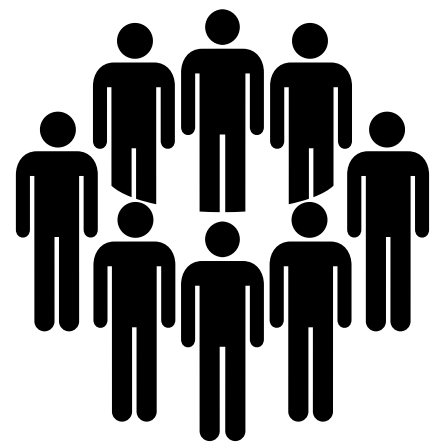
# BACKGROUND



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

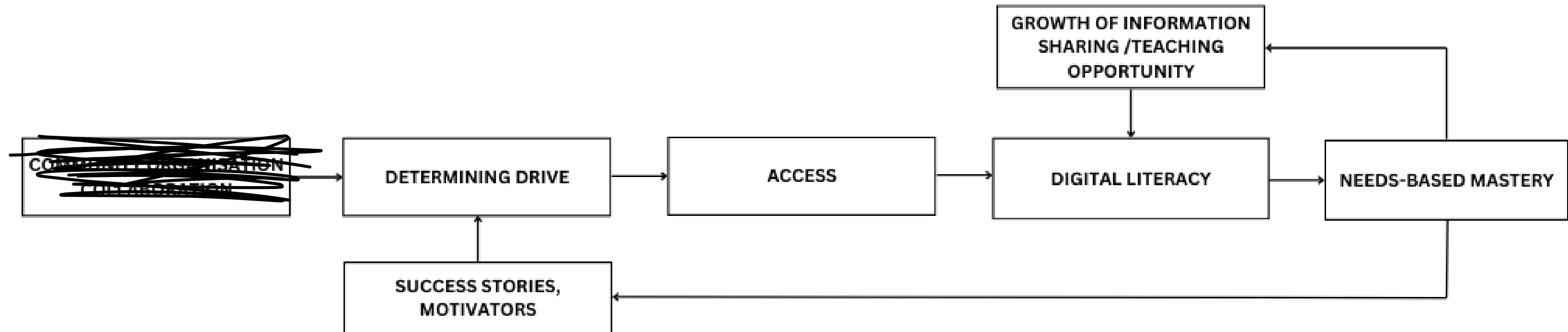
**04**

## **Mastery**

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

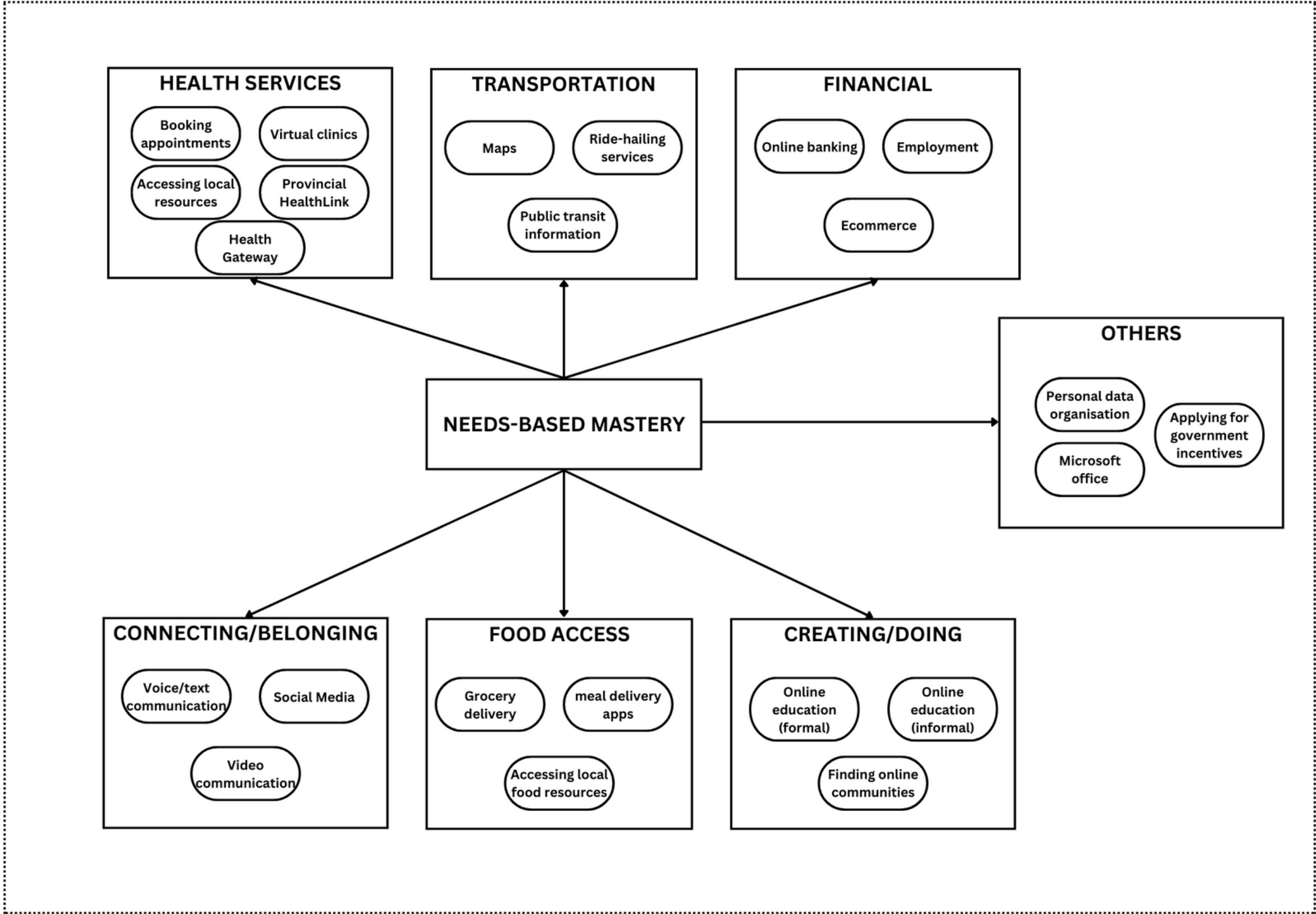
# FRAMEWORK

## Overview





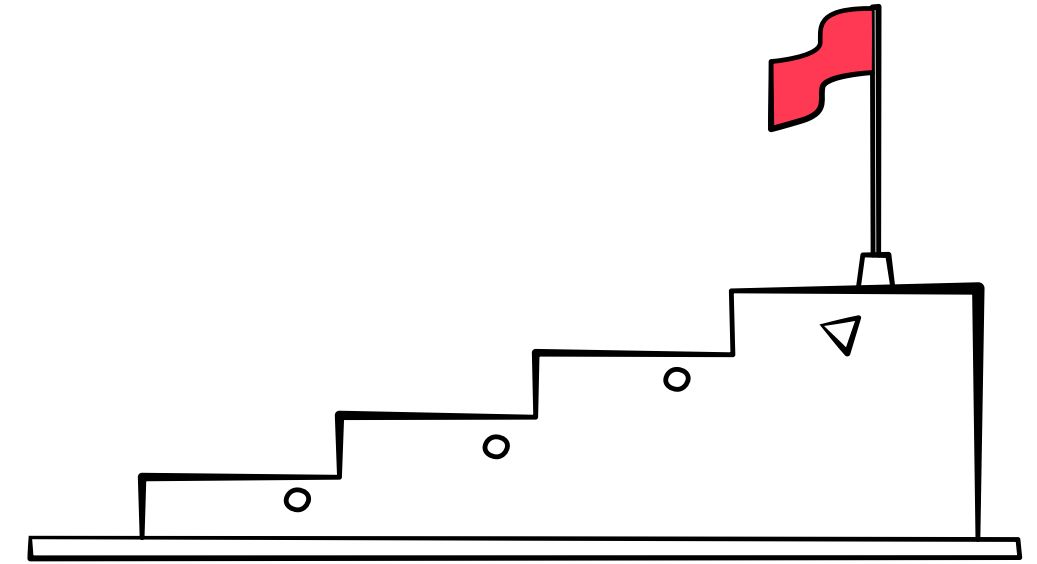
# NEEDS-BASED MASTERY





# FRAMEWORK

## *Application*



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

# FRAMEWORK

## *Application*



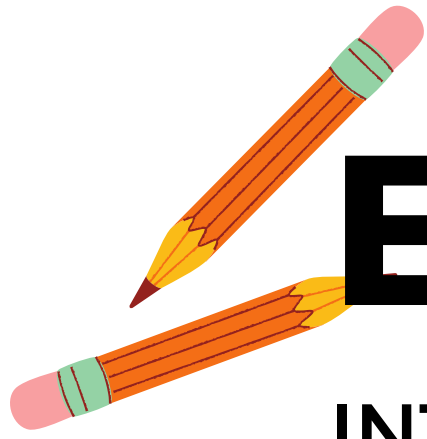
What are the biggest barriers that seniors face when trying to access technology?

# FRAMEWORK

## *Application*

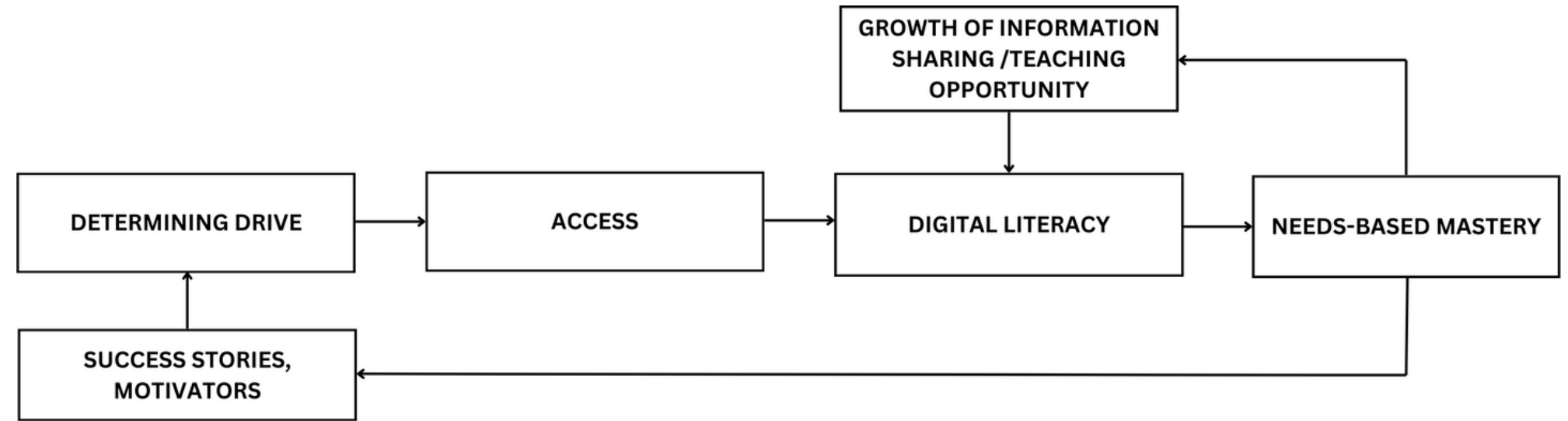


What are the biggest barriers that seniors face when trying to learn technology?



# 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: \_\_\_\_\_

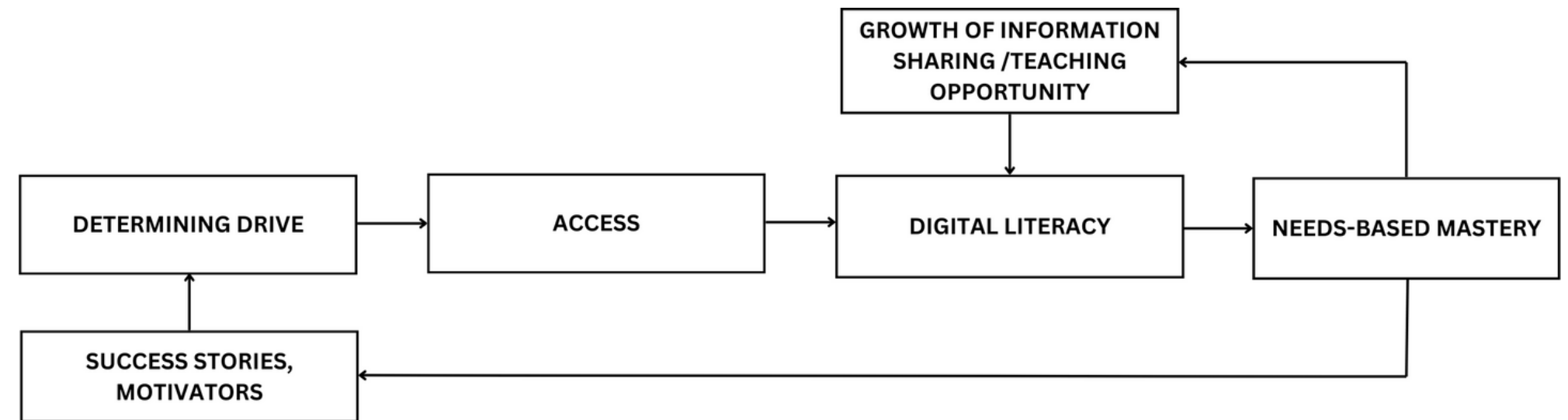
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# EXAMPLE

## LESSON PLANNING



**Objective: Communication, Social Connection**

**Determining access:**

**Week 1: Obtaining device and internet access**

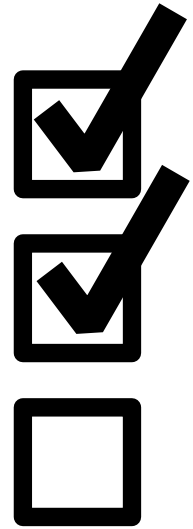
**Week 2: Accessibility adjustments, language**

**Literacy:**

**Week 3: Intro to operating system, downloading application**

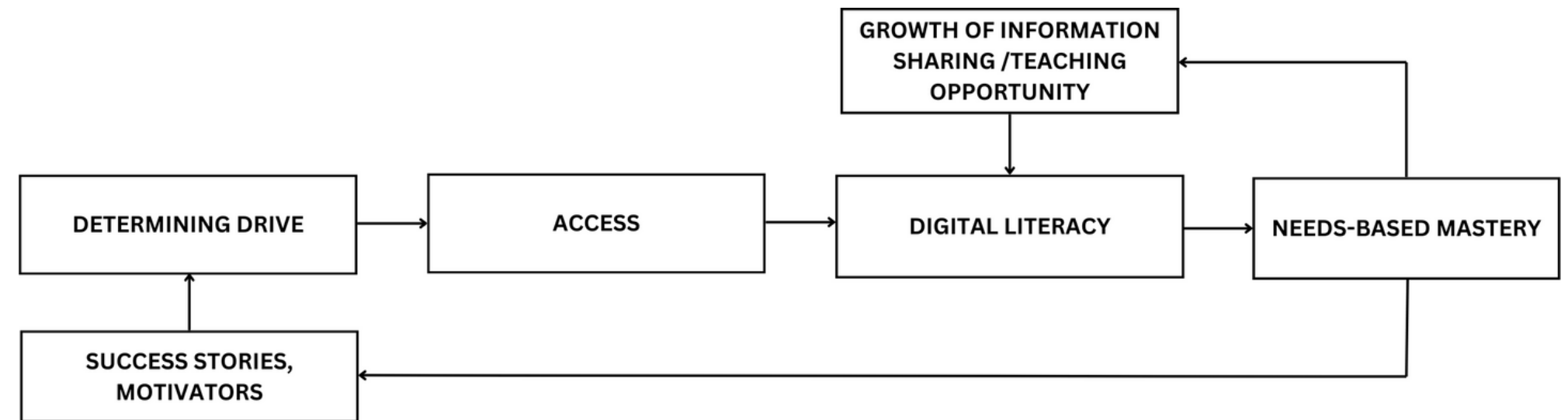
**Week 4: Navigating the internet**

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?**

