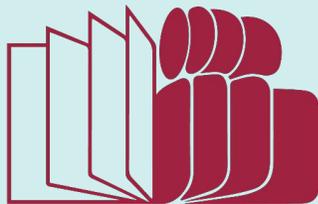


Building Equitable Advancement through Digital Resilience

January 31, 2024



WORLD EDUCATION

— *A DIVISION OF JSI*





Description

Technology impacts our daily lives, including the way we learn and work. Increasingly, this creates barriers for adults who lack the digital skills required to access and effectively engage in the services offered by WIOA core partners. By offering programming that integrates and provides opportunities for development of digital literacy, skills, and resilience, WIOA core partners can play a key role in being part of the solution. This 45-minute session is for WIOA Core Partner leaders who want to explore solutions for supporting customers' ability to engage in resources and activities that require digital skills.



Agenda

- Examine definitions
- Explore resources
- Identify opportunities to integrate digital literacy, skills, and resilience



Introductions & Overview



JAMIE HARRIS
Digital Skills Senior Technical Advisor



JEFF GOUMAS
Senior Technical Advisor



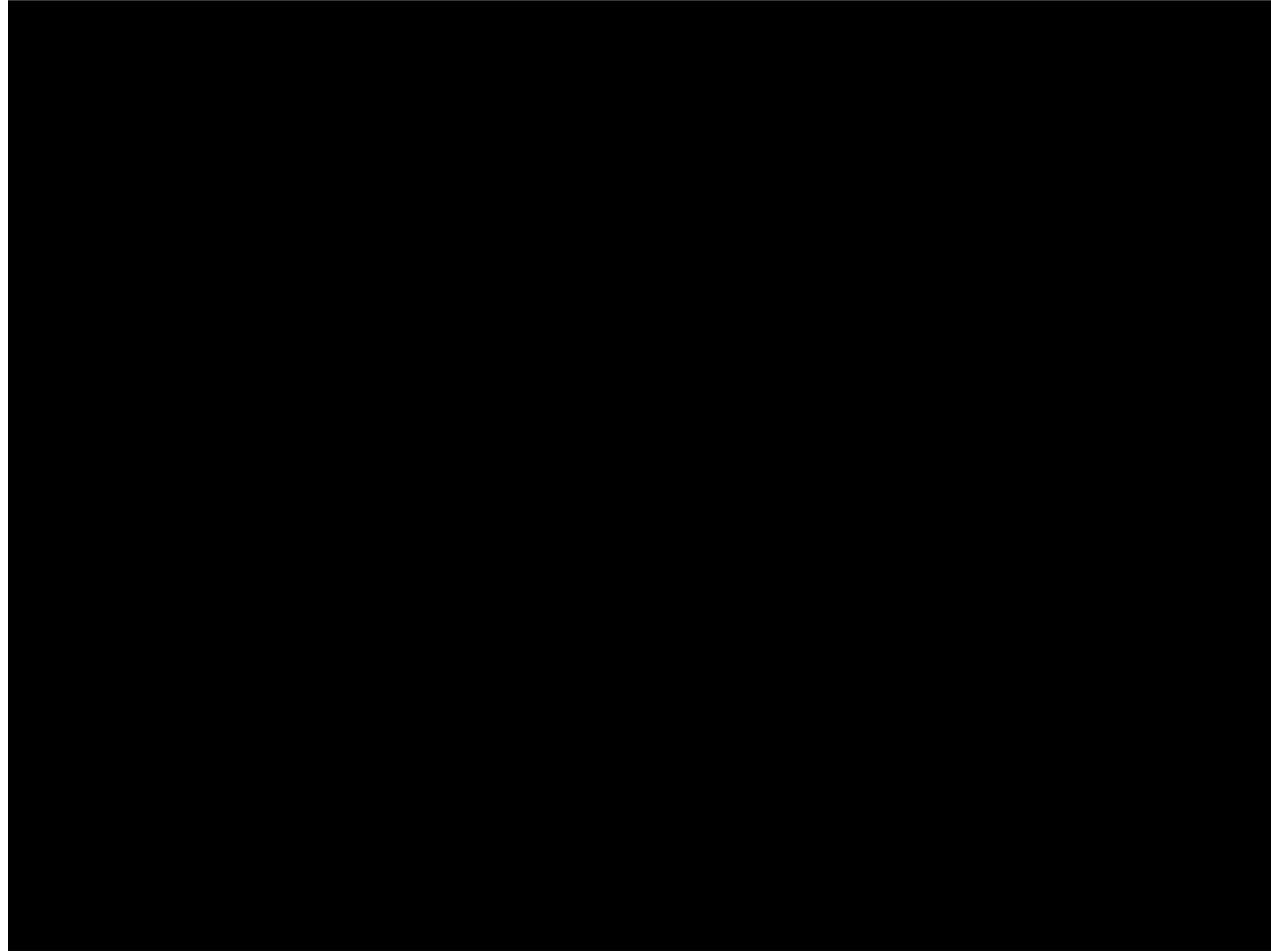
DIGITAL RESILIENCE IN THE AMERICAN WORKFORCE



Examine Definitions



Consider this task...what skills are being used?





Defining Key Terms

Go to menti.com

Enter the code

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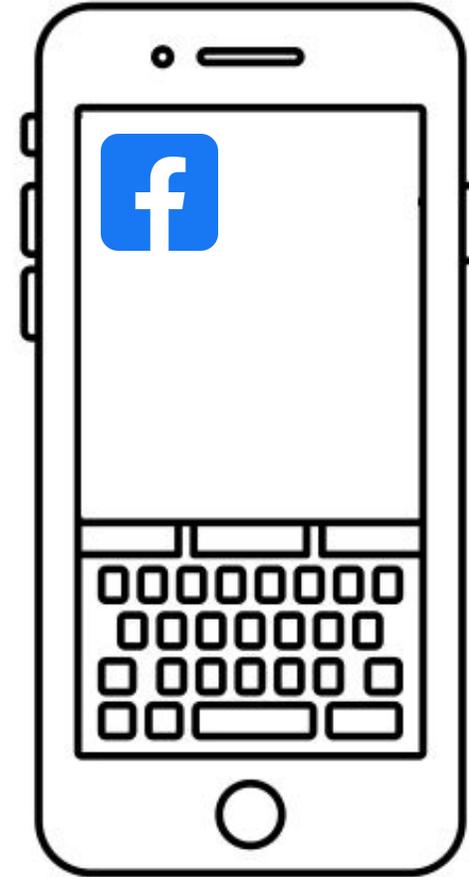
DIGITAL...
SKILLS
LITERACY
RESILIENCE



DIGITAL SKILLS

“Digital skills are defined as a range of abilities to use digital devices, communication applications, and networks to access and manage information.”

~ UNESCO, 2018





DIGITAL LITERACY

Digital literacy is the ability to use the information and communication technologies to find, evaluate, organize (curate), create, and communicate information, requiring both cognitive and technical skills.

~ American Library Association (ALA)



What social media platform should I post to?



Should I post this at all?

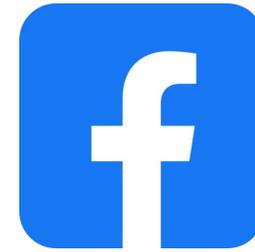


DIGITAL RESILIENCE

“...having the awareness, skills, agility, and confidence to be empowered users of new technologies and adapt to changing digital skill demands. Digital resilience improves the capacity to problem-solve and upskill, navigate digital transformations, and be active participants in society and the economy.”

~ Digital US Coalition

Life



Education



Career





Discussion...

Share how you or one of your students/customers demonstrated digital resilience in the past month?



Considering Digital Skill Needs

Digital skills for lifelong and life-wide learning

- The need for learner confidence and agency
- Digital skills needed for employment
- Identifying locally relevant digital skills



- Apply for jobs online
- Use basic operations software at work
- Use technology for continuous learning
- Work online



- Access health, financial, government or other services online
- Sell or buy new or upcycled things online
- Monitor water or electricity use online



- Participate in children's schools' communications systems
- Engage with civic issues online
- Access resources to be an informed citizen



A Holistic Understanding of Digital Skills: DRAW Detailed Findings and Discussion

With the urgent need for adult digital skill development as a backdrop, the Digital Resilience in the American Workforce (DRAW) initiative, funded by the U.S. Department of Education's Office of Career, Technical, and Adult Education (OCTAE),¹ conducted a wide-ranging landscape scan to identify effective approaches and existing resources supporting digital skills development. The scan also identified current efforts to advance digital access and

digital equity; useful skill definitions, frameworks, and assessments; and practitioner professional development opportunities. Learnings from the scan are summarized in the report [Digital Resilience in the American Workforce: Findings From a National Scan on Adult Digital Literacy Instruction](#). This deep dive explores two themes in more detail: lifelong and life-wide learning and digital skills for employment.



Disclaimer: This report was created by Jobs for the Future and World Education and as part of the DRAW project funded by the U.S. Department of Education's Office of Career and Technical Education, Division of Adult Education and Literacy, under contract GS10F0094X. The views expressed by the project do not necessarily represent the policy of the Department of Education, and its contents should not be considered an endorsement by the federal government or the funding agency.



Session 3: Integrating Digital Skills into Instruction

Framework + Guidance

Communication

Exchanging information with others on digital platforms using various strategies to collaborate, share, and communicate.

Guiding Questions

- Do I understand the needs of my target audience?
- Am I able to adapt my message and communication strategy appropriately for my audience and context?
- Can I use a variety of digital technologies (devices and platforms) to interact and share information with others?
- Can I share digital content across multiple devices, restricting access as appropriate?



Communication Skills

- CO.1 Communicate Effectively** Awareness and adaptation of communication strategies to meet behavioral norms and respect user diversity (Netiquette) (E)
- CO.2 Collaborate with Technology** Digital collaboration (E)
- CO.3 Make Voice & Video Calls** Make Internet-based voice and video calls (using Skype, FaceTime etc.)
- CO.4 Post on Social Media** Post messages and media on social media
- CO.5 Use Social Media** Understand and identify the purposes of different social media platforms and online communities
- CO.6 Set Privacy Settings** Understand and set privacy settings on social media (E)
- CO.7 Share Information with Others** Understanding ways to share information with others (E)
- CO.8 Use Messaging Tools** Use a messaging app to communicate with others (WhatsApp, Messenger)

Goal-setting Tools

Accessing the Internet: Digital Skill Checklist

Having access to the internet allows you to find the information you need, protect yourself in an online environment, and collaborate with others to create content.

Check out your skills by answering the questions below. If there are skills you do not have or are not comfortable with, go to the [Digital Skills Library](#) and enter the code for the related skill(s) to find helpful resources.

Basic Skills Can you ...	Yes	Maybe	No
Open an internet browser to find and use websites? #E.3 Use Basic Browser Tools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use search engines to find the information you are looking for? #E.2 Search the Internet #E.4 Use Search Strategies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use the internet to find information that helps you solve problems? #E.2 Search the Internet #E.2 Use & Apply Information #E.4 Use Search Strategies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use credit/debit cards or other forms of online payment to buy goods/services online (e.g., PayPal, Venmo)? #E.4 Shop Online #E.3 Use Apps to Shop #E.3 Make Voice & Video Calls #E.3 Use Technical Support #E.12 Access Help Features	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Participate in video conferences, calls, or online meetings (e.g., Teams, Zoom)? #E.3 Make Voice & Video Calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use web chat to get a customer service or solve problems? #E.2 Find Technical Support #E.12 Access Help Features	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Source: 2017 Technology Access and Adoption Study asked participants how comfortable they were when performing nineteen digital activities that are classified into these categories: basic setup, security, and collaboration. Those same skills are used in this checklist.

Skill Activities

Digital Skills Library

Skill Vocabulary

Social Media Terms

- badge
- blog
- click (social media)
- comment
- direct message (dm)
- event
- feed
- follow
- follower
- forum
- friend
- geotag
- group
- handle
- hashtag
- influencer
- like
- meme
- mention
- Netiquette
- post
- profile
- share
- social media
- social media platform
- tag
- thread
- timeline
- troll
- tweet
- view
- viral

The slides in this category were designed by the following EdTech Maker Space participants:
Mary Ford, Stacey Kimbro, Tiffany Lee

comment

DEFINITION:
(n) a note on shared media or documents
(v) to write your reactions, thoughts, or questions in response to what someone else shared

USE IT IN A SENTENCE:
She commented on her friend's picture on Instagram.

Created by Tisdent from the Moon Project

Social Media Gallery Walk

Digital Resilience Strategy: **Recognize Common Features + Functions**

Digital Skill(s)	CO.4 Post on Social Media CO.5 Use Social Media
Contributor(s)	Tiffany Lee
Terms	comment, follow, like, post, share

Activity Description
Facilitate a gallery walk by placing poster paper around the room (for a digital version, use Google Slides or Google Jamboard) with social media-related verbs. The posters will function as different stations. Each station/poster will be divided into different social media platforms. At each station, learners will complete activities:

- **Post:** Choose a social media platform and write a post.
- **Follow:** Choose a social media platform and write about who you like to follow.
- **Like:** Choose a social media platform and write one of the ways you can "react" to a post.
- **Comment:** Choose a social media platform and write down a comment you might make.
- **Share:** Choose a social media platform and write down something you might share with your network on that platform.

Skill Integration

Why: Flipped Learning and Access
Rather than having a live discussion in real time (which may privilege only those learners with strong oral skills or limit participation due to time constraints), all learners can record themselves responding to a discussion question and post their videos to an online discussion group. Students can reflect, explore and share insights on course content while synthesizing the material. Video-based responses offer learners on smartphones the opportunity to contribute to a discussion by making and viewing recordings instead of reading and writing lengthy posts.

Evidence-based Strategies
Explore connected evidence-based strategies from Digital Promise.

- Peer Discussion
- Multimodal Instruction
- Purposeful Reflection

How: Flipgrid
Set up a Flipgrid account and review your...

Home | Routines | EdTech Tools | Skills

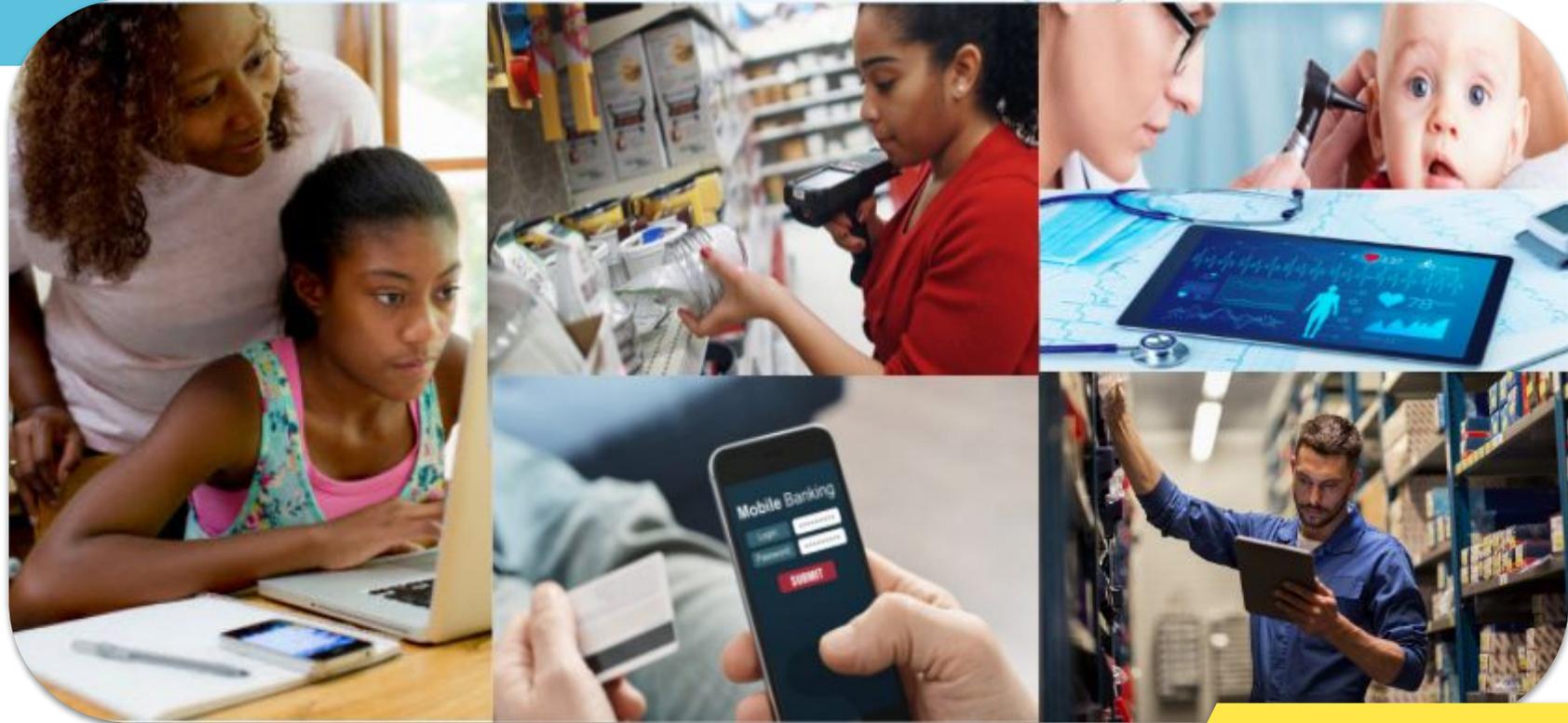


2

Explore Resources



What does the increased digitization of daily life mean for digital literacy ability?



**Who, What, Where,
When, How, Why
does this affect?**

Landscape Scan Report

Defining Digital Skills & Resilience

Advancing Digital Inclusion & Equity

Instructional Approaches & Practices

Digital Skill Content & Curriculum

Assessing & Validating Digital Skills

Professional Development for Practitioners



AT A GLANCE

With the urgency of adult digital skill development as a backdrop, the Digital Resilience in the American Workforce (DRAW) initiative, funded by the U.S. Department of Education's Office of Career, Technical, and Adult Education (OCTAE), conducted a national landscape scan to identify existing resources and effective approaches for digital skills development, skill definitions and frameworks, assessment, and practitioner professional development. This report's findings will inform the design of forthcoming professional development for adult educators by answering this primary research question:

What training resources and approaches are most relevant for educators seeking to increase digital literacy and digital resilience for an adult learner population?



JULY 2022



Publications



Blog series

- Putting Digital Resilience into Frame
- The Digital Skills Library
- Advancing Access and Digital Equity
- Selecting An Assessment for Digital Literacy

Full Report

A Brief and Deep Dives

- Defining Digital Skills and Resilience
- Advancing Access and Digital Equity
- Instructional Approaches and Practices
- Digital Skills Content and Curriculum
- Assessing and Validating Digital Skills
- Professional Development



Professional Development Products



- Self-Assessment
- Course Units
- Playbook
- Routine Activity Templates
- Digital Skills Library
- Digital Skills Glossary



3

**Identify opportunities
to integrate digital
literacy, skills, and
resilience**



Discussion



- What is needed for employees, services, and customers?
- *Think back to COVID shut downs:* What did you have to do? What were the challenges? What solutions did you come up with?
- *Now post COVID shut downs:* Did everything remain? Did some things change? What's working? What is still an emergency implemented solution? What has been analyzed and improved beyond emergency solutions?



Get Involved in Illinois DEA Initiatives

Broadband Equity, Access, & Deployment (BEAD)

Illinois was awarded \$1.04 billion in BEAD Program

Required areas of priority:

1. Connect unserved locations (available service is 25/3 megabits per second or less)
2. Connect underserved locations (available service is at least 25/3 mbps but less than 100/20 mbps)
3. Connect Community Anchor Institutions to gigabit symmetrical service (1,000/1,000 mbp)

[BEAD Map Challenge Process](#) (starting as soon as NOW!)

[BEAD Challenge One-pager](#)

Illinois BEAD Challenge Map

Filters Broadband Sites Challenges

Search for an address or ZIP Code...

Search for a location or zoom in on the map to enable layers and filters.

Community Anchor Institution

Broadband Serviceable Location

Serviceability

- Served (Not eligible)
- Underserved (Eligible)
- Unserved (Eligible)

OpenSpeedTest™

Start

DOWNLOAD
Mbps

UPLOAD
Mbps

LATENCY
ms

JITTER
ms



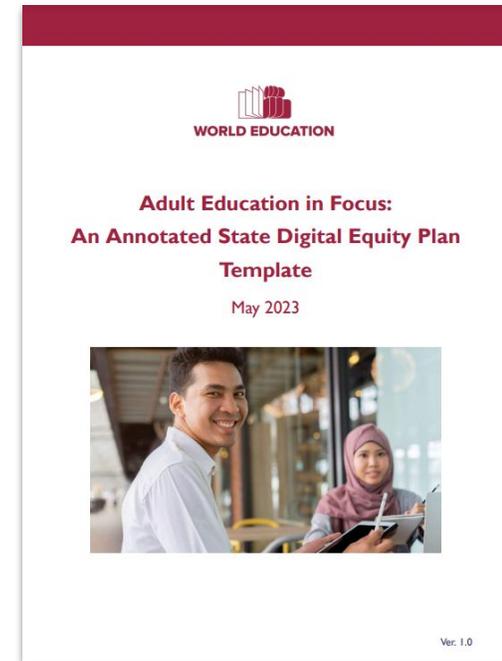
State Digital Equity Plan

Public comment period ends TODAY!

Public comment period ends TODAY!



[IL Federal Broadband Initiatives page](#)
[DRAFT IL State Digital Equity Plan](#)



[Link to Template](#)



Illinois Broadband Priority Alignment (DRAFT)



Expanded access to telehealth across the state of Illinois to provide additional healthcare options to communities in rural and urban Illinois. These options may range from primary care to expanded treatment opportunities in areas such as mental health and opioid addiction.



Increased broadband access—both for in-classroom learning and remote learning at home—throughout Illinois to ensure students have the tools they need to succeed.



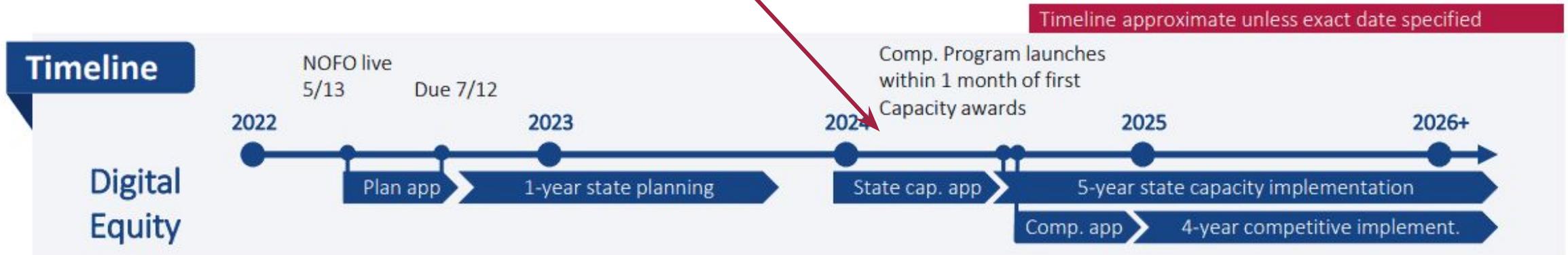
Greater economic development and opportunity in urban and rural communities throughout Illinois. This investment will support the growth of Illinois' agriculture economy and information technology sector, with the aim of modernizing transportation and facilitating the growth of entrepreneurs and small business owners.



Discussion

How have you been or do you plan on getting involved in Illinois state DEA efforts?

We are here!





Closing



Upcoming in this Series

Webinar 2 - Wednesday, February 7

Focus: Sharing of materials and our goals for how they can be used (and with whom)

Audience: PD Leads / Training Providers/ Case Managers

Webinar 3 - Wednesday, February 21

Focus: Using Open Educational Resources and Tools to Support Digital Skill Instruction

Audience: Training Providers / Volunteers



Session 2 Details

February 7, 2024

Technology impacts our daily lives, including the way we learn and work. To ensure that our customers can engage in the services, they need support to increase digital literacy, skills, and resilience. In this 90-minute workshop, participants will explore and engage with resources that can support their professional development as well as the development of customers' digital literacy, skills, and resilience. Participants will have the opportunity to work with the resources, developed from the Digital Resilience in the American Workforce (DRAW) initiative, as well as identify goals for how, when, and with whom the resources can be used. This workshop is for professional development leads, training providers, and case managers.

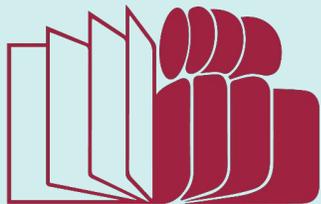


Session 3 Details

February 21, 2024

In order to effectively develop digital skills, providers require ready-to-go instructional resources that are suitable for a variety of learners and contexts. During this 60-minute, we will explore two teacher-generated resources—the Digital Skills Library and the Digital Skills Glossary—that include nearly 2,000 free, high-quality learning activities from a variety of sources and designed for a wide range of learners. We will learn how to use these tools to find high-quality activities best suited for your adult learners’ digital skill needs and goals, and explore strategies for integrating these resources into your digital skills programming. This workshop is specifically designed for training providers.

Question and Answer



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