RRC
POLYTECH

Digital Literacy in the Immigrant Refugee Serving Sector

Building Digital Literacy with Literacy Learners

Overview

DIGITAL LITERACY FOR LITERACY LEARNERS

CHALLENGES

OPPORTUNITIES

PROCESS FOR DEVELOPING SKILLS

SUCCESS!

What is Digital Literacy (DL) for Literacy Learners?

According to ESL 4 All (PDF-E-020 | CLB: ESL for ALL – Centre for Canadian Language Benchmarks)

The internationally accepted definition for digital literacy is built on three principles:

· “The skills and knowledge to use a variety of digital media software applications and hardware devices, such as a computer, a mobile phone, and Internet technology.

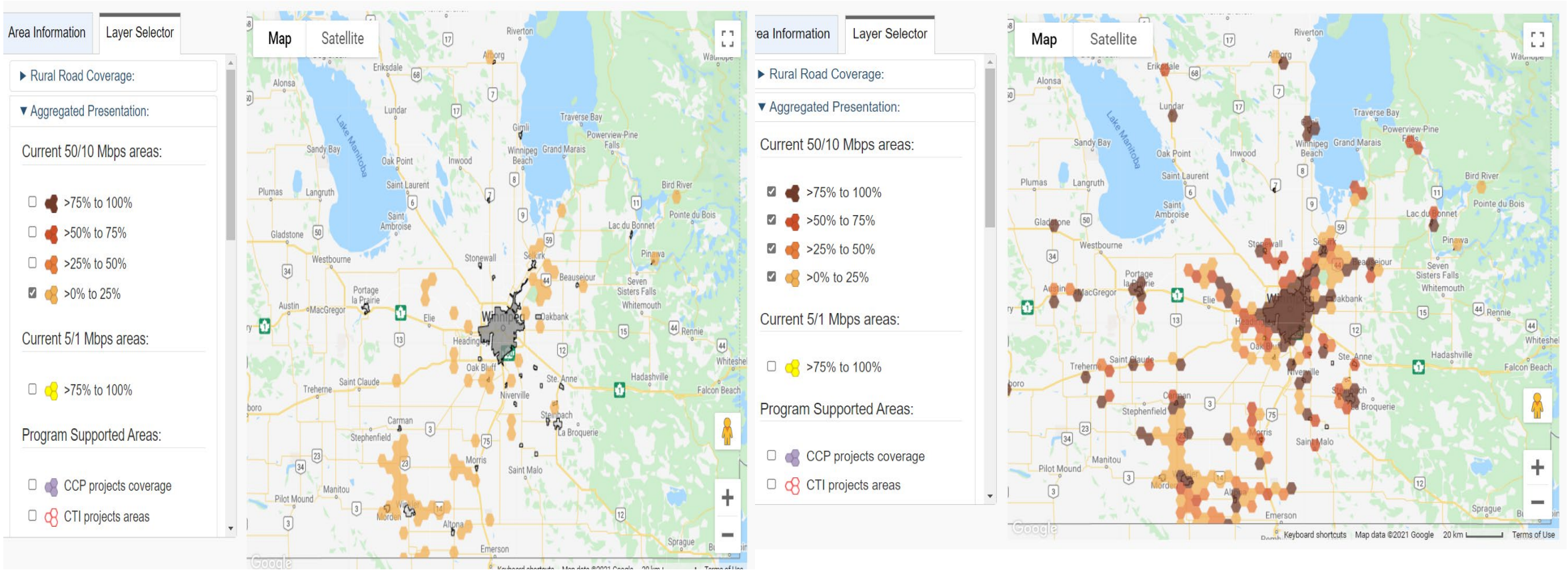
· The ability to critically understand digital media content and applications.

· The knowledge and capacity to create with digital technology.

Challenges to Accessing Digital Technology

- Access to reliable affordable internet (Wi-Fi)
- Access to technology in the home
- Ability to use software (Microsoft Suite, Learning Management Systems)
- Keyboarding skills
- Mouse skills
- Absence of technological vocabulary in first language and English

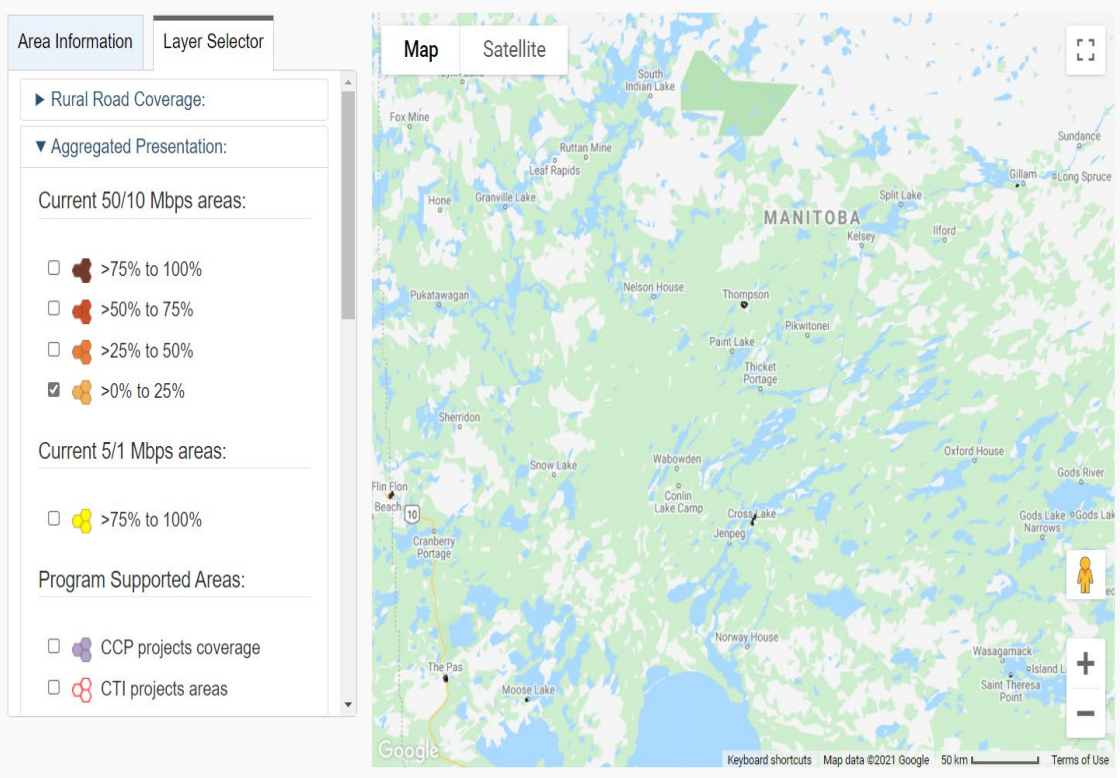
Bandwidth in South-Eastern MB

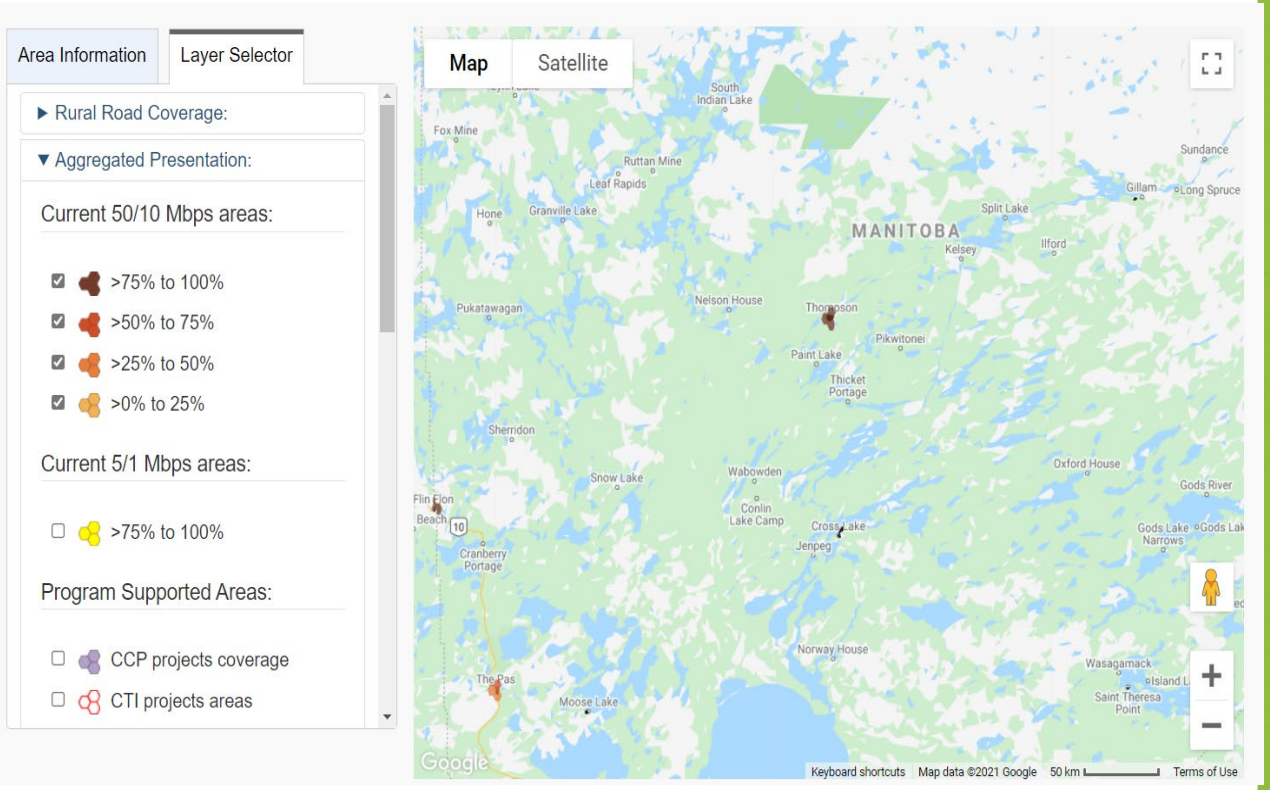


National Broadband Internet Service Availability Map
https://www.ic.gc.ca/app/sitt/bbmap/hm.html?lang=eng

Bandwidth for Northern MB

Upload speeds minimum 10 Mbps, download speeds minimum of 50 Mbps.





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Building DL with Literacy Learners

- Identified digital literacy skills and abilities and needs prior to course start
- Increased on-site Wi-Fi
- Provided on-site computer access
- Developed an onboarding course
- Provided support in accessing computers (ex: Computers for Schools)

Computers for Schools Manitoba

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Challenges

Once students received a computer-

- Still needed Wi-Fi setup
- Microphones
- Headsets
- Software installed
- Mouse/keyboard setup
- Basic skills to understand the hardware and software

Opportunities

- Collaborated with sponsor families (for tech setup and install)
- Offered Hyflex classes for students in remote areas
- Reached out to external organizations for digital skills training sessions
- Referred clients to external organizations for digital skills training [ex: EDGE Skills Centre, SEELS (Steinbach)]
- Created an onboarding process to address online learning readiness

Process for Developing Skills

- Established platforms for online delivery [(AVENUE) and RRC Polytech's Blackboard Learning Management Systems (LMS)]
- Clients used Big Blue Button or MS Teams/Webex for synchronous classes
- Created PBLA curriculum in collaborative teams
- Provided internal tech support

Success!!!

Hybrid online classes from Arborg to Lac du Bonnet.

- CLB 1L and CLB 2L students with low level digital literacy skills

Thank you

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