Digital Equity Initiative

Digital Skills for Diverse Users

Presentation to the Digital Equity Network

# List of identified skills (74)

The following is a list of all of the identified skills. Skills cross-coded as “education” marked with (E).

* Communication (8)
  1. Awareness and adaptation of communication strategies to meet behavioral norms and respect user diversity (Netiquette) (E)
  2. Digital collaboration (E)
  3. Make Internet-based voice and video calls (using Skype, FaceTime etc.)
  4. Post messages and media on social media
  5. Understand and identify the purposes of different social media platforms and online communities
  6. Understand and set privacy settings on social media (E)
  7. Understanding ways to share information with others (E)
  8. Use a messaging app to communicate with others (WhatsApp, Messenger)
* Creation (8)
  1. Beginning coding/programming (understanding concepts, writing basic code)
  2. Computational thinking
  3. Creating a new digital content based on existing digital material
  4. Design
  5. Increasing the amount of open content through creation, advocacy etc.
  6. Multimedia production
  7. Revising digital content to improve processes and product
  8. Website creation basics - simple pages, HTML, WordPress (E)
* Device ownership (E) (4)
  1. Device basics (purchasing, disposal, recycling)
  2. Finding technical support
  3. Protect devices by managing risks & threats in a digital environment by applying safety & security measures
  4. Troubleshooting more complex technical problems
* Gateway skills: Essential foundations (E) (11)
  1. Accessibility tools on device
  2. Basic internet searching
  3. Browser skills [e.g. address bar, web navigation, favorites/bookmarks, forward/back, etc.]
  4. Basic mouse functionality
  5. Understanding computer and peripheral components; basic troubleshooting; using an OS
  6. Document storage and retrieval
  7. Understanding what the internet and web are
  8. Set up an email account
  9. Sending and receiving an email including using attachments
  10. Password basics: creation, safe storage, resetting
  11. Understand if my computer is connected to the Internet/Wi-Fi and how to connect/disconnect
  12. Understand how to protect privacy when using shared devices and public Internet (signing out of accounts, clearing search history, etc.)
* Information skills (E) (7)
  1. Apply info [synthesize understanding and knowledge, draw conclusions]
  2. Awareness and value of traditional info tools and "people networks" to supplement and support use of online tools
  3. Evaluate info [credibility, compare]
  4. Identify info needs and competence/knowledge gaps
  5. Info search strategies [including search and browse skills]
  6. Manage info [e.g. organize and store it in a reasonable manner, use agents and filters]
  7. Understand that search engines use algorithms to display results
* Lifelong learning (E) (3)
  1. Access and use of educational resources
  2. Adaptability [e.g. open to learning new tech, reapply/build on tech experiences]
  3. Self-reflection/lifelong learning
* Mobile (6)
  1. Buy goods or services using an app
  2. Differences between Wi-Fi and cellular data (E)
  3. Manage money and transactions securely via an app (e.g. bank)
  4. Mobile basics (basic functions, OS, layout etc.) (E)
  5. Privacy and security - mobile specific (E)
  6. Using mobile devices for online collaboration (E)
* Online life (11)
  1. Access and use of social & consumer services (housing, child care, health/mental health, consumer/legal)
  2. Accessing community resources (Gov't, Neighborhood groups, Schools, Libraries) (E)
  3. Awareness of technology's impact (environment, society) (E)
  4. Buy goods or services through a website
  5. Copyright/open source (E)
  6. Engaging in civic life/ participating in society online (E)
  7. Finance (online banking, credit search and protection)
  8. Legally access entertainment such as videos, books, and games
  9. Transportation (E)
  10. Use local and cloud storage to manage information and access content from different devices (E)
  11. Use website help features to help solve problems (E)
* Privacy & Security (7)
  1. Awareness of permanence of actions in digital environments (E)
  2. ID secure websites and transactions (E)
  3. Managing digital identity reputation & data creation (tools and behaviors to limit tracking)
  4. Online safety for kids
  5. Protect health & well-being; awareness of social inclusion technologies; managing interpersonal risks & threats in a digital environment (cyberbullying) (E)
  6. Recognize and avoid suspicious links and downloads (phishing, online scams) (E)
  7. Understand how a "privacy policy" informs the use of personal data (E)
* Workplace (9)
  1. Employment search skills: resume, job search & applying (E)
  2. Follow workplace IT & social media policies and security rules (E)
  3. How to manage a project using computer/online tools
  4. Understand, identify, and choose appropriate digital tools for work (E)
  5. Understanding and using databases
  6. Use an online or PC-based presentation software to present information to others (E)
  7. Use an online or PC-based word processor to create a document (E)
  8. Use online or PC-based spreadsheet software to manipulate or analyze data (E)
  9. Using professional online networks and communities

# Learner Types

**Skills for employment**

* Communication
* Privacy & Security
* Workplace

**Senior citizens**

* Communication
* Device Ownership
* Information Skills
* Mobile
* Privacy & Security

**Parents**

* Communication
* Device Ownership
* Information Skills
* Mobile
* Online Life
* Privacy & Security
* Parent-specific skills
  + Online safety for kids
  + *Family screen time strategies*
  + *School-specific interactive tools*

**Education skills**

* Communication
  1. Awareness and adaptation of communication strategies to meet behavioral norms and respect user diversity (Netiquette)
  2. Digital collaboration
  3. Understand and set privacy settings on social media
  4. Understanding ways to share information with others
* Creation
  1. Website creation basics - simple pages, HTML, WordPress
* Device ownership
  1. Protect devices by managing risks & threats by applying safety & security measures (anti-malware software, avoiding possible attacks)
  2. Troubleshooting more complex technical problems
* Info skills
  1. Apply info [synthesize understanding and knowledge, draw conclusions]
  2. Awareness and value of traditional info tools and "people networks" to supplement and support use of online tools
  3. Evaluate info [credibility, compare]
  4. Identify info needs and competence/knowledge gaps
  5. Info search strategies [including search and browse skills]
  6. Manage info [e.g. organize and store it in a reasonable manner, use agents and filters]
  7. Understand that search engines use algorithms to display results
* Mobile
  1. Differences between Wi-Fi and cellular data
  2. Mobile basics (basic functions, OS, layout etc.)
  3. Privacy and security - mobile specific
  4. Using mobile devices for online collaboration
* Online life
  1. Accessing community resources (Gov't, Neighborhood groups, Schools, Libraries)
  2. Awareness of technology's impact (environment, society)
  3. Copyright/open source
  4. Engaging in civic life/ participating in society online
  5. Transportation
  6. Use local and cloud storage to manage information and access content from different devices
  7. Use website help features to help solve problems
  8. Access and use of educational resources
* Privacy & Security
  1. Awareness of permanence of actions in digital environments
  2. ID secure websites and transactions
  3. Managing digital identity reputation & data creation (tools and behaviors to limit tracking)
  4. Recognize and avoid suspicious links and downloads (phishing, online scams)
  5. Understand how a "privacy policy" informs the use of personal data
* Workplace
  1. Employment search skills: resume, online forms for job applications, job search & applying
  2. Follow workplace IT & social media policies and security rules
  3. How to manage a project using computer/online tools
  4. Understand, identify, and choose appropriate digital tools for work
  5. Use an online or PC-based presentation software to present information to others
  6. Use an online or PC-based word processor to create a document
  7. Use online or PC-based spreadsheet software to manipulate or analyze data
  8. Using professional online networks and communities

**Gateway skills**

In addition to the Gateway skills category, we added a few mobile-specific gateway skills.

* Gateway skills
* “Mobile gateway”
  + Mobile basics (basic functions, OS, layout etc.)
  + Differences between Wi-Fi and cellular data
  + Privacy and security - mobile specific

**Life skills**

* Communication
* Information Skills
* Mobile
* Online life
* Privacy & Security

**Mobile-based** (individuals that exclusively or almost exclusively use the Internet on a mobile phone)

* Communication
* Information Skills
* Mobile
* Privacy & Security

# Checklist

| Skills | Check off for your curriculum |
| --- | --- |
| **Communication** |  |
| Awareness and adaptation of communication strategies to meet behavioral norms and respect user diversity (Netiquette) |  |
| Digital collaboration |  |
| Make Internet-based voice and video calls (using Skype, FaceTime etc.) |  |
| Post messages and media on social media |  |
| Understand and identify the purposes of different social media platforms and online communities |  |
| Understand and set privacy settings on social media |  |
| Understanding ways to share information with others |  |
| Use a messaging app to communicate with others (WhatsApp, Messenger) |  |
| **Creation** |  |
| Beginning coding/programming (understanding concepts, writing basic code) |  |
| Computational thinking |  |
| Creating a new digital content based on existing digital material |  |
| Design |  |
| Increasing the amount of open content through creation, advocacy etc. |  |
| Multimedia production |  |
| Revising digital content to improve processes and product |  |
| Website creation basics - simple pages, HTML, WordPress |  |
| **Device ownership** |  |
| Device basics (purchasing, disposal, recycling) |  |
| Finding technical support |  |
| Protect devices by managing risks & threats by applying safety & security measures (anti-malware software, avoiding possible attacks) |  |
| Troubleshooting more complex technical problems |  |
| **Gateway Skills** |  |
| Accessibility tools on device |  |
| Basic internet searching |  |
| Basic mouse functionality |  |
| Browser skills [e.g. address bar, web navigation, favorites/bookmarks, forward/back, etc.] |  |
| Password basics: creation, safe storage, resetting |  |
| Sending and receiving an email including using attachments |  |
| Set up an email account |  |
| Understand how to protect privacy when using shared devices and public Internet (signing out of accounts, clearing search history, etc.) |  |
| Understand if my computer is connected to the Internet/Wi-Fi and how to connect/disconnect |  |
| Understanding computer and peripheral components; basic troubleshooting; using an OS |  |
| Understanding what the internet and web are |  |
| **Information skills** |  |
| Apply info [synthesize understanding and knowledge, draw conclusions] |  |
| Awareness and value of traditional info tools and "people networks" to supplement and support use of online tools |  |
| Evaluate info [credibility, compare] |  |
| Identify info needs and competence/knowledge gaps |  |
| Info search strategies [including search and browse skills] |  |
| Manage info [e.g. organize and store it in a reasonable manner, use agents and filters] |  |
| Understand that search engines use algorithms to display results |  |
| **Lifelong learning** |  |
| Access and use of educational resources |  |
| Adaptability [e.g. open to learning new tech, reapply/build on tech experiences] |  |
| Self-reflection/lifelong learning |  |
| **Mobile** |  |
| Buy goods or services using an app |  |
| Differences between Wi-Fi and cellular data |  |
| Manage money and transactions securely via an app (e.g. bank) |  |
| Mobile basics (basic functions, OS, layout etc.) |  |
| Privacy and security - mobile specific |  |
| Using mobile devices for online collaboration |  |
| **Online life** |  |
| Access and use of social & consumer services (housing, child care, health/mental health, consumer/legal) |  |
| Accessing community resources (Gov't, Neighborhood groups, Schools, Libraries) |  |
| Awareness of technology's impact (environment, society) |  |
| Buy goods or services through a website |  |
| Copyright/open source |  |
| Engaging in civic life/ participating in society online |  |
| Finance (online banking, credit search and protection) |  |
| Legally access entertainment such as videos, books, and games |  |
| Transportation |  |
| Use local and cloud storage to manage information and access content from different devices |  |
| Use website help features to help solve problems |  |
| **Privacy & Security** |  |
| Awareness of permanence of actions in digital environments |  |
| ID secure websites and transactions |  |
| Managing digital identity reputation & data creation (tools and behaviors to limit tracking) |  |
| Online safety for kids |  |
| Protect health & well-being; awareness of social inclusion technologies; managing interpersonal risks & threats in a digital environment (cyberbullying) |  |
| Recognize and avoid suspicious links and downloads (phishing, online scams) |  |
| Understand how a "privacy policy" informs the use of personal data |  |
| **Workplace** |  |
| Employment search skills: resume, online forms for job applications, job search & applying |  |
| Follow workplace IT & social media policies and security rules |  |
| How to manage a project using computer/online tools |  |
| Understand, identify, and choose appropriate digital tools for work |  |
| Understanding and using databases |  |
| Use an online or PC-based presentation software to present information to others |  |
| Use an online or PC-based word processor to create a document |  |
| Use online or PC-based spreadsheet software to manipulate or analyze data |  |
| Using professional online networks and communities |  |