



Shaping Online Digital Literacy Training for People with Low Digital Skills

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Grenzenlos Digital e. V.

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Grenzenlos Digital e. V.



Research in the field
of digitization

Digital equality and
equity

Education in the
field of digital
competencies



Agenda



The Intro Project



Shaping Digital Literacy Training



Top 5 Best Practices

Intro - Internet Research Communication



Website: <https://www.grenzenlos-digital.org/en/intro>

Summary

- Teaching basic digital skills for job market orientation
- Time- and location-independent course
- Takes place completely digitally
- Mixes synchronous with asynchronous learning
- Refugees or people with migration background

DigiCo



<https://www.grenzenlos-digital.org/intro>

Heterogenous target group

- o Different language levels, education backgrounds and countries of origin and languages spoken
- o Degree of familiarity with media
- o High Internet and smartphone affinity
High computer competency

DigiCo





Course Stats

Courses from June 22 - August 23

3

People trained

51

Retention rate

85%

People onboarded
vs. people trained

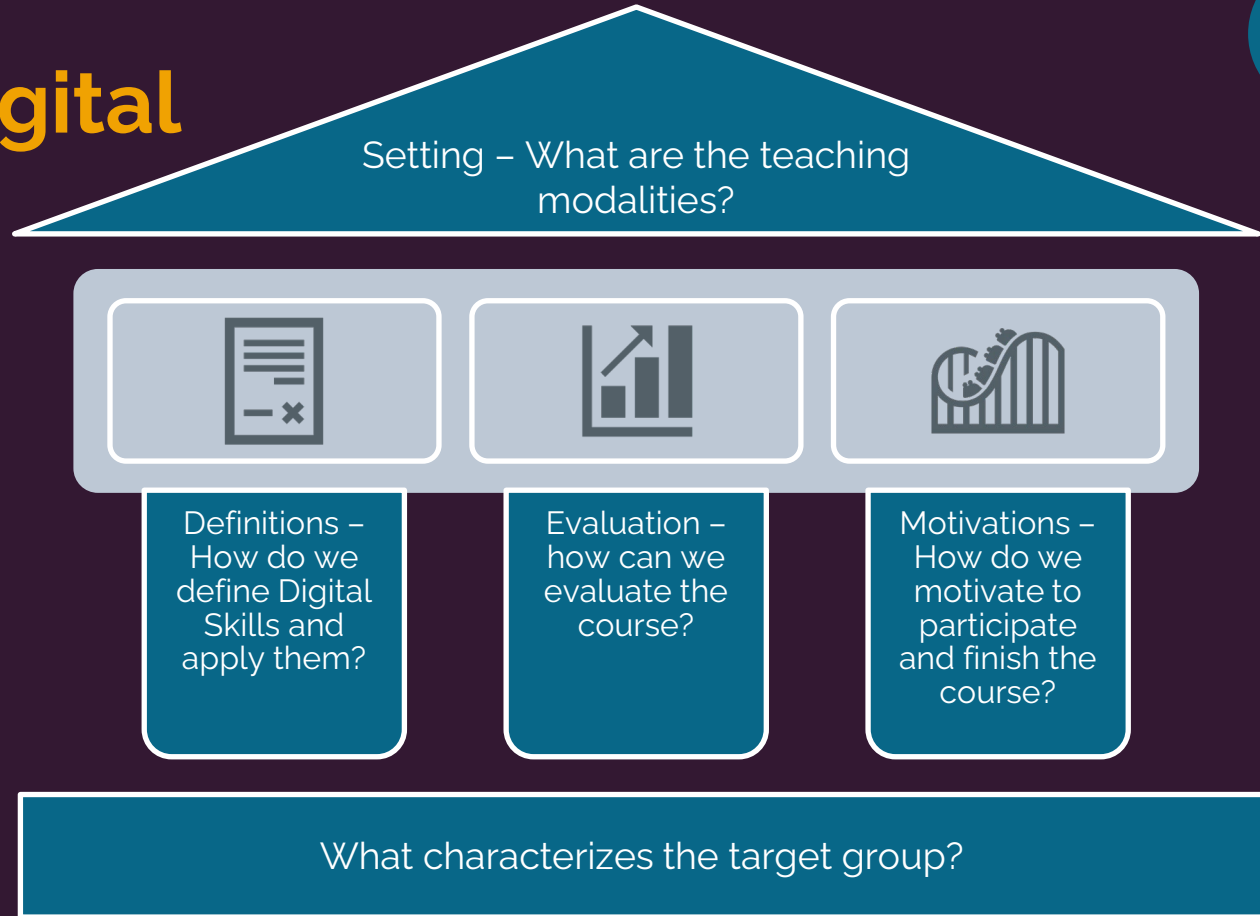
Proportion of women trained

62%



Shaping Digital Literacy Training

Shaping Digital Skills Training



Setting

Learning material

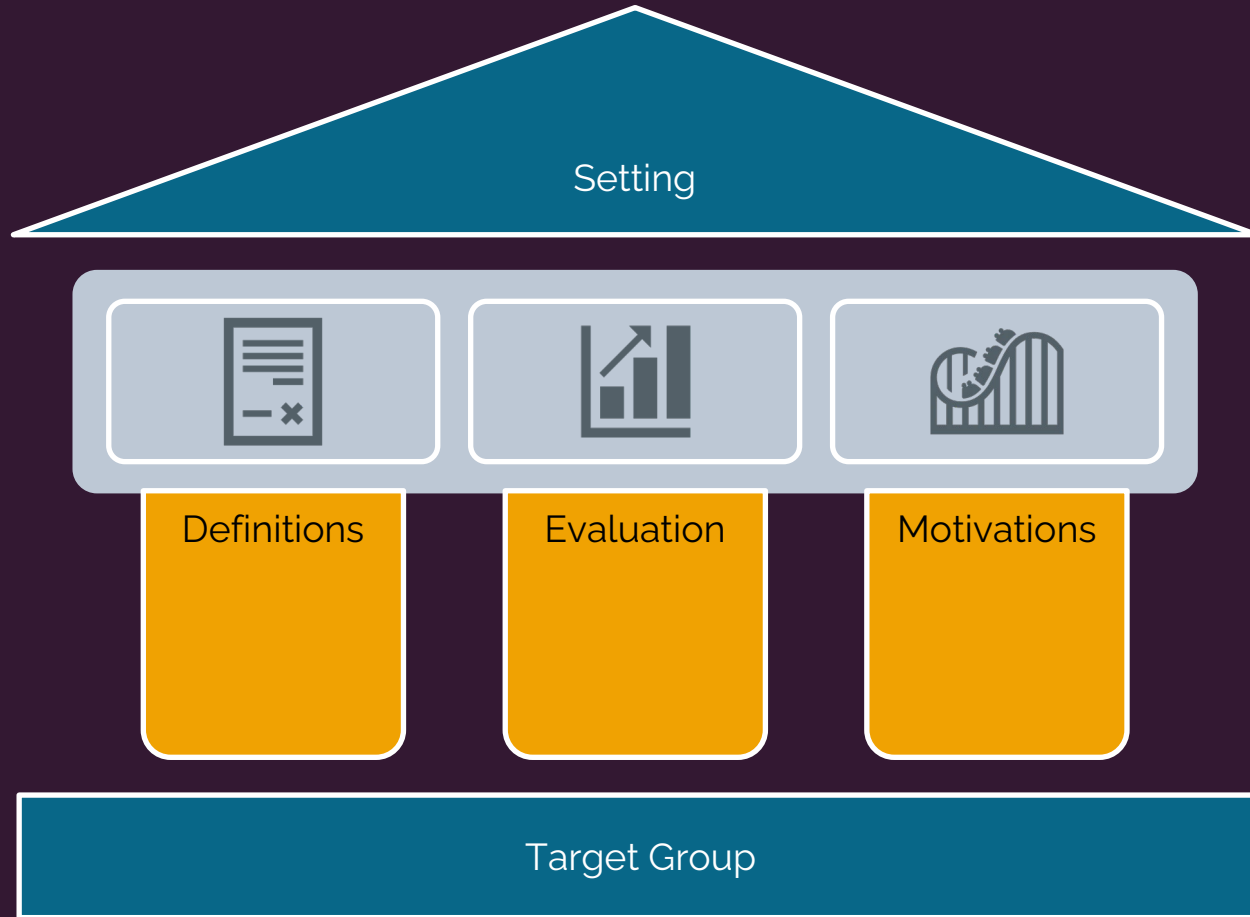
- Recorded presentations
Screencasts explaining digital tools, e.g. emails
- Tasks to repeat lesson material
- Quizzes
- Simple language

Digital live sessions

- Over the course of 6 weeks
- 2 live sessions per week
- 2 Q&A sessions
- 1 on 1 physical onboarding

Support

- Q&A sessions
- Additional Online-sessions for problems
- Support via WhatsApp, phone and email



Setting



Definitions

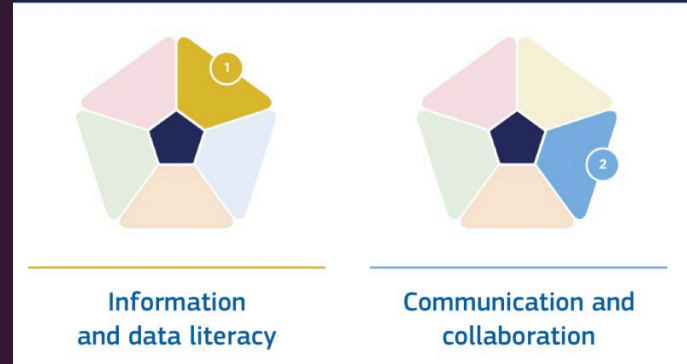
Evaluation

Motivations

Target Group

How we define digital skills?

Intro Course



Low digital skills training for job market orientation

DigComp 2.2: The Digital Competence Framework for Citizens - With new examples of knowledge, skills and attitudes: <http://dx.doi.org/10.2760/115376>

Application area: job market



Skills

- Job search engines
- Email
- Calendar
- Organising resources



Knowledge

- Labour market and orientation



Attitudes

- Openess
- Curiosity
- Motivation

Teaching goals for email

DigComp skills

Select simple digital technologies to interact, identify appropriate simple communication means for a given context

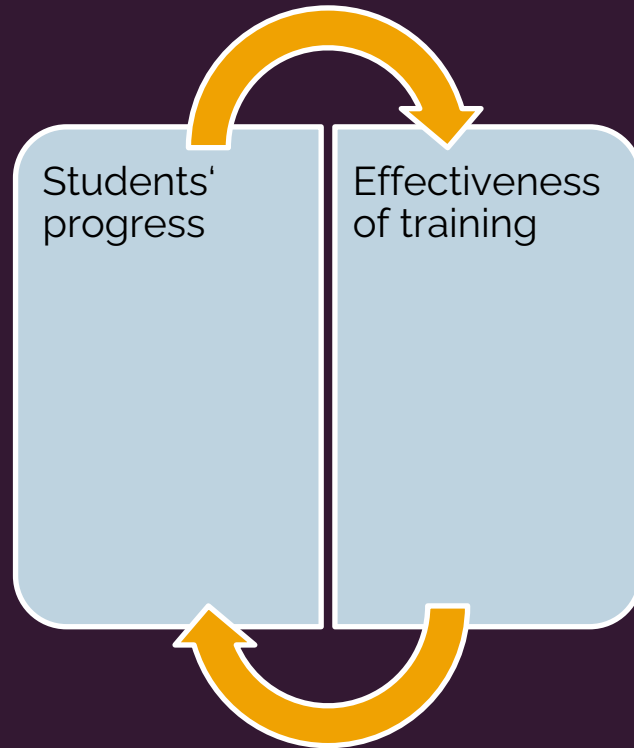
Email skills

- Accessing emails from different devices
- Make secure passwords
- Managing conversations, filtering, spam folders
- Managing alerts, mailing lists

For job orientation

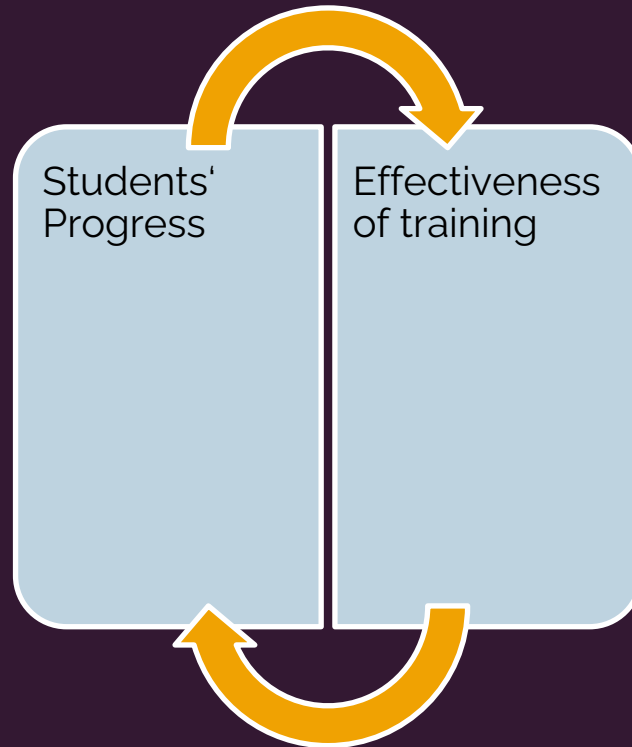
- Adapting email styles to different contexts
- Emails as form to represent you self
angelheart327837289@gmx.de vs.
surname@gmail.com
- Signature

How to evaluate your training?



How to evaluate your training?

- Self-assessment
- Testing knowledge
- Task based testing



- Satisfactory surveys
- Churn rate
- Retention rate
- Recommendations

Steering motivations towards



Taking up digital skills training

- Manage expectations
- Attach the digital skills towards a goal students want to attain (write better emails to potential employers)
- Highlight the relevance for their everyday life

Keeping at it without dropping out

- Transparent learning process
- Support and communication
- Internal vs. external motivators

Strengthen Motivations

Celebrate success

- External motivation through badges, certificate, etc.
- Offer life hacks which create AHA-moments, e. g. keyboard shortcuts

Make skills relevant

- Choose an application area relevant to target group
- Solving problems in this particular area

Create sense of belonging

- Communication via various channels
- Face-2-Face meetings for onboarding,
- Live sessions

5 Best Practices



01

Use Screencasts

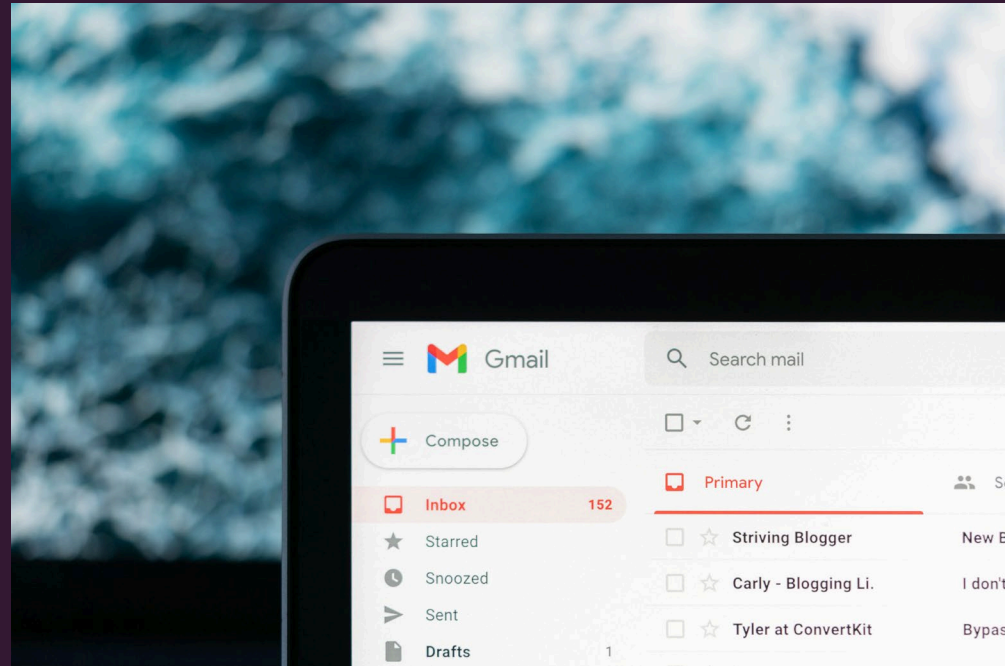
Refrain from to many follow along instructions →
Screencasts save up valuable teaching time and can be reviewed any time



02

Explain Concepts

Some concepts occur all the time and it makes sense to explain these e.g. cloud computing, email server



03

Real-world Analogies

It helps to explain things with examples people can relate to real-world addresses vs. file paths



04

Strong Onboarding

Successful onboarding session is a critical factor in participants' commitment to the course



05

Learning by Doing

Every time you do something digitally with your students, you train low digital skills!



For low digital skills training online,



you need to provide

- extensive support,
- infrastructure support,
- an elaborate onboarding concept,
- and ...

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patience.

Get in touch!

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