

Implementing Successful Digital Literacy Training

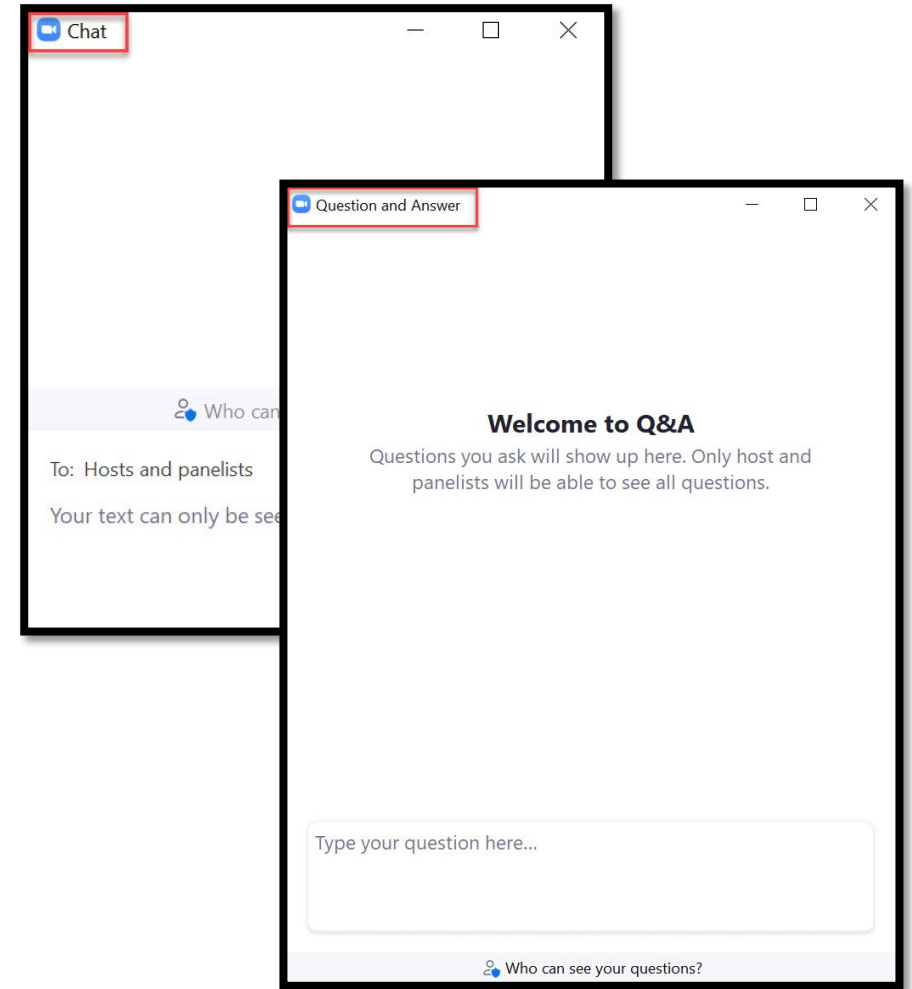
A Model from the Seattle Housing Authority and Free CHUSA
Digital Literacy Materials to Get You Started

October 24, 2023



Technical Issues? Questions?

- Attendees have been muted on entry
- For technical questions, please submit via the Chat box
- For content related questions, please submit via the Q&A box
 - We encourage you to submit questions throughout the webinar
 - Due to timing, we may not be able to respond to all questions
- This webinar is being recorded and will be posted on the HUD Exchange



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A Model from the Seattle Housing Authority and Free CHUSA
Digital Literacy Materials to Get You Started

October 24, 2023



Agenda

- HUD Welcome
- CHUSA Digital Literacy Materials
- Implementing Successful Digital Literacy Training: Seattle Housing Authority
- Q&A

Speakers

- **Ari Einbinder** and **Foss Khalif**, Seattle Housing Authority
- Moderator: **Jason Amirhadji**, Office of Community & Supportive Services, HUD's Office of Public Housing Investments

CONNECTHOMEUSA's Digital Literacy Resource Guide

An Overview of Five Free Digital Skills Curricula



Jason Amirhadji

Program Manager, **Family Self-Sufficiency, Office of
Public Housing Investments**



CHUSA's HUD Exchange Site – All TA Materials Are Here!

Resources and assistance to support HUD's community partners

HUD EXCHANGE

NEED HOUSING ASSISTANCE? Email Updates Log In

Programs Resources Trainings Program Support Grantees News



ConnectHomeUSA

ConnectHomeUSA is a movement to bridge the digital divide for HUD-assisted housing residents by getting them connected at home while providing access to digital literacy and educational content.

[Learn about ConnectHomeUSA](#)

Home > Programs > ConnectHomeUSA

NEW



Register for the 2023 ConnectHomeUSA Virtual Summit

The 2023 ConnectHomeUSA Virtual Summit which will feature training webinars, roundtable discussions, and networking opportunities with stakeholders.

[Register Today](#)



ConnectHomeUSA Playbook

Learn how to build a digital inclusion plan for your housing community! Topics range from resident engagement to developing partnerships with local nonprofits, sourcing devices, and much more.

[ConnectHome Playbook](#)

[ConnectHomeUSA Playbook 2019](#)

[ConnectHomeUSA Playbook Toolkits and Guides](#)



Monthly Newsletters

Sign up for the monthly newsletter to receive the latest research and news about broadband, and to learn more about ConnectHomeUSA.

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Questions?

HUD is available to answer questions related to broadband access and digital literacy programs.

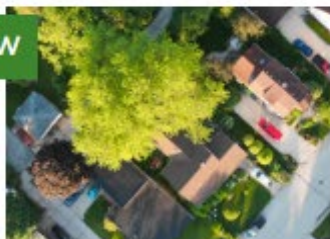
[Submit your questions to the Ask A Question \(AAQ\) portal.](#)

ConnectHomeUSA communities may also contact the ConnectHomeUSA Team directly.

Many Guides and Toolkits Here:

[Home](#) > [Programs](#) > [ConnectHomeUSA](#)

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[ConnectHome Playbook](#)

[ConnectHomeUSA Playbook](#)

[ConnectHomeUSA Playbook
Toolkits and Guides](#)



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Today We're Focusing On The Digital Literacy Guide



Fundraising Strategies Toolkit

This toolkit provides a variety of resources and key concepts necessary to develop an effective fundraising plan.

[View the Toolkit](#)



Media Guide and Toolkit

This toolkit provides communication strategies, a timeline, and templates to help lay the foundation for a sustainable program.

[View the Toolkit](#)



Virtual Event Planning Toolkit

This toolkit provides key planning steps, a helpful case study, and a timeline for organizing a successful virtual event.

[View the Toolkit](#)

Guides



Resident Engagement Best Practices Guide

This guide covers key strategies, best practices, and additional resources to help create a robust resident engagement plan.

[View the Guide](#)



Coalition Building Best Practices Guide

The guide uses best practices gleaned from two ConnectHomeUSA communities to cover key concepts and steps to successful coalition building.

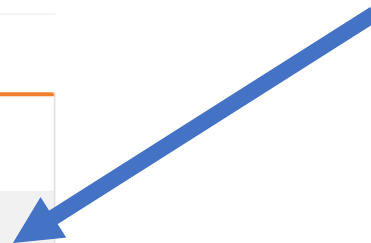
[View the Guide](#)



Digital Literacy Resource Guide

This guide provides resources to help design and implement digital literacy programs for residents of various skill levels.

[View the Guide](#)



What the Digital Literacy Resource Guide Covers

Digital Literacy Resource Guide for ConnectHomeUSA Staff

This **Resource Guide** provides ConnectHomeUSA staff with a comprehensive set of resources to design and implement digital literacy programs for residents of various skill levels. All resources included in this Resource Guide are free and available to the public. They cover the full range of training needs (beginner, intermediate, and advanced). HUD does not endorse any of these products and is providing them for informational purposes only.

The topics included in this Guide include:

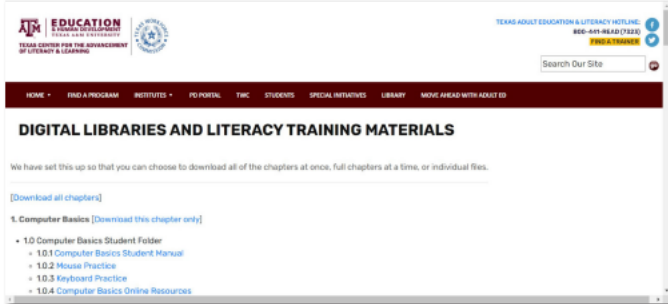
- Section I: Digital Literacy Topics for First-Time Users
- Section II: Intermediate and Advanced Digital Literacy Topics
- Section III: Digital Literacy Training Tips
- Section IV: Snapshots of Five Free Digital Literacy Curriculum
- Section V: Additional Resources

- What it includes:
 - Overview of digital literacy/skills topics for different levels
 - Training tips (e.g. setting up the room, goal-setting for students, etc.)
 - Snapshots of 5 free digital literacy curriculums from:
 - The Texas Center for the Advancement of Literacy and Learning
 - Microsoft*
 - DigitalLearn.org
 - Common Sense Media*
 - Wisconsin INTERFACE
 - Northstar* mentioned
 - Additional Resources
 - Access it directly:

<https://files.hudexchange.info/resources/documents/ConnectHomeUSA-Playbook-Digital-Literacy-Resource-Guide.pdf>.

Sample Snapshots of two of the Five Curricula

1. TCALL Digital Libraries and Literacy Training Materials

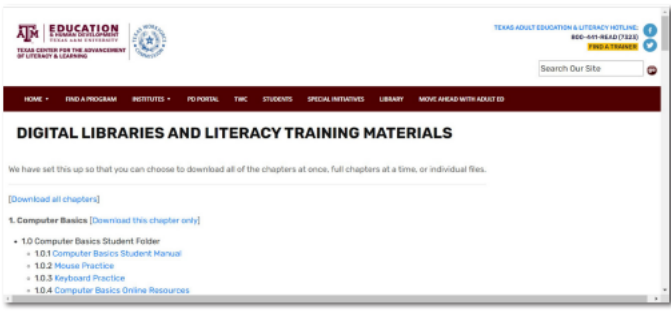
About	The Texas Center for the Advancement of Literacy and Learning at Texas (TCALL) A&M University developed a comprehensive library of digital literacy resources. Seven topics are covered in the curriculum, and there are additional resources like teacher tips, promotional materials, and certificate templates.
Target Audience	The curriculum can be used with beginner and intermediate learners.
Documents	Each chapter has a lesson plan and PowerPoint presentation for the teacher, a folder of materials for students with practice activities, as well as a survey and certificate of completion.
Accessing the Materials	There are options to download all the Word documents, Excel workbooks, and PowerPoint presentations at once, one chapter at a time, or as individual files. Each Word document or PowerPoint presentation downloads directly onto your computer.
Course Length	Each course is designed to take two to four hours to complete.
Topics Covered	The seven chapters include: 1. Computer Basics 2. Internet Basics and Cyber Safety 3. Introduction to Email 4. Introduction to Microsoft Word 5. Introduction to Microsoft Excel 6. Online Job Search 7. Resume Writing
URL	https://tcall.tamu.edu/PD-DigitalLiteracyToolkit.html
Landing Page	

2. Microsoft Digital Literacy Curriculum

About	The Microsoft Digital Literacy Curriculum aims to equip teachers and students with the essential media and digital literacy skills they need to navigate the digital world safely and confidently. The course is for classroom or self-paced individual study.
Target Audience	The curriculum can be used with beginner and intermediate learners. The course is accessible to anyone with basic reading skills who wants to learn the fundamentals of using digital technologies.
Documents	Each course includes a lesson plan and PowerPoint presentation for the teacher. Within the lesson plan there are practice activities, knowledge check questions and links to additional online videos. A customizable certificate of completion is also included.
Accessing the Materials	Downloadable resources include lesson guides, transcripts, videos, and closed caption files. Courses are offered in 14 different languages. Download the documents as a zip file directly to your computer. The complete set of course videos and closed caption files may take up to 60 minutes to download and the transcripts and teacher resource files may take up to 20 minutes to download.
Course Length	Each course is designed to take at least 1.5 hours, or 9 hours to complete the full curriculum.
Topics Covered	The six chapters include: 1. Work with Computers 2. Access Information Online 3. Communicate Online 4. Participate Safely and Responsibly Online 5. Create Digital Content 6. Collaborate and Manage Content Digitally
URL	https://www.microsoft.com/en-us/digital-literacy
Landing Page	

Sample Snapshot of Curriculum - Section 1

1. TCALL Digital Libraries and Literacy Training Materials

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Landing Page	

- Snapshot includes 2 sections:
- **Section 1** includes:
 - About the organization
 - Who the curriculum can be used for (beginners, intermediate, etc.)
 - How to access the free training materials, including instructor materials
 - Topics covered
 - Where to download the materials
 - What the landing page looks like

Sample Snapshot of Curriculum - Section 2

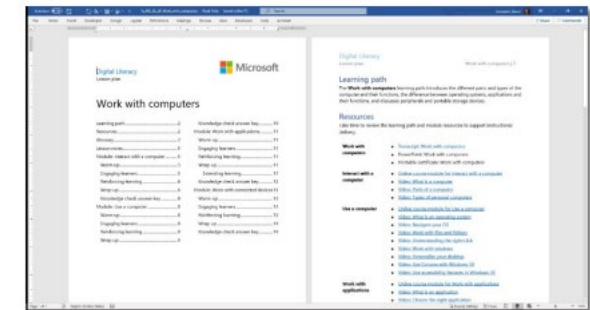
- **Section 2** includes things like:
 - What the files look like
 - What the lesson plans look like
 - What instructor presentation materials look like
 - Practice activities
 - Worksheets samples

2. Microsoft Digital Literacy Curriculum

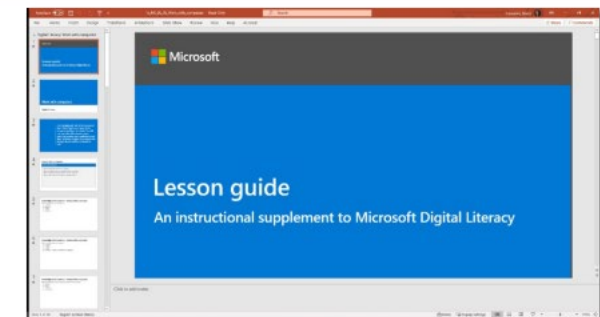
Zip Files

Name	Type	Compressed size	Recover pr.	Size	Ratio	Date added
1) LMS_RL_START_Learn_rules_guide_events	Microsoft Word Document	69 KB	NA	89 KB	0.78	3/10/2015 5:1
2) LMS_RL_Interaction Manual	Microsoft Word 7 - 2003 Doc	259 KB	NA	290 KB	0.90	3/10/2015 5:1
3) LMS_RL_Walk_with_computer	Microsoft Word Document	141 KB	NA	142 KB	0.99	3/10/2015 5:1
4) LMS_RL_Work_with_computer	Microsoft PowerPoint Present...	4,317 KB	NA	4,320 KB	0.99	3/10/2015 5:1
5) LMS_RL_Cat_Walk_with_computer	Microsoft Word Template	54 KB	NA	61 KB	0.90	3/10/2015 5:1
6) LMS_RL_Access_information_online	Microsoft Word Document	1,618 KB	NA	1,620 KB	0.99	3/10/2015 5:1
7) LMS_RL_Access_information_online	Microsoft PowerPoint Present...	3,373 KB	NA	3,375 KB	0.99	3/10/2015 5:1
8) LMS_RL_Access_information_online	Microsoft Word Template	54 KB	NA	61 KB	0.90	3/10/2015 5:1
9) LMS_RL_Communicate_online	Microsoft Word Document	1,588 KB	NA	1,590 KB	0.99	3/10/2015 5:1
10) LMS_RL_Communicate_online	Microsoft PowerPoint Present...	3,368 KB	NA	3,369 KB	0.99	3/10/2015 5:1
11) LMS_RL_Communicate_online	Microsoft Word Template	54 KB	NA	61 KB	0.90	3/10/2015 5:1
12) LMS_RL_Participate_safely_and_responsibly_online	Microsoft Word Document	1,327 KB	NA	1,329 KB	0.99	3/10/2015 5:1
13) LMS_RL_Participate_safely_and_responsibly_online	Microsoft PowerPoint Present...	3,127 KB	NA	3,127 KB	0.99	3/10/2015 5:1
14) LMS_RL_Participate_safely_and_responsibly_online	Microsoft Word Document	15 KB	NA	43 KB	0.40	3/10/2015 5:1
15) LMS_RL_Digital_content	Microsoft Word Document	1,965 KB	NA	1,967 KB	0.99	3/10/2015 5:1
16) LMS_RL_Create_digital_content	Microsoft PowerPoint Present...	6,399 KB	NA	6,399 KB	0.99	3/10/2015 5:1
17) LMS_RL_Create_digital_content	Microsoft Word Template	61 KB	NA	62 KB	0.98	3/10/2015 5:1
18) LMS_RL_Collaborate_and_manage_content_digita...	Microsoft Word Document	12 KB	NA	12 KB	0.99	3/10/2015 5:1
19) LMS_RL_Collaborate_and_manage_content_digita...	Microsoft PowerPoint Present...	6,399 KB	NA	6,399 KB	0.99	3/10/2015 5:1
20) LMS_RL_Collaborate_and_manage_content_digita...	Microsoft Word Template	60 KB	NA	60 KB	0.99	3/10/2015 5:1

Lesson Plan



Lesson Presentation



Additional Resources Section

SECTION V: Additional Resources

In addition to the resources highlighted throughout this Resource Guide, we have compiled a list of additional resources by topic. As you design your digital literacy training program, consult these materials for other ideas and programming you can offer your residents.



Resources on Digital Devices

- Computer Basics
 - [Hardware and Software Basics](#)
 - [Mouse Tutorial](#)
 - [Typing Tutorial – Interactive Course](#)
- Starting Out
 - [Why Use a Computer?](#) (Video)
 - [Getting Started on a Computer](#) (Video)
 - [Using a Mac \(OS X\)](#) (Video)
 - [Using a PC \(Windows 10\)](#) (Video)
 - [How to Set Up a Tablet for Kids](#) (Video)
- Mobile Devices
 - [iPhone Basics](#)
 - [Android Basics](#)
 - [Using a Mobile Device - Android](#) (Video)
 - [Mobile Device Tips](#)
 - [Scan QR Code on iPhone or Android](#)
- Online Services
 - [Buying a Plane Ticket](#) (Video)
 - [Introduction to Google Maps](#) (Video)
 - [Employment Resources](#)

• Additional Resources section covers:

- More resources for training on device usage;
- Section for families
- Educational resources for students
- Printouts on things like Internet safety, digital citizenship, etc.

Key Resources

- [ConnectHomeUSA Playbook Digital Literacy Resource Guide - HUD Exchange](#)
- [ConnectHomeUSA Homepage - HUD Exchange](#)

Contact Information

connecthome@hud.gov



Implementing Successful Digital Literacy Training

A Model from the Seattle Housing Authority and Free CHUSA Digital Literacy Materials to Get You Started



Ari Einbinder & Foss Khalif

Digital Skills Instructors, **Seattle Housing Authority**



Digital Skills Instruction

Seattle Housing Authority and the Digital Equity Team

- Admin
- IT
- Data Analyst
- Digital Navigators
- Digital Skills Instructors



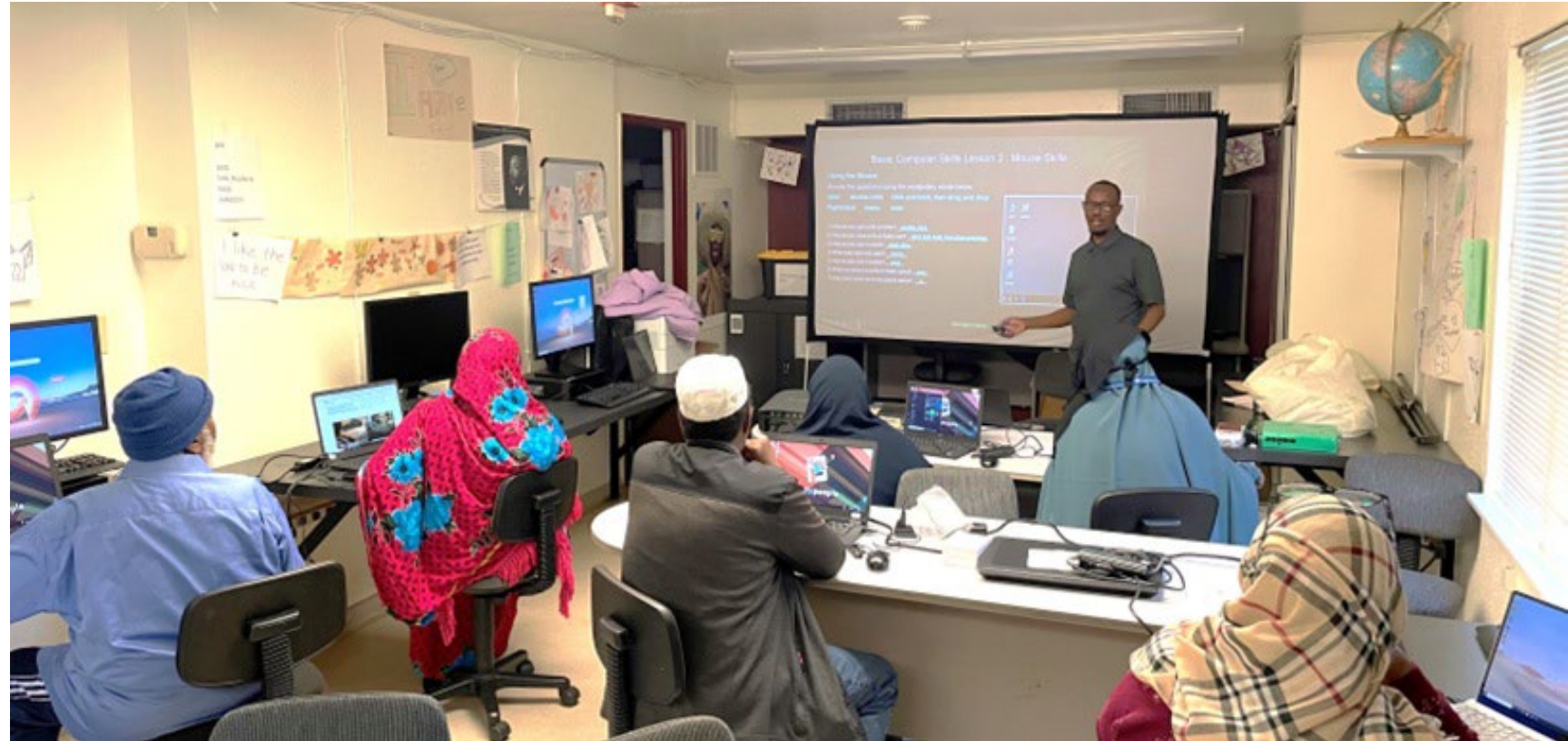
Devices $\neq$ Skills

1. Accomplish Personal & Institutional Goals
2. Technology Literacy
3. Safety



Outreach

- Planning stage
 - Audience
 - Language
 - Accessibility
 - Availability
- Intentional relationship building



Communication & Logistics

- Logistical planning
 - Internal partners
 - Resident availability
 - Transportation & Storage
 - Technology Needs
 - Data & DN Services
- Customized Communication



NorthStar Digital Literacy

ConnectHomeUSA's Digital Literacy Resource Guide *(Google it!)*

1. Assessment
 2. Class Lessons
 3. Online learning materials
- Future Innovations:
 - More language options
 - More dynamic learning software
 - AI?



Basic Computer Skills, Lesson 1: Devices and Computer Log On

Northstar Digital Literacy Standards <i>This lesson aligns with the following standard/s.</i>	Vocabulary <i>This lesson focuses on the following digital literacy terms.</i>
1. Distinguish between different types of devices. 2. Identify specific computer hardware. 3. Log on to and shut down a computer. 5. Identify types of mice: mouse and touchpad. 18. Turn computer monitor on and off.	desktop computer laptop monitor mouse system unit tablet

Technology Concepts

Important lesson background and teaching tips for instructors:

In this lesson, learners will be introduced to different types of computers and their parts. They will practice how to turn on and log on to a computer, as well as log off and shut off a computer properly. At the end of the lesson, learners should be able to recognize common computer parts and their purpose, and identify specific computer parts on different devices.

Teaching Tips:

- Be sure to teach the difference between shutting down a computer and putting it to sleep.

Teacher Prep Guide

Follow these steps to prepare for teaching this lesson.

General Prep	☐ Confirm steps to log on to a computer in your lab. ☐ Prepare to project the Reference A for Warm-up. ☐ Prepare to project Reference B for Model & Explain 1/2. ☐ Prepare to project Reference C for Pair Explore.
Model & Explain 2	☐ Copy Handout A for each learner (half sheet).
Task	☐ Copy Handout B (3 pages) for each learner.
Vocabulary Work	☐ Copy Handout C for each learner.

Class Design

- Beginner classes
- Self sufficiency
- Practical and fun applications
- Laptop vs Tablet
- Device support



NorthStar Assessment

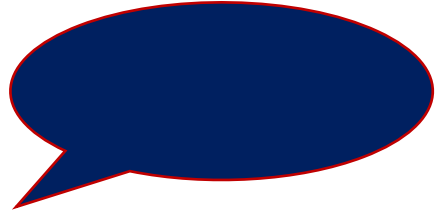
Pre-Scores

- NorthStar Digital Literacy
Score: 66%
- “I feel confident using a computer”
 - Score: 69%
- “I feel confident using the internet”
 - Score: 61%

Post-Scores

- NorthStar Digital Literacy
Score: 86%
- “I feel confident using a computer”
 - Score: 85%
- “I feel confident using the internet”
 - Score: 86%

Feedback



“You can't live without a computer now... it's scary and trying to learn on your own is impossible but coming here, where we have a good time and learn it, it was wonderful.”

“I'm still feeling a bit intimidated [by computers and internet] but the more I learn how to touch it and operate it, I know it's gonna be ok.”

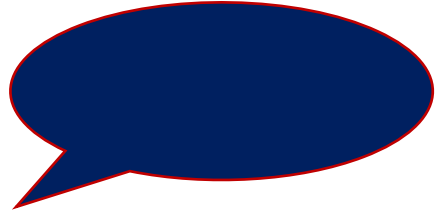
“I was able to download files from a USB drive onto my laptop all by myself!”

“I'm in school and these classes help me achieve my school goals. I didn't know how to do anything before taking classes.”

“Learning how to touch the touchpad the right way was difficult.”

“I feel that I know more about safety than I did before... I feel much more comfortable and confident to make purchases.”

Feedback



“It was very helpful in my life, like to save my time and more knowledge to help my kids to do their home work.”

“I'll be able to communicate more with my family...”

“The day we spent on security [was so useful]... security is a big issue with me because hackers are such a threat!”

“It expands my knowledge of what's in the world... It's blowing my mind! ... And it's exciting! And also a challenge, which I like.”

“The Social aspect was my favorite part because I'm alone a lot, it was nice to be with others.”

“Make me able to complete my book that I'm writing. (I just got a poem accepted in a journal!)”

Outcomes

- 250+ Devices
- 250+ Graduates
- 5,000 total training hours
(450+ classroom hours)

A. Skills and devices

- Children's homework
- Doctor's appointments
- Stay in touch with family

B. Personal growth, Community experiences, joy, hope, & a world of information and opportunities.



Creating a Digital Equity Skills Program

- **Who:** Stakeholders
 - Target audience for DE skills program
 - What are their challenges? To attending, to learning, to using devices, etc?
 - Community builders, community centers, funders, site managers, partnering organizations, etc.
- **Where:** Where does the target audience live? Where can classes or other services take place?
- **Why:** Why will potential learners use your services? (Incentives)
- **When:** Scheduling & coordination with learners, host sites, etc.

Creating a Digital Equity Skills Program

- **What:**
 - What are the specific community needs? What are the goals of the program?
 - What is needed?
 - Curricula: Make use of relevant programming that's already available (CHUSA); customize as needed
 - Technology: Computers; internet access; cables to charge devices, projectors, etc.
 - Location: Host sites
- **Data:** Analyst, a good tracking system, diligent reporting
- Diverse and plentiful outreach methods

Contact Information

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Foss.Khalif@seattlehousing.org



Q&A

Tomorrow's Sessions: Day 2

Time	Session Title
12:30- 1:30 PM ET	Boosting Your Broadband Efforts with the Broadband Equity, Access and Deployment Program
1:30- 2:15 PM ET	Showcasing CHUSA Connectivity Case Studies: Roundtable with Jersey City, NJ and Akron, OH
2:15- 2:30 PM ET	Break
2:30- 3:30 PM ET	Digital Equity Act Program: Plugging into Funding
3:30- 4:00 PM ET	Break
4:00- 5:00 PM ET <i>Concurrent Sessions</i>	State Broadband Office: Your New BFF (Broadband Funding Friend)
	Resources and Tips for Digital Upskilling

Thank you for Attending!

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