

Digital Literacies & Digital Justice:

New pedagogies in times of crisis



THE UNIVERSITY
OF BRITISH COLUMBIA
Learning Exchange



FACULTY OF
EDUCATION

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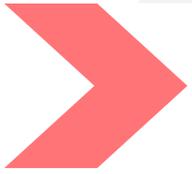
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William Booth

DTES Literacy Roundtable Coordinator / DTES Tech Cafes



William focuses on digital literacy as an integral aspect of understanding literacy not as a binary, but as basic life skill which allows one to participate more fully in their life.



Icebreaker Activity - 5 Minutes

1. On your own: write down a simple definition or explanation for the computer term you have been given
1. Once you have come up with your definition find a partner at your table
1. Read your definition out but **don't share** what term you have been given. Can your partner guess what term you were given based on your explanation?

Things to be aware of: Are we using complex terms to define complex terms? Are we using concepts the learner has not yet learned? Does the order of steps in your explanation make sense? Is it the same on a laptop, tablet, and or Smartphone?



What is Digital Justice?



Digital justice is a movement and a practice. It is the systems, actions and policies that allow everyone to live in a just online society



Digital Equity

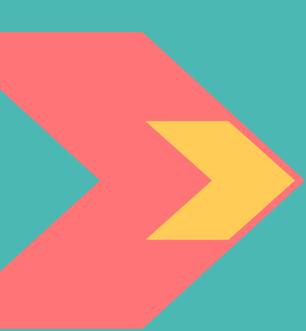


“A state in which every Indigenous person, community and Nation is **fully equipped to access and effectively use technology to contribute, thrive, and succeed in today’s digital society while preserving self-determination.**

We know digital equity is more than just access to computers and the internet, it is about **influence over the trajectory of technology and its impacts on society.** Digital equity is a prerequisite for innovation, self-governance, entrepreneurship, education, economic and cultural wellbeing, and nearly all aspects of rights implementation in the digital age.”

<https://technologycouncil.ca/digital-equity/>





Meaningful Connectivity

“Meaningful connectivity refers to digital inclusion through **access to devices and services** such as phone and internet coverage, as well as **the quality of those services and devices, their reliability, and affordability**. It encompasses **equal opportunities to participate online** and connect with others for safety, learning, recreation, building relationships, and access to services.”

Digital (in)equity is intersectional



Digital inequality is at the intersection of other inequities along the lines of sex, gender identity, race, age, language, ability, education, income and location. As such, Indigenous women, girls and 2SLGBTQQIA+ people, those living in rural and remote communities, those with low-incomes and those living with disability are at highest risk of digital exclusion. (Rhea Dooney, First Nations Technology Council, personal communication, November 24, 2021).



Digital inequity in Canada

The Canadian Radio and Telecommunications Commission (CRTC):

69% of Canadians who earned less than \$32,914 a year have access to the internet at home.

94.5% of those who earn more than \$132,809 (CRTC, 2019) have high speed internet.

63.4% of low-income Canadians had access to a working home computer compared to **95% of the wealthiest** households (CRTC, 2019, p. 52).

Overall, low-income households spent **9.1%** of their income on communications, and the highest income households spent **1.8%** (CRTC, 2019, p. 55).

Digital inequity in BC

According to BC's auditor general, "94% of B.C. households had access to internet at 50/10 Mbps. But only **40%** of rural non-Indigenous communities and **38%** of rural Indigenous communities had access to 50/10 Mbps". p. 40

50/10 refers to the minimum upload and download speeds that the CRTC has determined is needed to realize the full benefits of an internet connection.

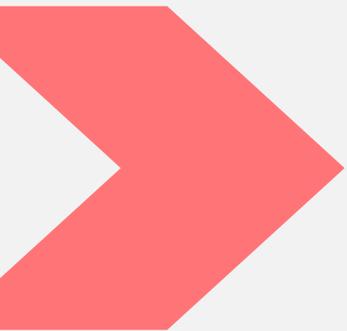
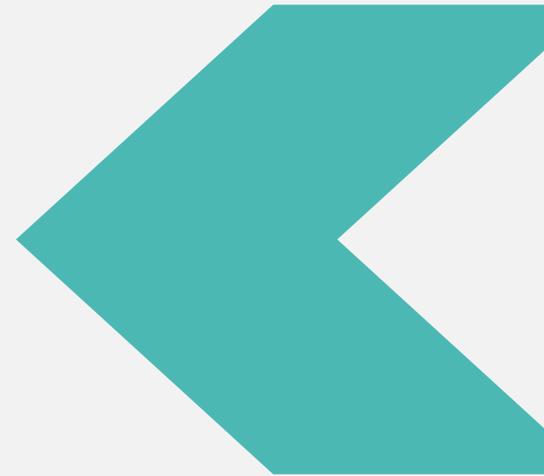


How do these ideas of digital justice play out in your settings or communities?

Burnaby Neighbourhood House Tech Cafes



- Resumed in-person tech support in May 2020
- Phone and Virtual support services to help with EI/CERB applications
- Conceived a "Nested model" to address growing demand for tech support



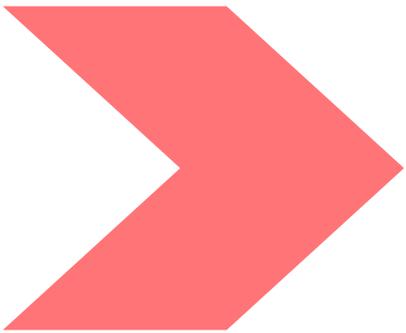
Burnaby Neighbourhood House Tech Cafes



- Flexible tutoring sessions online
- Multilingual support
- Instructional videos on various topics



Burnaby Neighbourhood House



ਲਿੰਕ ਦੀ ਵਰਤੋਂ ਕਰਕੇ ਜੂਮ ਮੀਟਿੰਗ ਵਿਚ
ਸ਼ਾਮਲ ਕਿਵੇਂ ਹੋ ਸਕਦੇ ਹਾਂ

HOW TO JOIN A ZOOM
MEETING USING A LINK
(PUNJABI)

Downtown Eastside Virtual Tech Cafes

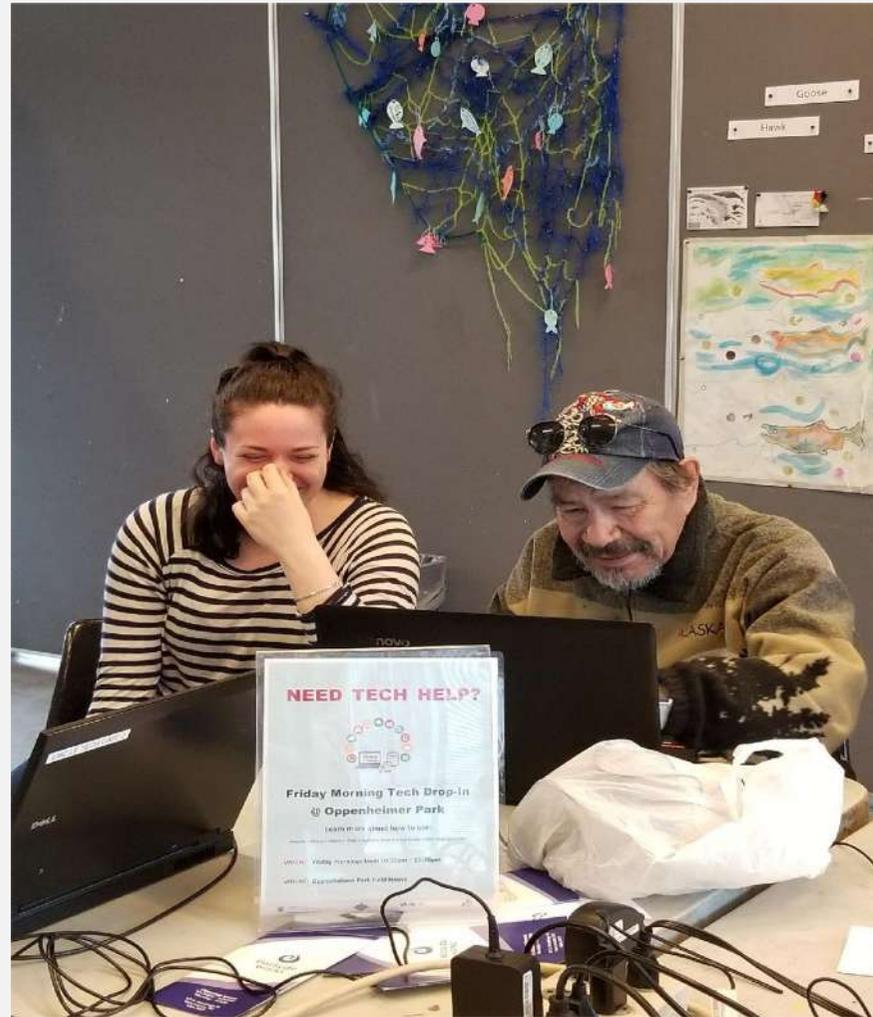
Tech Ambassadors

Community members who provide peer to peer help at the tech cafes



- Provided equipment and hotspots to our tech ambassadors so they could continue supporting community
- Retrained ambassadors on how to give virtual tech help
- Virtual tech cafes ran every Tuesday and Thursday from June 2020 - April 2021.

Virtual tech café for Chinese seniors continues to run every Thursday



DTES TECH CAFE BY THE NUMBERS (2021-22)

IN-PERSON TECH CAFES

Total number of sessions: 95 Sessions, 190 hrs of tech help with **733** participants

Carnegie Community Centre – **42** Sessions with **548** (average of 14 per) attending spaced out in the Theatre

Eastside Works – **28** sessions with **120** attending (number of participants limited by space and Covid restrictions)

Watari – **25** sessions with **65** participants (Due to Covid restrictions, some of the sessions were with one participant per hour)

VIRTUAL TECH CAFÉ STATISTICS – Online over ZOOM

Chinese Seniors – **42** sessions approx. 5 -7 per session

Watari Migrant Farm Workers - Introducing the essential functions of zoom – 25 per session

Types of Help Given @ Tech Cafes

- How to use zoom and zoom tutorials
- How to use Linux devices
- How to connect to wifi
- Choosing a cellphone plan
- How to post articles on sites like medium.com
- Editing documents and emails
- How to do interact e-transfers
- Where to find Podcasts
- How to record podcasts
- Phone security
- WhatsApp, WeChat, and other chat apps
- How to create and share posters
- Accessing vaccine booking sites
- Vaccine passports
- How to sell artwork or other items online

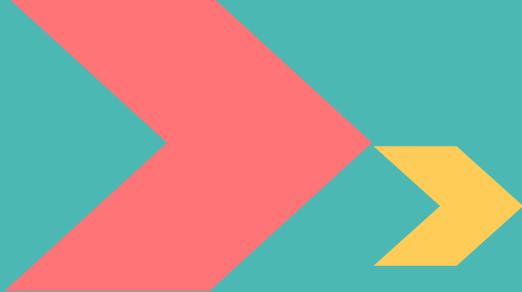


- Setting up, changing or accessing passwords, password recovery
- Setting up cell phones for the first time
- Ringtones, sounds, and alarms on phone
- Resetting phones/tablets
- Setting up new email/social media accounts (especially Gmail)
- Facebook privacy and security settings
- Linking phone numbers to email/facebook accounts
- Backing up data to the cloud or another device



Break Time!





The pandemic has forced us to pay attention to critical digital literacy in a ways we haven't before:

1. Practice activities that can be done in safe spaces (online and offline)
 2. Help people understand why online privacy matters - how to be safe online, how to identify phishing scams, how to know if a website is secure.
 3. Understanding what data is and how to track the usage (especially important for people whose only online access is through mobile devices)
 4. How to spot fake or misleading information
 5. Ensuring information privacy and security when doing online shopping, banking, and/or e-government related tasks
- 

GROUP ACTIVITY

Do you know what Facebook apps can post and send messages on your behalf without further permission from you?

If you have a device (cellphone, tablet, laptop) with you that currently has your Facebook installed, please open Facebook on it

- 1 Click on the drop-down arrow on the far right of your screen next to your name or tap the **settings cog** if you're viewing it on a cellphone
- 2 Click on **Privacy Settings** and scroll down to **Apps and Websites**
- 3 Click or tap on each **individual app/website** to see what permissions you have given it and what data of yours you have given them permission to collect. It will also show you if you have given an app permission to post or send messages on your behalf

Steps to avoid spreading mis/disinformation

Don't just read the headline. Read the whole story before you share it — including the name of the author and the date it was published. If the story is fake, that's where you'll find your first clues — especially if the headline doesn't match the content.

Check to see if other outlets are reporting on the same story. If no mainstream outlets have picked up on the story, and you're only seeing it on blogs or niche outlets, wait to share the story or video.

Do a quick Google search. You may learn new details, or find out that the story was published five years ago, or that the headline is false.

When people tell you something or pass on something that seems like it could be false, **ask them more about where they heard, saw or read it.**

If in doubt, don't share it. It never hurts to not share something, but it can be damaging to share something that isn't true.

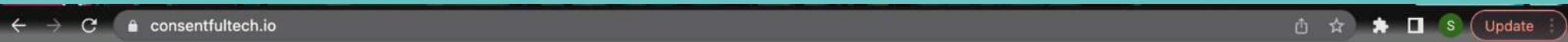




Each leg of the stool contributes to people feeling digitally included with meaningful connectivity. Without one of these legs, the stool will fall.



Moving toward consentful digital literacy

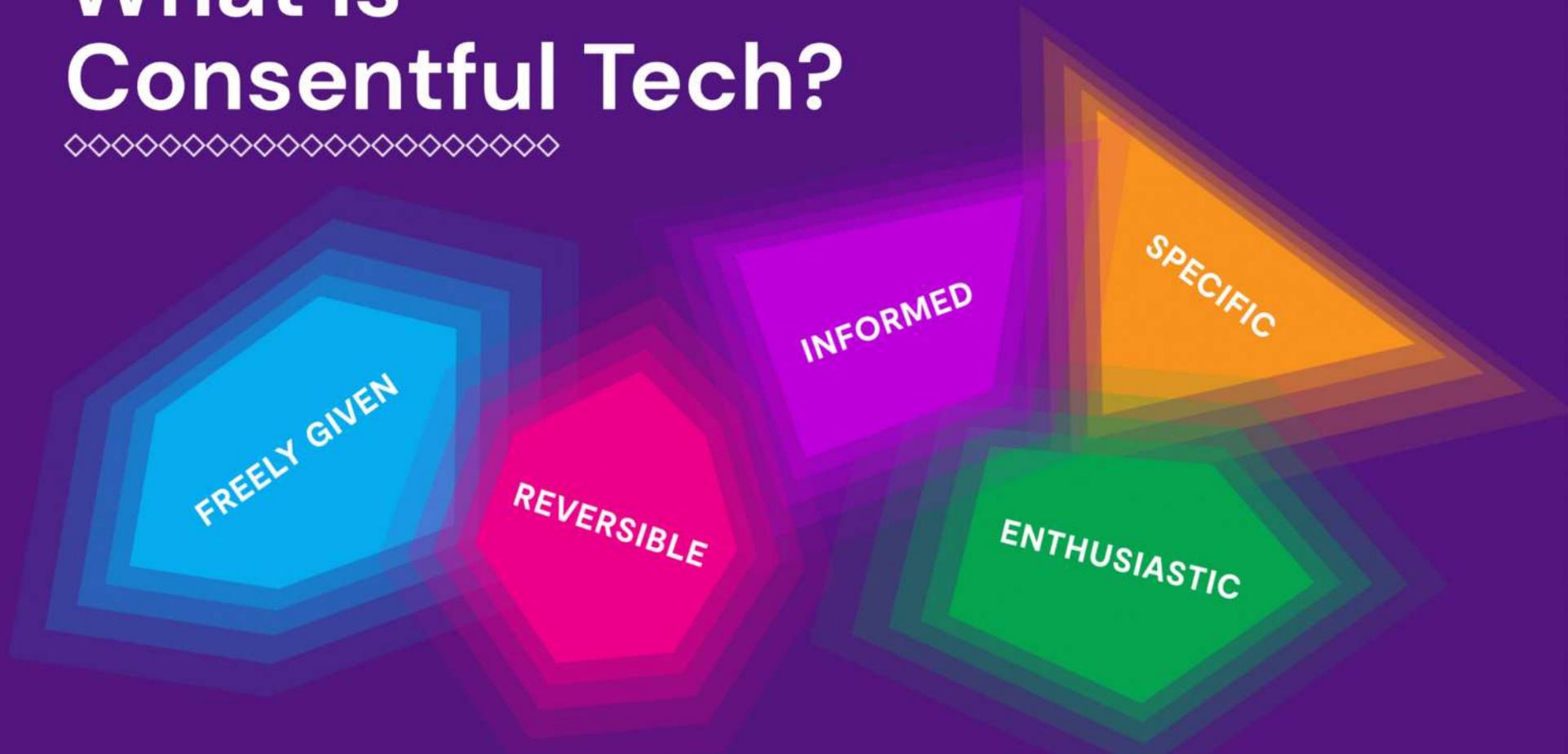


The Consentful Tech Project

Consentful Tech in Action

[Donate](#)

What is Consentful Tech?



FRIES*

Freely Given In technology, if an interface is designed to mislead people into doing something they normally wouldn't do, the application is not consentful.

Reversible: In technology, you should have the right to limit access or entirely remove your data at any time.

Informed: Consentful applications use clear and accessible language to inform people about the risks they present and the data they are storing, rather than burying these important details in, for example, the fine print of terms & conditions.

Enthusiastic: If people are giving up their data because they have to in order to access necessary services and not because they want to, that is not consentful.

Specific: A consentful app only uses data the person has directly given, not data acquired through other means like scraping or buying, and uses it only in ways someone has consented to.

*From planned parenthood's framework of sexual consent



The consentful tech project: <https://www.consentfultech.io/>

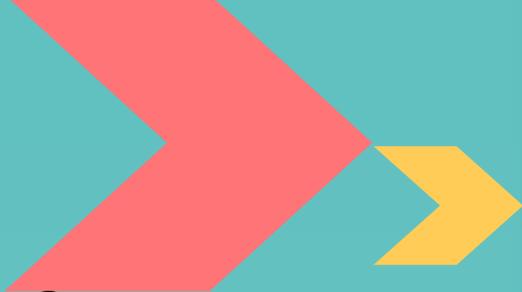
Digital Skills for Older Adults
<https://gluusociety.org/>

Centre for Humane Technology
<https://www.humanetech.com/>

First Nations Technology Council
<https://technologycouncil.ca/>

How to spot fake news. <https://www.cbc.ca/news/science/fake-news-misinformation-online-1.5196865>





OVER TO YOU

Questions?



Comments?