

Digital Literacy – Key Findings (Analysis)

- Need to research and clearly define what digital literacy is (and what it is not) and what elements make up digital literacies
- Data collection of both traditional LN skills/assessment scores and digital LN skills
- Understanding of clients internal systems - interdependences vs interface, opened vs closed systems, hardware vs software
- Staying true to the overall business objective and not getting lost in systems training

Digital Literacy – Key Findings (Design)

- Highly dependent on the customer's IT system and impacted by their technical limitations (wifi and local access issues) - allow more time for development
- Very easy to get pushed into system training – we continually referred back to our definition of digital literacies
- Mixed modes of delivery needed – ibooks, Powerpoint, traditional in room materials
- Needed to bring our delivery team along with us on the journey – ran a upskilling day around clients IT systems and context of how they are deployed in the field

Digital Literacy – Key Findings (In the room)

- Importance of having a client systems guru available on each day 1 – passwords and wifi
- Created a nice opportunity for younger staff to support older staff who were normally their support system
- Able to clearly link the importance of digital literacy to the business objectives. Front line staff were not aware real time data was becoming a contractual requirement. This made the course more relevant and distanced it from systems training
- Increased flexibility to adapt material and trainer guides as we rolled out the programme and gain feedback on flow and content
- Capturing of real-time feedback from learners and able to share the applied learning – google doc's, video uploads and photo's on the job - with the client

Digital Literacy – Key Findings (Evaluation)

- Overwhelming amount of learner data and information to consolidate
- Manager's feedback showed the impact in the field (number of people bringing Ipads to tool box meetings, real time data, email replies)
- Focused on core skills now being applied in the business
- Confidence shifts significant for learners
- Understanding clearly how the client wanted us to report our findings and how they were going to use it within their business

Digital Literacy – definition and framework

Definition: Digital literacy is the ability to locate, organise, understand, present, evaluate and analyse information using digital technology

Capabilities: Digital literacy is the ability to locate, organise, understand, present, evaluate and analyse information using digital technology there are 8 digital literacies split across Mindset and Skillset

Mind set

Cultural: How to behave in a digital environment (group norms)

Cognitive: Mastery of the how to's of specific platforms

Constructive: How to use digital tools to remix existing content

Communicate: How to communicate across digital mediums

Skill set

Confidence: Evaluate personal skills and manage own learning

Creative: How to use digital tools to create original work

Critical: How to evaluate information presented in the digital age

Civic: How to use technology to connect and form networks