

Essential Digital Skills/Literacy Evaluation Framework for Seniors

<p>What do we want to achieve</p>	<p>All older New Zealanders have the digital literacy skills to be digitally included. These include:</p> <ul style="list-style-type: none"> • being able to connect to the digital world or the internet • having the trust and confidence to carry out online activity and services • staying connected with their families and friends • keeping up with technology as it changes 			
<p>What does this look like</p>	<p>Able to connect to the internet with different devices in different ways</p>	<p>Able to carry out online activity and services safely, with trust and confidence, including to:</p> <ul style="list-style-type: none"> • register and apply for services, buy and sell goods and services, and administer and manage transactions online • interact online safely (understand and avoid scams) with different online devices, systems, and apps • find, manage and store digital information securely • find solutions to problems using online services, including keeping up with change of technology 	<p>Have a better understanding about technology and the digital world</p>	
<p>How we will measure this</p> <p>Participants self-evaluate their digital literacy skills before and after training using the enclosed template (also includes questions about participants' experience on the training programme and trainers/facilitators)</p>	<p style="text-align: center;">Foundation/Basic skills*</p> <ul style="list-style-type: none"> • percentage of participants who can turn on a device and log in to any accounts/profiles they have • percentage of participants who can connect a device to a Wi-Fi network • percentage of participants who can find and open different applications (App) or programmes on a device • percentage of participants who can use the different menu settings on a device to make it easier to use (e.g. change the font size to make it easier to read) • percentage of participants who can organise information using files and folders • percentage of participants who can use bookmarks to save and retrieve websites and information <p>*Participants must have the foundation skills before learning the other skills</p>	<p style="text-align: center;">Skills to carry out online activity and services</p> <ul style="list-style-type: none"> • percentage of participants who can manage their money and transactions online securely, via websites or apps (e.g. bank account) • percentage of participants who can buy and/or sell goods or services online • percentage of participants who can access and register services online including filling in forms, particularly for government services • percentage of participants who can access and manage health services online (e.g. booking appointments or online consultation) • percentage of participants who can use the Internet to find information to help them solve problems e.g. use search engines • percentage of participants who can use online tutorials, web chat, FAQs and forums to solve problems • percentage of participants who can use their digital skills to keep up with change of technology 	<p style="text-align: center;">Social connection skills</p> <ul style="list-style-type: none"> • percentage of participants who can communicate with others digitally (e.g. email, or Messenger) • percentage of participants who can speak to others through video tools (e.g. FaceTime, Zoom or Skype) • percentage of participants who can interact and/or post content on social media platforms (e.g. messages, photographs, video etc.) • percentage of participants who can use the Internet to stream or download entertainment content (e.g. films, music, games or books) • percentage of participants who can set privacy settings on my social media and other accounts 	<p style="text-align: center;">Skills to be safe online</p> <ul style="list-style-type: none"> • percentage of participants who can keep the information they use to access online accounts secure, by using different and secure passwords for websites and accounts • percentage of participants who can respond to requests for authentication (e.g. reactivate an account when they have forgotten their passwords) • percentage of participants who can assess the risks and threats involved in carrying out activities online and act accordingly, including <ul style="list-style-type: none"> ○ percentage of participants who can recognise and avoid suspicious links in emails, websites, social media messages and pop ups, and know that clicking on these links is a risk ○ percentage of participants who can update their computer security systems when necessary to prevent viruses and other risks ○ percentage of participants who can identify secure websites by looking for the padlock and 'https' in the address bar • percentage of participants who make sure not to share or use other people's data or intellectual property without their consent • percentage of participants who are careful with what they share online as they know that online activity produces a permanent record that can be accessed by others
<p>Input/Intervention</p>	<p style="text-align: center;">Digital Literacy Training</p>			
<p>Target group/participant criteria</p>	<ul style="list-style-type: none"> • People aged 65 years and over, from diverse groups including Māori, Pacific, and other ethnic groups • Lack basic understanding about technology, the internet, and online services • Lack knowledge and skills to connect to the internet with different devices in different ways • Lack skills, trust and confidence with technology to carry out online activity and services 			