Report of

COMMUNITY COMPUTER LITERACY PROGRAM

PHASE 3

PROJECT INITIATED BY:
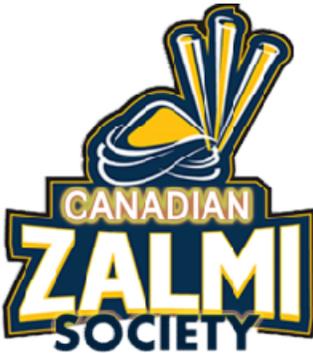
SUPPORTED BY:

NEED FOR THE PROGRAM

The North East is an area which has a large demographic of individuals that are new to Canada. This produces a need for affordable computer literacy classes to be created and become accessible. Being able to have access to this type of program would not only allow for an increase in knowledge but assist newcomers in integrating into Calgary. With their newfound skills, they would be much more comfortable in their new home and have an increase in confidence. Also, in Canada and all western countries, we are dominated by technology and the need to be able to understand how to use it. By offering a class that would provide a place to learn the basics and be set on a path of further learning opportunities is vital for those who lack this ability. It also allows for a safe space where people can meet each other and build lasting relationships.

PROGRAMOVERVIEW:

The program during phase three was four weeks long running from 12pm-4pm every consecutive Sunday. We hold all our courses in the NECCS boardroom lent to us by the Genesis Centre. This program, in particular, was for older adults and seniors particularly for a variety of different reasons. The main reason being it would create a place with individuals of similar abilities and allow us to pace our lessons accordingly it would also create a much more relaxed atmosphere. We realized picking people based on their age has helped significantly. Making not only teaching easier but allowing the participants themselves to feel more comfortable. For this phase, we have continued to give out desktops instead of laptops. Allowing for an outlet to practice their skills as well as pass on their knowledge to those in the household. Overall, this program allowed many individuals to not only gain new knowledge but expand on what they already know and meet new people at the same time.

APPROACH

Every program we start off with our standard introductions and the outline of what will happen each week. Once that is finished we jump right into our lessons leaving room for various questions and designated time to practice. At the end of the program, we had a wrap up where we discussed the most important topics that were covered and then have each participant take a short test. Once those tests are graded we move on to distributing the desktops as well as taking pictures.

CHALLENGES

We faced a few difficulties in this phase of the program. There was a challenge due to the level of literacy in English. Many of the people were unable to keep up at the start due to this limitation, because of that we had to slow down. This presented the next problem of half the class being more skilled in what was being taught than others that they lost interest. To make sure this didn't happen, we assigned a group of individuals that needed extra help to a volunteer. That way we could keep moving, and keep everyone engaged but at the same time have help ready for those who may need it. Another issue we faced was the timeline seemed too short for our students. At our last session, many students wanted there to be more classes that were not as heavy in the material. We addressed this issue and plan on implementing less concentrated classes but adding a day or two more into the schedule.

ACCOMPLISHMENTS

We used a common assessment to judge how the students had done and how much of the course they were able to retain. This was done through a multiple-choice test that touched on the major topics the participants should have been able to recall. Everyone in the class got a passing grade.Another significant accomplishment we had was the desire for almost all our participants to volunteer for the organization. This proved to us that what we are doing is having an impact on people's lives and that those we have helped want to contribute so we can continue doing so.

GOALS AND OBJECTIVES

Our goal is to continue offering this Computer Literacy Course as we have seen a lot of success. Since it is the summer we want to present more free one-day classes allowing more people to attend. This way they not only gain some fundamental knowledge but also get exposure to how our classes are taught. We also plan on expanding our programs to various skill levels giving us the opportunity to teach more complex topics to those who are interested. By offering class such as one focused more on the hardware aspect of computers we can provide those who have a desire to learn more a way to do so. We also had a surplus of requests to introduce classes that were tailored to parents and how they can monitor their children's online activity and use parental controls. This will be implemented as a separate session which we will offer a couple of times throughout the year. Through discussion with our participants, we have learned about the different classes they would like to see that would help them the most. We hope to integrate their ideas and plan our new courses accordingly moving forward.

ADVERTISEMENT

Social media is our main advertising method through the use of Facebook and Instagram. We team up with various influential people that reach out to their supporters and get us more attention. Our website is also useful in acquiring potential members. Word of mouth has become a largely effective method that our previous participants have used. Using these various outlets allows us to reach out to a variety of different people. This has worked very well for us so far as we continue to have an excess of applicants apply each time we have started a new version of our Computer Literacy Course.

CERTIFICATE & FREE COMPUTER DISTRIBUTION

During this session, we had a special guest the **Honorable Irfan Sabir (NDP)** MLA. He was able to sit through our final class and learn about what our organization is doing and what we plan on accomplishing. We received a lot of positive feedback from him, and he had suggested that we apply for more government grants. He had expressed that there was, in fact, a great need for programs such as these. Irfan Sabir had expressed that moving further if we do need any support he would be willing to offer it which we greatly appreciated.