Supporting Adult Learners in the Digital Age
Your Facilitator

Jennifer Kobrin
Objectives

• Gain strategies for helping adult learners improve their computer skills
• Understand how technology can be used as a tool in adult literacy contexts
• Learn how qualified tutors can get involved with the myPLACE program
• Expand your network of tutor colleagues and have fun
Digital Natives

Those who have known only a world with instant connectivity

- Multi-media information access
- Instant gratification & rewards
- “Just-in-time,” NOT “just-in-case”
- Multitasking
- Sound, video, color BEFORE text
Digital Immigrants

Those who have known the world before instant connectivity

- Print out documents to read & edit
- Prefer step-by-step and individualized instructions
- Show and tell in person
- May be nervous around new technology
Who’s in the Room?

Digital Natives

Digital Immigrants
Digital Divide

- Phones → Internet → High-speed connections
- Racial, socioeconomic, age and geographic gaps
- Smartphones: opening and closing doors
Digital Literacy

- Applying for a job
- Completing a FAFSA
- On-the-job responsibilities
- Keeping in touch with friends or relatives
• Where do you fit on the spectrum of digital natives and digital immigrants?

• Briefly describe your current tutee or mentee. What is his or her relationship to technology?

• How have you used technology as a tutor? If not, how would you like to use technology?
Technology and Adult Literacy

- Assess a learner’s comfort with technology
- Identify resources to teach computer skills
- Incorporate technology into one on one or small group instruction
### Assessment Tools

**Supporting Adult Learners in a Digital Age**

[Image: myPLACE ONLINE form]

**Computer Skills Assignment**

**Instructions:** Rate the chart. Put a check in the box “Can do already” if you are really comfortable using the computer skill. For your interest in the box “Want to learn,” and “Want to improve,” if you need more help.

When you are finished, type the names of three parents you want to be. Your Learning Coach will need you to decide:

1. 
2. 
3. 

<table>
<thead>
<tr>
<th>Computer Basics</th>
<th>Computer Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning how to type, using a keyboard (Lesson One)</td>
<td>Want to learn</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Using the Internet</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning on the Internet, using a web page (Lesson Two)</td>
<td>Want to learn</td>
</tr>
<tr>
<td>Using email (Lesson Three)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Microsoft Word</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Creating documents in Microsoft Word (Lesson Four)</td>
<td>Want to learn</td>
</tr>
<tr>
<td>Saving in Microsoft Word (Lesson Four)</td>
<td></td>
</tr>
<tr>
<td>Formatting text in Microsoft Word to make it bold, italic, or underline (Lesson Four)</td>
<td></td>
</tr>
<tr>
<td>Preparing a document in Microsoft Word to make a basic mailing label, etc. (Lesson Four)</td>
<td></td>
</tr>
<tr>
<td>Placing a document in Microsoft Word</td>
<td></td>
</tr>
</tbody>
</table>

**www.philaliteracy.org ● Mayor’s Commission on Literacy**
Resources

Computer Skills
- [http://digitallearn.org/](http://digitallearn.org/)

Workforce Readiness
- [https://philaworks.emsicareercoach.com/#action=loadResumeBuilder](https://philaworks.emsicareercoach.com/#action=loadResumeBuilder)
- [mynextmove.org](http://mynextmove.org)
Incorporating Technology as a Tutor: Activity

- Explore the resources on your own
- Form a group of 2-4 people
- Plan a fun and engaging lesson that incorporates at least one computer resource to teach math, reading, or writing
- Make your lesson plan as specific as possible
Tips for Being a Guide on the Side

• Avoid using computer jargon, especially with beginners

• Slowing down will make things go faster in the long run

• Connect to hobbies and activities learners enjoy
myPLACE Learner Flow

Referral to a myPLACE Campus

Intake/Assessment

Introduction to Adult Learning and Careers

Placement in Online or Face to Face Classes

Ongoing Support and Follow-up through Learning Coaches
myPLACE Campuses

• **Community Learning Center**
  *(Serving SW & West Philly)*

• **Congreso De Latinos Unidos**
  *(Serving North & NW Philly)*

• **District 1199C Training and Upgrading Fund**
  *(Serving Center City & South Philly)*
Supporting Adult Learners in a Digital Age

myPLACE Success To-Date

- **2901** adult learners enrolled in first myPLACE appointment.
- **1595** completed intake and assessment.
- Increasing the number of publicly-funded classroom seats by **43%** with our online offerings.
- **23** community-based literacy providers are partners, offering seats in their classrooms in most neighborhoods of the City, and recording learner completions and attainments in our registration system.
- At this rate, we will have **8000** registered adult learners in our system and at least **30** literacy partners by the end of FY15.
What We’ve Learned

• **15%** of all adult learners assessed, are showing TABE **reading** scores at **Beginning Basic**, meaning functionally not reading or writing.

• **23%** of all adult learners assessed are showing TABE **math** scores beginning at **Beginning Basic**, so not able to do any math.

• At the high end, **7%** are scoring at secondary levels in **reading**, **3%** at **secondary** levels in **math**.

• **67%** are testing at Intermediate levels, **4th – 8th grade**.

• Of those **ESL learners** tested with CASAS, **50%** are **below Intermediate** levels.
myPLACE Online

- Introduction to Adult Learning and Careers
- Online Learning Skills
- Foundations of Reading and Writing
  - (2 courses)
- Foundations of Mathematics
  - (2 courses)
myPLACE Online: Guiding Principles

• Setup learners for success before they enroll online

• Courses are industry-contextualized
  – Manufacturing, Transportation, Healthcare

• Feedback from instructor must be within 24 hours

• Maximize learner interaction and participation, and minimize teacher talk