

The Importance of Digital Inclusion

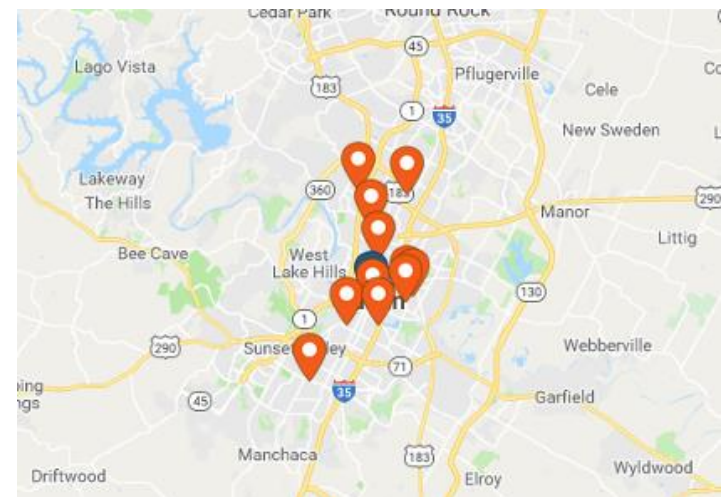
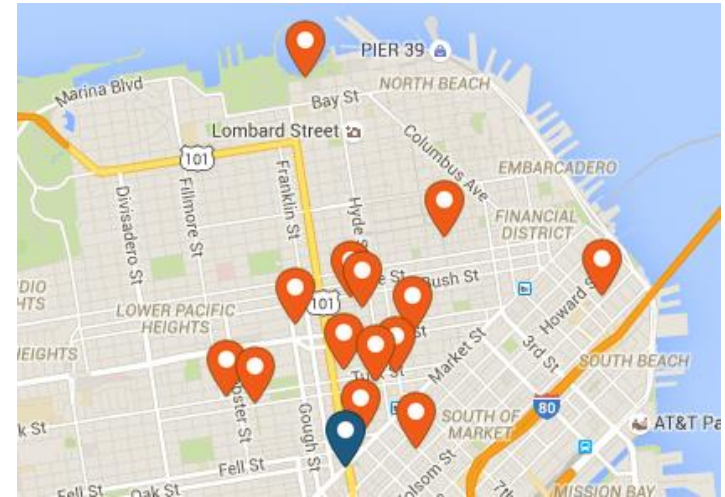
Kami Griffiths

Executive Director/Co-founder
Community Technology Network



Our Mission is to Transform Lives Through Digital Literacy.

- Offices in the San Francisco Bay Area and Austin
- Over 50 partner locations
- 200 volunteer computer tutors annually
- 10,000 hours of instruction provided in 2018
- Computer and mobile device training in over 4 languages



There's Still a Digital Divide?

NO BROADBAND, NO SMARTPHONE

40%

Ages 65+

25%

High school education or less

23%

Earn <\$30,000

25%

Rural

What Keeps People From Going Online?

- No interest or do not think the internet is relevant to their lives
- Too difficult to use
- Believe they were “too old to learn”
- Cost was a barrier, including expense of internet service and owning a computer

What Does Digital Inclusion Mean?

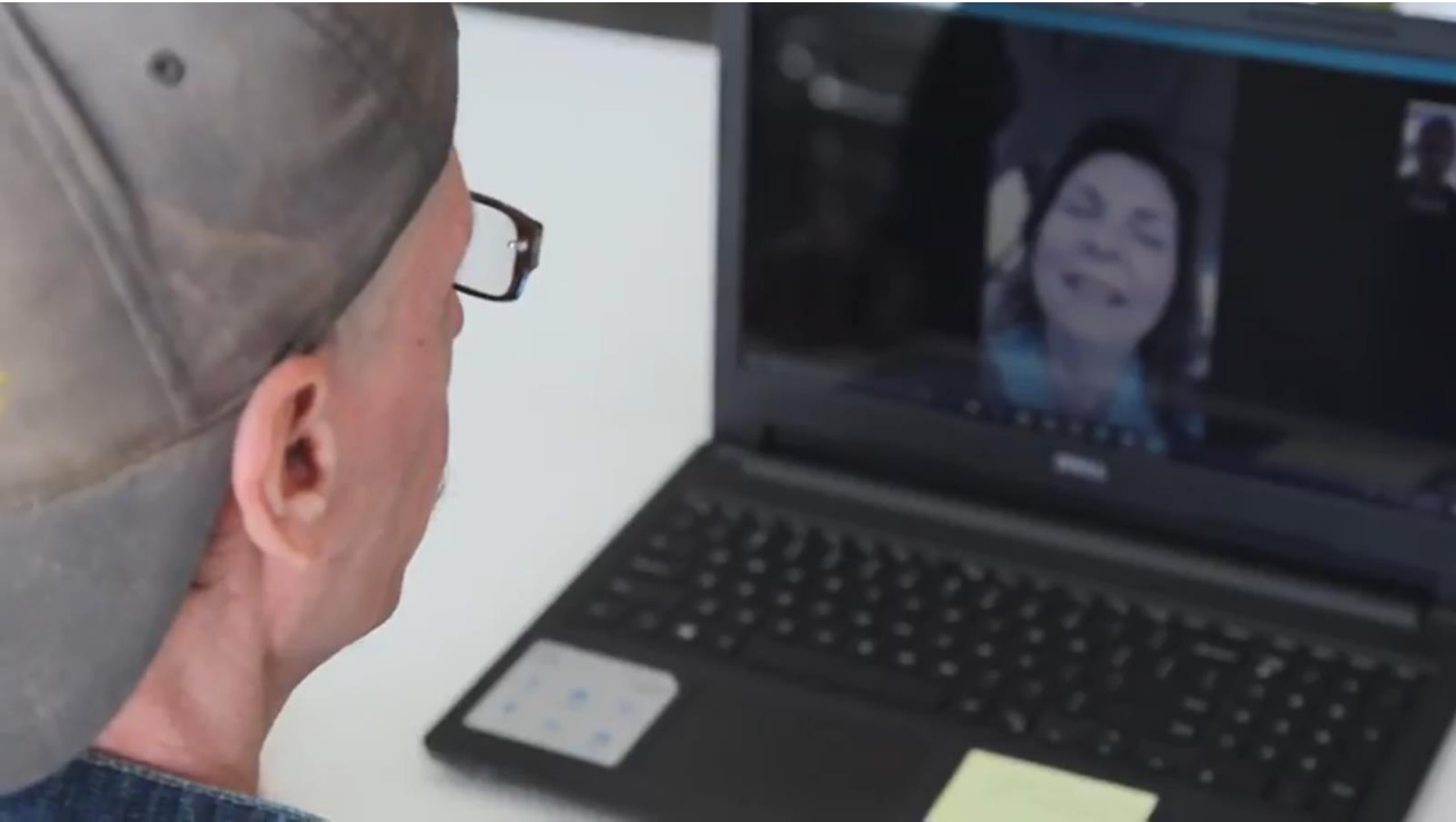
- Digital inclusion refers to the activities necessary to ensure that all individuals and communities, including the most disadvantaged, have access to and use of information and communication technologies (ICTs).



Five Elements of Digital Inclusion

- Affordable, robust broadband internet service;
- Internet-enabled devices that meet the needs of the user;
- Access to digital literacy training;
- Quality technical support and
- Applications and online content designed to enable and encourage self-sufficiency, participation and collaboration.

What Does Digital Inclusion Have to do With Telehealth?



What Can Be Done?

- Partner with nonprofits and government agencies to provide low-cost or free training
- Provide information about low-cost internet
- Ask local companies to donate their computer equipment to a local refurbisher so devices are available for free or low- cost
- Learn about the National Digital Inclusion Alliance and tap into the digital inclusion movement
- Encourage software developers to design with accessibility in mind



Thank you!

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