

# TIPSHEET from the Digital Divide Practitioner Tool

*This tipsheet represents an overview of wise strategies to support effective online delivery of adult foundational programming in the Community Adult Learning Program (CALP) in Alberta. The strategies below emerged from direct consultations with CALP practitioners working in the field. To explore in greater detail what practitioners shared, see the Digital Divide Practitioner Tool from Calgary Learns.*



## Supporting and Accessing Technology

Focus on offering the resources and support needed for delivering effective online learning

### Offer Technical Support

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- Be flexible and be prepared for technology issues and internet disruptions.
- Have a back-up communication plan.
- Make sure learners have an alternate means of contacting the practitioner.
- Use an extra facilitator for group sessions online.
- Offer one-on-one orientation sessions before the first group session.
- Schedule a buffer time.
- Offer ongoing one-on-one support to build confidence and skills.
- Offer technical support services for learners.
- Provide step-by-step instructions.
- Use screen sharing and remote assistance.

### Offer Professional Development

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- Offer a choice of online, in-person, and blended professional development opportunities for practitioners and for volunteer tutors.
- Offer short, focused technical training.
- Offer digital drop-in sessions.
- Offer asynchronous professional development.

### Increase Access to Technology

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- Support access to Wi-Fi.
- Lend devices to learners.
- Remember the digital divide.