

DIGITAL LITERACY PROJECT



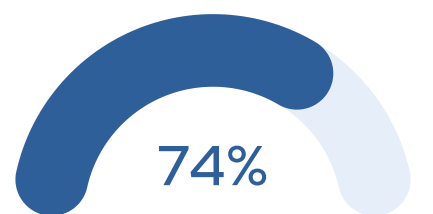
Hawai'i County:

This county will need the greatest support in digital skills. Programs might begin by improving basic online skills (opening a tab, downloading, bookmarks, key shortcuts). Next, as practical application is often the best method of adoption, a focus on podcasts and open online courses could appeal to Hawai'i Island residents and help facilitate online skills. Improving specific social skills (sharing a post or the audience for the post) can help further increase digital adoption. As neighbor island counties also tend to have fewer learning opportunities, increasing awareness of virtual opportunities could facilitate interest.

The recommended focus for Hawai'i County are The Unprepared and Old Guard clusters as this county contained relatively high proportions of these groups. A strategy focused on the Old Guard, which are likely to be Native Hawaiian and those with Business/Trade School educations, should focus on improving skills as they are often motivated to learn. The Unprepared segment will not only need attention to build basic skills training, but also – most importantly – **will need to be motivated to learn by persuading them first of the value of digital skills.**

Unprepared: They have the lowest level of tech adoption and tech ownership. They are least likely to learn (both online and others). They do not have **confidence** in their computer skills, need help setting up new tech devices, and least likely to feel productive using electronic device(s). They are not familiar with "ed tech" terms.

Old Guard: They are more likely to learn than the Unprepared and they have low ownership of tech devices. They do not take online course(s) but engage in online learning informally. They need help setting up new electronic device(s) and they are not familiar with "ed tech" terms.



Participation by Kupuna

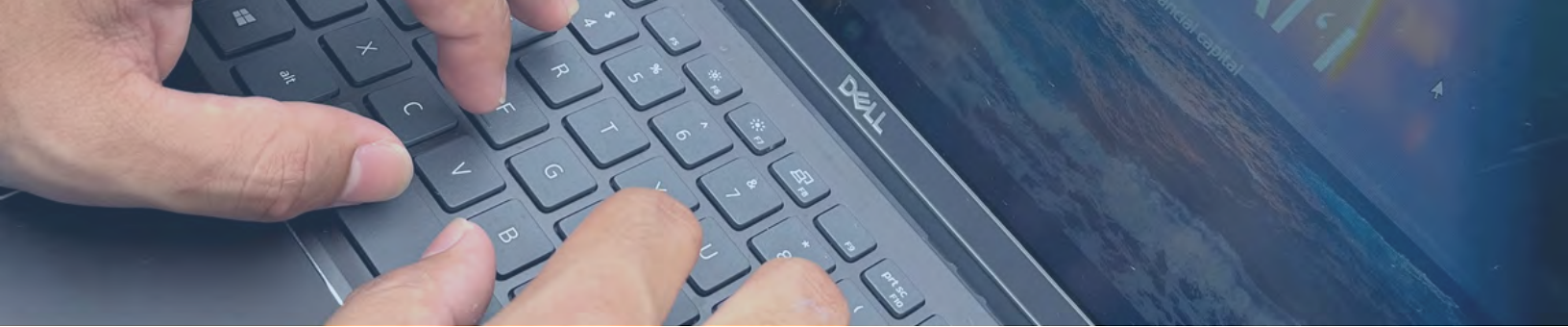
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I heard from a number of people that they stopped asking for help from kids or grandkids because it was causing so much stress on the relationship. So I made myself JOYFULLY available.

- Digital Literacy Instructor

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Project Overview

January 2021 – March 2022

Goal: 500 residents participate in digital literacy workshops

Outcome: 300 residents participated in digital literacy workshops

Participant Surveys Completed: 123 (41% of participants)

Secondary Intended Outcomes:

- Develop and disseminate a survey to inform project scalability and future public-private partnerships to ensure project sustainability. Status: Completed.
- Obtain end user feedback on project effectiveness to inform the deployment of similar community led initiatives statewide. Status: Completed
- Incubate on island job creation (refurbishment of laptops and desktops). Status: Ongoing partnership with Hawai'i Community College.
- Increase the number of Hawai'i Island households receiving the Emergency Broadband Benefit. Status: 23% of surveyed participants received assistance to apply for the EBB/ACP
- Increase equity for Hawai'i Island residents: Telehealth, online benefit applications, online employment applications. Status: Completed.
 - 91%, either strongly agreed or agreed to being more confident using an email.
 - 78% of participants are willing to use a computer for online health appointments.
 - 55% of participants would use a computer to seek employment and submit an employment application online.
 - 82% strongly agreed or agreed that they are more likely to apply online for benefits and assistance.
 - 84% of respondents are willing to participate in online learning opportunities.



Project Leadership Team



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The beauty of this program is that it brought knowledge and experiences to people locally in their communities, delivered by community members. As a result, more people on our island can now access useful, and sometimes essential services and information.

Caroline Landry is an adviser for the Kirk-Landry Charitable Fund (Project Funder), Technology Teacher at Parker School, VH Board Member, and Workforce and Professional Development Core Team Convener.

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When our world is expanding through technology, we need to embrace learning beyond a classroom. We are blessed with the abundance of native intelligence on our Island, demonstrated with our networks of lifelong kumus and learners within our communities.

- Rachel Solemsaas, Chancellor, Hawai'i Community College and Vibrant Hawai'i Digital Equity Core Team Convener

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Thanks to the generosity and dedication of the project team, volunteers, and community partners, we've empowered many with the skills and confidence to access many benefits and critical services available on the internet. I cannot help but think that we've nudged the needle on social equity. I hope that this inspires even more service to our community.

- Noel Morin, Project Lead

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The Digital Literacy Project exemplifies the potential of applying the principles of Asset Based Community Development. I am so grateful for the opportunity to demonstrate what can happen for the community when solutions are implemented by the community. I hope many other communities can benefit from the insights we gained.

- Janice Ikeda, Vibrant Hawai'i Executive Director

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Mahalo to Our Project Team and Community Partners

INSTRUCTORS

- Hilo: Alex White and Shylyn Kawamoto
- Puna: ASC Puna: McLean Eames
- Nā'ālehu: Breeann Ebanes and Marcia Masters
- Oceanview: David Anitok
- Kona: Adrian Van Egmond
- North Kohala: Po'ana Fuertes
- Hāmākua: D'Artagnian Kunishige

VOLUNTEER PROJECT CONVENER

- Noel Morin

VIBRANT HAWAI'I IWIKUAMO'O

- Project Support: Jane Bontuyan, Ku'uhiapo Jeong
- Data Collection: Kalehua Kukahiko
- Data Analysis and Reporting: Janice Ikeda
- Report Design: Cole Fuertes

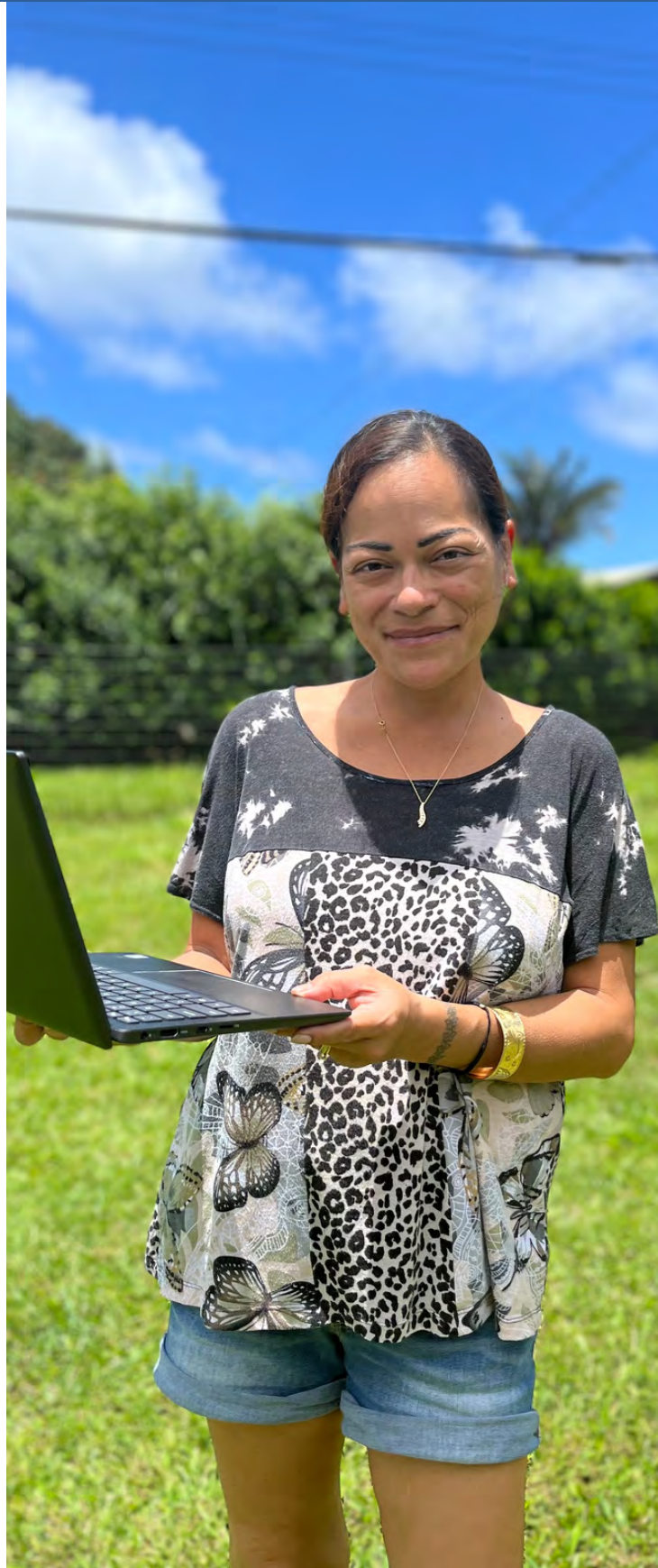
COUNTY OF HAWAI'I

- West Hawai'i Community Center
- Research and Development Department
- Office of Housing and Community Development

EAST HAWAI'I IPA

KIRK-LANDRY CHARITABLE FUND

Mahalo to Ka'ala Souza for sharing access to the Northstar instructor training curriculum.

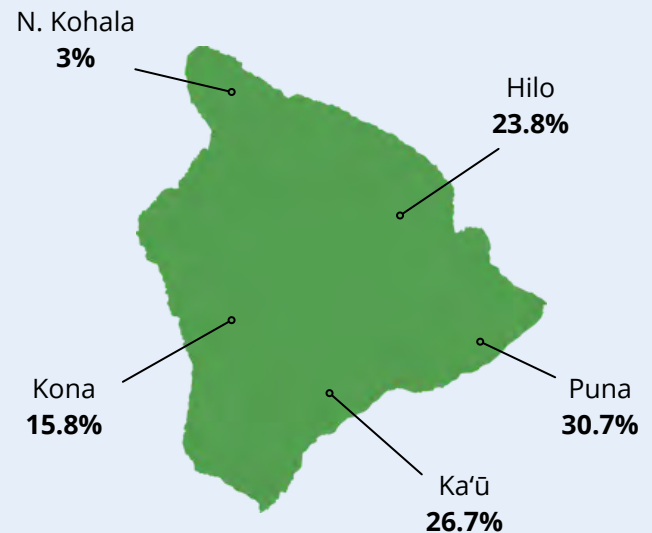


Participation Demographics

Participation by District:

Key findings:

1. There was a lot of participation from the southern and eastern regions of the island.
2. Puna reported the most level of participation at 30.7%
3. We have seen almost the same level of participation from Ka'ū and Hilo with 26.7% and 23.8% respectively.
4. Kona has engaged 15.8% of participation from the group.
5. North Kohala reported 3% of findings amongst the collected surveys.



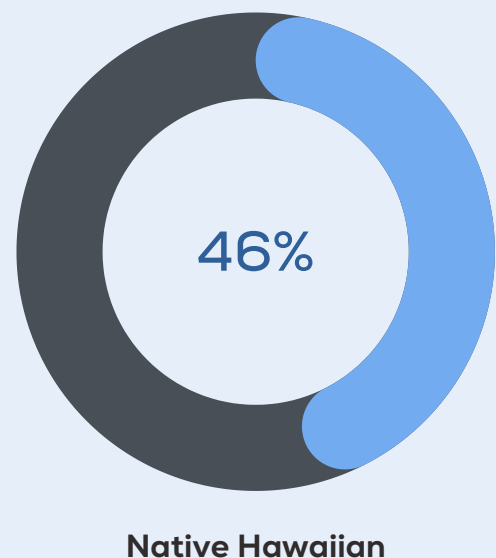
Native Hawaiian Engagement:

Key findings:

1. Our Native Hawaiian population represented almost half of digital literacy workshop participation at 46%

"Hawai'i programs might focus more on online skills as the foundation in addition to creative, employment and financial skills. Native Hawaiians have opportunities to grow digitally."

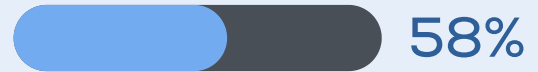
- Hawai'i Digital Literacy and Readiness Study, September 2021



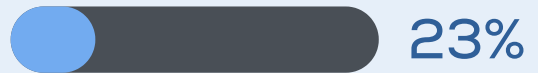
Additional Survey Results:

Key findings:

1. Prior to our Digital Literacy workshops, over half of our participants (58%), did not own or have regular access to a computer.
2. About 23% of participants expressed interest and received additional assistance to apply for emergency broadband benefit and/or the affordable connectivity program.



Prior to workshop, no access to computer



EBB/ACP Assistance

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Class participant interaction and experiences will allow me to engage more fully with grandchildren using computers today.

- Workshop participant

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“

Glad for kupuna projects like this. Never too old to learn.

- Workshop participant

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“

I am so thankful to have had this opportunity to learn a little more about computers! This is fantastic! I have plans of going back to school, getting more education, starting a nonprofit & giving back to the community.

- Workshop participant

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Project Impact: Skills Gained

Summary of findings:

- Majority of the workshop participants, 91%, either strongly agreed or agreed to being more confident using an email.
- As it relates to personal and financial information: being safe online. 81% of participants either strongly agreed or agreed. 10% reported this does not apply to how they will use their new computer.
- 78% of participants are willing to use a computer for online health appointments. In contrast, 13% reported a preference of in-person health appointments. 10% felt like this does not apply.
- Relating to employment, 55% of participants would use a computer to seek employment and submit an employment application online. Our target group being kupuna are most likely retired and/or not seeking employment. With this in mind, 33% reports this does not apply, and they aren't likely to submit an online employment application.
- After taking the class, 76% are more likely to shop online. 12% prefer to do in-person shopping, and 11% report this does not apply.
- In regard to online applications for benefits and assistance, 82% agreed or strongly agreed. In comparison, only 7% of participants disagreed.
- 84% of respondents are willing to participate in online learning opportunities.
- Majority of those taking this class will use a computer to connect with family and friends online.

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Doing the class helped me a lot and will stop frustrating the rest of my family. I can also help my grandchildren with their studies.

- Workshop participant

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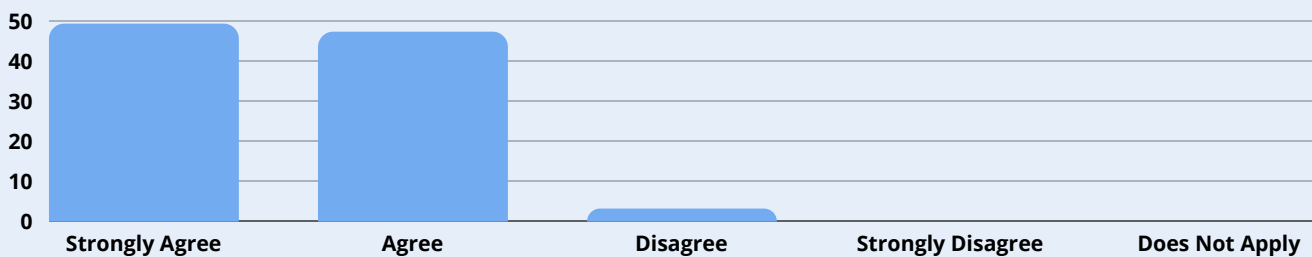


Project Impact: Mindset Shift

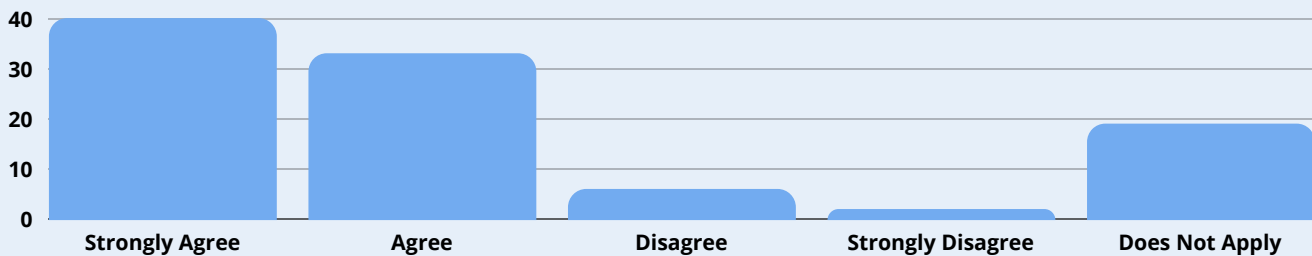
Summary of findings:

- After this workshop 96% of participants feel they have the ability and confidence to learn new skills.
- 73% of participants have changed their assumption of who can be a teacher.
- Majority of participants, 94%, are excited and have confidence to share what they've learned with their friends and family.

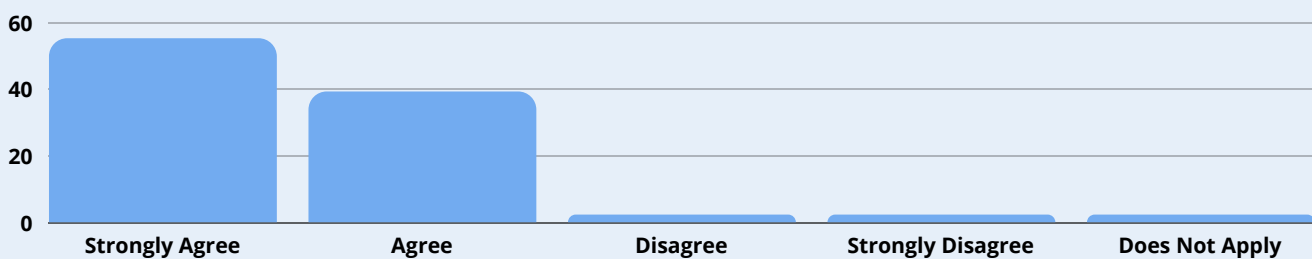
I grew in my confidence to learn new skills



My assumptions of who is a teacher has changed



I am likely to share something I learned today with someone I know



Where do you prefer to learn?

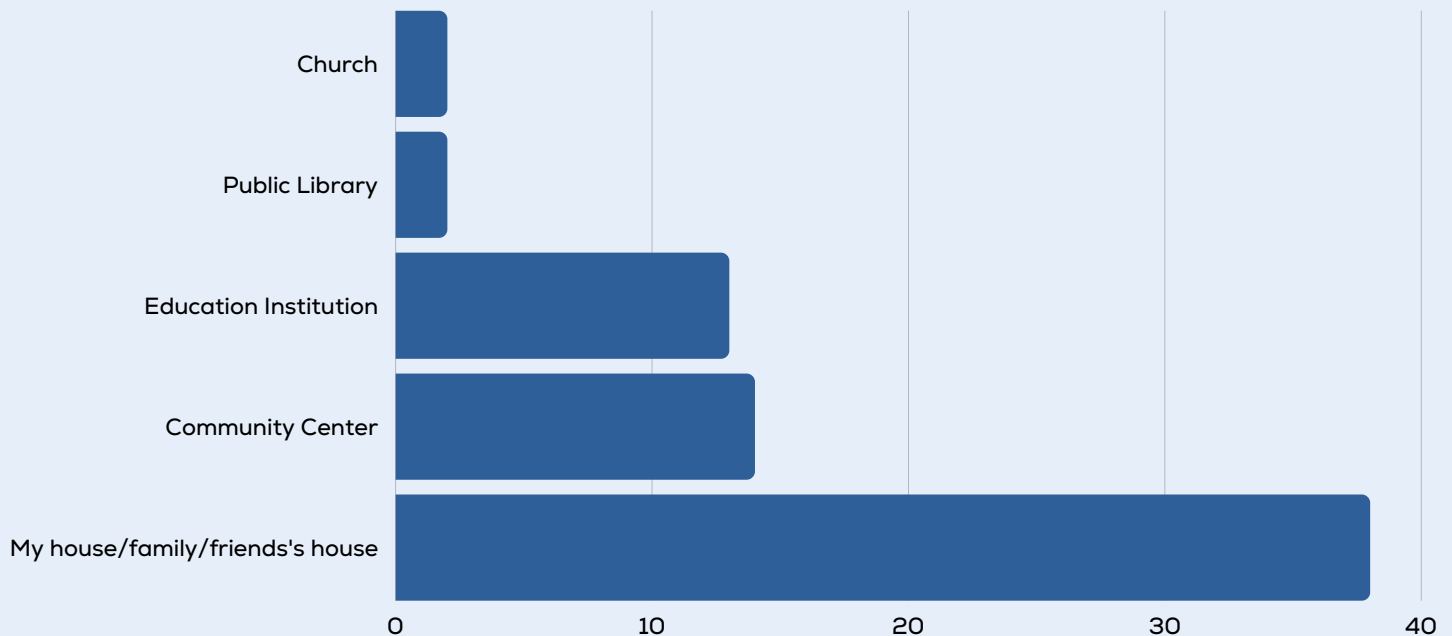
Based on participant and instructor responses, we can infer that a majority of our participants prefer to learn in a familiar environment. For instance, from the comfort of their own home, a friend's house, or a family member's house. This category scored the most with 38% of our participants agreeing to this learning environment. Community centers had the second highest amount of preference with 14%, and education institutions scored similarly with 13%.

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Less formal settings were preferred. With this population, they are already hesitant and avoidant of learning this topic so it was ideal to be at the community center.

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- Digital Literacy Instructor



Instructor Recommendations (Based on survey responses)

What worked?

- Extended classes ensured participants understood the material
- Able to distribute laptops to the community
- Appreciated a contact to explain the program
- Curriculum was effective
- Hands-on instruction
- Connections to the community
- Personal 1 on 1 instruction

What did not work?

- Curriculum language barrier
- Difficulties finding workshop locations
- Trackpad had input issues
- Some keys did stick on some laptops
- Inconsistency in supply of equipment
- Old software forced computers to reboot and produce antivirus messages.

Where did you hold trainings?

- Community church
- Senior centers
- Community hubs/centers
- Public library
- Home



What is the ideal number of participants?

- An Ideal number is anywhere between 3 and 16 depending on different factors:
 - Length of training
 - Site capabilities: Television screen, projector, room capacity, outside distractions/noise.
- 1 on 1 workshops tend to be more effective and quicker

How did you promote the workshops? What did you find was an effective strategy?

- Coordinating with Social Service Navigators
- Networking with church groups
- Instructors contacted via their own network of organizations
- Word of mouth was very effective
- Flyers posted at places in the community with a lot of traction
- Develop relationships with head of community organizations to spread the word

Was there any part of the Northstar curriculum that was especially challenging for participants? Was there any instruction that you provided that was not included in the Northstar curriculum?

- Curriculum does not include topics such as computer security
- An instructor had to provide basic terminology and antivirus software setup
- A need to add online privacy and security, and how to open attachments safely. Information about scams need to be added.
- One instructor experienced: Most participants owned a smartphone and already had an email account.
- Some instructors mentions: Northstar Curriculum was a great guide, but used their own form of curriculum inspired by Northstar material.



Other notes:

- There is still a need for these workshops, and feedback to have follow-up workshops.
- An ask to streamline the outreach process so the instructors could focus just on teaching the classes.
- Advertising a free laptop was a big part of the promotion process.
- Anti-virus software was distracting and scary for participants.
- Great to have the laptop, but did not need all the software on them.
- Potential themes could include: Online banking, paperless billing, shopping online, how to be safe online, prescription ordering, and social media, and open source software.
- Most participants already had an email, but were very unfamiliar with a laptop and computer.



“

I got consistent feedback to have follow up classes. I could do another session on how to be safe online. People have basic computer skills but zero confidence (with) online banking, paperless billing, shopping online, and social media to connect with all kinds of people. Involving others in the learning was powerful - each one teach one.

- Digital Literacy Instructor

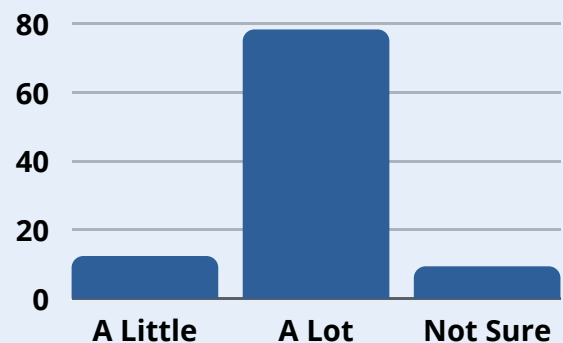
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Vibrant Hawai'i Indicators

How much did this project contribute to the following in your community?

Living Aloha

Our **Living Aloha** indicator: Being in harmony with our 'āina, community, and ourselves, scored the highest amongst our other indicators at (78%). Many of our participants appreciated their instructors. Most participants had a comfortable learning experience, which is mostly due to the aloha, flexibility, and patience of the instructors.

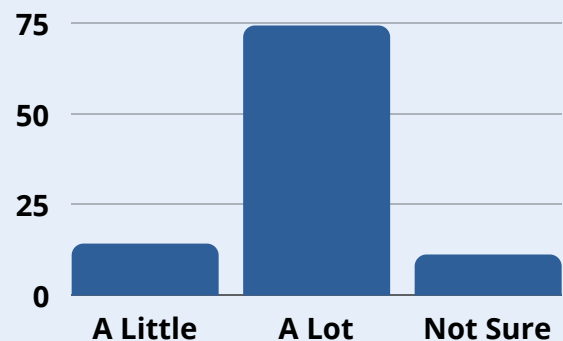


Belonging

74% of participants noted that the project contributed to their sense of **Belonging**. Instructors are either from or live within the region they assist. Participants develop a sense of belonging to their community, and confidence that they can receive access to services from community members.

“*This is the most I learned about community since I moved here in 2007. People know I am here to help.*

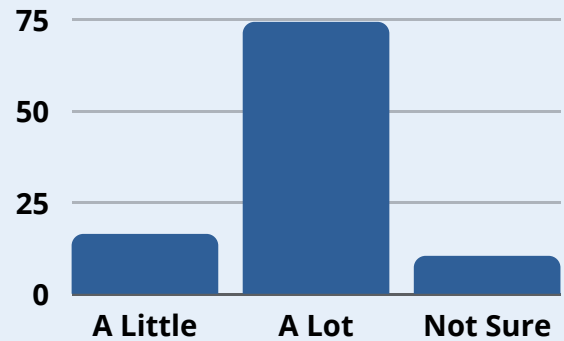
–Digital Literacy Instructor



Get Chance

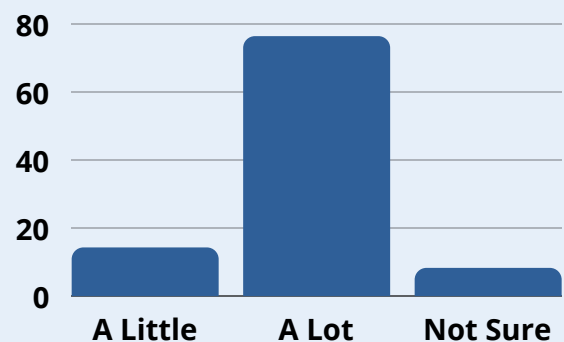
Our **Get Chance** indicator: The establishment of equitable systems that promote choice and prosperity scored a 74% impact in participant communities. Our Digital Literacy workshops were not only hosted island-wide, they were held in locations that were easily accessible by those who face hardships with transportation or childcare.

In addition, providing a free refurbished laptop ended the digital inequity experienced by 58% of the participants who had no access to a computer prior to the workshop.



Get Choice

Our **Get Choice** indicator: The determination within a person to take ownership of their future and contribute to collective abundance and wellbeing. This indicator scored at 76%. The objective outcome of these workshops are to increase digital capability and equity. These workshops are successful only if participants apply their newly learned skills and digital knowledge. Most of our participants are very grateful to have attended these workshops, and feel it will be beneficial in the near future.



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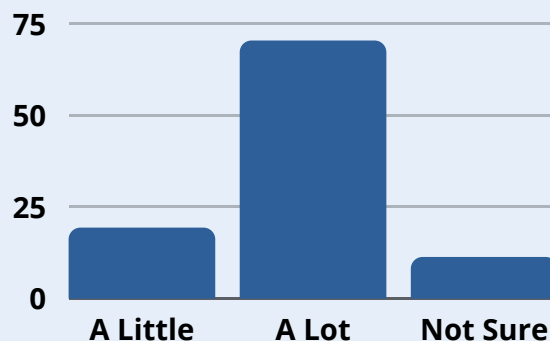
I am leaving this learning session with my heart and my mind expanded with confidence to go forward and persevere in life's different trials and tribulations. This computer is going to help me connect with the outside world and do good to my fellow men and women. Thank you so much.

- Workshop Participant ”



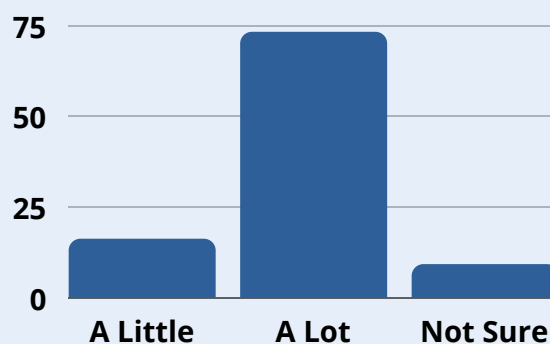
Resilience

Our **Resilience** indicator scored a 70% contribution to community. The Resilience indicator refers to the ability of an individual to adapt to change and adversity without being uprooted from their source(s) of wellbeing. We see an uplift in resilience from our participants. They were able to complete the workshop, and grow in their capacity to comfortably operate a laptop, despite how daunting the topic of digital literacy may seem.



Strong 'Ohana

Our **Strong 'Ohana** indicator scored similarly at 73% contribution to community. Our Strong 'Ohana indicator states that 'ohana are our pillars of support. If we build the strength of our 'ohana, we tighten our support system. As a result of these workshops, our attendees are now more than capable to digitally connect with their 'ohana. Some participants will be using their laptops regularly to call their relatives, and re-connect with their friends. Other participants have found their computer skills useful to connect with their mo'opuna.



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I can now skype with my brothers who live on mainland

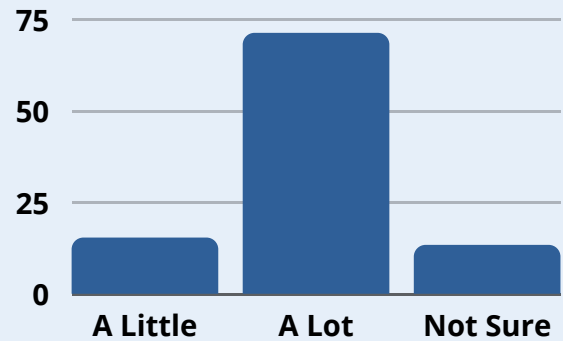
- Workshop Participant

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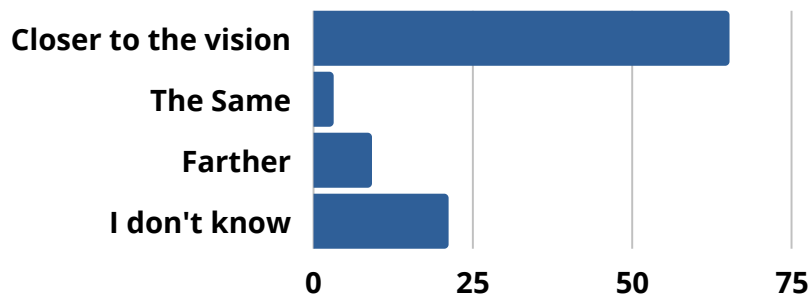
Thriving Community

Our **Thriving Community** indicator refers to the result of creating opportunities that encourage individual and 'ohana contribution towards community-driven solutions. This indicator was given a 71% impact to participant communities. As a result of these workshops, attendees now have greater trust in community-led services, and an increase in confidence and will to contribute to and promote community-led initiatives.



After this project, my perception of how close we are to realizing our vision of a vibrant Hawai'i, where all people have choice, voice, and opportunities to contribute, is:

Majority of participants (65%) said we are headed closer to a vibrant Hawai'i, which means equitable opportunities to build wealth, and a sense of belonging within our communities. On the contrary, 21% of participants have reported we are moving farther from a vibrant Hawai'i. We also acknowledge that 3% of participants said, as a result of these workshops, we haven't made any progression nor regression towards our vision



of a vibrant Hawai'i. The remaining 21% of participants were unsure. Overall, we have made tremendous efforts to increase our Hawai'i Island access to opportunities such-like our Digital Literacy Project.



Instructor Recommendations

What worked?

- Extending the classes beyond the 3 hours was helpful to ensure participants really understood material.
- Able to get 12 laptops into the community. I was excited to see people get computer literate. I established some good links. Laptops will last time. I made sure that everyone knew if they have issues with computer they should contact the number. I feel so privileged to do this work.
- Easy access to the program was beneficial and helpful. Having someone there to explain the computer.
- I've never done something like this before. It was such a privilege to teach. I learned so much. Curriculum works. It was effective. I got to see kupuna tune in and go from feeling apprehensive to feeling excited and engaged. And then we paired that with the hardware. One time during the first class it quickly seemed like a lot to the participants. I knew someone else in the group had a few skills so I asked her to step up and show the others how to do it. I could help them learn from each other by showing the person sitting next to them, once they realized the person next to them knew even less.
- Connections to the community and driven by the community is what made this great. Giving away a laptop was a draw. There were likely some people who needed the training and that was likely part of the reason why they did the training. Some did not know about it. I would remind them that equity is not only having the knowledge but also having equipment. Being able to go to the community is what made this program work. Identifying the place and going straight to them is key and helpful. Being able to go to places to actually talk to people is so important.
- There is the demand for the skills and workshops. For the most part the computers were "functional." When I had issues with the laptop, I just put them on the side. I switched out parts to make a working computer. For example, the screen was destroyed on one, but the battery was good so I swapped it out with one that needed a new battery. For the most part, there is trepidation and lack of confidence so I would show them how it was not that different from a smartphone, but it had more real estate. People were intimidated by the number of passwords they needed to create. I showed them ways they could save their passwords and access if they forget them. I had them sign them into their own account to connect to Zoom so they would be connected.



What did not work?

Need for curriculum in other languages

- Need for curriculum in Marshallese.
- Could use a version of the curriculum and an instructor who could deliver a class in Spanish to coffee farmworkers.

Recommendations for the curriculum content

- I would change the curriculum to include more of the internet safety. I would still use Northstar but expand it.
- The use of non-mainstream tools was tough. It would have been easier to just show Google Suite products.

Recommendations for the computer hardware provided

- An external mouse is easier than a trackpad.
- We should have given a mouse. The trackpad was not very good. It makes it extra hard, especially if you have arthritis.

Recommendations for computer software

- The biggest challenge was the software- the computer had a reboot component to it and Windows operating system is not great. People got intimidated by antivirus messages that popped up.

Recommendations for survey design

- The most difficult part was the pre- and post-test. Some did not have great reading skills.
- Post survey was a little clunky in part because we had to scroll with in the window. I would have to show them what parts in the window they missed.



Where did you hold trainings?

- The best place to hold the classes is where they are comfortable and familiar, free of distractions and open to learn. The senior center was more accessible to them, so they could take a break and there were snacks. There was a sense of community already there.
- At the Hub. It allowed people to bring their babies. It was a central location they could get to. So many have illegal cars so they do not drive far.
- The best place was a community hub. It was a familiar place and integral place.
- Nānāwale Community Center. Ideal space because it was covered and indoor and outdoor. It was open and had internet. Had chairs and tables and a wall to hang a shower curtain to project on to it.
- It was easy to set up workshops with the civic center to establish a location to do the workshops. I did workshops in Ulu Wini. Next week I will be at Vet Center. I think for a lot of people it was helpful to have trainings where it was most convenient for them. The public library is a public space but not ideal or appropriate for this training because it would be distracting.

What is the ideal number of participants?

- I think for a 3 hour training 4 people maximum. I think if I broke it up to 1.5 session, it could be 6-8 people. I did 4-5 trainings for about 15 people.
- The first (workshop) had 3 in the group and they brought their babies with them. The individual sessions went quickly.
- 5-7 if there was a projector or tv at the front of the room.
- I could handle 8-10 people at a time. I had one of the participants come back to help the next class which were with some of her friends which was pretty effective and awesome.
- 3-4 hours a class. Max is 6 people.
- I had 3-6 people in each workshop. Sometimes 1 on 1. Generally training would take about 2.5 to 3 hours for 6 people.



Was there any part of the Northstar curriculum that was especially challenging for participants? Was there any instruction that you provided that was not included in the Northstar curriculum?

- The main curriculum I used was Northstar but I added computer security. Added trusted website information. Had to expand to teach how to connect to wifi and hardwired internet. I covered troubleshooting problems. I covered how and why to use escape, command keys. I emphasized choosing the right laptop: finding the right fit based on intended use of the computer. I found most people had an email address already. They knew how to compose an email. I taught more about how to open an attachment/pdfs. I went into more detail about web addresses and how to navigate and how to use the trackpads. Overall the curriculum was good, but it did not apply to all, especially when someone already had an email. I taught from my own experience- did not create any worksheets. I used the existing worksheets, but there was not lots of space to take notes.
- It pretty easy to use the curriculum. Most everyone had an email address. Only one person needed an email address, because most people had a smartphone. It was very straight forward curriculum. I am pretty good teacher so it was simple.
- Had to add information about basic terminology and antivirus software. I spent lots of time going over Google Suite products. I did not use Northstar extensively. I used the first page of the curriculum and it felt patronizing to show him what he already knew. I spent 4-5 hours in a session.
- Not necessarily challenging. There was unnecessary things like the matching slides of keyboard to the description. It made us feel childish. By the last class I skipped over these sections. Added lots of information about online privacy, online security, and how to open attachments safely. I talked about scams. Half of my participants already had an email address. Almost everyone in my classes were all kupuna.
- No [challenging curriculum], Northstar was ok. To be honest, most folks have smartphones and they have email accounts on their phone. It is the computer that was daunting- the keyboard. Once you understand that it is similar to smart phone, it is less scary. Then it comes down passwords.



How did you promote the workshops? What did you find was an effective strategy?

- Coordinating with community via Social Service Navigator contacts.
- Networking with the same church group. Networking within Marshallese community.
- Word of mouth is the best recruitment. Asking people to bring someone with them to the class, like a family member. Social media campaigns did not really work for me. It is easy to pass by the posters or posts. The target audience was not on social media and I do not think people made the connection. Being able to have word of mouth builds a stronger sense of community.
- I had three on the list from the sign up and then rest was by word of mouth. Because I am part of Ka'ū Kākou I spread the word. Ka'ū Calendar would be good to promote it.
- I stuck with the poster and tried to do word of mouth. I talked with family friends and with the Royal Order.
- I asked each participant if they knew someone else who they could refer. I asked them to refer someone especially because so many are so connected to the community.
- It was a lot of word of mouth. I printed out fliers on heavy stock 3 x 5 size. Gave stacks to churches, the Pāhoa library. I got people from there. I also made sure to say, "If you know folks, please let them know." I had agencies who got wind of it. The ED told their clients about it. I am connected to a school and put it in the newsletter. There are efforts in Puna to connect lineal descents to each other and to technology to effectively advocate for themselves. So one of their people shared out about the opportunity to get not only equipment and also how to use it. It was a great connection to a community that is not computer literate. I told them to call me. It means being available and having lots of aloha.
- All I did was contact the head of groups. From there it was word of mouth. It did not require any poster. Totally word mouth! It was the best. I had lots of referrals. I would do a few calls to the Mayor's office to put the word out. From there I got some calls back and then from there, I found lots of people. The size of 18 per week was no problem to schedule and do. That was totally doable. At 25 or more it would have been likely harder to schedule.



Other Notes

- I think there is definitely still a need. If the scheduling part and finding the locations were set already, the instructors could concentrate on the teaching the classes. Suggestion to do a survey with senior centers and other community centers to find a time that would work for their participants to hold the classes. There are 3 potential people to contact and they are expecting you from this date to this date and here is some idea of what times work best for our people, then the instructor could take it from there. It would take off a lot of stress off the instructors. For me, taking home a laptop was not the main draw but helpful and a big part of the program.
- The computers had lots of children's software/games preloaded which was not necessary. Anti-virus software was so distracting and scary for participants. Suggestion to use malwarebytes because it is more inviting and easier to use. The laptop was integral to the program. They get to take home the laptop they learned with and it was tailored to them. I think it was great to have the laptop but did not need all the software on it. I think there is still a need for the program. I think it would be beneficial.
- There is a big need for working with people, especially kupuna. I got consistent feedback to have follow up classes. I want to learn more about using the webcam. I could do another session on how to be safe online. To create another 3-4 classes to offer. People have basic computer skills but zero confidence. Online banking, paperless billing, shopping online. I could show people on fixed income how much money they could save shopping online and prescription ordering. Social media to connect with all kinds of people. Involve others into the learning was powerful - each one teach one.
- There needs to be a follow up after the class from the instructor after the training.
- Laptop was a big draw for trainings. They were willing to put up with me so they could take home a laptop. There is still a need for this program. Often during the trainings, I would spend time getting their password for their existing email accounts. Almost everyone already had an email account, but they were unfamiliar with a laptop and computer. It was more about showing how to use the skills they currently have on a computer. The education about open source was so important! I shared with them the philosophy of open source software. They do not have to buy everything they need for a computer and not be tracked and observed and feel like consumer.



Participant Responses

What impact did this project have on you, your 'ohana, and/or your immediate community?

- A positive one.
- Able to better connect with services and family.
- Able to provide them with online virtual learning.
- Access to a computer.
- Beneficial at home.
- Big Impact for family, business and home school.
- Blessed us tremendously with confidence in our ability to meet technologies.
- Bringing introduction to computers for so many who never had an opportunity to learn it's great.
- Can teach an old dog new tricks?
- Class participant interaction and experiences will allow me to engage more fully with grandchildren using computers today; attending group meetings during pandemic conditions in the future; benefitting immediate action to a lap-top and internet information, privacy and security caution.
- Doing the class helped me a lot and will stop frustrating the rest of my family. I can also help my grandchildren with their studies. They know more than me but I can understand their lingo better.
- Fun. Should have more.
- Gained laptop knowledge which I had never had before.
- Gained more knowledge of the basics with the computer learning.
- Getting a little more confidence using a computer kind of scary.
- Glad for kupuna projects like this. Never too old to learn.
- Great! Thanks for helping.
- Happy to have a new computer to learn.
- Helped a lot. Thank you so much!
- Hopefully will allow more beneficial interactions.
- I am appreciative of this important training offered for people in need.
- I am grateful to be here, present with everyone. I have experience working on a computer, however, I did learn new material through this class. I enjoyed my time here and will definitely apply what I have learned in the class to my career, schooling and personal life.
- I am leaving this learning session with my heart and my mind expanded with confidence to go forward and persevere in life's different trials and tribulations. This computer is going to help me connect with the outside world and do good to my fellow men and women. Thank you soooooo much.



What impact did this project have on you, your 'ohana, and/or your immediate community?

- I am so grateful to have people in our community willing to help and educate the elderly. It takes a special person to have patience. Thank you Alex for helping with this project. I am now more comfortable with a laptop. This class will open doors for me. This is another way to communicate and learn more about what's going on outside my comfort zone.
- I am SO thankful to have had this opportunity to learn a little more about computers! This is fantastic! I have plans of going back to school, getting more education, starting a nonprofit & giving back to the community. I am a Massage Therapist that loves doing what I do. I want to bring goodness, feel goods, healings, education, and so much more to the community. Again, I THANK-ALL that's involved in this wonderful program!
- I appreciate the opportunity to participate, learn, and receive a gift that will help me get off of disability someday. I want to be able to inspire and share the knowledge with my friends, family, and possibly help more in the community.
- I can easily communicate with other organizations to assist my community in their needs.
- I can now Skype with my brothers who live on mainland
- I enjoyed this class, Alex and Mom are great...
- I feel more confident on computer
- I feel that I will be able to understand and communicate with others, young and old.
- I got to learn a lot more of the computer in general. I use the computer to stay in contact with my family for the most part. I feel a lot safer to continue to use the computer for the future of myself as well as my grandkids. Thank you!
- I have gained confidence in using a laptop and hope to help my grandkids during the summer.
- I have learned a lot today and was glad to have the chance to have joined the class
- I know more about computer and internet.
- I learned a lot during this class which I had no idea about computer programming.
- I learned a new OS. I learned how to get cheaper internet. I learned about Zoom. I feel fortunate to have attended class.
- I learned about this for the first time. Thank you!!!
- I learned more on how to find information on different subjects that I wouldn't find easier on my regular computer to help an elder. Mahalo for your service.



What impact did this project have on you, your 'ohana, and/or your immediate community?

- I was excited to be able to come and learn. Sitting with people I never knew before, learning along side of them was fun. Alex was patient, easy to understand as he walked us thru the steps, by steps. Being involved in our association, and using the skills of computer knowledge with emailing people will be a great help. I just need to use what I've learned, and continue to use it and apply it. Mahalo, Liz
- Immediately it's given us access to the world online
- Improved access
- It gave me information that was new to me. Many times a new teacher have new information. Everyday we learn something new. Thank you.
- It has enhanced my awareness using the computer at home with confidence
- It helped me to communicate with the younger generation online. How to get more information about our community or around the world.
- It helps me to start a new business and hopefully earn a living
- It was very helpful
- It will help me with learning more information.
- It's given me an opportunity to continue using this computer for my home businesses, 808 Asset Recovery, Leillima's Seashell Company and Hui Ohana O Kona. Thank you for your service and the new used laptop for my personal and business use. It is much appreciated and I am humbled by this gift. I am very grateful for the contribution you have given me and my team of users. I am also a Homeless Client Advocate, a Hawaiian Medicinal Healer, and a leader of Hawaiian Arts & Crafts preservation. Thank you very much!!! A hui hou! Virginia Leilima Spencer McGuinness
- The knowledge that it gave me helped me to work with computers. I've never owned a laptop before.
- Keep me updated on my computer skills and how to operate and use the laptop since I don't have one. I'm so glad I was able to attend this class.
- Learn a lot in one day amazing now I going do my best up to par.
- Learned more about computers.
- Learned how to not be afraid to navigate to different sites. Basic knowledge of understanding the computer was most helpful. Feel more confident in being able to help others with basic computer information. Great teacher!!



What impact did this project have on you, your 'ohana, and/or your immediate community?

- Learning to use computer.
- Making me and my wife a little more literate about computers
- More connected and more observed. stay out of my stuff. i appreciate this opportunity to expand my horizon. thanks
- My access to a personal laptop will make my community offering more accessible to the community.
- My keiki gained confidence in using a computer and I witnessed others in the class gain more confidence as well.
- My kids are passing me by so I need to learn more about computers and being able to pay bills online.
- My motivation to learn more has increased. I need to learn more. It's important.
- Never enough of learning.
- Opening new and more ways of learning and searching. Giving people with the lack of social confidence an opportunity to do things from home.
- Opens new opportunities to engage with my extended community such as on Zoom and Google programs.
- Opens up a whole new world.
- Opens up more opportunities to learn. To become more connected and communicate with others.
- People care.
- Positive and projecting for a better future.
- Positive, excited - happy to see projects like this. It's projects like this that make Hawai'i/the world a better place.
- Taking home a computer that can help my family with online homework.
- The project was very informative and helpful in knowing how to start using the computer. The teacher was very patient and easy to understand.
- This class and computer will broaden my horizons and ability to connect with other community websites and family members. Honestly this is like a refresher course for me - after retiring I have barely touched a computer. Our instructor, Alex White has done an amazing job. Thank you very much!
- This class helped me further my skills on using a computer. I will continue honing my skills and make my journey forward.
- This class impacted me a lot because now i have more confidence in myself about going online.



What impact did this project have on you, your 'ohana, and/or your immediate community?

- This helped me to understand the use of the internet and the computer
- This is a great project. Thank you!
- This is just the beginning. This is going to help me musically.
- This project is awesome, I really enjoyed and love that there's awesome people in the community that takes the time to help out us the people to get knowledge of basic computer skills that can't get to certain places and time. I appreciate you all.
- This project gives me so many new opportunities since most of our lives are connected through the internet. There are things you can't do on your phone, or it's not as easy, so with the new computer it's going to be faster and better.
- This project has opened me to new ways to communicate with my family and relatives on other islands, as well as get involved with those community zoom meetings.
- This project has provided me the opportunity to learn new skills using the computer.
- Those who want to should attend classes like this so they can learn how advance the world is today.
- To understand how the world is changing and we need to learn more with technology.
- Truly appreciate the aloha spirit felt from the Instructor, very friendly, kind, knowledgeable,
- Akamai and great sense of humor. Enjoyed the company of all attendees and that we were all learning together!
- Very helpful.
- Very informed.
- We will be able to share information more easily and quickly.
- What I have learn(ed), I can share with my family and friends.
- With this community here in Kona it is about resources that can help us get ahead with this high cost of living.
- Without this project, I saw no way I would be able to achieve laptop ownership or use again after becoming disabled and pretty much home bound. Thank you, I am now looking forward to logging on to zoom for my weekly class.
- Wonderful that the kupuna are "up graded." This is cool and the teacher Alex White is very patient.



Participant messages for the Instructors

- Mahalo nui loa for making this possible.
- Our instructor was very good in his ability to make our class easy to understand.
- Please have another class, Part 2 or Intermediate. Thank you.
- Please help address parental concerns of predatory and privacy concerns regarding keeping our kids safe on the computer.
- Take the Class!!
- Tell more people about this beneficial program.
- THANK YOU!!!
- Thank you Alex. Suggest class be at least 2 sessions so we can come back for refresher.
- Thank you everyone who has made this program possible. Mahalo.
- Thank you for all you do!
- Thank you for approving the grant to offer this digital literacy project.
- Thank you for the knowledge and the mostly the computer.
- Thank you for this class and all who helped to provide; teaching and computers. Thank you.
- Thank you for this service. It will helped me search for information on sharing.
- Thank you for your outreach.
- Thank you so much for giving me this opportunity to participate in this class and the laptop provided was easy to use.
- Thank you so much for this class, it was a pleasure.
- Thank you very much for this program.
- Thank you very much.
- THANK YOU!!! MAHALO!!!
- Thank you!!!! I haven't had a computer in years. Totally appreciate the instructor, class, and computer. Too bad only 1 day!
- The instructor was very patient and took the time to explain things that we found hard to understand. The curriculum was just right for beginners who had a difficult time using computers.
- The teacher was GREAT.
- This class is very informative.
- This is a wonderful project and helpful, the instructor is knowledgeable and very patient and comfortable to learn from.
- This project and team apart of this project are very knowledgeable and have a way to make you feel comfortable in groups.
- Would like to thank Adrian for his patience considering most in the class were very old and very computer illiterate. His sense of humor helped.
- You guys are all great! Please keep it up!
- You guys are doing great keep up the good work thank you so much!!!



After Action Review

After Action Review: Project Support Team

- **What calls for celebration?**
 - We provided 300 residents with the desired training and laptops. We were able to onboard instructors for each district. This allowed us to reach residents across the island and create opportunities for instructors.
- **How did we step into courageous space and wipeout? What did we learn from that experience?**
 - Our goal of 500 participants over the period that spanned the holiday and COVID surge was very ambitious and required our team to be flexible, agile, and ingenious, particularly given the supplier challenges and staggered on-boarding of instructors. We learned that aiming high allows us to achieve much even if we don't meet the goal - high expectations provide a framework for achievement. Communication is critical. This applies to all members of the project team. The weekly call meeting allowed for the space to discuss progress and address issues.
- **How might we grow from our experience and insight gained?**
 - Team: Better allocation of time. This project required more effort than I expected to allocate. Hire a project coordinator to conduct marketing and outreach, follow up phone calls with participants, scheduling workshops, and following up to support instructors.
 - Vendor: Have a backup supplier/vendor in place in the event that the primary vendor is not able to meet the quota.
 - Instructor: Provide orientation for each instructor upon execution of MOA. Have logistics laid out in writing on a document.
- **What did we do well as a Support Team that we should continue, amplify, and/or grow?**
 - Our outreach to our community. The community-based instruction allowed for better access to our community and enabled residents to engage with our program. Our use of tools to allow for project information to be easily accessed. Leadership support/access. The weekly status meetings.
- **Are there strategies in the Core Team that needs to pivot? How will you initiate this?**
 - Ensuring that we have a template for registration. Tighten the equipment procurement process. Evaluation and tuning of marketing approach. Tailoring the communication and marketing to the target audience.





Vibrant Hawai'i Digital Literacy Report | 2022

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