



A guide for
research teams
wishing to build
capacity among
community
partners to
use digital
technology



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ADD2PCOR

Addressing the Digital Divide 2 improve
Patient-Centered Outcomes Research





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Does the partner have internet access?

- While they may not use it, partners may already have internet access that family members living in their home set up, or that is available in their apartment building.
- If *they do not have it*, there are some options:
 - Comcast Internet Essentials is available at around \$10 a month (as of December 2020) <https://www.internetessentials.com/>
 - Providing a tablet equipped with a data plan though a carrier such as T. Mobile, Verizon, etc.

The screenshot displays the Comcast Internet Essentials website. At the top, the logo reads "internet essentials FROM COMCAST" with the tagline "Affordable Internet at Home for Eligible Households". Navigation links include "Get Help", "Language", "Partner Community", "Pay your bill", "Ask Xfinity", and a prominent "Apply Now" button. Below the header, a navigation bar contains links for "How to Apply", "Low-Cost Computer", "Learning Center", and "Our Mission". A blue banner below the navigation bar states: "Click here to read about how we are responding to the COVID-19 emergency and steps to apply for Internet Essentials." The main content area features a large image of a woman and two children looking at a tablet. Overlaid on this image is a white box with the text "Bring home affordable high-speed Internet." and a price of "\$9.95 Per Month + Tax". To the right of the price, it lists benefits: "No Term Contract", "No Credit Check", and "2 Months Free For New Customers". Below this box is an "Apply Now" button with a right-pointing arrow. At the bottom of the page, there are four buttons: "Application Status" (disabled), "Resume Application" (active), "Upload Docs or ID" (disabled), and "Move My Service" (disabled).

Does the partner have a device?

- This will depend on what your team is asking of their community partner. If the community partner should be able to create and edit documents, you may consider a laptop.
- If it is a matter of having a decent-sized screen to participate on video calls and read emails, a tablet might work fine.
 - An Apple iPad is very user-friendly, but pricier.
 - The Amazon Fire tablet is one of the cheapest tablets that is still user-friendly.
 - Decisions depend on budget and what you want partner to be able to do.
 - Particularly for older adults, plan for at least an 8-inch screen.
 - Whatever you choose...make sure that whoever is doing the training has the same device if they are not able to train in person.



Does the partner have a family member who is willing to help?

- Particularly if you are not able to meet in person with the partner, it is important to know if they have a family member in the house who is comfortable with digital technology.
- We found that people with family members available needed less time and resources dedicated to supporting them through the setup process.
- If there are family members available to support, acknowledge and thank them for their role!



Plan for a “setup” call that could take up to an hour

- Before you have a group class or call, plan for a one-on-one meeting with the partner to setup the tablet.
- This call includes:
 - Establishing that they do have an internet connection and successfully connected their device to the internet.
 - Ensuring they have the video conferencing application or software downloaded.
 - Ensuring that they are able to easily access their email on the device, whether that is through an application or quick browser access.



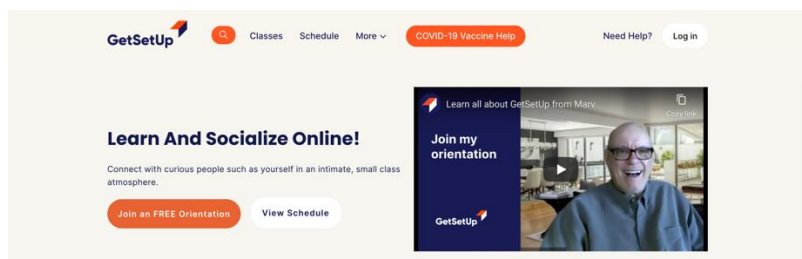
Tips for the setup call

- The partner and you should have an hour set aside for this call, and patience!
- If you are not in-person for setup, having the same device is critical to knowing exactly what they are seeing.
- Thinking about word choice: “Push” or “tap” for a touchscreen tablet instead of “click”, for example, can limit confusion for people who equate clicking to having a mouse with an arrow icon.



Existing resources to help

- <https://www.getsetup.io/>
 - Most of the basic courses are free (as of December 2020)
 - Description: GetSetUp is an online platform and community that helps older adults by offering on-demand learning videos that range from teaching everyday technical skills (how to video conference call) to enrichment-focused courses.



- <https://seniorplanet.org/>
 - Most of the basic courses are free (as of December 2020)
 - Description: A website created by Older Adults Technology Services (OATS), OATS aims to help older adults learn and use technology.

