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

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ADD2PCOR
Addressing the **D**igital **D**ivide **2** improve
Patient-**C**entered **O**utcomes **R**esearch

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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.

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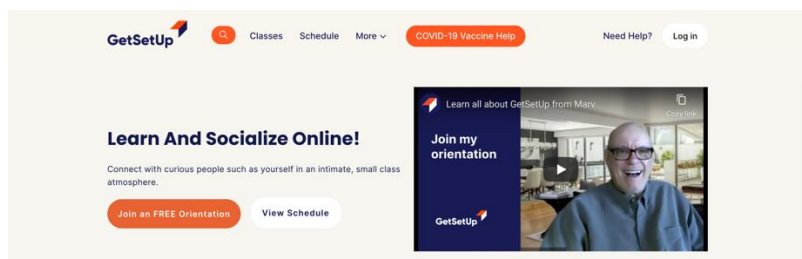
- https://seniorplanet.org/
    - Most of the basic courses are free (as of December 2020)
    - Description: A website created by Older Adults Technology Services (OATS), OATS aims to help older adults learn and use technology.