Help Learners
Access Devices and Internet

Agencies reported these general tips for helping learners access devices/internet.

- Conduct a "digital audit" to determine what devices/resources the learner has access to at home and the status of their internet connectivity.

- Consider providing internet sticks, or helping pay internet bills where possible, for example via gift cards.

- Use travel supports to help fund internet for learners.

- Apply to local charities/social service agencies/OW for support/funds to help learners get devices and pay for internet fees.

- Research other avenues for funding.

- Encourage learners to apply to programs that help with internet connectivity.

For more details, consult the complete report: *Best Practices in Adult Literacy Program Delivery During the COVID-19 Pandemic (2021)* on the QUILL Learning Network website under Resources

- Loan devices such as laptops, chrome books, or Playaway tablets to learners, using

  - a loan agreement
  - a privacy/security checklist (samples available in Appendix)

- Download all needed programs/materials onto loaner computers, and create desktop icons so they are easy to find.

- Include materials that can be accessed offline when loading loaner computers.

- Create short videos showing learners how to sign in, open programs, or hook up to Wi-Fi, and load them onto the loaner computers.

- Consider hiring a contract IT person to help learners with questions and trouble-shoot issues.

- Have learners access internet from the parking lot or local library where possible.

- Create independent learning stations where learners can access a device and internet without coming into contact with others.

- Look into satellite internet and when it will become available in your area.

March 2021