



# Engaging Learners With Culturally Inclusive Instruction

Audrey Potts, Digital Equity Program Manager

Josie Boyle, Digital Equity Curriculum Manager

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Digital Inclusion Week 2023

# About Community Tech Network (CTN)

- Established as a nonprofit in 2008
- Work entirely in partnership with social service providers: nonprofits and government agencies
- Provide basic/intermediate digital literacy training & devices to low-income adults of all ages - Direct Services
- Create multilingual curriculum and offer training for trainers - Capacity Building
- Partnered with over 50 agencies in California, Texas, New Jersey, and New York

**Our mission is to transform lives through digital equity.**



# Introductions



**Audrey Potts**

*(She/Her)*

*Digital Equity Program Manager*

*Spanish / English*

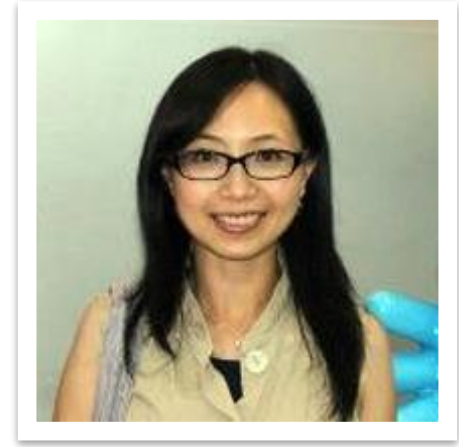


**Josie Boyle**

*(She/Her)*

*Digital Equity Curriculum Manager*

*Russian / English*



**Sabrina Tam**

*(She/Her)*

*Senior Digital Equity Program Manager*

*Cantonese / Mandarin / English*

# Poll Question

**What is your primary role at the organization you are representing today?**

- Learner
- Trainer / Instructor
- Content / Curriculum Developer
- Program Manager / Director
- Administrative Support
- Fundraiser
- Executive Director / CEO
- Board Member
- Other



# Today You'll Learn...

- ❑ What is Culture?
- ❑ What does Culturally Inclusive Instruction mean?
- ❑ Why is it important?
- ❑ CTN Best Practices with real life examples
- ❑ Reflections
- ❑ Q&A





# What is culture?



# Culturally Inclusive Instruction

What does it mean?

**Using cultural knowledge, prior experiences, frames of reference, and performance styles of ethnically diverse students to make learning encounters more relevant and effective for them.**

Gay, Geneva. Culturally Responsive Teaching : Theory, Research, and Practice. 2nd ed. Multicultural Education Series (New York, N.Y.). New York: Teachers College, 2010



# Why is it important for our work?

- Our learners are typically the most vulnerable and disadvantaged
- Motivates learners to learn
- More effective training
- Bigger and stronger impact





# Best Practices at CTN

- Outreach by bilingual staff / volunteers
- Provide handouts in the learner's language
- Pre-configure devices into the learner's language\*
- Instructor who speaks the language
  - Avoid mixing languages in one session
- Instructor who is familiar with and understands the culture

english  
malaysian  
mandarin  
tagalog  
korean  
cantonese  
spanish  
vietnamese  
urdu  
indonesian  
russian



# Relevant Examples & Activities

Youtube & video streaming apps

Google & other Search Engines

Email & Communication apps

Passwords

Useful Apps (translation, communication, games, etc.)

Useful Websites



# Play Store or App Store Lesson Activity



## ACTIVITY

- Install an app in the Play Store
- Move the app to your home screen

Ideas:


- Duolingo, for learning languages
- Games: Sudoku, Solitaire, Chess, Wordscapes
- Tubi, for watching movies



## 活动

- 在 Play 商店中安装应用程序
- 将应用程序移至主屏幕

建议:

- Google 翻译 
- 微软翻译 
- Meitu 



## ACTIVIDAD

- Instalar una aplicación usando la tienda de aplicaciones (Play Store)
- Mueve la aplicación a su pantalla de inicio

Ideas:

- Duolingo, para aprender idiomas
- Google Translate



# Streaming Apps



Telemundo - streaming app to watch Spanish TV series, soap operas and live TV



## HELPFUL APPS

### Free streaming



### Music and podcasts









Check with your library- they may offer free access to digital services, including apps for reading e-books or audiobooks!



## 免费串流媒体 STREAMING

### 电影和电视

-  • LocalBTV - 天下卫视, 华语卫视, 新唐人电视
-  • VuIT - KTSF26台
-  • TVBAnywhere - TVB节目
-  • iTalkBBTV - 陆剧和综艺节目
-  • 爱奇艺 - 陆剧和综艺节目
-  • 腾讯视频 - 陆剧和综艺节目

### 音乐

-  • Spotify
-  • Pandora

# Communication Apps





# Lesson Plan for Email

## English-Speaking Learners

- Create / Reset email account
- Basic email features
- Intermediate features  
(attachments, folders, archive,  
report spam, unsubscribe, etc.)

## Non-English Speaking Learners

- Explain why email is important
- Create / Reset email account
- Basic features - Send / Read /  
Reply

# Fact Check Websites (English versus Chinese)

## **Annenberg Public Policy Center**

[www.factcheck.org](http://www.factcheck.org)

A non-partisan project at the University of Pennsylvania

Spanish link: [factcheck.org/es/en-espanol/](http://factcheck.org/es/en-espanol/)

## **AllSides** [www.allsides.com](http://www.allsides.com)

Offers perspectives on topical news stories from the left, center, and right-side of politics

## **Snopes** [www.snopes.com](http://www.snopes.com)

The oldest and largest fact-checking site online

## **Poynter Institute** [www.politifact.com](http://www.politifact.com)

Fact-checking journalism

## 台湾事实查核中心 (Taiwan)

<https://tfc-taiwan.org.tw/articles/report>

## 或中国的 (China)

<https://chinafactcheck.com/> 和  
<https://vp.fact.qq.com/home>

## 以及香港浸大事實查核 (Hong Kong)

<https://factcheck.hkbu.edu.hk/home/>



# Learners with Different Skill Levels

- Set realistic goals based on individual learner's ability and skill set
  - Celebrate small successes!
- Beware of technical terminologies
- Prepare both basic and beyond the basic activities
- Encourage more skilled learners to help other learners





## Reflections

What examples can you share about the learners in the community you serve?

Is there anything in your own curriculum that you may need to modify?

What do you think would be an effective activity for learners in the community you serve?



## Q&A



**Post your questions via the chat**

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[sabrina@communitytechnetwork.org](mailto:sabrina@communitytechnetwork.org)





**It's not better.**

**It's not worse.**

**It's just different.**



**Please complete a short survey**

**Thank you!**