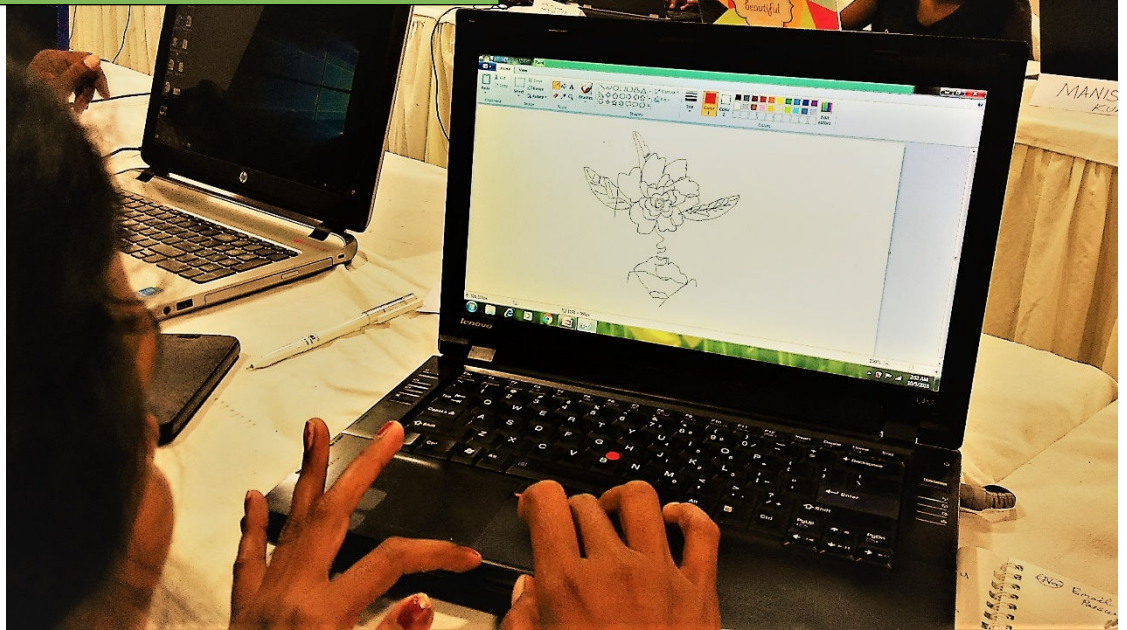# JADEITE SOLUTIONS

'WHAT MATTERS TO PEOPLE' TO SHAPE 'PEOPLE WHO MATTER'

DIGITAL LITERACY, DIGITAL SECURITY & MEDIA INFORMATION WORKSHOP

ORGANISED BY:
JADEITE SOLUTIONS & CREA
CREA SELF ACADEMY 2018

Jadeite Solutions Pvt. Ltd.
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INTRODUCTION

The workshop on *Digital Literacy, Digital Security and Media Information Workshop* was organised by Delhi based Jadeite Solutions as a part of CREA SELF Academy 2018 residential programme. It took place from September 28th to October 8th, 2018 at Hill View Resort, Asan Bani, Jharkhand near the city of Jamshedpur. CREA Self Academy aims to provide various skills to young women so that they become self-reliant and self-confident, and can make their own decisions related to their bodies, health, career and lives. CREA selected 46 young women and girls from their four partner organisations - Srijan Foundation Mahila Mukti Sangthan and Narchar. There were 46 participants divided into two batches of 23 individuals each. For this training, CREA provided a computer room with the Internet access where one laptop was assigned to each participant to facilitate hands-on practice.

TRAINING OBJECTIVE

The prime objective of this training was to develop the confidence of CREA SELF Academy 2018 participants on using the digital technologies such as computer and mobile and strengthen their digital literacy skills. The specific objectives of the training were as follows:

- To build the capacity of participants on functional digital literacy;
- To understand the functions of digital tools and technologies
- To build the capacity of participants on understanding the usage of various digital technology and tools;
- To built-in the aspects of digital security and adopt its practices in their daily routine communications
- Build capacities of participants to understand the nuances of misinformation and respond to misinformation

PARTICIPANTS PROFILE

The participants of CREA SELF Academy 2018 were young girls and women aged between 18-35 years and had the education from 10th Standard to Graduate level. Out of 46 girls, 17 girls had seen computers in their schools. Few participants had never used or touched a computer before. In case of smart/feature phones, some had been using devices shared with other family members. Most participants were either not allowed to maintain their own device/social account or were maintained under fake names due to constant monitors from family members/social

restrains. There was some awareness about the need to use privacy and security settings and eagerness to learn these.

ACTIVITES AND LERNINGS IN WORKSHOP

Day 1 - September 28th, 2018

The first day of the workshop was devoted to *introducing and understanding how Internet functions* as well as various *Information and Communication Technology (ICT) tools*. The participants and facilitators introduced themselves as well as understand the concept of wired and wireless network.

An interactive game using a thread ball and a smiley ball was used to introduce this concept. One participant was given the first end of the thread ball and requested to share their name and one unique story about themselves. The first individual retained one point of the thread and throw thread ball to second individual, creating the link between the first and the second via the thread. The second individual shared their story and passed the thread ball to the third individual. This process was continued among all the participants to create a thread network. The concept of wired network was introduced and illustrated to the participants by stating the example of the thread network created. Next, the smiley ball was used for this process. The concept of wireless network was then explained to the participants by using the invisible link created while passing the smiley ball. This game served three purposes: it assisted in breaking the ice between the participants and facilitators, all had a chance to be familiar with each other, and at the same time the participants learned how network or computers are connected in the digital world using wired and wireless networks.

Afterwards, facilitators used several colourful flashcards with icons of various ICT tools and requested the participants to identify and share if and how they use these. A discussion was facilitated to understand different kind of ICT tools and how we use them in our daily lives for different purposes.

Day 2 - September 29th, 2018

The second day was aimed to learning *to operate a computer system, introducing and learning the basics of word processing software (Microsoft Word) and typing.*

The session began with a recap of the day 1 learning as well as take feedback from the participants. After this, participants were facilitated to understand how to operate a computer such as switching on the computer, parts of computer and functionalities of keyboard (QWERTY keyboard).

The participants were requested to share their definition and experience of word processing software. Microsoft Word (MS Word) was used as an example to facilitate and the various uses of it were discussed. Thereafter a live presentation on MS Word including – its applications, its features and its usage were given, followed by a hands-on session. It included the following: opening a new document, familiarising with features of QWERTY keyboard, changing colour, fonts, font size, bold, italics, uppercase, lowercase; inserting table, changing styles, page layout, typing in word, creating folder, saving a document.

Day 3 - September 30th, 2018

The third day of the workshop was devoted to *actively use second day's learnings to create document as well as learn selection of texts, keyboard short-cuts, left-click and right-click menu options, difference and utilisation of save/save-as, creation of folder, ways to cut/copy and paste and drag and drop document/folder.*

The session began with a recap of learnings of day second as well as took feedback from the participants. Afterwards, facilitators provided hands-on guidance to each participant to practise. A discussion based interactive quiz was conducted while participants helped each other with realisations of learnings.

Day 4 – October 1st, 2018

The fourth day of the workshop was devoted to *actively use third day's learnings to create Bio-data/CV and learning the basics of spreadsheet (Microsoft Excel).*

The facilitators then shared and explained a format of biodata and template of CV was shared with the participants and they were requested to create and save their biodata/CV document based on that format. Participants were guided hands-on with individual attention.

In the next session, a discussion was initiated to showcase spread sheet and how these may be used in our daily life such as how to calculate their daily home expenditure. Microsoft Excel (MS Excel) was used as an example. This was followed by a live presentation on MS Excel and its applications, its features and its usage and hands-on session. It included - creating a new sheet, open an existing excel sheet, icons of excel sheet and explaining them, changing colour, fonts, font size, bold, italics, uppercase, lowercase; elements of tables, moving and copying cells, adding and deleting rows, typing in excel sheet, to do sum in sheet and to put different formulas. Hard copies of QWERTY keyboard guide and one CV template were distributed among the participants.

Day 5 – October 2nd, 2018

The fifth day of the workshop was devoted to *introduction to email, password hygiene and ways to create strong password, creating personal email account, composing and sending one email.*

The session began with a recap of learnings of day fourth as well as took feedback from the participants. Next, an interactive game was played where the room was divided into segments mentioning 'agree', 'disagree' and 'neutral'. Participants were asked questions related to concepts of privacy, permission, consent, decision and influence. They were requested to align themselves to the segment as per their response towards these questions. These groups were then requested to defend their case to other groups, facilitating a discussion on these issues.

After this tips and tricks of creating a strong password was discussed with the participants with examples. A guideline of 'Do & Do not' are also shared to explain best practises. These includes: don't use birthdate or name, use any phrase or sentence (use pass phrase rather than password), don't use keyboard pattern, don't use old password, don't use same password for multiple/various email or social networking accounts and make it complex using numbers, symbols, special characters such as 'Banana' may be written as B@n@n@ or b@N@nA or B@N@nA and Nisha as N!$h@ or n!$H@ or n1$h@ etc.

In the next session a live presentation was done on introducing email and its utilities. The session discussed followings: what is email, types of email and which popular email account providers are considered as safe, introduction to Gmail, creating a Gmail account, composing and sending an email. Participants were given hands-on individual guidance to the procedures and were encouraged to send emails to the facilitators and co-participants.

Day 6 – October 3rd, 2018

The sixth day of the workshop was devoted to *introducing internet and digital/virtual world, search engine (Google), video platform (YouTube) and introduction to presentation software (Microsoft PowerPoint).*

The session began interactive quiz and discussions continuing blurred line between the real world and the digital/virtual world was discussed and how real world is connected to digital world was explained. The objective was to impart the awareness that the way participants secure their real-world existence similarly they should understand and secure their digital footprints as well. As an example, telemedicine that is being introduced in rural and urban areas of India was discussed

In the next session, the concept of search engine and various types of it such as Google, Bing, etc was introduced. Participants were explained about web address, how search engine works, what is advance search engine and how does it work. Participants were given live demonstration. The story of "I am feeling Lucky" of Google was shared with the participants. After this, YouTube was taken as an example of video platform to demonstrate how to utilise it for entertainment, information and knowledge sharing. Participants were given three development sector topics relevant to their geographical location to search through Google and YouTube and type the learnings about these topics into a word document.

Next, participants were introduced to presentation software. Microsoft PowerPoint was used to illustrate the live demonstration. The followings were discussed: what is PowerPoint, how to create a PowerPoint document or ppt file, how to open ppt, functions of ppt, adding new slides, creating a basic slide- adding text, clip art, themes, and animations. Participants were then requested to create one ppt file each on a topic on their choice.

Day 7 – October 4th, 2018

The seventh day of the workshop was devoted to *reply to email/s sent to previously created personal Gmail id, Gmail privacy settings, and introduction to social media (Facebook).*

The session started with components of one's Google that is Gmail account and practising replying and forwarding emails to each other. After this, participants were asked to share if they have any experience of social media network for example using Facebook. A lively discussion took place introducing social media and how it may be used to mobilise opinion and seek like-minded people across the world. Next, participants were introduced to Facebook, its pro and cons as well as its various uses. A live demonstration was presented on how to create a personal Facebook account and taken through all the privacy settings on the platform. After this, each participant was given hands-on guidance to create their personal Facebook account with their new Gmail id and enabling them to set privacy settings as they choose to.

Day 8 – October 5th, 2018

The eighth day of the workshop was devoted to *introduction to private browsing, more in-depth of Facebook and how to become information producer in YouTube*.

On the Day 8, participants were requested to share their experience of privacy concerns and shared devices. Thereafter, the concept of private browsing was discussed. Participants were given demonstration on how to use private browsing facility of major Internet browsers such as Google Chrome, Mozilla and Microsoft Edge to have a safe browsing experience. Tips of Internet hygiene such cleaning history, not to save password in the browser, remembering to sign/log out of Gmail/Facebook every time and how to remove Gmail/Facebook accounts from browser also discussed.

Next, facilitators helped participants in crafting their personal profile in Facebook, searching and adding Facebook Friends. After this, the concept of information
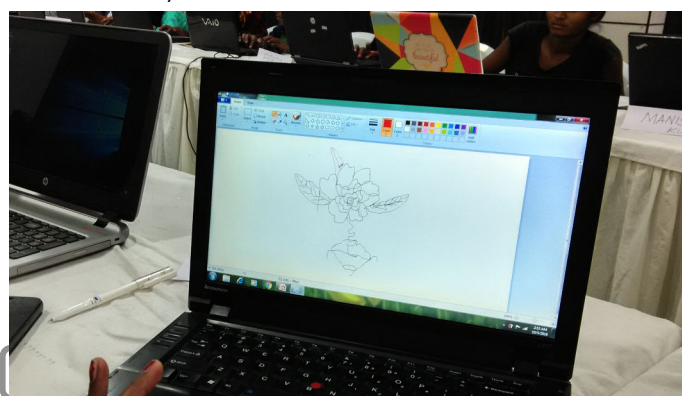
consumers and information producers was discussed. Taking the example of YouTube, it was explained how to become information producers by creating YouTube channel and uploading videos, as well as video settings, tags etc. The participants practised it by creating their YouTube channel and uploading a dummy video there.

Microsoft Paint was introduced and explained as an example of digital graphics/painting utility software. Participants practised their digital painting skills on MS Paint and also practiced MS PowerPoint.

Day 9 – October 6th, 2018

The ninth day of the workshop was devoted to *introduction to the concept of misinformation, disinformation and fake news, online violence against women and privacy consequences of photo-tagging in Facebook and introduction to WhatsApp.*

The Chinese Whisper game was played to introduce the concept of misinformation. One of the participants was told a long sentence in their ear and requested to pass the same to other person's ear. In this game, at one point some individuals do not remember the whole sentence and pass on a similar sounding but different sentence to each other. This served to show and make the participants understand how information changes in real time while being shared. Next, the concept of misinformation and disinformation was introduced and discussed by sharing examples of current news and scenarios. A discussion was initiated to understand why it is important to check authenticity of facts and information received through digital media. Participants were shared best practise on sharing information to tips to check facts through sites such as altnews.com etc.

Afterwards, a discussion on online violence against women was initiated to expand participants' understanding of it and clear any misconception. Ways to tackle online violence against women was discussed as well as the privacy impact of photo-tagging with/without consent in social media. WhatsApp was introduced and explained through presentation. A thorough walk-through of the privacy settings, block and report WhatsApp contacts chat and video calling via WhatsApp was done. Participants were then divided in groups and given the tasks of having team presentations on workshop learnings as well as creating individual PowerPoint presentation the next day.

Day 10 – October 7th, 2018

The tenth day of the workshop was devoted to *team presentations on workshop learnings and individual PPT creation on the same theme.*

 On the last day of the training, participants were divided into groups and an interactive team game was played to identifying and matching flash cards of icons of social media, computer and smartphone apps and control options as a recap of the learnings. Each team was requested to showcase their presentations on workshop learnings, especially focusing on three learnings from the digital workshop, five learning from entire CREA SELF Academy residential programme and two learning on how to tackle online violence against women. After this, participants were preparing individual PowerPoint presentation on the same theme and share them through email.

The PPTs presented by Jadeite Solution on MS Office suite, QWERTY keyboard guide, two CV template as well as CCBY reading materials available in the web were also shared with the participants via email as resources.

Day 11 – October 8th, 2018

The eleventh day of the workshop was the final day where facilitators of Jadeite Solutions presented the successful completion certificates to the participants in a ceremony. A certificate for successfully participating in CREA SELF Academy 2018 along with group photograph were presented to the participants by CREA. The audience present included young school girls and representatives of the NGO Yuva as invited guests. Different teams presented their learning in CREA SELF Academy 2018 residential programme including digital workshop, football training, graphic storytelling workshop, my body and safe sexuality workshop, workshop on communicating in English as well as workshops on consent, privacy and women's right. The ceremony was concluded by a group song by the participants illustrating the importance and aspirations of women. After lunch, facilitators started their journey to return to Delhi. All participants of the workshop assembled and wished the facilitators an emotional farewell.

PARTICIPANTS' JOURNEY AND OPINION ON THE WORKSHOP

Participant *M* (name withhold to protect identity) shared that her family was worried about her future and wanted her stop studying and to get married to an older man chosen by them. She mentioned that she strongly defended her aspiration to further education and to be a professional. When her parents did not support her in this, she started working with one of the local NGO as a football coach and moved out of her parents' house and started staying with one of her elder sister and brother in law. However, she said that the road ahead of her is still hard, as her father has fallen ill of a heart condition, getting worst apparently due to problems created by her. To de-escalate the situation her elder sister who let *M* stay at her house at first, now wants her to move back to her parents' house. *M* stated that she plans to utilise her learnings from the workshops on Computer, English to better her job prospect as well as enabling other women and girls to stand up for their own right.

Participant *S* (name withhold to protect identity) shared that her father had passed away prematurely, leaving the family in an impoverished condition. Her mother runs a small vegetable shop with meagre earning to support the family. Although her mother is encouraging about education, it is beyond their financial means to let *S* go for tuitions and trainings. *S* is a passionate football player and mentioned how happy she was by able to learn to use the Internet in the digital workshop on topics relevant to her interest such as how to be more efficient as a football player. She mentioned that the digital workshop opened a new window of opportunity and information to her, which she hopes to explore more.

Participant *N* (name withhold to protect identity) shared that she and her cousin present at this CREA SELF Academy belonged from a minority community. The society in her village is very

controlling, restrictive and strongly discouraged them participating in outdoor activities and education and stressed on early marriage. *N* mentioned that there are some computer training centres in villages nearby her. However, the trainers there were neither encouraging to women students nor were able to explain the concepts clearly to them. She praised how the facilitators of digital workshop explained the participants about minute details repeatedly and said that if this digital workshop was run for three or at least one whole month then she is sure they all would have been proficient in computer by that time.

CONCLUSION

To make such digital workshop even better Jadeite Solutions wishes to put forward two suggestions. Firstly, it was felt that the one and half hour allocated to each batch was insufficient for both facilitating and practise by the participants. Increasing that to three hours for each batch may prove to be more efficient. Secondly, each batch had participants of various learning level in computer. In such a scenario, facilitating and engaging each participant in the batch is a challenge. Creating batches based on learning levels may be more useful to focus on areas the participants have scope to improve on within the timeframe of the workshop.

After successfully completing the digital workshop facilitators received positive feedback from the participants as well as the CREA team present at the venue. Jadeite Solutions thanks CREA for their hospitality, partnership and hugely appreciate the efforts put forward by CREA in organising and facilitating such long residential programme for numerous women together without any hindrance or issues. The facilitators also wish to appreciate the efforts and cooperation provided by the computer resource person Manish and photographer Ankita. Jadeite Solutions wishes to continue such enriching and meaning partnership with CREA in future as well.