

Wednesday, October 4, 2023

SESSION 2



12:30 - 1:15 **DBEDT/State Libraries/Adobe: Digital Navigators**



Chris Lim
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Government Portals
Adobe*



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*State Librarian
Office of the State
Librarian*



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*Retired Business Owners &
Vice President & Treasurer
Pihonua Hawaiian
Homestead Community
Association*



DIGITAL NAVIGATORS IN HAWAII

Bridging the Digital Divide

Presented by the Hawaii Department of
Business and Economic Development,
Hawaii State Public Library System and
Adobe



Digital Navigator:

Digital navigators are trusted guides who assist community members in internet adoption and the use of computing devices. Digital navigation services include ongoing assistance with affordable internet access, device acquisition, technical skills, and application support.

(National Digital Inclusion Alliance)



KEY ELEMENTS OF DIGITAL EQUITY



Internet

Access,
Affordability,
Reliable



Digital Literacy Skills

In cultural
context



Devices

Laptops, Tablets,
Smartphones,
Hotspots



Affordability

Lifeline,
Affordable
Connectivity
Program



Digital Navigators

Community
Support Network

BUILT ON A FOUNDATION OF ALOHA

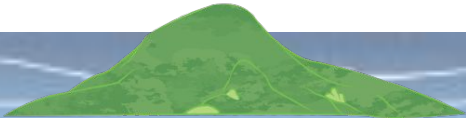
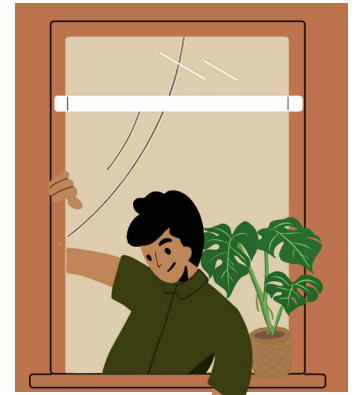
HOW TO SAY DIGITAL EQUITY IN HAWAI‘I



Here are just a few ways we say **digital equity** in Hawai‘i.

Hawaii Broadband & DIGITAL EQUITY OFFICE

- Navigators have been doing ACP sign-up events and community outreach statewide
- HBDEO is administering a ACP outreach grant, with 4 subrecipients: Nurture Cultivate, Kupuna Collective, Hawaii County and UH
- We have hosted several training sessions for ACP Digital Navigators and created a Hawaii-specific flyer. We offer hands on train-the-trainer in-person support and have also supported many sign-up events to trouble shoot.



THE AFFORDABLE CONNECTIVITY PROGRAM

Internet Discounts for Hawaii

Households

The Affordable Connectivity Program is an FCC benefit program offering a discount on your home wired service or cell phone.



Up to \$30 a month towards broadband service from a participating provider



Up to \$75 towards broadband service for households on Hawaiian Home Lands

FCC AFFORDABLE CONNECTIVITY PROGRAM SIGNUP EVENT
Hyatt Ka'anapali
Sept 18 - 23, 2023
8am - 6pm
bring your documents!

Your household qualifies if at least one member:

- Qualifies for Medicaid/Med-QUEST
- Qualifies for the Supplemental Nutrition Assistance Program (SNAP) or the Special Supplemental Nutrition Program for Women, Infants and Children (WIC)
- Qualifies for Supplemental Security Income (SSI)
- Qualifies for Federal Public Housing Assistance, Veterans and Survivors Pension Benefit, or Lifeline program
- Received benefits under the free and reduce-price school breakfast or lunch program
- Received a Federal Pell Grant in the current year



To see the full list of eligibility details and apply for your discount, visit getinternet.gov

For more information, visit broadband.hawaii.gov/acp

APPLY FOR THE AFFORDABLE CONNECTIVITY PROGRAM

Gather your paperwork

Photo I.D. with full legal name, original qualifying paperwork (e.g. tax return, SNAP letter) and the last 4 digits of your social security number. If using your child or spouse to qualify, have their information (including SSN).

1

Know your email address and password

You can use your email as your log-in ACP username. Each application needs a different email. Also have the address where your service goes to ready, not a P.O. Box.

2

Enter your qualifying information (SSN)

If you are in the federal system, then your qualifying information is on file. If you are not, then scan or photograph and upload the qualifying documents.

3

Create login credentials

Go to [GetInternet.gov](https://getinternet.gov) and set up a username and password. Keep this info for your records.

4

Check your email for approval or directions. If you don't immediately receive approval or further directions, keep an eye on your email.

5

Activate your discount

Call your provider to get the discount applied. See below for phone numbers.

6

IMPORTANT CONTACTS

Affordable Connectivity Program (ACP) Assistance Line

Phone: 877-384-2575 Email: ACPSupport@usac.org

The following providers offer a free internet option for ACP:

Hawaiian Tel 808-643-3456 Cricket 844-246-8364

Spectrum 833-660-0447 AT&T 866-986-0963

APPLY NOW

Visit getinternet.gov or scan the QR code below:



PERSONAL INFORMATION

ACP Website Login

getinternet.gov

Username: _____ Password: _____

ACP Application I.D.

This program is sponsored by the



Hawaii Broadband & Digital Equity Office



BROADBAND HUI HO'IKE 2023

Digital Navigators @ Your Public Library

STACEY A. ALDRICH | STATE LIBRARIAN



JACKSONVILLE PUBLIC LIBRARY

[HTTPS://JAXPUBLICLIBRARY.ORG/BLOG/DIGITAL-LEARNING-DAY-COMPUTERS-LIBRARY](https://jaxpubliclibrary.org/blog/digital-learning-day-computers-library)

**Librarians were the original
digital navigators when it
was called computer and
internet training**

SURVEY SAYS...

THE NEW SERVICES/PROGRAMS THAT RECEIVED RELATIVELY HIGHER MEAN RATINGS THAN OTHER POSSIBLE NEW SERVICES AT THE LIBRARY WERE:

- **IN-PERSON CLASSES**
- **I:I COACHING TO HELP LEARN ABOUT TECHNOLOGY AND USING THE INTERNET**

HSPLS DIGITAL LITERACY FRAMEWORK



ONE-ON-ONE CLASSES

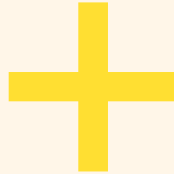


IN-PERSON CLASSES



ONLINE COURSES

HAWAI'I DIGITAL NAVIGATORS PILOT PROJECT



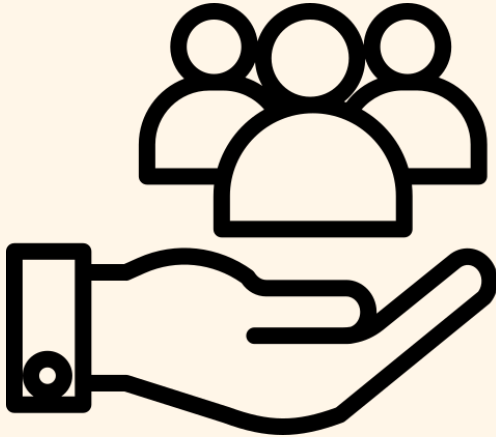
KAILUA

KAIMUKI

KAPOLEI

MCCULLY-MOILILI

PEARL CITY



**LOOKING
FOR MORE
DIGITAL NAVIGATORS
AND PARTNERS**

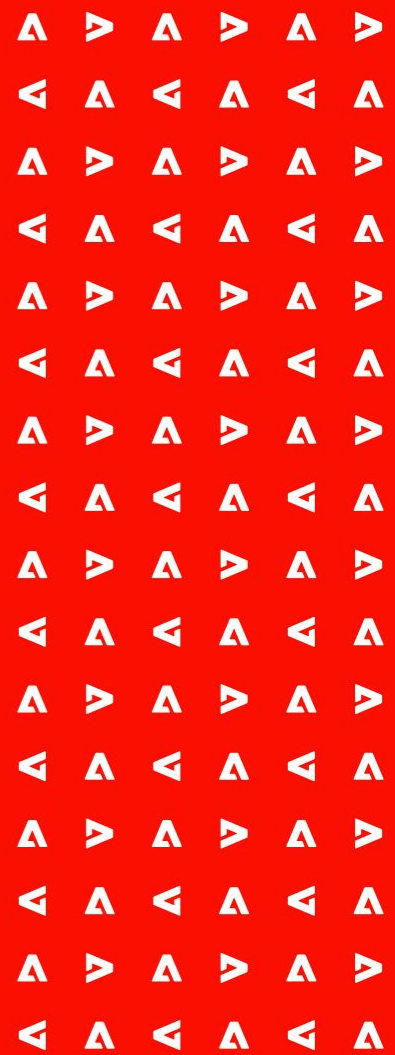
MISSION

THE HAWAI'I STATE PUBLIC LIBRARY SYSTEM INSPIRES CURIOSITY AND CREATES OPPORTUNITIES FOR EVERYONE TO READ, LEARN AND CONNECT.



BROADBAND HUI HO'IKE 2023

Chris Lim | National Practice Director
October 4th, 2023







Skill Finder

Upskill yourself

//balance
internet



SCAN ME



Skill Finder
SaaS



Categories

Contributors



Aloha! Welcome to Hawaii's *FREE*
online course marketplace.

Access over 1500 online courses provided by the world's leading
tech companies, all for free.

Explore Courses

Help Me Choose



Skill Finder

SaaS



**Hawaii State
Public Library System**

Where you belong

Categories

Contributors



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Help Me Choose





Aloha! Welcome to Hawaii's *FREE* online course marketplace.

Access over 1500 online courses provided by the world's leading tech companies, all for free.

Explore Courses

Help Me Choose

Time to upskill?

Our mission is to provide accessible and practical short courses that help you get hired, advance your career or build your business.

We offer a huge range of courses in 17 categories, including AI, coding, computer basics, design, marketing, security

Close

Jesse said:

Hi there! I'm Jesse

I hear you want to learn a new skill?

To reply, complete the following sentence:

You heard right! I want to learn...

Select a category: ?

- ✓ Business Tools
- Cloud Computing
- Coding
- Computer Basics
- Customer Service
- Data Analysis & Management
- Design
- Digital Marketing
- Education Technology
- Machine Learning & AI
- Professional Development
- Project Management
- Security
- Small-to-Medium Business

Small-to-Medium Business Courses

Medium sized businesses need various skill sets to compete in their respective industry. This category is to assist an SMB in finding all relevant courses and skills in one section of the website.



Filter Courses

Sub-category

- Business and Strategy planning (51)
- Sales and Marketing (43)
- Productivity Tools (41)
- Online Advertising (23)
- People Management (16)
- Project Management (16)
- Software Development (11)
- Information Security (8)

[View More](#)

Length

- 2-10 hours (9)
- Under 1 hour (56)
- Under 2 hours (40)

Provider

- Canva (29)
- Microsoft (55)
- Udemy (21)

Search these Courses

Sort By [Course Name \(A - Z\)](#)

4 Ways to Build Inanely POWERFUL Backlinks For FREE

Provided by Udemy

[Beginner](#) [Under 2 hours](#)

Discover 4 quick and easy ways on how you can build POWERFUL backlinks to your site and rank 1st...

[More details](#)

[Enroll Now](#)

Amazon FBA Keyword Research With Helium 10 Cerebro

Provided by Udemy

[Beginner](#) [Under 1 hour](#)

Find The Best Keywords For Your Amazon Listing Using Helium 10 Cerebro Reverse ASIN Tool.

[More details](#)

[Enroll Now](#)

Analyze costs and create budgets with Azure Cost Management

Provided by Microsoft

[Beginner](#) [Under 1 hour](#)

Learn how to use cost analysis to understand how your costs accrue each month.

[More details](#)

[Enroll Now](#)

Automate Windows deployments by using Windows Autopilot

Provided by Microsoft

[Beginner](#) [Under 1 hour](#)

During the course of this module, you will learn about Windows Autopilot and the benefits it can...

[More details](#)

[Enroll Now](#)

Branding your business - Add some personality

Provided by Canva

[Beginner](#) [Under 2 hours](#)

Key Learnings - How to think about your brand's personality. How to plot your personality on a...

[More details](#)

[Enroll Now](#)

Branding your business - Build a brand kit

Provided by Canva

[Beginner](#) [Under 2 hours](#)

Key Learnings - The importance of consistency when it comes to branding. Why you need a style guide t...

[More details](#)

[Enroll Now](#)



SCAN ME



Adobe Firefly

Text to image



man on a tractor have question

Clear style

Photo x

Refresh

Aspect ratio

Landscape (4:3)

Content type

None

Photo

Graphic

Art

Styles

All

Popular

Movements

Themes

Techniques

Effects

Materials

Concepts

Popular



Digital art



Synthwave



Palette knife



Layered paper



Neon



Chaotic



Ron Kodani



Doreen Kodani