Demystifying Computers for Refugee Adults

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Abstract

This project aims to teach English-illiterate refugees how to use Rosetta Stone at the Worcester Public Library. This will help them learn the language skills necessary to get jobs and everyday living. We aim to decrease the time needed to log on to Rosetta Stone, and increase instruction time.
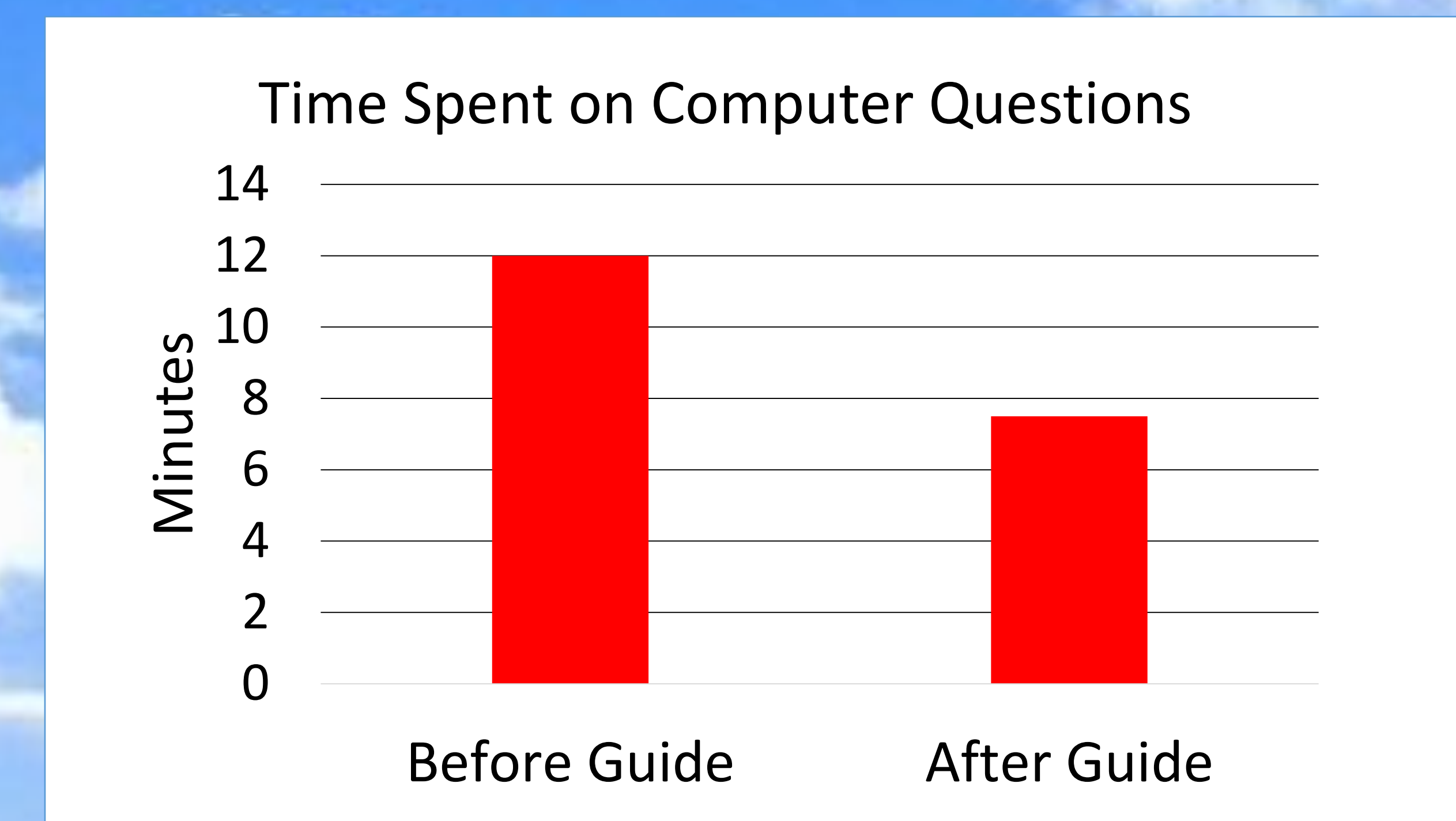
Project Goals

- Decrease the amount of time logging onto Rosetta Stone
- Increase the amount of time spent doing lessons
- Help refugees become more comfortable with technology
- Ultimately help the students get jobs

Outcome

Our guide decreased the amount of time spent on computer questions from 12 to 7.5 minutes.

Time Spent on Computer Questions

Bar chart — Minutes (y-axis), Before Guide vs After Guide (x-axis). Before Guide: 12; After Guide: 7.5.

Where the refugees come from

Background

More than 500 refugees resettle in Worcester, MA each year, with little to no knowledge of English or technology. The Literacy Volunteers of Greater Worcester accommodates over 300 of these students every year. Our goal in this project was to develop a guide for English-illiterate refugees taking Rosetta Stone classes at the Public Library.

Methodology

- Created a visual guide giving step-by-step instruction to log on to Rosetta Stone.
- Observed a class and saw the amount of questions and length of time it took to get onto Rosetta Stone.
- After distributing our completed guide, we observed that less time was wasted.

Conclusions

The instructors at LVGW now spend less time answering questions about the computers and more time helping students with language lessons.

References

www.lvgw.org
www.riacboston.org
www.worcesterresources.org