

Digital citizen scenarios

Overview

This document gives examples of situations involving made-up people and how the Digital Assessment tool has been used in these cases.

Persona 1: Jim

Age:	32
Background:	<ul style="list-style-type: none"> • Jim has an intellectual disability, which makes him unaware of risks. • He used to live with his parents before moving into residential care. • He went to a special needs school. • When he lived at home, he had unrestricted access to digital technology. • In the past, he got into dangerous situations using technology, even involving the police.
Interests:	<ul style="list-style-type: none"> • Jim is very social and enjoys spending time with friends outside. • He likes being with his family. • He enjoys watching Netflix. • He also likes staying in touch with friends through Snapchat and Instagram
Digital Competency:	<ul style="list-style-type: none"> • Jim is very skilled in using all kinds of digital devices and platforms. • He depends on social media to stay connected with his friends.
Digital Challenges:	<ul style="list-style-type: none"> • Jim can figure out ways to work around any safety measures that are set up for him. • He doesn't realize the dangers linked to his online actions. • There were no safety precautions in his family home before.
Digital Assessment example:	<ul style="list-style-type: none"> • Support needs: Emerging • Values and Attitudes: Pre emerging • Cyber safety aware: Pre emerging • Digital literacy: Engaging • Digitally fluent: Emerging

Digital Citizens - "How am I doing?"					
My journey to being someone that uses technology in a way that is safe, empowering and supports my wellbeing - i.e. a successful					
Measures	GOAL	Introducing	Emerging	Engaging	Extending
1.SUPPORT/SAFEGUARD NEEDS	I am supported so I can use technology in a way that is safe and supports my wellbeing	My support needs have not been identified For example - I might not use technology at all. - I might not have any limitations on how I use technology. - My technology use might not match my age or stage in life. - My technology use could be harming my well-being	There are measures in position to keep me safe and well when using technology - I know why these are necessary, but I might find it challenging to adapt to them - I receive assistance to set goals for using digital technology in a healthy way	Supports and safeguards are starting to be reduced as I understand safe use of technology	I am able to use technology that is safe - I may need some supports/safeguards to support this
2.VALUES and ATTITUDES	I use technology in a way that helps me stay true to myself, maintain my relationships, and achieve positive life outcomes	- I know how to be "safe," but I might not realize how it applies to the online or digital world - In my everyday life, I sometimes make choices that are not safe - For example - I make decisions that risk my personal safety and wellbeing	- I am beginning to understand the connection between how I act in real life and how I am in my digital life - I may need support sometimes to ensure I am safe	- My self worth/value is increasing - I am beginning to understand the connection between what I do online and who I am in "real" life	- I know my self value/well-being - I have personal integrity - I reflect this in all aspects including online - I may make mistakes at times as I am embarrassed
3.CYBER SAFETY AWARE	I know what using digital technology safely looks like. I know what to do if I don't feel safe	- I have little/no awareness of what cyber safety is - I take everything online at "face value" For example - I believe everything I read online - I overshare with online "friends"	- I am starting to understand the concepts of cyber safety - I know there are risks with using digital technology - I may need help to identify what these are	- I know about cyber safety - I may need support sometimes to ensure I am safe - I can sometimes make decisions that pose a risk to my cyber safety - I know I can ask for help	- I understand what safe technology looks like - I know people make mistakes - I know what to do if I do - I know what to do if I do
4.DIGITALLY LITERATE	I have the skills and strategies I need, to use digital technology in a way that enhances my life	- Digital technology is not used at all	- I see how technology may be able to help enhance my life - I need help to access technology For example: - I use a smart phone - I may have a laptop but I need help logging in and access online platforms	- I know what digital literacy is - I use digital technology in a way that enhances my life - I may need support sometimes to ensure I am safe	- I can communicate with friends online - I keep my passwords safe - I know why this is important. - I can access digital tech like, either on my own
5.DIGITALLY FLUENT	I am a thriving digital citizen who is digitally empowered. I know which technology to use to achieve the desired outcome	- I use technology - I am digitally literate - I do not know what a digital citizen is	- I use technology daily - I am being introduced to the concept of digital citizenship	- I understand connection between my technology use and digital citizenship - I am beginning to know HOW to use technology and WHEN to use it for a certain outcome - I am starting to be digitally empowered - I may need support sometimes to ensure I am safe	- I know HOW to use technology - I know WHEN to use it for a certain outcome - I use technology effectively - I understand multiple aspects of my communication, administrative, and other digital tools that can support my goals

Next steps:

Based on the above assessment, Jim's support team has worked with him to:

- Understand he needs supports in place to help keep him safe (using Trend Micro)
- Has a plan to work with Jim on understanding his self-worth in an online environment – working with a counsellor
- Has found a cyber safety course that suits Jim's need and pace of learning
- Ensure they support Jim with any online use, celebrating any successes, and empowering him to share when he is worried

Persona 2: Edna

Age:	28
Background:	<ul style="list-style-type: none"> • Edna as a mild intellectual disability • She works part-time at a supermarket. • She hasn't received a full education in mainstream schools.
Interests:	<ul style="list-style-type: none"> • All about friends • Going to the mall • Meeting and making new friends – these are often online "friends" some of whom may take advantage of her easy trusting nature
Digital Competency:	<ul style="list-style-type: none"> • Highly competent

<p>Digital Challenges:</p>	<ul style="list-style-type: none"> • Spends 8-12 hours online a day • Has previously been scammed out of money via online “friends” 																																										
<p>Digital Assessment example:</p>	<ul style="list-style-type: none"> • Support needs: Extending • Values and Attitudes: Engaging • Cyber safety aware: Extending • Digital literacy: Engaging • Digitally fluent: Engaging <div data-bbox="548 594 1349 1024" style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">Digital Citizens - “How am I doing?” My journey to being someone that uses technology in a way that is safe, empowering and supports my wellbeing - i.e. a successful digital citizen.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">Measures</th> <th style="width: 15%;">GOAL</th> <th style="width: 15%;">Introducing</th> <th style="width: 15%;">Emerging</th> <th style="width: 15%;">Engaging</th> <th style="width: 15%;">Extending</th> <th style="width: 15%;">Empowering</th> </tr> </thead> <tbody> <tr> <td style="background-color: #e6f2ff;">1. 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<p>Next steps:</p>	<ul style="list-style-type: none"> • Edna knows she needs help to keep herself safe online and feels safe to talk to Mum and Dad about anything she is worried about online. • She agreed with her whanau to have some safeguards to be put in, to ensure she is not scammed out of money 																																										

Persona 3: Flo

<p>Age:</p>	<p>15</p>
<p>Background:</p>	<ul style="list-style-type: none"> • Flo has been in the care of Oranga Tamariki from the age of 8 • She spends little time with her whanau • She has had full access to a smartphone from the age of 13
<p>Interests:</p>	<ul style="list-style-type: none"> • Flo plays netball on the weekends. • Flo finds it tough to make friends. • She is very generous to people she's just met, even if they are online friends.
<p>Digital Competency:</p>	<ul style="list-style-type: none"> • Flo believes she is good with digital stuff, but she's not staying safe online • Has open profile on Facebook

<p>Digital Challenges:</p>	<ul style="list-style-type: none"> Flo easily shares personal information, which has led to strangers showing up at her home. She sends inappropriate photos to people she doesn't know well. She has shared her passwords with others in the past. 																																										
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Supports and safeguards are starting to be reduced as I understand safe use of technology.	- I am able to use technology in a way that is safe. - I may need some support/safeguards in place to support this.	- I am empowered to use technology in a way that is safe and supports my wellbeing. - I may have some support/safeguards in place to ensure this but know this is best for me.	2. VALUES AND ATTITUDES	I use technology in a way that helps me stay true to myself, maintain my relationships, and achieve positive life outcomes	- I know how to be "safe," but I might not realize how it applies to the online or digital world. - In my everyday life, I sometimes make choices that are not safe. - For example: - I make decisions that risk my personal safety and wellbeing.	- I am beginning to understand the connection between how I act in real life and how I act in my digital life. - I may need support sometimes to ensure I am safe.	My self-worth/value is increasing. - I am beginning to understand the connection between what I do online and who I am in "real" life.	- I know my self-worth/value. - I have personal integrity. - I reflect this in all aspects of my life, including online. - I may make mistakes, and not share this as I am embarrassed.	- I use digital technology in a way that shows I value myself. - I am mindful and respectful online. - When I need assistance, I'm not afraid to ask for it.	3. CYBER SAFETY AWARE	I know what using digital technology safety looks like. I know what to do if I don't feel safe	- I have little/no awareness of what cyber safety is. - I take everything online at "face value" for example: - I believe everything I read online. - I converse with online "strangers".	- I am starting to understand the concept of cyber safety. - I know there are risks with using digital technology. I may need help to identify what these are.	- I know about cyber safety. - I may need support sometimes to ensure I am safe. - I can sometimes make decisions that pose a risk to my cyber safety. - I know I can ask for help.	- I understand what safe use of technology looks like. - I know people make mistakes but know what to do if this happens. - I know what to do if I don't feel safe online.	- I understand what cyber safety is. - I know how to keep myself safe online. - I can help others who may feel unsafe online, for example I think I am being scammed. - I report cyber safety breaches.	4. DIGITALLY LITERATE	I have the skills and strategies I need to use digital technology in a way that enhances my life.	- Digital technology is not used at all.	- I see how technology may be able to help enhance my life. - I need help to access technology. For example: - I use a smart phone. - I may have a laptop but I need help logging in and access online platforms.	- I know what digital literacy is. - I use digital technology in a way that enhances my life. - I may need support sometimes to ensure I am safe.	- I can communicate with what I want and needs online. - I keep my passwords safe, and know why this is important. - I can access digital technology when I like, either on my own or with help.	- I use technology in a way that is safe and enhances my life. - I use a breadth of online tools that keep me connected. - I am a thriving digital learner.	5. DIGITALLY FLUENT	I am a thriving digital citizen who is digitally empowered. I know which technology to use to achieve the desired outcome	- I use technology. - I am digitally literate. - I do not know what a digital citizen is.	- I use technology daily. - I am being introduced to the concept of digital citizenship.	- I understand connection between my technology use and digital citizenship. - I am beginning to know HOW to use technology and WHO to seek for a certain outcome. - I am starting to be digitally empowered. - I may need support sometimes to ensure I am safe.	- I know HOW to use technology and WHO to use for a certain outcome. - I use technology effectively in multiple aspects of my life: communication, administration, fun. - I understand that technology is an tool that can support me in many ways.	- I use technology in a way that enables me to overcome the outcomes I want for my life. - I am a fully engaged digital citizen. - Technology empowers me. - I am a thriving digital citizen.
Measures	GOAL	Introducing	Emerging	Engaging	Extending	Empowering																																					
1. SUPPORT/SAFEGUARD NEEDS	I am supported so I can use technology in a way that is safe and supports my wellbeing	My support needs have not been identified. For example: - I might not use technology at all. - I might not have any limitations on how I use technology. - My technology use might not match my age or stage in life. - My technology use could be harming my wellbeing.	There are measures in position to keep me safe and well when using technology. - I know why these are necessary, but I might find it challenging to adapt to them. - I receive assistance to set goals for using digital technology in a healthy way.	Supports and safeguards are starting to be reduced as I understand safe use of technology.	- I am able to use technology in a way that is safe. - I may need some support/safeguards in place to support this.	- I am empowered to use technology in a way that is safe and supports my wellbeing. - I may have some support/safeguards in place to ensure this but know this is best for me.																																					
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<p>Next steps:</p>	<ul style="list-style-type: none"> Based on Flo's age, and highly risky behaviour that has put her safety and wellbeing at risk, her team has worked alongside her to help her understand their concern. She has agreed she would like help to be safe online, so significant monitoring has been put in place, to help her with this. These are reviewed with her on a monthly basis She is enrolled in an online training course "Being safe online" She has one-to-one counselling to support her sense of self worth Her support team are helping her with what a healthy online connection looks like 																																										