

04/19 HBCC Conversation Resources

Technology are you already using well:

Translators

Zoom: works with subtitles

Google Translate

[WhatsApp Messaging and Video Chatting](#)

Microsoft Teams

Language Line

LMS-Computer-Based Trainings

Multi-lingual Database

Zoom, FaceTime, Google Duo

TEAMS

[DeepL.com](#)

Interpreters for Zoom calls and Webinars

Why do you think this has been successful?

Zoom has increased providers ability to network in larger areas

Removes barriers like childcare, transportation costs, ability to self-care (dinner)

Quick instruction videos/instructions on how to join courses delivered virtually

CBT's meet FCC's need to take trainings at their own pace

Easy to use. Just a click!

Translators really assist with the various dialects that exist in Spanish

The technical assistance provided through training offerings on navigating Zoom for example

One on One support

Being tech-savvy and having resources to use

Face Time, Google Duo

What barriers exist to either access or use?

Lack of funding at the systems level

Unfamiliar with specific technology systems

Older providers

Digital Divide

Technology literacy, not familiar with computers

Internet connection

Lack of digital literacy

Reluctance

No access to technology

Doesn't include the languages needed - Haka Chin for example

People support

Trying to use a phone to interact with technology that works best with a laptop or computer.

Lack of large screen devices to see content well

The belief and motivation that using languages other than English and access to the tech is a right and our responsibility to be equitable

An additional screen needed to follow step by step instructions