A COMMUNITY SERVICE PROJECT REPORT ON

DIGITAL ILLITERACY SURVEY

Submitted in partial fulfillment for the award of the degree of

BACHELOR OF TECHNOLOGY

IN

Computer Science and Engineering

By

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22A81A05E0

Under the Esteemed Supervision of

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2023-24

SRI VASAVI ENGINEERING COLLEGE
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Department of Computer Science and Engineering

Pedatadepalli, Tadepalligudem

Certificate

This is to certify that the Community Service Project Report entitled "**DIGITAL ILLITERACY**" survey done in Chilamkuru village, submitted by **Challa Vishnu Vardhan(22A81A05E0)**, for the award of the degree of Bachelor of Technology in the Department of Computer Science and Engineering during the academic year 2023-2024.

Name of Project Coordinator
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ACKNOWLEDGEMENT

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We would like to express our gratitude to our parents, friends who helped to complete this project.

Challa Vishnu Vardhan

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SRI VASAVI ENGINEERING COLLEGE

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Department of Computer Science and Engineering

Pedatadepalli, Tadepalligudem

(2023-2024)

Community Service Project for the UG Program

Digital Illiteracy

Name of the Student : Challa Vishnu Vardhan

Regd No : 22A81A05E0

Branch : CSE

Semester : III

Topic : Digital Illiteracy survey

Area : Chilamkuru,Pamuru

Project Coordinator : Mrs.D.S.L.Manikanteswari Asst.Professor

(Student)

(Project Coordinator)
Mrs.D.S.L.Manikanteswari
Asst.Professor

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INTRODUCTION

What is Digital Illiteracy ?

Digital illiteracy means a lack of information, skills, or the ability to understand how to use digital tools and technologies. This lack of literacy can prevent individuals from accessing online information or communicating with other people using computers, smartphones, or other electronic devices.

Simply put, "digital illiteracy" is the inability of individuals or organizations to make productive use of digital technologies.

The inability to properly utilize digital resources, such as computers and software, is what is meant by the term "digital illiteracy." It's people not having the know-how to use, navigate, and use the internet and its resources. In today's society, where technology plays such an integral role in our daily lives, digital illiteracy is a serious problem.

Digital illiteracy is an important theme to address because it affects many people in today's digital age. By selecting this theme, you can raise awareness about the challenges people face in accessing and using technology. As for the topic, you could focus on the impact of digital illiteracy on education or the steps individuals can take to improve their digital skills.

When it comes to digital illiteracy, it's important to understand that it can hinder people from fully participating in today's digital world. It can limit access to information, job opportunities, and even basic services. By addressing this issue, you can help bridge the digital divide and empower individuals to navigate and thrive in the digital landscape.

Digital illiteracy is a pressing issue that affects individuals of all ages and backgrounds. It refers to the lack of knowledge and skills needed to effectively use digital technologies. This can include difficulties in navigating websites, using online tools, or understanding digital security. By addressing digital illiteracy, we can empower individuals to fully participate in the digital world and take advantage of the opportunities it offers.

Examples of Digital Illiteracy in the Workplace:

Workplaces increasingly rely on technology to facilitate workflow, boost productivity, and enhance communication, making digital illiteracy a critical problem. Some examples of digital illiteracy in the workplace include:

Inability to use email effectively:

In the business world, electronic mail (email) is widely used. However, those who are not tech-savvy may have trouble communicating via email and may miss important deadlines. They might not understand the basics of email communication, such as how to write a message, attach a file, or manage their inbox.

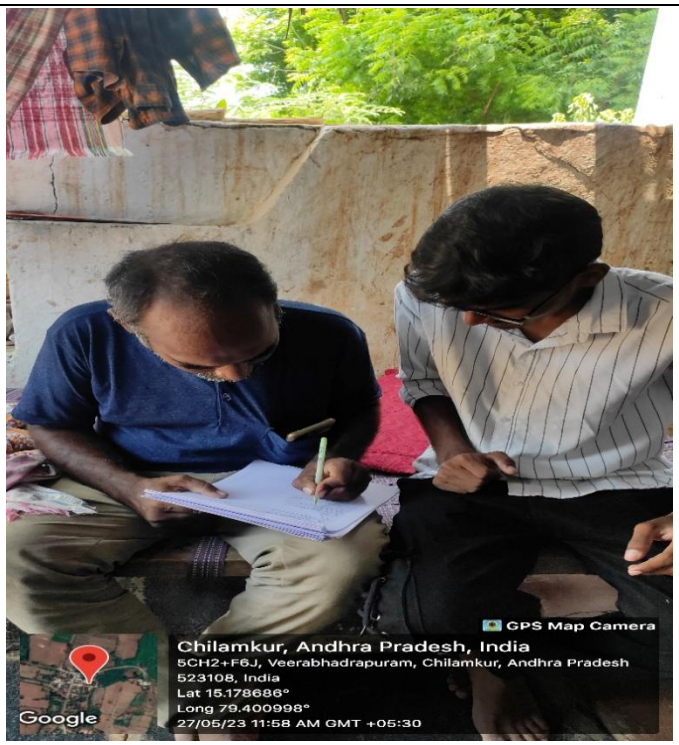
New technology and lower levels of competitiveness. It's possible, for instance, that they're wary about streamlining their workday with cloud-based programs or mobile apps.

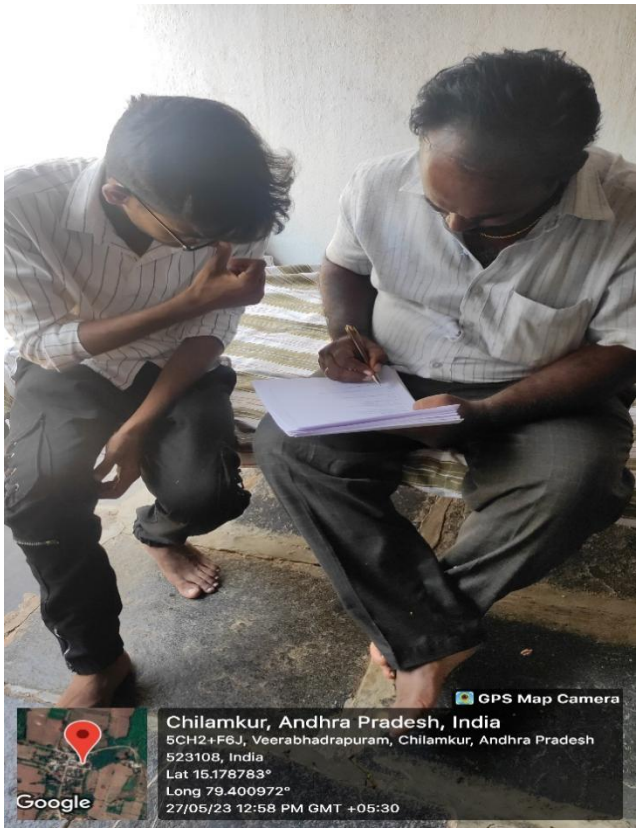
Lack of Understanding of Cybersecurity Risks:

With the prevalence of data breaches and cyber attacks in today's businesses, cyber security has become an urgent issue. However, people who lack digital literacy may be more vulnerable to cybercrime because they are more likely to click on malicious links or disclose personal information over insecure channels.

Awareness on Digital Illiteracy

PHOTOGRAPHS WITH SURVEYEES





GPS Map Camera
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2-31 Doddavenkata palli Pamuru, Chilamkur, Andhra Pradesh 523108, India
Lat 15.172288°
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Long 81.262005°
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OBSERVATION

Digital illiteracy remains a significant issue in today's increasingly technology-driven world. Many people still struggle with basic digital skills, which can limit their access to information, job opportunities, and social participation. Bridging the digital divide and providing digital literacy education is crucial for a more inclusive and equitable society.

Digital illiteracy in urban areas remains a significant issue despite increased access to technology. Many urban residents, especially older generations, may struggle with basic digital skills, hindering their ability to access online services, find employment, or participate in a digital economy. This highlights the need for ongoing digital literacy initiatives and support programs in urban settings.

Digital illiteracy in rural areas is a significant challenge. Many residents lack access to technology and digital skills, hindering their ability to access information, education, and economic opportunities. Initiatives to bridge this gap, like providing training and affordable internet access, are crucial for inclusive development.

1. **Limited Access:**Many rural areas lack reliable internet connectivity, making it challenging for residents to access digital resources and information.

2. **Education Barriers:**Students may struggle with online learning, as they often lack the necessary devices, internet access, or digital skills to participate effectively.

3. **Economic Disadvantage:**Digital illiteracy can hinder job opportunities, as many employers require basic computer skills for various positions.

4.**Healthcare Challenges:**Accessing telehealth services or health information online can be difficult for those who are digitally illiterate, especially during the COVID-19 pandemic.

5. **Social Isolation:**The inability to use social media or online communication tools can lead to social isolation, as these platforms play a crucial role in staying connected.

6. **Limited Services:**Many government services, financial institutions, and businesses have moved online, making it challenging for rural residents to access essential services.

7.**Increased Vulnerability to Scams:**Digital illiteracy can make individuals more susceptible to online scams and fraudulent activities, which can lead to financial losses and privacy breaches.

8.**Isolation and Limited Social Connections:**In the digital age, social interactions often occur online. Digital illiteracy can lead to social isolation as people may struggle to connect with others through social media or communication apps.

9.**Reduced Efficiency and Convenience:**Everyday tasks like banking, shopping, and communication are increasingly conducted online. Those who are digitally illiterate may face inefficiencies and inconvenience in their daily lives.

10**.Generational Gaps:**There can be a digital divide between younger and older generations in urban areas, making it challenging for older residents to keep up with technology-driven changes.

SUGGESTIONS

- **Digital literacy training programs:** Governments, schools, and community organizations can offer digital literacy courses to individuals of all ages. These programs should cover basic computer skills, internet usage, online safety, and more advanced topics as participants progress.

- **Online Tutorials and Courses:** Encourage individuals to take advantage of free or low-cost online courses and tutorials. Websites like Coursera, Udemy, and Khan Academy offer a wide range of digital literacy courses.

- **Accessible Learning Materials:** Create easy-to-understand, multilingual, and accessible digital literacy materials. These materials should be designed for those with varying levels of literacy.

- **Smartphone Adoption:** Given the widespread use of smartphones, encourage those who may not have a computer to become proficient in using smartphones for basic digital tasks.

- **Promote Online Safety:** Teach people how to identify and protect themselves from online threats like phishing, scams, and malware. Highlight the importance of strong, unique passwords.

- **Don't Answer Unknown Numbers:** If you don't recognize the caller's number, let it go to voicemail. Legitimate callers will leave a message.

- **Check App Permissions:** Review and limit the permissions you grant to apps on your smartphone to prevent unauthorized access.

- **Family Engagement:** Encourage parents and guardians to learn digital skills so they can guide and support their children's digital education.

- **Government Initiatives:** Governments can develop national digital literacy programs and campaigns to raise awareness and promote digital literacy at a broader scale.

- **Report Spam Calls**: Report spam calls to your mobile carrier and local authorities.

- **Online Safety:** Teach individuals about online safety and security, including how to create strong passwords, recognize phishing attempts, and protect personal information.

- **Social Media and Communication:** Help them understand popular social media platforms and communication tools. Explain how to create and manage social media accounts, send emails, and use messaging apps.

- **Use Call Filtering Apps:** Install call filtering apps on your phone. These apps can identify and block known spam numbers.

- **Search Skills:** Teach effective online search techniques, including how to use search engines and evaluate search results for accuracy and reliability.

- **Digital Devices and Software:** Provide hands-on training with common devices (e.g., smartphones, tablets, laptops) and software (e.g., word processors, spreadsheet tools, web browsers) to make them comfortable with technology.

- **Update Knowledge**: Technology is constantly evolving. Encourage individuals to stay up to date with the latest digital trends and tools.

CONCLUSION

Our project has not only raised awareness about the importance of digital literacy but has also inspired a sense of unity and collaboration within our community. The volunteers and participants have come together to share knowledge, support one another, and create a network of digital learners. This spirit of community involvement extends beyond the project's duration, with ongoing digital literacy initiatives and resources available for those in need.

Moreover, our project has shown that addressing digital illiteracy is not just about teaching technical skills but also about fostering critical thinking, online safety, and responsible digital citizenship. By empowering individuals with these skills, we have helped protect them from potential online risks and made them more capable of utilizing digital tools for personal and professional Growth.

In summary, our community service project on digital literacy has not only made a significant impact on the lives of those involved but has also contributed to the overall well-being of our community. It stands as a testament to the power of collective action and the positive change that can be achieved when a community comes together to address a pressing issue. We are committed to continuing this important work, further reducing digital illiteracy, and ensuring that everyone has the nortunity to thrive in the digital world.

Project Log Book

Student Name	**CHALLA.VISHNU VARDHAN**
Regd. Number	**22A81A05E0**
Branch	**CSE**
Year	**2023-2024**
Title of the Community Service Project	**DIGITAL ILLITERACY**
Guide Name	**Mrs.D.S.L.MANIKANTESWARI**

S. No	Date	Guidance Given	Student Activities	Target Achieved	Signature of the Guide
1	17/05/2023	Conducting a survey	Survey	Yes	
2	18/05/2023	Identifying a problem	Survey	Yes	
3	19/05/2023	Preparing questionnaire	Survey	Yes	
4	20/05/2023	Conducting a survey	Survey	Yes	
5	23/05/2023	Work related to domain	Survey	Yes	
6	24/05/2023	Giving possible solutions	Survey	Yes	
7	25/05/2023	Conducting a survey	Survey	Yes	
8	26/05/2023	Providing alternate solutions	Survey	Yes	
9	27/05/2023	Awarness about achieving solutions	Survey	Yes	
10	28/05/2023	Making report	Survey	Yes	
11					

Project Coordinator **Head of the Department**