Van Dijk argues in chapter four that the idea that more people attaining physical access would close the digital divide is only the start to the problem (p. 47). His argument gained more credence with the shut-down of everything due to COVID-19. I live with an affluent family where everyone has their personal computer, smartphone, and WiFi. However, when everyone had to be in quarantine rather than go to their office, the WiFi packaging they had purchased was not strong enough to handle four people using it all day. The WiFi struggled particularly because all four of us would be on a video call for meetings or classes. Even when they purchased a more expensive WiFi package, it would still be slow because not only was the entire family using it, but in the building where we live, everyone was also in their homes using their WiFi. Yet, every one of us in the household could use our devices to accomplish school or work. In direct contrast to this was a family with the same number of people living in their home, but instead of everyone having their device, the two children had to share a computer to attend school. The family did not have a strong WiFi connection nor the finances to purchase a faster and more reliable plan. The two children would split their computer use with one another, which affected their attendance because they were in different grades and classes.

With the two families I described, I could see van Dijk's concepts playing throughout each experience. Material resources alone were vastly different between the two households. The educational and social differences between the families also attribute to van Dijk's definition of the physical divide. The parents of the household I reside in have graduated with multiple master's and doctorates, whereas the parents did not have a college education in the other home. Van Dijk's closes with "having basic hardware and a slow connection is not enough for an individual to be included in the digital world...its quality or capacity, its diversity and continuous replacement and maintenance will create new physical access divides." One can see van Dijk's remark in action with the two families. One could easily update and replace their digital devices and software connections to keep up with their needs and the times. At the same time, the other family could only keep up with the bare minimum they needed so their children could continue to attend school.