

Fearless Cards: Computer Training for Extremely Marginalized Populations

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Abstract

We present a novel design for very basic computer literacy training for extremely marginalized populations in industrialized countries, such as immigrant day laborers in the US. In addition to lacking technical skills, day laborers experience strong emotional barriers such as fear, anxiety and lack of self-confidence, in addition to limited English language skills. Through an iterative process of design and testing, we developed the Fearless Cards, a set of basic, easy-to-use instructions to help extremely underserved populations overcome their emotional barriers and learn to use computers and the internet to help them improve their lives. Sample decks of Fearless Cards are available with the Poster Session for examination, testing and feedback.

Fearless Cards are important because they help reach the deep pockets of exclusion and allow people who are extremely marginalized to break the emotional barriers that prevent them from starting to use computers and the internet, they help to strengthen their sense of empowerment and self-worth, and help promote stronger self-confidence and self-efficacy.

Keywords: computer training, emotional barriers, marginalized populations, community development, immigrants
