

What is Digital Literacy?

Digital literacy is having the knowledge, skills and confidence to keep up with changes in technology. Computers are increasingly part of everyday life. They've changed how we do things, and they're going to keep changing how we do things. To keep up, we need to keep learning so that we can continue to thrive at home, at work and in the community. Being digitally literate means being able to adapt to the changes brought about by computers in ways that make sense to your life.



Digital Literacy in Canada

- The proportion of Canadians experiencing cyber security incidents is increasing. The most common incidents reported were receiving unsolicited spam (60%) and receiving fraudulent content (40%). Other incidents included being redirected to fraudulent websites asking for personal information (22%), having a virus or other malicious software installed without permission (11%) and experiencing fraudulent payment card use (9%). (*Canadian Internet Use Survey – Statistics Canada, 2022*)
- Employers are increasingly looking for a blend of business or soft skills for in-demand digital roles, including communication and interpersonal skills, ability to work in teams and business acumen. (*Onwards and upwards: Digital talent outlook 2025 – Information and Communications Technology Council, 2021*)
- Only 30 per cent of the Canadian population is currently “very prepared with workplace digital skills,” and this number is expected to drop to 23 per cent within the next five years as technology continues to evolve. (*Salesforce Launches Global Digital Skills Index: In-Depth Insights From 23,000 Workers – Salesforce, 2022*)
- Estimates say that around 84% of jobs in Canada currently require the use of a computer and basic technical skills. (*The State of Digital Literacy in Canada – Brookfield Institute, 2017*)
- Some barriers people experience in developing their digital literacy include: lack of digital access (hardware, software, internet); limited literacy and numeracy skills; financial or geographical barriers; not seeing themselves reflected in the field; intimidation and fear of failure (for both beginner and more advanced students); and lack of intermediate level programs. (*Levelling Up: The Quest for Digital Literacy – Brookfield Institute, 2018*)