**About Communicating**

**Use of form:** Wisconsin Works (W-2) Agency’s Refugee Program Liaisons involved in the Wilson-Fish TANF Coordination Program (WFTCP) can share these questions with WFTCP participants to discuss their digital / communications literacy.

**Instructions:** Please read and answer each question.

1. **Internet Access**
   a. How often do you use the internet? What device(s) do you use (computer, laptop, tablet, Smartphone)?

   b. Do you know how to change or add privacy settings on the devices you use?

   c. Do you use websites that require a password? Do you use different passwords for each website?

   d. Do you access the internet at home or at a public place (library, store, coffee shop)?

   e. Do you know how to identify and avoid interacting with risky websites?

   f. Do you know how to protect your personal information while using the internet?

   g. Which internet search engine(s) do you use (Google, Safari, other)? Do you know how to adjust privacy settings on these?

   h. Do you know about two-way verification and how it works to protect your identity?

2. **Email**
   a. Do you have an email account? Which device do you use to read and send emails (computer, laptop, tablet, Smartphone)?

   b. Do you know what a secure password is? Do you know how to create a secure password?

   c. Do you know how to identify risky incoming emails? Do you know what Spam is?

   d. Do you know how to avoid opening risky emails? Do you know how to avoid / block receipt of risky emails?

3. **Cellphone / Smartphone**
   a. What do you use your cellular phone or Smartphone for? If you have a Smartphone, is it an iPhone, Android or other?

   b. Which applications (APPs) do you use on your cellular phone or Smartphone?

   c. Do you have a cellular phone plan? If you have a plan, do you know what services it includes?

   d. Do you understand your limits on talk, text and data in your cellular phone plan?

   e. Do you understand how to read your cellular phone bills?

4. **Internet Access/Use by Your Children**
   a. Do you allow your children to use a cellphone, Smartphone or computer to access the internet?

   b. What rules do you tell your children to follow when using the internet?