The conflict:
Without access to high-speed Internet, the Quintero family had been disconnected from the world.

Why it occurs:
The family had dial-up Internet service, but were not able to access information due to slow connection speeds. The cost of high-speed Internet was prohibitive.

How it could be resolved:
Many without high-speed Internet use computers at the Public Library, a friend or relative's house, or at school. However, limited access is quite problematic.
Literary Elements Mapping: Character Map

A Connection Changes Family's World by Susan Ferdon

Quintero Family

What the character looks like:

Derek, Rosy and their six children (infant - age 14) are a low-income family, of Mexican descent, living in Los Angeles, California.

How the character acts:

The family's laptop is their connection to information and the world - it is the focal point of the family's small apartment.

How other characters react to this character:

The children are excited to access information. Rosy is thrilled to communicate with family in Mexico. Derek is relieved that his kids will be able to keep up.

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Literary Elements Mapping: Resolution Map

A Connection Changes Family's World by Susan Ferdon

The resolution:

The Quintero family happens to live within the boundaries of a free wireless network that provides WiFi to local residents, businesses, and visitors.

What happens after the resolution:

They now have free high-speed Internet, which allows children easy access to educational sites and information. Parents are able to contact family in Mexico.

How the conflict and its resolution affect the character:

Derek and Rosy are thrilled that their children are now part of the digital world. They know their children will have a better education and brighter future.
Literary Elements Mapping: Setting Map

A Connection Changes Family's World by Susan Ferdon

Where the story takes place:

The Quintero family lives in the Little Tokyo neighborhood in Los Angeles, California.

When the story takes place:

The Quintero family interview and video are part of the InternetforEveryone.org Urban Digital Divide Report, published April 2009.

Description of the setting:

Little Tokyo is a diverse urban community, home to the Little Tokyo Service Center which provides services to the neighborhood and Japanese residents of LA.