BUILDING CONNECTIONS TO CHANGE LIVES

Impact from Cohort 2 of the Digital Inclusion Fellowship

NTEN Digital Inclusion Fellows developed programs that benefited thousands of underserved Americans, helping them get online for work, health, and play.

Digital Inclusion Fellowship
Empowering communities to get online

Google fiber

N TEN
Nonprofit Technology Network

Digital Inclusion Fellows from cohorts 2 and 3 with program managers from NTEN.

The Digital Inclusion Fellowship recruits and trains emerging leaders in digitally divided communities. In Cohort 2, 21 Fellows were embedded in City Host partners across 11 cities. Fellows implemented programs of new or expanded digital literacy training for adults.

Fellows developed a diverse array of digital literacy programs to meet the needs of their learners. Instruction was offered in languages including English, Somali, Spanish, Mandarin, and Cantonese; topics ranged from computer basics to online dating for seniors to online security to resume creating and job search. Fellows reached out to participants in their own spaces, including public housing properties, libraries, and community centers—and even a cupcake shop. By pairing the expertise of a national network with community, Fellows gave relevant and accessible training.

Fellows have been recognized nationally as leaders in digital literacy and digital inclusion work. They were featured in and wrote for local media and national journals, and they've led trainings and presentations in regional and national conferences.

12,404 participants
70,432 training hours
11,107 lab hours
708 volunteers trained
3,842 host/partner training hours

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N TEN
Nonprofit Technology Network

Austin, TX

austinfree.net

Fellow: Tianca Crocker
City Host: Austin Free-Net

Provides technology training and access to the community, fostering skills that enable people to succeed in a digital age.

Omar L. Gallaga of the *Austin American-Statesman* moderates a Digital Inclusion Week panel with Daniel Lucio from Google Fiber, Sarah Sharif from ATX Hack for Change, Sharon Strover from University of Texas, and Vickie Yakunin from Charter Communications.

The program focused on training, capacity, and coalition building.

- **374 participants**
- **1118 training hours**
- **24 volunteers trained**

Digital Inclusion Fellow Tianca Crocker supported the team's strategic plan implementation, developing language that shows the organization's commitment to digital inclusion and allows it to expand its services. Tianca also supported partnerships with nonprofits to deliver training for their clients and coordinated Digital Inclusion Week, a national awareness week to raise the profile of the need for equitable access to technology and training. She served as a lead contributor to the Digital Empowerment Community of Austin, a network of organizations that provide digital inclusion programming in that community.

PROGRAM MILESTONES
- Launched Digital Inclusion Week comprising 100 events, 2,000 tweets, 400 video views, 2 citywide proclamations, 2 mayoral support videos, and several news stories in major publications.
- Partnerships developed with AARP, Foundation Communities, and the Mozilla Foundation.
- Led the city's Digital Empowerment Community of Austin's survey subgroup to create a universal training pre- and post-test to access client learning and training outcomes across partners.

Digital Inclusion Fellowship
Empowering communities to get online

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nten.org/dif

Charlotte, NC

CHARLOTTE MECKLENBURG

LiBRARY

The go-to location for literacy and lifelong learning, finding inspiration and exploring possibilities.

Fellow: Margaret Scurry
City Host: Charlotte Mecklenburg Library

A senior learner works with a digital literacy trainer.

The strategy was to "Enhance, Sustain, and Evolve" by integrating Fellowship programs with the library's digital inclusion goals.

1102 participants

3598 participant hours

53 volunteers trained

' Excellent course. I will be using my computer more now. I will be using the library more often, too. '

— Participant

At the graduation of a jobseekers' class at a housing complex, a participant announced that he had secured two job interviews using the information learned in class. This demonstrates the immediate impact digital inclusion work can have.

PROGRAM HIGHLIGHTS
- Expanded programming to all 19 branches
- Community forums brought awareness to digital inequities, promoted the library's offerings, and developed community partnerships.
- Ran a laptop recycling drive to refurbish computers as low-cost incentives for participants.
- Trained and engaged strategic partners and volunteers to continue digital literacy training.
- Partnered with a diverse group of community partners to provide classes supporting workforce development, access, and senior engagement.

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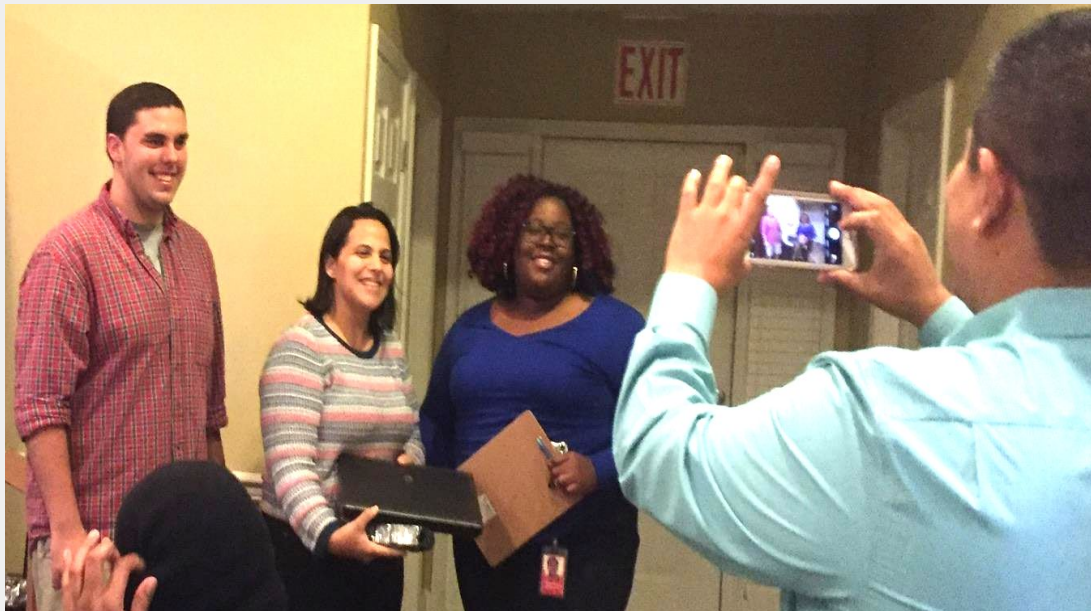**nten.org/dif**

Charlotte, NC

Fellow: Caché Owens
City Host: Charlotte Mecklenburg Housing Partnership

THE HOUSING PARTNERSHIP

Expands affordable and well-maintained housing within stable neighborhoods for low and moderate-income families.

Participants celebrating laptop awards. *Photo by Caché Owens*

A cohort of 18 seniors improved their digital literacy through a weight loss and healthy lifestyles program.

355 participants

1478 participant hours

30 volunteers trained

' I feel so empowered! At 70+, I didn't think it was possible to feel this excited about learning something new! '

— Participant

A partnership among Village Heartbeats, Charlotte Health Department and the NTEN Digital inclusion Fellowship, the program highlighted the intersection of digital inclusion and other aspects of daily life. One participant lost 4 lbs and was excited to be able to share her progress with friends on Facebook.

PROGRAM MILESTONES

- Supplied no-cost devices to residents in two affordable housing complexes, as well as digital literacy training and free internet options.
- Developed digital literacy training with partners including parks & rec centers, churches, affordable housing complexes, homeless shelters, CMPL library, universities, neighborhood groups, and government organizations.

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San Francisco, CA

COMMUNITY TECHNOLOGY network

Unites organizations and volunteers to transform lives through digital literacy.

Fellow: Samantha Akwei
City Host: Community Technology Network

Residents with their certificates of completion.

Brought learning opportunities to the Mission District and to low-income housing residents.

148 unique participants

844 participants

1044 participant hours

❝ I am thankful for my mentor, Samantha, for the patience she has for me. I learned a lot of interesting things, we have fun together. ❞

— Blanca, participant

One day, Samantha got a call for a recommendation for one of her former students. The student had been in one of Samantha's first classes. He called to let Samantha know that as a result of getting his computer, he had made a decision to go back to school and take some courses. Being in a wheelchair and visually impaired, the class was a great challenge for him but with the support of his son who encouraged his participation, he was successful.

PROGRAM MILESTONES
- Bilingual tutors engaged and participation grew in Spanish-speaking sites.
- New partnerships with property managers of senior housing sites.
- Awareness raised among public housing staff about resident learning potential.

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Portland, OR

Fellow: Sara Rasmussen
City Host: Free Geek

FREE GEEK

Sustainably reuses technology, enables digital access, and provides education to empower people to realize their potential.

Free Geek Fellow Sara Rasmussen with participant Batula at Metro East Community Media.

A new curriculum broadened the scope of digital literacy education, cultivating a community of volunteer teachers and increasing Free Geek's facilities and capacity.

1165 participants

3387 participant training hours

25 volunteers trained

'I would like to thank Sara, our teacher at Free Geek, for going over and above in getting wifi hooked up to our computer. Thank you Sara. Thank you Free Geek!'

— Getting Started with your Free Geek Computer participant

In 2016, Jared, a middle school teacher, received a hardware grant from Free Geek. The 15 computers with wifi allowed him to set up a creative media lab for his students to teach creative and technical skills in audio editing, video editing, 3D animation, and digital illustration. Jared was so pleased with the impact on his students that he reached out to Free Geek to ask, "What can I do for you?" Taking the curriculum developed for his students, Jared worked with the Fellow, Sara, to create modular introductions to creative media technology.

PROGRAM MILESTONES
- Increased class topics from 4 to 14, with 9 more classes to come.
- Diversified class offerings from 3 to 6 topic areas.
- Projected to give 156 refurbished computers away by the end of the fellowship, for a value of $15,730.

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Kansas City, MO

KANSAS CITY PUBLIC LIBRARY

Fellow: Wendy Pearson
City Host: Kansas City Public Library

A doorway to knowledge for all people in our community.

Tech Coaches ready to help patrons at Kansas City Public Library..

Developed new ways to engage patrons and increase the spectrum of technology courses.

456 participants

1611 training hours

39 volunteers trained

" I am so grateful to have someone help me with learning computer skills! I have my own business and need this help. '

— Participant

KCPL launched weekly Tech Coach drop-in sessions at the Southeast branch, in one of Kansas City's most underserved communities. One regular participant wanted to learn more but didn't know where to start. He brought in his old flip phone each week and learned a little more about texting, sending his wife many messages and pictures as he practiced. Eventually, he moved on to the computer. After three months, he arrived with a new smartphone and laptop, renewed confidence, and patience.

PROGRAM MILESTONES
- Established volunteers at 5 libraries to teach basic computer skills.
- Learning Circles established for learning basic to advanced computer skills.
- Guided community partners to add digital literacy programming.
- Tech Coach volunteering presents new engagement and funding opportunities for the Library through local partners.

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Raleigh-Durham, NC

Fellow: Mike Byrd
City Host: Kramden Institute

KRAMDEN INSTITUTE

Provides technology tools and training to bridge the digital divide.

Digital Inclusion Fellow Mike Byrd with students and device recipients.

Provide digital literacy training and refurbished computer devices to clients most often left behind by the digital divide.

155 participants

755 training hours

9 volunteers trained

> ' Since the program started children in the community no longer need to go from house to house seeking out someone with a computer so that they can do their homework. '
>
> — Resident Council President Lottie Moore

The partnership ran digital literacy classes for all residents in the Oaks community, a 50-unit public housing complex, plus gave a computer to all households with K-12 children who did not have a computer at home. All residents were also connected with free high-speed internet service.

PROGRAM MILESTONES

- Recruited 5 public housing residents community digital ambassadors who assisted with staffing computer labs and served as teaching assistants in digital literacy classes.
- Launched lunch-and-learn sessions that fostered collaboration and the sharing of digital literacy ideas.
- More than 80% of the households in one community received computer training, devices, and free internet service.

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Atlanta, GA

LITERACY ACTION

Literacy Action teaches literacy, life and work skills that empower clients to reach their highest potential.

Fellow: Nicole Hooper
City Host: Literacy Action

Talking shop in the computer lab at Literacy Action.

This program established new networks plus integrated digital literacy into existing adult education.

377 participants

6865 training hours

23 volunteers trained

' Every fellow has something different to offer for different communities, but together the impact affects the whole city. '

— Literacy Action DIF Supervisor

The impact of the Digital Inclusion Fellowship goes beyond the program, lifting the whole community. When asked by a student, Fellow Nicole Hooper was also able to source low-cost computers for a local AA chapter.

PROGRAM MILESTONES
- Purchased and integrated technology at a satellite location, which previously had no technology and no digital literacy programming.
- Integrated technology into adult basic education, citizenship, and upper-level ESOL classes.
- Trained teachers on digital literacy and blended learning.
- Supported teachers in integrating Google Classroom into their programming.
- Started digital literacy programming at five partner sites across the Atlanta metro area.

Digital Inclusion Fellowship
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Kansas City, MO

Literacy KC
Changing lives beyond words

Fellow: Sarah Bell
City Host: Literacy KC

To advance literacy within the Kansas City metropolitan area through direct services, advocacy, and collaboration.

Digital Inclusion Fellow Sarah leading a lesson.

The goal was to motivate and encourage literacy students to attend computer classes and use the computer lab.

315 participants

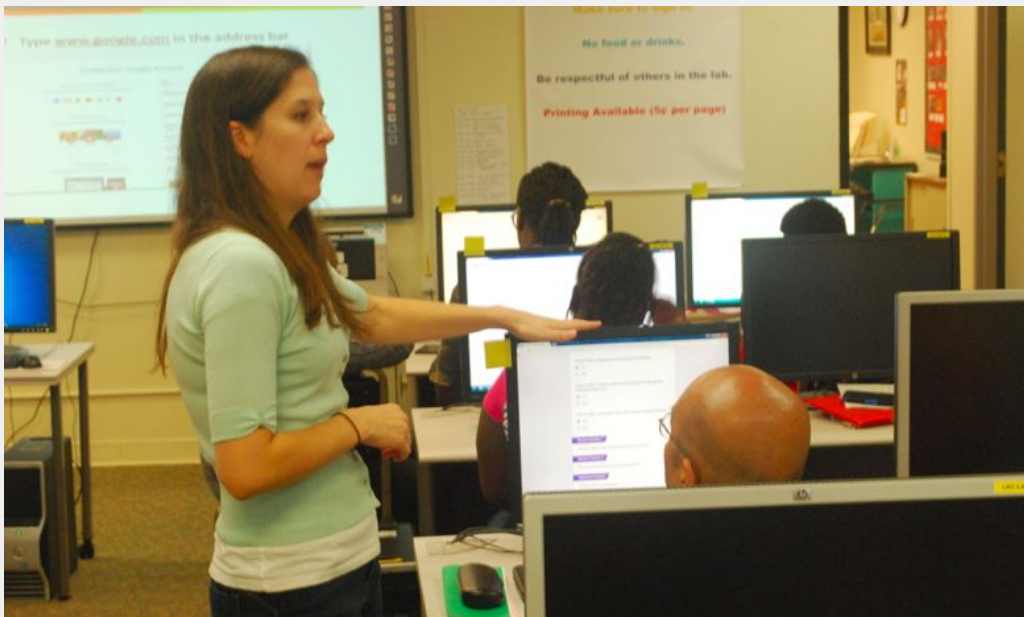**894 training hours**

57 volunteers trained

> 'I can find videos of Chiefs games and work on my skills. I come here every day before class to get help on the computer.'
>
> — Albert, participant

After taking a basics computer class and regularly visiting the lab to practice, Albert went from being hesitant about computers to purchasing his own laptop. Albert learned that computers were not scary and that they were relevant to his life. Albert is an example of what happens when students have multiple touch points with computers and individualized support.

PROGRAM MILESTONES

- 187 participant training hours for the spring term.
- 150 training hours through Housing Authority of Kansas City partnership.
- Received a grant to purchase 20 new computers.
- Integrated digital skills into literacy curriculum and classes to provide consistent computer training throughout class terms.

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Portland, OR

Multnomah County **Library**

Fellow: Charly Eaton
City Host: Multnomah County Library

Serves people and enables individual and community development.

Participants at MetroEast Community Media in the program called Earn-a-Computer.

Developed the capacity of community-based organizations to provide digital inclusion activities for their clients.

442 participants

1788 training hours

31 volunteers trained

‘ Due to this class, I am looking forward to at least 2 job fairs I was made aware of because I looked it up on the computer! On the Internet! A month and a half ago it would have not been possible without going to the library by bus, and what if a computer wasn't available? ’

— Dianne, participant

PROGRAM MILESTONES

- 139 computers awarded through Earn-a-Computer.
- Digital literacy training delivered in five languages.
- Partnered with 9 community organizations.

The Digital Inclusion Fellowship allowed the library to meet targeted populations in their community and provide culturally appropriate training and free computers to people the library was unable to reach previously.

Activities have included off-site trainings, drop-in labs, the expansion of the library's tech help program, and increased digital literacy classes for English language learners.

Digital Inclusion Fellowship
Empowering communities to get online

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Nashville, TN

Fellow: Adam Strizich
City Host: Martha O'Bryan Center

MARTHA O'BRYAN CENTER

Empowers children, youth, and adults in poverty to transform their lives through work, education, employment and fellowship.

A trainer and a Cayce Place resident.

Comprised a daily drop-in lab, digital job-readiness training, and an earn-a-laptop program.

474 participants

2339 training hours

31 volunteers trained

' *Learning how to use computers has given us access to better jobs...that can lead to many more great things and it is something that is needed in our community.* '

— Jarica, participant

Digital learning is a central component of the center's adult education and employment programs. Through the Digital Inclusion Fellowship, the center has used technology more efficiently and effectively engage participants, develop skillsets, increase knowledge, and expand worldviews.

PROGRAM MILESTONES:
- 148 students earned laptops; 250 more secured.
- Connected 114 homes with internet.
- Americorp staff joined to sustain and support.
- Hosted over 800 visits to drop-in lab.
- Provided 275+ individual digital literacy trainings.
- 103 people attended digital literacy classes.

Digital Inclusion Fellowship
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Nashville, TN

Fellow: Susan Reaves
City Host: Nashville Public Library

DigitalLiteracy
powered by Nashville Public Library

The mission of the Nashville Public Library is: Inspire Reading, Advance Learning, and Connect our Community.

This program provided digital skills training, access to devices, and affordable internet through community outreach, engagement and partnerships.

1021 participants

2386 training hours

53 volunteers trained

Digital Inclusion Fellow Susan Reaves with program participants.

' This class has helped me understand computers better, learn different shortcuts and not be afraid of the computer as so many of us seniors are. '

— Rose, participant

With the assistance of the Fellow, Nashville Public Library has been able to achieve strategic digital inclusion goals. Nashville Public Library Foundation has generously offered to provide support for the library's initiatives. The library's digital inclusion work will continue, and Susan Reaves' work in the community will continue as a staff member and Digital Inclusion Educator.

PROGRAM MILESTONES
- Created Digital Inclusion Initiatives program.
- Digital Inclusion PSA nominated for Urban Library Council Innovation Award for Civic and Community Engagement.
- Launched Gernert Senior Tech Academy to provide digital literacy instruction, access to low cost internet, and a tablet computer to over 180 residents of a senior housing community.
- Launched a Digital Inclusion Week competition which trained 25 staff, coordinated 52 labs, and enrolled 133 participants.

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Atlanta, GA

PowerMyLearning

Helps teachers, students, and parents in high-poverty school communities harness the power of digital learning to improve student achievement towards college and career readiness.

Fellow: Felicia Tillman
City Host: PowerMyLearning

PML digital literacy students graduate with NorthStar certificates. *Photo by Felicia Tillman*

The Fellow offered learners a nine-module, nationally recognized certificate digital literacy course.

409 participants

4480 participant training hours

45 volunteers trained

> ' I didn't know what to expect because I had never touched a computer before. Now I am teaching my daughter how to use Word and the internet. '
>
> — Lorena, participant

Whether they needed the skills for their careers, to find housing, or to help their own children apply for higher education, the digital literacy classes were well received. Many of the students were working on computers for the first time.

A highlight of the year for Fellow Felicia was when she met one of her students at the grocery store. He was working there. He had previously been incarcerated for six years. He credited his digital literacy coursework with his job success.

PROGRAM MILESTONES

- Trained over 300 students in digital literacy.
- Trained 40 volunteers to teach adult learners in digital literacy and proctor the NorthStar Digital Literacy exams.
- Created 10 community partnerships to offer classes and lab space.
- Wrote a blog and spoke on a panel about digital inclusion partnerships in the community.

Digital Inclusion Fellowship
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San Antonio, TX

SAHA | **SAN ANTONIO HOUSING AUTHORITY**
Opportunity Lives Here

Fellow: Munirih Jester
City Host: San Antonio Housing Authority

Provides housing assistance to over 65,000 children, adults, and senior citizens that are most vulnerable to the digital divide.

Digital Inclusion Fellow Munirih Jester and SAHA Digital Ambassadors.

Provided residents with internet services, free or low-cost computers, and digital training.

555 participants

3115 training hours

36 volunteers trained

'' My children, they have ADHD, so it's easier for them to get the work done at home, because it's just them by themselves instead of in a classroom. Now they're [on the] honor roll. So, everything's changed. ''

— Resident connected with at-home broadband

PROGRAM MILESTONES
- Connected 323 families to broadband internet.
- Provided 240 refurbished computers
- 27 people received solo career coaching.
- 7 participants gained work after participation.
- Digital Inclusion Alliance launched.

Digital Inclusion Fellow Munirih Jester connected external partners with SAHA around shared goals. The Fellow's successes demonstrated to leadership within and outside of the agency that digital inclusion was an important policy goal to residents, partner organizations, and the public at large, and SAHA has now made a permanent commitment to digital inclusion programming.

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San Antonio, TX

SAN ANTONIO PUBLIC Library
information. imagination. ideas.

Fellow: Emma Hernandez
City Host: San Antonio Public Library

Changes lives through the transformative power of information, imagination, and ideas.

Training volunteers at the tech bar.

Focused on capacity expansion, curriculum evolution, and partner/community outreach.

726 participants

2123 training hours

40 volunteers trained

‛ Prior to the Hotspot program I was at the library every day job searching, sometimes before they even opened. Now I'm able to do it from home. ,

— Hotspot recipient

The Fellowship expanded digital literacy initiatives, created a volunteer technology training program, developed a digital literacy curriculum, and integrated digital literacy into adult programming. Her efforts helped the library to bridge the digital divide in the community.

PROGRAM HIGHLIGHTS:
- Piloted a hotspot checkout program, providing free home internet for 207 homes in disconnected communities.
- Trained 22 library staff with the Libraries & Literacy Digital Literacy Toolkit.
- Planned and realized San Antonio's first Digital Inclusion Summit.
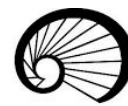- Partnered with the San Antonio Housing Authority to develop the Digital Literacy Passport program.

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San Francisco, CA

Fellow: Wenwen Shi
City Host: San Francisco Public Library

San Francisco Public Library

Dedicated to free and equal access to information, knowledge, independent learning and the joys of reading for our diverse community.

Mark Farrel from the San Francisco Board of Supervisors, Digital Inclusion Fellow Wenwen Shi, and City Librarian Luis Herrera with the Digital Inclusion Week Proclamation.

The program enhanced regular library technology offerings and created a citywide learning event.

882 participants

12,603 training hours

100 volunteers trained

‘ This past week will remain as one of the most inspirational weeks of my entire adult life. ’

— Digital Inclusion Week participant

The Digital Inclusion Fellow, Wenwen Shi, adopted two major areas of focus: increasing and enhancing regular library technology offerings, and creating a citywide learning event, Digital Inclusion Week, which attracted thousands of new digital learners. Wenwen introduced new subjects to new locations and helped the library build staff skills and establish lasting partnerships. The program gave the library recognition as a digital inclusion leader.

PROGRAM MILESTONES
- New connections were made with local technology companies.
- Technology classes were developed and brought to more locations.
- Expanded to new areas, with larger groups in more languages.
- Enhanced partnerships with community organizations and policymakers.
- Digital Inclusion Week became a new tradition.

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Austin, TX

Fellow: Ernesto Resto
City Host: Skillpoint Alliance

SKILLPOINT ALLIANCE
EST. 1994

Builds partnerships across industries, educational opportunities and community outreach.

Digital Inclusion Fellow Ernesto Resto with Lab Apprentice Program ambassadors.

Creating opportunities for Housing Authority residents, and parents of school-aged children to develop digital literacy skills.

808 participants

4,543 training hours

6,045 computer lab hours

' Taking Ernesto's class was extremely helpful because it moved me out of my comfort zone, challenging me to go further in the world of technology. '

— Participant

PROGRAM MILESTONES:

- Trained residents residing in HACA properties throughout Austin as employees to run HACA's computer labs. The apprentices were provided with hardware, software, and employability skills training, allowing them to successfully help HACA residents with all computer-related concerns.
- Trained parents with students enrolled in various middle schools in Austin as digital ambassadors, who taught other parents to access the parent cloud.
- Partnered with the Austin Police Department to provide technology and training to low-income and Section 8 HACA residents.

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Salt Lake City, UT

Fellows: Shauna Edson & Elaine Stehel
City Host: Salt Lake City Public Library

The City Library
THE SALT LAKE CITY PUBLIC LIBRARY SYSTEM

TECH⚡LEAGUE

The Tech League is The City Library's initiative to build a more digitally inclusive community through information, workshops, events, and classes.

Participants in the personal storytelling program were able to immediately use their new digital skills in their daily lives.

Hosted 112 outreach computer classes and drop-in labs, plus trained front-line staff in digital literacy.

1,044 participants

12,603 training hours

50 volunteers trained

471 hours training for library staff

❝ This Sudanese Eritrean and Congolese group arrived in the US only 3-4 months ago, had never used computers prior to their arrival. This illustrates the rate at which individuals with limited English can develop the critical digital literacy skills required to access employment and most other services and benefits in the United States. ❞

— Amie Rosenberg, Asian Association of Utah

Five people who participated in the program have now graduated from high school, including one who is now enrolled in community college. Other project highlights include partnerships with 12 community organizations and a pilot program to loan laptops and wifi hotspots to library patrons.

PROGRAM MILESTONES:
- Staff members from all eight Salt Lake City Public Library branch locations were trained for a total of 120 hours in digital literacy support.
- Fellows partnered with the Utah State Library to offer a three-week webinar series to librarians and library staff throughout the state.

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Raleigh-Durham, NC

TLC
Triangle Literacy Council

Fellow: James Butts
City Host: Triangle Literacy Council

Improves the lives of adults, youth, and families by teaching basic literacy and life skills for economic and social success.

Trained seniors and integrated digital literacy training into their tutors' existing curriculum.

👤 **283 participants**

⏰ **1,026 training hours**

✋ **6 volunteers trained**

A senior learner in one of Digital Inclusion Fellow James Butts' classes.

'This program is the best for seniors. The instructor James Butts really takes his time with us and makes sure we understand.'

— Garner Senior Center participant

Triangle Literacy Council provides digital literacy skills training to its community of adult learners and seniors to empower them to reach their goals. Senior learners felt liberated because they did not have to depend on others to do simple online tasks for them. They appreciated the opportunity for hands-on practice with a patient instructor.

PROGRAM MILESTONES:
- Tutors are now trained to include digital literacy in their other curriculum. Technology enhances the time tutors spend with adult learners, which had previously been print-based.
- In partnership with student scholars from North Carolina State, TLC established a computer lab for prospective students, to boost their digital skills and increase access to traditional literacy learning resources available online. This program helps bridge non-traditional college students' access to higher education.

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Provo, UT

Fellow: Jamie Littlefield
City Host: United Way of Utah County

LIVE UNITED
United Way
United Way of Utah County

Creates lasting change in our community by strengthening families.

Digital Inclusion Fellow Jamie with Digital Inclusion Week participants..

Programs served low-income adults, seniors, and women returning to the workforce.

1,107 participants

1,673 training hours

44 volunteers trained

❛ The computer itself and the programs are really helpful, but often times you need a person because you get overwhelmed. ❜

— Dawn, participant

When Benjamin signed up to earn a computer, it was because every job ad he had seen required an online application, but he didn't own a computer and was wary of the online application process. Working one-on-one with a tech mentor, Benjamin spent several weeks at the lab, searching and applying online. He says the program gave him the skills and confidence to get the job he has now.

- **PROGRAM MILESTONES**
  Adopt-a-Computer Program gave low-income residents a computer after they completed 10 hours of digital literacy training.
- Piloted a 4-week program for women returning to the workforce.
- Donated refurbished computers and provided training to nonprofit organizations serving at-risk populations.
- Created an online course helping learners use the internet to find volunteer opportunities, locate community resources and assistance, connect with their neighborhoods, and become more engaged citizens.

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