

# BUILDING CONNECTIONS TO CHANGE LIVES

## Cohort 3 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.



The Digital Inclusion Fellowship is an NTEN program made possible with the support of Google, Google Fiber, and Capital One.



**Digital Inclusion Fellowship**  
Empowering communities to get online





Cohort 3 Fellows from left to right: Aneta Lee, Necole Durham, Jessica Jones, Lorena Cuffy (not pictured: Atif Hamedi)

The Digital Inclusion Fellowship recruits and trains emerging leaders in digitally divided communities. In Cohort 3, five Fellows were embedded with Host organizations across three metro areas. Fellows implemented programs to expand 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, Spanish, and Arabic; topics ranged from computer basics to creating online greeting cards and building resumes. Fellows worked primarily with churches, but also partnered with community centers, housing authorities, and public schools. By pairing the expertise of a national network with community, Fellows provided relevant and accessible training.

Fellows have been recognized nationally as leaders in digital literacy and digital inclusion work. They were featured in [local media](#), and they led trainings and presentations in regional and national conferences.

**1,832** participants

**8,882** training hours

**776** lab hours

**484** volunteer & staff training hours

# Atlanta, GA



Fellow: Aneta Lee  
Host: Impact Church

Partner Churches: Cascade United Methodist Church, Cornerstone Community Baptist Church



Impact Church is a multicultural gathering of people who are committed to sharing the love of Christ with the world.

 **321 participants**

 **2739 participant hours**

After completing a training on computer basics, Veena, Shaquila, and Ericka were awarded laptops to continue using at home with their families.

My biggest success is hearing the stories from learners who were able to get connected and stay connected after the classes were done. I am proud of the seeds that have planted throughout the community.

— Aneta Lee

Digital Inclusion Fellow Aneta Lee worked with three Atlanta churches to leverage the resources of each community, creating and implementing programming unique to their individual needs. She worked with over 300 learners on basic digital literacy skills, providing over 2500 training hours. Aneta primarily supported seniors who had a desire to become more connected to the digital society. Thanks to her program, a partnership with another Fellow serving Impact Church, and a generous donor, twenty local families received free laptops upon completing their basic digital literacy training.

### PROGRAM MILESTONES

- Classes were held on a wide array of topics, from basic computer literacy to MS Office Suite to an introduction to smartphones.
- Sustainable partnerships were developed with numerous local organizations, including East Point Library, The Urban League of Metro Atlanta, H.J.C. Bowden Senior Center, and University for Parents.



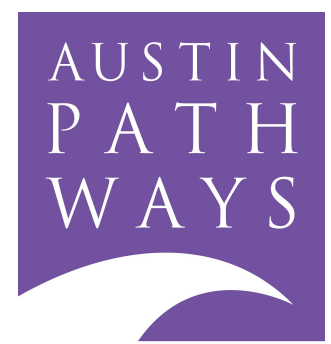
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[nten.org/dif](http://nten.org/dif)

# Austin, TX



Fellow: Atif Hamed  
Host: Austin Pathways



Austin Pathways promotes the education and general welfare of low-income Austinites in subsidized housing programs.

 **286 participants**

 **1354 participant hours**

Austin Pathways Digital Inclusion Fellow Atif Hamed teaching a digital literacy class to local residents.

“It doesn’t matter how much you have or know. What matters is how much you share.”

— Atif Hamed

During the Fellowship year, Austin Pathways launched and expanded multiple local digital literacy programs. One of the highlights was the Mobility Ambassador program, where local residents were trained on how to use smartphones and computers to plan trips. The project also allowed nearly 135 HACA residents from the Family Self-Sufficiency program to earn a computer for their homes. At the same time, Fellow Atif Hamed taught basic and intermediate computer skills classes, which covered topics from Microsoft Office to typing. Upon completion, Austin Pathways granted participants a refurbished desktop computer and a certificate to enable them to keep learning more about digital literacy and have online access at home.

### PROGRAM MILESTONES

- Using the "train the trainer" model, Hamed trained lab apprentices (public housing residents) on Google drive, Microsoft Office, the internet, and other software.
- Austin Pathways extended its reach into diverse communities, including conducting classes with nearly 50 Arabic- and Spanish-speaking residents.



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# East Bay, CA



**Fellow: Jessica Jones**  
**Host: Allen Temple Baptist Church**

**Partner Churches: Bethlehem Missionary Baptist Church, Genesis Worship Center, Glad Tidings Church of God in Christ**



Graduation ceremony for digital literacy training participants at Bethlehem Missionary Baptist Church

The Leadership Institute at Allen Temple is a liberal arts institution offering programs in Leadership, Civic Engagement, Financial Management, and Christian Ministry.

 **390 participants**

 **2481 participant hours**

**“We can combat tech overwhelm with digital empowerment: the ability to use technology independently to achieve your goals.”**

— Jessica Jones

As the Digital Inclusion Fellow for East Bay Churches, Jessica Jones developed and implemented the Computer Essentials basic course, prioritizing working seniors in the community due to their limited tech access and education. Throughout the Fellowship year, Jessica extended digital literacy programming to additional community partners such as David E. Glover Education and Technology Center, Allen Temple Arms, and Loveland Church. Despite the fear her students initially carried, through the Digital Empowerment framework Jessica was able to support over 300 students in learning, thriving, and getting excited about using technology to achieve their goals.

### PROGRAM MILESTONES

- Allen Temple launched a computer lab with 10 new laptops and an assistant to provide computer access to community members.
- A Community Tech Fair brought together churches, learners, and community partners to celebrate their progress and identify resources.



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**Fellow: Lorena Cuff**  
**Host: University AME Zion Church**

**Partner Churches: Pilgrim Baptist Church,  
Calvary Hill Community Church**



Fellow Lorena Cuff helps one of her students navigate the computer at University AME Zion Church

University AME Zion Church is the oldest African American church in Palo Alto. This historic black church has a welcoming multicultural ministry today.

 **355 participants**

 **1310 participant hours**

**I'm so proud of what you've taught me thus far. Look how we can see each other's faces!**

— one of Lorena's students, using Google hangouts for the first time

As the Digital Inclusion Fellow for the 100-year-old University AME Zion Church in Palo Alto, California, Lorena Cuff developed a pilot program training over 300 individuals in technology adoption and practical digital skills. Lorena also equipped leaders in partner churches and organizations in the surrounding communities with tools to multiply the impact. The trainings, classes, and lab sessions supported myriad students who learned how to set up a new computer at home, how to use online portals, using video conference software, developing digital marketing to promote small businesses, and more.

### PROGRAM MILESTONES

- Partnerships with organizations like StreetCode Academy and Dance4Healing expanded the reach of the program to new communities.
- The "train the trainer" component of the program helped Lorena's impact multiply by having volunteers and staff to lead classes in various locations.



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# Atlanta, GA



**Fellow: Necole Durham**  
**Host: Impact Church**

**Partner Churches: Big Bethel AME, Friendship Baptist, Greater Turner AME**



Impact Church is a multicultural gathering of people who are committed to sharing the love of Christ with the world.

 **480 participants**

 **998 participant hours**

Impact Church Digital Inclusion Fellow Necole Durham teaching a digital literacy class to local community members.

Seeing how fast the students mastered the computer is amazing, and how excited and eager they are to learn has been very rewarding.

— Necole Durham

Digital Inclusion Fellow Necole Durham developed and implemented Basic Digital Literacy courses within the Southwest Atlanta community, the area of Metro Atlanta most affected by the digital divide. She developed partnerships with six local organizations, including the Department of Veteran Affairs Homeless Domiciliary, Andrew and Walter Young YMCA, and Atlanta Public Schools, to provide computer training and digital inclusion resources for their clients.

### PROGRAM MILESTONES

- Through community events, Necole provided resources on low-cost devices and internet service to over 640 people during the year.
- Thirteen digital inclusion advocates were trained to support their communities in getting online.
- An inaugural Tech Fair brought together partners and clients to connect community members to local services.
- Atlanta Public Schools implemented the Northstar Certification for its adult learners, helping them acquire digital literacy skills.



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