

Building Connections to Change Lives

Cohort 4 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



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

Atlanta, GA



Fellow: Heather Salters
City Host: Dekalb County Public Library



Free USB drives were a useful incentive for participants.

Launch new digital literacy programs across library branches

 **396 participants**

 **1,211 participant hours**

“ At 73 years of age...I am learning to play, label, and organize my music. A wonderful and appreciated service. Thank you Dekalb County Public Library!

— Participant

With a team of seven colleagues, Heather revitalized the Library’s patron education programming on digital literacy skills. The team launched a new brand, DCPLearn, wrote and presented curricula on digital literacy topics, including: the parts of a computer, keyboarding, spreadsheets, slideshows, smartphones, and tablets. In addition to formal classes, library staff offered one-on-one appointments with patrons for more in-depth assistance. Library staff also began offering open labs for patrons to drop in for technology assistance, to pursue online learning opportunities, or to focus on learning a specific topic like coding fundamentals. The open labs allowed the library to meet individualized patrons needs and created a community of learners where knowledge-sharing bloomed.

” The number of patron education programs grew by 25% from 2017 to 2018, and expanded to four new branches. As of December 2018, more than 770 adult patrons attended a patron education program focusing on digital literacy at the library. Overall, adult attendance at patron education programs increased 54% from 2017 to 2018.



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Atlanta, GA



Fellow: Emily Holland
City Host: Atlanta Public Schools



Training for parents to access the schools' online student dashboard, and device awards

-  89 participants
-  112 participant hours
-  15 devices awarded

Participants from the laptop award program at the Office of Family Engagement.

“ This program has allowed me to remain actively involved in my child's learning... I can keep an eye on their progress and stay in communication with the teacher.

— Luther P.

The Atlanta Public Schools - Office of Family Engagement's Digital Inclusion Initiative took shape as a strategy to increase parent engagement in schools. Seven trainings were developed to equip participants with tools to obtain academic data on their children via the Infinite Campus/Parent Portal, usage of the APS App, and understanding where their child's strengths and weaknesses were through interpretation of the data.

The parents report that participation in this initiative was liberating for them and gave them the confidence to interact with school staff and be more engaged. They are eager to show other parents what they learned as a tool of empowerment for both the parent and the child. Some parents shared that schools are more willing to work with them now that they appear to have done the research on their child and come to meetings prepared to discuss their findings.



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Austin, TX



Fellow: Evert Keller
City Host: Austin Public Library



New digital literacy courses were offered across branches and coordinated by the fellow

 443 participants
 1,806 participant hours
 1,892 lab hours

“ I come to you because you make it easy.

- Donette B., job-seeker ”

In addition to providing one-on-one tutoring and digital literacy support, Evert trained new digital literacy specialists and coordinated the launch of a new series of classes. These new classes, offered across several branches, were located in under-utilized computer lab space. Evert developed strong working relationships with the other digital inclusion workers at the Austin Public Library and in other departments of the City of Austin. Evert reports, “A fire has been lit on the subject of digital inclusion here at Austin Public Library.”



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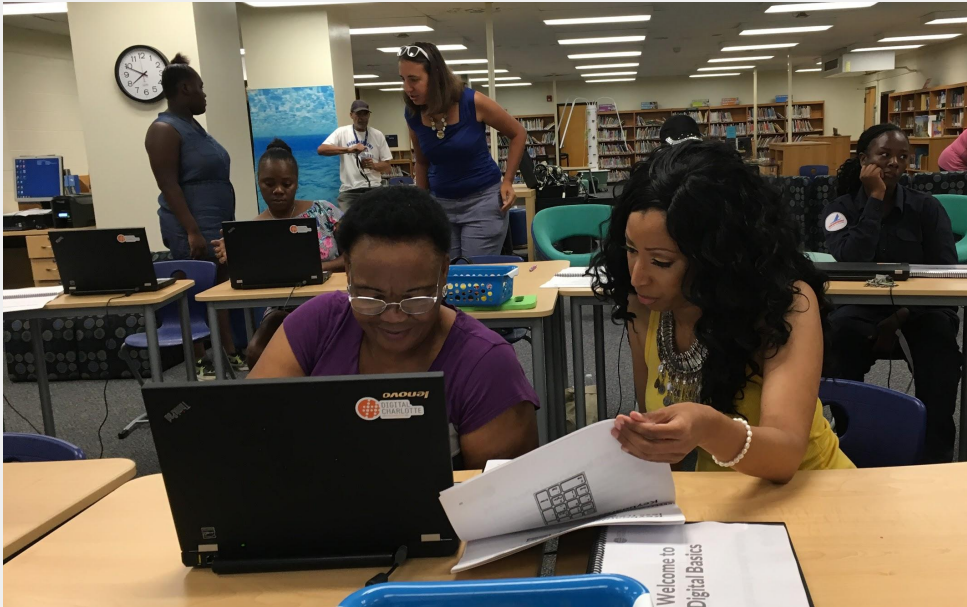
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Charlotte, NC



Fellow: Lindsey Sipe

City Host: Project LIFT, Charlotte-Mecklenburg Schools



Project LIFT family participants and instructor.

Digital literacy training, and laptop and hotspot awards for families without connectivity.

-  86 participants
-  1,686 participant hours
-  140 lab hours

“ This year has changed my life, my social awareness, and my passion for the underserved community of Charlotte.

— Lindsey Sipe

Lindsey, in partnership with Digital Charlotte, developed a six-week technology course. Families who participate received 12 hours of digital literacy training. Topics include hardware, Microsoft OS and Office Suite, and job application skills. Parents who complete the course receive a free E2D laptop and a Mobile Citizen hotspot with unlimited connectivity. 95 people completed the course so far and the program is on target to graduate 240 more families by June 2019.

Lindsey reports, “I have spent many a night working closely with families who are desperately working to climb out of the cycle of poverty. They value technology and see it as a tool that can greatly benefit their entire family. This work made me step back, come up with a plan, and become much more intentional about working with the community.”



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Chicago, IL



Fellow: Joanne Telser-Frere
City Host: Literacy Chicago



Joanne leads an ACE class.

A new dedicated digital literacy program at Chicago's oldest adult literacy organization.

-  **95 participants**
-  **1,140 participant hours**
-  **56 volunteers trained**

“I enjoy my one-on-one computer tutoring. I don't feel like I'm being left behind like I sometimes do if I miss something in a class. I love Literacy Chicago for all the help it has given me.”
-Vickie F.

Joanne created a curriculum for adult literacy students with a low literacy level. It teaches basic computer and internet skills. A higher level course was created through the use of Google Applied Skills, which launched in March 2019 at the Harold Washington Library in downtown Chicago.

This program is the first time that Literacy Chicago has taught any internet skills in a formal class. Joanne started by offering classes at the Chicago Housing Authority and soon after branched out to the Vietnamese Association of Illinois. The program continues to grow through partnerships with the VAI, public housing agencies, the New Independence Library, and alderman Carlos Rosa.



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Chicago, IL



Fellow: Patricia Steward
City Host: Chicago Housing Authority



Launched new digital literacy services to CHA residents

- 302 participants
- 768 participant hours
- 16 volunteers trained

Participants in a CHA lab.

“ This was an exciting and outstanding learning venture where all inquiring minds should want to go! ”

— Sheba P.

As the Digital Inclusion Fellow for the Chicago Housing Authority, Patricia Steward introduced and implemented digital literacy courses to public housing residents and the community. Digital literacy training was provided to volunteers and staff that support the senior population. The objective was to provide knowledge and skills for seniors to have confidence with beginning to use computers. Topics included learning computer parts, social media, and recognizing signs of internet scams.

This is the first-time digital literacy training was offered to residents by the Resident Services Department. In partnership with Literacy Chicago, ACE (Access, Connect and Empower) training was implemented with public housing residents, Lowden Homes development, and the Scattered Sites South East community. Participants met twice a week for four weeks and classes focused on internet usage, setting up email accounts, and introduction to Microsoft Word. Comcast partnered in marketing CHA trainings to communities beyond CHA’s walls. As a result, more than 125 participants attended digital literacy classes such as introduction to computers, Microsoft Word, and job readiness.



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Chicago, IL





Literacy Works

Fellow: Becky DeForest
City Host: Literacy Works



Teacher training workshops and digital literacy tutor training.

 **180 educators trained**

 **2 new teacher training curriculums**

Literacy tutors training to support learners in digital literacy acquisition.

“ We are able to provide up-to-date, valuable information to educators so they are empowered to build digital literacy education into their basic skills lessons. ”

— Becky DeForest

Becky developed and implemented professional development training curricula for an on-the-ground network of adult education teachers and volunteer tutors. These adult educators teach adult literacy, English language, and high school equivalency programs in Chicago and the surrounding suburbs. Historically, training for these educators had focused on how to teach reading, writing, math, and English, but very little in terms of teaching digital literacy.

As a result of Becky's project, 180 unique educators (27 staff, 151 volunteers, and 3 individuals) received additional training in how to build their students' digital literacy skills. Representing 40 community-based organizations in diverse neighborhoods, these educators are now reaching an estimated 900 adult learners in their respective communities. The training curricula developed during Becky's Fellowship will remain a permanent part of Literacy Works' professional development program, meaning that similar numbers of educators will receive training every year moving forward, ultimately benefiting thousands of adult learners over the next five years.



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Fellow: Bianca Rozenblad

City Host: Cuyahoga Metropolitan Housing Authority



CMHA resident with completion certificate and computer award.

New training sites for residents, new curriculum, computer awards, and peer mentoring program

-  **135 participants**
-  **976 participant hours**
-  **22 volunteers trained**

**Fantastic!!
Thorough.
Professionally
taught. For me,
a dream come
true! Thank you!**

— Riverview Tower Resident

As the Digital Inclusion Fellow for the Cuyahoga Metropolitan Housing Authority (CMHA), Bianca Rozenblad created a basic digital literacy course based on the interests of residents at a public housing family property located in Cleveland’s Kinsman neighborhood. The curriculum was centered on Gmail and applications in Google Drive. After the computer training, Bianca recruited residents from the property to volunteer in the computer lab and help their fellow neighbors. Bianca also started a new training at a senior high rise (Riverview Tower) located in Cleveland’s Ohio City neighborhood.

Residents at both properties received computers and certificate of completion at the end of the trainings. Community Health Worker volunteers from the Cuyahoga Community College were instrumental in providing training to residents and increasing engagement at both sites. Throughout the Fellowship year, Bianca continued to support and help CMHA public housing residents obtain digital literacy skills by training staff and building partnerships with local partners.



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Cleveland, OH






Fellow: Demetrius O. Williams

City Host: Fairfax Renaissance Development Corporation



Job fair participants at Fairfax Renaissance Development Corporation.

Digital literacy training
for job seekers &
workforce development

-  280 participants
-  680 participant hours
-  240 computer lab hours

“If it wasn't for the training I received from the FRDC Workforce Program I do not know how I would be surviving right now.”

— Participant, recently hired

Demetrius developed and implemented a digital literacy course to strengthen and enhance the existing workforce development program. The focus of this course was to engage and train individuals on the many online resources that could be utilized to obtain employment. The clients primarily resided in Fairfax and the surrounding neighborhoods.

The courses not only taught more than 280 local community members basic digital skills, but also provided much-needed assistance with improving their cover letters and resumes, navigating and applying for online job applications, and learning quick tips on how to find online resources that they could use to obtain a livable wage. Additionally, the classes provided an incredible opportunity to bring diverse communities together. Demetrius recruited and engaged residents, local businesses, and organizational partners to come together to host monthly events and workshops, giving our clients an opportunity to use the skills they learned in their respective courses. Throughout the Fellowship year, Demetrius essentially transformed FRDC – the organization has a newly-created social media presence, and implemented an online intake form and online scheduling program. There is a newfound appreciation for the benefits of digital inclusion throughout the entire organization.



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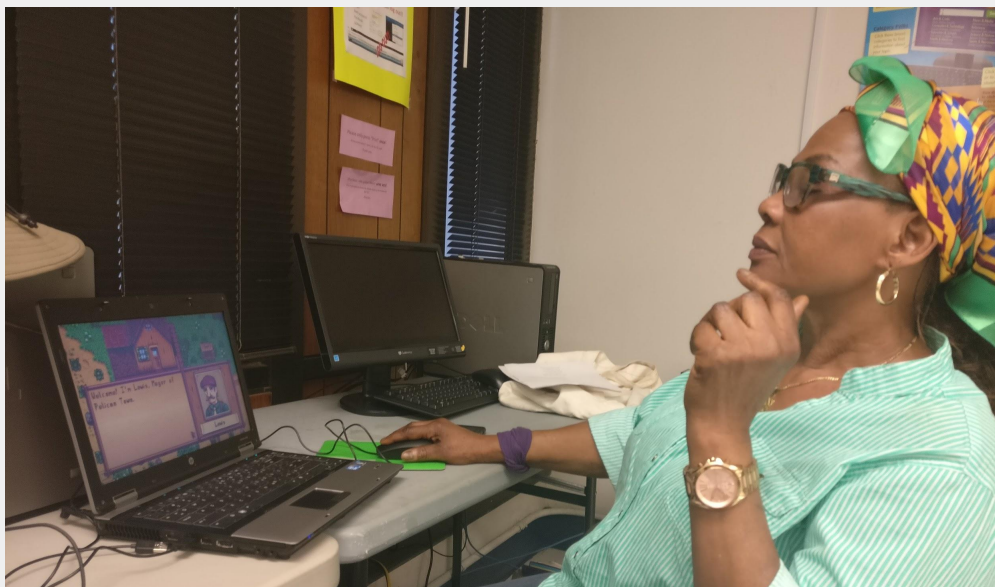
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Durham, NC



Fellow: Oleg Nepliouev
 City Host: Triangle Ecycling



Triangle Ecycling student

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

-  **149 participants**
-  **716 participant hours**
-  **3 volunteers trained**

“ Bless you all for your commitment to improve the quality of life in our community.

— Partner

Oleg hosted a 2.5-hour Monday night computer class that ran all year at the Durham Literacy Center. This class focused on basic computer skills, from the creation and usage of a Gmail account, to using Youtube, as well as practicing a variety of other basic computer skills. Students were encouraged to bring their own devices and were instructed on how to repair and upgrade them to better use them.

Throughout the course of the classes Oleg led an upgrade project to deploy more modern hardware for all of the staff and two computer labs of DLC.

Oleg developed a three-part course on Computer Basics, Online Safety, and Google Tools Basics at a variety of locations such as a local library and a retirement community, in an effort to make residents more knowledgeable, safer, and more comfortable using their devices. This program grew to be extremely popular and will continue to be deployed both at the south regional library as well as to other locations in Durham.



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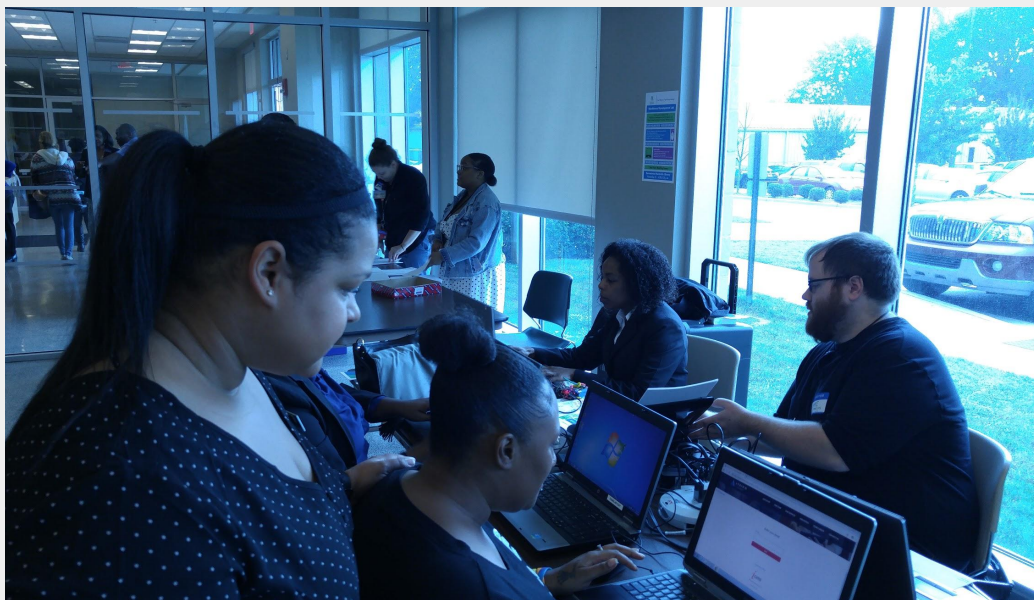
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Huntsville, AL



Fellow: Anthony Hale

City Host: Huntsville-Madison County Public Library



Tutors and learners in the HMCPL job lab.

Creation of dedicated workforce development lab and mobile job lab.

-  429 participants
-  1,972 participant hours
-  13 volunteers trained



This is fantastic.
This is just what
the city needs.

– Diane King



Anthony developed a two-fold strategy to support job seekers in the Huntsville-Madison County area. First, he organized the tools and templates he collected for patrons into a resource for a dedicated job lab. The lab was supported by volunteers he recruited and trained. Second, with the help of a grant awarded from the local digital inclusion fund, he launched a mobile job lab. The mobile lab allowed him to offer partners onsite training for their clients and communities.

The strategy was successful both to help job seekers find work and build new community partnerships for the library. As Anthony says, “We have forged several great community partners over the year. The best have been with the local Google Fiber office, the Chamber of Commerce, and the Community Foundation of Huntsville. The success has been the result of the library becoming a viable partner in local workforce development projects.”



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Jersey City, NJ






RISING TIDE
CAPITAL

Fellow: Andrew Ferrelly
City Host: Rising Tide Capital



Developed new curriculum to help entrepreneurs use digital skills to build their businesses.

-  **257 participants**
-  **479 participant hours**
-  **35 laptop awards**

Digital Skills 101 graduates with certificates and laptop awards.

Great class! It really helps you take a different approach to your business, digital-world wise.

— Participant

Andrew Farrelly built and launched Digital Skills 101, a digital literacy class that focused on foundational computer skills necessary to operate a successful business in the modern world. The class originally launched in English, but was subsequently reformatted for Spanish-language clients. Digital Skills 101 is an intensive introduction to the digital world – learning everything from turning on a computer, to creating a professional email address, to online research and staying safe online. Participants in the program pushed the limits of what they believed was personally achievable. The class was a successful proof-of-concept with near-unanimous rave reviews from participants. Rising Tide Capital will make Digital Skills 101 a permanent fixture in its suite of program offerings for entrepreneurs.



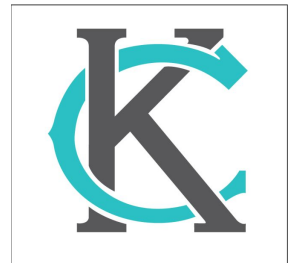
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Kansas City, MO




Fellow: Chris Hernandez


City Host: City of Kansas City



Media asset from Kansas City awareness campaign.

Partnered with the library to develop digital civil literacy training, and promoted partner services

 **1,153,115 in-person & print engagement**

 **42,564 online engagement**

Learning more about digital inclusion helps us reach more residents with critical city information.

-Chris Hernandez

As a Digital Inclusion Fellow for the City of Kansas City, Missouri, Chris Hernandez connected two partners – the city’s 311 Center and the local public library system. The goal was to expand the digital literacy of KC residents who are seeking city services, by showing them how easy it is to go online. Chris also developed a promotional campaign that featured community partners through Kansas City’s Digital Inclusion Coalition.

The most important partnership was reconnecting the city’s 311 center and the library’s staff. The 311 manager revised a curriculum to help the library’s frontline staff help their patrons find city services more easily, since many people go to the library when they really need the city. This is important because it was tried several years ago, and it didn’t work out, but this time it was more successful. The city’s curriculum development and training sessions took place, and the library integrated the curriculum information into services provided by library tech coaches.



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Provo, UT



Fellow: Claire Warnick
City Host: United Way of Utah County



Learner and teacher in a Computer Help Lab.

New and expanded lab support, computer awards, and partnerships.

-  **308 participants**
-  **1,111 participant hours**
-  **137 volunteers trained**

“ [Digital literacy] means freedom. When you know how to use a computer, you can do anything.

— Volunteer

The Digital Inclusion team expanded existing Digital Inclusion programming and developed new partnerships that will enable the programs to continue growing over the next year. The team reopened the Computer Help Lab at the Provo City Library, and opened two additional Computer Help Labs. The lab at the South Franklin Community Center is staffed by bilingual English/Spanish volunteers. A fourth Computer Help Lab opened in February 2019. Each of these labs provides one-on-one computer skills tutoring, and they are staffed and managed by volunteers. The team also reinstated the Adopt-a-Computer Program, where participants who complete 10 hours of computer skills training can earn a free machine. This year, 27 patrons completed their training and earned a free computer. These computers were donated by local partners Provo City and Brigham Young University. The team held three special training sessions around job seeking and using Excel, which were well-received by participants and volunteers. In order to increase awareness of digital inclusion services, work began on a partner project with the local 2-1-1 Information and Referral hotline to compile a more robust database of digital inclusion resources in Utah. While this project is still ongoing, dozens of service providers that can help community members participate more fully in the digital realm were identified and categorized. The team also participated in several outreach events and coalitions this year, including the Utah Communities Connect statewide digital equity coalition and Digital Inclusion Week. Throughout these efforts, more than 400 people in the local community were able to access information about digital inclusion services.



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San Antonio, TX



Fellow: **Munirih Jester**
City Host: **San Antonio Housing Authority**



Expanding and improving the peer training Digital Ambassadors program.

- 347 participants
- 5,600 participant hours
- 41 volunteers trained

Munirih (first row, second from left) and the Digital Ambassadors team.

As a new digital ambassador I want to learn the skills of becoming a better public speaker and how to be more efficient with technology, and become a good advocate for the community.

-Jannet G.

Munirih’s goal was to provide residents of the San Antonio Housing Authority with digital literacy training, computers, and connection to the internet. Her strategy was to build a strong peer training program, called Digital Ambassadors, where leaders from the community would support their neighbors in getting online.

The Digital Ambassador position is a paid part-time workforce development program that also focuses on the development of digital skills. The Digital Ambassadors’ ongoing activities includes providing onsite IT support, and conducting small group computer literacy classes on topics such as Computer basics, Internet Basics, email and online Safety. Digital Ambassadors received ongoing monthly training on topics such as computer troubleshooting, train the trainer, workforce etiquette, individualized project planning, and support from the Connecthome team..

Digital Ambassadors played an essential role in this, as they assisted in community outreach and conducted some of the computer classes. Digital Ambassadors showed significant increases in their abilities to leverage technology to support their overall goals, such as education, employment, and overall quality of life.



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