

PROVO CITY DIGITAL INCLUSION

PROGRAMMING SUMMARY



INFORMATION SYSTEMS DEPARTMENT
DIGITAL INCLUSION

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INFORMATION SYSTEMS

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HOURS 7 AM to 6 PM MONDAY THRU THURSDAY

support@provo.org

SERVICE | INNOVATION | TECHNOLOGY | SAFETY

OVERVIEW

This document provides a high-level summary of Digital Inclusion Programming funded and offered by Provo City Local Government and Community Partnerships.

INTERNET ACCESS

Free Public Internet Access Locations

Provo City provides free high-speed internet access to all residents and visitors at the following locations:






- Provo City Center – WiFi Access and Kiosk computers.
- Provo City Library – WiFi Access and over 50 computer workstations available for use.
- Provo Recreation Center – WiFi Access and a Seniors computer lab.
- Covey Center for the Arts – WiFi Access
- Public Works – WiFi Access and Kiosk computer.
- Ice Arena – WiFi Access

Competitive Internet Services Market

Provo City supports a rich digital services market with at least seven companies offering a wide range of internet services. This competitive market has driven down service costs while increasing service options that best meet the needs of our residents.

Low Cost Internet Access

Provo City has at least five vendors who currently offer low cost internet access and Provo takes an active role in reaching out to educate residents on the availability of these services. It is also notable that a large portion of the city has access to free basic Google Fiber internet service via Provo City's contracts with Google Fiber ([Network Services Agreement](#) section 2.6).

	 Affordable Internet at Home for Eligible Households	 Lifeline Overcoming Barriers to Learning & Creating Doors to Opportunity	 pcsforpeople online	 human-I-T	 Google Fiber
	Comcast	Lifeline	PC's for People	Human-I-T	Google Fiber
Hotspot vs. Router	Router	Hotspot	Hotspot	Hotspot	Fiber Router
Monthly vs. Year Payment	Monthly	Monthly	1 month- \$16 3 months- \$45 6 months- \$85 9 months- \$115 12 months- \$135	1 month- \$14.99 3 months- \$44.97 6 months- \$89.94 12 months- \$179.88	Free Basic, limited original households and availability time
Cost	\$9.95 + tax	\$9.25	Additional initial cost for hotspot: \$79.95	Additional initial cost for hotspot: \$99.99	\$0
Renewal	Once a year. Apply for eligibility again.	Once a year. Apply for eligibility again.	Once a year. Apply for eligibility again.	Once a year. Apply for eligibility again.	Expires dependent on signup and eligibility dates
Notes	Offer low costing computer Learning Center for online classes that teach how to use the internet and how to do it safely	Through a participating network. WARNING: Can only use for phone or internet, but not both. Only one phone per household.			This program was part of the original agreement between Google Fiber and Provo City. Availability and time vary.
Applying	https://www.internetessentials.com/	https://www.lifelinesupport.org/lifeline/	https://www.pcsforpeople.com/recipients	hitconnect.org	https://www.fiber.google.com

Community Connections

As Provo City is a Google Fiber city, we are lucky to be able to help select and participate with Google Fiber's Community Connections program. The Community Connection sites have Google Fiber's fastest Internet speeds, at no cost to them, and include organizations like libraries, community centers, and nonprofits. These essential community resources offer free web access, digital literacy training, STEM education, online job fairs, and so much more. The following were originally recommended by Provo City to be designated as Community Connection sites in Provo:

- Provo City Library at Academy Square
- Community Action and Food Bank, Centro Hispano and Utah Valley Paratransit
- South Franklin Community Center
- Mountainlands Community Health Center, Community Health Connection and Volunteer Care Clinic
- United Way of Utah County
- Friends of the Coalition
- Mountainland Head Start
- Boys and Girls Club of Utah County
- Neighborworks Provo
- Scenic View Academy and Hope4Utah
- RAH Services
- Now I Can
- American Indian Services
- Provo Recreation and Community Center
- Downtown Provo, Inc.
- Provo City Business Development Corporation and the Startup Building
- Utah Valley Regional Medical Center
- Rocky Mountain University Foundation
- Provo City Center
- Utah County Government Center
- Provo City Business Development Corporation and the Startup Dojo
- Center for Women and Children in Crisis
- Provo Housing Authority
- Wasatch Mental Health
- Covey Center for the Arts

DIGITAL LITERACY

Computer Help Labs

The Computer Help Labs, operated by United Way of Utah County, are available to help anyone increase their computer skills. Patrons of the labs have learned to use email, social media, create resumes in Word, and budgets in Excel, among many other things. Each lab is staffed with dedicated and knowledgeable volunteers that provide one-on-one assistance.

There are currently two Provo locations for the labs:

[Provo City Library](#)

550 North University Avenue
Provo, UT 84601

Tuesdays and Thursdays from 2-5 PM

[South Franklin Community Center](#)

770 South 700 West
Provo, UT 84603

Tuesdays from 7-8 PM

*The volunteers at this lab provide computer help in Spanish



**COMPUTER
HELP LAB**

TUESDAYS & THURSDAYS | 2 - 5 PM
SHAW PROGRAMMING ROOM #260

GET YOUR QUESTIONS ANSWERED!

- Learn computer basics • Set up an email account • Become a social media pro • Learn Microsoft Office • Take FREE online classes
 - Search for jobs online •
- Find public assistance programs online •

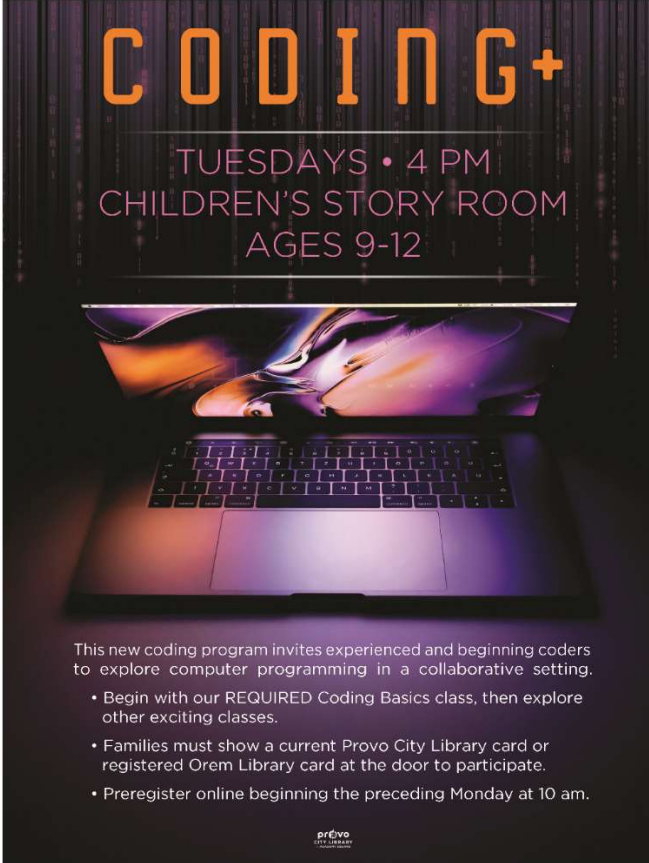
  | QUESTIONS? CALL 801-852-7681.

Provo Library Digital Literacy Offerings

The following is a short list of digital literacy offerings available to Provo City library patrons interested in improving their computer skills.

- **Learning Express Library** - provides tutorials on popular software like Microsoft Word, Excel, and PowerPoint which can be accessed at the Library or from home.
- **Lynda.com** is available for all library card holders, allowing them unlimited access to technology classes. Includes all levels of skill from basic digital literacy to advanced computer programming.
- **Computer Assistance** – The Provo Library team additionally provides base technology assistance to patrons in need while directing more in-depth issues to the computer help labs.

Free Kids' Coding Classes (ages 9-12)



CODING+

TUESDAYS • 4 PM
CHILDREN'S STORY ROOM
AGES 9-12

This new coding program invites experienced and beginning coders to explore computer programming in a collaborative setting.

- Begin with our REQUIRED Coding Basics class, then explore other exciting classes.
- Families must show a current Provo City Library card or registered Orem Library card at the door to participate.
- Preregister online beginning the preceding Monday at 10 am.

prvo CITY LIBRARY

Provo Recreation Center - Seniors Computer Classes

Monday / Wednesday 3-4PM

The Provo Recreation Center offers low-cost (~\$2.50 per session) digital literacy courses for our 60+ residents. Courses rotate based on interest and need with typical offerings including, but not limited to:

- Basic Computer Skills
- Using the Internet
- Basic iPhone Skills
- The Ins and Outs of Your Email
- Sharing Your Personal History
- Digital Photo Management
- Intro to Social Media
- Cyber Security
- iPad Basics!
- Navigating Google

Provo Recreation Center - Seniors Open Computer Lab

The Provo Recreation Center offers a low-cost open lab twice per week with general hours from 4-5PM. Lab provides one-on-one help with all technology questions. (Computers, Cameras, iPods, Phones, etc.) \$2 per session or free for those enrolled in computer class.

EQUIPMENT ACCESS

Adopt-a-Computer

The Adopt-a-Computer program, operated by United Way with Provo City as a key donation partner, gives computer access to those who wouldn't be able to afford it other ways. Low-income adults can receive computers by completing 10 hours of time at one of the Computer Help Labs. Interested parties can contact 801-691-5375 or go to any of our Computer Help Lab locations.

Provo City Library Computers

The Provo City Library has numerous labs and computer areas for usage by library patrons. Some of the details for this funded service are as follows:

- Over 20 public access internet computers are on each floor of the Rogers Wing.
- Limited access computers without internet access are on each floor of the Rogers Wing.
- Ten children's computers are available in the Eccles Children's Library for use by children 12 and younger.
- Two iMac Multimedia Editing Stations are on the 1st Floor of the Rogers Wing for video, audio, and graphics editing.

- DVD-ROM drives are available on the 2nd Floor of the Rogers Wing.
- Use of a personal flash drive is permitted and recommended for saving any work.
- Printing capabilities are available at a nominal fee.
- Available Software resources include: Word, Excel, PowerPoint, Publisher, OpenOffice Suite, IE, Firefox, Chrome, GIMP Image Editor, Adobe Reader, and VLC Media Player

Chromebook Check Out

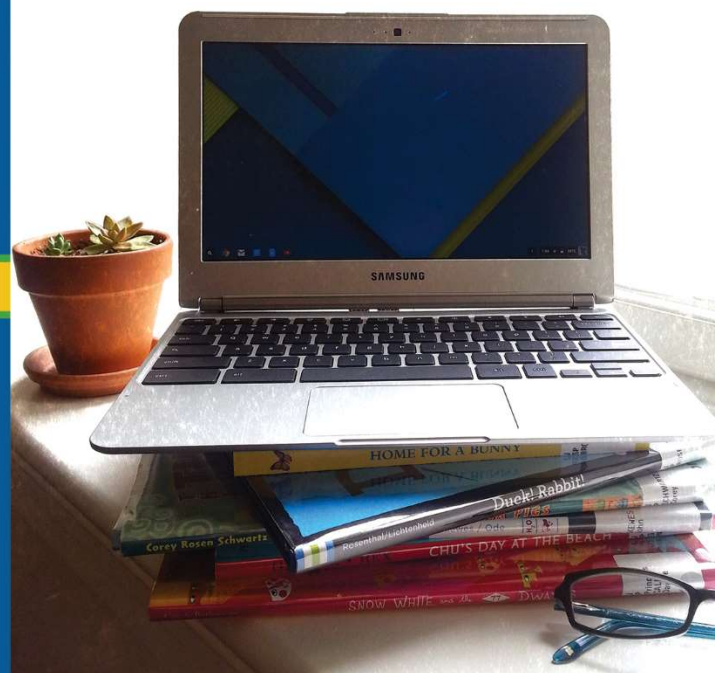
The Provo Library offers Library card holders access to a pool of Chromebooks that can be checked out... just like a book.

**CHECK OUT
A
CHROMEBOOK**

WORK • PLAY • LEARN • CONNECT

BORROW A CHROMEBOOK
for 7 days from the Provo City Library. Ask at the Circulation Help Desk or call 801-852-6660.

prvo
CITY LIBRARY
ACADEMYBOARDS | FOR AGES 18 AND OLDER. MUST HAVE A VALID PROVO CITY LIBRARY CARD AND PHOTO ID. CHROMEBOOKS REQUIRE WIRELESS INTERNET.



URL References / Resources:

- <https://www.provolibrary.com/computers-and-internet-access>
- <https://www.provo.org/departments/recreation/senior-programming>
- <https://www.unitedwayuc.org/news/digital-inclusion>
- <https://www.unitedwayuc.org/news/digital-inclusion>
- <https://datausa.io/profile/geo/provo-ut/>
- <https://fiber.google.com/communityconnections/>
- <https://internetessentials.com/>
- <https://www.govtech.com/dc/articles/Google-Fiber-Helps-Cities-Close-Digital-Divide.html>
- https://www.heraldextra.com/news/local/central/provo/provo-teaching-its-seniors-the-wonders-of-youtube-as-part/article_4c687021-3da7-5c2a-a9e0-9d5bb678e9a0.html
- <https://www.deseret.com/2013/10/12/20527413/answers-to-a-few-questions-about-google-fiber-in-provo>
- <https://www.ksl.com/article/28479019/provo-becomes-3rd-us-city-to-launch-google-fiber>
- <https://universe.byu.edu/2016/05/23/provo-orem-area-ranks-second-in-the-nation-for-computer-usage/>
- <https://www.census.gov/quickfacts/provocityutah>
- <https://broadbandnow.com/Utah>
- <https://broadbandnow.com/Utah/Provo>