

Digital Inclusion Advisory Meeting

Agenda

Focus of the meeting: Vision of where we want to have digital inclusion in Utah County.

Who is attending:

- Carla Gordon- Provo City Library
- Marlene - Provo City Library
- Cindy Jenkins- Mountainland Head Start
- Josh Ihrig- Provo City
- Jacob Brace- Google Fiber
- Nicki Wake- Provo Adult Education
- Claire Warnick- United Way
- Vikram Ravi- Digital Inclusion Researcher
- Nathan Packard- Digital Inclusion VISTA
- Alexis Gossner- Digital Inclusion VISTA
- Catharine Draper- Digital Inclusion VISTA

Introductions

Upcoming Events: Digital Inclusion Week October 7th- 11th

October 8th Utah Communities Connect Digital Inclusion Summit

- 5 year broadband program
- Panel discussions
- Breakout sessions or panel discussion could include a digital inclusion VISTA from United Way

Since our last meeting:

- Provo Adult Education
 - Planning on starting up in September. Will take place from 6-8 PM on Tuesdays, Wednesdays, and Thursdays.
- Y-Serve
 - Changing title/ name for Y-serve may yield more volunteers
 - Additional volunteers should be sought through gerontology programs in addition to the volunteers in CS, IT, and spanish classes
- Valley Villa
- Adopt-A-Computer
 - 4-5 computers adopted each month
 - Inventory is sufficient, steady stream of applications, but could always use more.
 - 25 computers adopted in 2019 so far
- Fix-it Clinic
 - Event was well attended and fun, especially for volunteers
 - improved marketing to highlight the technology aspect will be needed going forward

Vision going forward:

- New VISTAs: fresh perspectives coming in.
- Five years down the line, what would you hope digital inclusion looked like in Utah County?
 - o High internet connectivity, with extended hours of access
 - o community partnerships leading to greater connectivity of target populations
 - o Educational materials readily available on a variety of technology topics: Playbook
 - o Equity by addressing barriers such as language, homebound, utilization fears, culture, etc
 - o Content geared toward adult learners- changing examples, pop culture references, analogies, etc
 - o Local city and county funding of digital inclusion programs and services
- If resources were not an issue, what would you want done to address digital inclusion needs?
 - o Laptops for all citizens in need
 - o Develop long term sustainable strategies which can serve as a framework for other communities
 - o Access to targeted populations with the greatest needs, throughout Utah County
 - o Communication with other communities to enhance the digital inclusion program's reach and influence
 - o Engage faith based organizations to address digital inclusion concerns in their populations.
 - o Direct contact with schools and teachers to find those with the greatest need
 - o Disbursable, user friendly digital inclusion resource guide available to the public
- What is stopping us from getting there?
 - o Access to existing support community to determine what is available
 - o Task assignments
 - o Costs related to printing and distribution of materials
 - o Reaching target population in effective ways
- What do you think the biggest barriers are?
 - o Relationship forming in the community
 - Reaching those most disconnected
 - o Reach out to advocate for digital inclusion as an issue facing Utah County
 - o funding
 - o Awareness on digital equity terminology
- What digital inclusion needs do we continue to see in the community?
 - o Volunteer retention at Provo Library computer help lab
 - o Provo Adult Education have a monthly volunteer at adult High School program
 - o Mountainland Headstart have Digital Inclusion VISTA meet with parent advocates
 - o Important to remember the greater Utah County population, not just Provo

Where do you see your organization in this need?

Moving forward, what resources would your agency be able to contribute?

- Josh Ihrig suggested a meeting between Provo City and Mayor related to digital inclusion
- Vikram suggest a meeting between the advisory group and the Mayor with specific asks and a Digital Inclusion plan for Utah County

Focus moving forward

- ❖ Fiscal and budgetary plan development
 - Reach out to partners with specific asks
- ❖ Adapting Marketing and Branding of Digital Inclusion
 - Advisory Group Vision statement
- ❖ Resource guide development and distribution