



WAKE | TECH

COMMUNITY COLLEGE

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A Collective Vision  
for Digital Inclusion in  
**WAKE COUNTY**



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INTERNATIONAL

# Supporting Wake County Digital Inclusion Plan Goal 3

## Adoption and Digital Fluency



# Digital Literacy for Wake Tech Students

- Digital supports embedded throughout College and Career Readiness (CCR) offerings
- Potential partnership with Dept. of Health and Human Services to provide Digital Literacy
  - Enhancing Digital Skills
  - Promoting Online Safety
  - Encouraging Critical Thinking
  - Facilitating Access
- Student supports offered through Tutoring and Learning Center



# Promoting Digital Inclusion & Literacy @ Wake Tech

Through access, training and support

# What is Digital Inclusion & Literacy?

- **Digital Literacy:** Digital Literacy is the ability to use information and communication technologies to find, evaluate, create, and communicate information, requiring both cognitive and technical skills.
- **Digital Inclusion:** The activities necessary to ensure that all individuals and communities, including the most disadvantaged, have access to and use of Information and Communication Technologies (ICTs)

References:

Digital Literacy and Digital Inclusion defined by the National Digital Inclusion Alliance:

<https://www.digitalinclusion.org/definitions/>



# Access

# Digital Inclusion & Literacy Grant

- 2020-2021 Digital Equity through Digital Inclusion (Library Services Technology Act grant through Institute of Museum and Library Services)
- To serve as a community resource for anyone looking to expand their computer skills
- Skill-building opportunities through workshops, self-guided training modules



# Timeline

- 2020 - Increasing Digital Equity through Digital Inclusion Pilot (IMLS grant number LS-246551-OLS-20)
- 2020-2021 Phase 1: Partnership with Wake County Public School System (WCPSS) to reach families of high school seniors in Eastern Wake
- 2021-2022 Phase 2: Expanded to Wake Tech Workforce Continuing Education (WCE) students
- 2022-Present : "Bite-Sized" Workshops and Self-Paced learning modules offered by Wake Tech Library Services



# Training

# Participants and Opportunities

- 2020-2021: Workshops offered in partnership with WCPSS, Wake County Public Libraries (WCPL), and the Friday Institute for Educational Innovation
- 2021-2022: In person workshops and access to self-paced online training modules for continuing education students through Northstar Digital Literacy
- 2022-Current: In person Bite-Sized Workshops and Online access to Northstar Digital Literacy courses



# Northstar Digital Literacy Program

- Provides users with *tools to master the digital skills needed to work, learn and participate fully in daily life*
- Offers online, self-guided assessments to measure basic skills, educational materials for online learning, and learning progress reports



# Northstar Digital Literacy: Courses & Sessions

- Basic Computer Skills – Hardware & basic skills
- Internet Basics
- Using Email – account set-up, safety, security, and basic etiquette
- Windows
- Mac OS
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Google Docs
- Social Media
- Information Literacy
- Career Search Skills
- Your Digital Footprint



# Support

# Bite-Sized Workshops

Offering a variety of ongoing, interactive, hands-on workshops for students on topics such as information literacy, life skills, digital literacy and crafts...

- Email
- Google.Docs
- Google.Slides
- Wake Tech Accounts (for students)
- Office 365
- Cellphone Photography
- Building your Digital Portfolio
- LinkedIn Basics
- Online Job Search/Resume Tools
- Northstar Proctored Competency Tests



# Resources

- [Digital Literacy Instructor's Guide, Lessons and Assessments](#): Tools for Learners and Instructors
- [Computer Basics & Digital Literacy LibGuide](#): resources to gain computer and technology skills essential for academic and daily life. This guide is an expansion of our 2020-2021 Digital Equity through Digital Inclusion IMLS funded grant program and a community resource for anyone looking to expand their computer skills.



# Lessons Learned

- Transportation – Offering flexible time frames for kit pick-up and workshops to accommodate participants with transportation challenges, and work schedules
- Learning Styles – Offering both online and in-person classes to tailor learning experiences for the participant
- Language Barriers – Offering Spanish interpreters and providing bilingual handouts and lesson modules



# Future Opportunities

- Tutoring and Learning Center & Libraries events at Beltline Education Center such as workshops
- Integrated Digital Literacy Program as part of instructional support and learning activities
- Relationship building with Wake Tech departments and community partners
- Community of Support to meet users where they are by offering self-guided and facilitated instruction



Questions?