

Closing the Digital Divide with CSUDH Workforce Integration Network (WIN)

National Telecommunications and
Information Administration Connecting
Minority Communities Pilot Program
Funding # NTIA-CMCP-2021

February 24, 2023



CLOSING THE DIGITAL DIVIDE WITH WIN

Project Team: Administration Faculty & Staff



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University Effectiveness,
Planning, & Analytics (UEPA)



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Information Systems and
Operations Management



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Workforce Integration Program Designer,
University Effectiveness, Planning,
and Analytics (UEPA)

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The Problem & the Work

Digital Equity: The Goal

Promote digital inclusion and equity to ensure that all individuals and communities have the skills, technology, and capacity needed to reap the full benefits of our digital economy.

*Data source:
broadbandusa.ntia.doc.gov
broadbandforall.cdt.gov
data.census.gov
{ } = LA County

EQUITABLE INFRASTRUCTURE
The Middle Mile MM

**\$1
BILLION**

AWARENESS
Affordable Connectivity Program ACP

**\$14
BILLION**

State Planning (\$60M)
Develop Digital Equity Plans

State Capacity (\$1.44B)
Digital Equity Projects & the Implementation of Digital Equity Plans

**\$2.75
BILLION**

Competitive Program (\$1.25B)
Implement Digital Equity Projects

Close the Divide in Los Angeles

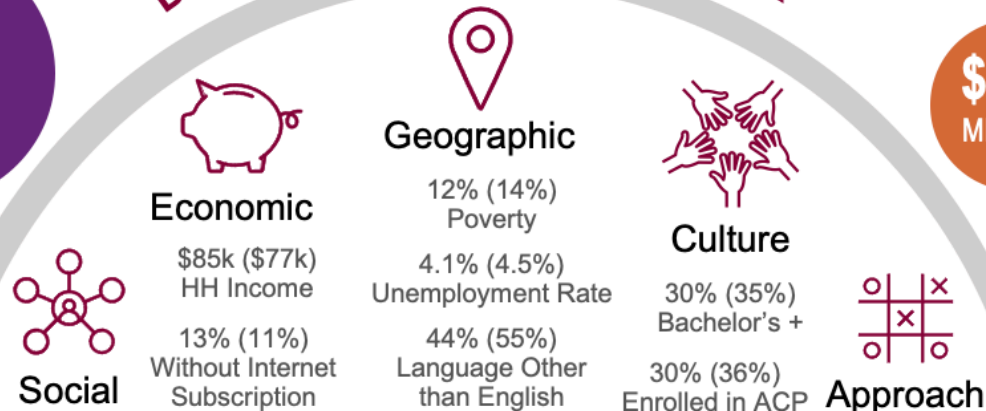
ACCESS & CONNECTIVITY
Connecting Minority Communities CMC (2 Year)

**\$268
MILLION**

LITERACY & TRAINING
Broadband Equity, Access, & Deployment BEAD (5 Year)

**\$42.4
BILLION**

DIGITAL INCLUSION: THE WORK



DIGITAL DIVIDE: THE PROBLEM

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NTIA Connecting Minority Communities Grant Office of Minority Broadband Initiatives



Mission:

Foster robust broadband access, connectivity and adoption, essential to support the nation's economic growth and social advancement.



Grant Purpose:

To realize the potential of HBCU, MSI and HSI institutions that will aid in American's economic development, growth of social capital, and increased productivity.

<https://broadbandusa.ntia.doc.gov/resources/grant-programs/connecting-minority-communities-pilot-program>

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California Awardees

CSU

- CSU Dominguez Hills \$ 5,302,962
- Sacramento State University
\$ 2,997,092
- CSU Fresno \$ 2,406,276

Community College

- Long Beach City College \$ 3,000,000
- Southwestern College \$ 3,000,000
- Merced College \$ 2,998,817

Private

- Mount St. Mary's \$ 747,019
- Loma Linda University \$ 3,323,214



Yvonne Harris

Associate Vice President of
Research, Innovation and
Economic Development
California State University,
Sacramento



Keith Clement

Professor of Criminology
California State University, Fresno
Workforce Development Subgroup Leader
California Governor's
Cyber Security Taskforce



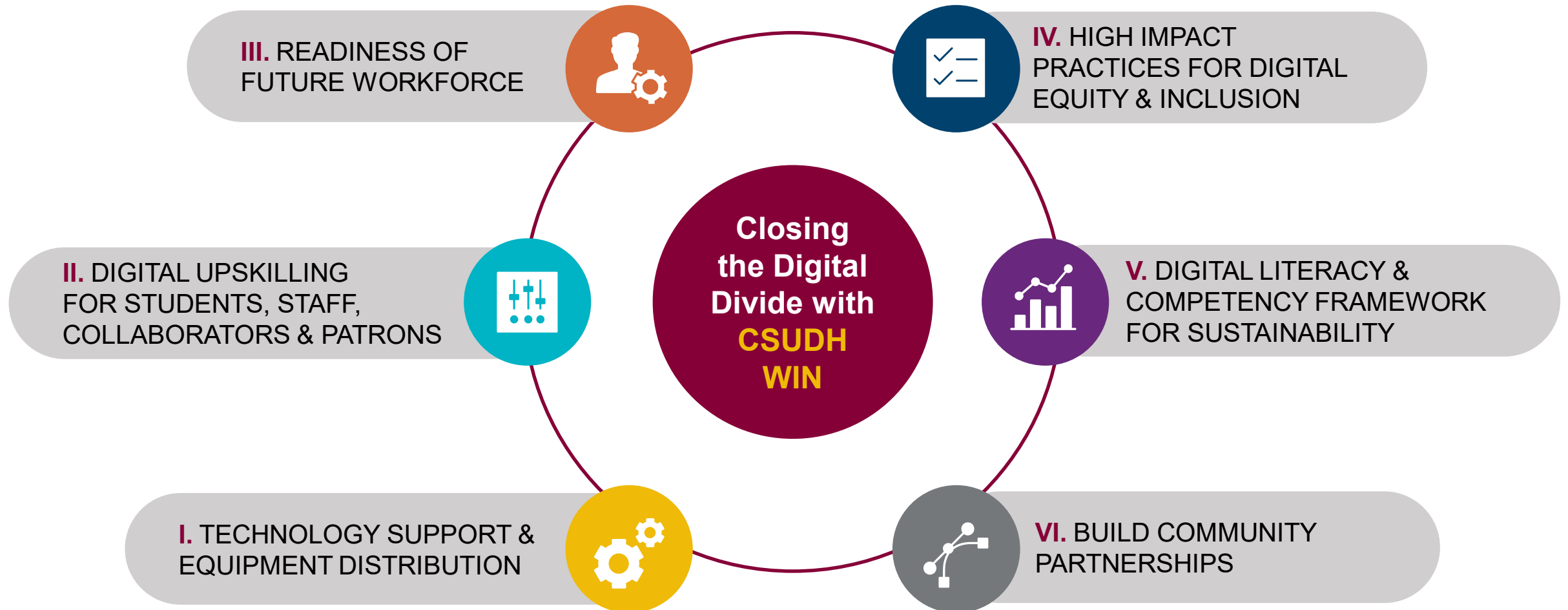
GOALS

- I. Technology support & equipment distribution
- II. Digital upskilling for CSUDH students, CSUDH staff, collaborators, & their patrons
- III. Readiness of future workforce
- IV. High-impact practices (HIPs) for digital equity & inclusion
- V. Digital literacy & competency framework for sustainability



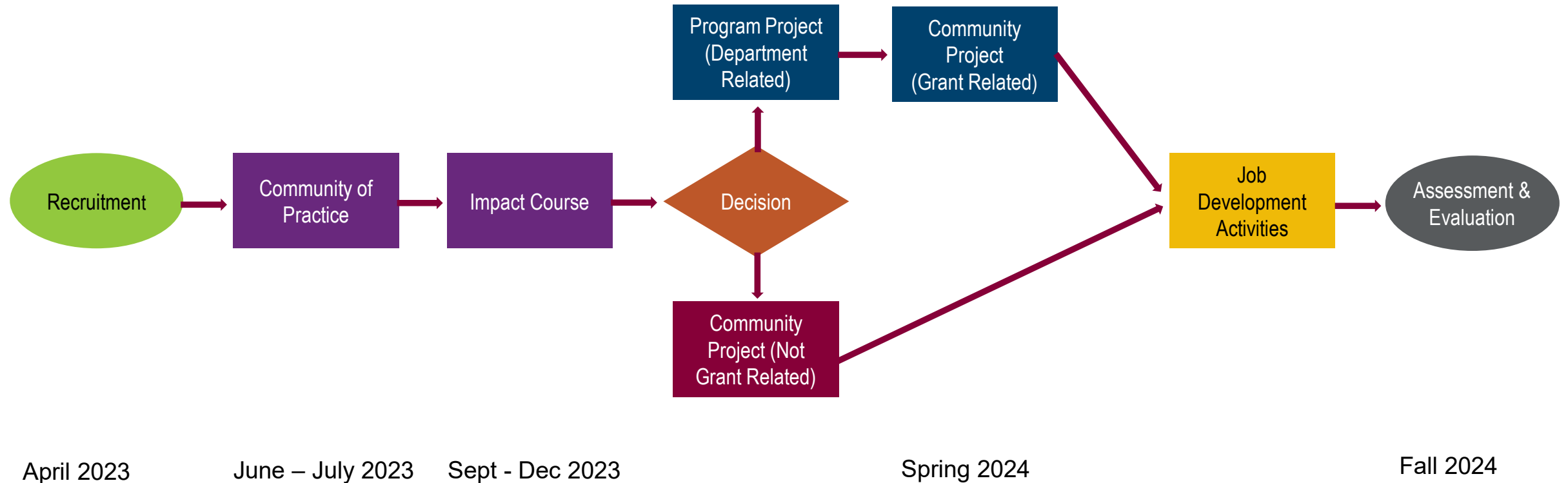
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Project Goals



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Project Timeline



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I. Technology Support & Equipment Distribution

Goal 1: Providing Wi-Fi access, equipment, and technology and resource support to the anchor communities



Objective 1a

Distribute 2,242 laptops and 1,000 Wi-Fi hotspots to students, staff, and 10 collaborating community organizations and their patrons.



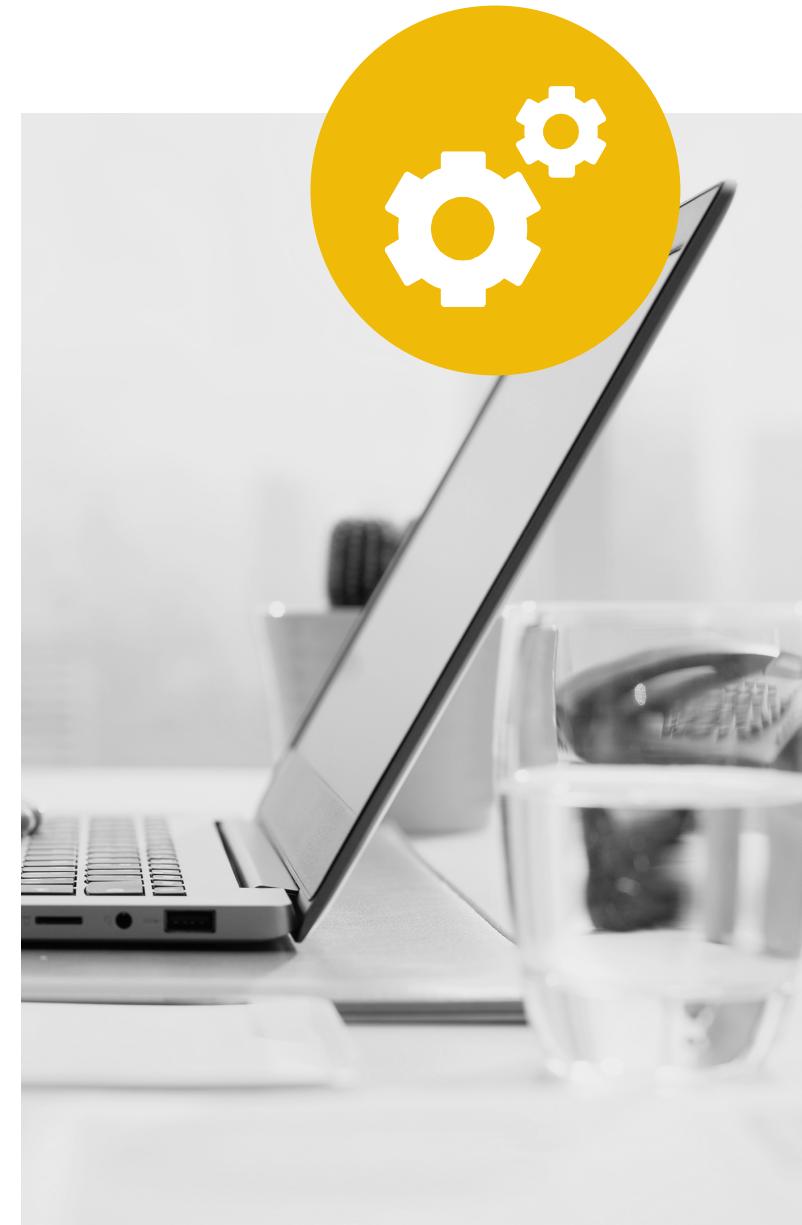
Objective 1b

Provide technical support to 10 collaborating community organizations and their patrons.



Objective 1c

Provide coordinated care resource support at distribution and training locations.



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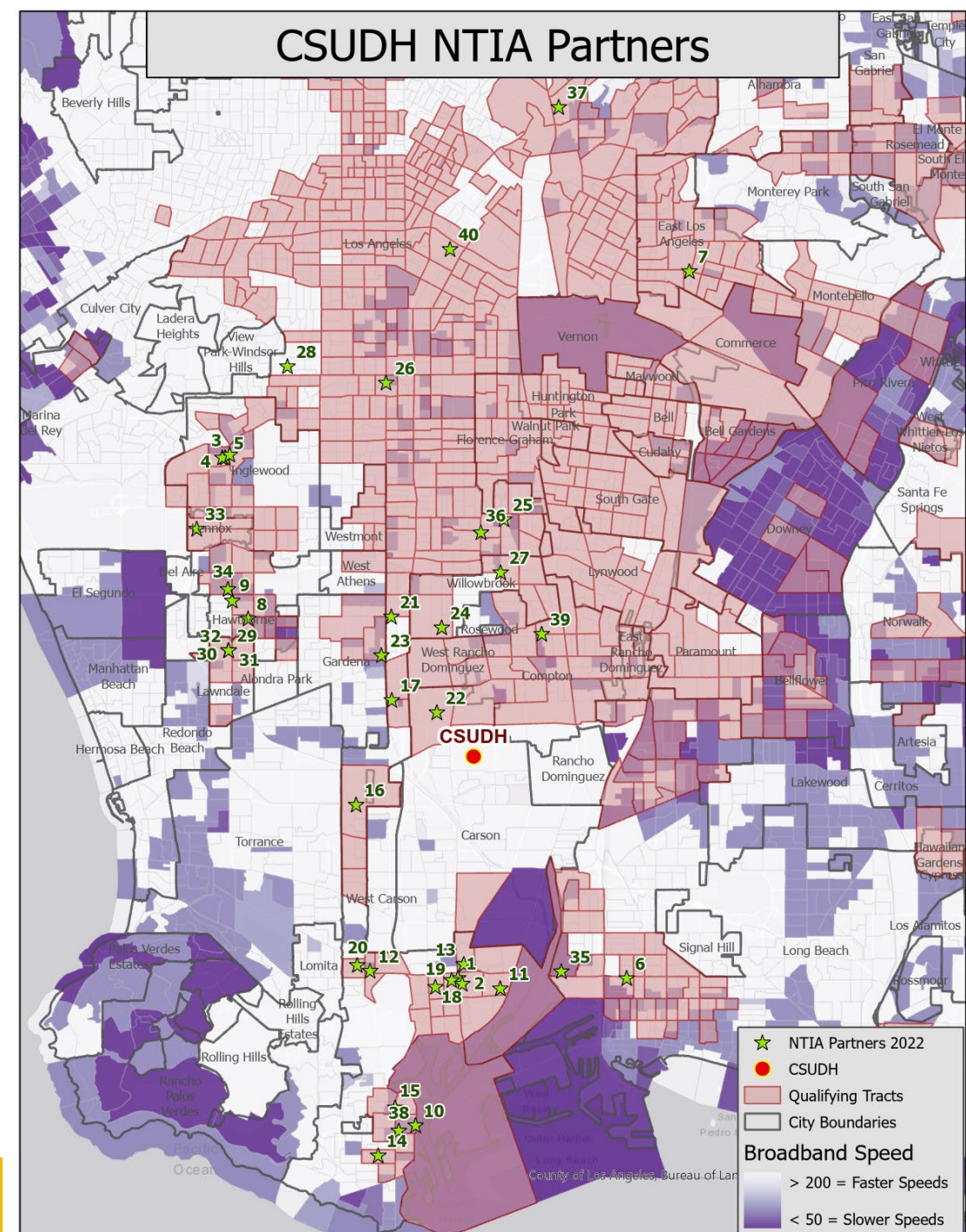
Community Partners

Device distribution support/site

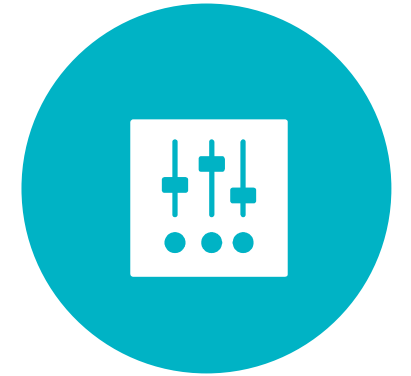
- Internal Services Department
- Affordable Connectivity Program
- Community-based hosts

Most distributions will take place at LA County Library sites in Spring 2024.

Two summer distributions will take place on CSUDH campus.



II. Digital Upskilling for CSUDH Students, CSUDH Staff, Collaborators, & Their Patrons (LEARN)



Goal 2: Building digital skills & IT workforce capacity in the anchor communities & at CSUDH



Objective 2a

240 students complete redesigned existing special topics class (16 weeks) that will help them blend curricular training and digital tool training with projects to address collaborator needs and develop students' skills. 150 students (considers attrition/barriers to participation) complete community internships.



Objective 2b

20 current CSUDH faculty members complete a newly developed community of practice where they co-create course projects with community partners.



Objective 2c

Deliver series of 3 digital literacy workshops to 2,000 collaborator/patrons.

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Toro Impact Course Fall 2023

Resource
Awareness

Presentations

Portfolios

Community Impact Project
(15hrs)

Productivity
Tool
Upskilling

Faculty Trained in Equitable
& Inclusive Pedagogies



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Toro Impact Course Fall 2023: Learning Pathway

01 BEGINNER

Learning

- Intro to Career Skills in Data Analytics
- Data Analytics 1
- Foundations
- Learning Excel: Data Analysis
- Data Modeling 101
- Presenting Data Effectively to Inform & Inspire

Experiences with WIN

- Identify Data Sources & Collect Appropriate Data
- Organize, Clean & Prep Data
- Coordinate with Team & Generate Reports

3 Month Rotation

01 INTERMEDIATE

Learning

- Learning Data Analytics Part 2
- Learning Public Data Sets
- From Excel to Tableau
- Tableau Essential Training
- Data Fluency: Exploring & Describing Data
- Data Driven Project Management: Project Metrics that Matter
- Communication to Drive People to take Action

Experiences with WIN

- Design Custom Queries
- Develop Dashboard
- Maintain Reporting
- Coordinate With Team & Present Findings

1 Year Rotation

03 ADVANCED

Learning

- Learning Data Visualization
- Dashboards vs. Data Stories
- Data Science Foundations
- Learn Programming Language (Python, SQL, Java)
- Learning Data Governance
- Data Strategy
- Predictive Analytics
- Presenting to Senior Executives
- Connecting Your Work to Your Purpose

Experiences with WIN

- Design & Develop Data Story
- Provide Data & Insights to Drive Workforce Trendscape
- Innovate Data Approach
- Present Project & Gain Buy-In from Leadership

2+ Year Rotation

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III. Readiness of Future Workforce (EARN)

- 15 **Students**
Will work directly on the grant project (using project management, data analysis, or marketing tools) with the Workforce Integration Network.
- 120 **Students**
Will work with community partners on organizational activities (to include grant activities) using project management, data analysis, or marketing tools.
- 5 **Students**
Will work at distribution events as community resource workers.



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WIN Project Intern Experience Public Sector Aggregator



Market Research Analyst Interns
Labor/Partner Market Research



User Experience (UX/UI) Interns
Productivity Tool Research



Front and Back End Website
Development Interns
Aggregator Development



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Developing Pre-Apprenticeship Opportunities



Work with Division of Apprenticeship Standards to create a pre-apprenticeship course and participate in social impact apprenticeships

- Work with campus internship coordinators
- Work with career center
- Work with college advisors to identify and create pathway programs (projects under consideration/review)
- Digital Editors with Dakar
- Information Technology Assistants with Internal Services Department (County)



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IV. High-impact Practices (HIPs) for Digital Equity & Inclusion

Goal 3: Conducting practice-oriented research on digital equity and laptop and Wi-Fi access and adoption



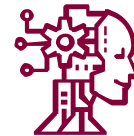
Objective 3a

Assess effectiveness of the laptop and Wi-Fi access, connectivity, and adoption.



Objective 3b

Identify high-impact practices in building digital equity in the anchor communities.



Objective 3c

Establish digital literacy and competency framework for sustainability and replication.



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V. Digital Literacy & Competency Framework for Sustainability

Digital Divide Framework & Strategic Plan.

The campus will engage a consultancy of higher education experts to work with faculty, staff, and administrators who have expertise in teaching digital learning outcomes, can evaluate the needs of the workforce, and who will provide input about research and development on campus toward the goal of creating a framework to eliminate the digital divide.

- Information, data, & media **literacy**
- Digital communication, **collaboration**, and participation
- Digital creation, problem solving, and **innovation**
- Digital learning and **development**

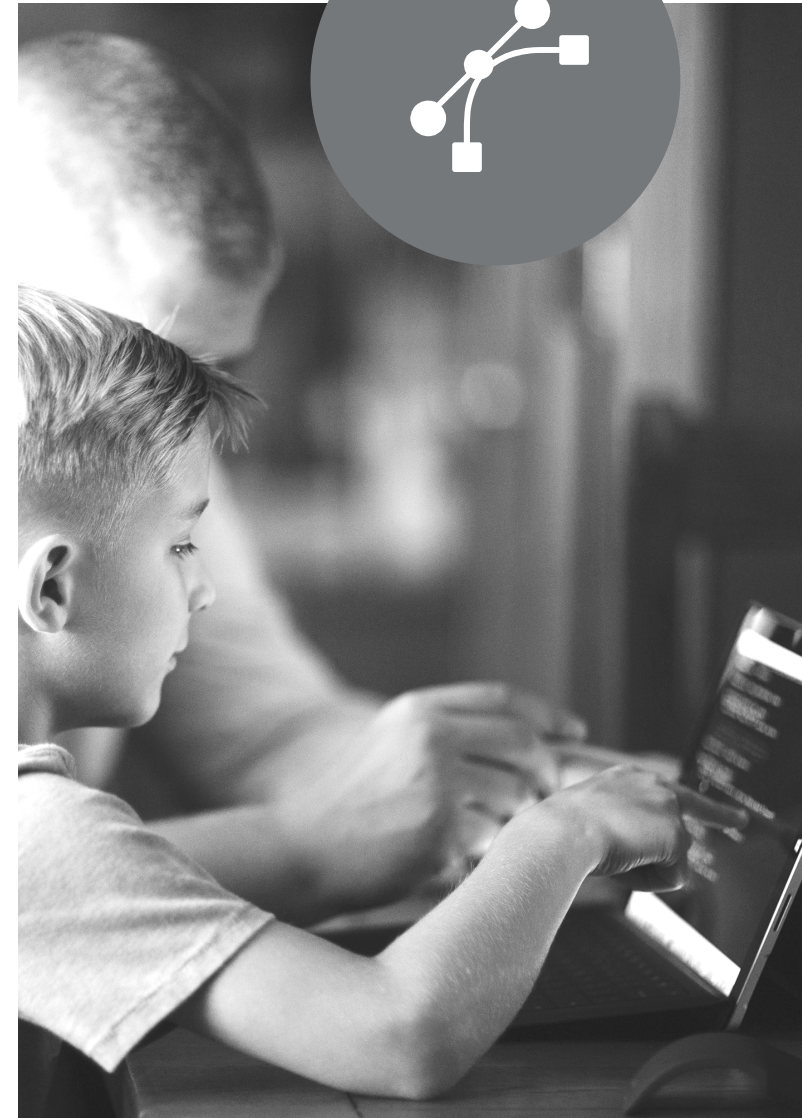


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V. Build Community Partnerships



Though not an officially explicated goal, all work done by and with the Workforce Integration Networks seeks to investigate how we create better, more sustainable structures when we work together in service of the community.





GET INVOLVED

Ways to Participate

- Students
- Staff
- Faculty
- Community Partners
- Advisory Board
- Next Steps

CSUDH WORKFORCE INTEGRATION NETWORK



CLOSING THE DIGITAL DIVIDE WITH WIN

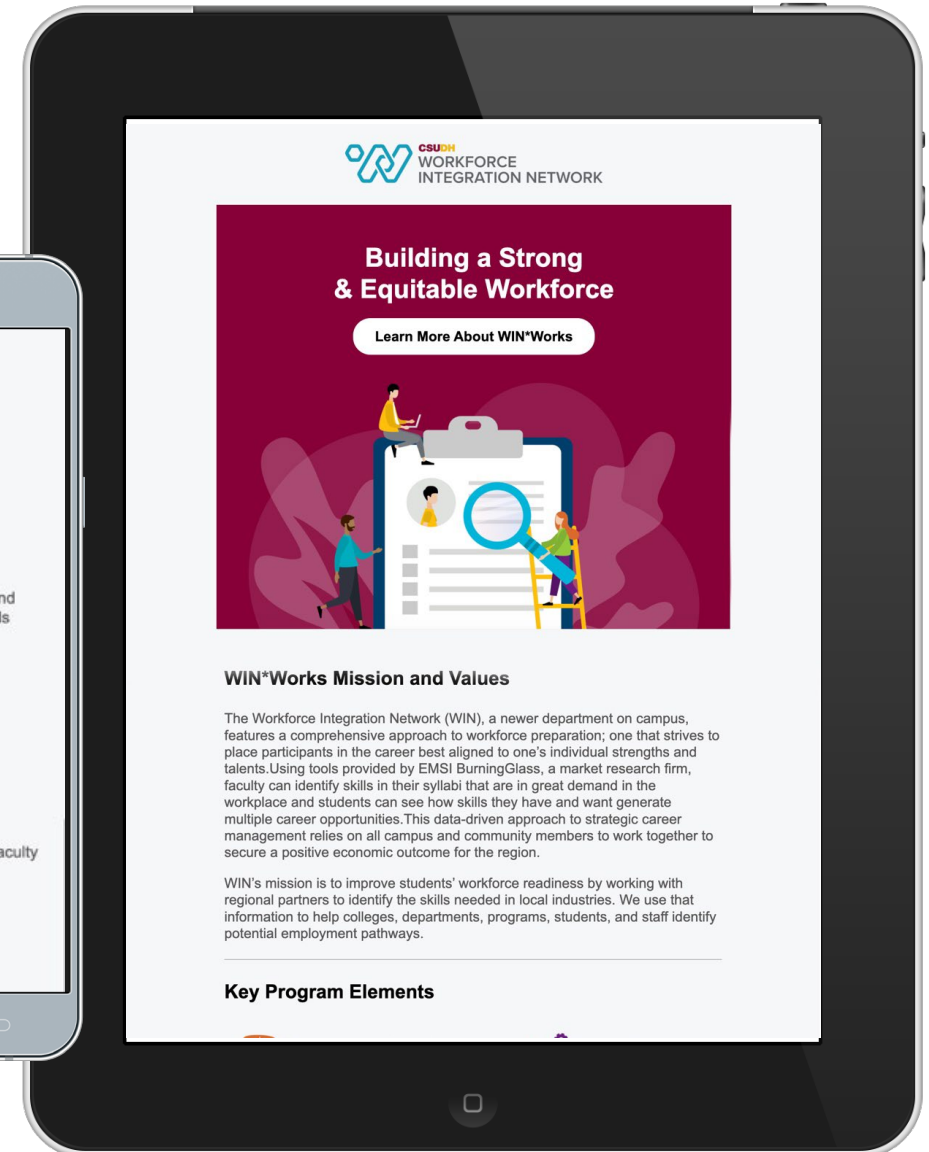
How Can I be Involved?



Ways you can participate in the Closing the Digital Divide with CSUDH WIN project

Sign up for WIN Newsletter:

4thewin.info



HOW CAN I BE INVOLVED WITH WIN

STUDENTS: Enroll in Fall Sections

Students, do you want hands-on work experience in a project that will make a difference in your community?

Look out for the course announcements in April 2023. Your academic advisor will also have a list of available courses.

You will learn and gain experience using productivity tools like project management or data visualization software. After your course, you will be eligible for a paid internship with a community partner in Spring 2024.



HOW CAN I BE INVOLVED WITH WIN

STAFF: FIRST: Get the Word Out

Staff, as always, you play a special role in helping make sure the project runs smoothly. You represent our first effort to support the community by asking your family and friends in our 'preferred action areas' if they want to GET CONNECTED.

Interested in helping? Email workforce@csudh.edu

We will test our distribution and enrollment process by first making sure our staff and their families are aware of the benefits offered through this project!



HOW CAN I BE INVOLVED WITH WIN

FACULTY: Join our Community of Practice

Do you want to help shape the future of your field?
Please join our summer 2023 Community of Practice.

- Learning stipend
- Implementation stipend
- Research stipend

**Learn more during Workforce Office Hours
for Faculty:**

Zoom Room

<https://csudh.zoom.us/j/87127600081?pwd=WExLWmhHckNvK1JiRW85Qytadkxodz09&from=addon>

Tuesday 3-4pm or email workforce@csudh.edu



HOW CAN I BE INVOLVED WITH WIN

COMMUNITY PARTNERS: Partner with Us

Do you want to co-create a program to assist students in developing skills needed in social impact fields?

501c3 organizations are invited to submit their organizational profile to partner in device distribution events, intern hosting, or policy and research advocacy!

Interested in learning more?

Email workforce@csudh.edu

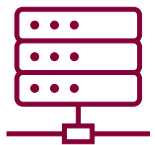


HOW CAN I BE INVOLVED WITH WIN

Call for Advisory Board Participation

You will help our project make decisions about strategic direction, policy, and other important matters related to closing the digital divide. Our advisory board will consist of three committees that meet quarterly beginning in April 2023 until the close of the 2-year project in Spring 2025.

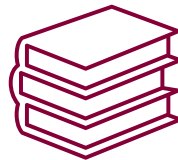
One board: three committees.



**Information
Technology
Committee**



**Workforce
Curriculum
Committee**



**Research
& Policy
Committee**

Email us at workforce@csudh.edu

HOW CAN I BE INVOLVED WITH WIN

Next Steps for Partners



First planning meeting for original community partners begins after this presentation.

Schedule future meetings and introduction to partner resources





GRANTS

California Awardees

- CSU Dominguez Hills
- CSU Sacramento
- CSU Fresno
- Loma Linda University
- Mount Saint Mary's University
- Merced Community College District

CSUDH WORKFORCE INTEGRATION NETWORK



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California State University, Dominguez Hills

Dominguez Hills, California

\$5,302,668.00

California State University, Dominguez Hills (CSUDH)'s **Closing the Digital Divide with CSUDH Workforce Integration Networks (CSUDH-WIN)** project aims to promote digital equity by providing access and training in digital technologies for CSUDH students. It also aims to encouraging the adoption, expansion, and continued use of these technologies within the anchor communities by partnering with nonprofit organizations.



CSUDH-WIN will be a multi-faceted program that includes providing Wi-Fi access, equipment, technology, and resource support to the anchor communities. This will include distributing laptops and Wi-Fi hot spots to students, staff, and community members; providing technical support to community members served by collaborating partners; and helping to locate resources. The project will also build digital skills and IT workforce personnel in the anchor communities and at CSUDH.

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University Enterprises, Inc., dba, Sac. State Sponsored Research

Sacramento, California

\$2,997,092.00

Through the **Connecting Minority Communities Pilot Program**, Sacramento State will form the **Sacramento Regional Consortium for Digital Equity** to apply a Digital Navigator program in the Sacramento community of Lemon Hill. By training students as Digital Navigator Interns (DNIs) and deploying them to Community Anchor Institutions, the consortium aims to amplify outreach to at-risk communities struggling with digital exclusion.

The Digital Navigator Interns (DNIs) will serve as teaching assistants, interns and mentors in digital learning spaces. Sacramento State will also establish a Community Engagement Lab (CEL) that will have essential software and equipment, will be staffed by DNIs, and have scheduled access for community training or open lab time for both DNIs and community participants to work together or independently.



CLOSING THE DIGITAL DIVIDE WITH WIN

California State University, Fresno

Fresno, California

\$2,406,276.00

California State University, Fresno (CSU, Fresno)'s **SOFT START: IT-Cybersecurity Workforce Education Collaborative** project aims to provide educational offerings, training, and career resources to increase digital literacy and skills to students and residents to prepare them for entry into the IT-Cybersecurity workforce.



CSU, Fresno's SOFT START: IT-Cybersecurity Workforce Education Collaborative project will provide computer lab spaces through the Fresno County Public Library (FCPL) for members of the anchor communities to receive training for basic digital skills, digital literacy, and information training. Fresno City College (FCC) and CSU, Fresno will provide a boot camp and certificates for students to take to be prepared to enter the workforce. Lastly, career services will be provided to both residents and students to enhance the support of the SOFT START program and ensure students receive training for resume writing, cover letter writing, and interviewing with confidence.

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Loma Linda University

Loma Linda, California

\$3,323,214.00

Loma Linda University's **"Connecting Minority Communities Pilot"** program aims to make healthcare education more accessible to students whose location, access to transportation, family life, or work circumstance preclude them from coming to campus on a scheduled basis.

The project activities include:

- LLU will provide grants for laptops and provide more mobile hotspots for students, as well as fund wireless routers and broadband services.
- Upgrade wireless access points; convert courses not currently offered online and update current on-line courses to meet nationally recognized online standards.
- Upgrade classrooms with cameras, microphones, speakers, and associated software to enable hybrid learning and enable remote learners to have an equivalent experience as in-person learners.
- Establish Virtual Computer Labs.
- LLU will pilot a new "Inclusive Teaching and Learning" initiative to train and empower instructors to draw on principles of inclusive teaching to help students feel a sense of belonging, ensure they can access course materials, and support them in achieving learning goals.

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Mount Saint Mary's University

Los Angeles, California

\$747,019.00

Mount Saint Mary's University (MSMU)'s **"Improving Access and Connection for Next Generation Women Leaders: MSMU's Technology Lending and Development Program"** aims to provide more students with access to digital devices and increase their confidence with digital literacy, which has been a major challenge for many students due to the pandemic



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Merced Community College District

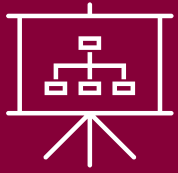
Merced, California

\$2,634,914.00

The Merced College **Connecting Minority Communities Pilot Program (CMCPP)** project will expand educational instruction and remote learning opportunities, spur economic development, and create opportunities for employment and entrepreneurship.



This project will pilot a digital pathway for area K-12 students and will: 1) create a new Digital Navigator program; 2) offer dual credit STEM and computer science courses to area high schools; and 3) expand the Merced College's capability to provide remote learning for commuting and online learners attending the College for degree earning programs, adult education, and workforce development. Merced College will also purchase and distribute connectivity equipment for students and families every year on a needs-determined basis. These include hotspots to facilitate adequate internet access, laptops, webcams with headsets for students, and webcams with speakers for families.



INTERN PROJECTS

**Student Work
that Impacts
the Community**

CSUDH WORKFORCE INTEGRATION NETWORK



CLOSING THE DIGITAL DIVIDE WITH WIN

Digital Upskilling Intern Experience



Digital Navigator Interns
Enrollment Specialists Training with
Affordable Connectivity Program



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Social Good Intern Experience



Social Media Interns

Participant recruitment strategy with
Boys and Girls Club LA Harbor



CLOSING THE DIGITAL DIVIDE WITH WIN

Social Impact Intern Experience



Community Resource Interns

Basic Needs Specialists with Goodwill Industries So Cal





**THE
END**