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Appendix G: Reading Level Improvements & Consolidated Questions

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Reading Level: 11.2

Word Count: 746

Estimated Reading Time: 4 minutes

Module 03: Digital Inclusion

This section of the assessment explores four themes:

- **Broadband Adoption and Use:** Who is using the Internet? Are there digital divides?
- **Digital Inclusion:** How can we ensure that people are included?
- **Digital Skills:** Do residents have an opportunity to learn digital skills?
- **Device Ownership:** Do people have access to the devices they need to learn, create and participate?

Affordability for low-income households – scale

Does your community promote discount programs to make broadband cheaper for low-income residents?

1 = Poor 5 = Excellent N/A or Don't Know

1 2 3 4 5 N/A

Affordability for low-income households – scope

Does your community promote discount programs to make broadband cheaper for low-income residents?

Please check all that apply:

- ☐ Our community offers discounted or free access for low-income residents.
- ☐ We make sure that low-income residents are aware of the Lifeline program.
- ☐ We understand which carrier-provided programs are available and we help residents apply.
- ☐ We've worked with local carriers to develop discount programs for our residents.
- ☐ Our community makes sure that broadband services are available for residents. This could include free WiFi at the public library or wired access at public housing.
- ☐ Our public library, school, or other community institution offers a Wi-Fi loan program (MiFi).
- ☐ Digital inclusion is a part of licensing agreements with service providers.
- ☐ I don't know.
- ☐ Other (please specify)

Accessibility for people with disabilities – scale

Does your community make sure that websites and technology programs are accessible to people with disabilities?

1 = Poor 5 = Excellent N/A or Don't Know

1 2 3 4 5 N/A

Accessibility for people with disabilities – scope

Does your community make sure that websites and technology programs are accessible to people with disabilities?

Please check all that apply:

- ☐ Government websites have been evaluated for compliance with web accessibility standards.
- ☐ Government websites have been modified to make them more accessible.
- ☐ Broadband leaders promote accessibility for commonly-used websites.
- ☐ Training and skill development programs are accessible to people with disabilities.
- ☐ Our library or community center has ADA-compliant workstations for people who need accommodations.
- ☐ Public facilities are ADA-compliant.
- ☐ Our community audits our facilities for accessibility and takes appropriate steps to fix gaps.
- ☐ We have mobile labs to meet people where they are, bringing computing devices to homes or gathering places.
- ☐ I don't know.
- ☐ Other (please specify)

Outreach to underserved populations – scale

Do organizations in your community work to address the needs of underserved populations?

1 = Poor 5 = Excellent N/A or Don't Know

1 2 3 4 5 N/A

Outreach to underserved populations – scope

Do organizations in your community work to address the needs of underserved populations?

Please check all that apply:

- ☐ We've mapped the underserved communities within our geography.
- ☐ We understand the key concerns and interests of these groups.
- ☐ We conduct outreach efforts in the language(s) of the people we want to support.
- ☐ Outreach programs are accessible to people with disabilities.
- ☐ We include underserved community members in leadership roles.
- ☐ Community organizations help residents learn about broadband and technology
- ☐ Our schools help families learn about broadband and have technology support programs
- ☐ Government departments help people access digital services.
- ☐ Government agencies consider digital inclusion as a part of their work.
- ☐ Business leaders take steps to make sure that people can access digital services.
- ☐ I don't know.
- ☐ Other (please specify.)

Sustainable funding for digital inclusion – scale

Does your community have sustainable funding for promoting digital inclusion?

1 = Poor 5 = Excellent N/A or Don't Know

1 2 3 4 5 N/A

Sustainable funding for digital inclusion – scope

Does your community have sustainable funding for promoting digital inclusion?

Please check all that apply:

- ☐ Digital inclusion is a line item in our government's budget.
- ☐ Local foundations and nonprofits promote digital literacy and digital inclusion.
- ☐ Businesses promote digital literacy and digital inclusion.
- ☐ Public-private partnerships are in place to promote digital literacy and digital inclusion.
- ☐ Digital literacy and inclusion efforts are evaluated and funded using best practices.
- ☐ I don't know.
- ☐ Other (please specify)

Effectiveness of digital inclusion

How would you describe the effectiveness of your community's digital inclusion efforts?

1 = Poor 5 = Excellent N/A or Don't Know

1 2 3 4 5 N/A

Goals for digital inclusion

What changes would you like to see over the next one to two years in the way that your community promotes digital inclusion and equity?

Please describe:

Links to local resources

Links to resources that you would like to record in your plan.

Resource name and URL
