SAN JOSÉ DIGITAL INCLUSION FUND

San Jose Mayor's Office of Technology and Inovation

Habeeb, Rachel, Ricky, Senem

Team

Habeeb

Biomedical
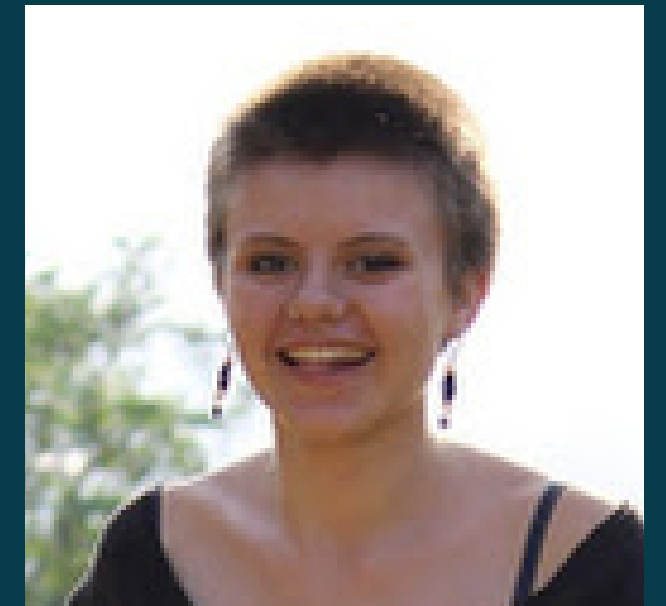Computation

Rachel

Computer
Science

Ricky

Comparative
Literature

Senem

Mathematical and
Computational
Science

Digital Divide

- **95K** residents in San Jose lack internet access at home, including 36% of Latinx families and 47% of African American families
- **55%** of low income residents are unconnected

Digital Inclusion

1. **Access Programs:** Providing internet connectivity to residents
2. **Device Programs:** Ensuring every resident has a working device
3. **Digital Literacy:** Enhancing digital skills to access jobs, educational opportunities, and critical services
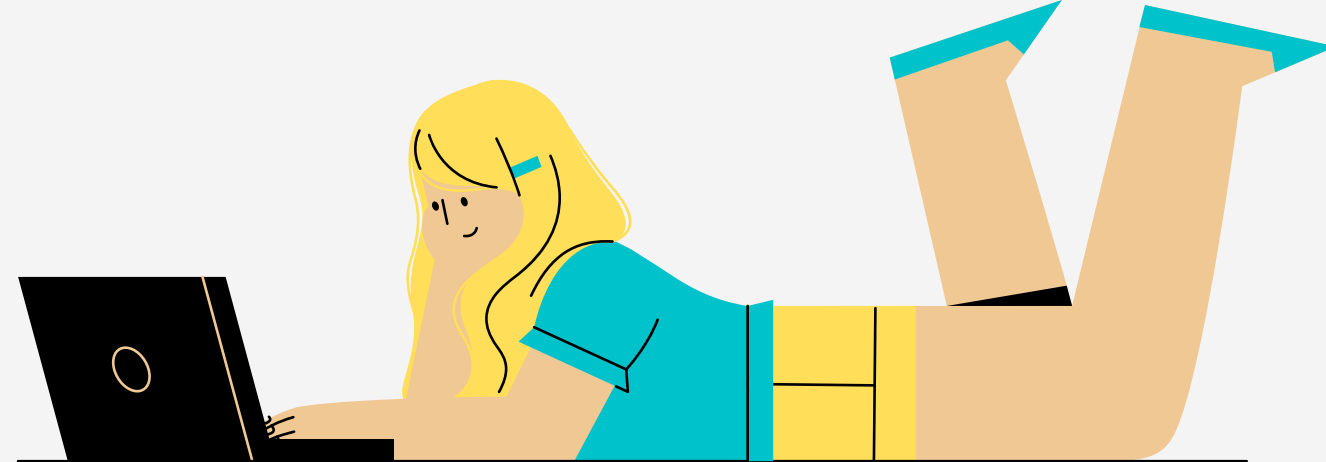
CHALLENGE STATEMENT

Help San José Digital Inclusion Fund connect with users and achieve their three key components of Digital Inclusion

Review of Needfinding Work

Composite Character

Based on our interviews with VIVO, one of the grantee organizations

- With the pandemic, giving digital trainings and reaching out to people have became **more difficult**
- Current Digital Inclusion Fund website and resources are **intimidating and inaccessible** to new users, especially undocumented ones

"Undocumented people do not trust anything that comes from the Mayor's Office because they associate it with the government."
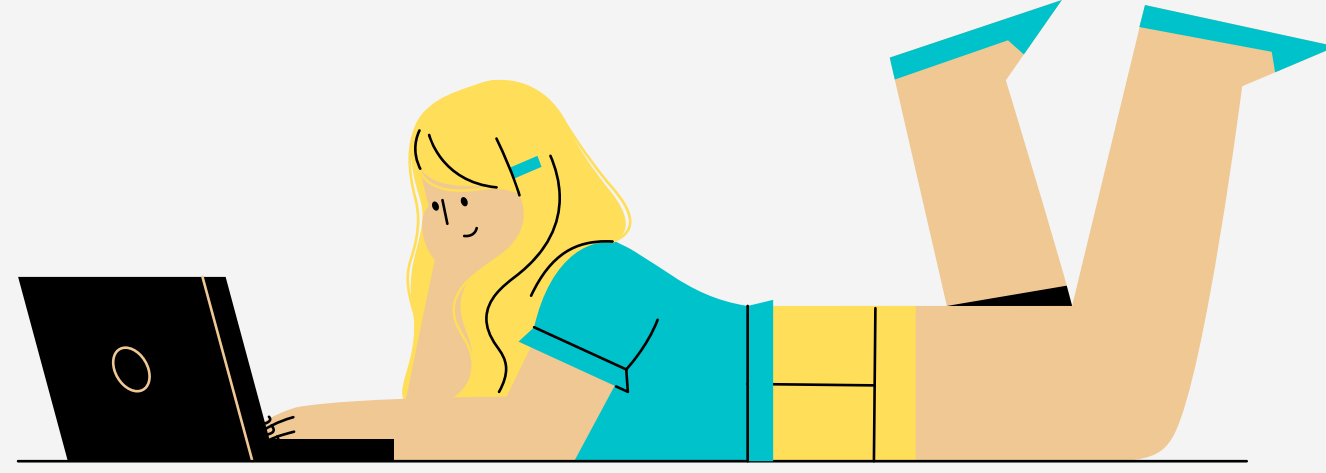
Point of View

The San José Digital Inclusion Fund Grantee Organizations

These organizations are trying to figure out ways to connect with people who **want** the digital inclusion resources but **do not know** how or where to access them. This issue has been especially heightened during the COVID-19 pandemic.
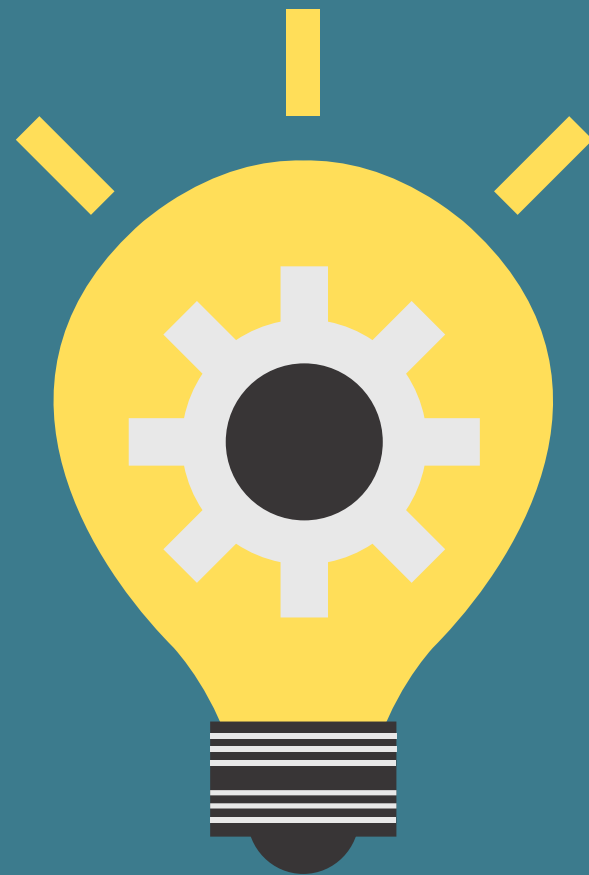
The Problem
Digital resources are there,
but the website is too
intimidating and complicated
to make information accessible

Our Solution

Create an independent website that will serve as an extension to the current San José Digital Inclusion Fund website

Website should be a **one-stop-shop** that is **easy to navigate,** especially because it may be used by people not very comfortable with the internet

Website should include a **questionnaire** that can **collect information about a user's digital needs** use a backend database to pass that information on to the grantee organizations

Demo

Conclusion

Challenges We Had to Overcome

Scope of the Project

We had to determine what was **feasible** given the project timeframe. We decided to focus on the **journey map**, especially the **questionnaire**.

Accessibility of Website

We had to make sure that the website is **navigable** and the language we use is **easy to understand**, especially for those who are **not as tech-savvy or fluent in English**.

Sustainability

Since the website will be managed by the Mayor's Office in the future, we had to make sure that the code was **easy to read**. We also made a doc with **instructions** on how to make adjustments to the website.

Instruction Manual for the Digital Inclusion Website

Purpose of the Website

The purpose of this website is 1) to inform the user of the different programs in the San José Digital Inclusion Fund and 2) to collect user data that can be helpful when matching the user to a grantee. The website aims to achieve these through a journey map that has clear steps for the user to follow. The ultimate goal is to make it as simple as possible for the user to access information and resources that might be of help to them.

Main Components of the Website

On the top of the website, there is a section that helps the user determine if they need to go through the Journey Map. If they are looking for either low-cost internet packages, computer and internet lessons, or free access to digital devices, they are in the right place and should go through the Journey Map. If they are looking for something else, they can simply jump to Step 4 of the Journey Map to contact the staff.

There are four steps in the Journey Map: 1) "Explore Our Programs", 2) "See What You Are Eligible For", 3) "Learn More About the Grantees", and 4) "Any Questions?". By clicking on the first step, a pop-up page would appear with information about the access programs, the digital literacy trainings, and the device programs. Each of the circles in this page is linked to the website of its corresponding programs. The second step is linked to a three-page questionnaire that asks the user a series of questions about their basic information and their digital needs. Upon finishing the questionnaire, the user would see a congratulations page. By clicking on the third step, the user would be directed to a webpage with the full list of grantees. In the fourth step, there would be a message box that allows the user to ask any questions they might have.

GOING FORWARD

Mobile-Friendly

We will have to do **further styling** to make the website work on mobile devices.

More Languages

Languages like Spanish and Vietnamese will be added to the website to make it more inclusive.

Stay Available

We should **continue to be available** to the Mayor's Office to answer any questions or help solve any problems they encounter with the website.

Thank you!
Questions?