

Digital Equity Community Needs Assessment Survey - sample & screenshots

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NEXT PAGE: About your organization and who you serve

PURPOSE OF SURVEY:

The COVID-19 pandemic has exacerbated racial and economic disparities in digital equity, from K-12 students lacking reliable access to the internet for distance learning, to newly unemployed adults whose access is limited to a mobile device for completing online job applications, and more.

Literacy Minnesota, in collaboration with the **Minnesota Department of Education**, is conducting a Community Needs Assessment to learn how the COVID-19 pandemic has changed the ways that participants access education and to identify digitally underserved communities. **Northstar Digital Literacy**, a national program of Literacy Minnesota, has sought to close the digital divide for 10 years by offering digital literacy assessments and curricula.

Responses to this Community Needs Assessment survey will contribute to a report that will be publicly available after January 2021, and will be used to inform two pilot projects currently in planning stages. Both projects would support K-12 students and adult learners:

1. A **Digital Navigator project** in Minnesota to provide targeted assistance to individuals in the areas of connectivity, device access and digital literacy to close the digital divide;
2. A **Digital Equity AmeriCorps project** that would place **AmeriCorps** volunteers in nonprofits, schools and public agencies in multiple states to increase digital equity through activities such as:
 - scaffolding curricula for beginning ELL or transitioning curricula for online learning
 - creating resources for parents to support their children with distance learning/learning at home
 - providing or developing support services to participants in the areas of connectivity, device access and digital literacy
 - recruiting and training volunteers for virtual tutoring and support services
 - or other projects that aim to close the digital divide

ABOUT LITERACY MINNESOTA:

Literacy Minnesota shares the power of learning through education, community building and advocacy. Our current programs and services include:

- **In Minneapolis and St Paul, MN:** free classes for adults; a literacy-rich preschool for children of adult learners; parenting classes
- **Statewide in Minnesota:** volunteer tutor training and referral support for K-12 and Adult Basic Education programs; Adult Literacy Hotline; AmeriCorps VISTA volunteers placed in Pre-K, K-12 and Adult Basic Education programs to work behind the scenes on literacy curriculum development, volunteer engagement, program evaluation, and other capacity-building projects with our Literacy

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- **Nationwide:** Northstar digital literacy assessment, curricula and online learning; lesson plans and other resources for literacy educators; consulting; adult education research and advocacy

MORE INFO:

Visit our website for more info: www.literacymn.org. Questions about this survey can be directed to Joe Miller, jmiller@literacymn.org.

YOUR RESPONSE:

We expect that this survey will take about 15 minutes to complete. We seek input from organizations that provide education or digital literacy services to children, youth, adults or families.

Completing this survey is voluntary. Please use your best estimates. We greatly appreciate your input, as it will help improve digital literacy and equity services for those most at risk.

Please respond **by November 20, 2020**. Thank you!

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Digital Equity Community Needs Assessment Survey

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ABOUT YOUR ORGANIZATION & WHO YOU SERVE

Contact Details

Organization *

test

First Name

Last Name

Title/Role

Phone

Email *

###-###-####

test@test.com

About your organization

Are you currently a Northstar subscriber? *

☐ Yes

☒ No

In what state are you located? *

MN

In what state are you located? *

MN ▼

Which Minnesota county(ies) do you serve?
Select all that apply. Use **Ctrl** to select multiple options.

Please select...
Aitkin County
Anoka County
Becker County

What type of organization are you? Check all that apply.

- ☐ Public or charter school or school district
- ☐ Private school
- ☐ Non-profit organization
- ☐ Business
- ☐ Library
- ☐ Government agency
- ☒ Higher education
- ☐ Workforce center
- ☐ Other

What type(s) of programming do you provide? Check all that apply.

- ☐ Adult basic education
- ☐ College courses
- ☐ Job training/workforce readiness
- ☐ Parent/caregiver education
- ☒ Digital literacy services
- ☐ Family literacy
- ☐ Preschool/school readiness

- ☐ Preschool/school readiness
- ☐ Literacy services for English language learners
- ☐ K-12 school-based
- ☐ K-12 out-of-school
- ☐ Other

In what type(s) of community(ies) does your programming/services take place? Check all boxes that apply.

- ☐ Urban
- ☐ Suburban
- ☐ Rural
- ☐ Other

Do you serve individuals in any of the following demographics? Check all that apply.

- | | |
|--------------------------------------------------------|-----------------------------------------------------------------|
| <input type="checkbox"/> English language learners | <input type="checkbox"/> Immigrants and/or refugees |
| <input type="checkbox"/> People who are incarcerated | <input type="checkbox"/> Native American/Indigenous people |
| <input type="checkbox"/> African American/Black people | <input type="checkbox"/> Asian American/Pacific Islander people |
| <input type="checkbox"/> Hispanic/Latino/a/x people | <input type="checkbox"/> White people |
| <input type="checkbox"/> People in poverty | <input type="checkbox"/> People who are unemployed |
| <input type="checkbox"/> Native English speakers | <input type="checkbox"/> People experiencing homelessness |
| <input type="checkbox"/> People with disabilities | <input type="checkbox"/> Veterans |
| <input type="checkbox"/> All of the above | <input type="checkbox"/> None of the above |

What members of your community have unmet needs?

NEXT PAGE: Impact of COVID-19 pandemic

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IMPACT OF COVID-19 PANDEMIC

Your response

How has your organization responded since the COVID-19 pandemic beginning in March 2020? Check all that apply.

- ☒ Shifted to remote (digital/distance learning/virtual) programming and services
- ☒ Added services
- ☒ Reduced services
- ☒ Shut down services
- ☒ Closed physical location
- ☒ Reduced hours/capacities at physical location
- ☒ Provided hybrid in-person and remote programming and services
- ☒ Other

If you selected other, please explain

Remote and hybrid programming and services

How has your organization helped participants access remote programming and services? Select all that apply.

- ☒ Internet access
- ☒ Device distribution
- ☒ Digital literacy skills
- ☒ Partnered with community organizations and/or businesses
- ☐ Other
- ☐ None of the above

Approximately how many people have you helped with the following? Provide your best estimate.

Internet access

Device distribution

Digital literacy skills

Please describe in more detail how you have helped participants access remote services and programming (e.g., hotspot distribution, grants for broadband, loaned or gifted devices, referrals to community partners, etc).

Have you used volunteers to teach remote learning?

☐ Yes

☐ No

How much do you agree or disagree?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not applicable
Teachers/staff are well-equipped to provide remote instruction.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What additional training or support would be helpful for teachers or volunteers in distance learning/remote instruction?

Participation in programming and services

Participation in programming and services

How has participation in your programming changed since the COVID-19 pandemic began in March 2020?

- ☐ Increase in participants
- ☐ Decrease in participants
- ☐ No change

Please describe further any changes in participation since March 2020.

Barriers to participation:

How significant are the following barriers for your participants in accessing remote programming and services - and/or for parents/caregivers, supporting children with remote education - since March 2020?

	Significant barrier	Moderate barrier	Not a barrier	Not applicable
Access to devices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participants' digital literacy skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Low English skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participants' disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(For parents/caregivers) Lack of childcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(For parents/caregivers) Skills in helping children with homework or lessons at home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instructors' skills in digital instruction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you selected other, please explain

(For parents/caregivers) Lack of childcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(For parents/caregivers) Skills in helping children with homework or lessons at home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instructors' skills in digital instruction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you selected other, please explain

Comments

What is a success, or what has worked well, with your organization in addressing digital equity since March 2020?

If you had unlimited resources (funds, time, staff), what would you like to do differently or better in your organization to address digital equity?

Would you like to share any further comments?

NEXT PAGE: Opportunities and resources, and submit your response

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OPPORTUNITIES & RESOURCES

Are you interested in any of the following? Check all that apply.

- ☒ Participate in a 15-20 minute interview about digital equity in your community
- ☐ Learn about Literacy Minnesota's tutor training and volunteer referral services for Adult Basic Education programs
- ☐ Learn about Literacy Minnesota's tutor training and volunteer referral services for children's/youth programs
- ☐ Sign up for Literacy Minnesota's Literacy Advocacy Alerts

Are you interested in any of the following? Check all that apply.

- ☐ Learn how AmeriCorps or AmeriCorps VISTA could help your organization
- ☐ Sign up for Literacy Minnesota's educator resources and tutor tips
- ☐ Receive notification when the Digital Equity Needs Assessment Report, with results of this survey, is published (after January 2021)

Would you like to learn about the Northstar Digital Literacy assessment and curricula?

- ☐ Yes
- ☐ No

Thank you for participating in the **Digital Equity Community Needs Assessment Survey** of Literacy Minnesota & Minnesota Department of Education! Your response will help improve digital literacy and equity services for those most at risk.

Please click **Submit** below to submit your response.

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[Submit](#)

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Link to orgs that'd like to speak with us:

<https://docs.google.com/spreadsheets/d/1bUptGvEKpsBxr0sLRPk97jhOUdINcqyN3GNTsivzcU0/edit?usp=sharing>

The goal of this document is to come up with questions that we will ask organizations to respond. Some samples include:

- What other organizations do you work with, and how did you begin working with them?
- What barriers to your participants face in accessing devices, the internet, and/or digital literacy skills and navigation in your community?
- How do you serve participants? And how long are participants served by your organization?
- What needs might you have from MDE? What funding shortcomings do you have?

Please add additional question suggestions.