



Legislation Text

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Title

DANenet contract for Digital Literacy and Fix-it Clinics

Body

[Project Description: Information technology is working on a contract with DANenet to provide services similar to the "Everyone on Madison program". The "Everyone on Madison" program includes computer distribution to eligible low-income households, classes and clinics, the City would like DANenet to provide these services to City supported Neighborhood Centers. Below is the scope of work for the workshops and the clinics and the curriculum is attached.

DANenet will be required as part of the scope of work to report on attendance, locations, workshop and clinic schedules, number of devices distributed, and number of devices fixed.

Scope of Work:

Digital Literacy workshops: 9 sites/1 - 5 hours of work per class site

- Prepare computer lab for digital literacy workshops, test devices and connectivity, remove malware, add chrome and allow needed social media sites.
- Work with community partners to schedule a series of digital literacy workshops for up to 12 people.
- Work with community partner to create a schedule that works for the space and the target community.
- Offer the workshops in English, Hmong and Spanish based on neighborhood and community partners.
- The curriculum will vary depending on the needs of the students in order to strive towards relevance but will cover basic computer skills, consumer safety, Internet and email, and basic office software. See below.
- At the end of the series of workshops participants can purchase a refurbished computer for \$50, with a wi-fi adaptor.
- Based on the neighborhood and the community partner, workshops will be held in English,
- All locations will be in the City of Madison and may include: Vera Court Neighborhood Center, Allied Boys and Girls Club, Urban League of Greater Madison, Lussier Community Education Center, Kennedy Heights Community Center, Latino Academy of Workforce Development, Lakeview Library, Centro Hispano of Dane County, Madison College - South Campus, East Madison Community Center, Warner Park Community Recreation Center, Literacy Network, Bayview Foundation, Inc and libraries, senior centers and community organizations.

Device Fix-IT Clinics: 6 clinics

- Community members can bring their devices to an expert for assistance and fixing.
- Community members can get personal computing devices fixed, assessed or recycled.
- At clinics DANenet staff and tech savvy volunteers will assist with slow computer, removing viruses,

replacing hardware, adding or removing hardware. We will provide education, fixing and recycling as needed.

- In addition to staff, DANenet will recruit volunteers to assist with Fix-IT clinics.
- DANenet will also provide some replacement parts to help with device fixing.
- Clinics will take place at community centers, libraries, senior meal sites, food pantries and other community partners within the City of Madison.