

Approval Request for Information Collection for the Digital Inclusion Pilot Project

Section A. Justification

A.1. Necessity of the Information Collection

Project Overview:

The FCC's National Broadband Plan in 2010 recommended the creation of a "Digital Literacy Corps" (Recommendation 9.3 is "The federal government should launch a National Digital Literacy Program that creates a Digital Literacy Corps, increases the capacity of digital literacy partners and creates an Online Digital Literacy Portal¹).

With the exception of individual efforts by some organization, this important recommendation has yet to move forward on a national level.

The Digital Inclusion Corps Pilot Project is designed with the FCC's recommendation in mind and addresses the well-documented need to reach groups that are not already online with affordable, culturally sensitive learning opportunities. This project will use the resources and strengths of anchor institutions (museums and libraries) to pilot a national model for digital learning and inclusion.

The goals of the Digital Inclusion Corps Pilot Project are:

- (1) To demonstrate locally designed models for digital inclusion that leverage the assets of museums and libraries, while engaging host communities and partners in setting local priorities and goals.
- (2) To pilot a model for national support of local, cost-effective digital inclusion personnel.
- (3) To create and pilot a sustainable repository of current digital inclusion learning materials, open to museums, libraries and other practitioners throughout the U.S.
- (4) To inform public discussion of the project's potential for replication at the local, state and national level.

To pilot Digital Inclusion Corps, National Digital Inclusion Alliance and PAST Foundation (NDIA-PAST) is partnering with Institute of Museum and Library Services (IMLS), as well as three state libraries and two museums in rural and/or tribal regions. Pilot projects will be established in Alaska, Arizona, Minnesota, New Mexico and Oklahoma.

The Digital Inclusion Corps Pilot Project will benefit individuals most likely to be digitally disconnected, local communities in need of local digital inclusion expertise, and digital literacy programs around the country in need of quality curriculum and customized training materials.

¹ Federal Communications Commission. Connecting America: The National Broadband Plan. (Washington, DC March 17, 2010.)<https://www.fcc.gov/general/national-broadband-plan>.

Necessity of Information Collection

The National Digital Inclusion Alliance and PAST Foundation (NDIA-PAST) was awarded \$330,000 from the Institute of Museum and Library Services' (IMLS) National Leadership Grant Program.

The National Leadership Grant Program (NLGP) funds projects that generate new tools, strategies, services, and/or partnerships that will benefit the museum and library community across the country. The return on investment of federal funds is enhanced by NDIA-PAST and IMLS' commitment to widely disseminating pilot project results both in publications and through presentations at conferences and other convening.

The Digital Literacy Corps model is an intentional effort to develop a systematic approach to FCC's recommendation for the establishment of a Digital Literacy Corps program. Though each pilot site location will design its own priorities and goals, the Corps Members will be connected to a larger national network and supported by a Project Manager and NDIA's Executive Director.

The Information collection will be for the purpose of monitoring the extent to which the Digital Inclusion Corps Pilot Project objectives have been met and to determine effect and change as a result of project implementation. Pilot project results will be beneficial to digital inclusion practitioners across the country.

Additionally, IMLS is responsible for identifying national needs for and trends in museum and library services. As noted in the legislative authority section below, IMLS must also report on the impact and effectiveness of programs conducted with federal funds and disseminate information on the best practices of these programs.

About Institute of Museum and Library Services

The Institute of Museum and Library Services is the primary source of federal support for the nation's 123,000 libraries and 35,000 museums. IMLS' mission is to create strong libraries and museums that connect people to information and ideas. IMLS works at the national level and in coordination with state and local organizations to sustain heritage, culture, and knowledge; enhance learning and innovation; and support professional development.

About National Digital Inclusion Alliance

The **National Digital Inclusion Alliance** is a unified voice for home broadband access, public broadband access, personal devices and local technology training and support programs. NDIA works collaboratively to craft, identify and disseminate financial and operational resources for digital inclusion programs while serving as a bridge to policymakers and the general public.

NDIA is comprised of leaders of local community organizations, public libraries, towns and other institutions working hard to reduce digital disparities. To improve the daily lives of all community members, NDIA calls for digital inclusion public policies that reflect its members' expertise and diverse experiences.

NDIA's approach is based in the knowledge that broadband adoption is most effectively promoted by community-driven efforts combining:

- Affordable home broadband service.
- Affordable computing devices.
- Public broadband access.
- Locally trusted technology training and support.

About PAST Foundation

The PAST Foundation (Partnering Anthropology with Science and Technology) is a non-profit provider of STEM education, school design, and workforce development. Although deeply committed to STEM education, PAST recognizes that good education and practice encompasses more than science, technology, engineering, and math and applies to all disciplines. Meeting 21st century workforce needs from farming to robotics and from health to the arts will require technology and a systems approach in every profession.

Institute of Museum and Library Services (IMLS) Legislative Authority

20 U.S.C. 9101 et seq.

A.2. Purposes and Uses of the Data

NDIA-PAST will conduct a summative evaluation study involving up to 30 participants to understand the extent to which the Digital Inclusion Corps Pilot Project (DICPP) has changed the capacity of local anchor institutions to identify and meet the digital inclusion needs of their communities. Collected data will provide insights on strategies, models, services and activities developed by anchor institutions in partnership with participating community organizations. The results will be used for administrative/managerial/ benchmarking/ and other purposes.

The following questions were designed to frame this proposed evaluation study:

1. Did DICPP participation help build the library or museum's institutional capacity in identify community digital inclusion needs? (Project Goals 1, 3, 4)
2. Did DICPP participation strengthen internal capacity to provide digital inclusion services to the community? (Project Goals 1, 3, 4)
3. Did DICPP participation engage the community regarding digital inclusion needs? (Project Goals 1, 4)
4. Did DICPP participation result in new services provided to community organizations in regard to their digital inclusion needs? (Project Goals 2, 4)
5. What digital inclusion capacities were developed by anchor institutions and/or partner organizations? (Project Goals 2, 3, 4)
6. What new activities, services or resources were provided to the community or constituent groups as a result of participation in DICPP? (Project Goals 1, 2, 3, 4)

Surveys will be administered during the early phases and at the end of implementation of the DICPP project. Respondents in participating anchor institutions and community partner organizations will be invited to complete a pre and post project online survey to explore digital inclusion activities, populations served, partnerships/collaborations established and any changes resulting from pilot project implementation.

These respondents will be asked to provide basic-level, factual information about their institutions (e.g., institution type, populations served, types of services provided). This information will be used to help understand the degree to which institution type affects results reported in other survey questions.

Project specific data also will be used in this evaluation to provide context and nuance. These data include quarterly status reports, local digital inclusion plans, digital inclusion corps members' blog posts, and other administrative materials for documenting project implementation.

Beneficiaries of data collection from the DICPP involve internal and external audiences:

Internal Audiences:

NDIA-PAST and IMLS: To assess the efficacy of the DICPP program, to support its evolution and improvement, and to help communicate the lessons of pilot site experiences to the professional library and museum community.

External Audiences:

Policy makers: To show local digital inclusion models and results of federal dollars invested on the development, implementation, and management of DICPP.

Current DICPP participants: To promote ongoing engagement with digital inclusion activities and community partnerships as a result of their DICPP experience.

Library and Museum Community: To illustrate a diversity of digital inclusion models, activities and resources as a result of DICPP efforts of anchor institutions. Additionally, Corps members' blog posts will provide documentation of local digital literacy challenges and success while also disseminating information about this project.

DICPP results and experiences will be shared by Corps members at Net Inclusion Conference, 2017 and the NDIA Executive Director and DICPP Project Manager will present at the 2017 International Conference of Indigenous Archives, Libraries and Museums.

The final DICPP evaluation report will be posted on the IMLS and NDIA-PAST websites.

A.3. Use of Information Technology

Technology will be applied appropriately to keep respondent burden to a minimum. The data will be stored in a secure database.

A.4. Efforts to Identify Duplication

The DICPP is a pilot project. Available data sources were examined to determine that the data were not available elsewhere.

A.5. Methods Used to Minimize Burden on Small Businesses

Not applicable. There are no burdens anticipated for small businesses during the implementation of the DICPP survey process.

A.6. Consequences of Less Frequent Data Collection

It is anticipated that results from this pilot project will include a diversity of unique and audience specific engagement and educational strategies for advancing digital inclusion efforts. Lessons from the field in five different states for the pilots will be an invaluable source of knowledge and understanding of digital inclusion options and activities in community based settings. Without this collection of data, museums, libraries, policy makers and digital inclusion practitioners in other communities will not benefit from the results generated by the DICPP.

A.7. Special Circumstances

No special circumstances for this information collection are anticipated.

A.8. Consultations Outside the Agency

IMLS has closely consulted with NDIA-PAST and an external evaluation firm, Harkin Consulting Services, LLC in the development of the evaluation plan, including the data collection instruments and collection tools.

A.9. Payments or Gifts to Respondents

Not Applicable. There will be no provision of payments or gifts to respondents for DICPP Survey, 2017.

A.10. Assurance of Confidentiality

Any personal, identifiable data collected (e.g., the name of the person who responded on behalf of the anchor institutions or community partners) will be kept confidential, unless otherwise required by law. Any personal data associated with published work (i.e., final report, case studies) will be used only if approved by the participant, unless otherwise required by law. Assurances of confidentiality will be conveyed in a “consent” section at the beginning of the survey instrument. All raw data will be kept safe and protected according to protocols established at PAST under the guidance of their Internal Review Board, and only evaluators will have access to the collected information. After publication of the summative evaluation by Harkin Consulting Services, LLC, the raw data will be destroyed, further protecting participants.

Confidentiality is a priority and results will be reported in aggregate to protect respondent identity. Given the small sample size, respondent permission will be requested/approved in any instance where aggregation cannot assure adequate attention to respondents before publicly sharing the evaluation findings. The confidentiality, as well as any release, of information is subject to applicable law.

A.11. Justification for Sensitive Questions

There are no sensitive questions on the DICPP surveys,

A.12. Estimates of Hour Burden to Respondents

Maximum number of respondents (“n”) anticipated during the program is 30.

The burden per library/museum respondent (total 5 respondents) is estimated to be an average of 20 minutes per survey (pre-project, post-project and end of project surveys) for a maximum of 60 minutes per respondent.

The burden per community partner respondent (maximum total 25 respondents) is estimated to be an average of 15 minutes per survey (pre-project, post-project surveys) for a maximum of 30 minutes per respondent.

The estimated total annual burden is 17.5 hours.

Respondent Type: Survey	Estimated Number of Respondents	Estimated burden time per respondent	Total Burden Hours
DICPP Anchor Organization Pre Project Survey	5	20 minutes	1.66 hours
DICPP Anchor Organization Post Project Survey	5	20 minutes	1.66 hours
DICPP Anchor Organization End of Project Survey	5	20 minutes	1.66 hours
DICPP Community Partner Pre Project Survey	25	15 minutes	6.25 hours
DICPP Community Partner Post Project Survey	25	15 minutes	6.25 hours
TOTAL RESPONSES		60/30 minutes	17.5 hours

A.13. Estimates of Annualized Cost Burden to Respondents

Respondents for DICPP surveys will not incur any cost other than the time it takes to respond.

Cost Burden Estimate	Respondents	Time in Hours	Salary	Total time in hours	Total Annual Cost
Library	3	1	\$27.35	3	\$82.05
Museum	2	1	\$22.46	2	\$44.93
Nonprofit	25	.5	\$30.54	12.5	\$381.75
TOTAL	30			17.5	\$508.73

Librarian: \$27.35

<https://www.bls.gov/ooh/education-training-and-library/librarians.htm>

Museum Worker \$22.46

<https://www.bls.gov/ooh/education-training-and-library/curators-museum-technicians-and-conservators.htm>

Nonprofit: \$30.54

<https://www.bls.gov/ooh/management/social-and-community-service-managers.htm>

A.14. Estimates of Annualized Cost to Federal Government

The cost of the evaluation services with Harkin Consulting Services, LLC is \$25,000. Most of this cost is for program development, implementation, and management for the evaluation study. The inclusion of IMLS staff is estimated at an additional \$7,948.40. Consequently, the total estimated cost to the Federal Government is \$32,798.40.

A.15. Reason for Program Changes or Cost Adjustments

There are no changes from the OMB Form 83-I. This is a new submission.

A.16. Project Schedule and Tabulation of Data

The timeframe of the Digital Inclusion Corps Pilot Project is March, 2017 through March, 2018 (tentative dates contingent upon OMB approval).

<u>Pilot Project Evaluation Timeline</u>	Date
DICPP Anchor Organization Pre Project Survey (n=5)	March 20-April 17, 2017
DICPP Community Partner Pre Project Survey (n=25)	Begins within 14 days of OMB approval and running maximum of four weeks
DICPP Anchor Organization Post Project Survey	November/December, 2017
DICPP Community Partner Post Project Survey	November/December, 2017

DICPP Anchor Organization End of Project Self Evaluation Survey	December, 2017
Project Manager Quarterly Reports	Quarterly 2017-18
Monitor and Review Project implementation	Ongoing 2017-18
Data Analysis	December, 2017-February, 2018
Final Deliverables/Evaluation Report	February-March, 2018

Quantitative data fields will be analyzed using descriptive statistics, particularly for ordinal survey questions. Content analysis will be used to assess qualitative data, such as reviewing In local digital inclusion plans and digital inclusion corps members' blog posts. It is anticipated that findings will be aggregated and will be shared with NDIA-PAST, IMLS and the museum and library community at two national conferences (see also A.2 above).

FINAL DELIVERABLES:

End of Project Evaluation Report and PowerPoint slides and handouts from the final report for two conference presentations.

A.17. Request to Not Display Expiration Date

No exemption from the requirements to display the expiration date for OMB approval of the information collection is being requested for the Digital Inclusion Corps Pilot Project (DICPP). The OMB approval number and expiration date will be displayed on all data collection materials and documentation.

A.18. Exceptions to the Certification

No exception to the certification statement is requested.