

Raleigh, NC

Leader in Digital Inclusion Best Practices

Raleigh Digital Connectors teaches valuable technological skills to youth in the community who then teach their family members and other members of the community. The program is a vehicle for increasing broadband adoption and life skill development which will be accomplished through a multi-generational approach with the ultimate goal of stimulating economic growth. Through access, education, awareness, and information the Raleigh Digital Connectors are building a culture that values and embraces technology to enhance lives.



Population targeted

Raleigh Digital Connectors serves seniors, school children, unemployed individuals, female heads of households, low-income and non-English speaking households.

Key metrics

- Since the inception of the Raleigh Digital Connectors program 118 students have successfully graduated.
- Students have provided 6,724 hours of community service through a multitude of service learning projects and activities.
- Students have provided digital literacy training to 2,801 Raleigh residents in community centers and learning labs.
- The partnership with Kramden Institute and United Way's Teaming for Technology program have provided Digital Connectors with opportunities to award 632 computers to families from low wealth communities.

City's role

The City of Raleigh's Information Technology department launched the Raleigh Digital Connectors program in 2010. In 2016, the program was moved to the Raleigh Parks, Recreation and Cultural Resources Department (PRCR) to align with PRCR's mission, vision, function, and structure. Today, senior management and City Council support the program by providing administrative costs for salaries and other miscellaneous costs to run the program. The program also has access to city resources for program promotion. By leveraging collective digital inclusion resources, Raleigh has maintained meaningful community programming.

Advice to other cities

As organizations begin to examine the strategies for facilitating meaningful technology use, it is important that they take into account social, cultural, and political contexts. Digital inclusion should be centered on the provision of support as well as the development of programs and services dedicated to the needs of communities susceptible to exclusion.