12TH ANNUAL TELEHEALTH SUMMIT OF SOUTH CAROLINA

PALMETTO CARE CONNECTIONS™
technology. broadband. telehealth.

OCTOBER 28-30, 2024

Pre-Summit Session C:

Digital Divide Simulation

Monday, October 28
1:00 PM - 4:30 PM

Leah Henriksen
KC Digital Drive

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Digital Divide Simulation

Before we begin, please fill out the **Pre-Survey** by scanning the QR code:

We will begin shortly!

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PRE-SURVEY

https://bit.ly/3UhtLOU

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Digital Divide Simulation

Powered by KC DIGITAL DRIVE

A Note about Today's Topics

Talking about poverty, homelessness, disability, and other topics discussed today can be difficult for some participants. It is very important to approach this event remembering that everyone's background and life experiences are different. This should be a safe and respectful space.

If you feel triggered at any time, please let a facilitator know and step away if needed.

Things to Notice

Persona Packets

- Demographics
- Housing and transportation access
- Digital Access and Literacy

Floor Plan

- Agency Resource Stations
- Bus Stops
- Weekly 15-minute timer

Let the Simulation Begin!

Week 1: Complete all tasks assigned in one week/15 minutes.

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Week 2: Complete all tasks assigned in one week/15 minutes.

Did you know ?

- According to the FCC, 1.3% of Beaufort County households live in an area where no there is no ISP offering wired or licensed fixed wireless broadband plans with speeds of at least 100/20 Mbps.

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Week 3: Complete all tasks assigned in one week/15 minutes.

Did you know ?

- Almost 5,500 Beaufort County households (6%) were beneficiaries of the federal ACP broadband subsidy program when it ended in June 2024.

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Week 4: Complete all tasks assigned in one week/15 minutes.

Did you know ?

- 33% of low-income households have a desktop or laptop in the home, 15% have only a smartphone, and 7% have no device at all. For individuals who don't speak English, 45% have no desktop or laptop, 29% have only a smartphone, and 13% have no device at all.

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Congratulations! You made it!

Debrief: How did you feel about your experience during the Simulation?

Break (5 minutes)

What is the Digital Divide?

People who have access to technology, the internet, and digital skills

Digital divide is the issue.
Digital equity is the goal.
Digital inclusion is the work.

THE DIVIDE

People who do NOT have access to technology, the internet, and digital skills

Digital Equity and Access in South Carolina

- **Affordability:** Of the 27% of South Carolina households that report that their internet **does not meet their current needs**, 55% say that their internet service is **too expensive**. Of the 24% of South Carolina households that report that they do not have home internet but would like to, 57% say that the cost is too high.
- **Access:** Almost 13,300 households in Beaufort County (15%) have **no desktop or laptop**. Almost 7,500 households (9%) have only a smartphone, and almost 2,300 (3%) have no device at all.
- **Digital Skills:** More than 5% of individuals surveyed by the University of South Carolina report that they **do not feel confident** in their ability to use the internet, and almost 6% report that they **do not feel safe** using the internet.

Guiding Principles

1. Living on the wrong side of the digital divide is not a game. These are everyday struggles often experienced by real people.
2. Digital equity is fundamental to modern life.
3. Awareness is just the first step. Change requires action, and we can make more change by working together.
4. People affected by the digital divide are the experts.
5. The digital divide is always evolving. Technology continues to advance, and we must be flexible to adapt to these advances as the goal posts move.

Breakout Sessions

Let’s talk about solutions.

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Keynote Speaker

Simulation Post-Survey

Before you leave: Fill out the post-survey. Scan the QR code:

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POST-SURVEY

https://bit.ly/48cvPgN

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Thank you for participating in the Digital Divide Simulation©!

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