



The DigLit Model

A systems-based approach to building digital capacity in adult education and workforce training programs

Boston's Digital Literacy Initiative (DigLit) is a capacity-building model developed and implemented in partnership with the City of Boston's Office of Workforce Development and World Education.



bit.ly/4tOVL96

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DigLit is designed to strengthen workforce development and adult education programs' capacity to effectively and sustainably integrate technology and digital skill building into curriculum and instruction.

Digital skills are essential for work, learning, and daily life. However, the sustained integration of these skills needed for lasting change is often challenging for education and training programs because resources and staffing are constrained, class time is limited, and short-term and access to technology is uneven.

DigLit centers people, practice, and systems to strengthen program-level impact. It supports adult education and workforce training programs to examine how they can expand the use of technology, prioritize the digital skills needed, and embed sustainable practices that support learning.

Digital Communication Tools
(video conferencing, text apps, social media)



65% → 80%
Increased

Practitioner-Driven Resource

70+
edtech routines
across 14 categories.

Instructor Ability
improved ability to use technology to enhance teaching and embed digital skills.



"One thing I'd say was your coaching and support was an integral part of this process. Thank you for all of the direction and clarifications you provided."

- DigLit Program Participant

Access alone is not enough. Programs need to be able to teach participants to use technology well and confidently navigate transitions.

1

A guided **Digital Needs Assessment** helps programs take stock of current practices.

3

EdTech Routines developed by instructors integrate technology into instruction and services.

5

Flexible funding supports participation in the work, advances action plans, and enables impact.

2

An **Action Plan**, informed by the needs assessment, helps identify clear goals and next steps.

4

Ongoing Coaching and Professional Development supports sustained change over time.

DigLit Model Components

Who Benefits?



Learners by improving the education and training they rely on, making digital skill-building consistent, relevant, and connected to real goals.



Organizations by improving organizational capacity. Through sustained support, programs recognize what is working, identify where support is needed, focus on priorities, and make a stronger case for resources.



Funders by providing a clear framework for strategic investment, connecting funding to program capacity, sustainability, and long-term impact.