Work through the digital inclusion model

Record a working answer at each stage. Return to earlier stages whenever new evidence changes your understanding.

Project / team: _____ **Community / setting:** _____ **Date:** _____

01 Problem, population, and causes

What participation gap, for whom? What is symptom versus cause?

02 Stakeholders and system context

Who is affected, responsible, influential, or missing?

03 Learning and education context

Where does learning occur? What supports or limits participation?

04 Conditions and influences

Which enablers, amplifiers, and adverse conditions matter?

05 Technology and infrastructure

What services, devices, platforms, and support fit this setting?

06 Diagnosis and baseline

What do people experience now? What evidence establishes a baseline?

STRATEGIC DECISION GATE After stage 6, test each proposed option

Causal fit | opportunity fit | feasibility fit | technology fit | safeguards

Decision: advance / revise / pause _____

07 Solution design and implementation

Which coordinated actions, owners, safeguards, and timeline fit?

08 Data and performance indicators

Which measures, sources, and review practices will track change?

09 Results and progress

What was delivered? What early and intermediate results appeared?

10 Outcomes and continuous improvement

Did participation improve and persist? What should change next?

Feedback loop: Which stage needs revisiting, and what new information triggered the change?

Adapted from the conceptual model in Paul Ross, Solutions Beyond Access (2026), dissertation manuscript.