




Evaluation of the Digital Literacy Exchange Program (DLEP)

Audit and Evaluation Branch
Senior Management Committee – February 2022

Management Response and Action Plan




The findings and recommendations of the Evaluation of the Digital Literacy Exchange Program (DLEP) were provided to the Connected Canada Branch of the Spectrum and Telecommunications Sector at Innovation, Science and Economic Development Canada (ISED). Management has been consulted and agrees with the findings included in this report and will take action to address all applicable recommendations by March 31, 2023.

 Recommendation	 Planned Action on the Recommendation	 Responsible Official	Target Completion
<p>Recommendation 1:</p> <p><i>Performance</i></p> <p>ISED’s Connected Canada Branch should provide additional guidance to recipients to ensure data is collected consistently across projects, including developing common questions and definitions and exploring the use of an online survey tool, to improve data collection efficiency and provide an anonymous self-identification option which may improve the under-reporting for some groups.</p>	<p>Spectrum Telecom Sector (STS) Position:</p> <p>The Spectrum Telecommunications Sector agrees with the recommendation.</p> <p>Ensuring that data is consistently collected across all projects will allow for more detailed identification, communication and reporting of the program’s impact on underrepresented groups.</p> <p>STSs Management Response Action Plan:</p> <p>To improve data collection efficiency, CCB will develop a common set of definitions for each underrepresented group the program is trying to reach and clearly communicate them to funding recipients of future programming and make them available online in an effort to standardize reporting amongst funding recipients.</p> <p>In responding to issues faced with data collection on online program participants, CCB will consult with stakeholders to consider options to collect better data from program participants who took part in online learning initiatives, in an effort to improve reporting of underrepresented groups.</p>	<p>Deputy Director General, Connected Canada Branch</p>	<p>March 31, 2023</p>

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<p>Recommendation 2:</p> <p><i>Performance</i></p> <p>ISED’s Connected Canada Branch should explore opportunities to share some of the digital literacy resources that have been created through the DLEP to allow partners to leverage these resources. ISED should also explore opportunities for DLEP recipients to connect in order to share promising practices and lessons learned.</p>	<p>Spectrum Telecom Sector (STS) Position:</p> <p>The Spectrum Telecommunications Sector agrees with the recommendation.</p> <p>Establishing linkages between funding recipients is an effective method of sharing best practices, and can improve overall program impact and effectiveness. Program officials have informally initiated these practices. A formalization of this process would support the development and sharing of best practices and program materials among the funding recipients.</p> <p>STSs Management Response Action Plan:</p> <p>CCB will consider a variety of options to allow funding recipients to collaborate and share best practices and program resources, including the development of a community of practice amongst funding recipients, which will allow ongoing development and discussion amongst funding recipients and enable them to co-develop and share best practices.</p> <p>CCB will adjust program documentations to facilitate easier sharing of best practices and content developed by funding recipients.</p>	<p>Deputy Director General, Connected Canada Branch</p>	<p>March 31, 2023</p>