

What The Tech?

Final Summer Internship Presentations



*Thank you for joining us! We will begin at 3:00pm EST.
Please mute your microphone in the meantime*



What The Tech?

Final Summer Internship Presentations

Agenda:

- Introductory remarks
- Student presentations
 - Seven minutes each
 - Three minutes for Q&A

Please mute your microphone if
joining remotely

How Today Will Work

The Presentations

- Seven minutes to present
- Three minutes of audience Q&A
- If you are watching remotely, please put question in the chat.
- Please help yourself to refreshments!



The Order

DaQuan Liang.....Affordable Broadband Access


William Liang & Amira Beriane.....The Emerging Roll of AI in Telehealth

Fathia Shodeyi.....AI, Telehealth, and Interpretation Services

Lucy Osowiecki..... Digital Equity and Broadband Internet Connectivity

Brave Arimah.....AI Literacy Nationwide

***Please welcome:
DaQuan Liang!***



Office of Broadband and Digital Literacy: outreach

-Da Quan Liang

Background Information

CALIFORNIA - 2023-2024 REGULAR SESSION

SB 860



Quick summary of the bill:

- This is a California Bill.
- Make the Internet cheaper and more accessible.
- Share the information with the relevant state so they know the discount programs.
- Provide information for the Californian households that needs help with paying for their internet service.

Background Information



Affordable Connectivity Program

- A program that gave out discounts to low-income families and households for their internet service.
- Ended on June 1, 2024
- There are still companies out there that gives out discount programs, such as internet service providers, and other companies.

Background Information



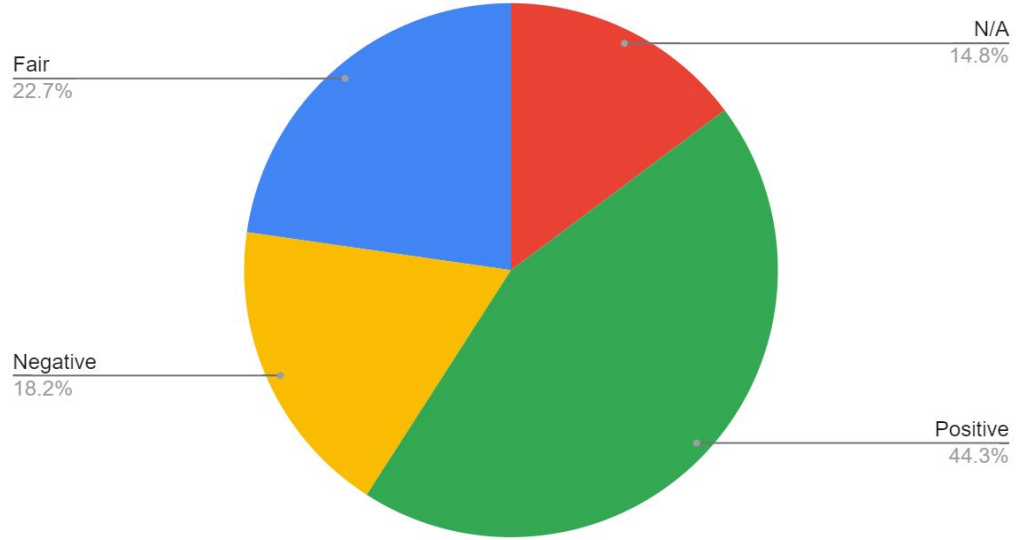
Why was I interested?

- I like technology such as coding and computer related things
- I like playing video games
- Internet can give you a lot of information and opportunities
- Not everyone has access to the internet

Data Analysis

- Affordability of all price
- Manageable with discounts
- (Both are affordable)

Positive/Negative feedback with their internet service

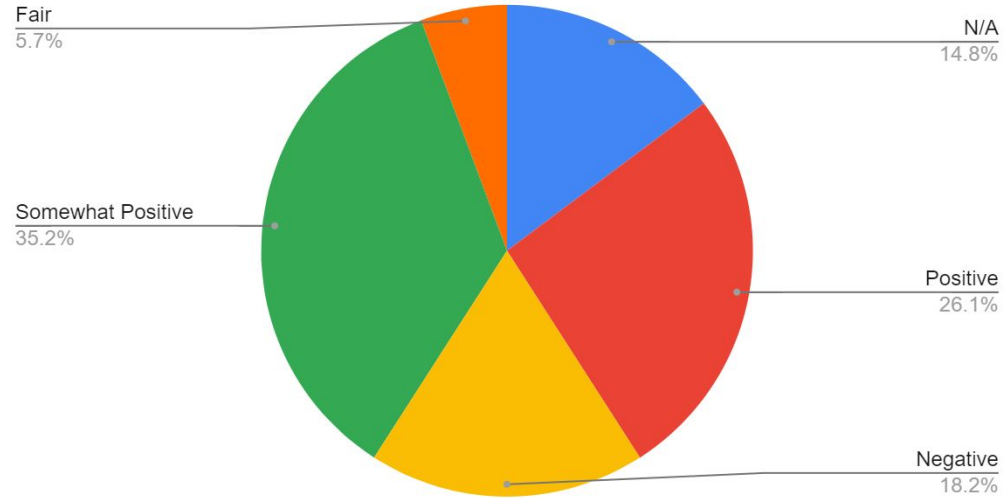


Key Points I found:

- Most people can afford their internet at full price.
- Most of my respondents does not have any experience with Starry Internet.
- About 90% of the respondents did not benefit from any discount services for their internet.
- Around 44% of respondents said they had a full positive experience with their internet service.

Data Analysis

Positive/Negative feedback towards their internet service(Specific Ver.)



Trends I noticed:

- Comcast Xfinity stands out with the most experience—only 20.5% of respondents lack experience with it, compared to over 45% for other providers.
- Nearly 61% of respondents had positive feedback about their internet service.
- 35.2% of those with positive reactions noted that their experience could be improved or had minor complaints.

Policy Sug

Provider	Program	Who qualifies	Offer	More info
Optimum	Altice Advantage Internet with speeds up to 30Mbps	New customers with a child recipient of NSLP, seniors eligible for SSI, or veterans receiving public assistance	\$14.99/mo. with no cost for first 60 days*	Learn More
AT&T	Access program internet with speeds up to 10Mbps	At least one person in household must participate in SNAP	\$5.00–\$10.00/mo.†	Learn More
Spectrum†	Internet Assist with speeds up to 30Mbps (wireless speeds may vary)	New Spectrum customers with at least one recipient of certain public assistance programs in the household	\$14.99/mo. for 12 mo.†	Learn More
Comcast Xfinity§	Internet Essentials package with speeds up to 50Mbps	New Xfinity customers who are eligible for public assistance programs	\$9.95/mo.	Learn More
Comcast Xfinity§†	Internet Essentials package with speeds up to 100Mbps	New Xfinity customers who are eligible for public assistance programs	\$29.95/mo.	Learn More
Cox†††	ConnectAssist package with speeds up to 50Mbps	Available to households who currently participate in an income-based government assistance program such as SNAP or Medicaid.	\$30.00/mo.	View Plans

How could this be applied to Boston

- There is already the same p Boston
- Other companies and inter discount programs.
- As long as the families mee for discounts

Policy Suggestions



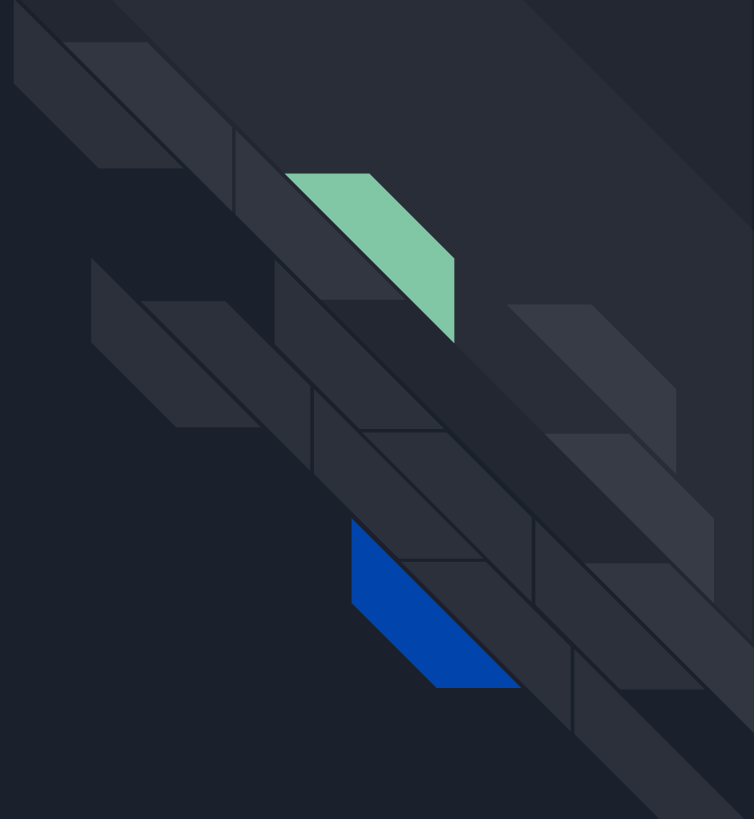
If it is already being applied, what could be changed?


- The areas that they can give discounts to
- More companies doing discount programs
- Making the discount programs more noticeable
- Allow thousands, if not millions, to access the internet and find the information or opportunities they need
- Saves a lot of money!



Thank you!

Questions?





Office of Broadband and Digital Literacy: Outreach

-Da Quan Liang

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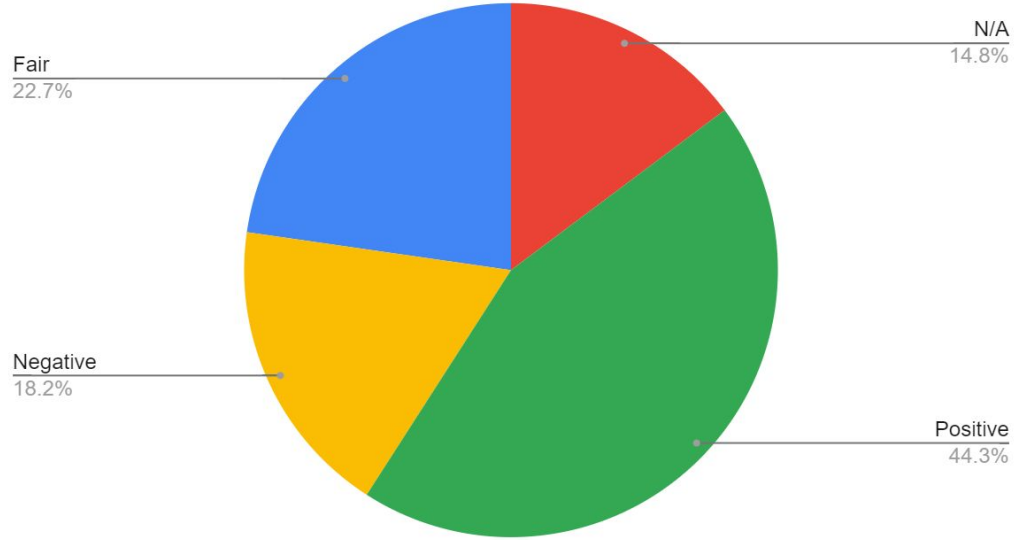
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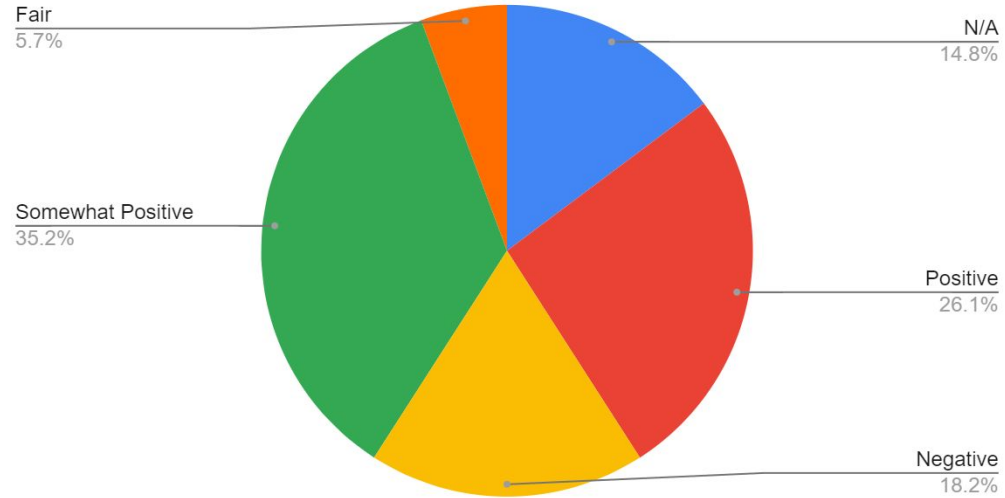


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- Other companies and internet discount programs.
- As long as the families meet the criteria for discounts

Policy Suggestions



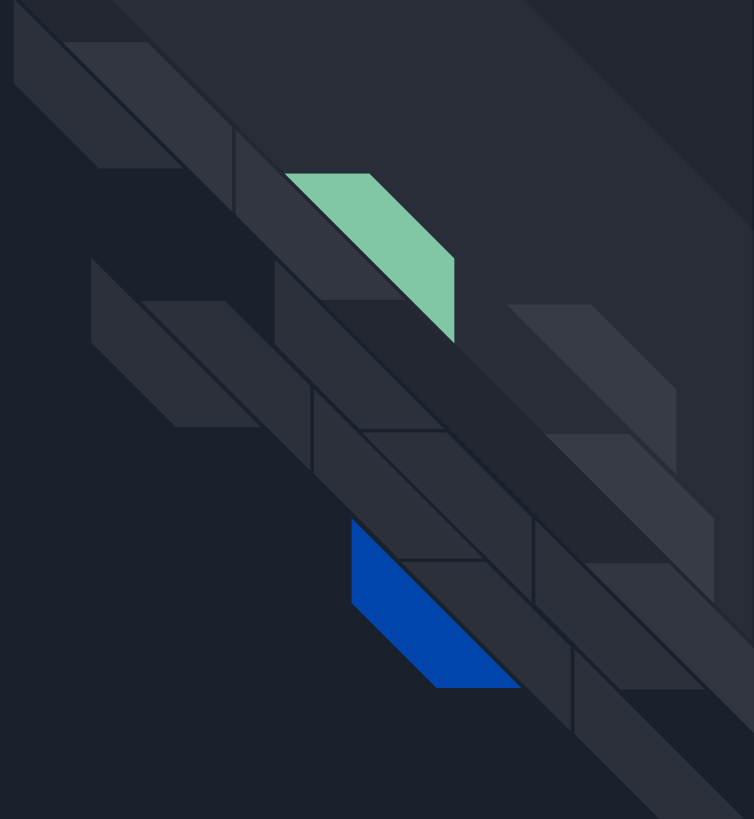
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Thank you!

Questions?



Any Questions for DaQuan?

Next: William Liang & Amira Beriane

Telehealth Coverage and AI

By Amira Beriane and William Liang



BILL SD 1984

- Pre-Authorized Insurance coverage for Telehealth clinics
- Reimbursement for interpretation services
- Digital Literacy & Accessibility

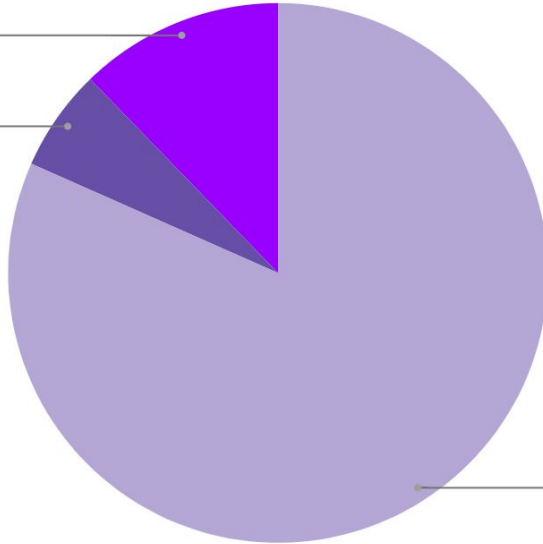
Reviews About Telehealth

Mixed

12.2%

Negative

6.1%



Positive

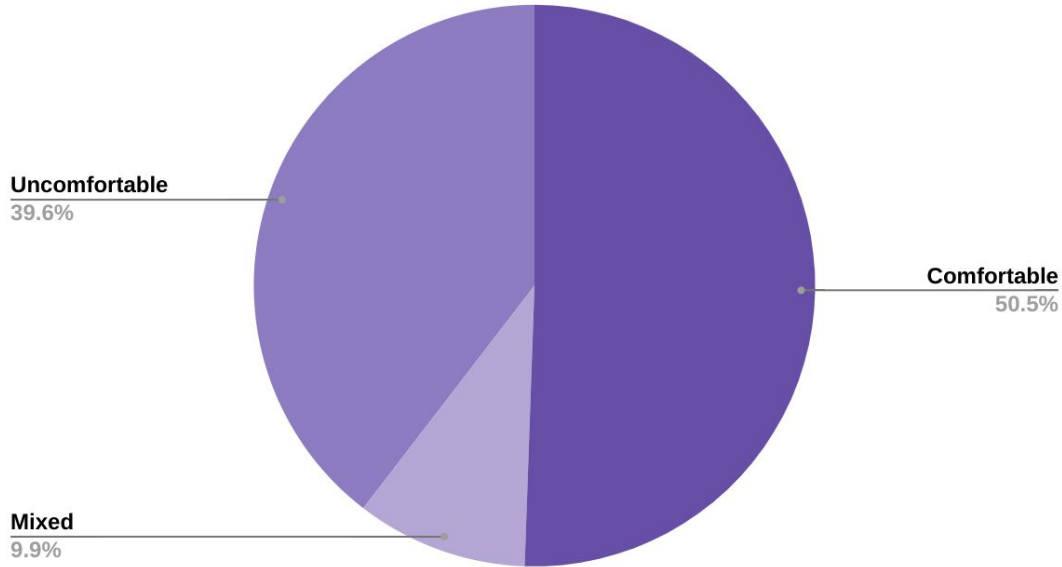
81.6%

“It's helpful to **touch base**, but for examinations not so much.”

“ I prefer to go **in person for complex issues** or annual preventive care.”

“I found it less helpful than an in-person visit due to the diagnosis being **less accurate.**”

Comfortability with the Implementation of AI in Healthcare

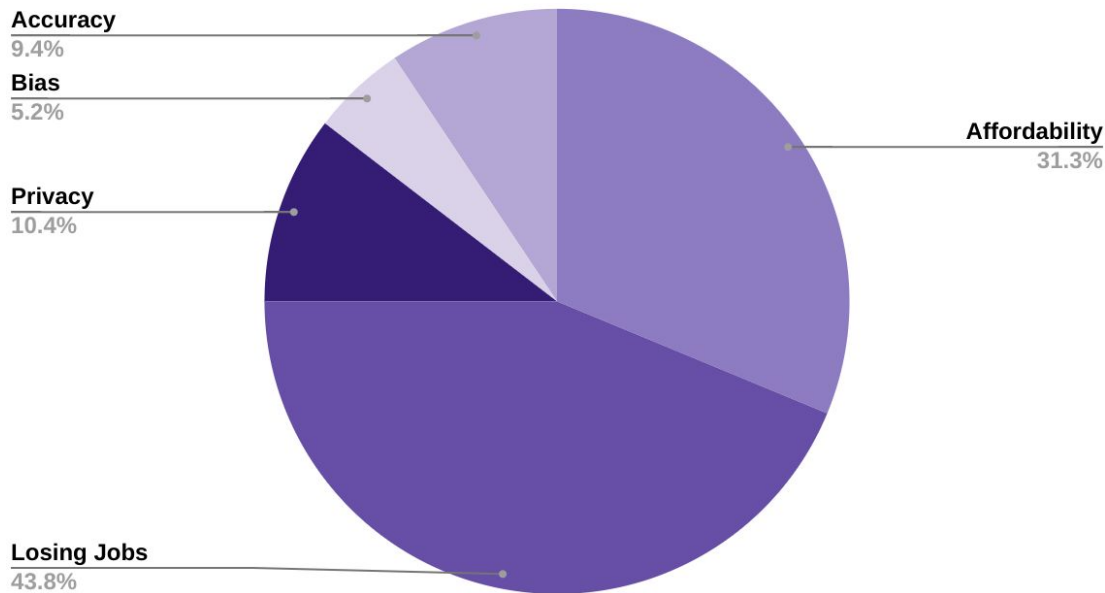


“I do not trust it to be able to make medical decisions, especially when real human medical providers have known biases...”

“I’m open to the idea of AI as another form of **diagnostic tool.**”

“...it depends on the application of AI. I would be completely comfortable with my doctors using analytical AI models for something like **early cancer detection.**”

Concerns Regarding the Implementation of AI in Healthcare



“I fear that **racial bias** will be an issue in medicine.”

“AI is a giant leap further from where we already are into all kinds of **violations of privacy** and potential monitoring/surveillance.”

“Have some fear doctors will become **over reliant** on the AI diagnosis, especially newer doctors entering the field with AI.”



Our Vision

POLICY VISIONS



INSURED TELEHEALTH



REIMBURSED
INTERPRETATION



AI INTEGRATION

***Any Questions for
William & Amira?***

Next: Fathia Shodeyi



Future of Telehealth

Interpreter services, quality of care

By: Fathia Shodeyi



Introduction

What is telehealth?

Telehealth is the use of technology when participating in a health related service. It is used to make clinical healthcare more convenient. However, there are some downsides of telehealth that should be addressed.



Major considerations around AI

Bill H3585 provides telehealth services that are just as good as in-person health services. It specifies the rights of individuals who require an interpreter to get this service for free through their insurers.

Equity and Inclusion



Bias and Fairness



Quality of result





Steps to achieving this:

A step in allowing everyone to fully participate in online healthcare is providing interpreters for those who are hard of hearing or require a translator.

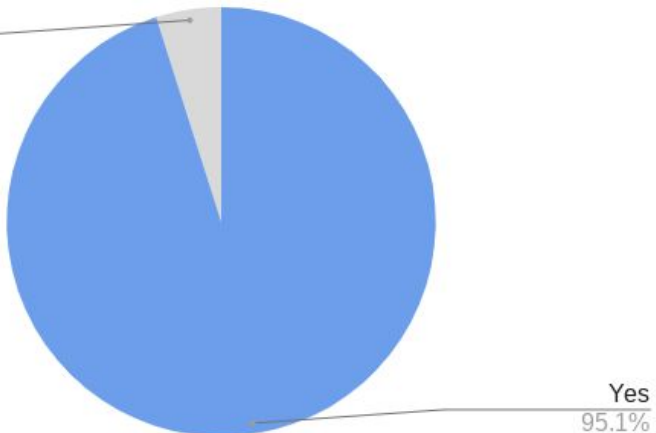
The 3 C's to quality online healthcare:

1. Communication: Bridge between communication when experiencing online healthcare
2. Comfortability: Patients that require interpreters/translators less comfortable with telehealth
3. Care: These services open up new doors for accessibility to online healthcare that is just as

x x x x x good as in person

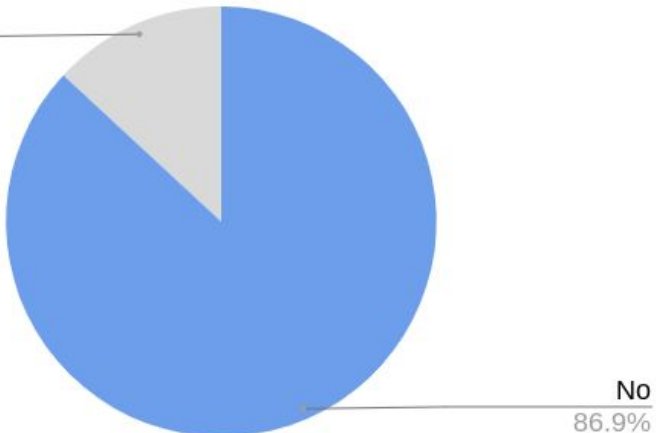
Since 2020, have you communicated with your healthcare provider digitally?

Never
4.9%



Count of Have you or a family member ever needed a translator/interpreter?

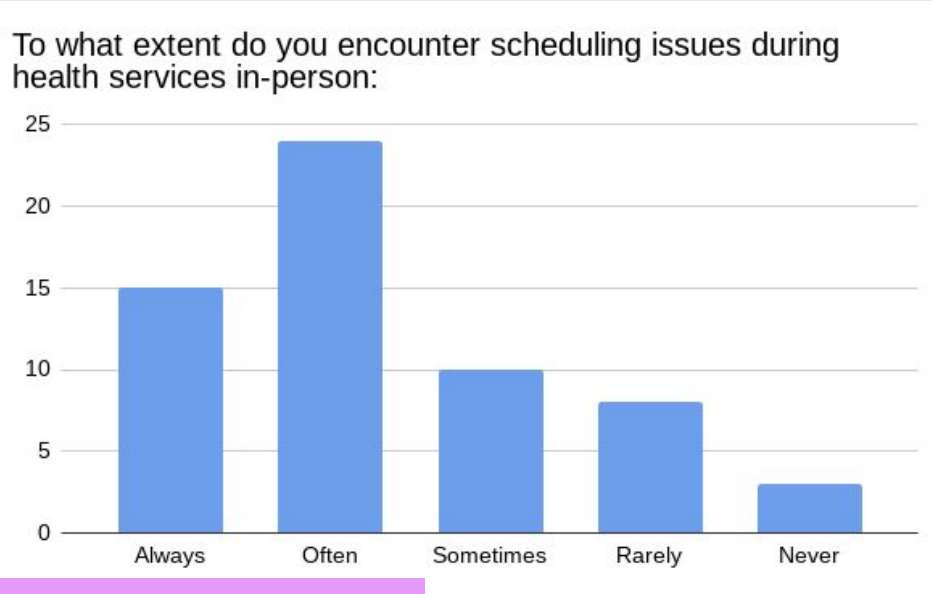
Yes
13.1%



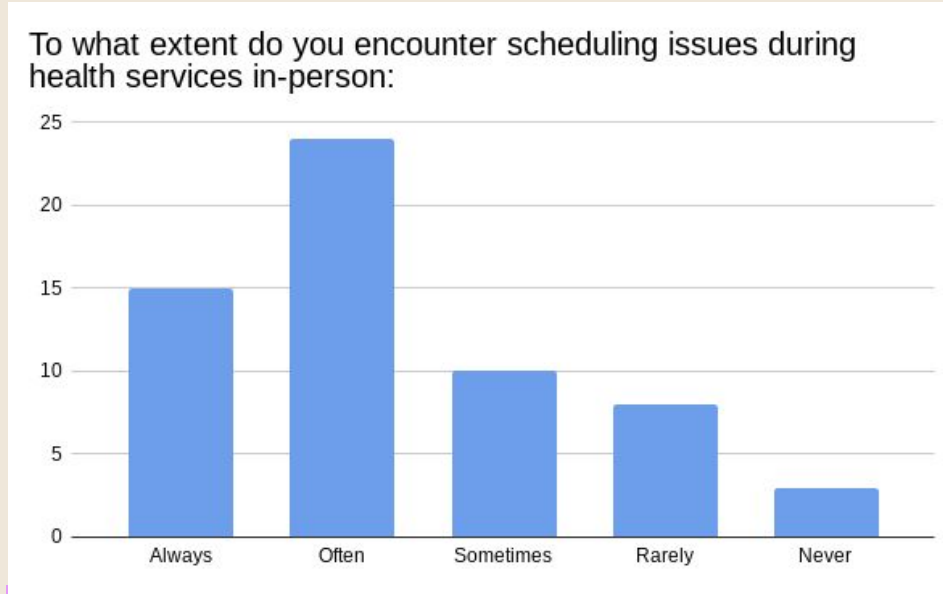
Summary:

- 95% of people use telehealth to communicate with their doctor
- Of this amount, 13.1% of them would require a translator
- Decreased quality of telehealth to these populations

Why telehealth is important:

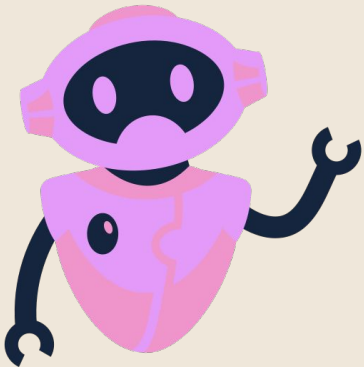


Telehealth would be available on weekends allowing healthcare to be more accessible



Telehealth visits are easier to schedule/ have shorter appointments





Policy Suggestions:

Partnering with local interpreter services to provide language support for non-English speakers and individuals who are deaf/hard of hearing during telehealth appointments

Updating policies and informing Boston residents about their expanded telehealth benefits.

Train Boston-based healthcare providers and agencies to assess and offer telehealth services that meet the same quality standards as in-person care

A way to inform boston residents is by launching outreach programs that do public seminars educating residents

Partner with technology companies in providing AI that acts as a translator/interpreter for telehealth visits

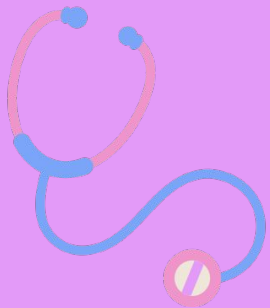
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Conclusion

In summary, integrating interpreters and translators into telehealth services is essential for ensuring equitable access to healthcare and preventing discriminatory practices. By addressing communication barriers, we can enhance patient understanding, comfort, and advocacy. As data shows that telehealth significantly reduces the inconvenience of traditional appointments, making these services more inclusive will further improve patient outcomes and overall healthcare accessibility.






Thank you
for listening !

Any questions?

Any Questions for Fathia?

Next: Lucy Osowiecki



Digital Equity & Broadband Internet Connectivity

Lucy Osowiecki

Bill Details - MASSACHUSETTS - 193RD LEGISLATURE (2023-2024)

- Expanding broadband internet access
- Targets families with students enrolled in grades k-12
- People who are eligible will receive vouchers of \$50 each



The goals of this bill:

- To provide Massachusetts with better digital equity
- Make sure that everyone gets equal opportunities in technology
- Help to get rid of the digital divide



Definitions:

Digital Equity:

- The condition when all people are able to access and use information for the participation in social and economic life

Digital Divide:

- The gap between those who have access to computers and the internet and those who don't



Why I'm interested

- I would like to see everyone with equal access to the internet
- Many people can benefit from this bill and I would like to see the effect that this bill can have on those in need
- It is unfair that some people can't afford the internet and therefore they have worse connection to the people and the world around them

Survey

Question:

- Do you agree with these statements?

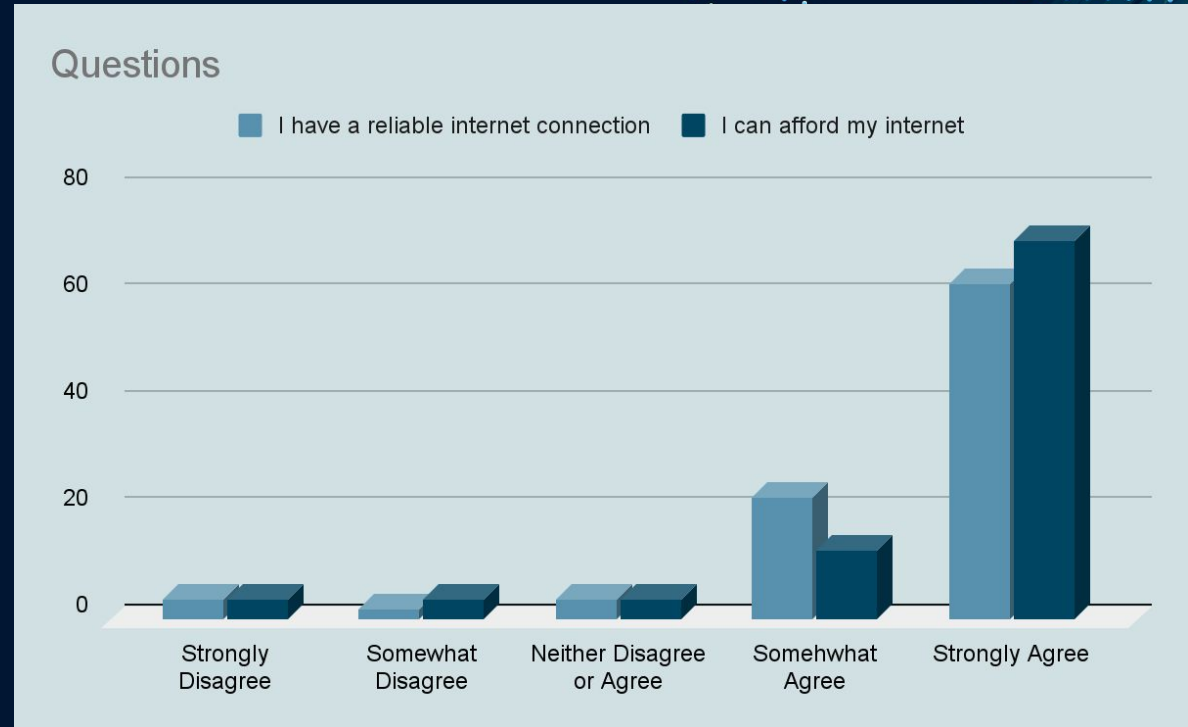
What this shows:

- Responses from respondents
- Most people said they can access the internet and most people said they are comfortable using technology
- Connections with the internet

	Strongly Disagree	Somewh at Disagree	Neither Disagree or Agree	Somewh at Agree	Strongly Agree
I can access the Internet	4	0	1	2	89
I can afford my internet	4	4	4	13	71
I have a reliable internet connection	4	2	4	23	63
I am comfortable using technology	3	0	0	11	82

Let's Dive Deeper!

- What was noticed in the data set
- **4** people on both of these questions said that they strongly disagreed
- Only **63** people said they have a reliable internet connection
- Only **71** people said they can afford their internet
- Shows more of the digital divide



Open Response Question

Respondents were asked:

**Do you think digital equity in Massachusetts can be improved?
Explain your answer.**

- Among all the answers that were given, no individual said that it couldn't be improved

“internet is still a private commodity in that you can't freely access wifi in public spaces. I think part of digital equity should be focused on how to make internet low-cost/free to all”

“Yes. Having worked in LKM communities, including overseeing an educational program in collaboration with TGH, I know that MANY Boston community member don't have access to technology”

“Access to the internet is now a basic need for functioning in society from school to work to medical care and beyond”

Policy Suggestions / How it would work in Boston

— Communicate towards eligible communities making people aware of the bill - use different communication channels

— Give people who are being affected by this bill guides to technology and the internet

— Establish a data collecting system on the number of residents served and the outcomes of the system



**Thanks for
watching!**

Questions are welcome!

Any Questions for Lucy?

Next: Brave Arimah



Federal AI Literacy and Regulation

Brave Arimah - Boston Area Research Initiative

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INTRODUCTION

What did we do this survey for?

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What do we do now that we know of the numbers and their meaning?






INTRODUCTION

Between July 29TH and August 13TH, the Boston Area Research Initiative (BARI) and Tech Goes Home (TGH) collaborated to survey more than 100 people regarding artificial intelligence (AI).

My section of the survey concerned federal AI literacy and regulation - how much did people know about AI and what were they most concerned about?

This presentation will show the key takeaways and some policy options for how to build a city-wide AI bill to help with these aforementioned areas.



H.R. 6791 – Artificial Intelligence Literacy Act of 2023

The Artificial Intelligence (AI) Literacy Act of 2023 is a bi-partisan bill that concerns itself with enhancing AI literacy for all Americans. It amends the Digital Equity Act of 2021 (which states that the digital divide is an extension of wealth and income gaps) to include AI literacy education. By using competitive grants to increase funding to public schools, higher education institutions, and local libraries, Americans will be able to learn more about AI as it grows in education and the workplace.



A decorative graphic on the left side of the slide, consisting of a grid of white-outlined hexagons. Some hexagons are filled with a light teal color, while others are empty. The pattern is set against a background that transitions from a light teal at the top to a dark blue at the bottom.

02

DATA

What did our surveyed people say?

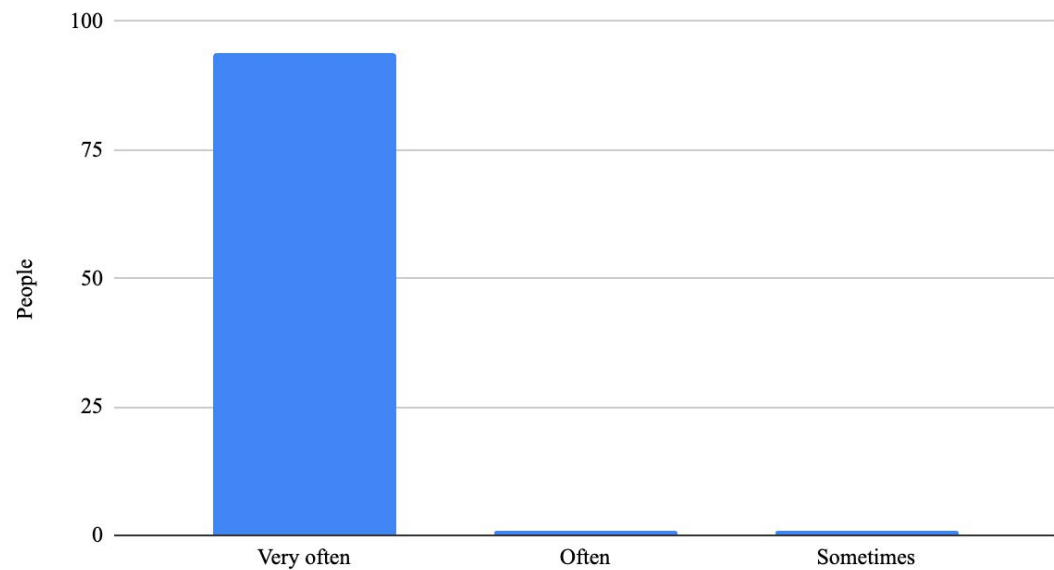


17%
of people surveyed were
researchers

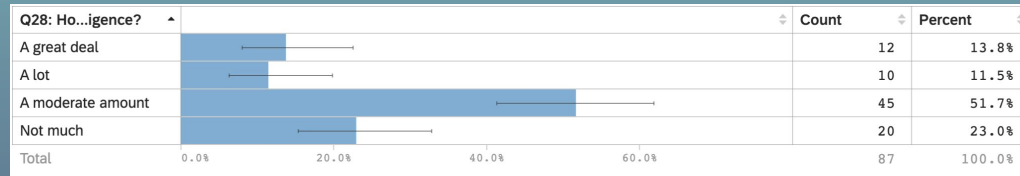
Other notable job: Student (7%), all others were 6% or less

Everyone needs a computer.

How often do you use a computer for work?



People know a decent amount about artificial intelligence.



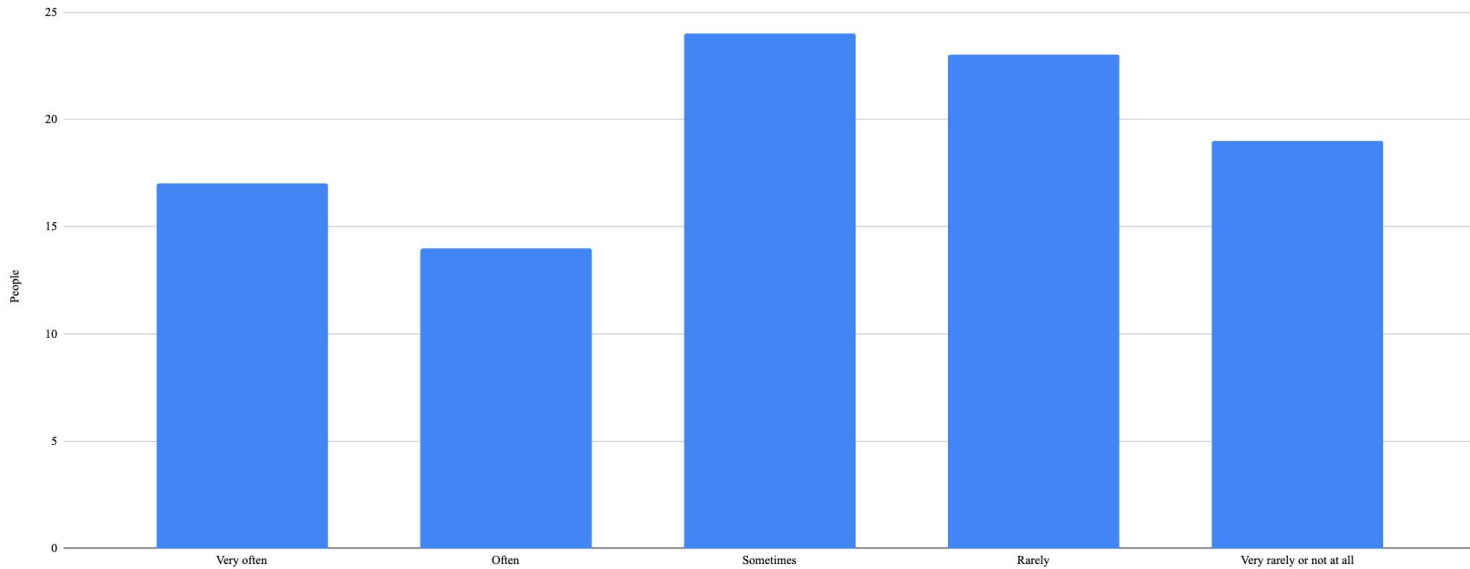
"I'm learning about it in my job."

"I read articles [about AI]."

"I'm paying attention. My personal AI killer robot dog filled out this survey. Woof!"

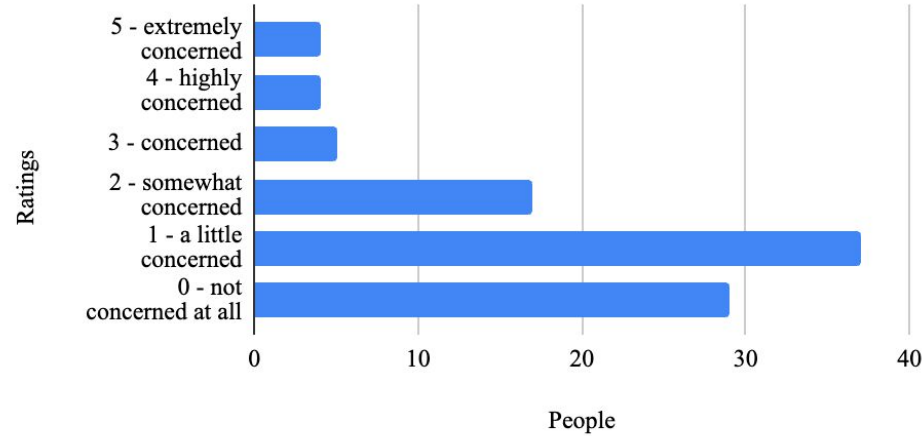
"[M]y only experience with AI is [ChatGPT], and I know that probably doesn't even begin to cover AI capabilities."

How often do you use AI?



- Very Often
 - Most of these people worked in AI or were students.
- Often
 - These people worked mainly in data.
- Sometimes
 - These people had some form of personal interest in AI.
- (Very) Rarely
 - These people usually had little need to use AI for work, and had varying personal interest.

How concerned are you about AI replacing people in your profession, or your profession as a whole?



Job Concerns

Most people who answered the survey were not too worried about losing their jobs.

For the people who said they were at 4 or 5...

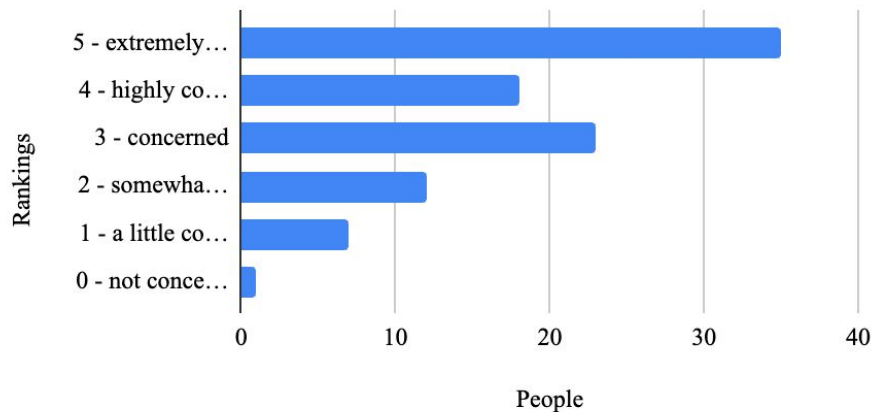
- Two were researchers
- Three were students
- Others worked in case management, epidemiology, and digital marketing

Privacy Concerns

Everyone, no matter the age or job, is extremely concerned about their privacy.

Of note is the fact that of the 33 people who selected 4 or 5, nine of them (approx. 27%) were persons of color.

How concerned are you about AI mishandling privacy and security?

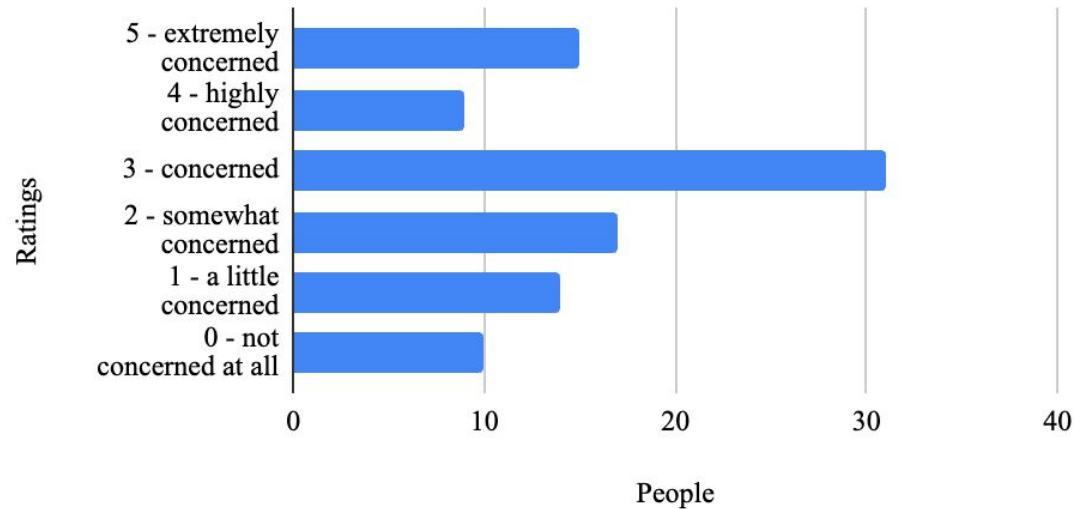


While no questions to further justify each person's answer was asked, here are a few potential reasons for why people have privacy concerns about AI:

- Mass data collection and retention
- Personal profiling
- Loss of anonymity
- Lack of general knowledge of AI
- Lack of legal regulation

AI's Manipulation of Work

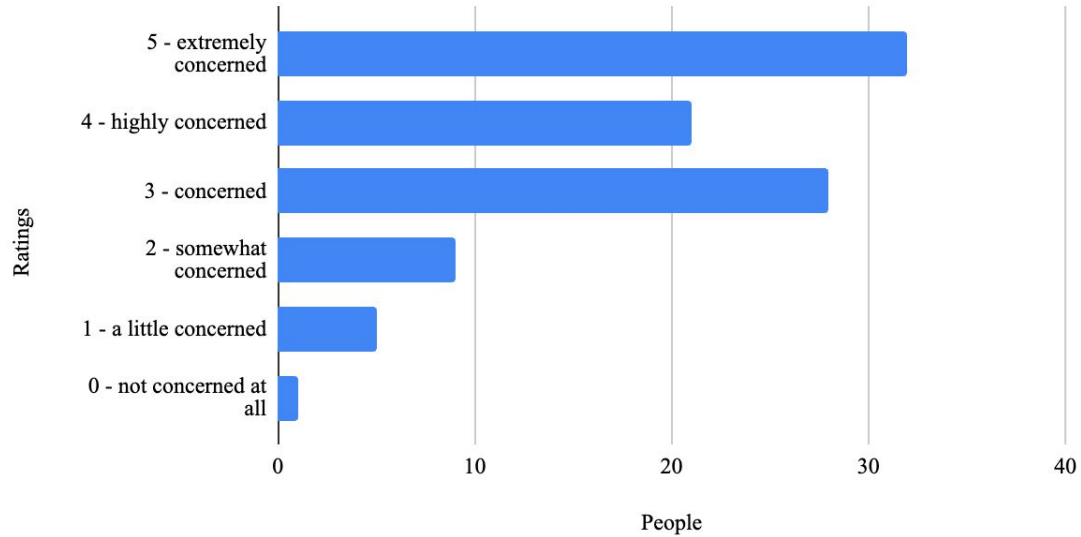
How concerned are you about AI manipulating your work?



Not many people were heavily concerned re: AI manipulating their work, but those who were worked in some form of creative field.

AI's Consistency and Reliability

How concerned are you about the consistency and/or reliability of AI?




The background features a teal-to-purple gradient. In the four corners, there are decorative patterns of white and light blue hexagons and lines, some with small glowing dots at their vertices.

03

Analyzing the Data

Major Takeaways

- While people do need to use a computer, AI usage is limited outside of work.
 - This may be because of its novelty or its difficulties to access beyond generative uses.
- Most people are not concerned about AI taking away their jobs.
- The biggest concerns of AI regard privacy, though manipulation of work and its consistency are also major concerns of the public.



04

Policy

What can the City of Boston do to create effective policy for AI?



What should the City do?



Artificial intelligence is something that hasn't been regulated much at all. We're still in its Wild West period!

Here are a few ideas for some forms of both regulation and literacy building:

- **OPT-IN** instead of opt-out
- Transparency in the data collection process
 - Mandatory deletion of identifying data
- Instead of competitive grants for public schools, directly set aside money to be distributed directly to them
 - Competitive grants can still be granted to private universities and companies
- Extension of fraud and identity theft law to include AI usage



THANK YOU!



***Any Questions
for Brave?***

Thank you all for coming!