COMMUNITY TECHNOLOGY PROGRAM

# *Code Ready*

## JavaScript & Digital Literacy Initiative

MissionBit × Dev/Mission · San Francisco, CA

Charlie Nguyen · Community Technology Ambassador

CONTEXT

# Introduction & The Problem

## BACKGROUND

MissionBit and Dev/Mission both work to bring computer science and digital access to communities historically excluded from the tech industry. Charlie joined this effort after an internship at SLAC National Accelerator Laboratory, then a stint teaching JavaScript to underserved high schoolers at MissionBit — which revealed a pattern: students were curious about technology but rarely saw themselves reflected in it, and their families often lacked the baseline digital skills to support that curiosity from home.

### ! The Gap

Students entering the program had minimal or no prior programming exposure, and a lecture-style curriculum struggled to hold their attention. In parallel, low-income families connected to the same sites lacked consistent access to basic digital literacy support — from online forms to school portals — leaving them dependent on their kids or outside help for routine digital tasks.

METHODOLOGY & RESOURCES

# How the Program Was Run

## APPROACH

### 1 Redesign the Curriculum

Live-coding sessions replaced lecture blocks, building small JavaScript projects in real time.

### 2 Rebuild Around Real Scenarios

Examples reworked around situations students already related to, not abstract exercises.

### 3 Structure the Support Desk

Digital literacy help delivered one-on-one, logged in Zendesk so nothing was handled ad hoc.

## RESOURCES & TOOLS

**Curriculum**

MissionBit's JS fundamentals, adapted for live-coding

**Support Workflow**

Zendesk-based ticket intake and tracking

**Delivery Space**

Dev/Mission desk & MissionBit partner classroom

**Team**

Charlie Nguyen with MissionBit and Dev/Mission staff

**Capstone Material**

Adapted from an award-winning Demo-Jam project

EXECUTION & DELIVERABLES

# Twelve Weeks, Cohort One

## TIMELINE

- **Wks 1–2** — Curriculum audit & redesign
- **Wks 2–3** — Zendesk intake workflow stood up
- **Wk 4** — Cohort 1 launch: live-coding begins
- **Wks 4–8** — Digital literacy track launched
- **Wk 8** — Mid-program engagement check-in
- **Wks 10–11** — AI-literacy capstone piloted
- **Wk 12** — Cohort 1 showcase & graduation

## KEY DELIVERABLES

- ✓ Redesigned, live-coding JavaScript curriculum, ready for reuse
- ✓ Functioning digital literacy support track for families
- ✓ Trackable Zendesk support workflow, replacing ad hoc requests
- ✓ Pilot AI-literacy capstone module for advanced students
- ✓ Cohort of graduates who presented at a closing showcase

RESULTS & LESSONS LEARNED

# What Changed, What We Learned

**12 Weeks**

Full Cohort 1 program

**Dozens**

Of first-time coders graduated

**1 Visit**

Typical family-ticket resolution

**Youth of the Year**

Boys & Girls Clubs – Tenderloin

## CHALLENGES & LESSONS LEARNED

### Engagement

*Students initially disengaged from lecture-style teaching.*

Shifted to live, interactive coding — the core fix behind completion-rate gains.

### Uneven Family Needs

*Family requests varied widely and were initially handled inconsistently.*

Standardized intake through Zendesk, making triage repeatable.

CONCLUSION

# Building on Cohort One

Code Ready showed that pairing hands-on coding instruction with structured, trackable digital literacy support can move both students and families forward at once, using a shared community space and a single ambassador role.