PROJECT DECK

Code Ready.

Youth Coding & Digital Literacy Program

Charlie Nguyen · Coding Instructor Assistant & Community Technology Ambassador

THE CHALLENGE

Two groups, one *gap*.

Teens in the neighborhood had little exposure to coding, and many of their families struggled with the everyday technology that school, work and public services now require.

HIGH SCHOOL STUDENTS

Interested, but not engaged

- Few had written code before
- Lecture-style lessons lost them fast
- Fewer than half finished a final project

LOCAL FAMILIES

Locked out of everyday tasks

- Forgotten passwords and locked accounts
- New devices they didn't know how to set up
- Online forms for school, benefits and jobs

THE APPROACH

Learn by *doing.* Help by listening.

1

Code from day one

Replaced lectures with short, interactive JavaScript challenges students could finish and show off in a single session.

2

Open a help desk

Ran a weekly walk-in tech desk where families could bring a device and a problem, with no appointment and no judgment.

3

Track every case

Logged each request in Zendesk, from the issue through troubleshooting to the fix, so the team could spot patterns and get faster.

MY ROLE

Teacher, troubleshooter, *translator.*

IN THE CLASSROOM

Coding Instructor Assistant

- Designed weekly hands-on coding challenges
- Tracked attendance and student progress
- Coached students one-on-one through bugs

AT THE HELP DESK

Community Technology Ambassador

- Supported hardware, software and OS issues
- Explained tech in plain, patient language
- Documented cases to improve the service

THE OUTCOME

Results on *both* sides of the room.

24
Students enrolled in the JavaScript track

83%
Completed a final project, up from 45%

140
Support cases documented at the help desk

85%
Of requests resolved in a single visit

Students left with a finished project they could show. Families left knowing how to handle the problem next time.

WHAT I LEARNED

“Making technology accessible takes more than technical knowledge. It takes patience, adaptability, clear communication, and an understanding of *how people learn.*”

— Charlie Nguyen