

Nicol E. Turner-Lee, Ph.D.

Brookings Institution, Governance Studies
1775 Massachusetts Avenue, NW
Washington, DC 20036
Telephone: 202-238-3563
Web: www.brookings.edu/experts/nicol-turner-lee

EDUCATION:

B.A., COLGATE UNIVERSITY, Sociology & African American Studies, Hamilton, New York, 1990 (Magna Cum Laude)
M.A., NORTHWESTERN UNIVERSITY, Sociology, Evanston, Illinois, 1992
Ph.D., NORTHWESTERN UNIVERSITY, Sociology, Evanston, Illinois, June 2002
Certificate in Nonprofit Management, UNIVERSITY OF ILLINOIS-CHICAGO, GREAT CITIES INSTITUTE, Chicago, Illinois, 2003

DISSERTATION RESEARCH:

Turner, Nicol E., *What Was the Deal with the Civil Rights Movement? Diminishing Collective Memory of the Black Middle Class*, 2002.

Committee: Dr. Arthur Stinchcombe, Dr. Aldon Morris, Dr. Albert Hunter

TEACHING EXPERIENCE:

Guest Lecturer – Pennsylvania State University, George Washington University Law School

Adjunct Lecturer, North Park University, Chicago, Illinois, 2000-2007

- Designed and taught a Masters-level course in community development program.

Adjunct Lecturer, East West University, Chicago, Illinois, 2003 and 2005

- Designed and taught course sociology in Behavioral and Social Sciences Department

Graduate Student Lecturer, Northwestern University, Evanston, Illinois, 1995-2001

- Designed and taught the following courses: The History of Racial and Ethnic Minorities I & II; The Social Meaning of Race; Introduction to Sociology B & C-level courses for undergraduates.

Graduate Teaching Assistant, Northwestern University, Evanston, Illinois, 1991-1994

- Acted as teaching assistant for the following courses: Problems of Cities; School & Society; Multi-Methods Research; Social Problems; Introduction to Sociology and Field Research Methods in sociology department. Assisted with curriculum development. Received Teaching Assistant Award (1993); and Honorable Mention (1994)

Teaching Specialties: Sociology, Communications, Internet Policy, Digital and Social Media, Inequality, Digital Divide and Inclusion, Race and Ethnicity, Human Behavior, Community Development, Urban Cities/Movements,

Anthropology, Social Movements, Political and Civic Discourse, Organizational Development, and Research Methods.

RESEARCH EXPERIENCE:

Fellow, Center for Technology Innovation, Brookings Institution, Washington, DC, November 2016 – Present

- Currently responsible for developing research concepts, policy questions, and papers and reports. Authors and co-authors policy and research reports, blogs, op-eds, and other commentary. Identifies and analyzes key trends in U.S. and international media and telecommunications policies, including broadband development, internet governance, regulatory and legislative rulemakings. Seeds research and products with outside scholars and practitioners. Oversees the work of research assistants and analysts on selected projects. Participates on panels, and offers keynotes on topics of interest. Convenes partners and other outside stakeholders and convenes meetings and events to further address areas of interest and expertise.

Vice President & Chief Research and Policy Officer, Multicultural Media, Telecom and Internet Council, Washington, DC, 2013 – November 2016

- Was responsible for developing research, public policy, and advocacy strategies for 30-year old, civil rights organizations focused on telecommunications, media, and Internet policy. Responsible for creating, directing, editing, publishing research products and services for the nonprofit organization. Drove research design, methodological outputs, data collection, analysis, and writing of final report(s). Managed Research Director and Senior Staff Legal Counsel to shape research into prominent platforms for public policy and advocacy efforts. Worked with independent consultants to implement research and policy agendas. Conducts empirical research, as well as secondary and tertiary analyses on gathered data. Managed editing and peer review process for final papers, and crafts strategy for product distribution to core constituents that include: civil rights organizations, minority- and women-owned businesses, entrepreneurs, labor organizations, community-based organizations, academia, and elected/appointed government officials. Wrote and had editorial oversight on all formal legislative and federal agency filings. Authored blogs, op-eds, and other communications for the organization. Represented organization as an appointee to government-led advisory committees. Responsible for organizational fundraising and donor relationships from the public and private sectors; works with Foundations and individual donors. Wrote, reviewed, and evaluated grants, especially government contracts (prime author of \$7million US Department of Labor grant awarded to organization). Represented organization on panels, other meetings/events, and congressional hearings (have testified before the Senate and House on communications policy issues). Drove organization's congressional Member outreach and advocacy activities in accordance with ethics for nonprofit organizations.

Vice President and First Director, Media and Technology Institute, Joint Center for Political and Economic Studies, Washington, DC, 2009-2012

- Was responsible for the development, growth, and sustainability of the new Institute focused on media (old and new), and telecommunications policies. Developed and directed research focus areas, published, created strategic partnerships for Institute's expansion, raised Center's profile, and increased fundraising support for the Institute and the organization more broadly. Worked closely with Members of Congress and other stakeholders to raise visibility of the Center, and ensure reach to targeted constituents: civil and social justice organizations, labor unions, community-based groups, colleges/universities, and elected/appointed officials at the federal, state, and municipal levels. Responsible for the development, monitoring, and implementation of budget goals for the Media and Technology Institute, and engaged in general fundraising for the Joint Center overall. Raised over \$3 million during tenure for the Institute and the organization. Represented the Institute and organization at major industry, government, congressional hearings, and academic conferences. Wrote and released the inaugural National Minority Broadband Adoption Study, which was widely cited in the Federal Communications Commission's historic National Broadband Plan (2010) and other documents on broadband adoption. Became an accomplished fundraiser in this role and strategically positioned Joint Center as a leader in communications issues for underserved communities and consumers.

Principal Investigator & Research Fellow, Asset Based Community Development Institute, Center for Urban Affairs, Northwestern University, Evanston, Illinois, 2000-2003; 1998-2000; 1996-1999

- Designed survey instruments, conducted field research and interviews, engaged in data analyses, and produced final reports. Projects focused on understanding the broad community benefits of voluntary associations and community infrastructure in low-income neighborhoods. Participated in panel discussions and other academic conferences to highlight findings of the work.

Principal Research Consultant, South Shore Bank, Chicago, Illinois, 2001

- Designed survey instruments, conducted field research and interviews, engaged in data analyses, and produced final reports. Project focused on understanding the intersection between neighborhood assets and financial institutions toward the goal of enhancing economic development opportunities. Support provided by the Searle Foundation.

Principal Research Consultant and Program Evaluator, City of Chicago's Department of Planning & Urban Development, Chicago, Illinois, 2000-2001

- Developed Request for Proposal for a \$20 million Chicago Empowerment grant with leadership. Organized and managed process for the receipt of proposals. Crafted the evaluation design for selected projects.

Principal Research Consultant, City of Savannah, Savannah, Georgia, 1997-1998

- Designed and implemented a community asset mapping project for the city's Department of Planning and Development and the Office of the City Manager. Wrote final publication associated with project findings and presented to city/community stakeholders, and foundations for potential support of community social infrastructure projects. Wrote final report and presented findings to government and community stakeholders.

Co-Principal Research Consultant, Center for Economic Policy Analysis (Chicago, IL) and Communities First (Benton Harbor, MI), 1995-1996

- Assisted in the design and implementation of a research project for Communities First, a state intermediary organization focused on empowering local assets. Worked to identify local community based organizations and their involvement in community and economic development efforts. Wrote a final report and presented findings to government and community stakeholders.

Program Evaluator, Chicago Women in Trades, Chicago, Illinois, 1995

- Evaluated a large scale, multi-year Tradeswomen's Leadership Project. Designed the survey instrument, analyzed and collected data, and prepared final report for publication.

Research Interests: Communications and Internet Policies, Digital and Social Media, Racial and Economic Inequality, Digital Divide and Inclusion, Diversity and Inclusion, Educational Technology, Open Government, Community and Economic Development, Social Movements, Political and Civic Discourse, Media Ownership, and Organizational Development.

OTHER PROFESSIONAL EXPERIENCE:

President and CEO, National Association for Multi-ethnicity in Communications, New York, NY, 2012-2013

- Responsible for broad business operations, program development and management, event planning, strategic industry relationships, fundraising, and membership development for a national association advancing diversity in the cable communications industry. Membership totaled 2,300 professionals from the cable communications industry while in tenure. Managed lean association staff that were primarily responsible for logistical tasks. Worked to establish vision, mission and measurable objectives, including increased visibility and profile, stronger executive education and mentoring programs, and higher profile association events.

Launched affiliates train-the-trainer, and expanded marketing collateral and assets to position the association as a leader in diversity. Solidified leadership development partnership with the University of Virginia's Darden School of Business. Responsible for fundraising and donor relations in role; raised support for major annual events (annual industry Breakfast and two day conference), with attendance totaling 300-500 influencers. Expanded Board of Directors headcount and refined Board materials and distribution. Also expanded engagement of the corporate Board of Advisors, consisting of C-level suite executives in the cable industry.

Senior Vice President, External Affairs, One Economy Corporation, Chicago, IL and Washington, DC, 2003-2009

- Led operations and strategic direction of a global nonprofit that deployed innovative approaches to deliver the power of technology and online information to low-income and under-served citizens. Responsible for a \$5 million local budget of the multi-million portfolio to implement the organization's three pronged strategy: facilitating the deployment of broadband and hardware into the homes of low-income people; producing information and engaging public purpose online media assets; and employment youth as Digital Connectors who provide a cultural bridge between technology and their communities. Responsible for a team of regional, national, and program staff, along with local coordinators and consultants who supported aspects of the strategy and served as contacts with community-based, industry and government partners. Managed donor relations and engaged in strategic business development with philanthropic, industry, and government sectors. Direct fundraiser for the organization over the course of employment. Supported company's public policy and advocacy work in front of Congress and other influencers. Represented the corporation at various media and public relations events and conferences.

Founder and Board Chair, The Neighborhood Technology Resource Center, Chicago, IL, 1999-2009

- Created a nonprofit, community technology center whose mission was focused on bringing Internet access and computer training to public access locations, particularly in affordable housing, libraries, park districts, and churches. Started a signature U.S. Department of Housing and Urban Development (HUD) Neighborhood Network that received awards for exemplary service provision. Opened four locations across the City of Chicago which totaled more than 300 computer work stations throughout the footprint, with more than 2,000 individuals served per year across all locations. Provided project management and technical support to additional sites located in the city of Chicago, and maintained by other partners. Led the effort on a \$4 million grant from the Chicago Housing Authority to support and implement basic and advanced computer training for residents returning to the new, mixed-income communities after the demolition of public housing. Led fundraising and business development efforts that amounted to more than \$500-600k per year from the Housing Authority. Developed a solid training platform and materials for computer training to over 1,000 Housing Authority residents that led to nearly 200 being placed in livable wage, competitive employment opportunities and computer certifications. Facilitated the organization's restructuring and realigned the organization's mission and resources. Improved site operations and processes to enhance program effectiveness.

Organizational Development Consultant/Facilitator, United Airlines, Mount Prospect, Illinois, 2000-2003

- Designed and facilitated a series of management development and human resource training workshops/seminars with corporations that included: International Truck and Engine Corporation (Warrenville, IL); United Airlines (Elk Grove Village, IL); Oak Park Public Library System; Cap-Com Gaming, Inc. (Arlington Heights, IL); Mallinckrodt Pharmaceuticals (St. Louis, MO); Alternatives, Inc. (Chicago, IL); and, Chicago Public Schools.

PUBLICATIONS:

Turner-Lee, Nicol, Coleman Bazelon, Olga Ukhaneva, and Devan Hankerson, *A Lifeline to High-Speed Internet Access: An Economic Analysis of Administrative Costs and the Impact on Consumers*, March 2016. Washington, DC: Multicultural Media, Telecom and Internet Council.

Turner-Lee, Nicol, *Guarding Against Data Discrimination in the Internet of Everything*, September 2015. Washington, DC: U.S. Chamber of Commerce.

Editor, Digital Déjà vu: *A Roadmap for Promoting Minority Ownership in the Wireless Industry*, February 2014. Washington, DC: Multicultural Media, Telecom and Internet Council.

Turner-Lee, Nicol and David Honig, *Refocusing Broadband Policy: The New Opportunity Agenda for People of Color*, November 2013. Washington, DC: Multicultural Media, Telecom and Internet Council.

Turner-Lee, Nicol, Brian Smedley, and Joseph Miller, *Minorities, Mobile Broadband, and the Management of Chronic Diseases*, April 2012. Washington, DC: The Joint Center for Political and Economic Studies.

Turner-Lee, Nicol and Ying Li, *Place Matters: The Debate over Broadband Availability, Race, and Income*, 2011. Washington, DC: The Joint Center for Political and Economic Studies.

Turner-Lee, Nicol, *Increasing Civic Engagement in the Digital Age*, 2010. Indianapolis, Indiana: Federal Communications Law Journal, Vol. 63, Issue One.

Turner-Lee, Nicol, *Increasing Civic Engagement in the Digital Age*, 2010. Washington, DC: Time Warner Cable Research Program.

Turner-Lee, Nicol, Jon P. Gant, Ying Li, and Joseph Miller, *National Minority Broadband Adoption: Comparative Trends in Adoption and Acceptance*, 2009. Washington, DC: The Joint Center for Political and Economic Studies.

Turner-Lee, Nicol, *Broadband Imperatives for African Americans: Policy Recommendations to Increase Digital Adoption for Minorities and their Communities*, 2009. Washington, DC: The Joint Center for Political and Economic Studies.

Turner, Nicol E., *Creating a Neighborhood Learning and Employment Network in West Town*, 1999. Final report prepared for Northwestern University's Center for Urban Affairs and Northwest Tower Resident Association.

Turner, Nicol E., *Understanding the Capacity of Local Associations in Savannah, Georgia*, 1998. Final report prepared for Northwestern University's Center for Urban Affairs and the City of Savannah, Georgia.

Turner, Nicol E., and John Kretzmann, *The Power of Austin Associations*, 1998. Final report prepared for Northwestern University's Center for Urban Affairs and Shorebank Neighborhood Institute, Chicago, IL.

Turner, Nicol E. and Arthur Lyons, *The Richness of Benton Harbor, Michigan*, 1997. Chicago, IL: Center for Economic Policy Analysis.

BOOK & BOOK CHAPTERS:

Turner-Lee, Nicol (2016), mention in *Preparing for a 5G World*. Washington, DC: Aspen Institute.

Turner-Lee, Nicol and Jon P. Gant (2011), *Government Transparency and Community Information Needs*. Washington, DC: Aspen Institute.

Turner-Lee, Nicol (2008), *Understanding Digital Equity in America* in eGovernment. 2008. Washington, DC: Public Technology Institute (full chapter).

Turner-Lee, Nicol and Randal Pinkett (2004), *An Asset-Based Approach to Community Building and Community Technology* in Community Practice in the Network Society, eds. Peter Day and Douglas Schuler. London: Routledge.

Turner, Nicol E., John McKnight, and John Kretzman (1999), *A Guide to Mapping and Mobilizing the Associations in Local Neighborhoods*. Chicago, IL: ACTA Publications.

Turner, Nicol E., John McKnight, and John Kretzmann (1996), *Voluntary Associations in Low-Income Neighborhoods*. Evanston, IL: Institute for Policy Research.

PARTIAL LIST OF PAPER PRESENTATIONS:

Turner-Lee, Nicol, *The Public Interest Value of Zero Rating*. Paper presented at MIT-Silicon Flatirons Research Conference at INTX Show, 2016.

Turner-Lee, Nicol, *The Digital Divide: Racial Inequality and the Wealth Gap*. Paper presented at Digital Divide Conference, Arizona State University & National Digital Inclusion Association, 2015.

Turner-Lee, Nicol and John P. Gant, *The Need for Broadband Acceptance: A New Policy Framework for Promoting Digital Inclusion*. Paper presented at TPRC, September 2010.

Turner-Lee, Nicol and Randall Pinkett, *An Asset Based Approach to Community Building and Community Technology*. Paper presented at the Association of Collegiate School of Planners, 2003.

Turner, Nicol, *What Was the Deal with the Civil Rights Movement*. Paper presented at the American Sociological Association, 2001.

Turner, Nicol, *What Was the Deal with the Civil Rights Movement*. Paper presented at the Association of Black Sociologists, 2001.

Turner, Nicol and Randall Pinkett, *An Asset Based Approach to Community Building and Community Technology*. Paper presented at the DIAC 2000, Seattle Washington, 2000.

Turner, Nicol E., *Voluntary Associations in Low-Income Neighborhoods: Untapped Community Resources*. Paper Presented at the American Sociological Association, Society for the Study of Social Problems and Association of Collegiate School of Planners, 1999.

PARTIAL LIST OF ESSAYS/MEDIA ARTICLES:

Turner-Lee, Nicol, "The FCC's Privacy Rules Must Heed to the Logic of Consumers Expectations," *Law360*, October 2016.

Turner-Lee, Nicol, "Don't Forget about High-Speed Broadband," *New York Times*, November 24, 2015.

Turner-Lee, Nicol, "Lifeline is the Pathway to First Class, Digital Citizenship," *Washington Informer*, June 24, 2015

Turner-Lee, Nicol, "Justice for the Community, All from a Cell Phone," *Washington Informer*, April 29, 2015.

Turner-Lee, Nicol, "Changes Are Coming to the Internet Sooner than You Think," *Washington Informer*, April 22, 2015

Turner-Lee, Nicol, "Where Do We Go From Here?" *Broadband and Social Justice*, Multicultural Media, Telecom and Internet Council, January 25, 2011.

Numerous appearances on radio, broadcast, and via webcast / podcast. Other blogs posted on organization web sites.

FORTHCOMING PUBLICATIONS:

Turner-Lee, Nicol, *Zero Rating and the Public Interest*, Paper in Progress, forthcoming Winter 2017.

Turner-Lee, Nicol, *The Digital Divide: The Telling Intersection with the Nation's Wealth Gap, Racial Inequality, and Human Isolation*. Forthcoming Winter 2017/2018.

A list of current regulatory filings and congressional publications are also available upon request.

GRANTS & FELLOWSHIPS:

2013	Digital Research Program Scholar, Time Warner Cable Research Program in Communications,
2012	Digital Research Program Scholar, Time Warner Cable Research Program in Communications
2008	Fellow, Rockwood Leadership Program – Media and Technology, Ford Foundation
1994-1997	Research Fellow, Institute for Policy Research, Northwestern University
1991-1994	Fellow, Minority Research Fellow, Northwestern University
1991	Recipient, Social Science Research Fellow, UCLA

PARTIAL LIST OF AWARDS, HONORS & PROFESSIONAL SERVICE:

2016	Invited Participant, Silicon Flatirons INTX Show, University of Colorado
2015	Invited Participant, Aspen Institute, 5G Conference
2015	Honoree, Lifetime Achievement Award, Rainbow PUSH Coalition
2015	Recipient, Partner in Service, Phi Beta Sigma Fraternity, Inc.
2015	Finalist, Ebony Magazine Power 100 Community Influencer
2014	Recipient, Most Inspiring Women in Media, Alliance for Women in Media
2014	Recipient, Most Influential Women in Cable, CableFAX Magazine
2014	Recipient, Most Powerful Woman to Watch in Cable, Multichannel News/Broadcasting & Cable
2014	Recipient, Extraordinary Leadership Award, Rainbow PUSH Coalition
2013	Featured, Most Influential Leader, Savoy Magazine
2013	Honoree/Gamechanger, Politic365
2012	Recipient, Extraordinary Service Award, Minority Media, Telecom and Internet Council
2012	Recipient, Extraordinary Service, National Organization of Black Elected Legislative (NOBEL) Women
2012-2014	Appointee and Chair of the Unlicensed Subcommittee, Digital Diversity Advisory Committee, Federal Communications Commission

2010 Reviewer, National News Challenge Contest, John S. and James L. Knight Foundation,
 2007 Recipient, Top 10 MDU Pioneers, Broadband Properties Magazine
 2003-2006 Recipient, Certificate of Recognition, United Airlines
 2005 Recipient, Certificate of Recognition, Steans Family Foundation, Chicago, IL
 2003-2004 Recipient, Certificate of Recognition, International Truck & Engine Corporation
 2002 Recipient, Recognition for Dynamic Leadership by State Representative Arthur Turner, Chicago, IL
 1993 Honorable Mention, George Winch Award for Teaching Assistant of the Year, Department of Sociology, Northwestern University
 1992 Recipient, George Winch Award for Teaching Assistant of the Year, Department of Sociology, Northwestern University

DISTINGUISHED PROFESSIONAL AFFILIATIONS:

2015 – Current Visiting Scholar, Center for Gender Equity in Science and Technology, Arizona State University
 Advisor, University of Nebraska-Lincoln, Cybersecurity and NASA Program
 2015 – Current Advisory Board Member, Apple, ConnectED White House Initiative Research Council
 2015 – Current Appointee and Advisor, U.S. State Department’s Advisory Committee on International Communications and Information Policy (ACICIP)
 2014 – Current Board Chair, STEM4US
 2015 – Current Secretary and Board Member, TPRC (Board Member since 2014)
 2015 – Current Board Member, Washington Literacy Center
 2013 – Current Chair, Rainbow PUSH Coalition, Committee on Public Policy
 2014 – Current Secretary, Boy Scouts Troop #133, Alfred Street Baptist Church

List of Most Recent Panels and Keynote Addresses Available upon Request

Professional References Available upon Request