



Digital Navigators

March 30, 2021



Agenda

1. Framing Our Work
2. Why Digital Navigators?
3. What are Digital Navigators?
4. Q&A

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Framing Our Work

Why Digital Navigators?

What are Digital Navigators?

Q&A

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About NDIA

A unified voice for home broadband access, public broadband access, personal devices and local technology training and support programs.

- 530+ Affiliates
- 44 States

More info at www.digitalinclusion.org

Framing Our Work

Digital Equity: Individuals and communities have IT capacity for full participation in society, democracy and economy.

Digital Inclusion: Activities necessary for full participation:

- Affordable home broadband
- Appropriate devices
- Digital literacy
- Tech support
- Applications

The Solution?

- Affordable Broadband
- Affordable Devices
- Digital Literacy Training

Adapting to COVID-19

Why Digital Navigators?

- Gathering best practices
- Gathering resources
- Learner-centered approaches
- Asynchronous and Live Instruction methods

What are Digital Navigators?

- Replicable, Open, Iterative Model
- Different Variations on the Model
- Developed by and for Practitioners

More info at www.digitalinclusion.org/digital-navigator-model

Training

- Four Training Days
- Orientation
- Understanding Audience and Using Forms
- Data and Research
- Sharing Skills and Resources

Measuring Success

- Data Gathering Through [Intake Forms](#)
- Data Analysis
- Stories of Impact



Questions?

