

# THE DIGITAL NAVIGATOR MODEL

”Adding Digital Equity to Our Social Safety Net”<sub>1</sub>

## WHAT'S THE USE OF A DIGITAL NAVIGATOR?

Digital equity and inclusion cannot be achieved overnight. They require a regulated process of bringing devices, internet access, and digital literacy skills to individuals. A digital navigator is an individual at an organization who works specifically to mediate this process.



## WHO IS A DIGITAL NAVIGATOR?

Digital navigators can be volunteers or staff who work at resource-giving institutions, such as libraries, social service agencies, and community-based organizations. They work directly with communities members and are familiar with resources that address digital equity.

## HOW DOES IT WORK?

The digital navigator model follows that of Adult Basic Education. The process is learner-centered: customized for each site and individual. A competent Navigator assesses the needs of the individual and guides them towards the suitable resources. The Navigator works one-on-one with each community member, forming trusting relationships through repeated contact.



## WHY DOES IT WORK?

The Digital Navigator Model is a replicable framework for organizations that already provide digital inclusion services. It is customizable according to each organization's capacity and, through continual, one-on-one contact, ensures that each individual's needs will be met.