THE DIGITAL NAVIGATOR MODEL

“Adding Digital Equity to Our Social Safety Net”

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.