Session Summary

(previously called an exit survey in digital navigator materials from NDIA)

To be completed during or immediately after every appointment with a community member, including following the initial intake appointment, to record details of the interaction.

* Required

1. Name of Community Member*:

GOALS AND NEEDS

2. What goal(s) did you work on during this session?

3. Type of Support – What type(s) of technology support did you work on during this session? (check all that apply)
   - □ Need a device (includes picking up a new device)
   - □ Support using a device (e.g. I need help turning on my smartphone)
   - □ Home internet connectivity (e.g. I need help finding an Internet Service Provider)
   - □ Digital Skills (e.g. I need to get into my email, help using a software program)

4. Type of Device – What type of device do you need help with? (select all that apply) *
   - □ Smartphone
   - □ Tablet
   - □ Chromebook
   - □ Laptop
   - □ Desktop
   - □ I don't have a device
   - □ Other (please describe)
For community member to complete at end of session:

5. How happy are you with the support you received during this session?
   - Completely happy
   - Somewhat happy
   - Somewhat unhappy
   - Completely unhappy

SESSION INFORMATION

6. Digital Navigator Name *

7. Date of session

8. Time of session

9. Approximately how long did your interaction take? *
   - 0-5 minutes
   - 6-15 minutes
   - 16-30 minutes
   - More than 30 minutes

10. Session outcome:
    - Follow-up scheduled
    - Client to reach back out (open-ended)
    - Final meeting

Additional notes: