

WHAT IS A DIGITAL NAVIGATOR?

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A “digital navigator” is an individual who addresses the whole [digital inclusion process](#)—home connectivity, devices, and digital skills—with community members through repeated interactions.¹ As trusted members of the community, digital navigators have been successful in helping meet individuals where they are and provide information, technical support, and digital skill-building opportunities.

How Can NPSS Supporting Champions and Other Youth-Serving Organizations Implement a Digital Navigator Model?

Integrated/wraparound student support coordinators and student success coach roles supported by the National Partnership for Student Success (NPSS) can serve as trusted ambassadors for digital equity by implementing strategies that digital navigators perform nationally to promote adoption, including increasing awareness of existing digital inclusion resources, providing technical support, and offering digital skill building opportunities.



1. National Digital Inclusion Alliance. (n.d.). The Digital Navigator Model. <https://www.digitalinclusion.org/digital-navigator-model/>

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The nonprofit organizations, corporations, institutions of higher education, philanthropy, state and local agencies, and state service commissions in the NPSS supporting champions network can start by learning more about the digital navigator model:

- **[Digital US Digital Navigators](#)** – Digital US and the EdTech Center @ World Education have developed models for offering digital inclusion services and resources to support implementation and scaling, including a [resource hub](#) and [playbook](#) for setting up or improving existing services. The resource hub includes a digital navigator training guide and various content-focused modules.
- **[National Digital Inclusion Alliance \(NDIA\) Digital Navigator Model](#)** – NDIA’s resources for digital navigators and organizations implementing this model include an [asset mapping tool](#), [free and low-cost internet plan information](#), baseline job description, sample intake form, and case study. NDIA’s [Digital Navigator Corps](#) can also serve as an example for building and advancing local digital inclusion work, particularly in rural and Tribal communities.

NPSS supporting champions adopting the digital navigator model can additionally consider:

- What would be the goal of implementing digital inclusion services? Which specific issues would these efforts address, and which populations of learners and families would you serve?
- What resources and assets already exist in the communities you serve? How can digital navigators connect individuals to the programs and services they need and/or fill the gaps between existing resources?
- If digital inclusion services will be integrated into existing student support roles, how will you set the bounds of those responsibilities or distribute responsibilities among volunteers and staff?

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ADDITIONAL RESOURCES

- [**Affordable Connectivity Program \(ACP\) Outreach Toolkit**](#) – This U.S. Department of Education Office of Educational Technology provides resources and suggested strategies for schools and school districts to assist with ACP sign-ups and outreach.
- [**Education SuperHighway**](#) – Education SuperHighway has created several tools to increase ACP awareness and adoption, including a data dashboard, enrollment specialist certification, and pre-enrollment resources for individuals and households.
- [**Office of Educational Technology Story Engine**](#) – This collection of stories provides examples of different sectors advancing digital equity in education, particularly addressing human-level barriers to adopting broadband and technology tools for learning. Many stories include organizations leveraging the digital navigator model.
- [**Online For All**](#) – This national campaign, launched through a partnership between Civic Nation and U.S. Department of Education, aims to close the digital divide by focusing on internet access, affordability, and equity for students and families. The campaign has also aggregated ACP outreach resources.

This toolkit was developed by a digital equity working group of the National Partnership for Student Success Support Hub at the Johns Hopkins Everyone Graduates Center with support from the following contributors: AVID | Boys and Girls Clubs of America | City Year | Communities In Schools Nevada | InnovateEDU | YMCA of Metropolitan Chicago

The National Partnership for Student Success is a public-private partnership between the U.S. Department of Education, AmeriCorps, and the Everyone Graduates Center at Johns Hopkins University. This brief is a publication of the National Partnership for Student Success Support Hub at the Johns Hopkins Everyone Graduates Center.

