



Digital Navigation Best Practices

North Carolina Programs and Navigators

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North Carolina Digital Navigation Best Practices

Overview

The N.C. Department of Information Technology's (NCDIT) Office of Digital Opportunity has played a pivotal role in expanding access to digital resources and skills throughout North Carolina. As a driving force behind this work, NCDIT developed a statewide Digital Opportunity Plan (2024) emphasizing the importance of reliable internet connectivity, computer and device access, and the development of digital skills training for all North Carolina residents. This strategic effort aims to ensure that individuals and communities can fully engage with the digital world and benefit from the opportunities it provides.

Local digital navigation programs play a critical role in bringing this vision to life. These programs offer one-on-one, community-based support that helps residents overcome barriers to connectivity, develop digital skills, and connect to essential online services. Whether assisting with computer and device setup, job applications, telehealth appointments, or digital safety, digital navigators provide trusted, personalized support where it is needed most.

To support the development and sustainability of these efforts, the North Carolina Digital Navigation Best Practices offers guidance for both existing and emerging programs across the state. This resource draws from research, interviews, and direct input from state and community leaders to identify what is working and where communities need support.

Above all, this project recognizes that effective digital navigation is built from the ground up. Strong programs are shaped by the people and places they serve, guided by trusted relationships, and responsive to local priorities. This document is designed to support flexible implementation, allowing communities to develop and refine their efforts in ways that reflect their unique strengths, needs, and goals.

Roadmap of Collaboration

In Fall 2024, the NCDIT Office of Digital Opportunity partnered with the William and Ida Friday Institute for Educational Innovation, part of NC State University's College of Education, to better understand the needs, models, and challenges of digital navigation programs across the state.

The initial phase of this work began with a statewide landscape study to identify existing digital navigators and digital skill-building programs. This effort surfaced important insights into a range of state and community programs, how programs are structured, and the types of support most needed across different communities. Building on this foundation, the project team conducted interviews with organizations from a variety of settings, including libraries, nonprofits, workforce development programs, and community colleges. These interviews highlighted the strengths of local efforts and the barriers programs face, such as staffing capacity, access to training materials, and funding limitations.

To further shape the best practices, the team hosted feedback sessions with digital navigators, program managers, and community partners. These conversations ensured the best practices outlined in this document reflect on-the-ground realities and elevate the voices of those most directly involved in the work. These best practices are designed to work alongside the N.C. Digital Literacy Standards (2025) by supporting the people and programs that bring digital skills to life in communities. While the standards define what residents need to know and be able to do to navigate the digital world, digital navigators provide the hands-on support that helps individuals access tools, build confidence, and apply those skills in real-world settings. Together, the standards and best practices offer a coordinated approach to expanding digital access, increasing skill-building opportunities, and strengthening community-based support.

This collaborative process was designed to be iterative and inclusive, with findings continually tested and refined through community feedback. The result is a set of best practices that are practical, flexible, and aligned with the day-to-day work of digital navigators across North Carolina.

Project Timeline

Fall 2024

Conducted a landscape study on digital literacy and digital navigators

Winter 2024

Interviewed organizations and agencies across North Carolina

January-April 2025

Proposed topic areas; developed structures; drafted content

Fall 2025

Publish N.C. Digital Literacy Standards

Spring 2026

Publish N.C. Digital Navigator Best Practices

Spring 2026

Design and pilot online courses for N.C. Digital Literacy Standards

Summer 2026

Launch online courses statewide; facilitate digital navigator training

Fall-Winter 2026

Revise materials and expand programming

Defining Digital Navigation in North Carolina

Digital navigators and digital navigation programs are interconnected and essential elements in meeting the digital needs of North Carolina residents.

North Carolina's digital navigator programs vary in structure, scope, and setting, but they share a common purpose: to provide reliable, resident-centered support that connects North Carolinians with the tools and knowledge needed to navigate an increasingly digital world. Programs are shaped by the organizations that host them, the populations they serve, and the resources available within their communities. Some are part of long-established community institutions including regional and state level organizations, while others are newer efforts responding to local needs.

At the center of these programs are the digital navigators who are embedded within communities to provide personalized support. These trained individuals work directly with residents and serve as "trusted guides who assist community members with personalized, individualized support for accessing affordable and appropriate connectivity, computers and devices, and digital skills" (NDIA). Services can range from help with technology, workshops, outreach, and resource navigation such as using the [NCDIT Tech Resource Finder](#).

Structure of the Document

Effective digital navigator programs are grounded in the realities of the communities they serve.

Since no two communities are the same, this document is intended as a flexible guide rather than a one-size-fits-all model.

Programs are encouraged to explore these best practices as a foundation, adjusting and tailoring to fit their organization's mission, staffing capacity, and unique strengths or challenges of their communities. Combined with services that are easy to access and responsive to residents' needs, demographics, and culture, a visible and trusted presence is essential for building long-term impact.

Digital Navigator Program

A structured service developed and/or facilitated by a trusted community-centered organization to address digital access and skills gaps within a specific community.



For example, a regional organization partners with community offices to offer recurring digital skills classes, computer lab hours, or specialized assistance tailored to local needs and priorities.

Digital Navigator



A trained, community-based professional who helps close digital access and skills gaps by providing personalized, hands-on support. Digital navigators serve as critical connectors meeting the digital needs of residents.

For example, a digital navigator helps residents access and complete an online application, learn to video conference for a telehealth appointment, or set up a new device and connect to wifi.

Each Digital Navigator Best Practice Focus Area is presented using a consistent structure for ease of use. The anchor standards are adapted from NDIA¹ standards and outline the core elements of strong digital navigator programs. Building on the national guidance for a North Carolina-specific context, this document integrates findings from research evidence, interviews, and feedback conducted over the past year. For each focus area, a short explanation connects these insights to real-world implementation, offering local context to inform planning and growth.

Within the document, you will find both best practices for digital navigation programs as well as best practices for individual digital navigators within the focus areas. These are distinguished by icons representing digital navigator programs and digital navigators. Each best practice also has actions, which break down concrete steps or practices that demonstrate the best practice in action.

The graphic below illustrates the structure of the document, highlighting each of the elements on a sample from the guide.

Community and National Perspectives

Voices from the Field.

A consistent theme across North Carolina programs is the value of sharing stories to expand reach and impact, both locally and statewide. While much of the work of digital navigators occurs in one-on-one settings, the collective experiences of residents and navigators help demonstrate the broader value of these programs.

Focus Area 3: Digital navigators reliably assess client needs and goals and offer tailored solutions and courses of action to meet digital opportunity needs.

North Carolina's digital navigator programs start by getting to know the real needs and goals of community members they serve. They seek to make their programs accessible and visible throughout their communities. Navigators find out where there are gaps in computers and device access, internet resources, or digital skills and use that knowledge to guide their work. They pay attention both to the community as a whole and to the needs of individual residents, making sure the right programs and resources are matched to each person's goals. Navigators adjust their approach as they help move residents across the digital learning spectrum to build and grow digital skills they need to succeed.

	<p>Programs Best Practice 3.1 <i>Programs assess effectiveness through reflection and evaluation and consistently evaluate the needs of residents to ensure programs are in line with goals for residents and the community.</i></p>
<p>ACTIONS</p> <ul style="list-style-type: none"> • Develop brief intake and exit surveys or protocols for residents served. • Hold regular team meetings to reflect on impactful strategies. • Track various metrics related to serving residents (e.g. residents served, skills improved, computers and devices distributed or referrals to computer deployment organizations). • Provide shared communication tools (instant messaging, email lists, video conferencing platforms). 	
	<p>Navigators Best Practice 3.2 <i>Navigators design resident-centered programs aimed at meeting people where they are and growing their skills.</i></p>
<p>ACTIONS</p> <ul style="list-style-type: none"> • Conduct one-on-one needs assessments before training sessions. • Evaluate current computer and device access and make appropriate referrals. • Create flexible learning tracks (beginner, intermediate, advanced). • Incorporate resident stories and feedback into session planning. • Offer workshops at multiple community sites for accessibility. 	

Digital navigator best practice focus area

Best practice for digital navigation programs

Best practice for digital navigators

Actions supporting the best practices

¹ NDIA is a national organization that brings together states, organizations and other practitioners to advance the digital opportunity field.

Toward the end of this document, quotes from individuals working in digital navigation programs provide firsthand accounts that highlight the importance of building existing community relationships, overcoming community challenges, and adapting services for various populations.

These stories help illustrate the everyday impact of digital access and digital skills on people's lives. As Merald Holloway from Rural Forward shared, "Storytelling is really important. I believe that people, if they see something that's working well in a community, you're able to share the story... It helps people understand the importance of the work and why we are doing it, and how they could as well."

Guidance from NDIA's Standards for Digital Navigator Programs.

The best practices explored in this document originated from [NDIA's Standards for Digital Navigator Programs \(2024\)](#)² which provide a recognized framework for supporting effective digital navigation efforts. Building on this national guidance, the practices presented here reflect a North Carolina lens--highlighting how national principles can be applied, adapted, and expanded to meet the unique needs of North Carolina residents and the organizations that serve them. This document focuses on six core areas that emerged as the most relevant through the research and conversations. These selected focus areas reflect the priorities, needs, and conditions most identified and are presented with added context to support implementation in communities across the state.

² NDIA "Digital Navigator and Digital Navigator Program Standards" provided a framework for the practices and actions identified throughout this document.

Focus Area 1: North Carolina’s digital navigators are embedded within a trusted community-based organization.

North Carolina’s digital navigator programs meet residents right where they are—reflecting the wide range of communities they serve. In mountain towns and Piedmont cities, digital navigators effectively guide residents through digital transitions by working through trusted community partners.

One of the biggest lessons from research is clear: trust matters.

Digital navigators are most effective when they are part of the everyday fabric of community life.³ That’s why you’ll find digital navigators in places people already know and trust, such as local libraries, churches, schools, and community nonprofits. As members of these organizations, digital navigators connect more easily with residents, understand real needs, and point people toward the right resources. Because they know their communities first-hand, digital navigators can respond to challenges with solutions that feel both personal and practical.



Programs Best Practice 1.1

Programs recruit digital navigators from the communities they serve.

ACTIONS

- Map community organizations, service agencies, and faith-based groups to identify potential service partners.
- Develop a [digital navigator job description](#)⁴ that aligns with community needs.
- Widely disseminate information about digital navigation jobs postings within the network of community organizations.
- Hire digital navigators from the local community.
- Facilitate networking and key partnerships for the digital navigator within the local community.
- Identify and build relationships with key local partners (libraries, housing authorities, workforce agencies, computer deployment organizations or computer refurbishers⁵).
- Understand the partner organizations’ mission and programmatic offerings.

³ “[A Human Approach to Closing the Digital Divide](#),” The Boston Consulting Group (2022)

⁴ [NDIA Digital Navigator Baseline Job Description](#), 2024

⁵ Computer refurbishers are organizations that receive previously used computers, restore them to working condition, and prepare them for redistribution to new users.



Navigators Best Practice 1.2

Navigators build and maintain partnerships with local organizations, service providers, and institutions.

ACTIONS

- Establish reciprocal referrals with other community organizations.
- Schedule check-ins or share updates about resident needs.
- Refer residents to partner programs and track outcomes.

Navigators Best Practice 1.3

Navigators provide support aligned with the language and accessibility needs of the community.

ACTIONS

- Ask residents' accessibility needs, preferred language and comfort level with technology at intake.
- Use translated or visually based guides for instruction.
- Adjust teaching pace based on the needs of residents.
- Collaborate with local organizations to seek out language and accessibility support (such as the NC Assistive Technology Program).

Focus Area 2: Digital navigators are trained and equipped to provide digital opportunity services to their community, including staying up to date on local, state, national, and tribal resources available to support residents' digital opportunity needs.

Digital navigator programs help residents in practical, everyday ways from offering digital skills training, to making it easier for residents to find and use the connectivity resources they need. Programs start at the community level, shaped by the voices and needs of local residents. They utilize tools like the [NCDIT Tech Resource Finder](#) to help connect residents to vital programs and information. Digital navigators remain up to date on what is available locally, statewide, and nationally, developing tailored support for their community. Digital navigators seek out opportunities to connect and engage with broader community networks and local, state, or national organizations that provide additional training, support, and guidance.



Programs Best Practice 2.1

Program staff seek training and opportunities to support residents' digital needs and build digital navigation capacity.

ACTIONS

- Join local, regional and statewide committees or action groups in key digital opportunity areas (e.g. broadband, economic development, education, etc.).
- Support digital navigators in attending digital opportunity and digital navigator specific trainings through NDIA⁶, NCDIT, IEI or other organizations.
- Subscribe to newsletters or online forums (e.g. IEI⁷, NDIA, BAND-NC⁸, NCDIT).
- Ensure digital navigators are trained in customer service and community development best practices to support the evolving needs of a broad range of community members.

Programs Best Practice 2.2

Programs maintain a current understanding of local, state, national and tribal resources for digital opportunity and seek resources to fill gaps as needed.

ACTIONS

- Designate staff to monitor and update shared resource directory quarterly.
- Keep a personal list of local computer, device and internet assistance programs.
- Stay informed about local news and events that impact digital access.
- Submit grant proposals to fill resident and programmatic needs as identified by the program and digital navigator.

⁷ IEI is the [Institute for Emerging Issues](#)

⁸ BAND-NC is [Building a New Digital Economy in North Carolina](#)



Navigators Best Practice 2.3

Navigators engage in networking to better understand the resources available to residents as well as to advocate for the needs of their community.

ACTIONS

- Build and maintain relationships with library staff, community organizations, nonprofits, computer refurbishers and internet service providers to stay informed on services.
- Join or attend local meetings and workgroups related to broadband, digital opportunity or adjacent fields.
- Identify local resource gaps and document them to address needs through program modifications.
- Communicate resident barriers to supervisors or partners to advocate for solutions through collaborative or new approaches.
- Share resources and knowledge gained from the field with colleagues

Navigators Best Practice 2.4

Navigators are deeply connected to their communities to understand the landscape of resources and issues facing all residents.

ACTIONS

- Regularly visit community gathering places (e.g., senior centers, job centers, schools).
- Maintain a list of key partners in digital skills, connectivity, and computer and device access and help support resource identification for the [NCDIT Tech Resource Finder](#).
- Ask residents about how digital skills, internet, computer and device access affects daily life (jobs, health, learning).
- Record community challenges and successes for program reflection.
- Stay informed about local news and events that impact digital access.

Navigators Best Practice 2.5

Navigators are focused on serving residents with empathy and high levels of customer service.

ACTIONS

- Begin each session by asking about the resident's goals.
- Use encouraging language that validates progress.
- Help residents understand how digital skills, internet, computer and device access support daily life (employment, healthcare, education).
- Be patient and allow residents to demonstrate what they know first.
- Follow up after sessions to check progress and build trust.

Focus Area 3: Digital navigators reliably assess client needs and goals and offer tailored solutions and courses of action to meet digital opportunity needs.

North Carolina's digital navigator programs start by getting to know the real needs and goals of community members they serve. They seek to make their programs accessible and visible throughout their communities. Navigators find out where there are gaps in computers and device access, internet resources, or digital skills and use that knowledge to guide their work. They pay attention both to the community as a whole and to the needs of individual residents, making sure the right programs and resources are matched to each person's goals. Navigators adjust their approach as they help move residents across the digital learning spectrum to build and grow digital skills they need to succeed.



Programs Best Practice 3.1

Programs assess effectiveness through reflection and evaluation and consistently evaluate the needs of residents to ensure programs are in line with goals for residents and the community.

ACTIONS

- Develop brief intake and exit surveys or protocols for residents served.
- Hold regular team meetings to reflect on impactful strategies.
- Track various metrics related to serving residents (e.g. residents served, skills improved, computers and devices distributed or referrals to computer deployment organizations).
- Provide shared communication tools (instant messaging, email lists, video conferencing platforms).



Navigators Best Practice 3.2

Navigators design resident-centered programs aimed at meeting people where they are and growing their skills.

ACTIONS

- Conduct one-on-one needs assessments before training sessions.
- Evaluate current computer and device access and make appropriate referrals.
- Create flexible learning tracks (beginner, intermediate, advanced).
- Incorporate resident stories and feedback into session planning.
- Offer workshops at multiple community sites for accessibility.

Navigators Best Practice 3.3

Navigators provide digital skills support for residents without access to training and skills.

ACTIONS

- Host pop-up tech help sessions in underserved areas.
- Offer one-on-one or small group sessions for residents with limited skills.
- Partner with local organizations to identify and invite residents who need help.
- Track attendance and follow up to support skill growth
- Provide referrals and connections to community partners who can provide opportunities for computer/device lending and/or ownership.

Focus Area 4: Digital navigators create opportunities for input and feedback to address local needs and improve program outcomes.

North Carolina's digital navigator programs help communities access the digital tools and skills they need by focusing on the real challenges people face in their everyday lives. Navigators don't rely on one-size-fits-all solutions—they tailor their support to the specific needs of the people and places they serve, whether that's in healthcare, education, workforce development, or other sectors. They stay flexible, adjusting their approach as technology and community needs change. By providing access to computers and devices, internet, training, and resources, navigators help community members fully participate in a digital world.

Digital navigators also look at the bigger picture. They know how their day-to-day work contributes to broader opportunities for digital engagement. Building strong partnerships and listening to local needs helps them create programs that really work for the community. Often, the most effective digital opportunity efforts are tailored to local needs, developed alongside trusted community organizations, and continually updated based on what's working and what's needed next.



Programs Best Practice 4.1

Programs identify digital barriers and tailor approaches based on the needs of specific areas and populations.

ACTIONS

- Conduct focus groups or community listening sessions at regular intervals.
- Use survey or intake data to document barriers specific to residents (e.g. cost, computer and device access, connectivity, language).
- Translate materials into locally relevant languages.
- Collaborate with trusted partners to share resources through locally relevant channels.

Programs Best Practice 4.2

Programs make visible the importance of digital skills and computer, device and internet access for all residents.

ACTIONS

- Create a communications plan including social media, newsletters, and press outreach.
- Share local resident success stories each quarter through community channels.
- Present impacts of digital navigation work at local level shaping priorities for funding and future programming.



Navigators Best Practice 4.3

Navigators understand their communities and adapt their services to meet shifting needs of residents.

ACTIONS

- Collect feedback after each training or support session.
- Modify lesson plans based on common barriers or questions
- Track new issues (e.g. cybersecurity scams, new app changes) and share updates
- Create short resource sheets or videos in response to emerging needs.

Focus Area 5: Digital navigators collect, document, and manage information about services provided during interactions with community members.

North Carolina's digital navigator programs support residents in a variety of ways and keeping track of what's happening is a big part of making that work well. Using simple tools like intake forms, surveys, and follow-up notes helps navigators see which skills residents are building, what challenges they're facing, and how programs develop and change over time. This information isn't just paperwork—it helps navigators adjust their services, plan new programs, and make sure they're meeting the real needs of the community. Tracking progress also helps show the impact of the work and guides decisions about scheduling, partnerships, and sharing resources with others.



Programs Best Practice 5.1

Programs use data management processes to track digital navigator interactions with community members.

ACTIONS

- Develop shared spreadsheets, templates, or a customer relationship management system for digital navigator logs.
- Review data monthly to determine high need areas.
- Use dashboards or reports to share impact and advocate with local government and other groups.



Navigators Best Practice 5.2

Navigators collect and manage data about community members, such as the different skill levels and needs of individuals seeking support.

ACTIONS

- Log each resident interaction in a shared tracking system or form.
- Record skill-levels challenges and progress.
- Determine whether a resident owns or has access to a computer or device.
- Review personal logs monthly to identify trends (e.g., frequent computer and device issues, common skill requests).
- Share anonymized insights during team meetings to guide improvements.
- Record detail regarding specific skills taught, devices distributed, and next steps.

Navigators Best Practice 5.3

Navigators utilize data and information about their communities to adjust instruction to fit the unique needs of their community.

ACTIONS

- Review resident data and feedback quarterly to spot new training priorities.
- Adapt teaching materials and examples to reflect real-life community contexts.
- Pilot new classes or modules based on emerging digital needs.
- Share data-informed recommendations with supervisors or partners.

Focus Area 6: Digital navigators develop critical skills and abilities to enhance the services provided to residents of their community.

North Carolina's digital navigator programs help navigators grow the skills they need to support residents in meaningful ways. That includes building trust through active listening and curiosity, providing friendly and helpful customer service, and tailoring support to each person's needs. Programs also give navigators chances to connect with others—both in their communities and with fellow navigators across the state—to share ideas and solve problems together. By investing in their skills and connections, digital navigators can provide stronger, more effective support for the residents they serve.



Programs Best Practice 6.1

Programs support the professional development of their digital navigators to ensure continued growth of knowledge and skills addressing the needs of residents.

ACTIONS

- Ensure digital navigators are attending regular trainings or conferences during work hours focused on emerging tools or digital skills trends.
- Develop partnerships with local colleges or workforce boards to access local trainings or credential programs.
- Encourage navigators to join regional, state, or national peer navigator networks, virtually and in-person.

Programs Best Practice 6.2

Programs develop or support critical skills for digital navigators with various levels of experience.

ACTIONS

- Provide a structured onboarding process to introduce navigators to the role.
- Pair less-experienced navigators with senior mentors.
- Provide experienced digital navigators with opportunities to mentor or lead within the organization and beyond.
- Utilize the expertise of experienced navigators to build trainings.
- Track navigator progression and celebrate milestones.



Navigators Best Practice 6.3

Navigators prioritize professional learning to enhance programming for residents and expand their professional network.

ACTIONS

- Build in dedicated time during the work week for professional learning.
- Attend at least one professional webinar or workshop each quarter.
- Attend regional, statewide, or national digital navigator peer networks, either virtually or in-person.
- Seek opportunities to present at local or regional meetings or conferences.

What Digital Navigators Are Saying

“We do a lot of work with partners in the community who already have that trust and that access to people who maybe wouldn't have searched us out as a digital skills educator necessarily.”

Hannah Bradley-Cobb
NC Extension Digital Skills Educator, Randolph County

“There are people in communities that don't know what acquiring digital skills could do for their health, for their income, or just improving their connections to other people.”

Dr. Kenneth Sherin
NC Cooperative Extension at NC State University

“The vision is to ensure that our students have access to current technology and to ensure that they have the skills to utilize that technology effectively and efficiently upon their release, which requires the teaching and learning of current technology skills while they're incarcerated.”

Brooke Wheeler
N.C. Department of Adult Correction

“There aren't enough safe and welcoming spaces within our institutions where people can access the services they need – especially one-on-one, personalized support.”

Merald Holloway
MDC Rural Prosperity and Investment

“Seniors have life skills and experiences...they only need the confidence to unlock their digital abilities.”

Lucas Heller
Ageless Access Digital Navigator

“We are always looking for information and resources that would benefit the digital navigators and the people they serve.”

Dr. Doris Carver
NC Community College System

Next Steps

Digital navigator programs do more than connect people to technology--they open doors to new opportunities, help safeguard against harm, and foster a sense of empowerment and belonging in the digital world. North Carolina's digital navigation programs are encouraged to review their current strategies, work closely with local communities to craft tailored solutions, and use this guide to enhance their efforts. Digital navigators are urged to build trust, act with empathy, and advocate for fairness, helping to ensure that every resident has the tools, skills, and resources needed to thrive in today's digital landscape.

Additional tools, resources, and opportunities for collaboration are in development. Organizations are encouraged to stay connected, share their experiences, and provide their feedback as the work of the N.C. Digital Navigator Best Practices continues to evolve.

Who to Contact

To learn more, get involved, or bring this work to your community, please contact us at digitalopportunity@nc.gov.

Appendix A: Digital Navigator Best Practices

The North Carolina Digital Navigator Best Practices highlight practices which have built success for digital navigators and digital navigation programs throughout the state. The focus areas are identified below.

Focus Area 1

North Carolina's digital navigators are embedded within a trusted community-based organization.

- 1.1 Programs recruit digital navigators from the communities they serve.
- 1.2 Navigators build and maintain partnerships with local organizations, service providers, and institutions.
- 1.3 Navigators provide support aligned with the language and accessibility needs of the community.

Focus Area 2

Digital navigators are trained and equipped to provide digital opportunity services to their community, including staying up to date on local, state, national, and tribal resources available to support residents' digital opportunity needs.

- 2.1 Program staff seek training and opportunities to support residents' digital needs and build digital navigation capacity.
- 2.2 Programs maintain a current understanding of local, state, national and tribal resources for digital opportunity and seek resources to fill gaps as needed.
- 2.3 Navigators engage in networking to better understand the resources available to residents as well as to advocate for the needs of their community.
- 2.4 Navigators are deeply connected to their communities to understand the landscape of resources and issues facing all residents.
- 2.5 Navigators are focused on serving residents with empathy and high levels of customer service.

Focus Area 3

Digital navigators reliably assess client needs and goals and offer tailored solutions and courses of action to meet digital opportunity needs.

- 3.1 Programs assess effectiveness through reflection and evaluation and consistently evaluate the needs of residents to ensure programs are in line with goals for residents and the community.
- 3.2 Navigators design resident-centered programs aimed at meeting people where they are and growing their skills.
- 3.3 Navigators provide digital skills support for residents without access to training and skills.

Focus Area 4

Digital navigators create opportunities for input and feedback to address local needs and improve program outcomes.

- 4.1 Programs identify digital barriers and tailor approaches based on the needs of specific areas and populations.
- 4.2 Programs make visible the importance of digital skills and computer, device and internet access for all residents.
- 4.3 Navigators understand their communities and adapt their services to meet shifting needs of residents.

Focus Area 5

Digital navigators collect, document, and manage information about services provided during interactions with community members.

- 5.1 Programs use a data management processes to track digital navigator interactions with community members.
- 5.2 Navigators collect and manage data about community members, such as the different skill levels and needs of individuals seeking support.
- 5.3 Navigators utilize data and information about their communities to adjust instruction to fit the unique needs of their community.

Focus Area 6

Digital navigators develop critical skills and abilities to enhance the services provided to residents of their community.

- 6.1 Programs support the professional development of their digital navigators to ensure continued growth of knowledge and skills addressing the needs of residents.
- 6.2 Programs develop or support critical skills for digital navigators with various levels of experience.
- 6.3 Navigators prioritize professional learning to enhance programming for residents and expand their professional network.

Appendix B: Acknowledgements and Contributions

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Feedback Committee

Center for Digital Equity

Digitunity

Downeast Partnership for Children

East Carolina University

Goodwill Industries

Institute for Emerging Issues

Kramden Institute

Lumbee Tribe of North Carolina

MDC Rural Forward

North Carolina Assistive Technology

Program

N.C. Department of Commerce

N.C. Community College System

N.C. Department of Adult Correction

N.C. Department of Public Instruction

N.C. Division on Aging

North Carolina Telehealth Network

Association

NC 100

NC State Extension

NC Works Commission

Orange County Literacy Council

Raleigh Digital Inclusion Unit

Right Here, Right Now

Rural Forward

State Library of North Carolina

United Way of North Carolina

WinstonNet

Appendix C: Resources and References

Resources and references included in this document are highlighted to support digital skills and digital literacy practices and provide a foundation for the development of the Digital Literacy Standards. Additional resources supporting digital skills work, including a digital skills glossary, are available on the [NCDIT website](#).

Digital Skills Resources

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IBM Skills Build. [Support Adult Learners](#).

LinkedIn Learning. (2025). [Free Learning Paths for Top Jobs](#).

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Human-I-T/Cooper, L. [Why Digital Navigation is Vital for Bridging the Digital Divide](#).

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<https://www.digitalinclusion.org/wp-content/uploads/2021/09/Digital-Navigators-Toolkit-Final.pdf>

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