Digital Navigator & Digital Navigator Program Standards

These standards provide guidance to programs as they work to apply and adapt the digital navigator model in their communities.

Digital Navigator Standards

Digital navigators:

1. Are embedded within a trusted community-based organization.
2. Are trained and equipped to provide digital inclusion services to their community on a variety of topics, including affordable and appropriate connectivity, devices, and digital skills.
3. Are up-to-date with information about local, state, national and Tribal resources used to holistically address digital inclusion.
4. Understand and recognize how their activities support building digital equity in their respective fields and communities.
5. Reliably assess client needs and goals and offer courses of action regarding one or more of the following: affordable and appropriate connectivity, devices, and digital skills (e.g. digital privacy and security).
6. Collect, document, and manage information about services provided during interactions with community members.
7. Develop the critical skills and aptitudes to provide digital navigator service, as listed in the digital navigator [job description template](#).

Standards for Programs that Provide Digital Navigator Services

Organizations that provide digital navigator services:

1. Are trusted within the community being served.
2. Ensure digital navigator services are holistically woven into the organization's mission and work.
3. Promote the digital navigator program within the organization's marketing and communication plan.
4. Engage with the community to increase awareness of the program and ensure digital navigator services meet community needs.
5. Recruit digital navigators from the communities they will serve.
6. Provide a living wage to digital navigator staff.
7. Support the professional development of their digital navigators to increase their digital inclusion knowledge, skills, and growth.
8. Provide digital navigators with the opportunity to network and engage in communities of practice for peer support, exchange of ideas, and additional training.
9. Use a data management tool to track digital navigator interactions with community members.
10. Maintain a current understanding of local, state, national and Tribal resources for digital inclusion and seek resources to fill gaps as needed.
11. Participate in overall advocacy for the digital equity and inclusion needs of the communities they serve.

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