

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)

Digital Navigator Template: digitalinclusion.org/dn

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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:

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