



DIGITAL  
NAVIGATORS





# Digital Navigators: Connecting Communities

The Digital Navigator program is designed to ensure that everyone in Mecklenburg County can find and connect with available digital inclusion resources.

**Digital Navigators will help community members navigate to and through:**



- Signing up for affordable home broadband internet service
- Purchasing affordable technology
- Basic device and connectivity issues
- Learning new digital skills

## How It Works



Call 311 to get connected with a digital navigator



A Digital Navigator is assigned to respond to the request



The Digital Navigator works with you to accomplish the goal

## The Impact

Digital access and inclusion are vital components to full participation in society; everything from civic engagement to economic mobility is impacted by the ability to access technology safely and effectively. Digital equity is necessary for civic and cultural participation, employment, lifelong learning, and access to essential services.

## Partners



## About Digital Charlotte

Digital Charlotte is an initiative of the Knight School of Communication at Queens University of Charlotte. It recognizes that digital equity is necessary to a thriving society, democracy, and economy. Through awareness, partnerships, and action it aims to empower organizations to deliver digital inclusion resources to the communities they serve.



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### The Why

Digital Charlotte launched the Digital Navigator program as part of its overall mission to empower organizations to deliver digital and media literacy resources to their communities and thus promoting digital equity for residents in Mecklenburg County's most underserved neighborhoods where the digital divide is most prevalent.

The Digital Navigator program was developed with a simple goal in mind — to connect communities in Charlotte. Currently, there is no centralized place to find information on and get help with;

- Signing up for affordable home broadband internet service
- Purchasing affordable technology
- Basic device and connectivity issues
- Learning new digital skills

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### The Reality

There are far too many areas of Charlotte are broadband deserts and lacking access to technology. These areas do not provide the necessary opportunities to learn and develop digital literacy skills, which is also indicative of inequalities related to economics and education.

## The Who

All residents in Mecklenburg County will be able to call 311 to reach the digital navigator hotline for assistance; To start, there will be intentional outreach to the Access Charlotte communities, which are;

### Residential Areas

- Renaissance West Community
- Little Rock Apartments
- Brightwalk Apartment Communities – The Stevenson, The McNeel, The Alexander, and The Gables
- Mezzanine on Freedom
- Lake Mist Apartments
- Sharon Oaks Apartments
- Grier Heights
- Harmony Place

### Public Spaces

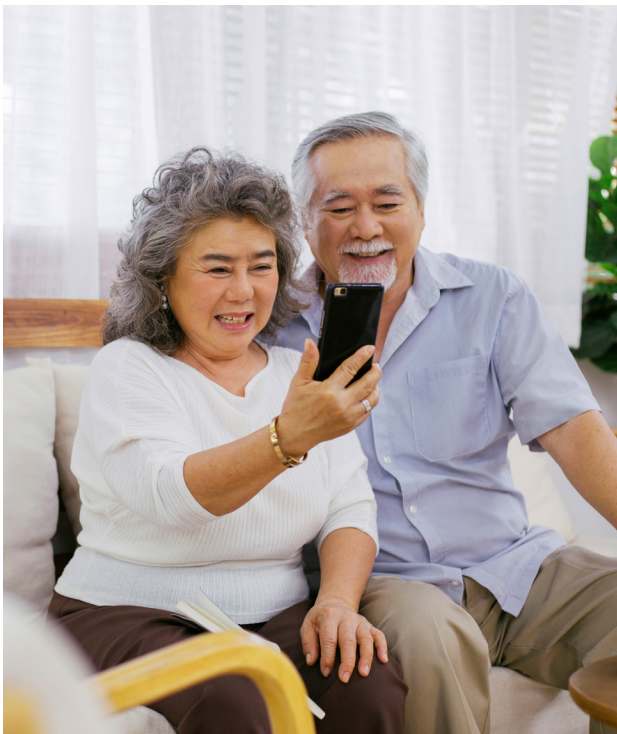
- Five Points Plaza
- City West Commons
- Green at Prosperity Village
- Beatties Ford Road & LaSalle Street
- Beatties Ford Road & Tate Street



## The How

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To work effectively, the Digital Navigator program needs the support of the individuals and organizations who are already working in the communities the program is targeting. We want to partner with like-minded community groups and organizations that are committed to helping our digital navigators bring needed technology resources to residents. This is about digital access, equity, and inclusion for all. And we need your help to do it. Here's how you can help as a:



### **Community-based Organization**

- Share provided materials about the service with the communities you serve
- Identify someone in your organization who could be trained as a digital navigator to provide better support to the communities you serve
- Recommend additional services the digital navigators should be aware of and sharing with community members

### **Philanthropy**

- Share information about the service with organizations you fund
- Learn more about the service by inviting our team to provide a presentation to your team
- Consider funding expansion of digital navigator service

### **Individual**

- Call 311 if you need support
- Volunteer as a digital navigator

## Our current community partners:

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We would love to add you to this growing list of companies, organizations, and brands that support our mission. Contact us today for more information on how your organization can get involved.