DIGITAL NAVIGATORS

POWERED BY DIGITAL CHARLOTTE

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

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.

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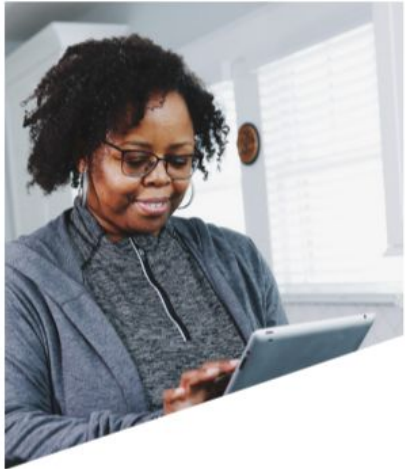POWERED BY **DIGITAL CHARLOTTE**

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.

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

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

Partners

Get Involved

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

Get Involved: Volunteering

Sign up for Digital Navigators Training

Attend Digital Navigators training workshop

Customize hours and begin serving

Your commitment as a Digital Navigator will be custom-tailored based on your availability and all necessary materials or tools will be provided.

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.

Learn More: DigitalCharlotte.org

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