

## Introduction to Digital Literacy Coaches/Navigators

**Basic digital literacy training** generally includes at least the following elements (National Digital Inclusion Alliance: Digital Inclusion Start Up Manual, Chapter 4: Digital Literacy Programs):

- Components of a computer
- Mouse and keyboard use as well as usually some keyboarding
- Using an internet browser
- Creating and using an email account
- Basics of word processing
- Privacy, security, and data protection
- Finding trusted sources for additional learning
- A set of instructional videos found online or created by your organization to assist asynchronous learners

Additional digital literacy education can center on specific applications (e.g., word processing, spreadsheets, graphics), specific domains of interest (e.g., health care or financial management) or development of job skills (e.g., warehouse management, spreadsheets) and certifications (e.g., hardware or software). Note that these may impose software and/or hardware requirements for the individual or organization. Often, people seeking digital literacy are interested in solving a particular problem. Others may approach it from a more general desire to learn what computers and the internet are all about.

**Digital Coaches/Navigators** work with individuals based on those individuals unique learning goals and needs. Coaches/Navigators first assess the needs of the individual, and then guide them towards resources and learning activities and resources geared toward their needs. The coach/navigator often works one-on-one, supports progress, and forms trusting relationships. Coaches/Navigators need to be knowledgeable about resources for digital inclusion and digital literacy (See the Digital Navigator Model graphic produced by NDIA:

[https://www.digitalinclusion.org/wp-content/uploads/dlm\\_uploads/2021/04/DN-Infographic.pdf](https://www.digitalinclusion.org/wp-content/uploads/dlm_uploads/2021/04/DN-Infographic.pdf))

### **Digital Literacy Coaches/Navigator Project in Eau Claire County**

The Eau Claire County Broadband Committee, in collaboration with the University of Wisconsin-Eau Claire, has developed a Digital Literacy Coaches/Navigators Program. College student volunteers are available to connect one-to-one with citizens who wish to further their digital literacy skills. This service is open to all residents of Eau Claire County, and we are making a special effort to meet the needs of people who have only recently gained access to high-speed internet, such as residents of Drammen Township, parts of Brunswick Township, and members of the 50 households that are participating in the Starlink Pilot project in an area of the county south of Augusta.

## Eau Claire County Broadband Committee: Digital Literacy Program Application Form

Please submit the following information to Donald Mowry via mail (S8821 County Line Rd, Mondovi, WI) or email ([donald.mowry@co.eau-claire.wi.us](mailto:donald.mowry@co.eau-claire.wi.us)), or phone (715-875-4206--leave a message if no answer—Don will return your call) to allow us to match you with a Digital Coach/Navigator. Thank you!

Name of Community Member

Community Member Preferred Initial Contact (phone/email)

Preferred Language

What Kind of Device Are You Currently Using?

- Smartphone
- Tablet
- Laptop/Desktop
- I don't have a device
- Other:

Please describe if "Other"

Type of Issue or Learning Need

- Device Hardware (e.g., I need help turning on my smartphone)
- Home Connectivity (e.g., I need help getting connected to an Internet Service Provider)
- Digital Skills (e.g., I need to get into my email)
- Research (e.g., I need help finding information about a topic)
- Other:

Please describe if "Other"

How did you hear about this program?

Please feel free to add any additional comments below that may be helpful in matching you to a Digital Literacy Coach/Navigator.