Digital Opportunity Case Study

Smyth County Public Library Digital Inclusion Pilot Grant 2023

August 21, 2023

Goal

The Smyth County Public Library (SCPL) conducted this case study pilot grant to test the applicability of the Digital Navigator model in supporting Smyth County residents to access and make full use of internet service. We also sought to understand the challenges Smyth County residents experience in using digital resources.

Background

Smyth County is a rural Appalachian community in Southwest Virginia reliant on agriculture, light manufacturing, and the service economy. The area's rugged terrain, sparse population, and low income levels made it a low priority for internet service providers and telecommunications companies. Until 2023, many residents accessed the internet exclusively through cellphones or at work.

The result was low levels of home broadband internet access and limited exposure to applications requiring fast internet speeds and larger screens. Many Smyth County residents, especially outside the county seat and two large towns, have limited digital literacy, are unaware of the wealth of digital resources and opportunities available online, and are unprepared for jobs that require digital proficiency. While young people in Smyth County may be device literate – able to use apps on their cellphones adeptly – their understanding of the sources and reliability of information on the internet or websites is below that of counterparts in other parts of the state.

Starting in FY-21, the Mount Rogers Planning District Commission implemented two projects to extend fiber optic broadband service across the County. Point Broadband was the provider selected to execute the project. The project was completed in July 2023, well ahead of schedule, and numerous Smyth County households received home broadband access for the first time.

SCPL has long supported community access to the internet. Taking advantage of the E-rate program, SCPL has offered free public computers connected to the internet for almost three decades. Wi-Fi was added a decade ago and extended during the Covid pandemic. More recently, SCPL implemented two Emergency Connectivity Fund (ECF) grants to loan 50 hotspots and 25 tablets with embedded hotspots to library patrons without home broadband access. Utilizing ARPA funds from the Library of Virginia and partnering with local churches, SCPL set up two community WiFi internet access points in Atkins and Rich Valley, areas identified by County economic development staff as having extremely limited internet access. With another ARPA grant from the Library of Virginia, SCPL created a telehealth privacy space in the Main Library in Marion available to patrons for telehealth appointments or other online conferencing needs.

Solution

In response to the opportunity offered by the Digital Opportunity case study pilot grants from DHCD, SCPL created a Digital Navigator program to offer 1:1 technical assistance to residents of Smyth County to assist them to identify affordable internet plans, to determine which devices best meet their needs, how to use their devices, and to safely access online resources to accomplish their personal goals.

SCPL used the Digital Navigator (DN) model promulgated by the National Digital Inclusion Alliance (NDIA), adopting the same approach to address holistically affordable internet access, appropriate devices, and skills mastery. We adapted the NDIA intake questionnaires, skills assessments, and customer tracking methodology as well as relying on the training resources compiled by NDIA. Use of an established and proven Digital Navigator program saved us time and enabled us to get started quickly, a key factor for the tight timeframe for the project.

The project manager recruited three volunteers from existing library staff, all of whom were young, technologically adept, part-time library aides. Hours were set aside each week for their Digital Navigator duties separate from their regular library aide shifts. As the project progressed, we relaxed the requirement that DN appointments not be scheduled during regular library shifts to facilitate more client appointments. The Digital Navigators spent the first half of May studying the NDIA digital navigator program documentation and doing training modules. They next conducted research to compile relevant information about local providers of internet service plans, telecommunications services, and device repair services. They designed and printed handouts to be used with clients.

At the same time, the project manager announced the creation of the new Digital Navigator service through a press release, social media posts, and 19 personal appearances in front of community organizations. The Digital Navigators created print flyers and canvassed the County over weeks posting the flyers at large and small retail establishments, restaurants, churches, and public offices. Overall reaction to the new program was very positive. The manager of the local T-Mobile office actively referred customers to the DN program as did employees at Walmart. Data collected from clients indicates that they learned of the program from all of these channels – newspaper article, flyers, meetings, friends, and other Library staff members.

By the first week in June, the first appointments were requested by local residents. The Digital Navigators established a rotation to allocate calls to each of them in turn as appointments were requested. Once a Digital Navigator met with a client, they were expected to continue to work with that client in future sessions. At the first appointment with each new client, the Digital Navigators completed an intake form with basic information about the client, best ways to reach them, preferred locations and times for meetings, and a description of the topics or skills they wished to address. Depending on the nature of the client's request, the Digital Navigators usually also completed a skills assessments questionnaire to gain better understanding of the client's existing proficiency. At the end of every appointment, the Digital Navigators conducted an oral survey with the client to determine that all of their needs had been addressed and that they could perform any new skills on their own after leaving the library. Arrangements were made for subsequent appointments or contact information provided to facilitate scheduling of future appointments.

We created a new page on our existing Microsoft Sharepoint site to manage the records of the DN program at no cost to the project. The project manager posted tasks that needed to be

accomplished on the site, and the Digital Navigators signed up for the tasks and uploaded their work products on the site for the use of all. We used a master Excel spreadsheet to track all clients, dates of appointments, comments on follow up, etc. Each Digital Navigator has a folder with all of the documents completed for each client so that if someone else needed to help a client, they could quickly access and review the client's history with the DN program. We also created a Teams chat group on our Microsoft Teams application for checking in and sharing information in real time. The Digital Navigators used it often and it enabled the team to collaborate effectively to share information or request assistance.

Seeking to expand the reach of the DN program, we also created or participated in several <u>larger events</u> where the project manager explained the program and the Digital Navigators were present to offer "on the spot" technical assistance. We assisted several clients at each event, but not as many as anticipated. The audience for a "Lunch and Learn" program was comprised of low income seniors living in a seniors-only subsidized apartment complex, a target audience of the program. Although not prepared to get help at the event, several of the residents visited the library in the week after the event to request assistance. The same was true for appearances at a Famer's Club, the VFW post, and a Rotary Club meeting.

We also incorporated the DN program into SCPL's existing outreach program which provides library materials and programs to two residential facilities for seniors, two weekly senior day programs, two community wellness centers, one residential program for disabled adults, and a new health and daycare program for seniors. Digital Navigators visited or will visit the programs to offer technical assistance to the participants. Transportation is a barrier for many of these residents so taking the DN program to them enabled their participation. The previous pattern repeated here – the participants were delighted to have young visitors, but most did not request assistance. Those that have are very eager and grateful for the help.

<u>Challenges</u>

- The compressed May-August timeframe for the project limited our ability to reach as many clients as anticipated.
- The timeframe essentially required us to use existing staff members whose availability was constrained by their other responsibilities.
- Older staff members lacked confidence in their own technical skills and did not volunteer to serve as Digital Navigators.
- Smyth County is a "word of mouth" community; people wait to hear about others' experiences before trying a new service or program.

<u>Data</u>

Metric	Total
Number of unique DN clients	32
Number of sessions with clients	45
Number of in-person events/briefings	19
Participants at in-person events	385
Number of locations with flyers posted	64

Need or problem	Percentage of requests
Navigating cellphone	40
Navigating laptop or tablet	9
Using application or software program	9
Using social media	27
Research	9
E-mail	5
Internet plan	9
Device acquisition	5

Surprises:

- Despite explicitly advertising willingness to help with identifying affordable internet plans and devices, we received few requests for assistance in those areas; two for assistance with plans and one for selecting a phone.
- We had one request for assistance in accessing a tablet that we became convinced was not the property of the person requesting assistance. The Digital Navigator correctly informed the client that we could not assist in overriding a device password.

Lessons Learned

- To keep project costs low, we did not invest in professionally printed marketing materials at the start of the project. Instead, we designed and printed flyers using existing in-house resources. With hindsight, it is clear that yard signs, posters, and brochures are still important advertising vehicles in this community.
- Similarly, we did not use paid advertising on Facebook and other social media sites on the theory that our desired audience was not on social media. While that may be true, making the program more broadly known might have helped spread the word more widely and more quickly.
- Our documentation – intake form, skills assessment, survey – took up too much of the client's time and interfered with addressing their issues. We converted the session summary into a conversation at the conclusion of a session rather than burdening the client with another form.
- Digital literacy or inclusion are terms that are not clearly understood in this community. Moving forward, we will need to develop a more approachable vocabulary to communicate the services being offered and their applicability to the lives and needs of Smyth County residents.

Conclusions

Based on our experience with this pilot grant, the SCPL project team believes that the Digital Navigator model of assisting clients in 1:1 sessions dedicated to the needs they identify and repeating those interactions as needed with the same Digital Navigator is the right approach for

Smyth County. Many clients expressed embarrassment about their lack of proficiency or specialized knowledge. The private discussions enabled the Digital Navigators to allay those concerns, to understand each client's learning style, to reinforce and practice new techniques as often as needed, and to establish relationships of trust with clients. Knowing that they could return as often as needed and would receive immediate practical assistance empowered clients to expand their technological horizons. Clients started arriving with lists of questions or apps they wanted assistance or advice to explore. We saw embarrassment and reluctance turn into curiosity and a sense of adventure.

Despite our finding that the Digital Navigator model worked well in the pilot project, we also realized that achieving digital equity in Smyth County will require a sustained, in-depth educational effort. Not everyone in this traditional, conservative community welcomes the advent of easily accessible internet service. Concerns about inappropriate content on the internet are well-founded and instill suspicion and caution in utilizing digital resources. In addition, many see no compelling reason for changing the approaches to their businesses and livelihoods that have worked for generations. A slower pace of life and an emphasis on personal relationships are part of the attraction of life in this community. Success will require concrete demonstrations of the practical advantages of the application of digital tools to specific circumstances as well as strategies for reaping the benefits of internet access without damaging valued community connections. In essence, we will have to become consultants to our clients helping them to determine which online services or information sources are most appropriate to their needs.

Future Directions

Although grant funding for the case study has expired, SCPL will continue to offer the DN program to Smyth County residents with one remaining Digital Navigator for the time being. We have outreach events scheduled with the PACE program in Marion and with the District Three Governmental Cooperative Friendship Café programs in Marion and Saltville. Public exposure and momentum are still building, and we do not want to lose the progress made to date. We anticipate applying for a BEAD grant in the new year to hire full-time staff members dedicated to the Digital Navigator program who would be available to see patrons regularly on a drop-in basis and who would have the time to continue the outreach effort.

With full-time staff members, we would also seek to become certified providers of the AARP Senior Planet curriculum of in-person technology training designed for older adults. The five-week certification process was too lengthy for this pilot project, but the synergy between that program and our goals in Smyth County makes it a logical next step for SCPL.

Finally, SCPL will continue to utilize our existing partnership with the Smyth County Public School system to address information literacy needs by providing programming in the school libraries concerning reliability of online information and the importance of sound cyber security practices.

<u>Attachments</u>

- Digital Navigator Program Press Release
- Digital Navigator Program Flyer
- Smyth County News & Messenger Article
- Internet Service Providers graphic
- Local computer/device repair services graphic
- List of locations where flyers posted
- List of events/appearances to promote DN program
- Intake Questionnaire
- Skills Assessment Questionnaire

Submitted by: Rose M. Likins, Director, Smyth County Public Library

Press Release: SCPL Introduces Digital Navigator Program

The Smyth County Public Library system is now offering Digital Navigator service to residents of Smyth County to assist them in identifying an affordable home broadband internet plan, determining what devices best meet their needs, using existing devices (phone, tablet, or laptop), and in accessing the internet safely to achieve their goals. Residents can request an appointment with one of the Library's Digital Navigators for 1-on-1 assistance with any technology question by calling 276-783-2323 or by submitting a request through the "Ask a Librarian" form on the library's website (scplva.net). A Digital Navigator will set up a mutually agreeable time, discuss the client's goals, and provide help at the first meeting. Clients will be encouraged to return as often as needed. "Learning new skills takes time and repetition" noted SCPL Director Rose Likins who added that "everyone feels left behind by technology at some point. We want clients to feel comfortable so they can achieve their objectives." SCPL may also arrange group classes if there are topics of common interest. Client meetings can take place in any library location or other public space.

The Digital Navigator program was made possible by a $10,000 pilot Digital Opportunity grant from the Virginia Department of Housing and Community Development (DHCD). The SCPL grant was one of ten awarded statewide and is intended to test methods of assisting Virginia residents to access and use broadband services, especially in areas where broadband is being introduced for the first time. Additional grant funding to continue and expand the Digital Navigator program in Smyth County will be possible as the state implements its digital equity strategy using federal funds authorized in the Digital Equity Act.

Point of Contact: Rose Likins, SCPL Director, rosel@scplva.net, 276-783-2323.

Questions about Technology?

SCPL Can Help!

New Digital Navigator Program

- **1:1 assistance**
- **Appointments to fit your schedule**
- **Available in multiple locations**

Call for an appointment
276-783-2323

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[Smyth County News and Messenger Article June 7, 2023: Get help navigating technology from the local library](#)

Internet Service Providers

	POINT BROADBAND	Comcast xfinity	verizon✓	brightspeed	T Mobile
COST PER MONTH	$39.95 - $59.95	$30 - $80	$49.99 - $89.99	$50 - $100	$55
LOW COST PLANS	None available	Internet Essentials $9.95, 50mbps Internet Essentials+ $29.95, 100mbps	Verizon Forward Program worth $25 per month. Or a $40 plan is available if user has specific phone plans with Verizon.	None available	$40 plan available if user has at least one phone line with T-mobile
EQUIPMENT FEE	$13.99 per month fee on all plans	$15 per month fee on the 75mbps plan	No equipment fees	$15 per month fee on the $50 plan	No equipment fees
INSTALLATION FEE	No installation fees	Up to $90 professional installation, $15 self-installation option is available	$99 installation fee on Verizon Fios plans, which can be waived through the Verizon Forward program or by ordering online	Installation fee may apply if address has not had Brightspeed before	No installation fees
SPEED IN MBPS	200 - 1000 (1GB)	75 - 1200 (1.2GB)	300 - 840	Up to 940	35 - 185
SERVICE AREA	Smyth County	See if your address is eligble at: www.xfinity.com/learn/internet-service	See if your address is eligble at: www.verizon.com/home/acp/free-internet/#checkAvailability	See if your address is eligble at: www.brightspeed.com/c/internet	See if your address is eligble at: www.tmobile.com/home/internet/eligibility
DATA CAPS	All plans unlimited	1.2TB cap per month	All plans unlimited	All plans unlimited	Unlimited if address qualifies, otherwise 100GB - 300GB cap per month
CONTACT BY PHONE	(844)-407-6468	(800)-934-6489	(877)-399-0957	(833)-692-7773	(855)-549-0023
CONTACT IN-PERSON	No physical address for customer service	1901 Leatherwood Ln, Bluefield, WV 24701	1165 N Main St, Marion, VA 24354	No physical address for customer service	1408 N Main St, Marion, VA 24354
ACP	Yes	Yes	Yes	Yes	No

Local Electronic Repair Services

	Devices Serviced	Costs	Services	Address / Phone	Website
Matt's Technologies LLC	Desktops, Laptops, Cell Phones, Game Consoles, Tablets, TV's, Stereo Systems (Anything with electronic components)	In Home Repairs: $40.00 minimum + travel cost Pick Up, Delivery, Drop Off Repairs: $50 or TBD based on device and parts *Free Diagnostic with repair or $10.00 fee otherwise	Appointment Only, In-Home, Pick Up, Delivery, and Drop-Off	Mobile Van 276-415-0346	mattstechshop.com
Proxell Technologies	Desktops, Laptops, Cell Phones, Game Consoles, Tablets, TV's, Stereo Systems (Anything with electronic components)	Free Diagnostics, Repair Price Ranges Depending on Issue, Device, etc.	Appointment and Walk-In Accepted, Remote Online, In-Home, Shop, and Meet up Support	Mobile Van 200 Pearl Ave Unit #2203 Marion, VA 24354 276-243-1376 276-521-5600	proxelltechnologies.com
Marion Computer Technologies	Desktops, Laptops, Custom Built Computers	Free Price Quote Online	Appointment and Walk-In Accepted, Shop Support	104 S Iron St., Marion, VA 24354 276-783-6986	mctechno.business.site

Digital Navigator Flyer Distribution List

Place/Address	Date	Staff Member	Comments
Smyth County Social Services Office	6/13/23	Rose	Director says printed materials are most successful with audience.
Marion Redevelopment and Housing Authority	6/14/23	Rose	Will follow up with Director to schedule DN lunch and learn with seniors in mid-July
Food City – Marion	6/22/23	Aleisha	Sharing among staff lounge and posted on wall
Food Lion – Marion	6/22/23	Aleisha	Posted on wall
CVS – Marion	6/22/23	Aleisha	Sharing among staff lounge and asking manager about posting on wall or window
Wal-Mart – Marion	6/22/23	Aleisha	Sharing among staff lounge, not allowed to post on sale floor
Dollar General – Marion 131 Dabney Dr	6/22/23	Aleisha	Posted on ice cooler
Dollar General 1445 S Main St	6/22/23	Aleisha	Posted on ice cooler and/or wall
Adwolfe Mart (Gas station near Dip Dog)	6/22/23	Aleisha	Posted on wall
Blevin's (Gas station Riverside)	6/22/23	Aleisha	Posted on wall
Hayden's (Gas station Riverside)	6/23/23	Aleisha	Posted on wall
Better Coffee Co.	6/23/23	Vivian	**Didn't Accept**
Bank of Marion (All 3 Locations)	6/23/23	Vivian	Left/posted on Flyer Tables
"Puerto Nuevo" Restaurant (Marion)	6/23/23	Vivian	Posted on Window
"Moon Dog" Restaurant (Marion)	6/23/23	Vivian	Posted on Window
Lincoln Theatre	6/23/23	Vivian	Posted near Brochure Stand
Smyth County Museum	6/23/23	Vivian	Posted on Window
"Clothed in Grace" Thrift Store	6/23/23	Vivian	Posted on Window, left some for the employees
Ammi's Barbershop	6/23/23	Vivian	Posted on Window
"Just Believe" Boutique	6/23/23	Vivian	Posted on Window
"Tangles" Hair Salon	6/23/23	Vivian	Posted on Window
Trophies and More	6/23/23	Vivian	Posted on Window
Rosewood Florist	6/23/23	Vivian	Posted on Window
Greever's Pharmacy	6/26/23	Logan	Staff will post flyers on window
Pizza Perfect – Chilhowie	6/26/23	Logan	Manager will post flyers
Truist – Chilhowie	6/26/23	Logan	Posted on bulletin board
Bank of Chilhowie	6/26/23	Logan	Left on flyer table
B & J Embroidery	6/26/23	Logan	**Would not accept flyers**

Four Corners	6/27/23	Logan	Staff will post flyers
The Glam Bar	6/27/23	Logan	Manager will post flyers
Chilhowie Drug Co.	6/27/23	Logan	Posted on bulletin board
Goodwill – Chilhowie	6/27/23	Logan	Staff will post flyers
Barks & Bubbles	6/27/23	Logan	Staff will post flyers
Riverfront	6/27/23	Logan	Manager will post flyers
Cuttin' Edge	6/27/23	Logan	Manager will post flyers
Papa's Café	6/27/23	Logan	Laid flyers on counter

Army Navy Store	6/23/23	Vivian	Posted on Wall by Door
T-mobile	6/23/23	Vivian	Employees said they would ask about posting the flyers
Dollar Tree (Marion)	6/23/23	Vivian	Posted on Wall by Door
Marion Pharmacy	6/23/23	Vivian	Posted on Window and Corkboard
"Soundz" Hearing Aids	6/23/23	Vivian	Employee said they would ask about posting the flyers
Ollie's (Marion)	6/23/23	Vivian	Staff Break Room
Tractor Supply (Marion)	6/23/23	Vivian	Posted on Corkboard
First Community Bank (Marion)	6/23/23	Vivian	Left on Flyer Table
Mountain Empire Federal Credit Union	6/23/23	Vivian	Left on Flyer Table
"Mi Puerto" Restaurant (Marion)	6/23/23	Vivian	Posted on Wall in Waiting Area
O'Reilly's Auto Parts (Marion)	6/23/23	Vivian	Posted on Window
Ingles (Marion)	6/23/23	Vivian	Posted on Window
Verizon	6/23/23	Vivian	Employee said they can't hang them up but that they will hand them out
"Benchmark" Physical Therapy	6/23/23	Vivian	Posted at Front Desk
Walgreens (Marion)	6/23/23	Vivian	**Didn't Accept**
"Yummy Yummy" Japanese Restaurant	6/23/23	Vivian	Posted on Corkboard
Sister's Café	6/23/23	Vivian	Posted on Corkboard
Marion Outdoors	6/23/23	Vivian	Posted on Window
Blue Ridge Title	6/23/23	Vivian	Posted on Window
Marion Post Office	6/23/23	Vivian	**Didn't Accept**
"Downtown Pioneer" Restaurant	6/23/23	Vivian	Left on Flyer Table
Mount Roger's P.A.C.E	6/23/23	Vivian	Left 2 Flyers with the Activity Director
"Fiesta Jalisco" Restaurant (Chilhowie)	6/23/23	Vivian	Posted on Window
Francis Marion Hotel	6/23/23	Vivian	Left on Flyer Table
Ebenezer Lutheran Church (Marion)	7/9/23	Vivian	Posted on Corkboard and left on Flyer Table

Royal Oak Presbyterian Church (Marion)	7/9/23	Vivian	Pastor said he would put the flyers up
Grace United Methodist Church (Marion)	7/9/23	Vivian	Posted on Corkboard
First Church of the Nazarene (Marion)	7/9/23	Vivian	Posted on Corkboard

List of Events/Meetings to Promote Digital Navigator Program

Date	Name of Event or Partner Organization	Number of Attendees
May 16, 2023	Regional Digital Equity Meeting	8
May 30, 2023	Meeting of Kiwanis Club of Marion	20
May 31, 2023	Meeting of Smyth County Virginia 250 Committee	8
June 1, 2023	Rich Valley Farmers Club Dinner	65
June 5, 2023	Marion Book and Study Club Meeting	35
June 5, 2023	Marion Town Council Meeting	15
June 8, 2023	Smyth County Board of Supervisors Meeting	15
June 9, 2023	Quarterly Meeting of Region 1 Public Library Directors	18
June 13, 2023	Director of Smyth County Social Services	1
June 14, 2023	Executive Director of Marion Redevelopment and Housing Authority	1
June 27, 2023	Executive Director of Southwest Virginia Legal Aid Society	1
July 6, 2023	Meeting of Marion VFW Post 4667	50
July 13, 2023	Chilhowie Town Council Meeting	20
July 14, 2023	Digital Equity Planning Work Group Meeting	15
July 18, 2023	Meeting of Chilhowie Friends of the Library	25
July 25, 2023	United Way of Southwest Virginia Early Chilhood Coalition Meeting (Zoom)	30
July 26, 2023	Lunch and Learn Event at Millerwood Senior Apartment Complex	30
August 4, 2023	Professional Development Event for Smyth County Public School Librarians	15
August 10, 2023	Meeting of the Marion Morning Rotary Club	30

New Client Intake Form

* Use this form to collect general information about your community members' needs.

*Required

CONTACT INFORMATION

1. **Name Of Community Member*:**

2. **What is the best way for us to contact you? (Select all that apply)**
   ☐ Phone call
   ☐ Text Message
   ☐ Email
   ☐ Other (please describe):

3. **Community Member Contact (phone/email) *:**

4. **Pronouns (optional if Digital Navigator thinks it would be welcome by client):**

5. **What language(s) are you comfortable communicating in?**

6. **Preferred days & times to meet (e.g., Mondays before noon, etc.)**

7. **How did you hear about this program? ***
   a. Friend/family
   b. Organization website
   c. Internal referral (e.g., front desk, other staff at this organization)
   d. External referral (e.g., partner organization)

e. Advertising/marketing (e.g., flier, online ad, etc.)

SUPPORT NEEDS

8. **Type of Support –** What type(s) of support are you looking for? *(Check all that apply)*

☐ 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)

9. **Specific Need or Outcome** – Are you working on this goal with a specific need or outcome in mind?

○ Communication/Social

○ Education (formal & informal?)

○ Job Search (including resume & online applications)

○ Work and Business (including small business, entrepreneurship, and learning new job skills)

○ Entertainment & Hobbies

○ Access and Manage Services and Benefits (e.g., submit taxes, apply for

○ Shopping (online or research for in-person shopping)

○ Prefer not to say

10. **Type of Device** – What type of device do you need help with? *(Check all that apply)* *

☐ Smartphone

☐ Tablet

☐ Chromebook

☐ Laptop

☐ Desktop

☐ I do not have a device

☐ Other (please describe):

Additional notes:

<u>**COMMUNITY MEMBER DEMOGRAPHIC INFO**</u>
The following demographic questions are optional. Collecting some additional information about digital navigator program participants will help us improve the program and better meet community needs. Please respond to the following questions you are comfortable answering.

11. **Do you identify with having or living with a disability in any of the following areas?**

   a. Mobility or other physical (have serious difficulty walking or climbing stairs)

   b. Visual (have serious difficulty seeing even with glasses, use a screen reader, large print, etc.)

   c. Hearing (have difficulty hearing even with a hearing aid, use ASL, cart, etc.)

   d. Intellectual, developmental, cognitive (have difficulty concentrating, remembering, understanding, or making decisions?)

   e. Speech or communication (have difficulty communicating using your usual language)

   f. Mental health (have difficulty with mood, behavior, or thinking even with medication)

g. Invisible (have a disability that is not readily apparent by your general appearance)
h. Prefer not to answer

Skills Assessment Form

* This form is to get a general idea of your community member's comfort with technology.

*Required

**1. Community Member Name *

**2. Community Member Contact (phone/email) *

3. How frequently do you check your email?
○ Several times a day
○ Once a day
○ A couple times a week
○ Can't remember
○ I do not have an email address

4. How often do you use social media such as Facebook and Twitter?
○ Several times a day
○ Once a day
○ A couple times a week
○ Can't remember
○ I do not use social media

5. I feel confident using the internet
Strongly Disagree ○ ○ ○ ○ ○ Strongly Agree

6. I use the Internet to find out about events in my community
Strongly Disagree ○ ○ ○ ○ ○ Strongly Agree

7. I use the Internet to connect with family and friends
Strongly Disagree ○ ○ ○ ○ ○ Strongly Agree

8. I use the Internet for entertainment (YouTube, video games)
Strongly Disagree ○ ○ ○ ○ ○ Strongly Agree

9. I use the Internet to search for job opportunities
Strongly Disagree ○ ○ ○ ○ ○ Strongly Agree

10. I use the Internet to schedule telehealth appointments
Strongly Disagree ○ ○ ○ ○ ○ Strongly Agree

11. I use the Internet to check my bank account
Strongly Disagree ○ ○ ○ ○ ○ Strongly Agree

12. I know how to keep my information safe and secure online *
○ Yes
○ No

13. What else do you use the Internet for?

14. What else would you like to use the Internet for?

15. Would you like to learn more about any of the previously mentioned resources? *
○ Yes
○ No

- **If yes, which resources?**

16. What is your digital literacy goal(s)?

Session Summary

* Complete immediately after every appointment with a community member 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? *(Check all that apply)* *

○ Smartphone

○ Tablet

○ Chromebook

○ Laptop

○ Desktop

○ I do not have a device

○ Other (please describe)

-

* For community members 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*
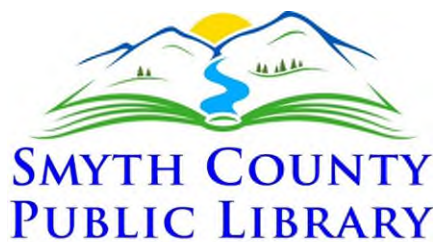
7. Date of session

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:

Follow – Up Survey

* To be completed with a community member at regular intervals to check-in, and to record their views about growth in their learning.

*Required

1. **Name of Community Member** *

2. **Were you able to accomplish your digital literacy goal(s)?** *
○ Yes
○ No

3. **I feel confident using the internet.**
Strongly Disagree ○ ○ ○ ○ ○ Strongly Agree

4. **I know how to keep my information safe and secure online.**
○ Yes
○ No

5. **Are there other skills you would like to learn? If so, please list them.**

6. **Can we contact you to follow-up on your experience with this program?** *
○ Yes
○ No
If yes, please include the best way to contact you.