

Digital Opportunity for the High Country

What is Digital Inclusion and Opportunity?

Assisting in the journey that leads people and households to answer "Yes" to the questions below:

- Is high-speed Internet (broadband) available?
- Are you subscribed to a broadband plan?
- Is the monthly cost affordable?
- Do you have access to an Internet-enabled device that fits you and your households needs?
- Do you know how to comfortably and safely navigate the device and use the Internet how you need to?



HIGH COUNTRY
COUNCIL OF GOVERNMENTS

What is Digital Literacy?

Digital literacy is the ability to confidently find, evaluate, create, and communicate information using technology, encompassing both technical skills (using devices/software) and cognitive skills (critical thinking). It involves navigating digital spaces safely, managing online identities, and collaborating responsibly.

What is a Digital Navigator?

Digital navigators are trusted guides who assist community members with ongoing, individualized support for accessing affordable and appropriate connectivity, devices, and digital skills.

- **Individualized Support:** Unlike a one-time tech support hotline, digital navigators offer sustained, follow-up, one-on-one assistance to ensure long-term digital adoption.
- **Comprehensive Assistance:** Address three core areas: home internet access, devices (computers/tablets), and digital literacy skills.
- **Community-Focused:** Based in Councils of Government, libraries, schools, and non-profits, ensuring they understand the specific needs of their local community.
- **Role in Equity:** Help bridge the digital divide for underserved populations, including seniors, people with disabilities, and low-income households.

Support and Resources We Can Provide:

- Digital navigator training. We provide support to your staff who do digital navigation work as part of their regular job.
- Curriculum, handouts, how-to guides and other documentation.
- Conduct onsite, hands-on tech training, such as a computer basics course, MS Word basics Zoom basics, and other applications.
- Navigate job/career portals.
- Scam prevention seminars.
- AI basics.
- Special requests.

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