



## Digital Navigators: Digital Inclusion Resources

Resources and short descriptions from the NDIA community.

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### Devices

#### Finding low-cost devices

**Organization Name:** [PCs for People](#)

**Service Type:** Computer Refurbishing and Home Connectivity

**Information:** A computer refurbisher with a national network of partners and affiliates who work to provide communities with low-cost Internet and affordable devices. PCs for People's pricing model works three tiers, which they refer to as Good, Better, Best.

**Service Area:** National, with offices in Minnesota, Colorado, Ohio, Maryland, and Missouri.

**Organization Name:** [Human I-T](#)

**Service Type:** Computer Refurbishing and Home Connectivity

**Information:** Human I-T assists organizations and individuals who are interested in acquiring refurbished devices at low cost. Human I-T also distributes 4G LTE wireless services through Wi-Fi hotspots.

**Service Area:** National, with an office in Detroit.

#### Learn more about devices

- **Digitunity** [Technology Gap Map](#) - nationwide and local data on who doesn't have device access
- **Digitunity** [Device Essentials for Digital Equity](#) - how to think holistically about community members' needs when it comes to devices and peripherals



- **Digitunity** [Nonprofit Refurbisher Map](#) - shows nonprofit refurbishers across the country

## Connectivity

### Finding affordable internet service

#### [Affordable Broadband Act](#)

This ConnectALL consumer resource page provides basic information about the ABA, including how to find providers. The Affordable Broadband Act, a New York State law, requires internet service providers to provide low-cost plans to qualifying households (there are some small ISPs that are exempt). Plans must be a maximum of \$15/mo for 25 Mbps min or \$20/mo for 200 Mbps.

#### [New York State Broadband Map](#)

Created and managed by the NY Department of Public Service. Provides address-level information on which providers are available, and the easiest way to find who is providing ABA-mandated reduced-cost plans in your community. Digital navigators and community members can provide feedback on map accuracy directly on the website.

#### [NDIA Honor Roll of Low-Cost Plans](#)

A resource page compiled by NDIA staff that lists Internet Service Providers who provide discount service and the conditions for individuals to qualify. Included in this list are computer refurbishers who include mobile hotspot service plans in their offerings. Some providers offer low-cost computers.

### Learn more about connectivity

- **Institute for Local Self-Reliance** [What is Broadband?](#) - a short primer on what broadband is and why it is important
- **Benton Institute** [Everything You Wanted to Know about Broadband \(But Were Afraid to Ask\)](#) - a blog post that goes a little deeper into types of broadband and how they're brought to people's houses



- **Consumer Reports** [Household Internet Calculator](#) - an interactive calculator to help community members determine their bandwidth needs
- **Broadband Now** [How Much Internet Do I Need?](#) - a guide to what type of and amount of internet service might be best for different households
- **FCC** [Broadband Speed Guide](#) - Information about internet speeds needed for various activities
- **FCC** [Getting Broadband Q&A](#) - Information about different types of connectivity technologies (e.g. fiber). Does not include information about mobile internet (e.g. hotspots).
- **Broadband USA** [Speed Simulator](#) - Another interactive resource about internet speeds for various activities

## Digital Skills

### Free digital skills resources

**Organization Name:** Dart Collective

**Program Name:** [Deception Awareness and Resilience Tools](#)

**Information:** DART develops tools to help people recognize and navigate scams. A collaboration between researchers, security experts, game designers, and community organizations, our tools and content are tailored to be accessible, relevant, and engaging for those most at risk.

**Language Inclusivity:** Spanish, French, Chinese

**Organization Name:** Public Library Association

**Program Name:** [Digital Learn](#)

**Information:** Digital Learn has developed several training modules dedicated to topics as broad as using a computer for the first time, to job searching, to online safety and privacy.

**Language Inclusivity:** Spanish

**Organization Name:** Goodwill Community Foundation

**Program Name:** [GCF Learn Free](#)



**Information:** GCF Learn Free provides guidance for families emphasizing technology skills for job training, continuing education, and Internet safety.

**Language Inclusivity:** Spanish, Portuguese

**Organization Name:** Literacy Minnesota

**Program Name:** [Northstar Digital Literacy](#)

**Information:** Northstar Digital Literacy defines and assesses basic skills needed to perform tasks on computers and online. Online, self-guided modules assess the ability of individuals to perform tasks based on these skills. Assessments and some modules are free, while some features are paid.

**Language Inclusivity:** Spanish

**Organization Name:** Ed Tech Center @ World Education

**Program Name:** [Digital Skills Library](#)

**Information:** This aggregated resource contains curriculum for a wide array of digital skills needs, including lessons from sources listed above, as well as specific subject areas from various information hubs.

**Language Inclusivity:** Some lessons are available in Spanish, English, Arabic, Hungarian and French

**Organization Name:** [Denver Public Library](#)

**Program Name:** [Technology Classes and Worksheets](#)

**Information:** Denver Public Library has provided the lesson plans and worksheets for their technology classes to anyone who needs them.

**Organization Name:** Digital US

**Program Name:** [SkillBase](#)

**Information:** Based out of Harvard, SkillBase is an aggregated collection of free online tools with an emphasis towards building digital literacy skills for career development. A separate section is dedicated to “Learning English for Work.”

**Language Inclusivity:** Spanish, Portuguese

**Organization Name:** Connect Safely

**Program Name:** [Connect Safely](#)



**Information:** Connect Safely is a nonprofit organization based in California that has developed several infographics, modules, and guides for children, seniors, and families on topics focused on safety, privacy, and security on social media and the Internet.

**Language Inclusivity:** Spanish

**Organization Name:** Password Security Test

**Program Name:** [Password Security Test](#)

**Information:** This handy (and fun!) interactive tool gives users an opportunity to assess the strength of their passwords.

**Organization Name:** Mozilla Foundation

**Program Name:** [Mozilla Web Literacy](#)

**Information:** The Mozilla Foundation has worked with a national network of practitioners to create several interactive learning modules on topics as wide-ranging as privacy and security on the Internet, to building webpages with an emphasis on children and teen learners.

**Language Inclusivity:** None

**Organization Name:** Internet Society

**Program Name:** [Internet Society](#)

**Information:** The project “Your Digital Footprint Matters” emphasizes learner understanding of their presence on social media through sets of modules. Their modules are appropriate for children and adult learners.

**Language Inclusivity:** English, French, Spanish

## Learn more about digital skilling

- **World Education** [BRIDGES Digital Resilience Toolkit](#) – provides both a framework for which skills to focus on and how to develop and demonstrate them, as well as links to training resources
- **Digital Promise** [Adult Learner Variability Navigator](#) – a reference for different ways in which adult learners may need supports and strategies to meet those needs. Includes a section on digital literacy specifically.



# Program Resources

## [NDIA Digital Inclusion Program Manual](#)

This manual offers guidance for planning and launching digital inclusion programs and services.

## [NDIA Digital Navigator Program Toolkit](#)

This Digital Navigator Program Toolkit provides guidance for setting up and managing successful digital navigator programs.

## **Cornell University** [New York Digital Equity Portal](#)

Contains census data on home connectivity, with last update from May 2024. Can view by library system, county, zip and much more.