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Quick Access Resource Tool Kit

**Component #1: Assess Program and Student Needs**

Assessing Program Needs

**A: Literacy Minnesota Program Needs Assessment**: Literacy Minnesota created an assessment for programs based off of the Eight Components of Digital Navigation. This assessment is intended to assist programs with assessing what digital navigation needs they are already providing at their program and what digital navigation is not being provided. This assessment is intended to be written on and is in Excel format.

Assessing Student Needs

**B: Open Door Learning Center Student Intake Question Form**: The questions on this form were created by a staff member at the Open Door learning center. The staff member uses these questions upon student intake. They are a great example because they are right to the point and assess what the student needs. This form can be found in the digital navigator tool kit folder.

 **C: Literacy Minnesota Eight Components of Digital Navigation Student Intake Form**: This form can be very helpful as yet another tool for assessing student needs. This student intake form is based on the eight components of digital navigation and goes through each component assessing what the student’s needs are and what resources or tools they are in need of. This assessment can be found in the digital navigator tool kit.

 **D: Northwest Services Cooperative Student Access Form**: This form was created as part of a Technology Initiative cohort by Northwest Services Cooperative. This form's purpose was to provide a general understanding of student digital literacy skills upon entering the program and what their device or internet needs were. Northwest Services Cooperative found this form very useful and has granted permission for it to be shared out. The PDF copy of this form can be found in the digital navigator skills form. It is a great example of how to create a form or a great form to use.

[**Northstar Digital Literacy Assessments**](https://www.digitalliteracyassessment.org/): The Northstar Digital Literacy Assessments are a great tool to assess the learners digital literacy skills. You can access these assessments at the Northstar website.

<https://www.digitalliteracyassessment.org/>

**Component #2: Access to Devices**

[**PC’s For People**](https://www.pcsforpeople.org/)**:** PC’s For People is a great organization to find free or reduced cost devices for students and community members. PC’s For People takes donated computers and refurbishes them to be sold at a reduced price or for free. The organization also offers resources for low cost internet. This organization is located in the Twin Cities.

<https://www.pcsforpeople.org/>

[**Tech Dump/Tech Discounts**](https://www.techdump.org/certified-recycling/?matchtype=e&network=g&device=c&keyword=tech%20dump&campaign=6723135736&adgroup=78183081774&gclid=Cj0KCQjw38-DBhDpARIsADJ3kjmB8tVD25Edt9betd01Zme2YSYMNFfepgtAmRyfXRvFtVRiH_tE4twaAhhSEALw_wcB)**:** Tech Dump and Tech Discounts are an organization that takes recycled and donated devices and refurbishes them to be sold at a reduced cost. They are located in the Twin Cities Metro.

<https://www.techdump.org/>

[**Free Geek Twin Cities**](https://www.freegeektwincities.org/)**:** Free Geek Twin Cities is an organization that accepts donations that then are refurbished and sold at a low cost or no cost at all.

<https://www.freegeektwincities.org/>

[**Human I-T**](https://www.human-i-t.org/request-technology)**:** Human I-T takes donated devices and refurbishes them to be sold at a reduced price or for no price at all. Human I-T also offers resources for low cost internet. This company is not located in the Twin Cities but does ship to cities across the U.S.

<https://www.human-i-t.org/request-technology>

**Component #3: Access to Internet**

[**Emergency Broadband Services**](https://www.fcc.gov/broadbandbenefit)**:** The Emergency Broadband Services is a program by the FCC to assist families affected by COVID-19 who are struggling to afford internet. To learn more about these services visit the Emergency Broadband Services website.

<https://www.fcc.gov/broadbandbenefit>

[**Internet Essentials:**](https://www.internetessentials.com/)Internet Essentials is a program through Comcast is a program that provides affordable internet to qualifying households. To learn more about if someone qualifies, visit <https://www.internetessentials.com/> for more details.

[**Minnesota Telecom Alliance**](https://www.mnta.org/)**:** Minnesota Telecom Alliance that advocates and represents 70 small, medium and large companies that provide services such as wireless video and high-speed internet access to communities in Minnesota’s metro and rural areas. If interested in learning more about this company or accessing their resources you can visit their website by clicking on the title or directly on this link:[Minnesota Telecom Alliance (mnta.org)](https://www.mnta.org/).

[**Mediacom**](https://mediacomc2c.com/)**:** Mediacom is a program that provides affordable internet to eligible households in the twin cities. You can learn more about this program by visiting their website.

<https://mediacomc2c.com/>

[**MN Employment and Economic Development**](https://mn.gov/deed/programs-services/broadband/maps/data.jsp)**:** The MN Employment and Services Development created data that shows broadband providers by school district and county. Please visit their website for more information.

<https://mn.gov/deed/programs-services/broadband/maps/data.jsp>

[**Broadband Search**](https://www.broadbandsearch.net/resources)**:** Broadband search is an independent organization that provides information on broadband access in your neighborhood. By visiting this site you are able to type in your zip code and get a list of reviews and prices for each available provider. This is accessible for the entire United States.

<https://www.broadbandsearch.net/resources>

[**Universal Administrative Co.**](https://www.usac.org/)**:** Universal Administrative Co provides affordable broadband services to communities. To learn more please visit their website.

[Home - Universal Service Administrative Company (usac.org)](https://www.usac.org/)

[**National Digital Inclusion Alliance**](https://www.digitalinclusion.org/)**:** The National Digital Inclusion Alliance(NDIA) is an organization that provides resources to access devices and internet, home broadband services and technology training. To learn more about NDIA's mission and work please visit their website.

<https://www.digitalinclusion.org/>

[**PCs for People**](https://www.pcsforpeople.org/)**:** PCs for People is a local organization that provides affordable devices and affordable internet. They have access to providers around the twin cities and hotspots available for purchase.

[Home: PCs for People - PCs for People](https://www.pcsforpeople.org/)

[**Borrow the Internet- Saint Paul Public Library**](https://sppl.org/borrow-the-internet/): Borrowing the Internet for the Saint Paul Library allows Saint Paul residents and library card holders the ability to borrow a hot spot from the library. By visiting their website you are able to check out a mobile hotspot for free for two weeks. To learn more please visit their website.

<https://sppl.org/borrow-the-internet/>

**Component #4: Configuring Devices and Software**

[**Installing Software on your Windows PC**](https://edu.gcfglobal.org/en/basic-computer-skills/installing-software-on-your-windows-pc/1/)**:** Installing software on your Windows PC was created by GCF Global, an organization that focuses on creating resources and tools to promote digital literacy. This link would be beneficial for both learners and digital navigators.

<https://edu.gcfglobal.org/en/basic-computer-skills/installing-software-on-your-windows-pc/1/>

[**Updating Windows Operating System**](https://its.uiowa.edu/support/article/1418): This resource was created by the University of Iowa to be of assistance to Windows users. This is short and to the point which is nice for any device operator.

<https://its.uiowa.edu/support/article/1418>

[**How to Create,View and Edit Bookmarks in Google Chrome**](https://support.google.com/chrome/answer/188842?co=GENIE.Platform%3DDesktop&hl=en)**:** This is a guide to creating, viewing and editing bookmarks in Google Chrome by the Google Chrome help Center. This guide can be very helpful for both students and navigators.

<https://support.google.com/chrome/answer/188842?co=GENIE.Platform%3DDesktop&hl=en>

[**How to Create Favorites(Bookmarks) in Internet Explorer**](https://edu.gcfglobal.org/en/internetexplorer/adding-and-managing-favorites/1/): This is a guide to creating favorites also called bookmarks in Internet Explorer. This guide was created by GCF Global, an organization that works towards creating digital literacy skill learning.

<https://edu.gcfglobal.org/en/internetexplorer/adding-and-managing-favorites/1/>

[**Zoom Tutoring Checklist for Hosts**](https://www.literacymn.org/remote-tutoring-resources): This checklist was created by Literacy Minnesota and can be used for multiple steps of the eight components.

<https://www.literacymn.org/remote-tutoring-resources>

**Component #5: Initial Training for Learners**

[**Digital Homeroom**](https://ctep.weebly.com/)**:** The Digital Homeroom offers resources for skill learning and vocabulary for all digital skill learning levels.

<https://ctep.weebly.com/>

[**Northstar Digital Literacy External Resource Page**](https://www.digitalliteracyassessment.org/external-resources): The Northstar Digital Literacy team created a list of external resources for skill building. This website has skill resources to provide training for learners in beginning computer skills, internet skills, email and many more. To learn more or access this page, please visit the Northstar external resources page.

<https://www.digitalliteracyassessment.org/external-resources>

**E: How to Power on your Device:** This is a photo series demonstrating how to plug in and power on a device. This resource can be found in the digital navigator tool kit.

**F: How to set up a Gmail account**: This resource was created as part of the Ramsey County Tech Pak program. This is a step by step guide to creating a gmail account. This can be found in the digital navigator tool kit.

**G: Connecting Hotspot to Device**: This tool was created by the Ramsey County Tech Pak program. This is intended to show a learner or navigator how to connect their hotspot to their device. This can be found in the tool kit.

**H: Getting to Know Your Hotspot**: This resource was created to get an initial training on the parts of the hotspot. This is a great tool to learn more about the hotspot and how all the parts work. This can be found in the digital navigator tool kit.

**I: Out of Box Experience**: Steps for setting up a Microsoft device. This resource can be found in the digital navigator tool kit.

**Component #6: Ongoing Digital Navigation**

[**Northstar Digital Literacy Assessments and Curricula**](https://www.digitalliteracyassessment.org/assessment-info#curricula)**:** Northstar Digital Literacy offers computer skill assessments and curricula. Both the assessments and the curricula are great tools to provide ongoing digital navigation to learners. Both can be accessed at the Northstar website along with external resources that Northstar Literacy has pulled together.

<https://www.digitalliteracyassessment.org/>

[**GCF Learn Free(Technology)**](https://edu.gcfglobal.org/en/subjects/technology/)**:** GCF learn free is an organization that provides digital literacy skill learning. This link offers an extensive amount of digital literacy skill learning, and it's for free!

[**Hubbs Center Digital Literacy Skill Push-In:**](https://hubbsdl.weebly.com/)Digital Literacy Skill Push-Ins were created by an instructor at Hubbs Center in St Paul. The instructor, Adam Kieffer, created a series of digital literacy skill resources that he uses when he does 30 minute digital push-ins in hubbs center ESL classes. The weebly website offers all of the resources Adam has created.

<https://hubbsdl.weebly.com/>

[**Open Door Learning Center**](https://www.literacymn.org/distancelearning): The Open Door Learning Center Offers a number of different digital literacy classes. To find out more about what classes are available, visit  [literacymn.org](https://www.literacymn.org/).

[**Saint Paul Public Library Computer Classes and Tech Help**](https://sppl.org/computer-classes-and-tech-help/)**:** The Saint Paul Public Library system offers free computer classes, tech support and computer lab assistance. The list of available courses and computer resources can be found on their website.

<https://sppl.org/computer-classes-and-tech-help/>

**Component #7: Navigating Tech Support**

[**PCs for People:**](https://www.pcsforpeople.org/)PCs for People offers tech support on devices. Contact their support staff for more information.

<https://www.pcsforpeople.org/>

[**Saint Paul Public Library Computer Lab Tech support:**](https://sppl.org/computer-classes-and-tech-help/) At certain branches of the Saint Paul Public Library, there are computer labs that are open for community members to pop in for a question on a digital literacy skill need. Visit your local library branch or visit their website.

**J: Common Tech Support Issues:** A list created by a digital navigator of common technology issues. This resource can be found in the digital navigator tool kit.

**Component #8: Wrap-around Navigation**

[**St. Stephens Handbook of the Streets**](https://ststephensmpls.org/handbooks)**:** The handbook of the streets is the book of all books in terms of social services resources. The handbook of the streets comes out with an updated edition every year and is jam packed with resources from temporary housing to food assistance. The handbooks can be purchased on the website or at a public library.

<https://ststephensmpls.org/handbooks>

[**University of Minnesota Extension**](https://extension.umn.edu/local)**:** The University of Minnesota extension offers hotlines in each Minnesota county that act as a tool for resources. Contacting a number off of the extension can connect a navigator or learner to their need.

[Local offices | UMN Extension](https://extension.umn.edu/local)

[**Adult Literacy Hotline**](https://hotline.mnabe.org/)**:** The Minnesota ABE Adult Literacy Hotline offers support over the phone to community members. This hotline can direct the caller to resources relating to free courses outside the classroom needs.

[https://hotline.mnabe.org](https://hotline.mnabe.org/)

[**United Way 211**](https://www.211unitedway.org/)**:** United Way 211 provides free health and human services to people in Minnesota. This hotline is available 24/7 and in all languages. To learn more please visit the website.

<https://www.211unitedway.org/>