



Technology Committee

Digital Equity Team
March 28, 2025

February 21, 2025

Strategy 5-1: Digital Navigator Program

- 2024 and 2025 Metrics

Digital Navigator Program 2024

Unique Number of Participants Served by Digital Navigator Program	Duplicative Number of Participants Served by Digital Navigator Program	Total Number of Group Sessions (Lectures or Workshops) Hosted by Digital Navigators	Total Number of One-on-one Sessions Held by Digital Navigators
231	369	14	262

Data collected from the Highwood Library & Community Center and The African American Museum at the England Manor
September – December 2024

Average Duration of Group Sessions	Average Duration of One-on-one Sessions
2.1 Hours	1.2 Hours

Total Number of Hours Spent Engaging in Group Sessions	Total Number of Hours Spent Engaging in One-on-one Sessions	Total Hours of Engagement September – December 2024
46.5	91.9	138.4



Digital Navigator Program 2025

Unique Number of Participants Served by Digital Navigator Program	Duplicative Number of Participants Served by Digital Navigator Program	Total Number of Group Sessions (Lectures or Workshops) Hosted by Digital Navigators	Total Number of One-on-one Sessions Held by Digital Navigators	Total Number of Sessions Held by Digital Navigators January – February 2025
635	751	40	527	567

Data collected from the Highwood Library & Community Center, The African American Museum at the England Manor, and Lake County Digital Navigators January – February 2025

Average Duration of Group Sessions	Average Duration of One-on-one Sessions	Hours of Engagement in Group Sessions	Hours of Engagement in One-on-one Sessions	Total Hours of Engagement January – February 2025
2.4 Hours	1.1 Hours	492.5	504.3	996.8

Hiring more Digital Navigators – Process ongoing
Lake County, IL - Digital Navigator(s) | MGT (formerly GovHR)



Questions