



TechMission

Association of Christian Community Computer Centers

www.techmission.org

Curriculum & Capacity Building Manual

Capacity Building Manual

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About this Manual, TechMission and AC4

THE MISSION OF AC4 IS TO SUPPORT CHRISTIAN COMMUNITY COMPUTER CENTERS ACROSS THE WORLD AS THEY ADDRESS THE DIGITAL DIVIDE BY PROVIDING OTHERS WITH COMPUTER SKILLS TO MAKE A LIVING AND A SPIRITUAL FOUNDATION TO MAKE A LIFE.

This manual is provided to members of the Association of Christian Community Computer Centers (AC4), a program of TechMission, Inc. AC4 supports Christian community computer centers across the world as they address the digital divide, which is the gap that separates those with access to and skills with computers from those without. Christian community computer centers provide technology training and access to their local communities through after school programs, computer classes, computerized adult basic education, job training programs, walk-in computer centers, technology entrepreneurship programs, computer refurbishing and many other ways. The development of this manual was primarily funded by the C4T project, which is a partnership project between the CTCNet, the Alliance for Technology Access and AC4 funded by the Department of Health and Human Services Compassion Capital Fund.

Historically, churches and faith-based organizations have been some of the strongest institutions in the inner-city and have played a key role in educational movements. Two hundred years ago, as books became available to the masses, there was a major drive for literacy, and churches and faith-based institutions were the primary force behind that drive. Even the term "Sunday school" originally referred to literacy classes taught in churches. Today computers are being made available to the masses, and there is a new major Christian movement to promote computer literacy. The key goal of AC4 is to assist churches and Christian organizations to become a major driving force behind computer literacy just as they were with basic literacy.

AC4 currently has over 500 members from across the world that serve over 50,000 individuals each year in technology programs. AC4 provides a range of services and support to our members which include:

- Our Capacity Building and Curriculum Manual
- Training through AC4's national and regional conferences, and workshops at other Christian conferences including Christian Community Development Association, Compassionworks, Urban Youth Worker's Institute, the Association of Gospel Rescue Missions and other groups
- Fund raising assistance through conference calls providing training on funding opportunities
- Information Sharing Website and E-mail List with over 800 participants
- List of Christian Computer Centers
- Online Tech Volunteer Recruiting
- Collaboration through Regional AC4 Chapters
- Assistance in securing computer and hardware donations
- Advocacy for members to foundations, corporations and government initiatives
- Intensive Technical Assistance and Subgrants totaling \$750,000 in partnership with CTCNet (as lead) and the Alliance for Technology Access (in CA, IL and MA)
- For fee services on consulting on starting and growing a computer center
- For fee services of website design (sign up for a free quote at www.ac4.org/services/)

TechMission is a non-denominational, Christian 501(c)(3) non-profit organization with two program areas: AC4 (described above) and the TechMission Program which is a regional program in the greater Boston area supporting Christian community computer centers through direct program support. TechMission draws much of its ministry philosophy from the Christian Community Development Association (CCDA) and was started based on the needs identified by discussions of CCDA members. CCDA emphasizes three key principles as a part of their ministry philosophy: racial reconciliation, indigenous leadership and economic development.

Note on Copyright of this Manual: The pages below may be freely copied and distributed by members of AC4. We only ask that for any copies that you make to distribute to others that you copy them without any changes and that you attach this page as a cover sheet.

Top Ten Tips for Computer Centers

- 1. Computer Grants:** <http://www.ac4.org/resources/grant.html>
AC4 is collaborating with the Beaumont Foundation of America, which will provide grants of new Toshiba-branded computers and other hardware to existing community technology programs.
- 2. Software donations:** <http://www.ac4.org/resources/software.html>
AC4's software donations page provides information on how to get Microsoft Office for \$30 as well as other Microsoft, Adobe and Symantec products. We also have letters you can download which were successful in getting software donated from Macromedia, Knowledge Adventure and the Learning Company.
- 3. Free Curricula for Computer Classes:** <http://www.ac4.org/curricula/>
AC4 provides curricula and lesson plans for Intro to Computers, Intro to Internet, Typing, Microsoft Word, Excel, Databases, Graphic Design and Web Page Design. This page is regularly updated, and you can now download all the files together in a zipped format. AC4 also provides lesson plans for using computers with youth and links to other great resources.
- 4. Grant Information:** <http://www.ac4.org/resources/grants.html>
We have links to a technology grants newsletter, lists of technology grants and information on how to find grants for your center.
- 5. Using Theology to Teach Technology by C. Perry:** <http://www.etrainingconsult.com/products.htm>
This workbook provides a great approach to integrating the Gospel into computer classes. It includes a course in Microsoft Word integrated with Bible Teachings.
- 6. Other Information Networks:** <http://www.ac4.org/resources/inforesources.html>
We have links to other information networks like CTCNet (www.ctcnet.org), Christian Computing Magazine and Computing in Missions that provide great information on computer centers and other topics of interest.
- 7. AC4 Workshop Presentations:** <http://www.ac4.org/conferences/conferences.html>
You can find downloadable presentations on How to Start and Grow a Computer Center, Technology in Youth Ministry, Technology in Gospel Missions and Resources for Computer Centers.
- 8. AC4 E-mail List Archive:** <http://www.ac4.org/resources/mailarchives.html>
You can both browse and search our complete national e-mail list archive online.
- 9. AC4 List of Christian Computer Centers:** http://www.ac4.org/resources/center_list.html
You can find a list of Christian computer centers in your area. Contact them, develop relationships and share ideas!
- 10. AC4 Membership:** http://www.ac4.org/get_involved/memberbenefits.html
Provides our curriculum manual, our capacity building manual, and enables you to apply for our Computer Grants program along with many other benefits.

Technology Resources

Computer Donations Information

Note: AC4 currently does not provide Computer Donations to organizations, but does provide information on organizations that do.

Operating System Software Licenses

Organizations receiving donated computers without operating system licenses can get them through DiscounTech. Licenses for Microsoft Windows 98 or Windows 2000 Professional may be purchased for \$15 per license. In addition, upgrade licenses to Windows XP Professional may be purchased for an addition \$6 (after the \$15 license). For more information visit: <http://www.techsoup.org/DiscounTech/dcosprogram.asp>

Organizations refurbishing over 49 computers each year may apply become a Microsoft Authorized Refurbisher. This provides new licenses of Windows 98 or 2000 Professional for \$6 per license.

Secular Organizations for Computer Donations

Share the Technology (www.sharetechnology.org)

P.O. Box 548; Rancocas, NJ 08073

Gifts In Kind International (www.giftsinkind.org)

333 North Fairfax Street; Alexandria, VA 22314

703-836-2121; Fax: 703-549-1481

- Must be a 501(c)(3) non-profit and use hardware/software for service to community
- \$125 to register and \$225 for 5 used computers (486 & above laptops/desktops) for organizations in the USA
- Provides great discounts (90% off) on office products, projectors, clothes, etc.

World Computer Exchange (www.worldcomputerexchange.org)

partnerquestions@worldcomputerexchange.org

- Can ship large numbers of computers (400-430) to countries throughout the world
- Generally charge about \$60 per computer
- Generally must buy a whole container (400-430 computers) at a time

Christian Organizations for Computer Donations

PC Sources (www.praisenet.com/pcsources/)

2287 Corrine Ave; Muskegon, MI 49444

231-739-1368; 616-739-1368; pcsources@praisenet.com; PCSources@earthlink.net

- Provides used PCs with special pricing for Christian workers and missionaries

Missionary Computer Fellowship

Orlando, FL; 407-422-9265

Computer Mission Task Force (<http://www.mppc.org/missions/international/computer.htm>)

Menlo Park Presbyterian Church

950 Santa Cruz Avenue, Menlo Park, CA 94025

650-323-8600; Fax: 650-323-8645; JVanDeman@finnav.com

Equipping The Saints

254 Keezletown Road; Weyers Cave, VA 24486

540-234-6222

Computer Purchasing at a Discount

Sources for Discounted New Computers

1. TechFoundation (www.techfoundation.org) provides significant discounts to non-profits purchasing Dell computers as well as other hardware and software.
2. Gotapex (www.gotapex.com) maintains a list of the top deals on Dell computers and equipment.
3. Gifts-In-Kind (www.giftsinkind.org) provides discounts for non-profits purchasing a variety of equipment and software.

Computer Lab Maintenance Software

Having a computer lab requires continued maintenance of the lab computers. Maintenance issues include software updates, viruses, deleting spyware, people changing computer settings, or an inexperienced user deleting an important setting or software. To save time in lab maintenance, your organization may want to look at desktop security solutions. A desktop security solution provides the user with the ability to do the activities that you would want them to do, without having to worry about damage to the software of the computer. This makes maintaining your computer lab much simpler. There are three main solutions which include:

- 1.) **Desktop Security Software.** This software creates an image of your computer configuration and reimages each time the computer restarts, so that users cannot change configurations without a password.
 - **Clean Slate** (<http://www.fortres.com/products/cleanslate.htm>)
 - **Pros:** Easy to use, cheaper in volume
 - **Cons:** Costly in low volumes, only compatible with Microsoft Windows
 - Pricing:**
Single License: \$59, 15 Computer per Building License \$325, 100 Computer per Building License: \$570, Unlimited Computers per Building License \$685
 - **Deep Freeze**
 - **Pros:** Cheap in low volume, works with both Windows and Macintoshes
 - **Cons:** More expensive than others in volume
 - Pricing:** 10-24 computers (\$17.40/computer), 25 - 99 (\$14.30/computer), 100 – 249 \$10.40/computer

2.) **Terminal Services.** Terminal Services has client computers boot from the server, so that each client boots a clean image from the server.

Option 1: Windows Terminal Services

- **Pros:** Provides simple maintenance of computers, can work with low end client computers, low cost implementation
- **Cons:** Requires significant system administration skill to set up, requires high end server
- **Discount Purchasing:** Purchase Windows 2003 Server through TechSoup (www.techsoup.org/stock) (\$160) including Windows Device Client Access License at \$2.00 Per user and Windows Terminal Device Client Access Licenses at \$6.00 Per User

Option 2: Linux Terminal Services/Thin Clients boot Linux machines from a server and can be very useful for providing a low-maintenance computer lab with low-end computers. Two main options are:

1. Linux Terminal Server Project (www.ltsp.org). Great free software.
2. WYSE. (www.wyse.com/index.htm). Market leader in commercial Linux thin client software.

3.) **Desktop Lockdown.**

Option 1: Windows XP provides strong capabilities to restrict user permissions to not be able to change significant items in the configuration.

- **Pros:** Can be used without purchasing additional software.
- **Cons:** Requires a highly technical system administrator to implement and maintain correctly, does not cover all issues, users may encounter problems

Option 2: Full Armor provides a complete solution to lockdown the desktop.

- **Pros:** Provides more complete lockdown than standard Windows XP functions.
- **Cons:** Can be more difficult to setup and maintain than Desktop security software.

Copier Purchasing

Acquiring a copier is a major investment for any organization large or small. Copiers have a large variety of features with many different add-ons that can help your productivity and/or strain your budget. You should know the three types of copy machine grades that are available.

Copy Machine Grades

- 1.) **Multifunction Printer/Copiers:** *Pages per month:* 500-2000 *Pricing:* \$300-1000 *Vendors:* Brother (<http://www.brother-usa.com>), Dell (www.dell.com), HP (www.hp.com), I.B.M (www.ibm.com) Lexmark (www.lexmark.com)
 - **Pros:** Cheap, Fast turn on times, Low purchase price
 - **Cons:** Slow, High Cost per copy 7¢-8¢, Low feature set, No onsite service, Low paper output

- 2.) **Business Grade Copiers:** *Pages per month:* 3,000-10,000 *Pricing:* \$2000-\$8,000 *Vendors:* Canon (www.opd.usa.canon.com), HP (www.hp.com) Ikon (www.ikon.com), Rioch (www.ricoh-usa.com), Xerox (www.xerox.com)
 - **Pros:** Low Cost Per Copy, High feature set, Fast, High Output
 - **Cons:** Expensive, Expensive Maintenance

- 3.) **High End Business Grade Copiers:** *Pages per month:* 10,000-100,000 *Pricing:* \$10,000-\$25,000 *Vendors:* Canon (www.opd.usa.canon.com), HP (www.hp.com) Ikon (www.ikon.com), Rioch (www.ricoh-usa.com), Xerox (www.xerox.com)
 - **Pros:** Low Cost Per Copy, High feature set, Very fast, High Output, Onsite maintenance
 - **Cons:** Expensive, Expensive maintenance

E-mail List Software and Services

When connecting to large amounts of people via email there are mainly three ways to accomplish this task. Mass Email software, and Email List hosting.

- 1.) **Email Newsletter Software** is software that is designed to email hundreds to hundreds of thousands of people. Features of this software would include a database of email address, the ability to let people remove themselves automatically, and keep track of emails that did not reach their destination.
 - **Arial Software Email Marketing Director: \$495** (<http://www.arialsoftware.com>)
 - **Pros:** Ease of use, Emails quickly, lots of features
 - **Cons:** Expensive
 - **G Lock Easy Mail \$49-\$99**
 - **Pros:** Inexpensive with many features
 - **Cons:** Not as simple as other software
 - **Brozsoft Kmailer \$70-\$200** (www.kmailer.com)
 - **Smart Serial Mail \$39.99** (<http://www.jam-software.com/smartserialmail>)
 - **Pros:** Emails quickly, lots of features, cheap
 - **Cons:** Harder to use
 - **E-Campaign 4.6 \$99.99-\$179.99**
 - **Enews Letter Pro \$396-389** (<http://www.newsletterpro.com>)
 - **Pros:** Cheap Easy to use
 - **Cons:** Not as many features compared to others
 - **Lyris \$500 -\$7850** (<http://www.lyris.com/products/listmanager>)
 - **Pros:** Lots of features, easy to use
 - **Cons:** Expensive
 - **Marketing Technologies \$99-\$400** (<http://www.marketing-2000.net/>)
 - **Pros:** Lots of features, not to expensive
 - **Cons:** Steeper learning Curve
- 2.) **E-mail List Hosting** is a service provided by a company. You would log in to their website and upload email address and to manage your list server.
 - **Yahoo Groups Free** (<http://groups.yahoo.com>)
 - **Pros:** Free, most widely used
 - **Cons:** Advertisements in postings, limited in some features
 - **MSN Groups Free** (<http://groups.msn.com>)
 - **Pros:** Free
 - **Cons:** Advertisements in postings, limited in some features, questionable material at times
 - **Google Groups Free** (<http://groups.google.com>)
 - **Pros:** Free
 - **Cons:** Limited in some features, questionable material at times
 - **Bronto \$100 per month and up**(<http://bronto.com>)
 - **Pros:** Lot's of features, support, easy to use
 - **Cons:** Reoccurring fees, expensive
 - **Listserve.com \$30-\$100 Per month**(www.listserve.com)
 - **Pros:** Easy to use Lots of features (Pay); Lots of support
 - **Cons:** Recurring fee's (Pay); Advertisements (Free); Limited features (Free); Limited control

Internet/Web Filtering Software Resource Sheet

Internet filtering software helps protect those using your computers from going to websites that may contain information that could be damaging, such as pornography. The following resource is provided by the Association of Christian Community Computer Centers to help you in properly protecting those using your computers. There are five main options to consider:

1. **Free Internet Filtering Software.** We-Blocker (www.we-blocker.com)
 - **Pros:** It's Free
 - **Cons:** Compatibility problems with Windows XP and can be difficult to maintain for multiple computers
2. **Discounted Internet Filtering Software through TechStock** (www.techsoup.org/stock/) which provides Norton Internet Security for as low as \$4 per license. This software provides parental controls, antivirus, spyware protection, spam filtering and other security features and is an excellent solution for computer labs.
 - **Pros:** Low cost and provides antivirus, spyware protection and many other useful features
 - **Cons:** Can be difficult to maintain across many computers.
3. **Commercial Internet Filtering Software.**
 - **Pros:** best solution for one user if you have the money
 - **Cons:** can cost a lot and be difficult to maintain if you have many computers such as in a computer lab
 - **Options:** **Cybersitter** (www.solidoak.com), **Net Nanny** (www.netnanny.com), **CyberPatrol** (www.microsys.com), **CyberSnoop** (www.pearlsw.com), **CleanWeb** (www.cleanweb.net)
 - **Reviews:** The following sites provide reviews of commercial Internet filtering software. You can find full links to sites on our website at: www.ac4.org/resources/internetfilters.html.
 - **Software4Parents** (www.software4parents.com/filtercompare.html)
 - **About.com** (familyinternet.about.com/cs/internetfiltering/a/aafilteringsoft_2.htm)
 - **Top Ten Reviews** (internet-filter-review.toptenreviews.com)
 - **GetNetWise** (kids.getnetwise.org/tools/)
 - **Filter Review** (www.filterreview.com/main.asp)
 - **World Village's Internet Filtering Software Reviews** (www.safetysurf.com)
 - **Consumer Reports Internet Filtering Software Review** (visit AC4 website for link)
4. **Router Based Filtering**
 - **Pros:** low cost and easy to maintain solution for a computer lab, office environment or home with multiple computers
 - **Cons:** can be difficult to disable filtering for individual users
 - **Zyxel HS-100 HomeSafe Router** \$50.00; \$34.99/year for Cerberian subscription
<http://www.us.zyxel.com/products/model.php?indexcate=1088622580&indexcate1=1088621451&indexFlagvalue=1088555542>
 - **Belkin Wireless G Router (F5D7231-4)** \$60.00; \$19.99/year for subscription after 6 month trial:
catalog.belkin.com/IWCatProductPage.process?Merchant_Id=&Product_Id=179477
 - **Linksys Parental Control Router (WRT54GS)** \$75.00; \$39.95/year to Netopia subscription
<http://linksys.com/products/product.asp?prid=610&scid=35>
5. **Accountability/Monitoring Software**
 - Sends a record of sites visited to individuals for accountability, but does not restrict access to any sites
 - X3Watch: Free at www.xxxchurch.com
 - Covenant Eyes: www.covenanteyes.com for \$6.99/month

Phone Systems

Options for Phone Systems for Organizations

Multi-line phones. These systems provide the ability to share multiple phone lines across different phones. They can provide features like voice mail for each phone, auto attendant (i.e. "Press 1 for Bob..."), call transfer, etc. There are both standard phone systems with phone cords and cordless systems. This is the least expensive option beyond just a basic phone system, and cordless multi-line systems can start as low as \$200-300. The limitation of these systems is that they usually can only expand to support a limited number of phones (maximum often ranges from 8-36) and also support limited features. **Good for very small to medium organization (3-30 staff) with limited budget.**

- **Panasonic Wireless 4 line phone system:** \$599 base with \$120 for each additional handset.
http://www.101phones.com/flypage/37/6179e9d506bec5ec4b967ad164579ad/Panasonic_KX-TG4000B
- **AT&T E2526 Wireless 2 line phone system:** \$169.99 base with \$83.99 for each additional handset.
http://www.101phones.com/flypage/2448/1a94578fe82cabc10e20b0dfc1691741/ATT_E2562
- **AT&T 2462 Wireless 2 line phone system:** \$119.99 base with \$99.99 for each additional handset.
http://www.101phones.com/flypage/594/none/ATT_2462
- **General Electric Wireless 4 line phone system:** \$114.99 base with \$94.99 for each additional handset.
http://www.101phones.com/flypage/3959/c330c42a4f38afd3231c1ab95939ec7d/General_Electric_RCA_25413RE3
- http://www.101phones.com/flypage/3959/c330c42a4f38afd3231c1ab95939ec7d/General_Electric_RCA_25413RE3
- **VTech VT20-2431 2 line phone system:** \$139.99 base with \$209.99 for each additional handset
http://www.101phones.com/browse/0323ac45519fefdf94360313722b8b51/Vtech_Multiline_Phones
- **Uniden TRU8866 2 line phone system:** \$149.99 base with 99.99 for each additional handset
http://www.101phones.com/flypage/2688/bbfe430fadd7751341feae3a38cd71e8/Uniden_TRU8866
- **Motorola MD7091 2 line phone system:** \$149 base with \$79.99 for each additional handset.
http://www.101phones.com/flypage/4054/c5669be8b2939624402e8131872dfa0e/Motorola_MD7091

Centrex. With this option, all phones are provided by the phone company, which provides advanced features like voice mail for each phone, auto attendant, call transfer, etc. This option provides the easiest setup and maintenance, but will cost much more than other options in the long term. Generally each phone is charged a monthly fee as compared to charging for each line. **Good for very small to medium organization (3-30 staff) that wants to avoid difficulty of setting up a phone system.**

- **Pricing depends on location and vender.**
- Verizon: <http://www2.verizon.com/enterprisesolution>
- Sprint: http://www.sprint.com/business/products/products/centrex_enterprise.jsp
- At&t: http://www.att.com/gov/contracts/maas/services/maas_services_centrex.html

PBX/Key System. This option provides the most features for a large number of phones, without the monthly fee for each phone reducing the long-term cost as compared to Centrex. This option also has the highest up front cost and ongoing cost of maintenance. Most large businesses and non-profit organizations use this option.

Good for medium to large organization (20-500 staff).

Bizfon: <http://www.bizfon.com> **Base Price:** \$1200 each handset \$229

Centerpoint: <http://www.talkswitch.com> **Base Price:** \$1495 each handset about \$149

3Com: <http://www.3com.com> **Base Price:** \$2,000 each handset about \$350

Other Resources

<http://www.soho-telecom.com/phone-systems/tutorial/tutorial.html>

<http://www.101phones.com>

<http://www.hellodirect.com/>

<http://voipsupply.com/>

Phone Conferencing

TechMission negotiated an excellent deal with Netspoke for AC4 members: 6 cents per participant per minute using 617 area code number or 9 cents per participant per minute using their 800 number

- Contact Sarah Rose (srose@netspoke.com or 781-528-2261) and ask for same prices as CTCNet

Free Conferencing: <http://freeconferencecall.com>

Software Donation Resources

The following is a collection of software donation resources that have been found to be useful. Example applications for these vendors are available on the AC4 website at www.ac4.org/resources/software.html. The software vendors providing donations include: Adobe, Autodesk, DigiDesign, Full Armor, Intuit, Knowledge Adventure, Learning Company, Lotus, Macromedia, Microsoft, New Deal, PowerQuest, Symantec and Voyetra.

There are many options for community computer centers to get free software donations. Some are through third-party vendors/non-profits, while others require sending a letter directly to the company requesting a donation. We have included links to many letters that were successful in getting software donations at the PREP Computer Center (www.preptraining.org). The guidelines for use vary by vendor, but the following is a summary of the requirements:

1. You must be a 501(c)(3) non-profit organization.
2. In general, this software is donated to be used to serve the community directly through a community computer center (i.e. through computer classes or a walk-in computer center, etc.), but is not intended for church use (i.e. the Pastor's computer). CCBNonprofits.com (www.ccbnonprofits.com) provides software for church use. However, software vendors do not restrict religious content of programs that directly serve the community although some request that it be of a non-denominational (non-sectarian) nature.
3. Some sites have additional restrictions such as a non-discrimination statement (Adobe). In most cases a non-discrimination statement for program participants is satisfactory.

Sources for Software Donations

- **Discountech** (www.discountech.org) provides Microsoft, Lotus and Symantec software at very low prices (\$30 or less for Office XP).
- **CCBNonprofits.com** (www.ccbnonprofits.com) provides non-profit licensing of software products that can be used by church staff for any purpose (Office XP for \$67).
- **Giftsinkind.org** (www.giftsinkind.org) provides software donations from Adobe, Autodesk, Microsoft, Intuit, Lotus, PowerQuest and Symantec (cost is around \$30). Some donations require that you join Gifts in Kind (\$125 per year) while others require no membership (i.e. Adobe).
- **DigiDesign Audio Mixing** (www.protools.com/ptfree/) provides free industry standard music mixing tools. May require additional hardware (MIDI interface) to use all features.
- **Full Armor** (www.fullarmor.com) has donated software to lock down computers to avoid changes to the configuration. An example letter that was successfully approved for a software donation is available at www.ac4.org/resources/software.html.
- **Knowledge Adventure** (www.adventure.com) has donated youth educational software. An example letter and form that was successfully approved for a software donation of five licenses of Jumpstart K-6 Grade is available at www.ac4.org/resources/software.html.
- **Learning Company** (www.learningcompany.com) may donate youth educational software. An example letter for a software donation is available at www.ac4.org/resources/software.html.
- **Macromedia** (www.macromedia.com) has donated Dreamweaver (web design) and Flash software (20 copies in the past). They require that you fill out their form, which is available at www.ac4.org/resources/software.html.
- **Voyetra** (www.voyetra.com) has donated basic music mixing software (Hip Hop eJay 2). An example letter that was successfully approved for a software donation of five licenses of Hip Hop eJay 2 is available at www.ac4.org/resources/software.html.
- **We-Blocker** (www.we-blocker.com) provides free Internet filtering software that computer centers can use to block pornography or other things on the Internet.

Website Resources

Free Web Hosting

- **ForMinistry.com** (www.forministry.com)

ForMinistry, an Internet ministry of the American Bible Society was launched in 1999 to “equip the Church online for ministry.”

A central part of that offering includes sophisticated tools allowing churches and ministries to build and maintain cutting-edge Web sites. This service is available to Christian congregations and parishes, church-based ministries, ministerial associations, and denominational bodies.

- **ILoveJesus.com** (www.ilovejesus.com)

This site provides free, small (1 MB) sites with a simple page creator to help you design your web page if you do not know HTML. When you create your account, your web address will look like: <http://www.ilovejesus.com/myhome/youraccountname/>

For Fee Web Hosting

- **Web Hosting Ratings** (www.webhostingratings.com)

- Web Hosting Ratings is a complete independent guide to selecting the right domain web hosting service for personal or business use. Web Hosting Ratings features a large searchable database of web hosting plans with all their features, over 4000 user reviews, uptime monitoring of hundreds of web hosts, and educational web hosting guides.

Program Resources

Assistive Technology Resources

Assistive Technology enables people with disabilities to effectively utilize technology and information resources. AC4 is partnered with the Alliance for Technology Access (www.ataccess.org) to help our member sites effectively provide technology resources to people with disabilities. The following information is provided by the Alliance for Technology Access.

- Are you working with adults who are reading at or below the 7th grade level? According to recent reports, 60 to 80% of them have a learning disability that is most likely undiagnosed.
- At nearly twenty percent, people with disabilities are this country's largest minority. This figure includes people with hearing loss, vision problems, arthritis, diabetes, mobility impairments, learning disabilities, speech impairments, mental retardation and cognitive disabilities. There is a great deal of variability of abilities. Impairments that affect the ability to hear, see, speak, walk, learn or manipulate things can be mild to severe and affect people's lives in very different ways.
- The barriers facing people with disabilities and functional limitations are pervasive and not always obvious. Society's attitudes are the greatest barriers to inclusion. We can all work together to eliminate the barriers that prevent people with disabilities from having full access to the programs, services and technology tools that enable them to participate in their communities and in the digital revolution.
- Access does not have to be complicated, expensive or accomplished all at once. You can start with what is feasible and affordable. There is a great deal that you can do right now to increase your ability to serve people with disabilities, with some of the tools you already have. Did you know you can enlarge everything on a computer screen using Windows. Did you know you can make computers talk for people having trouble with reading or learning English?

Access exists along a continuum and is a process that requires a sustained effort. Increasing accessibility can become a part of your culture and core values. You can start by doing the following:

1. Check out the key resources below.
2. Assign someone to take responsibility for access.
3. Make a plan.
4. Conduct outreach to people with disabilities.

Accessibility Resources

The Alliance for Technology Access (www.ATAccess.org) is a network of community-based technology resource centers and vendors focused on access for people with disabilities and functional limitations. ATA is a partner in our Connections for Tomorrow Project with AC4. They have developed the following resources:

- ✓ “Starting Points: An Introduction to Creating Access for People with Disabilities”
www.ATAccess.org/resources/acaw/startingpoints.html
- ✓ “Guide to Low-Cost, No-Cost Accessibility Tools” <http://www.ataccess.org/resources/lowcostnocost.html>
- ✓ “Access Aware: Extending your reach to People with Disabilities” www.ATAccess.org/resources/acaw
- ✓ Accessibility resources on the America Connects Consortium web site: www.americconnects.net/resources

People with disabilities represent an important sector of our community. We know you want to include them. ATA can help! Check out the ATA web site and give us a call at (800) 455-7970.

Certification: Becoming a MS Office Certified Testing Center

What is Microsoft Office User Specialist (MOUS) Certification?

Microsoft Office User Specialist (MOUS) Certification is an industry certification in expertise in Microsoft Office products. While MOUS doesn't carry as much weight as an MCSE certification, it is a great way for computer centers to provide an objective credential. Since most computer centers have no formal certification as an educational institution, it is very helpful to give graduates of your programs an objective credential on their skills that will be recognized by the industry. Passing these tests can provide credibility that can be helpful in getting a job, as if your program were granting an Associates degree or a similar diploma as an accredited institution. Receiving the certification does not guarantee that the graduate of your program will be able to get a job, but it does help by providing an objective credential.

What are the advantages of becoming a Certified Testing Center?

It allows you to conduct testing at your location, making it easier for your students to get MOUS certified. In addition, it will provide practice test software that can assess the readiness of your students before they take the MOUS test. It also adds credibility to your program as you are able to say that your site is a certified testing center, which also allows you to use the Microsoft logo. This does not mean that your program is a certified training center, which is a more involved process similar to becoming accredited and requires having MOUS Certified Trainers at your center.

What MOUS exams are there and how advanced are they?

There are three levels of tests: core, expert and master. Most computer centers will probably want to focus on the core exams which only require a moderate level of expertise for Word, Excel, PowerPoint, Access and Outlook. Students can be certified in just one or a few test areas (e.g. "Word MOUS Certified"), but to have the full title "MOUS Certified" they will need to pass all five. The exams for expert and master level are intended for those who are experts in all aspects of the program and could teach and troubleshoot the programs to others.

What are the steps to becoming a MOUS Testing Center?

1. Contact Mark Saltzman at DDC Training Services at 800-964-6796 ext 322 ask for their application and order form to become an IQ Testing Center for MOUS Exams or simply visit website at www.ddctraining.com/iqcenter/iqapp.asp to get application.
2. The cost for their basic package is \$1000, which comes with 20 MOUS exams, the Administrators Handbook (IQ Center Handbook), Account Number, Info key to access the Portal at www.certiport.com and installing iQ system software. Additional tests cost \$48 each.
3. Need to decide whether you want the practice software to be for Office 2000, 2003 or XP. You can order individual tests as either Office 2000 or Office XP at any point.

Many computer centers will bundle the classes with the test and charge one fee (\$50-\$100). One advantage of this is that it provides a strong incentive for most of your students to take the test and try to pass it.

Computer Curriculum Materials Available at www.techmission.org

Introduction to Computers

TechMission has professionally developed a full curriculum (in English and Spanish) for teaching an Intro to Computers course for students with little or no computer experience. It is intended to be taught in eight class periods, two hours each and includes an Instructor Guide and Student Manual.

- [Attendance Roster \(en Español\)](#)
- [Syllabus \(en Español\)](#)
- [Instructor Guide \(en Español\)](#)
- [Student Manual \(en Español\)](#)
- [In Class Exercise 3 \(en Español\)](#)
- [In Class Exercise 4 \(en Español\)](#)

Introduction to the Internet and World-Wide Web

Intro to the Internet and Web gives students basic e-mail and web surfing skills. It is taught in two class periods, two hours each. Below are lesson plans for teaching navigation in the first class and e-mail in the second class, as well as doing it in the opposite order.

- [Setting Up a Free E-mail Account](#)
- [Popular Web Sites](#)

Typing

Typing introduces students to *Mavis Beacon Teaches Typing*, as well as pointing out important key commands. It is taught in two two-hour classes during which much time is given to students to practice typing on their own. Below are the handouts PREP has used.

- [Class 1 Tips](#)
- [Class 2 Tips \(Important Keys\)](#)
- [Using Mavis Beacon](#)

Introduction to Microsoft Word

Intro to Word teaches basic word-processing skills to students who have finished Intro to Computers, or its equivalent. It is taught in six two-hour sessions.

- [Course Overview](#)
- [Syllabus](#)
- [Class 1 Overview](#), [Class 1 Outline](#), [Class 1 In-Class Work](#), [Class 1 Homework](#)
- [Class 2 Outline](#), [Class 2 In-Class Review Exercise](#), [Class 2 In-Class Editing Practice](#), [Class 2 Tips](#), [Class 2 Homework #1](#)
- [Class 2 Homework #2](#)
- [Class 3 Outline](#), [Class 3 In-Class Instructions](#), [Class 3 Tips](#), [Class 3 Homework](#)
- [Class 4 Outline](#), [Class 4 In-Class Instructions](#), [Class 4 Tips](#), [Class 4 Homework](#)
- [Class 5 Outline](#), [Class 5 In-Class Instructions](#), [Class 5 Homework](#)
- [Class 6 Outline](#), [Class 6 In-Class Exercise](#)

Introduction to Microsoft Excel

Intro to Excel teaches basic Excel and spreadsheet skills to students who have completed Intro to Microsoft Word or its equivalent. It is taught in six two-hour sessions.

- [Course Description](#)
- [Syllabus](#)
- [Class 1 Terminology](#), [Class 1 Terminology Definitions](#), [Class 1 Tips](#), [Class 1 Homework #1](#), [Class 1 Homework #2](#)
- [Class 2 Terminology Quiz](#), [Class 2 Terminology Quiz Answers](#), [Class 2 Tips](#), [Class 2 Homework](#), [Class 3 Outline](#)
- [Class 3 Tips](#), [Class 3 Homework](#), [Class 4 Tips](#), [Class 4 Homework](#)
- [Class 5 Tips](#), [Class 5 Homework](#), [Example: Party Budget](#)
- [Functions](#)
- [Review Workbook](#)

Advanced Microsoft Word

Advanced Microsoft Word follows the Intro to Word course. It teaches a variety of higher-level skills in eight two-hour classes.

- [Class 1 Outline: Drawing Tools, Class 1 Homework](#)
- [Class 2 Outline: Tables Using Menu Bar, Class 2 In-class Exercise: Review of Drawing Tools](#)
- [Class 2 Agenda Table Exercise, Class 2 Homework, Tables Review](#)
- [Class 3 Outline: Tables using Tables Toolbar, Class 3 In-class Exercise](#)
- [Class 4 Outline: Text to Tables, Sorts, Calculating](#)
- [Class 5 Outline: Table Sorts, Headings, Find & Replace](#)
- [Class 6 Data Source, Class 6 Letter without Merge Fields, Class 6 Letter with Merge Fields](#)
- [Class 7 Outline: Mail Merge II, Labels, Queries, Class 7 Labels with Merge Fields, Class 7 Homework](#)
- [Class 8 Outline: Templates, AutoCorrect, Autotext](#)

Entrepreneurship

Entrepreneurship, a.k.a. Start Your Own Business, has been taught for both youth and adults. Below are lesson plans and presentations from the adult version. The class is taught in six two-hour sessions.

- [Syllabus](#)
- [Class 1 Outline, Starting Your Own Business \(Class 1\)](#)
- [Success Diamond](#)
- [The 4 P's](#)
- [Executive Summary of the 4 P's](#)
- [Market Research](#)
- [Marketing Summary](#)
- [Business Analysis](#)
- [Class 4 Outline, Class 4 Review](#)
- [Class 6: Sales Networking](#)

Databases

Databases is taught in eight two-hour sessions that focus on Microsoft Access. Below is a brief course given during a two-hour workshop as well as a highly recommended curriculum resource.

- [Creating a Member database using Microsoft Access 2000](#)
- [Microsoft Access Tutorials](#)

Graphic Design

Graphic Design teaches principles of design, Microsoft Publisher and some Adobe Photoshop in eight two-hour sessions. Below are class outlines, general help sheets, and examples used in the class.

- [Syllabus](#)
- [Class 1 Business Card Example](#)
- [Class 1 Kitty Flyer Raw Example](#)
- [Class 1 Kitty Flyer In Between Example](#)
- [Class 1 Kitty Flyer In Between #2 Example](#)
- [Class 1 Kitty Flyer Final Example](#)
- [Class 4 Type Terms](#)
- [Class 4 Type Treatments](#)
- [Class 4 Vermeer Poster Example](#)
- [Class 6 Garden Variety Brochure Example](#)
- [General Help Sheet: Publisher Basics](#)
- [General Help Sheet: Scanning](#)

Web Page Design

Web Page Design classes at PREP have taught both Microsoft FrontPage and HTML at an introductory level in six or eight two-hour classes. Below are selected notes on HTML.

- [Hyperlinks](#)
- [Tags and Attributes](#)

Earned Income Tax Credit (EITC) Programs

What is the Earned Income Tax Credit (EITC)?

EITC is a catalyst for low-income families' economic success. EITC is now a way to supplement wages while making work more attractive than welfare. The current credit can add as much as \$4300 to a family's annual income. The EITC credit reduces taxes for workers, supplements wages and makes work more attractive. As traditional welfare programs continue to change, EITC is the single largest federal aid program for working families. The EITC Program is larger than food stamps, and Tax Assistance for Needy Families (TANF) combined. About 20 million families received some \$37 BILLION – an average of nearly \$1800 for the 2003 tax year. The EITC lifts over 4.7 million people out of poverty each year, including 2.5 million children. It has the ability to turn a \$7 per hour job into a \$9 per hour job.

What are Benefits of Starting an EITC Program in Your Computer Center?

Many computer centers have started EITC programs to assist people in the community in claiming their earned income tax credit, file their taxes and increase their income. A qualified individual must first and foremost file a tax return (whether tax is owed or not) and complete "schedule EIC" (affirmative action required). To be eligible for a full or partial credit, a taxpayer must have earned income and adjusted gross income of less than:

- \$34,458 (35,458 for MFJ) with two or more qualifying children
- \$30,338 (31,338 if MFJ) with one or more qualifying child
- \$11,490 (12,490 MFJ) with no qualifying children

The **MAXIMUM** EITC is:

\$4,300 for taxpayers with two or more qualifying children

\$2,604 for taxpayers with one qualifying child

\$ 390 for an individual without qualifying children

What can a Community Computer Center do with EITC?

Community Computer Centers are equipped to do free online tax filing (e-file), available on the Internal Revenue Services webpage, for people of low income. Studies show that many taxpayers who qualify for EITC do not claim it (up to 25% per independent studies)¹ Computer centers can therefore inform, train, and give access to eligible taxpayers. In other words, computer centers can mobilize large numbers of low income people to take advantage of this great opportunity!

Where can I get more information about the EITC Program?

To contact your local representative, you can visit the IRS website at <http://www.irs.gov/localcontacts/index.html> or visit the following web pages:

- www.irs-eitc.info/SPEC (IRS site on EITC)
- www.cbpp.org (Center on Budget and Policy Priorities site and access to EITC toolkit)
- www.tax-coalition.org (National Tax Coalition site)
- www.brookings.org (Brookings Institution - key word: EITC)
- <http://www.cbpp.org/eitc-partnership/eitc-partnership.htm> (National Outreach EITC Partnership)

¹ Brookings Institute & GAO studies
www.techmission.org

Educational Software for Youth

Academic Curriculum Support Software

- Plato Learning (www.plato.com)
 - Market leader
- Lightspan (www.lightspan.com)
 - Good assessment, integration with standards (subdivision of Plato)
- Compass Learning (compasslearning.com)
 - Good assessment, integration with standards and fun learning tools
- Riverdeep (www.riverdeep.com)
 - Best source for fun learning tools
- Pearson (www.pearsondigital.com)
 - Good assessment and integration with standards

Test Prep Software

- Test U (www.testu.com)
 - Good test prep tools for state assessments, SAT and ACT
- Princeton Review (www.princetonreview.com)
 - Good test prep tools for SAT and ACT

College Search and Assistance

- My Road (www.myroad.com)
 - Web tool to assist students in preparing for college

English as a Second Language (ESL) Software

ESL and TOEFL Software Providers

- **Exceller Software Corp.** (<http://www.exceller.com/toefl-esl-software.html>)
English Tutor for Windows: \$69.00. Contact: (513)792-9555
- **ESL Pro Systems.** (<http://www.esl-pro.com/store.aspx>)
Price range: \$29.99-\$69.99. Contact: (877)737-5776
- **Innovative Learning Systems Nova** (<http://www.ilsnova.com>)
Price: \$10,500 Contact: (800) 488-4205
- **Aztec Software** (www.aztecsoftware.com)
Contact: (800) 273-0033
- **McGraw-Hill/Contemporary** (<http://www.ntc-cb.com>)
Price: \$20.50 Contact: (800)621-1918
- **Plato Learning System** (<http://www.plato.com>)
Contact: \$800.44..PLATO
- **Steck Vaughn** (<http://steckvaughn.harcourtachieve.com>)
Price: \$16.99. Contact: 800-531-5015

Software for Spanish Speakers

La Mansion del Ingles (<http://www.mansioningles.com/Descarga.htm>)
Free practice activities and lessons to learn English

Spanishtoys.com (Inc.)

- *Say it in English* –Digalo en Ingles: Excellent Spanish Software to Learn English
<http://www.spanishtoys.com/UDidiomasDetail.asp?Number=159>
Price:\$19.99. Contact: (800)526-0091
- *Learn Ingles Your Way*
<http://www.spanishtoys.com/UDidiomasDetail.asp?Number=64>
Price: \$59.99. Contact: (800)526-0091

Online ESL and TOEFL Resources

- http://www.esl.net/software_schools.htm
List of best ESL software for schools, businesses and other organizations
- <http://www.catesol.org/software.html>
ESL software listed by graduate students at Seattle University
- <http://esl.about.com/cs/software>
ESL and TOEFL software pick from about.com
- <http://www.wor.com/shopping/products.asp?id=166>
ESL software for High School to Adult
- <http://www.mvls.org/mvlshome/spanish.htm>
List of Spanish Language websites
- <http://www.americconnects.net/resources/default.asp?topicid=25#ESL>
Online Resources available to English learners
- <http://www.ctcnet.org/resources/ctcweb.asp?webcat=esl>

GED Computer-Based Training Resources

GED Software Providers

- **Innovative Learning Systems Nova** (www.ilsnova.com)
 - 5 computers: \$10,500; 10 computers: \$15,500
- **American Guidance Service** (www.agsnet.com)
 - 5 subjects (Writing Skills, Social Studies, Science, Literature & Arts, Mathematics): \$1,199; single subject: \$299.95
- **Aztec Software** (www.aztecsoftware.com)
 - 1 computer: \$2,750; 5 computers: \$6,500
- **Merit Software** (www.meritsoftware.com)
 - 1 computer: \$495; 5 computers: \$1,680
- **McGraw-Hill/Contemporary** (www.ntc-cb.com)
 - Contact representative for cost
- **Plato Learning System** (www.plato.com)
 - Contact representative for cost
- **Steck-Vaughn** (www.steck-vaughn.com)
 - Pre-GED—Single computer: \$799, Hard drive version with site license: \$1,495, Network version \$2,195
 - GED—Single computer: \$597, Hard drive version with site license: \$1,197.50; Network version: \$1,797.50
- You can find reviews and pricing at: <http://www.wcs.k12.va.us/programs/psoft/gedisaep.htm>

Online GED Test and Classes

- **Free GED Practice Tests**
 - <http://www.dmacc.cc.ia.us/GED/Regist.htm>
 - <http://www.gedpractice.com/>
- **Online GED Classes**
 - Self-Study GED Materials (www.free-ed.net/fr10/default.asp)
 - Free full online GED prep course
 - GED Online (www.gedonline.org)
 - Online self-paced instruction for GED students
 - Initial four-month tuition and registration fee of \$50, then \$10/month
 - Maricopa Online Program (www.rio.maricopa.edu/ci/programs/ged/start_ged.shtml)
 - \$25 to take the pre-tests, and \$25 for each 14-week online course
 - OLT: Online Training Institute (www.oltraining.com)
 - Online self-paced instruction for GED students
 - \$150 tuition fee for each test prep area, or \$600 tuition for all five tests

Computer Centers in Developing Countries

TechMission's AC4 has over 100 members in developing countries. We have found two models that work particularly well for computer centers in developing countries: for-fee Cybercafés and Computer Training Centers.

Cybercafés (For-fee Internet Access Centers)

For-fee cybercafés provide Internet access in developing countries while charging customers a nominal fee. Because the cost of Internet in most developing countries is significant and the demand is high, most cybercafés in developing countries will charge a fee for Internet access. The Asian Internet Bible Institute has worked out a replicable model of cybercafés in developing countries.

- **CyberMission's Cybercafé Training Materials** (www.cybermissions.org/icafe/)
- **CyberMission's Cybercafé Training Presentation** (www.cybermissions.org/icafe/UPG_icafe.ppt)

Computer Training Program for Jobs

Another popular model for computer centers in developing countries are those that focus on providing training in computer and technology skills needed for jobs. Oasis International has developed a successful, replicable model training program called Net2Work that has trained over 1,200 participants with a 50% job placement rate.

- Net2Work's Website (www.net2work.org)
- Net2Work Training Presentation (www.techmission.org/presentations/Jo_Coles_Oasis_Net2work_Presentation.ppt)

Becoming a Supplemental Educational Services Provider (DoE)

What is Supplemental Educational Services (SES)?

Supplemental Educational Services is a program of the US Department of Education that provides voucher funding to after-school programs serving low-income students from low-performing school districts. After-school sites must apply to become an SES provider through their state Department of Education, and then can begin receiving payments for any qualified students.

Benefits of SES

After becoming an approved SES provider, your after-school or out-of-school site can start receiving between \$600 and \$2,000 of voucher funding from your state for each student that qualifies. This generally requires providing from 20 to 65 hours of tutoring or instruction.

What are the restrictions on faith with SES funding?

The 20-65 hours of formal SES tutoring/instruction may not contain any faith component, but sites that are able to provide the tutoring for less than the amount received from the voucher may use the voucher funding for anything without any restrictions. For example, if your site could provide the required tutoring hours for only \$500 per student and you received \$2,000 per student in voucher funding, then you could use the \$1,500 of voucher funding without any restrictions. Students participating in the SES tutoring may not be required to participate in faith activities.

What are the Primary Requirements?

- Most states require that your after-school program meet state licensing standards
- Liability insurance and background checks for staff are generally required
- Evidence of record of effectiveness and high quality instructional strategies aligned with state and local curriculum is needed
- Some states may require some staff meet educational/certification standards
- Sites will be required to show pre and post tests of students in the program

To Find out More or to Apply

1. **Visit US Department of Education SES Page at:**
<http://www.ed.gov/about/inits/list/fbci/suppservices.html>
2. **Go through the Training Webcast on Applying for SES at:**
<http://www.connectlive.com/events/supplemental/>
3. **Contact your State SES Office from the list at:**
<http://www.ed.gov/about/inits/list/fbci/ses-2005.doc>

Technology Program Informational Resources

There are a large number of organizations and information resources available to those who would like to learn more about community computer centers. These include:

- **Christian Computing Magazine** (www.ccmag.com) is a great resource for finding information on how computers and technology can be used to improve operations of a church.
- **Community Technology Centers Network** (www.ctcnet.org) is the oldest and largest network of community technology centers (both Christian and others). They have an e-mail list for their members and extensive resources to assist CTCs including their **Center Start Up Manual** (www.ctcnet.org/toc.htm). Membership in CTCNet costs \$100.
- **International Conference on Computing and Missions** (www.gospelcom.net/iccm/) is a conference for Christians interested in applying technology to missions. They have an e-mail list with hundreds of subscribers.
- **YouthLearn** (www.youthlearn.org) is a network of youth development and educators (both Christians and others), and have many resources for technology education for youth. Their resources include an e-mail list (www.youthlearn.org/join/subscribe.html) with hundreds of subscribers and a guide (www.youthlearn.org/guide/) for teaching technology to youth that they sell.
- **Digital Divide Network** (www.digitaldividenetwork.org) is a group focused on researching the digital divide and sharing resources among community technology centers (both Christian and others) and is funded by the Benton Foundation. They have an e-mail list with thousands of people with an interest in the digital divide.
- **America Connects Consortium** (www.americaconnects.net) is a consortium of groups addressing the digital divide and works closely with CTCNet. They provide a range of resources and e-mail lists and make their list archives (ctcnet.org/americaconnects/) available.
- **European Christian Internet Conference Network** (www.ecic.info) provides an annual conference on technology and the Internet for Churches and Christian Organizations in Europe.
- **Tech Foundation** (www.techfoundation.org) provides a monthly, free subscription newsletter (www.imakenews.com/techfoundation/) on grants available to technology programs in non-profit organizations.
- **Compumentor** (www.compumentor.org) provides information on how non-profit organizations can better use technology to improve their operations. In addition they provide a monthly newsletter called TechSoup (www.techsoup.org) and discounted software (www.discountech.org)
- **Neighborhood Networks** (www.neighborhoodnetworks.org) is an initiative of the US Department of Housing and Urban Development (HUD) that supports technology centers in HUD programs. This program should be of interest to faith-based organizations wishing to partner with HUD programs.
- **National Telecommunications and Information Administration** (www.ntia.doc.gov) conducts extensive studies of the digital divide. Their latest report "Falling through the Net" is available at: www.digitaldivide.gov/reports.htm

Books

- *Using Theology to Teach Technology*, Clemmie Perry, 2002 (<http://etrainingconsult.com/workbooks.htm>)
- *Technology and Social Inclusion: Rethinking the Digital Divide*, Mark Warschauer, 2003
- *Digital Divide: Civic Engagement, Information Poverty, and the Internet Worldwide*, Pippa Norris, 2001
- *The YouthLearn Guide: A Creative Approach to Working With Youth and Technology*, 2002 (<http://www.youthlearn.org/guide/>)
- *Keystrokes to Literacy: Using the Computer As a Learning Tool for Adult Beginning Readers*, Antonia Stone

Technology in Youth Programs

Lesson Plans

- **Youth Learn Lesson Plans in Technology** (www.youthlearn.org/learning/activities/)
 - Freely available online for teaching youth technology and other skills
- **The Youth Learn Guide: “A Creative Approach to Working with Youth and Technology”**
 - \$19.95 if you join their e-mail list
- **AC4 Youth Technology Resources and Lesson Plans** (www.ac4.org/curricula/youth_resources.html)
 - Freely available online

Sites for Youth Ministers

- **YouthPastor.com** (www.youthpastor.com)

Focus is dedicated to the youth pastor, designing resources and services that are not typically available from the church denominations and Christian curriculum publishing services.
- **CompassionWorks** (www.compassionworks.org)
- **YouthBuilders** (www.youthbuilders.com)

On-line ministry of support for adults who help kids.
- **Urban Youth Workers Institute** (www.uywi.org)

Listen to seminars from the Urban Youth Workers Institute archives.
- **Reach Out Youth Solutions** (www.reach-out.org)

Mission is to equip leaders for strategic youth ministry through the Church around the world.
- **Fun-Attic** (www.funattic.com)

Store and resource center with outdoor toys and innovative sporting goods. Special line of products available to keep everyone as safe as possible during activities.
- **ChristianPromote** (www.christianpromote.com)

Help Christian web sites promote their sites

Ticket to Work Voucher Program (Dept. of Labor)

What is the Ticket to Work Program?

This US Federal program allows any faith-based or community program (Employment Networks) to provide necessary services to individuals entitled to SSI and SSDI benefits based on disability to find, enter and retain employment. Employment Networks can start collecting payments from the Social Security Administration following the very first month a beneficiary gets his paycheck.

Who qualifies for SSI or SSDI?

All SSI and SSDI disability cash beneficiaries except:

- Beneficiaries whose conditions are expected to improve, and who have not had at least one continuing disability review
- Beneficiaries who have not attained age 18 or who have attained age 65 (SSI) or Full Retirement Age (SSDI)
- Childhood SSI beneficiaries who have attained age 18, but who have not had a redetermination under the adult disability standard²

Benefits of the Ticket to Work Program

The main benefit is to be able to collect payment for each individual for each month they retain their job for up to 5 years according to the following rates:

* SSI: \$197 per month for up to 60 months = \$11,820

* SSDI: \$328 per month for up to 60 months = \$19,680

What are the Primary Requirements?

- Report on whether a beneficiary is making timely progress toward self sufficiency
- Give information about a beneficiary's work activity and earnings so that in order for the Social Security Administration can determine their effect on entitlement to benefits and benefit amounts

What are the restrictions on faith with T2W funding?

The formal Ticket to Work training may not contain any faith component, but sites that are able to provide the training for less than the amount received from the federal government may use such funding for anything without restrictions. Beneficiaries in the Ticket to Work program may not be required to participate in faith activities.

To Get Involved or to Apply

- Contact Mildred Owens at Social Security Administration at mildred.owens@ssa.gov (410) 965-6451
- Register to become an employment network at <http://www.yourtickettowork.com/rfp>
- Identify qualified SSI or SSDI individuals who have received a government voucher for training and provide them with job training.

² www.ssa.gov/work
www.techmission.org

Youth Technology Program Lesson Plans

Computer Basics Lesson Plan

- **Description:** Computer Basics was taught to students in K-8th grades in several one-hour sessions.

Encarta Africana Scavenger Hunt Lesson Plan

- **Description:** The Encarta Africana Scavenger Hunt is an introductory exercise to make middle-school students familiar with Encarta Africana and African history in a one-hour class.
- **Requires:** Microsoft Encarta Africana

Planning a Vacation Lesson Plan

- **Description:** Middle-school students plan a vacation using the Internet over two or three one-hour classes.
- **Requires:** Internet Access

Heroes Lesson Plan

- **Description:** In the first one-hour class, middle-school students found heroes using Encarta Africana, an on-line encyclopedia focusing on African-American history. In the second class, students make posters about their heroes.
- **Requires:** Encarta Africana

History of Hip Hop Lesson Plan

- **Description:** The middle-school students begin by answering worksheet questions about how Hip Hop began. Then they found a Hip Hop artist and his/her lyrics on the Internet. Finally, they used PowerPoint to present an analysis of the positives and negatives of Hip Hop culture based on the lyrics they found.
- **Includes:** Project Overview, History of Hip Hop Worksheet , Hip Hop Web Sites, Find Your Musician

Poetry Lesson Plan

- **Description:** The poetry project spanned two one-hour classes and allowed middle-school students to first research a poet in Encarta Africana and on the Internet and then use their creativity to write and format their own poem in Microsoft Word.
- **Requires:** Encarta Africana

Legacy of Love Lesson Plan

Description: The Legacy of Love is two one-hour projects that allow younger children to claim that they come from a "Legacy of Love" as they learn to use Microsoft Publisher to make posters and greeting cards.

Organizational Resources

Grant Information

Christian community computer centers qualify for many grants from foundations and other grant-giving organizations. Because the focus of Christian community computer centers is on addressing the digital divide, they can apply for grants from most foundations and some government agencies, without any modification to program design or the Christian character of the organization. Some tips to help get you started include:

1. Invest a significant amount of time doing research to find which grants to apply for. Probably the best resource for this is the Foundation Center (www.fdncenter.org). They have a list of local grant libraries (www.fdncenter.org/collections/), which should probably be your first step in applying for grants. Two additional resources are shown below. Most of these grants are more difficult to get because they are often national in scope.
 - o Tech Grants Newsletter (www.imakenews.com/techfoundation/) on grants for technology
 - o List of Tech Grants (www.lib.msu.edu/harris23/grants/2comptec.htm)
 - o Foundation Center's Tech Grant List (www.fdncenter.org/pnd/rfp/cat_science.jhtml)
2. Talk with the grant-giving organization, and if possible set up a meeting to give the "pitch" for your grant. Many grant-makers see hundreds or thousands of applications, so a personal meeting is a great way to stand out.
3. Get books on grant writing, and if it is your first grant application, you can request a model grant from AC4 at info@ac4.org.
4. Do not assume that because you are a Christian organization, you can only apply to Christian grant-giving organizations. Most grant-giving organizations will only want to ensure that their funds are going toward social service (i.e. not to pay the pastor's salary). Having said that, be sure to read the fine print on any restrictions on your programs related to religion, and clearly, decisions related to these are up to your organization.

Grant Information (U.S. Government)

Federal Funding and Faith

Under the “Charitable Choice” provisions, the US government has significantly relaxed restrictions on faith-based organizations receiving federal funding. You can find the new guidelines on restrictions on faith related to Federal grants in the USA at http://www.whitehouse.gov/government/fbci/guidance_document.pdf

Direct Federal Grants in the United States

Direct Federal Grants are among the most competitive grant competitions with usually only 1 in 10 to 1 in 20 of applicants actually receiving a grant. Most federal grants require that the applicant provide matching funds from non-government sources (usually 1-to-1 match). The following is a list of the key federal grant opportunities related to community technology.

- **US Department of Education Community Technology Centers (CTC) Grant:** This federal grant usually can provide up to \$500,000 for Community Technology Centers to demonstrate the educational value of technology in urban, rural and economically distressed communities. Each year the grant has a different focus area combined with technology (e.g. in 2002 it was “Technology and Adult Basic Education” and in 2003 it was “Technology and supporting disadvantaged high school students”). Each year the announcement for the competition is usually made in May and the grant is due in July. They usually provide funding for organizations that have previously received federal funding (regular round) or those who have not directly received federal funding (novice round). For more information visit: <http://www.ed.gov/fund/grant/apply/AdultEd/CTC/index.html>
- **US Department of Labor Intermediary and Grassroots Organizations Grant:** This federal grant provide up to \$500,000 for intermediary organizations and up to \$300,000 for grassroots organizations that provide workforce development programs in the community. Each year the announcement for the competition is usually made in April and the grant is due in May. The focus of this grant is for organizations that will interface with the government’s One Stop Career Centers. A general rule of thumb for those who are applying for workforce development funds is that a good program applying for a grant will have about an 80% job placement rate and be able to train and place people in jobs for around \$2,000 per person (i.e. a \$200,000 grant should be able to place 100 people in jobs). For more information visit: <http://www.dol.gov/cfbci/funding.htm> or <http://www.dol.gov/opa/media/press/opa/OPA2002370.htm>
- **Department of Commerce Technology Opportunities Program:** TOP (formerly known as TIIAP) provides matching grants for technology projects that improve public access to education, health care, public safety, and other community-based services. In general this grant focuses on demonstrating the use of cutting edge technologies to serve communities (e.g. video conferencing, wireless Internet access, etc.). This federal grant provides up to \$750,000 for intermediary organizations and up to \$300,000 for grassroots organizations that provide workforce development programs in the community. Each year the announcement for the competition is usually made in March and the grant is due in April. For more information visit: <http://www.ntia.doc.gov/top/>

Federal Grants through Intermediaries

Organizations can also receive federal grants through intermediary organizations that have received federal grants and will be sub-granting to smaller organizations. These grants are much easier to apply for, generally have a much higher percentage of being awarded and the intermediary provides much of the required reporting to the federal government to simplify implementation. One current intermediary grant of interest is the Department of Health and Human Services (HHS) Compassion Capital Grant. AC4 provides a list to its members of Compassion Capital intermediaries and grant information available on its website.

Government Grant Information Continued

State Funding Sources

Most states will have funding sources similar to those listed above, but the funding varies from state to state. The general categories of funding include youth programs, workforce development, technology programs, etc. To find out the funding sources in your state, we recommend that you contact other more established computer centers in your state either from AC4's member list (http://www.ac4.org/resources/center_list.html) or CTCNet's member list (<http://www2.ctcnet.org/ctc.asp>).

Corporation for National Service

The Corporation for National Service can provide full or part-time "staff" members to serve in non-profit organizations. These members receive a small stipend (currently about \$10,000) and may receive an additional \$4,750 educational stipend after completing their year. The recruitment of AmeriCorps members can be left up to the local organization to use existing relationships to ensure recruiting of trustworthy individuals. Under current US Government Guidelines, organizations may not restrict hiring AmeriCorps members based on their faith. There are several ways to get connected into the opportunities available:

1. **CTC VISTA Project.** This project provides full-time AmeriCorps*VISTA members to serve full time for at least one year in community technology centers. This project currently charges \$2,000 per member. For more information visit: <http://www.cpcs.umb.edu/VISTA/>
2. **VISTA Initiative for Faith-Based Organizations.** These positions are specifically allocated toward faith-based and community organizations with the intention of making them easily accessible to small organizations. For more information contact your state VISTA office: http://www.nationalservice.org/about/family/commissions_pick.html
3. **AmeriCorps through Intermediaries.** There are many intermediary non-profit organizations that will assign their AmeriCorps members to serve in other organizations. Mission Year (www.missionyear.org) is a Christian organization that will assign AmeriCorps members to other organizations, and City Year (www.cityyear.org) is a secular organization that does the same. To develop a partnership with an intermediary, you should directly contact an intermediary organization that serves in your area.
4. **AmeriCorps State Application.** Non-profit organizations can also apply directly to become an AmeriCorps host agency. In general organizations must apply for at least 10-20 full-time members to receive members at this level. The application process usually begins in the fall. For more information contact your local state office at: http://www.nationalservice.org/about/family/commissions_pick.html
5. **AmeriCorps National Application.** Non-profit organizations can also apply directly to become a National AmeriCorps host agency. In general organizations must apply for at least 20 full-time members across multiple states to receive members at this level. The application process usually begins in January. For more information visit: <http://www.americorps.org/resources/guidelines2003.html>

Work Study Students

Any non-profit 501 (c)(3) organization may get college students assigned to have their "work-study" job with the non-profit organization. Typically the federal government will cover 75-100% of the cost of paying these students as a part of their financial aid package. The recruitment of work-study staff may be left up to the local organization to use existing relationships to ensure recruiting of trustworthy individuals. Under current US Government Guidelines, organizations may not restrict hiring work-study members based on their faith. To apply to have work-study students, you will first need to contact the financial aid office of the college you will be recruiting students from.

Online Staff Recruiting

Online Staff Recruiting Targeting Christian Organizations

These sites charge a small fee for assistance with online staff recruiting. They both assist in advertising positions to potential job seekers and provide the ability to search resumes. Because these sites are targeting the Christian community most applicants through these sites share a basic Christian faith.

1. **Christian Career Center** (www.christiancareercenter.com) is a great low-cost online recruiting Website with over 23,000 postings.
2. **Intercristo** (www.intercristo.com) is considered by many to be the market leader in Christian job placement with thousands of opportunities.
3. **Christian Placements** (www.churchstaffing.com/cp/) is an online recruiting site with over 5,000 postings.
4. **Kingdom Careers** (www.kingdomcareers.com) is another good online recruiting site targeting the Christian community.
5. **ChristianNet Jobs** (www.christianet.com/christianjobs) is another good online recruiting site targeting the Christian community.
6. **ChristianJobs.com** (www.christianjobs.com) is another good online recruiting site targeting the Christian community.

Secular Online Staff Recruiting Sites

These sites charge a fee for providing online staff recruiting resources. While these sites have many more applicants, their applicant pool includes both Christian and non-Christian job seekers.

1. **Monster.com** (www.monster.com) is the market leader in online job placement.
2. **Yahoo Hot Jobs** (www.hotjobs.com).
3. **Careerbuilder** (www.careerbuilder.com).

Online Volunteer Recruiting

Options for Volunteer Recruitment

The following are some methods of recruiting volunteers for technology programs. See this document for sample templates for each of these methods.

1. **Church Recruitment.** Send out an e-mail to the church list or post an announcement in the bulletin, on powerpoint, or on a bulletin board.
2. **Online Recruitment.** Many sites provide free online volunteer job listings. This method may reach the most volunteers, but most sites won't limit inquiries to Christians only. Some reliable sites are:
 - Volunteer match (volunteermatch.org) is the number one online matching site on the Web
 - Volunteer Solutions (volunteersolutions.org)
 - Serve Net (servenet.org)
 - Idealist (idealist.org)
 - Online Volunteering (Onlinevolunteering.org)
 - Craig's List (Craigslist.org)
3. **AC4 Volunteer Recruitment.** AC4 will soon provide the ability on our website for you to post your volunteer positions to help meet your technology needs. Sites can choose to only accept tech volunteers who are Christians.
4. **Other Recruitment.** E-mail, post flyers, or talk in person to a college group such as InterVarsity or Campus Crusade for Christ.

Online Volunteer Screening

1. Conduct screening and background check of volunteers for only \$8/volunteer online at <http://www.volunteerselect.org>
2. Get references from volunteers and follow through in checking them.

More Resources

1. **TechMission's PowerPoint presentation on volunteer management** available at: http://www.techmission.org/training/conference_materials.php
2. **Templates**, such as sample job descriptions, sample volunteer applications, etc. available on TechMission's Website.
3. **Helpful Links.**
 - **America Connects Consortium Volunteer Management Page.** Provides a great summary of some of the best resources on volunteer management. <http://www.americconnects.net/resources/default.asp?topicid=2>
 - **TechSoup's Volunteer Management Page.** Provides great resources on volunteer management of technical volunteers. <http://www.techsoup.org/howto/articles.cfm?topicid=7&topic=Volunteers>
 - **TechSoup's Technical Volunteer Management Manual.** Comprehensive manual on all aspects of managing technical volunteers. <http://www.techsoup.org/products/downloads/TechVolMan2001v1.2.pdf>
 - **CTCNet's Volunteer Resources Page.** Provides many links to volunteer management resources. <http://www.ctcnet.org/resources/ctcweb.asp?webcat=volunteers>

List of Christian Community Computer Centers & AC4 Members

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