Technical Volunteer Web

The Technical Volunteer Web project developed in recognition of the fact that many non-profits rely almost solely on the efforts of volunteers in establishing and sustaining their Internet use. Many students of technical programs and others seek volunteer opportunities to enhance their work experience, but operate in isolation and with little 'hands-on' experience, training and support. The Technical Volunteer Web aims to develop a network of volunteers interested in supporting each other and the non-profits they work with to develop their use of the Internet.

A comprehensive set of Internet and technical training sessions has been developed for non-profit volunteers and staff:

Basic Internet Skills

Intermediate Internet Skills

User Support - Train the Technical Trainer

Advanced Internet Skills

HTML and Group Web Design

Send an email to groups-admin@vcn.bc.ca for a Needs Assessment and Registration Form.

First Time User and Basic Sessions are also offered every Monday:
http://www.vcn.bc.ca/training

More Information

Technical Volunteer Web Project Site:

• http://www.vcn.bc.ca/vcn/involve

Volunteer Information:

• http://www.vcn.bc.ca/vcn/volunteer
• http://www.vancouver.volunteer.ca

Services for Groups:

• http://www.vcn.bc.ca/groups

Community Initiatives:

• http://www.vcn.bc.ca/whats-new

Internet and User Support Training Schedule and Registration:

• email: groups-admin@vcn.bc.ca

First Time User and Basic Training:

• http://www.vcn.bc.ca/training

Technical Volunteer Web
Vancouver Community Network
411 Dunsmuir Street, 2nd Floor
vol@vcn.bc.ca
tel: 604.257.3811
fax: 604.257.3808

Vancouver CommunityNet
www.vcn.bc.ca

The Vancouver Community Network owns and operates a free, publicly accessible, non-commercial computer utility in the Lower Mainland of B.C. which provides a public space on the internet.

Technical Volunteer Web

This InVOLveBCproject is developing transferable, sustainable practices and resources for bringing together voluntary sector organizations and technical volunteers to enhance their capacity to use the Internet to achieve their respective goals.

VCN is working with Volunteer Vancouver, Vancouver Community College and many other participating agencies around the Lower Mainland to develop an orientation, training and deployment process for technical volunteers and students interested in supporting non-profits in their use of Information and Communications Technologies.

www.vcn.bc.ca/vcn/involve

Working for Universal Public Access

VCN provides dial-up Internet access and support to thousands of individuals and hundreds of non-profits located throughout the lower mainland. Through the **Community Access Program**, the CommunityNet is working with several organizations to develop a network of public access sites.

http://www.vcn.bc.ca/cap/

VCN's **"604 Connect!"** (VolNet) initiative has helped over 400 non-profits use the Internet through VCN group accounts, skills training and help with computer equipment. Groups not currently using the Internet are encouraged to apply to take advantage of this offer.

http://www.vnc.bc.ca/volnet

Technical Volunteer Support

User Support Volunteers provide in-person, telephone and online technical help to individuals and groups. Help with getting connected, troubleshooting Internet connectivity, and training are provided by volunteers recruited from volunteer centres, post-secondary technical programs, employment programs and other non-profits. Following orientation and hands-on practice, these volunteers serve as mentors for newcomers and other volunteers engaged with participating Community Access Sites and "604 Connect!" groups.

Technical Volunteer Web

Our goal is to develop a broad, self-sustaining network of technically trained volunteers serving non-profits and the public!

Information on the Volunteer Program Requirements and an Online Application are at:

www.vcn.bc.ca/vcn/volunteer

Orientation and Training

Technical Volunteers recruited through VCN participate in a full-day Basic Orientation and Training Session to learn about working with non-profits, volunteer expectations and communications, and to practice with connecting, troubleshooting and helping users who are new to computers and the Internet.

Ongoing Training and Networking

Training aims to enhance skills *and* the ability to help others develop their skills. Volunteers currently working with other non-profit organizations are encouraged to get involved in this Technical Volunteer Network by taking advantage of the training being offered through our various community initiatives.

Needs Assessment and Registration forms:
groups-admin@vcn.bc.ca

Developing Community Content

VCN is committed to providing a non-commercial community space online for individuals and non-profits in the lower mainland. Community Content Volunteers work with non-profit partners to develop community information, resources and collaboration tools, and to provide technical expertise in developing web-based applications that meet organizational goals.

Community Learning Networks help residents in their efforts to map community-based assets, improve the local economy, and develop plans for resolving critical issues in the community. Community Developers with an understanding of asset based community development practices work within these neighbourhood access sites and learning labs to support the local initiatives.

Resources for Technical Volunteers and Non-Profits

Volunteers are working on several projects that will be transferable within the non-profit sector.

Online collaboration tools, databases, calendars and help documents are under development by teams of volunteers with diverse skillsets and experience. Both the team development model and the end products will serve the needs of non-profits and volunteers for inexpensive, user-friendly and openly accessible technology tools.