Vancouver Community Network

BASIC ORIENTATION AND TRAINING

1. Introductions

2. Vancouver Community Network staff:
   a. Peter Royce   Coordinator
   b. Jack Vickery   Groups Coordinator
   c. Steven Chan   Technical Coordinator
   d. Carolyn Nantais   Technical Volunteer Web Coordinator
   e. Am Johal   Community Learning Network Coordinator
   f. Elzbieta Green   Group Services Assistant

3. Office space, 411 Seniors Centre:
   a. office layout
   b. washrooms
   c. nametags
   d. hours - close at 4:20
   e. cafeteria

4. Volunteer agreement
   a. responsibilities
      i. comply with the volunteer agreement
      ii. attend training
      iii. complete timesheets/document activities
      iv. maintain your schedule, email off-vol
      v. confidentiality/privacy
      vi. do not develop commercial relationships
      vii. treat all with respect
   b. Benefits
      i. gain work experience
      ii. enhance skills
      iii. work with like-minded people
      iv. access training
      v. free unlimited internet access after one months service
      vi. statement of service, possible reference after three months
      vii. off-vol mailing list, job vacancies
      viii. listing on VCN credits page
      ix. bi-annual volunteer appreciation party
      x. bus fare when working off-site/projects

5. Overview of VCN
   a. clients

	number	lines	hours week
i. regular users	5600	47	8
ii. Langara students	600	23	12
iii. community groups	800	47	

   b. VCN website
      i. what's new
      ii. mission statement
      (http://www.vcn.bc.ca/vcn/documents/mission.html)
      iii. group services
      iv. help

  c. Community Access Sites
    i. VCN/411 Seniors Centre } support from
    ii. 7 in Vancouver   } VCN/TVW
    iii. 30 throughout the Lower Mainland } volunteers

6. Group Services:
  a. Technical Volunteer Web (http://www.vcn.bc.ca/involve/)
  b. Community Access Program
  c. 604 Connect
  d. Community Learning Networks (http://www.vcn.bc.ca/cln/)

7. User Support:
  a. new users
    i. technology anxiety
    ii. demystify technology
    iii. create a sense of comfort
  b. share feelings on technology
  c. point out the limitations of computer design
  d. introduce technical language
  e. straight forward instructions
    i. break down the task
    ii. tell students the purpose
    iii. offer no more than two coaching tips
  f. effective listening
    i. repeat back, paraphrase
    ii. open body language
    iii. validate feelings

8. Public Access Terminals
  a. Windows file system
    i. name
    ii. location
    iii. file type
    iv. losing files
  b. Internet
    i. client/server architecture
    ii. www
    iii. search
  c. E-mail
    i. attachments

9. How to sign up
  a. online registration (http://www.vcn.bc.ca/register/)
    i. individuals
    ii. groups
  b. paper registration
    i. in person
    ii. by post
  c. user search, putty
  d. user agreement
  e. Monday training sessions

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10. How to connect
    a. Windows95/98, 5 step connection

11. Processing Membership/Registration
    a. same last name on registration and id
    b. signed acceptance of the user agreement

12. Processing Payments
    a. access data base
        i. individuals
        ii. groups

13. Password reset
    a. individuals, id required
    b. groups, fax request on letterhead

14. Office layout
    a. computer lab
    b. public access site
    c. administration desk
    d. technical/filing room
    e. volunteer room
        i. forms
        ii. paper flow
        iii. filing
    f. staff offices

15. Telephone
    a. answering the telephone
    b. listening to voicemail messages, TalkWorks Pro

16. Request Tracker (RT)
    a. logging help messages
    b. responding to help requests
        i. e-mail - use VCN signature
        ii. phonecalls - 9:00 am to 9:00 pm only
        iii. no personal visits
        iv. discourage users from bringing equipment to the office
    c. resolving help requests

17. Evaluation
    a. complete training evaluation forms
    b. on-going feedback to Coordinator
    c. exit survey
    d. on-going participatory evaluation and focus group in fall