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| ***Community Technology Center*** |
| Chambers Consulting Corporation |
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| Community Technology Center’s Business Plan |
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**Community Technology Center**

Chambers Consulting Corporation

Community Technology Center (commonly called a CTC) think through many of the issues that need to be

addressed when planning programs, technology, partnerships, outreach strategy and more.

***Our philosophy***

We believe that community technology is most powerful when used as a tool to reach larger communal goals. While providing technology access and training is important, we feel that using technology to reach others will have a deeper impact than simply offering technology in a vacuum by creating a stand-alone computer training program. Therefore, we are going to integrate technology into the programming of Chambers Consulting Corporation and Community Computer Lab programs like (youth volunteer lab monitors, an entrepreneurship project, employment assistance, STEM education programs for at risk girls and youth, low-income and home based home schooled children, certification training.)

If you have questions or want more information, contact

719-629-7167.

We want to harness the power of technology to enhance our work toward stronger, healthier, and technology educated

communities!

Community Technology Center

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**1. Vision**

1. What do you hope your technology center will accomplish? To mentor, educate at risk girls and youth in our community. Through (STEM) education Science Technology, Engineer and Math program will reach girls and boys in grades K-12. The (STEM) program will give young girls the opportunity to be exposed to computer science and information technology, and robotic technology. To give at risk girls computer vocational certifications in the information technology field. The community computer lab will be a place where disadvantaged children and their families can have access to computers after the local library has closed. The vocational certification programs will teach youth in grades 6th -12th base programming language skills, groom them in the areas of web page design, graphic design, how to build computers, network computers, and robotics. The impact the program will have on the community is it will usher in the next generation of computer technicians, administrators, programmers and designers. Our target population is low income families, K-12 school aged children and youth, and home schooled children who would like to take a computer class.

The Computer center’s philosophy on technology is that everyone should have access to computers, have a general understanding of how to build a computer, and understand the impact that technology can have on their lives. The of computer center serve as a technology hub where people will have access to computers and computer training.

The organizations that the Community Technology Center will help first and for most home schooled children in grades 6th-12th,.Veterans, Seniors Citizens, displaced workers, and local Colleges in the area. The programs we like to offer are vocational certification programs, web page design, graphic design, and how to build computers, network computers, and robotics.

The Community Technology Center look/feel like a place where parents and students can come to used computers in a drug free, and safe environment. The Community Technology Center will be a welcoming place for start-up business, business groups can meet and network. Currently, we seeking potential collaborators and partners to come on board with this great project. The long-term vision of the Community Technology Center to generate IT jobs, services and teach IT skills in Colorado Springs.

**2. Site and Facilities**

**2A. Traffic Management**

1. There is plenty of public parking near the building. The center will partner with school districts to bus children in. Most people in Colorado Springs either have a car or they will carpool.

2. Is it easy for newcomers to find the center? Yes. Find their way from the street to the

reception area and check-in and out? Yes. Are there signs which are easy to read and

understand? Yes. . Is the reception area adequate for check-in? Yes. (i.e. In the main traffic path; adequately staffed at times needed; has enough space and any equipment

needed for checking in users)

**2B. Physical Layout and Facilities**

1. Is the site laid out to allow each of the following activities:

∙ Large group, such as computer class

∙ Small group

∙ Individual work

∙ Non-computer activities

(Rule of thumb: Each computer requires 20 sq. ft of space.)

∙ Physical accessibility to center for elderly, disabled and others

∙ Electric power (amperage, safety, UPS, surge-protection)

∙ Computer network wiring

∙ Telecommunications (for administrative use)

∙ Lighting (general and workspace)

∙ HVAC (ventilation and climate control for personnel and equipment)

∙ Restrooms

∙ Public telephones

∙ Attractive and welcoming space and atmosphere

∙ Possible expansion

∙ Storage

The purchase of the following will be needed: furniture and furnishings as needed (chairs, computer desks or hutches, other work desks, sofas, shelves, lighting, files, etc.)?

With ergonomic desks, chairs, keyboards and monitors ergonomic?

***Once funding and Certification is issued there will be a place to small children to the center.***

Participants that bring small children to the center, will have protected play space and/or childcare?

**2C. Risk Management**

1. The Community Technology Center has developed a risk management plan including all of the following:

∙ Identification of risk factors in the site (persons, data and equipment)

∙ Safety issues for users, staff, and volunteers

∙ Preventing theft and vandalism

∙ Preventing accidents

∙ Emergency procedures for accidents, fire and natural disasters

∙ Data security and backup

∙ Appropriate use policies

**2D. Maintenance**

1. The Chief Information Security Officer is responsible for maintenance and repair for site and facilities (computer equipment:

The Community Technology Center will hire i.e. janitorial service, defer to building maintenances for changing light bulbs, fixing.

**3. Technology**

**3A. Hardware**

1. Does the center have at least the minimum hardware necessary for programs classes and administrative purposes? No, the equipment will have to be purchased or donated to the center. All additional hardware and software will be purchased as needed for the center purposes. All workstations will be set up for safe and comfortable use (appropriate height,

wrist rests, anti-glare screens).

**3B. Software**

**3C. Networking**

1. Are the site’s computers connected via a local area network? Yes.

Wireless Network and LAN

∙ What operating system? Windows 8.0 and 10.1 OS Mac, OS,

**3D. Internet and Other Connectivity**

How many of the computer stations are able to access the Internet? WiFi.

The center's network is connected to the Internet via cable with adequate network security from hackers/outside intruders.

**3E. System Maintenance**

The community technology center will establish documentation for technical staff to document the configuration of the network. The Network Administrator will make all changes to the network regularly noted in the system log. The Network Administrator will document the network diagram showing the physical and logical set-up of the network.

The community technology center will establish a effective system of “trouble reports,” including:

∙ Easy way for users and staff to report technical problems

∙ Clear prioritization of problems

∙ Public posting of problem resolution

The community technology center does have a complete maintenance plan for all computer

equipment including all of the following:

Repairs

∙ Troubleshooting

∙ Cleaning

∙ Optimization

∙ Virus checks

∙ Backups of key data or computers

∙ Security and permissions. All system software will be in place to catalogue, in an established place/library where software installation CDs and manuals are stored.

Yes, there is policies in place for the checking out and installation of software

from the software library. Only if the software is not installed upon the computers in the

lab.

**3F. Provisions for Universal Access**

Provisions will be made for increasing access to technology for

those with disabilities such as:

∙ Text-to-voice readers

∙ Enlarged screen capacity

∙ Alternate pointing devices

∙ Alternate keyboards

∙ Software designed for universal access

∙ Consultation with specialists

**3G. Staff and Administrative Use**

The community technology center staff will have adequate access to computer hardware, software and internet connectivity (other than center computers) for administrative use.

2. The community technology center staff will have adequate access to training and support for their own use of technology.

**4. Potential Program Components**

**4A. Open Access**

The Community Technology Center has open access and use of the center to all

community residents. The administrative staff or volunteer will help users with their questions and problems during open access time. During public access times, there will be enough staff available for “crowd control,” including check-in, monitoring center use, user support, and technical support.

**4B. Education/Program Integration**

4. The community technology center has development educational curriculum for classes and educational activities already been designed. The community technology center will hire adequate the instructors for classes and educational activities. Students will receive certification certificates for all training provided for their educational accomplishments.

The Community technology center will offer following services to its community:

∙ Availability of computer lab to other community organizations

∙ Shared programming with other community organizations

∙ Availability of computer lab on a paid basis

∙ Email accounts

∙ Computer repair services

∙ Advice on home computer purchase or operation

∙ Consulting services

∙ Business services such as fax and photocopying

∙ Other (please describe)

**4D. Employment**

2. The job-related resources will the community technology center will offer (e.g. job listings, tool bank, resume preparation, jobsite visits, and job-fairs). *Non-technological* training the Community technology center will offer to increase users’ job readiness is (e.g. ESL, life skills, academic basics, job-seeking and interview skills, entrepreneurship, small business support). The community technology center will work with employers to ensure that job readiness

offerings (especially the technology component) actually meet their needs.

The community technology center provide job development and job placement on site.

The community technology center will work with employers and colleges for job shadowing, internships, job site visits or actual jobs for center users

**5A. Program Administration**

There a complete and detailed program work plan, laying out the tasks to be

accomplished and the schedule for accomplishment. Theusers will have to use sign-in and check-in procedures to utilize computers and enroll in vocational training programs.

4. The computerized software application database system in place to track information about your center participants (such as demographics, how and how much they use the center)

It track all the information needed for program and funding requirements. “Acceptable use” policies been written up for participants to follow.

**5B. Partners**

In the near future the community computer center will seek out partnerships with other

organization to gain valuable resources. Their roles in the partnership will be define by the partnership agreement. The articile of partnership agreement will define the role of the

organization covering responsibilities, financial matters, schedules, reporting procedures,

accountability, how decisions will be made, etc.

**5C. Schedule**

The Community Technology center has developed a working schedule for all center activities for the next six months to one year, including: target populations, staffing, times, and

fees for each of the activities. Since this a community center time will be set aside for families, college students, senior citizens, and for users who might otherwise not use the center (i.e.

girls-only, specific age groups, people with disabilities).



**5D. Dissemination**

As the Community Technology Center become successful we will post success stories capture stories, best practices, and learnings.

**5E. Outcomes and Data Collection**

1. The data that will be collected is the following (hours of use, job

placements, course completion, etc. The data will be stored on a database server, reports will be generated based upon need and used for reporting purposes to partners and directors.

**6. Human Resources**

**6A. Staffing Plan**

2. Instructors for classes and educational activities will do training of the students. Their performance monitored by the manager who will use evalution forms. Trainers have opportunity to take industry certification to further their development.

Hiring for remaining positions will take place when there is a vacancy in that area of expertise. All hours will be schedule on as needed bases depending on the classes being scheduled. Currently, there is a system created for making weekly staffing schedules (Including volunteers)?

**6B. Assignment of Responsibilities**

Primary roles of personnel responsible day to day Programs will be assigned.

∙ Program management and development

∙ Technology set-up and maintenance

∙ Technological development and innovation

∙ Site and facilities issues

∙ Outreach to users

∙ Outreach to community agencies & other partners

∙ Program dissemination (sharing the lessons learned)

∙ Policy advocacy

∙ Curriculum development

∙ User training and classroom instruction

∙ Employment program, linkages & services

∙ Program assessment/evaluation

∙ Other support services for users (e.g. counseling, case management,

referral)

∙ Reception

∙ Clerical support and bookkeeping

∙ Keeping program documentation, hard data, stories & pictures

∙ Contact with the media

∙ Fundraising

**6C. Volunteers**

Written plan for the use of volunteers in the program is documented and the schedule will

posted. There is a detailed, written manual for volunteers’ use, covering their

responsibilities and procedures. Volunteers will be recruited upon demand. Volunteer total time will schedule on a needed based. To work round the volunteer’s schedule once a commitment is made. The tasks the volunteer will they carry out is training, lab orientation, basic trouble shooting of all lab equipment, and computer repairs. Volunteers will report to the It Volunteer Cooridinator.

**7. Financial Support and Sustainability**

**7A. Financial Base**

Funding for the Community Computer Lab or Community Technology Center is

being raised by PlumFund.com link: http://www.plumfund.com/crowdfunding/qv0an.

**7B. Generating Additional Support**

Additional Funding will be established at a later date.

**8. Ownership**

**8A. Chambers Technology Development Company and Chambers Consulting Corporation**

**Have stake in the Community Technology Center.**

**President Raquel S. Chambers Gilbert**

**300 W. Garden of the Gods Rd 201, Colorado Springs, C0 80907**

**9. External Communications and Marketing**

**9A. Outreach**

Currently all marketing and media for this project is done on twitter, LinkedIn, Facebook. Etc.



**9C. Media and Publicity**

Link: http://www.plumfund.com/crowdfunding/qv0an.

**9D. Connecting with other CTCs**

Currently there is no other community technology center in Colorado Springs, CO.