



**Community Access –  
Better Training through Digital Technology**  
*Our Sixth Year: 2010 Schedule*

*United Way of Buffalo & Erie County*

**Information Session: Monday, May 10, 2010**  
**9:00 – 11:00 a.m.**  
**106 Jacobs Management Center**  
**UB North Campus**

Many nonprofits have used digital technology training delivery, known as “Community Access” developed as a public service of the University at Buffalo (UB) School of Management:

- Belmont Shelter
- Border Community SERVICE
- Buffalo Hearing and Speech Center
- Catholic Charities
- CASH Creating Assets, Savings and Hope
- Center for Hospice and Palliative Care
- Child & Family Services
- Child Care Resource Network
- Compass House
- Consumer Credit Counseling Service
- Family Justice Center
- Girl Scouts Council of Western New York
- Gliding Stars
- Heritage Centers
- Native American Community Services
- Southeast Works
- The Morlock Foundation
- Upstate New York Transplant Services

**Regional and National Recognition**

This service has received media recognition in the August 2007 edition of *Buffalo Business*; the October 26, 2007 broadcast of UB Edition on *WBFO Public Radio*; the November 15, 2007 edition of the national *Chronicle of Philanthropy*; and the February 1, 2008 edition of *The Business of Technology, A Supplement of Buffalo Business First*.

## **How It Works**

“Community Access” offers area nonprofits use of UB’s digital access classrooms to record training and educational sessions for their staff, volunteers, clients and customers. Almost immediately after each session is recorded, it can be viewed online via UB’s streaming server and linked to the organization’s Web site, or be made available through DVD or CD.

## **Example You Can Look At**

We have received permission to share this example. Use this link to reach the UB streaming server and see this recording. You must have high-speed internet. You may need to save this document to your files first, or paste the links to your browser. The link uses Windows Media Player.

Child Care Resource Network “Introduction to Family Care”:  
<mms://mediastream.buffalo.edu/content/mgt/UnitedWay/IntroFamilyChildCare.wmv>

## **Benefits to You**

By using Community Access, nonprofits spend less time conducting repetitive training, and can assure that each training session is consistent. Trainees can receive training at their own convenience, 24 hours a day.

## **Minimal Cost to You**

Over the last several years, UB has invested substantial amounts of money in the construction of digital access facilities; associated equipment and technology; and staff training in the behind-the-scenes operation of the technology. Even with this significant investment, UB is able to help nonprofits develop a prototype Community Access training by offering each nonprofit two free hours of digital recording time for an initial recording, in addition to the free informational and work sessions leading up to recording, with free hosting on the UB server, and free DVD or CDs. Once nonprofits have recorded, and have discovered the benefits of Digital Access, nonprofits are eligible to request additional recording time, for new and enhanced training, at the low rate of \$50 per recording hour, in order to partially defray the costs of providing this service. This partial reimbursement helps enable UB to continue to make this service available to the nonprofit community as a public service.

## **The Schedule**

The following informational sessions and workshops will be held at the John H. Shellum Room at *the UB School of Management - 106 Jacobs Management Center, UB North Campus*.

**1. Monday, May 10, 2010, from 9:00 – 11:00 a.m. - *Executive Directors***, or their designees, and other interested staff (such as trainers) should attend a **general information session** presented by Dr. Natalie Simpson. At this session, you will:

- See the Community Access recording capability.
- Discuss your questions and concerns.
- Brainstorm possible applications for your organization.
- Decide if Community Access is right for your needs.
- Receive a Community Access Worksheet, to fill out before the next session

**2. Tuesday, June 15, 2010 from 9:00 – 11:00 a.m. – *Trainers*** and other interested staff should attend a **required interactive workshop**. The workshop will:

- Review the Community Access Worksheets you have completed
- Help trainers sort their curriculum into two segments: Which sections should be done through Community Access? Which sections through traditional means?
- Teach the tools of Community Access, such as how to electronically distribute hand-outs” and how to involve the trainees (clients; volunteers, employees, etc.) through note shells.
- Provide you with information about ways to make sure your trainees actually view and comprehend the material.
- Allow you to see the Community Access training room and get used to the equipment.

*It is important that those who will do the actual training attend this June 15 workshop, and bring written copies of their training materials, such as a bullet point presentation or a script, along with the hand-outs and other materials used.*

**3. After the interactive workshop** – After attending the required interactive workshop, you should review your training curricula and make any necessary adjustments to take full advantage of the power of Community Access. Nonprofits often discover that they can conduct significant parts of their live training through Community Access, if they review their curricula with that in mind.

**4. Dates you can record** – The best times to record are when UB is not holding semester classes, which is when the Community Access room is more available. These generally include Summer Sessions, Winter Recess and Spring Recess. You can record more than one time on different topics. After recording, trainers will receive a link to the UB server, and, if needed, CDs and DVDs.

**For questions and to RSVP for the May 10, 2010 general information session** contact [gail.calisto@uwbec.org](mailto:gail.calisto@uwbec.org) or call 887-2776 or 887-2757. We will send parking information after we receive your RSVP.