

**Community Access –
Better Training through Digital Technology
*Our Fourth Year: 2008-2009 Schedule***

**The Not For Profit Resource Center
*An Initiative of the United Way of Buffalo & Erie County***

Several health and human service agencies already have made use of digital technology training delivery, known as “Community Access” developed as a public service of the UB School of Management:

- Belmont Shelter
- 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
- Girl Scout Council Buffalo & Erie County
- Heritage Centers
- Southeast Works
- The Morlock Foundation

This service has received media recognition in:

- August 2007 edition of *Buffalo Business*
- October 26, 2007 broadcast of UB Edition on *WBFO Public Radio*
- November 15, 2007 edition of the national *Chronicle of Philanthropy*
- February 1, 2008 edition of *The Business of Technology, A Supplement of Buffalo Business First*

As part of this program known as “Community Access,” these agencies have used 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.

By this means, agencies spend less staff time conducting repetitive training, and can assure that each training session is consistent with agency standards. Trainees can receive training at their own convenience, 24 hours a day.

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 agencies develop a prototype Digital Access training by offering each agency two free hours of digital access 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 agencies have recorded, and have discovered the benefits of Digital Access, agencies are eligible to request additional recording time, for new and enhanced training, at the low rate of \$50 per room 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.

This *state of the art, cost-effective service* is now announcing its 2008-2009 schedule.

So that agencies can learn from each other, they are trained in the program within cohorts of their peers.

Schedule for Cohorts 1 and 2 – agencies that have already recorded:

These agencies recorded by the end of 2007. If your agency has already recorded, to schedule an additional session, just contact Lucy Kierejewski at 645-5206 or lhk@buffalo.edu.

Schedule for Cohort 3 – agencies trained in 2007 to record in 2008:

These fourteen agencies were trained during November 2007, in anticipation of recording in 2008. These agencies should record during UB Spring and Summer breaks, March 10-14 or May 10-August 22. To schedule your sessions, contact Lucy Kierejewski at 645-5206 or lhk@buffalo.edu. You should also plan to attend our annual Results & Learning Session on September 26, 2008 at 1:30 in the School of Management (Jacobs 106) so that you can learn from your peers.

Schedule for Cohort 4 – new cohort:

These are agencies brand new to the process. UB has a structured program to teach you how to make best use of the technology and process.

1. **Right now** – Visit the Digital Access page on our web site:

www.uwbec.org/notforprofitDAL.htm

to find instructions to view a 20-minute presentation by Dr. Natalie Simpson, Associate Professor and Academic Director, Digital Access Education, at the UB School of Management. Her lively presentation will show you the power of digital access technology. Make sure your agency trainers also view this demonstration. At this link, you will also find several testimonials from agencies.

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*.

2. **Friday, October 17, 2008, from 1:00 – 3:00 p.m.** - *Executive Directors*, or their designees, and other interested staff should attend a **general information session** presented by Dr. Natalie Simpson. At this session, you will:

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

3. **Friday, November 14, 2008 from 1:00 – 3:00 p.m.** - *Agency trainers* and other interested staff should attend a **required interactive workshop**. The workshop will:

- Review the Digital Access Worksheets you have completed
- Help agency trainers sort their curriculum into two segments: Which sections should be done through Digital Access? Which sections should be done through traditional means?
- Teach the tools of Digital 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 Digital Access training room and get used to the equipment.

It is important that agency staff members who will do the actual training attend this 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.

4. **December 2008 through February 2009** – After attending the required interactive workshop, agencies should review their training curricula and make any necessary adjustments to take full advantage of the power of Digital Access.

5. **Spring Recess and Summer 2009** – Agency trainers will **record** their sessions, which will be scheduled during UB Spring Recess and Summer Sessions, when the Digital Access recording room is more available than during regular semesters. You can record more than one session on different topics. After recording, trainers will receive a link to the UB server, and, if needed, CDs and DVDs. Their sessions will also be distributed to other recording agencies so that agencies can learn from each other.

6. **September 2009** – Agency trainers and other interested staff should attend a **results and learning follow-up session** to review and discuss:

- What worked well? What did not work so well?
- How did you use the web link, CDs and DVDs?
- How are your trainees (clients, volunteers, employees, etc.) reacting to this method of training?

- How are your note shells working?
- What is the impact or results of your training using this method? How many people are you training? How many hours are you saving?
- What can agencies learn from each other?

If you would like to observe an actual recording session, please contact Lucy Kierejewski, 645-5206, lhk@buffalo.edu, to learn the dates and times of upcoming recording sessions.

For questions and to RSVP for the October 17, 2008 general information session contact the Not For Profit Resource Center, nfprc@uwbec.org, 887-2757.