



Welcome!

**The webinar will begin at
2:00 Eastern/11:00 Pacific**



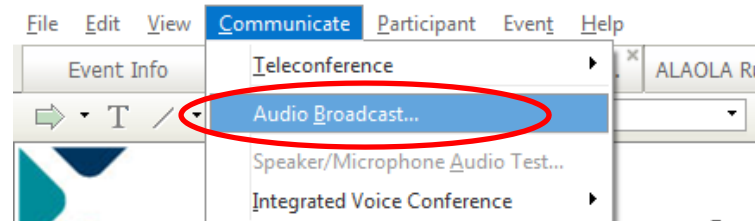
Audio Tips

Today's audio is streaming to your computer's speakers or headphones.

Too loud or soft? Adjust volume level in the Audio broadcast box:



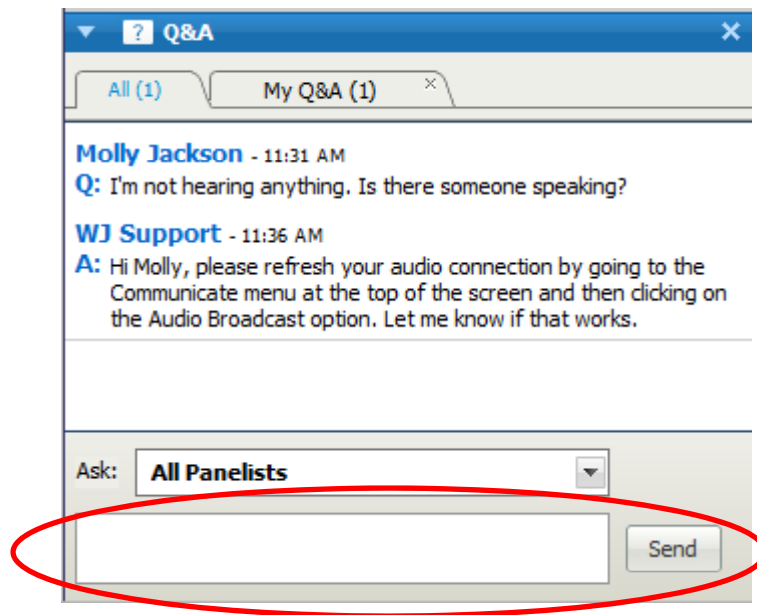
Lost all sound? Hear an echo? Click on the **small radio tower icon** (above chat box) OR go to the **Communicate** menu (at the top of the screen) and select **Audio Broadcast** to refresh your connection.





Need Help?

Please post **technical support questions** into the **Q&A Panel**.



Step 1: Type the problem in the **dialog box**.

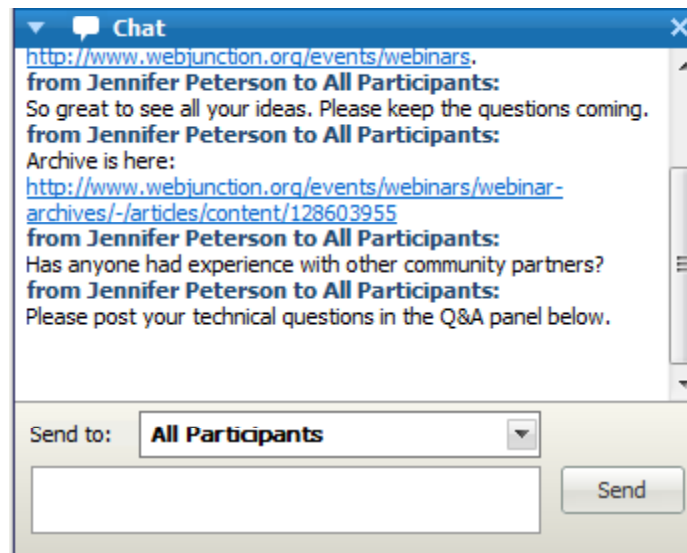
Step 2: Click **Send**.



Chat Etiquette

Use **Chat** to talk with attendees and presenters about the topic.

Do not post technical questions to Chat.



And if you're tweeting, use these hashtags: **#wjwebinar**



Customize your experience

Panels can be opened or closed by clicking on the panel name at the top of the column, or by using the X in the individual panel.

Hover over edge of panels to drag and resize.

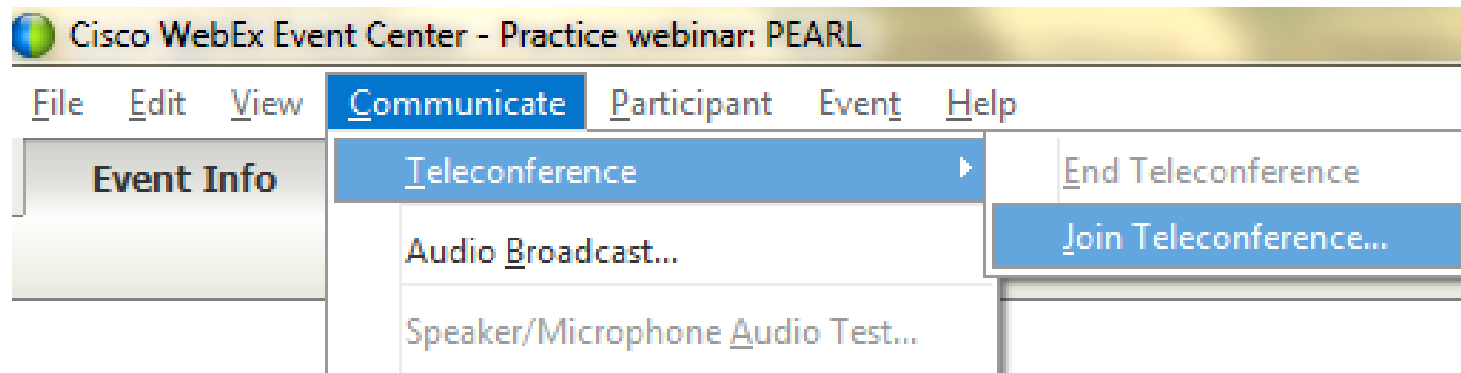


The screenshot displays a webinar interface with two main panels: 'Participants' and 'Chat'. The 'Participants' panel is at the top, showing 'Participants: 4' with a close button (X) circled in red. Below it, it lists 'Speaking: Jennifer Peterson (Host)', 'Panelists: 3' (Jennifer Peterson (Host), Susan Pieper, Marci Merola), and 'Attendees: 1 (1 displayed)'. The 'Chat' panel is at the bottom, showing a message from 'WJ Support to All Participants' with a 'Send' button. A red arrow points to the right edge of the chat panel, and another red arrow points down to the Q&A panel header.



Telephone Access

If you not able to listen via your computer, you may join by phone.



Step 1: At top left corner, select

Communicate > Teleconference >Join Teleconference.

Step 2: Call the toll-free number provided.

Step 3: Enter the **Access Code** provided.



Remember to post to **Q&A panel** if you need technical assistance.

Other Technical problems?

Contact WebEx support

Event Number: 712 152 216

Phone: 1-866-229-3239



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Thanks to the generous support of the following state library agencies, WebJunction offers webinar programs for free to all who wish to attend:

Connecticut State Library

Florida Department of State's Division of
Library and Information Services

Georgia Public Library Service

Idaho Commission for Libraries

Illinois State Library

Indiana State Library

State Library of **Kansas**

Maine State Library

Minnesota State Library Agency & Minitex

Mississippi Library Commission

Missouri State Library

Montana State Library

State Library of **North Carolina**

State Library of **Ohio**

Access **Pennsylvania**

Texas State Library & Archives Commission

Library of **Virginia**

Washington State Library

And to the **Bill & Melinda Gates Foundation**
for their continued support of WebJunction.

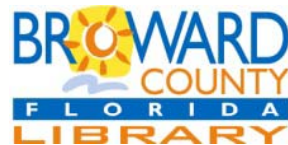
Facilitating today



Amy VanDeVelde



Hayley St. John-Ayre



Mary Bush



Amp Up Your Technology Training



OASIS Connections Mission: Bridge the Digital Divide



2002



2013

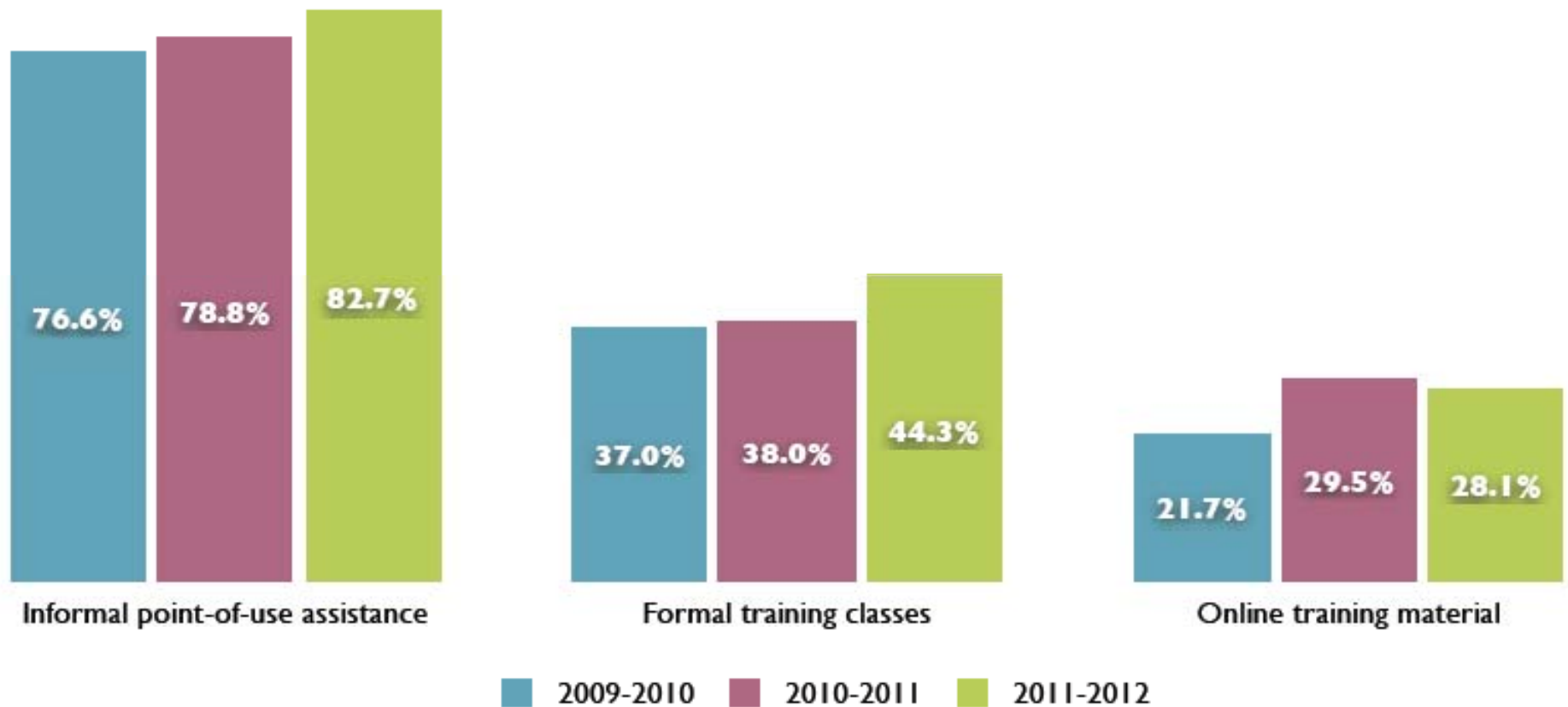
Technology training is critically needed

- Unemployment rate for 55+ is at 60 year high
- Fewer people can afford to retire
- 53% of adults 65+ use the Internet (up from 13%)
- Lack of current skills is top disadvantage for older job seekers
- Qualified adults will be needed in the workforce



What are libraries doing?

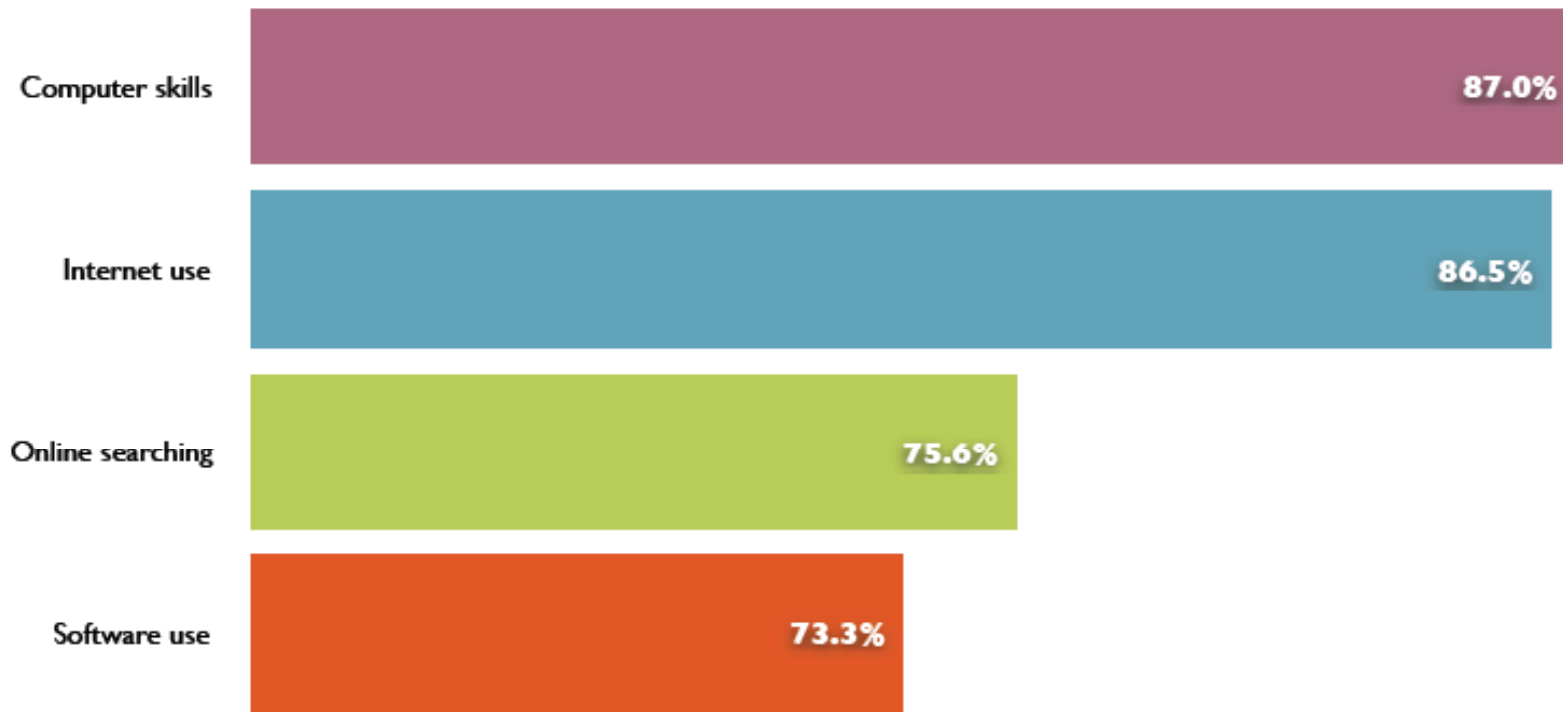
Public Library Technology Training Opportunities



Source: [Public Libraries and the Internet](#)

What are libraries doing?

Public Library Formal Technology Training Classes



Source: Public Libraries and the Internet

OASIS Connections addresses barriers

- Classes in public spaces with computer labs to increase access to technology
- Develop knowledge and confidence to reduce fear
- Build skills through success
- Learning in a group provides support

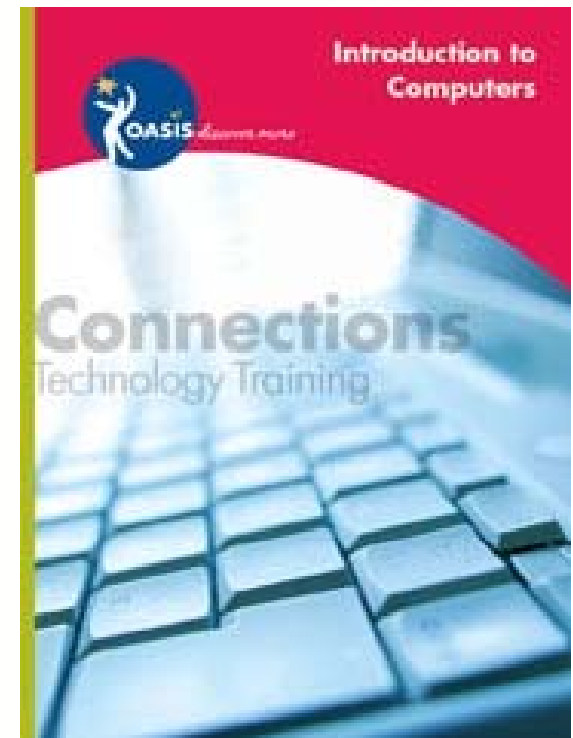


Evidence based program

- Study by S. Czaja, University of Miami CREATE center
- Treatment and control group: 196 individuals in four cities, average age 70.5, ethnically diverse
- Results published in *The Gerontologist* March 2012:
Computer and Internet courses effective in increasing knowledge, skills, comfort and use of computers

OASIS Connections Curriculum

- 36 courses
- Computer, Internet and Tablet skills
- Workplace applications
- Job search and resumes
- Social media, online safety, digital photography, genealogy and more
- Flexible course offerings
- Content updated annually

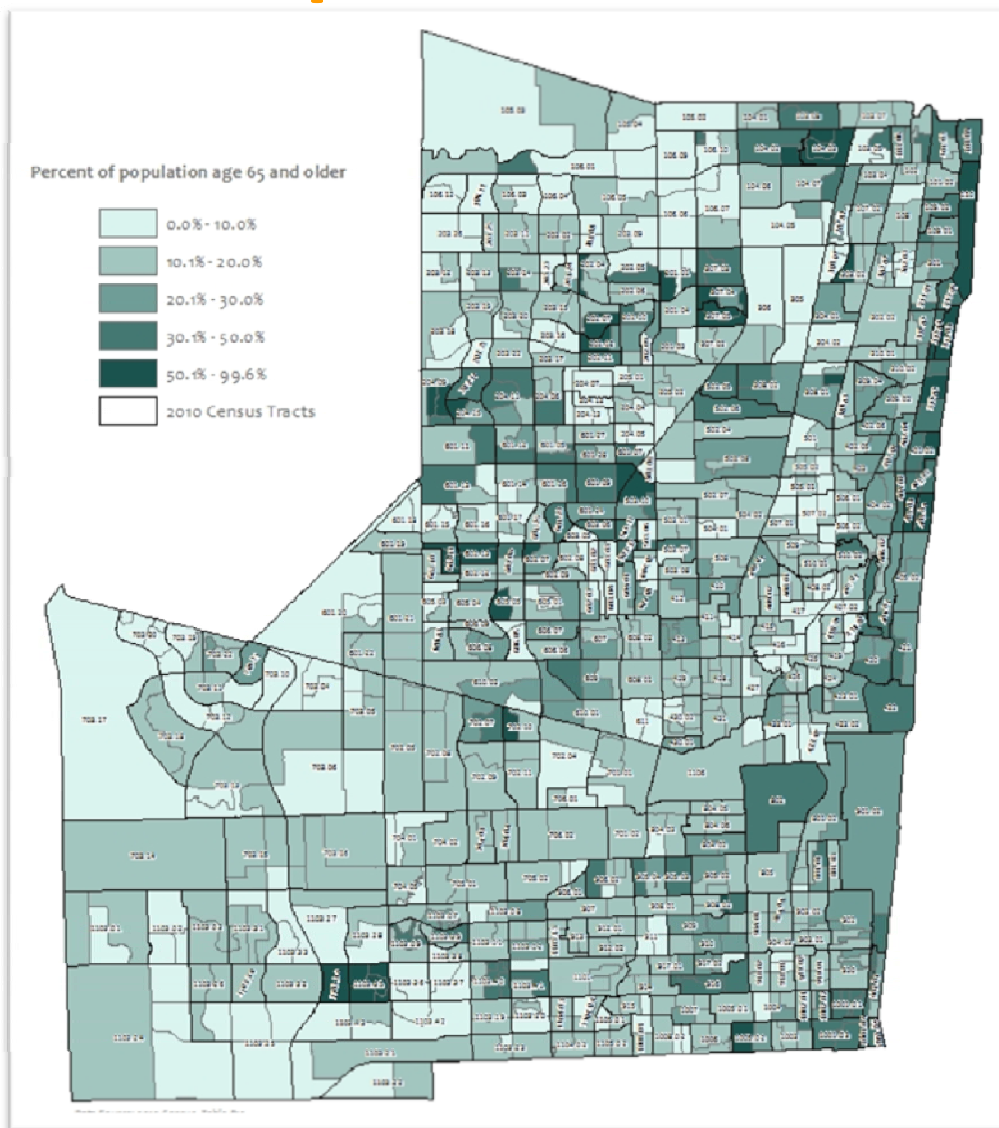




Volunteer Instructor OASIS Connections Technology Program

Hayley St.John-Ayre

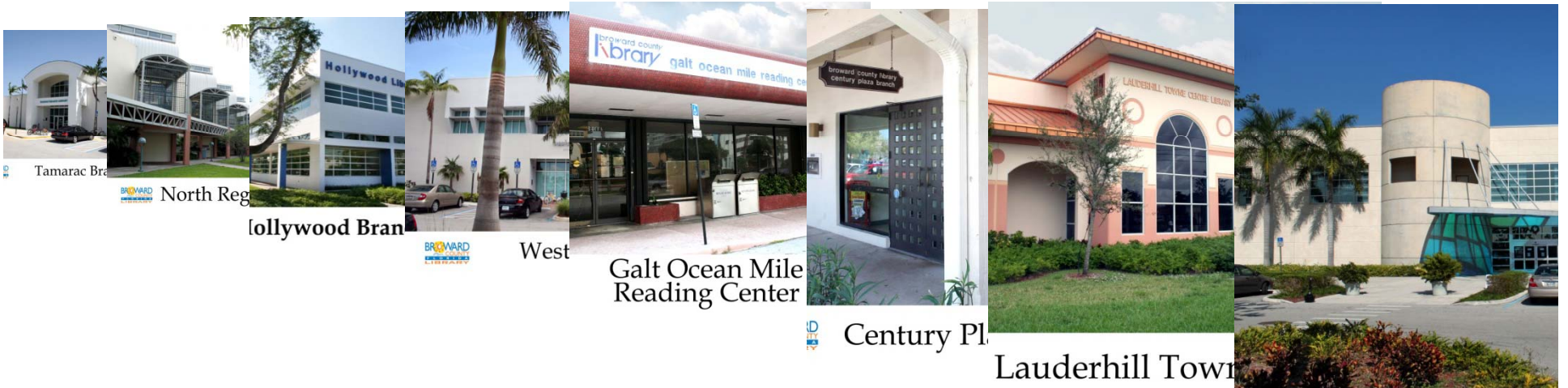
65+ Population Based on 2010 Census



Traditionally, Broward County has a large population of 65 and older, reflecting the County's sizeable retirement community. This made our community a perfect match for OASIS Connections Technology Training.

Location, Location, Locations

- ❖ Each location has its own challenges
- ❖ Introduced program at one location in a community where there was a high demand, and used this as a pilot to work out the procedural and administrative glitches



South F



Funding



Friends of the Broward County Library



❖ Generous Library Friends Groups and the Broward Public Library Foundation Fund:

- ❖ Annual licensing fee
- ❖ Printing of student work books
- ❖ Volunteer appreciation

Recruit, Train, Retain Volunteers

❖ Recruit

- ❖ Partner with local volunteer recruiting organizations
- ❖ Post recruitment flyers in libraries, on website, and at community centers
- ❖ OASIS website
- ❖ Word of Mouth

❖ Train

- ❖ Webinar
- ❖ On site training

❖ Retain

- ❖ Appreciate
- ❖ Recognize
- ❖ Support



Marketing

North Regional/BC Computer Classes

This list is also available in our E-Calendar, which has a complete searchable list of library events, exhibits and computer classes. Click on the "More..." link below for details of an event.

Address: 1100 Coconut Creek Blvd., Coconut Creek, FL 33066

OASIS is a national education organization designed to enrich the lives of adults age 50 plus through programs in the arts, humanities, health, technology and volunteer service. We offer opportunities to learn, develop talents, connect with others, stay healthy and active, and make a positive impact in the community. *Discover more!*



Call 954-201-2640 for more information. *Pre-registration is required for all classes.*

The Job Search Online (Oasis) Must have basic computer skills 10:30 AM to 12:30 PM
Friday, April 30, 2013 -- North Regional/BC Library Computer Center

Computer (Oasis) 3:00 PM to 5:00 PM
Monday, May 13, 2013 -- North Regional/BC Library Computer Center

An Introduction to Digital Photography 10:00 AM to 12:00 PM
Tuesday, May 14, 2013 -- North Regional/BC Library Computer Center

The Internet (Oasis) 10:00 AM to 12:00 PM
Wednesday, May 15, 2013

More seniors tackling the mouse and keyboard

November 27, 2011 | By Robert Nolin, Sun Sentinel

In ever-increasing numbers, seniors are dipping their toes in the virtual world, often at the expense of kids or grandkids. In computer classes as they try to master the intricacies of cursor, icon, taskbar and mouse, the fastest growing group of Americans using computers, recent studies show that seniors are logging on," said Tammy Gordon, executive director of the National Council on Aging. "The beginning of this huge wave of seniors logging on to computers is just getting started at computer classes. We have n



Success



Classes 472

Enrollment 3577

83% responded to surveys

Age

45-50 16%
51-60 26%
61-70 30%
71-80 17%
Over 80 10%

Gender

Male 37%
Female: 63%

Household Income

Under \$25,000 55%
\$25,000-\$50,000 33%
Over \$50,000 12%

OASIS Connections Technology Program



Mary Bush





Why we chose Connections

- Variety of classes for beginners
- Consistent curriculum system wide
- Manuals created by Oasis for students to take home
- Downloadable material for instructors and students
- Budget cuts



Why we stay with Connections

- Great support
- Flexibility about who can take the classes
- Flexibility about some content
- We can provide regular feedback to OASIS



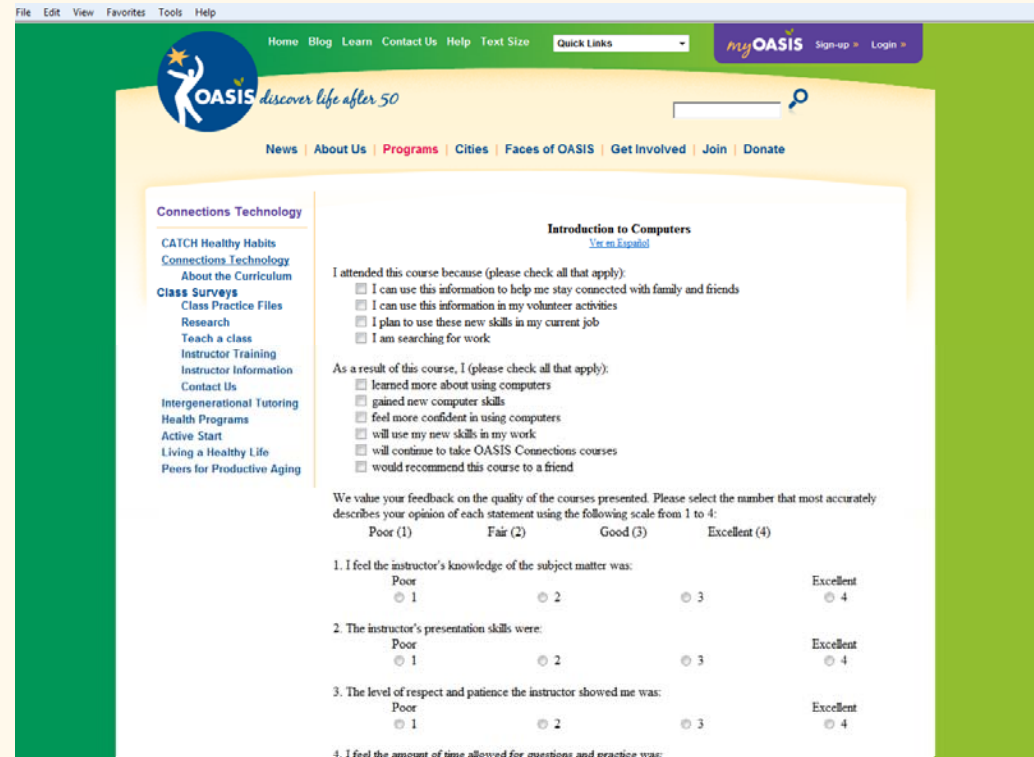
What works well for staff and volunteers

- Training webinar utilized for staff and for volunteers
- Has allowed us to expand our offerings with a new program Tech Tutors
- Database tracks data we couldn't track ourselves



What works well for participants

- OASIS evaluations help us get feedback from our participants



The screenshot shows the OASIS website interface. At the top, there is a navigation bar with links for Home, Blog, Learn, Contact Us, Help, and Text Size. A search bar is located on the right. Below the navigation bar, the OASIS logo is displayed with the tagline "discover life after 50". A secondary navigation bar includes links for News, About Us, Programs, Cities, Faces of OASIS, Get Involved, Join, and Donate. The main content area features a sidebar with a "Connections Technology" section containing links to various resources like "CATCH Healthy Habits", "About the Curriculum", "Class Surveys", "Class Practice Files", "Research", "Teach a class", "Instructor Training", "Instructor Information", "Contact Us", "Intergenerational Tutoring", "Health Programs", "Active Start", "Living a Healthy Life", and "Peers for Productive Aging". The main content area displays a feedback form for the "Introduction to Computers" course. The form includes a section for reasons for attending the course, a section for results of the course, and a section for rating the quality of the courses presented. The rating section uses a scale from 1 to 4, with 1 being "Poor" and 4 being "Excellent".

File Edit View Favorites Tools Help

Home Blog Learn Contact Us Help Text Size Quick Links myOASIS Sign-up Login

discover life after 50

News | About Us | Programs | Cities | Faces of OASIS | Get Involved | Join | Donate

Connections Technology

- CATCH Healthy Habits
- Connections Technology
- About the Curriculum
- Class Surveys**
- Class Practice Files
- Research
- Teach a class
- Instructor Training
- Instructor Information
- Contact Us
- Intergenerational Tutoring
- Health Programs
- Active Start
- Living a Healthy Life
- Peers for Productive Aging

Introduction to Computers

I attended this course because (please check all that apply):

- I can use this information to help me stay connected with family and friends
- I can use this information in my volunteer activities
- I plan to use these new skills in my current job
- I am searching for work

As a result of this course, I (please check all that apply):

- learned more about using computers
- gained new computer skills
- feel more confident in using computers
- will use my new skills in my work
- will continue to take OASIS Connections courses
- would recommend this course to a friend

We value your feedback on the quality of the courses presented. Please select the number that most accurately describes your opinion of each statement using the following scale from 1 to 4:

Poor (1) Fair (2) Good (3) Excellent (4)

1. I feel the instructor's knowledge of the subject matter was:

Poor
 1 2 3 4
Excellent

2. The instructor's presentation skills were:

Poor
 1 2 3 4
Excellent

3. The level of respect and patience the instructor showed me was:

Poor
 1 2 3 4
Excellent

4. I feel the amount of time allowed for questions and practice was:

Our Connections Statistics

2012:

Classes 31

Enrollment 82

90% responded to surveys

Age

45-50	9%
51-60	32%
61-70	35%
71-80	19%
Over 80	5%

Gender

Male	47%
Female:	53%

Household Income

Under \$25,000	55%
\$25,000-\$50,000	38%
Over \$50,000	7%

Curriculum designed for adult learning needs

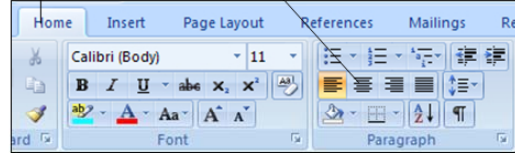
- Large type, step-by-step instructions, screen illustrations
- Active learning and practice
- Inclusion of technical vocabulary
- Glossaries and helpful hints

Session Three Introduction to Microsoft Word

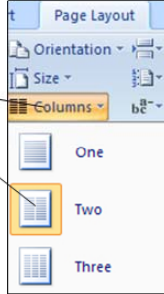
Centering and Columns: Word 2007

You are going to put two or three recipes on one page by reformatting the recipe. You will save them all in one file when you are through formatting.

1. Place your cursor in title line of the recipe ("Cracker Jack").
2. Click **Home** and click on the **Centering** icon on the **Paragraph** toolbar.



3. Select (highlight) just the list of ingredients.
4. Click **Page Layout** and choose **Columns**.
5. Click on the **Two** box to create two columns. Your ingredients will appear in two columns.



Helpful Hints
You can also change the **Spacing** under the **Page Layout** menu tab.

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Instructor training supports quality

- 350+ instructors
- Monthly instructor webinars cover
 - adult learning needs
 - best practices for instruction
- Online student evaluations provide feedback on instruction



Marketing templates



Poster



Brochure



Flier

Class Participants

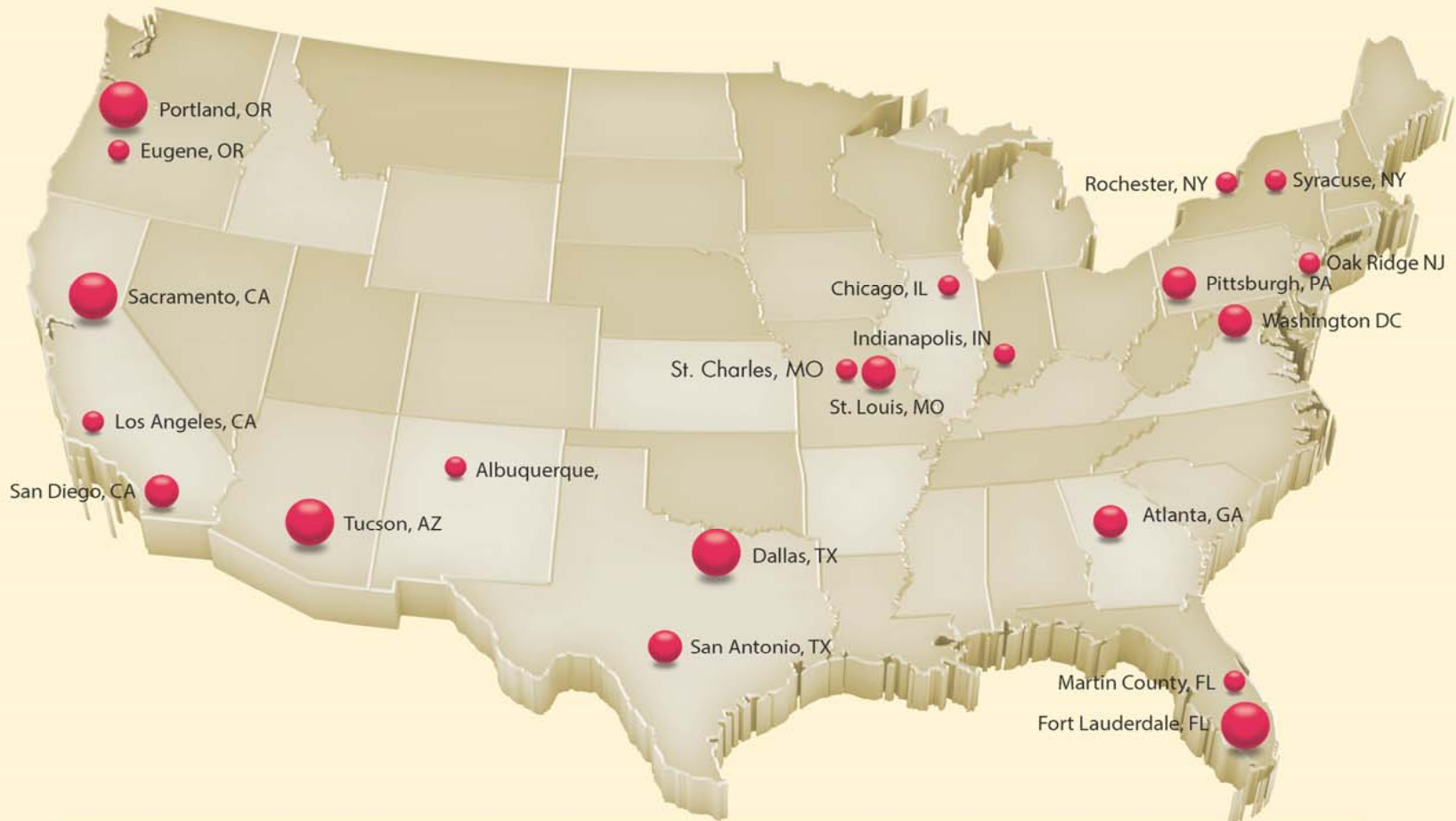
- 65,000 enrolled since 2001
- Most over age 50, but classes open to all age adults
- 2012 profile:
 - 44% minorities
 - 50% low income
 - 28% seeking jobs
- 96% say course materials are good or excellent



“I used to be in front of the desk, filling out applications. Now I’m behind the desk, working on the computer. I learned everything from ground zero in the class.”
- *Mary Ann Gomillion, Dallas*



OASIS Connections Class Sites



1-5 sites

6-10 sites

10+ sites

20 cities

68 active partners

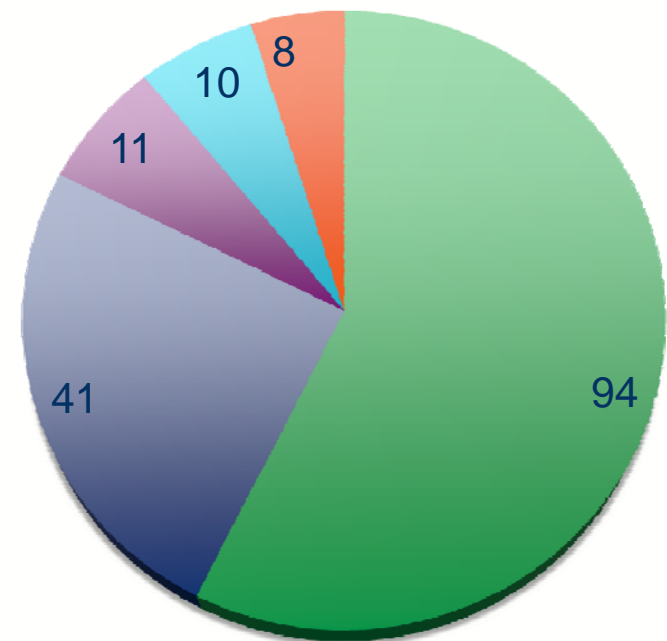
65,000 enrolled since 2001

Libraries lead the way in class sites

Partners

- 41 senior agencies
- 11 library systems
- 9 housing sites
- 8 other

162 Class sites



Current library partners

- Pima County AZ
- Pinal County AZ
- Sacramento CA
- Broward County FL
- Martin County FL
- Brownsburg IN
- St. Charles County MO
- Oak Ridge NJ
- Allegheny County PA
- Multnomah County OR
- Dallas TX



What other library partners have to say about Connections

“We appreciate the Connections complete approach:

- instructor orientation on adult learning,
- class implementation,
- program management,
- volunteer recruitment strategies

suits our focus:

- literacy, basic education
- and workforce training. . . ”



Beth Matthias-Loghry
Pima County Library,
Arizona

2012 Pima County Library Statistics

2012:

Classes 539

Enrollment 1724

66% responded to surveys

Age

45-50	11%
51-60	25%
61-70	32%
71-80	24%
Over 80	8%

Gender

Male	31%
Female:	69%

Household Income

Under \$25,000	47%
\$25,000-\$50,000	35%
Over \$50,000	18%

What other library partners have to say about Connections

- easy for staff to teach
- easy for patrons to follow
- allows libraries to offer far more computer programs
- staff does not need to expend valuable time
- successfully trained volunteers...



Lori Easterwood
Sacramento Public
Library, California

2012 Sacramento Public Library Statistics

2012:

Classes 47

Enrollment 181

63% responded to surveys

Age

45-50	28%
51-60	33%
61-70	22%
71-80	15%
Over 80	2%

Gender

Male	29%
Female:	71%

Household Income

Under \$25,000	54%
\$25,000-\$50,000	29%
Over \$50,000	17%

2012 memory research study uses Connections Facebook curriculum

- Findings: Facebook helps improve cognitive performance
- Training participants performed 25% better on tasks to measure their working memory



Annual curriculum license fee

- Supports curriculum updates
- Provides Instructor Training for staff and volunteers

Program materials

- Student handbooks

- Long courses (6 – 8 sessions)

- Download Free

- Printed \$10.00 per book plus shipping

- Short courses (1 – 3 sessions)

- Download Free

Learn more

<http://www.oasisnet.org/connections>



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Technology Training for Your World

**Do you want to learn more about computers?
Need to update your skills for a better job?
Want to be more in touch with the digital world?**

OASIS Connections classes can help you build skills and confidence using computers, the Internet and today's technology.

- Classes are designed for adults over 50 and people who need to update their workplace tech skills
- Choose from beginning and intermediate level classes
- You do not have to own a computer to participate
- All classes are hands-on with one computer for each participant

**Interested in partnering with us to offer Connections?
Find information for partners**

View a map of current cities where Connections classes are offered.



To learn more



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