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:

![Audio Broadcast Adjustments]

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.

![Small Radio Tower Icon]
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.
Telephone Access

If you are 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

Co-Produced by:
Jennifer Peterson
WebJunction
Community Manager

Co-Produced by:
Stephanie Harmon
WebJunction
Production Associate
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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  
**Kansas** State Library  
**Maine** State Library  
**Minnesota** State Library Agency & Minitex  
**Mississippi** Library Commission  
**Missouri** State Library  
**Montana** State Library  
**North Carolina** State Library  
**Ohio** Access  
**Pennsylvania**  
**Texas** State Library & Archives Commission  
**Virginia** Library of  
**Washington** State Library

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

- Computer skills: 87.0%
- Internet use: 86.5%
- Online searching: 75.0%
- Software use: 73.3%

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
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
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 954-291-2640 for more information. Pre-registration is required for all classes.

The Job Search Online (Oasis) Must have basic computer skills 10:00 AM to 12:00 PM
April 14, 2013 - North Regional/BC Library Computer Center

Introduction to Digital Photography 10:00 AM to 3:00 PM
April 15, 2013 - North Regional/BC Library Computer Center

Internet Search and Use 10:00 AM to 12:00 PM
April 16, 2013 - North Regional/BC Library Computer Center

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 urging of kids or grandkids.

"I am an latest growing group of Americans using computers, recent studies are logging on," said Tammy Gordon, 67, who took computer training classes as they try to master the intricacies of cursor, icon, taskbar.

"I'm not a computer whiz, but I'm a fast learner," she said.

'Help is on the way!'

Looking for a Job?

The Job Search: Tips and Techniques

Wednesday, November 2nd, 2011
10:30 AM

OASIS Connections Computer Training

Looking for a Job? Help is on the way!
# Success

- **Classes**: 472
- **Enrollment**: 3577
- **83%** responded to surveys

## Age

<table>
<thead>
<tr>
<th>Age</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>45-50</td>
<td>16%</td>
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<td>61-70</td>
<td>30%</td>
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<tr>
<td>71-80</td>
<td>17%</td>
</tr>
<tr>
<td>Over 80</td>
<td>10%</td>
</tr>
</tbody>
</table>

## 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
# Our Connections Statistics

## 2012:

<table>
<thead>
<tr>
<th>Classes</th>
<th>Enrollment</th>
<th>Household Income</th>
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</thead>
<tbody>
<tr>
<td>31</td>
<td>82</td>
<td>90% responded to surveys</td>
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<table>
<thead>
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<th>Age</th>
<th>Gender</th>
<th>Household Income</th>
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<tbody>
<tr>
<td>45-50</td>
<td>Male 47%</td>
<td>Under $25,000 55%</td>
</tr>
<tr>
<td>51-60</td>
<td>Female 53%</td>
<td>$25,000-$50,000 38%</td>
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<tr>
<td>61-70</td>
<td></td>
<td>Over $50,000 7%</td>
</tr>
<tr>
<td>71-80</td>
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<td></td>
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<tr>
<td>Over 80</td>
<td></td>
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</table>
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
Instructor training supports quality

• 350+ instructors
• Monthly instructor webinars cover
  o adult learning needs
  o best practices for instruction
• Online student evaluations provide feedback on instruction
Marketing templates
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
Libraries lead the way in class sites

Partners

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

162 Class sites

- Libraries: 94
- Senior Centers: 10
- Housing: 11
- OASIS: 8
- Other: 41
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:

<table>
<thead>
<tr>
<th>Classes</th>
<th>Enrollment</th>
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### Age Distribution

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<td>32%</td>
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<td>71-80</td>
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### Gender Distribution

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<td>31%</td>
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<tr>
<td>Female</td>
<td>69%</td>
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### Household Income Distribution

<table>
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<th>Income Range</th>
<th>Percentage</th>
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<tr>
<td>Under $25,000</td>
<td>47%</td>
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</tr>
<tr>
<td>Over $50,000</td>
<td>18%</td>
</tr>
</tbody>
</table>
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:

<table>
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<tr>
<th>Classes</th>
<th>Enrollment</th>
<th>63% responded to surveys</th>
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<tr>
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<td>181</td>
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</tr>
<tr>
<td>Over 80</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Male: 29%
- Female: 71%

- 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
  o Long courses (6 – 8 sessions)
    – Download Free
    – Printed $10.00 per book plus shipping
  o Short courses (1 – 3 sessions)
    – Download Free
Learn more

http://www.oasisnet.org/connections

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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314 – 862 – 2933 x272

Hayley St. John-Ayre
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Mary Bush
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503 – 988 – 5549