



## *League of United Latin American Citizens*

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EMPOWER HISPANIC AMERICA WITH TECHNOLOGY INITIATIVE

### **02/12/2008 Minutes**

**Call to Order:** Conference Call began at 12:00pm EST

**Roll Call:** \*41% of the centers participated

**LULAC participants:** Brent Wilkes, Executive Director; Jorge Trasmonte, Technology Coordinator, Elizabeth Garcia, Program Manager/Policy Analyst

### **A. ADMINISTRATIVE ANNOUNCEMENTS**

#### **New LULAC Personnel:**

1. Program Manager: Elizabeth Garcia
  - a. Has been hired to LULAC National Office to help with the Technology center curriculum and increase communication amongst technology centers and LULAC National Office.
  - b. Jorge Trasmonte will focus on the technology aspect of the centers.
2. September-November Center Reports
  - a. We have received reports from all centers. Thank you.
  - b. Please aim to submit reports in timely fashion.
3. December-February Reports
  - a. Deadline is **March 7, 2008**.

### **B. SOFTWARE FOR TECHNOLOGY CENTERS:**

All computers currently have Microsoft Office and an antivirus program. We have plans to upgrade and expand software for all centers. LULAC would like to do a refresh of all centers' software with new software during this year. This is expected to begin after our National convention (July 7-12, 2008). From now until then LULAC will research for best deals.

*Suggestions for helpful software:*

1. Typing Tutor
  - a. We are currently shopping for most effective and least expensive program
  - b. If any center has used any really good program please send us the information so we may research opportunities
2. English Language Software
  - a. We have heard from many centers this is in huge demand.
  - b. Any suggestions?
    - i. New Readers Press; helps teach English Language in reference to jobs skills such as construction, customer service, and healthcare, commercial driving, etc.
    - ii. Aprendiendo BC is a Spanish computer software training program. Helps teach basic computing skills for English Learners.

- iii. Words for Work or other vocational English language programs
- 3. Citizenship Classes
  - a. LULAC staff recently met with Alfonso Aguilar from US Office of Citizenship and Immigration Services. We discussed partnership opportunities to help offer citizenship courses at the Technology centers using the Toolkit they designed. It includes a website, brochure, DVD and flashcards.
- 4. Resume Writing/ Career Building Software
  - a. Many centers expressed interest for programs that help people create resume, learn interview skills, and other career building skills
- 5. OSHA Certification
  - a. DOL/OSHA conducts training for their certification program. It is mandatory for many occupations and there's a need for more bilingual trainers.
  - b. LULAC will research partnership opportunities with OSHA certification trainings.
- 6. National Retail Federation (NRF)-Certification
  - a. Certification offers basic knowledge of customer service to participants
  - b. It is a really good certification because the NRF has an awesome network with major retailers, thus it can assist with job placement.
- 7. GED prep software in Spanish/English
- 8. Translation software requested
  - a. Brent suggested people use Google translator, its free
  - b. Many expressed that the translator software is expensive and not very good
- 9. Vocational English Programs
  - a. Wordsforwork.org

**C. LULAC TECHNOLOGY CENTER HOMEPAGE WEBLINKS**

- 1. Our page currently offers links to many online sites that offer many of the programs requested for the centers.
  - a. English for all link; [www.myefa.org](http://www.myefa.org)
  - b. Career search link
  - c. Educational, financial aid and scholarship link
  - d. Test prep and homework link
- 2. Suggestions for web links to add to the Technology Center Homepage:
  - a. 1-language.com (English Language Website)
  - b. please send in any other suggestions

**D. VIDEO CONFERENCING UNITS:**

- 1. Installation of Units Complete
  - a. All video conferencing units are compatible with standards.

- i. We need the Static IP address for those centers that have not submitted it yet
  - ii. LULAC plans to help centers in obtaining a Television set to use along with the video conferencing unit
  - iii. One of the goals with the video conferencing unit is to link every center up so you can hold video conferences with each other
  - iv. Also, we would like to host dialogues with officials, possibility of maybe hosting a video conference where your center can participate in asking questions to presidential candidates.
  - v. Another option may be to invite educators to do presentations using video conference. Example. US Department of Education currently streams over video conference units training to train community members/educators on updates with Federal Financial Aid.
2. Microphone Issue
- a. We found that many of the centers were having issues with their video conferencing microphones.
  - b. We found that this was occurring due to outdated software
  - c. Jorge will send out a how to sheet so centers that are experiencing problems can trouble shoot and see if they have an older version of the software.
  - d. Those that do have older versions will receive instructions from Jorge on how to update your software

**E. BROCHURE FOR CENTERS:**

- 1. With the permission of the centers we would like to begin working on a brochure for the Technology Centers.
  - a. Brochure would list all sites, phone number and a contact email
  - b. Goal is to create multiuse of sites as part of a national network
  - c. Centers would display brochure at their locations
  - d. LULAC could use brochure to help seek partnership opportunities with sponsors.

**F. 2008 LULAC CONVENTION:**

- 1. July 7-12, 2008 LULAC is holding their National Convention in Washington, DC.
  - a. We would like to invite all center director/staff/clients to participate.
  - b. Unfortunately, no funding exist to help with travel subsidies
  - c. We do hope to organize special workshops/trainings for Tech center participants

**G. MAINTENANCE AGREEMENT:**

- 1. Centers expressed concern about the Dell Maintenance agreement expiring  
*LULAC is considering two options:*
  - a. Provide first round of centers with new computer
  - b. Renew the software for computer and purchase 2 more years of tech support from Dell
    - i. Suggestions were made about finding an outside tech support company such as Best Buy, or Circuit City.
    - ii. Suggestions were also offered to purchase HP computers next time
    - iii. Most centers expressed preference for new computers over extending tech support agreement.

2. Current Tech Support Service: Dell Express Service Care/Gold Support
  - a. LULAC paid good amount to have this onsite technical assistance.
  - b. You should be able to call 1-866-876-3355 and provide them with the service tag # located on the computer itself and receive prompt support.
  - c. Feel free to remind them that LULAC has made a big purchase of over 560 computers from them and that you expect quality tech support.
3. System Restore Program
  - a. Most centers were set up with the Altiris snapshot program which took a copy of the computer when it was new and you should be able to go back to start point and refresh computers.
  - b. In most cases using this program will help resolve any software issues.
  - d. Acronis is another similar program we are testing.

**H. ADMINISTRATIVE REMINDERS:**

1. December-February Reports are due first week of March.
  - a. Along with minutes to this conference call you will be receiving shortly a survey to complete and return along with your December-February Report.
  - b. Survey is designed to help us gather important information from the centers so we know how to best support your center goals.
2. Next Conference call will be Wednesday, March 5<sup>th</sup> at 12:00pm EST. Goal of having one brief conference call per month. To be scheduled for the 1<sup>ST</sup> Wednesday of every month at 12:00pm EST. Outlook Calendar reminders will be sent.

**H. CONFERENCE CALL ADJOURNED:**

*Call Adjourned at 1:30 p.m.*

*Respectfully Submitted by,  
Elizabeth Garcia  
LULAC Program Manager/Policy Analyst*

**\*Centers Present:**

Valle Del Sol (Phoenix, AZ)  
 CARECEN (Los Angeles, CA)  
 LNES (Colorado Springs, CO)  
 LNES (Pueblo, CO)  
 CAUSA (Wallingford, CT)  
 Connecticut Puerto Rican Forum (Hartford, CT)  
 Latino Leadership (Orlando, FL)  
 Casa Central (Chicago, IL)  
 Instituto del Progreso Latino (Chicago, IL)  
 Ser-Corporation of Kansas, Inc. (Wichita, KS)  
 La Alianza Hispana (Roxbury, MA)  
 Ser- Metro-Detroit Jobs for Progresso, Inc. (Detroit, MI)  
 La Case de Don Pedro (Newark, NJ)  
 LNES (Albuquerque, NM)

Ser de New Mexico, Inc. (Albuquerque, NM)  
 ASPIRA of New York, Inc. (Bronx, NY)  
 El Barrio (Cleveland, OH)  
 Ohio Hispanic Coalition (Columbus, OH)  
 Dayton Christian Center, East Campus (Dayton, OH)  
 LNES (Corpus Christi, TX)  
 LNES (Dallas, TX)  
 LNES (El Paso, TX)  
 Ser-Jobs for Progress of Southwest Texas (Laredo, TX)