



Pass It On
C E N T E R

... the National AT Reuse Center

FROM LEARNING TO EARNING: USING REFURBISHED COMPUTERS TO MOVE STUDENTS ACROSS THE DIGITAL DIVIDE

July 12, 2011



Joy Kniskern, Pass It On Center

Joanne Willis and Bob Rust, Touch the Future, Inc.

Lindsey Bean-Kampwerth, Paraquad and Pass It On Center

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- **CEUs** - Visit the AAC Institute and follow instructions to receive certification.
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Liz@passitoncenter.org

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LEARNING OBJECTIVES

1

- Examine a program for providing refurbished computers to students

2

- Understand Indicators of Quality for computer refurbishing

3

- Explore business models for computer refurbishing

OUR SPEAKERS TODAY

Joy Kniskern

Principal Investigator

Pass It On Center

Bob Rust

ReBoot™ Reuse and Procurement Manager

Touch the Future, Inc.

Lindsey Bean Kampwerth, OTD

Reuse Program Manager

Paraquad Inc.



**High School/High Tech and Georgia's
Refurbished Laptop Program – Joy Kniskern**

HIGH SCHOOL/HIGH TECH IS:

- × An initiative of the Georgia Dept. of Labor, Vocational Rehabilitation Program
- × A program that provides opportunities for students in grades 8-12 with all types of disAbilities to explore careers in science, mathematics and technology
- × Based on community involvement among families, educators, DOL/VR, colleges, advocacy groups, business leaders and employers

HS/HT 'S RESEARCH-BASED ELEMENTS

× Guideposts for Success

- + School based experiences
- + Career preparation and work-based learning
- + Youth Development and Leadership
- + Connecting activities
- + Family involvement and support

× America's Promise Alliance

- + Caring adults
- + Effective education
- + Safe places
- + A healthy start
- + Opportunities for caring – volunteer/service learning

PROFILE: GEORGIA'S HS/HT PROGRAMS

- × 20 counties
- × 500+ students
- × 376 VR clients
- × Primary referral agent: high school teachers

HS/HT STUDENTS SAY THEY NEED LAPTOPS:

- × For adequate access to current educational opportunities:
 - + Overcome transportation barrier: can't get to a library
 - + Assist with transition to post-secondary education or work
 - + Have the capability to use assistive technology
 - + Complete research
 - + Communicate with teachers via e-mail
 - + Get assignments and submit assignments
 - + Complete senior project
 - + Study for High School Graduation Exam

HS/HT STUDENTS SAY THEY NEED LAPTOPS:

- ✘ To access future education and employment options:
 - + To complete on-line applications for college
 - + To access tutorials
 - + To apply for college scholarships
 - + To complete on-line assessments – career and interests
 - + To perform job searches
 - + To complete on-line job applications

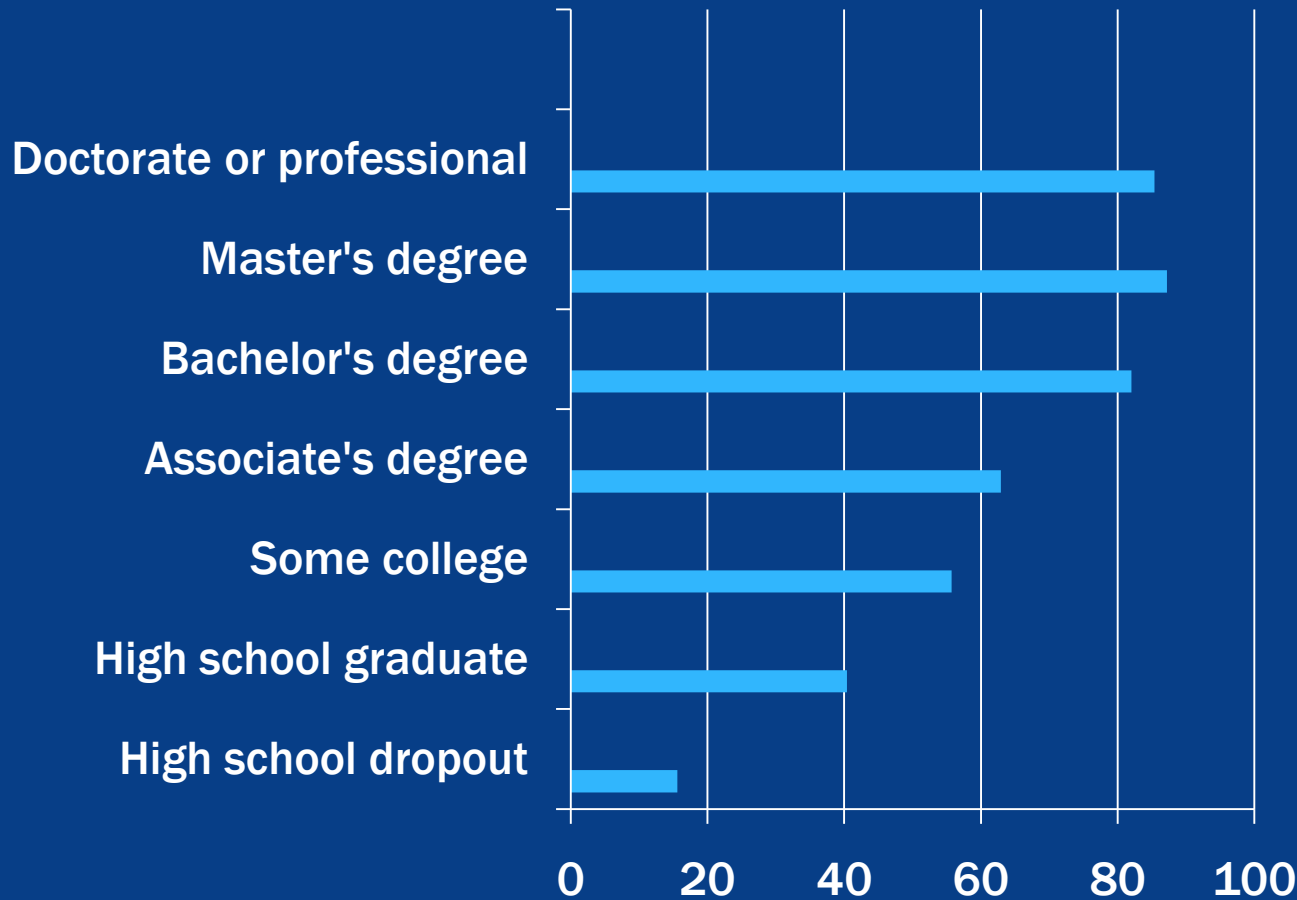


WHY DO COMPUTERS MATTER?

The 'digital divide' refers to the gap between those who have access to technology and those who don't. Computer usage and access has a major impact on employment and income.



COMPUTER USAGE ON THE JOB

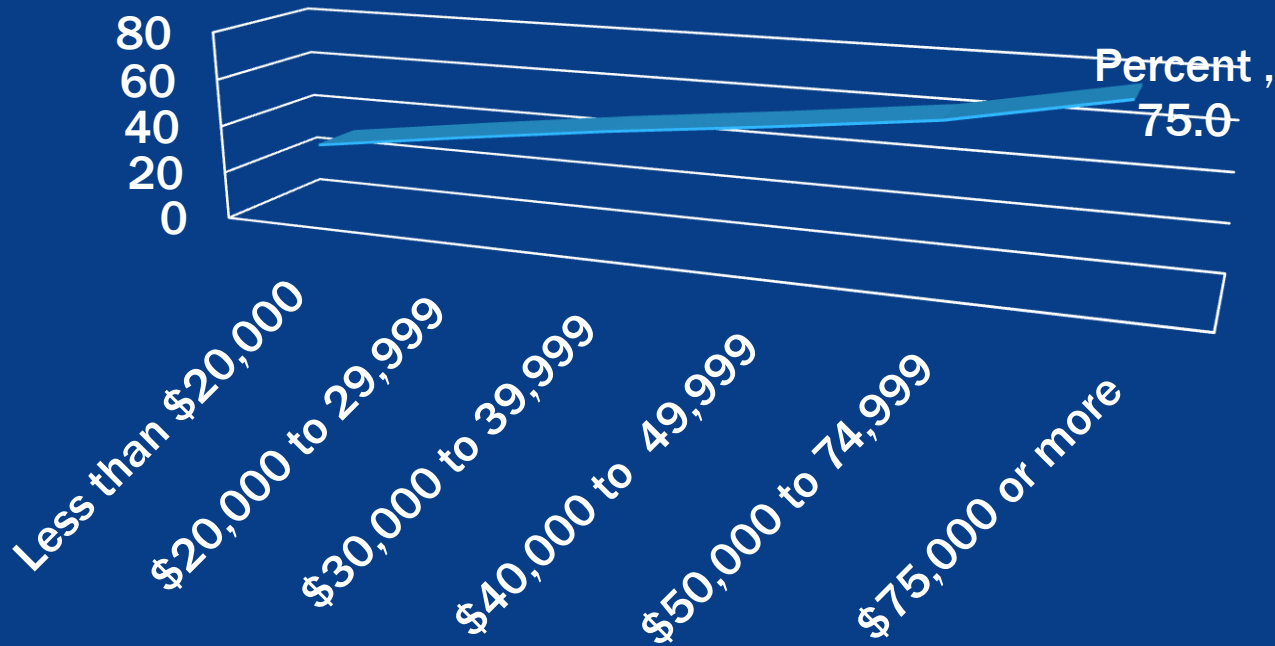


The percentage of people who use computers increases by education levels

For more info . . .

National Center for Education Statistics, http://nces.ed.gov/programs/digest/d08/tables/dt08_432.asp

COMPUTER USAGE ON THE JOB AND INCOME LEVELS



People in higher income jobs are more likely to use computers in their work. The usage levels increase with income levels.

For more info . . .

National Center for Education Statistics, http://nces.ed.gov/programs/digest/d08/tables/dt08_432.asp

GEORGIA'S REFURBISHED LAPTOP PROGRAM

1. Eligibility:

- + Rising juniors and seniors
- + Physical, sensory or learning disabilities
- + Active participant in High School/High Tech

2. Competitive Application Process:

- + Essay or PowerPoint® presentation
- + Goals to attain with award of laptop
- + Demonstrated leadership
- + Teacher recommendations

GEORGIA'S REFURBISHED LAPTOP PROGRAM

3. Selection process:

- + Applications judged by Refurbished Computer Committee
 - × Teachers
 - × Vocational Rehabilitation
 - × Rehabilitation technologists
 - × Tech-Able, a Tools for Life Assistive Technology Resource Center
 - × Site coordinators from several HS/HT programs

HOW RECIPIENTS USE LAPTOPS

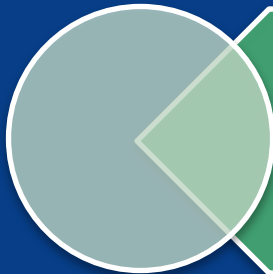
- × Michael: For writing (has juvenile arthritis)
- × Jeovani: Uses text-to-speech reading to overcome some learning challenges
- × Maxwell: To complete homework now and in his future job in electrical wiring

FUNDING GEORGIA'S PROGRAM



Vocational Rehabilitation Funds

- For students in transition



AT Act State Funds

- For transition
- Services



Supporters and Business Partners

- Community Foundation
- Touch the Future Inc./ReBoot™ for refurbishing
- Tech-Able ATRC
- Work Force Investment Act Funds

ACQUIRING THE LAPTOPS

- × HS/HT defines specifications for laptops
- × HS/HT contracts with ReBoot™, the computer refurbishing program of Touch the Future, Inc., to provide the laptops
- × ReBoot™ acquires and refurbishes the laptops

HS/HT LAPTOP SPECIFICATIONS

| Feature | Minimum Specification |
|-------------------|---|
| Processor speed | 1.6 GHz or greater |
| RAM | 1 GB |
| Hard drive | 60 GB or greater |
| Additional drives | DVD-CD /RW |
| USB ports | At least one |
| Screen size | 15.4" LCD |
| Wireless | Yes, built-in |
| Ethernet | Yes |
| Battery, cord | Yes |
| Operating System | XP Pro |
| Software | MS Office 2007, Open Office, Security, etc. |

Questions?



ReBoot™ and Computer Refurbishing

Bob Rust



touch the future

A LINK to
Independent
Living



www.touchthefuture.us

Touch the Future, Inc. (TTF), a 501(c)3 located in metro Atlanta, is dedicated to increasing knowledge about, access to, and acquisition of Assistive Technology (AT) Services, making it possible for individuals who are disabled, seniors, Veterans or from disadvantaged communities to live independently and productively throughout their lifespan. TTF supports the global evergreen policies of reusing, recycling and limiting landfill usage.



REUSE AND RECYCLING AT PARTNERSHIP

Includes Computers, AT, DME and Daily Living Products

TTF partnerships include:

1. Hospitals and home health agencies
2. National organizations (ADA Network, Aidmatrix™)
3. Manufacturers and distributors
4. Disability organizations (e.g., MDA, PVA, CMFA)
5. Universities (Clemson, USC Upstate)
6. Recycling agencies (IERC, municipalities)
7. Funding sources (TFL, foundations UNW, corporations)
8. Distribution network (STAR, FODAC, ILC)
9. Affiliate agencies (RWS ReBoot™)





THE REBOOT™ PROGRAM

- × TTF's most recognized, nationally benchmarked and trademarked program
- × ReBoot™ is a computer and technology service to meet consumer needs that reuses, recycles and limits landfill usage.
- × Started in 1997, ReBoot™ has grown into major refurbishing program.





THE REBOOT™ PROGRAM, CONT.'

Outcomes:

1. 9,192 computers issued
2. Established distribution network (AT partnership)
3. Provides consumer access to computers and specialized AT (matching and training)
4. Employs individuals with disabilities and seniors
5. Uses volunteers and develops skills
6. Has kept 174 tons of e-waste from landfills
7. Trademarked, turnkey process





REBOOT™ FEATURES

- × Donations
- × Evaluations (25% good, 75% bad)
- × Refurbishment (desktops, laptops, Apples®, etc.)
 - + Reuse
 - + End-of-life technology (aggregation)
- × Distribution
 - + Consumer (matching and training)
 - + End-of-life technology (de-manufacturing)



Warranty and maintenance:

- + One-year warranty on desktops
 - × Hardware
 - × Software (operating system, MS Office 2007 and security)
- + 90-day warranty on laptops
- + Help desk support
 - × Phone
 - × Remote (virtual access)
 - × On-site



COMPUTER REUSE MODELS

× How do you choose?

1. Scope of service (mission and goals)
2. Market (service area and types)
3. Resources (funds, people, space, equipment)
4. Expectations (issues, frequency, training)
5. Sustainability (funding, fees, recycling)

× Model type

- + Obtain refurbished product (HS/HT)
- + Become a refurbisher (ReBoot™)



OBTAIN REFURBISHED COMPUTERS

- × Establish program parameters
- × Obtain refurbished computers
 - + Qualified Refurbisher (specs, cost, accessories)
 - + Services of a Qualified Refurbisher
- × Issue
- × Train (basic or specialized)
- × Maintain records
 - + Equipment (warranty and safety)
 - + Consumers (contact and outcomes)
- × Cost based on size and expectations



BE A REFURBISHER

Small Refurbisher

- + Establish program parameters
- + Staffing
- + Facility
- + Office and shop equipment
- + Refurbish equipment
- + Recycle
- + Issue
- + Train
- + Maintain records

Cost = \$100,000 or greater

Medium Refurbisher

- + Establish program parameters
- + Staffing
- + Facility
- + Office and shop equipment
- + Refurbish equipment
- + Recycle
- + Issue
- + Train
- + Maintain records

Cost = \$200,000 or greater

TTF IS AVAILABLE

- × Various levels of consulting
 - + Business process analysis
 - + Project Management
 - + Purchasing Management
 - + Risk Management
 - + ReBoot™ turnkey process
- × Consulting advantages
 - + Reduced cost
 - + Reduced risk
 - + Improved quality and outcomes





touch the future
A LINK to
Independent
Living

A LINK

rebooting lives
rebooting computers
Reboot
rebooting computers
rebooting lives

Regained
Mobility

END OF LIFE TECH

DONOR PROJECT

Reuse & Recycling
AT
Partnership

www.touchthefuture.us

**Presented by: Bob Rust, ReBoot™ Reuse and
Procurement Manager**

Main Office
4508 Bibb Blvd, Ste B-10
Tucker, GA 30084
770.934.8432
info@touchthefuture.us

SC Branch
101 Fant St., Ste B-020
Anderson, SC 29622
864.357.0831.
sc@touchthefuture.us

*TTF – a Tools for Life Grantee and
a United Way funded organization*

Questions?



Planning a Quality Refurbishing Program

Lindsey Bean-Kampwerth

STARTING A COMPUTER REUSE PROGRAM

- × If you have a target group in need of computers, consider the options for meeting that need:
 - + Locate funding to purchase new computers for those customers (tough assignment!)
 - + Contract with existing computer refurbishing programs to meet your program needs – if they have the capacity
 - + Or, establish a refurbishing program

THINKING OF REFURBISHING COMPUTERS?

In addition to the application of Indicators of Quality for AT Reuse in general areas, a number of the Indicators have specific implications for programs that refurbish computers.

IQ-ATR 3.4 – DEVICE TRACKING

The program uses an accurate and efficient method to track the inventory of available devices.

- + Unique ID for every donated device*
- + Ability to determine availability by type*
- + Assignment of inventory value to each device*
- + Ability to identify devices subject to recall or warnings*
- + Ability to identify recipients of devices subject to recall or warning*

IQ-ATR 3.5 – DEVICE VALUATION

The program has written procedures to value donated devices for inventory and reporting.

IQ-ATR 3.7 – DONATED EQUIPMENT: ACCEPTABLE DEVICES

The program has written policies and procedures specifying types of devices that will be accepted for donation.

- + *Hardware specifications*
- + *Performance specifications*
- + *Capacity requirements*

IQ-ATR 3.9 - EVALUATION OF USED DEVICES

The program has written, device-specific procedures for evaluating the repair and refurbishing needs of donated equipment.

- + *Does it meet the requirements specified for donated devices?*
- + *How much refurbishing is required?*
- + *What is the cost to bring the device up to minimum specifications?*

IQ-ATR 3.12 – DATA REMOVAL

The program has policies and procedures to remove stored data from computers.

- + *Properly trained technicians are available to refurbish computers.*
- + *Proper software tools are used to remove data in a manner consistent with DOD standards.*
- + *If volume warrants, equipment will be available to perform disk wiping on multiple devices simultaneously.*

IQ-ATR 3.13 – SOFTWARE LICENSING

The program has written policies and procedures for the loading of licensed software that:

- + *Ensure compliance with current law*
- + *Comply with the software publisher's licensing agreements*
- + *Track the purchase and assignment of licenses*
- + *Reload programs only if the original software is provided with the computer*

BEFORE YOU COMMIT TO START A PROGRAM

- × Write a strategic plan.
 - + Define the mission and objectives.
- × Develop a business plan.
 - + You may want to develop a plan for one or more options and compare them.
 - + Make a decision based on the best available financial analysis.

PLANNING CONSIDERATIONS

- × Establish program scope:
 - + Scope (age, geographic area, specific group, etc.)
 - + Eligibility requirements
 - + Computer specifications
- × Staffing and training for application, distribution and recordkeeping (volunteers, contractors or employees, or usually a staff involving all of those roles)
- × Tracking outcomes
- × Planning for sustainability

STARTING SMALL

A start-up program needs staff and space for program administration (which might be shared with an existing reuse program), and:

- × Secure workspace for at least one technician
- × Workbench with adequate power and lighting
- × Specialized tools, software for data removal, and safety gear
- × Technician, even if volunteer, with at least A+ certification

FINANCIAL CONSIDERATIONS

× Start-up Costs

- + Facilities
- + Equipment
- + Recruitment
- + Policies and procedures development

× Ongoing Expenses

- + Rent, utilities and insurance
- + Staff
- + Acquisition of donated devices, parts, licenses

JUMPSTART YOUR PROGRAM

Identify resources to facilitate start-up:

- ✘ Will an individual, a company or an existing program donate consulting services or provide them at a reasonable cost?
- ✘ Can you partner for resources (e.g., with a technical school training program or a local company)?
- ✘ Have you identified a source for used computers – companies, organizations, schools, or individuals?

RESOURCES

You can find helpful information at:

PIOC Knowledge Base at www.passitoncenter.org

- + Business Planning tools

 - × See Organization module, *Business Plan Guide* and other articles

- + Refurbishing computers

 - × See Program Operations/Refurbishing Computers

Touch the Future, Inc./ReBoot™ at www.touchthefuture.us

Other helpful sites:

www.techsoup.org

www.openoffice.org

Questions?

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<http://www.surveymonkey.com/s/R325KJX>



Pass It On
C E N T E R

... the National AT Reuse Center

Contact us:

Joy Kniskern

Joy@passitoncenter.org

Lindsey Kampwerth

Lindsey@passitoncenter.org

Bob Rust

info@touchthefuture.us

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