



One-on-one computer

**HELP!**

# Challenge

- Demand for computer literacy education continued to grow
- Demand for technology related problem solving continued to grow
- Staff struggled with both time and knowledge to answer all the questions

# Resources

- Laptop(s) available at branches
- WIFI to connect to
- Marketing resources for on-going computer/technology related courses

# Solution

- Volunteer Computer Coach has specific one-hour sessions scheduled during week
- Customer calls branch number to schedule appointment during pre-set time
- Computer Coach and Customer work on skill building specific to the individual needs

# Contact Information

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