

A Newsletter from the
Gold Country
Computer Learning Center



January 2008
Volume 2, Issue 2

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Bits & Bytes
is published bi-monthly
(Jan, Mar, May, Jul, Sep, Nov)
by the Gold Country
Computer Learning Center

If you have news or
information you would like
to see included, send an
email to the Editor @
publicity3@gcclc.org
or call (530) 432-2418

Bits & Bytes



What's Behind It

By Cheryl Marshman, Editor

As we head into another year, it's clear in my mind that the volunteers are what make the GCCLC successful. Behind any successful non-profit organization are the volunteers.

Likewise, behind any good newspaper or newsletter are the contributors. I certainly can't put this newsletter together without the help of contributors. GCCLC volunteers and students give me ideas, articles, photos, and inspiration.

January is always the hardest newsletter to put together. With the Christmas and New Year holiday, everyone is busy with their families, friends, and many other things besides volunteer activities.

However, with the help of GCCLC volunteers this newsletter still manages to get out and hopefully is still of value.

As you read through this edition you'll see that the Photo Gallery section has only two photos. The past few editions have included many photos from me and my family. I certainly don't intend to hog the spotlight so please, please send in your photos to bring back the photo gallery feature.

I'm also in need of ideas. What would you like to see in this newsletter? What would make you look forward to reading it? Send your ideas and photos to me at publicity3@gcclc.com.

Registration Update

By Carol Kuhwarth

Registration is going on for the January-March session. Classes begin January 3rd and continue through March 28th. There are 28 classes and currently there are openings in all classes. If you have not registered yet, please check our website, www.gcclc.org or call Carol, 273-3029.

Check out Fun Exercises with Paint which is a great follow-on from CB3 and there are still openings! Word Processing is a class that should follow CB3 or CB4. Martha Metropolis is the instructor and brings a whole lot of fun to the class.

In 2007 there were 488 students that took GCCLC computer classes and there were 55 more that attended workshops. So, there were a total of 543 students that went through our doors. We look forward to at least this many or more for 2008.



Computer Tips & Tricks



Online Fraud and Consumer Options

By Doug Worthy

Most everyone is aware that the Internet has provided opportunists to engage in online deception and fraudulent activities, but may not know some various ways to resolve a problem with a purchase.

Here are five ways to deal with a problem:

You can contact the BBB (Better Business Bureau) in the particular state where this business is located to file a complaint. (Even if this problematic company you dealt with is not a member).

You can use this online website to file a complaint and describe the problem www.measureup.com (They show other complaints by individuals of various companies).

You can file a complaint with the AG (Attorney General) in the particular state where this company has its headquarters.

You can file a complaint against a company by going to the NFIC (National Fraud Information Center). Go to www.fraud.org

Many (if not most) credit card companies have what is known as "Charge Back" which allows them to recover charges to your credit card when you present a legitimate complaint. They will contact the problem company and in many cases will recover your funds. (There is usually a time limit like 60 to 120 days to request action against a company).

Please note that documentation is a powerful weapon in your favor. Copy correspondence, telephone numbers, addresses, emails you send and receive, names, dates, confirmation of orders, etc. In the complaint filings mentioned above, these records will be needed in most cases.

The use of a credit card for online purchases (rather than a debit card) call for caution and you might wish to use an "alternate" email address to avoid cluttering up your primary email inbox when

making a purchase. Don't forget to look for that "S" after the http since you need to be on a secure website. You should also look for that little closed padlock which indicates a secure website for entering sensitive information.

Checking to see if a particular company belongs to the BBB is always a good idea. Fraudulent businesses are unlikely to belong.

Even if you never recover funds, at least you have filed a complaint with all of these organizations which may be useful to other consumers and assist in a future investigation. This certainly puts "pressure" on a company. Hopefully you will feel somewhat justified.

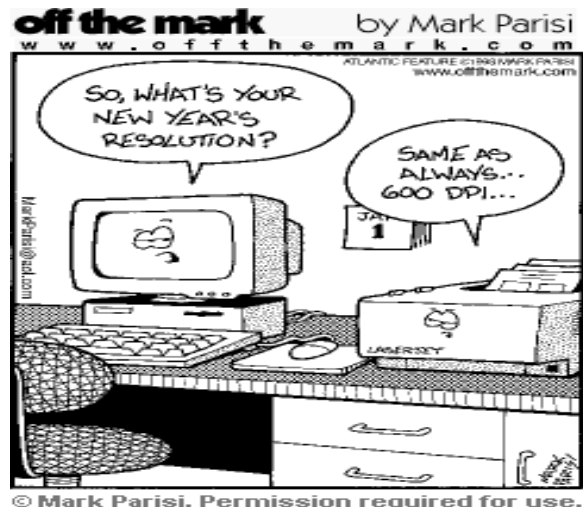
Internet Surfing Tips

By Doug Worthy

When your Home Page (or for that matter any page) opens do you find that the down arrow (among your movement keys) doesn't always work? Just left click ON the page first and now it will work.

Do you find yourself always maneuvering your cursor to get to the Back Arrow and find this irritating, time consuming or difficult when you wish to go back a page or two? Just use the Backspace Key on the keyboard...much faster and easier.

Years ago, procedures were done with the keyboard alone, no mouse. It's good to learn the keyboard strokes for better surfing and simpler methods to perform procedures.



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Volunteer Forum

Attendance Record Keeping

By Elinor Sheets

You may have wondered why we ask our volunteers to make notations on the Attendance sheets for classes or the Volunteer Hours sheet. The main reason is to have on file a record of how many volunteer hours have been donated and how many students we have served in case we ever decide to apply for grants.

I send a copy of the Volunteer Hours sheet to RSVP at the first of every month. They use it to confirm hours reported directly to them. It is important they know the volume of hours from all the volunteers they have throughout the County. The Attendance sheets stay in a file in the Admin office.

Please remember that when coaching or instructing to place a check mark next to each student's name if they are in attendance and a check mark next to the volunteer's name.

On the volunteer hours sheet enter the number of hours you spent that day in class. A recommended amount of time would be 2.5 hours. This is considering the fact that you probably come 15 minutes early and stay 15 minutes after class. By all means enter more if you took the time to review the lesson at home or helped a student on the phone.

All hours conducting GCCLC business should be counted. Many volunteers are involved with writing manuals, presiding over or attending committee meetings, planning or conducting seminars, or computer user group meetings. There are many hours that go uncounted. A helpful hint would be to jot down your hours on your personal calendar and the have them available to post at the Learning Center.

It is no longer necessary to sign the Volunteer Hours sheet. At one time the Community Center advocated we have signatures because of the comments from their auditor. Since we are a separate entity and our auditor has not suggested it we have changed the form to comply. We never know what will change in the future but for now, no signatures.

I hope you will keep up the good work of reporting the hours. If you have any questions you may e-mail me at toartsy@cwnet.com or call me at 273-8667. Thank you very much for all you do for the community via GCCLC.

Kudos

By Carol Kuhwarth

We had a total of 738 volunteer hours last month. Please join me in giving a very big thanks to all of our volunteers. Our program just couldn't be done without each and every one of you.

Volunteer Recognition

The GCCLC currently boasts a roster of 65 active volunteers. Our Volunteers are so important to our success and without them we wouldn't be able to provide the caliber and quantity of classes offered.

Currently we have three volunteers that will be celebrating 5 years with the GCCLC. They are:

Howard Klein

Bob Proano

Sue Waid



Many thanks for your efforts over the past 5 years!

Thanks to Karen Pfanenstiel for providing this information.



Photo Gallery

Photos by GCCLC Students and Volunteers

Submit your photos, along with a brief description, for publication in the next Bits & Bytes
publicity3@gcclc.org



Branscombe village, Dorset England
Photo by Roger Thornburn



Moonlight on the sea - Kaanapali, Maui HI
Photo by Roger Thornburn

Did You Know?

Personal digital assistants (PDAs) are handheld computers, but have become much more versatile over the years. PDAs are also known as small computers or palmtop computers. PDAs have many uses: calculation, use as a clock and calendar, accessing the Internet, sending and receiving E-mails, video recording, typewriting and word processing, use as an address book, making and writing on spreadsheets, scanning bar codes, use as a radio or stereo, playing computer games, recording survey responses, and Global Positioning System (GPS). Newer PDAs also have both color screens and audio capabilities, enabling them to be used as mobile phones (smartphones), web browsers, or portable media players. Many PDAs can access the Internet, intranets or extranets via Wi-Fi, or Wireless Wide-Area Networks (WWANs). Many PDAs employ touch screen technology.

The term "personal data assistant" was first used on January 7, 1992 by Apple Computer CEO John Sculley at the Consumer Electronics Show in Las Vegas, Nevada, referring to the Apple Newton. PDAs are sometimes referred to as "Palms", "Palm Pilot" or "Palm Tops".

Typical features of a PDA are a touch screen for entering data, a memory card slot for data storage and at least one of the following for connectivity: IrDA, Bluetooth and/or WiFi. However, many PDAs (typically those used primarily as telephones) may not have a touch screen, using softkeys, a directional pad and either the numeric keypad or a thumb keyboard for input.

Many PDAs are used in car kits and are fitted with differential Global Positioning System (GPS) receivers to provide realtime automobile navigation. PDAs are increasingly being fitted as standard on new cars. Many systems can also display traffic conditions, dynamic routing and roadside mobile radar guns. In medicine, PDAs have been shown to aid diagnosis and drug selection and some studies have concluded that their use by patients to record symptoms improves the effectiveness of communication with hospitals during follow-up.

From Wikipedia, the free online Encyclopedia

Scheduled Classes & Events

Title	Class dates	Time	Cost
Computer Basics 1 <i>(4 weeks)</i>	Thur 1/3-1/24	11:30-1:30	\$40
	Mon 1/7-1/28	2:00-4:00	
	Tue 1/8-1/29	11:30-1:30	
	Mon 12/4-2/25	11:30-1:30	
	Mon 3/3-3/24	9:00-11:00	
Computer Basics 2 <i>(4 weeks)</i>	Mon 1/7-1/28	9:00-11:00	\$40
	Mon 1/7-1/28	11:30-1:30	
	Mon 2/4-2/25	2:00-4:00	
	Mon 3/7-3/28	9:00-11:00	
Computer Basics 3 <i>(4 weeks)</i>	Fri 1/4-1/25	11:30-1:30	\$40
	Fri 2/1-2/22	9:00-11:00	
	Mon 2/4-2/25	9:00-11:00	
	Mon 3/3-3/24	11:30-1:30	
	Mon 3/3-3/24	2:00-4:00	
	Fri 3/7-3/28	11:30-1:30	
	Fri 1/4-1/25	2:00-4:00	
Computer Basics 4 <i>(4 weeks)</i>	Fri 1/4-1/25	9:00-11:00	\$40
	Thur 3/6-3/27	11:30-1:30	
	Thur 3/6-3/27	2:00-4:00	
Digital Camera I <i>(4 weeks)</i>	Thur 1/3-1/24	2:00-4:00	\$40
	Fri 2/1-2/22	2:00-4:00	
Digital Camera II <i>(4 weeks)</i>	Thur 2/7-2/28	2:00-4:00	\$40
	Fri 3/7-3/28	2:00-4:00	
E-mail <i>(4 weeks)</i>	Fri 2/1-2/22	11:30-1:30	\$40
Family Tree Maker <i>(4 weeks)</i>	Thur 2/7-2/28	11:30-1:30	\$40
Fun Exercises with Paint <i>(4 weeks)</i>	Wed 1/9-1/30	9:00-11:00	\$40
Windows XP <i>(8 weeks)</i>	Wed 2/6-3/26	9:00-11:00	\$70
Word Processing <i>(8 weeks)</i>	Tue 2/5-3/25	11:30-1:30	\$70

Labs: This is an opportunity for you to come into the Learning Center, use a computer and have someone there to help you. There is a lab monitor available to answer your questions. Labs are two hours long and you need to [sign up](#) to reserve a spot.

Tuesdays 2:00-4:00 & Thursdays 9:00-11:00

User Group meetings are open to all a The first half of the meeting (45 min) is a short discussion on a selected subject - led by one of our "techies". The second half of the meeting is an opportunity to ask our "panel of experts" any question about your computer or hi-tech problem!

3rd Thursday of every month 9:00-11:00.

General Information

GCCLC Location:

Gate 2 Nevada County Fairgrounds
Grass Valley, CA 95949

General Information: Call 273-0497

Visit us on the web @ www.gcclc.org

Volunteer Info: Karen 470-0270

you can also volunteer online @

<http://gcclc.org/volunteer.htm>

Course Registration: Carol 273-3029

you can also register online @

<http://gcclc.org/classes/register.htm>

Seminar or User Group info & signup:

Joan 273-6955 or call the Community Center at 273-4961

To contribute articles, photos, information, or

ideas to the Newsletter: Cheryl 432-2418

or email publicity3@gcclc.org

To join our mailing list or update any of your

contact information, please go to

www.gcclc.org/forms/f_mailist.htm