

Faison Development and Opportunities Center

Jack Lewis, Manager

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I. The Consulting Situation

1. The Organization

Faison Development and Opportunities Center, located in the North Manchester area of Pittsburgh, has built strong relationships and opened lines of communication between the residents of public housing and the Housing Authority of the City of Pittsburgh (HACP).¹ The mission of the organization is *to provide counseling, training and support to prepare residents of public housing and Section 8 tenants² to own their private houses and to become self-sufficient.*

Programs

To achieve the mission, the Faison Center operates two major programs: home ownership and computer training. The major functions required to administer these programs are following.

Home Ownership Program:

- Outreach & recruitment
- Qualifies applicants
- Processes applicants
- Generates reports on program completion

The Faison Center partners with Dollar Bank to operate the³ homeownership program. The organization does outreach to raise awareness about the program four times a year through newsletters, mailings, radio programs, events, and flyers. The organization gathers the applications for the homeownership program through the phone calls and faxes on an every day basis. Each application is examined to determine if the candidate is eligible. The approved applications are referred to the Dollar Bank, which provides consultations and classes to help an applicant to build a credit rating. The Faison Center keeps track of these qualified applicants through the monthly report from the bank until the applicant finish the program. The organization produces a report of the outcome. Currently, there are about two hundred people who are enrolled into the homeownership program. On average, twelve people complete the program and purchase home each year.

The major procedure to operate the computer training session is following.

Computer Training

- Recruits and hires computer trainer
- Schedules classes
- Outreach & recruitment of participants
- Processes registrations
- Generates reports on program completion

¹ For more information about the structure of the organization please refer to the Appendix A

² People who have income of less than \$10,000 per year

³ The homeownership program is made to help the residents of the public housing and the Section 8 tenants to purchase their own houses through the series of education and consultation run by the experts from Dollar Bank.

Since the year 2000, the computer training session has been offered to the residents of public housing to help them obtain the basic computer skills. The class runs four cycles in year and each cycle is twelve weeks. The computer education includes basic computer literacy training, resume design, Internet research and Microsoft Office training. A hired instructor runs the computer training session. Approximately three hundred people register for the program in each cycle.

Financial Support

The Faison Center because the budget is planned and spent by HACP. From the utility bills to the phone bills, HACP takes care of them all. For instance, the HACP maintenance department pays the maintenance employee of The Faison Center, and the operation department pays the utility bills.

Staffing

There are four people who work in the Faison Development and Opportunities Center – a manager, a computer instructor, a secretary, and a maintenance employee. The manager organizes, does outreach and monitors his clients. The computer instructor runs the computer training sessions. The secretary receives phone calls and generates reports for the manager. The secretary is either a resident of public housing or a Section 8 tenant. The organization provides office work experiences to help the secretary get a job outside of the center. The manager oversees the performance of the instructor, the secretary, and the maintenance employee.

2. The Technical Environment

The following chart shows the brief description of the technical environment in the Faison Center. Each location is in the same building of the Faison Center.

<i>Location</i>	<i>Manager's Office</i>	<i>Secretary's Office</i>	<i>Computer Lab</i>
<i>Computer Specs</i>	Pentium MMX Windows98	Pentium MMX Windows98	Pentium MMX Windows98
<i>Internet Connectivity</i>	Connected	Connected	Connected
<i>Equipments</i>	Fax machine, Copy machine, Palm Pilot, Printer	Printer, Copy machine	Printer, Scanner
<i>Software</i>	Word Processor Reference database	Word Processor	Access, Excel, Word Processor

The Faison Center facilitates over thirty-five PC-based computers (Gateway 2000) located throughout the building. Each computer runs the Microsoft Windows 98 operating system and has a Pentium MMX processor. All the computers at the center are all connected with a local network and connected to the Internet via DSL. HACP provides its own network, which uses Citrix Independent Computing Architecture (ICA). Through the network, the manager is provided with an electronic mailbox and reference database. Every computer shares a laser jet printer and a color printer.

The purpose of using technology

Each worker in the Faison Center uses the technology in different ways.

Manager

- Uses the fax machine to receive referrals of the potential candidates for the homeownership program from the HACP.
- Uses the reference database provided by HACP. The database can only be used to look up information about the candidates to verify the eligibility of a candidate.
- Uses Palm Pilot to schedule the organization's events or personal appointments.

Secretary

- Uses a Word Processor to create memos, lists of program participants, and reports.

Computer lab

- The PC Computers on the first floor of the center are used by a group of students to learn basic computer skills. For the training, the Microsoft Office program and the Internet are used.

The management of existing technology

Computers are bought with federal government funding and provided to the residents of public housing by MIS department of HACP maintains the computers. When the organization encounter with a troubleshooting problem with a computer, it can find help from the MIS department. The manager can request help by calling or email. However, due to the limited resources and time, the MIS department cannot always respond to a problem promptly as the Faison Center would like.

3. Consulting Focus

Significance of the problem

The consulting focus was to attack on the problem that is most directly related to the mission of the organization and, at the same time, meets the feasibility of time and resources. The manager of the Faison Center, Mr. Lewis, and I concluded that building a new database for the applicants of the homeownership program would be the most needed and appropriate. The mission of the organization is to expand the number of participants of the homeownership program. To accomplish the mission, keeping track of individual candidates' information to help them keep up with the program and find out and analyze the reason why some of them quit become critical tasks. In addition, Mr. Lewis already had the Microsoft Access program. We decided to use the program because it can be used readily and to maximize the use of the existing technology.

Problem #1: Increase organizational efficiency in handling of the data

Mr. Lewis collects papers, which contains the information on an applicant for the homeownership program. He needs to keep track of whether the applicant participated in the program, when they participated, and whether they completed the program. To monitor the progress of his clients, Mr. Lewis has to go through the papers to find the status of a client. It takes an enormous amount of time to handle papers, which has an impact on the effectiveness of the organization. In addition, keeping track of a client's status is almost impossible with the large amount of data, which will only keep increasing. For instance, having fields such as the date registered, the referral date, and the status of the program for the individual candidate in the new database, Mr. Lewis can obtain more data from the given information. This helps Mr. Lewis to monitor the performance of the candidate effectively.

By handling the data efficiently, Mr. Lewis can save a lot of time collecting, sorting, and extracting the data. With the amount of time he saves, Mr. Lewis can contact more clients and focus on the objectives of the program to improve. As a result, Mr. Lewis will be able to recruit more potential applicants to participate in the homeownership program.

Problem #2: Improve the efficiency of the outreach methods

To inform and advertise about the homeownership program, Mr. Lewis makes speeches during events or writes articles in the HACP newsletters. In addition, he uses radio advertisements, flyers, and mailings. However, if the method of the outreach is not effective, Mr. Lewis may not be able to deliver his message to potential candidates for the homeownership program. An ineffective outreach method not only wastes money, but the program may also lose potential candidates. For instance, a short survey of how a candidate is exposed to the information can be included in the new database. As a result, Mr. Lewis can analyze and produce the data on which method has been the most effective.

Once Mr. Lewis can find out which method gets the client's attention and motivates them to participate in the program, he can do outreach in a more effective way. The program can be advertised to a larger number of potential candidates. Mr. Lewis can then increase the chance to receive more applicants' phone calls. This essentially helps the organization attract more potential participants. Thus, this opportunity helps the organization to recruit more candidates for enrollment in the homeownership program.

Benefits

After building a new database for the clients who want to participate in the homeownership program, Mr. Lewis will benefit by being able to do the following.

- Locates the information needed easily and quickly
- Sorts out the data according to the criteria set up by Mr. Lewis – i.e. distinguishing the population between the Section 8 tenants and the residents of the public housing.
- Monitor the status of the clients effectively –i.e. how many sessions a client has attended so far
- Figure out which advertising methods are most effective
- Create a report about the status of the clients for the head of the department using the database program
- Teach the staff to learn the database program
- Gain the confidence to help and oversee staffs
- Increase his knowledge of how technology can be used
- Supervise the staff to use technology

Expectations – Realization of the mission

By using the new database to handle the information about the homeownership program clients, the following helps the organization to realize its mission more effectively. The expected results are following:

- The amount of time that Mr. Lewis saves from finding, sorting, and monitoring data, he can spend on his time more on *processing more clients*. Processing more clients can lead to *more people participating in the homeownership program*. This will help the clients to eventually get private housing.
- The organization will be able to concentrate on more effective approaches to do outreach. This will help the organization to use the budget for the outreach more effectively.
- The new database can provide the statistics of the performance of the organization. For instance, Mr. Lewis will be able to identify the population who has been referred to the bank but never actually participated in the program or quit the program before they finished. Mr. Lewis often encounters this situation where the applicants showed their interest but did not keep up with the program or lost interest before they even started. It is of great interest to Mr. Lewis to find out the causes. By finding out the causes, Mr. Lewis will be able to find a way to improve the situation if it needs to be fixed or changed.

- The new database can produce the statistics, which show the solid evidence of the value of the program. With the statistics, the organization can appeal more to the donors and increase the chance to get funds or grants. This will help the organization expand the program further to reach out to more people to participate in the program by making it more attractive or by doing outreach to a greater population.

* For more information about the work process please refer to the appendix B.

II. Outcomes and Recommendations

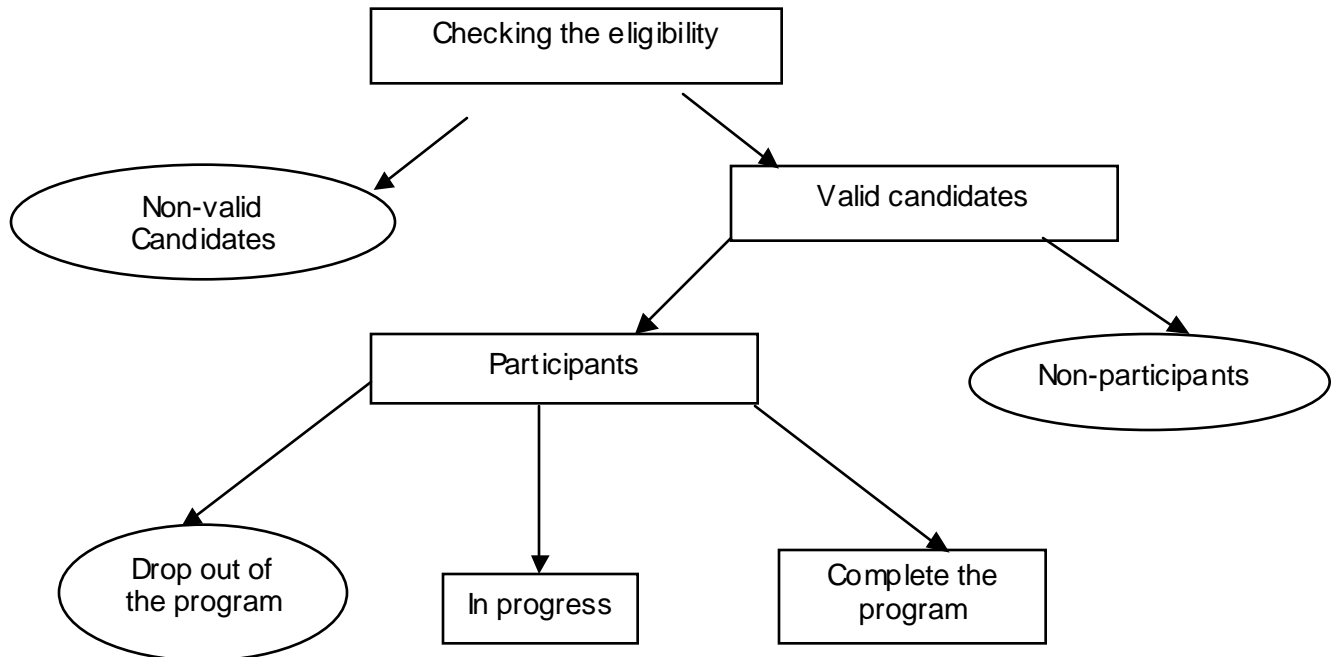
Consulting Outcomes:

Digitizing Clients Data

Mr. Lewis used to collect hundreds of paper application forms from his clients and kept them in folders. He has replaced paper documents with digital forms. The digital forms of his files help him keep and organize the data easier.

- **Creating relational tables**

After setting the database, retrieving and organizing certain data that used to be impossible to find is now easily accessible. All the data has become categorized according to the appropriate set by setting relational tables. The following work flowchart shows how the data is processed once Mr. Lewis receives phone calls from clients who want to participate in the homeownership program. <Ovals indicate the data that could not be tracked before our consulting partnership. >



<The work process chart>

The information in the ovals can be extracted by using Queries.⁴ Since we have relational tables set up, extracting specific information becomes an easier task.

⁴ Queries are a fundamental means of accessing and displaying data from tables.

- **Saving time**

Mr. Lewis can access the data promptly. For instance, when he wants to find out the date that his client was referred to the homeownership program, Mr. Lewis can extract a record for his client quickly. He used to go through the paper files of documents to find out a certain client's data. He can now simply type the client's last name or social security number into the program and find the record. By saving time on searching through the file, Mr. Lewis can concentrate more on his client.

- **Appreciation of the benefit of technological tools**

Through the process of creating a database, Mr. Lewis has appreciated the value of the technology. For instance, when we have learned how to extract a certain data entry from the database with two keystrokes, Mr. Lewis was very pleased. Usually extracting a certain data requires him at least more than 20 minute, but using the new database, he could find the data he wants in a second. From the process, Mr. Lewis realizes the great potential behind the database we setup.

- **Following up with individual Client**

Since extracting and keep tracking of information becomes handy, Mr. Lewis can easily follow up with data that was not monitored before due to time constraints. For instance, now he can find out who has dropped out of the program. Mr. Lewis can obtain the list of these candidates' name, address, and phone number easily. With the information, he can call up people to ask why they had dropped out of the program. Finding the causes from the candidates will help the organization to improve the program and make the program more feasible to the potential candidates to join.

- **Generating a Query/Report & statistics**

Now, Mr. Lewis can create a Query to analyze the data monitoring his clients. He can find more information from the given data such as following:

- The number of clients who are approved to register for the homeownership program
- The number of people who completed the program and purchased their private home

This data previously has been impossible to keep track. With a Query, he can find out the list of people who quit the program along with their phone number and address.

In addition, Mr. Lewis can generate reports that he submits to the head of the department to show statistical information. He used to use the Word document to report every month. The report includes the statistics of how many people completed the program that month. Now he is able to include additional information like the names and addresses of the clients. Mr. Lewis does not have to manually type the information but he can simply link to the Word Process to include the statistical report.

- **Effective outreach**

Mr. Lewis also uses the database to collect the responses of the survey on how a client heard about the homeownership program. This information is critical to the organization to achieve its mission because the effective way to approach the target population will help more potential clients to participate in the program. The survey has never been done before our meeting but we realize that we can add survey fields to the database to keep track of this information. Normally, when a client contacts Mr. Lewis to apply to the program, Mr. Lewis asks for their basic personal information such as their addresses and phone numbers. Along with these questions, he can ask the client how they heard about the program. Mr. Lewis can click on a pull down menu in the database according to his/her response. The pull down menu contains the different ways to outreach such as speeches from the outreach events, newsletters, brochures etc. Later, Mr. Lewis can summarize the information and find out which approach has been most effective.

Recommendation

There are a few recommendations to address to sustain the current technology and expand the capacity of the organization.

1. Maintain and Maximize Use of the Current Database

The database is set up and Mr. Lewis has learned how to create a Query and a Report using Form. To sustain the database and maximize use of it, I would recommend the following.

- **Training a secretary**

Since, Mr. Lewis's computer and his secretary's computer are connected through the Local Area Network (LAN), Mr. Lewis can access his staff's computers to share files.

Thus, Mr. Lewis can have his secretary take care of the database. When he does not have time to keep updating and creating queries from the database, he can focus on his present task and the secretary can continue updating the database. Training Mr. Lewis's secretary will allow him to take on the tasks that have higher priority and that only he can perform. His secretary can do the miscellaneous tasks. For instance, he can ask the secretary to enter a new data entry or update the data when his client changes the address of his/her house or his/her phone number. Also, Mr. Lewis can ask his secretary to create a certain Query or Report. He can focus on his clients and spend more time with them. This way, he can be more effective in his work.

Resource

To teach a secretary to use the Access program, I would suggest Mr. Lewis and the secretary to go over the on line tutorial together. The web site includes the explanation of when and why Access is useful to a user. This will motivate the secretary to train from the start. In addition, the contents of the web site are well organized to provide step-by-step instructions on how to set up a database.

<http://cru.cahe.wsu.edu/training/Access97/>

- **Data Security**

Mr. Lewis does not have to concern himself about keeping his private information from his secretary or computer-instructor. By setting up a password, only Mr. Lewis can delete records or change certain fields. Alternatively, he can allow the secretary to access to specific fields only.

Resource

The following web site has information about the data security issues, especially as related to Access. The website includes how to set up password.

http://www.vb123.com/toolshed/links/access_security.htm

- **Reference for sustaining the new database**

Mr. Lewis can always get instruction from the Help feature from the menu bar of the Access when he forgets some of the functions. Besides the Help menu, there is an online tutorial, which provides step-by-step instruction from the beginning. When Mr. Lewis needs to create a new database, he can always refer back to this site.

Resources

1. The web site guides a user how to create a database from the beginning. Especially, it provides the instruction along with showing the demonstration from the beginning.

<http://cisnet.baruch.cuny.edu/holowczak/classes/2200/access/accessall.html>

2. Another option would be get a reference book. The following book is comprehensive to read for the beginner. It will provide from designing, creating, and using Access 97 databases to merge with other Microsoft Office applications. This book also contains the information about generating timesaving reports.

→ *Access 97 Bible* by Cary N. Prague, Michael R Irwin

To explore and learn more advanced features such as link the database to the web site, he can find information from the following book.

→ *Web Database Development: Step-by-Step* by Jim Buyens

Producing the statistics using feedback

The new database can produce statistics, which show the solid evidence of the value and performance of the programs of the organization. Mr. Lewis has asked the computer-training instructor to submit the attendee spreadsheet every month for each class. Instead of this, Mr. Lewis can get the student database by accessing to the instructor's computer. This way, Mr. Lewis does not have to rely on the instructor to submit the report. He can access the instructor's computer to find out the status of the class anytime he wants. For instance, he can find out how many people drop out the course by creating a simple Query. Furthermore, Mr. Lewis can have the secretary to call up the people who dropped the course and conduct a survey on what made them stop attending the computer training session. By having the feedback from the students who quit, Mr. Lewis can get an insight of the computer program, and figure out what needs to be improved and changed. That way, the computer session can become more effective and appealing to the students.

In addition, from the student database, the organization can find out the correlation between getting a job and taking the computer session. All the students in the computer-training program are either residents of the housing or the Section 8 tenants, which means they do not have their own house. After the computer session, Mr. Lewis can have his secretary do feedback or ask survey questions on whether they get a job or not. The answer for the survey questions can also be found by the database. Mr. Lewis or his secretary can check whether the student who completed the computer-training session is still a resident of public housing. Mr. Lewis will be able to find the correlation between the computer training session with the status of their income or housing. If there is a positive correlation, the computer training session can become more active and attract people. Also, the organization can achieve their mission by helping the resident of public housing to become independent and to purchase their private home. If a client can get a job, he/she will increase the chance of becoming more successful in the homeownership program.

Data Backup

The database must be back up regularly to recover his data in the circumstances such as hardware crush, power off, or natural disasters. Although the organization is networked through HACP, in that all the files are saved automatically, Mr. Lewis still should back up his own. A data file, created with an application can be stored as a file on a disk. If his file had a problem and had a backup, he could restore it in minutes. Backing up his data by himself will lead to greater self-sufficiency as well. Mr. Lewis can use floppy disk for the current size of database. Eventually he would have to use CD to store data as the size of the database increases. Keeping back up in different place can ensure the safety even further. The following Website shows how to store specific items for the Windows 98.

<http://www.techsoup.org/articlepage.cfm?ArticleId=229&topicid=1>

2. *Alternative to Homegrown Database*

To expand the capacity of the organization, Mr. Lewis needs more time to explore the possibilities and achieve them. Currently, he is caught up with many miscellaneous tasks that may not be directly related to the mission of the organization. Simple tasks like receiving a phone calls or data entry can be done by another person. Instead of having a staff, he can use current technology to do the same job. That way Mr. Lewis can be more focused on the mission by improving the programs in the organization.

Resources

Mr. Lewis can use the following products, which will take care of tasks from receiving phone calls to getting statistical information. Currently, the following products are widely used.

Gold Mine: http://www.frontrange.com/goldmine/gm50_default.asp

Act! : <http://www.act.com/home/default.php3>

Lotus Notes: <http://www.lotus.com/home.nsf/welcome/notes>

Pros

Mr. Lewis can be on top of every phone calls, application, and emails. The software will generate records of the complete history of a client's interaction with the organization. The records include the client's complete information. The software also generates the various statistics to review or forecast the performance of the organization.

Cons

There are two aspects to consider as cons. First, the software needs to be purchased and the cost ranges from \$170 to \$250. Second, the organization needs to have the capacity to customize the software product to adapt to its need.

However, some software manufacturers such as Lotus Notes have corporate philanthropy programs to give away database software to nonprofit organizations, either at no cost, or for a discounted cost.

<http://www.compumentor.org/>

Lotus: (617) 577-8500

In addition, the following Website has the mentor program to help an organization to figure out which software would be appropriate for the organization.

<http://www.compumentor.org/mentor/default.html>

To utilize this software product at its maximum, it is preferred that the customer of the database software product is familiar with the building and developing the database from previous experience with the software. However, the above web sites for software products have a demonstration, which walks a customer through how their software works. Even without purchasing the product, visiting the web site and observing how software runs will help Mr. Lewis to think about how other ways he can use his current database knowledge can be used with more sophisticated software packages.

3. *Creating a Web Page*

A web site is a great tool to publicize and promote the organization. Through the web site, the organization can put description of the programs, contact information, and address issues and campaign to appeal to potential donors. In addition, the web can help the organization get funding through online donations.

Suggestion for the contents

From the database that we have created, Mr. Lewis can produce a Query on how many people have participated and how many people completed the program. The statistics will show the concrete evidence of the organization's performance. The report from the Query can be transferred into PDF⁵ file or HTML file to put on the web site. Any Microsoft Office document can be converted to PDF file using Adobe Acrobat 5.0 Software, which cost \$249.

The case story can be really powerful to make an audience understand what the organization. The instructor can teach a client who completed the program and purchased the private house how to create a web page. The clients can also learn how to use a digital camera to put their pictures of private houses and themselves on the web. Their success story can be on the web page of the organization. From the picture of their house and the clients, an audience can relate how once residents of public housing purchased their own houses and how their life has been changed since they participated in the program. At the same time, the people can get experience in creating a web page, which will increase their skills. They can update their resume as well.

Resources

The homepage for the organization can be created either by Mr. Lewis or hiring someone. If Mr. Lewis wants to create a web page, he can get a book such as HTML⁶ for Dummies or get reference on the web site. The following Website provides free tutorial on the web. It contains lots of examples and the instruction assumes a user as beginner.

<http://www.w3schools.com/>

SERVEnet is currently helping organizations convert their database of volunteer opportunities at no cost and highlight them on the web. They can also help nonprofits establish a searchable database of those opportunities on their own Web site.

Tel: (202) 296-2992

Email: mmccabe@ysa.org

URL: <http://www.servenet.org>

If Mr. Lewis decides to hire someone, it would be less expensive to hire a student than a professional. The following process is required to hire a CMU student.

- Email the company description, job description and qualifications sought, as well as the targeted student population to lblair@andrew.cmu.edu, who is the recruiting coordinator at the career center. The information will be submitted to the appropriate department to be posted to electronic student bulletin boards. He can get the respond directly from the student.
- Set up electronic job <http://www.arsdigita.com/doc/bboard> postings on MonsterTRACK.com

⁵ Adobe® Portable Document Format (PDF) is a universal file format that preserves all the fonts, formatting, graphics, and color of any source document, regardless of the application and platform used to create it. Adobe PDF files are compact and can be shared, viewed, navigated, and printed exactly as intended by anyone with free Adobe Acrobat Reader software.

⁶ It is a programming language to create a document on the web.

4. Creating a new environment for the computer training class

Currently the computer-training session offers three courses such as Access database, Word Processing, and Excel. To drive more people into the program and making the session more exciting and fun, the session can offer additional courses like multimedia. Rather than a classroom environment, computer-training sessions also can become a multimedia studio. The new courses can include music, movie, Photoshop or making a personal web page. For instance, the computer sessions can offer an after school program for kids and their parents to create a family web site using multimedia tools. This approach will increase the number of students and make a student return because computer use was exciting to them.

5. Creating a Database for Client Club

Mr. Lewis is considering about creating a club for his clients who successfully completed the homeownership program and purchased their own house. Mr. Lewis can use the database to organize the list of members because he has the skills and knowledge to set up this database. First of all, Mr. Lewis will be able to find out who has completed the homeownership program by creating a Query from the existing database. He can make a phone call to the clients and get their new home addresses and phone numbers. Mr. Lewis can create a new relational table, which can be linked through the social security number. Having regular meetings with the clients, Mr. Lewis can get feedback and possibly get help from them. He can ask them to write an article or their story, which can directly go into the brochure or an advertisement on the local radio station when Mr. Lewis does outreach. Having a feedback from his client who succeeds the program can provide valuable information that Mr. Lewis may not be aware of otherwise. The feedback will certainly help the organization to realize its mission.

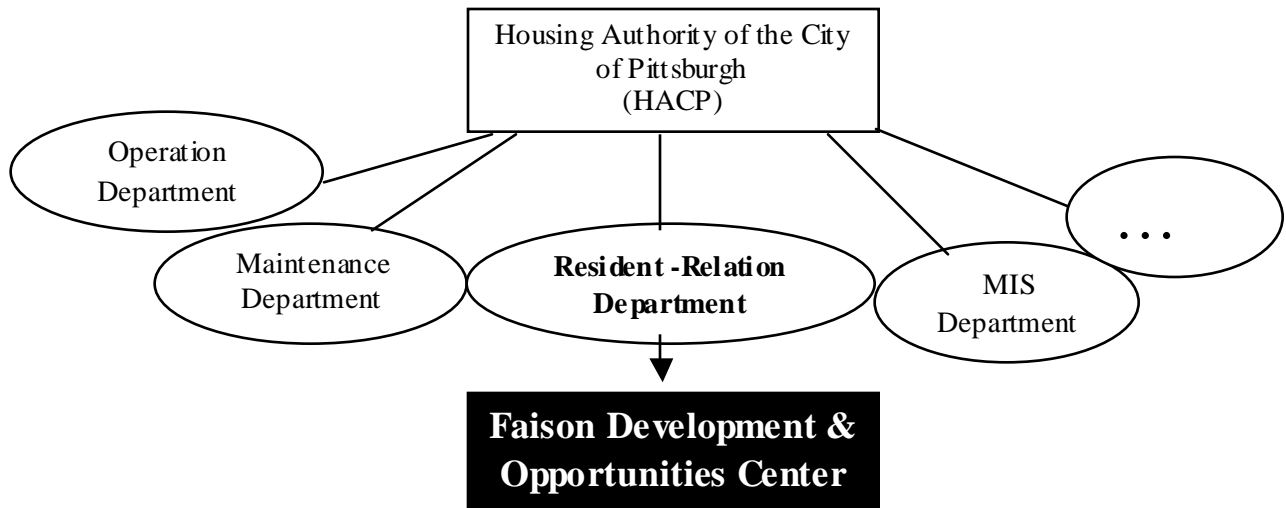
Staying in contact via the Internet would give the members of the club a reason to become more technically literate. Mr. Lewis can use a bboard⁷ for online discussion and notification of meetings. Although many of his clients would not have a computer in their home, they can go to a library or possibly may have Internet access at work. However, starting a program through which clients could acquire an at-home computer and Internet account would really help. Mr. Lewis can create another program in the organization to link participation in the 'club' with getting a computer. He would have to find a corporate sponsor for such a program. The reference web site for creating a bboard is following: <http://www.arsdigita.com/doc/bboard>

Though this could be a large project it may be a very worthwhile one for Faison Development of Opportunities Center to pursue.

⁷ Any electronic bulletin board on the web site

Organizational Chart

The Faison Development and Opportunities Center is the part of the Housing Authority of the City of Pittsburgh (HACP). HACP provides affordable housing to the people who have a low income or who are disabled. HACP also forms partnerships that provide opportunities for residents to become self-sufficient, and the Faison Development and Opportunities Center is responsible for this job. The MIS department supports the Faison Development and Opportunities for the technology management.



Work Plan

Activity	Who Owns	How long? (week)	Target time (Hr)	W4	W5	W6	W7	Resource
				10/26	11/2	11/9	11/16	
Mile Stone One: Discuss confidence level of Jack using the database for his public housing clients								
1. Find out if Jack has updated or modified any data including adding new records or fields	Jack/Eonsoo	1	0.5					Existing database
2. Find out if Jack is comfortable using queries, reports & relational table by himself	Jack/Eonsoo	2	1.5					Existing database
Mile Stone Two: Creating queries, reports, forms, relational tables & using with other application								
1. Plan out how query can be used & creating one	Jack/Eonsoo	1	1					Online tutorials & books on Access
2. Creating a form & a report	Jack/Eonsoo	1	1					Online tutorials & books on Access
3. Discuss how relational table can be used & creating one	Jack/Eonsoo	1	1					Online tutorials & books on Access
Mile Stone Three: Testing the database								
1. Discuss any concerns or ideas for the improvement	Jack/Eonsoo	1	0.5					Communication
2. Fixing & applying the new features if necessary	Jack/Eonsoo	1	1					Discussion/reference books
Mile Stone Four: Expanding Capacities								
1. Learn how to use Help in Access & how to get reference from online tutorials	Jack/Eonsoo	3	1.5					Access / Internet
2. Using with other programs like Word or Excel	Jack/Eonsoo	1	1					Access/Word/ Excel
3. Creating a database for the students in computer training program – Good Review	Jack	3	3					New Database