

**Vietnamese Friendship Association
Family Empowerment Program**

PARENT EMPOWERMENT PROGRAM 2010-2011

Program Report & Evaluation



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OVERVIEW: The Vietnamese Friendship Association’s Parent Empowerment Program (PEP), formerly known as the Parent Advocacy Program, successfully completed its fourth year. The PEP serves immigrant families and engages them in workshops covering topics on health, education, parent involvement, work and employment. Sixty-five parents took part in this aspect of our program during the year. Midway through the year, we restructured our offerings with an emphasis on sustainability and began technology training courses. Catering to Vietnamese parents and adults who need extra help with understanding computer basics, the PEP launched its first computer class ever! Nearly 20 students registered for the eight week course and learned a variety of skills from creating new Word documents to using the Internet and emailing.



PROGRAM MANAGEMENT: The program had a total of four staff with one program coordinator as the main instructor and three volunteers who assisted in classes. One of our assistants was a technology instructor provided as part of our collaboration with the YMCA of Greater Seattle. Other volunteers were recruited by PEP staff and had experience working with bilingual adults. Volunteers helped with a variety of projects, assisted the instructor, and translated class materials into Vietnamese.

PROGRAM STRUCTURE: Classes in the eight-week program were held at the VFA office twice per week: Tuesdays, from 1 to 3 pm, and Fridays, from 5 to 7 pm. Students registered either for Tuesday or Friday classes. An hour of open lab was also available before each session. Below was the schedule of instruction:

Week 1	General Computer Components
Week 2	Introduction to Microsoft Word 2010 part 1
Week 3	Introduction to Microsoft Word 2010 part 2
Week 4	Introduction to Excel 2010
Week 5	Introduction to PowerPoint 2010
Week 6	Internet 101
Week 7	Introduction to Email
Week 8	Introduction to Social Media

- I. **Computer Literacy:** Our introductory computer course covered seven topics: General Computer Components, Microsoft Word 2010, PowerPoint 2010, Excel 2010, Internet, Email, and Social Media. During the first week’s lesson students



learned the differences between a desktop computer and a laptop computer by getting

hands-on experience with the various computer parts. While a few parents knew how to use a mouse, most were hesitant to even touch it at



first, as if it was a real live mouse! The students also learned how to position their hands on the keyboards and the class filled with laughter during one of the exercises when we put our hands up and started typing on our air keyboards.



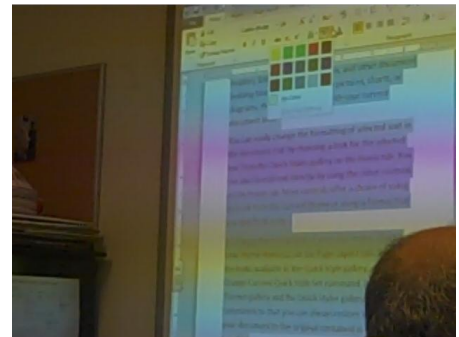
II. English Skills: While studying the computer applications, students were encouraged to learn and practice English in the classroom. Since instructions were given in both Vietnamese and English, a typical class exercise included the instructor asking a question in Vietnamese and the student responding in English. Also, when the students were given a task to type up a short paragraph as part of typing practice, they were then asked to read it out loud in English as a way to improve on their English speaking skills.



III.

Leadership: Sometimes students were embarrassed about speaking in front of a crowd. The class design gave the students a chance to break out of their comfort zones and to be more confident speaking in public. Over the course of the eight weeks, the students were asked to demonstrate what they learned to their fellow classmates and in doing so they were able to develop increased confidence in their communication skills. We had parents willingly share new knowledge and

give demonstration with the whole class applauding afterwards.



DEMOGRAPHICS OF CLIENTS SERVED: During the spring quarter, the Vietnamese Friendship Association served a total of 19 adult students and had an average attendance of 15 (80%) students. Of the 19 students, 14 (74%) completed the program with no more than two absences. Three students had to stop attending class due to work or school conflicts and one student had a medical issue that caused early discontinuation. A profile of the students with regular attendance follows:



- **Economic Status:** 100% were low-income, as indicated on the self-reported annual household income form.
- **Geographic Region:** 98118 (8 students; 42%), 98146 (2 students; 14%), 98144, 98168, 98198, and 98444 (1 student each; 7%)
- **Sex:** 4 (29%) males, 10 (71%) females.
- **Age:** Ranged from 36 to 66, with the average being 49.9 years old.
- **Ethnicity:** 19/19 Vietnamese
- **Parental Status:** 5 with children under 18, 9 without children or with grown children

Demographic Summary of Participants in VFA's Parent Empowerment Program's Computer Program 2010-2011

	All Enrolled Students (19)	Enrolled Students Who Attended At Least 75% of the Program (14)
Low Income	18 (95%)	14 (100%)
Demographic by zip codes:		
98118 (Dunlap, Holly Park & Rainier Beach)	8 students (42%)	8 (57%)
98146 (Salmon Creek, Shorewood & White Center)	3 students (16%)	2 students (14%)
98144 (Atlantic & Mt. Baker) & 98168 (Riverton-Boulevard Park)	2 students each (22% total)	1 student each (14% total)
98198 (Des Moines) & 98444 (Tacoma)	1 student each (10% total)	1 student each (14% total)
98042 (Kent) & 98056 (Renton)	1 student each (10%)	-
Sex	8 (42%) males 11 (58%) females	4 (29%) males 10 (71%) females
Average Age	49.4	49.9
Limited English	17 (89%)	14 (100%)

** Since workshop attendees earlier in the year had less than 10 hours of direct service contact, we have chosen not to include them in our demographic breakdown of clients served during the year.

ACCOMPLISHMENTS

- ✓ **Program Enrollment & Attendance:** Considering this was the first time the Vietnamese Friendship Association ever hosted a computer literacy program, we were pleased with a total enrollment of 19 students and average weekly class attendance of 15 students. It is a strong indicator of how receptive the Vietnamese community is to technological training.
- ✓ **Direct Service Hours:** The program provided 26 hours of direct service to each student for a combined total of almost 400 hours.
- ✓ **Staff-to-Student Ratio:** We achieved an average staff-to-student ratio of 1 staff to every 5 students.
- ✓ **Partnership:** We partnered with the YMCA of Seattle and gained a part-time classroom assistant for the spring.



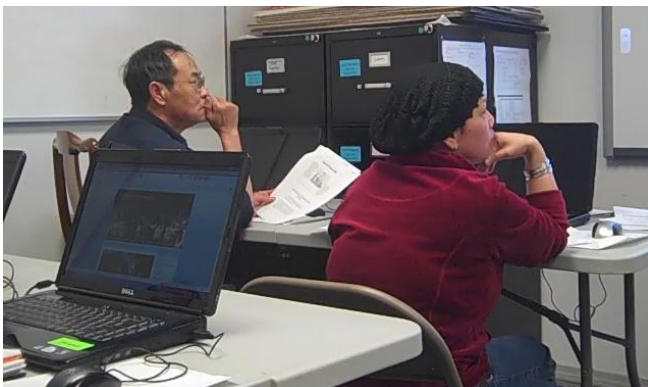
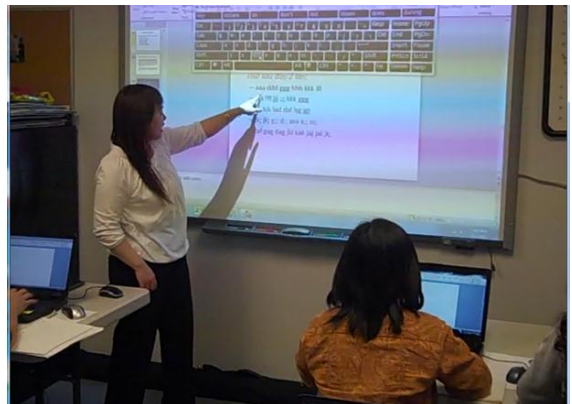
CHALLENGES

- **Limited Classroom Space:** We converted our one, small meeting room into a classroom every Tuesday and Friday for the eight weeks of computer workshops. Each workshop required 30 to 45 minutes to setup and take down which included configuring the room and prepping the computers.
- **Computers:** With only 10 computers and some of them functioning at less than 100%, we were working at our current maximum capacity level.
- **Language Restrictions:** Our target population has low level English proficiency and it can be difficult finding bilingual assistants.



PROGRAM EVALUATION: We administered pre- and post-program surveys to measure the effect of the program on adult students' skills and technological competency. Our methodology included the use of traditional questionnaire surveys and group interviews. The pre-surveys were given to students during the first week of class. A total of 16 students completed this survey. The post-surveys were given to students on the last day of class. Fourteen students completed this survey.

PRE-PROGRAM HIGHLIGHTS: We conducted the pre-survey to evaluate the student's level of computer competency. Of the 16 adult students who took the pre-survey, 10 (63%) stated that they had never used nor had basic knowledge of computers. These students were not required to continue taking the survey that asked more detailed questions. Only 6 (38%) students reported that they had some prior knowledge about computers. Overall, we found that:

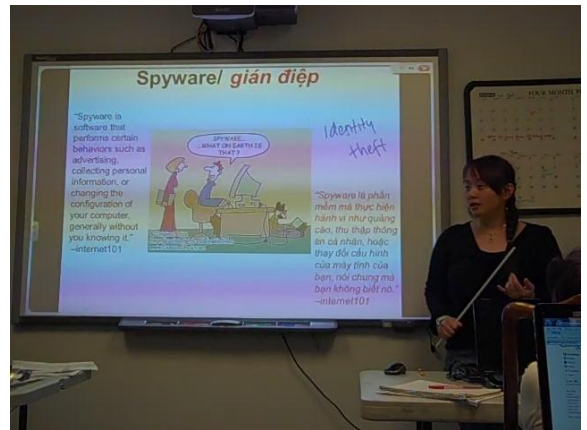
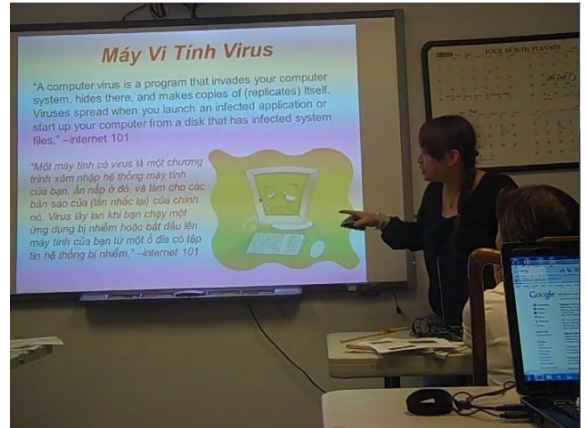


- 95% of the students had little or no knowledge of the basic parts of a desktop or laptop computer.
- 100% did not know how to use the "All Programs" feature in the Windows Start Menu to find and open a program nor did they know how to open Word document.
- Over 95% said they had little to no knowledge of how to use Internet search engines, create email accounts, and check and send messages.

Please see Appendix A for more details.

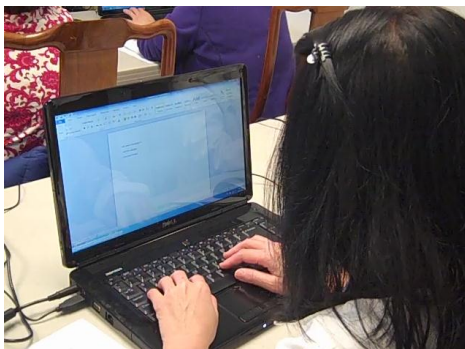
POST-PROGRAM HIGHLIGHTS: We measured the impact of our program on the students using a post-survey with a different set of questions. In addition to a written questionnaire, we also garnered feedback through group discussions and one-on-one interviews. Fourteen adult students were available to complete the final assessment. Everyone showed great improvement in their ability to use the Internet, Word documents, e-mail, and social networking. Some highlights are noted below:

- ✓ 93% of students said they felt more confident using a computer than when they started the program.
- ✓ 93% thought this class should be offered again in the future.
- ✓ 100% thought the class time was well spent, found the lecture stimulating and informative, and felt the presentation slides were well put together.
- ✓ 86% said they would recommend this program to other Vietnamese adults who want to learn about using the computer.
- ✓ 93% thought this class should be offered again in the future.



Please see Appendix B for more details.

THOUGHTS FOR THE FUTURE: If we see strong continuing interest in the basic computer classes, then capacity should be expanded to accommodate the need. Both our students and



others in the community have expressed an interest in taking more advanced technology classes, particularly ones that focus

on job search and work preparation skills so those are offerings to consider. It is also apparent that none of our students had touch typing skills, but most could benefit from such training if it was offered. It is our hope that we can continue serving the community with more technology oriented classes in the future, but given the current funding environment we are also forced to move towards a more self-sustaining model and will have to work creatively to maintain our program. We will do our utmost. Best wishes always!

APPENDIX A

On a scale of 1 to 5, adult students rated the following statements:

- 1 = No Knowledge
- 2 = Little Knowledge
- 3 = I use regularly
- 4 = I am proficient
- 5 = No Response (NR)

[63% of respondents had no computer knowledge and were not required to complete the entire survey]

PRE-PROGRAM SURVEY, Respondents = 16						
I have never used and have no knowledge of computers.						
True. Please STOP. You are done with the survey. THANK YOU!			62.5%			
False. Please continue to question 1.			37.5%			
Answer the following questions about your computer usage at home.			Yes	No	NR	
1. Do you have a computer at home? If not, answer NO and skip to question 9.			37.5%	0.0%	62.5%	
2. Is your computer connected to the Internet?			25.0%	12.5%	62.5%	
3. Do you use the Internet to find help when necessary?			12.5%	25.0%	62.5%	
4. Do you have an email account at home?			31.3%	6.3%	62.5%	
5. Do you use Word processing at home?			0.0%	37.5%	62.5%	
6. Do you use VPS font at home?			12.5%	25.0%	62.5%	
			Seldom/Never	2-4 times/mo	Weekly	
7. How often do you use the computer at home?			6.3%	12.5%	12.5%	
			Personal Use	Look for jobs	Current job	
8. What do you use your computer for?			25.0%	6.3%	0.0%	
			0.0%	0.0%	62.5%	
Please rate your level of knowledge regarding the following computer skills.						
Introduction to Computers:		No Knowledge	Little Knowledge	I use regularly	I am proficient	NR
9. I know the basic parts of a desktop & laptop computer (i.e. monitor, keyboard, speakerphone)		12.5%	18.8%	6.3%	0.0%	62.5%
10. I know what is inside a desktop (i.e. CPU, storage devices)		12.5%	12.5%	0.0%	0.0%	75.0%
11. I know how to use keyboard & mouse		0.0%	18.8%	6.3%	0.0%	75.0%
12. I know how to Start/Shut down computer		0.0%	12.5%	18.8%	6.3%	62.5%
13. I know what the buttons, sockets, and slots are used for		6.3%	12.5%	6.3%	0.0%	75.0%
		No Knowledge	Little Knowledge	I use regularly	I am proficient	NR
Windows:						
14. I know how to use icons to open a program		6.3%	25.0%	0.0%	0.0%	68.8%
15. I know how to use the Start Menu to open a program		12.5%	18.8%	6.3%	0.0%	62.5%
16. I know how to use "All Programs" to find and open a program		18.8%	18.8%	0.0%	0.0%	62.5%
17. I know how to use "Click & Drag" & Scroll		6.3%	18.8%	12.5%	0.0%	62.5%

Microsoft Word:					
18. I know how to open Word (Icon, Start Menu, All Programs)	12.5%	25.0%	0.0%	0.0%	62.5%
19. I know how to type letters on the keyboard without looking	12.5%	25.0%	0.0%	0.0%	62.5%
20. I know how to use Word Formatting Commands (italicize, underline, bold, font size, etc.)	25.0%	12.5%	0.0%	0.0%	62.5%
Internet:					
21. I know how to connect to the Internet	12.5%	12.5%	12.5%	0.0%	62.5%
22. I know browser basics	25.0%	6.3%	6.3%	0.0%	62.5%
23. I know how to use the search engines	18.8%	12.5%	6.3%	0.0%	62.5%
24. I know how to protect my computer from Internet threats	31.3%	6.3%	0.0%	0.0%	62.5%
VPS Keys:					
25. I know how to install VPS Keys.	37.5%	0.0%	0.0%	0.0%	62.5%
26. I know how to turn on/off VPS Keys while typing	37.5%	0.0%	0.0%	0.0%	62.5%
27. I know how to adjust command keys	37.5%	0.0%	0.0%	0.0%	62.5%
Excel:					
28. I know worksheet basics	37.5%	0.0%	0.0%	0.0%	62.5%
29. I know how to create a simple data	37.5%	0.0%	0.0%	0.0%	62.5%
30. I know how to modify columns, rows, & cells	37.5%	0.0%	0.0%	0.0%	62.5%
31. I know how to sort, group, & filter cells	37.5%	0.0%	0.0%	0.0%	62.5%
PowerPoint:					
32. I know how to set up PowerPoint presentation	37.5%	0.0%	0.0%	0.0%	62.5%
33. I know how to add themes and background styles	37.5%	0.0%	0.0%	0.0%	62.5%
34. I know how to add pictures & clip art	37.5%	0.0%	0.0%	0.0%	62.5%
35. I know how to view and print slides	25.0%	12.5%	0.0%	0.0%	62.5%
Email:					
36. I know how to create an email account	31.3%	6.3%	0.0%	0.0%	62.5%
37. I know how to check & send messages	12.5%	18.8%	6.3%	0.0%	62.5%
38. I know how to add attachments	31.3%	6.3%	0.0%	0.0%	62.5%
39. I know how to add contacts to address book	25.0%	12.5%	0.0%	0.0%	62.5%
Social Media (i.e. Facebook):					
40. I know what Facebook is	18.8%	18.8%	0.0%	0.0%	62.5%
41. I know how to create a Facebook account	37.5%	0.0%	0.0%	0.0%	62.5%
42. I know how to edit my profile	37.5%	0.0%	0.0%	0.0%	62.5%
43. I know how to add & delete friends	31.3%	6.3%	0.0%	0.0%	62.5%
44. I know how to set privacy settings	37.5%	0.0%	0.0%	0.0%	62.5%

APPENDIX B

On a scale of 1 to 5, adult students rated the following statements:

- 1 = No Knowledge
- 2 = Little Knowledge
- 3 = I use regularly
- 4 = I am proficient
- 5 = No Response (NR)

POST-PROGRAM SURVEY, Respondents = 14

Goals

1. The reason(s) I took this class: (check all that apply)

Gaining basic computer operating knowledge.	93%
Improving job seeking skills.	36%
Being able to understand what my children are doing.	50%
Connecting with friends and family over the internet.	57%

Other: _____

	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree	NR
2. This class allowed me to fulfill my goal(s).	42.9%	35.7%	0.0%	0.0%	0.0%	21%

Computer Skills

Please rate the following questions:

	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree	NR
1. My understanding of basic computer operations improved because of the program.	42.9%	35.7%	14.3%	0.0%	0.0%	7%
2. I learned how to use the Internet to search for jobs, information and news.	21.4%	50.0%	21.4%	0.0%	0.0%	7%
3. I learned how to open, create, save and print documents.	28.6%	42.9%	14.3%	0.0%	0.0%	14%
4. I learned how to use e-mail to send and receive letters.	64.3%	21.4%	14.3%	0.0%	0.0%	0%
5. I learned what Facebook is and created an account to stay in touch with friends and family.	21.4%	42.9%	21.4%	0.0%	0.0%	14%
6. I feel more confident using a computer than when I started the program.	64.3%	28.6%	7.1%	0.0%	0.0%	0%

7. During these classes, I gained useful skills working with the following computer programs:

	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree	NR
Word	50.0%	21.4%	7.1%	0.0%	0.0%	21%
Excel	42.9%	21.4%	14.3%	0.0%	0.0%	21%
PowerPoint	35.7%	21.4%	14.3%	0.0%	0.0%	29%
Internet Web Browser	35.7%	28.6%	7.1%	0.0%	0.0%	29%
E-mail	57.1%	35.7%	0.0%	0.0%	0.0%	7%
Social Networking	28.6%	14.3%	21.4%	0.0%	0.0%	36%

Class Management						
Please rate the following questions:	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree	NR
1. I thought class time was well spent.	57.1%	42.9%	0.0%	0.0%	0.0%	0%
2. I found the lectures stimulating and informative.	57.1%	42.9%	0.0%	0.0%	0.0%	0%
3. I thought the presentation slides were well put together.	35.7%	64.3%	0.0%	0.0%	0.0%	0%
4. I thought the material presented was relevant and applicable.	21.4%	64.3%	0.0%	0.0%	0.0%	14%
5. Students were very engaged in the classroom exercises.	28.6%	35.7%	7.1%	0.0%	0.0%	29%
6. The instructor and staff cared about helping me to learn successfully.	85.7%	14.3%	0.0%	0.0%	0.0%	0%
7. The instructor consistently checked to make sure I understood the material.	78.6%	21.4%	0.0%	0.0%	0.0%	0%
Feedback and Future Planning						
Please rate the following questions:	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree	NR
1. I would recommend this program to other Vietnamese adults who want to learn about using the computer.	64.3%	21.4%	0.0%	0.0%	0.0%	14%
2. I think this class should be offered again in the future.	71.4%	21.4%	0.0%	0.0%	0.0%	7%
3. I am interested in taking more in-depth classes on the following topics:						
Word Processing (Microsoft Word)	50.0%	28.6%	0.0%	0.0%	0.0%	21%
Job Preparation Skills - resumes, cover letters, etc.	21.4%	35.7%	7.1%	0.0%	0.0%	36%
Business Communication - memos, letters, etc.	28.6%	35.7%	7.1%	0.0%	0.0%	29%
Accounting - bookkeeping, taxes	28.6%	21.4%	21.4%	0.0%	0.0%	29%
Spreadsheets (Excel)	42.9%	21.4%	14.3%	0.0%	0.0%	21%
Databases (Microsoft Access)	35.7%	21.4%	7.1%	0.0%	0.0%	36%
Typing Class	35.7%	21.4%	7.1%	0.0%	0.0%	36%
Other:						
4. Given your schedule and ability to learn new information, how often do you think a class like this should meet each week? (circle your answer)						
Number of sessions per week:	1	2	3	4	5	NR
	21.4%	50.0%	14.3%	0.0%	0.0%	14%
Number of hours per session:	1	2	3	4	5	NR
	7.1%	64.3%	7.1%	7.1%	0.0%	14%
5. How many hours did you practice using the computer programs and applications outside of class each week? (circle your answer)						
Hours:	<0.5	1	2	3	> 3	NR
	21.4%	28.6%	14.3%	0.0%	0.0%	36%