

www.theBeehive.org/philly

USER FEEDBACK SURVEY

A STATISTICAL ANALYSIS



United Way
of Southeastern
Pennsylvania

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UNITED WAY OF SOUTHEASTERN PENNSYLVANIA

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I. INTRODUCTION

The Beehive.org (<http://www.thebeehive.org/>) is a website developed by One Economy Corporation, a non-profit organization based in Washington DC. This website contains extensive information and resources about the things that matter to people: money, health, jobs, school and family. The Beehive targets low to moderate income families looking to improve their quality of life. Through streamlining social services information, the Beehive provides a central online location to access important information seamlessly amongst commercial and social service providers.

Support for a localized Beehive for Philadelphia (www.thebeehive.org/philly) was provided by the Pennsylvania Department of Community and Economic Development (DCED). DCED funded a one-year pilot project in 2003, known as the T4T Digital Inclusion Program. The pilot, led by Teaming for Technology at United Way of Southeastern Pennsylvania in partnership with One Economy Corporation and two community development corporations (People's Emergency Center and AchieveAbility, formerly Philadelphians Concerned About Housing), implemented a digital inclusion program in West Philadelphia that provided access to technology in housing units; trained clients on basic computer proficiency; and created relevant local content through the Beehive.

The impetus for a comprehensive digital inclusion program in Philadelphia came from two studies. In the fall of 2001, One Economy Corporation funded a study of clients of AchieveAbility, Project HOME, and Universal Companies. The study found extremely high interest levels in low-income residents in acquiring and using technology. In a second study conducted by People's Emergency Center (PEC), researchers found that PEC clients spent an average of thirteen hours a month in government offices accessing benefits and keeping appointments with their social workers. PEC clients who are formerly homeless, low-income single mothers, identified the "catch-22" of choosing between full-time work requirements and spending these 13 hours in government offices, both of which are required to keep one's government benefits. Launching the Beehive and providing clients home access to computers in the T4T Digital Inclusion Program attempted to alleviate these problems by making technology accessible at all hours to clients, as well as giving them one location where some government forms could be submitted online. Online forms were supplemented by educational content on the Beehive in order to empower the user with knowledge needed to make informative decisions and to take action to improve their lives.

The pilot project also included a grant program in which 13 Community Technology Centers (CTC's) in the greater Philadelphia area received a mini-grant that supported training of clients on the Beehive Philadelphia's website. The grant provided either \$1,000 for those CTC's who already had a T4T Assistance Program membership¹, or \$750 along with a free membership. Marrying both the Assistance Program membership and the community technology training ensured that these CTC's had the capacity to continue to support the technological infrastructure of their computer labs in order to continue to provide quality training to their clients. The grant also provided 8 hours of staff development to as many as 3 staff members per agency.

The CTC's were asked to commit to the following as recipients of the grant:

- Make the Beehive the home page for each computer in the CTC.
- If the CTC has a website, post a link to the Beehive using an image file provided to the recipient.

¹ T4T (Teaming For Technology), an initiative of United Way of Southeastern Pennsylvania, is a technology assistance provider that serves non-profit organizations in the Greater Philadelphia area by giving them access to low-cost computer support and training.

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- Hang posters and flyers in the CTC that advertise the Beehive.
- Commit to training at least 20 clients on how to use the Beehive most effectively using curriculum provided by UWSEPA.
- Take part in three staff development workshops that included: *How to Introduce the Beehive to Your Organization*; *Web-Based Marketing Strategies*; and *Useful Online Web Portals*.
- Commit to having staff and clients fill out evaluations that provide feedback on the Beehive.

Program staff at each of the CTC's conducted trainings in order to increase the awareness and usage of the website by their clients, using curriculum provided by T4T that combined "Introduction to the Internet" skills with the Beehive as its main platform. At the end of these trainings, participants were asked to fill out a feedback form. Surveys were conducted to identify areas in which the Beehive is successful, as well as areas that demand improvement. The survey intended to determine whether the website has the ability to attract a critical mass of users and if not, then recognizing what needs to be accomplished in order to reach this goal. This survey, whose results are summarized in this report, contained both quantitative as well as open-ended questions.

CTCs were select that that program participants represented a cross-section of those served in the social services sector in Philadelphia. Please refer to Appendix A for descriptions of the agencies involved in the survey.

Participating Community Technology Centers (CTCs)

Boat People S.O.S.
CentroNueva Creacion
Grace Community Christian
The Lighthouse
Lutheran Settlement House
Neighborhood House, Inc.
Project H.O.M.E.
Reboot Philadelphia
Salvation Army (Reed House and Mid-City Apartments' computer centers)
Universal Companies
Vietnamese Hung Vuong Association
Philadelphia FIGHT/ AIDS Library

II. SUMMARY

The survey aimed to both determine the relevance and interest of various content areas of the Beehive, while gauging the quality of the user experience with indicators such as navigation, content quality, and graphical appeal of the site. Clients of the 13 CTCs were asked to rate different features of the website on a Likert scaling system of 1 to 5, with 1 being “Strongly Agree” (positive) and 5 as “Strongly disagree” (negative). The following areas were covered by the survey:

- Website Graphics
- Navigation
- Writing
- Content Usefulness and Ideas
- Instructor and Training Feedback

This statistical analysis considered a total of 87 responses; spread over a period of six months. Several statistical techniques, such as correlation, were used evaluate the quantitative and qualitative feedback received in the survey. This document gives a statistical interpretation of the total amount of surveys submitted.

Overall, the feedback provided by end users was very positive, with few responses in the “dissatisfied” ranges. The mode (*ranking given most frequently*) of all responses was 1. This confirmed that most participants who submitted the survey like most aspects of the website.

Table 1 demonstrates the overall ratings given across various sections of the Beehive. The table shows that Money and Health were the most important sections in terms relevance and interest by the clients, while scoring well in functionality and content quality. Legal information was found to be least useful and at the same time most difficult to navigate. Housing/Utilities was found to be useful but scores lean towards the dissatisfied range. The topics on Transportation, Weather, Local News and Life Events also scored highly in content quality, but were of little interest to the clients.

Area	Navigation	Content Usefulness	Content Ideas	Relevance	Interest
Money	2.10	2.16	2.23	44	19
Health	1.95	2.25	2.36	38	13
Family	2.09	2.02	2.29	34	5
Jobs	2.10	2.25	2.18	44	17
School	2.19	2.32	2.27	22	9
Government	2.07	2.40	2.37	7	2
Housing/Utilities	2.49	2.49	2.50	33	14
Legal/Immigration	2.54	2.65	2.63	2	0
Insurance	2.15	2.47	2.27	6	4
Transportation	1.99	2.00	2.25	7	1
Weather	1.93	2.18	2.21	2	1
Local News	1.82	2.15	2.32	2	1
Life Events	1.87	2.05	2.36	3	1

Table 1

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Certain survey subjects were highly correlated with each other implying a direction connection. The topics on Navigation and Content Usefulness as well as Relevance and Interest are highly correlated (0.78 and 0.93 respectively): Content is useful if it is easy to navigate, and is interesting if it is relevant to the everyday lives of people.

III. ANALYSIS

A. METHODS AND TECHNIQUES

There were two broad types of questions asked. The first asked participants to rate the question on a scale of 1 to 5 with the following meanings:

- 1 – Strongly agree
- 2 – Somewhat agree
- 3 – Neutral
- 4 – Somewhat disagree
- 5 – Strongly disagree

The individual survey results were transferred from paper to electronic form. Microsoft Excel was used to store all the individual results. Once the data had been entered, the average score and mode values for each question asked were calculated.

The numbers were analyzed in isolation to identify feedback for the individual sections. The question responses were then correlated with others to find underlying patterns.

Mode: The value that appears or repeats the maximum number of times.

Correlation: A numeric value that gives the degree of relation between two sets of values.

B. ANALYSIS BY QUESTION GROUPS

1. WEBSITE GRAPHICS

Participants were asked to respond to the following three statements on a scale of 1 to 5.

- 1) The graphics were appealing.
- 2) The graphics made the information on the site easier to understand.
- 3) The text was of the right size.

QUESTION	AVERAGE SCORE	MODE
1	1.75	1
2	1.85	1
3	1.43	1

Table 2

Table 2 reveals that participants surveyed generally agreed that the graphics were appealing, that graphics made the information easier to understand and that the text size was correct. A large number of people ranked the above sections as 1, which suggests that the website graphics were well received by participants.

2. NAVIGATION

Participants were asked to respond to the following two statements on a scale of 1 to 5:

- 1) It was easy to figure out which words were hyperlinks.
- 2) Overall, when I clicked on hyperlinks, I didn't get lost on the website.

QUESTION	AVERAGE SCORE	MODE
1	1.82	1
2	2.34	1

Table 3

The responses in Table 3 demonstrate that participants found it relatively easy to differentiate between hyperlinks and normal text, but did get lost at times. Some of the text responses given in the section for areas for improvement pointed to some problems faced:

Beehive Users Speak:

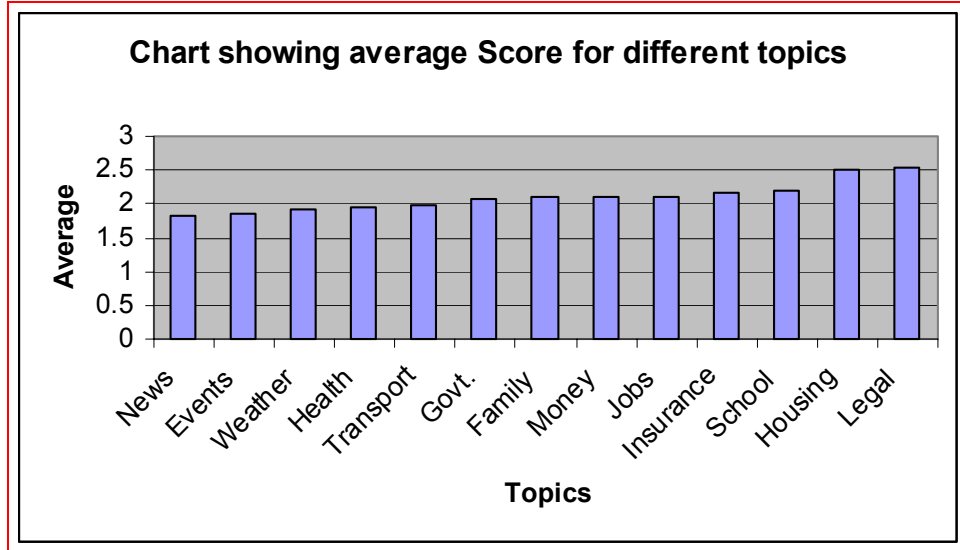
“I think navigation can be improved somewhat as I felt for any specific topic one has to click on too many hyperlinks. It would be good if there is a dropdown menu or something on those lines where you can get quickly to the information you are trying to obtain.”

“Make links work and go to the requested site information”

“Got info on Black History when I clicked on housing”

Since the skill level of the respondents is not known at this stage, it is possible that the lower score on question 2 is due to lack of experience with websites and the Internet in general.

The third question in this section asked people to rate how easy or difficult it was to find information related to 13 different aspects of the website.



Graph 1

As seen from the ratings given above, people found it difficult to find information regarding Housing and Legal Matters. It was easy to find information on the topics of Local News and Life Events.

FEATURE	AVERAGE SCORE
News	1.82
Events	1.87
Weather	1.93
Health	1.95
Transportation	1.99
Government	2.07
Family	2.09
Money	2.10
Jobs	2.10
Insurance	2.15
School	2.19
Housing	2.49
Legal	2.54

Table 4

3. CONTENT

Participants were asked to respond to the following three statements on a scale of 1 to 5.

- 1) The content (writing) on the website was easy to understand.
- 2) The content (writing) on the website was interesting.

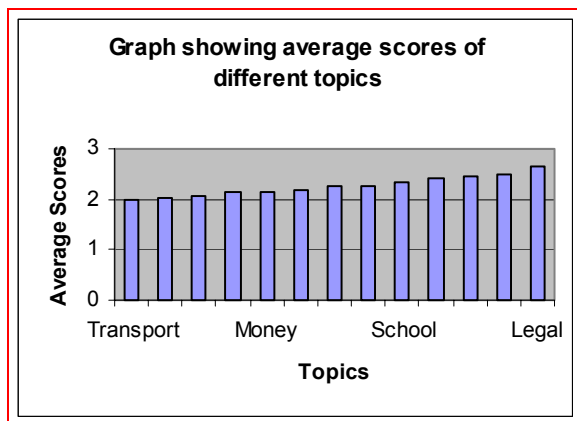
QUESTION	AVERAGE SCORE	MODE
1	1.60	1
2	1.83	1

Table 5

Again, the average scores for the above two questions show that participants surveyed somewhat agreed that the content (writing) was easy to understand and was interesting. Many participants gave a score of 1, which indicates that maximum number of people strongly agreed that the writing on the website was interesting and also easy to understand. It is important to keep in mind that text on the Beehive is always written in a fifth-grade literacy level. This ensures understanding for any individual using the website, and it also avoids “content overload” by providing clear, concise information.

In the second part of the survey, people were asked to give ratings for content usefulness in various areas:

- 1) The topics addressed my needs and interests in:



Graph 2

FEATURE	AVERAGE SCORE
Transport.	2.00
Family	2.02
Events	2.05
News	2.13
Money	2.18
Health	2.18
Weather	2.22
Jobs	2.26
Gov't.	2.34
School	2.37
Housing	2.41
Insurance	2.55
Legal	2.65

Table 6

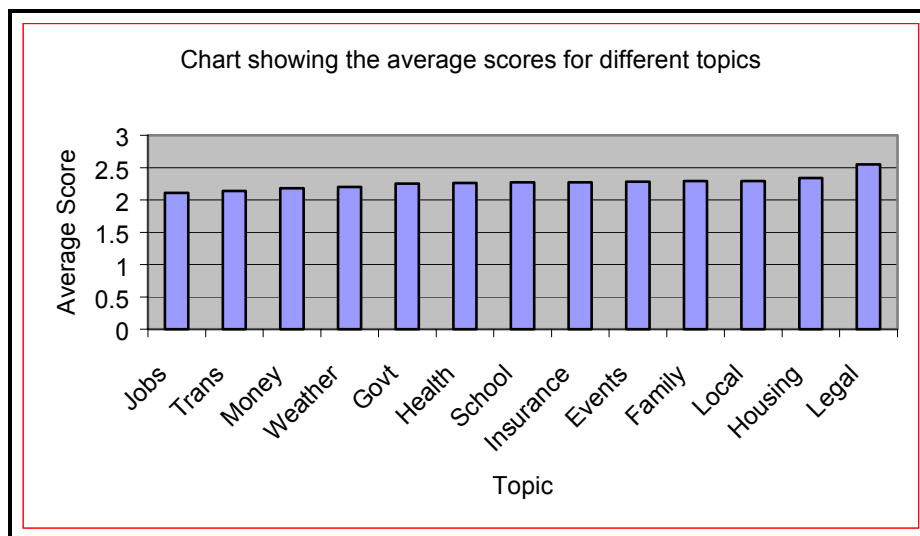
The overall scores for this portion of the survey start from 2.00. Insurance and Legal ranked the lowest in this portion. Transportation rated the best in catering to the needs and interests of the people surveyed. Transportation and Housing/Utilities are consistently ranked as 1. From these results, the maximum number of participants strongly agreed that these topics addressed their needs and interests.

2) The topics have given me new ideas to apply to my life.

Feature	Score	Mode
Jobs	2.18	1
Weather	2.21	3
Money	2.23	1
Transport	2.25	2
Insurance	2.27	1
School	2.27	2
Family	2.29	1
News	2.32	3
Events	2.36	3
Health	2.36	2
Government	2.37	2
Housing	2.5	1
Legal	2.63	2
Average	2.33	

The Jobs section gave new ideas to the people surveyed. Jobs, Money, Housing/Utilities and Insurance are ranked by a maximum number of participants as 1. The responses were relatively higher in this section indicating that the content did not do as well in providing new ideas applicable to the lives of clients.

Table 7



Graph 3

4. RELEVANCE AND INTEREST

Participants surveyed were asked to pick three topics on the Beehive that were most relevant to their needs and interests. The ratings were as follows.

TOPIC	CLIENT SELECTIONS	PERCENTAGE
Money	44	50.57
Jobs	44	50.57
Health	38	43.68
Family	34	39.08
Housing/Utilities	33	37.93
School	22	25.29
Government	7	8.05
Transportation	7	8.05
Insurance	6	6.90
Life Events	3	3.45
Weather	2	2.30
Local News	2	2.30
Legal	2	2.30

Table 8

As seen above, clients rated the Money and Jobs sections as most relevant to their needs. Legal information and local news were rated the least relevant.

Interest

Clients were asked to select the one topic that they found most interesting. Table 9 indicates the money and jobs are not only relevant, but interesting to clients. This correlation between relevance and interest exists across the topic areas. Housing/Utilities and Health sections were also of great relevance and interest, while low relevance in legal and local news translated into low interest.

TOPIC	CLIENT SELECTIONS
Money	19
Jobs	17
Housing/Utilities	14
Health	13
School	9
Family	5
Insurance	4
Transportation	2
Life Events	1
Government	1
Local News	1
Weather	1
Legal	0

Table 9

5. INSTRUCTOR AND TRAINING

The survey also tried to glean information about the instructor’s abilities:

- 1) The instructor addressed any questions I had in a clear and helpful manner.
- 2) The instructor made him/herself available for questions outside of class hours.
- 3) I would recommend this instructor for future trainings.

QUESTION	AVERAGE SCORE
1	1.5
2	1.65
3	1.26

Table 10

The scores given above demonstrate that the instructors were well received.

The quality of the training offered can be judged from the questions below:

- 1) The trainings were too long.
- 2) The trainings were too short.
- 3) The trainings were just the right length.
- 4) The class size was too large.
- 5) The class size was too small.
- 6) The class size was just the right size.
- 7) I would recommend this class to other people.

QUESTION	AVERAGE SCORE
1	3.51
2	3.07
3	2.00
4	3.65
5	3.65
6	1.64
7	1.33

Table 11

The survey questions were mutually conflicting, hence the results are somewhat confusing. Participants often gave the same ranking to the two opposing questions. For example, several respondents ranked both question 1 and 2 as 4. Hence, results for questions 1 to 6 do not make statistical sense.

Question 7 shows that an overwhelming majority of clients would recommend the course to others affirming both the curriculum and the training staff of the CTCs.

Training classes

The staff members that were present at the classes or who were instructors answered the following questions:

- A: Participants were engaged with the class.
- B: Participants expressed interest in contributing their suggestions to the website.
- C: Participants found the website easily navigable.
- D: Participants will most likely use this website as a resource.
- E: The Beehive curriculum provided by the United Way was helpful.
- F: I would teach this class again or recommend it to other instructors.

	A	B	C	D	E	F
Mean	1.85	2.42	2.21	2.73	2.20	1.69
Mode	2	4	1	1	3	1

Table 12

Table 12 indicates that a majority of the instructors would like to teach this class again or recommend it to other instructors. The majority of the staff gave a neutral response to the usefulness of the Beehive curriculum.

Troubling however is the neutral average on question D. Instructors were ambivalent about whether the participants would use the site as resource beyond the training. Understanding the rationale warrants more study.

C. BEEHIVE USERS SPEAK: COMMENTS AND SUGGESTIONS

The participants were asked to describe how they would improve the following sections: *Money, Health, Family, Jobs, School, Government, Housing/Utilities, Legal/Immigration, Insurance, Transportation, Weather, Local News, and Life Events.*

Table 13 is a sampling of the open-ended responses that clients provided about the section areas.

Section	Comments
Jobs	<p><i>“Not clear how site enables to find a job.”</i></p> <p><i>“Allow consumers to apply online.”</i></p> <p><i>“It is not clear how this site may help someone actually find a job.”</i></p> <p><i>“Job listings that I found were listed for cities in California, Seattle, Washington etc that does me no good.”</i></p>
School	<p><i>“Include information about grants, loans and graduate training programs.”</i></p>
Government	<p><i>“Add more information and make it easier to locate.”</i></p>
Housing	<p><i>“Make the links work and go to the requested site information. Example several students went to Housing and came up with Black History and Health Insurance”</i></p> <p><i>“Include more housing lists in Philadelphia.”</i></p> <p><i>“I would list more housing programs available in Philadelphia area. Found a lot not in the general area”</i></p>
Life Events	<p><i>“Include current information”.</i></p> <p><i>“To have more real life stories in articles.”</i></p>

Table 13

The participants surveyed were asked to suggest what other information they liked to see on the website. The following are some suggestions:

- 1.) *“Add more information on Housing/ Grants/ Government Agencies, Health topics and Medical clinics.”*
- 2.) *“More things about scholarships and things about the community. More information on subsidized housing.”*
- 3.) *“Jobs and how much they are paying.”*
- 4.) *“There is nothing to improve because they focus on the right topics.”*

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The participants surveyed were asked to describe in what way the Beehive was helpful in finding more information or making an important decision. Responses were as follows:

- 1.) *"It focuses on topics that play an important role in every day life."*
- 2.) *"Learning about the Beehive gave me ideas on how to implement educational aids in our program".*
- 3.) *"The information itself was helpful and interesting."*
- 4.) *"I felt limited in using the website."*
- 5.) *"For a new user it is comparatively easy."*
- 6.) *"The major issues we had were with the e-mail service. On numerous occasions students have been unable to login. The system accepts user name and password but keeps getting into a loop by going back to the home page."*
- 7.) *"It would be helpful if Beehive provided a one page handout sheet with training or introduction details that outline exactly what should be covered in introducing the site, highlighting the unique area of interest, what benefits the visitors the most to make a lasting impression."*
- 8.) *"Include information on South Jersey. South Jersey seems to be left out although close to Philadelphia. Please include all aspects of South Jersey."*
- 9.) *"The e-mail section is frustrating when you have to shut down and restart."*
- 10.) *"School and Family are both excellent sections. Lots of incredible resources, which I am sure, I will take advantage of and recommend. City government section better than www.Phila.gov."*

The survey revealed that nearly 85% of participants have opened a free Beehive account and registered on the site.

IV. CONCLUSIONS

Most content areas of the Beehive have been well-received. Further development needs include adding additional content, fixing misdirecting links, and ensuring that navigation is simplified so that localized content is pulled more towards the forefront of the website. Content quality and topic specific conclusions are listed below.

CONTENT QUALITY

Website Graphics: Excellent.

Navigation: The numeric responses are average. Many participants have expressed concern over not being able to navigate properly, especially in the Housing/Utilities section. Navigating in this Housing section led them to Black History, health insurance etc.

Writing (content): Excellent.

Content use & ideas: Good.

TOPICS

Money: The topic and its relevant information concerning the needs and interests of the people was well received. Nearly 51% of the people spent their greatest amount of time here. Also, it contains appropriate content, and there are no problems in the navigation area.

Health: This topic also proved to be applicable to the needs and interests of participants. Nearly 43% of the people spent their time here. It is excellent in all the above-mentioned areas.

Family: Again, this is a very popular topic, which ranked well in all the areas.

Jobs: This is another topic relevant to the needs and interests of the people. 51% of the participants surveyed spent their time on it. Some participants needed more information on this topic. The navigation area had no problems.

Housing/Utilities: This topic is very relevant to the needs and interests of the participants. Nearly 38% of participants spent the maximum amount of time on it. Though the numeric responses are good, it can be seen from the text responses there is some dissatisfaction in navigating. Also, more navigating information is needed.

Legal/Immigration: The topic has received relatively low scores; however, very few people spent their time on it (2%). This suggests that its content may not apply to the participants.

The topics on ***Transportation, Weather, Local News and Life Events*** have good scores but they are not very relevant to the needs of participants.

E-mail: This area was problematic, and some participants were unable to login. The system accepted user names and passwords, but it kept looping to the home page.

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During the months in which training occurred, there was a significant increase in Beehive traffic. As users who were surveyed for this report were trained in the Beehive classes, and word spreading throughout the city the website saw 3300 unique visitors come to the site in July making it the top month for the Philadelphia beehive. Through the Fall of 2003, traffic dropped then leveled off at a decreased level. Looking more closely at web statistics, only about 100 people were regular users of the Philadelphia Beehive, while most unique visitors chose not to return to the site. The unanswered question generated from both this report and web site statistics: what will keep users engaged in the website and wanting to return to it?

United Way's intends for the Beehive to become a website that low and moderate income people incorporate into their daily practice of finding information and support. Websites that have achieved this success, such as cnn.com or msn.com include up-to-the-minute news updates, as well as features on sports, entertainment, shopping, and more. More localized websites with this success, such as the former libertynet.org and phillyblogs.com, provide adequate feedback mechanisms as well as the ability for users to upload their own content and create profiles of themselves, so that the user feels an investment or sense of ownership in the website. Currently, with the exception of neighborhood based sites linked into the Beehive that are still in development, the Beehive lacks these qualities that many of us as daily users of the web may tend to take for granted, but in the end may prove as the magnet that will keep users coming back for more.

United Way of Southeastern Pennsylvania's Teaming for Technology initiative will continue to aggressively market the site to end users and improving content management through community partnerships. T4T will continue to assist in shaping the Beehive towards meeting the needs of end users as articulated in the study. The enthusiastic feedback from end users and the generally positive trends of the web statistics provide a platform for which to not only increase total viewership, but regular viewing by clients.

Appendix A: Beehive Training Partners

Boat People S.O.S.

Boat People S.O.S.'s mission is to aid and empower Vietnamese immigrants in the United States. Programs include Computer Literacy; Workplace Safety, Individual Development Accounts; Low-Income Tax Clinics, ESL classes on all levels, Naturalization & Adjustment, and translation services

Centro Nueva Creacion

Centro Nueva Creacion's mission is to transform neighborhoods by building up youth and families to create a better community. Centro runs a parenting program, summer enrichment programs, and community environmental programs.

Grace Community Christian Center

Grace Community Christian Center's mission is to provide spiritual, academic, socioeconomic services and cultural programming that prepares low to moderate income youth, teens, adults, and seniors to meet demands of life. Programs include a Computer Lab program, Bible Study, Income Tax Assistance, literacy and tutorial assistance, a Credit Union, the Emergency Food Cupboard, nutrition education, family counseling, and a summer camp.

The Lighthouse

The Lighthouse seeks to serve, nurture, and build community through its following programs: Family School, Youth Service Center, Adult Education, Economic Development, Teen Parenting, Fatherhood Initiative, and Services to Children in their Home

Lutheran Settlement House

Lutheran Settlement House empowers individuals, families, and communities to achieve and maintain self-sufficiency, with a focus on lower Kensington and lower North Philadelphia. Programs include education and employment training, outreach to women, children, and senior citizens, and assistance with food, clothing, and shelter. Computer training includes testing, troubleshooting, and repairing secondhand computers, learning computer office applications, inventory, distribution of work, repairing diagnostics, project design, communications skills, computer science, and A+ certification. Transition programs and a Senior Center Computer Program are also available.

Neighborhood House, Inc.

Neighborhood House, Inc. offers programs that provide opportunities for community residents of all ages to improve the quality of their lives. These include child care, family services, youth development, alternative education, housing services, and weatherization.

Philadelphia FIGHT/AIDS Library

The AIDS Library provides people living with AIDS, the AIDS service community, and the general public with HIV/AIDS information and referrals to services via telephone, TDD, e-mail, fax, access to its collections and Internet service. The AIDS Library was founded in 1987 and was, for many years, the only publicly accessible source of accurate, up-to-date information on the AIDS epidemic. The AIDS Library is a program of Philadelphia FIGHT (FIGHT), a comprehensive AIDS service organization providing HIV primary care, consumer education, advocacy, and research on potential treatments and vaccines. The goal of FIGHT is to end the epidemic in the lifetime of people living with HIV today.

Project H.O.M.E.

Project H.O.M.E.'s mission is to break the cycle of homelessness and poverty, address structural causes of poverty, and have participants attain fullest their potential as individuals and as members of the broader society. Programs include Street Outreach, housing facilities, health care, education, and employment.

Reboot Philadelphia

Reboot Philadelphia bridges the employment gap in low income communities by providing skills to be marketable in today's computer-driven economy. Programs include MSOffice Suite, Network Administration, Programming, Database Development, Web Development PCHardware, and an internship program.

Salvation Army (Reed House and Mid-City Apartments' computer center)

The Salvation Army preaches the gospel of Jesus Christ and meets human needs without discrimination. Programs include assessment, service planning, education and employment assistance referral, substance abuse counseling, life skills instruction, and counseling.

Universal Companies

Universal Companies creates educational, cultural, and economic wealth within historically poor communities by tearing down systemic barriers to community wealth creation. Programs include Vocational Skill Training (in employment training, hospitality, technology), computer training, home computer installation, and web development. Universal Companies also serves as an internet service provider.

Vietnamese Hung Vuong Association

Vietnamese Hung Vuong Association seeks to keep alive the culture and heritage of Vietnamese people. Programs include assistance with tax return preparation, professional translation, naturalization and adjustment, computer classes, the Homework Club, Vietnamese classes and Vietnamese traditional dance classes.