

The Community Anchor Institutions of Champaign-Urbana, Illinois

Technology Use by Non-Profit and Public Organizations in the Broadband Moment

Volume 1

Edited by Kate Williams, Abdul Alkalimat, and Abigail Sackmann
The University of Illinois at Urbana Champaign



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Preface by Ronald W. Bailey

I am pleased to write this brief preface for this volume, *The Community Anchor Institutions of Champaign-Urbana, Illinois: Technology Use by Non-Profit and Public Organizations in the Broadband Moment*. And I am pleased to offer the support of the Department of African American Studies at the University of Illinois in making this important volume available to the public.

In recent years, few developments have been as important as the tremendous impact that digital technologies is having on our daily lives. They are ushering in a whole new period of U.S. and world history. Just yesterday, *The New York Times* (August 19, 2012) carried a long front page article entitled: “Skilled Work, Without the Worker—New Wave of Adept Robots is Changing Global Industry.” The results for society and its citizens will be devastating, as more and more workers are replaced by these machines which are the result of improvements in digital technologies. This issue was not really addressed in this article.

And these new developments do not stop with the workplace. Digital technologies are having an impact on the way we vote and participate in politics, the way we get news and other information, on our choices for entertainment, and, increasingly, on the ways we gain access to education. Historically, African American communities, other communities of color, and low-income communities in the inner-city and in rural areas face what has been called “the digital divide”—that is, not as much access to these technologies as what is available in more affluent communities. There was great hope when President Obama included millions of dollars in his stimulus plan for expanding broadband access to underserved communities.

It is one thing to get the wiring laid out, and it is quite another to make sure that underserved communities have the necessary knowledge and skills to get their communities onto the on-ramp to this new technologies. While many grants were awarded for putting wiring and pipes in the ground, not many addressed this critical need for community education and empowerment. And this is what highlights the importance of this volume. It is a handbook to guide communities and their supporters in better understanding what others are doing with this technology, and a source where they can learn valuable lessons for their own communities.

Faculty in the Department of African American Studies at the University of Illinois, especially our colleague Professor Abdul Alkalimat, have for several years played an active role in addressing this issue. AFRO 498 DDU/DDG, LIS490DDU/DDG Digital Divide is a course that is now offered regularly to address these issues. Working with colleagues such as Professor Kate Williams in the Graduate School of Library and Information Sciences, we are a part of a new area of study called “community informatics, that is to say, the study of how local communities use and can use information technology.”

We congratulate the community groups who provided information, the students who carried out the field research, and the members of the faculty and staff at Illinois who guided the project. We hope you will find this volume as informative as we have and a valuable tool in the service of improving our communities and the lives of its citizens.

Ronald W. Bailey, Ph.D.
Head, Department of African American Studies
University of Illinois at Urbana Champaign
September 2012

Preface by Mike Smeltzer

I am pleased to contribute to this collection of reports about 80 of the local institutions that are a focus of the Urbana Champaign Big Broadband (UC2B) project. This book explains what these organizations do today with technology, and what they want to do. It gives all of us a starting point to learn and collaborate. This will help turn ideas into real productive uses of big broadband. At the same time, this book is also an important opportunity to explain how UC2B relates to these non-profit and government agencies.

The Broadband Technology Opportunities Program's (BTOP) request for proposals in July of 2009 spoke to providing better broadband connectivity to what it called Community Anchor Institutions. Providing better broadband connections to schools, libraries, and medical facilities, as well as to public safety and government agencies, will irrefutably provide societal dividends. However, UC2B did not stop there.

The American Recovery and Reinvestment Act—also known as the “stimulus bill”—which funded BTOP, aimed to ultimately provide better broadband connectivity to “vulnerable populations”, so we used that concept in defining our Community Anchor Institutions. Elderly populations are vulnerable. Children are vulnerable. Low-income families are vulnerable. Homeless people are vulnerable. Women who have been abused are vulnerable. Persons with disabilities are vulnerable. We included the public and private organizations that provide services to these vulnerable populations in our proposed list of Community Anchor Institutions.

UC2B was the only funded BTOP project that proposed pushing better broadband connectivity so deeply into the community, and to our community service organizations. Once those organizations have the affordable Big Broadband connectivity that UC2B will provide, we believe that they will find new and creative ways of utilizing that technology to improve not only their services, but also the lives of the individuals and families they serve.

Mike Smeltzer
Director of Networking
University of Illinois at Urbana Champaign
September 2012

Preface by Jon Gant

It's clear. Extensive inequalities persist, not only in access to information and communication technologies, but also in digital literacy skills and know-how to effectively use these technologies. Access to the Internet opens the door to great promise for community and anchor institutions such as schools, libraries, healthcare organizations, government organizations and social and human service organizations. Using the Internet and information technology as a part of the everyday life of community anchor institutions is not easy. Community anchor institutions continue to adopt service delivery strategies that rely on information and communication technologies expecting great benefits. However, these benefits are not reaching all people and communities equally¹. As everything moves forward, digital inequalities of all kinds persist and are deeper than expected. Considerable differences exist among organizations serving the education, health, and democratic, economic and social needs of our communities. There are critical knowledge and other resource barriers that may significantly limit how well institutions are able to adopt and sustain use of the Internet to meet the human development needs of their communities.

One challenge for community and civic leaders and policy makers is the lack of data about the Internet and information technology capabilities of community anchors. Some organizations are better at developing, deploying, and managing information resources better than others. This volume provides insightful baseline data on a large set of community based institutions in Champaign-Urbana, Illinois. It is a snapshot of how digital transformation is underway. And it is part of a larger study being carried out at the Center for Digital Inclusion to understand how institutions and households are using and might use broadband and other information technologies. As my team focuses on households, the work reported here focuses on institutions. All this is right in line with the Center's mission to understand and to support digital inclusion in all its forms.

Kate Williams, Abdul Alkalimat and their team of students and research assistants have done an excellent job of organizing carrying out research that merges current community practice and published theory. This has meant completing an important research study based in the Community Informatics Research Lab in connection with two courses at the Graduate School of Library and Information Science: Community Informatics and The Digital Divide. Their work is the essence of community informatics at a land grant institution. It stands out for using research and public engagement to help students learn first-hand about the role of information and communication technologies in the development of our communities and to become leaders in the library and information science field. Through this effort, this volume serves the Champaign-Urbana community with a very valuable resource for years to come.

¹ The Knight Commission on the Information Needs of Communities, *Informing Communities: Sustaining Democracy in the Digital Age*, 2009, The Aspen Institute, Washington DC.

Jon Gant
Research Associate Professor, Graduate School of Library and Information Science
Director, Center for Digital Inclusion
University of Illinois at Urbana Champaign
September 2012

Introduction by Kate Williams

You are looking at a collection of 80 profiles of Champaign-Urbana (Illinois) institutions, focusing on their use of information technology as of 2011-2012. If you work at such an organization, we hope you will get ideas here and reach out to your colleagues. If you want a job or want to help out in any way, please learn here what the organizations are trying to do and figure out what you have to contribute. If you are on campus, let this report help you carry out your research as it may intersect with local communities and their “community anchor institutions.” To begin with, you can learn this new moniker that Washington, DC has promoted for the local non-profit and public agencies that keep our communities functioning.

This two volume publication is a great example of community informatics, that is to say, the study of how local communities use and can use information technology. As a product of Champaign-Urbana and the University of Illinois, it follows many other projects starting with PLATO (1960), which was the first timesharing computer designed for and made available to interested members of the local public.

Like PLATO and much other community informatics research, the Anchors project, as the research team called it, also constituted university teaching and service. Each student in Community Informatics (LIS 518) and The Digital Divide (AFRO 498 DDU/DDG, LIS490DDU/DDG) learned by carrying out one or more of the cases provided here in edited form. It was far richer and more effective to teach theory in these two courses while connecting the students to actual local practice. In addition, the archiving aspect of the project also constituted a teaching and learning opportunity for a master’s student and the doctoral student who supervised her.

With respect to service, the research supports and informs the local broadband project, Urbana Champaign Big Broadband (UC2B). The university and the two cities launched UC2B with funding from the Department of Commerce, the State of Illinois, and many local partners. The federal funds came as part of the economic stimulus program of newly-elected President Obama. When UC2B was first conceived, lead authors Mike Smeltzer and Abdul Alkalimat asked, Who were the local non-profits and government agencies that could use UC2B’s fast broadband? Their vision was to provide broadband to all sizes and types of “community anchor institutions,” not just the largest and most visible. This vision was unique across all the projects funded by the Broadband Technology Opportunities Program. We hope that these volumes provide a fuller answer to their very practical questions: Who are these anchor institutions? Can UC2B help them? How? And we hope the UC2B archive helps practitioner and researchers answer questions that are not yet formulated.

As research, this work recognizes that everyone—and every society—is on a journey into the information age. Much has been written about the transitions made by the military, corporations, research and big governments. What about the local institutions that organize and support the life of communities? It is easy to take the non-profit sector and

local government for granted. But breakdowns due to budget cuts, power failures, storms and other disasters remind us how crucial the local community and its institutions are. The military, the economy, research, and state and national government all depend on intact local communities. So we set out to learn how they are navigating their way into the digital age. What are they doing with information technology? What would they like to do? What are their support networks with respect to IT? A start at answering these questions is in these volumes. More will emerge as we analyze the data. Our clear sense is that the local non-profit and public sectors are facing *informatics moments*, seeking and getting help in bridging various digital divides. In earlier work funded by the Institute of Museum and Library Services, we saw this in the public library. People are designing the future and they merit attention and support.

How many institutions are there? UC2B wrote its grant proposal with a count of 143 anchor social institutions, defined as the non-profit and public institutions within reach of the seven fiber rings planned through Champaign, Urbana, and Savoy, Illinois. By August 2011 when this research began, UC2B was aware of a total of 281 “anchors.”

While we recognized that more anchors would emerge as UC2B carried out its work, the research used those 281 as the study population. We soon saw that the 281 sites belonged to 119 institutions. For instance, the two public school systems operate a total of 35 schools and other sites. Then, when we approached those 119, 88 allowed us to include them as case studies. This is a 74% response rate that testifies to the willingness of the anchors to work with the university and the two cities and learn about the broadband project. As of August 2012, 80 anchors had approved their case reports for inclusion in these volumes.

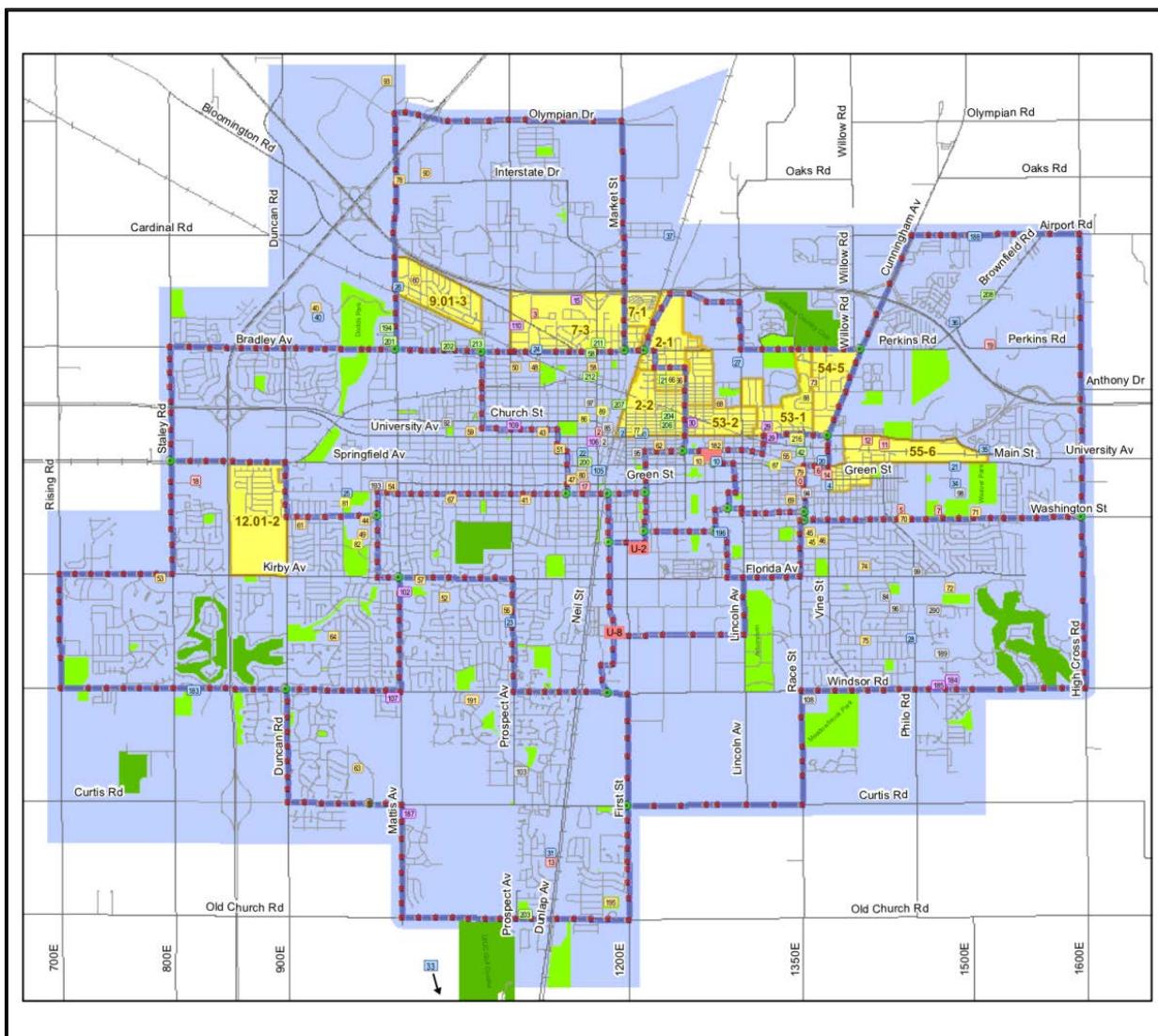
Community organizations	19
Places of worship and spirituality	17
Government	11
Education	8
Health	7
Public safety	7
Housing	5
Transportation	3
Libraries	3
Total	80

Anchor social institutions profiled in these two volumes.

Especially because they are not typical for the BTOP projects nationwide, the community organizations in this study merit close consideration. They focus on people whom the broadband legislation identified as “vulnerable”: homeless women and victims of domestic violence; children and adults with disabilities; abused and at-risk children; orphans; low-income children; ethnic minorities; and poor people. And they focus on

social problems such as hunger; discrimination and inequality; basic needs for clothing, furniture, and housing; and access to legal resources, the media and even family history materials. BTOP's focus on "vulnerable populations" was in fact an echo of the 1995-2004 Technology Opportunities Program, when the Department of Commerce also rolled up its sleeves and partnered with local communities to overcome more than a few digital divides.

One key finding is that each anchor is aware of the opportunity that information technology offers to help carry out their missions. A second finding is that almost every one of the 80 organizations is in need of help when it comes to doing this. Hardware can



UC2B is installing seven fiber rings through Champaign-Urbana and connecting that ring to homes and organizations. The yellow numbered areas are where UC2B is connecting all interested residences and businesses. Anchor social institutions do not have to be in those areas to be connected. (Map from uc2b.net.)

be old. Appropriate software can be too expensive, or free alternatives unknown. User support is needed, although many smaller anchors are supported by tech-savvy volunteers. And activities beyond the desktop or laptop on the one hand, and the well-known commercial internet services on the other, are a bit out of reach for many.

Neither UC2B nor the Broadband Technology Opportunities Program that provided the core funding is set up to answer all these needs. But they are set up to be transformative, and that transformation can drive solutions to these needs, especially with good planning. BTOP's goal was to deliver broadband to places where either no one or fewer people (specified as fewer than 40% of households) used it. UC2B's approach was to create a new broadband infrastructure of seven interconnected fiber rings throughout Champaign-Urbana and deliver high speed internet to all interested households and businesses in the underserved areas (below 40% broadband takeup) and to local anchor social institutions citywide. (See map below.) Post-BTOP, UC2B envisions connecting households and businesses across the entire community at an affordable price. Speeds offered on the UC2B fiber are one gig locally and 20 megs or more to the wider internet. Unlike today's commercial internet providers, download and upload speeds are the same.

The table below summarized the desktop broadband speeds measured at the anchors we studied. The chart does not include anchors where there was no broadband service to measure. It does not include the cost of that broadband. But it shows that speeds are generally slower than UC2B is offering. The service is oriented to information consumption (downloading) rather than information sharing (uploading). The education sector is the exception, where some have begun to reorient their network towards uploading. Finally, within each sector there are digital divides: some anchors have no broadband; others are using a very slow connection, and still others have higher speed.

Mbps, with anchors ranked by average download speed	Down			Up			Down minus up		
	Min	Average	Max	Min	Average	Max	Min	Average	Max
Libraries (N = 3)	4.2	24.0	41.3	2.5	15.3	35.0	1.7	8.7	6.3
Public Safety (N = 5)	8.0	20.4	35.6	4.3	11.7	30.3	3.7	8.7	5.3
Education (N = 7)	1.4	19.2	45.7	1.4	13.3	50.6	0.0	6.0	-4.9
Housing (N = 5)	1.4	16.2	33.7	1.2	4.7	7.6	0.2	11.5	26.1
Worship and spirituality (N = 13)	0.7	11.8	61.3	0.4	4.8	37.4	0.3	7.0	24.0
Health care (N = 6)	0.1	10.1	24.1	0.1	5.8	18.7	0.0	4.4	5.4
Community organizations (N = 19)	1.0	9.6	42.2	0.4	2.5	5.7	0.6	7.1	36.5
Transportation (N = 1)	7.9	7.9	7.9	5.4	5.4	5.4	2.5	2.5	2.5
Government (N = 6)	1.3	4.8	12.6	0.3	2.9	6.0	1.0	1.9	6.6
All (N = 65)	0.1	12.6	61.3	0.1	5.9	50.6	0.0	6.7	10.7

Internet speeds measured at the anchor social institutions, fall 2011.

Fast internet is clearly only part of the solution for the anchors described here. But another unique feature of UC2B is its Community Benefit Fund. Planners specify that up to 5% of revenue from the broadband customer fees will be set aside to bridge the digital divide. The message from the anchors here suggests that recycling, tech support, and other shared resources amounting to an IT department for the non profit and local government sectors would fill many crucial gaps.

One shared resource that has already attracted interest is a Digital Commons which would be server space and functionality for both standard and experimental services useful to the anchors. This comes from the approach taken in UC2B and in this study: seeing the community as composed not solely of individuals but also of organizations. Units in a university routinely rely on filespace, webspace, shared online tools and services. Small organizations such as most of the local anchors cannot afford such tools. As a result they are held back from full participation in the information society. They cannot afford websites that deliver video; yet local community organizations and churches were the subject of three videos during the UC2B build, and they wanted those videos and more uploaded locally where the speed would be lightning-fast. Community resources are even more scarce for video streaming such as the two cities and the university already do routinely. With a Digital Commons, church services and PTA meetings could also be livestreamed, lowering the bar to participation. The Digital Commons builds on the wide popularity of Prairienet, which offered website and listserv hosting to hundreds of local organizations for 15 years until it closed in 2008.

The research method used here is not complicated and we encourage others to adopt it. (Questionnaires and other details are in appendix A.) We started with the principle that the classroom is changing from a site of knowledge consumption to a site of knowledge production. This is in some ways a return to founding values of US higher education. When land-grant colleges were established, students and professors went into Illinois fields to learn agriculture. In the early days of the Illinois library school, students spent half their day working alongside local librarians, helping to build their institutions. Today useful field work is an imperative for community informatics, when the institutions and communities we study are just now bridging various digital divides and can use our help.

The field work for each anchor included up to three interviews with a director or leader, a technology person, and a board member or volunteer; textual research; photos and mapping; questionnaires; and the Internet speed test. Included in each report is an executive summary, maps, photographs, demographics, history of the organization, a technology inventory, an analysis and a bibliography. The book is available in print but also free and online via <http://www.ideals.illinois.edu>.

Not only are the research instruments provided here (appendix A) and the UC2B archive finding aid, with notes (appendix B) for others to use, we also hope to return to the field with them in a few years. How far will these local institutions have traveled with respect to information technology? How will they do it?



The LIS 518 Community Informatics students who carried out field work in fall 2011.



The AFRO 498 DDU/DDG, LIS490DDU DDG Digital Divide students who carried out field work in fall 2011.

For this research, the classroom as site of knowledge production was effectively supported by the Community Informatics Research Lab. The CI Lab designed the study in coordination with its other research (see below), recruited anchors as field sites for the students, guided and managed the students in the field, and finished the work that overflowed the fall semester. This involved troubleshooting, advising, reassuring, as well as skilled work at outreach, interviewing, data input, archiving, file management, analysis, and writeup. The work was supervised by the Lab's co-directors, Abdul Alkalimat and myself. Master's student Abigail Sackmann worked as primary contact with the anchors, field coordinator for the students, and field researcher. Doctoral student Noah Lenstra guided and implemented the UC2B archive. Doctoral student Shameem Ahmed assisted as course grader. Dan McNaughton of Paleograph Services provided copy editing. Ron Banks of the UIUC Institutional Review Board tightened our research design as it made its way through IRB approval.

A little social history is meaningful to understand the context for this research and to acknowledge more partners. This study of the anchor social institutions of Champaign-Urbana is part of a larger effort by the CI Lab and the Center for Digital Inclusion at GSLIS to study Champaign-Urbana and nine other Illinois communities in the "broadband moment" of BTOP funding. The broadband moment began for the Community Informatics Research Lab when Mike Smeltzer invited my co-director Abdul Alkalimat (already serving on the two cities' telecom advisory commission and advising Noah Lenstra on building the community archive eBlackCU) to co-author the local proposal for BTOP funds. The suspense almost killed many of us, but eventually a large chunk of the proposal was funded. Several of us began to urge colleagues at the Department of Commerce (NTIA) and Department of Agriculture not only to build the broadband but to study rollout itself, collect, share and mine the data for lessons about overcoming digital inequality and more. We spoke in the tradition of the earlier Technology Opportunities Program led by Tony Wilhelm and others. Charles Benton agreed with this strategy and lent his energies and connections to the campaign. Steve Jackson and Susan Crawford (University of Michigan), Jenny Toomey (Ford Foundation), and I joined forces to host a discussion at the National Academies of Science to answer the question: What research is needed?

Along with the discussion in D.C., Ford also funded Steve Jackson and me to carry out our own research in Michigan and Illinois. Thanks to Ford, the CI Lab has been able to send research analyst Brian Zelip to nine other Illinois communities as we collected data here in Champaign-Urbana, in part by organizing the classroom as a site of knowledge production regarding this local community. Further underscoring the close relationship between research and teaching in community informatics at Illinois, Brian has become a full time student and continues as research assistant helping analyze and write up the data from all ten communities. Champaign-Urbana is important, and unique, but more communities must be examined to learn how our non-profit and public sectors are overcoming the digital divide in this broadband moment. Steve Jackson's work in parallel on Michigan must be included as well.

Altogether, funders in this work include not only the Ford Foundation but the Partnership for a Connected Illinois, UC2B itself, and the UIUC Community Informatics Initiative, Center for Digital Inclusion, Department of African American Studies, the Graduate School of Library and Information Science, and the Campus Research Board. All of us involved in the research appreciate their support.

Kate Williams
Urbana, Illinois
September 2012

Community Organizations

1: The Center for Women in Transition

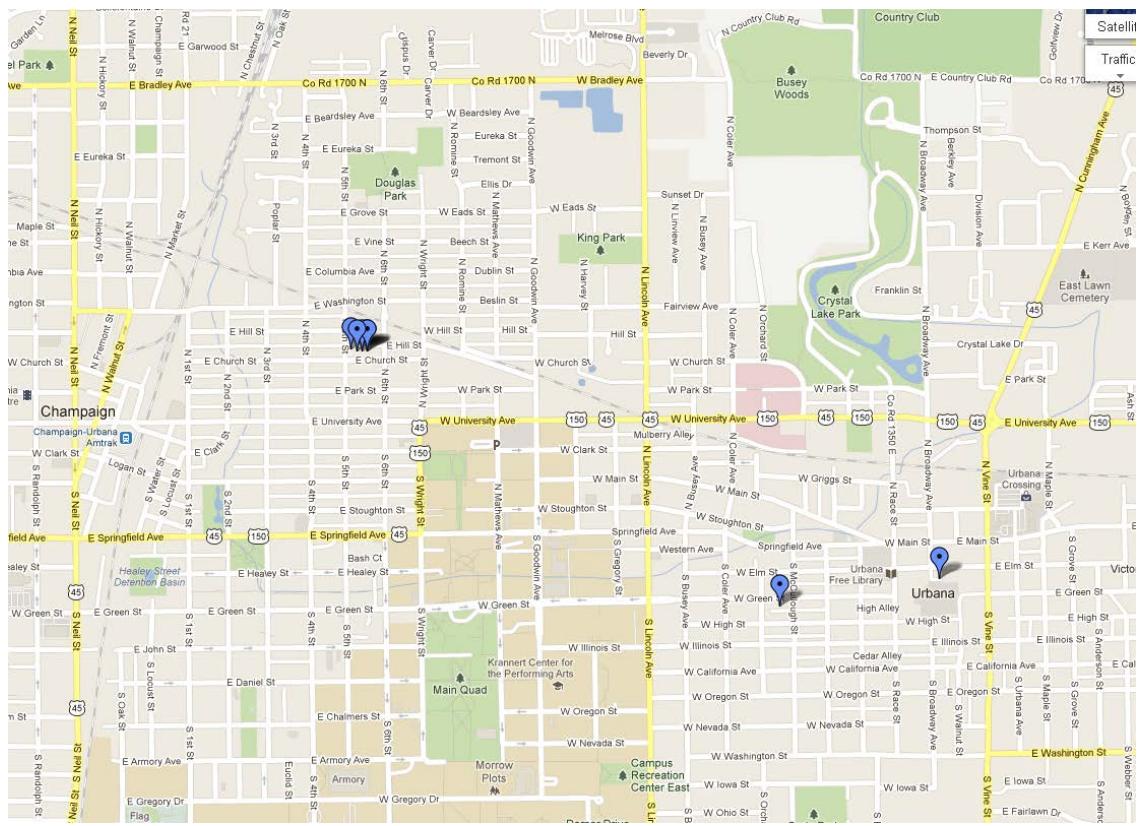
Becca Sorgert and Abigail Sackmann

Master's students, GSLIS

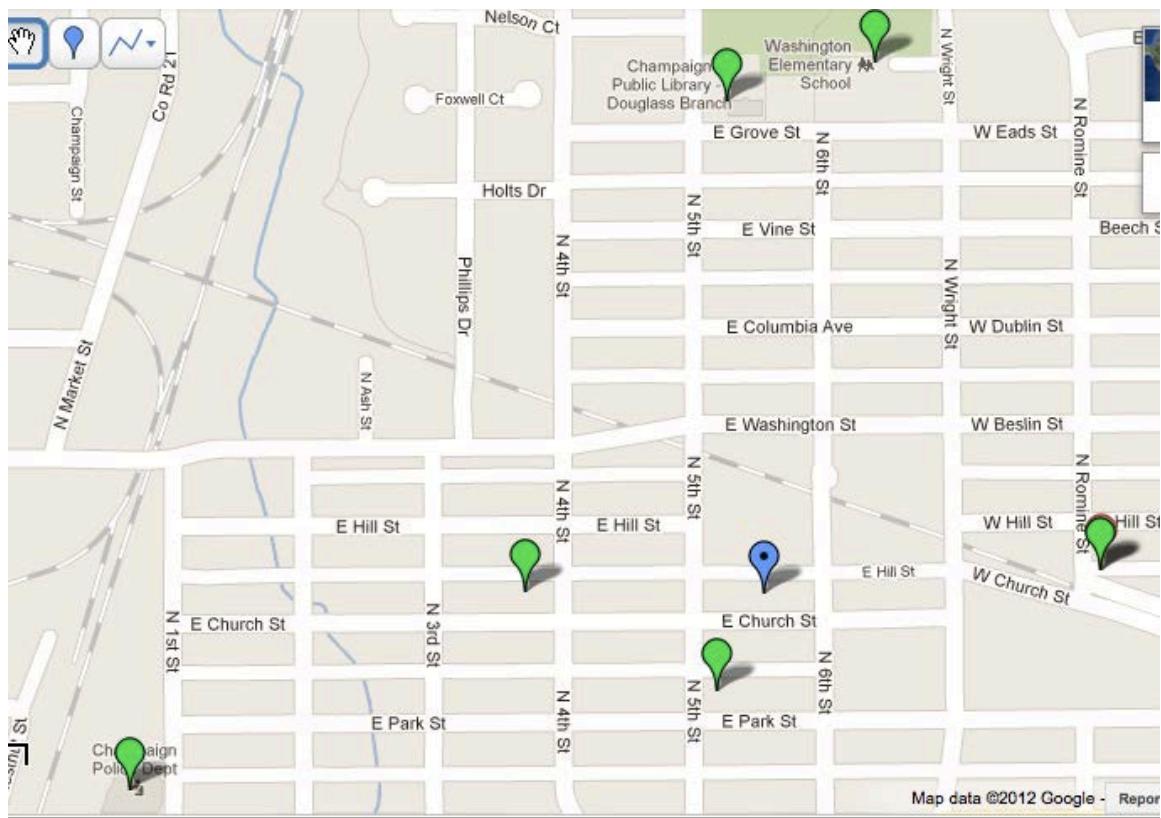
1 Executive summary

The Center for Women in Transition (CWT) provides housing and supportive services to women and children experiencing homelessness or domestic violence. The organization has several sites throughout Champaign and Urbana and focuses mainly on transitional housing, though permanent placements are also available. In addition to supportive housing, CWT also provides a retail training center and resale shop, services for women exiting prison, an embedded Head Start program, and legal advocates. They are looking to expand services in the near future to include day care and more housing, including emergency housing and disaster relief housing. In terms of technology, CWT is forward-looking, focusing on the effectiveness of IT resources for their staff. The organization currently has an adequate Internet connection for their needs, though some areas of program expansion and potential collaboration with other UC2B anchor social institutions could potentially influence demand.

2 Maps



CWT offices, homes, and training center.



Main offices and homes with nearby institutions: Crisis Nursery, Salem Baptist Church, Empty Tomb, Champaign Police, Washington Elementary School, and the Douglass Branch Library.

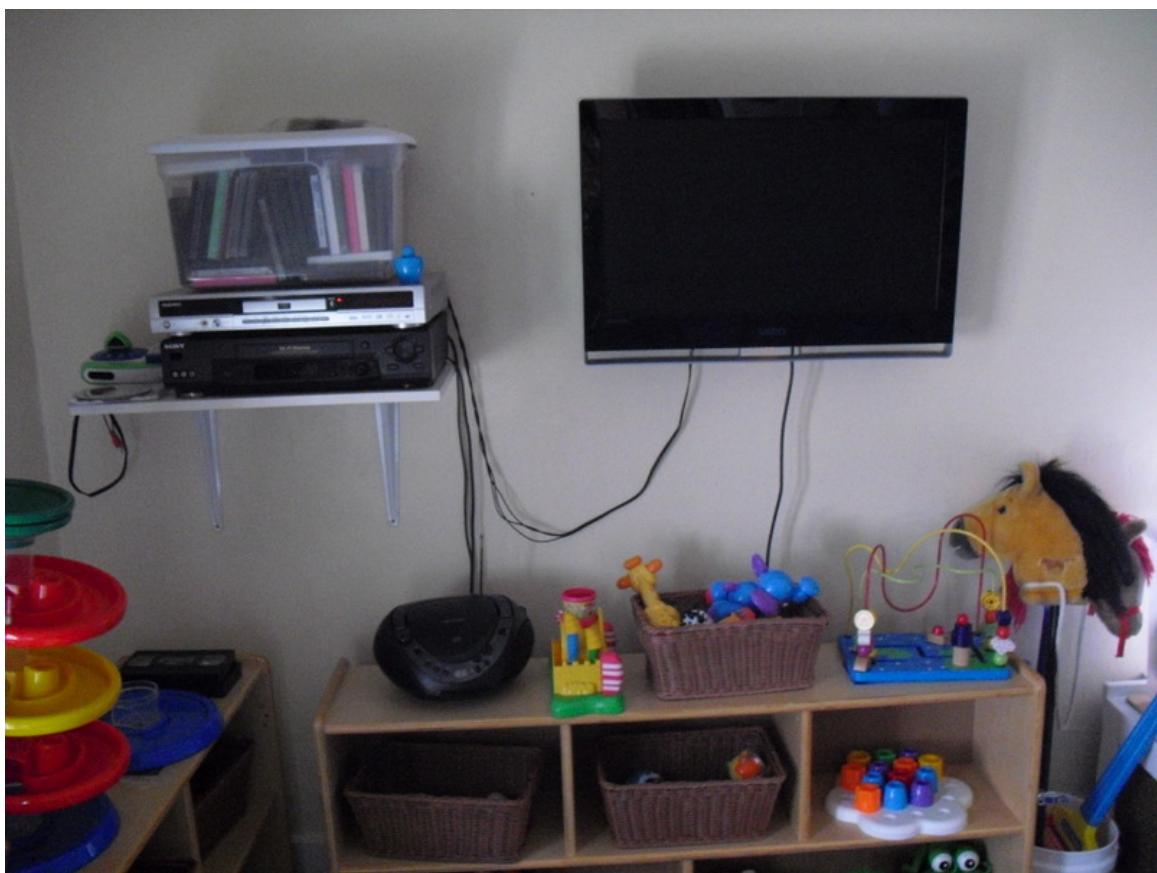
3 Photographs



Executive Director at his desk.



One of three server rooms.



Technology in the main office's on-site Head Start program.



Security Cameras

4 Demographics

	Domestic Violence Program	Homeless Services Program
Served	353 women, 103 children	51 women, 53 children
Gender	407 female, 39 male	77 female, 27 male
Ethnicity	30 Hispanic, 10 American Indian or Alaska Native, 6 Asian, 180 African American, 222 White, 7 Multiracial	3 Hispanic, 2 American Indian or Alaska Native, 62 African American, 30 White, 7 Multiracial
Monthly Income	220: less than \$500, 59: \$500–\$1,000, 85: more than \$1,000	104 at less than 50% of the Median Family Income

June 2010 through July 2011

5 History

1985	Women's Emergency Shelter of Champaign County (WESCC), the predecessor to The Center for Women in Transition, opens its doors. WESCC is initially staffed completely by volunteers, having formed as a result of a local campaign with partnerships between citizens and social service providers. After six months of operation, the Illinois Department of Public Aid presents the shelter with a grant that allows for paid staff, and soon the organization is able to buy its own facility, named the Deloris Evans House.
1996	After changing its name to The Center for Women in Transition and shifting focus from emergency housing to long-term transitional housing, the organization acquires another site to serve as housing, the Clara Forbes House.
2006	CWT opens a new location with space for five families, the Unlimited Possibilities Services Center.
2008	CWT opens a clothing resale store providing job training to residents, Transitions, at the Lincoln Square Mall.
2009	Presby House opens, providing permanent affordable housing and support services.
2010	The Center for Women in Transition acquires A Woman's Place (AWP).

6 Technology inventory

Hardware	Software and systems
28 desktops	Microsoft Office 2010
6 laptops	Windows 7 platform
1 server	T1 line through Champaign Telephone Company, LAN
Security cameras and monitors	GiftWorks: donor database
Televisions, VCRs, DVD Players	Online Data Reporting for funders and Illinois Association for Criminal Justice
Scanners, copiers, telephones	In-house developed Waiting List system
	Log Note Software
	Security Software
	Facebook page
	Twitter account
	Website

	Download (Mbps)	Upload (Mbps)
Speedtest.net	1.34	1.34

Speed Test Results

7 Analysis

The Center for Women in Transition provides vital services for the health of the Champaign-Urbana community, and is continually expanding in order to be effective toward its mission of “providing a continuum of services so that individuals and families can achieve safety, stability, and self-sufficiency” (CWT Website). The center currently runs five supportive houses, four of which are situated within a block of one another and the main offices. The fifth house, previously A Woman’s Fund, was recently acquired by CWT and continues the vision of its previous owner by providing housing and supportive services to victims of domestic violence. In 2011, CWT received 2 two-bedroom units from the City of Champaign as part of the Neighborhood Stabilization Program (NSP), and in 2012 CWT will receive an additional three three-bedroom houses. These NSP units will be used for permanent housing, filling a need to provide services beyond the 2 year maximum transitional housing services. CWT also runs a resale store, where women in the program learn job skills while creating revenue for the program.

Beyond housing and job training, the services that CWT provides are numerous and varied. These include reentry services, legal advocacy, case management, financial counseling, life skills, transportation, support groups, Head Start and tutoring for children, job placement, and follow-up services. The organization is also planning to expand services to include daycare and emergency housing, and is constantly finding new and creative sources for funding. Indeed, in the last four years the annual budget of the organization has increased from \$340,000 to \$1.6 million, no small feat amidst an economic recession and massive state budget cuts.

As with most institutions, technology use by The Center for Women in Transition revolves around daily administrative work, and updates come with dedicated funding, donations, or pressing needs. One of the biggest challenges is finding donors and/or funders who are willing to support the purchase and development of hardware and software in addition to traditional services, a difficulty that is typical of grant-funded organizations. Still, the organization is incredibly effective in making use of its current hardware, software, and systems, and is always searching for ways to improve. For example, the organization is supporting an IT staff member’s schooling in network administration, increasing the center’s ability to troubleshoot and develop in-house, which will reduce costs and be more effective than contracting out complex IT services.

CWT recently received donated computers from Parkland College, which allowed them to implement software updates that make daily work run more smoothly. All of the facilities are connected through a LAN and telephone system using a T-1 line provided by Champaign Telephone Company. The varied funding sources require different reporting, some online and some paper. For example, the Illinois Criminal Justice Authority requires online data reporting from domestic violence shelters, and a data clerk is employed for this purpose. The center recently moved from an Excel-based system for tracking donors to specialized software called GiftWorks.

The administration and staff of CWT currently view UC2B broadband as providing exciting opportunities for the communities of Champaign, Urbana, and Savoy; however, they are satisfied with the organization’s current connection and view faster broadband as

a benefit mostly to organizations that need a higher capacity for large file sharing, graphics, and video tools.

Still, UC2B is encouraging every anchor social institution to think beyond current needs to potential future uses of both the 1 GB local connection and the wider connection to the Internet. One potential area where UC2B could come in handy for CWT is an existing idea to make their legal advocacy services available to a wider population by having lawyers available for face-to-face consultation via Skype. Indeed, video conferencing is an area where many institutions around town are beginning to dream big—for example, they hope to access one another's services like after-school programming and face-to-face doctor visits. If UC2B is going to be effective, it must find a way to draw on the strengths of each of the anchor social institutions, facilitating collaboration and cooperation to ease the burden of an economic recession on organizations, their clients, and the public.

2: Community Elements (formerly Mental Health Center of Champaign County)

Julianne L. Breck

Master's student, GSLIS

1 Executive summary

Community Elements is a multifaceted, important cornerstone of the Champaign-Urbana area. As their mission statement explains:

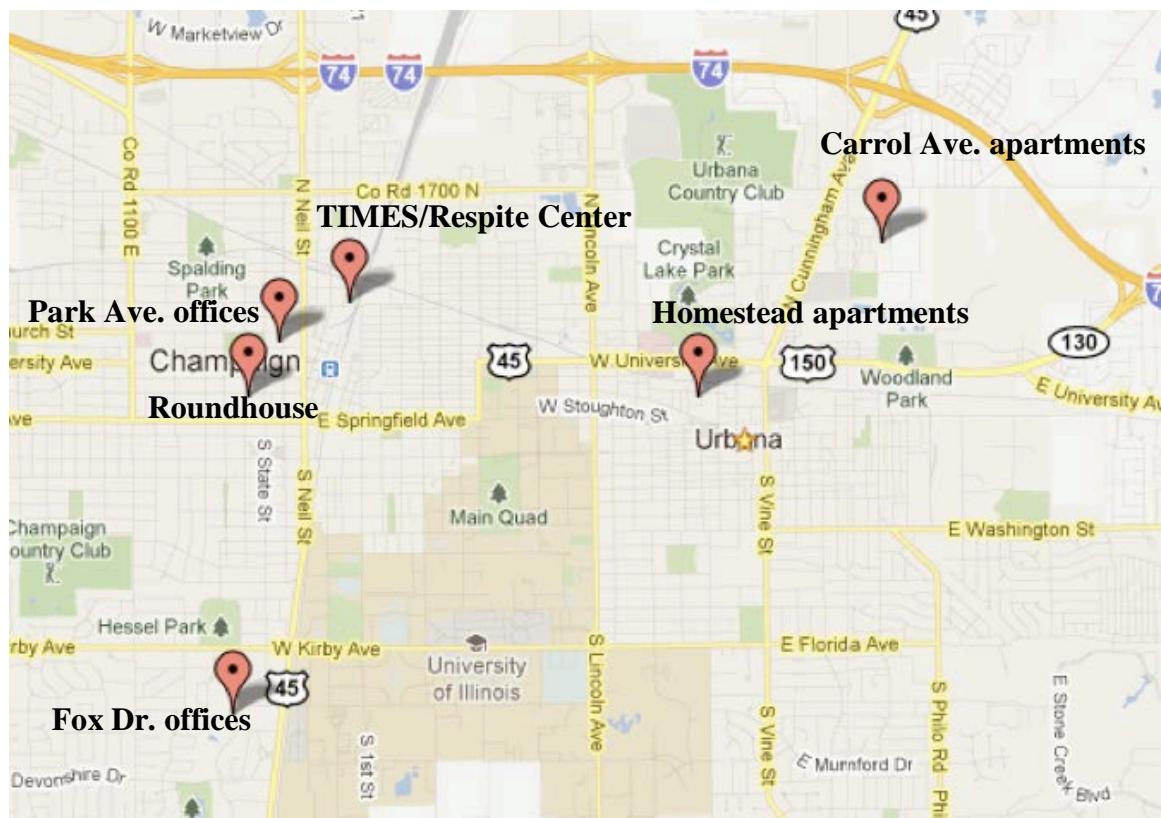
Community Elements educates, advocates, and helps build communities of well-being by providing individuals and families a range of prevention, intervention, and mental health treatment services. These services are culturally inclusive, client/family-focused, and recovery-centered through service excellence, mentoring, and leadership (Community Elements webpage).

They operate a dozen-plus properties in the area for services as well as supportive housing, in addition to working closely with the hospitals and other health care and social services.

Community Elements' commitment is to people and community first, but technology is a close second. They house a Management of Information Systems (MIS) Department that maintains the public website, staff Intranet websites, medical records systems, LAN, and much more. Though funding is always an issue with nonprofits, the infrastructure at Community Elements allows for proper maintenance of technology with the abilities to create and meet technology goals. The advent of UC2B can play a critical role in the technological development of Community Elements' overall goals.

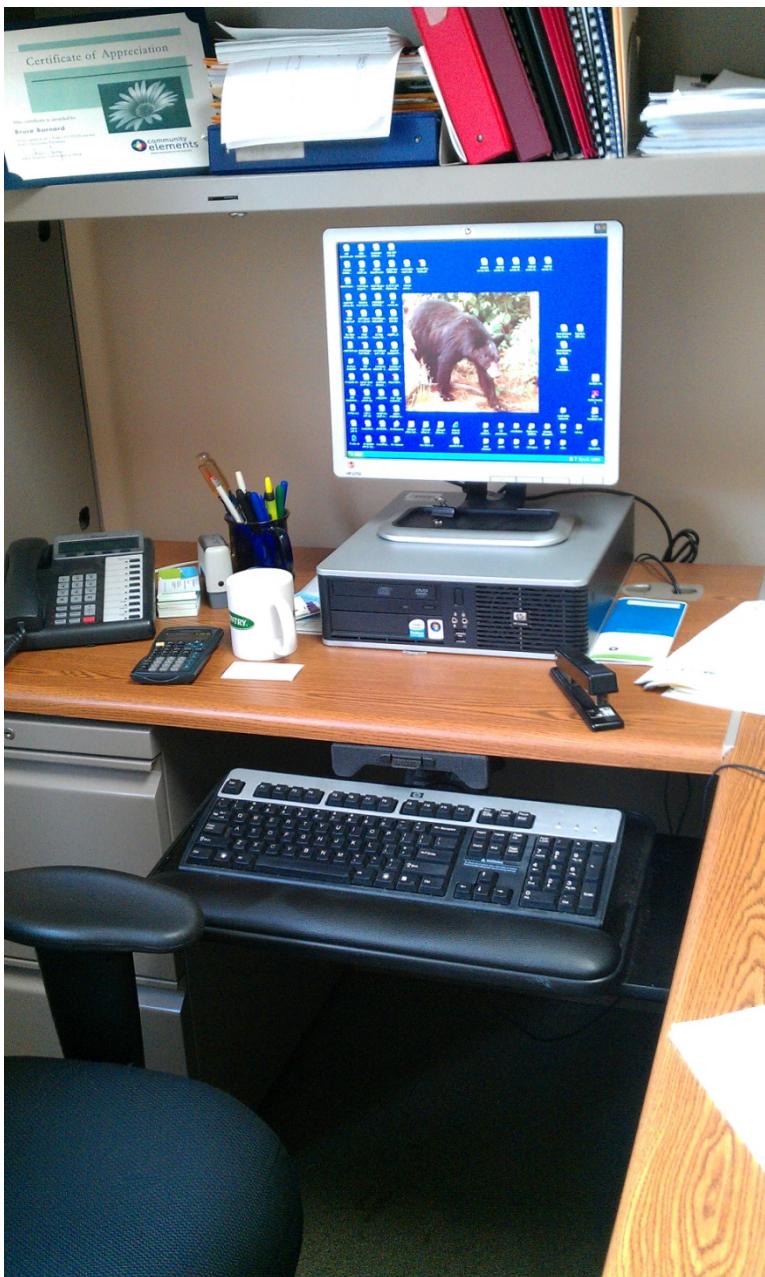
2 Map

Community Elements is headquartered and offers services at 1801 Fox Drive and 202 W. Park Avenue. It operates at least 12 other properties for supportive housing, many of which are displayed on the map below. However, due to privacy issues not all of the locations can be disclosed. The Park Ave. office and TIMES/Respite Center are centrally located in relation to Champaign's downtown area. The Fox Drive office is in a sprawling, corporate location. It has additional properties and offices in Rantoul, IL. Community Elements also works closely with many other health and social service providers in the Champaign-Urbana area.



Locations of main Community Elements properties.

3 Photographs



A PDS Slim staff computer at the Fox Drive location.



Community Elements' Fox Drive location.



Community Elements' Park Avenue location.



The TIMES/Respite Center.

4 Demographics of patrons or clients

Fiscal Year 2010 Statistics from the Community Elements website:

Total lives touched	7,852
Total nights of care at TIMES Center	20,441
Total nights of care at residential housing sites	18,254
Total Crisis Line calls	3,670
Total psychiatric and nursing visits	13,081
Total meals served at TIMES Center	63,941
Total nights of care at the Respite Center	1,233
Total Face to Face crisis encounters	1,766

5 History

Largely taken from the Community Elements website, with technology history added based on personal interviews.

1956: The Champaign County Mental Health Clinic opens its doors as a program of the Champaign County Mental Health Society. The clinic is operated by the society through 1966, when it changes its name to the Champaign County Association for Mental Health and splits off from the Mental Health Center.

1968: The Champaign County Mental Health Center incorporates on July 22, 1968.

1976: Mental Health Center operates in Mercy Hospital (Two West) and then later moves to the St. Mary's School Building where it remains until 1993.

1982: Services expand to Champaign County Correctional Center. Twenty-four hour crisis services to the county begin.

1984: The Center establishes a group home in Champaign to house up to eight seriously mentally ill adults. Parents Too Soon funding received.

1987: Purchases three computers for use by the accountant, the administrative assistant to the director, and the centralized data entry staff member. The majority of written work is completed by typewriter.

1990: The Center purchases an eight-unit, one-bedroom apartment complex in Urbana to house homeless mentally ill on a transitional basis.

1994: COMPEER volunteer program is formed for support to adults with psychiatric disabilities in conjunction with Champaign County Mental Health Association. The Mental Health Center and United Way is awarded AmeriCorps/CHART grant to plan services for the homeless mentally ill. HUD funds an 18-unit permanent housing complex in Urbana for individuals with psychiatric disabilities. Emergency Psychiatric Respite Center is funded and opened in April 1994. Two new facilities are identified and funded with bonds.

1995: The Mental Health Center Counseling and Personal Development service is initiated, incorporating Counseling Institute. Facilities move to new locations at 1801 Fox Drive and 205 West Park Avenue, Champaign.

Advent of the MIS Department to meet technology needs.

1996: Mental Health Center sponsors Homestead Apartments to the homeless and continues efforts to expand residential services.

1997: Mental Health Center incorporates the Men's Emergency Shelter (future TIMES Center) and the Volunteer Center of East Central Illinois into its structure. First accreditation by Joint Commission on Accreditation of Healthcare Organizations. A building is purchased on State Street to house Keystone, a consumer-run resource center. Purchases a home in Urbana as a supportive group home for women.

1998: Volunteer Center of East Central Illinois is hosted by the Mental Health Center. Homestead Apartments are opened for occupancy. Property for TIMES Center is donated. TIMES Center is developed as the replacement facility for the Men's Emergency Shelter. Compeer program is expanded to serve youth. Healthy Families program begins. The Housing Authority purchases 205 West Park and the Mental Health Center purchases the Champaign National Bank Building as a replacement. The Workforce Preparation Center is also housed in this new building.

1999: Affiliation with Provena Covenant Medical Center effective January 1st. Groundbreaking for new facility for TIMES Center at Washington and Market Streets.

2000: Opening of TIMES Center, Emergency Psychiatric Respite Center. Resurveyed by JCAHO, attaining score of 98.

2001: Property purchased in Rantoul for a HUD-funded, 18-unit permanent housing complex for individuals with psychiatric disabilities. Office opened in Rantoul for case management, counseling and psychiatric services. Compeer Volunteer and Match honored by Compeer International for a National Award.

2002: School-based services in Champaign Alternative Schools begin.

2003: Expands outpatient counseling and psychiatric services to Vermilion County through work with Provena United Samaritans Medical Center and expansion of System

of Care Services with DCFS. Assumes responsibility for Roundhouse Shelter from Children's Home and Aid Society. Opens the Village Apartments in Rantoul.

2004: TIMES Center loses emergency designation funding due to state legislature changes. Name changed from "Transitional Initiatives and Men's Emergency Services" to "Transitional Initiatives and Men's Empowerment Services." Partners with Best Interest of Children to expand Family Conference programs. Expands behavioral health services through partnerships with Christie Clinic and School Based Health Clinic in Urbana.

2005: Restructures organization to focus on Champaign County core services. Ends affiliation with Provena Health Central Illinois Region effective January 1st. Vermilion County services are transferred to existing agencies. Expands Prevention services.

2010: Changes name from Mental Health Center of Champaign County to Community Elements to more accurately reflect the diversity of services and the degree to which the organization is involved in the community.

6 Technology inventory

Technology Element	Staff
Desktops	150 PCs
Laptops	60 PCs
Telephone	<ul style="list-style-type: none">• Toshiba digital phones• Cell phones• Teleconference phones• TDD• Panasonic PBS (TIMES/Roundhouse)
Fax	Yes
Scanner	Yes
Printers	<ul style="list-style-type: none">• Yes• Label Printers
Projector/LCD TV Screen	Yes
Software	<ul style="list-style-type: none">• Microsoft Office Suite• Outlook• Publisher• Access• Accounting—GL/AR software• Reporting—Crystal Reports• Form Creation—Omni, Visio, Adobe Reader, Adobe Pro, Adobe Creative Suite• Network Management Software• Server Software• File Backup Management• Clinical Scheduling• Essential Learning—HR Training• Paylocity—Payroll/Benefits
Internet	Yes
Server	<ul style="list-style-type: none">• 9 servers, including 1 at TIMES Center• Exchange server

Website	<ul style="list-style-type: none"> • Updated with photos, information, and opportunities • Professionally designed by SURFACE 51, a local PR/Brand Identity company • Will be expanding with more client resources
Databases	<ul style="list-style-type: none"> • Medical Records • Billing • MEDI (HFS website, Medicaid client) • Intranet site for staff • Crisis Line intranet website for volunteers • Local databases created using Access
Social Media	<ul style="list-style-type: none"> • Facebook page regularly updated. • Twitter icon on website, but no active account.
Routers/Switches/Wireless Access Points	Yes
Copiers	Yes
Credit Card Processor	Yes

	Down	Up
Speedtest.net	42.21 Mbps	4.35 Mbps

7 Analysis

Community Elements is a nonprofit 501(c)(3) organization located in Champaign, IL. It is primarily a mental health organization, but offers a broad array of comprehensive social services. Consequently, it recently changed its name from Mental Health Center of Champaign County to Community Elements to more accurately communicate what the organization does, show how it incorporates itself in the community, and reduce the stigma of seeking mental health services. They serve “families, individuals, neighborhoods, and communities,” (Community Elements Facebook page) through counseling, psychiatric care, a 24-hour Crisis Line, and crisis clinicians. Their multiple community programs include Roundhouse, Homeless Youth, Supportive Transition Empowerment Program (STEP), TIMES Center Level II Transitional Living Program, Homestead apartments, the Permanent Housing Assertive Community Treatment program (PH-ACT), Elm St. Apartments, Carroll Ave. Apartments in Urbana, Village Apartments in Rantoul and the three 24-hour group homes (“Our Services,” Community Elements webpage).

This study focuses on the technology use and function of the three main Community Elements locations in Champaign: the offices on Fox Drive, the offices on Park Avenue, and the TIMES/Respite Center on Washington Street.

The Fox Drive office houses most of the administrative staff offices and serves clients through psychiatric and psychological care. The history of IT use at Community Elements reveals a bit about the objectives of the organization as a whole and how they attain them. According to a current MIS employee, in 1995, “[a]ll the computers and information technology were under the financial department ... and [we] really knew that we had the need to split off from that.” The MIS department was created in 1995 in response to the rapid advance of technology. Community Elements connected to the Internet for the first time in 1996 with a dial-up modem and changed a to T-1 line in 2001. By 2004 they had a small network in place; the network was able to grow more

successfully and change from Novell to Microsoft when they hired a network administrator in the same year. The Terminal Services/Remote Desktop was put in place in 2007, allowing staff to enter their own clinical data. Today Community Elements has over 150 Desktop computers and 60 laptops connected in a LAN and utilizing a Comcast Business Class Broadband connection. The network administrator does all of the technical support for the 160–170 member staff, while the IT supervisor and computer data assistant address software issues.

The Park Avenue site is also home to offices and various mental health services in a more central location. It is connected with Fox Drive through a T-1 line in order to access the LAN and the servers so that staff can enter data on the Remote Desktop. This site also contains a small, private room for approved client computer use. Though the number of computers has dwindled from four to two, certain groups use the computers on a regular basis. Staff here rely heavily on the phones to answer the Crisis Line and the Intranet website to access resources for those seeking help.

The TIMES Center is a homeless shelter for men and stands for “Transitional Initiatives and Men’s Empowerment Services.” It is adjacent to the Respite Center, an emergency mental health facility that houses individuals for periods of up to two weeks. public Internet access is not a priority here because of the short-term length of stay. TIMES Center began as an outreach of McKinley Presbyterian Church and was called the Emergency Men’s Shelter. It soon grew to need programming and TIMES Center was opened in its current location in 2000. Today it provides emergency services for homeless men in need of food and shelter. They serve three meals a day to anyone in the community who is hungry and offer beds to 50–60 men every day of the week. They also provide optional programming related to the pursuit of life skills, a job, and an education for men who express a desire to live on their own. Though TIMES Center receives some government grants, it relies heavily on cash donations and volunteer services for meals, goods donations, and labor. Though it does have a few computers, they are outdated and the server is quite old. The men prefer to use the local public libraries for Internet browsing due to the availability of quality computers with a fast Internet connection. In addition, many make use of the state facility for job searches on Mattis Avenue and Bradley near Parkland College. The TIMES Center board relies heavily on an Internet connection to conduct business and schedule meetings. According to a Community Elements’ consultant, they would like to expand the amount of computers at TIMES Center to give the men, “[b]etter access to self-help resources that are online, to job resources, department of employment security, etc.” However, Internet is not a priority at TIMES Center because it is easier and more affordable to outsource job searching and Internet use, especially because the men’s computer skills vary from completely computer literate to illiterate.

Overall, Community Elements’ biggest issues across the board are funding related. Both the parent organization and the smaller organizations within Community Elements are in need of funds. The TIMES Center especially struggles to maintain funding, in light of recent state budget cuts (Pettrella). Two specific needs include a possible clothing donation center and more money for bus passes. They are also trying to create a more representative board that includes members from many different areas of the community.

Community Elements has several current technology goals. Their website is undergoing changes to match their new name and appearance. The website will also be a place to list resources and practices for mental health needs for clients. On the staff side, they are currently transferring their clinical database from CIS to an integrated system that allows complete access to a client's medical records for approved professionals. Though many of their medical records are still on paper, they want to have full electronic medical record implementation within one to two years. Tele-psychiatry, or psychological services via the phone or Skype, is another possible form of care being considered. They also want to provide public access to computers at kiosks in the main lobbies of their office buildings. A computer could serve as a triage for incoming patients and as a method of providing educational material about mental health. In the HR waiting room, a computer could be available for people who would like to come in and apply for a job.

Community Elements definitely exhibits a need for UC2B. With so many operations across such a wide area, connectivity to the Internet and to each other should be a priority to maintain the organization unity. Therefore, ideally, all of their properties in their various locations would be considered anchor social institutions. In addition, UC2B may help expand the resources available to clients, whether they are homeless or have mental health needs. However, any new implementation of technology must be extremely user-friendly. Says the IT supervisor: "Our people specialize in people, [not technology]." However, technology can be a valuable tool to even the most computer-illiterate person who has a heart for people. Luckily, the staff and patrons at Community Elements have access to an excellent team of IT professionals. They work for an organization that makes technology a priority in order to do get their job done well and make a difference in the lives of individuals.

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3: Crisis Nursery

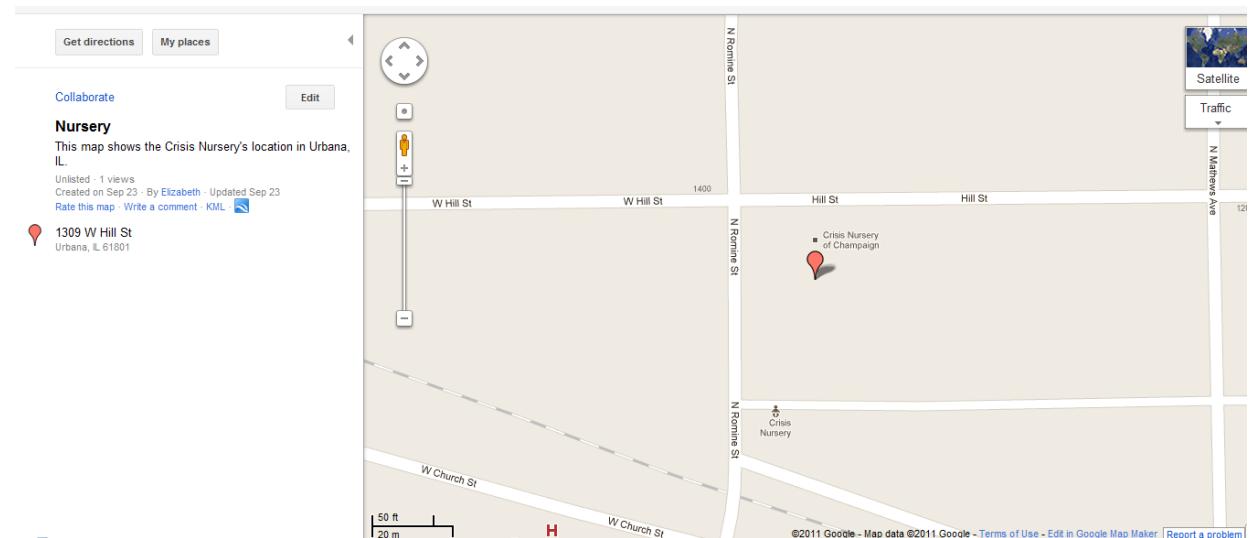
Elizabeth Osisek

Master's student, GSLIS

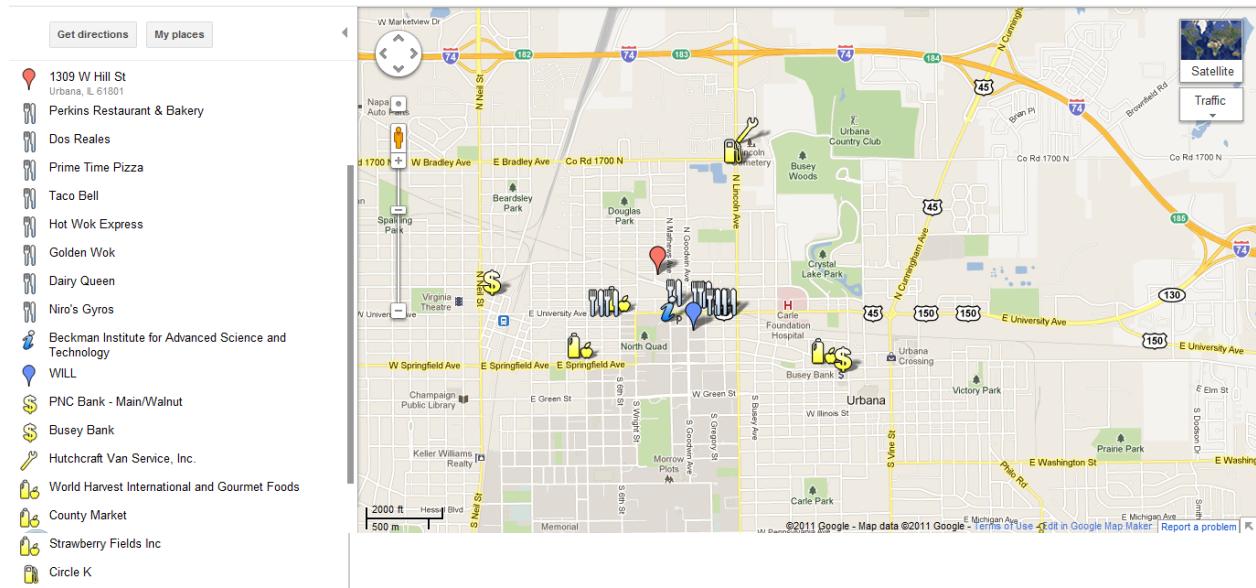
1 Executive summary

The Crisis Nursery's mission is to "create an 'Island of Safety' dedicated to the prevention of child abuse and neglect by providing twenty-four-hour emergency care for children and support to strengthen families in crisis." The current technology available at the Crisis Nursery sufficiently meets the staff's needs to aid their patrons, and staff members also take advantage of social networking opportunities for both advertisement and outreach. For this reason, the broadband service provided by the Urbana-Champaign Big Broadband Project (UC2B) may not have a significant effect on the Crisis Nursery's daily operations. However, many of the Crisis Nursery's clients are from low-income families that do not have Internet access. Therefore, the products of UC2B could greatly impact the Crisis Nursery's clientele, both by providing Internet access to clients who currently do not have it and by increasing potential clients' awareness of the Crisis Nursery and its services.

2 Maps



The Crisis Nursery's location in Urbana.



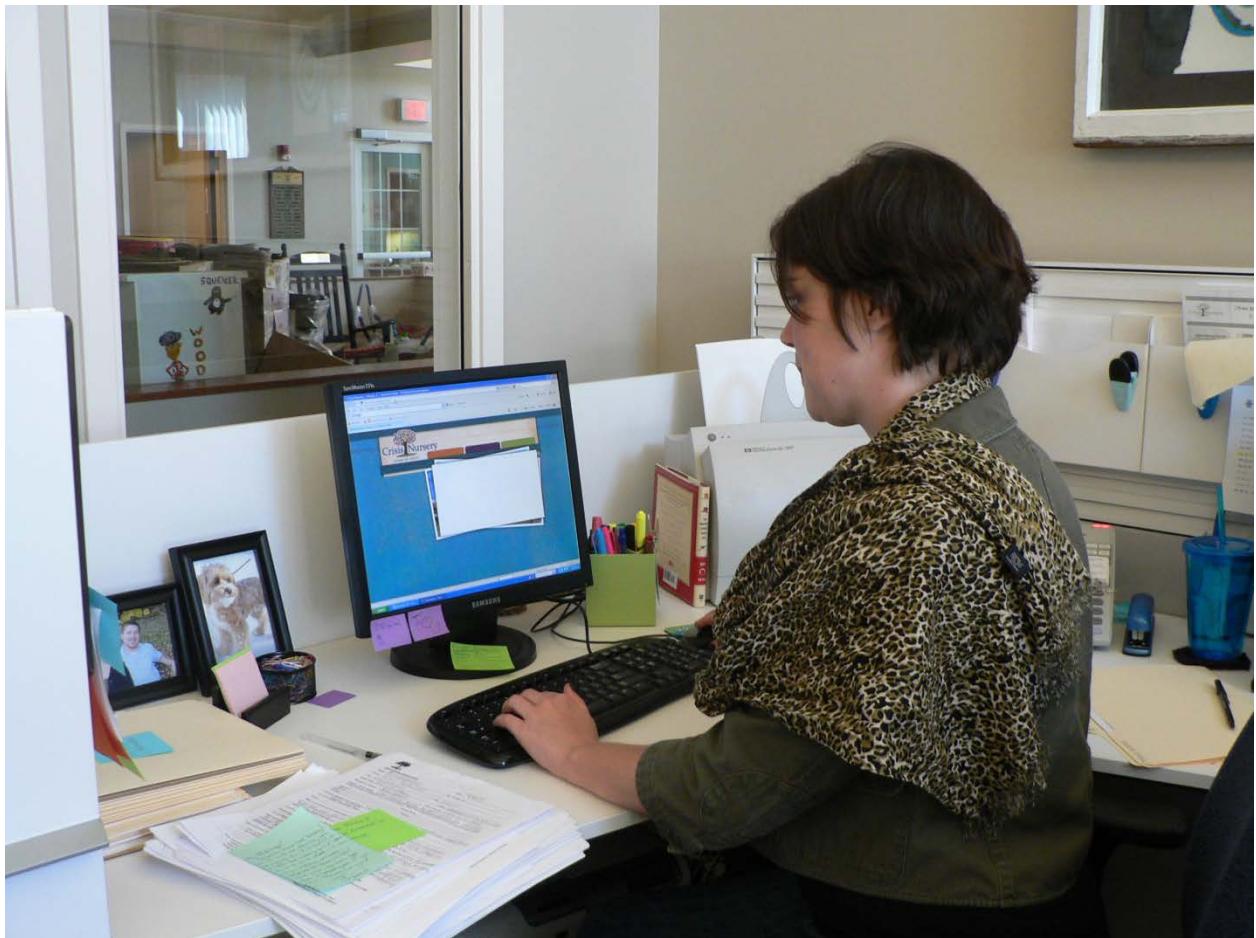
The location of the Crisis Nursery in relation to nearby businesses. Key:

- = Restaurant
- = Academic building
- = Point of interest
- = Bank
- = Auto repair shop
- = Grocery store
- = Gas Station

3 Photographs



Outside the Crisis Nursery, 1309 West Hill Street, Urbana.

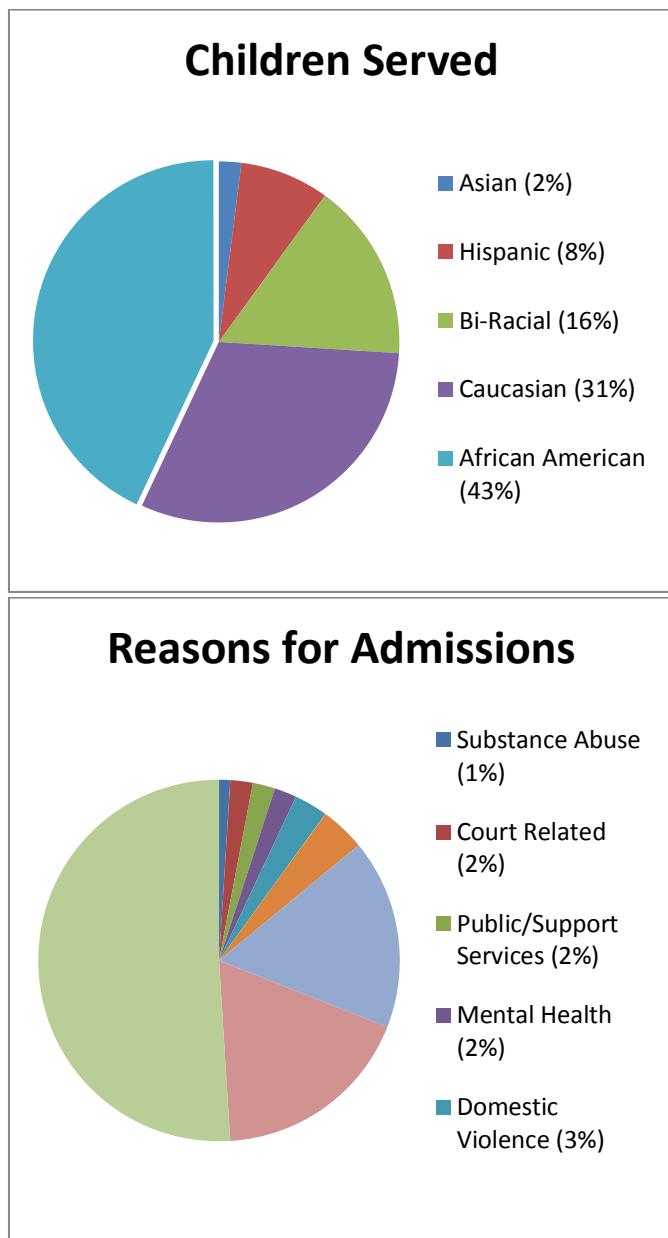


Executive Assistant Erika Weiss browses the website, www.crisisnursery.net, on one of the computers in the main office. There are four stations similar to this, plus three private offices connected to the main office with the same type of desktop computer.



The playground and sensory gardens provide lots of outdoor fun and learning for children at the Crisis Nursery.

4 Demographics



Data from Crisis Nursery Annual Report for Fiscal Year 2010 (Crisis Nursery Financial Summary, 2010).

4 History

The Crisis Nursery was incorporated on December 14, 1983. Much of the work to open the Crisis Nursery was done by a nurse at McKinley Health Center and a social worker at Burnham Hospital beginning in 1981. When Burnham Hospital closed in August 1992, the Crisis Nursery relocated to a house donated by Provena Covenant Medical Center at 1409 East Park Street, Urbana. The Crisis Nursery has maintained close ties with Provena, who donate extensively to the organization and pay for the office's phone system. To accommodate its growth and the needs of the community, the Crisis Nursery

moved to its current location at 1309 West Hill Street, Urbana, in February 2001, doubling its size and its capacity to serve families in need (Crisis Nursery).

In 1993 the Crisis Nursery received the Congressional Point of Light Award, which “recognizes individuals, groups, and organizations who work together ‘with little or no pay or recognition’ to address serious social problems” (Crisis Nursery). Over the years the Crisis Nursery has been granted several other awards for community service, including the Governor’s Cup Award for the best community volunteer program in the state of Illinois in 2002, the President’s Award for community service in Champaign County in 2009, and the Helen R. Weigle Award for Innovations in Children’s Programming in 2009 (Crisis Nursery, Crisis Nursery Financial Summary 2009). The Crisis Nursery has also won two contests in the last two years—the “Office Needs for Good Deeds” contest in April 2010, a nationwide contest which gave the Crisis Nursery an office makeover worth \$75,000; and a \$10,000 website makeover contest in August 2010 (Crisis Nursery Financial Summary 2010; “Urbana’s Crisis Nursery”; Record; Sizer; Weiss). The fruits of these contests have helped the Crisis Nursery keep its office space and materials up-to-date.

Last year the Crisis Nursery transitioned from a website that “didn’t look sophisticated at all, and didn’t really have any useful information,” to “a really state-of-the-art Website” that allows potential clients to read about the Crisis Nursery’s programs, view photographs, and even take a virtual tour of the Crisis Nursery. The website also provides volunteers with access to paperwork online and allows donors to make donations without writing a check (Weiss; Record).

In addition to using the new website, staff members actively post to the Crisis Nursery’s Facebook page and Twitter account to keep clients, volunteers, and donors informed. They send out monthly e-newsletters as well as biannual paper newsletters for those who are not as active online (Record). While their online presence is very modern, the software available in their office is “outdated and not the most cutting-edge technology” (Weiss). The Crisis Nursery is currently “in the process of updating a lot of things” technologically (Weiss).

In addition to updating technology, the Crisis Nursery has added new programs and ways to donate in the last few years. In July 2008 it implemented the Beyond Blue program to assist mothers experiencing perinatal depression, and in 2010 they added two new child program enhancements—a Spanish-speaking parent-child interaction group and canine therapy (Crisis Nursery Financial Summary 2009; “Crisis”; Crisis Nursery Financial Summary 2010). Additionally, the Crisis Nursery Fund was added to the Illinois State Tax Form as a Make “Giving” Easy! option in 2009, so Illinois tax payers can donate to Crisis Nurseries of Illinois via their IL-1040 form. This raised nearly \$38,000 from Illinois taxpayers from 2009 to 2010 (Crisis Nursery Financial Summary 2009).

Today, the Crisis Nursery continues to be an “Island of Safety” for families in crisis situations. As the Crisis Nursery updates its technology, Executive Assistant Erika Weiss says there is a challenge in “moving into the twenty-first century and keeping our grassroots history because that will always be a part of what we are. We still want to look towards the future and grow and expand and keep serving our community” (Weiss). The Crisis Nursery’s staff and board members all seem to face this challenge with confidence.

6 Technology inventory

Desktops: 11

- One per administrative staff member
- One in the program office

Laptop: 1

Microsoft Outlook

- E-mail
- Scheduling

Microsoft Office

File Maker

Databases

- Results Plus for donors
- Separate database for clients and their demographics
- Databases not integrated

Small business server

Tech Support: MCS Office Technologies

Telephone System: AT&T, paid for by Provena Covenant Medical Center

Website: <<http://www.crisisnursery.net>>

- Website makeover August 2010
- Staff blog about once a month
- Donors can make donations online
- Volunteer paperwork available online
- Photographs, stories, and virtual tour available online

Facebook page: <<http://www.facebook.com/crisisnursery.fanpage>>

Twitter page: <http://twitter.com/#!/crisisnursery>

Website	Download Speed	Upload Speed
speedmatters.org	2500 bps	413 bps
speedtest.net	2.25 Mbps	0.41 Mbps

Forms

Online	Paper
Volunteer paperwork	Volunteer paperwork
Monthly e-newsletter	Biannual paper newsletter
Website, Facebook page, Twitter page	Brochures
Ability to make donations	Ability to make donations

7 Analysis

The Crisis Nursery in Urbana is a well-established community organization that may not be significantly affected directly by the Urbana-Champaign Big Broadband Project. The organization has sophisticated technology resources, which include multiple desktop computers, multiple databases for client and donor information, and software that allows staff to work with this information with relative ease. Provena Covenant Medical Center, an institution that has worked closely with the Crisis Nursery since it relocated in August

1992, pays for the AT&T phone system that the office uses, and MCS Office Technologies provides good technology support when needed.

The Crisis Nursery does not appear to need the broadband service that UC2B will provide. The office is equipped with high-speed Internet (download speed is around 2.25 Mbps and upload speed around 0.41 Mbps), and staff use the Internet for advertising, networking, and communication. The computers are equipped with Microsoft Outlook, which allows staff members to send e-mails, e-newsletters, and other correspondence. Last August the Crisis Nursery won a website makeover contest, and their new website allows visitors including clients, volunteers, and donors to learn about the Crisis Nursery's services, view photographs of the site, take a virtual tour, and even make donations online. The website also allows staff to blog and volunteers to submit paperwork with ease. Additionally, the Crisis Nursery has a Twitter account and a Facebook page that staff members have utilized in the past to notify followers about upcoming events and even to send out a plea for donations when someone who had promised to donate Thanksgiving dinners backed out at the last minute. Thus, the Crisis Nursery's technology resources appear to be sophisticated enough that faster broadband will not have a huge impact on the staff's daily operations.

While the Crisis Nursery itself may not be directly affected by UC2B, the project could make a big difference in the daily lives of its clients and could potentially bring more clients. Many of the Crisis Nursery's current clients come from low-income families that may not have Internet access, and the broadband service provided by UC2B could allow these clients to learn more about the Crisis Nursery and similar services that could help them with the crisis situations that they face. This could include access to legal information, financial help, or even psychological help, depending on the individual client and his or her situation. Moreover, bringing broadband service to these populations could increase the number of potential clients who are aware of the Crisis Nursery's services, and thus could increase the number of clients the Crisis Nursery receives. Therefore, while the daily operations of the Crisis Nursery's staff may not be directly affected by UC2B, the project could have a huge impact on the Crisis Nursery's client base.

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4: Cunningham Children's Home

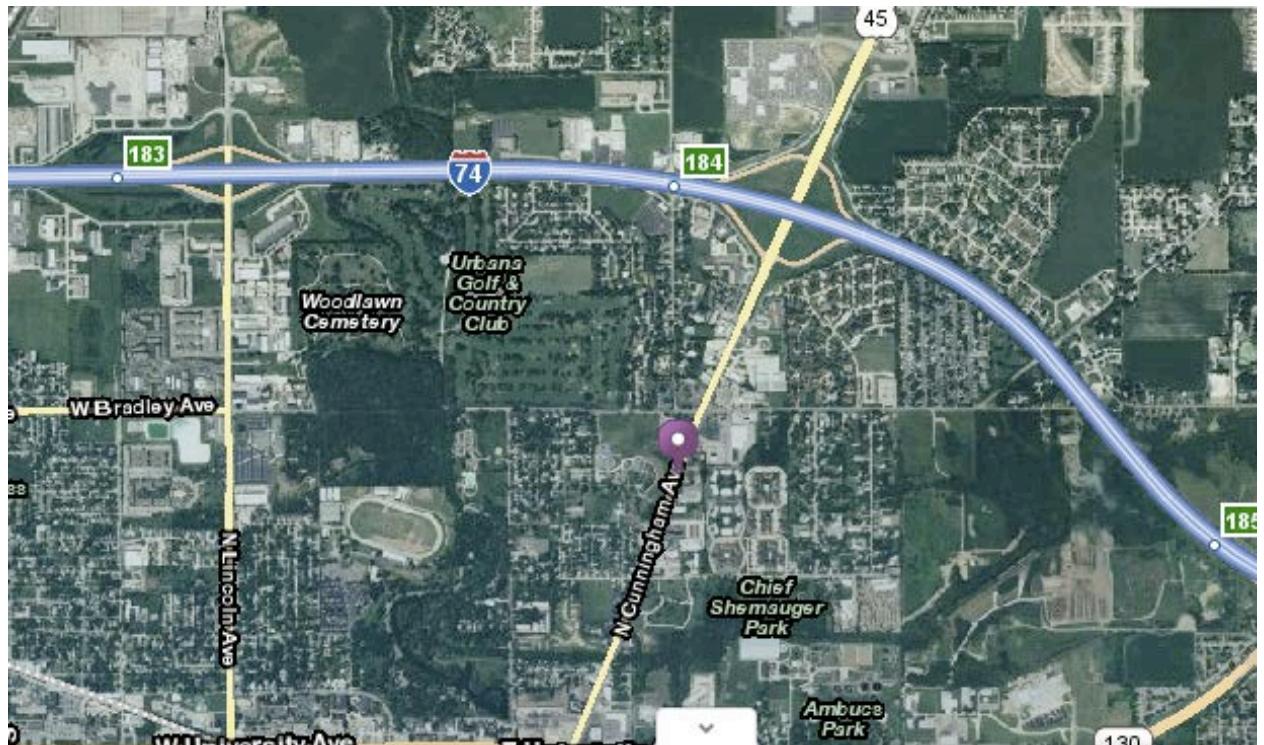
Claire Griebler

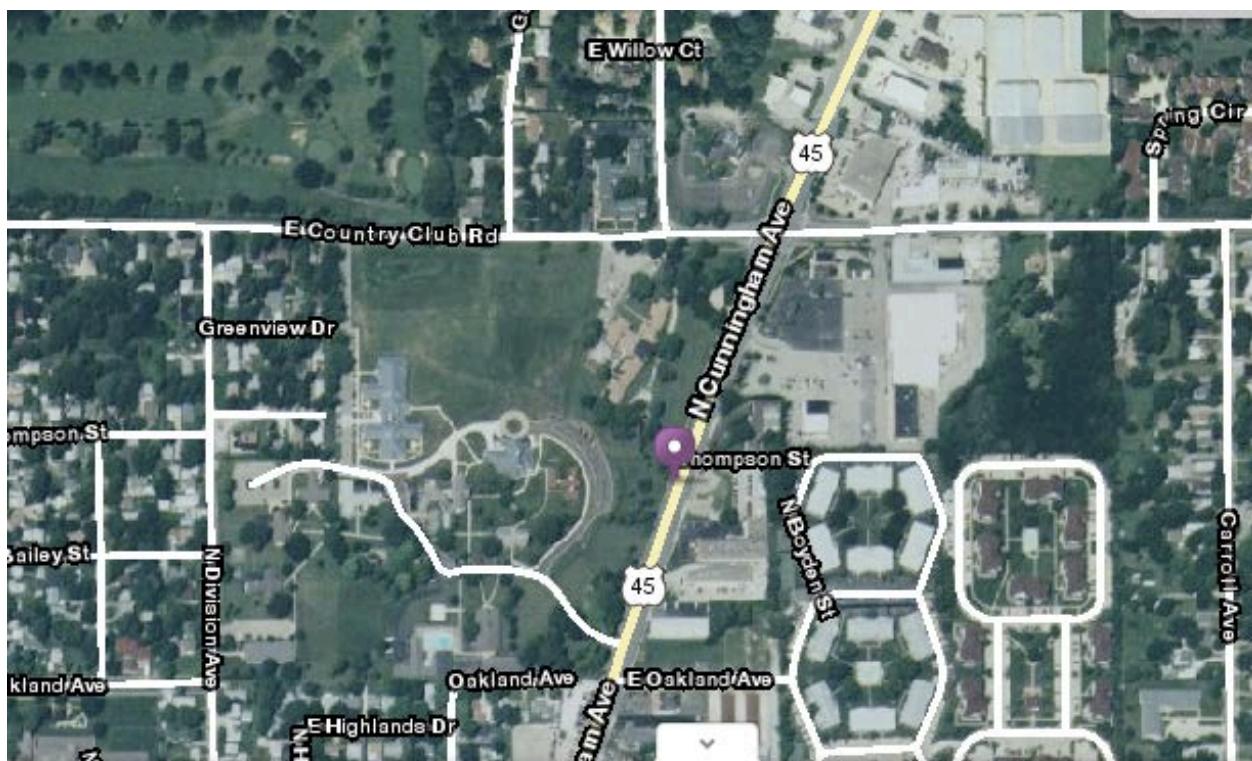
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1 Executive Summary

The Cunningham Children's Home has been a part of the Urbana-Champaign community since 1895. While it started out as an orphanage, the Cunningham Children's Home now provides residential and education services to severely emotionally disturbed children. They also offer transitional living and independent living opportunities, foster care, and a treatment school. With information technologies come a host of privacy issues for this HIPPA-compliant organization. As of fall 2011 they have plans to build a \$25 million school to improve their facilities, placing the acquisition of current technology at the top of their list. However, due to funding restrictions Internet speeds are currently not as quick as some staff would like; the affordability of UC2B could thus benefit the organization greatly.

2 Maps





3 Photographs



The Gerber School: it provides special education services to the residents of the Residential Treatment Program (children in grades 4–12).

<http://www.cunninghamhome.org/about/tour/gerber.htm>



The Administration Building, where the administrative offices are located.

<http://www.cunninghamhome.org/about/tour/administ.htm>



The Circle Academy, which serves nonresidential students who live at home and are bussed to Cunningham Children's Home by area school districts.

<http://www.cunninghamhome.org/about/tour/circle.htm>



The Residential Treatment Center, which includes 2 residential units that house up to 10 boys each and one residential unit which houses up to 10 girls. It also contains a clinical services wing, including therapy offices, a health clinic and nurses' offices, play therapy room, intake/admissions, and program administration. <http://www.cunninghamhome.org/about/tour/RTC.htm>

4 Demographics

The Cunningham Children's Home serves youth of the community ages 6 to 21. The organization currently has 50 children who live on the main campus as residents. Seventy children attend day they live in the community. Thirteen children live in the specialized foster care program.

5 History

The Cunningham Children's Home has been around since 1895. When it first opened, it was an orphanage. In 1949, the Cunningham Children's Home began its transition from an orphanage to a residential treatment center. The superintendent at the time had the goal of transforming the campus into a treatment center. She introduced a professional social work philosophy and techniques to Cunningham Children's Home. Because of her work, the Cunningham Children's Home eventually met the 1964 Child Welfare of America League definition of a treatment center with social work and therapeutic focus.

6 Technology inventory

220–250 desktop computers
10–12 laptops
Microsoft Office 2003
Microsoft Windows XP
Windows 7

Staff Computer	Download Speed	Upload Speed
Speedmatters.org	1106	4805
Speedtest.net	1.38 Mbps	5.34 Mbps

7 Analysis

With plans to build a \$25 million school in the hopes of improving their facilities, the Cunningham Children's Home is certainly placing the acquisition of current technology at the top of their list. The CEO of the Cunningham Children's Home, said, “[The new school] will be three times the size of our biggest building on campus now. As we continue our plans, we need to look at the technology that's going to have to be required for this school.” Because the Cunningham Children's Home is a nonprofit organization, raising the funding for this project seems daunting. However, they are confident that with sufficient planning they will attain their goal.

Internet speed is also an issue for the Cunningham Children's Home. The CEO defined Internet speed as one of their main challenges, saying, “We are a frugal agency and we need to be because our funding is so constrained. We continue to have concerns and complaints from staff that the system is too slow, particularly during peak times.” The children are the first priority at the Cunningham Children's Home, suggesting that increasing Internet speed for the staff is not a top priority for the organization.

With over 15 buildings on their campus, staying connected via the Internet is a big issue for the Cunningham Children's Home. They even stay connected to buildings that are off-campus. The head IT staff member, said,

We have three locations that are group homes, houses for our older kids that are trying to move to a less restricted setting. Those are in the community, not on our actual campus, so we have the connections to those as well for our computer system for the staff to use. The staff in those locations needs to be able to get on our email system and our Microsoft Office system and the client management system, things like that.

Due to the confidentiality of its clients/patrons, the Cunningham Children's Home has some issues with technology and privacy. For example, this came through when the CEO discussed remote access:

With remote access you have a host of security issues and concerns. HIPPA, the Health Insurance Portability and Accountability Act, is the federal statute regarding the confidentiality of client records. We live and breathe HIPPA here. So say you're a therapist and you're at home and you're working on a treatment or a mental health assessment and then you leave your computer and you leave a document up. Then someone else goes to use the computer and now they have access to that confidential information.

Remote access, therefore, continues to be an ongoing debate for those working at the Cunningham Children's Home. While many would like to be able to work from home, it may not be an option due to the possibility of violating HIPPA.

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5: Developmental Services Center

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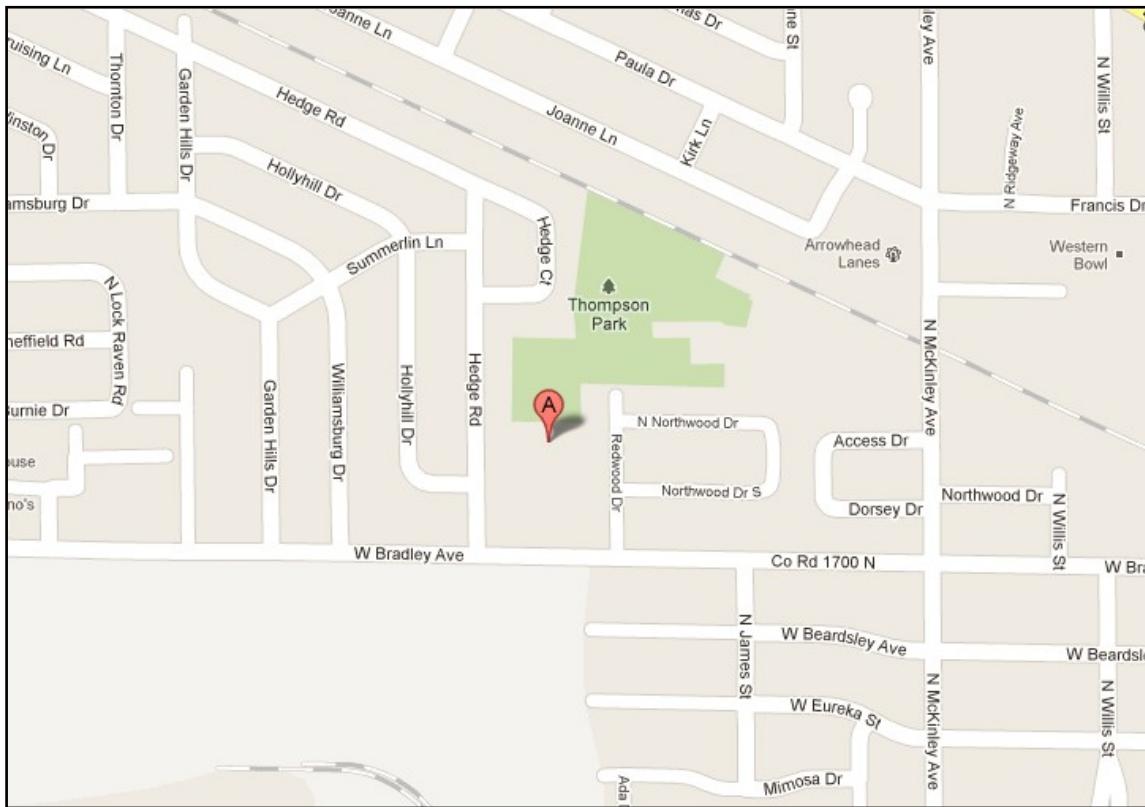
1 Executive summary

The Developmental Services Center (DSC) is a comprehensive organization that provides services and supports to children and adults with developmental disabilities. The 180–190 -person staff serves approximately 1,300 consumers a year and of these about 300–350 each day. DSC manages 14 facilities including group homes, work/training sites, and apartment complexes, as well as the variety of services including case management, family support, residential, developmental training, and employment training.

Everything DSC does revolves around their mission: “to enhance the lives of individuals with disabilities by providing services and supports which enable them to live, work, learn and participate in their communities.” The organization is focused on providing for consumers first and staff second, especially in terms of technology where often the most up-to-date technology can be of the most help to consumers. Fund-raising is always a prime area of concern and activity. There are already waiting lists for most DSC’s services and continuing to diversify and expand fund-raising is a major push going forward.

DSC imagines UC2B could help them in a variety of ways. Connecting all or most of their facilities could potentially allow them to do more live chats with their work facilities and between caseworkers and their families. Faster speed would also greatly benefit the clinical staff and help the organization make the best use of its already robust technology inventory.

2 Maps



This Google Map shows the location of the Developmental Services Center within its neighborhood.



This Google Map shows the location of the Developmental Services Center in the greater Champaign area.

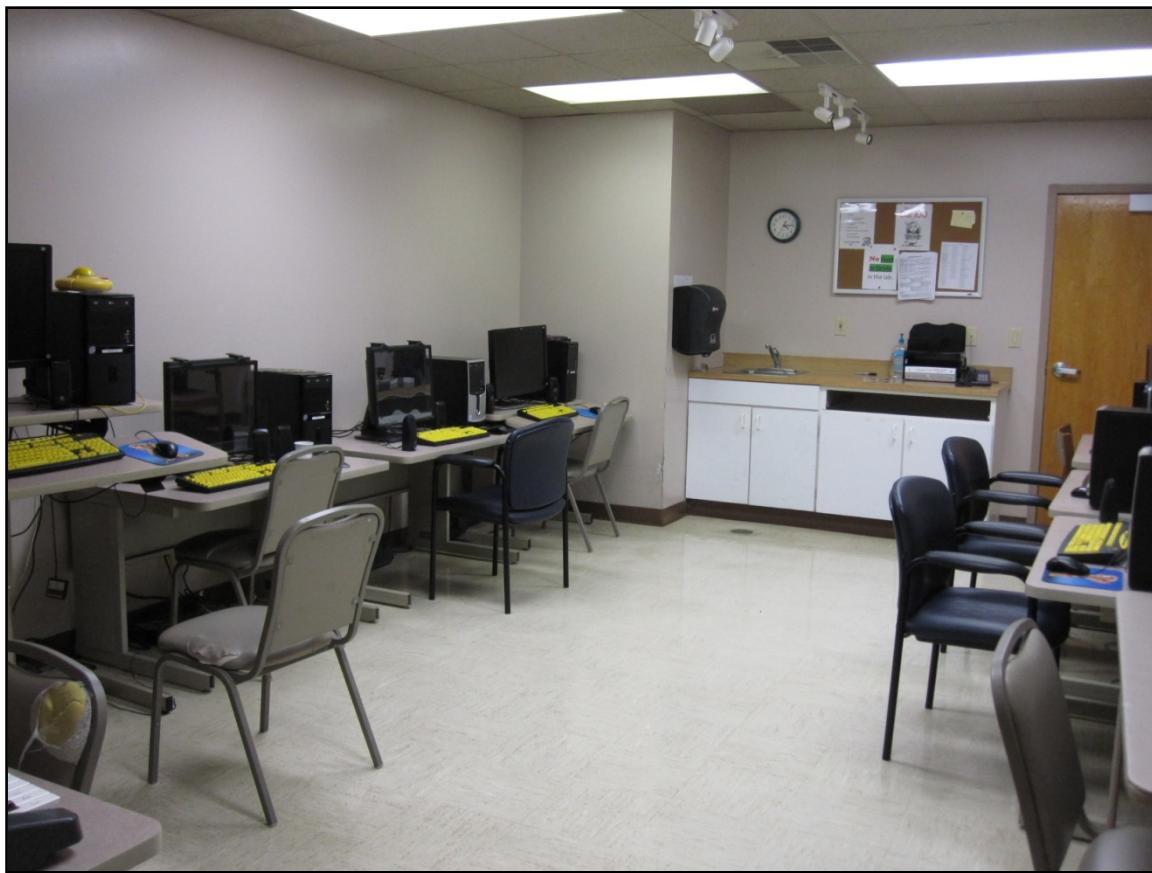
3 Photographs



The outside of the Developmental Services Center main office.



This is an example of what staff computing looks like at the Developmental Services Center.



This is the consumer computer lab at the Developmental Services Center main office.



This is the server room at the Developmental Services Center main office.

4 Demographics of patrons or clients

According to the staff, The Developmental Services Center has between 180–190 staff that serve about 1,300 consumers a year, and approximately 300–350 consumers a day.

5 History

According to the Developmental Services Center (DSC) Website, DSC was officially created in 1972 and brought together what had been four separate organizations: The Champaign County Rehabilitation Center, Happy Day School, Mayor's Action for Retarded Children, and the Togetherness Club.

Champaign County Community Rehabilitation Workshop. The Champaign County Community Rehabilitation Workshop was founded in 1962, led by Champaign's Mayor Emmerson V. Dexter. The workshop began with five clients, a volunteer Director, and rent-free space sponsored by the Holiday Inn. The first major donation to the workshop (\$5,000) came from the Junior Service League. Volunteers operated the workshop from 12:30 p.m. – 4:30 p.m. five days a week and the first contracts included sharpening knives, sorting coupons, and repairing Coke cases. By the end of the first year the workshop had 14 clients.

In 1962, the organization moved to a vacant wing of the Outlook Sanatorium and the name was changed to the Community Rehabilitation Center. In 1963, the center and the

State of Illinois Division of Vocational Rehabilitation (DVR) signed their first working agreement.

In 1966, the staff grew to three full-time positions and the center was serving 30 clients. In the first four years of the center's operation, more than 104 people received services. In July of this year, the name was changed again, this time to the Champaign County Rehabilitation Center (CCRC) and the center became a member agency of the United Fund (now the United Way).

In 1969, the CCRC moved again to accommodate an increase from 28 to 50 clients.

Happy Day School. In 1960, the Champaign-Urbana Association for the Mentally Retarded was created by a group of six to eight families, assisted by an advisory group, to complement the Unit 4 Special Education classes provided to children aged 7-15. The Happy Day School began with a day care center serving three children ages three to five, and with an activity class in the afternoon with children over 14 in space donated by the First Presbyterian Church in Champaign.

In 1961, Happy Day School hired their first full-time teacher, and in 1962 the first major donation came from the United Commercial Travelers and Junior Woman's Club. In 1963 the first Executive Director was hired. By 1965, 50% of the budget was funded by a Grant-in-Aid program from the State of Illinois Department of Mental Health and staff included a director and four teachers. By 1965, Happy Day School day care was serving 18 children and the activities class had 8 students.

The Mayor's Action for Retarded Children (MARC) and Togetherness Club. The Mayor's Action for Retarded Children (MARC) and Togetherness Club programs were founded by members of the Champaign County Rehabilitation Center and Happy Day School, respectively. In 1966, Mayor Emmerson V. Dexter began the MARC program, a four-week summer camp at Lake of the Woods designed for handicapped children over five. In 1967, the Champaign County Association for the Mentally Retarded (CCAMR), later the Champaign County Advocacy & Mentoring Resource, took over the MARC program. In 1967, the City of Rantoul and both Champaign and Urbana Park Districts began providing support. In 1969, 18 people attended the first Togetherness Club meeting, a club sponsored by the CCAMR that was designed to provide "recreational and cultural enrichment activities to handicapped teenagers and young adults in the area."

Recent History. In 2006, two new group homes, funded by a county developmental disabilities tax implemented in 2004, opened in Champaign. These homes took 13 new clients and 3 existing clients from other group homes (Wurth, *The News-Gazette*).

By 2007, DSC was helping 1,300 people a year, about a 50% increase from 2004. And in 2008, DSC served 1,400 people (Wurth, *The News-Gazette*).

6 Technology inventory

Hardware	Software
145 computers	Great Plains Accounting
5 servers	PAYCHEX Payroll

3 laptops	Encompass Client Tracking
Projector	Microsoft Windows XP/7
Copier/scanner	Microsoft Office 2003/2007/2010
Telephone lines integrated into e-mail	Microsoft Server 2003/2008
T-1 line between main office and Rantoul	Microsoft Internet Information Server
T-1 line between main office and Clark Road	Children's Medisoft
	Twitter (http://twitter.com/#!/cuDSC)
	Facebook (https://www.facebook.com/groups/139556559185/)

	Speedmatters.org	Speedtest.net
Download Speed (Mbps)	3.275	3.03
Upload Speed (Mbps)	.366	.44

7 Analysis

The Developmental Services Center (DSC) provides services and support to adults and children living with developmental disabilities. The organization was excited about UC2B and very accommodating when it came to creating this case study. According to our interviews with the CEO, Executive VP of Support Services / CFO, and a board member, DSC is a comprehensive organization. DSC maintains a large number of facilities. The main office is in Champaign, along with two buildings that house consumers; there is a major training/production facility on Clark Road; there are seven group homes throughout Champaign-Urbana; and there is a twenty-four-unit apartment building in Urbana, another group home in Rantoul, and another work/training site in Rantoul.

Everything DSC does revolves around their mission. The organization provides a wide array of services and support to their consumers including, but not limited to:

- case management
- general family support
- supporting families with children who have, or are at risk for, developmental delays
- individual instruction
- developmental training
- group homes and supported apartments
- vocational training
- employment training

These services are multifaceted and a simple list does not illustrate the scope and complexity of their work. For example, when looking specifically at employment opportunities, consumers can be helped in a variety of ways. DSC provides services around obtaining employment, educating employers, supporting employers, job training, and continuing support for the hired. In addition, one part of DSC's organization is its business operations, which hire consumers to work in one of DSC's three services areas: mailing, packaging, and soap manufacturing. These work centers often run a profit, and this money allows DSC to provide even more services as an organization.

DSC, much like other organizations in the state of Illinois, must constantly worry about funding. The organization has been having trouble being paid by the state in a timely manner and there are always threats of cuts from the state. Although the organization is fortunate to have diversified their sources of funding in the past, the loss of support from the state has made fund-raising a prime area of concern for the organization. There are already waiting lists for most of DSC's services and continuing to diversify and expand fund-raising is a major push going forward.

In terms of technology, we learned that DSC has been working for the last 20 years to utilize technology in a way that will best help their consumers. It is difficult for DSC to keep technology and software up-to-date, especially when individuals with disabilities have such specialized needs and often it is the newest technology that will help them. For example, during our interview we learned that iPads are on the cutting edge of creating technology designed for people with autism. Although DSC does not have the funds to provide that kind of technology currently, they are focused on consumer technology first, staff second.

During our interview, when thinking about the potential long-term benefits of UC2B, DSC staff did not hesitate to dream big. Having all of their many facilities connected with broadband would allow them to do more live chat meetings between the main office and the work/training facilities, which would cut down on travel. Live chat could also be utilized for case conferences with parents, allowing staff to meet with families more regularly because less travel would be required. In addition, the simple increase in speed would be very beneficial to the clinical staff. Additionally, DSC would like to try and centralize their safety interface. For example if an alarm went off a group home, having that go to one centralized location would allow for more facility monitoring, even for simple things like a faulty air conditioner. Ultimately, DSC is always looking to simply improve their services and allow their consumers to better communicate with the world.

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6: Don Moyer Boys and Girls Club

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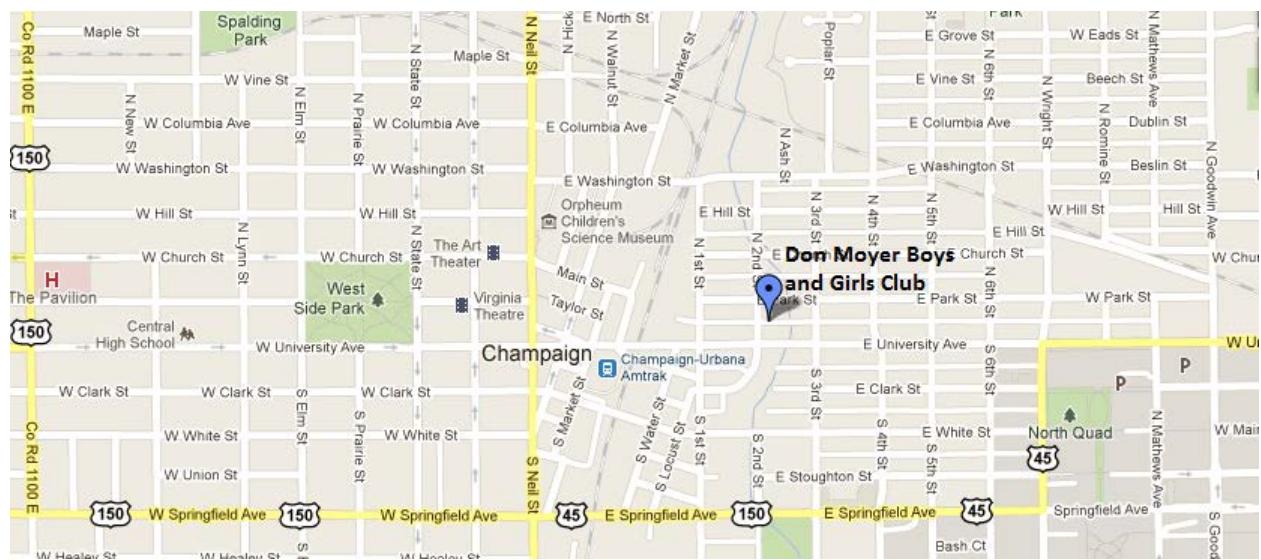
1 Executive summary

The Don Moyer Boys and Girls Club (DMBGC) is a not-for-profit organization that promotes the personal, social, and educational development of children ages 6 to 18. From the time it was established in 1968, the club has been a fundamental organization in the Champaign community. Their mission is to provide "all youth with diverse programming and services in a nurturing environment that encourages them to maximize their full potential." The club is a place for children to come after school to participate in educational programs, but more importantly it's a place to hang out, play sports, and socialize in a safe setting.

Funding is a predominant issue for the DMBGC and in the economic downturn their budget has significantly decreased. Through restructuring the organization's staff and reducing spending, the club is still able to provide quality services to Champaign youth.

Over the years, the club has expanded not only its programs but its technological capabilities as well. The club has two labs comprised of 22 workstations, giving youth the opportunity to explore their creativity through technology. Even though the club has an extensive technology infrastructure the administration is eager to find ways to realize UC2B's potential. The harnessing of children's creativity is fostered through the uses of technology, and the staff and administration of the DMBGC is aware of this. Having greater access to technologies and therefore useful life skills is central to both the missions of UC2B and the DMBGC.

2 Maps



Map of the Don Moyer Boys and Girls Club and surrounding area.

3 Photographs



View of the front entrance of the Don Moyer Boys and Girls Club on Park Street.



The upstairs computer lab, which contains 12 student computers.



The downstairs computer lab, which contains 10 student computers.



One of the staff desks. Each staff member has his/her own computer and telephone.

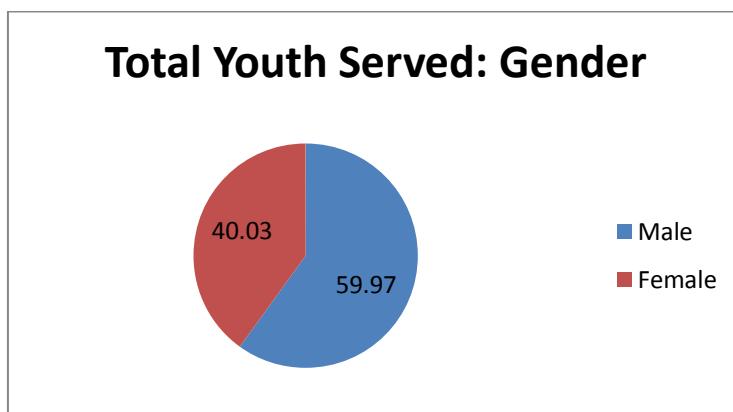
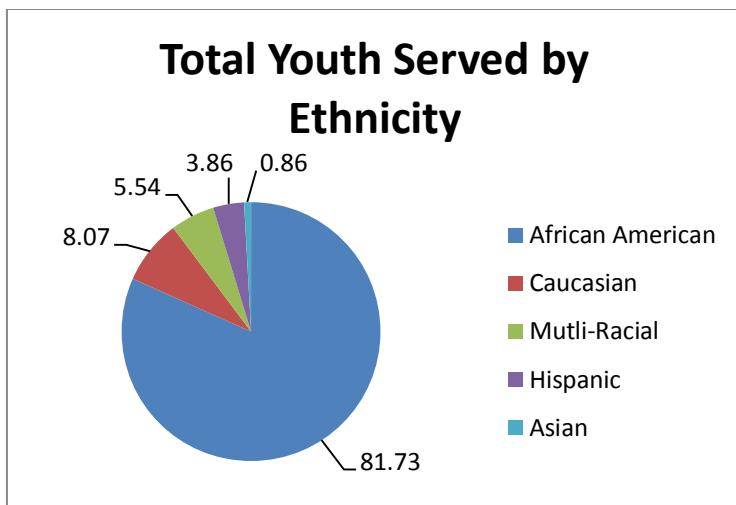
4 Demographics of patrons: Statistics for 2010

Total Youth Served 2010 (January–December): 1,549

Percentage of Registered Members from single-parent households: 77%

Total Registered Member Average Daily Attendance, Sept-May: 125

Total Registered Member Average Daily Attendance, June-August: 156



5 History

In 1968, DMBGC became an incorporated nonprofit organization. In October of the same year, they became a member organization of the Boys Clubs of America. The club purchased an old church building at 201 East Park Street in Champaign and has been serving its members at that location since 1969. The club has helped to establish other Boys and Girls Clubs in the surrounding cities of Danville (1989), Bloomington (1992), and Mahomet (1994). In 1994 a \$1.45 million renovation took place, which saw the conversion of the original structure into a gymnasium and the construction of an 11,000 square foot addition on the east side of the building. The addition now houses two computer learning labs, classrooms, administrative offices, and a recreational room. In 2010 the DBGC moved their elementary student program into a space at First Presbyterian Church. This move made it possible for age-appropriate programs to grow in each location.

In the last decade the club has improved its technology services immensely. In 2001 the club received a grant through the High-Tech School-to-Work Project from the Champaign Chamber of Commerce to upgrade one of their computer labs. In 2008 Comcast donated the technology for the second computer-learning lab. This included 10

workstations, updated software, and an overhead projector. With a total of 22 computers for student use, the club is able to offer more advanced technological and education programs.

As is the case for most non-for-profit organizations, funding has always been an issue for the club. Many members and organizations of the community recognize that the DBGC is an integral part of the social fabric of Champaign and the need for their programs is deeply felt in the community. Funding is essential to allow this organization to provide fundamental services to the youth of Champaign. The club relies on United Way grants, local, state, and federal grants, and community contributions to fund its yearly programs.

Due in part to federal and state budget cuts, a major restructuring of the staff took place in 2011. Also, several members of the Board of Directors resigned in July of 2011. Citing the opposing opinions concerning the trajectory of the club, the board members felt they needed step down because they were no longer able to fully support the organization. The vacant seats were filled quickly and the board resumed business in a timely manner. Through the economic downturn and the restructuring of the organization, the DMBGC continues to provide quality care and programs to Champaign County's youth.

6 Technology inventory

Hardware	Software, Systems, Communication
31 Desktops	Windows Operating System 2007
3 Laptops	Microsoft Office 2010
1 Overhead projector	Abode Music
14 Telephone	Quickbooks2011
1 Scanner	Databases
1 Copier machine	Donor eTapestry
7 Printers	Patrons Kid Tracks
2 Servers	Staff (Staff Tracks)
2 Routers	Volunteers (Volunteer Tracks)
Wi-Fi	Other
Remote access	Website (http://www.dmbgc-cu.org/)
	Facebook

	Download (Mbps)	Upload (Mbps)
Speedtest.net	1.44	1.40

7 Analysis

The DMBGC is dedicated to providing educational, social, and personal development programs to Champaign County children ages 6 to 18. Their mission, "to provide all youth with diverse programming and services in a nurturing environment that encourages them to maximize their full potential," is represented in each program the club offers. The club is a place for children to come after school to participate in educational programs, but more importantly it's a place to hang out, play sports, and socialize in a safe setting. In addition to the formal programs and informal socializing, the club also

hosts special programs directed at different age groups. One such example is a recent information and instruction session for high school students about how to find and apply for college financial aid.

Different forms of technology are used every day at the DMBGC. Because it is a place where kids can come to hang out and participate in educational classes, having up-to-date technologies is very important. The administration has made technology a priority and the club implemented major overhauls in terms of technology infrastructure. The DMBGC is now a WiFi hot spot, has two servers, owns 31 computers, and is represented through its own website and Facebook page. There are two computer labs available for children to use and in 2008 Comcast updated one of them through a generous donation. The newest lab houses 10 workstations, all equipped with the latest software and capabilities. There are regular classes held in those labs and every child has basic computer skills, with some kids utilizing advanced skills in music, video, and photography editing. One need that was consistently expressed is for adequate technology instructors. Instructors who are knowledgeable about new uses in technology and are able to harness the creativity of the kids would be a beneficial addition to the club.

The DMBGC is looking to further strengthen the existing technological infrastructure and update some older workstations. The main outlook for technology within the organization is finding volunteers to bolster the kids' technological skills. The Executive Director pointed out that most of the kids are not afraid to use technology. They want to learn and are excited to use new programs and software. Fostering good technological skills is essential for the kids because they will be dealing with advanced technologies when they go out in the world. The staff is keep to promote programs and skills that will make the kids better people and citizens.

It will be beneficial for the DMBGC to start thinking of ways that the UC2B Big Broadband project can impact their organization. The Officer Manager pointed out that it is important that some of their kids will be recipients of the broadband service to their homes. It is important that there will be access to technology outside of school or the DMBGC. The club is only open after school and the kids have limited time to do homework. Hopefully, UC2B can start to close the digital divide present in Champaign County. The harnessing of children's creativity is fostered through the uses of technology and the DMBGC staff and administration are aware of this. Having greater access to technologies and in turn useful life skills is Central to the missions of both UC2B and the DMBGC.

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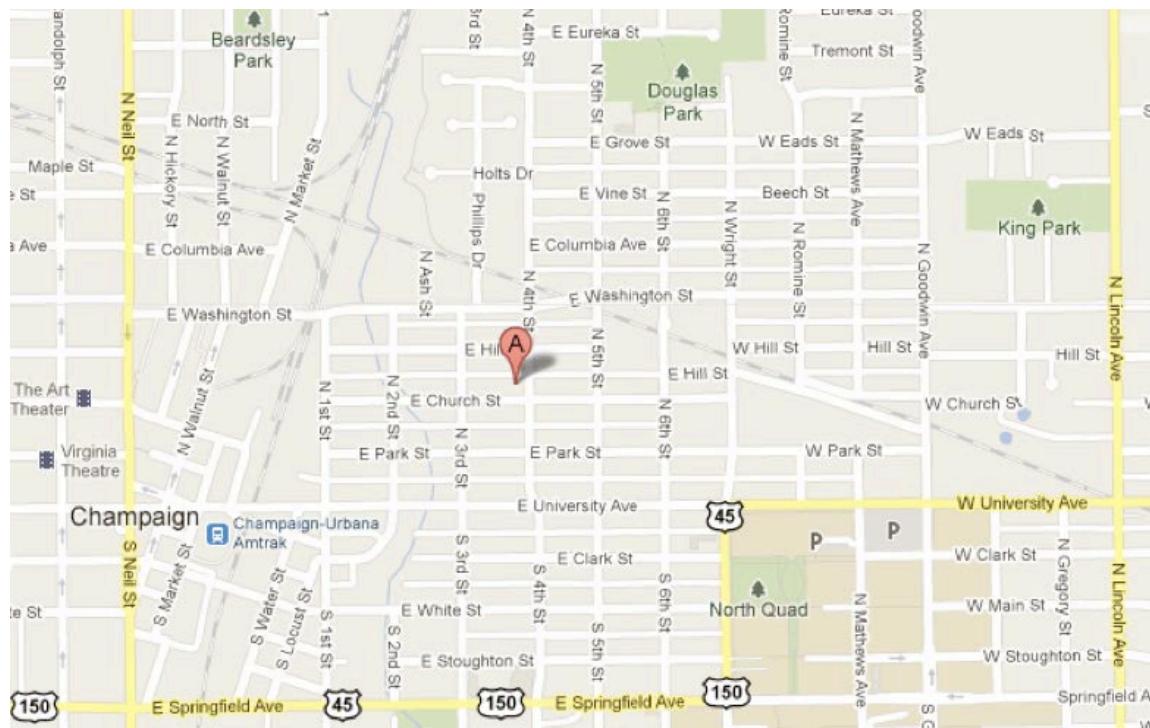
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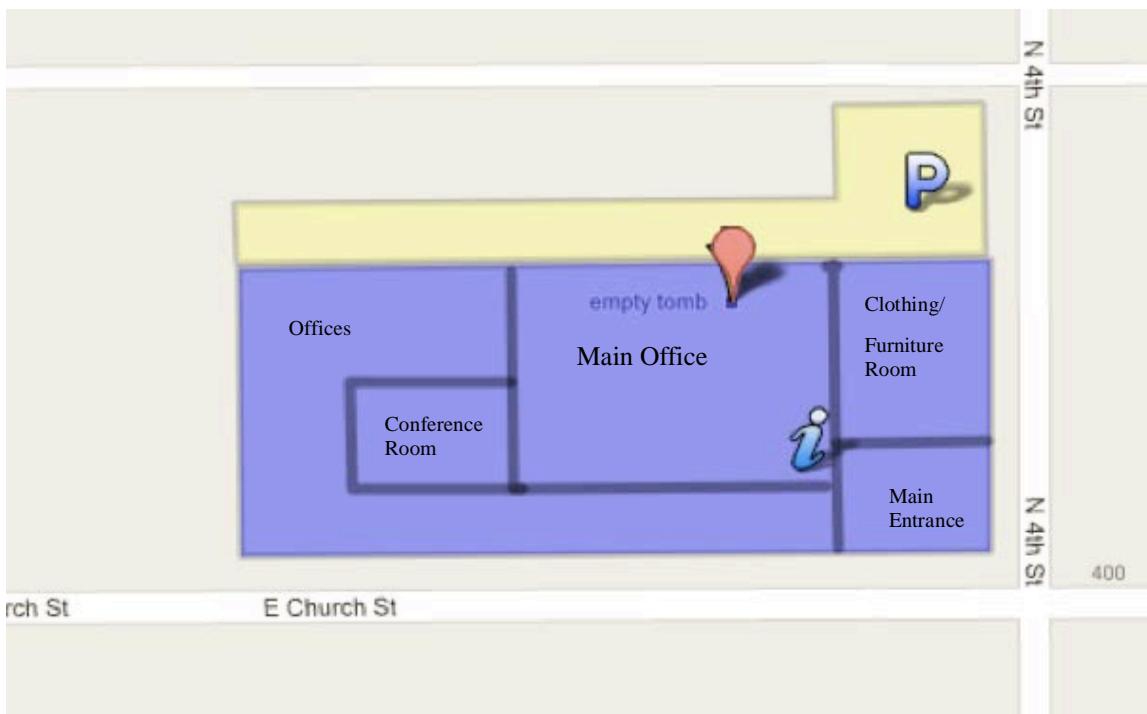
1 Executive summary

empty tomb, Inc. is a nonprofit that operates on a local, national, and international level. On a local level they serve as a resource between Christians and those in need. They partner with local churches, small groups, and individual volunteers to connect them with individuals who are in need of food, clothing, home repair, health services, friendship, or financial assistance. For this particular outreach they are especially dependent on the phone, word-of-mouth, and some walk-up services. Computers and technology are used by staff in order to conduct their work effectively.

2 Maps



empty tomb, inc. is located just north of University Avenue, east of downtown Champaign. It is along the edge of the central-most, yellow-shaded area demarcating the grant-funded fiber-to-the-home service areas on the UC2B Project Map. The immediate neighborhood contains mostly low-income, single-family homes in a predominantly African-American area. There is regular bus access to the facility and it is within walking distance of the University of Illinois campus.



Map of premises. empty tomb, inc. is located at 301 N. 4th Street, Champaign, IL. The corner of Church and 4th Streets is a moderately busy intersection just north of University Ave, a major area road. It is a large, brick building. In front sit a parking lot and a bicycle rack. People often form a line to wait at the front doors for services such as food and clothing donations. One must be given permission to enter the building through the secure doorbell and intercom system. A loading area is located at the northwest end of the building. Three large empty tomb, inc trucks are usually parked in the parking lot when not on Home Maintenance jobs or delivering furniture.

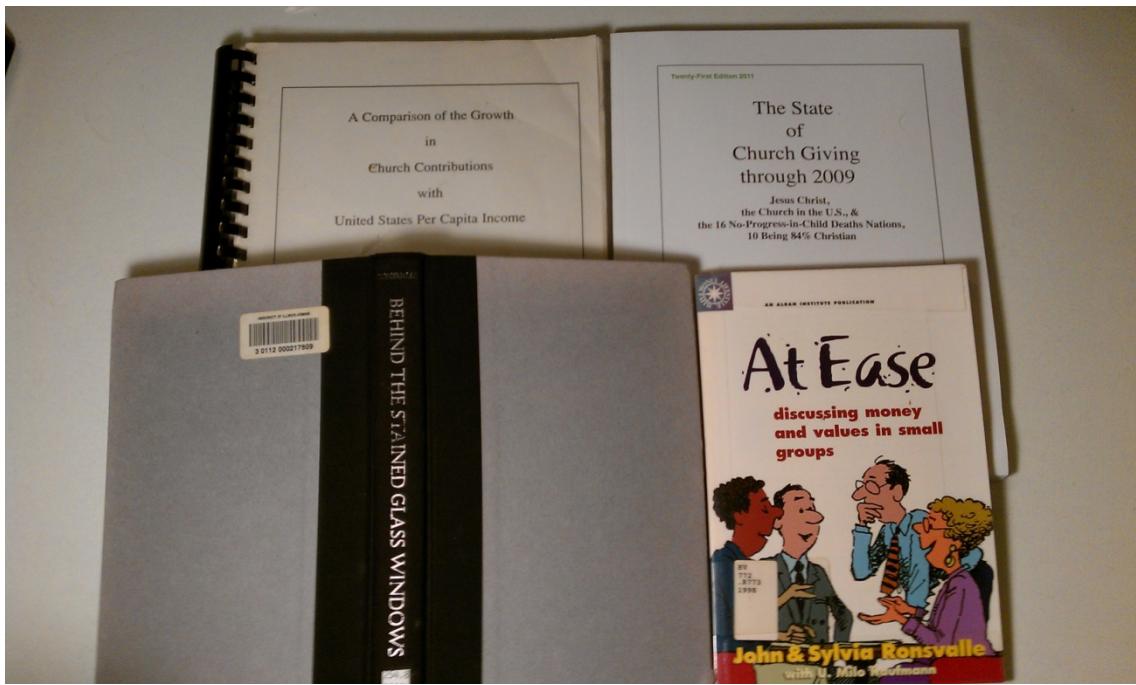
3 Photographs



An example of staff computers and a desk workstation in an office.



A street view of empty tomb, inc.



Examples of books published by John and Sylvia Ronvalle (clockwise from left to right): A Comparison of the Growth in Church Contributions with United States Per Capita Income 1988, The State of Church Giving through 2009, At Ease: Discussing money and values in small groups (1998), Behind the Stained Glass Windows (1996).

4 Demographics of patrons or clients

Medical assistance (\$23,042) number of times given	305
Cribs by referral for newborns (number shared)	66
Layettes for newborns share (some with cribs)	71
In-kind assistance (e.g., diapers, formula)	51
Clothing Room (number of boxes sorted)	18,173
Visitors to the Clothing Room (includes one-time, occasional, and regular visitors)	16,735
Deliveries by congregations, coordinated by empty tomb	1,005
Number of people in households receiving food deliveries	3,295
Additional families served with food vouchers	6
Number of times pounds of dried beans shared	808
Numbers of times cartons of dried milk shared	384
Furniture Items delivered by volunteers	633
Furniture items shared through the Display Room	750
Financial assistance (\$39,341) number of times given	477
Home Maintenance renovations, including Adopt-a-Projects, Completed	8

Last year, empty tomb coordinated 12,785 volunteer hours and people were assisted over *20,223 times. empty tomb does not receive any government funding. Ninety-seven percent of their funding comes from churches and individuals.

5 History

empty tomb, inc. began informally before growing into the large, multifaceted organization that it is today. In the early 1970s, John and Sylvia were both studying at the University of Illinois in Urbana-Champaign. In 1971 they moved into and repaired an empty house on University Avenue. Sylvia stated in an interview that, "The community found us. People began bringing people [to the house] and saying, 'Oh, here's this person—they're just up from Mississippi and they have nothing.' We would call churches sort of informally and say, 'We have a family and they have nothing and they need things.'" As they became more involved in the community, it was apparent that Champaign-Urbana was missing a Christian resource organization. empty tomb was incorporated in 1970 and was run full-time from the house provided by a donor for use by empty tomb, inc. by 1972. empty tomb acquired their first Macintosh computer in 1985 and was fully wired for the Internet by 1990 when they moved to their current location, built and designed specifically for their needs.

empty tomb is an historically Christian service and resource organization. It connects people in need with the Christians who have the resources to help. Their goal is to love their enemies, feed the hungry, and serve their neighbors in Jesus' name. Their office is strategically located in a low-income area that allows individuals to easily access their services. They house a furniture and clothing donation center on site, open Monday–Saturday. Beginning on Monday, the first eight callers per week can receive \$30 in cash for help with bills. empty tomb also accepts referrals from area agencies to assist specific individuals/families with financial needs. On Tuesdays and Thursdays empty tomb

makes appointments with individuals to fund prescription medication they cannot afford, no matter the cost. Individuals remain eligible for this assistance every 90 days. In addition, empty tomb works with local church congregations to organize other “direct word and deed service opportunities” (emptytomb.org/about).

From their website, a list of the local assistance they provide:

- **Christian Family to Family Relationships**

This work provides support structures and encourages financial assistance and friendship between Christians with resources and families in need.

- **Christian Health Services**

Christian Health Services work helps meet the health needs of financially poorer people by providing limited funds for medical needs, primarily prescriptions; also, layettes and other items are provided to needy families, generally the mothers.

- **Clothing Work**

Clothing can be dropped off at the site and then is sorted and made available free in Jesus’ name. Help is needed in sorting clothes and greeting people.

- **Free Food Work**

Congregations receive calls from empty tomb and then deliver groceries provided by the church to the family or individual in need. More congregations who are able to deliver food are needed.

- **Furniture Work**

Donated furniture is picked up and delivered to needy households. Volunteers are needed both to pick up and deliver the furniture in empty tomb’s furniture truck.

- **Helping Work**

Limited cash assistance is available for various emergency needs, such as rent, power bills, and automobile gasoline. Additional funds are needed here.

- **Home Maintenance Work**

Designed to help low-income people who own their homes to make renovations; labor is done free in Jesus’ name. Laborers are needed to work on projects.

6 Technology inventory

Technology Element	Staff	Notes
Desktops	13 Macs 2 PCs	For part- and full-time staff use. PCs used only for bookkeeping.
Laptops	2 Macs	
Telephone	Staff telephone system. Each employee has a phone in their office and voicemail. Service through Champaign Telephone.	Heavily reliant on the telephone system for staff and customer use.
Fax	Yes	Dedicated phone line

Scanner	Yes	
Printers	4–5	Networked
Projector	Yes	
Software	<ul style="list-style-type: none"> • Mac OS X 10.4, 5, 6 • Windows XP • InDesign • Office Suites 2011 • Web browsers: Safari, Netscape, Firefox • Quickbooks • Araize fundraising software 	
Internet	AT&T DSL wired Ethernet Internet connection	
Server	1 Mac OS X 10.5 10.6	Supports the Local Area Network
Website	http://www.emptytomb.org	As of early November 2011, a programmer had begun working two days a week.
Online Databases	<ul style="list-style-type: none"> • Mission Match • Yoking Map • Discipleship Tree 	
Social Media	Facebook page	Minimal information.

	Down (Mbps)	Up (Mbps)
Speedmatters.org	1.361	.421
Speedtest.net	2.24	.42

7 Analysis

empty tomb, Inc. is a nonprofit that operates on a local, national, and international level. On a local level they serve as a resource between Christians and those in need. They partner with local churches, small groups, and individual volunteers to connect them with individuals who are in need of food, clothing, home repair, health services, friendship, or financial assistance. For this particular outreach they are especially dependent on the phone, word-of-mouth, and some walk-up services.

On a national level, empty tomb also has a project called Mission Match. A church can apply for a matching contribution through Mission Match to assist missions programs elsewhere in the nation or world. Mission Match will give up to \$3,000 in matched donations. To fund the Mission Match project, empty tomb has organized the Mission Match Discipleship Tree, which requests a yearly donation of \$48 from a broad network of churched individuals. For this outreach, they are highly dependent on both the phone and the Internet. Many people learn about their organization through the Internet and, in turn, contact empty tomb through e-mail or phone. empty tomb uses e-mail to maintain communication with the churches applying for funds and the donor base.

Overall, empty tomb exhibits a high level of resourcefulness and efficiency in their work. This is apparent in the level of technology implemented in their office. They use networked Mac computers almost exclusively. Through some guidance from a consultant, it is evident that empty tomb understands the importance of technology in a nonprofit environment and how it can help them to accomplish their goals.

Like most nonprofit organizations, they operate their numerous works with a tight budget and small staff, and rely on volunteers and donations. A particular area that could benefit from improvement is the organization website. The organization stressed that they are in need of a programmer. By early November 2011, a person was serving in that capacity two days a week. Areas of potential additional use of the website include: sign-up forms being available for a Work-A-Thon scheduled for March 2012; a system for Food Referrals that allows caseworkers to know immediately if someone is within the eligibility timeframe (every 90 days); and a more interactive system for donors to the Mission Match Discipleship Tree and MissionMATCHanExpense.

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8: The Girl Scouts of Champaign

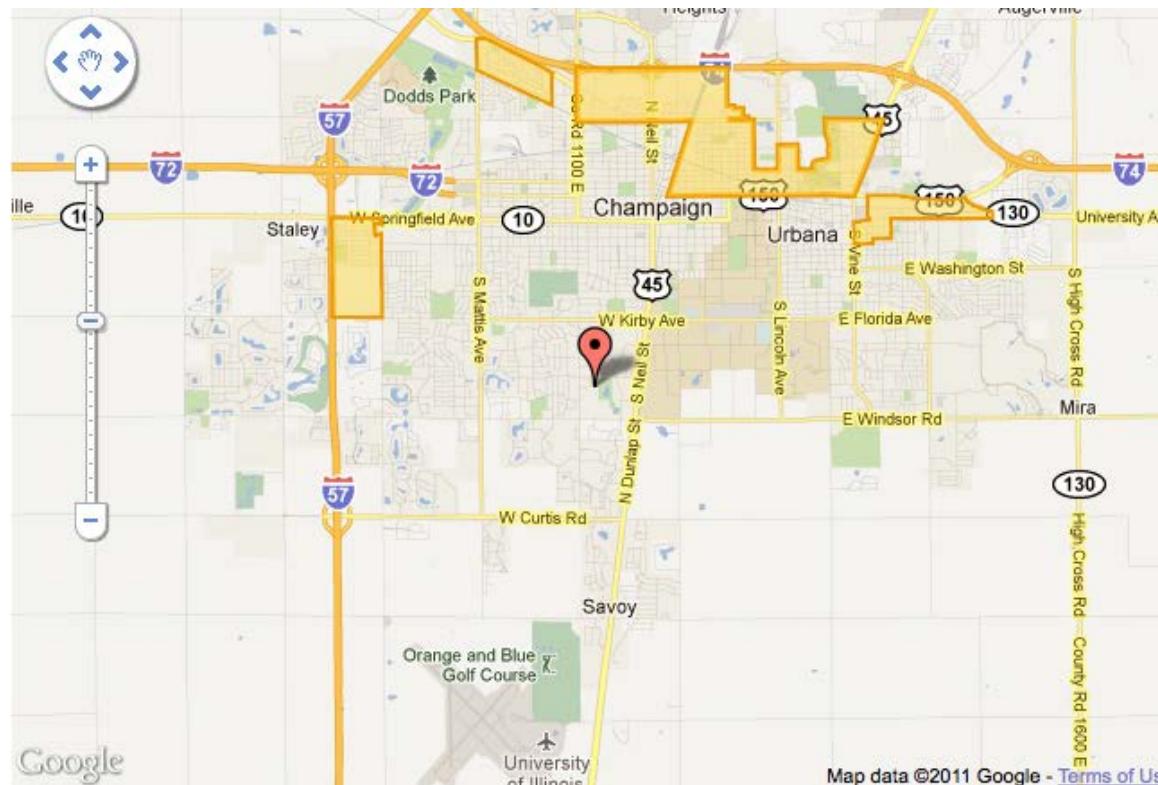
Anna Holland

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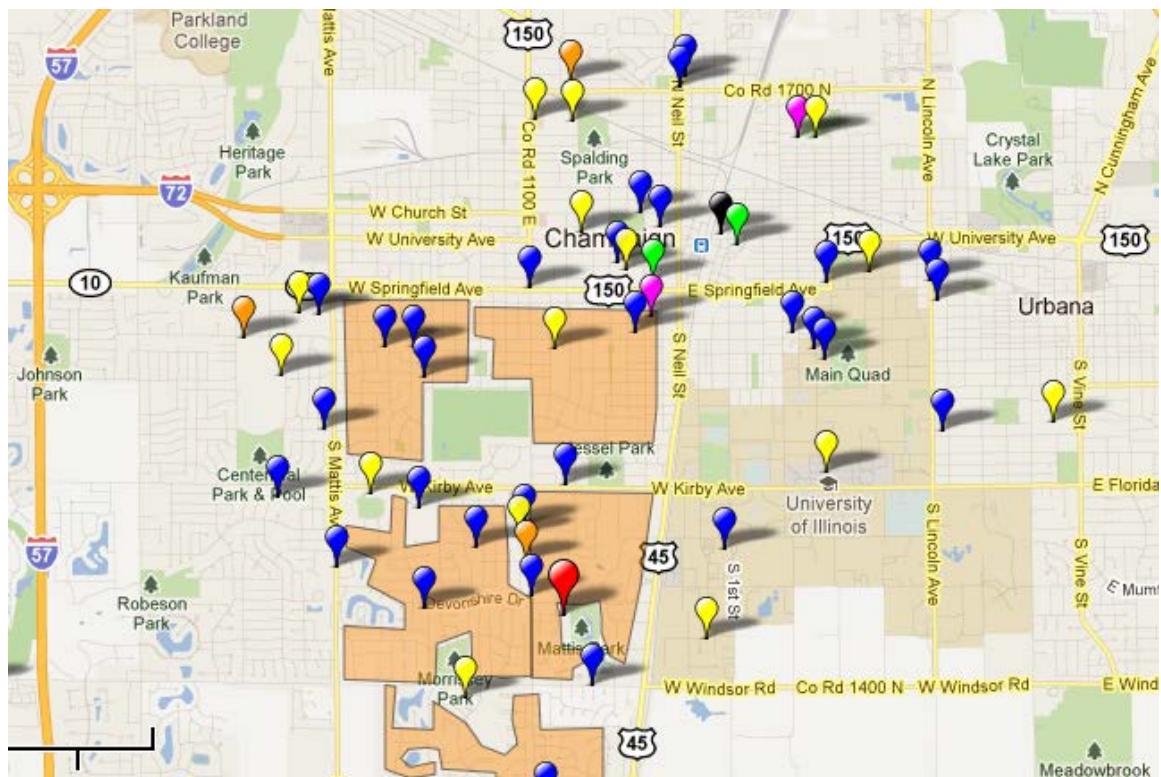
1 Executive summary

The Girl Scouts of Champaign has been serving the Champaign-Urbana and extended service areas for 70 years. Over the changing course of organization development and membership growth since the organization's birth in 1912, the Girl Scouts have stayed true to their mission of building girls of strong courage, confidence, and character who are ready to lead their communities and be prepared for the future. On the whole, the Champaign service center reports no internal technology problems. Rather, the major challenge the organization currently faces is serving members north and east of Champaign, where it is more common for members to have limited or no Internet access. With the majority of Web-based resources replacing paper and mail-in forms, members beyond the local level either have difficulty accessing the Internet or express frustration over having to fill out and submit forms, credit card information, or personal information online through the Girl Scouts of Central Illinois' website.

2 Maps



Location of the Girls Scouts of Champaign within the Champaign-Urbana community; the red pin identifies the Champaign office. Households in areas highlighted in gold are eligible for UC2B's faster Internet service at a lower cost; community institutions all over the city are eligible .



Legend:

- | | | | |
|------------------|--------------------|-----------|---------------|
| ● Girl Scouts | ● Place of Worship | ● School | ● Shelter |
| ● Police Station | ● Fire Station | ● Library | ● Residential |
| | ● Area | | |

Neighborhood profile: proximity to surrounding amenities, businesses, and organizations.

3 Photographs



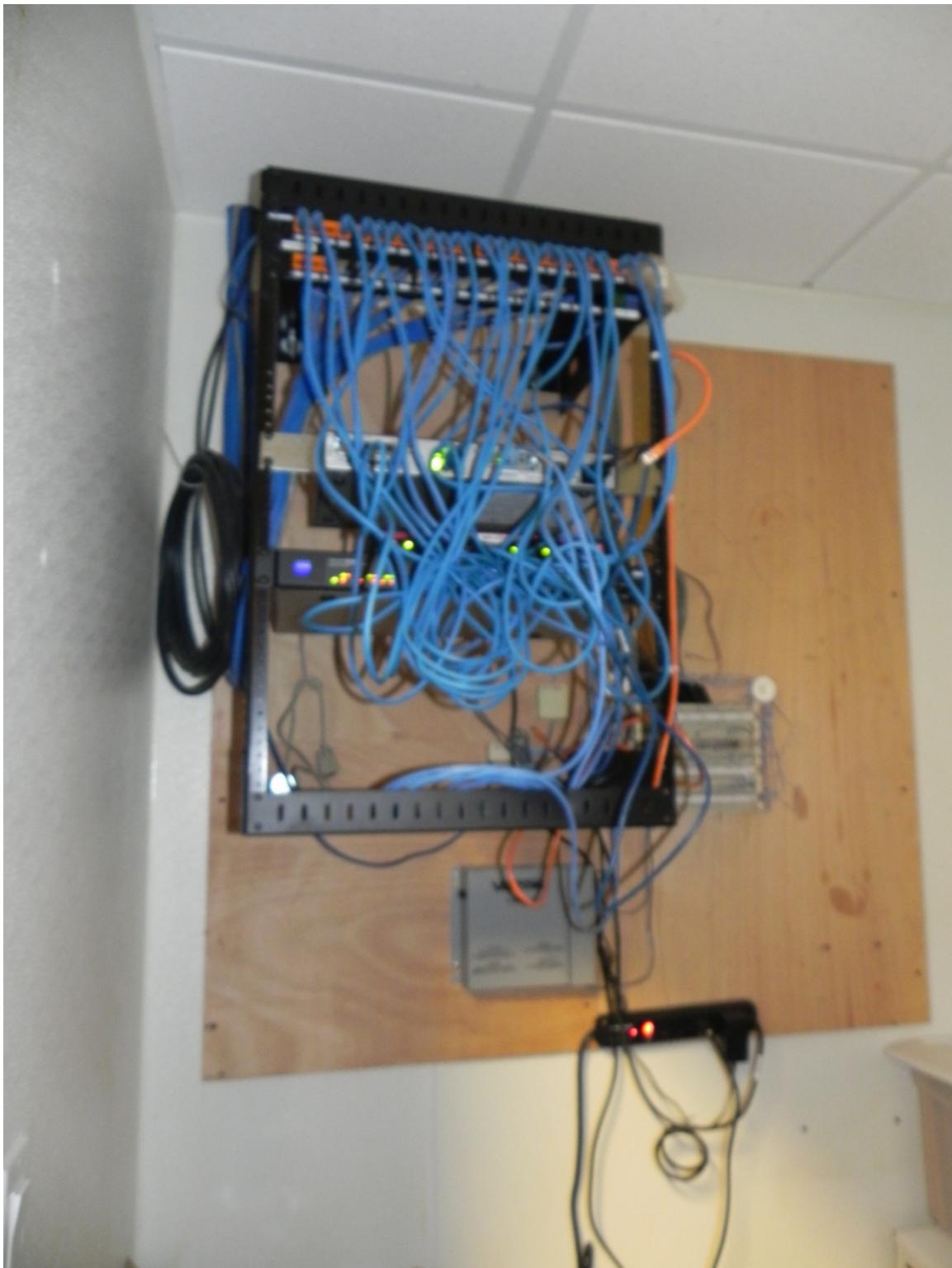
The Girl Scouts of Central Illinois Champaign office and store.



Girl Scout merchandise available in the Champaign service center store.



Network server and administrative computer.



Telephone cables system.

4 Demographics of patrons or clients

The Girls Scouts of Champaign is one of 7 service centers belonging to the Girl Scouts of Central Illinois, which encompasses 38 counties in the central Illinois region. Additional service areas have offices in Bloomington, Decatur, Peoria, Peru, Quincy, and Springfield (headquarters). Together, the Girl Scouts of Central Illinois (GSCI) strive to serve girls across the central Illinois area by providing a nurturing environment, skill- and character-building opportunities, leadership experience, social-conscience building, and ample conviction of their own potential and self-worth (What is Girl Scouting). Like all central Illinois service areas, the Girl Scouts of Champaign serve girls in grades k–12. The Champaign center services the counties of Champaign, Douglas, Ford, Iroquois, and Vermillion (GSCI Locations). Though specific information about the ethnicity, average income level, educational attainment, or occupation of member parents is not readily available, it is safe to say the Girl Scouts of Champaign serve a diverse number of girls from all walks of life and income levels. Below is a list of GSCI service and giving in 2011 (About Us).

GSCI Serving in 2011

Adult volunteers	5,029
Counties	38
Girl members	20,882
Membership assistance	5,280
STEM programming	8,849
Summer camps	1,623

GSCI Giving in 2011

Campership assistance	\$30,000
Membership assistance	\$70,488

5 History

The first Girl Scout troop was organized by Juliette Gordon Low on March 12, 1912 in Savannah, Georgia (Facts). Today, nearly a century later, there are over 3.2 million girl and adult members and more than 50 million U.S. women are Girl Scout alumnae (History). The mission which guides the Girl Scouts has remained relatively unchanged through the years: “to build girls of courage, confidence, and character who make the world a better place” (Facts). The Girl Scouts have continued to grow and prepare to serve future generations of girls. Today, “about 80 percent of America’s female business owners and senior executives, along with an outsized majority of women leaders in virtually every field, are former Girl Scouts” (Annual Report 2010, 5).

Technology may not be a term typically associated with Girl Scouting in the early years. But in fact, kitchen technology played a



“In the 2010 program year, some three million girls sold 198 million boxes for a record \$741 million in cookie revenue to support Girl Scouting” (Annual Report 2010, 9).

major role in the launching of what is now a world icon—not to mention the Girl Scouts' biggest fundraiser project to-date. In 1917, a troop in Oklahoma held the first ever Girl Scout cookie sale, and just five years later the cookie sale fundraiser had become a national event.

Today, Girl Scout cookie technology has moved out of the kitchen and onto the Web: “Girl Scout cookies have their own Web site, Facebook page, and mobile app, and cookie sales are now designed to teach girls practical goal setting, decision making, money management, people skills, and business ethics” (Annual Report 2010, 6–7). Hence, despite changing times and expanding technologies, the mission for GSUSA has not changed. The Girl Scouts continue to adopt new technologies in order to empower girls and benefit the community. For example, “in 2011, for the first time, some Girl Scouts accepted credit card payments [for cookies] with their smartphones” (Annual Report 2010, 6). Other programs also exhibit the Girl Scouts’ willingness to embrace technology to better the livelihoods and education of girls. The LEGO program is one such example, with a robotics league that introduces girls to STEM (Science, Technology, Engineering and Math) (Program).

The Girl Scouts of Champaign. The Girl Scouts of Champaign is a nonprofit company under the national Girl Scouts USA organization. The Champaign service center was established in 1941 and has been serving the Champaign-Urbana and extending areas for 70 years (Manta Media Inc.). Though little information could be gathered about the changes and history of technology use at the Champaign service center, similar advancements in programming have taken place at the local level as on the national level. The Girl Scouts of Champaign, for instance, also have a LEGO program, and training videos for the cookie program are available online.

6 Technology inventory

Overall, technology use is prevalent at the Champaign office. Two in-house staff members make up the IT department, while an additional staff member has an IT background and can assist when needed. Otherwise, all tech problems are directed to the headquarters in Springfield, where there is a new part-time network administrator who deals with all IT problems.

Computer Inventory	Other Equipment	Communications
7 Administrative computers	Battery server backup	Blogging
1 Public computer	Fax machine	Facebook
7 Desktops	Cash register	Foursquare
2-3 Laptops	Network server	Twitter
	2 Copiers	YouTube
	Printer	Training videos
	Credit card machine	Event registration
	VoIP telephone system	

	Download (Mbps)	Upload (Mbps)
Speedtest.net	1.22	1.23

7 Analysis

In total, the Girl Scouts of Central Illinois have 75 staff members between 7 service centers (About Us). The Champaign office has seven full-time employees specifically associated with their office, in addition to part-time and volunteer help.

With limited staffing, employees are expected to be fluent in most technologies in order to perform multiple responsibilities. Specifically, the smaller office forces staff to be adapt when it comes to computers (Norbot 2011). It also requires Champaign staff to expect some level of tech savvy on the part of members and volunteers. For instance, volunteer trainings are available primarily online. So too are 2012 fall cookie and product training videos for girls, which are posted on the GSCI You Tube channel (GirlScoutsCentral IL's Channel).

As of September 1, *Volunteer Essentials*, an online guidebook for volunteers, replaced the primary hard-copy Volunteer Resource Guide and Safety-Wise. In a stated effort to “be more green” the GSCI printed a limited number of copies. The *Essentials* guide is available in its entirety online and on CD. The CDs are available at local service centers (Publications & Forms). Thus, as evidenced, the general trend for the GSCI is digital.

Eliminating the need for one-on-one training and shifting to a more online-driven format makes sense and the benefits certainly outweigh the drawbacks. Going digital saves the Girl Scouts of Champaign money and time. Nevertheless it remains a double-edged sword. Today, the key challenges facing the Champaign service center revolve around the issues of Internet access. Two questions that the Champaign service center struggles to address are:

- How do we serve the areas and individuals who do not have or cannot afford Internet access, particularly north and east of Champaign in the Danville and Waseca-Hoopeson-Gilman areas?
- Does the availability of online resources benefit those who live too far away to visit the office? Or do they still face difficulty in accessing resources?

Because the Champaign office services a very large area including surrounding towns such as Danville, Hoopeston, Gilman, Mahomet, and Savory, members are strongly encouraged to register for camps and submit membership and program forms online. In fact, the majority of paperwork and forms are available on the Web. Online forms can either be printed out and returned to the Champaign office or submitted electronically. However, the organization encourages e-registration for events because it is quicker. With e-registration for summer camps, for example, there is no waiting. Summer camps fill up quickly, and with the shift to register digitally slots now become available at midnight and there is no waiting for the office to open at 9:30 a.m. to submit a form.

Many parents express frustration with the technology resources available and fear surrendering personal information over the Internet, despite the secure GSSI network and server. A lot of parents do not want anything to do with the Internet: “There are people who are scared to use credit cards online … [and] people that won’t e-mail.... [T]hey say, “Call me and I’ll give you the number.”” (Norbot 2011). Moreover, there is the additional issue of Internet access, especially north and east of Champaign. A number of

people there cannot afford Internet access and do not have available hours during the day to visit public computing spaces.

Aside from the fear of and difficulty of accessing the Internet mentioned by those they serve, internally the Girl Scouts of Champaign currently faces no other technology difficulties. When it comes to file sharing the systems operations, all seven service branches run off the Springfield headquarters and server. Occasionally, the Champaign office runs into issues with the server, but “the network seems to work 99.9% of the time,” and it therefore is not much of a concern (Norbot 2011).

Though as an organization the Girl Scouts of Champaign has not encountered any Internet-based problems that interfere with program or operation management, they would likely nonetheless benefit from faster Internet download and upload speeds because of the relatively high amount of online posting and business they do. Also, UC2B is likely to benefit local girl members and volunteers by providing them equally fast Internet in their home or other public computing spaces.

However, UC2B will do nothing to aid the large number of members north and east of Champaign with limited to no Internet access. Therefore, UC2B does not provide a solution to the major challenge that the Champaign center presently faces of serving girls without easy access to Internet resources. And many of these girls live too far to easily drive to the Champaign store to either fill out or drop off paper forms. Girls without Internet access thus run the risk of getting closed out of a camp or program because mailing a form is much slower than registering online.

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9: Habitat for Humanity of Champaign County

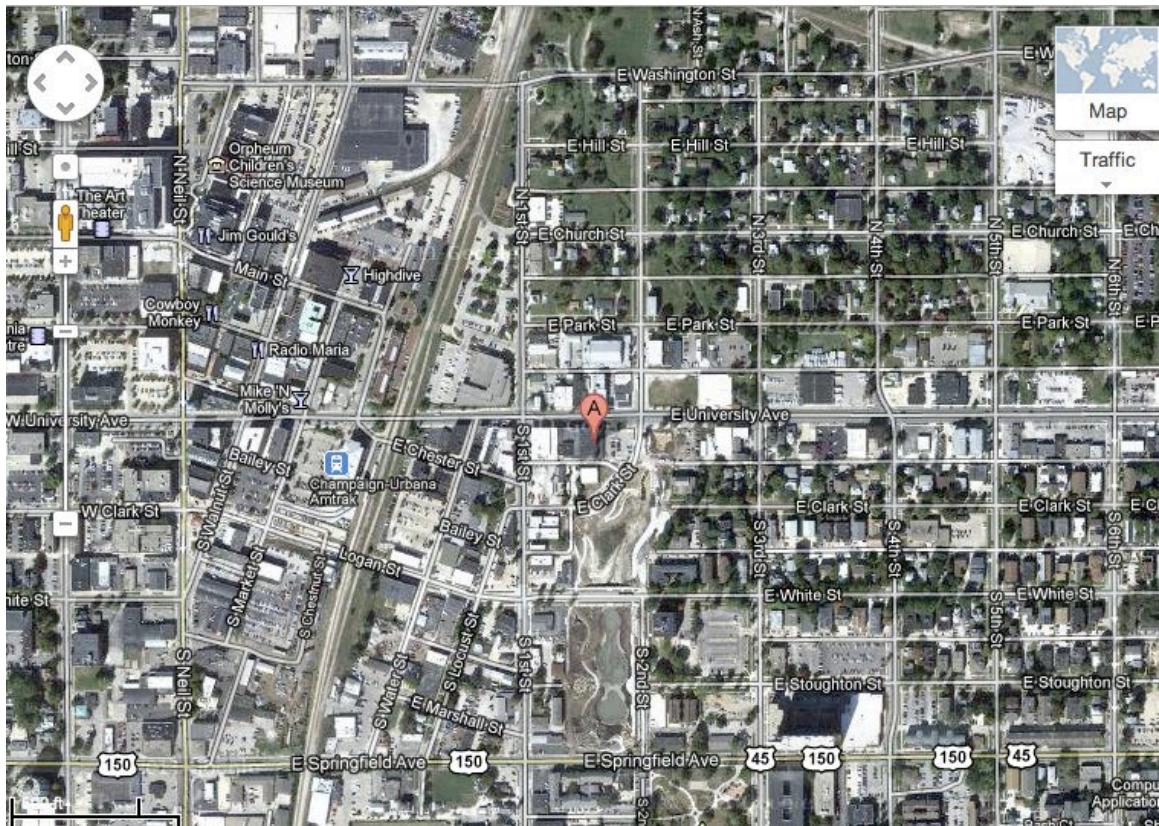
Claire Griebler and Abigail Sackmann

Master's students, GSLIS

1 Executive summary

Habitat for Humanity has been a part of the Urbana-Champaign community since 1991. They build and sell quality affordable houses to those in need using 90% volunteer labor, and operate a resale store in Champaign, which sells gently used household items to the community at a discounted price. Technology use is mostly administrative, and is limited due to the prioritizing of home building and clients' needs. They utilize mainly donated equipment and software, and thus could benefit from the free installation and low cost of high-speed Internet through UC2B.

2 Maps



Habitat for Humanity is located at 119 East University Avenue in Champaign.

3 Photographs



Habitat for Humanity's resale store and offices in Champaign.

The screenshot shows the website for Habitat for Humanity of Champaign County. The header includes the organization's logo and navigation links for Home, Volunteer, Donate, Women Build Homes, Home Builds, Sponsors, ReStore, Event & Meeting Calendar, and Apply for a Home. The main content area features a banner image of people working on a house, followed by a section titled "Interest Form" with instructions and a form. The form fields include First Name, Last Name, Address, City, State, Zip, Email Address, Home Phone, Cell Phone, Work Phone, and a dropdown for "Which number? Home Phone". Below this is a question "Are you a:" with options: US Citizen (checked), Permanent US resident, Documented to work in the US, and Other (explain in box below). There is also a field for "[if other]:". To the right, there are images of houses under construction and completed homes, along with a "Contact Us" link and a "Donate Now ReStore" button. At the bottom right is the "Equal Housing Opportunity" logo.

Online interest form for families interested in applying for a home.

The screenshot shows the Facebook profile page for "Habitat for Humanity of Champaign County & ReStore". The page has 201,081 likes. The cover photo shows a group of people working on a house. The timeline includes posts from Eastern Illinois F., Boneyard Arts F., and Vintage Tech Re... The page also lists "Social Services in Nearby Cities" like Urbana Social Services, Rantoul Social Services, and Monticello Social Services.

Habitat for Humanity's Facebook page.

4 Demographics of Champaign County

Population	201,081
White	73.4%
Black	12.4%
American Indian and Alaska Native	0.3%
Asian	8.9%
Native Hawaiian and Other Pacific Islander	0.1%
Persons reporting two or more races	2.7%
Persons of Hispanic or Latino origin	5.3%
White persons not Hispanic	70.9%
Foreign-born persons, 2006–2010	10.9%
Language other than English spoken at home, age 5+, 2006–2010	15.1%
High school graduates, persons age 25+, 2006–2010	92.3%
Bachelor's degree or higher, age 25+, 2006–2010	41.2%
Housing units	87,569
Housing units in multiunit structures, 2006–2010	35.2%
Median household income, 2006–2010	\$45,262
Persons below poverty level, 2006–2010	20.5%

Source: U.S. Census Bureau State & County QuickFacts. Data is for 2010 unless otherwise specified

5 History

Habitat for Humanity International was founded in 1976, and the Champaign chapter was established in 1991. Since then, the international organization has built over 400,000 homes in 3,000 communities all over the world, and the local chapter has built 60 houses in the Champaign-Urbana community.

6 Technology inventory

Hardware	Software	Staff
Six desktops	HabiTrack Family Tracking Database	12 staff
Cash register in ReStore	Website, content management system	8 board members
Microsoft Enterprise servers	Microsoft Office	
Time clock in ReStore	MyHabitat.org connection to other Habitat sites	
DSL modem	Windows XP	
	Quicken bookkeeping software	
	Facebook page	
	Database of donors and volunteers	

Staff Computer	Download Speed (Mbps)	Upload Speed (Mbps)
Speedmatters.org	1.056	1.004
Speedtest.net	1.45	1.44

7 Analysis

The local Habitat for Humanity chapter is part of a large organization with over 3,000 offices around the world. Their mission is to provide “the life-changing opportunity for people to purchase and own simple, quality, affordable homes.” (About Us) Funding is mainly through donations, and 80% of administrative costs are covered by revenues from their resale store, which serves the dual purpose of raising funds and providing inexpensive and recycled home furnishings to the community.

Most of the houses built by Habitat for Humanity are bought by families with children at or below 60% of the median income for the area, though occasionally a family with slightly higher income level will be approved for a house. Candidates go through an extensive selection process and are chosen according to housing need, ability to pay, and a willingness to partner with the organization.(About Us) Most of the homes are between 1,100 and 1,300 square feet, with 3–4 bedrooms and 1–2 bathrooms, and are built with 90% volunteer labor and donated funds, land, and materials. Homes are sold to families

with a 0% interest mortgage, and all payments go toward building more houses. The organization also provides educational programs on financial management and home maintenance.

Policy is determined by a board of directors with 8 members in conjunction with a professional staff of 12, 6 of whom use desktops in their offices on a daily basis. Because the bulk of donations go directly to clients and houses, the organizations' technology budget is limited and most hardware and software is donated. They rely on a nonprofit organization called TechSoup, which distributes donated technology equipment to nonprofits who go through an application process. Though Habitat for Humanity does not view itself as a heavy user of IT, the technologies it does use allow the organization to work more effectively so that an even higher percentage of donation dollars may go directly to houses and families.

Office desktops run Windows XP with the Microsoft Office suite, and the internal network is linked to a Microsoft Enterprise server. The server is relatively outdated and will be replaced soon. Currently the network is set up so that most storage is on local devices, and shared file storage was mentioned by both of the interviewees as an important need that would facilitate much of their file sharing. The network is also connected to the cash register in the ReStore and a time clock for employees and volunteers. They run software for tracking families and mortgage payments for the families who receive houses, while much of the application paperwork is archived on paper. However, families may apply using forms accessible on the organization's website, which is updated and maintained using a content management system. They also maintain a Facebook page, mainly for marketing and recruiting volunteers.

Habitat for Humanity's network is currently connected to the Internet through a DSL modem, which they switched to from Comcast cable due to cost. They currently have no point of contact in their conference room, which sometimes poses a challenge during board meetings when members would like to share online content. UC2B could provide high-speed internet at a low cost, enhancing the organization's connectivity to other institutions.

Habitat for Humanity's clients vary widely in terms of their own IT use—some use computers, the Internet, and cell phones, while others must be contacted through landline phones or traditional mail. There is generally no Internet connectivity built into their homes, though an organization several years ago installed free DSL in two homes with grant funding.

Habitat for Humanity of Champaign County is an excellent example of a community organization that is effective because of their focus on clients' needs. However, with the priority of putting donations toward building homes, sometimes office technology can be less than ideal. UC2B holds a lot of potential for organizations such as this, facilitating world-class connectivity at a very low cost.

Webliography

http://www.cuhabitat.org/about_us/index.php accessed 3/26/12

10: Land of Lincoln Legal Assistance

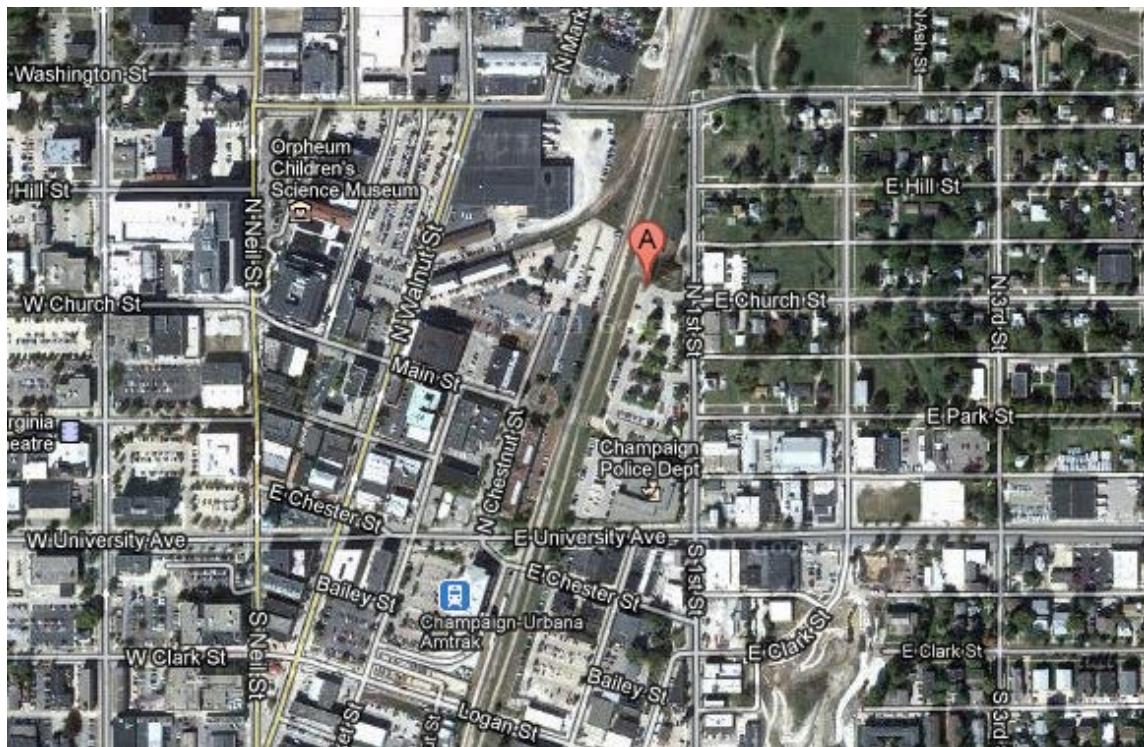
Abigail Sackmann

Master's student, GSLIS

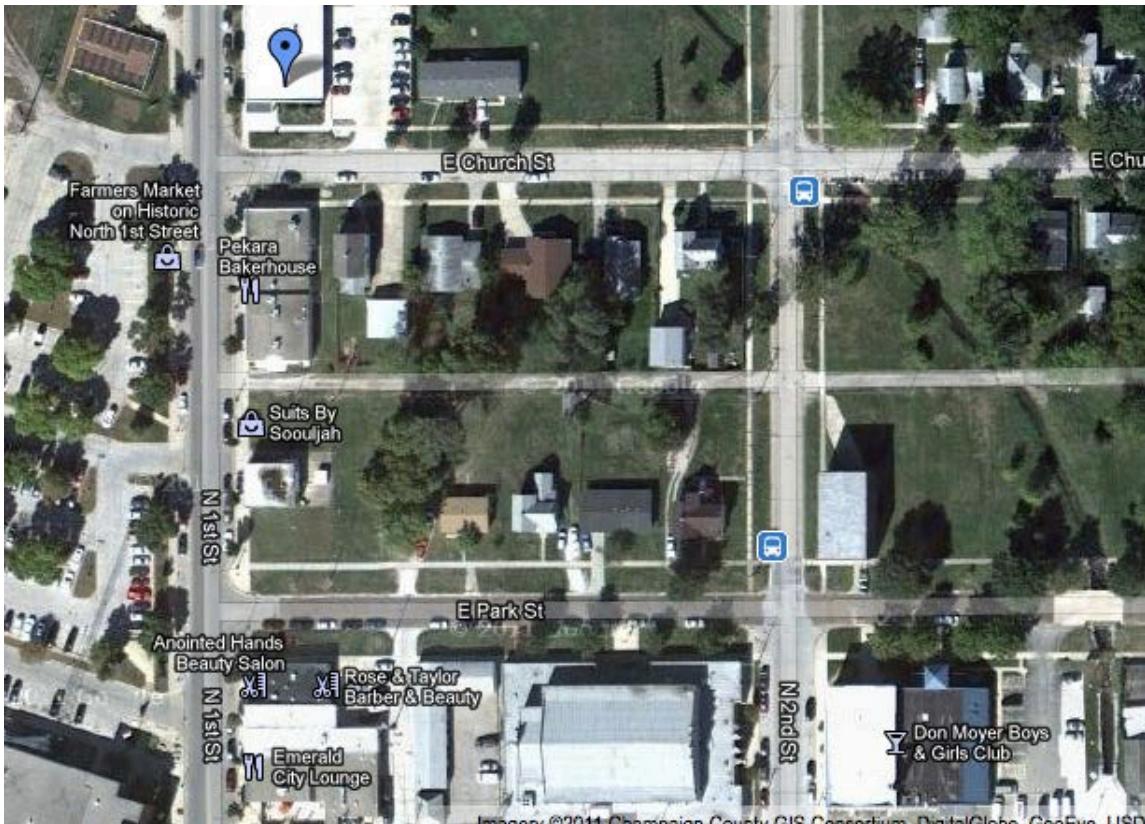
1 Executive summary

The Land of Lincoln Legal Assistance office in Champaign provides vitally important services to residents of the 14 counties it serves. These include legal help and advice about housing, family, consumer, public benefits, health, senior citizen, and education legal issues. The office uses information technologies much like many other organizations, for example for administrative tasks, communications, and keeping track of client records. Though a faster Internet connection through UC2B could help these daily tasks run faster and more smoothly, there is even more potential for legal assistance services more generally; with increased internet access in low-income communities in Champaign-Urbana, more people may have access to online legal resources provided, for example, by Illinois Legal Aid Online. Possibilities may also open up for attorneys to video chat and conference with clients, cutting down travel time and easing remote access to client records and ultimately allowing Land of Lincoln to provide legal assistance and resources for more clients.

2 Maps



Land of Lincoln Legal Assistance of Champaign is located at 302 North First Street.



The offices are located in a historic area especially significant to the history of the black community in Champaign. Important neighbors include Rose and Taylor Barber Shop, Don Moyer Boys and Girls Club, and the Historic North First Street Farmer's Market.

3 Photographs



An example of a staff computer and telephone.

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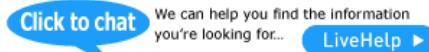
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[Pro Se Court at the Daley Center](#)

Serving Our Seniors Video Series

Estate planning is an important step you can take now to prepare for your future. Each video in this series talks about a different option you can choose that allows you to make decisions about your medical care, money, end of life treatment, and property division. By planning ahead, you can give yourself peace of mind about how future decisions will be made on your behalf.

[Serving our Seniors Program](#)

Examples of legal advice videos that are available through the Illinois Legal Aid website.

4 Demographics of patrons or clients

Land of Lincoln Legal Assistance provides services to individuals and families whose income puts them below 200% of the federal poverty line in 14 counties in central Illinois: Champaign, Clark, Coles, Crawford, Cumberland, DeWitt, Douglas, Edgar, Effingham, Ford, Jasper, Moultrie, Piatt, and Vermilion.

	Population	White	Black	Latino	High-School Graduates	Median Household Income	Below Poverty Line
Champaign	201,081	73.4%	12.4%	5.3%	92.0%	\$42,101	19.9%
Clark	16,335	98.1%	0.3%	1.1%	87.1%	\$43,003	13.4%
Coles	53,873	92.9%	3.8%	2.1%	88.8%	\$37,790	19.1%
Crawford	19,817	92.8%	4.7%	1.8%	86.5%	\$40,572	15.2%
Cumberland	11,048	98.3%	0.3%	0.7%	87.7%	\$41,962	11.4%
DeWitt	16,561	96.8%	0.5%	2.1%	89.4%	\$47,820	11.1%
Douglas	19,980	95.7%	0.3%	6.1%	82.6%	\$49,916	8.7%
Edgar	18,576	98.3%	0.3%	1.0%	87.9%	\$40,560	16.0%
Effingham	34,242	97.6%	0.2%	1.7%	88.2%	\$47,485	10.2%
Ford	14,081	97.1%	0.6%	2.1%	87.1%	\$45,821	9.9%
Jasper	9,698	98.6%	0.1%	0.8%	86.1%	\$47,087	11.3%
Moultrie	14,846	98.5%	0.3%	0.9%	81.8%	\$45,758	10.8%

Piatt	16,729	98.0%	0.3%	1.0%	89.0%	\$58,519	6.7%
Vermilion	81,625	82.5%	13.0%	4.2%	85.0%	\$37,167	21.7%

5 History

In 1972, seven local legal aid offices combined to form Land of Lincoln Legal Assistance, which served 13 counties. Five more counties were added to the service area in 1977, when the first satellite offices opened in Springfield and Decatur, the latter a result of a merger with Legal Aid Society of Macon County. Over the next few years many counties were added and new offices opened; in 1981 the numbers stabilized at 13 offices, with a projected staff of 126 and covering 65 counties.

The following year, however, funding was cut nationally at the Legal Service Corporation (LSC) by 25%, which by 1985 resulted in 5 office closures and a staff reduction of 30 positions. That same year, the Lawyers Trust Fund of Illinois made its first distribution of funds to Land of Lincoln. This organization has become the second-largest funder for the legal assistance organization, driving most shifts in technology use. Prior to 1991, Champaign staff used IBM Selectric Typewriters and analog Dictaphones; while the typewriters have been retired, the Dictaphones are still used occasionally. That year, funding from the Lawyers Trust Fund provided the first computers to all Land of Lincoln offices.

In 1996, LSC funding was cut by 28%, leaving 8 offices with a staff of 66 and only 44 attorneys to provide services to 65 counties. The following year Land of Lincoln conducted long-range planning, and given the budget cuts developed goals of diversifying its funding sources, developing new service-delivery methods, and implementing a centralized intake-and-advice unit. In 1999 the Legal Advice and Referral Center opened, and within two years was providing telephone intake, advice, and referral to all counties in Land of Lincoln's service area. By 2000, the organization had diversified its funding sources to the extent that the LSC contributed less than half of total revenues.

Still, in 2005, when LSC funding was cut further in light of 2000 U.S. Census data, Land of Lincoln reorganized to leave only 5 regional offices with 3 satellite offices, still serving the same 65 counties. The Champaign office serves 14 of these counties, with a staff of 10 attorneys, 4 other full-time employees, one part-time employee, 1 attorney in a satellite office in Charleston, and numerous volunteers.

Technological advances have been prompted by funding increases from the Lawyers Trust Fund of Illinois, so that when interest rates increase it means updated technology for the offices. This organization also drives statewide changes that affect other legal aid organizations in Illinois, including Prairie State and Legal Assistance Foundation (LAF), together covering the northern Illinois counties not covered by Land of Lincoln. In 2008, for example, all of the legal aid organizations moved to a system called LegalServer for case management. This system is online, which makes it possible for attorneys at the regional offices to coordinate and communicate client details with the Legal Advice and Referral Center, which is the telephone hotline run out of East St. Louis. It also permits attorneys to access client information from a remote location, allowing them to work within the system when away from the office.

6 Technology inventory of the Champaign Office

Hardware	Systems and software
19 computers	Microsoft Remote Desktop Services (server in East St. Louis)
Phones	Acropolis Technical Support
Scanners	Microsoft Office 2010
Voice over IP phone	LegalServer case management
2 wireless routers	Internet fax
Digital projectors	Various Web-based reporting software
Analog Dictaphones	

	Download	Upload
Speedmatters.org	2539 Kbps	413 Kbps
Speedtest.net	2.52 Mbps	0.41 Kbps

7 Analysis

The Land of Lincoln Legal Assistance office in Champaign provides vitally important services to residents of the 14 counties it serves. These include legal help and advice about housing, family, consumer, public benefits, health, senior citizen, and education legal issues.

Initial contact for services is generally over a telephone hotline that serves all of the 65 counties in the service area of Land of Lincoln, called Legal Advice and Referral Center (LARC), which operates out of the central office in East St. Louis. The purpose of LARC is to filter those who are eligible for services and determine what type of help they need, which may range from a brief conversation to representation in court or at administrative hearings. When needed, the cases are then assigned to attorneys at one of the regional offices. One attorney from the Champaign office uses a voice over IP phone to connect to the hotline during the hours it is available, weekdays from 9:00 a.m. to 1:30 p.m.

This system works very well, but the window of time LARC is available sometimes prevents potential clients, who work during the day, from contacting Land of Lincoln. That said, it would not be possible for Land of Lincoln to take on all of the clients who are eligible for their legal services. A solution to these potentially competing challenges is being looked at—to make legal resources (including applications for services) and self-help resources more readily available online. Land of Lincoln currently coordinates technology resources including the LegalServer case management system with both Prairie State and LAF, and there is great potential in these partnerships to increase online access to legal resources for all of Illinois.

There is also a trend toward more online self-help resources, which could potentially be of great service to those who are ineligible for services through Land of Lincoln, as well as to potential clients the organization cannot currently reach. Illinois Legal Aid Online already serves as a great resource (see the Photos section above for examples from their website), and if UC2B increases the number of access points in town, free legal information would be more readily available to a larger segment of the population both at

home and where computers are available for public use. These spaces include libraries, churches, barber shops and beauty salons, and other businesses; the potential for effective and ubiquitous public computing is only increasing with affordable access to high-speed Internet through UC2B. This increased access to free legal information is an amazing opportunity which could be made a reality by increasing awareness in the UC2B service area of the online resources and trainings that Illinois Legal Aid Online provides.

UC2B also has the potential to increase the speed of access in the Champaign office itself. The current wireless in the office, mostly used by student volunteers who bring their own laptops, had a relatively slow speed of about 2.5 Mbps download and 0.4 Mbps upload when it was tested, which is dwarfed by the lowest level of service from UC2B of 20 Mbps. In addition, the office computers operate through an RDS connection to a server in East St. Louis, which often causes delays. Both the RDS and LegalServer services are available over the Internet, and it is often faster to connect this way than directly through the Land of Lincoln server, especially for high-demand applications such as training videos. Decisions about network connections are managed through the main office in East St. Louis, and the main issues influencing this choice are speed, security, and price.

The Champaign office also has initiated in the last few years a partnership with Carle Foundation Hospital and the Frances Nelson Health Center to provide a direct link between medical and legal facilities. Services include disability benefits, Medicaid, medical debt, and related issues such as domestic violence and unsafe housing. They are beginning to offer some of the services of this Medical-Legal Partnership in the Danville area, and could offer faster and more readily available services through the use of video. A client in Danville could, for example, connect either at home or at a public computer directly to a Medical-Legal Fellow in the Champaign office, which would cut down on travel time and expenses. The office computers do not currently have video cameras, but they should have the capabilities the next time they receive an upgrade. Video chat is also increasingly available on devices such as smartphones and tablets, which could increase services to clients in rural areas.

The greatest potential of UC2B broadband service to un- and underserved neighborhoods and anchor social institutions is the impact it can have on laying the technological foundation to level the digital playing field. However, the digital divide that exists in society and in Champaign-Urbana today is merely a symptom of much larger inequalities, many of which are addressed by the legal aid provided by Land of Lincoln. If the services of this and other legal aid organizations can be made more accessible through UC2B, it will showcase the potential for an amazing ripple effect.

11: Muslim American Society

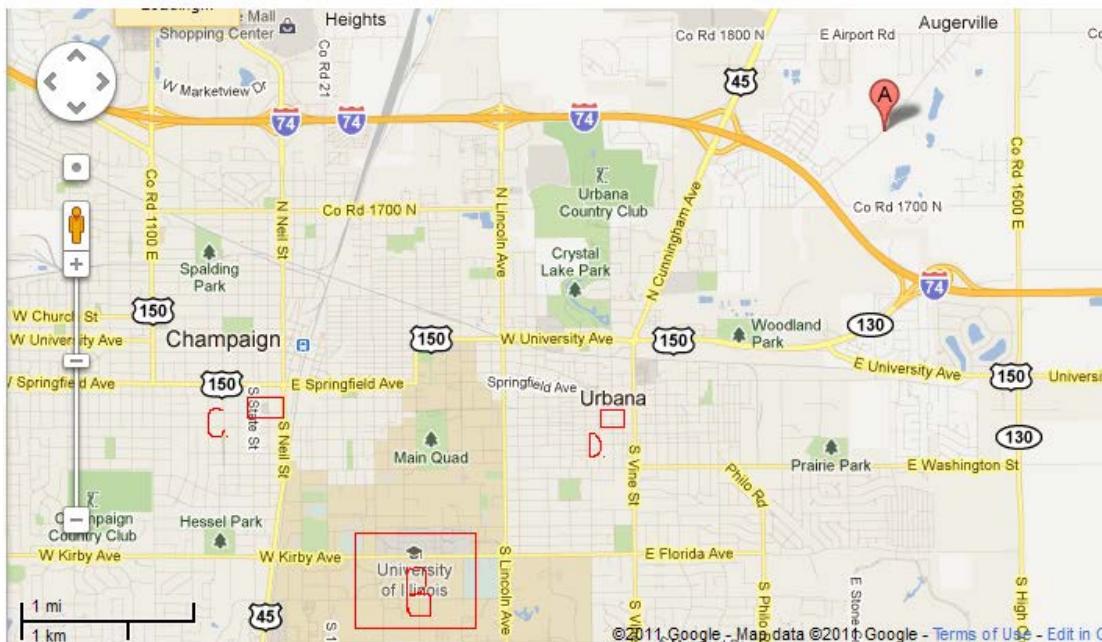
Mary Looby

Master's student, GSLIS

1 Executive summary

The Muslim American Society of Urbana-Champaign, Illinois is the local chapter of the national organization, MAS National. The organization's mission is "to educate, organize, and empower the Muslim community to be active, contributing citizens who play a significant role towards positive social and spiritual change." (http://masurbana-champaign.org/?page_id=31) MAS-UC sees technology as playing a large role in achieving this mission. The group has been interested in the prospect of UC2B and the opportunities the broadband project could provide, especially because the community center, the physical location of the organization, is located in one of the underserved census blocks identified in the UC2B grant. MAS-UC anticipates faster, efficient technology and the Internet as being a way to perform better outreach and provide more valuable services to its immediate community and neighborhood as well as its members. However, one of the biggest obstacles to the group and organization's mission is funding and materials, items which the UC2B grant, unfortunately, will not be able to provide at this point in time.

2 Maps



The Muslim American Society's Community Center (A) is located at 2011 Brownfield Rd in northwest Urbana. The center is 2.7 miles from the Urbana Free Library(D); roughly 4 miles from the University of Illinois(B); and about 5 miles from the Champaign Public Library(C). The community surrounding the MAS Community Center does not have a neighborhood computing center and is relatively far from the typical points of access, such as public libraries or the University of Illinois.



Aerial view of the MAS Community Center facilities. A houses the gymnasium; B is the school and library; C is under renovation with the goal of becoming a banquet hall. The three buildings have a total of 17,000 square feet and sit on more than 2.5 acres of land. Recently the organization has installed a playground in the grassy area behind B.

3 Photographs



One of the computers and printers located at the Community Club of the Muslim American Society of Urbana-Champaign.



Another printer and the modem that is connected to the computer in the picture above.



One of the three buildings that make up the Community Center owned by the Muslim American Society. This is the banquet hall that is currently under renovation. When it is finished it will be used for celebrations and special events of the organization and will also be available for rent by community members.



A view of the play area between the three buildings of the facility. In the background the rural nature of the immediate community is evident.

4 Demographics of patrons or clients

According to the president of the MAS – UC, the organization has about 40 active members and 40 active helpers or volunteers, for a total of about 80 people who are regularly involved in the activities and services of the organization. The organization is not restricted to Muslims, and welcomes those of other religions. Because the center houses a school and just added a playground, there seems to be a focus on youth, so there is a large youth population and young families are involved with the organization.

Demographic of census block group	
Population change (2000-2010)	33% reduction
White population (2010)	78%
Black population (2010)	14%
Asian population (2010)	3.5%
Hispanic population (2010)	3.8%
Population of another or multiple races (2010)	4.5%

Median Household Income (2010)	\$42,708
Individuals below Poverty line (2000)	6%

Source: facefinder2.census.gov

5 History

The Muslim American Society was established in 1993 as a nonprofit national organization that attempts to address “charitable, religious, social, cultural, and educational” issues. It has grown to have more than 50 chapters in the United States and is now considered a “grassroots movement... that [provides] opportunities for community service, interfaith initiatives, youth programs, and civic engagement.” (<http://www.muslimamericansociety.org/main/content/about-us>)

The chapter of the Muslim American Society in Urbana-Champaign was started in 2007 by the current president. It was established as a not-for-profit religious, educational, social, and activist organization, as well as a branch of the national organization. In 2009 the organization was able to purchase the land and three buildings at 2011 Brownfield Road in Urbana that was once the site of a Baptist Church. Having a physical place to call home has helped the organization better serve its members and the community, create collaborations with other social institutions, and give the organization a central place to plan and implement its services and programs. Before having the physical facility, for about three years MAS used lecture halls or offices at the University of Illinois. The facility has three buildings, one of which is being renovated. At this Community Center, MAS offers a weekend or part-time school for young children, a small library, and a social services and activism office.

6 Technology inventory

Hardware	Software, Systems, Communication	People
Wireless router	Comcast Cable connection	Volunteers
Stereo Mixer	Website	Members
AV Projector	Yahoo E-mail group	Staff
Laptop		
4 Public computers		

	Upload Speed (Mbps)	Download Speed (Mbps)
Speedmatters.org	.463	.687
Speedtest.net	1.60	2.92

Speed of Comcast connection at Community Club

7 Analysis

The Muslim American Society of Urbana-Champaign is about four years old and has only had a physical place for about two of those years. For a small newly established organization, they have put technology to good use. They have a cable Internet connection, a sound system, some computers, a working website, and plans to move and grow into the future.

MAS views technology as a way to enhance the organization and its structure as well as serving the community's needs. Their website, www.masurbana-champaign.org, presents the mission and vision of the organization, contact information, future goals and plans, updates about the Community Center purchase and renovations, a gallery of pictures and YouTube videos, and different resources to learn more about the organization, as well as ways to donate and listings of upcoming events and programs. Members of the organization can also join a Yahoo group that belongs to MAS and they have seen larger numbers of people joining from year to year. Acquiring a building in 2009 helped with more physical, tangible technology. For example, the MAS Community Center has an Internet connection through Comcast, and uses four computers to access the Internet. Volunteers have installed wireless in one of the buildings of the facility so members or people in the community can bring their own devices to access the Internet.

The educational building houses the school's eight classrooms and is connected to the gymnasium. The gym has the most technological equipment, including a stereo mixer, a surround sound system, an AV projector, and a laptop. This area is meant for video conferencing, programs, and other events and the organization makes good use of the technology. For example, when the research team visited the site, the sound system was playing religious material, broadcasting a schedule of prayer times, and the gym floor was being used for a hajj simulation activity for the youth of the organization.

The organization has many plans for the future which include raising awareness, attracting new members, and serving the larger community by providing access to information technologies as well as by using those information technologies to communicate and interact with other communities and organizations throughout Urbana-Champaign. The facility and organization already has a room set aside in the anticipation of setting up a computer lab. The Community Center would like to have a lab of 15 computers, 2 black-and-white printers, and 2 color printers, all of which would be open to the public. Other plans are to have at least one computer in each of the classrooms and a PA system connected throughout the facility, inside and outside. MAS also hopes to expand the library's collection, as well as install a drop-down projector for videoconferencing in the room.

As stated previously, one of the main goals of the MAS's future computer lab is to improve access to hardware and digital skills in the area around the Center. Currently, according to the president of the organization, "The level of living and the class of living around us, I don't expect high levels of proficiency using technologies. But I think they might be very much willing to learn and I think that is one of the objectives of our participation with UC2B – is to provide a chance for learning to help with the computer literacy [in the] area." The neighborhood, as the map above shows, is removed from many of the amenities and resources of the cities of Urbana and Champaign, including

the public libraries and the university. The community is multiracial and working-class, and has few businesses. According to research by UC2B the area is underserved, having less than 40% broadband adoption. The Muslim American Society sees the neighborhood as being in need of a public facility for computers having high-speed Internet access and computer training or workshops, and they see the Community Center as the place to meet those needs. They also see training and access to be important aspects of being involved with UC2B.

Indeed, MAS has been involved with UC2B from the beginning. Since the group received the first solicitation letter, the members and administrators have been very excited about the opportunities that UC2B could afford the organization. The Muslim American Society is very interested in reaching out to the surrounding neighborhood and being the “anchor institution” that the UC2B grant is asking it to be, by providing a place to access the Internet and other information technology resources. Even though there was great enthusiasm for UC2B from MAS, the parts of the grant that would arguably have been the most beneficial to MAS were not approved. The actual hardware—items such as computers, printers, laptops, routers—and money for training and personnel are not a part of the initial phase of UC2B. Instead the Muslim American Society will have to find and fund these items without the help of another grant, which is also true for many anchor institutions around town. The question of IT staff and digital skills of members or the community will also be an important factor in the future of the Muslim American Society. Currently, the organization uses forms of social capital: it relies on its own people to help overcome technology issues. In the future, if the organization hopes to continue to embrace information technologies and support its community, having the proper support staff will be essential. The Muslim American Society is preparing for a future with a variety of information technologies and has important plans to expand its offerings.

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12: Orpheum Children's Science Museum

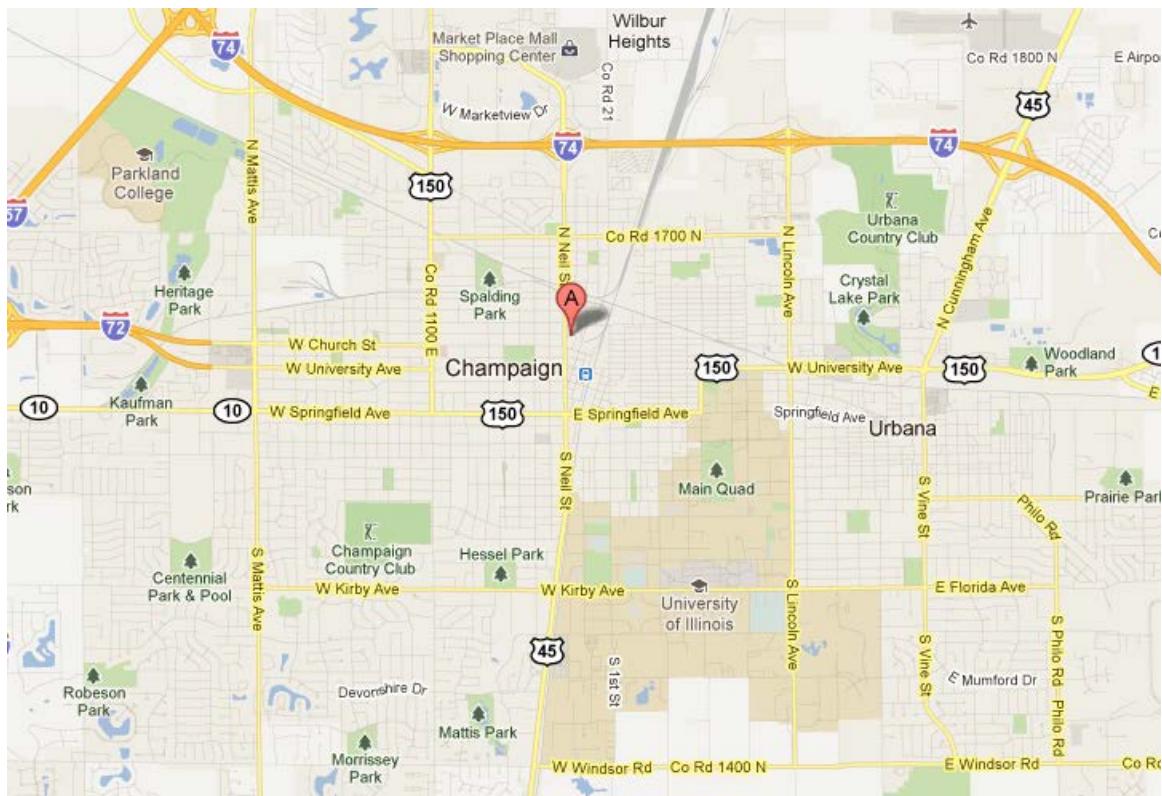
Sunghwan 'Sunny' Kim

Master's student, GSLIS

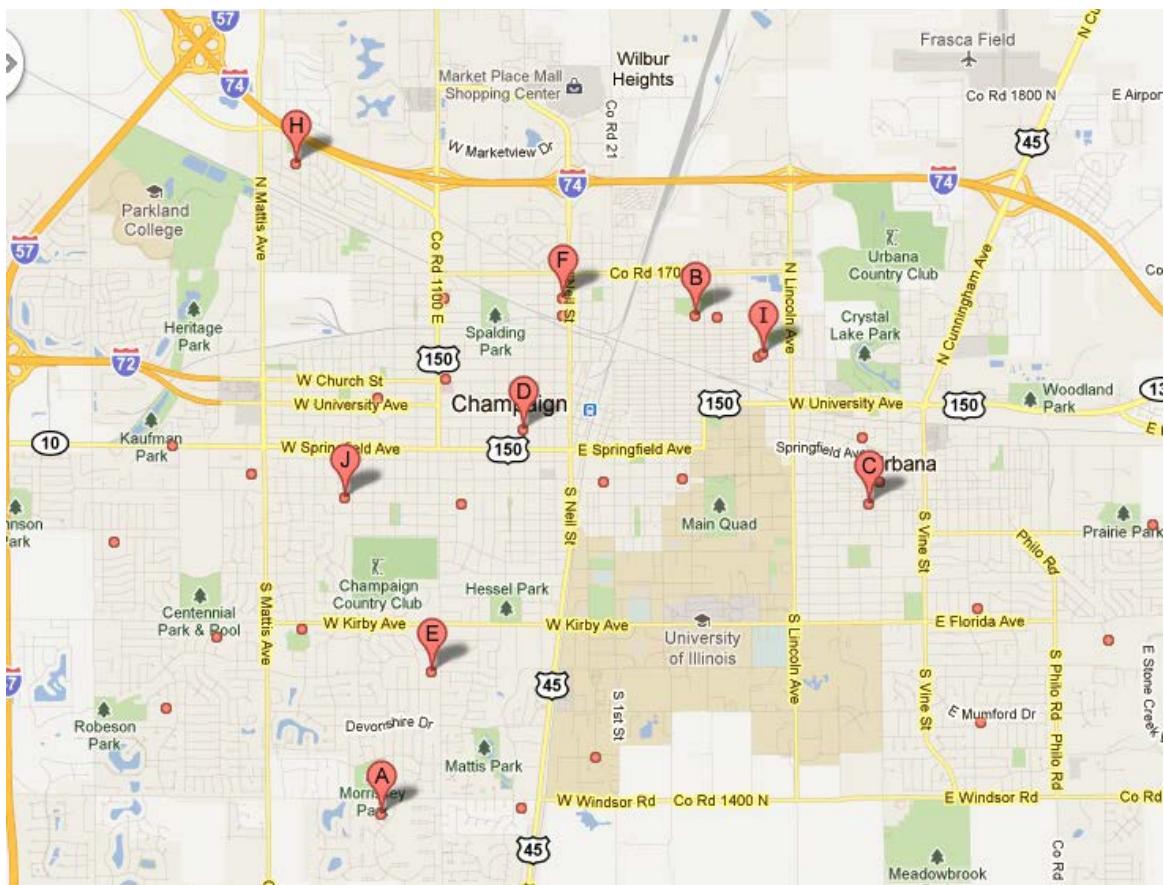
1 Executive summary

The Orpheum Children's Science Museum is an educational institution in Champaign that provides camps, after school programs, classes, special events, exhibits and field trips, in addition to birthday parties, and facility rentals. Like many other organizations in this area, Orpheum is faced with rapid change in the information environment. Since the museum's major patron group is children, who are usually familiar with computers, it is difficult for them to keep up with their users' needs. The museum is also housed in an old, historic building, in which it is not easy to install network lines or a computer lab. It would be very expensive to remodel the entire structure, and the museum lacks the funds to do so, as its revenue is derived solely from donations and admission fees. As a result, the organization is looking forward to a UC2B connection, both for internet access and in order to provide online services for other local organizations and schools over the 1 GB local connection.

2 Maps



The Orpheum Children's Science Museum is located at 346 North Neil Street in downtown Champaign, an area with a long history. The museum's location is convenient in terms of transportation, and thus this institution has a very large service area.



The main patrons of the Orpheum museum are children, in particular elementary school students, and their parents and teachers as well. Thus the distribution of nearby elementary schools is very important to this institution. There are about 30 elementary schools in the city of Champaign-Urbana area, and 20 more elementary schools in Champaign County. The Orpheum Science Museum is centrally located, so it is easy to take a field trip there.

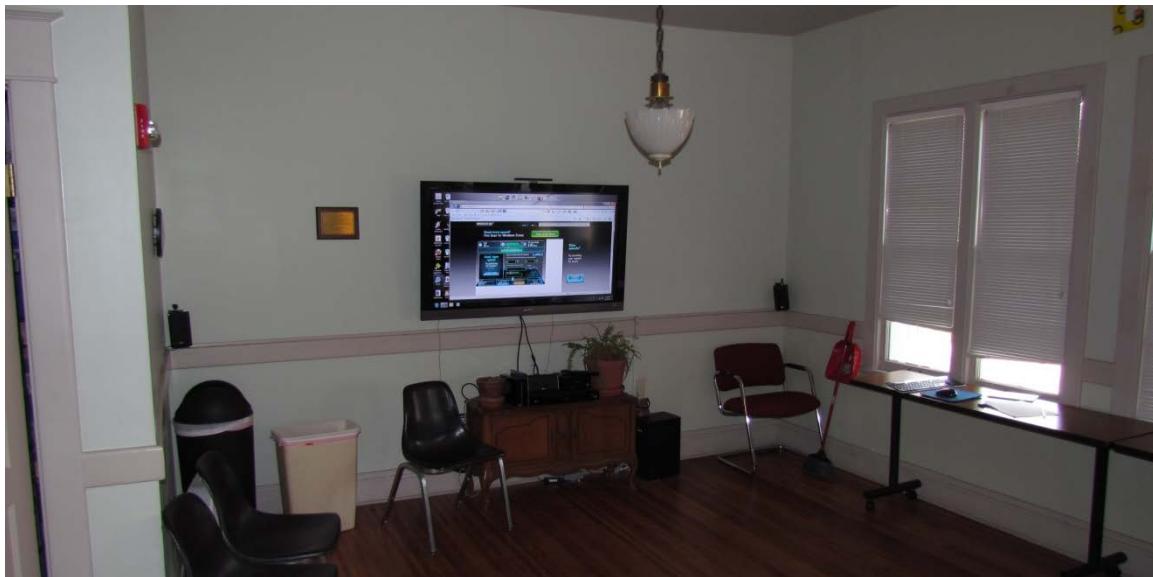
3 Photographs



The exterior of the Orpheum Children's Science Museum: the building is not a complex structure since it was originally a theater. Almost all of the science exhibits are on the first floor. The empty lot next to the museum is used for displays such as the dinosaur excavation field and for the playground.



Online resources booth, which mainly offers internet accessibility to help the parents register for a museum membership.



A presentation computer, which is used for group activities or children's science conferences.



Each staff person has their own work station. There is also a computer for volunteers, which allows them to search information for their work or adjust their volunteer schedule



The Smart Grid, one of the exhibits, uses a computer program and projector.

4 Demographics of patrons or clients

There is no demographic data available for the museum, but it does have its own brief definition of target groups. Most of this museum's actual users are children. Elementary school students and younger kids are the main patrons. The museum categorizes them as preschool students, K–2nd grade students, and 3rd–5th grade students. The museum recommends exhibits and activities based on this classification. Kids are the museum's primary patrons, but they depend on their parents or teachers to visit. In addition, parents' memberships and field trips are the museum's main source of income. The museum therefore targets promotional materials not only at kids but also at adults.

5 History

1914: The New Orpheum Theatre opens on October 19th, as both a vaudeville theater and a “moving picture” house. All the great stars of the Orpheum Theatre Circuit played Champaign, and it was considered the finest theater in downstate Illinois.

1986–1990: The Theater closes in 1986 and stands vacant until 1989, when the Preservation and Conservation Association (PACA) begins its campaign to save the theater. PACA hires theatre consultant Michael Hardy to do a feasibility study of the Orpheum. He suggests, in July 1990, a children's museum as a possible use for the

building. The Champaign-Urbana area does not have a children's museum and there are already several successful performing arts facilities in the area.

1992: The Discovery Place, Inc. holds its first board meeting on February 5th. The first Discovery Place fundraising/publicity event—a Kids Building Fair—is held on June 20th in the parking lot in front of the Orpheum. The Champaign City Council votes to approve the sales contract of the Orpheum Theatre building to The Discovery Place, Inc. on July 7th. The first major fundraising event—“Bids For Kids,” a fine arts and antiques auction—is held in the Robeson Building on November 20th.

1994: The grand opening of the new children's science museum in the storefront space takes place on December 27th. Two hundred-eighty people attend the first day and over 1500 visit during the first week of operation. This year marks the 80th anniversary year of Champaign's New Orpheum Theatre.

1997: The museum's name is changed in April to “The Orpheum Children's Science Museum” to better reflect the heritage of the building.

2000: Phase II remodeling is completed in October. The entrance lobby, grand foyer, and mezzanine are restored for use as exhibit spaces.

6 Technology inventory

This institution's network speed is not bad. They are using broadband provided by private company, Comcast.

	Download speed (Mbps)	Upload speed (Mbps)	Ping
Speedmatters.org	25.399	4.417	
Speedtest.net	25.31	3.83	25

	Staff computers	Patron computers
CPU	Dual core	Pentium 4
RAM	4G	2G
HDD	450GB	160GB
OS	Windows 7	Windows XP
Quantity	6	2

There are two kinds of computers in this museum. For patrons, there are two information search kiosks. These computers are somewhat old, but good enough to perform simple tasks such as Internet searches and membership account creation. The museum staff people have better computers, which are able to run Windows 7 and other office programs.

7 Analysis

It is not surprising that there are only a few computers for patron information searches in the Orpheum Children's Science Museum, because the museum's primary goal is not providing regular educational materials but rather special scientific experiences through

unique exhibits. That said, computer and information technology are quite important to the museum. First of all, like many other professionals, the staff people are using the Internet and office programs to perform routine tasks. They use e-mail and word processing programs, as well as some advanced programs such as Google docs and a shared calendar. Furthermore, as Blaine (2009), Strom (2007), and Diaz (1999) have noted, museums are using the Internet as a touring space. This museum also provides a cyber-tour, "Castle Workalot" (<http://www.orpheumkids.com/forkids/cw/>). By accessing this Web page, kids can experience the trial version of exhibits and learn what basic science theories are involved.

In addition, by means of websites, museums can meet their fund-raising goals in less time (Villano, 2010). The Orpheum Children's Science Museum is also trying to make money through its own donation Web page. Creating membership accounts and scheduling field trips require Internet accessibility. For these reasons, a fast and reliable network is crucial for this museum. If they lose their connection or make people to wait too long, they will lose income. It is not easy to extend accessibility to this museum, however, since it is housed in an old historic building barely suitable for the installation of broadband lines in it. As a consequence the museum staff people are using not only cables, but also Wi-Fi. Even so, it is hard to cover all the building.

This museum has no tech-support team. Although all of the staff people are good at using computers, they rely on the help of volunteers and the private network vendor's A/S when they have technical problems.

So there are two advantages that UC2B can bring to the Orpheum Children's Science Museum. Firstly, UC2B will provide a reliable network which will make it easier for people to become members and donate to the museum. Secondly, UC2B can connect major anchor social organizations in this area, so the science museum will be able to link up with elementary schools. It will enable the creation of many other advanced services, such as video field trips. Though the museum is centrally located (see map above), it can still be difficult for some schools or community groups to arrange transportation for field trips; the potential to stream video over the 1Gb local connection may provide an exciting opportunity to extend services at the Orpheum to groups that cannot afford to travel to the physical site.

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13: Restoration Urban Ministries

Julianne L. Breck

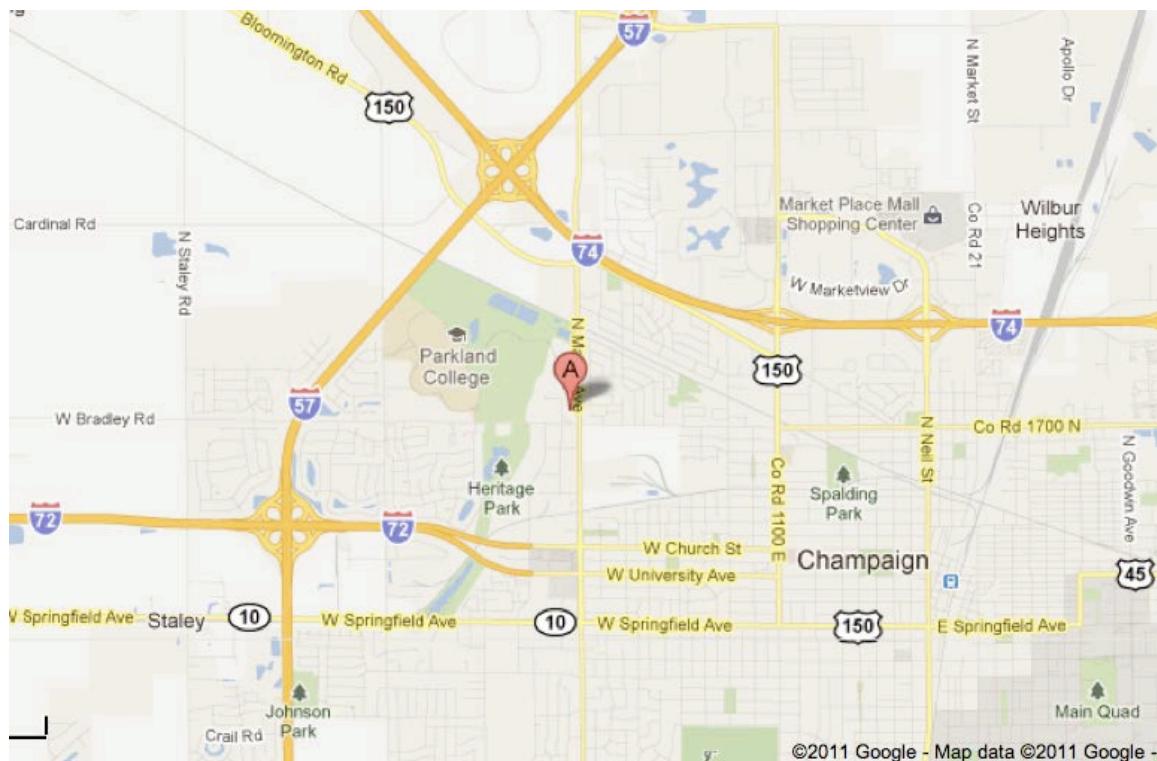
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1 Executive summary

Restoration Urban Ministries (RUM) is a Christian nonprofit organization in Champaign, IL. They aim to support needy families and individuals who want to take steps towards independent living. In order to provide for a person's physical needs, they primarily offer transitional housing and food distribution. In addition, RUM seeks to provide comprehensive care that includes classes and programs in personal, educational, and spiritual growth in order for individuals to live self-sufficiently and as part of a community.

RUM struggles to meet their budget through private funding and donations. They use and embrace technology but cannot afford to update or maintain it regularly. Most staff members have Windows XP operating systems on their computers. Two computers can be made available to residents but are not openly accessible at this time. There is wired Internet access in both office buildings. Future technology goals include using donated computers to install a computer lab to better accommodate residents, and creating TV spots to broadcast on the public access TV station to generate publicity for their organization. RUM would benefit from a UC2B connection because it would allow the organization to make better use of technology to raise funds, increase staff productivity, and educate residents.

2 Maps



(A) Restoration Urban Ministries within the city of Champaign, IL. RUM is located on the northwest side of the city of Champaign, IL. It is along the westernmost edge of the red ring demarcated on the UC2B project construction map and within access of three major highways: 57, 72, and 74. It is situated along Mattis and Bradley Avenues at a busy intersection. Within walking distance are a Kraft Foods manufacturing plant and Parkland Community College. There is regular bus service.



Restoration Urban Ministries Campus. View Interactive Map + Pictures Here:
<http://g.co/maps/em6wq>.

RUM occupies four buildings, all painted bright green. Two of the buildings share a gravel parking lot on the same side of the street. The residents' buildings are within sight, just a short walk eastward across Parkland Ct., closer to N. Mattis Ave. **The Residents' Facilities** are two-story converted motels. The **Classrooms/Church/Office Building** is a two-story former warehouse. Residents take classes, attend church, and eat occasional meals here. The building also contains a large four-stove kitchen where residents may cook, a childcare center, and the offices of the director and finance manager. The **Main Offices/Food Pantry Building** is a one-story office building. The front desk and staff offices are in the front. The back is a warehouse for the food pantry where staff inventory food and residents collect food boxes, and a clothing storage area.

3 Photographs



Example of a staff computer.



Computer available for use by residents.



Main Office/Food Distribution Center.



Residents' Facility and Playground.



Church, Offices, Classrooms, Kitchen, and Childcare.

4 Demographics of patrons or clients

At any given time, there are about 200 people living on campus. About 99–100% of their clients are below the poverty line. Most are African-American or white. Many are from the Champaign-Urbana area, but some also come from St. Louis or Chicago in order to leave urban areas. About 20 of the 24–25 staff members were former residents and graduates of the program. Staff members are mostly African-American and white.

The RUM website lists the following statistics for housing for 2009:

- 85 adults (43 men, 42 women); 90 children
- 49% successfully completed Self-Sufficiency Requirements
- 28% of participants have a felony record
- 51% of participants recognized they had a substance abuse problem upon intake and enrolled in the Recovery Program
- Cost of program per family unit: \$783/month
- Eight double rooms in use in 2009 and 54 single rooms.
- 17 rooms that were in disrepair were remodeled in 2009

(Restoration Urban Ministries, “Organization Facts”)

The RUM website lists the following statistics about the food distribution service:

- Serves all of Champaign County
- Serves 3600 local individuals per month.
- Individuals may collect food every two weeks.
- In 2009, RUM provided 25,877 individuals with boxes of food, totaling 234,675 lbs. of food, or 9.7 lbs. of food per person.
- Donations of 30,000 lbs. of food.
- The price of distributing the food was \$28,365.

(Restoration Urban Ministries, “Organization Facts”)

5 History

‘For I was hungry and you gave me something to eat, I was thirsty and you gave me something to drink, I was a stranger and you invited me in, I needed clothes and you clothed me, I was sick and you looked after me, I was in prison and you came to visit me.’ –Matthew 25: 35-36 (NIV), RUM brochure

Restoration Urban Ministries was established in 1993 by Reverend Ervin T. Williams, Executive Director. The outreach program began by serving food from the back of a truck in 1993. The residential program began the same year in a four-bedroom house. It moved to a small apartment building and grew into a 22-unit motel. It transferred to its current location in 1997 at 1206 and 1208 Parkland Ct., Champaign, IL. In 2004, RUM acquired a 10,000 square foot warehouse at 1213 Parkland Ct. and an office building next door to provide worship, classrooms, childcare, and offices that were previously housed

in rented space on Mattis Avenue. Currently three different churches converge in this facility for worship on Sundays.

RUM's history of technology use varies. In 1999 RUM's staff operated four Windows computers used for bookkeeping and communications. In 2008, a computer lab was installed on premises for resident use. However, because of abuse of computer rights, public access has been revoked until a monitor can be hired to operate the computer lab. Occasionally, computers have been available as part of an after-school program that meets at RUM. Today RUM provides about 14 Windows XP computers for the staff.

Today RUM operates on a budget of \$700,000 a year. Church services are on Sunday at 8 a.m., 11:15 a.m., and 6 p.m. On a weekly basis they also offer Sunday school, Bible Studies, and Prayer Group. Substance Support Groups meet three times per week. The food distribution center is open from 10 a.m. to 1 p.m. Monday, Tuesday, Thursday, and Friday at no cost to those receiving food. Free clothing is distributed 10 a.m. to 3 p.m. Monday, Tuesday, Thursday, and Friday. Some appliances and furniture are also available for distribution on a limited basis.

6 Technology inventory

Technology Element	Staff	Residents	Notes
Desktops	About 14 for staff use.	Two–four available for public use w/Internet connectivity. Two computers available in an office for job applicants and computer skill training.	Some donated “all-in-one’s” available but not in use.
Laptops	None	Some residents bring personal laptops.	
Telephone	Staff telephone system. Each employee has a phone in their office and voicemail.	Removed all phone jacks from rooms because of outdated, irreparable system.	
Fax	Yes	N/A	
Scanner	Yes	N/A	
Software	Windows XP	N/A	Trying to upgrade to Windows 7. Have 18 licenses but cannot use them because of insufficient hardware.
Social Media	Facebook Group	N/A	
Internet	Staff Server. Ethernet Internet connection.	No Internet connectivity in rooms.	Two main buildings are wired together with fiber optic cable to connect staff network.

Website Features

<http://restorationurbanministries.net>

Transitional Housing Application and Information

Donation Information and Tax Form
Online donation available through Paypal for “Give Hope” Campaign
Volunteer Information and Forms
Newsletter Subscription Form
Several personal stories
Organization facts and photos
Event Calendar

Internet Speed	
http://www.speedtest.net	
Down	Up
8.21 Mbps	.61 Mbps
4.84Mbps	.68 Mbps

7 Analysis

Despite adversity, RUM is a strong organization backed by passionate people who seek to serve Christ and the needy. It is evident from the staff’s interaction with each other and the residents that it is a personable, compassionate organization that is working to positively change individuals and the community. However, RUM struggles with the same trials that many private nonprofits face. Funding is the self-proclaimed greatest issue in every department. RUM relies completely on private donations, which can be erratic and varied in quality. Therefore they have limited control over what technology they own. As the Office Manager stated: “Any time that you get donated equipment...it’s because somebody has replaced it with newer technology. Most people don’t do that until they absolutely have to. So the computers we get...aren’t the best technology or the most recent.”

Currently, technology is used most often by the staff for administrative duties. This includes online research, e-mail, background checks of residents, and bookkeeping. There is a need to upgrade the computers from Windows XP to Windows 7 in order for the staff to function more time efficiently. The Internet operates slowly due in part to the outdated operating system and hardware.

Many of the residents at RUM have felt the effect of forced displacement and suffer the isolating consequences. In order to ease this trauma, it is critical for the residents to feel connected with their families, communities, and the world around them. Regular access to the Internet can aid this process by connecting individuals not only with their friends and family, but with job prospects, education opportunities, and information about their current communities.

There is a need for and an interest in creating a computer lab for the residents. The residents’ greatest computing needs are communicating with friends and family, acquiring computer literacy skills, completing job applications, and fulfilling educational goals. In addition, a lab could be used for an after-school program that meets at RUM.

Such a lab would need to be monitored by an individual to prevent abuse of the computers. The residents would also greatly benefit from a regular computer instructor to encourage and teach computer literacy skills.

In addition, most of the staff and a variety of the residents have basic or below-basic computer literacy skills, with the exceptions of a few trained staff and those who had computer training in school. Technology support for the staff is provided on a need basis. Most staff troubleshooting needs require help with e-mail, printing, or Internet connectivity. A volunteer intermittently maintains the organization website. Irwin maintains the Facebook page, newsletters, press releases, and overall presentation of the organization.

RUM would benefit from a UC2B connection because it would allow the organization to make better use of the passion they already have to support their mission. An increase in Internet speed and a decrease in Internet price could provide technology to raise funds, increase staff productivity, and educate residents. If it chooses, RUM could also use UC2B to provide Internet access to residents in a computer lab or in their private accommodations. However, even with an optimal Internet connection, RUM still lacks the necessary hardware and software to take full advantage of up-to-date computing services.

Overall, RUM cares deeply about the people they serve. Their main goal is to serve the physical and spiritual needs of their residents. Technology is an important tool in achieving this goal, but can also detract from this goal if it interferes with the recovery process. Therefore, RUM's main priorities lie in comprehensive care. In the end, technology is merely a tool that may or may not play an important role for a person seeking to achieve self-sufficiency and independence.

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14: St. Jude Catholic Worker House

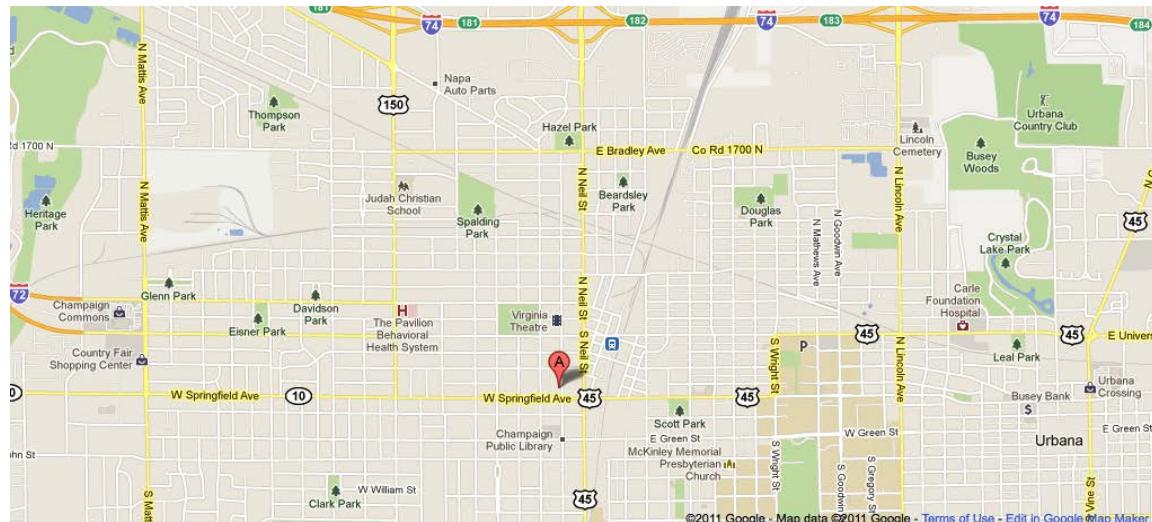
Lauren M. Graham

Master's student, GSLIS

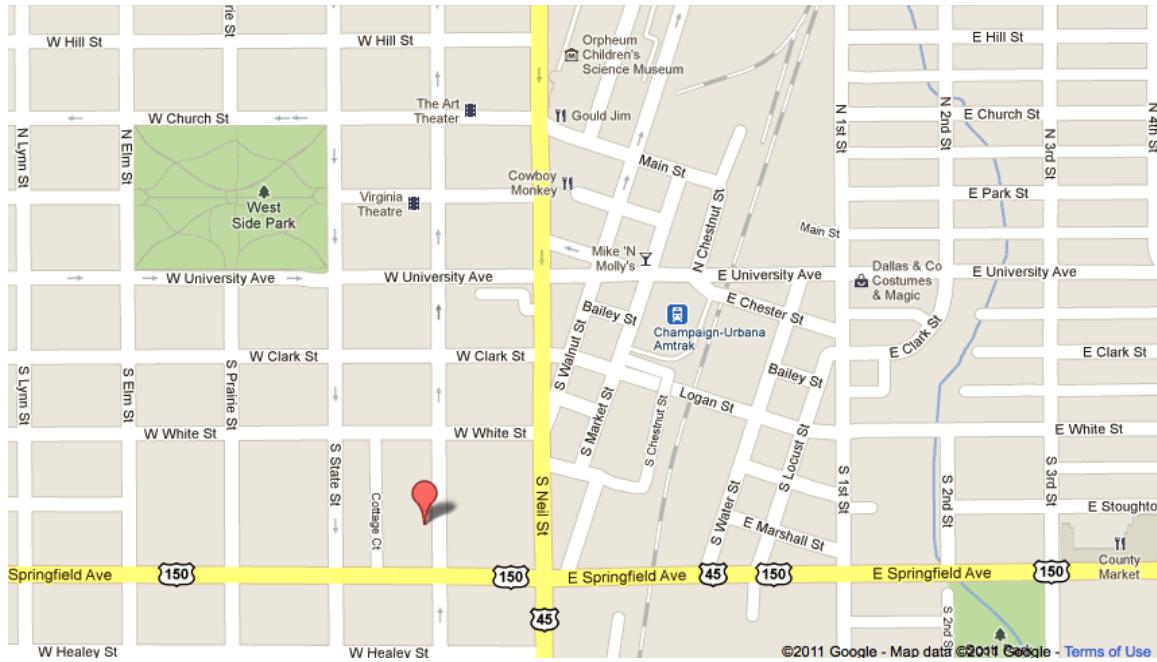
1 Executive summary

St. Jude Catholic Worker House is an entirely volunteer-run organization providing temporary housing and daily access to the homeless population of Champaign and Urbana. Because the organization's services are based solely on volunteers and donors, funds for technological improvements are limited. The building has phones available during their open hours, but no public computer or reliable internet access. Inexpensive broadband through UC2B could potentially be useful to the Catholic Worker House, but even the base rate may be too expensive for their minimal operating budget.

2 Maps



St. Jude Catholic Worker House, 317 South Randolph Street, Champaign, IL



The Worker House is located near Neil Street and Springfield Avenue, in the vicinity of West Side Park and close to downtown Champaign, IL. It is within walking distance of the Illinois Terminal, the main transportation hub for Champaign-Urbana, where the local mass transit district (CU-MTD), Amtrak, and Greyhound lines all stop.

3 Photographs



Exterior of St. Jude Catholic Worker House; view of front porch and visitor/patron entrance (east entrance).



Front porch and identification sign, view looking southwest.



Interior of Catholic Worker House; open-use phone in front alcove at northeast corner of premises. This phone is available for use by the public between the hours of 11 a.m. – 3 p.m. daily.



Interior of St. Jude Catholic Worker House. This is the resident phone in the rear kitchen. It is restricted to use by residential volunteers and others who are in residence at the Worker House.

4 Demographics of clients

The Worker House serves the homeless population of Champaign-Urbana. The facilities offer two distinct services: temporary housing, and daily house access. The demographics are constantly changing, and by nature of the informal setup of the house, no concrete demographic information is available. However, St. Jude's "house of hospitality" philosophy focuses on providing short-term living arrangements and an open space for those who are currently homeless. Generally, this means that they serve those whose income falls below the federal poverty line. The Worker House serves men, women, and children of various ethnic and social backgrounds in the two ways listed above.

Temporary Housing. St. Jude Catholic Worker House offers temporary living arrangements for women and their minor children (if any). At any given time, approximately 12 people are living in the house. Of those who have children, some have their children living with them at the Catholic Worker House full-time, while others have their children visit during the weekend per custody arrangements.

Overall, the children are much more computer literate than their mothers, due to exposure to ICTs in the school setting. Currently there is one child under five living at the house full-time and one who is in middle school. The latter is provided with a laptop by his public school in order to work on homework.

Daily Facility Access. The Worker House also provides access to its facilities on a daily basis between the hours of noon and 3 p.m. The primary amenities open to the public are the shower, the laundry, and the Worker House's long-distance phone line, along with use of the communal living space. Some also use the Catholic Worker House as their mailing address, and stop by to pick up their mail. The individuals who use the Worker House's facilities during this time are largely men of varying racial, social, and educational backgrounds. They are all currently homeless. Residential volunteers suggest that the technological skill of these patrons is highly variable, as they range from being completely illiterate to highly competent.

5 History

The Catholic Worker Movement. The St. Jude Catholic Worker House is part of the larger Catholic Worker Movement, founded in New York in 1933 by Dorothy Day, a journalist and activist, and Peter Maurin, an French immigrant worker and scholar. It was founded largely in reaction to the Great Depression, in order to provide services for the many put out by the economic crisis. Its ideals come from left-wing socialist theory, and seek to reject the present social order, withdraw from capitalist society, and actively participate in social justice movements of all kinds.

There are currently approximately 197 active communities within the United States, and an additional 20 active communities internationally, including sites in Belgium, Canada, Germany, Great Britain, Mexico, New Zealand, Sweden, the Netherlands, and Uganda. The funding for these communities is supplemented by residents' part-time jobs or "cottage industries" of a particular location, but the majority of support comes from donations, both of goods and in kind.

By nature, Catholic Worker Houses do not apply for tax-exempt status, and have "no board of directors, no sponsor, no system of governance, no endowment, no pay checks, no pension plans" (Forest, 1997). This is by design, in order to eliminate bureaucracy and political influence on the Worker Houses, in order to better serve the community outside of the "impersonal charity of the state." As such, there is no traditional staff or board of directors for a Worker House; daily operations are staffed and financed entirely by volunteers and donors.

St. Jude Catholic Worker House. Founded circa 1977–1980 (accounts vary), the St. Jude Catholic Worker House in Champaign-Urbana was originally located in a house at 1308 University Avenue in Urbana. Originally donated to St. Patrick's Catholic Church, the house began serving as a temporary residence for the homeless after its original intended residents, a family of Asian refugees, were unable to secure passage to the United States.

At this location, the Worker House offered temporary living arrangements for up to 17 people and a soup kitchen that served 30 to 80 people each afternoon. As of 1985, St. Jude's had 3 live-in co-directors, and a nightly count of around 15 temporary residents. Food, utility, and program costs were all supported by private donations. The house itself was provided, rent-free, by an anonymous donor.

In the late 1980s, a combination of financial hardship and an expansion by Covenant Medical Center forced the Worker House to move. By 1989, monthly operating costs

averaged \$850, and the anonymous owner had become interested in selling the property. St. Jude's began looking for new premises that year, eventually settling on the house at 317 W. Randolph Street in Champaign, which was purchased for \$73,000 in 1990. The next year saw significant renovations to the property, mostly focusing on increasing the number of bedrooms in the house. With renovations completed, the Worker House reopened, at the present location, in November 1991.

In 1992, they acquired the property to the rear of the Randolph St. house, at 314 Cottage Court, for \$32,000. This property was remodeled to complement the Randolph St. house by providing community gathering space, an office, and multipurpose rooms for volunteers and residents.

By 1993, St. Jude Catholic Worker House was down to one live-in volunteer, forcing them to cut noon lunches down to two days a week. As more volunteers moved in, lunches were again offered on a more regular basis. In 2000, the Randolph St. house kitchen underwent a significant renovation, made possible by a donation willed to the St. Jude's by Josephine McDonnell. This renovation updated the nearly 100-year-old kitchen, and nearly doubled the size of the cooking and preparation space. At the time of the renovations, the soup kitchen was serving 50 to 100 meals daily.

In 2009, the Steering Committee of St. Jude's made the decision to discontinue the soup kitchen at the Worker House and instead focus the Worker House's efforts on hospitality and social activism.

A volunteer cites the effect that the large number of men milling around the house had on the residential portion of the house's service: "it [wasn't] conducive for them feeling safe and that this is their home." Its meal program volunteers reorganized off-site, founding what is now the Daily Bread Soup Kitchen in Champaign, about a block away from St. Jude's.

With the closure of the soup kitchen, the Worker House found that many of the donations it had relied on for operating costs were redirected to the new, separate soup kitchen. Volunteers suggest that donors were confused as to what St. Jude's was doing for the community, if not running the soup kitchen. Finances subsequently got tighter and the Worker House was forced to eliminate one of its two phone lines, and reduce service on the remaining phone line to domestic long-distance only. At the time, there was discussion of getting Wi-Fi service to the Worker House, but the lack of donations meant they simply couldn't afford it.

As of 2011, the Worker House currently has 7 residential volunteers, along with approximately 12–15 women and children who live in the Cottage Court house. St. Jude's opens its doors daily from noon to 3 p.m. to allow nonresidential patrons to use the phone and other facilities. Worker House members are also active in social justice movements, and take part in outreach and protests.

6 Technology inventory

The Worker House has three phones—one specifically designated for public use between the hours of noon and 3 p.m. daily; the other two is restricted to use by residents, both the

women who live there temporarily and the residential volunteers (see Section 3, Photographs).

A few of the residential volunteers have personal computers, but do not have access to reliable Internet within the house. They either attempt to connect to any unrestricted network they can find, or must visit libraries or cafes to use the Internet there.

TECHNOLOGY	ACCESS POINTS
Telephone – landline	3 (one line)
Telephone – resident mobiles	Varies (4+)
Computers – communal	0
Computers – personal	3

ICT Inventory

7 Analysis

St. Jude Catholic Worker House is sorely in need of additional technology in order to serve both their residents and the patrons who visit the facilities daily, as well as to effectively engage and communicate with the surrounding community. The move of their soup kitchen to an off-site location led to the loss of much of the donations they had relied on to support the operating costs of their two houses. Among its effects was the elimination of one of their two phone lines and the downgrading of service on the remaining line to domestic calling only. They are currently behind on basic utility bills and other expenses, and Internet connectivity has become a “non-issue” for the Worker House, since they simply cannot afford it.

The lack of Internet access, specifically, within the Worker House has negatively affected their ability to minister with new media tools. They are reliant on access points within the community in order to use the Internet, and the number of people active in the Worker House can be a roadblock to actually going and using the Internet at these sites (space, availability, etc.). Instead of being a resource for their visitors, the staff members are often reliant on the same resources. The effects of this can be seen in their current Web presence. Their official Wordpress blog has not been updated since June 30th, 2010, and their Facebook page has not seen member activity since March 11th, 2009. There is potential use the UC2B access to reach out to potential donors, the community at large, and other organizations within the community through the creation a community network integrating several social activist projects in order to make each of them more effective and more wide-reaching. He hopes that UC2B, both within the Worker House and throughout Champaign-Urbana, will help the Catholic Worker House to further integrate its mission into the community, and let more people know what exactly it is they are doing.

However, there is also some hesitation among residential volunteers about obtaining a wireless network for the house. Some members are concerned that such access would diminish the communal aspect of the house, encouraging members to instead spend more time on their personal computers than with other members of the house. This kind of technology-driven personal isolation would go against the “house of hospitality” mission of the house, instead of facilitating it. They would be interested to see if there is a nonwireless option for UC2B, perhaps limiting the Internet access to a designated computer in a communal room of the house. This would also give them the option of opening up access to this computer for patrons during the midday open house hours, along with access to the phone line. A group computer would allow them to both expand their house of hospitality to others, as well as more easily work on their social justice and outreach as a group.

There were also financial concerns. Despite the possible financial benefit of having access to a VoIP phone line, there is concern about the effect of a communal computer, and possible increased personal computer use, on the power bill for the site. Additionally, they would need to purchase a desktop for open use before they could even start offering that option to visitors. As their current financial situation stands, this does not seem feasible.

The St. Jude Catholic Worker House is a very informal, unregimented organization. There do not seem to be any clearly delineated roles within the Worker House—everyone pitches in where needed. While reflecting and supporting the mission of the Catholic Worker Movement, this also means their role in the community is sometimes not as clear, organized, or visible as other nonprofits in the area. Participation in UC2B could be beneficial in supporting the visibility of their mission, as well as helping them more effectively manage their financial and physical assets.

Overall, if and when the St. Jude Catholic Worker House gets linked to fiber-to-the-premise connectivity, it has the potential to expand their role in the community in three distinct ways:

- (1) the ability to offer expanded services to their visitors;
- (2) increased outreach, fundraising, and education about the Catholic Worker Movement and its mission; and
- (3) increased involvement as an institution within the Champaign-Urbana social welfare community.

In order to be fully beneficial to the Worker House, further outreach to the site by the UC2B project is needed. Steps should be taken to integrate the Worker House’s residents into the process, to gain understanding of how they could use the technology to broaden their service to the community and function more effectively as a community institution. Initial hesitation should be addressed and engaged. During the interviews, I tried to stress the ways UC2B could be helpful when these fears arose during our conversation, and have also offered to follow up with them in regards to their questions about UC2B’s capabilities and limitations. Both parties would benefit from a continued, mutual conversation about UC2B and its role in the Worker House’s services and mission.

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15: Salt & Light

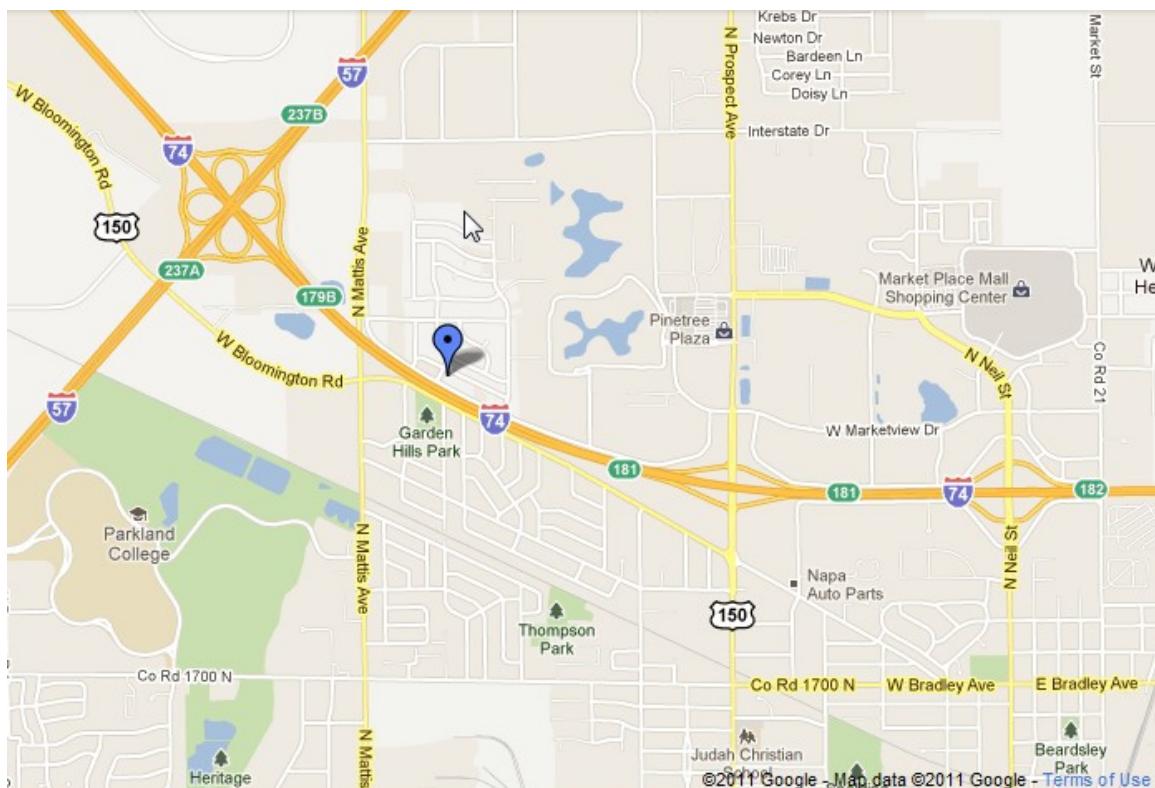
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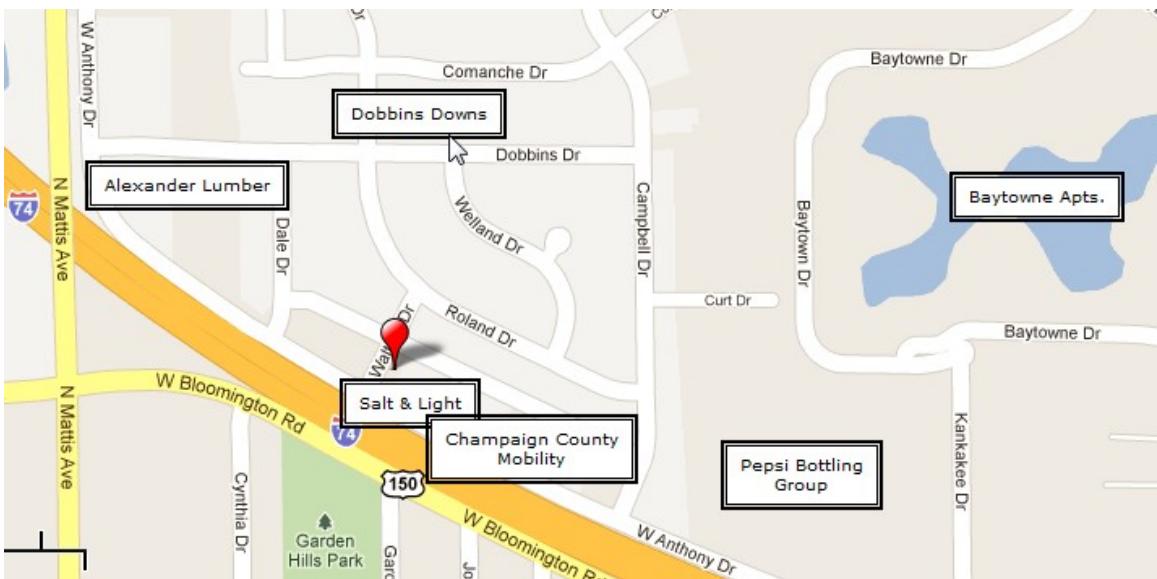
1 Executive summary

Salt & Light is a nonprofit Christian organization which seeks to provide those in the Champaign County area who are at or below the poverty line with their basic needs. This is accomplished mainly through their food pantry and clothing closet, which take donations from the community and provides free access to those they serve on certain days of the week. The organization uses digital technologies for many daily activities. Salt & Light currently has download speeds of about 20 Mbps, the same as will be offered through UC2B, though upload speeds are much slower than the proposed symmetrical service.

2 Maps



Salt & Light is pinpointed here in relation to the north side of Champaign.



View of the neighborhood where Salt & Light is located.

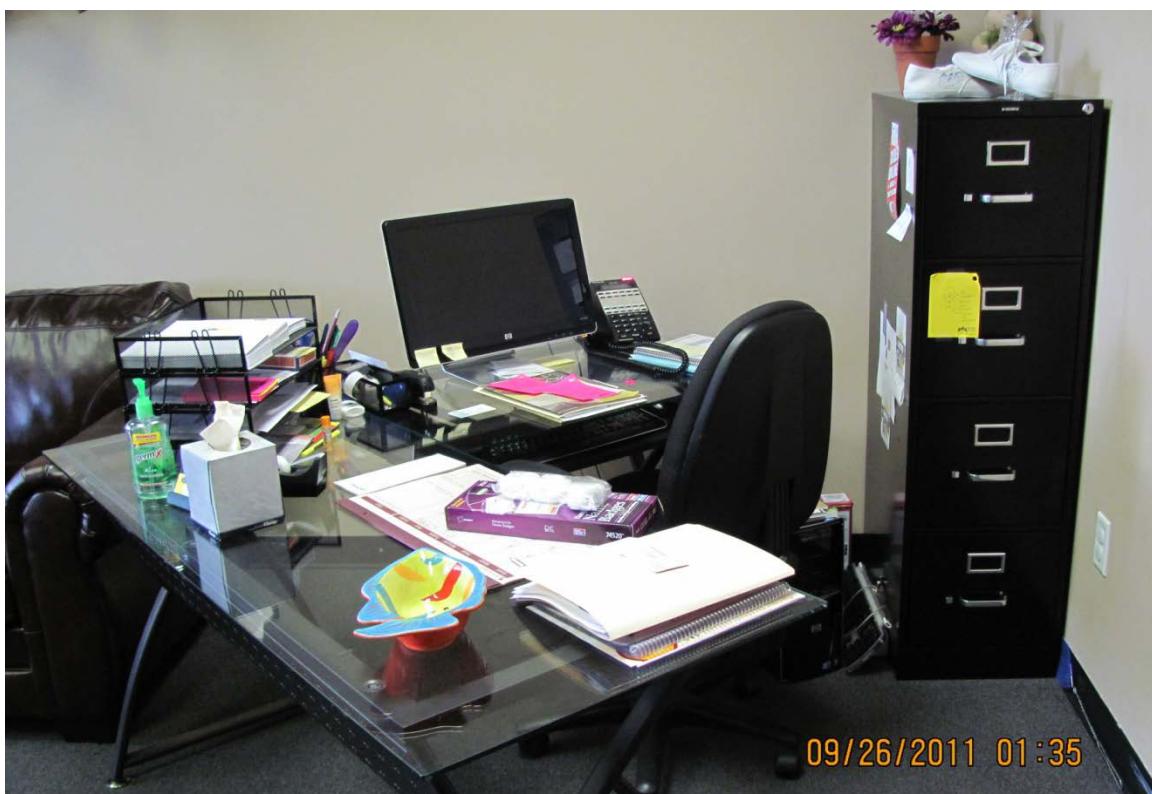
3 Photographs



The front of the Salt & Light building, as seen from the street.



A view of some of the shelving in the food pantry area.



Computing area of one of the staff members.



Future site of the nine-station computer lab, still a work in progress. One of the refurbished computers is being worked on here.

4 Demographics of patrons or clients

Salt & Light seeks to serve those in Champaign County who are at or below the poverty level. Champaign County is fourth on Illinois' list ranking its counties by poverty rate (Wurth).

Exact demographic statistics of the people Salt & Light serves are not currently available, although it is the hope of the administration that a system can be put in place soon to track more information about the people it serves. Those estimations are represented in the following table.

Ethnicity	Percentage
African-American	50–55
White	30–35
Latino/Hispanic	10–15
Other nationalities (Middle Eastern, French-speaking African, Asian)	5–8

5 History

Salt & Light was founded in 2003 and opened its doors in 2004 to serve the public. The three founding members are still involved in Salt & Light. The organization is Christian based, as the mission is to “share the love of God by helping those in need.” The name Salt & Light comes from Matthew 5:13–16, which is where Jesus tells his disciples to be the salt of the earth and the light of the world.

Salt & Light’s main ministry is its food pantry and clothing closet, through which they provide free food and clothing to residents of Champaign County who are at or below the poverty level. The organization also offers financial literacy education, using Dave Ramsey’s thirteen-week course, Financial Peace University. One-on-one counseling is also available for those with specific financial issues.

Although Salt & Light has seen steady, and sometimes overwhelming, growth ever since their doors opened, the biggest turning point for the organization came in 2009 when a member family was chosen to be on *Extreme Makeover: Home Edition*. In the process of building the family a new home, the crew of the show also performed major renovations of the Salt & Light building and facilities. The publicity of the event also rapidly increased community awareness of what the organization does and their need for volunteers and donations. Since *Extreme Makeover*, Salt & Light has seen rapid growth of the number of people lining up to receive help. In addition to their weekly hours of food and clothing distribution, Salt & Light has hosted special events to help the community, such as filling backpacks with the necessary back-to-school supplies for the families they serve and serving Thanksgiving dinner.

6 Technology inventory

Hardware	Software, Systems, and Communications
Wireless desktops	New Website (http://saltandlightministry.org/index.html)
Laptops	Facebook page
iPhones	Twitter Account
Security cameras	Monthly newsletter
2 Printers	email
Touchscreen computer	Landline phone connection
Telephones	

Test	Down (Mbps)	Up (Mbps)
Speedmatters.org	19.692	5.760
Speedtest.net	20.10	4.00

7 Analysis

Salt & Light is a nonprofit, Christian organization which seeks to provide those in the Champaign County area who are at or below the poverty line with their basic needs. This is accomplished mainly through their food pantry and clothing closet, which take

donations from the community and provides free access to those they serve on certain days of the week.

Salt & Light has seen significant growth since opening its doors in 2004 and continues to find ways to both grow and accommodate the growth to help the greatest number of people possible. The most significant turning point in the organization's history was the renovations and publicity that the *Extreme Makeover: Home Edition* TV show provided.

While technological resources are limited, the staff at Salt & Light have a lot of ideas they would like to implement as the resources become available. The most imminent is nine-station computer lab that will soon be available for the public. UC2B will definitely benefit this project by providing Internet access to a neighborhood where many may not have access. However, the real barrier will be with the actual computers themselves and whether they will be updated enough to work with the broadband. The computers they have now are refurbished and several years old. The staff working on this project are worried about whether the computers will be able to function at the speed that UC2B broadband will provide.

There was also some concern about the lack of information being circulated about what exactly the UC2B project is, especially to the organizations it will directly affect. One staff member was concerned about how the cities, school districts, library districts, etc. found the money to donate to this project in the current economic situation. Confusion was expressed about why tax dollars were being donated to the project but the broadband would still cost a monthly fee.

Overall, the staff at Salt & Light seemed open to the possibilities a big broadband connection may provide for technological advances in the future. However, the lack of knowledge of the project seemed to lead to hesitancy. Salt & Light is very interested in improving their facility and services technologically, but recognize that having the resources to use the big broadband connection in the ways they envision will be another step in the process.

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16: Salvation Army Red Shield Center

Lily Grant

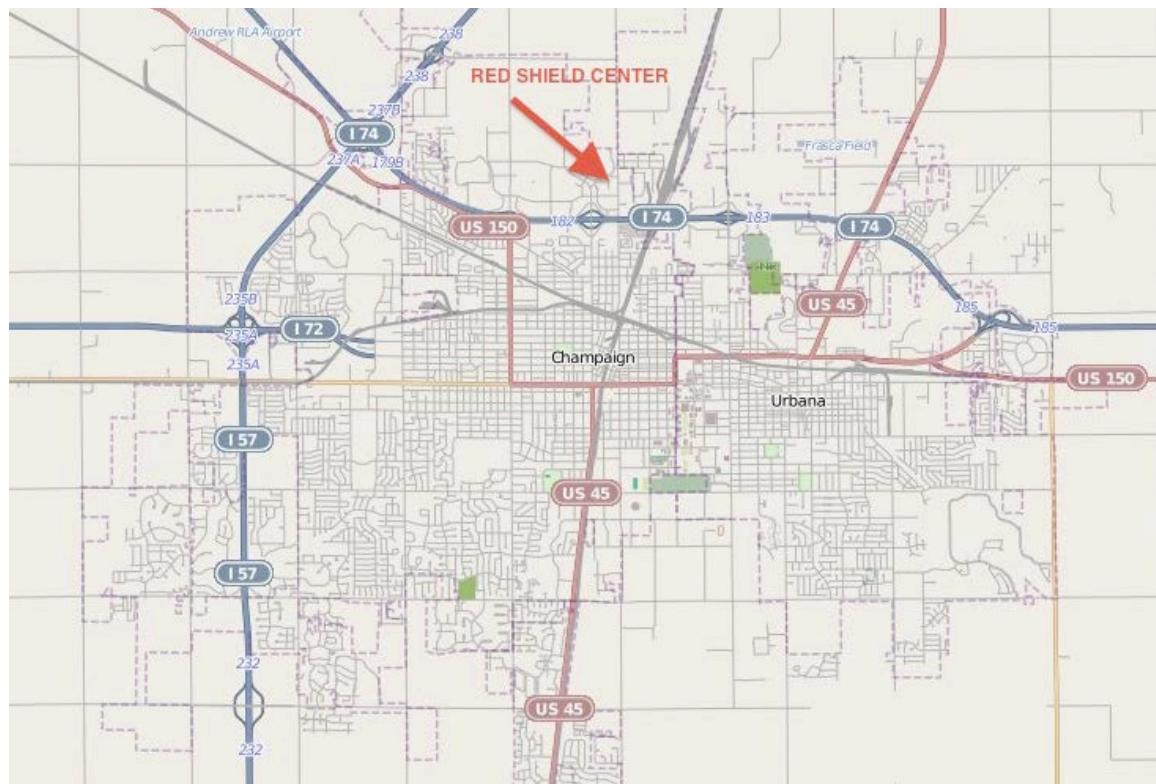
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1 Executive summary

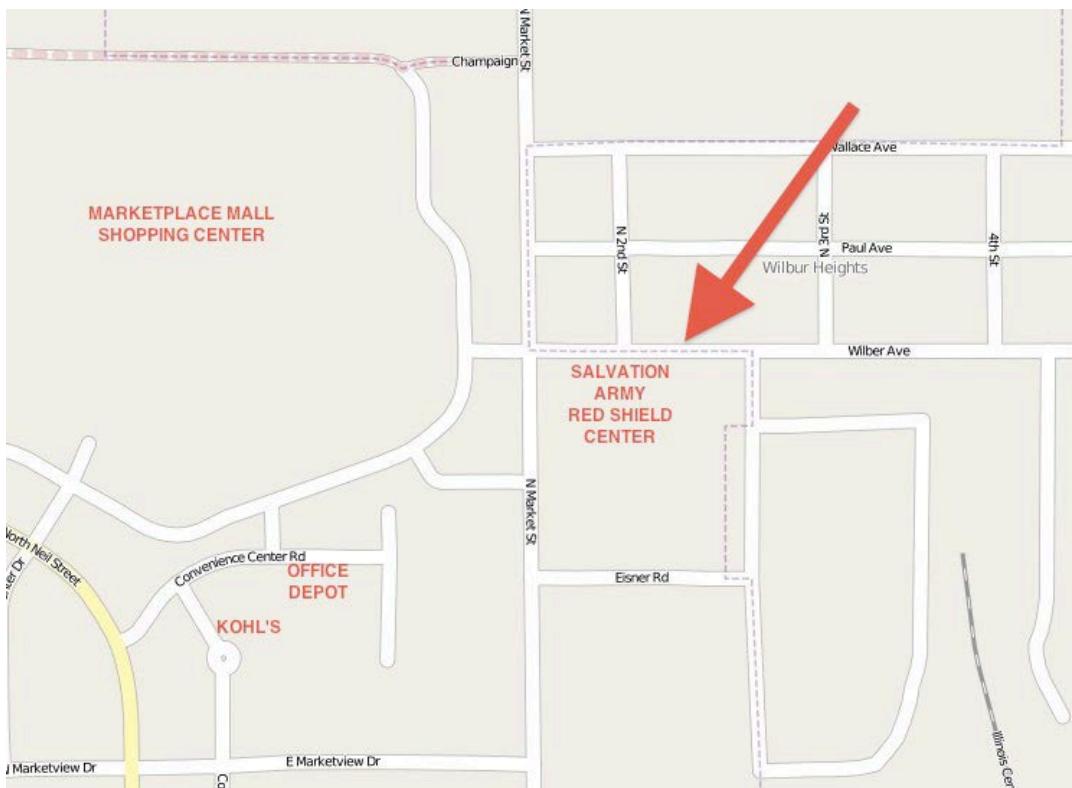
The Salvation Army is a large and important charitable institution, both locally and around the world. The Red Shield Center in Champaign, Illinois provides vital emergency services to those in need in Champaign County. The Red Shield Center houses administrative offices, an emergency social services office, a thrift store, and a men's shelter. It also hosts various events throughout the year, such as a winter coat drive and Christmas assistance for families.

The majority of services that the Salvation Army offers are meant to serve the neediest in our community, and help clients meet their most basic needs: food, water, clothing, and shelter. Technology is not a major focus of their work, and it is unclear what, if any, benefit the UC2B project will bring to their organization.

2 Maps



The Salvation Army Red Shield Center is located in the northeast section of Champaign.



The Salvation Army Red Shield Center is located at 2212 North Market Road in Champaign, Illinois. The neighborhood is dominated by the Marketplace Mall and other large stores, but it also includes some residential areas.

3 Photographs



The Red Shield Center at 2212 North Market Street in Champaign, Illinois. The building houses a thrift store, food pantry, emergency social services department, administrative offices, and the Stepping Stone Men's Shelter. It has additional space used for various programs, such as the winter coat drive and Christmas assistance programs.



Staff member welcomes clients at the intake computer station in the Social Services Department. Salvation Army staff members help clients register for assistance programs at these stations.



The computer lab in the Stepping Stone Men's Shelter: once this project is complete, it will help residents of the shelter to find employment opportunities and complete job applications.



The Salvation Army Mobile Canteen: this vehicle delivers food, drinks, clothing, and other supplies to those in need in the Champaign-Urbana area.

4 Demographics of patrons or clients

Though the Salvation Army does not require documentation of income as part of eligibility for all of the services they offer at the Red Shield Center, it can safely be assumed that, with the exception of thrift store customers, the majority of the clients they serve are at or below the poverty line. Gender and ethnicity statistics were not provided for this study.

Residents at the Stepping Stone Shelter are all adult males, and are living below the poverty line. Though exact figures were not provided, one staff member estimated that 60% of the men are Champaign residents, 20% are from Urbana, 10% are from Rantoul, and the remaining 10% are from other locations out of town.

No documentation of need is required to receive services from the mobile canteen. Indeed, not all served by the canteen are necessarily low income, as the canteen also helps distribute food and drinks to first responders (firefighters, police) during major disasters.

5 History

The Salvation Army is one of the best-known religious and charitable institutions in the world, and has a long tradition of helping society's most vulnerable and needy populations. The Salvation Army was founded by William and Catherine Booth, a husband-and-wife team who dedicated themselves to bringing the word of God to the poorest and most desperate neighborhoods of London. William Booth embarked upon ministerial work in 1852, and by the 1880s the Salvation Army was going strong, finding many converts in England and around the world. Today, the Salvation Army operates in 124 countries and is one of the world's largest providers of social aid.

The Salvation Army began working in Illinois in 1885, and by the mid-twentieth century was an established presence in the Champaign-Urbana community. The Red Shield Center on Market Street opened in 2006, after relocating from its previous location at 119 East University Avenue.

6 Technology inventory

Hardware	Software, Systems, Communication
Client Desktops	E-mail
Staff Desktops	E-mail Newsletter
Fax Machine	High-speed Internet Access
Telephone System with Landline	Facebook page
	Twitter Account
	Local, regional, national and international Websites
	Sallie A Software

	Download Speed (Mbps)	Upload Speed (Mbps)
Speedmatters.org	12.106	4.270
Speedtest.net	15.33	4.41

Speed Test Data

7 Analysis

The compassionate and dedicated staff and volunteers at the Red Shield Center work hard to serve those in need in Champaign County. The center houses an emergency social services center, a men's homeless shelter, a thrift store, and administrative offices. The center also organizes numerous charitable events and programs. Such programs include providing free winter coats, Christmas toys, and holiday meals to local residents.

Times are hard for those in our community who have the least, but times are also hard for those organizations that endeavor to help them. Like many charities, the Salvation Army is dealing with dwindling state funding at a time when demand for their services is very high. Though the majority of the Salvation Army's funding comes from donations rather than from government grants, the reduction in public funding has not been insignificant.

However, money is not the only pressing issue facing the Red Shield Center. The organization excels at providing emergency assistance to meet basic needs such as food, clothing, and shelter, but the center's director would like to be able to do more. They want to help clients make real long-term changes to their lives. One way in which the center is attempting to break the cycle of poverty and dependence is through the employment assistance it offers the residents of the Stepping Stone Shelter. In addition to providing the men there with a place to live and food to eat, the shelter staff help them locate employment training resources in the area and work with the men to identify what types of jobs they might be best suited for. They offer classes in job search and interview techniques. To support these efforts, the Salvation Army is installing a computer lab in the shelter. So far, there is only one computer there, and it is not yet online. Once it is, the men will be able to use it to search for job openings and to apply for jobs.

The Salvation Army does not at present have the resources to provide computer training, though it is something that they would like to do. Some men at the shelter have advanced skills and are familiar with programming, while others are taking basic computer literacy courses at Parkland College. It is hoped that, in lieu of a formal computer training program, the men at the shelter who have computer skills will be able to assist those who do not.

In addition to the work that is done at the shelter, the Red Shield Center's social services office provides a variety of assistance to local residents. They have a food pantry that is able to provide three days' worth of groceries to those seeking food. They also offer vouchers that can be redeemed for clothing and household goods at the thrift store across the hall. They are able to assist with transportation costs, such as a bus ticket or cab fare, and they occasionally put people up in hotel rooms who have no other place to stay. Limited assistance with prescription costs for the uninsured is also available. Grandberry noted that food, clothing, and prescription assistance are in particularly high demand at present. The office also administers programs to help people who cannot pay their utility bills. One such program is the Warm Neighbors, Cool Friends program paid for by a grant from Ameren Illinois. During the winter, the program helps with heating bills, and in the summer it helps with electrical bills. For each season, Ameren specifies a particular set of criteria that those seeking assistance must meet.

Not all of those who need assistance make it into the Red Shield Center, but that does not mean that their needs are neglected. To help those populations, the Salvation Army uses a

“mobile canteen,” a well-stocked truck that is used to deliver basic services around town. Sometimes these mobile services are employed when a major disaster strikes, such as a fire. In those instances, the Salvation Army goes out to assist both those impacted by the disaster and the first responders who are at the scene. More commonly, however, the canteen goes out into the community to provide food, water, clothing, or even just a kind word to those that need it most. These may be people living on the streets, or people just having a hard time getting by. No documentation is required to receive these services, and assistance is offered to anyone who asks.

Apart from the computer lab project in the men’s shelter, most of the technology used by the Salvation Army relates to basic office operations and record keeping. The center also makes some use of Twitter and Facebook to inform the local community of news and events. For administrative tasks, the center uses a program custom built for the Salvation Army called Sallie A. This is a database program used for record keeping; it is an old program and very limited in its functionality. The office would like to find something better, but most off-the-shelf computer programs are inadequate for their needs. In addition to searching for better software, the organization is also striving to update their computer hardware: “We are bringing our computer system up into the 21st century here—some of it still trying to bring it into the 20th century,” remarked Fuqua

Though the administrative side of the organization’s work does, out of necessity, concern itself with computer and technology issues, most of the services that the Salvation Army offers its clients deal with far more basic needs. Their mission focuses on matters of survival, so naturally, issues of computer literacy and computer access are secondary to these concerns. Fuqua made mention of A. H. Maslow’s famous Hierarchy of Needs (fig. 1), in which needs basic to survival are placed at the bottom, and must be satisfied before one can attend to less-pressing needs: “We’re the guys down here. And technology is up here,” he explained.



Representation of A. H. Maslow’s Hierarchy of Needs.

Because of their focus on meeting basic needs, it is unclear what, if any benefit the UC2B project will bring to the Salvation Army. At present, the Red Shield Center seems primarily concerned with simply acquiring relatively current computer equipment and software for their staff and shelter residents to use. The center also already has Internet access with speeds adequate for their current needs. Their computer technology needs are basic, and the staff I spoke to do not foresee implementing any major changes in technology use, so it is difficult to see how UC2B would have a significant impact upon the center.

Though the impact that the UC2B Program might have on the Salvation Army is unclear, the impact that the Red Shield Center is having upon the community of Champaign-Urbana is not. Though theirs is not a high-tech operation, the staff and volunteers at the Champaign Red Shield Center are succeeding admirably at their task of providing the most vulnerable in our community with food, shelter, comfort, and hope.

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17: Stake Family History Center

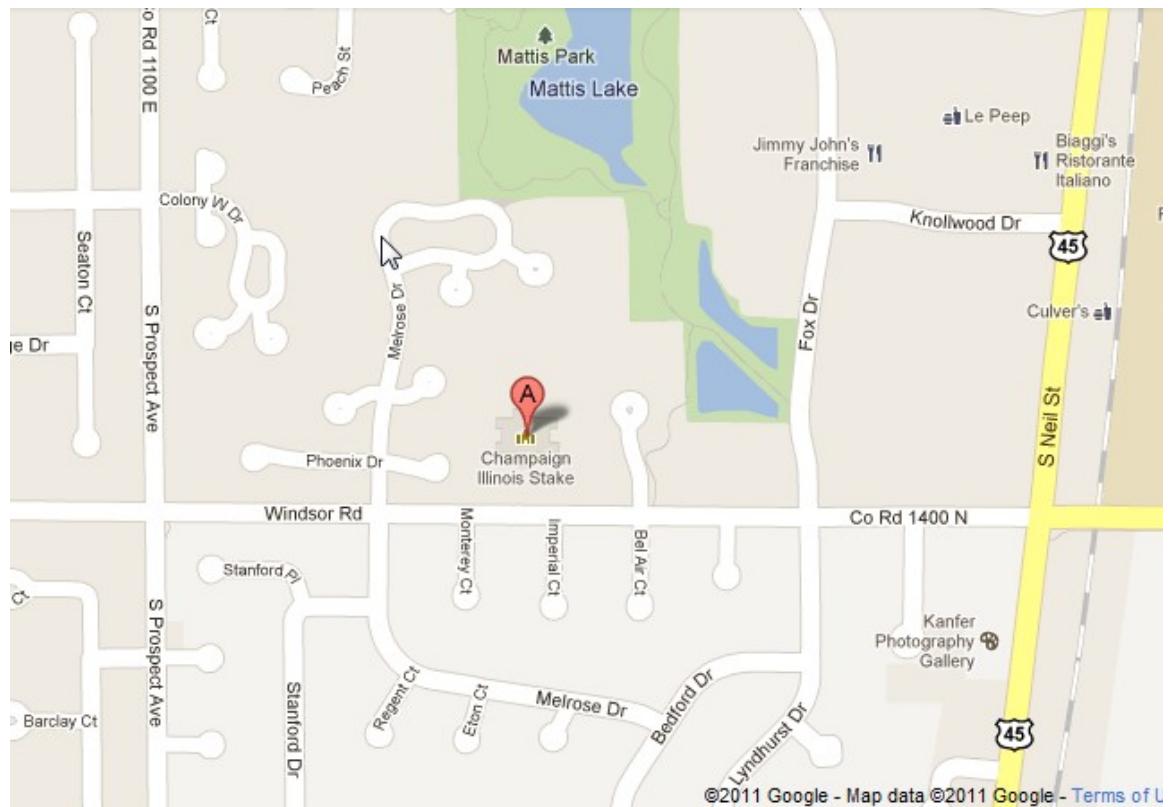
Emily Williams

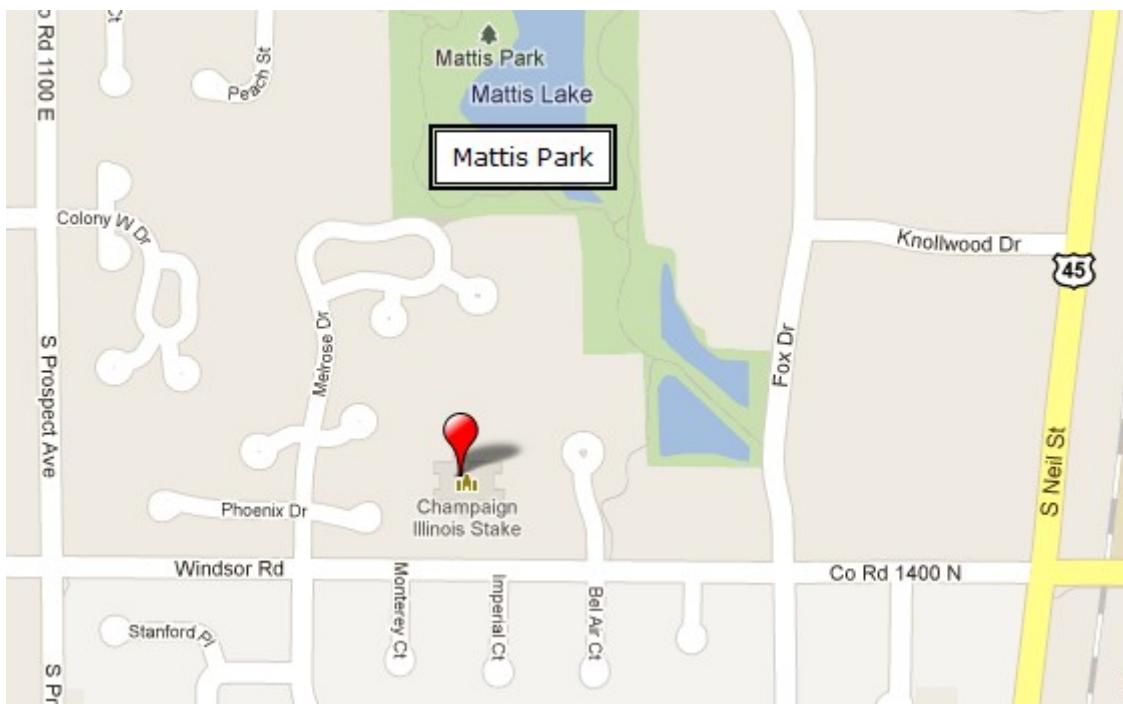
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1 Executive summary

The Champaign Family History Center is a branch of the Family History Library, funded by The Church of Jesus Christ of Latter-day Saints, which provides the world's largest collection of family and genealogical records and resources to the public for free through its online sites. There are five computer stations with access to several subscription-based online resources. This organization is not included in the original UC2B grant, but is among those who hope to eventually be added at the end of the grant project. The staff at the center believe UC2B will be a significant benefit in their efforts to promote family history research.

2 Maps





A closer view of the area surrounding the Champaign Family History Center.

3 Photographs



The outside of the Champaign Family History Center, which is housed in a meetinghouse of The Church of Jesus Christ of Latter-day Saints.



Several of the computer stations used for researching family history.



Microfilm and microfiche reader stations.



A microfilm reader connected to a computer, which can digitize the material so the patron can copy or print it and take it home.

4 Demographics

The Family History Center attracts mostly experienced genealogists who know what they are looking for. According to the staff, this makes up about two-thirds of the patrons who come into the center. The other third are people who are relatively new to genealogy and the study of family history.

There are also a few instances of patrons who have come into the Family History Center for other reasons not associated with family history. The staff and volunteers are able to show them the family history resources available at the center and many of these patrons walk out of the center with information on their own personal family history. This does not happen very often, but it is very exciting for those at the center when it does.

5 History

The Champaign Family History Center is a branch of the Family History Library, which is based in Salt Lake City, Utah. The library was founded in 1894 in an effort to gather genealogical records and data in order to assist the members of The Church of Jesus Christ of Latter-day Saints and others in their research of family history and genealogy. It is open to the public at no charge and is the largest collection of its kind in the world.

The Family History Library is involved in several projects to digitize their records. As records are digitized, they are sent to thousands of volunteers around the world who then index names, dates, and other valuable genealogical data. The indexes and original images are made available online, for free, for all people interested in researching their family history. For example, the entire 1930 U.S. Federal Census was recently indexed and is now available online, indefinitely, at no cost.

Since its opening, the Family History Library has expanded to provide its services in over 4,500 centers in 70 countries. One of these centers can be found in Champaign in the Champaign meetinghouse of The Church of Jesus Christ of Latter-day Saints. The meetinghouse building was constructed in 1972, and the Family History Center itself was opened shortly thereafter in its own room in the building. At the time of the center's opening, all of the records that could be accessed were on microfilm or microfiche. As patrons in Champaign ordered microfilms and microfiche from the Family History Library in Salt Lake City, the Champaign Family History Center's collection grew. It now houses almost 2,000 microfilm and tens of thousands of microfiche, which can be used by local patrons for their own family history research.

As more and more people have gained access to computer and the Internet, The Church of Jesus Christ of Latter-day Saints has developed their own computer applications for the organization and retrieval of genealogical data. When online access became available, they were able to move the church's database applications online. These applications are available to the public at no charge. Patrons of the Champaign Family History Center also have access to outside subscription (fee-based) services related to family history and genealogy studies. The Family History Center underwrites the cost of those services and patrons can use them at no cost while they are at the center. The Champaign Family History Center, like its counterparts around the world, also provides free access to its microfilm resources to anyone in the community and surrounding region.

6 Technology inventory

The space for the Family History Center is limited but they have multiple storage units for their microfilm resources, several film readers, and computer stations to access online resources.

Sites for Information: The Champaign Family History Center does not have its own individual website. But the Family History Library and its subsequent branches have an extensive information and resource web source that is called Family Search (www.familysearch.org). Information about the library and centers can be found on this page, as well as resources for accessing and researching family history. Each family history center has access to various online family history resources through this website, as well. These subscriptions can cost \$200 per year per person, but The Church of Jesus Christ of Latter-day Saints offers free access to anyone who wants to come into the center and use them.

Future need for technology: as the Internet becomes more ubiquitous, there is a move to digitize all of their family history records so they can be made available online. This will allow for more complete and faster access to those records around the country and the world. All of these records will need to be indexed as well. The online resources typically include significant amounts of data and resources that are better accessed with a faster Internet connection. Currently, each resource takes some time to load. The center is also hoping to be able to offer classes on researching family history and using the resources available at the center. Ideally, this would be done by the individuals bringing their own laptops. However, in order for this to work, the Internet connection will need to be able to support multiple computers concurrently downloading large document images so they can be indexed. Their current Internet service will not support this much access at one time.

Technology Piece	Inventory
Computer Stations	5
Printers	2
Reader Printer	1
Microfilm Readers	6
Copier	1
Microfiche Readers	3
Landline Phone	1
Security System for Door	
Scanners	1
Overhead Projectors	
Wi-Fi	1

Test	Down (Mbps)	Up (Mbps)
Speedmatters.org	15.876	5.258
Speedtest.net	5.56	3.30

Internet Speed Test Results

7 Analysis

The Champaign Family History Center is a branch of the Family History Library, funded by The Church of Jesus Christ of Latter-day Saints, which provides the world's largest collection of family and genealogical records and resources to the public for free through its online sites. It houses thousands of records on almost 2000 microfilm reels along with microfilm readers. Records can also be shipped from the Family History Library in Salt Lake City for only the cost of shipping. There are also five computer stations with access to several subscription-based online resources and a digital microfilm reader that patrons can use to print or save electronic copies of microfilmed documents.

There are 13 volunteers who work in the Champaign Family History Center and a handful of administrators and ecclesiastical leaders who oversee its operation. There is a collective passion about the study of family history and helping others on their own personal family history journey. Limited staffing means the center can only be open a few days a week, but there are multiple volunteers during each shift in order to provide one-on-one interaction for those using the resources at the center.

The administrators of the Family History Center were disappointed to find they were not included as one of the anchor social institutions in the original grant but are very hopeful about the possibility of their eventual inclusion. The staff at the center believe UC2B will be a significant benefit in their efforts to promote family history research. Every day, more family history resources move online and the amount of those already online is significant. The speed of their current Internet connectivity is a hindrance when searching through several of the vast databases to which they have access. They also hope to hold online classes in the future on researching family history, which would require a greater bandwidth than what they currently have. UC2B would go a long way towards remedying those issues.

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18: United Way of Champaign County

Rachel Lux

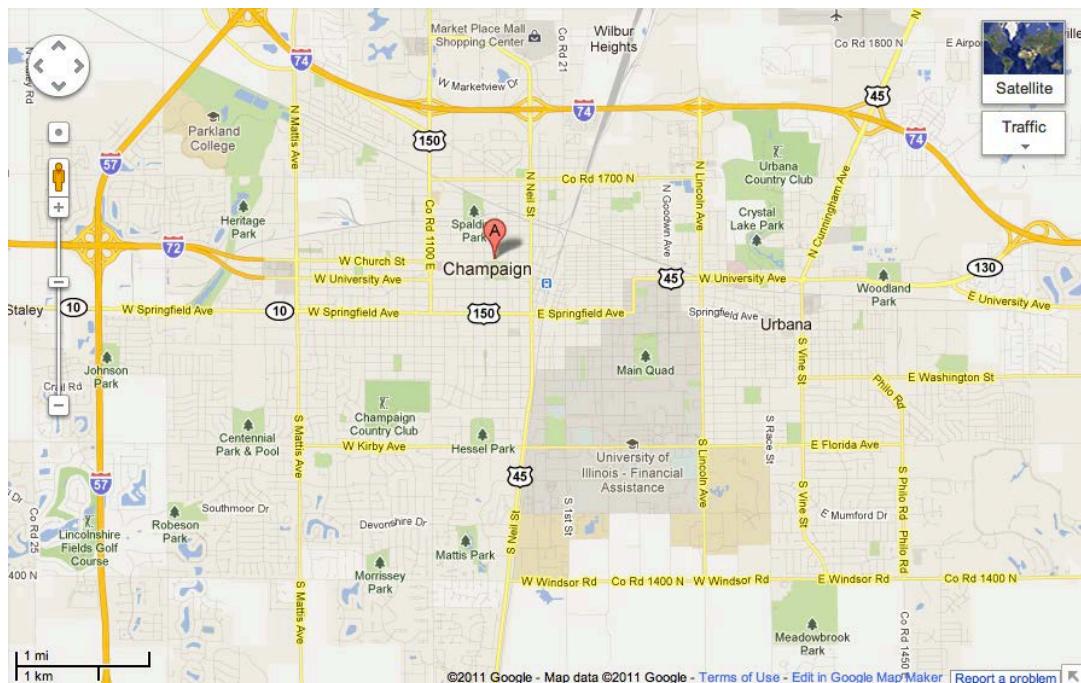
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1 Executive summary

United Way of Champaign County (UWCC) is a nonprofit organization that coordinates fundraising and volunteer efforts on behalf of other community organizations, companies, and individuals. By forming relationships with Community Impact Partners—other organizations in the greater Champaign-Urbana community who strive to serve the people who call this county home—UWCC enables much growth, programming, and development in this community. Because of UWCC's mission and business responsibilities, they heavily rely on a good Internet connection (currently a T-1 line) and a specialized donor database. The staff is expected to be computer literate, and while they do not have an in-house IT staff person, they do have staff members who are comfortable with troubleshooting, along with paid outside resources for larger issues.

While UWCC may be better equipped than other anchor social institutions when it comes to information communications technology, some of their partner agencies would benefit from big broadband, thus possibly benefiting UWCC indirectly. UWCC has also expressed a desire to become more active in social media and marketing, so expanded technology capabilities that do not put an added financial strain on their resources could also benefit the organization.

2 Maps



United Way of Champaign County's location, 404 West Church St., Champaign (designated by the A).



This map shows United Way of Champaign County's office in context of other neighborhood organizations, businesses, and public transportation.

3 Photographs



The front view of United Way's office building.



A typical staff desk/computing area at United Way of Champaign County. Note both the laptop and the desktop monitor in use (which is not the case for every employee desk).



The main server (top photo), located in a supply/technology room (above), along with a photocopier and printer. It supports the organization's T-1 connection.

4 Demographics of patrons or clients

UWCC's fundraising efforts and campaigns are designed to serve all of those in need in Champaign County. The 2011 Community Report issued by United Way breaks down many county demographics:

Population:	190,260
Median Age:	26.8
Minority Population:	23%
People in Poverty:	20.6%
Median Household Income:	\$41,198
Non-English speaking at home:	33.4%
Unemployment Rate:	8.3%
Estimated Homeless:	418 individuals

The report also determines that out of a random selection of 100 people in Champaign County:

- 10 are over the age of 65, 6 are under the age of 5
- 3 speak Spanish at home, 7 speak an Asian language at home
- 74 are white, 12 are black, 8 are Asian, and 4 are Hispanic
- 21 are University of Illinois students
- 10 have no access to a vehicle
- 7 are receiving food stamps
- 20 are living below the federal poverty guidelines

UWCC's current partner agencies include: American Red Cross, Anabel Huling Early Learning Center, Big Brothers/Big Sisters, Boy Scouts-Prairielands Council, Catholic Charities, Center for Women in Transition, Champaign County CASA, Champaign County YMCA, Church Women United-Rantoul, Community Elements, Community Service Center of Northern Champaign County, Crisis Nursery, C-U Schools Foundation, Cunningham Children's Home, Developmental Services Center, Don Moyer Boys and Girls Club, East Central Illinois Refugee Mutual Assistance Center (ECIRMAC), Eastern Illinois Foodbank, Family Service of Champaign County, Frances Nelson Health Center, Girl Scouts of Central Illinois, Greater Community AIDS Project, Habitat for Humanity, Land of Lincoln Legal Assistance, Mahomet Area Youth Club, Migrant Head Start, Peace Meal Senior Nutrition Program, Prairie Center, Rape Advocacy Counseling Education Services (RACES), Regional Office of Education, Salt & Light, Smile Healthy, SOAR, The Reading Group, The Salvation Army, University YMCA, University YWCA, Urbana Neighborhood Connections Center

5 History

The groundwork for United Way was laid in Denver, Colorado, in 1887 when a woman from the community and four religious leaders "recognized the need for cooperative action to address their city's welfare problems" (United Way, "History"). By 1948, more than 1,000 communities nationwide had established their own United Way organizations

(originally called Community Chests), coordinating fundraising efforts to benefit their communities.

As United Way's scope increased, the organization established partnerships with major companies such as the National Football League (1973), the Atlanta Committee for the Olympic Games (1995), Bank of America (1999), and the Bill and Melinda Gates Foundation (1999), just to name a few, which strengthened United Way's presence and ability to provide more aid than ever before, both for fundraising and training/mobilizing volunteers.

In 2000, after more than 100 years in service and raising billions of dollars worldwide, United Way launched a brand management strategy to help differentiate itself from being merely a "fundraiser" to becoming the leaders of community impact organization. This year they also launched the United Way State of Caring Index®, which measures the needs of the country and each state, as well as the caring and compassion of the nation. In 2007, the United Way Financial Stability Partnership™ was introduced, which focuses on helping low- to moderate-income people achieve financial stability.

The timeline for the greater United Way organization is important to consider when looking at the history of United Way of Champaign County, as the local chapters' missions reflect that of the overall organization, and many of the national programs have been implemented at a local level. In 1923, the board members of United Charities (now known as Family Service) took the necessary steps to start a local chapter of United Way (then called Community Chest). It first opened at 303 S. Wright Street in Champaign, where it shared space with Family Service and the American Red Cross. In 1957, the Community Chest was renamed the United Fund of Champaign County, Inc., and began soliciting businesses to support its charitable efforts. In 1971, the name was changed to United Way of Champaign County, though the mission has remained to best identify the community's needs and then gather the resources to meet those needs.

In terms of technology, several major changes have taken place in the past decade. In the early 2000s, UWCC began using the Andar Database, which is a specially made database system for keeping track of donor information. More than 50% of United Way offices use this Andar system, which processes thank you letters, designated payments, generates donor-based reports, and aids in scheduling donor campaigns, etc. About five years ago, UWCC was using a local company to develop and update their website. Two years ago, they switched to a website company that is not local, but that services many United Way offices. That company is responsible for creating the template for the website, but they train a staff member in-house to update content as needed.

This past spring, UWCC upgraded their Internet connection to a T-1 line, which also allowed for a Voice over Internet Protocol (VoIP) to be put in place. Because the phone system is now run through the VoIP, staff members have greater remote access to voicemail and messages, and conference calling has become easier.

6 Technology inventory

HARDWARE/EQUIPMENT	SOFTWARE/ONLINE
12 computers (laptop or desktop)	Andar Donor Database
5 Photocopiers	Office (Excel, Word, Publisher, PowerPoint, Outlook)
2 Scanners	Quickbooks Accounting Software
IP Voiceover Phone System	Adobe
T-1 Internet Connection	Website: http://uwayhelps.org/Home_Page.php
Operating System: Microsoft Windows 7	Online donation portal on webpage
Back-up data tapes taken to off-site storage facility	Facebook (Group Page) https://www.facebook.com/group.php?gid=33373374335

	Speedmatters.org	Speedtest.net
Download	2321 kbps	2.29 Mbps
Upload	412 kbps	.42 Mbps
Ping	N/A	55 ms

7 Analysis

According to their mission statement, “United Way of Champaign County brings people and resources together to create positive change and lasting impact for our community.” Throughout the year, money is raised through a wide variety of fundraisers, paycheck charitable deductions, matching funds programs, etc. UWCC then determines how to distribute funds to Community Impact Partners based on need. In their 2011 Community Report, UWCC defined seven key issues, which serve as the basis for their fundraising and volunteer efforts:

- basic needs;
- housing and homelessness;
- family support and child care;
- education;
- access to health care;
- mental health; and
- employment and the economy.

With these seven community focus areas in mind, UWCC distributes funding to Community Impact programs on a two-year cycle (applications for the next cycle will be accepted later this fall). Once a Community Impact program is accepted for funding (having undergone an intense application process), the actual money UWCC can contribute is still determined based on the amount of money raised through various campaigns during the year. Beyond the two-year cycle Community Impact program funding, UWCC has off-cycle funding opportunities through Safety Net Funding (one-time grants), Community Initiative Funding (new grants initiated by UWCC staff,

volunteer committees or boards to bridge gaps recognized as important community needs) and Special Opportunities Funding (one-time grants to bridge the gap until the next two-year cycle begins).

UWCC is in a unique position in terms of UC2B. Because they help raise money for many of the other anchor social institutions, they have greater technology resources and information communications technology (ICT) than many other organizations. However, this does not mean that UWCC does not have needs or could not benefit—even if it's by association—from UC2B. While speaking with three staff members at UWCC, we discovered that like many organizations, nonprofits, businesses, and individuals, UWCC is seeing the effects of the economic recession. While UWCC itself does not qualify for state aid, many of its partner agencies do. Because state funding has undergone significant cuts, the need for fundraising efforts is greater for many partner agencies to make up the difference. Similarly, while UWCC does not qualify for state aid, they do qualify for state reimbursement for some of the work they do; however, through the interviews it was revealed that the state timeframe for reimbursements has become unreasonable, which naturally puts a strain on UWCC's available resources.

UWCC's tech and ICT needs are mostly met—they are very satisfied with their T-1 line and VoIP, which was installed this past spring. UWCC leadership has encouraged staff members to be mobile with their e-mail and voicemail and to have smart phones for personal use. UWCC is also a subscribing member of TechSoup, which is an organization that distributes deeply discounted software and other needed tech items to nonprofits and libraries, which has allowed them to keep their operating systems updated to the latest editions. All staff members have basic computer skills, and often are called to help one another depending on their area of strengths and weaknesses; two staff members in particular are considered the “go-to” people for troubleshooting. However, anything dealing with network issues or website design needs to be farmed out. UWCC acknowledges this can be a problem, as those services are not free, but they simply do not have the resources to have a full-time IT person on staff. Technology changes UWCC would like to see in the future mostly revolve around their Andar database software and enhancing their social media presence. Andar is perhaps the most important tool at UWCC's disposal for in-office work, and updated modules are available for purchase, but are very expensive. Further, UWCC would like to use social media to their advantage for marketing purposes and to keep up with technology uses. Their current Facebook “Group” page is scheduled to be archived, so they are hoping to update it to a more functional Facebook “Page” in the near future. They would also like to have a stronger e-newsletter presence. They have good resources available through Constant Contact, but not necessarily the time/manpower to make this a priority at the moment.

It is clear that there is a digital divide between UWCC and some of their partner agencies. The biggest tech challenge many of the partner agencies (which also make up a portion of the anchor social institution list for the UC2B study) face is not having reliable computers. A lot of agencies accept hand-me-down or refurbished computers that don't necessarily have the best operating systems. Perhaps before UC2B can really make a difference to the anchor social institutions, the disparity between ICT and physical equipment must be addressed.

UWCC can potentially benefit from UC2B by the aid it will bring to Community Impact Partners and to individuals in Champaign-Urbana. Two of UWCC's seven focus areas are education and access to health care. If UC2B allows local schools and health care providers to be networked together via the 1 Gb connection, then theoretically many more resources will be available—and at a much quicker speed—for individuals and other organizations who are also connected. Anything that would increase community members' access to resources could be a boon to UWCC's mission, on many different levels.

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19: Urbana-Champaign Independent Media Center

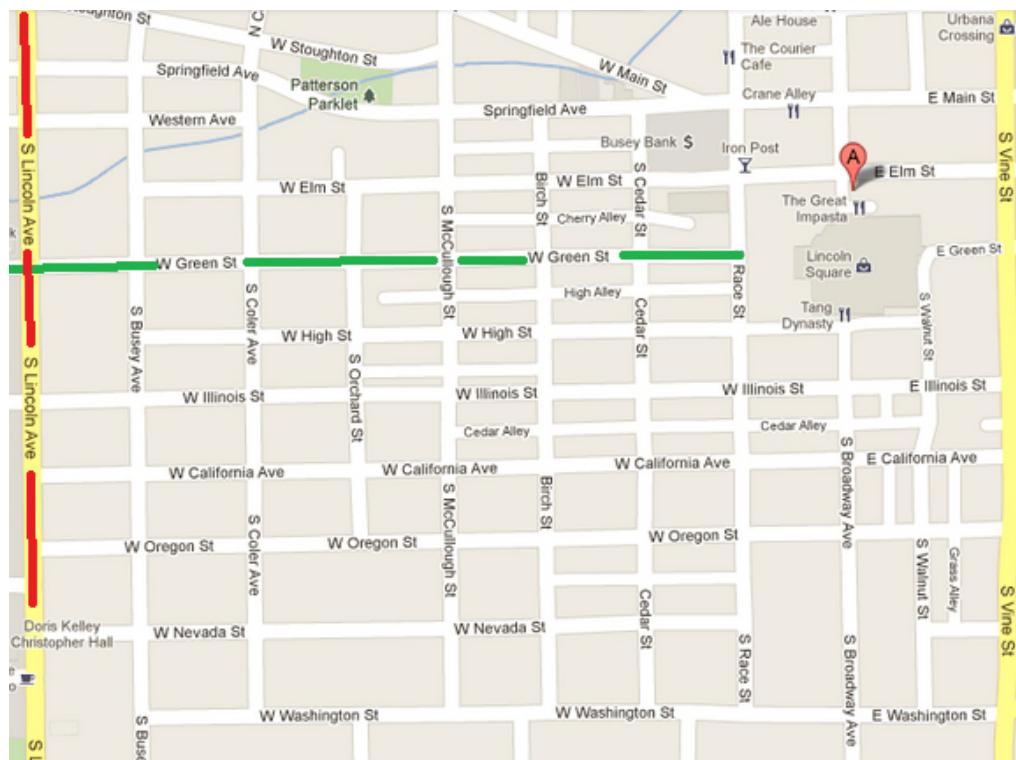
Pawel Szponar

Undergraduate

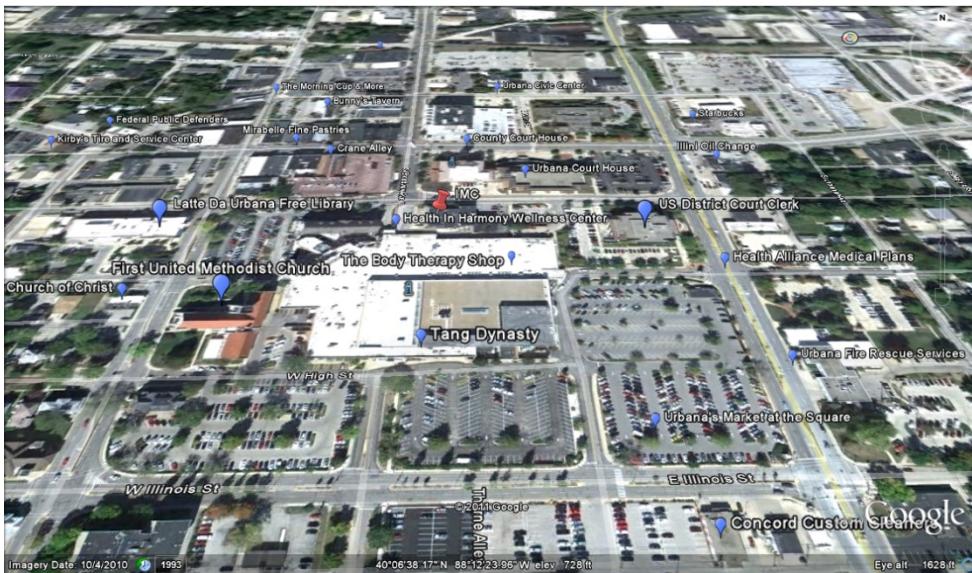
1 Executive summary

According to UCIMC.org, “The Urbana-Champaign Independent Media Center is a grassroots organization committed to using media production and distribution as tools for promoting social and economic justice in the Champaign County area. We foster the creation and distribution of media, art, and narratives emphasizing underrepresented voices and perspectives and promote empowerment and expression through media and arts education.” The UCIMC operates out of the historic downtown Urbana post office, providing performance space, a radio station, production and art studios, a library, and meeting spaces. Given their position as a media center, their technology use is advanced, and they even run a public computing center with a computer help desk for the community. They look forward to the UC2B project both to improve the services they offer and because it furthers their mission in the larger Champaign-Urbana community.

2 Maps



Location of UCIMC



Surrounding Businesses and organizations

3 Photographs



Graffiti on the outside of the IMC, showing the unique nature of the institution.



Staff computers used to create, edit, and publish media.



The old post office building, which has become the home of the IMC.



Computers for general use by patrons of the IMC.

4 Demographics of patrons or clients

There was not much concrete data available for evaluation concerning the demographics of patrons of the IMC. However, the researchers observed that the patrons of the IMC tend to come from very different backgrounds. Some of the patrons visit the IMC because the IMC does not charge for access to the Internet and other services; others visit because they have programs for which they want to utilize IMC's stage or are actively participating in the creation of IMC content. The IMC also operates a free computer help desk, assisting about 50 community members per month with technical support concerning hardware and software issues. The total population served in 2010, which included the users of every listserv, all readers, radio listeners, and so on, was 256,198. The IMC had 1213 volunteers that year as well. Finally, 387 children under 18 benefited directly from the services of the IMC, and 510 local artists were helped as well.

5 History

The Urbana-Champaign IMC was founded on September 24th, 2000 by a group of 12 local activists and community artists with the goal of creating a localized media and arts center that would be run by the local residents with a focus on social justice and empowerment of the community. The founders used their own personal computers and technical equipment at first and began broadcasting locally. In the beginning, the IMC operated out of the organizers' homes, but soon thanks to pledged donations it moved into the historic Stephens building at 218 West Main Street. Not long after it was established, it became a center for independent media and arts in the Midwest; furthermore, it reached beyond the local area to create ties with other independent media organizations around the country. The organization quickly outgrew its base of operations and in May of 2005 the IMC purchased the historic Post Office building in downtown Urbana, at the same time allowing the Post Office to continue operating within the building, free of charge. The IMC members renovated and reconfigured the space to fit their new needs and desires. Since its creation, the IMC has been involved in a variety of activities on the local and national level, such as broadcasting, arts and media education, community Web hosting, and wireless network development. The IMC also has served as a project incubator, providing fiscal sponsorship to organizations with goals consonant with the IMC's general mission. One such organization is CUWiN, an internationally recognized leader in open source mesh network software, which deployed the first outdoor Wi-Fi network in Champaign-Urbana. Today, the IMC is a key institution in Champaign-Urbana and beyond, with great plans for expansion for the future.

6 Technology inventory

Hardware	Software and Systems
12 Staff Desktops	Free Wi-Fi
4 Public Access Stations	Server network
Radio broadcasting equipment	List Serves
Several Servers	News Groups
	E-mail
	Website hosting for community groups
	Facebook, Twitter, and YouTube

	Download (Mbps)	Upload (Mbps)
Speedmatters.org	5.004	4.165
Speedtest.net	22.60	4.20

7 Analysis

Urbana-Champaign Independent Media Center is an anchor social institution of great importance to the region. The organization is founded on a mission for social and economic justice through media production and distribution, and strives to make tools of production available to all in the Champaign-Urbana community. The organization

provides a vast array of services including production and performance space, public computing, computer help desk, art studios, a library, meeting spaces, and a radio station. One full-time operations manager, a part-time bookkeeper, several AmeriCorps volunteers and numerous other volunteers and members participate in the management structure, which includes working groups, steering groups, general membership, and a board of directors.

Several organizations operate in the building, including Books to Prisoners, Community Connections, Makerspace Urbana, The Public I newspaper, Chambana.net, and WRFU. In addition to their involvement with these and other local support groups, community projects, and other volunteer-based initiatives, the IMC serves as an extremely positive outlet for the community to explore their creativity through learning and producing new content. The IMC serves as a base for people to make their voices heard and to be able to create content for others to learn from and enjoy is both beautiful and fulfilling.

From a technological perspective, the IMC has great intentions and expansion plans for the future, which are closely aligned with the ideas behind UC2B, and as such they hope to be one of the key players in the introduction of the broadband network in the area. The organization is working on a method to broadcast free Wi-Fi through UC2B, and hope to offer this option to other anchor institutions as well. Through the various technological workshops and the free access they provide to technology and the Internet for the general public, the IMC is an extremely efficient, technologically savvy organization. Through various ideas such as the Wireless Initiative, the IMC is hoping to expand the reach of UC2B and eventually create an impressive Internet coverage network for the whole area. The level of commitment and the vast number of ideas that the IMC has for bettering the community and giving back to its patrons are incredible.

The UCIMC currently provides an array of technology-related workshops and classes for casual users, and plan to expand these offerings to certificate programs for job training in the future. They also have plans for a mobile teaching lab in order to reach out to populations that cannot make it to downtown Urbana.

The IMC serves as one outlet for a community grappling with the digital divide, and is able to deal with this issue on a larger scale than any one individual could ever hope to do. The level of commitment and the vast number of ideas that the IMC has for bettering the community and giving back to its patrons are incredible.

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Places of Worship and Spirituality

20: Bethel A.M.E. Church

Yueh-Mei Lin

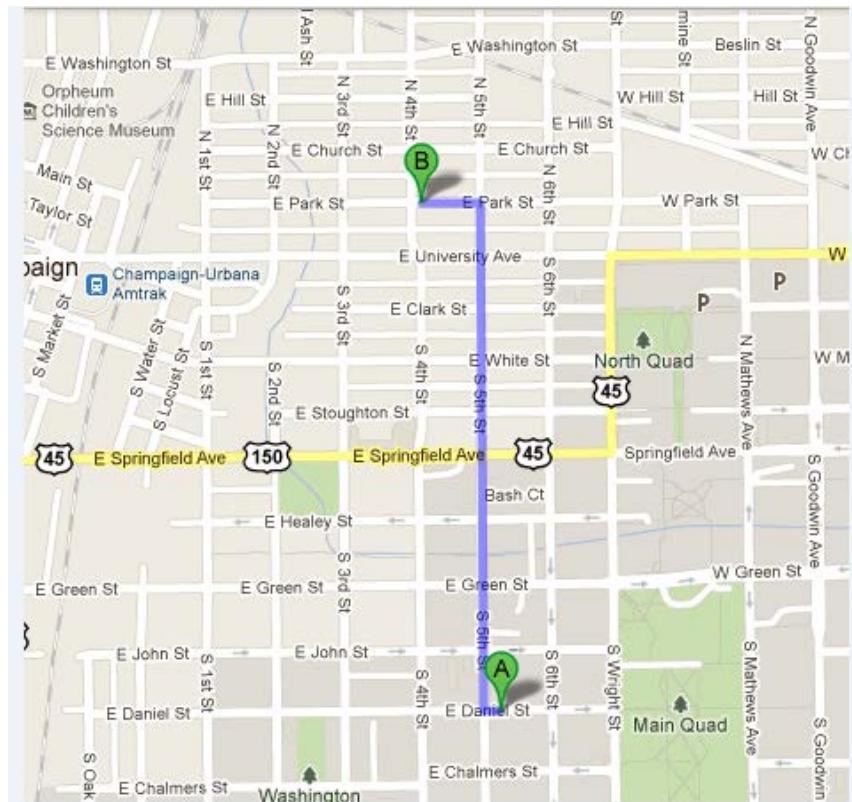
Doctoral Student, Department of Education Policy, Organization and Leadership

1 Executive summary

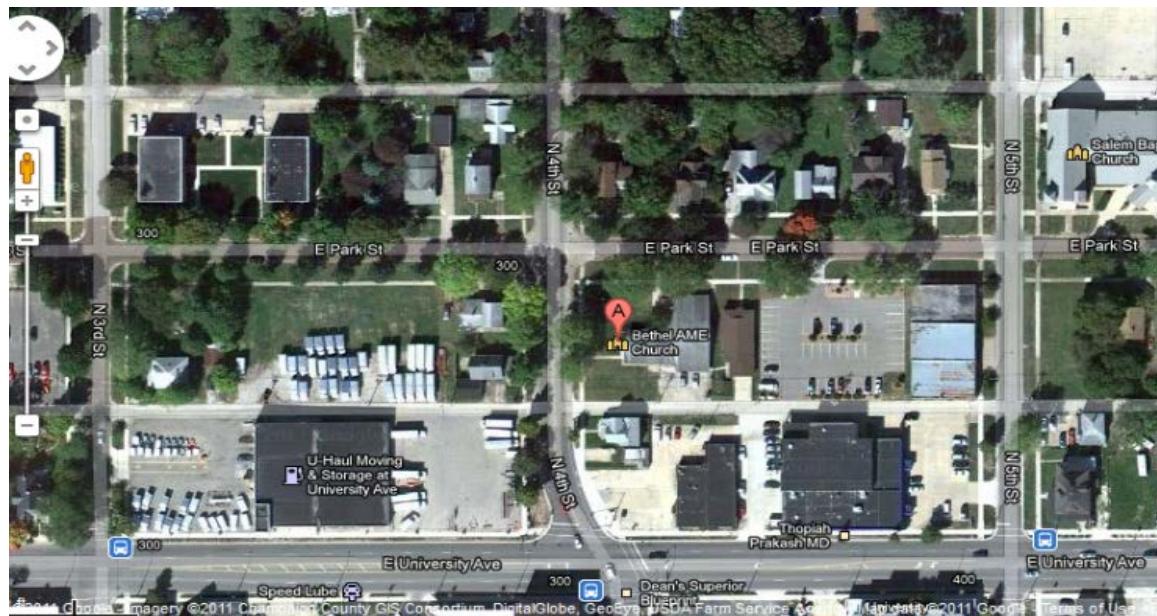
The Bethel A.M.E. Church in Champaign, Illinois, is one of the major religious and social centers of the African American community in Champaign. Currently, they have a volunteer technician who has knowledge of both software design and hardware repair, but they are in need of more and better hardware. They currently have eight computers and four additional towers that do not have monitors, mice, and keyboards, but at the present time the church does not have space to set up a permanent computer lab. Hence, they need laptops because they can be moved around easily, and when not in use can be put in storage, making that space available for other activities. Another major concern of the administration is how to maintain the security of the church when it gets laptop computers.

In principle, the administration of Bethel AME Church welcomes the UC2B project and is willing to connect to the network. If broadband was made available to their church, they would use it in four areas: 1) for those people who do not have access to computers; 2), for tutoring children concerning their homework; 3) to help senior citizens who did not know how to use computers; and 4) to organize computer workshops and other religious activities.

2 Maps



This is a map to Bethel A.M.E. Church, which is located at 401 East Park Street, Champaign, IL.
“A” is GSLIS and “B” is Bethel A.M.E. Church.



Bethel A.M.E. Church is located one block north of University Ave.



Bethel A.M.E. Church and its neighborhood in greater detail.

3 Photographs



Bethel A.M.E. Church consists of two main sections. The section to the right has a big classroom and two small classrooms which are used for youth Sunday school and sometimes as a computer lab when there is a workshop. The building on the left has the major hall for worship services and a classroom for adult Sunday school. Behind the major hall are administrative offices.



This is a classroom for teaching computer courses and workshops.



Another room for computer courses, specifically for advanced students.



The computers are kept in a corner of an administrator's office, because the church does not have a room to use as a computer lab. The classroom and service hall sometimes are used as computer labs when there are workshops for computer classes.



This room is usually used as a classroom for youth Sunday school. When there is a computer workshop, it is turned into a computer lab.

4 Demographics of patrons or clients

According to the administrators, the congregation has around 200 or so members. The majority of the members are from the African-American community in Champaign. A couple of them are from Danville. Around 160 members come to church regularly. Several of their members are retired teachers.

5 History

The Bethel A.M.E. Church in Champaign, Illinois, is one of the major religious and social centers of the African American community in Champaign. The church, according to its record, was organized in 1863 because the Quarterly Conference Journal of 1891 maintained that the church was 28 years old at that time. The record also said that in 1864, a small group of people who gathered together for prayer meetings and other religious meetings raised funds to build a small church on the property of Mr. Jake Taylor at 405 E. Park Street. In 1877, the church was moved to its current location, 401 East Park Street. On October 5, 1892, a meeting was held to incorporate the church and take action to build a new church. At this meeting it was also decided that the church would be named "The African Methodist Episcopal Church of Champaign, Illinois." The first church-like building was constructed between early June 1892 and January 1893. It was funded by a loan from the Urbana Citizen's Building Association, A.M.E. Extension board, and members and friends of the church. The current church building is a reconstruction that was built between 1958 and 1959.

The formal historical record of Bethel A.M.E. Church was initiated on July 14, 1938 when there arose a discussion of the early history of the church. Accordingly, the pastor Rev. Thomas H. Stoner appointed a Committee on Church History to carry out research in order to make a record of the factual events of the early history of the church. In 1990, the church organized committees to pull together and update their history. The event was under the leadership of the pastor Rev. Steven A. Jackson, who assigned Mrs. Esther P. Kemp to this task. To bring about this updating, various committees were formed and the work began, which lasted from 1990 to 1991. The major tasks of this project included inviting Bethel members and community members with any written, visual, or historical information to share it with them. The data and information collected forms the foundational components of the early history of the church. In 2004, the chair of the 141st Church Anniversary, Mrs. Debrae Lomax, asked organizations in the church to provide brief sketches of their group's history in order to continue to update the historical records of the Bethel A.M.E. Church and the work done by those first committees. The historical information about the church which is on their website (<http://www.bethelamechampaign.org/>) is what was collected by the 1990–1991 and 2004 committees. Later some events and activities may have been added to the historical record of the church.

The growth of the church's membership, according to the website, was gradual. The number of its congregation members in 1888 was 62, and by 1938 it was 270. The church has a history of engagement in the community. During the period of segregation, the church maintained a park for neighborhood children on Ellis Street with volleyball, croquet, and tennis nets. The church also ran a Reading Center, located in the 100 block of East University Avenue in Champaign. In addition, the church had a library, organized a church orchestra, and served as a gathering place for Black students who attended the University of Illinois. The church also has had several active groups, including the Steward Board, the Trustee Board, the Stewardess Board, the Sunday school, the Lay Organization, the Helping Hand Club, Adult/Youth/Young Adult Choirs, Women's

Ministry, Temple Shapers, Fitness Club, Calendar Club, Imani Liturgical Dancers, Stewardship & Finance Committee, Allen Christian Fellowship, and Scholarship Committee.

6 Technology inventory

Technology	Number	Software
PC desktops	8	Microsoft Windows XP
PC laptops	5	Microsoft open sources
laserjet printer	1	
scanner	1 with copy machine	
telephones	yes	
copy machine	1 with scanner and fax machine	
projector	1	
projector screen	1 in lecture hall	
digital camera	yes	
speakers	yes	
microphones	yes	
digital record	yes	
website	yes	
social networking presence		
networked		
wireless capabilities	yes	
ethernet cables	AT &T 50\$/per month	
audio recorder	yes	
social network/blog	yes	
Ipad	yes	

7 Analysis

Bethel A.M.E. Church, although a small church, can play a significant role in carrying out and maintaining the UC2B project. The reasons are threefold: first, their positive attitude toward UC2B project; second, their clear vision of using UC2B to improve technology resources in the community, and third, the congregation members' unique education backgrounds, which are related to either education or technology.

The positive attitude toward the UC2B project is shown not merely by their pastor's leadership, but also by their congregation's enthusiasm for participating in this project. During my second visit to the church, one woman approached me and said that she would like to sign up for having broadband installed in her house. Another woman also said that her daughter was very interested in being part of this project and would like to know

more about it. She wanted me to e-mail her the website so that she could read more about UC2B. In particular, the church's pastor, Rev. Lewis, not only keeps a keen eye on the development of UC2B, but also encourages the congregation to participate in the project. In the second worship service which I attended, Rev. Lewis announced that there were jobs available doing surveys concerning UC2B and encouraged the congregation members to apply for these jobs.

In terms of the church's clear vision for assisting the underserved community, according to Rev. Lewis the church plans to use broadband to help four targeted groups. First, it will be for those people who do not have access to computers or do not know how to use them but would like to learn how to do so. Second, it will be used to help children with their homework, because nowadays many teachers ask their students to submit their homework online. Although most of the students have experience with computers, not all of their families can afford to pay the monthly fees for using the Internet. For this reason the church wants to provide free access for those children. Third, the church will make broadband access available to senior citizens who want to learn how to use computers or go online. Lastly, the broadband can also be used to serve those people who live in nursing homes and have difficulty coming to church. Broadband can be used to transmit live broadcasts of the church's services and pastor's sermons.

Finally, the unique education background of some of the members of the congregation will be a big asset. Through my research I found that the congregation has several members who are either retired teachers or currently work as teachers. For this reason the church pays attention to education, including technology education, and accordingly, the attitude toward UC2B is positive and welcoming. Moreover, according to the administrators, at least six members have either intermediate or advanced knowledge of computers.

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21: Center of Hope Church

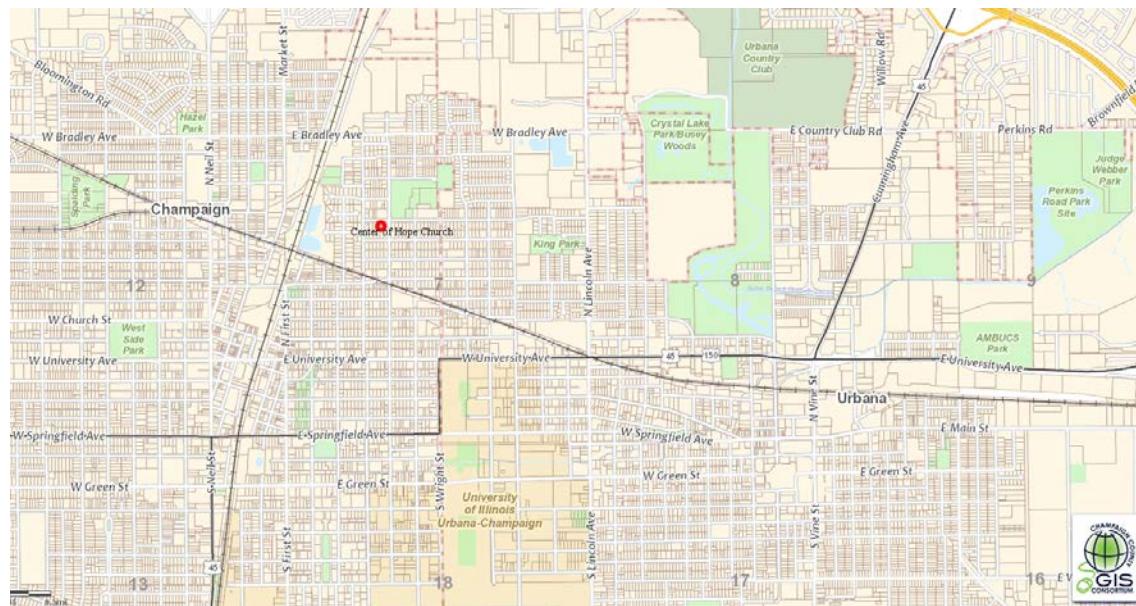
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1 Executive summary

The Center of Hope Church in Champaign, Illinois, was founded by Chief Apostle Robert Smith, who is also the pastor, in 1995. The church is situated at 409 E. Grove Street, Champaign, Illinois. Its congregation is made up of African Americans, Latinos, and one white person. As of September 2011, the church had a congregation of 150. The church also carries out a number of philanthropic activities including administering a food bank, and giving free computer lessons and training. They use digital tools regularly, and have posted video of services online to reach those in their congregation who must miss service. They also hope to attract new congregants via the Internet, particularly through social network sites such as Facebook and You Tube.

2 Maps



Center of Hope Church (map courtesy of Champaign County GIS Consortium).

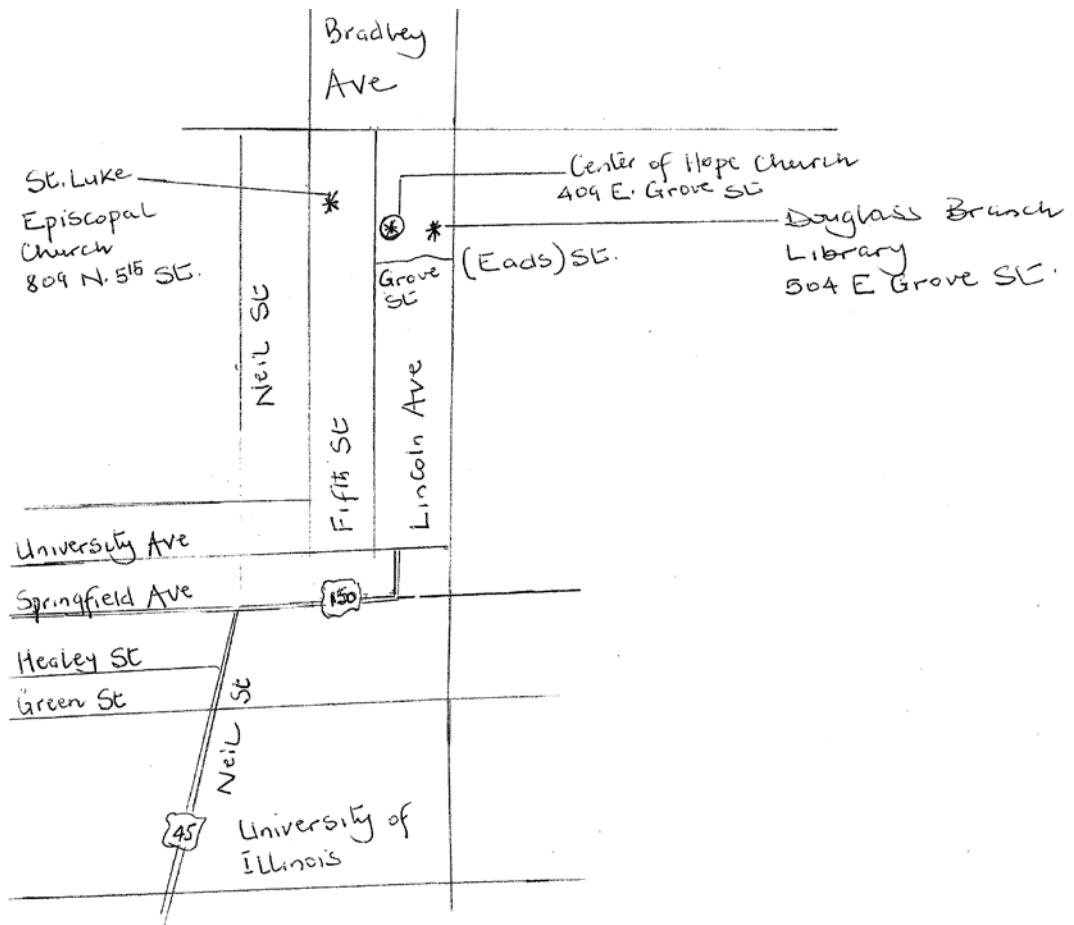


FIGURE: MAP SHOWING BUSINESSES NEAR THE CENTER OF HOPE CHURCH

Hand-drawn map showing businesses near Center of Hope Church.

3 Photographs



Center of Hope Logo.



Chief Apostle Robert L. Smith.

4 Demographics of patrons or clients

The Church's congregation is primarily African American with four Latino members and one white member. Approximately one-third of the congregation's members (50 members) are below the age of 19. Five of the members are college students. Most of the members of the staff are college graduates. According to Chief Apostle Smith, 85% of the congregation is below the poverty line, while 15% is unemployed.

5 History

Chief Apostle Robert L. Smith founded the church in 1995. The church started in the Douglas Center Annex on Grove Street, Champaign, Illinois. Later, the church was moved to 1201 North Champaign Street. After two years at the latter address, the church was moved to its present location of 409 E. Grove Street. In 1997, the church purchased the current building and its annex. It has now been about 10 years since the church moved to its present location.

6 Technology inventory

Hardware	Software and Communications
6 Desktop computers	Windows OS
Printer	Facebook Page
Sound System	

	Download	Upload
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Speedmatters.org	0.83 Mbps	0.18 Mbps
Speedtest.net	0.60 Mbps	1.17 Mbps

7 Analysis

It is not trite to say that the Center of Hope Church had made some leaps and bounds since its foundation in 1995. Starting with a small congregation at the Douglas Branch Annex at Grove Street and having grown now to have a congregation of at least 150 is a great achievement. More importantly, they own the church building and its annex at 409 E. Grove Street. Knowing that there is a fierce competition for Christian churchgoers amongst the churches in Urbana-Champaign, it is quite remarkable that the Center of Hope Church has been able to maintain its “market share” of the ever-dwindling “flock.” I have a great feeling that the church has been able to do this because of Chief Apostle Smith, a towering and charismatic person, and his able and talented “cadre.” Above all, the church is engaged in social and humanitarian service, such as providing financial and material assistance to its needy members.

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Center of Hope Church, Champaign, IL. “MA Bridges Preach The Word of God,” accessed February 24, 2012, <http://www.youtube.com/watch?v=R...>Center of Hope Church Champaign...

22: Church of the Brethren

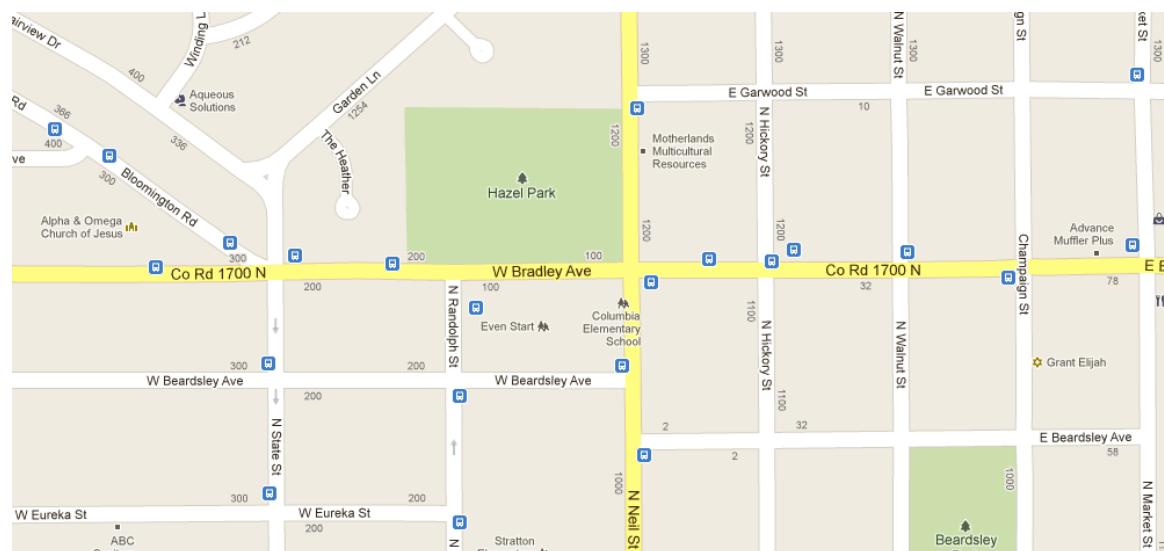
Claire Strillacci

Master's student at GSLIS

1 Executive summary

Church of the Brethren is a small congregation that meets near the intersection of Neil and Bradley in Champaign. The church uses information technology regularly, for example to record services for those who are not able to attend, to project hymn lyrics on a screen, and in their existing public computer lab. They also have a fairly solid relationship with the UC2B project. The church is expecting eight computers to get their public computing space up to date. The space functions admirably given the state of the current technology, but a combination of fast broadband and modern software will surely prove to be a potent combination for a congregation that has already done so much to help their members transition into a digital age.

2 Maps





Church of the Brethren is the T-shaped building shown above. The church runs a public computer lab. Currently the computers are stored in an alcove of a larger room, but the hope is that soon they will be able to screen off that alcove. There is an entrance at the T branch closest to the top of the photograph that would allow patrons to enter the lab directly without disturbing the rest of the building, and afford them a degree of anonymity and privacy.

3 Photographs



One of several entrances to the church, which looks out on a large parking lot and does not require any navigation of stairs to reach. A chair lift is available at the Garwood entrance to be used in reaching the lower level.



Above is one of the much talked-about Church of the Brethren signs; in canvassing others prior to my interviews it was often referred to as “the church with the funny signs!” It is one of many tactics used to encourage attendance.



Monitor's desk. From this vantage point the Monitor can keep an eye on all in-use computer screens to make sure that children are not visiting any inappropriate sites.



Computer lab. The row pictured here shows three of the six desktops at Church of the Brethren that are available for public use.

4 Demographics of patrons or clients

The Church of the Brethren's membership is primarily white and middle-aged to elderly. As the congregation has trended toward more elderly members, there has been a large increase in the number of widows in the group. An interviewee reported that the congregation sees intermittent attendance by Asians and African Americans, but as of now they have a dwindling population of such attendees. It should also be noted that though the physical church building is focially located in a neighborhood, few members of the congregation actually live nearby; most commute to the church from further away.

The staff is slightly more varied. Currently between permanent pastors, the church rotates between four individuals who give sermons on Sunday, one of whom is African American, as is the member who fills in when one of these four is ill. Disparities are not ignored—the staff engages in an ongoing struggle to capture and keep the attendance of their occasional visitors. In fact, one of the church ministries, Motherlands Culture Club, is an outreach afterschool and summer program for community children and is lauded as a “multicultural resource.” Similarly, the church is the fiscal agent for The Randolph Street Community Garden, which provides gardening space and assistance to neighborhood participants.

5 History

The national Church of the Brethren is purported to have been established in 1708. The Champaign congregation was founded in 1901 with the arrival of the minister Charles A. Lewis, who had moved his family here with precisely that goal in mind (Buckingham 1950, 138). With the help of a religious Brother and others a well-attended meeting was held in a building on West Main Street in Urbana, and soon after in a schoolhouse.

Eleven years later Lewis, aided by the district's mission board, sought to establish a place of worship in north Champaign, where a tent was erected towards that purpose on Market Street, a structure which still stands (Buckingham 1950, p. 139). This church was completed in 1914, and saw Rolland Leatherman become the new minister. The church continued to grow rapidly in membership, and is reported to have had 75 "charter members" within a year of completion (Buckingham 1950, p. 140).

In 1918 J. W. Kitson took up the mantle of pastor, and under his care "a new eight room parsonage was built," and "Sunday-school rooms and new seats in the sanctuary [were] been added" as well (Buckingham 1950, p. 140). When he retired the church went without a fixed pastor for a year, much as its contemporary Neil Street manifestation is doing today. It came to take on new pastors every odd year or so until 1934, when Merlin Garber settled down for 15 years of ministry. After his retirement the new pastor Neils Esben saw "ground ... broken for the new church at the corner of Neil and Garwood" where the Church of the Brethren still meets today (Buckingham 1950, p.142). It was completed in 1953.

The Church of the Brethren recognizes history keeping as an important aspect of their faith. The national church's website even maintains a guide to collecting historical materials, reminding members that "[i]t is understood that the records of the various agencies of the Church of the Brethren are to be preserved. In fact, records generated while in the employ of the church are the property of the Church of the Brethren and not of the person who created them" (Guide for Local Church Historians 2011, p. 5). Parties interested in the church's history may visit the Brethren Historical Library and Archives where at least three copies of available publication are kept, or they may seek out information in a library, as this researcher did, where their literature may be viewed upon request.

6 Technology inventory

Telephones (w/ answering machine)	1 line
Printer/fax/scanner (available for public use)	1
Printer/scanner/fax (available for private use)	1
Computers (available for public use)	6 (the number is expected to grow to 8 shortly)
Computers (available for private use)	2

Accessible Internet stations	All (DSL hookup)
Internet Presence	1 website (soon to be updated)

7 Analysis

Technology is an everyday resource for Champaign's Church of the Brethren. During worship a screen is lowered that displays the words of the hymns. Every service is recorded so those who are unable to attend may still hear their message. Even the organ syncs electronically with a keyboard so that music can be prerecorded and played on days when the organist is unavailable. Like most churches, they also have a sound system.

Church of the Brethren also has a public computing center. It has undergone several upgrades since its inception; what began as eight computers utilizing various operating systems purchased by a member of the congregation at garage sales soon progressed to units donated by the University's College of Information and Library Science that ran on Windows '95 and then '98. Currently they have six computers available to the public that run on Windows XP (as well as a unit for a Monitor, who supervises the underage computer users). Promised to them by UC2B are eight new units, but the given date has come and gone with no computers yet delivered. The church itself has a computer and printer with fax capabilities separate from the lab for staff use; the lab has a similar printer with networking capabilities, though that feature has proved difficult to access. In the lab the computers are equipped with both an adult and child logon; when children log on, there is a filter in place that routes them to the Disney homepage when they stray somewhere untoward. Usage by adults is not restricted by a filter. Current lab hours designate it as a children's computer lab Monday, Wednesday, and Friday from 4 to 6 p.m., while adults may come in on Wednesday evenings from 6 to 8 p.m. However, the lab is open to public use whenever a staff member is available to allow them access, and there is commonly someone in the church who can do so.

There is no real technology support; members of the church work on a volunteer basis, and bring their own knowledge to work with them. One member got a second part-time job to raise funds for the printer. While UC2B will provide the fiber-optic cable, the church arranged for an electricity upgrade and the phone line installation as this infrastructure was not provided for them in the grant. When funds become available, the church hopes to erect a barrier around the computer lab—which now openly abuts a larger room—and use an exterior door that would be for access that room only. Church of the Brethren has a strong vision for the future of their computer lab; unfortunately, the reality of available space and outdated machines keeps it from being fully realized.

If the acknowledgement of one's problems is half the battle, then Church of the Brethren has already won the war. One interviewee admitted, "I realized there was a digital divide a long time ago, and I thought it was important that our ministry to the community address it." When approached by the UC2B program about creating a public computer space, she replied "Well, what public, because every kid in the neighborhood's in here already, you know? How much more public could you get?" Indeed, Church of the Brethren already has the human tools necessary for a successful public lab; the Monitor

doubles as a “Cybernavigator,” being no more than a few feet away and available to help with whatever she can.

The church also developed a program where children in the neighborhood could instruct those in need of some guidance with using computers, and in return the elders instructed the children in a nearby community garden. This arrangement allowed all involved to feel fulfilled; the adults could bestow upon their young professors a sense of accomplishment in their instruction, while they gleaned insight into the computer realm. The church can even boast a success story: one such adult member is now their financial secretary, and works with computers frequently. Church of the Brethren is public computing at its finest, as the public plays a great role in helping educate themselves collectively.

Unfortunately, knowing the divide exists does not make its consequences vanish. Church of the Brethren suffers, as is not uncommon, from the economic hardship of keeping up with the rapidly evolving electronic world. Describing their computer acquisition process, one interviewee said, “So we started off and we have some clunkers, and we started off slow and have kind of been steadily upgrading.” In this case “steadily upgrading” means replacing older computers with slightly newer ones, and then replacing those again once they become defunct. Another exclaimed about past units: “The ones that were ‘98, you just couldn’t do anything! You couldn’t download any updates!” Even with their current computer setup, while the towers are fairly new, the monitors are giant monoliths, and take up a great deal of space in the public area. The sad fact of the matter is, in a church run primarily by volunteers, odds are the equipment is always going to be slightly behind the times. Church of the Brethren is expecting eight replacement computers to be provided, but grant funding will not keep anyone supplied forever. What will happen when, in two or three years, their technology is once again made outdated by a newer operating system?

Luckily, the staff is filled with dedicated members who are willing to give of themselves to reach a greater goal. Oftentimes their donated computers only had the basic monitor and tower—no printer, or mice, or even speakers! Through extra work and savvy they have managed to procure everything they need to make their lab fully functioning.

What really makes it noteworthy is the community effort that has gone into maintaining it; any progress made will owe most of its success to Church of the Brethren, with UC2B meriting an honorable mention. The project will enable their vision, but even without it is unthinkable that Church of the Brethren will not find another way to help their community. Their faith believes in the “priesthood of all believers,” and they will continue to provide for each other as best they can regardless of their resources. For them UC2B is just one of *many* important ‘ministers’ doing good works in their community.

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23: The Church of the Living God

Andrei Rosulescu

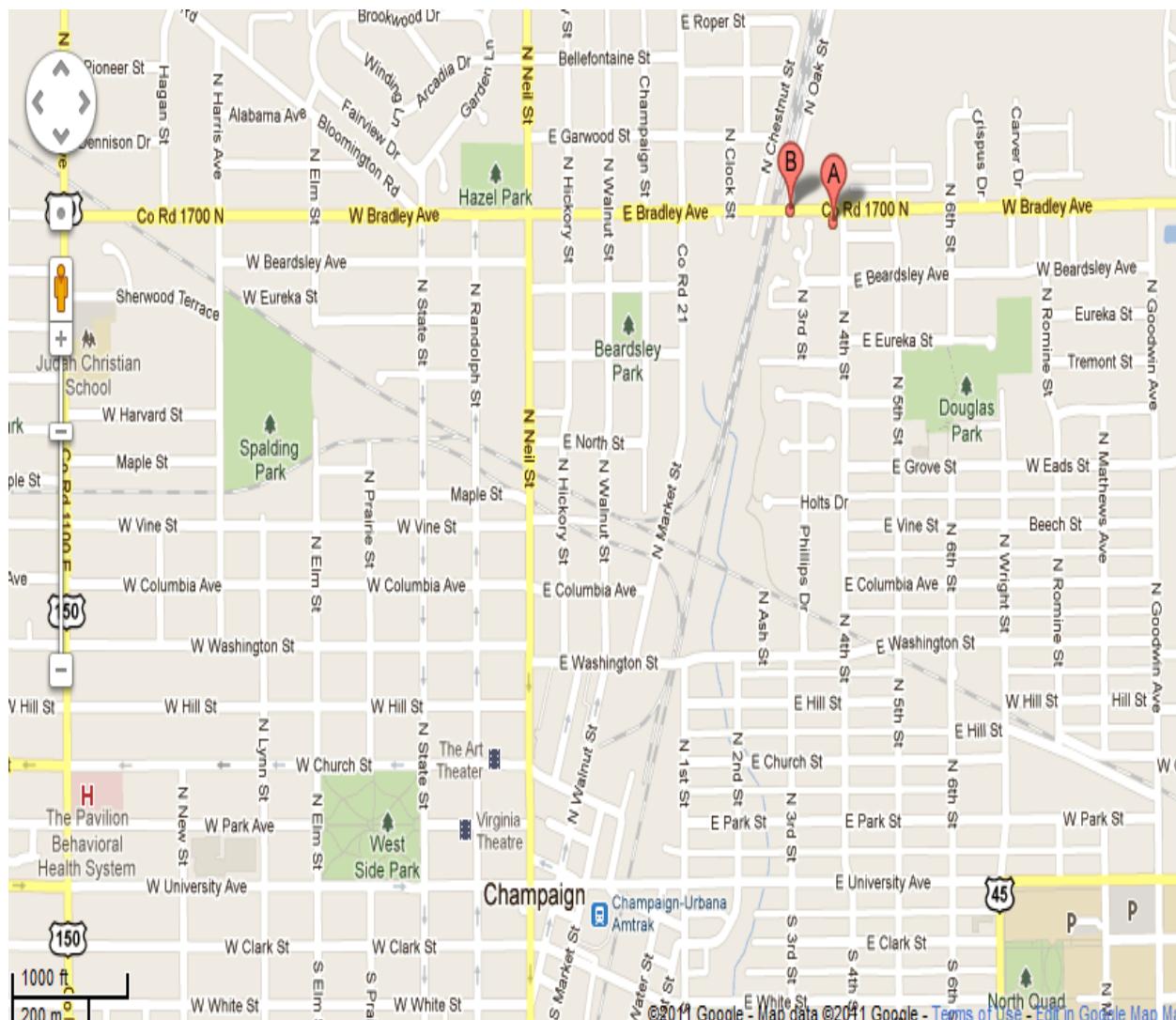
Master's student, GSLIS

1 Executive Summary

According to its website, “The Church of The Living God of Champaign, IL is affectionately known in Champaign-Urbana as ‘The Love Corner,’” because of its beneficial role in the community. The organization is very active in the community through the wide variety of its ministries and Sunday school programs it supports on a regular basis. While the church’s main focus is on youth, it aims to serve all in the community. The church is currently expanding its building through a much-anticipated construction project called: “Share the Love Capital Stewardship Campaign.” The expansion of the space has the aims of accommodating a larger number of community and developing larger facilities

The Church broadcasts its services on a regular basis and distributes CD/DVD copies of those services to the community, and supports digital literacy classes for both children and adults in its annex where the computer lab is located. The organization desires to do even more in terms of digital literacy service in the community with the help of UC2B.

2 Map



The Church of The Living God and Annex, where the computer lab is located and where most of Sunday school activities take place. The Annex, "A," is located right across from the church, "B," on 310 Bradley Avenue.

3 Photographs



Church of the Living God sign



This is one of the many computer lab “After School Program” sessions. Young patrons get help with homework and improve their reading and writing skills while becoming digitally literate.



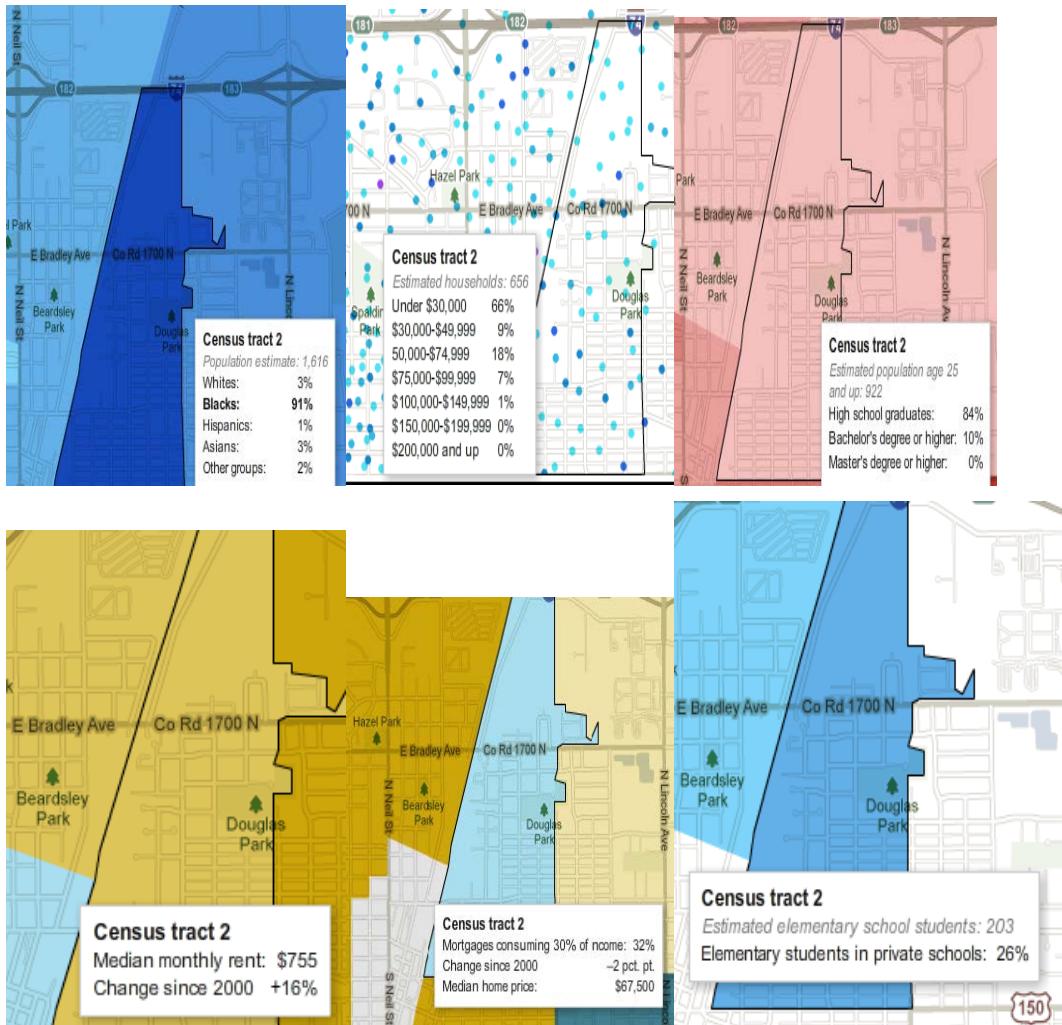
One of the monitors and the sound mixing board in one of the two server rooms. The CDs above on the second shelf are used for recording the broadcast and for distribution of church worship services.



Second server room with the mainframe computer used for footage processing.

4 Demographics

The six maps below represent the general demographic data for Census Tract #2, in which the Church of The Living God is located, together with its targeted population groups. The Church of The Living God serves a population concentration of predominant African-American descent as the high percentage indicates on the first of the six maps. Another map shows the income level of the local population: 66% earn less than \$30,000.



Despite the high percentage of people who could be categorized as below middle class based on income, it can be observed from the above left map that the median monthly rent—\$755—is very high relative to the income level of that population. The map above center shows that the median home price is also high, given that mortgages are consuming 30% of the income of home owners. And the map at top right shows that the majority of people have only high school diplomas and just 10% have at least a bachelor's degree; while the map above right shows that a relatively low number of students are enrolled in private elementary schools.

5 History

The Church of The Living God was first organized by Elder Lee Munson in 1946. Munson was the church's first pastor; and along with Brother Johnnie Agnew, Brother Lee Thompson, and Brother Fitzhugh Odom all laid together the foundation and started The Church Of The Living God.

The church's first religious worship space was initially provided through the kind assistance of Deaconess and Sister Agnew, who made her home at 709 N. Fourth Street, Champaign available. She was the first deaconess of the church and the wife of Elder

Munson as well. Over the years, the ministry felt blessed in the way that it grew larger. It was then because of the growing numbers in the congregation that there was soon a need for more worship space. As a result, they started to worship throughout the 50s “at a funeral home and then also went through a couple of other church buildings before they got permanently established into a permanent place of their own” (Bishop Gwin). At first the “services were held in the Agnew's home, the Seventh Day Adventist Church, and Parker and Sons Funeral Home, until a new church building was constructed in the Fall of 1960, at 801 N. Poplar Street, Champaign.” (e).

Upon his retirement in 1967, Pastor Munson appointed Eldress Mary Mullen to take over the pastoring of the Church. The church at this time grew such that they decided to build the current worship location of the Church of The Living God

Eldress Mary Mullen became the overseer for the organization right after her retirement in 1981; and then in July of that same year; “Elder Lloyd. E. Gwin (now Bishop) was appointed as the third pastor of the Champaign church.”(e). Bishop Gwin continues to serve as pastor.

The following is a timeline of technology history at the church.

1992 – The organization starts selling audio/ video recordings of its religious services and saw the advent of the future “Audio/Video Tape Ministry” that was to become the “Media Store.”

1994 – The church starts broadcasting its religious services via what are called “The Love Corner Victory Broadcast.” This regularly airs on WBCP - 1580 AM Radio on Sunday mornings at 11:30 a.m.

2000 – The first website version of the organization is launched, having been designed by relatives of the staff on a volunteer basis.

2002 – The church starts television broadcasting its worship services on a regular basis. The Love Corner Experience is aired on WBUI – CW TV (Channel 12 or 914 HD) on Sundays at 8:00 a.m.

2006 – The TLC Annex building located right across the street from the Church opens its doors to host the majority of the Sunday school classes and the computer.

2008 – The Church starts the After School Program (k through 12), through which kids learn how to read better through a variety of digital gaming/learning activities.

2009 – A Job Training program is initiated and runs quarterly. It offers ACT preparation for high school students, art classes, job searching/interview skills, and computer training.

Early 2010 – The church redesigns the old website.

2010 – All computers for staff use are integrated into a single network, and the church launches its online-based version of the Media Store for community members.

6 Technology Inventory

Hardware	Software
7 PCs for public computing	Windows 2000 operating system
7-10 Office PCs	Internet Browsing Interfaces
5-10 TVs throughout church	Open Office 3.1 suite
Surround Sound Clip Speakers System	Office: Windows 7 Home Premium Version 6.1
Several DVD/VCR Players	My Home Network
Several routers and modems	Quick Clean
5 external hard drives	Adobe Air + Adobe Creative Suite 4
4 Adding Machines for office use	▪ Skype 4.2
5 Printers	Microsoft Office Suite 2010
3 Copiers	▪ Power Church Plus Database Version 11.1
3 Fax Machines	
1 CD Duplicator	
Audio equipment including mixers, speakers, etc.	
Several Camcorders and Digital Cameras	

	Download (Mbps)	Upload (Mbps)
Speedmatters.org	66.08	65.69
Speedtest.net	56.6	9.05

7 Analysis

Digital learning activities at the Church of the Living God are a tremendously important tool for member empowerment, as an increased number of community members find themselves lacking in resources to effectively enter the job market; are spatially isolated and entrapped by poverty; and struggle in the community with basic reading, writing and computer literacy/Internet browsing and basic social media/digital literacy skills. One example of the activities geared toward adults is a business entrepreneur and stock markets class, a component of which is the development of the necessary digital literacy skills required of a business entrepreneur.

The institution is trying to contribute to the educational welfare of the community by focusing on both basic literacy and digital literacy skills development for youth in a unified approach. This approach makes use of interactive computer based games for keeping young patrons interested and entertained. These games foster critical thinking and basic reading/writing classical literacy skills in their content, as well as the development of electronic literacy by having kids use digital software for the creation of written and audio/video content and by allowing them to interact with the Internet and various social media technologies.

There is also a specialty software program, “Power Church Plus,” that is proprietary to The Church of The Living God and used for organizational data administration purposes. The church uses the most current version. This database contains membership information and data about people who join the church. It is also used for information input and access pertaining to mailings to the community. This database is also used for keeping track and compiling birthday lists of church members and for sending individual birthday cards to people in the community. A common practice is to post a compiled list of birthday greetings in every weekly bulletin release; organizational reports state that members love to be greeted on their birthday and see their birthday posted in an official organizational document such as the church bulletin. The database contains photographs of church members’ photographs. This database is also used to keep track of church donations as well.

Another type of technology use by the church specifically relates to its Audio/Video Ministry. Community members are given the opportunity to purchase recordings of the services through the Media Store so that they can refer back to the religious message, as well as pass it along to other people in the community who do not attend a church service on a particular day. The church has an extensive technology infrastructure in place to carry out its evangelical mission. This is accomplished by means of its regular TV and radio broadcasts of religious services and the distribution of these recorded services in the form of CDs and DVDs. There is a special group comprised of three staff members who are responsible for this realm of church activity.

There are two video cameras in the Church. The first camera shoots the image by the pulpit area and is mounted on a tripod at the very back end of the church right behind the congregation. There is a second camera which shoots the image from the right side of the sanctuary. The cameras record the music, prayer, and sermons, capturing what is going on in the church in a panoramic view.

A key component of the audio/video ministry is the church’s media store. The store offers inspirational traditional worship music, as well as books, including one of the bishop’s own poetic reflections on building a sustained relationship with God into one’s daily life. This book is called *Reflections and Praise*.

The church also uses other digital computing technology and software such as CSS, PHP, and HTML for reaching out to the community via its website. The website has been recently redesigned and updated with relevant content for community members. It was created by the church’s technology staff members in cooperation with volunteers who happen to be technologically savvy family members of some of the church’s staff.

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24: Cornerstone Baptist Church (formerly Garden Hills Baptist Church)

Ivy Renee Green

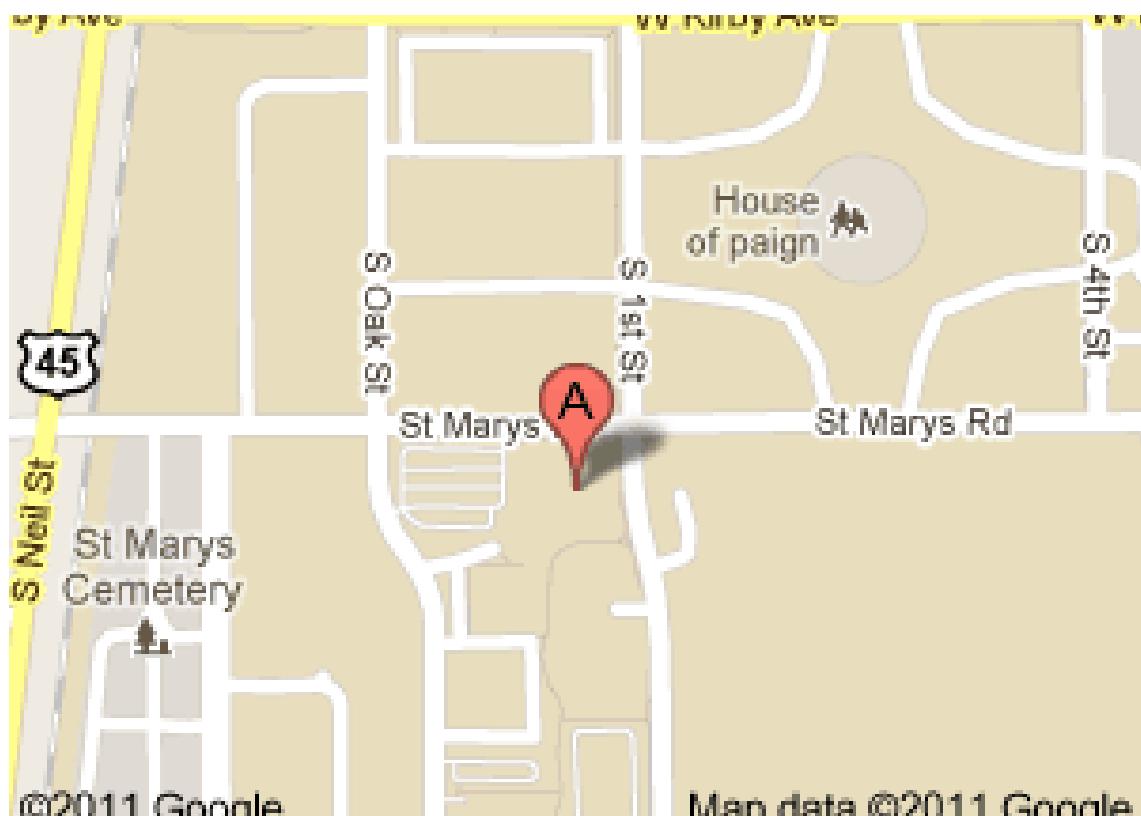
Undergraduate, College of Media

1 Executive Summary

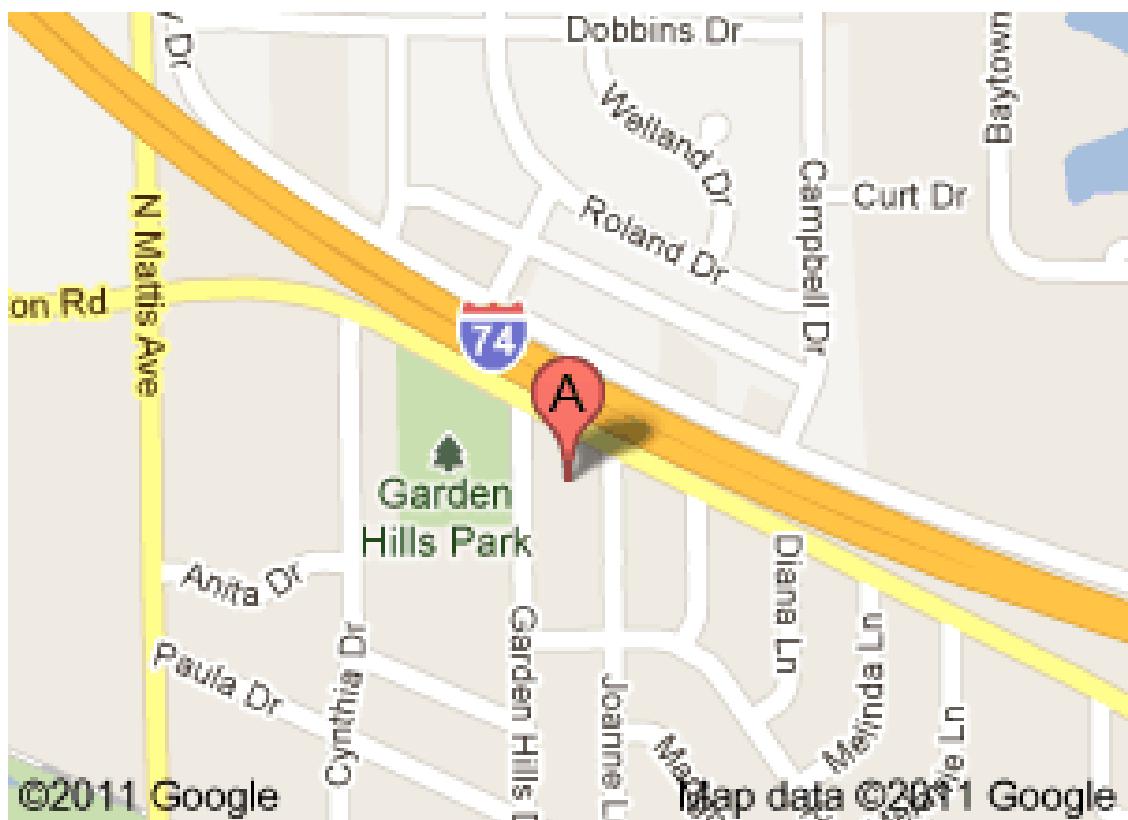
Cornerstone Baptist Church is a congregation of about 130 members, and has recently moved from their location in Garden Hills. It was centrally located on Bloomington Road in Champaign, and has since moved to a building on Oak Street in Research Park. Access to and knowledge of technology helps them in their effort to grow their ministry, and will continue to help the congregation prepare for effective ministry at a new location.



2 Maps



Cornerstone Baptist Church at Champaign County Gateway Building at Research Park 1800 S Oak St, Champaign, IL 61820

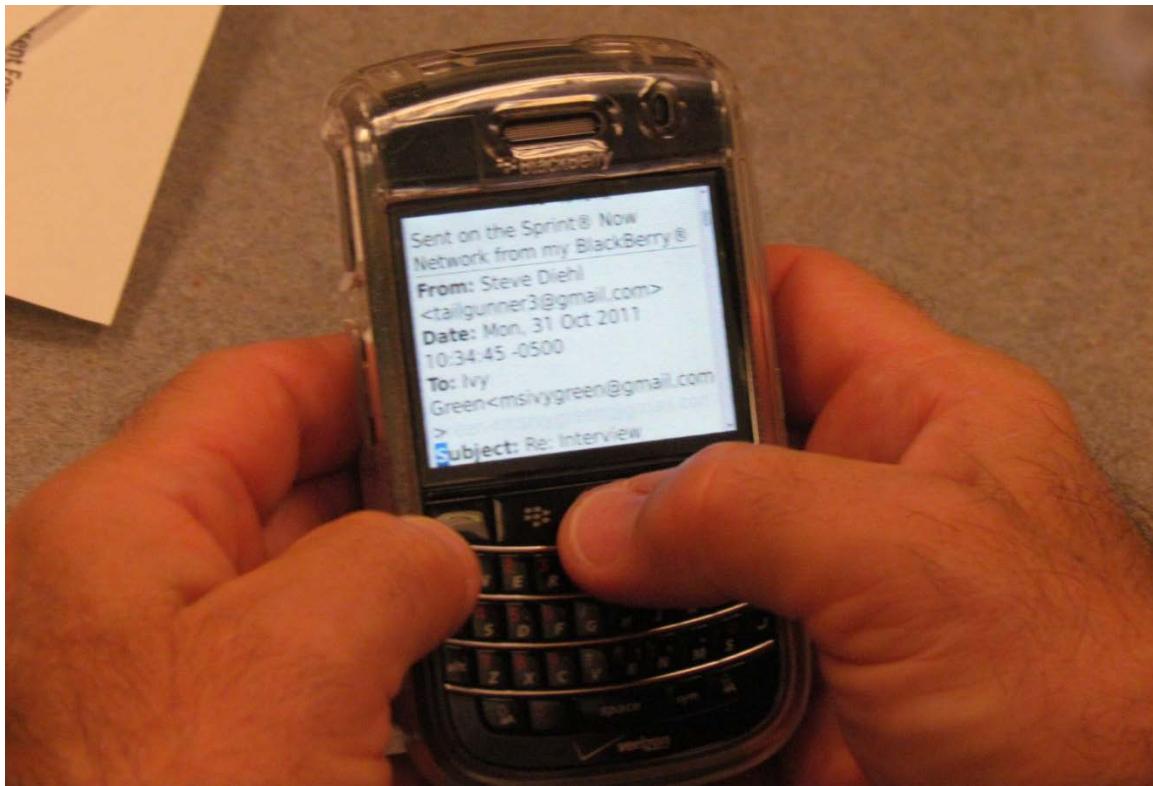


Cornerstone Baptist Church (formerly known as Garden Hills Baptist) was located at 1601 West Bloomington Road, Champaign, until that location was sold in 2010.

3 Photographs



Deacons' Retreat, October 2005. Photo supplied by www.gardenhills.org



Reverend Steve Diehl uses his BlackBerry mobile device to answer e-mails.



Reverend Steve Diehl checking e-mail using his personal mobile device, a BlackBerry .



This is the where the members of Cornerstone Baptist Church worship. Note: the people pictured are not members of the church.

4 Demographics of members

When Cornerstone Baptist Church moved from its permanent location on Bloomington Road, it lost some of its members. There are about 130–140 active members, but not all of them attend services every Sunday. On Sunday, 30 October 2011, the church recorded a total of 65 members attending service. Usually, there are 70–80 people in service on Sundays. The majority of the church congregation are white and middle-class; there are three African Americans and a few members of Asian, South American, and Brazilian descent. The average age of members is 45 and up. Many families with younger children left the church to attend other churches. Some college-age students attend service on Sunday. The numbers of high school and middle school children is low as well. Members travel from all over to attend the church. Some come from other towns in Illinois, such as St. Joseph, Thomasboro, Tuscola, Rantoul, and Urbana.

5 History

1957 to Present

In 1957, led by Dr. A. C. Queen, Temple Baptist Church in Champaign saw the need for a church in northwest Champaign. In October, services were begun in the Community Room of the Garden Hills Elementary School with 37 people present. In June 1960 a groundbreaking service was held for a building to house the Garden Hills Baptist Chapel.

In August 1960 services were held in the unfinished building with Rev. Beecham Robinson serving as part-time pastor. Rev. A. F. Tuck was called in September of 1960 as the first full-time pastor. The mission grew under his leadership and God's blessing and guidance. It became financially self-supporting within 18 months. On May 6, 1962, the mission was constituted as the Garden Hills Baptist Church with 106 charter members. Within a year, GHBC had outgrown the building, and more space was needed. In the summer of 1963, planning began on a two-story educational building with an auditorium seating 200. The first service in the new facility was held on March 1, 1964.

The church called Rev. Normal L. Langston as pastor in August 1979, and he served until August 1983. Rev. Kenneth O. Willoughby was called in August 1984, and served as pastor until May 1987. In September 1988 Rev. M. Harold Roberts became pastor. Under his leadership, the church selected a building committee. Construction of a new worship center began in October 1989. Many volunteers from the church and the East Central Illinois Baptist Association, plus teams from Oklahoma and Mississippi, turned plans into reality. On Easter Sunday, 1990, a sunrise service was held on the concrete slab of the new Worship Center. The first service in the completed Worship Center was held on December 16, 1990. On May 26, 1991, the church dedicated a new building, including office and music space. The beautiful stained glass window above the baptistry was designed and donated by Dr. and Mrs. Ronald M. Shelton in memory of his parents, Russell and Mildred Shelton, who were charter members and served many years at Garden Hills Baptist Church. In May, 1996, Pastor Roberts retired from the full-time pastorate. Rev Stephen W. Diehl became Senior Pastor on June 8, 1997. Though paid staff members in the music ministry had been part of the church staff for years, Rev. Steven D. Hronec was first full-time Associate Pastor, from September 15, 2004 until May 27, 2007.

In 2010, the church sold its property on 1601 W. Bloomington Rd. and relocated to an interim site at 1800 S. Oak St. in Champaign. In the Spring of 2011 they changed their name to Cornerstone Baptist Church of Champaign County.

6 Technology inventory

Hardware	Software, systems, and communication
Audiovisual system with projectors and screens	Internet provided by rented building
Portable sound system	Power Church Plus software
Wireless printer	Website www.gardenhills.org , set up by outside company and maintained by the church
Laptop	
Digital Printer	
Desktop PC	

7 Analysis

In terms of the digital divide, Cornerstone Baptist Church's autonomy of use of technology is insufficient due to its temporary place for worship. In Ester Hargittai's study, "Differences in Peoples Online Use," she defines the "digital" and "divide" and suggests that five dimensions exist along the divide:

1. technical means (software, hardware, connectivity quality);
2. autonomy of use (location of access, freedom to use the medium for one's preferred activities);
3. use patterns (types of uses of the Internet);
4. social support networks (availability of others one can turn to for assistance with use, size of networks to encourage use); and,
5. skill (one's ability to use the medium effectively).

While in some aspects the church may be facing a dilemma in all five areas, the second dimension best describes Cornerstone's situation. The church is currently renting space from the Gateway Building in Research Park. Research Park is just south of campus. It houses many corporate and private companies. Inside the Gateway Building is a meeting room, fully equipped to facilitate meetings, but it is not a church. Many of the members do not feel comfortable praising inside a professional building, because they are accustomed to a church building. The introduction of technology to the members may be problematic when they are not even comfortable in the current place of worship. Before issues like technical means, use patterns, social support, or skill are addressed, location of access must be confronted. Most of the equipment the church uses for Sunday services cannot be stored at the building overnight, so every Sunday members volunteer to come in early to set up audio and sound equipment and often leave late to break all of it down. On the other hand, the church has access to faster Internet connectivity which makes it easier for them to update church records, record sermons to be uploaded on the church website, and print church programs and announcements in a timely matter. Research Park operates on the same Internet connectivity as the university. But the church only has access to the faster Internet capability when in the building—on Sunday mornings. Because of the temporary setting of their current services, it is not known whether their permanent home will have access to the UC2B network in the first wave of connection. Still, the church uses advanced technology for their services and this continues to support their ministry.

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25: First Christian Church

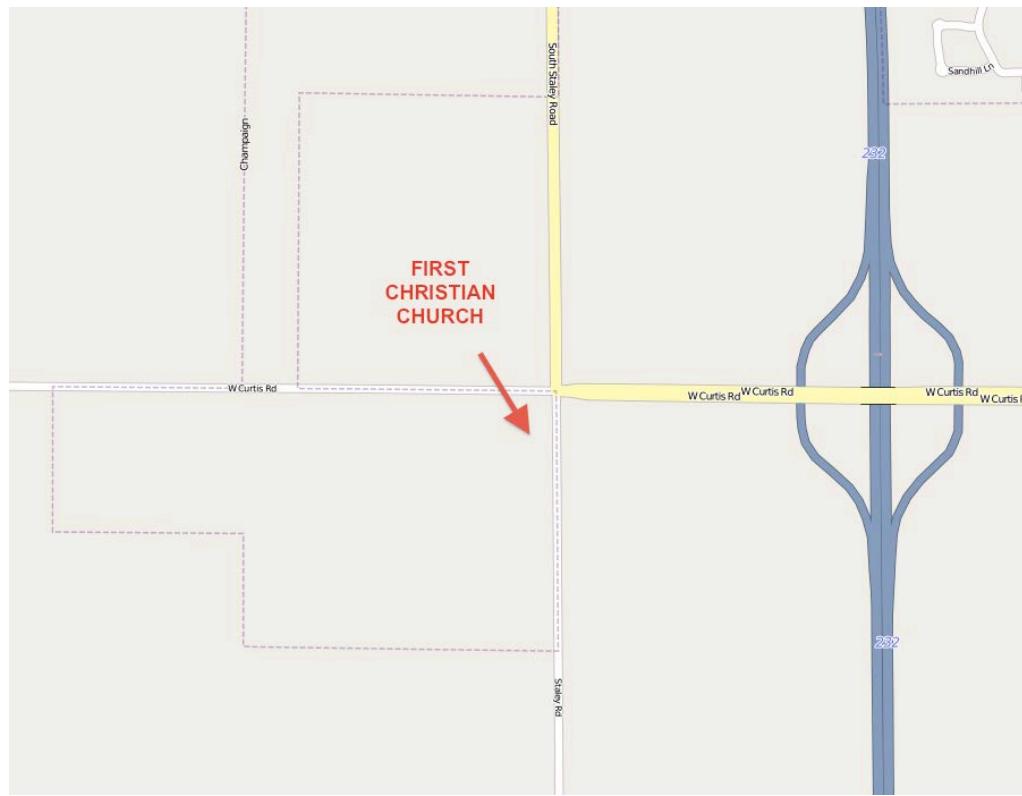
Lily Grant

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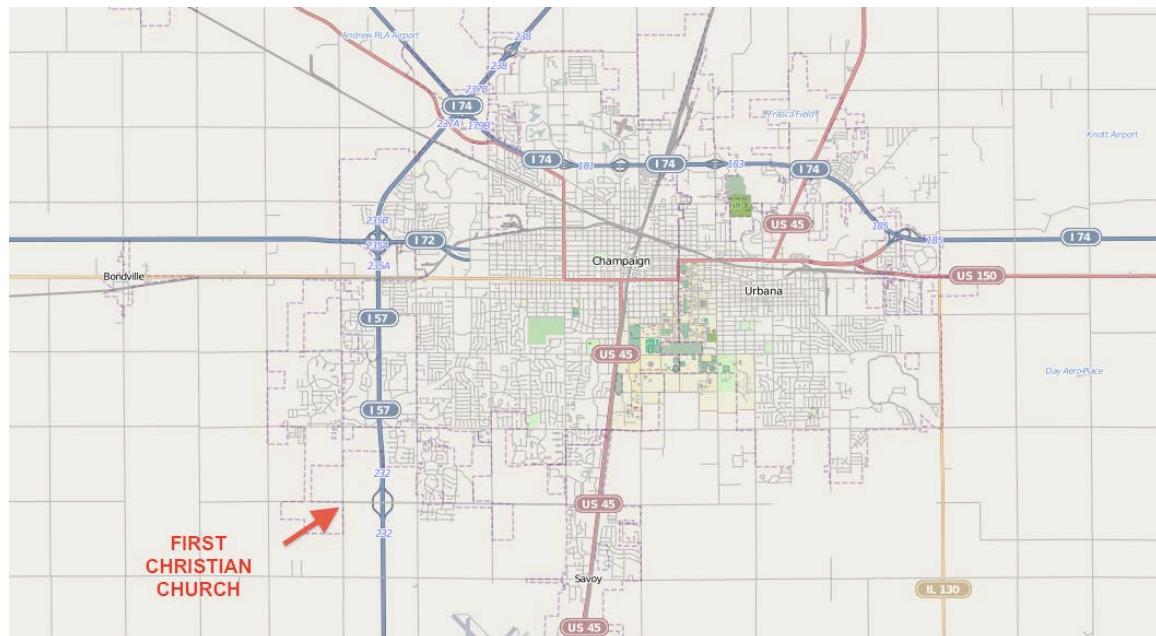
1 Executive summary

The First Christian Church of Champaign is a thriving organization committed not only to the teachings of Christ, but also to putting those teachings into action in our community. The church has a large membership, drawing between 1,500 and 1,700 attendees to Sunday services each week. There are numerous activities taking place on a daily basis at the large church campus, and those who cannot make it to the church as much as they would like can stay involved via the church's impressive website. The website links parishioners to the church's blogs and Facebook page, and offers a variety of video and audio files of sermons and other church events. Parishioners can use the website to learn about upcoming events and programs, to make donations, and to contact ministers and other church staff members. Though the church has already found many ways to leverage the power of computer technology in service of their ministries, this does not mean that the UC2B project has nothing to offer them. Because of their remote location at the outskirts of Champaign, their Internet connection options are limited. At present, they are using a wireless connection, but the increased speed and reliability offered by a fiber-based connection would allow them to improve the efficiency and usability of their current operations, so that they could extend the reach of the many services that they offer to their members and the community at large.

2 Maps



Neighborhood map. The First Christian Church is located at 3601 South Staley Road, near the corner of South Staley Road and West Curtis Road. The area consists primarily of farmland, with a few residential houses. The church is located a short distance from I-74.



Area map. The First Christian Church is located in the far southwest portion of Champaign, Illinois.

3 Photographs



The First Christian Church, located in southwest Champaign.



The production room located within the Worship Center: this audiovisual equipment is operated by a team of volunteers and is used to record and broadcast services.



Parents of small children use these stations to electronically check in their children before classes and events.



The Oasis offers many opportunities for entertainment and recreation, including these Wii stations.

4 Demographics

The First Christian Church does not record information for their membership rolls beyond name and contact information, so demographic information is not available. The congregation is primarily white, but as the church membership has grown, so too has its diversity. Since it is a well-established church that has been present in the Champaign community for over 50 years, a mixture of all age groups is active in the church, ranging from newborns to seniors.

The exact number of current members could not be determined, as the records that the church holds are not current, owing to the transient nature of the Champaign community. The church draws many from the University of Illinois campus community, and those members tend to come and go as their ties to the university change. However, the church draws between 1,500 and 1,700 to their services each Sunday. Actual membership is assumed to be somewhat higher, however, as the number of those members who are partaking in services via the online sermons has not been recorded.

5 History

In February of 1952, a group of people met at the home of Mr. and Mrs. Dean Butts to discuss the formation of a new Christian church in Champaign. During the following year, more meetings were held and collections were taken to fund the purchase of a church building. While the group sought out a permanent home, the first worship service

was held in March of 1953 at the McKinley YMCA and attracted 38 attendees. By the end of August the church had attracted an additional 59 members by transfer and 17 by baptism.

In September of 1956 a groundbreaking ceremony was held at what would become the original location of the First Christian Church, 1509 W. John Street. By June of the following year, construction had been completed and a dedication ceremony was held on June 9th. In the late 1960s, the church made an addition to the original building, and created a new sanctuary, which was dedicated in November of 1966.

In the 1980s, Senior Pastor Robert Phillips' emphasis on evangelism drew many more members to the church. This growth continued into the 1990s, when additional construction was needed to accommodate the growing church community. In 1992, a third wing was added, which included the Fellowship Hall and Education Wing. In 1997, it became necessary for the church to hold three Sunday services in order to accommodate all of its worshipers. In 2000, the church moved to four services each Sunday. Additionally, it became necessary to use a shuttle bus to bring parishioners from the Centennial High School to Sunday services because of the limited parking available at the West John Street location.

By 1998, it was clear that the church was outgrowing its original location, and relocation and expansion options were studied. On Easter Sunday of 1999, it was announced that the church would relocate to a twenty-acre site at the corner of Staley and Curtis roads in southwest Champaign. A fundraising effort, "Growing Together," was implemented and the church managed to raise \$2,011,000. Work began on the new 48,400 square foot building in 2001 and it was completed by January of 2003. The first service held in the new building attracted 1,491 worshipers. In March of 2003, a Dedication Service and 50th Anniversary Celebration was held, and four of the original charter members of the church were in attendance: Georgia Hill, Bill Scattergood, Barbara Butts Anderson, and Bill Keiser. Also in 2003, the church's current Senior Pastor, J. P. Jones, began work as the church's Preaching Minister.

Though it is now situated in a spacious location at 3601 South Staley Road, the church continues to attract many new members and is quickly outgrowing its present location. After the initial Phase I of the new building was completed, the church began work on Phase II, which offers additional fellowship and educational spaces for children and young adult members of the church. Phase II has been mostly completed, with the exception of a little interior finishing work, which the church is currently in the process of undertaking. Phase III construction, which will add a church sanctuary, is planned but has not yet begun.

6 Technology inventory

Though a comprehensive list of all technology items used by the church was not available, the network normally supports around 50 devices operated by staff (computers and printers) on a daily basis. In addition to these devices, there are a constantly varying number of laptops and other mobile devices that are using the public Wi-Fi network at the church.

In addition to computer equipment, the church uses an extensive array of audiovisual technology to record and broadcast Sunday services. These include cameras, microphones, sound mixers, video screens, and computers for editing. Again, a complete list of all items was not available, but the system includes a large bank of audiovisual equipment located in a production room in the Worship Center, as well as several flat-screen television and movie screens located within the Worship Center, just outside in the coffee shop area, and in the Oasis area.

The church prints many of its flyers, newsletters, posters, and mailings in house. A large color poster printer is used to produce posters and Adobe Creative Suite Design is used to produce their printed works.

The church uses both Mac and Windows systems, and allows staff members to choose which operating system to use for their work. All staff members use e-mail, fax, and telephones for their communication needs, though e-mail is the dominant form of communication. Additionally, the MS Office Suite and Apple iWorks Suite are used for general office work. Shelby Systems database, software developed specifically for churches, is their primary means of computer record keeping. Adobe Creative Suite Production is used for audio and visual editing, and Vimeo.com is used for video hosting.

Internet Speeds range from 8.32 to 14 mbps for download and 5 to 8 mbps for upload.

7 Analysis

The First Christian Church of Champaign is a vibrant and growing organization that has successfully leveraged the power of modern technology to foster fellowship and community among its members. The church employs many online and print resources to communicate with its parishioners, and to promote community service within the Champaign-Urbana area and beyond. The First Christian Church clearly understands the important role that communication plays in community building.

The church is located at the outskirts of Champaign, far from the center of town, but it is not a lonely or isolated place. The church campus, comprised of two large buildings, is abuzz with activity on a daily basis. The church's structure is organized into several different ministries to serve various populations of the church community. There are ministries for all ages of children: Early Childhood (birth through kindergarten), Elementary (1st through 5th grade), Junior High (6th through 8th grade), and High School. Ministries for adults include groups for men, women, and seniors. Each of these ministries organizes classes, programs, and events specially tailored to the needs of the group that they serve. This approach creates an atmosphere that is welcoming and engaging to all members of the church community.

For families, there is a large indoor playground that is open to the public. It features a play area, an eating area, and a walking track around the play area for those who would like to exercise indoors. There is also free Wi-Fi available, a feature very popular with parents who bring their children to play. In addition to the playground area, there is the Oasis, a large rec-room-like center primarily used by teen and junior high members of the community. It features a large stage with musical instruments, comfortable seating (including some diner-like booths), a cafe, many types of video games, foosball, and

other amenities. There are also several large screens so that Sunday services can be viewed in a more relaxed and casual atmosphere.

The main building contains numerous classroom and meeting areas that are available to both church members and to the general public. In addition to holding church-related classes and events here, local youth groups, support groups, and community organizations use the spaces for a variety of events. In order to keep all members and the general public informed about the activities taking place, the church maintains a sophisticated website that features an online calendar of events and information about ongoing and upcoming programs. Additionally, the site contains information about church core beliefs and their mission statement, information about the various ministries of the church, contact information for all pastors and staff, options for online giving, and audio and video files. The church's Facebook page and blogs are also linked from the church's website.

For those church members who are less computer savvy, or who simply prefer reading a paper to reading a screen, church information and announcements are made available via flyers, postcards, posters, newsletters, and other mailings and handouts. Recently, the church has begun producing most of its flyers, posters, and mailings in-house as a cost-saving measure. The church employs a self-taught graphic designer to help design their printed items. The staff members use Adobe Creative Suite software to create their publications, and have high-quality printers, including a very large poster-sized printer.

The church has also taken advantage of modern technology to expand the reach of its Sunday services. The large Worship Center is equipped with many cameras and three large screens that display images of the preacher during the service so that even those in the back have a good view. The cameras and other recording equipment are operated by a team of volunteers working out of a production room just to the side of the stage. The room is filled with screens, recording equipment, and computers that enable the team to record the service and broadcast it throughout the building. Large screens are located just outside the Worship Center so that those who arrive late or who may need to attend to a crying baby will not miss any of the service. The service is also broadcast on a large screen in the Oasis.

In addition, the recording of the service is uploaded to the church website so that those who are not able to make it to the service in person can still attend virtually. The services are available in video or audio-only formats to accommodate a variety of internet connection speeds. Videos are hosted on Vimeo.com and, though they are produced by volunteers, they are of professional quality. The audio-only files can be streamed online or downloaded in mp3 format for later listening.

The number of children at the church is increasing rapidly, so the needs of children and parents are a major focus of church activities. The church maintains an Early Childhood Blog that includes news about current programs and classes as well as video files, so children can practice class songs from home, and shows videos of prior recital performances. The church offers many classes and activities for children of all ages. To ensure the safety of children attending such events, children from newborns to 5th graders are checked in using a computer check-in system. At the check-in stations, parents enter the last four digits of their phone number and select their child from a list of names found

in the church records. The station prints a label that includes a sticker badge for the child to wear and a matching receipt for the parent to retain. The receipt is required to pick up the child when the program or class is over. The information on the badge includes the child's and parent's names, parent's phone number, and allergy or other pertinent medical information.

Though the First Christian Church has already found many innovative ways to use technology to enhance the work of their ministries, this does not mean that the UC2B project has nothing to offer them. The church was not included in the original grant for the UC2B project, but they are very interested in being included, should additional funding become available. An important benefit of having a fiber-based connection rather than their current wireless connection would be increased reliability. Though connection outages are less common than they used to be, when they do occur they bring nearly all of the church's work to a halt. The church is currently researching the feasibility of moving their data into a cloud-based system and the question of connection reliability will play an important part in their decision. If they were able to connect via UC2B, they would be able to move from their somewhat antiquated current database system to something more efficient and user-friendly.

Additionally, UC2B would bring increased options for connecting with other organizations in the Champaign-Urbana community. The church values community service and is very active in projects that benefit the Champaign-Urbana community. Recent projects include helping families living in the north end of Champaign with home improvement and repair projects, and "Operation Cannonball," a project in which church members were challenged to think of creative ways to use \$100 to make a difference in the lives of people in their community. Though the church has many internal resources to draw upon, they also partner with other churches in the area. Having all local churches and other service organizations wired for fast and consistent communication via UC2B would facilitate partnerships through Web conferencing and sharing of electronic resources.

Though the church campus is very large, church membership is expanding so quickly that lack of space is becoming a problem. This problem could perhaps be eased if the church and its members were all wired through UC2B and could utilize Web conferencing and online classes. Though the church has plans to add to and renovate their current building, opportunities to further expand into a virtual space as their church grows would be highly beneficial.

It is easy to see why the First Christian Church is growing in membership at such a rapid rate. The church has successfully created a place that is welcoming to all members, whether they prefer printed newsletters and phone calls or Facebook and e-news. Though rooted in the ancient teachings of Christianity, and traditional in its values and beliefs, the First Christian Church is thoroughly modern, and has found impressive ways to harness the power of computer technology to enhance their mission and ministries.

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26: First United Methodist Church

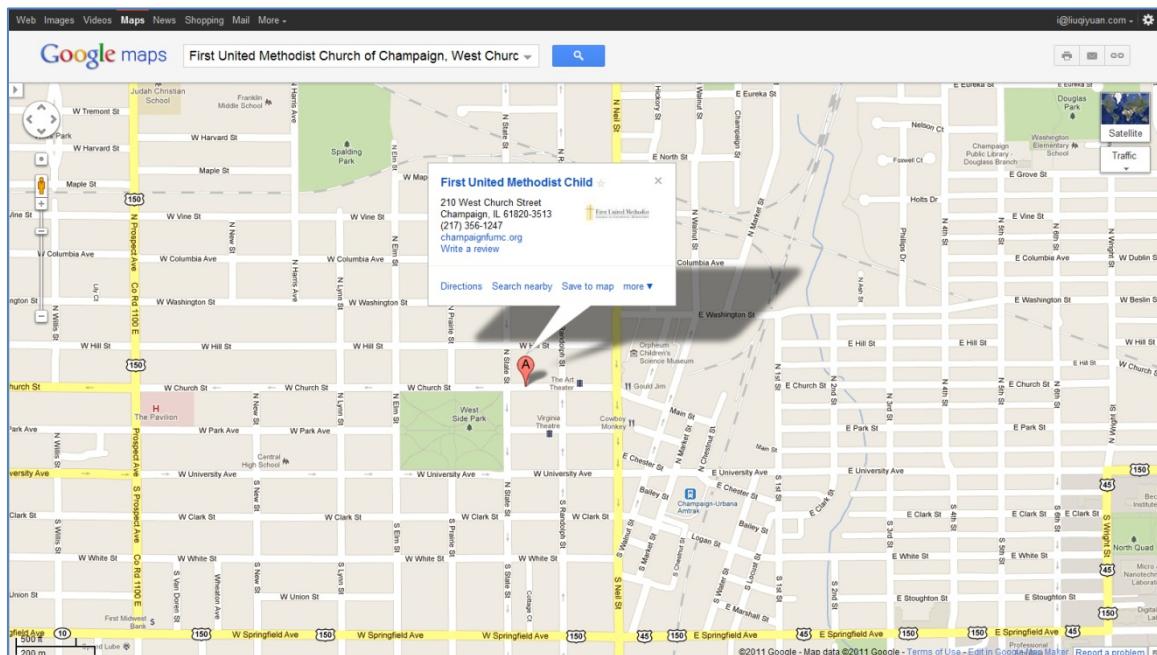
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1 Executive summary

First United Methodist Church is a fairly large church located on Church Street in Champaign. They have 12 computers, including two laptops, that are used mainly for office work. Though they have internet access with wireless capabilities, the connection speed is slow, especially considering that it is shared between at least nine computers on a regular basis. They are thus looking forward to learning more about UC2B and what benefits it may bring them. They are interested in possibilities of doing online services, like online study groups. Members are also eager to know if UC2B would provide training, because there are some people who would benefit from such services.

2 Map



Google map locating the First United Methodist Church.

3 Photographs



First United Methodist Church is located at the NE corner of State Street and Church Street.



The pictures above show the staff office (room). Staff members handle daily office tasks using computers, software including MS Office, and phones, etc.



Staff and volunteers operate this equipment in order to play music, show slides, and control audio output.

4 Demographics

	Staff	Board	Members
Total	25	40	725
White	100%	100%	99%
Black	0%	0%	1%
Average Education	Bachelor's Degree	Bachelor's Degree	Bachelor's Degree
Average Income Range	\$49,777–\$180,001	\$49,777–\$180,001	\$49,777–\$180,001

This is a rough estimate based on data collected from interviewees, the church's website, and personal observations. All the data provided regarding income and educational level are a guess, as they have no hard data.

5 History

Chronology of First United Methodist Church	
1860	The first Methodist church is built at the corner of Church and State, which is dedicated three years later
1868	To serve 99 members of their congregation who lived east of the railroad tracks, they build a church on the northeast corner of Sixth and University. This church is known at Conference as the University charge, but locally it is referred to as Second Methodist.
1878	The first parsonage is bought at 206 W. University
1889	Construction of a new brick church is completed. Membership is 400.
1895	Another parsonage is built at 306 W. Hill Street.
1902	A third parsonage is purchased
1907	Construction of a stone church is completed to replace the brick church. Membership is 813.
1912	The church renames itself as the First Methodist Episcopal Church of Champaign.
1917	They build a new parsonage at 407 W. Hill Street, their fourth.
1923	Construction of their Parish House is completed.
1940	Following the merger in 1939 of the Methodist Episcopal Church and the Methodist Protestant Church they drop the word “Episcopal” from their name and become the First Methodist Church of Champaign.
1957	They begin the process of founding Faith Methodist Church. In January the church buys 5.2 acres of land on Prospect Avenue where Faith now. They also purchase the lot on which their Educational Building now stands.
1989	First Church celebrates 100 years on the corner of Church and State. This celebration comes 26 years late because the frame church stood on this corner in 1863.
1995	The Church receives an award “For Exemplary Efforts In The Area of Church Growth.” This award was for having, among churches of their size, the most members who joined by profession of faith.

6 Technology inventory

Inventory of the First United Methodist Church's Technology Resources			
Item		Quantity	Notes
Desktops		10	Three of them are running Windows 7, others are Windows XP, and they need three more.
Laptops		2	
Server	Windows 2003	1	In the building
Data/File Management system	Church Windows (management program)	1	Everyone who needs to can access, only for church use
	E-mail system	1	By the third party. They can send e-mails to all the members at one time.
	UMIS (United Methodist Information System)	1	Used before
Website	http://www.champaignfumc.org	1	All site files are on the company's server.
Social network sites	Facebook page	1	champaignFUMC.facebook.com
Item		Applicable	Notes
Connection	AT&T DSL	Yes	Slow, because they sharing that among maybe nine step-machines
	Wireless spots	Yes	Very slow, because wireless routers are five years old.
Telephone system		Yes	They prefer e-mails to communicate.
Databases		Yes	
Software	Microsoft Office including Word, Excel, PowerPoint	Yes	
	Special Multimedia processing software including Fireworks	Yes	For multimedia tasks (video programs)
Electronic resources	Audios	Yes	Based on the website
	Videos	Yes	Based on the website
	Webpages	Yes	Based on the website
Speed Test Results			
Means	Download (Mbps)		Upload (Mbps)
Speedmatters.org	1.907		0.634
Speedtest.net	3.27		0.64Mbps

7 Analysis

The main general issue of First United Methodist Church is that they are trying to help their neighbors to know more about them, to reach out to their homes and find out what people need, and how can they serve people. They have about 25 staff and most are part-time. Their information technology skills are some basic necessary computer skills vary according to the job. They always seek technical help from church member. Currently First United Methodist Church has 725 members, and the board has 40 members.

There was not much use of electronic equipment 15 years ago. At that time the most advanced system was Windows 3, and people seldom made Web pages. They had typewriters many years ago, and then they built their network. The file management system they used before was called UMIS, which is short for United Methodist Information System.

At present they have 12 computers, which are all Windows based: two are laptops and the rest are desktops, and three of them are running Windows 7. They have a server running Windows 2003 that takes care of their file sharing and security in their building. For the connection to the Internet, they have DSL from AT&T, and very weak wireless spots (the wireless routers are probably five years old) shared by nine computers. People in the church building can access the Internet if they have a password via Wi-Fi. Most of the time, they use Microsoft Office to handle daily affairs; they have their own file management system, Church Windows, which is only for church use. This system is used to generate e-mail, and it also does accounting. For certain tasks, they use some special software, such as Fireworks, to finish multimedia tasks. Their powerful website is on the server of a company with which they have a contract, and that company is responsible for maintenance of their webpages, hardware, and their e-mail system. However, they have a management system in the website, so staff or volunteers can update the site at any place and time. They do a lot of communications via e-mail, and the e-mail system is powerful enough that they can send e-mails to all members at one time. The e-mails are generated by them and then sent by that company (third party). Sometimes they also use Constant Contact, which can be seen as a templates (including colors, backgrounds and pictures) provider. In addition, they have a Facebook page.

The main technology issues the First United Methodist Church is facing now is their internet service, which is shared among nine machines. Because of the limited bandwidth, they even have not thought about the things that would be possible with broadband. A lot of their older church members have computers and they can access the Internet. But right now their communication with them is probably limited to viewing the church's website or using e-mail. They haven't got beyond that because they do not have technological abilities and enough bandwidth. Also, as a volunteer nonprofit organization, the cost balance is really a problem. They concentrate on their cost because they are member supported. They do not have public computers in the church.

Because of the limits of their resources, they pay more attention not to computing but to the use of Internet. They need a lot of memory, a lot of hard drives, a lot of processors, that is to say, big machines good at running Powerpoint and big bandwidth in order to make Internet access easier and faster. These kinds of things are all planned, but they need money to make them happen.

What interests them about UC2B is the bandwidth, and what it might bring to them. They are interested in possibilities of doing online services, like online study groups.

As of now, they have not considered these types of projects due to bandwidth limitation. Faster bandwidth would be helpful for streaming of video programming. Big broadband would enable them to do Web streaming of higher quality, and allow them to use higher-quality cameras. In this case, people who are not very mobile, whether they are in their own homes or nursing homes, would be able to access the Internet more comfortably and do what they can do online. The level of service is also a matter of interest, both in terms of price and how it might affect their current AT&T service. Members are also eager to know if UC2B would provide training, because there are some people who would benefit from such services.

Webligraphy

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27: Holy Cross Catholic Church and School

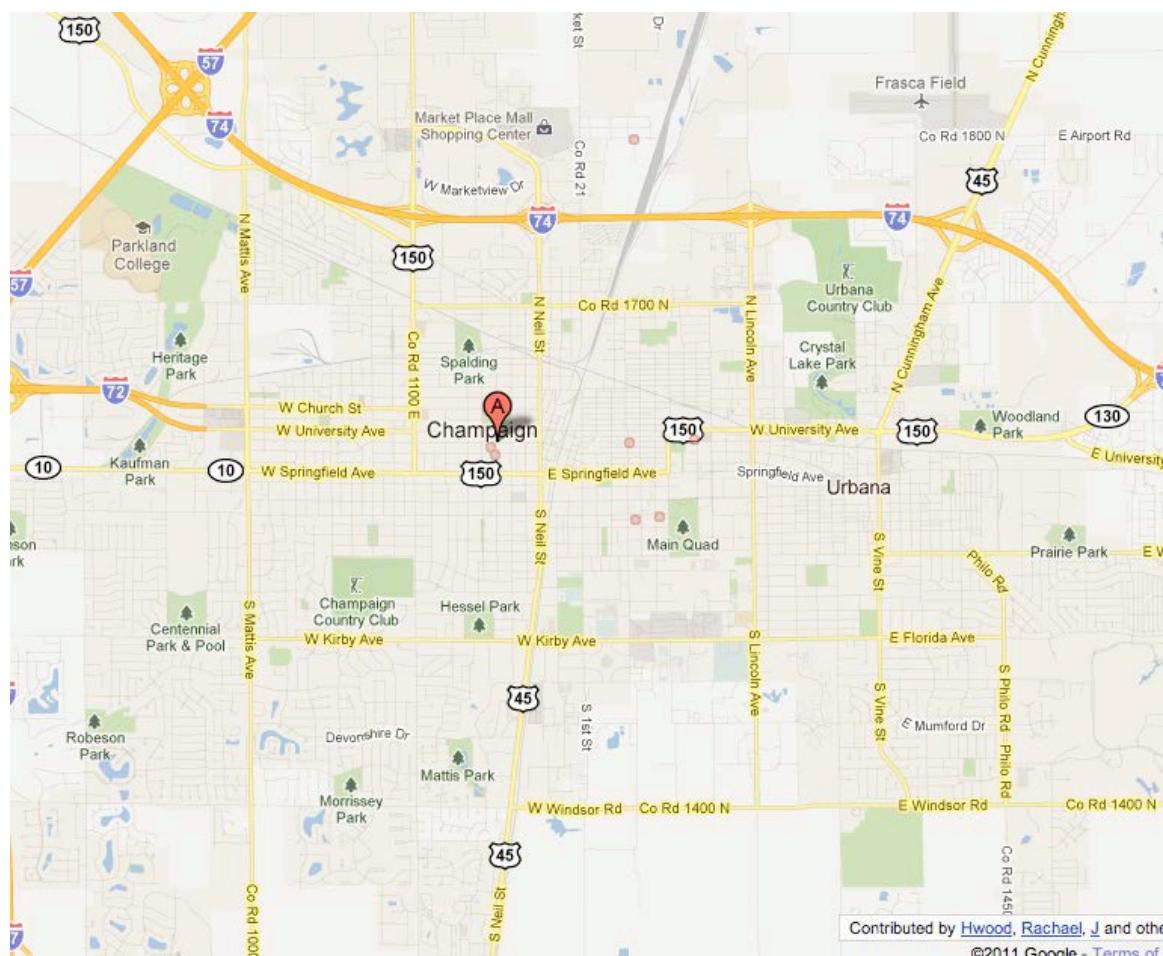
Jennifer Hebel

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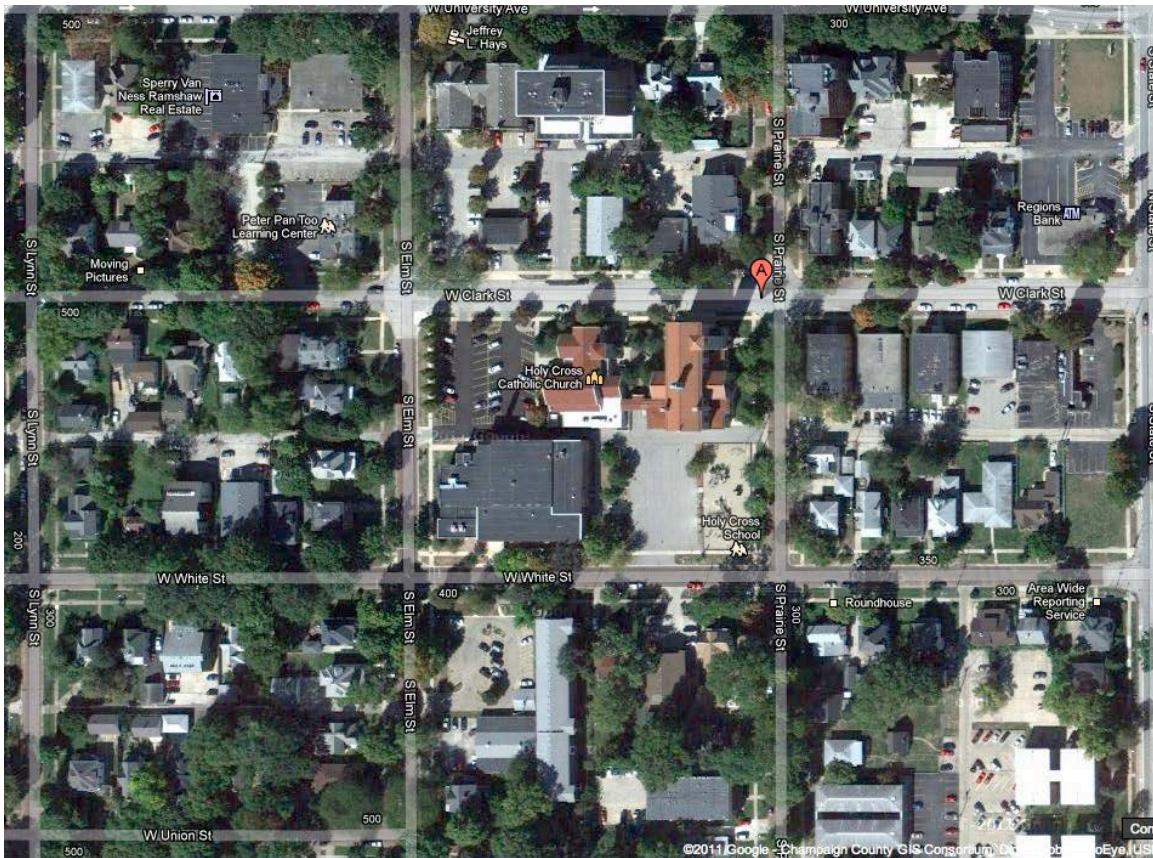
1 Executive summary

Holy Cross Catholic Church is a vibrant community that is preparing for its 100th anniversary celebration. The church is home to approximately 970 families, with attendance at Mass varying. They also run a school, which has an average enrollment of 325 students, with a 1/20 student-to-teacher ratio. The school is a grade school only, K–8 with 18 classrooms. While Holy Cross Catholic Church and School uses technology in a variety of ways, the school has a larger and more diversified technology focus than the parish center. All the classrooms have computers—some have more than one—and there is a computer lab with 28 E-Mac computers with Internet access.

2 Maps



Google Maps: "A" marks the location of the church.



Google Maps satellite view of Holy Cross Catholic Church and School. The Church is located at the intersection of Clark and Prairie and the school is located at Elm and White.

3 Photographs



Exterior view of side of Holy Cross Catholic Church looking towards Clark Street.



Computer in parish office at Holy Cross Catholic Church. Server is on the far left.



Computer lab at Holy Cross School.



SMART board in classroom at Holy Cross School.

4 Demographics of patrons or clients

The primary demographic of Holy Cross Catholic Church and School is white middle-class. There are some higher- and lower-income families, but the middle-class bracket is the majority of the population. The church has some African-American, Filipino, Latino, and Congolese members. The school has a diverse population as well, with white, African-American, Filipino, Latino, and Congolese students. Fifteen percent of the student population is non-Catholic, with Hindu and Muslim being included among student religious affiliations.

5 History

Construction started on the Church of the Exaltation of the Holy Cross in 1920 and was completed in 1924. Major reconstruction was undertaken in 1983, lasting eight months. As much of the original interior was preserved as possible, with many of the original materials being reworked into new pieces. The marble used was Italian, while the magnificent stained glass windows were from Germany. The bronze crucifix in the sanctuary was commissioned specifically for Holy Cross and was designed by Peter Fagan. Holy Cross parishioner and artist Harry Breen led and designed the renovation. He was a professor at the School of Art and Design at the University of Illinois. He did not take payment for his work, stating, "The Church as a physical presence can help to sustain and nurture the spiritual life of the assembly it houses; it can celebrate; it can

teach; it can pray; it can inspire” (Holy Cross website). The renovation was completely paid for by the time it was completed. The church is currently preparing for its upcoming 100th anniversary and celebrations. Various activities are being planned, including a pilgrimage. The church also supports a daily food pantry through a volunteer organization called St. Vincent De Paul, which distributes food on a daily basis. Father Stephen Willard is the current pastor, with Henry Hart, Edward Mohrbacher, and Robert Ulbrich as deacons. There was once a convent where the school currently stands, but it is no longer in existence.

Holy Cross Church has strong ties with St. Matthew’s Parish and our Lady of the Lake in Mahomet. Fundraising for Holy Cross under the direction of Father Walter McGinn was instrumental in raising funds to construct a school and convent on the site. In 1962 St. Matthew Auxiliary school opened as an extension on Holy Cross, and by 1965 approximately 300 families were part of the parish. St. Matthew’s became an official parish in June of 1954, and the church was completed and dedicated in April 1978.

Our Lady of the Lake grew out of after-Mass coffee conversations when Mahomet Catholics began to request Sunday Mass in Mahomet. Father Bernard Render began celebrating Mass for the Mahomet Catholic community in a school gym in August 1975. In 1978 Mahomet became a mission site of Holy Cross, and was subsidized by the parent church. Our Lady of the Lake was designated as a parish in January 1981.

Holy Cross has a sister parish in St. Isaac Jogues in Rapid City, South Dakota. St. Isaac Jogues is designated as a mission parish, serving approximately 180 families, many of whom are Native American. Fundraising conducted at Holy Cross helps fund the mission, as well as school supplies for children and other community needs. St. Isaac Jogues was established in 1951, and is associated with St. Elizabeth’s Catholic Grade School and St. Thomas More High School, which shares a name with Holy Cross’s local high school.

Holy Cross School has been in existence for 95 years, and works with Champaign Unit 4 schools to supply additional teaching resources. Focusing on faith-based values and high academic accomplishments, the school maintains a high academic and sports rating. Upon graduation, many students continue on to St. Thomas More High School. The school does provide financial assistance for at-need students.

6 Technology inventory

Hardware	Software, Systems, Connection
Parish	Parish
3 Desktops	Windows XP
3 laptops	Mac OS
Network Server	
Printers	AT&T wireless
Digital Projector	MacLeod USA
Digital Cameras	

Digital audio recorder	
Landline Phones	
School	School
18+ Mac classroom computers	Wireless and Wired connection in all classrooms
28 E-Macs in computer lab	
SMART Boards with projection equipment	
Digital Cameras	
Digital recording devices	
Projectors	
Telephones	
Printers	
Copy Machines	

	Download (Mbps)	Upload (Mbps)
Speedmatters.org	4.983	.523
Speedtest.net	5.14	.53

Parish Center Speed Test

	Download (Mbps)	Upload (Mbps)
Speedmatters.org	Blocked	Blocked
Speedtest.net	1.43	1.41

School Speed Test

7 Analysis

As a whole, Holy Cross Catholic Church and School have access to a good deal of technology. There are sufficient computers present at both sites to deal with the current demand, both sites have full Internet capability, there is an online presence for both sites, multimedia is being used, and the school has access to more advanced learning technology via the SMART boards. Some of the computers, especially at the parish office, are starting to age, so more funding will be necessary to replace them, but as a whole the computers are fairly up-to-date, especially in the school's computer lab.

The parish center has approximately 10 people on staff, all of whom use technology in some form, except for the maintenance and housekeeping staff. The primary use of technology at the parish center is through the computer, mostly to do word processing,

information retrieval, and bookkeeping. The religious education classes (RCIA) will record and post online some classes, but there is not currently more media available outside of that.

The Director of Religious Education at the parish primarily does tech support. He troubleshoots the servers and aids in virus removal. An outside contractor is employed for more complicated issues. There are a few parent volunteers who help out at the school as well.

The Internet speed at the parish center was much faster than the speed at the computer lab, probably due to the need to split the feed between so many different computers. The existing Internet speed is much slower than the proposed broadband speed, and so the site would benefit from the new fiber.

The site was unfamiliar with UC2B prior to our research, but there is an increased interest in the project. The site does not have public computer stations, but would be able to use an increase in bandwidth for in-house projects, such as providing more streaming and online multimedia content as well. The church prefers to have members physically attend Mass, in order to foster a sense of community, but the ability to provide streaming options, such as Mass, would provide a service to the shut-in population.

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28: Mt. Olive Missionary Baptist Church

Ivy Renee Green

Undergraduate, College of Media

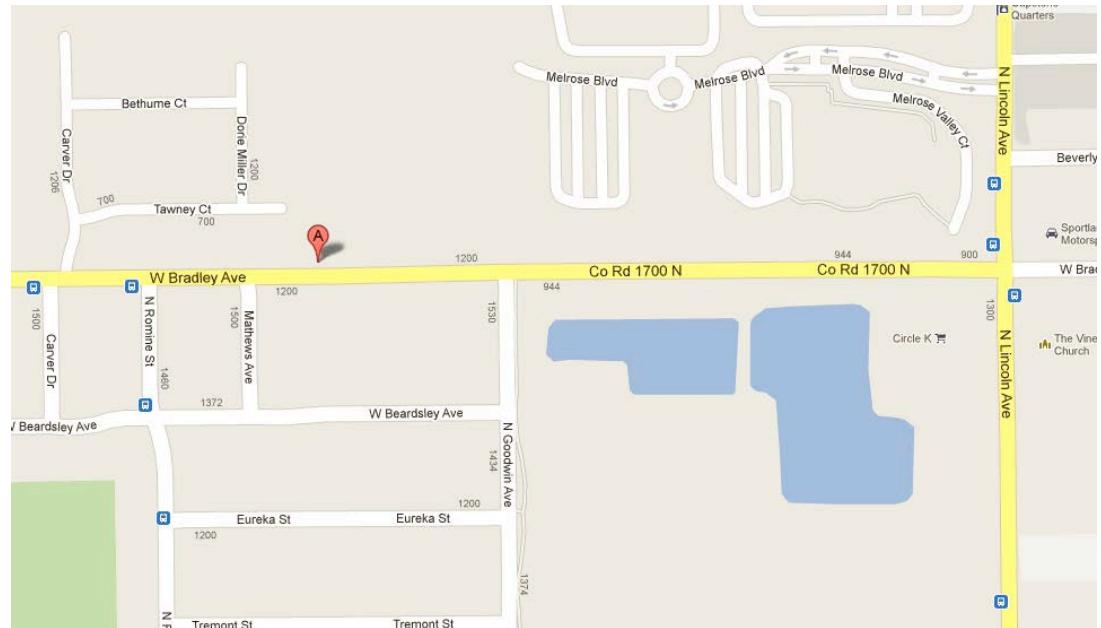
1 Executive summary

Mt. Olive Missionary Baptist Church is a fairly large congregation located on Bradley Ave. in Champaign. For the last several years the church has utilized advanced audiovisual equipment in their services, mostly for music and preaching. The new pastor, Keith Thomas, is very IT savvy and the church is currently undergoing many exciting changes, incorporating new technologies in order to enhance the ongoing mission of the church. Most of these changes and updates revolve around multimedia in the sanctuary, a new computer lab, and web services.

2 Maps



Mt. Olive Missionary Baptist Church is located at 808 E. Bradley Avenue, Champaign, Illinois.

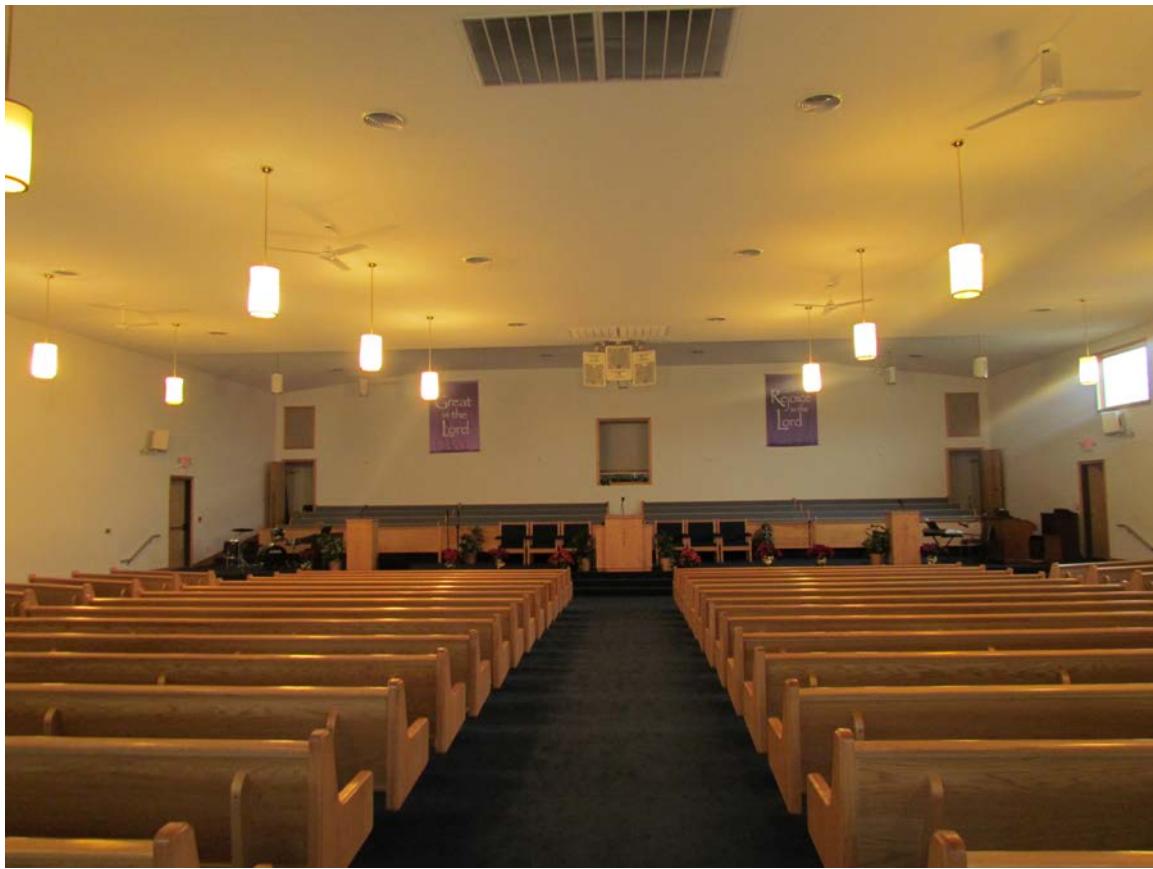


Key: red marker = Mt. Olive Missionary Baptist Church

3 Photographs



Mt. Olive Missionary Baptist Church, 808 E. Bradley Avenue, Champaign, Illinois.



Mt. Olive Missionary Baptist Church's sanctuary. This is where the members worship and have church services. It was completed in 2003 and is fully equipped with a sound system, speakers, amplifiers, video capabilities, and a digital piano.



Mt. Olive uses this audio system to record and maintain the sound systems within the sanctuary. CDs, DVDs, and cassettes are copied here for the members. Also shown are wireless routers for the Internet. The members in the church who have some background in electrical work installed the equipment.

4 Demographics

Mt. Olive Missionary Baptist Church has been described to be diverse. According to 2005–2009 U.S. Census Bureau data, there are 192,135 people living in Champaign, Illinois. Of that population 22,754 people are African-American. While Mt. Olive Church is an African-American church, there are a number of members who aren't African-American who attend services regularly. Of the non-African American population most are white, Chinese, or Hispanic. Since its founding, the church has grown tremendously. Students from the University of Illinois and Parkland College attend services regularly. There are over 400 members of Mt. Olive Church. On a typical Sunday, there are about 250 people in attendance. Members range in age from very young (infants) to 80 years old. There are more older members than there are in the age group 18–40. Members come from a range of economic backgrounds. The church serves the entire Champaign-Urbana community.

5 History

On March 16, 1916, the Mount Olive Missionary Baptist Church was organized by Reverend D. J. Tyler, assisted by Amelia Tyler, Tolie and Eva Nunn, Morgan and Nora Knox, all of whom were former members of their sister church, the Compton Hill Missionary Baptist Church of St. Louis, Missouri. The original church began with prayer meetings in the home of Tolie and Eva Nunn at 1110 North Fourth Street and spread from house to house; the meetings included neighbors and friends. The prayer band grew in numbers. Recognizing the need for a church, Sister Eva Nunn, with the consent of the prayer group, wrote to Reverend D. J. Tyler, inviting him to come to Champaign and help organize the church. He responded immediately and came to Champaign, called a Council meeting consisting of himself, the Reverend Owen and Reverend Rivers of the Salem Baptist Church, other missionaries, and friends and began to make plans for organizing the Mount Olive Missionary Baptist Church. Their first priority was to acquire land on which to build. They were able to purchase two houses located on a lot at 1111 North Fourth Street from Alexander Lumber Company.

The first pastor was Reverend D. J. Tyler, the first deacons were Brothers Tolie Nunn, Morgan Knox, Johnny Sykes, Aden Williams, Jesse and Claude Britt, and Sylvester Hampton. The members carried chairs from their homes to sit on and donated coal from coal sheds to provide heat. Everyone went to Sunday school and prayer meetings and all joined in to help whenever and wherever needed. The old church at 1111 North Fourth Street, or the church "up in the field" as it was lovingly referred to, grew and prospered under the ten pastors who followed its founder Reverend D. J. Tyler. In 1958, the Reverend J. E. Graves came and, under his leadership and support of the membership was able to buy the land at 808 East Bradley and build the present sanctuary building and purchase and remodel a parsonage. In 1969, Reverend James Offut became the pastor and the church was able to pay off the mortgage and purchase a new parsonage. A few years later Reverend Lundy Savage became the pastor, serving for nearly 40 years and

expanding the ministry to include preaching, teaching, and evangelism. In February 2012, the church officially elected the Reverend Keith Thomas as pastor, shepherding a new stage in the church's history.

6 Technology inventory

Mt. Olive M.B. Church is using technology to enhance their services. In 2006, the church built a new sanctuary. This is when they started using more computers, digital sound systems, wireless microphones, and digital instruments. In addition to the new sanctuary, a sound/audio room was built. This room houses all the audio, mixing boards, and wireless Internet routers and modems. All the computers are equipped for Internet use, except the young adults' computer. In addition, the church has plans to install a computer lab in the near future.

Mt. Olive Missionary Baptist Church is equipped with a wireless network provided by AT&T. The church also has phone service, a fax machine, three printers, and four new flat-screen televisions.

Hardware	Software, Systems, Communication
Audio Room with mixing boards	Wireless network through AT&T
Wireless routers and modems	Phone service through AT&T
4 desktop computers	
2 laptop computers	
Tablet used to preach	
Telephones	
Fax Machine	
3 Printers	
4 Flat-screen Televisions	

7 Analysis

Mt. Olive Missionary Baptist Church is a fairly large congregation located on Bradley Ave. in Champaign. For the last several years the church has utilized advanced audiovisual equipment in their services, mostly for music and preaching. The new pastor of several months is very IT savvy and the church is currently undergoing many exciting changes, incorporating new technologies in order to enhance the ongoing mission of the church. Most of these changes and updates revolve around multimedia in the sanctuary, a new computer lab, and web services.

Pastor Thomas currently preaches from a tablet, and at any given time several computers and laptops are in use. Both young and old in the congregation are encouraged to incorporate technologies into their worship, and some people bring a digital Bible on eReaders and tablets to consult during services and bible study. There is currently wireless internet capabilities across the entire building, but increasing demands from a larger number of devices will require higher connectivity in the future, potentially supplied by UC2B.

The church is in the process of using multimedia in the sanctuary on a wider scale, both projecting inside the building and streaming services online. This, in combination with online bible studies and potentially even a church podcast, will offer an extension of services to those who cannot make it in to the physical church for reasons of sickness, disability, or location. The church has members that are fanned out across the country for school or work, and connecting to Mount Olive through digital media would be a great way for them to keep in touch with the ministry.

In addition to development of a new website, the church has plans to start a blog in the near future, incorporating ideas from the weekly bible study into an online format that anyone can see. They also would like to build a computer lab for educational purposes and so that members can have access to computers while in the building.

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29: New Hope Church of God In Christ

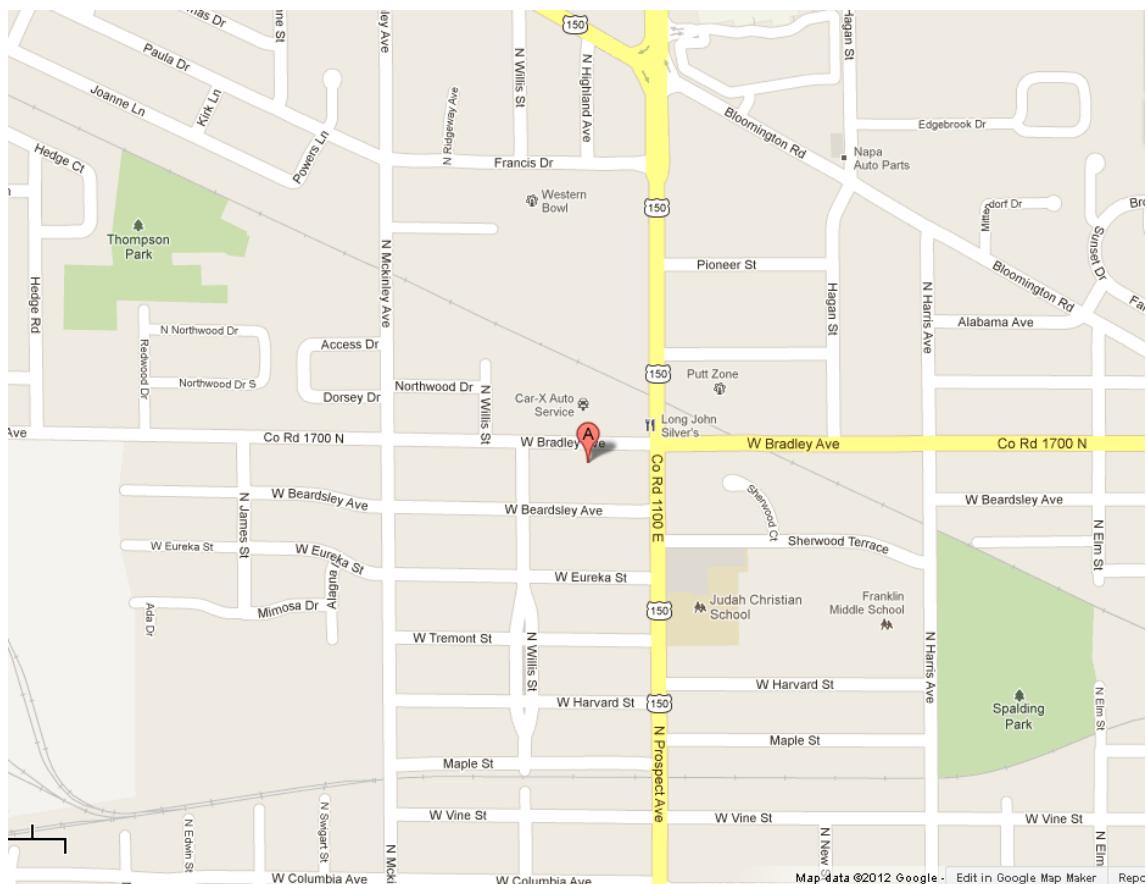
Ivy Renee Green

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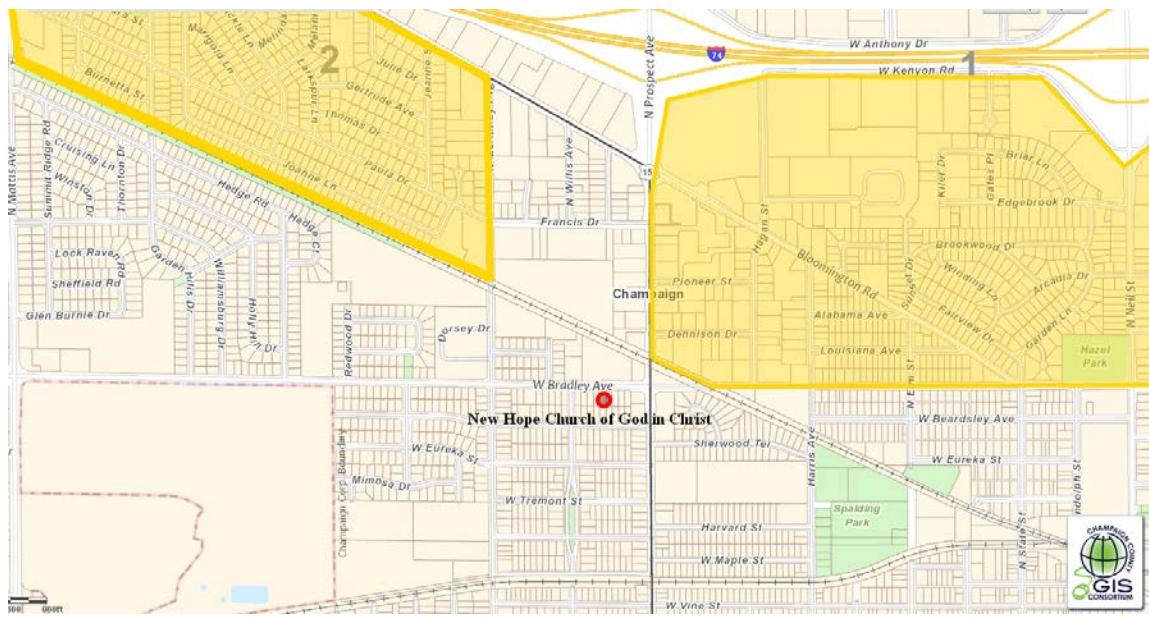
1 Executive summary

The New Hope Church of God in Christ holds several services per week in addition to hosting New Hope Academy, an afterschool and summer program that helps children with their homework and educational needs. They have quite a bit of hardware technology, including a computer lab for the after school program with 10 desktop computers. However, their internet speed causes some problems. New Hope Church of God In Christ is embracing UC2B in the hope of better serving the church and the community.

2 Maps



New Hope Church of God in Christ



New Hope is near but not within the 'yellow zones' that will receive the UC2B broadband hook-up at no cost. So although houses nearby will not be eligible, the church is.

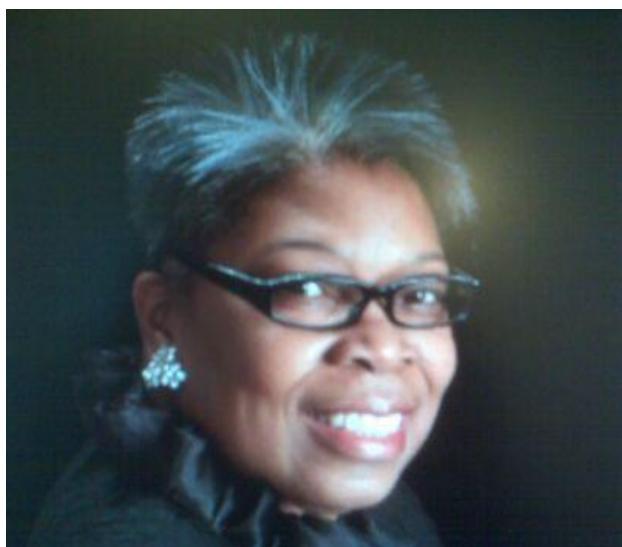
3 Photographs



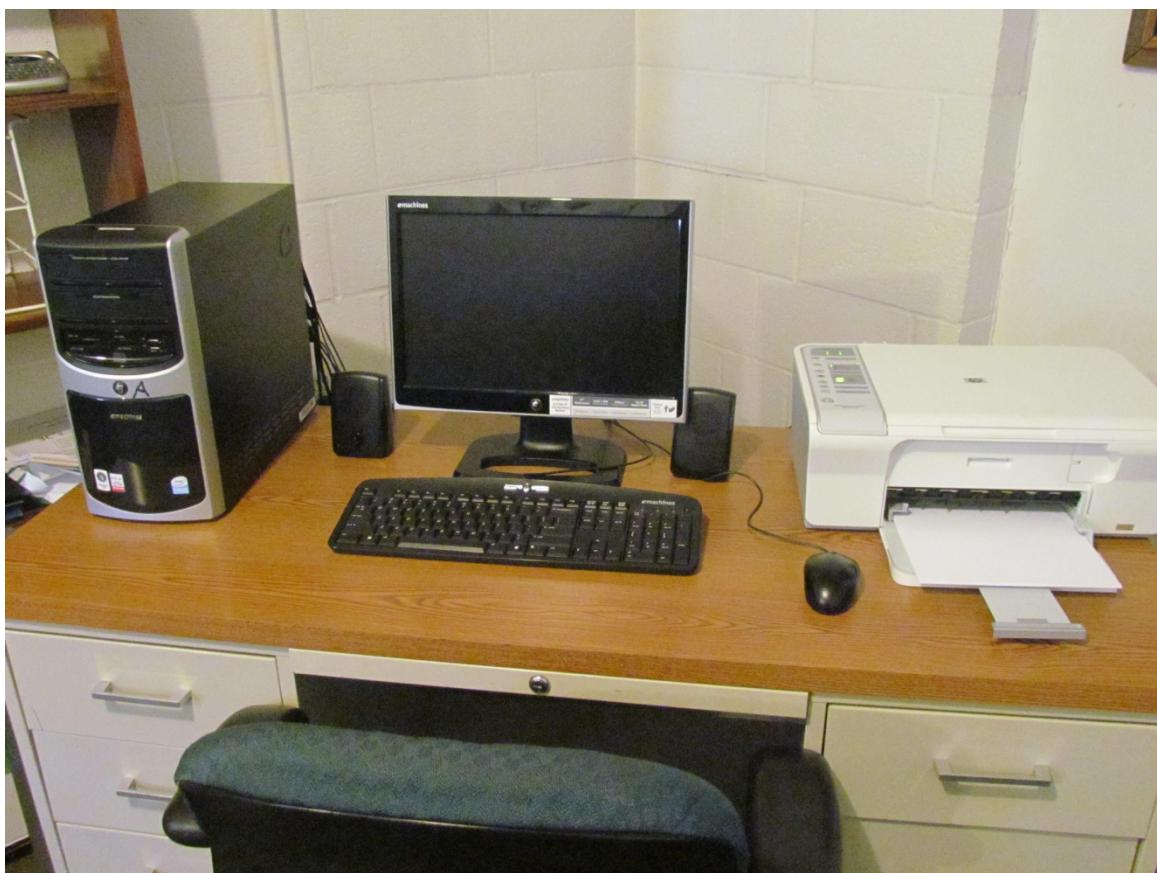
**Pastor Charles O. Nash Sr and
International Evangelist Eloris Nash**



Pastor Nash



Eloris Nash



Staff computer.



The New Hope Academy computer lab is used for the after-school program. Students use the computers to do homework, projects, and research.

4 Demographics of patrons or clients

New Hope Church is a small, growing church—with 60 members on the rolls, 12 of whom each head a specific ministry. The average age of the congregation is 37 years old.

5 History

According to New Hope Church's website, Pastor Nash was called to the ministry in 1976. He was licensed and ordained as a gospel preacher in July 1980 by Rev. Willie C. Manual, and served as his assistant pastor for three years. He became the pastor of Rising Star Missionary Baptist Church in 1983 and in 1986 was led by God to reorganize the church into a Holiness ministry, therefore giving both men and women the opportunity to be used by God in ministry. He was also inspired to rename the church New Hope Church. In 1990 they joined the Church of God In Christ, Inc., under Bishop Bennie E. Goodman, Sr.

New Hope Church is a member of the International Church Of God In Christ, Inc., the fourth largest Protestant religious denomination in the United States of America with an estimated membership of more than 6.5 million. COGIC headquarters is located at Mason Temple in Memphis, Tennessee. From their website:

THE CHURCH OF GOD IN CHRIST is a Holiness Pentecostal Church of the Lord Jesus Christ in which the word of God is preached, ordinances are administered and the doctrine of sanctification or holiness is emphasized, as being essential to the salvation of mankind.

Our Church is commonly known as being Holiness or Pentecostal in nature because of the importance ascribed to the events which occurred on the Day of Pentecost, the 50th day after the Passover, or Easter as being necessary for all believers in Christ Jesus to experience.

On the Day of Pentecost, the first day of the week, the Lord's Day, Supernatural Manifestations descended in marvelous copiousness and power. The gift of the spirit in the fulfillment of the promise of Jesus to clothe those who would wait in Jerusalem with power from on high, was accompanied by three supernatural extraordinary manifestations.

The sudden appearance of the Holy Ghost appealed first to the ear. The disciples heard a ‘sound’ from heaven which rushed with a mighty force into the house and filled it—even as a storm rushes—but there was no wind. It was the sound that filled the house and not a wind, an invisible cause producing audible effects. Next, the eye was arrested by the appearance of tongues of fire which rested on each of the gathered COMPANY. Finally, there was the impartation of a new strange power to speak in languages they had never learned “as the Spirit gave them Utterance.”

Our Church is also considered to be a member of the great Protestant body though it did not directly evolve from the European or English Reformation but had its origin within the General Association to the Baptist Church. Elder Charles Harrison Mason, who later became the founder and organizer of the Church of God in Christ, was born September 8, 1866, on the Prior Farm near Memphis, Tennessee. His father and mother, Jerry and Eliza Mason, were members of a

Missionary Baptist Church, having been converted during the dark crises of American Slavery.” (www.cogic.com)

6 Technology Inventory

Hardware	Software, Systems, Connection
10 Dell desktops for after-school program	Comcast Cable
1 Laptop for office use	Microsoft Office
1 office desktop	
iPad	
Television	
Printer	
Fax machine	
Telephone line	

	Download (Mbps)	Upload (Mbps)
Speedmatters.org	12.241	1.607
Speedtest.net	5.7	1.68

Internet Connection Speed Test, tested on Pastor's laptop in office

7 Analysis

The New Hope Church of God in Christ holds several services per week in addition to hosting New Hope Academy, an afterschool program that helps children with their homework and educational needs. They have quite a bit of hardware technology, including a computer lab for the after school program with 10 desktop computers. However, the internet speed causes some problems. The church currently pays \$69 per month for an internet connection through Comcast, but it is not fast enough for the 10 Dell computers in New Hope Academy. Their computer lab is housed on the west side of the church, and also includes a printer. The pastor and his wife have separate offices with technology that includes fax, telephone, televisions, and a desktop computer. The pastor also owns an iPad and a laptop which he uses to teach and preach on Sunday mornings.

New Hope Church is in the process of building an additional computer lab onto the south wing of the building. This lab will better serve senior citizens and community members. The second lab will have different hours from Hope Academy's computer lab. The church is still making plans for the new lab.

There is a lot of room for growth at New Hope Church. While the church is small in numbers, leaders within the church organization are willing to embrace the possibilities of UC2B. The Church is just outside of two FTTP areas that will receive free fiber connections to UC2B (see above map). The pastor and his wife are both excited about providing better technology and resources to the community and the church. But there are a few obstacles hindering the church from operating effectively both in the community and the church: (1) current Internet service is not reliable; (2) the limited staff, who are not savvy concerning technology and digital skills; (3) not enough computers, (4) senior members "fear" the use of the Internet, (4) money; and (5) the equipment is old.

According to our research, interviews, and data, there is clear there is a digital divide in New Hope Church. In van Dijk's *The Deepening Divide*, the digital divide has been defined as the gap between those who do and those who do not have access to computers and the Internet (p. 2). In the case of New Hope Church, they do not have access to a reliable Internet connection, and would like to hook into UC2B. They are yet not able to perform basic functions online to keep the business of the church in order. Often staff will take church work home to finish because the internet connection is being used by the New Hope Academy.

30: Prairie Zen Center

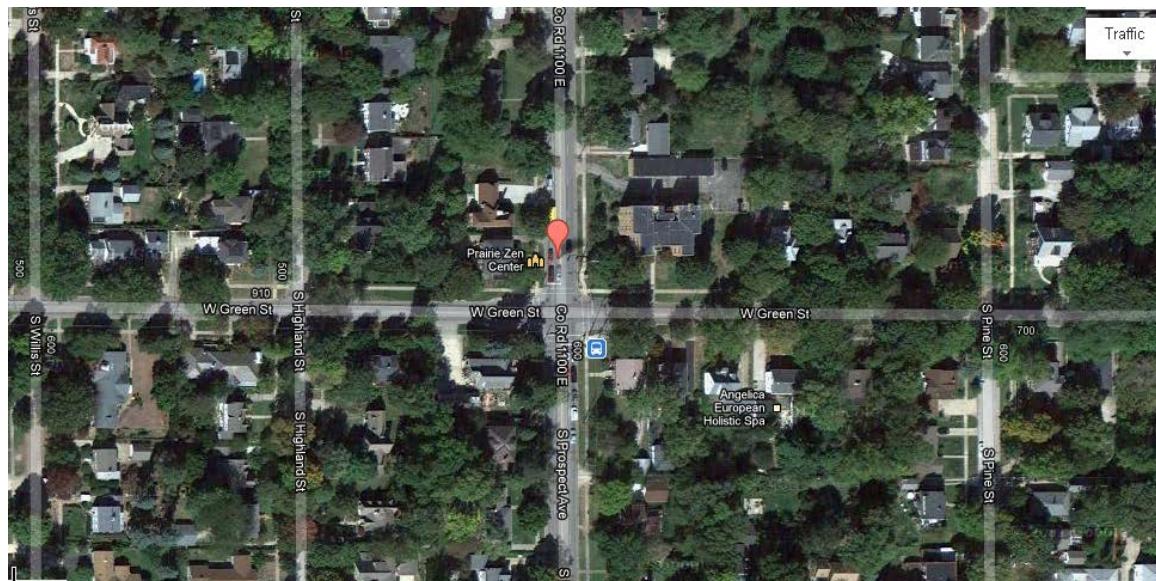
Yueh-Mei Lin

Doctoral student, Department of Education Policy, Organization and Leadership

1 Executive summary

The Prairie Zen Center is located in Champaign and holds weekly meditation sittings and periodic workshops and sesshin, a period of intensive meditation over a number of days. Like most other religious institutions, weekly sittings are open to all. The Prairie Zen Center's use of information technologies is shaped by three primary concerns: simplicity, spirituality centeredness, and nationwide connectivity. Students from Zen groups use the telephone to ask practice questions, a digital recorder is used to record dharma talks, and Skype is used to connect with students in other places, such as Springfield, Chicago, Wisconsin, and California. However, because of the slow speed of their DSL connection, Skype does not work as well as it could. Hence, they welcome UC2B and hope that the broadband can improve their connectivity with students outside Champaign. Also, they may be able to videotape dharma talks and post them online or stream their services and dharma talks for those who cannot participate in person.

2 Maps



The neighborhood of the Prairie Zen Center.

3 Photographs



Welcome to PZC

The Prairie Zen Center is located in Champaign, Illinois. Our resident teacher is Elihu Genmyo Smith, first Dharma Heir of Charlotte Joko Beck and co-founder of the Ordinary Mind Zen School. Our schedule includes weekly sittings, periodic workshops, and sesshin six times a year.



The logo of the Prairie Zen Center posted on their website, <http://www.prairiezen.org/>. The picture reveals the essence of Zen philosophy, as the round circle, according to the Zen teacher, implies two things: one is fullness whereas another is emptiness. It signifies the nonduality of human existence.



The front door of the Zen Center as seen from the street.



Simplicity: the only PC computer in Zen Center. Its function is primarily for bookkeeping, transcribing dharma talks, and some file storage.



This is a small laptop which the Zen teacher uses for daily administrative tasks



Wireless router, speakers, and a digital recorder—this last piece of equipment is used for recording dharma talks.



This Microphone is the major piece of technology that connects to Zen members who live outside Champaign.

4 Demographics of patrons or clients

Two groups come to practice at the center: regular students, and those who occasionally come to take part in a Zen retreat. The first group, according to the administrators, consists of around 50 to 60 members. The second group, based on the mailing list, numbers around 600. People in the first group range in age from 19 to 70 or older; most of them are 40 and older. Many are associated with the University of Illinois, being undergraduate and graduate students, current and retired faculty, and staff, but there are students who are not connected with the university. More than two-thirds of the members are white; some members are Asian or Hispanic Americans. Thanks to Internet communications, some students of the center live nation-wide, including in Springfield and Chicago, Illinois, Michigan, Wisconsin, Oklahoma, and California.

5 History

The Prairie Zen Center was started around 1992 by a professor in the Department of East Asian Language and Culture at UIUC. Its members included a group of faculty, university staffs, students, and local people. At that time, they either met at a place in Neil Street or used a room in the Japanese House. Their resident teacher, Elihu Genmyo Smith, was invited to hold meditation retreats, which happened six times per year. Elihu Genmyo

Smith began his Zen training in 1974 at the Zen Studies Society in New York with Soen Nakagawa Roshi and Eido Shimano Roshi. He continued his training at the Zen Center of Los Angeles, where he was ordained a Buddhist priest by Hakuyu Maezumi Roshi in 1979. After completing formal koan study with Maezumi Roshi, in 1984 he continued his training with [Charlotte Joko Beck](#) (an American Zen teacher) at Zen Center of San Diego. Genmyo received Dharma transmission (shihō) and authorization to teach from Joko in 1992. He is a cofounder of the Ordinary Mind Zen School and currently lives in Champaign, Illinois where he is the resident teacher of the Prairie Zen Center.
[\(<http://www.prairiezen.org/About/Genmyo.html>\)](http://www.prairiezen.org/About/Genmyo.html)

In 1996, they bought the current home of the center at 515 S. Perspective Street, Champaign, and Mr. Smith was invited to be the resident teacher, which he remains. Currently, the activities of the center consist of a weekday sitting from 6 to 6:50 a.m., Tuesday evening's open sitting from 7:30 to 9:00 p.m., Thursday's dharma teaching from 7:30 to 8:00 p.m., and Sunday's meditation for beginners. In addition, there are six retreats in a year.

The Prairie Zen Center's use of information technologies is framed primarily around the activities of the center. From 1992 to 1996, the major information technology used was the telephone, because the teacher lived in California and students contacted him and asked him questions by phone. When Mr. Smith moved to live at the current center, the major communication technology in 1997 was still telephone, because students had moved to various places, including Springfield, Chicago, Michigan, California, Wisconsin, and Oklahoma. Now, the Zen Center is affiliated with another three practice Zen groups, Sangamon Zen Group in Springfield, Wetland Zen Group in Homewood, and Evanston Zen group in Evanston, Illinois. They ask questions via the telephone. They started to use a tape recorder to record the Zen teacher's dharma talks (lectures on Buddhist teaching) a few years ago. Recently, they have broadened their usage of information technologies to include the telephone, computer, microphone, and digital recorder, among others. Two years ago, they also tried to use Skype to connect with other Zen Groups and members while giving teaching but the connectivity was too slow and either it was interrupted or the pictures were frozen. The connection did not perform well and so they stopped using Skype. Hence, they welcome the arrival of UC2B in their area, hoping that with the improvement of broadband connectivity, the connection between the Zen Center and students in other places can become better and faster.

6 Technology inventory

Hardware	Software
PC desktops	Microsoft Windows XP
PC laptops	Microsoft Windows 7
Laserjet printers	Quicken
Scanner	Microsoft Office
Telephones	http://www.prairiezen.org/
Copier	Blog and Facebook
Projectors	
Earphone	

Speakers	
Microphones	
Wireless capabilities	
Ethernet cables	
Mouse	
Audio recorder	
Tape cassettes and recorder	

Download	Upload
2 mbps	2.65 mbps

Wireless Speed Test Results

7 Analysis

The use of information technology in the Prairie Zen Center is guided by three concerns: simplicity, spirituality centeredness, and nationwide connectivity.

First, simplicity: this can be seen from the history of their use of technology. In the early years (1992–1997) before the Prairie Zen Center moved into its current building, the major technology used was the telephone, because at that time, the Zen teacher lived in California, and only came to Champaign to hold retreats. Hence, when students had questions, they would call him. After 1997, the range of technology used by the center has gradually widened to include a cassette recorder, microphone, and a PC. Now the forms of technology used by the center consists of a PC, laptop, Microphone, digital recorder, telephone, wireless, and a website. Comparatively speaking, for a Zen Center which has 600 members on its mailing list and around 50 to 60 regular students, the technologies used are very simple. The rationale behind this simplicity is reflected by their second concern—their usage of technologies is framed by their spiritual activity.

Second, spirituality centeredness: the technologies utilized in the center are primarily to support spiritual activities. These activities include consulting around questions of practice, teacher–student communication, recording dharma talks (lectures of Zen practices), keeping digital recorded files, and maintaining a website on which is posted a weekly schedule and information about annual retreats and other activities of the center. However, this does not mean that the information technologies are not important to the center: in fact, they play a key role in helping the center to connect with members who live outside Champaign.

Third, nationwide connectivity: of the 600 members on the mailing list, only around 60 members regularly come to practice in the Zen Center in Champaign or the center in Chicago and Springfield weekly. Most of them live outside or have moved away from Champaign but still would like to keep in touch with the center. Hence, the Zen Center has students in various places across America. Accordingly, these students need to communicate with the center either via phone or the Internet. The necessity of a better connection between the center and students who live outside Champaign is the biggest challenge that they are facing right now. In recent years, the Zen Center explored a new way to connect with other members outside Champaign, when they had services or

dharma talks but was not successful. They tried to use Skype, but because of the slow speed of the Internet connection, the talk was interrupted and the pictures were frozen. They therefore switched back to using the microphone to communicate with other members when they have a sitting meditation or a session of dharma talk. Hence, they are very happy to hear that UC2B is coming to Champaign and the Prairie Zen Center could be an anchor social institution. My interviewees said that if they had better connectivity, they could do many things—not simply use Skype, but also stream a lecture by the resident Zen teacher or when the members of the center gather for services. Since it is difficult for people who have moved away from Champaign to come back to meet with their teacher and participate in the practice, better broadband connectivity will improve the connection and communication for the Zen community. Hence, they told me that they would be very happy to participate into the UC2B project and become an anchor social institution of UC2B.

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Smith, Elihu Genmyo. “Coulds,” accessed November 28, 2011. <http://clouds-genmyo.blogspot.com/>

31: Salem Baptist Church

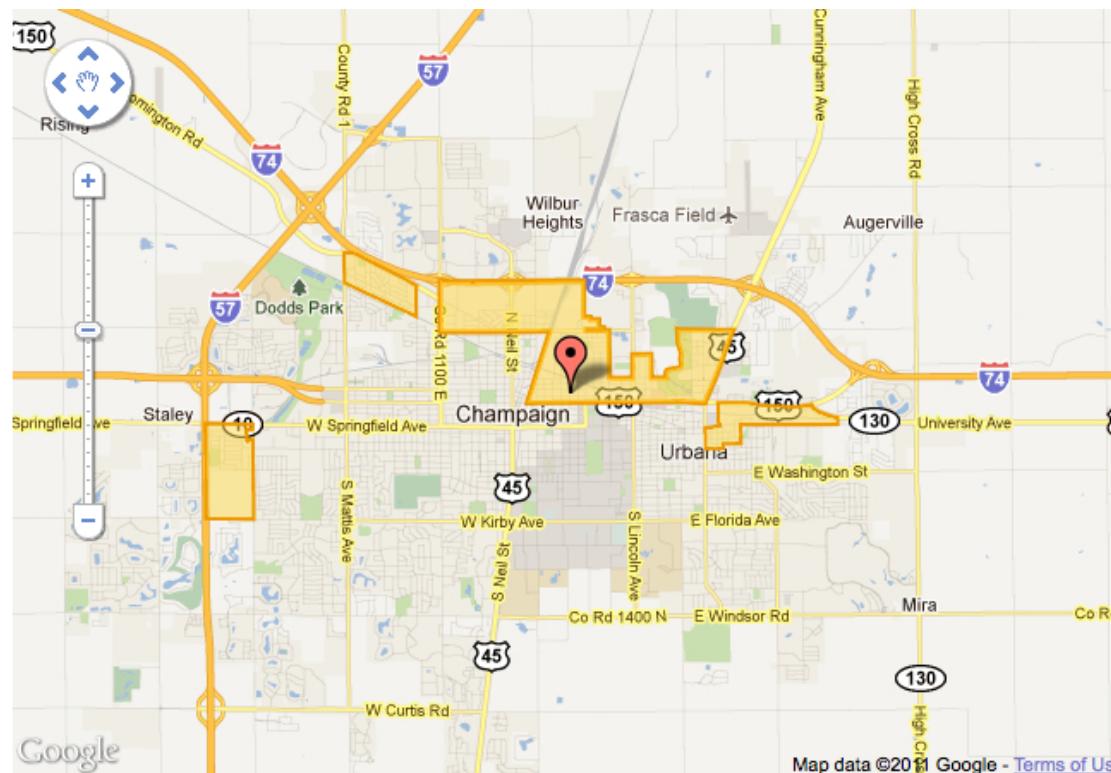
Anna Holland

Master's student, GSLIS, akholla2@illinois.edu.

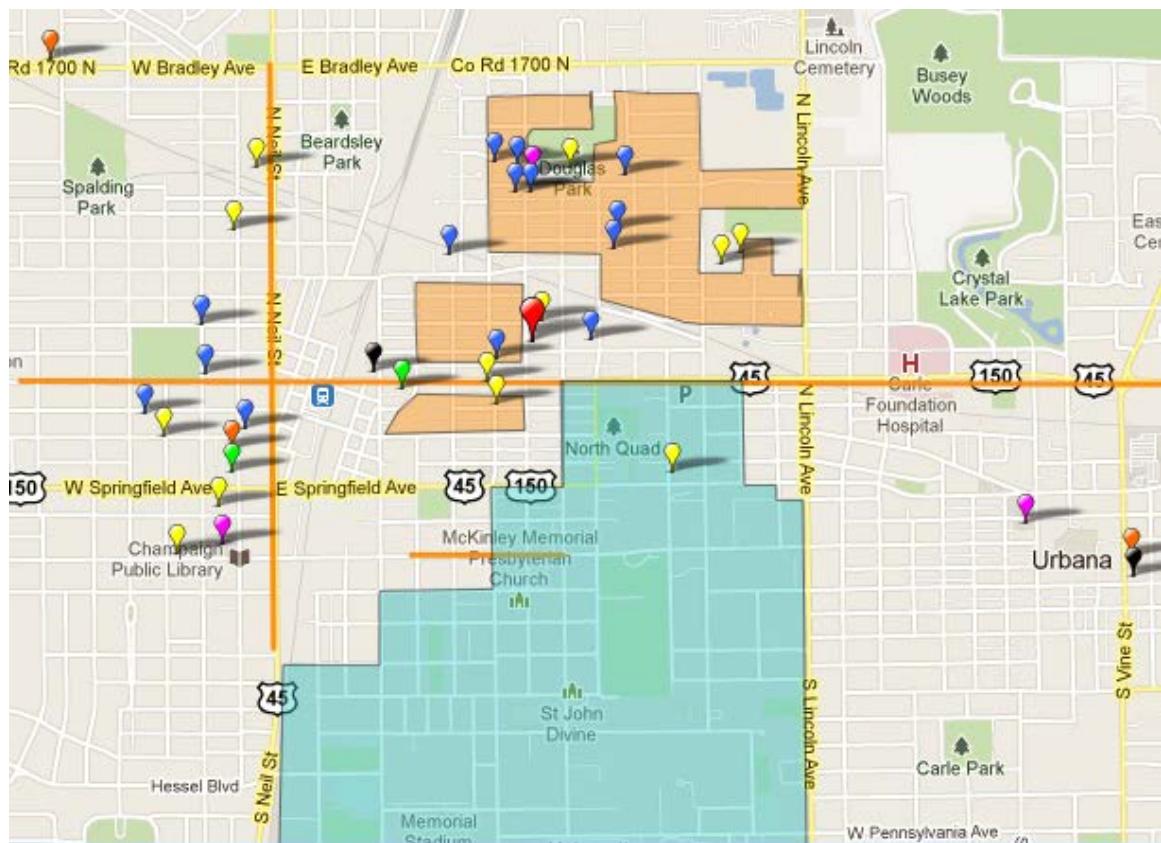
1 Executive summary

Salem Baptist Church is excited about the services UC2B will provide. As a longtime leader in the African-American community and Champaign-Urbana area, the church understands the significant impact high-speed Internet will have on advancing their ministry and helping to bridge the digital divide. At present, Salem Baptist operates a small computer lab with nine desktops open up to five days a week. Computer classes are offered for youth, adults, and seniors. The general response to the classes has been one of eager embracement by members and staff alike. There is talk within the church administration about the opportunities the faster Internet speed would allow for in thoughts of unifying office files and conferencing from church to church. Over the years, Salem Baptist has always put the spiritual and physical needs of the community first. With the transition to digital, Salem has not lost their mission to provide for the spiritual and physical well-being of the individual. UC2B creates new possibilities for Salem Baptist to serve the community by continuing their cutting-edge space for learning and growth through the aid of technology.

2 Maps



Areas highlighted in gold are eligible for UC2B's faster Internet service at a lower cost.



Legend:

- Salem Baptist Church
- Police Station
- University of Illinois
- Place of Worship
- Fire Station
- Residential Area
- School
- Public Library
- Shelter
- Business Street

3 Photographs



Salem Baptist Church from the corner of East Park and 5th Streets.



Three members of the Cyber Committee in the Salem Church computer lab. Left to right: Joe Lewis, Carol Lewis, and Chris Hamb.



Laptop used for Bible studies and presentations.

4 Demographics of patrons or clients

As the second-oldest African American church in the Champaign-Urbana area, Salem Baptist Church has a long history in the community, attracting people from a variety of backgrounds to worship through service. Though little has been recorded numerically in terms of member demographics, Salem Baptist would describe their church members as being fairly well educated. Granted, the provided information is a generalization and no data exists that accurately depicts the livelihoods of all individuals in the church.

However, Salem Baptist takes pride in the number of members who hold doctorates and other certificates of higher education. Members include college professors, attorneys, schoolteachers, and assistant deans from the university, as well as many other notable professions. In summary, Salem Baptist leaders say: “We have all levels of education in our church. We just attract, seemingly, more of that [higher education] level of individual” (Bogan, Lewis, & Shelby, 2011). As far as poverty and income levels go, Salem pretty much spans the scale. Well-to-do members are not the majority, but that is not to say everyone else is scraping for a living. Then there also are members, such as retirees, who do not work and no longer earn a steady income. In result, the church serves a variety of populations: young, old, employed, struggling, and so on. It is also important to note the church still largely serves the African-American community, though its doors are open to all souls seeking Christ.

5 History

Overview. Salem Baptist Church is the second-oldest African American church in Champaign-Urbana, and the first Baptist church in the surrounding African American community. When Salem first organized in 1866, the surrounding area was little more than “prairie land, duck ponds and cornfields” (Tinsley, 1998, p. 1). There certainly was no university. Over the years, the great success of Salem has caused it to grow not only in members but also in size despite early trials. The original congregation building burned down the same year it was erected and services temporarily resumed in a rented hall above Swanell Drug Store at Main and Hickory Streets (“History of Salem,” 2011, p. 1). A large number of spiritual converts were received during this period regardless, and the church continued to grow spiritually and numerically. Not until 1902 did plans for the construction of the current building on 500 East Park Street form. The cornerstone was laid in 1908. In those same years, the church changed its name from Second Baptist to its current name (p. 2).



500 East Park Street location prior to remodeling.

1940s and early 1950s. Following the end of World War II, thousands of soldiers and their families flocked to Champaign-Urbana to take advantage of the G.I. Bill at the University of Illinois. With countless new members, the church purchased its first parsonage in 1948 at 304 North Third Street. The population boom not only more than doubled the African American community, but also brought transformation and money to the church, and by 1950 Salem Baptist had fully paid off the mortgage on the parsonage (Lenstra, 2011).

1950s–1980s. Following on the heels of a population explosion, Salem Baptist underwent a remodeling project during the 1950s: “On May 27, 1957, the church officially voted to build an education annex” (“History of Salem,” 2011, p. 3). Construction finished the following year. During the 1950s and 1960s Salem Baptist raised \$2955 under the leadership of Reverend William Howe Donaldson for office and technology-related equipment. With the money, a duplex offering envelope system, a typewriter, a motion picture projector and screen, filing cabinets, an adding machine, and a mimeograph machine were purchased (“History of Salem,” 2011, p. 3). With the addition of new technology, Salem Church discovered new possibilities. The civil rights movement in the 1960s also proved a turning point in technology use, with the ability to rapidly produce fliers and distribute information contributing to the success of the protests. Integrated housing struggles upset the Champaign-Urbana community once again during the mid-1960s and caused Salem to realize the necessity of becoming a city-wide church instead of a neighborhood church. With the decision to expand its doors during the 1970s and 1980s, Salem purchased multiple buses over the years in order to provide transportation to and from the church (Lenstra, 2011).

1990s to the Present. Technology began to play a more definite role in the history of Salem Baptist Church in 1990 when the church purchased a new photocopying machine. From that point on, printing church programs became easier (Lenstra, 2011). Computers came in 2006 or 2007 by means of a partnership with Champaign's public school system, which provided computers for an afterschool program. An updated lab opened in 2008 with the help of Parkland College and the University of Illinois; they assisted in acquiring computers, screens, and removing the old equipment. The computer lab has become instrumental in the ministry of the church. Salem Baptist offers computer classes for youths, adults, and seniors, and currently wants to provide an after-school program for youths in order to provide the resources and technology needed to assist with homework and teach computer literacy skills.

6 Technology inventory

The collective IT knowledge at Salem Baptist is growing and improving with the classes offered in the computer lab. The Cyber Committee has learned new programs to keep up-

COMPUTER INVENTORY	QUANTITY	to date wit h soft war e so as to be able to teac h me mbe rs how to acc ess the info rma tion they are inte rest
Administrative computers	3	
Public lab computers	9	
Total computers	15	
Total desktops	14	
Total laptops	1	
COMPUTER SOFTWARE	INSTALLED	
Adobe	Yes	
Adobe Dreamweaver	Yes	
Dragon Speech Recognition	Not yet	
Game software	Yes	
Java	Yes	
Microsoft Office	Yes	
Open Office	Yes	
Security	Yes	
OTHER EQUIPMENT	QUANTITY	
Digital optics security system running on one PC and several cameras	1	
Docking station for laptop	1	
Film camera	1	
Flatbed scanner	2	
Multifunction scanner (scanner, disk/card reader, printer, etc.)	1	
Projector	1	
Telephones	5	
Webcam	1	

ed in learning more about. The senior class on Saturdays is currently the most popular class. Looking up family genealogy and the church's history on the computer are popular

information requests among the senior group. The youth groups prove fairly astute but need help discerning reliable Web sources from unreliable ones.

Salem has three church members and two nonmembers dedicated to IT work; they comprise the Cyber Committee. They run the computer lab, teach classes, and manage security. The hours the lab is open vary depending on use. One of the Cyber Committee's achievements was setting up an email list to communicate with church members. Maintaining the church website and its entries on Facebook and Shutterfly and providing IT support to the church is done by additional tech-savvy church members.

Download	Upload	OS
2.57 mbps	0.41 mbps	Windows 7
.87 mbps	0.41 mbps	Windows XP

7 Analysis

Salem Baptist Church has been a leader in the Champaign-Urbana and African-American community for nearly 150 years. Salem Church has felt the need to adapt over the years to new technologies and develop new auxiliaries in order to better serve the community's needs.

Technology has become a new facet of the church ministry and a new way to spread the message of God. With the incorporation of technology new possibilities and challenges arise. Today, the major challenges facing Salem Baptist include:

- Community evangelism (in the workplace, schools, and even the home)
- Providing youth with the information they need to flourish
- Bringing individuals who need help into the computer lab
- Teaching IT and digital skills
- Running the lab on volunteer time
- Slow Internet download and upload speed

Despite a handful of challenges presently facing the church, the ministry is optimistic about the opportunities that the site's computer lab presents. Salem Baptist has supported UC2B in its past three years of struggling to get up and running, and they continue to be supportive and excited about the services UC2B will provide. Salem is especially excited about the equally fast upload and download speed that UC2B will provide.

Allowing for real-time access to information and chat will benefit the institution inside and out. From an administrative level, fast Internet would permit quick exchange of e-mail correspondence and documents, posting of events and sermons, video conferencing from church to church, and real-time security notifications.

On a community level, members would benefit by no longer having to wait for information to load. With the combination of fast Internet speed and software such as Dragon Speech, which the church already owns, the computer lab will better be able to

serve the particular needs of different members. Dragon Speech, for instance, is a program that translates spoken words into text. Church members and leaders who cannot type could instead dictate a letter, a sermon or any other words to the computer and get a text document. Gaming and school research are two popular uses for the computers among the youth and fast internet would help those. While gaming may not have the same value as education, Salem works hard to provide a community space with state-of-the-art resources for the purpose of ministry advancement, recreation, and knowledge growth.

As a result, developing a budget for technology maintenance and new equipment has become central to the mission at Salem Church to bridge the digital divide. The church values its partnership with the Graduate School of Library and Information Science at the University of Illinois. Prairienet, the Community Informatics Initiative, the CI Club and the Community Informatics Research Lab at GSLIS have proved instrumental in assisting Salem with hardware and volunteer teachers.

When looking into the future, Salem foresees periodically having to replace outdated equipment and building a budget that allows for the lab's upkeep. Another goal of the church involves unifying the office administrative databases. Right now, the individual auxiliaries take charge of recording minutes, but the system is not standardized, nor is it kept in a central location. UC2B can assist in this endeavor by speeding up the process. Ideally, Salem would like to have all their files archived electronically. That way, the pastor or the office administration can easily view events happening in the church and in auxiliaries.

These may seem like small goals compared to the business of bringing lives to the saving faith, but the value is not lost, only unrealized. As the "Church of Love, Friendship and Inspiration," technology at Salem Baptist aims to model the need to embrace technology for the overall betterment of the community ("About Salem," 2011). Since its start, Salem Church has been forward thinking, enthusiastic, and methodical in adapting new ways to advance the message of God. The high-speed service of UC2B will provide Salem with new possibilities to serve the community. The digital skills at Salem are constantly expanding. As the computer classes and heavy lab use evidence, equipping individuals with marketable and enjoyable computer skills is becoming a component of Salem's longstanding mission to equip the spiritual soul.

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32: St. John Lutheran Church

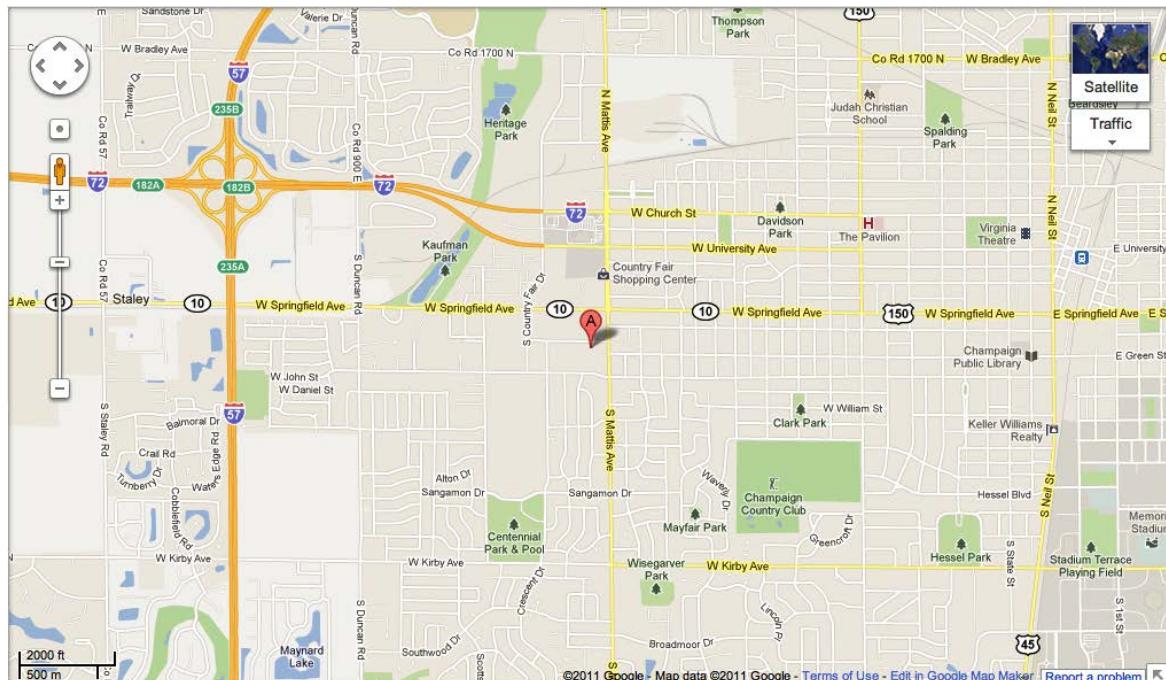
Samantha Millsap

Master's student, GSLIS

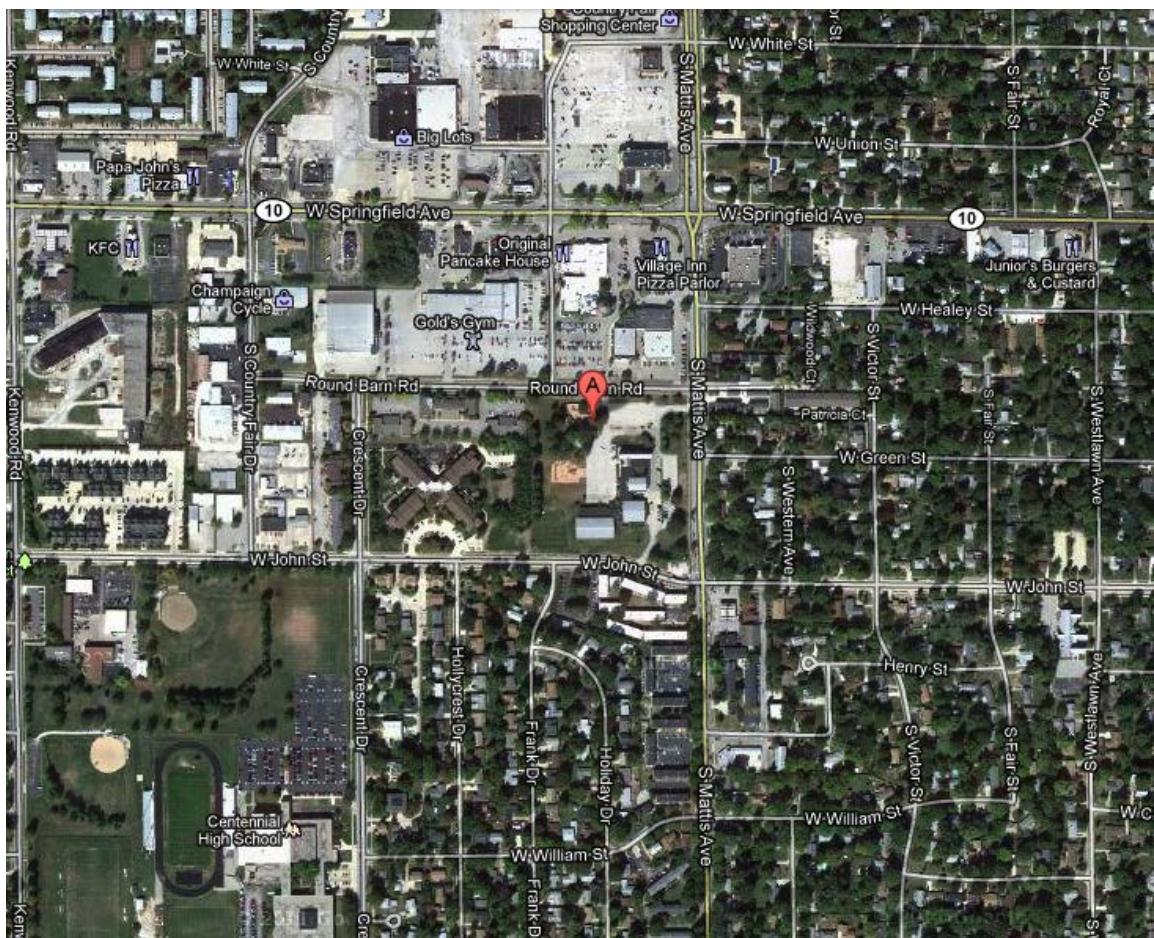
1 Executive summary

This report provides background information and in-depth analysis of the anchor social institution, St. John Lutheran Church, in Champaign, Illinois. It includes maps and photographs that will familiarize the reader with the location, appearance, and character of the church and adjoining school. Also included is a technology inventory and speed report that demonstrate the church's ability to remain fairly up-to-date, despite financial shortcomings that may exist, as is often the case within religious organizations that rely on donations from members.

2 Maps



St. John is located in the heart of West Champaign.



St. John is located near residential homes, commercial locations, and Centennial High School, and between the intersections of several major streets.

3 Photographs



Outside view of St. John Lutheran Church.



Signage at main entrance.



Church office computing/technology resources.



St. John Lutheran School computer lab.

4 Demographics of patrons or clients

St. John Lutheran Church has a total membership of 1130. The church does not collect other specific date such as ethnicity, age, or poverty/income level. The majority of the congregation is white and, according to the staff, these members span the spectrum of income levels.

5 History

The history of St. John Lutheran Church is long and comprehensive, dating back to 1855 when a small group of Lutherans in this area joined together. They built their first house of worship at 110 West Columbia in 1858, when the city that we today know as Champaign was called West Urbana (St. John Lutheran Church, p. 1). By 1896 the original church was too small and plans were made to move to a larger facility at 4th and University. This location was dedicated in 1900 (p. 6).

The years 1950—1956 saw the building of a new parsonage (house for the pastor) at a location on Mattis Avenue. It was first occupied by the Rev. Bekemeyer and his family, followed by Rev. Bussert and his family, and finally the Director of Music and Youth, Richard Leslie and family, because it was converted to the Little Lamb Nursery School, which is today the Little Lamb Preschool (p. 17). In 1955 a site for a new church at the same location was dedicated. This year also marked the church's centennial anniversary. During this period the congregation also voted to incorporate themselves with the

Lutheran Church—Missouri Synod (p. 17). This branch of Lutheranism in the United States dates back to 1847 and today has a membership of 2.3 million people, most of whom live in the Upper Midwest (lcms.org).

On October 18, 1958 the cornerstone of the new church in which the congregation still worships was laid. September 11, 1960 was the day of the Service of Dedication for the brand-new church, which was presided over by Rev. Bekemeyer; the liturgist was Rev. W. Harry Krieger (p. 26). Throughout this period the congregation had been expanding greatly and so service was increased to three times each Sunday (p. 29). Today regular service is held twice each Sunday and on every Wednesday evening, to accommodate the large congregation.

St. John Lutheran School was added to the building in 1988 and now educates children from preschool to grade eight. A gymnasium, locker rooms, music room and stage were added to the school when its multipurpose facility was built in 1995. In 2006, a new playground was also added (stjohnls.com).

Since the completion of the building on Mattis Avenue, improvements and renovations have been accomplished, including the classrooms in the lower level of the building, bell tower reconstruction, remodeling of Fellowship Hall, installation of air conditioning to the hall, and replacement of the tile and carpet in the sanctuary with ceramic tiles (in the summer of 2005).

Rev. Jeff Caithamer was called into the position of Associate Pastor in 2009. Church service is now held three times weekly, to accommodate the size of the congregation, which is over 1100.

6 Technology inventory

Technological Devices	at St. John Lutheran Church
Desktops	5 (2 in office, 1 in closet with server, 1 in each pastor's office)
Laptops	-
Software	Windows 7
Telephone System	Connected with the school/incoming/outgoing/voicemail 16+ phones 4 or 5 phone lines
Copier/Printer/Fax Machine	1/1/1
Server	1 located across from church office
Social Networking Site Accounts	Facebook page – not for social interaction http://www.facebook.com/profile.php?id=100001267515479

School Equipment	4 smart boards, a computer lab with about 33 desktops, printers, laptops in each classroom, flat-screen TVs, secured Internet connection
Online forms	e-mail, newsletter, school enrollment
Other	Typewriter, sound system in sanctuary, video and recording equipment, public website

	Download	Upload
Speedmatters.org	5168	609
Speedtest.net	5.21 mbps	.58 mbps

Speed Test Results (Office Computer)

7 Analysis

St. John Lutheran Church and School serves men, women, and children primarily located in the Champaign area, and maintains a connection with the university through the number of members who are affiliated with or employed by it. Thus they have for years benefited from those followers who have been trained and educated at a high level. The location of SJLC is in the western part of greater Champaign and the building includes a large sanctuary, fellowship hall, nursery and Sunday school area, and church offices, as well as indoor and outdoor school facilities. Specifically, this Lutheran church is a congregation of the Lutheran Church—Missouri Synod, which is headquartered in St. Louis, Missouri.

This church, highly committed to its religious mission, principles, and congregation, is intent on utilizing technology and current digital trends as much as possible in order to improve all of its services. After discussing the impending services to be provided by UC2B, it appears that SJLC is interested in the project, but does not necessarily *need* it because they are already operating smoothly due to the services they have from their committed and knowledgeable membership.

The general consensus amongst those interviewed is that one of the largest concerns today is outreach, specifically attracting new, young members to its large, but generally older membership. St. John is already making use of Facebook as a tool for spreading news and announcements (but not socializing), and is also looking into other means of sharing information, potentially through YouTube. An interesting component of this church's organization is that it records and makes easily available each sermon, in video and audio format, via download from the church's website, and also broadcasts the recordings over the radio, continuing to be mindful of those who do not commonly access the Internet.

As for St. John Lutheran School, the faculty and staff seem to be working very hard to educate the students about technology and its multifaceted uses. They try to provide students with an open, friendly and yet instructive atmosphere, which will instill great

comfort with and excitement about technology throughout their lives, despite the lag caused by teachers who themselves may have difficulty accepting transitions into the digital age. Though it continues to be a common phenomenon (here at St. John Lutheran School, and conceivably just about everywhere)—young children taking on the role of instructor, in the classroom, at home, and elsewhere—when digital technology is being used, this is just an example of the many existences of the digital divide. In the school administration's efforts to bring all teachers up to pace, i.e., enforcing that every educator utilize e-mail to communicate with parents and students and faculty and necessitating that SMART boards be used daily in the classroom, they have begun bridging that gap.

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33: St. Luke Christian Methodist Episcopal Church

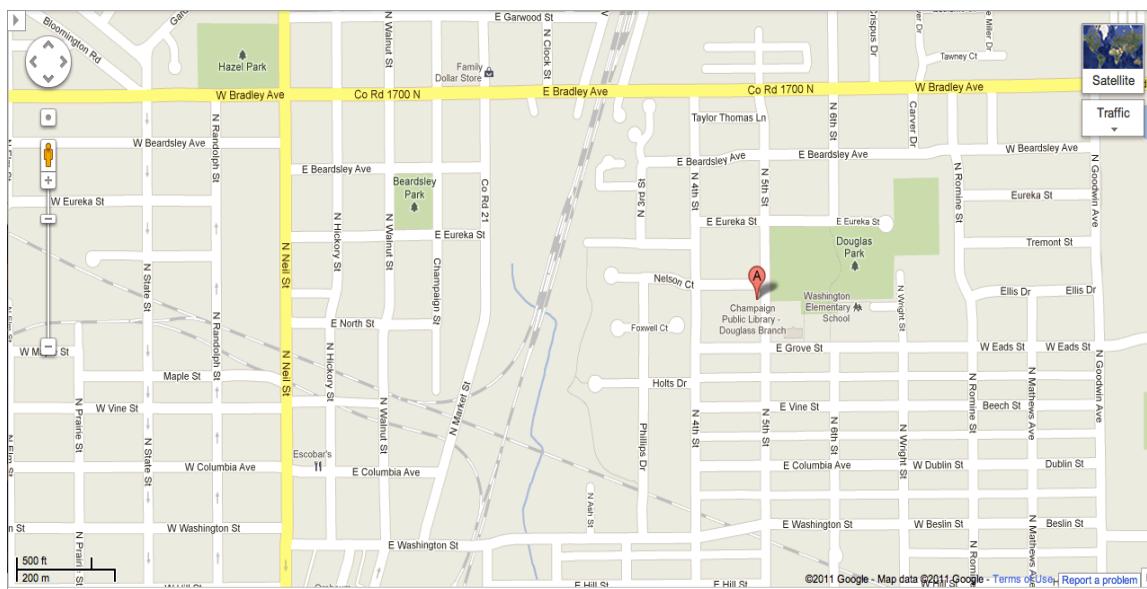
Claire Strillacci

Master's student, GSLIS

1 Executive summary

St. Luke Christian Methodist Episcopal Church is an African-American congregation in Champaign. The church's primary use of digital technology is for sound amplification during services, and they also use a computer and printer to create programs and brochures. However, with only one computer and no Internet access, they could be at risk of being left behind in an increasingly digital age, but the leaders of the church are fighting back. During the summer of 2011, a few computer instructional courses were run in the church's basement using borrowed laptops, and at least 10 people were in attendance at each section. Armed with well-constructed plans and a serious, thoughtful committee, St. Luke is more than ready to take UC2B's hand and step into the twenty-first century.

2 Maps



St. Luke CME Church is in a primarily residential area. Though further travel down the road reveals shops at first and then university buildings and housing, the church itself is immediately surrounded the homes of the neighborhood and of some of their parishioners, being cut off from South Fifth Street by a set of train tracks. The church is bookended by public bus stops, making access for those without a car a nonissue, provided they are physically able to utilize the bus. Also nearby is a public library, of benefit of parishioners.



A birds' eye view reveals the nature of the park as primarily open space. The basketball courts and benches are frequently in use throughout the day, and its users have an unobstructed view of St. Luke, making it easily noticed by passersby. However, in the evening, the combination of several close-set parking lots with the unlighted greenery makes the atmosphere desolate and eerie. When lit up for its nighttime activities, St. Luke shines like a beacon against this backdrop.

3 Photographs



Main Entrance



This is the back office, in which the computer and printer are kept and used.



The computer is from 2004. Notice the difficulty all the different wires are causing in the outlet!

4 Demographics of patrons or clients

Both the patrons and the ministry of St. Luke are primarily African-American, and material about the church can be accessed via www.eblackcu.net, a project designed to help chronicle and illuminate the history and culture of African-American institutions in the Champaign-Urbana area. There is a great deal of diversity in the age of the patrons, and a level of participation that belies the regular hierarchical stratification of most ministries. St. Luke also has an active Youth Ministry, which holds frequent events. The first-ever meeting of the Communication and Information Technology Committee included two representatives from the Young Adult Fellowship, as well as a member who grew up in the church and one who had joined the congregation in 1976.

5 History

St. Luke CME Church in Champaign-Urbana was founded in 1909—but the history of its congregation stretches far before that. In their compiled history, entitled *Celebrating the Scroll of Life*, it is written that

our heritage stretches much longer than 93 years (1909-2002). It is 132 years as C.M.E. preceded by 84 years as Colored Methodist Episcopal; 215 years as the Methodist Episcopal Church in America; 270 years as Methodist Episcopals, since the founding of the Holy Club; 370 years as African Americans; and from the beginnings of human kind as African children of God. (Cargle, Sr. 2002, p. 5)

The building that was the first home of the congregation was purchased from John C. Coler for \$1,000, and was located on Eads Street in Urbana. It first went by the name CME Mission, but soon adopted the title of Saint Luke Tabernacle Colored Methodist Episcopal Church, though that name, too, would change.

In 1914 the congregation moved to 809 South Fifth Street in Champaign, and remains there to this day. This initial construction was overseen by the pastor at the time, Reverend Whitsitt. However, it is recorded that “these early leaders met in a home in Urbana and later carried bricks and other construction material to 809 N. Fifth Street (the church's present location) to help build the church, “indicating that the move was a community effort (Cargle, Sr. 2002, 2p. 7). In 1962, after a balcony, elevated choir loft, and new front entrance were built, the church was rededicated. Unfortunately, six years later a fire devastated much of the architecture. As the structure itself was safe enough, the new church was rebuilt in the remnants of the old one, and once again “church members and neighboring churches helped with the reconstruction” (Cargle, Sr. 2002, p. 13).

As a forward-thinking church whose religious history makes them “among the first ethnic groups of people to lead in the healing of the races and regions after the civil war,” women also make up an important part of their community (Cargle, Sr. 2002, p. 8). Though “[d]uring the first twelve years of Our history, the CM.E. Church gave no official place for women to work in the affairs of the Church,” women were able to hold the position of stewardess as early as 1894 (Cargle, Sr. 2002, p. 43).

Equally pivotal in the church's history has been the St. Luke choir. Mentioned in newspapers as early as 1972, the choir has had many names over the years: Youth Choir,

then Young Adult Choir, and finally the New Life Choir. It is reputed to have once had over one hundred members, and provided ample opportunity to the church for travel and exposure. Photographs of both the current and past incarnations of the choir have been uploaded online (a link is listed in the webliography).

St. Luke has a record of every pastor it has had since its inception in 1909, beginning with Rev. Townsend and concluding with today's Rev. Buchanan. All the above historical information was gathered from a book put out by the church itself, entitled *Celebrating the Scroll of Life*. The monthly newsletter, named *The Christian Griot*, contains a section called "Know Your History," which often explores African-American heroes and culture and even the heritage of their own congregation's members. St. Luke clearly has respect for history, and has been proudly and admirably keeping its own for more than a century.

6 Technology inventory

Telephones (w/answering machine)	1
Fax Machine	1
Computer	1
Accessible Internet stations	0

In terms of technology, St. Luke has the bare necessities. Their one computer is a desktop from 2004, which, as one interviewee pointed out, is more than five years past its prime. It is also kept in a locked room, and is not available for public use. Interviews indicated that most of its programs, as well as the copier, are devoted to the creation of church bulletins and newsletters. The secretary allegedly keeps physical, not digital, records of these. Though at some point in the past the church was connected to the Internet, it does not currently have Internet access. This means there is *no* church website. The Young Adult Fellowship has created a Facebook page entitled S-A-I-N-T L-U-K-E CME Young Adult Fellowship (YAF), but members must maintain it on their own time, outside of the church. It functions primarily as a message board.

Most remaining available technology is used for worship services; St. Luke has a sewing machine and a camcorder, presumably for special events like pageants or concerts. There are also corded microphones and wireless microphones, which are commonly used in churches during service.

7 Analysis

Overall, there is a serious need for technology at St. Luke. The church just recently gained Internet access and an email address. Without a website it is nearly impossible to learn about the church unless you physically encounter one of its members. There is little hope that members outside the immediate community would be willing to travel to the site itself just to learn simple facts about the congregation, especially considering there

are so many other institutions that can be easily researched from the comfort of one's own home. It is unlikely to grow or even *maintain* membership if it remains so underexposed.

Equally, though there is a wheelchair ramp at the back entrance, the architecture is riddled with stairways, making access for physically challenged parishioners difficult. Remote viewing would be highly beneficial, as a structural overhaul is rather unlikely.

Luckily, the administration at St. Luke is aware of the need; what they may lack in technology they make up for in zeal and preparedness for when technology eventually makes its way into their hands. The members of the Communication and Information Technology Committee are well-informed as to the intention of the UC2B project, and have already conceived a list of possible benefits of technological advancement for their congregation. The interviewees demonstrated a remarkable understanding of the needs of their particular community in their projected projects. Many of the suggestions were geared towards the direct betterment of the congregation in this time of economic crisis. One explained her interest in the project, saying, "My thought is, if we offer computer classes to our members, that will make them more marketable, it'll improve their skills, if they're looking for jobs, most job applications are online, that they will be able to download applications...having those computer skills...will make them more marketable, no matter what age they are."

St. Luke also hopes to offer aid to those currently beyond the reach of their congregation. An interviewee remarked, "[W]hen people are more marketable...we improve as individuals, we improve as a group, and so that's the thought behind that.... [M]ost churches are empty, most of the week, and if we can make our church more a community center, have it open to our members, then the community, we as a community would benefit."

It seems St. Luke Christian Methodist Episcopal Church is a perfect fit for the UC2B project. The Communication and Information Technology Committee accurately pinpointed their current difficulties, and expressed awareness of troubles they could still face; one committee member voiced concern about "convincing the older members there's even a *need* for technology in the church," but all remain faithful that their thoughtful list will win over the doubters. They have already proven there is demand for technology in their community: over the summer a few computer instructional courses were run in the church's basement using borrowed laptops provided by the Graduate School of Library and Information Science. At least 10 people were in attendance at every session. It is not hard to imagine just how much good they could do with the power of UC2B's broadband at their hardworking fingertips.

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34: St. Mary Catholic Church/St. Patrick Catholic Church

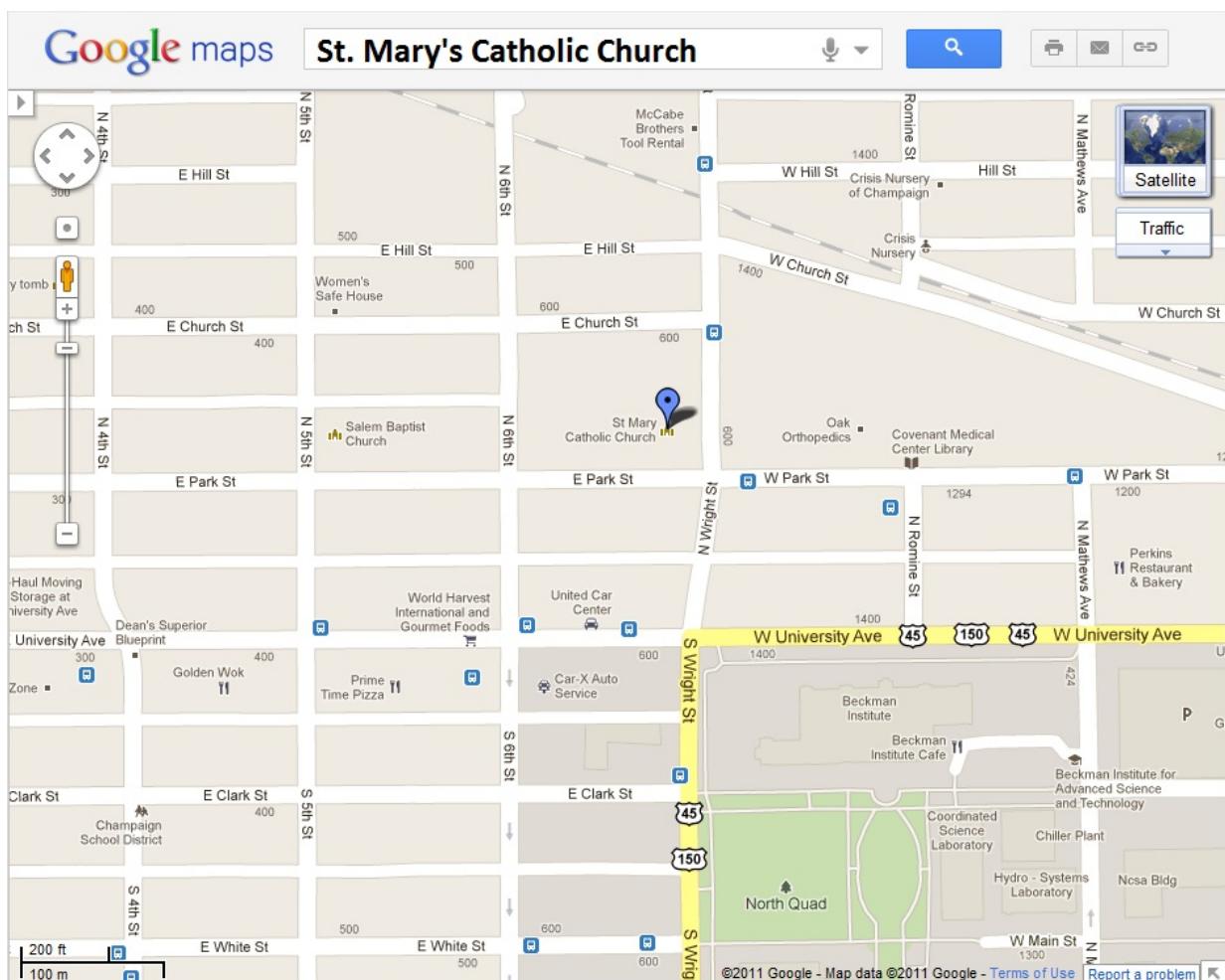
John Newcomer

Master's student, GSLIS

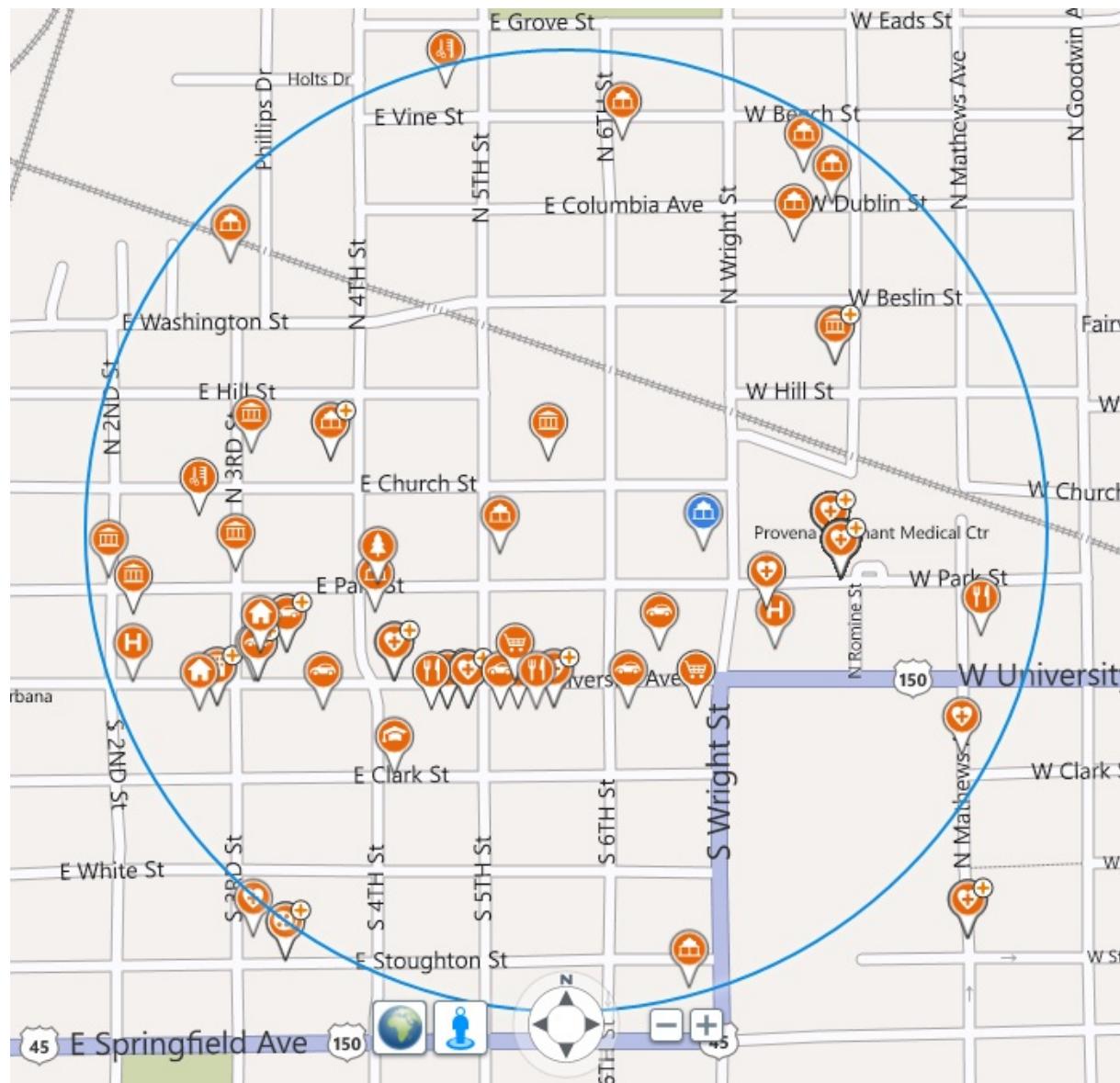
1 Executive Summary

St. Mary Catholic Church is a fairly large and very diverse congregation located at the intersection of Park and Wright Streets in Champaign. St. Mary's shares some of its communication technology (as well as a pastor) with St. Patrick Catholic Church in Urbana. Both churches use technology mainly for office applications such as word processing for programs and spreadsheets for bookkeeping. While they both also have Internet access and websites, UC2B could provide more opportunities such as live streaming for members who cannot be present at mass.

2 Maps



This Google Map pinpoints the location of St. Mary Catholic Church at 612 East Park Street, Champaign, Illinois.



Restaurants (3)	Education (3)
Convenience Stores (1)	Grocery & Food Stores (1)
Movies (1)	Health & Medicine (2)
Car Rentals (1)	Parks & Recreation (1)
Doctors & Clinics (52)	Pharmacies (1)

This map from Bing.com indicates key places in the vicinity of St. Mary Catholic Church (pinpointed in blue).

3. Photographs



St. Mary Catholic Church building from East Park Street facing northwest.



The marquee of St. Mary Catholic Church suggests a diverse parish community.



St. Patrick Catholic Church from Main Street facing north.



A computer workstation in the St. Patrick Catholic Church Library located in the Parish Center.
The computer was donated by a parishioner.

4. Demographics of Parishioners

St. Patrick Catholic Church in Urbana serves an equally diverse community as that of St. Mary's in Champaign. The parish includes visible Vietnamese and Congolese groups. Masses at St. Patrick's are similarly offered in multiple languages (English and Vietnamese). St. Patrick's staff and volunteers have offered programs specifically designed to assist the information needs of foreign speakers. Drawing upon his native proficiency in French, the webmaster of the church hosts a computer skills course for the Congolese parishioners, many of whom also speak French. The parish is diverse by other measures as well. The parish body includes a noticeable student presence from the University of Illinois at Urbana-Champaign.

5. History

History plays an important role in understanding the technology uses and needs of local communities. St. Mary Catholic Church first emerged alongside the introduction of the Illinois Central Railroad to Champaign County, Illinois in 1852 (St. Mary's Vertical File). The labor-intensive project attracted approximately 8,000 to 10,000 workers. Most of the workers were Irish Catholics with a small German Catholic population as well. In order to provide religious services for the workers, Fr. Thomas Ryan of the Diocese of Chicago established a brick church in 1854 (St. Mary's Vertical File). Within two years the church was officially recognized by the diocese. St. Mary Catholic Church was the first Catholic church in the area (St. Patrick's Parish, 1994, p. 3).

St. Mary's Parish expanded its ministry through a sustained construction effort. A pastoral center was erected in 1871, followed by a school in 1878, and a convent in 1885 (News-Gazette, October 24, 1891). Within a few years, plans were put forward to construct a new church building. The cornerstone of the new St. Mary Catholic Church was dedicated by the Diocese of Peoria on October 28, 1888 (St. Mary's Vertical File). While the initial school accommodated 200 students, this figure grew. In 1915, Fr. Richard Flynn directed a St. Mary's School building campaign to replace the existing facility. Fr. Flynn also helped to create St. Mary's Emergency Hospital in 1920, which is Mercy Hospital today (St. Mary's Vertical File).

The early growth of St. Mary Catholic Church was not without its difficulties. By the mid-twentieth century, the church community confronted a growing crisis in Catholic education. Catholic schools in the Diocese of Peoria suffered from a shortage in religious teachers and available funding. Much of the problem stemmed from the inability of parish schools to replace Catholic sisters who served as teachers. Many Catholic schools in the diocese were forced to shut down (O'Rourke, 1970, p. 141). Rather than follow suit, St. Mary Catholic School consolidated with Holy Cross Catholic School in 1968. The decision, in effect, closed St. Mary's School and served as a turning point in the church's history. In the absence of parochial education, religious education programs assumed greater significance (O'Rourke, 1970, p. 141). St. Patrick Catholic Church later provided many of these programs.

6. Technology Inventory

These two churches have differing access to technology resources and utilize these resources in different ways. St. Mary Catholic Church maintains two primary communication systems for its parishioners. First, it provides a parish telephone and voicemail network. The phone system at St. Mary's is unique in that it is shared across three sites: St. Mary Catholic Church, St. Patrick Catholic Church, and a church rectory. This shared communication medium is especially useful for the parishes, as they are led by the same pastor. The phone system allows priests to receive voicemails across offices no matter where they are located. St. Mary's also provides a webpage. The online site locates the church and provides contact information and a mass schedule. The website is also equipped with such features as videos of homilies, an image gallery, and online bulletin access. Much of the information, however, has not been updated within the past few years.

In terms of on-site technology resources, St. Mary Catholic Church does have Internet access and has Wi-Fi capability, but this service is not utilized. To manage parish data, church staff members rely on a spreadsheet program. The spreadsheet program has many limitations, among them being that it cannot be accessed by staff members off-site. St. Mary's offers few programs and activities involving technology use at the church. This is perhaps influenced by the particular user needs of the community. Comprised of a less-affluent population, members may lack access to technology resources such as personal computers and home Internet.

While the two parishes share a phone system, this communication channel is maintained from the St. Patrick's Parish Center. The Parish Center serves as an informational hub for the St. Patrick's community. The building houses the parish support staff, including the secretary, bookkeeper, and librarian. Staff members are equipped with PC desktop computers while Fr. Hogan has a personal laptop. The parish bookkeeper uses the computers to manage parishioner information on database software. The facility also provides high-speed Internet and Wi-Fi to church members for church programs and activities. The building also houses the church library, which is equipped with a desktop computer and some 3,000 volumes.

In addition to on-site information systems, St. Patrick Catholic Church makes use of an impressive website. The St. Patrick's homepage offers a plethora of information for parishioners. This includes access to mass schedules, a staff directory, online bulletins, an interactive parish calendar, and links to social support networks such as unemployment and senior groups. As noted previously, the website promotes the St. Patrick's building campaign, begun in 2001. A video narrative of the project can be viewed online. Parishioners also have the ability to donate to the campaign online.

Technology	St. Mary Catholic Church	St. Patrick Catholic Church
Telephone Access	x	x
Internet Access	x	x
Church Website	x	x
Accessible Wi-Fi		x
Staff Computers		x
Public Computers		x

7. Analysis

The present study of St. Mary Catholic Church in Champaign and St. Patrick Catholic Church in Urbana reveal the enormous potential for digital technologies to impact local communities. The inclusion of St. Patrick's provides a greater understanding of the interconnectedness of various social institutions. The study of the two parishes also offers a unique perspective for comparing existing technology use between the two locations.

The bookkeeper and head of the website committee at the church explained the many ways in which technology would help the parish community. First, greater technology would assist parish staff in completing their work. Greater digital access also engages members of the church in new ways. Bible study and youth groups have come to rely on the Wi-Fi services for their programs. Finally, technology offers a means for St. Patrick's to expand its religious ministry—a crucial part of its mission. The parish has a sister church in Bethlehem overseas. Open profession of the faith in Bethlehem can be difficult for Catholics. Having the ability to connect with the church via Web conferencing would provide a greater sense of connection between the two churches and increase cultural understanding.

There are also possible benefits in the parish library. In the past, the librarian has struggled with issues of accessibility. While the church library houses a sizable collection of books, religious materials, and bulletins, parishioners have only limited means of searching the collection. The library relies on the local catalog software of a single computer. The lack of an online network restricts the parishioner's access to search the library collection. Allowing the church library's catalog to be made available online would allow parishioners to search the collection from home, and also provide other users a means of exploring the collection. The parish librarian envisions a future consortium of church libraries in which information technology would enable greater networking among separate libraries and allow for interlibrary loans. This would be especially useful since churches often operate on limited budgets.

St. Patrick's webmaster echoed many of the potential benefits that greater technology resources could bring to his parish. He discussed the potential for high-speed Internet to allow for new forms of video streaming. While the St. Patrick's website currently offers audio and video media, improved Internet access would enable staff members to host online conferences. If each of the parishioners and staff had broadband Internet, the church could host online conferences as a means of communicating. Already, technology classes for Congolese parishioners reveal the potential for computer and Internet use to bring community members together.

One concern in the discussion of future technology use is the practicality of such systems in physical communities, particularly those with limited resources. The comparison of technology use at St. Mary's and St. Patrick's reflects a digital divide or disparity in information resources among different communities. For those with limited financial resources, cost burdens present a barrier for tapping into digital networks. For some elderly users, new digital technology presents an unfamiliar and often unwelcome information platform.

While issues of equity and accessibility present real concerns, the present study suggests that these obstacles can be overcome. The successful implementation of technology at St. Patrick's serves as a model for future technology use among the anchor social institutions identified in the UC2B project. The computer classes for Congolese parishioners demonstrate how technology use can transcend nationality and bring people together.

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35: St. Matthew Catholic Church

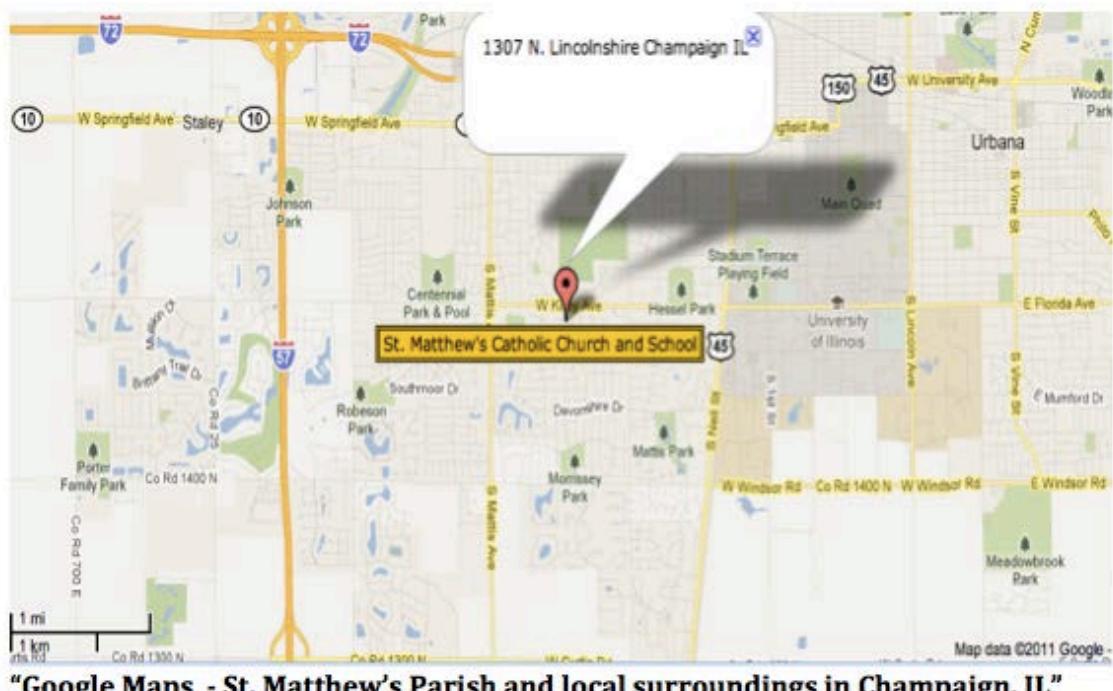
Colleen McClowry

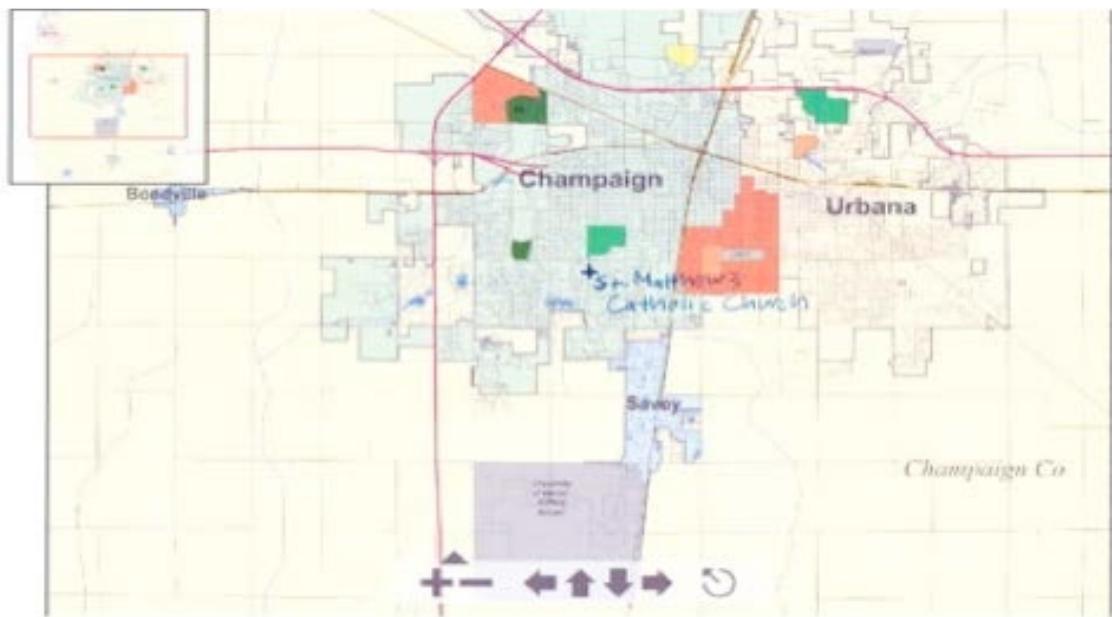
Master's student, GSLIS

1. Executive Summary

St. Matthew Parish aims “to educate and form our children and all members of our parish to know, love, and serve God and community.” Since the church was built and classes were first held in 1962, St. Matthew has flourished and become a K-8 school with high standards. The parish aims to cultivate a strong sense of community while nourishing spiritual practice. Technology has and will continue to play a large part in this mission, primarily for everyday purposes like communication and the attainment of educational objectives with regard to the curriculum. However, St. Matthew is in need of a much more efficient and cost-effective approach to high-speed technology; the UC2B project is timely for this significant need.

2 Maps





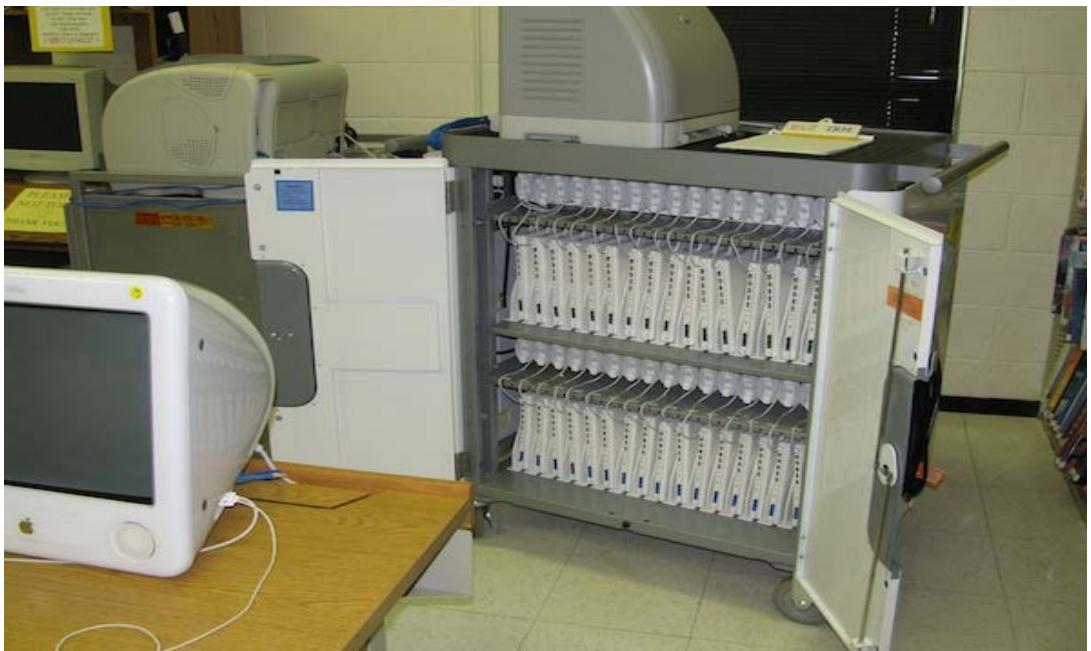
3 Photographs



St. Matthew School



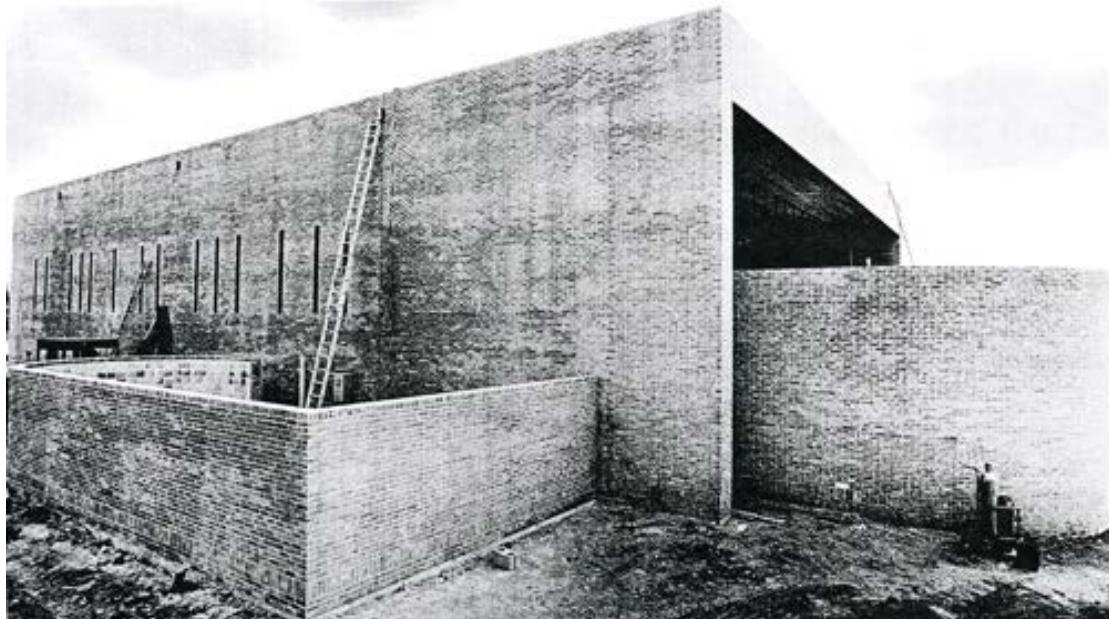
St. Matthew School Computer lab and library



Mobile cart with Mac laptops and laserjet printer; managed by Judy Sebens, St.Matthew's Technology Coordinator



Mobile cart with Mac laptops, laserjet printer, digital camera, and iPad;



St. Matthew, October 1977 (photo courtesy of Urbana Free Library)



St. Matthew Church, April 1978 (photo courtesy of Urbana Free Library)

4. Demographics

There are 418 students enrolled at St. Matthew this year and about 1600–1800 parishioners who regularly attend Mass and belong to the church. There are about 45–50 additional staff at St. Matthew, including teachers, office and janitorial staff, and religious figures.

Most of the parishioners and students at St. Matthew live in Champaign, although many come from Urbana and surrounding towns such as Mahomet and Savoy. According to leaders in the church, St. Matthew Parish is quite diverse in terms of ethnicity. There is a large Filipino and Vietnamese community and a small Hispanic community, as well as many other minorities, most of which are African-American and Asian. Debbie attributes this ethnic diversity to the University of Illinois, and considers it a wonderful thing. St. Matthew strives to be a multicultural community. Most of the registered parishioners fall into the middle-class income bracket (\$25,000–\$100,000 salary a year). There are individuals and families on the high and low end of this economic scale, but given that St. Matthew is a private school with a yearly tuition and expectations of donating to the church, it may be assumed that the majority of families enrolling their students there are not below the poverty line. In terms of regular service attendance, about 60% of these individuals are 40 years old or older. The elderly (65+ years) constitute the majority of those in regular attendance at church services. Younger families and k–8 students from St. Matthew are more involved in the school than in the church.

5. History

Originally part of Holy Cross Church, St. Matthew Parish came into existence in 1960 when Father John Walter McGinn supervised a fundraiser to build a school and convent on Mrs. Bridget O'Connor's ten-acre family farm located in southwest Champaign. Father James Martin was appointed the first pastor, and the sisters of St. Francis staffed the church. The sisters of St. Francis have since left the parish, and a number of head pastors have served over the past decades. The current pastor of St. Matthew is

Monsignor Mark J. Merdian. He has been in this role since 2003 and serves as the sixth pastor of the parish.

In 1964, St. Matthew School was formed with eight grades and by June 1985, St. Matthew had established itself as a separate parish from Holy Cross Church. In the beginning St. Matthew School had an enrollment of 238 students. In 1966, an addition to the school expanded the facility to 16 classrooms, a multipurpose room, a gymnasium, a teachers' lounge, and school office. A Parish Rectory was also built that year. In 1985, the school expanded with a new library and additional classroom space. In 1995, the Sisters of St. Francis of the Martyr St. George came to the parish, established a convent and began teaching at the school. In November 2001, a Parish Building Committee was selected to plan for parish/school facilities, including a new parish center and school addition. In July 2002, an architect was selected and plans for a new Parish Center and Performing Arts/Athletic Facility were completed.

In September 2003, St. Matthew Parish's 25th Anniversary began to raise funds needed for the new Parish Center, Performing Arts/Athletic Facility and Diocesan Capital Campaign, all of which have since been successfully completed. The school has grown to provide outstanding religious-based education from kindergarten through eighth grade. After many years of planning and fundraising, the parish has grown to be a thriving faith community, made up of more than 1,600 families. Currently, the school has more than 415 students.

In terms of technology, in 1990 the school had eight Apple IIGS computers. These were used very little (if at all) by students, but were experimented with by the limited staff. Eventually the number of IIGS computers increased to 13 and students split time between the library and the computers. With help from fundraising, the school set up a desktop computer lab in the mid-1990s that added 24 more PowerMac computers and a few PCs. Since that time, the school and the church have incorporated more and more laptops and computers. They have added printers, scanners, and educational software, such as an online grading database and various computer-instructed resources for their curriculum. They have a website with a wealth of information, such as a directory, teacher web pages, and various events and updates from both the school and the church. The website is currently in a state of transition to using WordPress layout features. In the past two years, St. Matthew has added Promethean boards and iPads to support instruction, and has plans for every classroom to be equipped with such tools. As of last year, St. Matthew has utilized the social networking site Facebook to promote various events of interest. There continues to be plans for technology use at St. Matthew. Overall, the community promotes technology usage in their education and their community events, and has plans to keep up with the rapid changes in technology.

6 Technology Inventory

technology	St. Matthew Church	St. Matthew School
Mac desktops	no	yes - 52
Mac laptops	no	yes - 74

PC desktops	yes - 15	yes - 8
PC laptops	yes - 5	yes - 5
Digital cameras	yes - 2	yes - 33
Promethean boards	no	yes - 21
E-mail client - stmatt.net	yes	yes
iPads	no	yes - 13
Education software	no	yes - on every desktop/laptop
Color laserjet printers	yes - 3	yes - 6
All in one Printer/scanner/copier	yes - 3	yes - 10
Telephones	yes - 15	yes - 35
Copy machines	yes - 5	yes - 3 main in office
TeacherEase software Database	no	yes - access for 30+ teachers
Projectors	yes - 3	yes - 2
Projector screens	yes - 2	yes - 3 main, 1 in every classroom
Microsoft software	yes - on every computer	yes - on every computer
Microphones	yes - 5	yes - 5
Teleconferencing equipment	yes	yes
Website	http://church.stmatt.net/	http://school.stmatt.net/
Social networking presence	yes - Facebook page	yes - Facebook page
Networked	yes	yes
Wireless capabilities	yes	yes
Ethernet cables	yes - 10	yes - 50
Mice	yes - 20	yes - 100+
Audio recorder	yes - 5	yes - 30

CHURCH SPEED TESTS	Download (Mbps)	Upload (Mbps)
Speedmatters.org	18.417	4.339
Speedtest.net	17.54	3.91
SCHOOL SPEED TESTS	(speeedtest.net was blocked)	
Speedmatters.org	1.410	1.428

7. Analysis

According to the mission statement on the church's website, St. Matthew Parish aims "to educate and form our children and all members of our parish to know, love, and serve God and community." Since the church was built, and classes were first held in 1962, St. Matthew has flourished and become a K-8 school with high standards. The parish aims to cultivate a strong sense of community while nourishing spiritual practice. Technology has and will continue to play a large part in this mission.

Technology usage currently reveals itself in myriad ways at St. Matthew. All three individuals interviewed mentioned examples of the ways technology plays a role in their everyday life, and cited goals for its continued relevance. Primary usage is for everyday purposes: communication between staff and with the community and the attainment of educational objectives with regard to the curriculum. Strong emphasis has been placed on the importance of promoting and updating the community through the parish website, teaching students various technologies, instructing students in novel ways (like using Promethean boards), and connecting the faculty, staff, and parents through means of digital communication (primarily the Area4 e-mail service).

Examined closely, technology usage exists beyond the everyday needs of the school and church. The website, created over 10 years ago, provides a number of resources for those involved in or considering the Catholic community in some measure. Live streaming of homilies and links to various Catholic organizations, such as the "Catholic Encyclopedia" and "The United States Conference of Catholic Bishops" broadcast St. Matthew Parish not just to local communities, but to individuals, religious and otherwise, across the world. The church's use of social media is another facet that promotes the church on a much greater scale. The parish's Facebook page is updated nearly every day with events and ideas that may be of interest to those in the Catholic community. One example of this comes directly from the head pastor at St. Matthew Church. While on sabbatical in Italy, he keeps the parish informed concerning his work and findings via Facebook. Thus, in utilizing technology this way, he effectively provided insight into how the parish uses technology while connecting this to the large Catholic community.

A large part of the vision and future goals of St. Matthew involves technology. Whether it's in redesigning the website to be more user-friendly and accessible, integrating Promethean boards to support the instruction of students, or developing ways to market and deliver services of the parish on a much broader scale, the need for high-speed wireless technologies is crucial for St. Matthew Parish.

Like many nonprofit organizations, St. Matthew Parish struggles with funding their endeavors. Being a religious institution, they have to rely solely on community support. They have received a few grants for things such as Promethean boards and iPads, but the majority of the money they apportion for technology comes directly from fundraising efforts and tuition payments. A portion of the tuition each year is allotted to updating and managing the technology of the school. The church's yearly budget is used for the smaller portion of technology management needed in their separate facility. It is worth noting that historically, St. Matthew has had many successful fundraising efforts to

purchase computers and other equipment. Still, as the individuals I interviewed were quick to point out, funding any relatively small private institution is a challenge.

When thinking about the long-term benefits of UC2B at St. Matthew Parish, the church and school do not hesitate to stress its importance. They have come a long way in terms of adding technology resources and continue to add more each year. With the emergence of so many new technologies and society's evolution toward e-communications and functions, St. Matthew is in need of a much more efficient and cost-effective approach to high-speed technology. Ultimately, St. Matthew is aiming to improve their educational standards and communicate more effectively with their parish; staying relevant and up-to-date with technologies will effectively help them to do so.

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36: Stone Creek Church

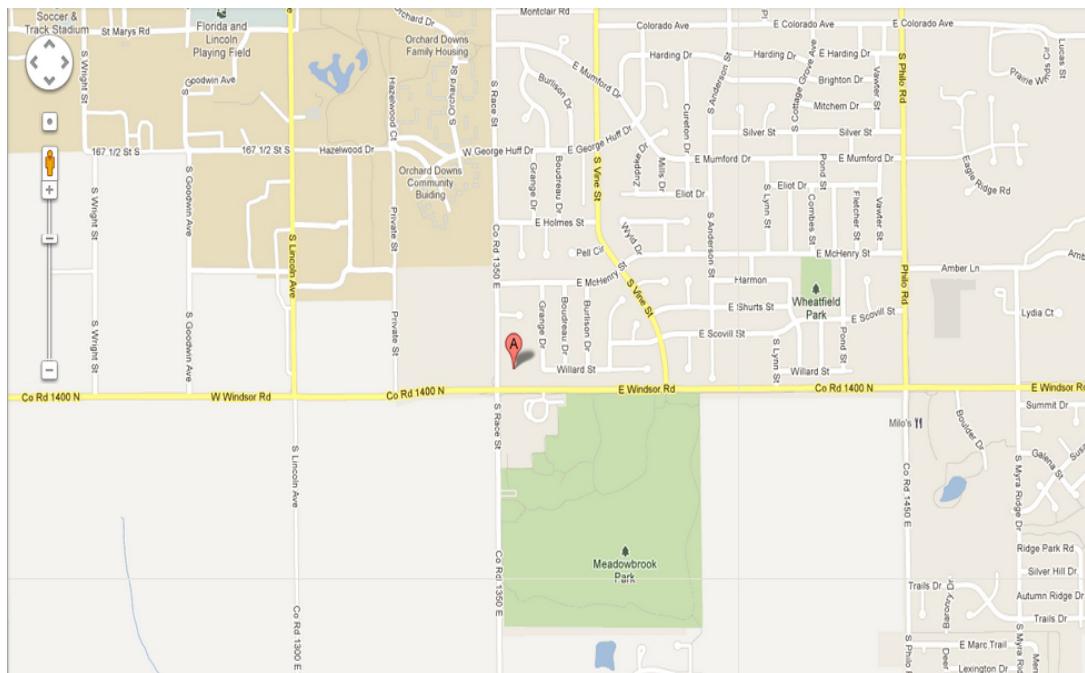
Pawel Szponar

Undergraduate

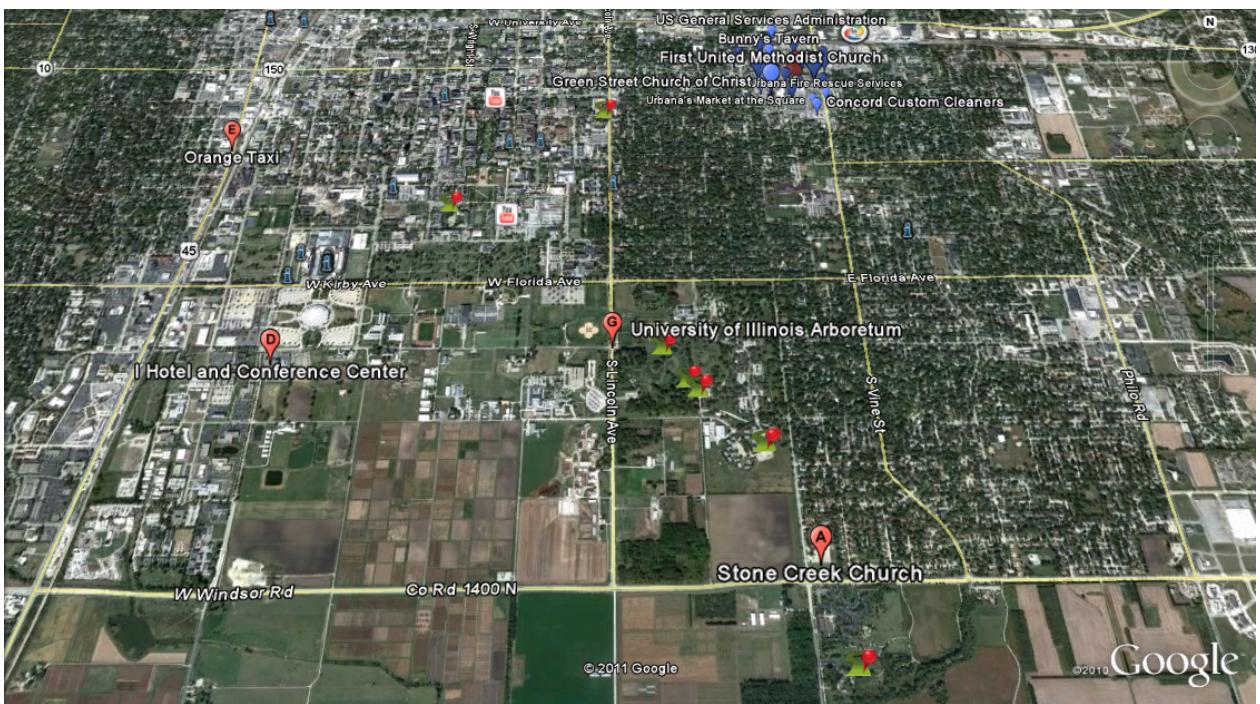
1 Executive summary

Stone Creek Church is a very large and diverse congregation in Urbana, with over 1,000 members attending on a weekly basis. They use information technologies in innovative ways both for the daily tasks of the staff as well as to reach out to their members. Some examples include free Wi-Fi inside the church, creating and sending e-bulletins, and using iPads for program registration. In addition, weekly sermons are not only streamed online, but virtual attendees may sign in to interact with the congregation through a chat box. Though this church was not included in the original UC2B grant, they are very much interested in connecting to the community fiber to continue to develop and improve their digital ministry.

2 Maps



Map showing the location of the church.

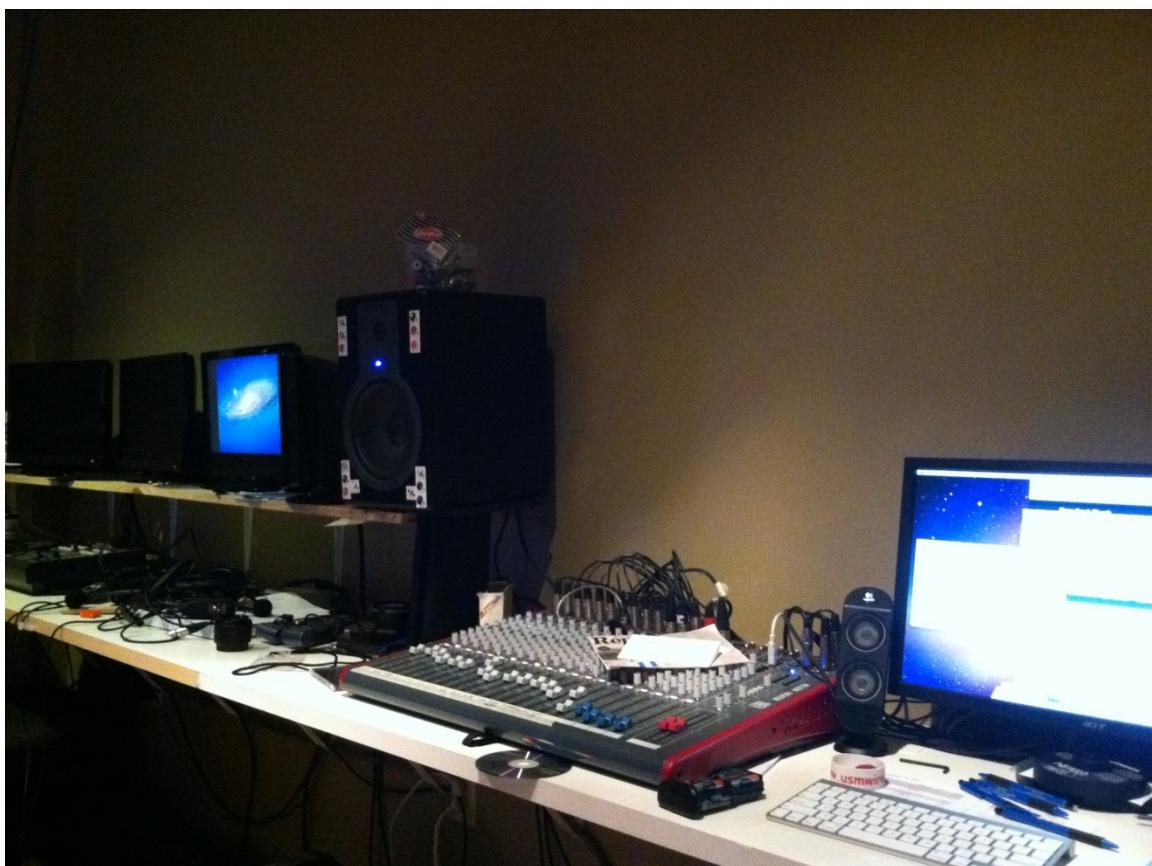


Map locating the church relative to other businesses in the area.

3 Photographs



Screenshot of the church online sermon initiative.



Media processing room.



Stone Creek Church.

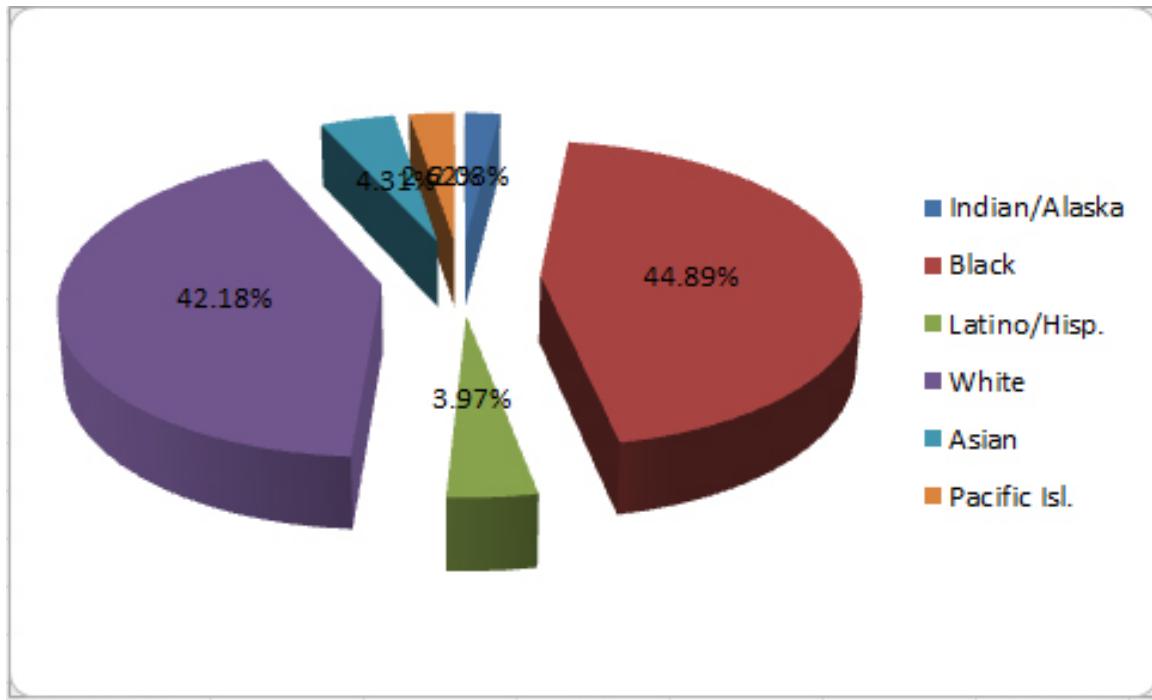


Outside of the church.

4 Demographics of patrons or clients

Ethnicity

	Male	Female	Male	Female	SCC
Native					
American/Alaskan	0.68%	0.76%	0.25%	0.34%	2.03%
Black	8.45%	16.99%	9.47%	9.97%	44.89%
Latino/Hispanic	0.59%	1.27%	0.76%	1.35%	3.97%
White	8.54%	18.09%	7.86%	7.69%	42.18%
Asian	1.69%	1.27%	0.68%	0.68%	4.31%
Pacific Islander	0.51%	0.85%	0.76%	0.51%	2.62%
					100.00%



Number of Nations Represented:

Africa: 14

Asia/Pacific: 11

Europe: 5

North America: 2

Latin America: 7

***Materials provided by the church.**

5 History

1966 – John Eldrod starts the church (Grace Assembly of God). He meets with 2 or 3 couples and 8 college students at the Moose Lodge and then at the Burnham House in Champaign. In November, Dick Foth becomes the pastor.

1967 – The church continues to meet at the U of I YMCA. In July they break ground at the current site on Race Street as a Home Missions Project of the IL District Assemblies of God. In November they hold the first service in the original sanctuary with 36 in attendance. The name is changed to Urbana Assembly of God.

1970 – By April the church is autonomous: fully self-supporting, self-propagating, and self-governing.

1972 – The present auditorium is completed in December.

1975 – The gym and the lower level are added to the building.

1978 – Jim Hall becomes the pastor of Urbana Assembly.

1984 – The church becomes a district-supervised church with IL District Leadership as its governing body.

1988 – Gary Grogan becomes the Pastor on April 10th. Average attendance: 50 people.

1991 – The church helps to launch Crossroads Campus Church on the U of I campus.

1995 – The church becomes autonomous with fully functioning elders and deacons.

1996 – There are special renewal services in the summer with hundreds making fresh commitments to faith and many having special encounters with the Holy Spirit. Over 100 are baptized in water at the end of the summer!

2000 – The church continues to expand with renovations made to the lobby and auditorium and Phase 1 is completed the following spring. Average attendance: 670 people.

2004 – The Phase 2 Café Project is completed in August and is used for youth/Sunday services.

2005 – Discovering Life Together is launched as a method of discipleship and membership. In one year alone 118 commit themselves to membership!

2006 – “Making Room for More” bond program kicks off.

2007 – Urbana Assembly becomes Stone Creek Church on September 9th, expanding to 4 services and conducting the 40 Days of Purpose Spiritual Growth Campaign. They have their largest cell group attendance, connecting 800 people in small groups. Several missions teams travel locally and abroad, with 200+ receiving a mission’s experience. The Food Pantry ministry begins as a means of reaching the community. Average annual attendance: 1279 people.

2008 – Stone Creek Church serves 400–2000 people per month through the Food Pantry. In recognition of the Grogans’ 20th anniversary as Lead Pastors, there is a celebration with previous pastors and former attenders, recognizing 40 years of ministry as a church. There are 1774 people in attendance during Easter Week.

6 Technology inventory

Website

Twitter

8 Laptops for pastors

20 Desktops for staff

Facebook

iPad

iPhone credit card device

Online sermons

Verizon Wi-Fi hub

Wi-Fi

Skype

Online Planning Center

Speedmatters.org	Down: 17216 Up: 5836
Speedtest.net	Down: 1.51 Up: 3.12

7 Analysis

It is clear that the Stone Creek Church is one of the pillars of the Urbana-Champaign community. Through its focus on diversity and acceptance, the church is presenting a role model of how we all should live. This is impressive when taking into consideration how modern the church's approach is in terms of getting its message across. From a technological standpoint, it is clear that the church is keeping up with times as can be observed by its extensive usage of the Internet to spread the word about its values and allow people who can't always physically visit the church to be a part of it.

The church understands ideas such as sustainability and retention rates, and thus creates easy-to-manage websites and other helpful media outlets to ensure that no matter who is going to be the next person in charge of those things, everything will go smoothly and without any problems. Recording sermons is one of the most important aspects of serving the community and by utilizing its website, the church is able to upload sermons online and allow people to view them and archive them anytime. The church's use of technology creates a comfortable atmosphere for people to participate and allows for an unprecedented ease of access to the church's message. This is extremely important in today's world, and even more so since the church is an incredibly multicultural and multigenerational institution and thus is responsible for creating connections between peoples and cultures.

Through its various programs such as the Stone Creek Kids, Sudden Impact, and CU Internationals, the church is making a real impact on the community in both Urbana and Champaign. During the interview, it became apparent that the people in charge of the church are really excited about the technology they have at their disposal and they are quick to recognize the advantages that the UC2B can bring for them. Through various initiatives, such as allowing for free Wi-Fi inside the church, as well as creating and sending out e-bulletins and using iPads for program registration, the Stone Creek Church is an exceptional example of how a religious institution can successfully tap into the technological resources and make the best of them. Their sheer size and the ability to serve so many people annually makes them somewhat of a leader in terms of Internet technology in the area.

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 <<https://www.stonecreekwired.com>>

Government

37: Champaign County Regional Planning GIS Consortium

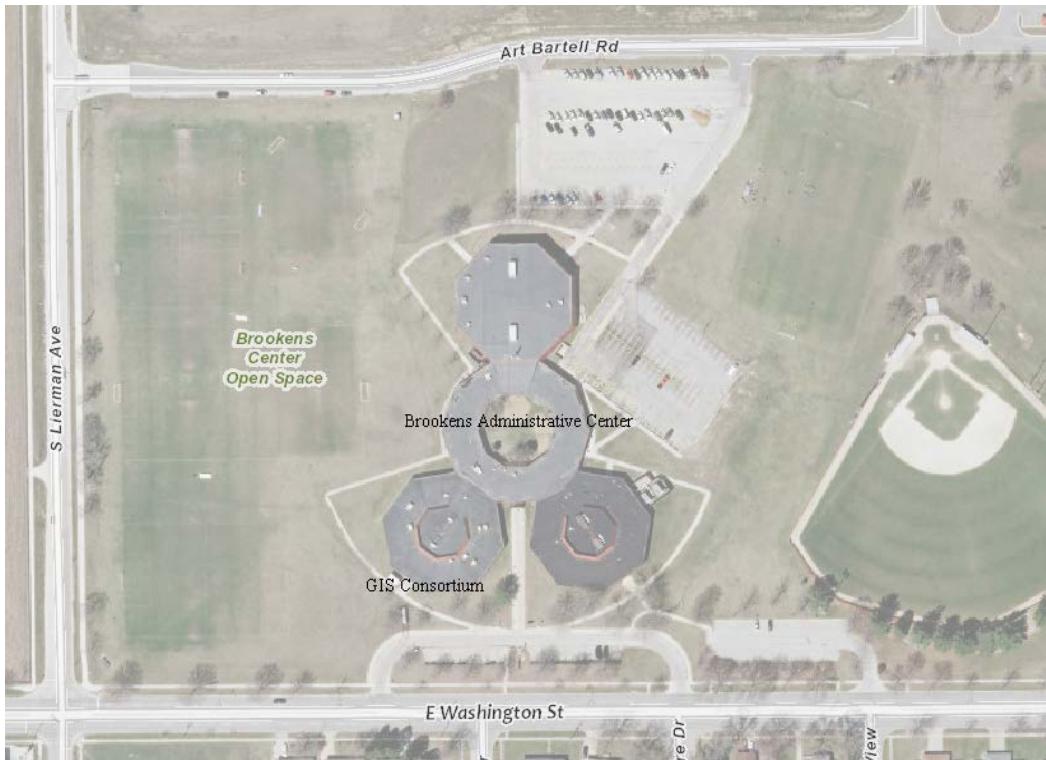
Abigail Sackmann

Master's student, GSLIS

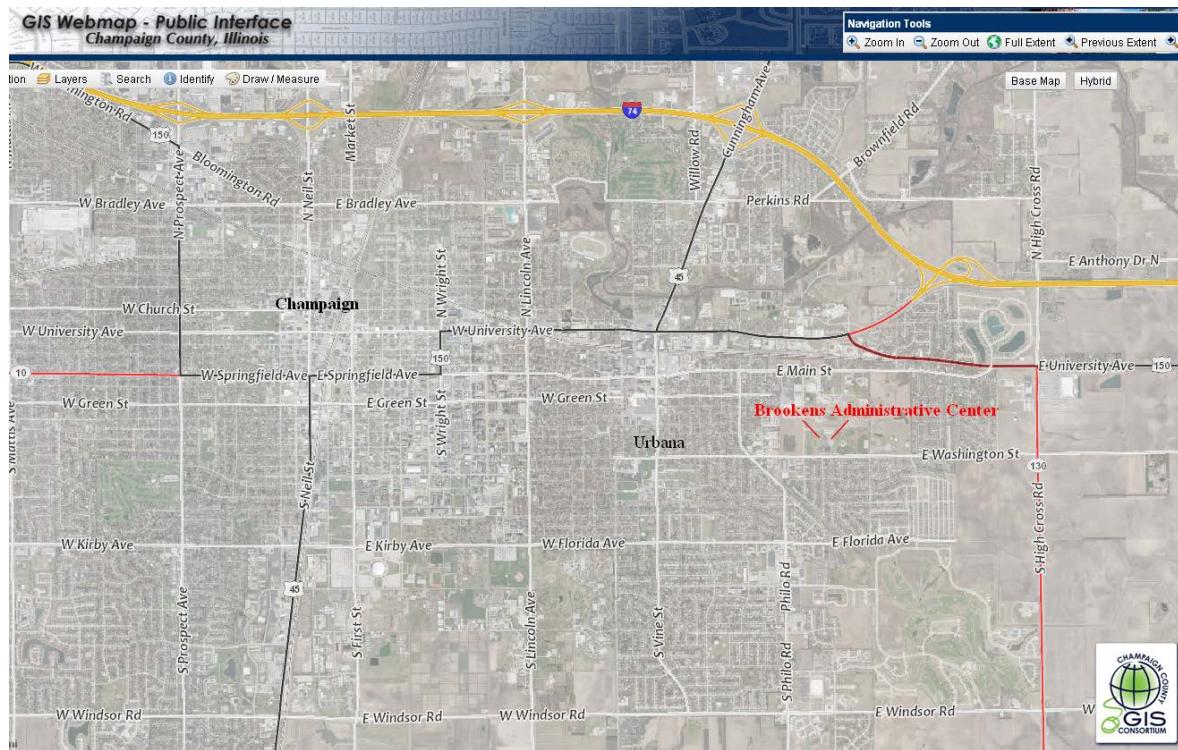
1 Executive summary

GIS is used by many organizations around the world to capture, manage, analyze, and visualize data to aid information management and decision making. Local institutions in Champaign County recognized the need to share, standardize, and align their spatial data, and formed the Champaign County GIS Consortium (CCGISC) for this purpose in 2002. Seven organizations serve as member agencies, including local municipalities and the University of Illinois, while several other institutions participate as data clients, using GIS data for applications. The Consortium also sells data and maps to organizations and individuals. CCGISC will play a key role on the 1 Gb Urbana Champaign Big Broadband (UC2B) network, because GIS data is useful in many applications for a wide variety of organizations and it tends to be large and difficult to share through other means.

2 Maps



GIS Consortium offices located in the Brookens Administrative Center (map made on GIS Webmap Public Interface).

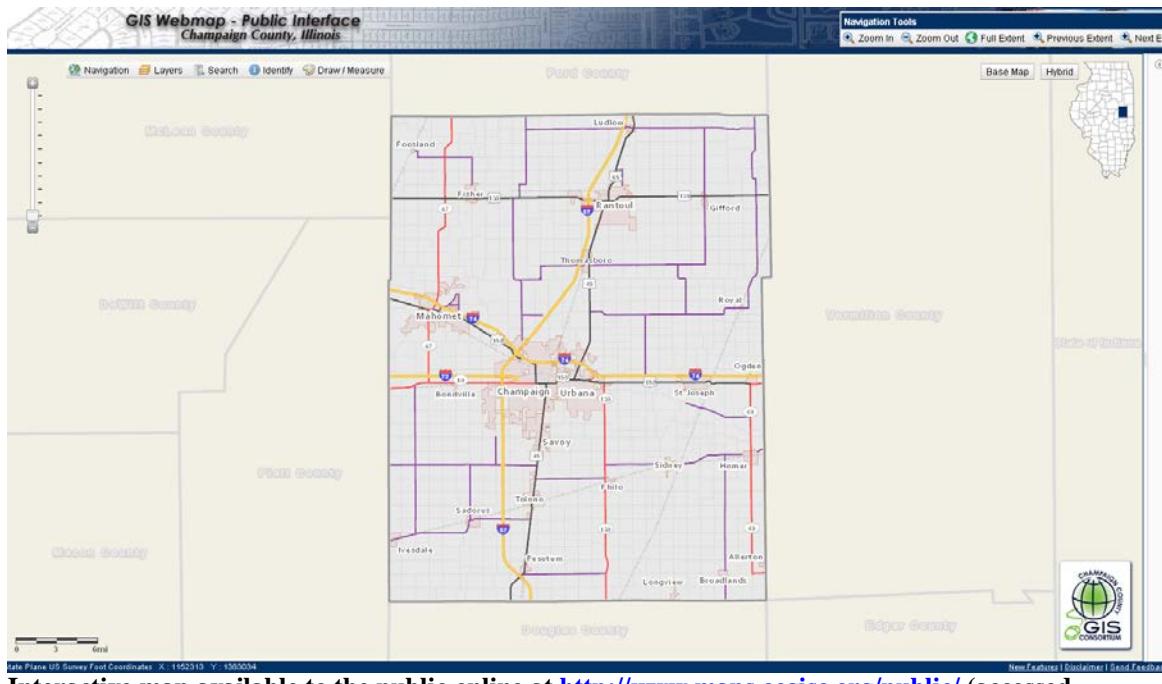


GIS Consortium offices located at Brookens Administrative Center in Urbana (map made on GIS Webmap Public Interface).

3 Photographs



GIS Consortium offices located at Brookens Administrative Center in Urbana.



Interactive map available to the public online at <http://www.maps.ccgisc.org/public/> (accessed 3/26/2012).

4 Demographics of Champaign County

Population	201,081
White	73.4%
Black	12.4%
American Indian and Alaska Native	0.3%
Asian	8.9%
Native Hawaiian and Other Pacific Islander	0.1%
Persons reporting two or more races	2.7%
Persons of Hispanic or Latino origin	5.3%
White persons not Hispanic	70.9%
Foreign-born persons, 2006–2010	10.9%
Language other than English spoken at home, age 5+, 2006–2010	15.1%
High school graduates, age 25+, 2006–2010	92.3%
Bachelor's degree or higher, age 25+, 2006–2010	41.2%
Housing units	87,569
Housing units in multiunit structures, 2006–2010	35.2%
Median household income, 2006–2010	\$45,262
Persons below poverty level, 2006–2010	20.5%

Source: U.S. Census Bureau State & County QuickFacts. Data is for 2010 unless otherwise specified

5 History

The Champaign County GIS Consortium was created in 2002 through an intergovernmental agreement between seven agencies, including: Champaign County, the cities of Champaign and Urbana, the villages of Rantoul, Mahomet, and Savoy, and the University of Illinois. Champaign County was designated as the lead member of the Consortium. Through a Memorandum of Understanding, the County passed administrative responsibility to the Champaign County Regional Planning Commission (CCRPC). The servers are managed by County IT staff and are incorporated into the county's wide area network (WAN), proving fast connections between county buildings and the City of Urbana. Since 2002, the Consortium has steadily increased the amount of data that it maintains and makes available to the public and member agencies. In 2010, data was made accessible to the public through an interactive online map service.

6 Technology inventory

Hardware	Software and Systems	Staff
6 computers, combination desktops and laptops	ArcGIS for Desktop (primary mapping software)	Program Manager
3 servers	ArcGIS Server	Programmer Analyst
Large-format plotter	Microsoft 2010	4 GIS Technicians
Large-format scanner	Adobe Acrobat Professional and Standard	Carl Long Consulting desktop support, County IT server support
Small-format scanner	Adobe InDesign	Policy Committee
	Adobe Photoshop	Technical Committee
	GeoExpress Compression software	
	Numerous SQL and Geodatabases	
	Publicly accessible website and interactive map	

7 Analysis

A GIS (Geographical Information System) is a system for capturing, storing, analyzing, managing, and presenting geographic data and provides a number of benefits to local government agencies including public works and planning departments, elections, law enforcement, and property assessment applications. GIS is of particular use to municipalities who maintain large amounts of spatial data for planning and analysis purposes.

Many of the member agencies maintain their own GIS records, but it was realized that coordination of regional datasets would provide cost savings, productivity and decision-making benefits. Because of these benefits, several local governments came together to form the Champaign County GIS Consortium, with membership open to any agency. In addition to the seven current members, CCGISC has four principal data clients:

Champaign-Urbana Mass Transit District (CUMTD), Public Health District, Urbana-Champaign Sanitary District (UCSD), and the Economic Development Corporation. The Consortium has six full-time staff and is governed by a Policy Committee and a Technical Committee. The former makes decisions about budget, work plans, and general policies and is made up of one representative from each of the member agencies. The Technical Committee also consists of representatives from the seven member agencies, and provides technical assistance and guidance.

The main function of the Consortium is to maintain and update regional datasets. Core data layers include information such as political and tax-district boundaries, property or parcel data, topographic data, assessment data, and scaled aerial photographs (orthophotography). The Consortium also maintains a GIS and does mapping for Piatt County, Champaign County's neighbor to the west and part of the Champaign-Urbana metropolitan area.

Two GIS technicians work primarily on property or assessment mapping for Champaign County. The remaining staff updates all other core data layers and work on outside contracts like assisting the Village of Mahomet and Piatt County with their GIS needs.

In an effort to provide as much benefit to the member agencies, CCGISC works to partner with other county-wide programs. Currently CCGISC and METCAD are in discussions to form a partnership that will help improve the GIS street centerlines and address information provided to first responders. Accurate street centerlines which includes address ranges, and address point data enables 911 dispatch software to map emergency calls more precisely and effectively.

Other applications for Consortium data include defining soil type acreage on agricultural lands to assess the value of farmland, mapping bus arrival/departure times at a particular stop for CUMTD and maintaining sewer infrastructure maps for UCSD. The spatial information needs and reporting habits of the member agencies, data clients, and partners are diverse, which makes the creation of data layers and services challenging, but a single source ensures accurate county-wide data that can be shared, manipulated and overlaid in productive and innovative ways.

The Consortium also maintains a GIS webmap public interface which has been online for the past two years. Anyone may access and manipulate the map by adding and removing layers, searching tax parcels by Parcel ID Number (PIN) or Address, identifying parcels and zoning classifications, marking up the map using drawing and text tools, and measuring distance, area, and perimeter. (<http://www.ccrpc.org/gis/maps.php> accessed 3/25/12)

The Consortium will realize data sharing benefits from UC2B. GIS datasets are large and require a high-speed network to effectively transfer data. CCGISC currently has a fiber-optic-cable connection to the County and the City of Urbana other agencies receive data transfers through disk storage devices. CCGISC is constantly updating its data and the sooner updates can be retrieved the greater the member benefit. With the 1 Gbps local connection speed of UC2B, agencies will be able to access the most recent data at any time increasing functionality and data consistency. The Consortium and all of its member agencies recognize the benefits of UC2B and CCGISC is preparing a technology improvement plan for the anticipated increase of traffic on their server.

38: Champaign Park District

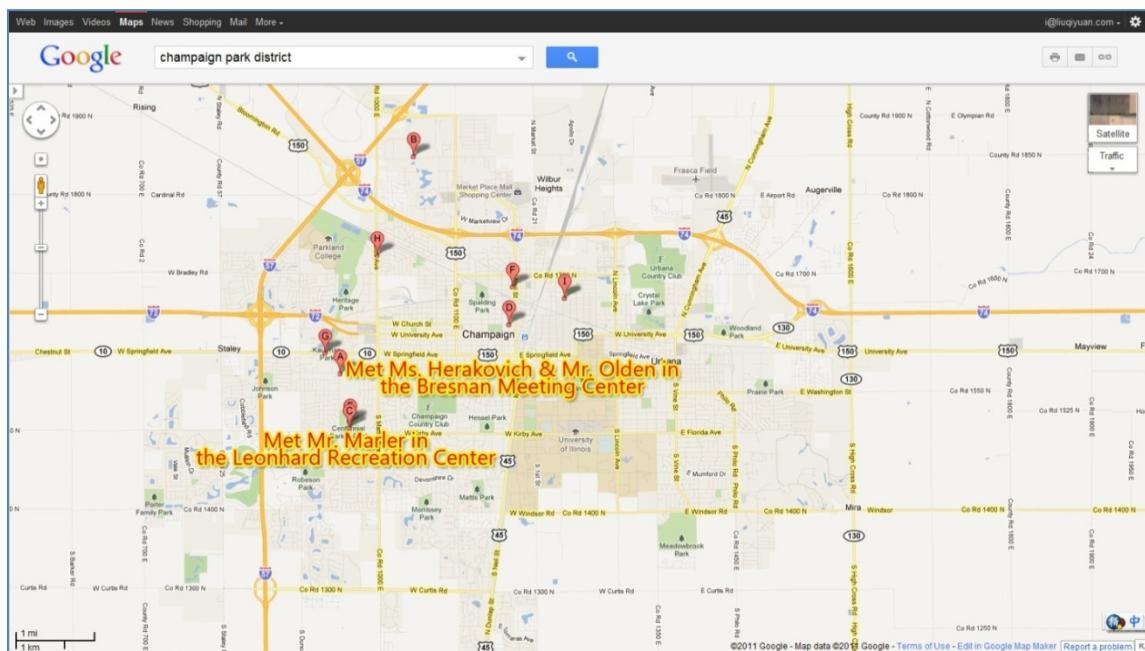
Qiyuan Liu

Master's Student, GSLIS

1 Executive summary

The Champaign Park District maintains 14 parks and facilities throughout the city in order to fulfill its mission of “provid[ing] quality parks and recreation for all ages in our community.” Technology at the sites varies, from a park with no building or Internet access to the Bresnan Meeting Center, which has wireless internet. Staff use IT for daily tasks, and the district has a successful website and facebook page to share information with and connect to the community. With UC2B, in addition to the benefit staff will receive from a faster office Internet speed, the Champaign Park District is interested in providing free WiFi to the public in all of its parks, both indoor and outdoor.

2 Maps



The many facilities of the Champaign Park District, including the Bresnan Meeting Center, the administrative offices (“A” on the map), and the Leonhard Recreation Center (“C” on the map).

[HOME](#) [GENERAL INFO](#) [PROGRAMS & EVENTS](#) [REGISTRATION](#) [PARKS & FACILITIES](#) [FOUNDATION](#) [WORK/VOLUNTEER WITH US](#)




PARKS & FACILITIES

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Please make your selection using the pull-down boxes or by navigating the Google map.

[Park Features Chart](#)
[Park Regulations](#)
[Rental/Use Information](#)

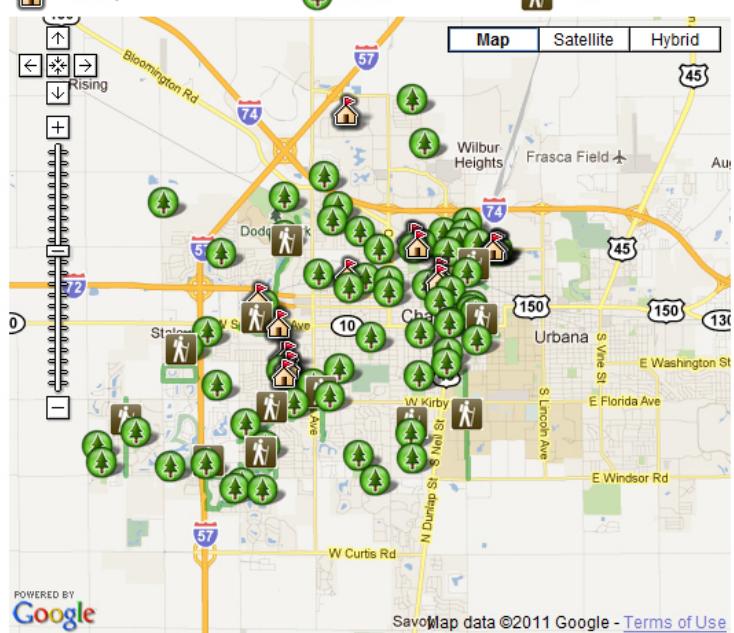
PARKS
 Choose a park...

FACILITIES
 Choose a facility...

TRAILS
 Choose a trail...

OTHER
 Choose a feature...

 = Facility
  = Park
  = Trail



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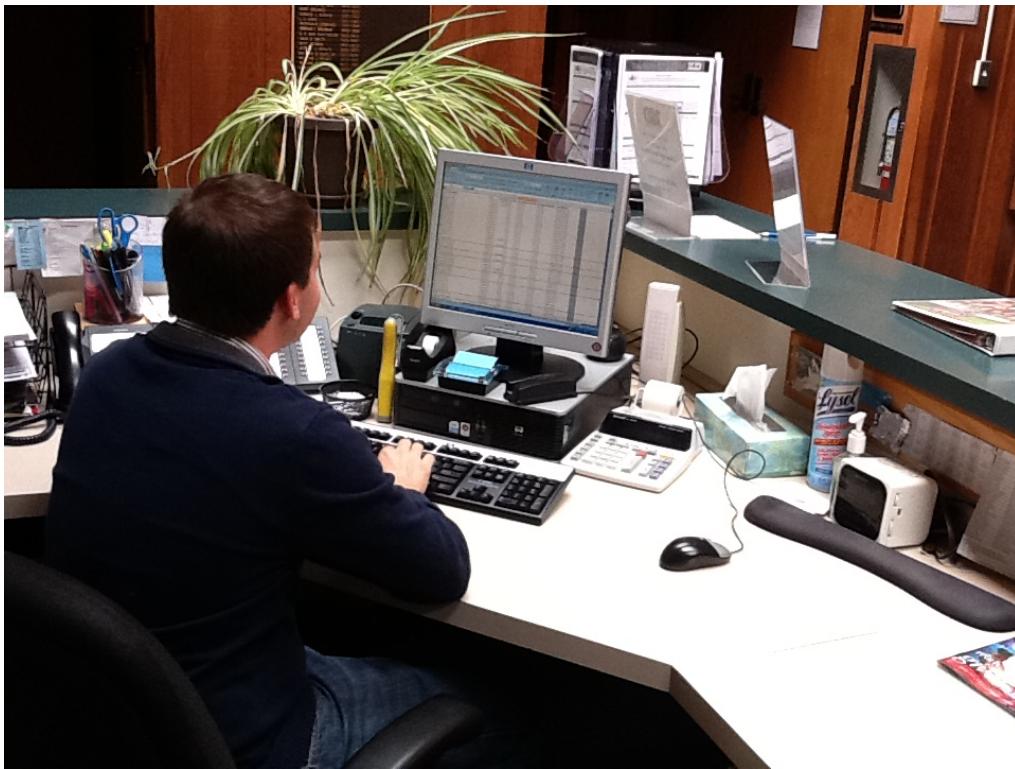
. Copyright © 2007 Champaign Park District. All rights reserved | E-mail | 706 Kenwood Road, Champaign IL 61821 | 217-398-2550

This map on the website (http://www.champaignparkdistrict.com/parks_facilities.htm) shows the distribution of parks, facilities, and trails, including Hessel Waterplay, Laborers Memorial, Lindsay Tennis Complex, Olympic Tribute, Prayer For Rain, and Skatepark. Facilities, parks, and trails are marked as different icons on this map, and visitors can access each item by using the drop-down list to get more information.

3 Photographs



The Bresnan Meeting Center is the administrative office of the Champaign Park District.



Bresnan Meeting Center, which is the administrative office of Champaign Park District. As part of their daily work, staff people perform daily office tasks using computers, phones, printers, and software including Microsoft Office, etc.

This is a blank daily shift report. Because they have so many remote sites that lack Internet access, they have to turn in a lot of files in hard-copy format, such as shift reports, to their databases.



The center houses a full-size gymnasium, air-conditioned activity space, locker rooms and offices, and offers recreational and educational programs for all ages.



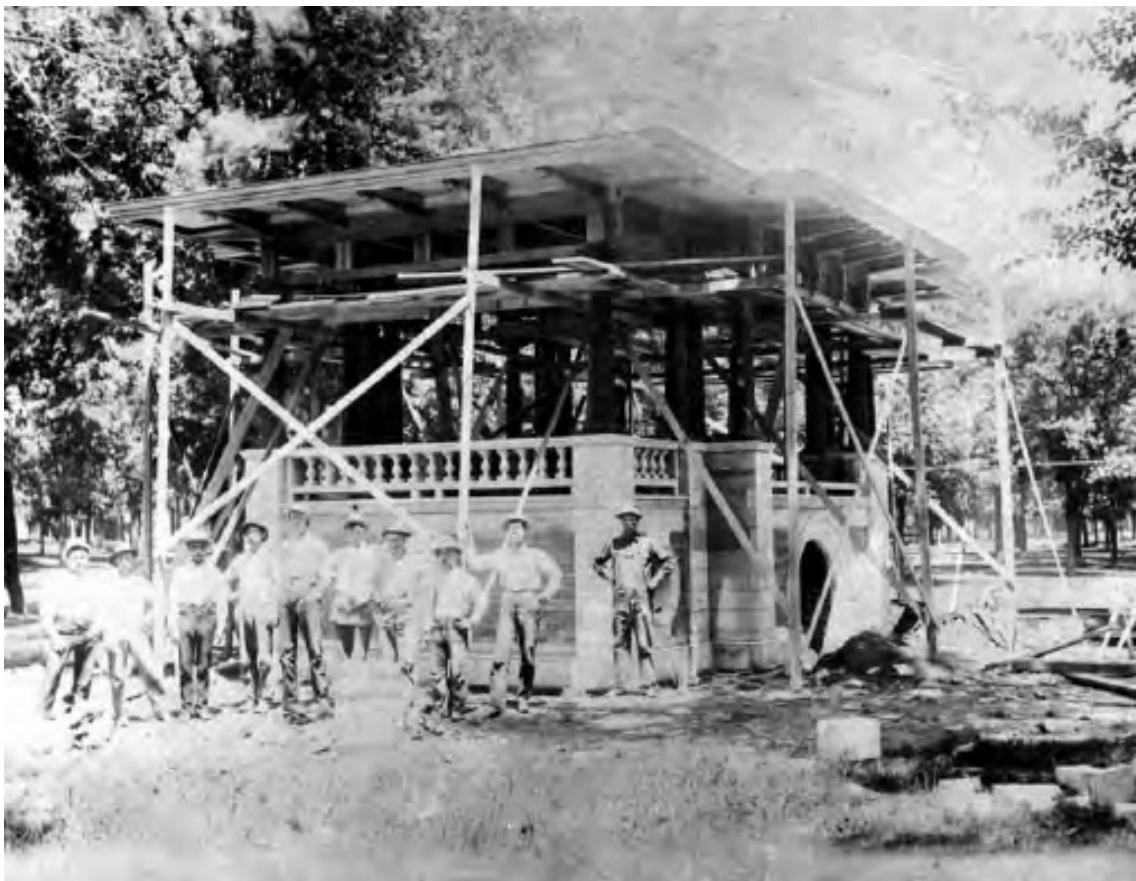
Multimedia devices used by staff/volunteers in the Leonhard Recreation Center.

4 Demographics

Demographics	Total (number)	Notes
Population	85,055	The district also serves the University of Illinois population and the City of Urbana through a reciprocal agreement with the Urbana Park District.
Assessed Valuation	\$1,550,079,751	The equalized assessed valuation for real estate for 2010.
Tax Rate	.6537 per \$100	The property tax rate for 2011 is .6537 per \$100 of assessed value.
Current Budget	\$11,368,000	The operating budget for fiscal year 2011–2012 is \$11,368,000. The fiscal year begins May 1 and April 30.
Staff	65 full-time/9 part-time	The park district has an appointed executive director responsible for administration. The district employs 65 full-time staff, 9 part-time regular staff, and over 400 part-time, seasonal, and temporary workers.
Board	5	The Champaign Park District is governed by five elected residents of Champaign. The Champaign Park District Board of Commissioners meets twice a month to conduct the business affairs of the district. The Regular Board meetings are held on the 2 nd Wednesday of the month at 7 p.m. and Study Session meetings are held on the 4 th Wednesday of the month at 5 p.m. All meetings are held at the Bresnan Meeting Center, 706 Kenwood Road, Champaign, Illinois, unless otherwise posted. From time to time special meetings of the board may be called to discuss special or emergency issues. Residents are invited to attend and to make suggestions or comments to improve the programs or facilities offered.

5 History

Champaign's parks have been a main part of the city's fabric nearly as long as the city has been in existence, with land for Champaign's first park having been made available in 1854. This property was originally laid out as a public square and possibly as the site for the county court house. In 1859 the 12.7-acre property became the first park in Champaign County and was named White Park in honor of the man who had donated the land. Known as the "Commons", the two-square-block space began to be used by settlers as a cow pasture in 1861, when the city council adopted a motion "to permit calves to be turned into the City Park at \$0.35 per month."



Construction workers pose beside the bandstand and restrooms in White Park (now West Side Park), 1904–1912.

The Champaign Park District first organized as a Township Park District in 1911. It had limited taxing power and depended on donations of land to establish the park system. The majority of Champaign's current parks were acquired through donations and in the mid-1920s parks that were owned by the City of Champaign were transferred to the park district. Since then all public parks have been held by the district. The first tax levy was made in 1912 and collected in 1913. Of note, the Wabash and Big Four Railroads interposed tax objections at the June term in 1913.

In 1951 a new community center was opened and would serve as the launching pad for Champaign's first structured recreational programs. Located on North Market Street, the building was the former site for the Church of the Brethren. Activities in those first years included adult square dancing, social clubs, drama club for grade-school children and neighborhood night programs.

By the middle 1950s it was evident that due to the exploding growth of the community and the limited taxing powers of the Township Park District, the current structure was inadequate to meet the needs of residents in the community. Therefore, in 1957 the district was reorganized as a General Park District by a referendum of voters. The Champaign Park District has since been a local unit of government with its own legal and financial responsibilities and is governed by five local residents who serve six-year terms.

One of the first projects for the new board was the acquisition of nearly 80 acres of land that would later become Centennial Park. This park was planned cooperatively with the Champaign School District, which owned 40 acres of property adjacent to the land. The result would become a unique integration of facilities on both properties. In 1985 the Champaign and Urbana Park District joined forces to create what is now known as the Champaign-Urbana Special Recreation Program. The program currently serves nearly 400 special needs residents every year, providing them with quality recreational opportunities with the assistance of specially trained staff.

Some of the facilities of the Champaign Park District are of historical significance. The Springer Cultural Center, located in the heart of downtown Champaign, was originally constructed as a post office in 1904 and was listed on the National Register of Historic Places in 1975. Another historical facility located in downtown Champaign and owned by the Champaign Park District is the Virginia Theatre, which has been part of this community's history and quality of life since 1921. Built in the tradition of great vaudeville movie palaces of the 20s and early 30s and now in the National Register of Historic Places, the Virginia is a beautiful theater with a rich link to our past.

In the 1980s the Champaign Park District had only about five computers. People stood in line to buy tickets at the box office. All the computers were used for accounting purposes. Other computers were gradually added, as well as the first recreation registration program. After that, personal computers and desktops were provided for all full-time staff. An internal website was constructed in the late 1990s, but a public website was not considered at that time.

Many of their files were paper based, as they had a different registration system and accounting system. At that time, some notifications of facility status (open or closed, due to the weather) went out to customers via phone calls.

6 Technology inventory

Item		Quantity	Notes
Computers (Desktops, Laptops)		120	All Windows based.
Public computers		10	Distributed in two sites through a grant program of the University of Illinois.
Server	windows based	4/5	Different functions
Website	http://www.champaignparkdistrict.com	1	completely done by the district (PHP, HTML)
Social network sites	Facebook page	1	http://www.facebook.com/pages/Champaign-Park-District/71565162976
	Twitter	1	http://twitter.com/#!/champark
Item		Applicable	Notes
Connections	Wireless hotspots (for administration use)	Yes	
	Wireless hotspots (for public)	No	
Telephone system		Yes	Toshiba System

Management Systems/ Applications	E-mail system	Yes	Microsoft Exchange/Outlook	
	Finance management system	Yes	They purchased systems from other companies for online tickets sales, and registration for recreation programs	
	Recreation management system	Yes		
	Text Messaging	Yes	Only for staff, not customers. They have e-mail texting, through which they can e-mail to a phone number for free.	
	Standard Microsoft applications	Yes	Standard Microsoft applications	
Databases		Yes	MySQL (applied to the website)	
Electronic resources	Videos	Yes	Based on the website	
	Audios	Yes	Based on the website	
	Brochures	Yes	Based on the website and paper files	
	Webpages	Yes	Based on the website	
Speed Test Results (Mbps)				
Means	Bresnan Meeting Center		Leonhard Recreation Center	
	down	up	down	up
Speedmatters.org	1.021	2.841	1.427	1.428
Speedtest.net	2.82	2.36	1.42	1.44

7 Analysis

The main goal of the Champaign Park District is to provide parks and recreation opportunities for the community, and the main challenge is being able to provide Internet services such as Wi-Fi for public use. The Champaign Park District has two technology staff people who work on software and training.

In terms of facilities issues, their main problem is lacking certain facilities for programs and the ability to process information, which changes constantly. They also have public computers available in two sites, which were set up by a group of students from the University of Illinois on a grant. They are interested in making Wi-Fi available in the parks, and thus are very interested in partnering with UC2B.

Currently the Champaign Park District has more than 120 computers, all Windows based, which handle daily tasks, and they have 10 public computers in two buildings. They have four or five servers and they put together their website, based on PHP and HTML, entirely by themselves. Patrons can find a great deal of information about the district on the website. They also have a Facebook page and a Twitter account to help them provide services. They have their own e-mail system, finance management system, text messaging system, and standard Microsoft applications.

For the e-mail system, they have Microsoft Outlook and Outlook Express, which can be seen as an online version of the phone through which they can e-mail to a phone number. This allows the district to update information about the status of facilities affected by the

weather or for other reasons quickly. They send out weekly e-mails regarding reminders of sports programs, for example, to certain groups of people (usually coaches and players) during the major sports seasons.

Their telephone system is made by Toshiba, and some of their services, such as online tickets sales, have been implemented with the help of a third party. For many of their remote sites that lack Internet access, they have to submit a huge amount of hard-copy files to their databases.

Because local government is limited by how much revenue it takes in, the district's first priority is make the use of their facilities more convenient for people. They also need more bandwidth in order to handle more people using more computers. People like watching videos on the website, which greatly impacts their network traffic and thus decreases their network performance. It is currently difficult to find a balance because they also need to do business and file transferring, which require relatively high Internet speed; thus, the Champaign Park District is looking forward to the faster connection through UC2B.

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39: City of Champaign

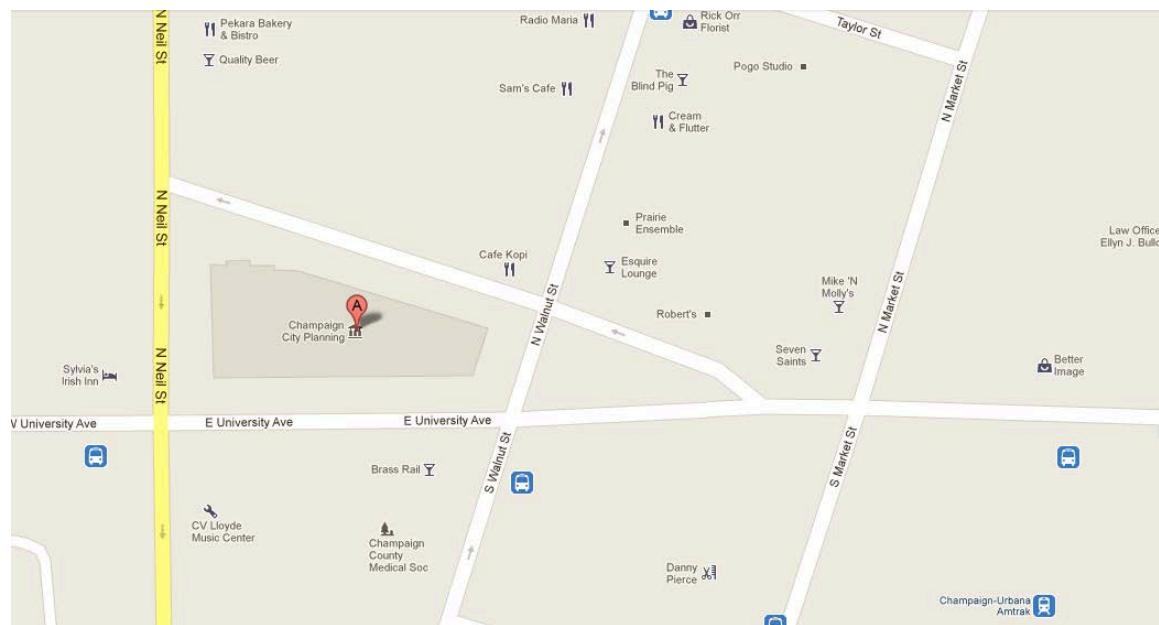
Claire Strillacci

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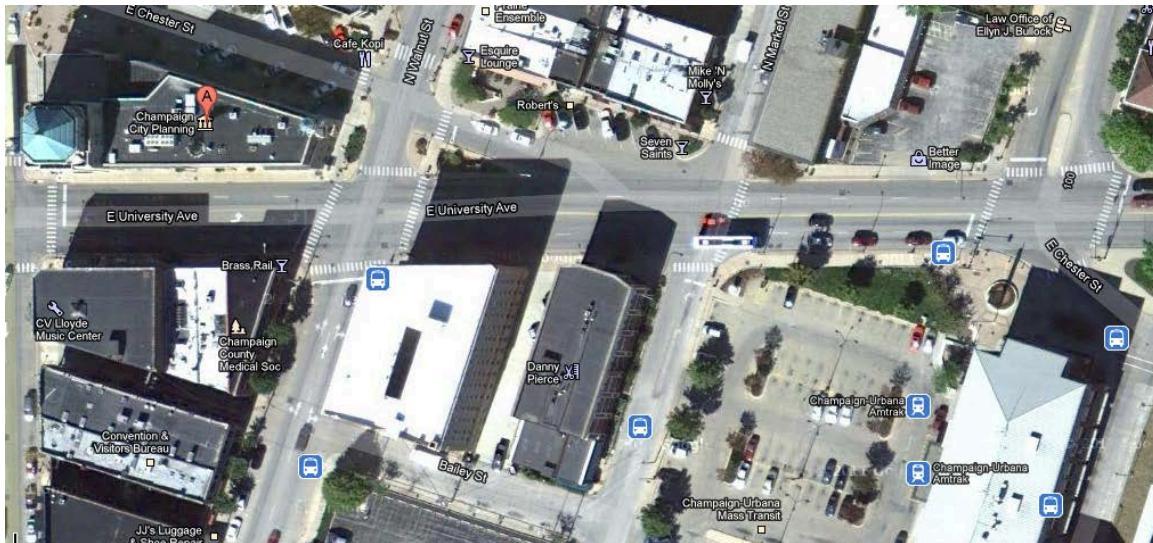
1 Executive summary

Champaign's City Building is the home of the town's governmental offices. The technological resources of the City Building are designed to expect and fulfill the public's demands; it has a highly sophisticated website where a browser can do anything, be it pay for a parking ticket or apply for a job. The hope is that more of their content, such as video footage of meetings, will be readily accessible to the public with the advent of UC2B in more homes. Rather than focus only on how UC2B would help them, as civil servants, the employees instead brainstorm how the project might be used to benefit the citizens of Champaign.

2 Maps



Champaign City Building



The City Building's nearness to the Illinois Terminal bus and train station makes it so that any citizen with a bus pass or a handful of change can have direct access to their local government. It fosters a sense of transparency and availability that speaks volumes about the level of performance and commitment to which the city employees hold themselves.

3 Photographs



The City Building's façade.



The foyer of the building includes couches and a desk where a person might call an assistant to their aid if needed. Flyers bedeck its exterior; maps of the building's offices similarly adorn the walls within.



The building's main computer systems. Their size, complexity, and location in a highly air-conditioned room speak to the importance of technology in the day-to-day business of the City Building's employees.



This empty shelf once contained units like those filling the adjacent shelves; the functions and information once stored there have recently been moved online, conserving valuable space and energy.

4 Demographics of patrons or clients

The employees of the City Building serve the public of Champaign, which census information places at about 67,518 inhabitants, 34,206 of which are men; 73.2% of the population is white, 15.6% is African American, and 4% is Hispanic (Champaign IL Census Records).

The 450 employees show a similar, though not exact, distribution in their own ranks. Though it is still more likely to find a man in a department leadership position, female employees are significantly represented elsewhere in the building. As is a common symptom in governmental work, many of the employees are 40 years old or upwards, but it is reported that some departments, such as Planning, are home to a younger demographic.

5 History

West Urbana was incorporated in 1857, at which point records of regular meetings by the “Village Board” begin. These first meetings are said to have taken place at a building which, built two years prior, “was the first public school in West Urbana and stood on the lot located at the southwest corner of Hill and Randolph Streets” (McCollum). A year later records indicate at least one meeting was held at the store of West Urbana’s first

postmaster, Baddeley, but the location was clearly not meant to be permanent. Histories report that “over the following decade, board meetings were held in the offices of either various board members, the city attorney, or the police magistrate” (McCollum). While the Village Board was struggling to get their feet under them (and a roof over their head) 1861 found West Urbana having been granted the right to become the city of Champaign, as it is called today.

Eight years later the Village Board signed a lease with R. M. Eppstein for “Council Rooms,” which would do them fine for nearly 10 additional years. In 1888, the suggestions of Alderman Weeks, who “urged the necessity of the erection of a City Building,” spurred on the initiative to build Champaign’s first official City Building (McCollum). Several plots of land were suggested, with today’s site being offered at no cost by David Bailey, under the conditions that “the City would erect thereon a City Building not costing less than \$5,000, to be erected within five years” (McCollum). When put to a vote, this site was the obvious winner. Another proviso stipulated that there be “a suitable room be provided in the new City Building for the use of the Public Library” (McCollum).

With a site in mind, local man Seeley Brown was chosen as the architect, and it fell to their financial committee to “[devise] ways and means to replenish the depleted City Treasury” after the building (estimated to have cost \$12,000) had been built. Edward Bailey, Esq, whose father had donated the land, purchased \$20,000 worth of bonds to fund it, and by 1889 building on the City Building had begun, engendering disputes over the location of the cornerstone, prison cages, and a particular drain, among other important architectural needs.

On December 3rd, 1889 the council met in the City Building for the first time, in rooms that the local paper described as being “large and elegant...lighted brilliantly, and [with] the rich furniture showed off to excellent advantage” (McCollum). Unfortunately, these new, rich rooms were not built to last, and in 1931 a new building was proposed on the site of the first, one which would “house the same functions-City offices as well as the Police and Fire Departments” (McCollum). Though the process would be expensive, the public voted in favor of the rebuild.

The new architect, George Ramey, would eventually create a building which was described as “a building which would set an example for governmental buildings all over the world,” though issues over wages, weather, and cost slowed its initial progress for a bit (McCollum). The building was completed in 1937, but it could not be furnished, and therefore unusable. In true democratic spirit, “a number of public-spirited citizens, acting independently, began a collection which furnished the first floor lounge as well as the offices of the chief and the assistant chief” until appropriate accommodations could be purchased (McCollum).

The building has since seen the removal of one small tower, the exodus of the fire and police departments, and many other slight cosmetic transformations, but it remains at heart a building designed, used, and loved by the citizens of Champaign, and equally rich in history.

6 Technology inventory

Hardware	Software, Systems, and Communications
25000 nodes:	GroupWare for e-mail, calendaring, word processing, and spreadsheet applications.
Printers	Geographic Information System (GIS)
Projectors	Arms
Laptops (which may be checked out)	Crimeview

The City Building does some work in the cloud, and anticipates more opportunities to do so with the added reliability of a UC2B connection. Equally avant-garde is the building's use of its Geographic Information System (GIS), which was described by one employee as a "business intelligence tool." When data is merged into the GIS, the output is often integrated as diagrams or maps. This visual remodeling of spatial data has allowed patterns in incidents or reports or locations to become more easily recognizable. The more promptly such patterns are noticed, the more quickly and efficiently solutions or resolutions can be put into effect. In cases of crime watching or public ordinances, both of which fall under the City Building's purview, detection and understanding of such patterns can be critical, and can help anticipate the city's needs. Similar data interpretation is being done with shared local data from systems like Arms and Crimeview, which officials outside of Champaign can both inform and have access to.

The technological resources of the City Building are designed to expect and fulfill the public's demands; it has a highly sophisticated website where a browser can do anything, be it pay for a parking ticket or apply for a job. The hope is that more of their content, such as video footage of meetings, will be readily accessible to the public with the advent of UC2B in more homes.

7 Analysis

Most of the UC2B anchor social institutions are—rightfully so—looking at the ways they can use UC2B to help themselves. However, as public servants, the employees of Champaign's City Building are primarily concerned with how UC2B might be valuable to citizens, and how to get people to use it.

Perhaps more concerned with UC2B's success or failure than any one other institution on its own, interviewees shared many of the concerns of UC2B's most strident opponents. Each mentioned the necessity of financial sustainability and concern over how to engender continued use of the resources by the public. One remarked, "with the grant, obviously to be successful, that means having a good level of subscription. We can meet the grant requirements by putting the stuff in the ground, but if nobody's using it that's not doing anybody any good." To keep the project fiscally viable, it is important to show people the benefits UC2B offers Champaign.

Luckily, UC2B can be doing people a lot of good, and the City Building employees are well versed in its varied forms, both simple and complex. One related an anecdote of frustration at the inadequacy of football-game streaming at the current Internet speeds—a pain no doubt shared by thousands of sports fans in the city, and a pain which would be

eased by the arrival of Big Broadband. Another recommended the positive ramifications such a project might have on the environment, as greater Internet reliability might attract greener companies to the area. Equally important to mention was UC2B's affordability. One interviewee said,

[A]s someone who's just changing Internet subscribers, I can say there's nothing at the price we're offering that has the speed we're offering. Maybe a one-year type of thing, and at not much less than what we're charging. Fifteen bucks. If you've never been with Comcast before, you get fifteen bucks and that lasts 12 months and then you're paying 30, 40, for anything."

Such situations are quite recognizable to any citizen in any city—it just so happens that Champaign is a city with solutions as well as problems.

The simple elucidations of the citywide benefits made it difficult to imagine low subscription rates as an actual possibility. Apart from offering services that many companies would have to pay a great deal of money to build from scratch elsewhere, and thus making Champaign a very appealing place for industry, UC2B can also play an important role in keeping the current industry in Champaign. Technology can make or break a company in the business world, so staying at the head of the pack for speed and cost-effectiveness is pivotal. In today's financial climate, it's a race some companies are losing. UC2B's usefulness for companies may seem so obvious it gets passed over, but its benefits simply cannot be overstated. The employee recalled a company that established itself in Champaign before UC2B:

The earlier example of Amdocs, you know, Amdocs had to build their own redundancy, their own fiber connections, because they weren't able to gain reliable connections.... Some of these [companies] get to a point where you're at risk of losing them from the community, so not only is it a matter of what can we create in the future, it's a matter of keeping them. Four hundred and some employees, I think, at Amdocs?

That's a figure that's hard to argue with.

In order for UC2B to effect any good in Champaign, it has to establish some staying power. The officials at the City Building have a clear vision of benefits of UC2B, beyond just what it could do for their own office's communication speeds and access to the cloud. In sharing their vision, they could help convince others to join their cause—and they just might erase the subscription stumbling block in the process.

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40: City of Champaign Township

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1 Executive summary

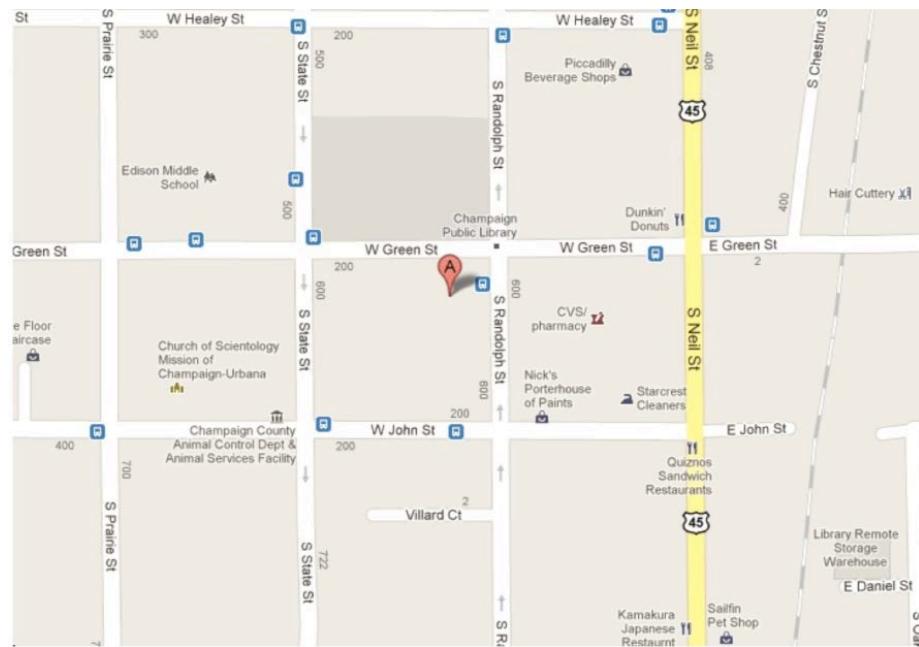
The City of Champaign Township is in charge of property tax assessment and general assistance. The township is governed by an elected Supervisor and Board of Trustees, consisting of City Council members. Although assessing is a major part of what the township does, general assistance is also an important aspect of the work they do as 27.2% of the township residents are living below the poverty line.

The general assistance-transitional assistance fund is essentially a place of last resort for people who do not qualify for Supplemental Security Income or TANF and have already applied for food stamps, a medical card, and exhausted all their unemployment or sick leave. Many of the recipients of money from the fund have applied for Social Security or disability but have not yet begun receiving these benefits. Currently, about 500 people have come to the office requesting assistance and about 250 people were approved and given assistance. Since the township is run on tax dollars and it must work within the strict parameters of the law, the township officials are not looking to expand their services but rather to provide as many grants as they can to qualifying recipients.

The office has worked to become more fiscally responsible and is now able to offer additional programs, such as Christmas presents to recipients and community members with little means, an emergency fund, and bags of basic toiletries for anyone needing them. Last summer the township was also able to provide more than a hundred box fans to senior citizens through other community programs.

Although the City of Champaign Township offices' technology use is basic and they do not see UC2B changing their organization much, they feel it is important to support a program that could greatly benefit the township and their patrons.

2 Maps



The neighborhood of the City of Champaign Township Supervisor's and Assessor's offices.



City of Champaign Township (darker gray area) (map courtesy of the City of Champaign website).

3 Photographs



The outside of the City of Champaign Township's Supervisor's office.



The outside of the City of Champaign Township's Assessor's office.



This is where applicants and members of the community are greeted at the City of Champaign Township's Supervisor's office.

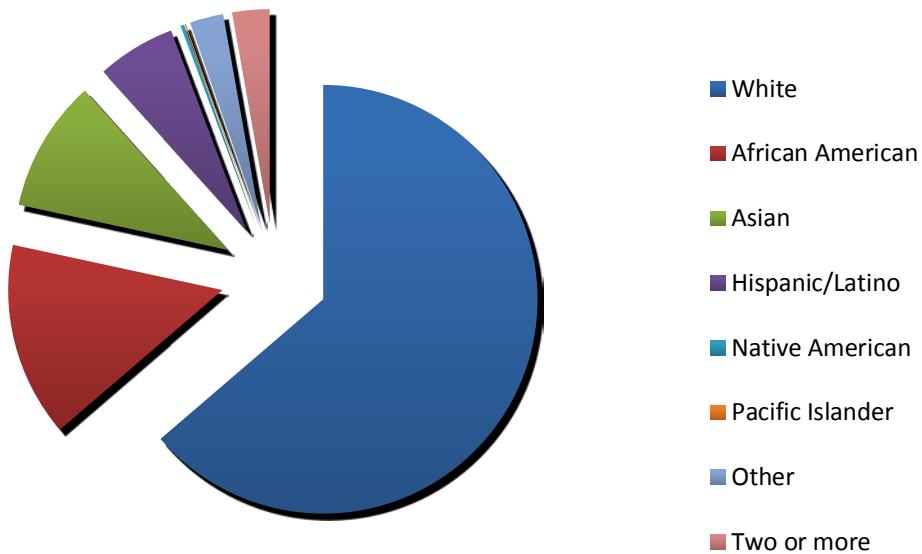


An example of a staff computing area in the City of Champaign Township Supervisor's and Assessor's offices.

4 Demographics of patrons or clients

According to the 2010 U.S. Census, 81,055 people live in Champaign; 67.8% were White, 15.62% were African-American, 10.6% were Asian, 6.3% were Hispanic/Latino, 0.3% were Native American, 0.1% were Pacific Islander, 2.7% were other, and 3% were two or more races. The chart below outlines the census demographics.

2010 Census Demographics



The census also recorded 34,434 housing units. The median income for a household was \$32,795 and the median income for a family was \$52,628. Most importantly, the census found that 27.2% of people were living in poverty. From our interviews we learned that approximately 500 people have come to the City of Champaign Township supervisor's office requesting assistance and are put in the system. Out of those 500, about 250 people are actually approved and given assistance.

5 History

Champaign was founded in 1855 as "West Urbana," and became Champaign in 1860. The City of Champaign Township was formed in 1916.

In 2000, *The News-Gazette* reported that in the last fiscal year the township provided a total of \$33,000 in general assistance and was critical of the township for providing so little assistance. In 2006, the newly elected City of Champaign Township Supervisor, Linda Abernathy, reported that the township was providing assistance to 100 people a month, up from 20 a month in 2005 under the previous supervisor. By early 2007, the township's cash reserves were dwindling, and the township dropped about 80 able-bodied recipients. Another 50 disabled recipients had their grants cut to \$100 a month. In 2009, the current supervisor Pamela Borowski was elected into office. According to our interviews she quickly worked to trim the budget, and in 2010 the monthly stipend went from \$212 to \$225. Currently the stipend is \$245 a month.

6 Technology inventory

The City of Champaign Township Supervisor's office has four computers, three printers, and one copy machine. The assessor's office next door has 4–5 computers and 2 printers. The offices utilize a variety of software, including Virtual GA (for maintaining client information), GEMS program (for billing), and maintain a website.

The following table outlines the current Internet speed for the organization.

Website	Speed Down (Mbps)	Speed Up (Mbps)
Speedmatters.org	1.284	0.315
Speedtest.net	1.30	0.31

7 Analysis

According to the township's website, The City of Champaign Township is one of the oldest local government organizations and has property tax assessment and general assistance statutory responsibilities. The township is governed by an elected Supervisor and Board of Trustees, consisting of City Council members. The supervisor's office employs the supervisor; a case worker; and an office manager; and currently, there are four people working in the assessor's office.

While most people think of the township as simply the assessor's office, general assistance is a large part of what the township does. According to their website, "Under the Illinois Public Aid Code, any individual who satisfies the eligibility requirements is entitled to receive aid through the Township General Assistance-Transitional Assistance fund. Specifically, the code states that "the Supervisor of General Assistance shall receive and pay out monies raised by taxes or allocated by the State for public aid purposes and shall provide public aid to all persons eligible." See also 305 ILCS 5/6-1 ("financial aid in meeting basic maintenance requirements shall be given under this Article to or in behalf of persons who meet the eligibility conditions"). Essentially what this means is that the township is often the place of last resort for people who do not qualify for Supplemental Security Income or TANF (Temporary Assistance For Needy Families), administered by the Social Security Administration and the Illinois Department of Human Services, respectively. The township provides assistance to people who have nowhere else to turn. They must have applied for food stamps, a medical card, and exhausted all their unemployment/sick leave. Often the people who need assistance are people who have applied for Social Security or disability but are waiting for those benefits to kick in.

Everyone who applies for assistance must fill out an application, have a background check, and meet with the township's caseworker. Recipients must fulfill certain statutory guidelines for assistance, which means the township cannot help everyone who requests assistance. However, the office tries to help guide everyone who needs help to as many resources as possible even if the township cannot help them. Some recipients have physical problems that require Medicaid medication and/or hospitalization, so the township will try and help them as well.

In the last two and a half years, the township has managed their budget well and is now trying to do extra things. In the summer of 2011, the township was able to supply more than 125 box fans to senior citizens through the Senior Resource Services and Douglas Annex programs. Around Christmas, the township asks for donations to provide Christmas gifts to their clients and anyone else requesting assistance. The office also works with local hotels to provide basic toiletries to people in need of soap, shampoo, lotion, etc. The office does occasionally provide emergency grants on a case-by-case

basis. Since the office is run on tax dollars they are not looking to expand services. Their primary concern is to do as much as possible with the limited resources they have.

The City of Champaign Township office's technology use is pretty basic. Most of their computer use involves utilizing Microsoft Word and Excel, although they do connect with the city for billing and the caseworker utilizes a program to help manage the recipients. The assessor's office has much the same usage. Although the office does not see UC2B helping them much beyond simply making things go faster, they feel it is important to support a program that could really benefit the township and their patrons.

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