

8/17/13 Free Geek Town Hall Meeting

Question 1. What should Free Geek start, stop, and continue doing?

Start Doing

1.1.1 Volunteer

- Improve volunteer front desk – more professionalism
- Give volunteers more options, fewer restrictions
- Online volunteer schedules
- Allow volunteers to handle laptops, tablets, etc.
- Sunday, evening volunteer opportunities

1.1.2 Policy

- Consistent scheduling for post-build options
- Expand scheduling for post-build options
- Expand to new technologies – tablets, smart phones, laptops
- Disburse (earn) laptops through adopt/build, and offer other alternative rewards. Suggestion given – donate earned computer to school.
- Phone relief for peak times
- Check in/out system for computer pickup, tech support
- Windows-friendly environment – not support but not discourage
- Waitlists for system eval and classes
- Donor stewardship – currently get receipt. What about refrigerator magnet, email thank you, online certificate to print

1.1.3 Marketing and Fundraising

- Move store to a shopping district
- Sell a kit to make computer – schools?
- Barter computers for services from other companies (e.g., marketing companies)
- Reach out to institutional equipment donors
- Grant writing – even for computers
- Getting the word out – marketing, flyers
- Outreach to high schools for internships; K-12
- Put sign on 11th street and on Hawthorne to attract traffic

1.1.4 Facility

- Expand Satellite locations
- Outreach to west and north

- Better air filters
- More forks in kitchen

1.1.5 Education

- Offer online classes (*note from JA - I'd already discussed this idea with Dina. My advice is, this is do-able and desirable, but involves a lot more than video-taping a class/lecture!*)
- Sunday, evening classes
- Sell classes

1.1.6 Miscellaneous

- Spinrite - test and recovery software, for hard drives and flash drives
- Update Wiki

1.2 Continue Doing

1.2.1 Volunteer

- Internships
- Volunteer slots - increase

1.2.2 Policy

- Give out desktops
- SDA secure data work
- Newsletter - "This week @ Free Geek"
- Inexpensive computers in thrift store (<\$100)

1.2.3 Marketing and Fundraising

- Online sales
- Booths at community fairs to build sponsors
- Online sales - expand

1.2.4 Facility

- Beta environment - improve air quality
- Keep kitchen clean

1.2.5 Education

- Spanish program - expand
- Expand education

1.3 Stop Doing

- Asking customers in Thrift Store if they need help
- A lot of the Wiki
- Backing up System Eval - need more slots
- Restrictions on volunteer opportunities

Question 2. If increase internships, may decrease volunteer opportunities. How do you feel about that?

- Certification for volunteer tracks (credentials, certificates)
- Concern about volunteers with different learning styles/rates
- Make credentials elective
- Expand to other locations
- Build and adoption are important and can be an introduction to internships and longer term volunteering
- Job skills are important
- Long-term vs. short-term vs. internships
- Formalize definition of internship