

Telecenter general information

This form outlines the general information that needs to be collected about the school-based telecenter. Information should be acquired through observation, through interview of telecenter staff, and through review of telecenter documentation (e.g., lists of services and fees, etc.).

1 Background Information

- 1.1 Name of telecenter:
- 1.2 Physical address:

- 1.3 World Links status (1 = yes, 2 = no):
- 1.4 Date school joined World Links:
- 1.5 Grades served by school:
- 1.6 Size of student population:
- 1.7 Size of teacher population:
- 1.8 Number of schools using computer center:
- 1.9 Date telecenter operations started:
- 1.10 Name(s) and position(s) of respondent(s), if applicable:

2 Staffing and personnel^{1, 2}

	Position/Title 1 Telecenter Manager 2 Asst. Manager 3 Other (specify)	School role 1 Teacher 2 Student 3 Family of student 4 Other (specify)	Qualifications	Date started at TC	Gender 1 Male 2 Female	Compensation 1 Salaried - TC 2 Salaried – School 3 Salary + Percentage 4 Percentage only 5 Volunteer 6 Other
1						
2						
3						
4						
5						
6						
7						
8						
Total						

¹ List all personnel contributing to telecenter operations on a regular basis. "Position / title" should indicate the individual's role in telecenter operations, not their title within the school. "Qualifications" should list academic degrees and any formal training. Under "Compensation," use "Salaried – TC" to record personnel whose salaries are paid solely for their work in the telecenter; use "Salaried – School" to refer to persons whose salaries are paid for classroom teaching or other school functions, but who are also asked or expected to work in the telecenter; use "Salary + Percentage" to refer to persons who receive a salary (whether as teachers or as telecenter staff, but who also receive a percentage of telecenter revenues, and; use "Percentage only" to refer to persons who are compensated only based on telecenter revenues.

² Please duplicate this sheet as necessary.

3 Facilities

How many rooms does the Telecenter occupy? ____ . State the size of each of the rooms and their use.

	Name of room	Size (M²)	Space	Security	Furniture	Comfort
	1 Main computer lab		1 Adequate	1 Adequate	1 Adequate	1 Adequate
	2 Meeting or classroom		2 Inadequate	2 Inadequate	2 Inadequate	2 Inadequate
	3 Other computer lab					
	4 Server room					
	5 Storage					
	6 Other (specify)					
1						
2						
3						
4						
5						
6						
7						

4 Electrical power supply

Type	Avg. Hours per day
Grid electricity	
Solar power	

On-site generator	
Other (specify):	

5 Technology audit

Which of the following hardware tools does the Telecenter have?

How many of each are available for use by clients? How many are out of order?

Technology Item	Type/Make	Total	Number in Use	Number not in use	If not in use, why?
Computers	See section 6.				
Printer					
Scanner					
Facsimile machine					
UPS					
Telephone set					
Photocopier					
Television set					
VCR & video player					
Video camcorder					
Video conferencing					
CD Read/write drive					
Speakers					

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Headphones					
Digital Camera					
Binding Machine					
Paper Shredder					
LCD projector					
Overhead projector					
Laminator					
Other (specify):					
Other (specify):					

6 Computers

Type of Computer	Number	No. with CD-ROM Drive	Operating System	Number connected via LAN	Number with Internet	No. in Use	No. not in use	If not in use, why?
Pentium IV								
Pentium III								
Pentium II								
Pentium I								
486								
Older than 486								
Laptops (specify):								
Others (specify):								
Others (specify):								

Examples of operating systems in use; DOS, Windows 3.1, Windows 95/00, UNIX, Windows NT, Windows XP

Out-of-service computers

Type of Computer	Duration out of service	Repair Needs

7 Internet access

Yes	1
No	2

8 Mode of Internet access

	Access type	Speed
1	Dial-up modem (14.4 kbps, 56.6 kbps, etc.)	
2	Integrated services (ISDN, DSL, etc.)	
3	Leased line (T1, etc.)	
4	Wireless local connection (802.11b, local loop, etc.)	
5	Wireless satellite (VSAT, etc.)	
9	Other (specify):	

9 Identify the main Internet Service Provider (ISP) for the telecenter:

10 Does the telecenter use more than one Internet Service Provider?

Yes (1) No (2)

If yes, why?

11 What is the approximate cost per month for Internet access?

11.1 Telcom or cellular provider costs:

11.2 Internet service provider costs:

12 Services Offered, Access-basis

List the services offered by the telecenter on an access basis (i.e., used by clients typically without formal assistance from telecenter personnel). Provide the rate per unit charged for the service, in local currency (e.g., \$0.50 per hour, \$0.25 per page, etc.). Include the exchange rate to U.S. dollars at time of evaluation (e.g., value of one unit of local currency in U.S. dollars).

	Service	Rate per unit
1	Computer use	
2	Internet use	
3	Printing	
4	CD write or copy	
5	Fax	
6	Photocopy	
7	Telephone	
8	Lamination	
9	Other (specify):	
9	Other (specify):	
9	Other (specify):	

Exchange rate:

World Links School-based Telecenters

Services offered, assisted-basis

List the services provided by the telecenter on an assisted basis (i.e., clients typically receive formal assistance, such as training, design services, etc.). Provide the rate per unit charged for the service, in local currency (e.g., \$0.50 per hour, \$0.25 per page, etc.). Include the exchange rate to U.S. dollars at time of evaluation (e.g., value of one unit of local currency in U.S. dollars).

	Service	Rate per unit
1	Web-page design	
2	Graphic design	
3	Typing	
4	Training: Introduction to computers	
5	Training: Productivity software	
6	Training: Internet and email	
9	Other (specify):	
9	Other (specify):	
9	Other (specify):	
9	Other (specify):	

Exchange rate:

13 Telecenter Problem-resolution

Indicate major problems encountered in the course of telecenter operations, describe solutions that have been attempted, and note whether the solutions has been successful. Include problems in the areas of: Staffing and personnel; Technical; Administrative/financial. Be sure to address any problems that arise from complications or conflicts resulting from telecenter and school functions.

	Problem	Attempted solution	Success? 1 Yes 2 No 3 Partially
1			
2			
3			
4			
5			
6			
7			