

Process Manual : Adding New Schools for Computer Shiksha

Purpose

This document attempts to describe the processes involved in adding new schools/centers which offer Computer Shiksha classes to their students.

Introduction

Amongst the various activities involved in adding new schools are:-

Finding out information about schools that may qualify to offer Computer Shiksha classes;

Qualifying them and getting them to send their trainers for CS training of 8 days

The process to find such prospective schools includes getting names of such schools from news reports, through word of mouth from people knowing about Computer Shiksha, from existing trainers/trustees etc who are already offering Computer Shiksha classes at their schools, from inputs obtained through social media like Facebook and Whatsapp posts and substantially by collating data from lists of NGO's etc available on the Internet.

Processes

From a process perspective all such schools that we identify for the purposes of reaching out to are categorized in our data base as 'Suspects'.

Then starts the process of qualifying them which could be initiated by a call over the phone. The Qualification process is based around a fundamental query about whether the school is serving the under-served. The process for qualifying schools has evolved over time with experiences of interacting with various schools and Learning Centers and has taken the shape of "School Evaluation Questions" (See Appendix 1). Moreover, we have now established a rapport with some NGO / Learning Center aggregators and that too has helped us find centers / schools which meet quite a few of our guidelines already. As such the process of Qualification varies when we qualify an individual school or one which is part of an aggregators network.

For Individual Schools :

Occasionally, we may have the opportunity to meet people from the 'Suspect' schools and ask them the qualification questions in a face to face dialogue. Once we have established that the

said 'Suspect' school is serving the under-served we tell them about the services that Computer Shiksha is offering in a nutshell and gauge their interest in setting up Computer Shiksha classes at their respective centers. Over the phone we try to obtain their e-mail id and this is then followed up by a mail being sent to them about services rendered by Computer Shiksha (See Appendix 2 : Draft mail – Enabling Computer Shiksha). Along with the e-mail we also send them the detailed Computer Shiksha Action Plan (Appendix 3) and links to the Computer Shiksha website and Facebook page.

The 'Suspect' school is expected to send back answers to the 'School Evaluation Questions' and it is important for us to get answers to critical parameters like

- whether the school has a room which can be used for the Computer Shiksha classes,
- whether they have clean power supply with back-up where needed,
- have benches and tables for the computer classes,
- whether they have any computer systems and an LCD projector which could be used for the Computer Shiksha classes.
- They are also asked to send photos of the school as defined in the evaluation matrix.

Also, it is very critical that they have one or two people whom they would send for an extensive 8 day training offered by Computer Shiksha at Gurgaon or wherever the training is arranged.

Other parameters for which we seek information are the number of students who could benefit from Computer Shiksha classes (we tend to prefer schools who have at least 100 students to optimize CS resources), any fees that they may be charging and also about the profile of the kid's parents.

For Aggregator schools :

When we are undertaking qualification of a school which is part of our Aggregator's network then we can be pre-assured of the school already meeting some of our guidelines. For instance we can be assured of the level of commitment from these schools with respect to helping uplift the underprivileged community. Some of these aggregator's undertake the provision of the basic infrastructure for the schools like providing a room where the computers can be installed and basic furniture like tables and benches are provided by them. As such it becomes easier to qualify these schools for setting up Computer Shiksha classes.

Once the school has been qualified as a 'Prospect' meaning that they are ready to send their trainers for the Computer Shiksha training; we ask them to visit one of the schools which is already offering Computer Shiksha classes. This visit has generally served as a catalyst and our experience is that such a visit hastens the process of operationalizing CS classes at Prospective

schools. The visit also clarifies aspects to the Trustees / owners of prospective schools about the need for a designated room for Computer Shiksha classes. It helps them understand the requirements of 'safe' electrical connections, appreciate the need for a good quality projector and possibly a screen etc.

Once the school has been positively qualified by Computer Shiksha in all the aspects narrated above, we invite their trainers to attend the 8 day extensive training programme at Gurgaon offered free of cost by Computer Shiksha. Post the training the school is assisted in all aspects to ensure that the CS classes can start as soon as possible.

Operationlizing schools with all processes and check points

This process starts usually after the successful training completion of the trainers.

First step which also would have been done in the school selection stage, is to find out more information about school. We collect the following information once again.

- The number of students who will undergo computer course
- Is there a separate room for computer classes
- Does the school have school benches or desks for computer?
- Is the wiring and electrical connections in place?
- Can the school/NGO arrange a projector/LCD?

Then

1. We collect the Student list with full details of students like Student name, student father's name, student address and his contact number etc.,
2. After this we confirm about benches or desks and wiring in computer room. This is checked by WhatsApp photo or video
3. We also reconfirm if NGO/School can arrange the projector/LCD.
4. Next we ask, how many computers they have already, and if any computers that they have are not working, we evaluate the repair ability of those by our Hardware team.
5. In case, we have to provide computers etc., then we prepare a Material Receipt letter which school needs to print on their letterhead ,sign and stamp and deliver to CS before computers can be handed over. ***(Format of the letter is given at the end of this document)***

6. Once computer classes start, we continue to be in touch with the trainer to observe if they face any challenges.
7. Then we do a weekly review and update status on Which module each school is doing, what tests have already been given by students, and get photos of computer classes once a month.

Material receipt letter format

Version no. 08.10.2017

Date: _____

President/ Secretary
Computer Shiksha
 G 576, Florence Homes,
 Sushant Lok II, Sector 57,
 Gurgaon-122011

Dear Sir/Madam,

We are pleased to understand that Computer Shiksha (CS), is a trust registered in India for the social cause to promote and create awareness about Computer knowledge, literacy, training, technology, & education. Under its Computer Education Project, we are in receipt of the following material for providing computer education to kids enrolled in our _____ (school/NGO name and address) _____.

The ownership of this material would continue with Computer Shiksha. We hereby confirm that in case, Computer Shiksha wants its material back; for a reason or without a reason, we will make sure to return the material within 30 days of the receipt of the request, which can be in a letter or email or whatsapp to our teacher or an administrator. The details of the hardware are as given hereunder for your record.

We also confirm that we will implement the following process and do the needful without fail

1. We will whatsapp/email 2 photos of operational computer classes every month
2. We will contact CS Helpline for any help that we may need to continue computer classes
3. We will inform CS Helpline about the status of the classes once a month
4. We will coordinate with CS Helpline for conducting tests of students after completion of every module
5. We will make all efforts to make computer education succeed in our school/college/center with the help of CS
6. For certification of students, we will coordinate with CS Helpline

Product Make Model No. Qty CS no.

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Sincerely,

Stamp & Signature:

Name:

Address :

Ver No. 26.04.2017

Questionnaire to qualify a school for partnership and also know the areas that the target School/NGO would need help from CS

School Name

Contact person Name

School Administrator name

Address:

TEL no.

Email ID

Website:

Date Visited

| Queries | Y/N or comment |
|--|----------------|
| Does the School have a permanent physical structure, i.e. a building/house/rooms | |
| Is it a Govt school or an NGO/Pvt school or an NGO school run in a Govt building | |
| How many children are being taught here | |
| From which standard to which standard | |
| Does the school charge any fees from Children | |
| What is the general parents profile of these kids | |
| Does the school have electricity | |
| How often the electricity goes off in a day and for how long | |
| Does the School have power backup | |
| Does the School impart computer education | |
| Does the school have any computers, even defective will do, (specify numbers) | |
| Do the children sit on the floor in class room | |
| Do the children have benches in the class room | |
| How many teachers are there in the school full time (not volunteers) | |

| | |
|--|--|
| Can the school arrange a LCD projector | |
| Can the school arrange a LCD TV | |
| | |

MUST: To Attach with this info the following

- Photograph 1: Showing the Gate and Name Board of the school with partial building in background
- Photograph 2: Showing at least 2 different classrooms with children studying
- Photograph 3: Showing projector (if available) being used in a classroom
- Photograph 4: Showing Computer room with computers (if available)

Action Plan for Starting Computer Education

Ver. 05.03.2018

For any query write to connect@computershiksha.org, or speak at 9910623004 or Skype at Computer.Shiksha

Pre-launch Stage planning

For Schools/ NGOs in NCR

NGO/School Reps to visit Computer Shiksha (CS) supported schools in Gurgaon or other locations, to get a feel of the possible mode of computer education. One can pick the location from our website www.computershiksha.org or call 9910623004 to help choose a location near their location.

One could also take a look at videos which show Model II of delivery at various schools

- <https://youtu.be/8SHFqsWBm5I>
- <https://youtu.be/F4p-1I5UEEM>
- <https://youtu.be/WF3BUgUTqGo>
- <https://youtu.be/IguC2MTkTJ4>

and also take a look at the photo gallery <http://www.computershiksha.org/home/GalleryCategory> which show photos of many schools running Computer Shiksha form of Computer Education.

For Schools/ NGOs in other parts of India, *In case, we do not have a nearby school where our classes can be seen, then you could request for a live WhatsApp Video of a school running CS classes. For this, one will need to book a time slot after contacting 9910623004 and at the prescribed day and time, one can see a running class at a school.*

General Points to know for pre launch planning

1. Following points should be kept in mind by the NGO/school that wants to start computer education in their institutions

- a. Is there a stable electricity connection , if not , a power back up may become essential
 - b. Are there benches for children? Computer education cannot happen if children sit on the floor
 - c. Does the school already have some computers, (even defectives will do), please count them and let us know the details.
 - d. Would the school be able to arrange a separate room, where electrical connections can be provided and computers can be installed, once arranged
2. Local NGO/School to help arrange balance 2nd hand hardware wherever computer education is to be imparted, assuming electricity connection is there. CS would support this activity wherever it can with its contacts in Corporate by getting hardware donations from them.
 3. CS will help the NGOs/Schools to maintain the computers. Reps of NGOs/Schools who will come for training will be trained in First level hardware and O/S maintenance and repair. For more serious issues, the reps, who have been trained by CS, will be guided over phone/CCTV/Skype as to how to address the problem. Our experience for last 12 months is, that we are able to resolve 96% of the problems this way.
 4. Team NGO/School to identify 2-3 trainers per site, who will be trained for 8 days in Gurgaon, to handle hardware, software, and course administration. These trainers can be of even 8th standard pass background. And after 8 days of training, they will become capable of imparting computer education of high quality using our Course Videos and manuals, in addition to resolving 96% of hardware and O/S problems with our help using WhatsApp Videos.
 5. CS will hand over Self Learning Videos to the trainers for loading in the teacher allocated computer on site. CS will also hand over Open Office. The self learning videos also can be downloaded from <https://www.youtube.com/c/ComputerShiksha>.
 6. CS will also hand over Manuals (English/Hindi) to each Trainer for teaching as well as hardware repair and software installation. The Teacher's manuals can be downloaded from our website www.computershiksha.org , online courses section.
 7. Each NGO/School Site to have LCD projector for delivering computer education, where the Self Learning Videos will be run. This is a must. If room is of a smaller size, even a TV might work.
 8. Each period or session would be for 45 minutes to 1 hour. **THIS is to be kept in mind that each student has to undergo 2 sessions on subsequent days compulsorily. The course design is such. So a student must be taught at least twice a week. Or 4 times a week or 6 times a week. If the first class is held on Monday, then the 2nd class has to be on Tuesday.**
 9. **How to identify the number of computers you need.**

Normally, the top two classes of a school are chosen to introduce computer education, e.g. if a school has from class 1 to class 12, then class 11 and class 12 would be normally chosen to start the computer education. And, if it is already year ending, then class 10 and class 11 would be chosen for this course and class 12 should be dropped from this plan.

In case, the computer classes are starting from the year beginning or even if there are 6 months left, then do include class 12 and only cover Basic Course.

If a school is from Nursery to class V, then the same logic goes for Class V, as above.

The course would take from 18 to 24 months (with enough revisions) which will take a student to the expert level.

Then one can know how many children are there to be considered for computer course and from there, one needs to calculate the number of computers needed for the course and then the shortage, if any.

Let us say, if you have 8 working computers, which means, leaving 1 computer for teacher, you have 7 for students.

Assuming a 45 minutes class, and with 7 computers, 7 students at a time can do computer class, and let us say, in a day (Monday) you have 5 sessions of 45 minutes each in a day, that means in a day, 35 students can undergo this class.

As same students need to repeat the class next day, so same set of 35 students undergo the computer class next day i.e Tuesday.

Now another set of 35 students can do computer class , let us say, on Wednesday and Thursday.

Another set of 35 students on Friday and Saturday.

Thus , in a week, with 7 computers and 5 sessions per day, you can cover $35 \times 3 = 105$ students.

In case, you need to deliver computer education to a larger set of students, the only two ways available are, **increase the number of computers** or **increase the number of sessions** per day

10. **Our Computer Literacy program** (*basic 31 weeks* + advance 24 weeks**) spread over 55 **weeks** (assuming 2 classes a week) covers the following
 - Learning Uses and Parts of a computer
 - Computer Start Up and Shut Down
 - Using the Keyboard
 - Using the mouse / touch pad
 - Using Paint to draw
 - Naming and organizing files
 - Text processing & formatting
 - Using spreadsheets as database and calculator
 - Presentation Skills
 - Internet applications for browsing & searching
 - E-mails

** Usually schools take longer than this depending on the level of classes being taught and basic course can even take up to 62 weeks, same is case of advanced course, it too can take up to 48 weeks. This doesn't include exam time.*

There are 6 modules in the basic course and 4 modules in the advanced course. Each module takes 6 weeks to finish, except for the internet module, assuming the classes are held twice a week on subsequent days. Schools are advised to add at least 2 weeks extra for each module for planning purposes. Basically each module has 12 classes.

11. This is to be noted that Children up to 8th standard should undergo Basic course and students above that should complete the advanced course too. Though we have seen in some schools, even younger children go on to Advanced course.
12. After completion of each module, tests will be administered and absorption of concepts tested. After completion of Basic Course and Advanced Course, appropriate Certificates would be issued to students.
13. Apart from monitoring classes through CCTV on Internet, CS Rep would visit the site at least once in six months period.
14. In case the trainers of the local NGO/School leave, then a new set of trainers will be trained by CS.

During the training

1. Since our training packs lot of material in a short time, two things are just not acceptable from trainers. One: they cannot miss a day due to any reason during the training; second: they must be on time (rather 5 minutes before time) every day.
2. In case any of the above mentioned behavior is observed, the Master trainer from Computer Shiksha will inform CS chief coordinator appointed for that particular training, same day and chief coordinator will inform Pradeep or any other patron who brought that particular NGO also the same day. Pradeep /patron are supposed to get in touch with the NGO authorities and inform about this situation and also warn that we may not allow the trainer to attend the balance training, if this situation recurs.

Post Launch of classes

1. Before the classes begin, the school must send the list of students who will under-go computer education, class wise, in the **format given at the end of this document**. This needs to be done only one time, while starting the computer course. Later, CS will pick up the students data from the examination answer sheets and use that data for certification purpose.

You can email this sheet to connect@computershiksha.org , In case, you can't email, then please send it by WhatsApp on mobile no. 9910623004.

2. The NGO/School has to be careful to inform CS, when the students reach 10th class of any module, at connect@computershiksha.org so that CS team can start preparing a question paper to test the students. Also let us know the number of students who will undergo the test, so that we can bring along/send appropriate number of question papers.
3. For out of Gurgaon schools, we also have online testing possibility. Where internet is not available, we will send you test paper by post/courier, which school needs to ask for through telephone no. 9910623004. Please plan for at least 1 week for travel and 1 week for printing etc., which means, for such cases, you need to ask for question paper 2 weeks before you need it. You need to let us know the module that you are finishing and the number of students appearing for test. You would need to send us the results for fulfilling our requirement for certification. We can also **email** you the question paper with the answer key and you could print as per your need.
4. As the module 1 is of 12 classes, so in the 13th class, one needs to conduct a test and evaluate and also submit the results back to CS. **At many a places, Trainers are taking the paper from Computer Shiksha through email, administering the test, and sending the results to CS. For quality control, a random number of checked papers are re-checked by CS using WhatsApp video facility.**
5. Our first training to trainers trains him/her for 3 modules i.e. 18 weeks course, After Module 3 is finished, trainers of the NGO/School will need to be trained by CS in Module 4 which will take 2 days. NGO/School to fix these dates with CS so that module 4 can start. This can be done on Skype and trainers need not travel for this purpose.
6. Our Donors who provide us with Funds and computers have fixed norms for measurement and are as follows and for these **we would need an undertaking from you on the school/NGO letterhead**

We also confirm that we will implement the following process and do the needful without fail

7. *We will whatsapp/email 2 photos of operational computer classes every month*
8. *We will coordinate with CS Helpline for conducting tests of students after completion of every module*

9. *We will send a copy of attendance records of computer classes monthly.*
 10. *We will make sure that 85% of enrolled children will attend 100% of classes and 95% of enrolled children will take the assessment exams.*
 11. *We will also make sure that 85% of the enrolled children will complete the course.*
 12. *We will not move these computers to any other location without prior approval from CS*
 13. *We also understand that in case of any dispute, Gurgaon (Haryana) courts will have the jurisdiction.*
7. As the basic course is of 6 modules, this process will continue until all 6 modules are finished.
 8. Post finishing of Basic Course, students will be given a certificate of having completed the basic Course.
 9. NGO/school to choose in consultation with CS, whether the students should go for the advanced course or not, which has another 4 modules.
 10. If NGO/school chooses to go for the advanced course, then the process will continue until another 4 modules are finished.
 11. After completion of the advanced course, another certificate will be issued to the successful student.
 12. CS expects that, once a full cycle of 10 modules has been completed, NGO/ School would have complete set of manuals, training and maturity to do this course effectively in future.
 13. At that stage, CS would introduce professional courses like Tally, publishing etc. which are currently being evaluated for the interested students.
 14. **Please note that the NGOs/Schools that have availed hardware from Computer Shiksha are liable for an audit of utilization of these computers during their working hours. NGOs/Schools will be informed about it beforehand.**

COURSE DESIGN OF SELF-LEARNING CLASSES

Basic Course (2 modules)

| Module Name | No. of classes per week | Duration of classes | No. of Weeks |
|-------------------------------------|-------------------------|---------------------|----------------------|
| Paint I | 2 | 45 mins to 1 hour | 6 to 12 weeks |
| Writer I (equivalent of MS Word) | 2 | 45 mins to 1 hour | 6 to 12 weeks |

Total Duration Basic Course (doesn't include exam time)

12 to 24 weeks

** Usually schools take longer than this depending on the level of classes being taught*

Basic Plus Course (4 modules)

| Module Name | No. of classes per week | Duration of classes | No. of Weeks |
|-------------|-------------------------|---------------------|--------------|
| | | | |

| | | | |
|---|---|-------------------|----------------------|
| Writer II (equivalent of MS Word) | 2 | 45 mins to 1 hour | 6 to 12 weeks |
| Impress I (equivalent of MS Powerpoint) | 2 | 45 mins to 1 hour | 6 to 12 weeks |
| Calc I (equivalent of MS Excel) | 2 | 45 mins to 1 hour | 6 to 12 weeks |
| Internet & Email I | 2 | 45 mins to 1 hour | 1 to 2 weeks |

Total Duration Basic Course (doesn't include exam time)

19 to 38 weeks

** Usually schools take longer than this depending on the level of classes being taught*

Advanced Course (4 modules)

| Module Name | No. of classes per week | Duration of classes | No. of Weeks |
|--|-------------------------|---------------------|----------------------|
| Paint II | 2 | 45 mins to 1 hour | 6 to 12 weeks |
| Writer III (equivalent of MS Word) | 2 | 45 mins to 1 hour | 6 to 12 weeks |
| Impress II (equivalent of MS Powerpoint) | 2 | 45 mins to 1 hour | 6 to 12 weeks |
| Calc II (equivalent of MS Excel) | 2 | 45 mins to 1 hour | 6 to 12 weeks |

24 to 48 weeks

Total Duration Advanced Course (doesn't include exam time)

** Usually schools take longer than this depending on the level of classes being taught*

Schools to 'Must Have'

1. Appropriate number of Computers as explained above.
2. LCD projector
3. At least 2 facilitators/trainers , can be 8th standard pass to be trained on videos and for handling classes

Students information sheet Format

School Name:

School Address:

School Contact name

School email

School Phone no.

School Contact email

school contact phone no.

| S No. | Student Name | Class | Section | Email ID | Father's Name | Father's occupation | Mother's Name | Mother's Occupation | Contact No. |
|-------|--------------|-------|---------|----------|---------------|---------------------|---------------|---------------------|-------------|
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For any query write to connect@computershiksha.org, or speak at 9910623004 or Skype at Computer.Shiksha