



# VolunteerVoice

A Newsletter for InterConnection's Computer Reuse and Learning Center Volunteers

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## BY THE NUMBERS

- 65 new volunteers in November
- 2,273 hours donated in November
- 14 volunteers earned their free computer
- 903 total computers refurbished since October
- 340 computers needed to be reworked or recycled
- 563 of total computers processed were made suitable for placement in schools and non-profits

*Nothing great in the world has been accomplished without passion.*

Georg Wilhelm,  
German philosopher

## INTERCONNECTION SUCCESS STORY: TISHA QUIÑONES

Tisha Quiñones began volunteering at InterConnection in May 2008. Since then, she has worked 615 hours, which is the sixth highest in InterConnection's history, and the most of any current volunteer.

She began in the recycling area, but quickly moved to cleaning, then Quality Control (QC). Her first impression was, "Oh, no, this isn't gonna work,"

but with time she changed her mind and ended up loving her work. At QC she developed her refurbishing skills, learned Excel (a new skill for her), and gained hardware expertise.

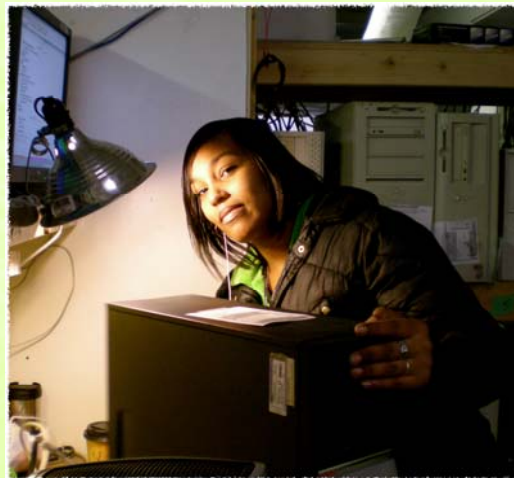
As the main volunteer in charge of QC, Tisha's tasks included using a detailed checklist to apply strict standards to all computers processed, then give feedback to refurbishers on

here everyday I also learn something new."

One of Tisha's favorite things about InterConnection is the friendly, supportive atmosphere. "I loved how InterConnection was there for me like one big family. When I got my GED they were so proud of me. That day was so good."

After Tisha's internship here ends, she plans to find a job in a similar field while going back to school to continue developing her computer skills.

Volunteers and staff members have described Tisha as cheerful, helpful and fun. The last day of Tisha's internship is November 28th, but we hope she will stay on to train her replacement. She will always be welcome at InterConnection.



Tisha Quiñones at her Quality Control station.

computers that needed rework. "With quality control came people skills," Tisha says.

She was also able to help her mom fix her computer with the skills she learned at QC. "I love helping people and I love that being

### SOMETHING WORTH SHARING?

If you have a funny story or a serious pet peeve, please email it to [ally@interconnection.org](mailto:ally@interconnection.org) or drop it in the suggestion box on the sign-in table. Small prize for best submission.

## DID YOU KNOW...?

Marcus, Richard, Paul, Mike, Dennis and Christian were all volunteers before they became InterConnection staff members.

In InterConnection's early days, the tear-down benches were made of doors and pallets.

## TECH TIPS AND TIDBITS

**So what *exactly* is a hard drive?** A hard drive is a computer's internal disk drive that uses a non-removable storage format. Used for the storage of data, documents and the computer's programs.

**Windows Keyboard Shortcuts.** Here are some quick tips on a few common shortcuts. Just press and hold the keys listed:

- SHIFT + DELETE: Deletes the selection item without having to drag it into the Recycle Bin
- CTRL + A: Selects all items
- F3: Searches for a file or a folder
- ALT + TAB: Switches between all open programs
- CTRL + ESC: Displays the Start Menu

**WHERE DID THEY GO?** In October, InterConnection shipped computers refurbished by our volunteers to Tonga, Uganda, Cameroon and Rwanda.

## CHARLES GOES ON A TRIP

I recently had the opportunity to visit some of our computer recipients in South and Central America. It is inspiring to see how the computers refurbished by volunteers in Seattle are being used by youth and non profits abroad. Here is a brief description of my trip.

I first went to Santiago, Chile and visited Fundacion Todo Chilenter. They are a non-profit that provides computers to schools. They received 4,000 computers from InterConnection in 2007 and are hoping to receive more computers from us in 2009.

I then flew to Guatemala to meet Grupo Ceiba. They are a non profit that operates a skill center for disadvantaged youth in Guatemala City. They are hoping to expand their computer hardware skills program and InterConnection would be a partner.

I traveled from Guatemala to Belize by bus. It was a long but very scenic ride. My first stop in Belize was in San Ignacio. I visited Andre Lopez, a Rotarian who organized a shipment of 400 computers from InterConnection for his community.

I visited several schools in San Ignacio that received our computers. I then traveled south to Independence town where I met Omar Longsworth. He is the principal of the town's high school. His school received 200 computers from InterConnection.

Finally, I went to Punta Gorda and met Tim Dami. Tim is an ex-Peace Corps volunteer who received a shipment of 200 computers while he was a volunteer. He stayed in Belize and opened an Internet café in Punta Gorda. We provided computers for his café.



Computer recipients in Belize.

I don't often travel to the places that receive our computers. This trip was very special because I had a chance to travel to three countries and visit numerous computer recipients.

I wish everyone who volunteers and works at InterConnection could have the opportunity to do it too and see how their efforts are helping others.

-Charles Brennick, Director

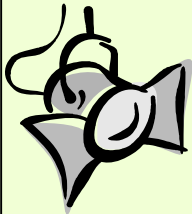
### DATES TO REMEMBER

- **Tuesday, November 27:** Closed for Thanksgiving
- **Friday, December 19:** Volunteer Christmas Party
- **Thursday, December 25:** Closed for Christmas
- **Thursday, January 1:** Closed for New Year's Day

### QUOTE OF THE MONTH

*I hear and I forget  
I see and I remember  
I do and I understand*

- Confucius



## VOLUNTEER SPOTLIGHT

**To every one of our wonderful volunteers:** we see your hard work and we appreciate all your contributions to our mission! *From the InterConnection staff: Charles, Eimear, James, Mike, Dennis, Christian, Ally, Paul, Richard and Marcus*



**Tisha,** we will miss your lively spirit and your ability to lift our souls. Thank you for your dedication to implementing a high level of quality control that our clients will appreciate around the world.

**Martha,** you are a flexible & highly personable volunteer. We value your humor & support both in training & classes.

**Mike,** we acknowledge your expertise; we are constantly learning from you, and we hope you learn something from us.

**Aaron,** you are a great mentor with lots of knowledge to share. Thank you for the skill and time you gave to developing a logo for one of our website projects.

**Ken,** we really appreciate your willingness to help Dennis with pick-ups, your openness to training, and your great ability to actively listen. Great job on refurbishing!

**Joel,** as lead volunteer in recycling, you show leadership and you set the tone of comfort and inclusiveness in that area. Thank you for your initiative.

**Drew,** thanks for the entertainment you provide and the perseverance you show refurbishing computers. Thanks also for keeping us stocked with doughnuts and lamps!

**Corrine,** you've impressed us with your adaptability to working in different areas and with different folks. Thank you.

**Michael Dare,** congrats on achieving hall of fame recognition twice in one week. Thanks for stepping up to the task of working with Corrine and compiling the steps for the hard drive table.

**Aleicia,** thanks for fitting us into your busy schedule between your responsibilities as Navy personnel, full-time mom, and supportive wife. A big cheer and hug to your husband Shawn on active duty from everyone at InterConnection!