TechTalk

A newsletter for friends and members of the Technology Resource Center

Leisure World residents gathered in Clubhouse II on July 30 to hear Seth Hammerman (facing camera) describe tools that can be used to improve cyber security. . The July session will be repeated in September. Photo by Joy Hammerman

More New Programs Coming This Fall

Your technology center has organized a busy fall season of programs to help Leisure World residents make the most of their smart gadgets.

The technology train gets rolling early with the return of *Chromebook for Seniors*, the popular program that started last fall after the Chromebook giveaway.

David Merritt will be back to lead the first session from 3-5 pm on Friday, Sept. 12 in the Rossmoor Room, Clubhouse 2. Registration will be handled through Lifestyle.

Sign up early so you won't miss Seth Hammerman's new presentation, *All About AI*, that will answer your questions about artificial intelligence. It will be offered on Wednesday, Sept 17, 1-3 pm, in the Clubhouse 2 Auditorium. Register at either of the Clubhouse lifestyle offices.

Seth will be back at the podium on Tuesday, Sept. 30, 9-11 am, in the Clubhouse 2 auditorium for an encore presentation of *Cybersecurity for Seniors*. The presentation will introduce and explain tools and strategies that seniors can use to stay safe online. Register at either of the Clubhouse Lifestyle offices.

See page 3 for an extended list of programs planned for October, November and December. Donations are gratefully received at the door at all events and are sincerely appreciated.

In This Issue

About Us

The The Leisure World Technology Resource Center is a 501(c)(3) corporation operating in Clubhouse 2.

TechTalk

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New&
Noteworthy

by David Merritt
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Technology Resource Center

This year has brought exciting changes to the Leisure World Technology Resource Center, and I'm thrilled to share some of the highlights with you. The most visible improvement is a major renovation of the Center that was completed this past spring. While the replacement of all furniture is the most visible change, most of our guests are also enjoying the upgraded computers and printing services.

We've expanded our training program and are developing plans for more presentations in the weeks and months ahead. Information about these programs will be published in the *Leisure World News* and distributed to individuals on our mailing list.

Our website has also seen several enhancements, making it easier than ever to access information and resources. In the coming weeks, we plan to implement an improved management system to better handle information storage and security—ensuring a safer experience for everyone. More information on this is coming soon.

We're especially pleased to see a significant increase in visitors, with hundreds of residents stopping by each month to get help with hardware, software and other technology-related needs. This growth shows how valuable the Center is to our community.

A heartfelt *thank you* to everyone who has helped make this progress happen. Your support, time and dedication are truly a blessing for all of us. Together, we're making the Technology Resource Center a place where residents can learn, connect and thrive in the digital world.

Please Consider Volunteering

As we serve more residents and expand our activities, we're also looking for volunteers to help us manage the center. In particular, we need additional board members who can help shape the future of the center and bring fresh ideas to the table.

Our volunteers serve in a number of roles including monitors, trainers and planners. If you or someone you know would like to be part of this busy center, don't hesitate to reach out—we'd love to hear from you.

Coming Up

Chrome book Basics
Friday, Sept 12, 3-5 pm
Presented by David Merritt

AI for Seniors
Wed, Sept. 17, 1-3 pm
Presented bySeth Hammerman

Cybersecurity for Seniors
Tuesday, Sept. 30, 1-3 pm
Presented by Seth Hammerman

Chrome Book Basics
Thurs., Oct. 9, 9-11 am
Presented by David Merritt

Smartphone for Low Vision
Friday, Oct. 24, 10 am-noon

Tech Shopping Tips for Seniors
Friday, Nov. 21, 1-3 pm

Password Ease and Security
Friday,Dec 5, 3-4 pm

Chrome book Basics
Thursday, Dec. 11,10 am-noon

All sessions are in Clubhouse 2. Registration is handled by the Lifestyle Offices.

Tech Help Clinics

The Technology Resource Center offers free weekly clinics to answer questions and solve problems related to portable digital devices.

Apple products: Tuesday, 11 am-1 pm, Wednesday & Friday, 3-5 pm

Chromebooks, Windows or Android, Wednesday, 1-3 pm

The Monitors' Corner

Over the past three months, we have been able to recruit two more monitors, enabling us to fill almost all shifts on our current schedule. Those empty slots could be opened for business if a few of our active monitors could add just one shift to their monthly schedule.

As our center keeps evolving, the role of monitors becomes more important and, not surprisingly, more complicated. And, as we continue to expand and improve our services, monitors will be asked to be more engaged with our guests and more knowledgeable about equipment and services.

After the update of the center earlier this year, we offered two new training sessions to update monitors on the new equipment and procedures.

More training may be necessary for some of our volunteers, and many of you will be asked to perform some additional tasks in order to make the center a more responsive and, in some cases, a more business-like organization. These changes may involve more record keeping and more attention to the condition of equipment, supplies and furniture. Some routines for more accurate record keeping are being developed.

Keeping our monitors informed is a top priority and you will be provided with training as these improvements are implemented.

We continue to plan for improvements, and one of our top goals is to expand our hours of operation so we can be more available to our community.

We welcome your comments and suggestions for improvements to our current system and solicit your help in recruiting new volunteers to help us expand our services.

Talk to Us

If questions arise or if a problems occurs during your shift, use the link on the computer monitor on the reception desk to let us know. The link will connect you to the online monitor feedback form. Use the form to describe the issue; it will be forwarded to the monitor coordinator and/or a board member. You can use that same link to leave a suggestion or comment.

Beginning in September, we will also provide *Incident Forms* at the reception station. If you have a problem or issue, you can just jot down the details on this brief form and drop it in in the hanging mailbox behind the reception desk. Use the slot for Sharon Otto.

Printing Prices Set to Increase September 1

The rising cost of paper, toner cartridges and other printing essentials has led the TRC board to reconsider the prices charged for printing services in our center. Beginning September 1, prices will change as follows:

Black and white standard white copy paper

- Letter size . . . . 20 cents per impression
- Legal (8.5 x 14") . . . . 25 cents per impression
- Tabloid (11 x 14") . . . 30 cents per impression

Color standard white copy paper

- Letter size . . . . 40 cents per impression
- Legal (8.5 x 14") . . . . . 45 cents per impression
- Tabloid (11 x 14") . . . 50 cents per impression

In addition, a nominal fee of 10 cents will be charged for each scan.

The Center now has three printers that can be used for different types of jobs. An Epson Eco Jet produces high quality images and can be used to print color photos. The HP Laser color machine is fast and prints good images on regular or quality coated papers. At the center of the printing trio is a workhorse HP, no-nonsense monochrome printer that churns out black and white copies at high speeds.

Both the Epson inkjet and HP color laser jet are full-service machines that include copying, duplex printing and scanning.

Welcome to Our New Board Members

The Technology Resource Center is pleased to announce the addition of three outstanding professionals to our board of directors: Jill Robbins, Linda French Seth Hammerman. All three bring important experience to our center as well as a shared passion for advancing our mission.

Seth Hammerman joins us with extensive expertise in the cybersecurity industry, holding multiple professional certifications and a proven track record in protecting digital systems. Since joining the Center as a volunteer monitor, Seth has made important improvements to the security of our network and other equipment. He has also developed and presented a program on cybersecurity.

Dr. Jill Robbins's service to our board incorporates her deep knowledge as an educator, digital and online learning materials developer. She holds a doctorate in applied linguistics. Her extensive training and experience has equipped her with valuable insight into technology's role in learning and communication.

Jill has agreed to serve as our program coordinator and had already organized a schedule of programs for the remainder of the year.

Linda French, who began volunteering at the center 18 months ago, will serve as secretary to the board. She has also agreed to help revitalize and maintain our website.

As a retired librarian, Linda has years of experience helping students and other use computers to search for information. She has served as an organizational secretary and continues in that capacity for her church council and charge conference.

All three new members are already contributing to our board and to our center. Please join us in extending a hearty welcome to Linda, Jill and Seth. We look forward to their leadership and help as our center continues to grow, innovate and serve our community.

Sophisticated Image Enlarger Serves Visually Impaired Users

The Technology Resource Center includes a state-of-the-art desktop video magnifier designed to provide enhanced clarity and improved visual recognition that helps visually impaired users in reading, writing and viewing objects.

The device, known as the Merlin Ultra 22, is a powerful aid for individuals with vision problems. It features a high-definition camera, a 22-inch LCD monitor and an intuitive control panel that allows users to easily adjust magnification levels, contrast and color modes to best suit their needs.

This technology empowers users to retain their independence by continue reading, managing documents or performing close-up tasks independently.

Whether enabling the reading of printed materials or the performing of detailed tasks such as handwriting, the device delivers a quality viewing experience that supports independence, comfort and accessibility.

The Merlin Ultra 22 is part of the visual technology resources collection at the Tech Center and is available to all Leisure World residents free of charge during regular operating hours. Staff and volunteers are available to help guests use the equipment to best advantage.