



SEMESTER: Spring 2015

COURSE: MINF 2201

STUDENT NAME: [Redacted]

PROJECT TYPE (please circle): NON-PROFIT / CAREER

EXPECTED GRADE (include Explanation below): 100

I deserve a 100 on this Career project because I took the time to not only do the volunteer work that was asked of me but I also made an effort to follow all of Professor Schmidt's guidelines to both the volunteer work and the paper that followed.

ORGANIZATION NAME: Charlie Norwood VA Medical Center

SUPERVISOR NAME: [Redacted]

SUPERVISOR CONTACT NUMBER: [Redacted]

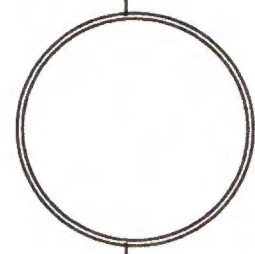
TOTAL HOURSE WORKED (indicate format provided below):

- Letter from Supervisor Attached
- Time Log Attached

SUMMARY OF EXPERIENCE:

On April thirteenth and fourteenth I volunteered in the office of Engineering Services at the VA Medical Center. During my time as a volunteer I was able to be of assistance at both the Uptown and Downtown divisions of the VA. My duties as a volunteer included but were not limited to copying, faxing, and filing paperwork as well as aiding the Business Manager of Engineering Services.

ADDITIONAL COMMENTS:



Professor Schmidt's Courses * See Civic Duty Extra Credit Webpage for Details and Guidelines ONLY PAPERS WITH ALL SECTIONS COMPLETED WILL BE CONSIDERED FOR EXTRA CREDIT

CIVIC DUTY PROJECT



DEPARTMENT OF VETERANS AFFAIRS
Charlie Norwood VA Medical Center
1 Freedom Way
Augusta, Georgia 30904

In Reply Refer To: 509/138

April 14, 2015

Dear [REDACTED]

On behalf of the Charlie Norwood VA Medical Center, I would like to thank you sincerely for choosing our facility to donate your valuable time. It is only with the interest of volunteers like yourself that we are able to educate the members of the community with the programs that our facility has to offer our Veterans.

Below you will find a record of your volunteer hours for a total of 10 hours.
Dates of volunteer service: April 13 & 14, 2015

Our facility consists of two divisions, the Uptown Division located off of Wrightsboro Road and the Downtown Division located off of 15th Street. As the Business Manager of the Engineering Service, I maintain all Engineering issues at both facilities. On Monday, you were able to observe the daily operations of the Uptown Facility. Today, you were able to experience the Downtown Facility operations.

We are truly grateful for your service and willingness to work together to fulfill the mission of the CNVAMC: To serve our Veterans with Care, Compassion, and Commitment!

Sincerely,
[REDACTED]

STUDENT NAME: [REDACTED]
SEMESTER: **Spring 2015**
PROJECT TYPE: NON-PROFIT / CAREER

TITLE

OPENING STATEMENTS: VOLUNTEER LOCATION AND EXPERIENCE

Location: Charlie Norwood VA Medical Center

Experience: Volunteered as an assistant to the Business Manager of Engineering Services

MICROCOMPUTER APPLICATIONS: TYPES UTILIZED BY ORGANIZATION

During my time volunteering at the VA I learned that the Engineering Services utilizes several microcomputer applications such as Word, Access, Outlook, Publisher, Excel, and PowerPoint.

MICROCOMPUTER APPLICATIONS: SPECIFIC OBSERVATIONS MADE

While volunteering I specifically observed the Business Manager of the VA use Word, Outlook, and Excel.

MICROCOMPUTER APPLICATIONS: IMPORTANCE TO THE ORGANIZATION

The importance of these microcomputer applications is for communication, organization, and accountability for all VA employees.

MICROCOMPUTER APPLICATIONS: POSSIBLE EFFECTS OF LOSS OF ACCESS

The possible effects of loss of access of these microcomputer applications would cause this facility to shut down until access was restored. An incident such as this has already occurred at this facility in 2014. This loss of access was due to a glitch in the network.

SOCIAL NETWORKS: IMPACT ON THE ORGANIZATION

Social networks such as Facebook have helped the VA Medical Center to mass distribute information about services and opportunities provided to the community by this facility. It also allows them to reach a broad number of Veterans nationwide that they would not otherwise have access to.

OTHER OBSERVATIONS

During my time at the VA I observed that the Engineering Services has become heavily dependent upon microcomputer applications for the communication and organization of the facility as a whole and to receive a job in such a facility one must be proficient in such microcomputer applications to thrive.

CONCLUDING STATEMENTS

Overall, volunteering at the VA Medical Center gave me a better idea of the necessity of courses such as MINF2201 and motivates me to continue to learn and master additional microcomputer applications that were not covered in this course.



[REDACTED]

Spring 2015

Project Type: Career

To Volunteer at the VA Medical Center

During April thirteenth and fourteenth I was able to volunteer at the Charlie Norwood VA Medical Center as a part of an extra credit assignment for the microcomputer applications course I am currently enrolled in this spring semester. During my time of volunteering I was able to split my time between both Augusta locations, the downtown location off of 15th street as well as the uptown location on Wrightsboro road. While volunteering I was supervised by the Business Manager of both the uptown and downtown Engineering Services, Mr. Bernell Williams. My experience at the VA with Mr. Williams gave me great insight into the types of microcomputer applications utilized by this organization. Such applications included but were not limited to web 2.0 technology, web based email, software suites, and web based applications. The importance of these microcomputer applications has grown tremendously with the constant evolving of today's technology. If this organization was to lose access to the applications used for everyday functioning of the company, it would cause the facility to have to shut down until access was regained. Social networks have also become a big part of the VA Medical Center by helping to promote services the VA has to offer veterans in the community as well as nationwide.

During my time volunteering with Mr. Williams I was able to witness the everyday routines of both the uptown and downtown VA Medical Center. My duties during volunteering included copying, faxing, and filing papers for Mr. Williams as well as aiding him in taking phone calls and messages. I was also able to witness the many microcomputer applications used by Mr. Williams and his fellow in employees to accomplish majority of his task. Almost instantly I could tell Mr. Williams spent majority of his day behind a computer screen. The microcomputer applications that were used were those that would be used in any corporate office or government agency worldwide. After Volunteering at the VA it became

Microsoft application that allows screen mirroring as well as web calling between computers on the same network, was used to discuss an Excel spreadsheet that was being worked on by the office as a whole.

The importance of microcomputer applications to this organization is high. Microcomputer application in this organization help to keep this facility of hundreds of employees in sync. They help the communication hospital wide as well as nationwide. Applications also help to keep jobs and duties that have been delegated to employees on track by giving everyone one place to go and track the progress of such projects and give an idea of what has or has not been completed. It also helps to organize and keep accountability of such a large group of individuals whom are all working toward a common goal.

The possible effects of loss access to these applications would be a travesty. These applications are used all day every day in this organization to accomplish a variety of tasks from the simplest to the most complex. If this access was loss temporarily it would slow communication of the hospital tremendously, it would also be difficult to obtain accountability for those entering and leaving the hospital which would put the hospital at an even greater security risk. It would also be very difficult to keep up with inventory and spending for the day between both the uptown and downtown VA's. The VA has already experienced such a loss of access temporarily in 2014 and this loss caused the VA to be closed temporarily until access could be restored.

Social Networks impact on the VA has allowed them to reach out to more Veterans nationwide as well as educate the community on some of the services and opportunities the VA has to offer veterans. Social media is being used as a means of advertisement. This new access to social networks can also prove to be dangerous for the VA. By allowing access to these social networks in the VA they are putting themselves at risk for VA computers to be hacked of the sensitive patient information they contain as well as upcoming projects of the VA itself. Social networks have also caused the VA to have to increase network security. Access to social network sites are limited to use to employees at work because of the case sensitive information of veterans that employees come into contact with on a day to day basis.



After completing both the course and volunteer work I have come to realize the growing necessity of microcomputer applications in the work force today. This experience has motivated me to continue to learn and master the applications of this course as well as others provided by **Microsoft**. My experience at the VA with Mr. Williams gave me great insight into the types of microcomputer applications utilized by this organization. Such applications included but were not limited to web 2.0 technology, web based email, software suites, and web based applications. The importance of these microcomputer applications has grown tremendously with the constant evolving of today's technology. If this organization was to lose access to the applications used for everyday functioning of the company, it would cause the facility to have to shut down until access was regained. Social networks have also become a big part of the VA Medical Center by helping to promote services the VA has to offer veterans in the community as well as nationwide. In conclusion, I enjoyed my hours of volunteering at the VA Medical Center from April thirteenth to April fourteenth. Mr. Bernell enlightened me to the many microcomputer applications used at the VA. Microcomputer applications play a vital role in helping the hospitals many divisions to work together in sync and harmony.