Byte Back
2007 Annual Report

Training for Successful Futures

Byte Back
is a non-profit organization providing
computer and job training
to low-income individuals.
Located across the street from
Washington's Brookland
Metro Station,
Byte Back serves
the entire Metropolitan Area.

Letter from our Board Chair:

Dear Friends,

Thanks to your generous and loyal support, Byte Back is celebrating our tenth anniversary this year. Thank you for enabling our students to build better lives, with new jobs and bright futures!

In 2007, while we continued our programming through the Community Academy and the Internship program, we have also focused on measuring and improving our outcomes, diversifying our revenue, and strengthening our Board of Directors. Based on that work, our new 2008 Office Track program can create more consistent, life-changing and measurable results than any of our other programs.

Sincerely,

Steven Seiden, Chair

Our History

Since its founding in 1997, Byte Back has provided affordable, hands-on computer training. This work enables economically disadvantaged adults to acquire marketable skills - - and thus, jobs. Despite society's increasing reliance on computers, training for the under- and unemployed is not keeping pace with the demand for workers. So Byte Back's training opportunities are more important than ever.

Our Goals

- To provide high-quality computer courses to unemployed, underemployed and low-income residents of Washington, D.C. and the surrounding communities;
- To provide assistance with job interviews, resume writing and job searches; and
- To provide meaningful volunteer opportunities for professionals, employees in the technology industry and program alumni.
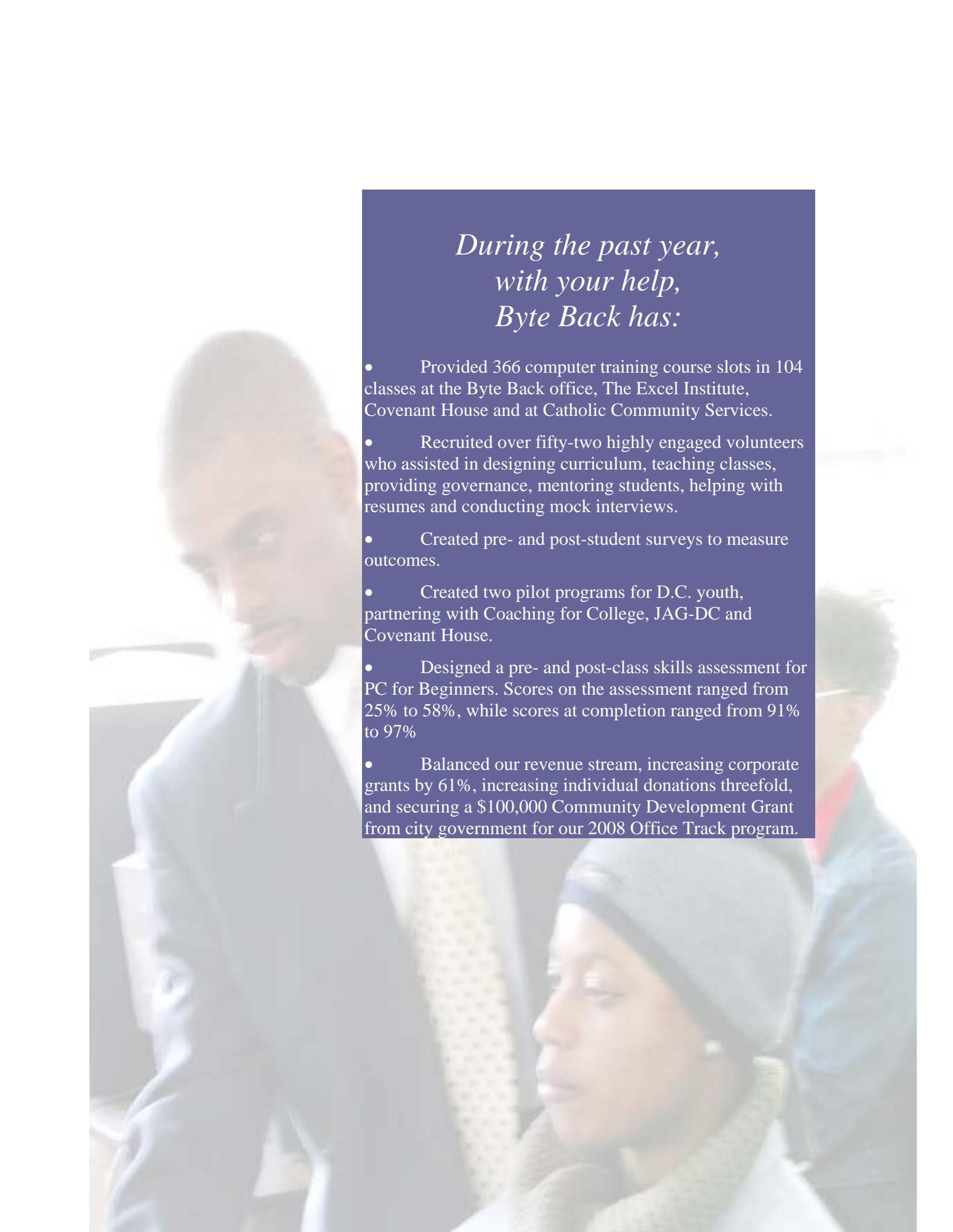
Our 2007 Programs

- The Community Academy
- Internship Academy
- Community Tech Center

The Community Academy offers four sessions of training per year at two main locations. Each session offers courses such as Beginning Computers, Word, Excel, PowerPoint, Access, HTML, Dreamweaver and JavaScript. Each class of 8-12 students meets once or twice a week. To instill a sense of value and commitment, students are asked to pay a nominal fee. This fee can be waived in exchange for volunteering.

All courses are designed through consultation with employers to ensure that students are learning the most marketable skills. In the summer, we target senior hight school youth for basic computer training, an intern program and community service opportunities.

The Internship Technology Academy and the Tech Gap Program provide intensive study and hands-on project work. Interns receive free training in exchange for working at Byte Back, providing administrative assistance and teaching beginning classes. Before graduation, each intern must complete an independent project under the guidance of a mentor. The intern must create, maintain, or upgrade the technology resources of a non-profit at little or no cost.

In addition to classes, as a Community Technology Center we offer free use of computers and the Internet during our community lab hours. This gives people access to look and apply for work, as many employers only accept on-line applications. In addition, students use our lab to complete homework assignments – since many low-income families do not have computers at home.
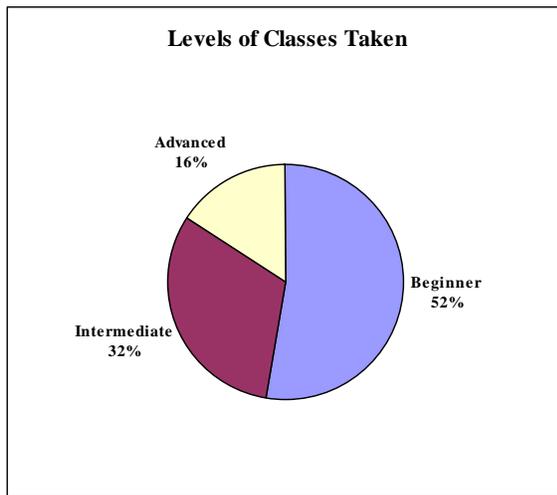
During the past year,
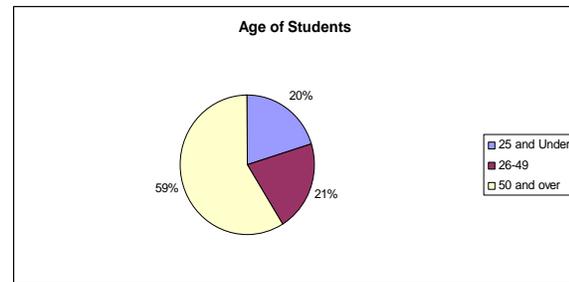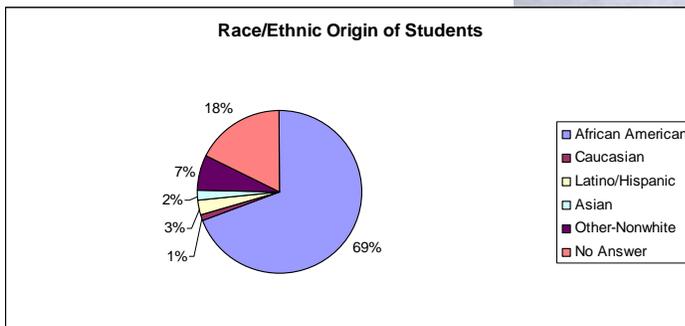*with your help,*
Byte Back has:

- Provided 366 computer training course slots in 104 classes at the Byte Back office, The Excel Institute, Covenant House and at Catholic Community Services.

- Recruited over fifty-two highly engaged volunteers who assisted in designing curriculum, teaching classes, providing governance, mentoring students, helping with resumes and conducting mock interviews.

- Created pre- and post-student surveys to measure outcomes.

- Created two pilot programs for D.C. youth, partnering with Coaching for College, JAG-DC and Covenant House.

- Designed a pre- and post-class skills assessment for PC for Beginners. Scores on the assessment ranged from 25% to 58%, while scores at completion ranged from 91% to 97%

- Balanced our revenue stream, increasing corporate grants by 61%, increasing individual donations threefold, and securing a $100,000 Community Development Grant from city government for our 2008 Office Track program.

About Our Students

During FY07, 293 students took a total of 365 courses at Byte Back. Of these courses, 192 (52%) were beginning level; 115 (32%) were intermediate; and 58 (16%) were advanced courses. The latter include Access, A+ Prep, Dreamweaver, HTML 1 & 2, JavaScript, and Website Content Management.

Age of Students

25 and Under	
26-49	
50 and over	

20%
21%
59%

Levels of Classes Taken

Advanced
16%

Beginner
52%

Intermediate
32%

Student Voices

"Byte Back makes learning computers easy."

The majority of Byte Back students in FY07 were African American (69%), 3% were of Hispanic origin, and 7% classified themselves as "Other, nonwhite." The majority of Byte Back students were female (63%) and over 50 years old (59%).

Race/Ethnic Origin of Students

18%
7%
2%
3%
1%
69%

African American	
Caucasian	
Latino/Hispanic	
Asian	
Other-Nonwhite	
No Answer	

First Annual Student Telephone Survey

In November and December 2007, all 293 FY07 Byte Back students were contacted in an effort to seek data about the outcome of their computer training at Byte Back. Of the 293 students, one mailed in a written survey via email and 79 were reached via telephone. Phone surveys were administered by ten of the twelve Directors of the Board, and one volunteer. Only one student who was reached by phone declined to be surveyed. Thus, 78 students, or 27% of the Byte Back students in FY07 were surveyed.

The survey administered via email and telephone was a two page survey with questions concerning courses taken, courses completed, reasons for not completing a class; employment, work hours, salary and job satisfaction before and after taking classes at Byte Back; and a students' assessment of what effect Byte Back had on their lives.
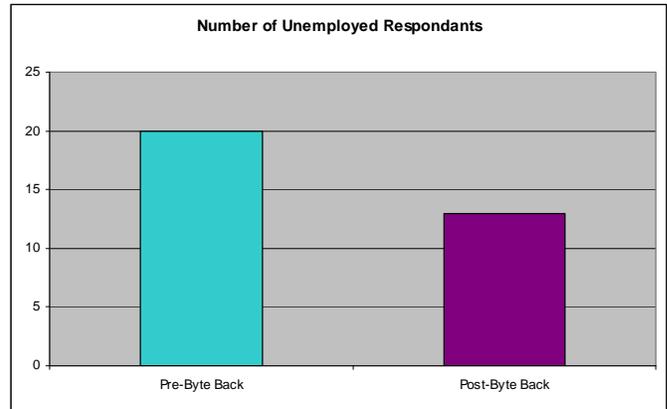
Enrollment and Completion Rates

The 78 survey respondents enrolled in a total of 97 courses at Byte Back during FY07, averaging 1.24 courses per student. Of the 97 courses that students enrolled in, 64 courses (66%) were completed.
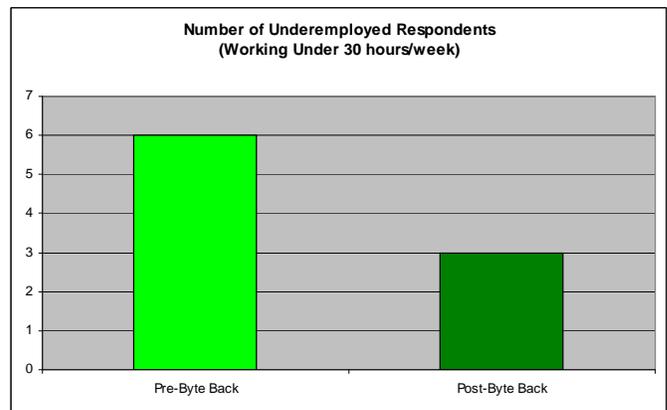
Of those students who were unable to complete a class, 30% said the primary reason was due to job demands, 23% was due to a cancelled class, 20% said it was due to health problems, 10% said it was due to the needs of other family members (such as aging parents), and 10% said they dropped a class due to dissatisfaction with the instructor. It should be noted that in June 2006 Byte Back sustained severe damage due to heavy rains during a hurricane, causing many of the summer courses to be cancelled.

Employment and Underemployment

Of the 78 students who agreed to be surveyed, 28% were unemployed before taking classes and 18% were unemployed at the time the survey was administered.

Before taking classes at Byte Back, 19% were underemployed (working under 30 hours per week.) After taking classes at Byte Back, only 9% were working under 30 hours per week.

Of the sixteen respondents who were willing to answer questions about salary levels, 19% were earning under $10,000 per year before Byte Back, compared to 8% currently. Nineteen percent of respondents said they were earning between $30,000-$39,999, while 31% were in that income category after Byte Back.

Effects of Byte Back
- Increased self-confidence
- Higher incomes
- Started using email and the internet
- Able to assist children and find services

Of the 78 students surveyed, 68% felt their self-confidence had increased due to their experiences at Byte Back. Nine percent said they had obtained a higher paying job as a result of Byte Back, 6% said they had obtained a more enjoyable job, and 3% said they were able to secure a job due to skills learned in Byte Back classes. Four percent said they received a raise and 3% said they received a promotion as a result of the classes taken.

Table 3: Effects of Byte Back on Employment

	Number Respondents	%
New Job-More $$	7	9%
New Job-More Fun	5	6%
Raise	3	4%
Promotion	2	3%
^ Self-confidence	53	68%
Other-- re jobs		
Help do job better	5	6%
Increased motivation/hope	4	5%
Improve typing	4	5%
Plan second career	2	3%
Closer to promotion	1	1%
Start own business	2	3%
Apply online	1	1%
Seek jobs	1	1%
Prep for License	1	1%

As to the personal benefits received from taking classes at Byte Back, 37% said that as a direct result of taking classes at Byte Back,

Table 4: Effects of Byte Back on Personal Life

	Number of Respondents	%
Help w/Child's Homework	7	9%
Shopping	12	15%
Travel	11	14%
Budget/Bank	12	15%
Email	29	37%
Internet	27	35%
Other:		
Helped a friend	3	4%

they were now able to use email, 35% said they were able to conduct research on the Internet, 15% said they were able to do online budgeting and/or banking,and 9% of respondents said they were able to help their child with homework.

Conclusions:
Most importantly, survey results show that Byte Back is meeting the need for entry level computer classes which help close the "digital divide." Low income, particularly adult students, whose age or occupation has not provided the opportunity to learn about computers are working hard to improve their lives.

Overall, respondents reported increased employment, decreased underemployment, increased salary level, increased job satisfaction and possibly improved job retention.

As a result of this survey, Byte Back is targeting student retention and the class-work connection for those seeking employment. The 2008 Office Track program will greatly aid in this effort, with a holistic approach in offering both targeted course selections and personal assistance with obtaining and retaining employment.

NEWS

Roof Damaged by Hurricane

In June 2006, during the heavy rains of a hurricane, Byte Back's roof was severely damaged. As water poured in, the ceilings and floors in the back of the building were soaked. The first floor classroom had to be shut down until repairs could be made. Luckily, we were able to move all computer equipment before it was damaged. College Hunks Hauling Junk volunteered to remove the old, wet, carpeting from the classroom. Santos Munoz volunteered to repaint the upstairs office, and ended up repainting every wall in the building for free! Thank you College Hunks and Santos Munoz!

First Annual Community Computer Day

On Saturday, June 9th, Byte Back partnered with DCTV to host Brookland's Community Media Day. The purpose of this event was to make electronic media (computers, the internet, video and television) more accessible to all Washington, DC residents. The event featured free computer workshops, activities for children, and free computer recycling. One of the main attractions was a booth where children made crafts and artwork out of old computer parts, supplied by First Time Computers. Activities were held at Byte Back's headquarters at 9th and Monroe Streets, NE, and across the street on the front lawn of DCTV's Brooks Mansion headquarters.

Spotlight on Office Track 2008

Byte Back believes that one key to escaping poverty is access to higher paying jobs through skills training. Towards that end, we have designed a new program which will be much more holistic and job-oriented than our Community Academy and able to move a larger number of people into jobs than our Intern program.

Office Track is designed to treat each student as an individual, taking them from where they are, in terms of employment and skills, and walking them through a process which ends with a job that pays a living wage. Depending on their initial skill level, students will receive instruction in Beginning Computers, basic keyboarding, file management, using the internet, Microsoft Office applications (including Word, Excel and Powerpoint), basic numeracy, bookkeeping, and Quickbooks.

These students will then have the skills needed to meet the basic computer and administrative needs of a small business, nonprofit or government office. But Office Track does not stop there. We will provide each student with their own refurbished computer for their home, soft skills training, help with resumes and job interview skills, and assistance in finding and securing employment.

Byte Back has received preliminary approval for a $100,000 grant from the D.C. Department on Economic Development, to enroll 96 low-income D.C. residents in the Office Track program, to begin in FY08.

Student Voices:

"Both the teacher and her assistant were most patient and understanding."

Student Voices:

"Byte Back opened my eyes. Now I go on the computer every day."

Student Voices:

"Best class I ever took!"

Partnerships

The Spring Creek Foundation

This June, we were informed that one of our long-time funders, the Spring Creek Foundation, would be closing down at the end of 2007. Fortunately, they selected Byte Back as one of ten organizations to receive yearly "automatic" grants ,to be administered by the Community Foundation for the National Capital Region. Each June, Byte Back will receive a check for approximately $10,000. All Byte Back is required to do is file a final report each year. It will be so nice to have this regular income to rely upon each year. We are honored and deeply grateful to be one of the selected organizations. Thank you, Spring Creek!

The Jovid Foundation

Byte Back received a $7,500 all-or-nothing, matching grant from our long-time friend, the Jovid Foundation. This grant will serve as an important tool to reach out to new donors and to urge our loyal donors to increase their donations. Thank you Jovid. We are up to the task!!

Grassroots.org Byte Back developed a partnership with Grassroots, which listed Byte Back on their website, provided website design services, and a grant for $10,000.

Thanks to a grant from the Spring Creek Foundation, Byte Back has become an official Partner Organization with Greater DC Cares. This gives Byte Back access to GDCC's vast supply of volunteers. We are looking forward to seeing the fruits of this new partnership.

first time computers

Through our new partnership, First Time Computers provided computers to the graduates of our summer youth program, and will be providing computers to all graduates of our new Office Track program.

Catholic Charities
Opening Doors to Help and Hope

Byte Back is again partnering with Catholic Community Services to teach classes at their downtown location at 924 G St. NW. During 2007, fourteen classes were taught by Byte Back instructors at Catholic Charities.

This year Byte Back offered a course at the Excel Institute. The Excel Institute is a post-secondary educational institute. The institute's mission has always been to provide a center of excellence for the development of job skills, career and technical education to those who seek a better life.
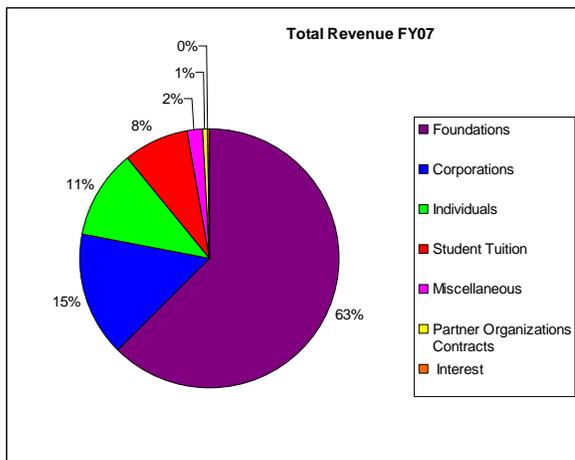
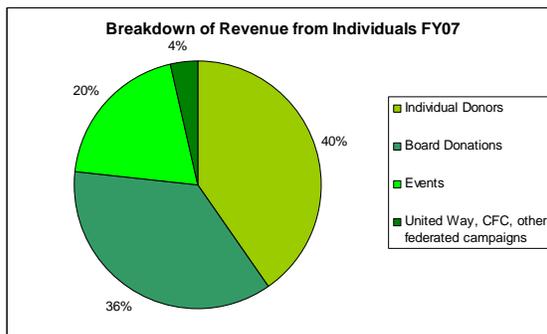This summer, Byte Back created a small pilot program for youth at Covenent House in which the students learned keyboarding, file management, Word, Excel, and Powerpoint. Of the 9 students who started the course, 5 finished. Beginning scores on the assessment ranged from 25% to 58%. Scores at completion ranged from 91% to 97%. The improvements ranged between 39% and 66%. While this is a small sample, we want to have the opportunity to continue to offer this opportunity.

Revenue Sources

During FY07, the majority of Byte Back's revenue came from foundation grants, followed by corporate grants, individual donations, and student tuition. Additional revenue came from contracts with partner organizations, interest income, and miscellaneous income.

Total Revenue FY07

Foundations	63%
Corporations	15%
Individuals	11%
Student Tuition	8%
Miscellaneous	2%
Partner Organizations Contracts	1%
Interest	0%

During FY07, the Board of Directors placed a priority on balancing our revenue stream. This was achieved by increasing corporate grants by 61%, increasing individual donations threefold, and securing a $100,000 Community Development Grant from city government, to arrive in January 2008.

Breakdown of Revenue from Individuals FY07

Individual Donors	40%
Board Donations	36%
Events	20%
United Way, CFC, other federated campaigns	4%

Foundations

Abell, William S. Foundation
Cafritz, Eugene & Agnes E. Foundation
Chertkof, Howard and Jacqueline Foundation
Dreyfus, Max and Victoria Foundation
Grassroots.org
Marriott, Richard and Nancy Foundation
Meyer, Eugene & Agnes E. Foundation
Miller & Chevalier Charitable Foundation
Spring Creek Foundation
Taylor, Jerry & Nancy Bryant Foundation

Corporations

Microsoft
Time Warner
Verizon Washington
Xerox Corporation

Businesses

Café Sureia
Exeter Government Service
Future Quest
Mouse Calls
Nucorevision
Relaxation on Site
Riggs Liquor
The 3610 Shoppe, Inc.
Washington Golf Charities

Donors:

$1000+
Kelley Ellsworth
Jonathan and Elda Engler
Lakshmi N and Kevin D. Williams
Allison and Christopher Rodgers
Karen Zelmar

Your donations provide a pathway from poverty.

Thank you!

$500-999
Jami Broom
Sam Butz
Kathy Cox
Katherine Ellsworth
Samuel and Maryann Ellsworth
Brad Greenfield
Gary and Laurie Lewis
Cecilio and Lucy Morales
Steven and Erica Seiden

$250-499
Linda Adams and Jonathan Greenblatt
Jerry & Valerie Brown
Charles and Margaret Fishman
Cecile LaBore
Frank Nickerson
Alison Peacock
Mary Plath
Jean and Louis Seiden

Student Voices:
"It gave me confidence to be able to do so much with computers."

Up to $250
Cyprian E. Alozie and Pamela E.McCurty
Parag N. Ambardekar
Anonymous (11)
Michael and Constance Bignell
Donn Block
Dan Brandenburg and Fani Brown-Miller
Peace Bransberger
Larry S. and Susan M. Brown
Kyle and Kim Koontz Bayliss
Anna Callon
John C. Campbell
Susan Campbell and Mark Pugliese
Rosanna Casu
Ed Christie
Carlyn Clarke
Tim and Ann Cline
Ronald Cohn
Kathy Cox
Janet Cyphers
Adrianne M. Dale
Daniel and Magdalena Delos Santos
R. Rey Delrosario
Mark Dosch and Virginia Lamprecht
Christopher Downey
Anne Dullea and Jon Haberman
Marianne Eby
Ben and Miu Edson
Dr. Kpakpumdy Ezeze
Laurie Ann Ferreri
James and Dorothy Greaves
Melissa Hampton
Debony Heart
Philip Heinrich
Joyce T. Hemmons
Phyllis Honig
Edward M. Johnson, AIA
Barbara Kaufmann
David Keating
Ruth Keeting-White
Robert Kouzel
Sharlene J. Kranz
Micah Krichevsky
Sumner Macleish
Shamiso Mapondera
Honora Mara and John Huffman
Douglas C. and Helen F. Matthews
Sandra and James Mayo
Karen and Larry McAdoo
James McIver Jr.
Mavis Motherway
Joyce A. Muis-Lowery
Monica S. Nakamura
Barbara Nash
Peter Nash
Catherine A. and Leslie F Nickerson
James L. and Marla E. Nix

Rosemary E. Reed-Miller
Kyoung Ro and Kyong Kim
Brad Rogers
Jeffrey Ross
Karin Rutledge
Joyce H. Sargent
Faith Arnold Schwartz
Marjorie Dick Stuart
Robert Tavlykaev
Thomas Trager
Ada Vaughan
Theodore J. Washington
Franklin A. White, Jr
Agnes N. Williams
Nickie L. Williams
Susan E. Yoder
James and Eileen Zogby

Student Voices:
"Byte Back is a good thing for the community."

In-Kind Donations:
Center for Nonprofit Advancement
Chuck Fishman
First Time Computers
Joanne Capper, Evaluation Consultant
Microsoft
Morrison Nonprofit Transitions
Santos Munoz Painting
Powell Goldstein
Sullivan's Toy Store

Student Voices:
"I have learned a lot and I am looking forward to learning more!"

Volunteers

Faye Allen
Thelma Bailey
Sarah Banks
Tammy Barbee
Travis Bergdolf
Kris Burgette
Carol Canada
Kathryn B. Canary
Muriel   Carmichel
Mario Chamorro
Adam Cohen
Felicia Comfort
BJ Flint
Katrina   Foster
Steven Garwood
David Gill
Nick Goad
Rey Harris Ph.D
Kelly Hauser
Debony Heart
Adrienne Hector
Herman Hill
Cuong   Huynh
Dallas Johnson
Oya Johnson
Sandra   Joseph
Chris Knapp
Jay Kopp
Jenose Lexima
Sam Machuca
Shamiso Mapondera
Samaad Margwood
Moksha Mehta
Diana Miles
Philip Mondon
Cecilio   Morales
Sharon   Morris
Helen Mulkeen
Yvonne Neal-Barfield
Marlene V. Patrice
JoAnn Payne
Alfonso Rushing
Willie Sanders, Jr.
Barbara Silver
Charlie   Snow
Spooner Underwood
Lauresa Washington
Melodi White
Bruce Williams
Nickie Williams
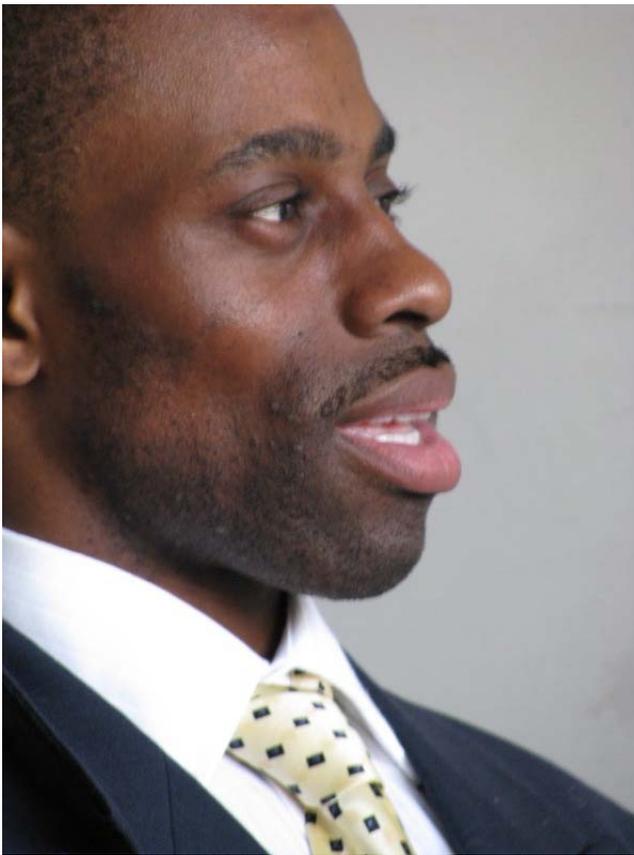Rebecca Woolfolk
Cheryl Wray
Paul Zhao

Thank you, dear Volunteers
We could not do this work without you!

Byte Back 2007 Audited Financials

Current Assets

Cash and Cash Equivalents	$	61,343
Total Current Assets		61,343

Fixed Assets

Equipment	93,173
Land and Building	257,661
Accumulated Depreciation	(93,610)
	257,224

Total Assets	318,568

LIABILITIES AND NET ASSETS

Current Liabilities

Accounts Payable and Accrued Liabilities	9,766
Current Maturities of Loans Payable	10,408
Total Current Liabilities	20,174

Noncurrent Liabilities

Loans Payable	269,592
Total Liabilities	289,766

NET ASSETS

Unrestricted	(33,698)
Restricted	62,500
Total Net Assets	28,802
Total Liabilities and Net Assets	$ 318,568

	Unrestricted	Temporarily Restricted	Total
Revenue and Support			
Contributions and Grants	59,966	141,000	200,966
Earned revenue	16,535	-	16,535
Other income	666	-	666
Total Revenue and Support Before Net Assets Released From Restriction	77,166	141,000	218,166
Net Assets Released From Restriction			
Satisfaction of program restrictions	78,500	(78,500)	-
Total Revenue and Support	155,666	62,500	218,166
Expenses:			
Program Services	154,687	-	154,687
Fundraising	17,935		17,935
Management and General	51,562	-	51,562
Total expenses	224,184	-	224,184
Change in Net Assets	(68,518)	62,500	(6,018)
Net Assets Beginning of Year	34,820	-	34,820
Net Assets End of Year	$ (33,698)	$ 62,500	$ 28,802

Ways You Can Help!

Volunteer
- Teach a class and share what you know, whether it is PC for Beginners or an advanced course
- Be a Teacher's Assistant, to give individual help
- Mentor a student and guide them along a new career path
- Conduct Mock Interviews
- Lead Resume Workshops
- Help Design Curriculum
- Help with Byte Back's Marketing
- Help with our Communications
- Conduct Survey Follow-up Calls

Provide Cash Gifts:

- Online or mailed in Donations
- Student Scholarships
- Workplace Giving with United Way
- Planned Gifts (wills, charitable trusts)
- Employer Matched Gifts
- Gifts of Stock
- Donate items from our Wish List

Byte Back
is a non-profit organization providing
computer and job training
to low-income individuals.
Located across the street from the
Brookland/Catholic University Metro Station,
Byte Back serves
the entire Metropolitan Washington Area.

B Y T E   B A C K

Successful Futures
COMMUNITY TECH TRAINING

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