Adaptive Computer Empowerment Services
10054 Prospect Ave., Suite E
Santee, CA 92071
(619) 448-0636

GENERAL INFORMATION
(Keep for Reference)

1. **What exactly does ACES do?** We refurbish donated used computers and provide them to low income persons with disabilities and seniors. The systems we provide are ready for Internet access, either dial up or high speed. Limited technical support is available.

2. **Will my computer be delivered to me?** Sorry, but we are unable to provide delivery and setup.

3. **What is provided by ACES?** Currently we are providing Pentium level Internet-ready <u>desktop computers</u> with Windows XP, Microsoft Internet Explorer, an e-mail program, a Microsoft-compatible free office suite and other free software, including an anti-virus program. No printer is provided. You will receive your computer, monitor[1], keyboard and mouse.

4. **What is that $75[1] processing fee for?** This helps pay for our operating expenses. All labor is provided by volunteers, and some cash donations are received for upgrade parts. You are unlikely to obtain as good a computer for the cost. This fee is nonrefundable unless ACES is unable to give you a computer.

5. **How long is the waiting list?** Generally 1 month or less, if there are no special needs. A person does not start on the waiting list until the application, verifications and $75 non-refundable processing fee have **<u>all</u>** been received by ACES.

6. **What are the requirements for getting a system?** A **San Diego County resident**, who has a medically verifiable disability (**or** age 65 or older), perceived capable of using a computer, and who is low income (under $1,000/person/household/month) will receive a computer for no additional charge other than the $75[1] non-refundable processing fee. People with a higher income will be charged a sliding scale fee.   Income and disability must be verified in writing, and a $75[1] non-refundable processing fee paid, for a recipient to be placed on the waiting list. .

7. **Where is ACES located?** ACES is located in Santee, CA

8. **If I volunteer to help ACES, can I get my system faster?** No. Everyone who receives a system is asked to volunteer to help someone, somewhere. While helping ACES is MUCH appreciated, it is not fair to penalize those who are being helpful in other ways and other parts of the community.

9. **Will ACES teach me how to use my computer?** To the extent that we have volunteers who are willing and able, some tutoring may be provided for **homebound** recipients. Currently we have very few volunteer tutors. Any time a recipient can get the learning elsewhere, we encourage it. Many free area classes are available. Some tutoring is available at the workshop in Santee by appointment.

10.   **Will ACES fix my computer if it breaks down after I get it?** Donated equipment may be repaired or upgraded by ACES staff at reduced rates. None of the equipment is guaranteed. ACES intent is to furnish "beginner" systems for as many persons as possible.

11.   **Do I have to use the Internet services suggested by ACES?** No. You are free to use any Internet service provider you wish. Below are listed some of the possible options. ACES WILL want to know your email address. Near the time we are ready to provide your system, we will call you to learn your Internet preference:

Dial Up:

a.   **Free** (Southern California Free Net)
b.   **TNS** – (available countywide) – costs $9.99 per month, unlimited access, payable monthly.

High Speed:

a. **Cox / Time-Warner** – Provided by your cable TV provider.
b. **DSL** – Provided by your telephone company.

12.   **Are donations tax-deductible?** Yes, we are a 501(c)3 corporation. Any donated computers received will have their hard drives erased to ensure that any personal data is removed.

13.   **What are the strings attached to my getting a computer through ACES?**

1. I understand that I will be responsible for furnishing my own desk, power strip, telephone cord (long enough to go from the computer to the phone jack), and for a phone line splitter which makes two jacks out of one in time for pick up of the computer.

2. I understand that part of my commitment to this program will include my participation in an ongoing research study to determine the personal benefits of having a computer to use. This study may require me to respond to questionnaires about my computer use and experience at least three times over a year and a half period.

3. I agree to keep ACES informed of my address, telephone number, and email address changes for two years following receipt of ACES computer equipment.

4. I agree to do my best to volunteer in the community.

5. I agree to do my best to participate, online (by email) in any ACES online groups and citizenship activities.

[1] Monitor provided is a CRT (old style) monitor.
If you want a flat panel monitor, add an additional $75.

Please remember… Nearly EVERYONE WORKING WITH ACES IS A VOLUNTEER. We do this work because we care or because it is fun or because we are learning something we enjoy. No one has to do this. Most of us work full time in addition to our ACES work. The rest of us are disabled ourselves.