

SERVICES OFFERED

- **E-Mail** – Fully functional e-mail for all users. Provided simultaneously through the following methods:
 - Commonly available programs such as Eudora, Netscape, Outlook Express, Etc..
 - Webmail – browser based email that can be used from any computer with Internet access anywhere in the world. Messages stay resident on CCIL’s server so there is no setup.
 - Non-Graphical e-mail using “Pine” through a Telnet session or by dialing in on a local CCIL modem.
- **Web Browsing** – Through commonly available web browsing programs such as Internet Explorer and Netscape as well as through a text only program such as Linx.
- **Mailing Lists** – User administered mailing lists with functionality that allows the list administrator to control options from a Web based interface. Users can join and leave the list via a single e-mail request. The mailing list retains an archive of all messages for future reference. Available to all users.
- **Non-Profit Organization Services** – Local dial-up access, Web hosting, e-mail, mailing lists, domain hosting, and other related services and training.
- **Personal Accounts** – Local dial-up access, web hosting, e-mail, mailing lists and other related services and training.

2001 AWARDS & ACKNOWLEDGEMENTS

Salvation Army Corporate Citizen of the Year. Awarded for hosting a web site that tracks available beds in 14 local homeless shelters.

Certificate of Appreciation from West Chester Senior Center for providing support for a weekly computer group.

ANOTHER SUCCESSFUL YEAR OF GROWTH & OPPORTUNITIES

Our involvement in the community is broadening. Our list of registered dial-in users is now at 1500, an increase of 400 over last year. We continue to provide access from 4 different local phone exchanges that makes using CCIL a local phone call from most parts of the county.

Our support from the community remains strong as well. We continue to receive critical facility support from West Chester University and Chester County Hospital. We have a strong staff of volunteers including several senior citizens who care deeply about their fellow citizens.

With the help of a grant from the Philadelphia Foundation we were able to hire an Executive Director on a part-time basis. We see this as an important building block to our continued growth, in that we have long needed someone to coordinate the many programs we offer as well as seek ongoing funding for those efforts.

Our technical volunteers recorded a record number of hours in keeping our computers running. Currently CCIL has over 6 servers and a bank of 22 modems. These volunteers spend an average of 160 hours a month maintaining and expanding our services.

In December 2001, CCIL put into motion a plan to upgrade our bank of modems to 56K digital access and to add additional modem lines. This involves an expenditure of over \$5,000 in equipment, many technical volunteer hours, and a change in our phone service. We expect this upgrade to be on-line in late Spring 2002.

NEW PARTNERS & PROGRAMS

Early in the year Unisys Corporation attempted to launch a Local Portal in the Greater West Chester area. CCIL was represented on the board of the non-profit organization (West Chester Regional Portal Corporation) who had the charge of looking out for the public interest in this venture. As the project fell apart in July 2001, CCIL stepped forward with it’s technical expertise and services to help the WCRPC take over the dream of a true community portal; however, with a more narrow focus. The current WCRPC plan for the portal is to provide residents with easy access to information about local government, social services organizations, parks & recreational activities, and school information. 8 Municipalities and a number of non-profit organizations are represented in this project. <http://www.chestercountyconnect.net>

We started a partnership with the West Chester Opportunities Industrialization Center. We now provide volunteer tutors to assist new US Citizens with learning about computers while they learn the English language. We believe this will make a real impact in the life of these new US Citizens.

We laid the ground work for the establishment of a computer lab with the West Chester Community Center. Through joint efforts of CCIL Volunteers and Community Center Participants we hope to rebuild 5 computers per month. They would be distributed to people with special needs throughout the community.