

FAQs

RESOURCE CENTER VISITORS

Welcome to COVA's Resource Center! This facility is provided for your use to research employment opportunities, develop your technology skills, check your email and voice mail, and prepare job applications or resumes. Our staff is here to help you get started with any of these work-related projects. If there are no waiting lists for a workstation, you are welcome to use the equipment for general Internet research, e-mail and Microsoft Office software tasks. Our staff can help if you have a specific question, but these are typically self-service workstations.

How do I sign in? How do you use my information?

You will have already signed in at the front desk when you arrived at COVA. We will then ask you to fill out a small gold paper recording your name, the time you arrived and the time you leave and to mark the check boxes for the activities that you have done in the Resource Center. We use the information to record how many visitors use the center daily and to note trends, so we can keep our material and computers in good working order and up to date.

Do you offer computer classes?

You can ask the staff person in the Resource Center for current classes or instruction opportunities that are available. Microsoft also offers free online training at www.microsoft.com/digitalliteracy.

What if I need help with a job application or finding job listings?

You can ask the staff person for the list of Web sites that are popular in our area. The staff person will be able to assist you with some help with applications, but we will encourage you to be as independent as possible so that you gain the skills to assist yourself.

Do you help with resumes and cover letters?

We have two large notebooks filled with examples of resumes and cover letters to give you ideas of what a good resume and cover letter would look like. Ask the staff person where these books are. We can help you get started on your resume and cover letter and provide some guidance and review of these documents.

Is there a time limit on using a workstation?

There is no time limit, but if all the workstations are in use, we do ask that you limit your activities to job-related tasks. If you are working on personal tasks, we request that you give up your station for someone who is waiting to do work-related activities.

How do I use the job postings and other information in the bins around the room?

The job postings and community resource listings in the Resource Center are for your use. Feel free to read this information and make copies of what you find helpful. If there is a job you would like to apply for, you may ask the staff person on duty if you need assistance or advice.

I would like to learn about using the computer to do a flyer for an event or download my digital pictures for my personal use. Can COVA help me?

The main purpose of the Resource Center is to assist visitors with finding jobs, to provide all the tools and information needed for seeking employment, and to help improve basic computer skills. We will not routinely assist with personal creative projects unless it is directly related to your finding a job. We are exploring options for offering volunteer-led classes in some of these creative areas.

What other equipment can I use at COVA?

There is a printer linked to each computer, and you may also use the resource center copier, private phone booth and fax machine. If it is your first time using the resource center, please ask the staff member on duty to show you how to use these machines.

If I feel anxious or need to talk with someone about a problem I am having while I use the Resource Center, who can help me?

Ask the staff person in the Resource Center if someone is available to help you.