

## DIY Manual

Civil society organizations (CSOs) such as ISOC Armenia Chapter are playing a great role in helping vulnerable groups by tending their needs, supplying equipment and providing various support services during the COVID-19 pandemic. In some cases, they substitute government services and responsibilities. CSOs should identify groups of the population and organizations that are most vulnerable and need help.

### **We identified the following vulnerable groups in Armenia for our help:**

1. Elderly people, and pensioners living on minimum state pensions
2. Disabled people, including blinds and visually impaired
3. Retired engineers
4. Former athletes

Our goal is to train them in computer and Internet literacy, basics of small business and social media marketing. We want to give them the skills necessary to earn some money to support their lives. As an example, we are developing simple digitization application that will help to digitize documents. Due to the simplicity of the application it can be an instrument in the hands of vulnerable groups and will help them to earn some money by digitization of huge archives of paper documents. There can be other instruments of such kind.

During the COVID-19 the vulnerable groups need more money for medicine, nutrition, online ordering of items. So, we should give them the possibility to earn additional money to support themselves. Development of such applications and providing skills to the vulnerable groups might help them to survive.

### **Another field of our concern are rural schools and libraries**

We are helping rural schools by providing them computers. Being very limited in resources we purchase used computers often not operational, bring them in order, supply missing parts and install software. What concerns rural libraries we are providing them computers equipped with our developed library management software, install it and train librarians to use that software.

**The next field of activity is education, which during COVID-19 is moving towards e-learning.** Schools reduce classes or close them entirely. If school closures are extended for too long, there is a danger that the level of education will decrease considerably.

Most of schools are transferred to remote education, using online courses, video classes, and electronic textbooks. To switch to online learning, three requirements need to be fulfilled: access to the internet, the right technology, and the skills to use the technology. The digital divide worsens the situation as rural schools have no enough computers and Internet connection.

There is also a need to train students, school administrators to use educational applications, platforms and resources.

We plan to teach [Google Classroom](#) as a platform for online education. [Google Classroom](#) helps classes connect remotely, communicate and stay-organized.

There are also national learning platforms and tools for online education. In Armenia they are the following:

- [Dasaran](#) - Provides free access to online encyclopedia on school subjects, e-books, contests and games to primary and secondary school students. The system was created by the joint efforts of the Ministries of Education, Science and Culture of the Republic of Armenia.

- [Elearning](#) – elearning portal of the Ministry of Education with different online courses by subject area.
- [Heravar](#) - a comprehensive distance education resources website containing a number of online resources and tools that are constantly updated.

ISOC Armenia Chapter is planning to teach students to use these platforms.

The ISOC Armenia Chapter made a research of needs and formed a list of organizations to be helped during Chapterthon 2020 programme. They are the following:

- Hrazdan House of Culture
- Hrazdan Art School after E.Qochar
- Hrazdan Applied Art School
- Hrazdan School of Music
- Hrazdan drama theatre
- Vayots dzor regional library
- Artik town library
- Gyumri city central library
- Aragatsotn library
- Ararat regional library
- Armavir library
- Artik House of Culture
- Artik library
- Dilijan library
- Gavar region central library
- Gegharkunik region central library
- Lori region central library
- Lori regional library
- Noratus community library
- Spitak library
- Syunik library

In total we provided 8 computers and 28 WiFi routers.