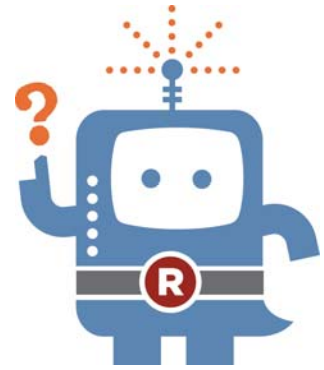


Frequently Asked Questions – ROY Profile Completion



CREATING AN ACCOUNT

Q: After I click underneath “Create a New Account”, whose name and e-mail address should I enter on the resulting account creation page?

A: Enter your own name and e-mail address on the account creation page. This way we can contact you when we have updates or opportunities regarding your organization’s profile. You can always enter a different name and contact e-mail as the “Primary Contact Person” in the “Organizational Information” section.

Q: What should I enter as my “username” and “password”?

A: Many users select their e-mail address and password as it is easy for them to remember. However, if it’s likely that more than one individual from your organization will be accessing the account to make updates and additions, you might go with something more generic (i.e. username: mccoyle, password: roypassword#). If you go the second route, be sure to write it down and put it someplace safe!

CREATING YOUR ORGANIZATION PROFILE

Q: I’m having trouble uploading my logo. What should I do?

A: Remember that the logo must be either a JPEG or a GIF file and the file size must be less than 50 KB. We also recommend that the image height and width be no more than 200 pixels. This may require you to resize your logo to fit.

This website will allow you to resize a jpeg file: <http://www.shrinkpictures.com/>

Step 1: Hit browse and select the file from your computer

Step 2: Select “Custom” and enter 200

Step 3: Leave empty

Step 4: Choose “Better”

Step 5: Hit Resize

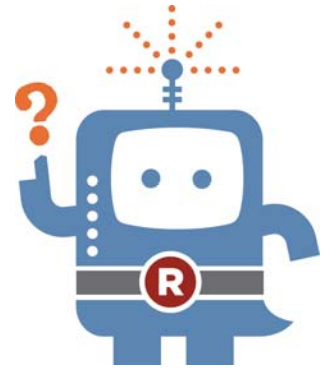
Step 6: Wait for image to resize. This may take a few minutes depending on the size of your image. Once the screen has refreshed, scroll down and select “Download this picture now”. Save the file to your computer.

Visit this web address to learn how more about resizing: http://www.ehow.com/how_4450935_resize-jpeg.html.

Q: Who should I list as the “Primary Contact Person” on my organization’s profile?

A: This could be your executive director, marketing director or program director – whoever you would like the public to contact if they have *general* questions about your organization or programs. You can list different contact people for each of your individual programs (when filling out the program profiles) and these will be the people most viewers will contact regarding the specific program that came up in their search.

Frequently Asked Questions – ROY Profile Completion



Q: Other than our mission, what should I enter under “Mission and Basic Description of Services”?

A: Remember, youth and families will be using ROY to find programs that fit their interest. Write with them in mind – what would make them want to learn more about your programs? We suggest that you provide a broad description of your organization and an overview of your program offerings.

Example:

“Want to do something that gets you off the couch and out of your house? ACME Recreational Center offers a wide range of fun and challenging activities all year round for youth of all ages. Our afterschool programs include kick-boxing, trail navigation, and nature exploration. During the summer, our week-long camps cover basic outdoor survival skills, ornithology, kayaking and much more. Visit our website to learn more. ACME Recreational Center’s mission is to provide learning experiences that promote healthy life styles and environmental awareness.”

Q: Our programs serve different geographic areas. What should I enter for “Geographic Area Served”?

A: Be inclusive for the purposes of your organizational profile – in other words, include ALL the areas served by each of your individual programs. You might also make a note that the area varies by program.

Example: “ACME Nonprofit serves youth in Indianapolis and the surrounding counties.”

Q: What does “Service Population” mean?

A: As with the “Geographic Area Served”, be inclusive in your response on the organizational profile. Possible responses include “ACME Nonprofit serves children in the foster care” or “ACME Nonprofit serves young people with developmental disabilities”.

Q: Why do we have to enter so much information about our organization’s capacity, budget, demographics, etc.?

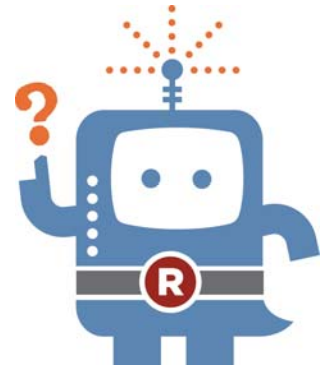
A: First, none of the information beyond the “General Information” section of your profile will be visible to the public. It will only be visible to MCCOY staff.

ROY is intended to connect young people and families with quality developmental activities and opportunities. But beyond that, ROY is also intended to create a “map” of youth services in central Indiana, which MCCOY will be analyzing to determine where gaps exist. This information will then be shared (only in aggregate form) with funders, policymakers and other community stakeholders to initiate community-wide collaboration around extending the reach of youth services to all young people in our community.

Q: I’m not sure about our organization’s exact capacity and/or budget for youth programs and we don’t keep records of demographics of the young people we serve. How can I fill out this required section?

A: Estimate or substitute educated guesses. We aren’t concerned about exact science, only that we develop a general picture of what ages, sexes, races, etc. programs in this community are serving, how many youth are being served in total and about how much money organizations spend on youth programs in a year.

Frequently Asked Questions – ROY Profile Completion



Q: I created a profile several weeks ago and have not received notification that it was approved. Why is this?

A: You must complete ALL the required information on your profile for it to be approved to be viewed by the community. Visit www.roymccoy.org and log in with your username and password to double check that all required information has been submitted. As soon as your profile is complete, MCCOY staff will approve it and you will receive an e-mail notification from ROY.

ADDING PROGRAMS

Q: What should I include in the Program Description?

A: When people search ROY's database, ROY will use the program name and description as part of the search. You want to ensure that the description uses keywords that people might use when searching for a program like yours. Additionally, you want to make it appealing to kids and their parents.

Example:

“Master the great outdoors at ACME's Recreational Center's Outdoor Survival Camp. At this week-long, overnight camp, we'll travel to southern Indiana where you'll learn the best places to set-up camp, how to start a fire and wilderness navigation. You'll get hands-on experience with kayaking, rugged trail hiking and spear fishing and find out what plants and bugs are edible – eating them is optional! Separate camp sessions for grades 6-8 and grades 9 – 12.”

Q: I entered the address and contact information for my organization, why do I need to enter it for the program?

A: Many organizations have programs at multiple sites. By entering the program address (even if it is the same as the organization), ROY's search engine can recommend programs based on location. ROY searches for programs – not organizations.

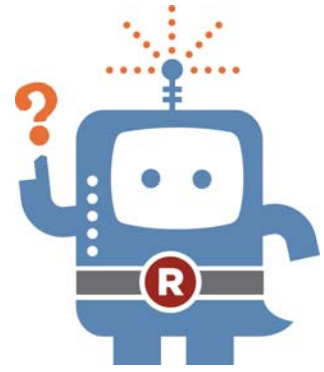
Q: Who should I list as the primary contact person for a program?

A: You should list the person who the public should contact if they want information about this program – it could be the program director, teacher or office manager depending on the size and structure of your organization.

Q: My organization offers the same program at multiple sites – should I add one “generic” program (i.e.: After-School Science) or should I add each program individually (i.e.: After-school Science @ Fox Hill Elementary, After-school Science @ Acme Community Center)?

A: It's up to you, but we recommend that you do both. For the “generic” listing, just include a reference to the multiple locations and select ALL the geographic areas that fit. That way, when youth search for your program based on location, they'll be sure to find it – no matter how broad or narrow their search criteria.

Frequently Asked Questions – ROY Profile Completion



Q: Only students at a particular school can participate in one of the programs we offer, should I still add it to ROY?

A: Yes. There are three reasons why – you may reach youth or parents who aren't aware of the program, you may increase demand at other schools for your program, and you'll help ROY keep track of all the programs available to youth in central Indiana.

In the last section of the program profile, select “no” to the question “Is this program open to all youth in your targeted geographic area?” Check “other” for the next question and enter the program's criteria. An example would be “Students at IPS School #50”.