

Microsoft® Elevate America

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Elevate America... in action.

Microsoft is committed to strengthening the U.S. economy and increasing global competitiveness by improving access to education and workforce-readiness skills required for twenty-first-century jobs. Microsoft launched Elevate America to support this commitment in partnership with states and the nation's governors. This initiative is a part of our Unlimited Potential efforts and provides one million vouchers for Microsoft e-learning courses and select certification exams at no cost to recipients.



Shamra Coy
Washington



Shamra moved to northeast Washington from California with her husband 17 years ago. Following a divorce, Shamra found herself a single mom and the sole provider for five children.

Shamra pursued additional education and training to help her get the new start she needed, and became a dedicated volunteer at the Rural Resource Community Action Center, a local nonprofit. A year later she took a full-time role as a resource development coordinator in the Center's family support division providing training and day-to-day oversight for 50 volunteers who provide much needed assistance to the organization and its' clients.

In the spring of 2009, after Washington became the first state to launch Elevate America, Shamra and several of her clients signed up for the training vouchers.

Results

Thanks to the training she received in Microsoft® Office Word, Shamra gained new skills which are enabling her to communicate more effectively at work and better train the volunteers that are critical to her organization's success.

Shamra has also been able to share what she has learned with her colleagues and volunteers, which has made them more productive. "Shamra has been a great resource for me. Using what she learned from her Microsoft Word training, she has been able to teach me how to use the program more efficiently," says Jean Congor, one of the Center's newly trained volunteers.

Snapshot of voucher recipients:

70%	Unemployed
60%	Women
33%	Had attained a high school diploma or GED
45%	Some level of post secondary education or training
37%	Between 41 and 55 years old