



**DOUG DOCKTER  
COMPUTER EXPERT VISITS GHANA**

Job Title: Vice President of Systems & Technical Support

Job Description: Responsible for technical support of all computer systems - IBM frame, IBM AS/400 mini computer, and local area network.

Job location: United Trust Group, Springfield, Illinois. United Trust Group is a life insurance holding company.

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BRIEF SUMMARY OF VOLUNTEER INVOLVEMENT & EXPERIENCE: Doug Dockter taught the Computer Science course in Ghana at the 1999 medical missions trip. The course included the basics of computer hardware components, operating systems, and application programs (WordPerfect for DOS, Excel, and Word). A diverse group of 21 men and women, ages 16 to 32, enrolled for this course. About 50% of them had little prior exposure to computers. Despite difficulties such as language barriers, which were resolved with help from students who acted as translators, Doug had an uplifting experience.

Quotable quotes: "I was pleased with the result of the training....It was rewarding to see the excitement in the students' eyes as they learned new skills and gained confidence in their abilities.....I was impressed at their commitment to learn, ....overwhelmed at their..appreciation of me for teaching them...I thank God for the privilege of serving them"

Doug's vision for the future: He plans to return to teach keyboarding skills as well as computer applications.