



# GRAND BYTES

Grand Computers Club Newsletter

January 2024



<b>Meet the New President - Clay Stephens</b>	<b>1</b>
<b>The Value of Good Technical Support</b>	<b>2</b>
<b>Education Courses</b>	<b>4</b>
<b>General Meeting: "Smart TVs and the Streaming Wars - the Latest"</b>	<b>5</b>
<b>Coffee Chat "Travel and Technology - Winter 2024 Update"</b>	<b>5</b>
<b>New Technologies: Technology and Education</b>	<b>6</b>
<b>Devices SIG: Your Home Protection and Security</b>	<b>6</b>
<b>Time to Join or Renew Your Membership.</b>	<b>7</b>
<b>The Financial Education SIG has four meetings in January</b>	<b>8</b>
<b>Happy New Year to The Grand Computers Club members!</b>	<b>8</b>

## [Meet the New President - Clay Stephens](#)

My wife, Janet, and I have owned a home in the Surprise area for over 17 years however we moved here full time from Seattle in July 2018. Here is a recent



picture of me doing one of my favorite activities, judging Ferraris at major Concours events.

I worked at Microsoft for 28 years before retiring in April 2015. I was truly fortunate to start my career at Microsoft in Product Support Services (PSS) before moving into leadership roles in Sales and Marketing, Technical Pre-Sales (System Engineering) and finally in Microsoft Information Technology (MSIT). During my career, I spent 24 years in various leadership roles, and this helped me understand many aspects of running a business including budgeting, recruiting, project and process management, people leadership and strategic planning. I will leverage the technical skills, business acumen, people management and process improvement skills that I acquired in my career to assist in managing the Grand Computers Club.

I have been a member of Computers Club since October of 2021 and once I started, I immediately joined the amazing Tech Team and started creating training documentation and instructed classes for Basic Computer Skills. I was the Tech Help Director last year and I am now honored to be the President of this amazing club.

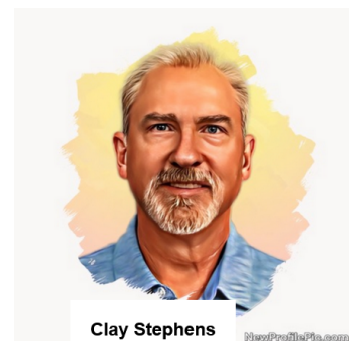
Please contact Clay Stephens at [president@grandcomputers.org](mailto:president@grandcomputers.org) if you have any questions.

## The Value of Good Technical Support

What value is there in helping with computers or in supporting technical problems for people? Well as it turns out there is tremendous value for both the person doing the support and for the individual(s) receiving the support! The value answer really revolves around another question -

“What is important to you?” Some people might answer this question with the following list:

- Being treated like a friend and with respect
- Saving Time
- Reducing Stress
- Continuous learning
- Saving Money



Let's take each of these items and discuss how good customer/technical support can influence each one.

### **Being treated like a friend and with respect**

No one wants to be treated unfairly or in a mean fashion. When you are relying on someone for help and assistance it is important that we feel as though there is good intentions and a caring person on the other end. We then will accept, understand, and leverage the help to a much deeper degree. Good Technical Support is only truly offered by people who care for others and understand, respect the needs of the people they are helping. They treat you like a friend.

### **Saving Time**

Time is central to our everyday lives. We lose time, run out of time, need more time, try to find time and we seem to always be trying to find ways to Save Time. Spending valuable time on a computer or phone that doesn't seem to be cooperating or completing the tasks you need done feels like a waste of time. Good Technical Support can and will Save Time by removing the

issues that cause time delays when you need your computer to cooperate and complete the tasks you need done.

### **Reducing Stress**

Everybody dislikes stress. Doctors say it is bad for your health, wives/husbands/life partners say it causes them to be anxious, children and grandkids say that it makes you cranky, and your pets tend to hide when they feel you are stressed. It is no wonder we do all we can in life to reduce stress. Stress will often be a result of a computer technical issue, especially when you need to get something done and the computer is not working as expected. Good Technical Support will remove this cause of stress and enable the doctor to stop calling, your wife/husband/life partner to stop taking antidepressants, your kids and grandkids will hang around more and it will allow your dog to come out from under bed.

### **Continuous Learning**

We all want to learn to be more self-sufficient, to be more capable, and to stretch our abilities to new levels. Computers are amazing tools which not only help us to get tasks/work done but they enable us to learn about the world and all it has to offer. Information is power and the computer literally opens our minds with the ability to search and research topics or interests. Good Technical Support will address your computer problems and, in the process, you will learn how to fix it yourself the next time a similar issue occurs.

### **Saving Money**

There is a price for everything, nothing is free. Support as a service is very expensive and for most people it is their only avenue to get their computers fixed. There are several companies that provide technical support services such as Geek Squad and HelloTech and the prices they demand for technical support ranges from \$40 for very minor fast issues to \$550 or more for extensive data recovery issues. Also, if you use these services, you probably will get treated like a customer (not a friend), you won't be saving time, stress may increase, and they probably won't share with you what they did to fix your issue. Good Technical Support should not cost you this much and the solution for us fortunate enough to live in the Grand is the Grand Computers Club! If you are a member of the Grand Computers Club you can take advantage of Tech Help every Tuesday from 12-3pm. So for the price of club membership, \$25 per year, you get friends, save time, reduce your stress, gain learning opportunities and save money while getting Great Technical Support! Go to our website if you want more information: [www.grandcomputers.org](http://www.grandcomputers.org)

## Education Courses

The fall session has ended and thank you to all the instructors and classroom assistants who made the classes a success. To the members, thank you for attending the classes, in the classroom, and online. A special thank you to all those who stepped up and helped get all the courses going through the fall session. (I am not mentioning names as I might forget someone. You know who you are and appreciate all you did.)

The instructors are now working to bring you the classes for the **winter session**. There are some new classes being offered and classes we are bringing back that were not offered in the fall session.



Marie Frasca  
Education Director

- **Look for the release of the winter schedule on January 2, 2024**
- **Registration begins Monday January 8, 2024, at 8:00 a.m.**
- **Classes begins Monday January 15, 2024**

Login to the **Welcome to the Members Only Page!**

Click the **Education** Tab to see the following

Information on your registered classes including:

- **Overview:** Go to: [Overview \(grandcomputers.org\)](https://grandcomputers.org)  
Welcome to the Education webpage, a wealth of information. A good place on how to register for class, (in the classroom, or online) attend and join a Zoom class meeting, pay for the classes and a lot more.
  - **Course Listings:** –Go to: [Course Listings \(grandcomputers.org\)](https://grandcomputers.org)  
Listing of courses separated into groups: PC Course, Mac Courses and 'Other' courses. This is where you click the name of the course to read the description of the course. Pay special attention to prerequisites of classes; you don't want to be in a class that is too easy for you or too difficult. Courses in blue are being offered and will be available to view on **January 2, 2024**
  - **Register for Classes:** – [Register for Classes \(grandcomputers.org\)](https://grandcomputers.org)  
A brief explanation of how to register and on January 9 will include the classes being offered for the winter session.
- Withdraw from a Class**  
**Wait List for a Class**  
**Your Class Schedule/Handouts**  
**Your Class Invoices**  
**Your Class Evaluation**
- Registration Information** includes the following:
- **Education Booklet Guide to Register 2024 Winter**  
The booklet will guide you through all the information needed to Register for Classes, Hearing Assistance, How to pay using credit/debit card, How to sign up for a free Zoom app, Requirements to take online classes and more.
  - **Windows 10 and 11 Courses** – The classroom computers have been updated to Windows 11. Here you will find a chart of all the Windows 11 classes only and Windows 10 and 11 classes divided into courses for beginners, intermediate and advanced. Click the name of the class to read the class descriptions to find the right class for you.
  - **Education Class Booklet** will be available soon.



Register for Classes

For questions on the education courses, contact: Marie Frasca, Education Director  
[education@grandcomputers.org](mailto:education@grandcomputers.org).

## General Meeting: "Smart TVs and the Streaming Wars - the Latest"

Wed, Jan 03 2:00pm Chaparral Center, Pima room

***This meeting is open to all Grand residents.***

Also at the meeting: **Cutting the cord: Is it still worth it? By Ira Simmons**

About seven or eight years ago, amidst griping about cable and satellite service, the concept of "Cutting the Cord," I.e., getting rid of Cox, DirecTV or other "wired" services and basically watching TV over the Internet and/or with an antenna, began to gain steam. According to a recent survey, the amount of TV time Americans spend on streaming is now 36.1%. And while sticking it to the cable company, plus saving money in the bargain, may have been the impetus for cutting the cord a few years ago, it may not be the case today. To bend a time-worn cliché, it may have become a case of "cutting your nose (cord?) to spite your face (cable company)!"



If you can live without up-to-the-minute news, live sports or watching current network primetime shows, finding free streaming apps will definitely justify cutting the cord. But if not, you will have to subscribe, that is pay for a service with x amount of channels for x dollars (YouTube TV, Fubo and Sling among others) which will look hauntingly similar to what Cox offers. But even worse on the pocketbook, subscribing to services such as Hulu, Peacock and Paramount Plus gives you the latest network hits, some original shows plus extensive libraries of past shows and movies. So \$10 here, \$12 there, maybe \$75 for a service such as YouTube TV and voila! you are spending as much, maybe more than cable! And often without the flexibility of a remote control or DVR! Sure, you can add a TV antenna and maybe, just maybe, you will receive most local channels for free. If it is an indoor antenna, it should be placed near a window, not always feasible or fashionable in our Grand living rooms and bedrooms!



There is plenty more to say but we'll save it for the upcoming Computers Club General Meeting, Wednesday, January 3, 2pm in the Pima Room, Chaparral Center where this will be the featured topic. **Hope to see you there!**

## Coffee Chat "Travel and Technology - Winter 2024 Update"

Thu, Jan 11 8:30am Chaparral Center, Pima Room

**Coffee & Donuts Provided!**



Find out the latest technology trends and gadgets that aim to make our travel more enjoyable, safer, restful, and informational. Learn how to use travel planning apps; see how AI can give itinerary suggestions; take virtual walk-throughs of locations ahead of time; examine what smart luggage tags are about, and more.

All are welcome to attend. You don't need to be a member of the Grand Computers Club - you don't even need to register - **Just Show Up!**



## [New Technologies: Technology and Education](#)

Thu, Jan 18 3:30pm Chaparral Center, Computer Classroom



**Technology and Education:** A discussion of how technology is changing the way we learn and teach. We will explore topics such as online learning, gamification, and the use of technology in the classroom. We will also highlight new and interesting ways in which senior citizens can access on-line learning.

Please contact Tom Shepherd at [NewTech@grandcomputers.org](mailto:NewTech@grandcomputers.org) if you have any questions.

## [Devices SIG: Your Home Protection and Security](#)

Next Meeting Monday, Jan 22 at 3:30 in the Chaparral Hopi Room.

Come to our monthly meeting for open discussions on new and current hardware for your Home Protection and Security. information about:

- Outdoor lighting
- Versions of Ring doorbell.
- D-Link cameras.
- other security cameras.
- Security services
- Security doors
- Alarm systems
- Emergency lights
- Personal protection devices



We will cover home security topics. New devices available for your home, and car.

Please contact David Weeks at [Devices@grandcomputers.org](mailto:Devices@grandcomputers.org) if you have any questions.

## [Time to Join or Renew Your Membership.](#)

### ***Some of the great benefits of belonging to the Grand Computer Club:***



***Monthly Newsletter*** - "Grand Bytes" - Current news of what is happening in the Club (Oct-April).

***Weekly Newsletter*** - "Little Bytes" - Reminders of upcoming events/meetings.

***Classes*** - Check [www.grandcomputers.org](http://www.grandcomputers.org) for the class listing.

***Tech Help on Tuesday*** - **FREE!** one on one support for most devices.

***Special Interest Groups (SIGs)*** - Each SIG has a specific interest focus with monthly, bi-weekly, or weekly meetings - generally October - April. Check [www.grandcomputers.org](http://www.grandcomputers.org) for SIG schedules, meeting topics, times, and locations.

***Monthly General Meetings and Coffee Chats*** - Special topics each month related to equipment, applications, tips/techniques, and more. (October - April).

***New Member Orientation*** - Held monthly (October - April) to familiarize new members in detail about our club and benefits offered.

### ***Equipment and Software for member use includes:***

PC and Mac Computers connected to high-speed Internet.

Copy/Fax/Scan machines (small fee)

Color/B&W Printers (small fee)

Scanners and digitizing equipment for converting VHS tapes, vinyl records, and 35 mm Slides\*

Flight Simulator\*

Flatbed Scanners w/software to convert document formats\*

**\*Require reservations at [www.grandcomputers.org](http://www.grandcomputers.org) Member page**

**See you at the Club!**

## [The Financial Education SIG has four meetings in January](#)

All meetings are in the Chaparral Center, Computer Classroom

### **INVESTING WORKSHOP**

First and third Mondays of the month; Apache Room 8:00-9:30 AM

Jan 1 st : No meeting

Jan 15 th : Charitable Remainder Trust Update (Harold Tilstra)



### **WEBSITE APPLICATIONS:**

First and third Thursdays of the month; Computer Club classroom  
8:00-9:30 AM

Jan 4 th : 1 **Corporate Robustness** - Risk (Marc Finkelstein)

2 Lessons from the 2023 Charts (Richard Gabel)

Jan 18 th : **Helpful Websites** (Bob Adams)

**FINANCIAL EDUCATION SEMINAR:** Second Friday of the month; Hopi Room 1:00-2:30 PM

Fri Jan 12 th : **Estate Strategies: Know Before You Go!**

Guest Speakers: Pamela Prine and Kimberly Dyer, Keystone Capital Management

**Hope to see you at one of our meetings this month.**

Scott Wallick/Harold Tilstra, Financial Education SIG co-leaders [financial@grandcomputers.org](mailto:financial@grandcomputers.org)

## [Happy New Year to The Grand Computers Club members!](#)

Cheers to 2024! As we ring in the new year, the Grand Computers Club would like to wish all our members 12 months ahead filled with digital delights. We hope this year brings you new skills to master, smooth operations on all your devices, lightning fast internet, and no technical troubles too big for our tech team to handle. May your monitors be crisp, your technology ever evolving, and your laughter and friendships plentiful as we learn new things together. Here's to broadening our digital horizons in 2024 through our shared interest in understanding this rapidly changing technical world. We can't wait to see what exciting new gadgets, software updates, and cutting edge technologies this year has in store! Wishing everyone a happy, healthy, and technologically triumphant 2024!

This paragraph generated by Anthropic's conversational AI assistant Claude

### [Click HERE for Recent Newsletters](#)

Interested in writing an article for the GrandBytes newsletter?

We welcome technical articles that may be of interest to our members.

Please send comments, corrections, suggestions and newsletter articles to Pat Tsotsos,

[publicity@grandcomputers.org](mailto:publicity@grandcomputers.org)