Microsoft Resources for Refugees: Case Studies & How to Get Started
Microsoft Philanthropies

Jane Meseck, Sr. Director, Global Programs & Partnerships
Microsoft’s mission

Empower every person and every organization on the planet to achieve more.
Our humanitarian action approach

Empower first responder organizations to meet critical needs

Empower humanitarian organizations to drive greater impact

Empower displaced people to rebuild their lives
Humanitarian Action

Learn more about Microsoft’s role in Humanitarian Action

microsoft.com/humanitarianaction
Digital Skills Resources for Refugees
Andrea Lattanner, Program Manager
Resources for Refugees

Technology can play a powerful role in helping displaced people connect, learn, rebuild lives, and create more promising futures. These free technology training and curriculum resources are for humanitarian organizations who are working to deliver IT skills training through livelihood programs and will help refugees gain digital literacy and computer science skills.

Get started

- Develop a fundamental understanding of technology
- Learn the fundamentals of computer science
- Continue learning with introductory computer science content
- Get resources for employment and entrepreneurship skills

http://microsoft.com/refugees
Get Started Guide

1. **Assess** – Refugee community needs assessment
2. **Evaluate** – Resources evaluation
3. **Select** – Selecting the resources, aligning to curriculum and instruction
4. **Plan** – Create a program plan
5. **Implement** – Beginning the work
6. **Assess** – Assess your progress and adjust

http://microsoft.com/refugees
Habitat Association
Basak Saral, General Manager
Habitat seeks to support the **refugee community across Turkey** in an inclusive way in digital skills development, labor force participation and business creation.
Our **refugee support programme**, which was launched in a multifaceted way to **improve the socio-economic situation** of Syrian refugees living in 14 cities in Turkey, consists of four sub-programs:

- **Digital Skills Building Programme**
  - To help capacity development on core digital and computational thinking skills for refugees be active users of ICTs, create new business areas and increase employment.

- **Employment Support Programme**
  - To facilitate formal employment, employers and refugees are offered work permit consultation and financial support.

- **Entrepreneurship Support Programme**
  - Entrepreneurship trainings, workshops, bootcamps/hackathons, mentoring and financial support is provided for the Syrians to build their own businesses.

- **Youth Empowerment Programme**
  - Social cohesion among refugee and host community youth is targeted through networking, participatory activities with a focus on creative industries.
Dijital Skills Building Programme

**Digital Literacy:**
Microsoft Windows Office
Social Media Literacy
Internet Safety and Security
E-public and E-government Services

**Computer Science:**
Coding: Scratch, Hour of Code
MS Kodu Game Lab, MS Small Basic
Mobile App Development
Different Programming Languages
Hardware and Networking
IOT and Cloud Computing

**Maker Fair:**
Drone
Design Thinking and 3D Printers
Arduino
Raspberry Pi trainings and maker/coding workshops

**Tech Hackathon**

**IOT Hackathon**

**Financial Literacy Trainings:**
Budgeting, financial services, debt, savings
Our Targets for 2017:

- 5000 trainee
- 300 employment
- 100 grant
- 80 new business
arcenciel
Kim Issa, External Relationship Manager
Which resources are we using:

1. Needs Assessment

2. Microsoft Trainings – Basic Digital Literacy, Soft Skills, Freelancing, Entrepreneurship, Basic Coding

3. TOT – Training Of Trainers

http://microsoft.com/refugees
What worked well:

1. Topic and Delivery

2. Targeting refugees and host populations

3. Partnerships – For immediate beneficiaries and future trainings
What we could have done better:

1. Language barrier - 25% of people had an issue with English

2. Hardware distribution – To be able to use the skills they’ve learnt

3. Longer TOT – we suggest 10h

http://microsoft.com/refugees
How is the project sustainable:

1. IT skills

2. Training skills and material – Already trained 10 people and 400 as of next month

3. Building a home business skills
Martina’s Story:

http://microsoft.com/refugees
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