computer core

2025 Impact Report

January 1-December 31, 2025

> Computer CORE has helped me find my voice again in society and helped me strengthen my footprint in my life. I would like to thank you for creating a place for people from all walks of life to gain what is needed for their future.
>
> —DIANA, STUDENT

Computer CORE prepares underserved adults to realize career aspirations with foundational digital and professional skills.

Dear Friends,

In 2025, hundreds of adults — most of whom were just starting their digital journey — found what they needed at Computer CORE. We listened to our students, and they told us something important: One program could not meet everyone's needs.

Students, instructors, staff, and board members worked together through our Student Success Committee to respond. We strengthened essential instruction for beginners while developing our **COREpath**, with opportunities for advancement — from COREfundamentals to COREbuild, COREexplore, and COREcelerate. Advanced levels rely on volunteer mentors, peers, and free online materials for coaching. The COREpath helps us meet students where they are without changing a defining CORE principle: **All are welcome**.

We also strengthened how we document progress and what students take away from the program, with COREfundamentals students completing Northstar Digital Literacy assessments and our first COREcelerate cohort pursuing **industry-recognized certifications** from Google, Microsoft, Amazon, and CompTIA. By the end of 2025, major investments from Arlington County and Comcast equipped us to launch **Digital Navigators** in Arlington and Washington, DC, extending individualized, in-person tech support.

This work is possible because students, volunteers, staff, board members, partners, funders, and donors all contribute to the CORE mission. Thank you for helping us continue to listen, learn, improve, and make digital opportunity available to everyone who comes through our doors — virtual or otherwise.

Donna Walker James
Executive Director

YEAR AT A GLANCE

984
People Served
through Virtual Classes, Coaching & Computer Distribution

734
Adults Enrolled in Virtual Classes

614
Computers Refurbished & Distributed

774
HelpDesk Tickets Processed

WHO CORE SERVES

- Virginia, DC, and Maryland residents
- Adults ages 18+ (average age 45)
- 99% from underserved communities
- 70% women
- 95% people of color
- From 103 countries of origin

COMPUTER CORE'S 2025 PROGRAM

Students prove digital skills and gain career credentials by passing Northstar Digital Literacy assessments.

WHAT WE DO

Digital Skills Training Through Online Learning

- Essential Computer Skills
- Microsoft Office Suite
- Google Workspace
- Intro to Python
- Intro to AI
- Digital Self Defense

COREpath offers a route, from foundational to advanced skills:

- COREfundamentals
- COREbuild
- COREexplore
- COREcelerate

HOW WE DO IT

Volunteer Support + Student Input + No Fees

- Free Refurbished Computers for Enrolled Students to Keep
- Free HelpDesk Support
- Volunteer Lead Instructors and Classroom Navigators
- Certified Third-Party Microsoft Refurbisher, Run by Volunteers
- Quarterly E-cycling Fairs
- Student-Informed Programs
- Small Staff of 3.5 FTE
- Extensive Individual Tech Support and Orientation for New Digital Learners' Success

REACH & ACTIVITY

CORE Served 984 Adults in 2025

- 734 Adults Enrolled in Online Classes
- 774 HelpDesk Tickets Resolved
- 38 Students in the 1st COREcelerate Cohort
- 78 Digital Skills Classes, Delivered in 3 10-week terms
- 106 Volunteer Slots Filled (~35 Volunteers/Term)
- 6,000 Pounds of Electronics Diverted from Landfills

OUTCOMES

Student Outcomes from Assessments & Surveys

- 640 Northstar Digital Literacy Assessments Passed, Demonstrating Digital Competencies
- 78% of Students Reported Greater Confidence and Independence
- 85% of Students Demonstrated Progress Toward Career and Educational Goals
- 614 Computers Refurbished and Distributed to Students

NEW IN 2025: DIGITAL NAVIGATORS

Digital Navigators are community members trained to provide one-on-one help with digital skills. CORE hires Navigators from the communities we serve—often from our own student body—bringing shared language, culture, and lived experience to the support they provide. The funders below allow CORE to join the growing national Digital Navigator movement.

ARLINGTON, VA

In 2025, Computer CORE launched multilingual Digital Navigator services as part of the **Arlington Digital Equity Initiative,** supported by Arlington County, VA. Navigators serve in libraries, community centers, and affordable housing.

We truly feel like part of the Computer CORE family. This experience has made us stronger as a community on our journey toward digital literacy.

—MARIBEL VILELA, STUDENT & DIGITAL NAVIGATOR

WASHINGTON, DC

Comcast supports Computer CORE Digital Navigators in Washington DC's Ward 8. Their services are part of Comcast's Lift Zone at THEARC in Southeast DC.

As a Digital Navigator, one of my favorite things is giving an adult learner a refurbished laptop to keep! They are always so thankful and often tear up.

—MARON NEGASSI, STUDENT & DIGITAL NAVIGATOR

THANK YOU!

CORE is grateful to you for donating your time, talent, and treasure to aid our neighbors in gaining digital skills. We value you as trusted partners, advisors, and friends in our efforts to build a better community for those seeking personal and economic empowerment. Thank you!

INVEST IN CORE

In fall 2025, major investments from Arlington County and Comcast allowed CORE to launch and expand Digital Navigator services in Arlington and Washington, DC. We look forward to sharing the results of this groundbreaking work in 2026.

CORE's services are available at no cost to students, thanks also to funding from The Morris and Gwendolyn Cafritz Foundation, Comcast, Morgan Stanley, Community Foundation of Northern Virginia, and many other donors like you.

Your support will help keep our programs running at NO COST to participants. Be part of the movement to bridge the digital divide by **donating today!** Scan the QR code with your mobile device or visit computercore.org.

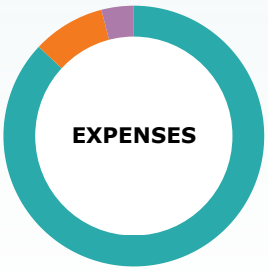
2025 FINANCIALS

CASH REVENUE: **$514,037**
Revenue (including in-kind) **$857,635**

CASH EXPENSES: **$402,176**
Expenses (including in-kind) **$817,933**

NET CASH: **$111,861**
Net per 2025 audit (including in-kind) **$39,702**

- In-Kind Contributions $449,753
- Contributions & Grants $343,598
- Program Revenue & Other $48,751
- Fundraising Events $15,533



- Program **87%**
- General & Administrative **9%**
- Fundraising **4%**

Source: FY2025 audited Financial Reports, Jan 1-Dec 31, 2025

With our great lab team, we refurbished more than 600 computers in 2025. We appreciate the donations from individuals and corporations. I like keeping the shelves full of completed machines to distribute to students. Keep them coming!

—JAMEEL AL-AHMED, VOLUNTEER IT REFURBISHER

Platinum Transparency 2024 Candid.

24 SPUR LOCAL CRITICAL NONPROFIT

United Way #8289

CFC #60280

ARLINGTON VIRGINIA

EIN: 54-1968428

COMPUTERCORE.ORG
201 N. UNION STREET, SUITE 110
ALEXANDRIA, VA 22314
(703) 931-7346