LITERACY
VOLUNTEERS
OF GREATER HARTFORD
READ. LEARN. GROW.

Level: Tech A

Entry Skill Descriptors: Individual has no knowledge of computers or other technology

LVGH Class Level: **ESOL: Basic, Level 1, Level 2** **BL: Foundation, Level 1**

Competencies Mastered: Individual at this level will demonstrate the following competencies before advancing to the next level:

Basic Computer Skills 1. Distinguish between desktop and laptop computers. 2. Identify specific computer hardware: a system unit, monitor, printer, keyboard, mouse or touchpad, USB port 3. Turn computer and monitor on and off 4. Log on to computer 5. Demonstrate knowledge of function and placement of keys on keyboard: Enter, Shift, Control, Backspace, Delete, Arrow Keys, Tab, Caps Lock, Number Lock 6. Identify types of mice: mouse and touchpad 7. Identify mouse pointer shapes and match them to the correct context of use: typing arrow (text), arrow (basic clicking), hand pointer (clickable links) 8. Demonstrate appropriate use and ability to right-click and left-click 9. Double click and right click 10. Drag and drop 11. Use mouse to select check boxes, use drop-down menus and scroll 12. Adjust volume and mute audio 13. Plug in headphones correctly and use when appropriate 14. Correctly exit all programs 15. Understands difference between hardware and software 16. Start a program from the Start Menu or Program List 17. Use scroll bars

Level: Tech B

Entry Skill Descriptors: Individual has minimal knowledge of and experience with using computers and related technology.

LVGH Class Level: **ESOL: Level 3, Level 4** **BL: Level 2, Level 3**

Competencies Mastered: Individual at this level will have mastered the competencies at Level TECH A and will demonstrate the following competencies before advancing to the next level:

Basic Computer Skills

1. Identify icons on desktop (Internet Browser, Control Panel, Recycle Bin,)
2. Demonstrate the ability to use the recycle bin correctly for trashing and retrieving items
3. Demonstrate understanding that mice can be customized for left-handed people and that the speed of clicking can also be customized
4. Demonstrate understanding that screen resolution can be changed
5. Demonstrate understanding that software programs are upgraded periodically and that different versions may be installed on different computers
6. Identify storage media: USB/Flash drives (external) and hard drive (external and internal)

World Wide Web

1. Identify an Internet Service Provider and identify the main options for connecting to the internet: Dial-up, High Speed (cable or DSL), or wireless connection.
2. Identify commonly used browsers (Internet Explorer, Firefox, Chrome, Safari) and demonstrate knowledge of function.
3. Identify the address bar and enter a URL address.
4. Identify a website.
5. Identify a homepage.

Windows

1. Identify the operating system used by a computer.
2. Shutdown, restart, and log off a computer.
3. Open, close and switch between windows
4. Minimize and maximize windows
5. Create a simple text document
6. Select text and alter font style, size and appearance
7. Use menus and toolbars

Email

1. Define: email
2. Register for new email account in online program
3. Create username and secure password
4. Log into email
5. Create an email message

Word

1. Open existing document
2. Create a new document
3. Save and close a document
4. Open a saved document from the hard drive
5. View document before printing
6. Print document from the file menu

Level: Tech C

Entry Skill Descriptors: Individual can use simple computer programs and perform a sequence of routine tasks given directions using technology.

LVGH Class Level:

ESOL: Level 5

BL: Level 4, Level 5

Competencies Mastered: Individual at this level will have mastered the competencies at Level TECH A and B and will demonstrate the following competencies before advancing to the next level:

Email

1. Register for new email account in online program
2. Create username and secure password
3. Log into email
4. Create an email message
5. Address an email, including to more than one recipient
6. Send an email
7. Open an email
8. Reply to only the sender of an email or to all recipients (reply all)
9. Forward an email
10. Add an attachment to an email
11. Open an attachment in an email

Word

1. Identify ribbon and toolbars
2. Demonstrate knowledge of the difference between "Save" and "Save As" functions
3. Use Save As to save to a particular folder or file location and name the document.
4. Use undo and redo arrows
5. Cut, copy and paste
6. Use spell check and grammar check
7. Create a folder and files
8. Move folders and files
9. Rename folders and files
10. Find a file
11. Create a shortcut to a file on the desktop

Level: Tech D

Entry Skill Descriptors: Individual can work with or learn computer software, such as word processing; can follow simple instructions for using technology.

LVGH Class Level:

ESOL: Level 6

BL: Pre-GED, GED

Competencies Mastered: Individuals at this level have mastered the competencies at Level TECH A, B, and C and will demonstrate the following competencies before advancing to the next level:

World Wide Web

1. A**ccess a specific Web page (URL). (Learner will correctly type in a web address from a web browser or Web server).**
2. Use zoom function to enlarge image (CTRL+ or CTRL-)
3. Identify search engines (Google, Yahoo!, Bing) and enter search terms into the search engine.
4. Identify pop-up windows and close them.
5. Identify pop up windows have been blocked and enable individual pop up windows as needed
6. Identify common domain types: com, org, gov, edu.
7. Demonstrate knowledge that there are ways to increase Internet safety for children.
8. Identify antivirus software providers and function of antivirus software (Norton, McAfee, AVG).
9. Avoid providing personal or financial information unless on a secured website (https://)

Windows

1.   Identify the toolbar and menus.
2.   Identify the taskbar.
3.   Start, and exit programs (Microsoft Word, Excel, PowerPoint)
4. Identify drives on a computer: CD/DVD, floppy, hard drive (C), USB port, network drives (A, B, D, F, H, etc.)
5. Access the help menu.
6. Identify the desktop.
7.   Demonstrate knowledge of Windows file organizational system and use it to locate files/documents (desktop, My Document, My Computer)
8.   Use "Search" to locate a file or document
9. Delete documents or files.
10. Open programs.
11. Identify basic office software programs (Microsoft Word, Excel, Powerpoint), demonstrate knowledge of their functions, and identify their corresponding file extensions.
12. Open files using appropriate programs
13. Open a web page and follow hyperlink text
14. Can add a web page to "Favorites" or "Bookmarks"
15. Can access a web page from "Favorites" or "Bookmarks"

Email

1. Move or delete an email and retrieve an email from the trash
2. Can attach a file to an email message
3. Can retrieve and open an attached file to an email message
4. Use caution when opening an email from an unfamiliar or unexpected source and avoid opening suspicious attachments
5. Avoid giving out personal information (especially financial information) or email address to unfamiliar people
6. Identify and delete junk mail, including spam
7. Be selective and cautious about forwarding email to large groups of people
8. Define: Computer virus
9. Define and tell the difference between a URL and an email address (see World Wide Web)

Word

1. Identify ribbon and toolbars
2. Demonstrate knowledge of the difference between "Save" and "Save As" functions.
3. Use Save As to save to a particular folder or file location and name the document.
4. Use undo and redo arrows
5. Cut, copy and paste
6. Use spell check and grammar check
7. Format the size, color and type of font
8. Align text: left, center and right justify
9. Set single or double spacing
10. Use bullets and automatic numbering
11. Use print preview and print.
12. Set margins
13. Select portrait or landscape
14. Identify file extensions, corresponding document types and associated programs used to open them: pdf, xls, doc, docx, rtf, pub, ppt, pptx