



Libraries and Literacy Student Manual

Libraries and Literacy

Instructors: *This manual contains workbooks, activity worksheets, and resources for seven digital literacy training modules: Computer Basics, Internet Basics and Cyber Safety, Introduction to Email, Introduction to Microsoft Word, Introduction to Microsoft Excel, Job Search, and Resume Writing. It is recommended that each module be taught as a stand-alone course, as each takes two to four hours to complete.*

Materials in this manual are to be used by students. Instructor lesson plans, presentations, and associated training materials can be found in the full Libraries & Literacy Digital Literacy Toolkit, available from the Texas State Library and Archives Commission.

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Libraries and Literacy Student Manual Table of Contents

1.0.1 Computer Basics Student Manual	5
1.0.3 Keyboard Practice	27
1.0.5 Computer Basics Online Resources	29
2.0.1 Internet Basics and Cyber Safety Student Manual	31
2.0.2 Internet Scavenger Hunt	45
2.0.3 Website Evaluation Rubrics	47
2.0.4 Internet Basics and Cyber Safety Online Resources	49
3.0.1 Introduction to Email Student Manual	51
3.0.2 Email Online Resources	71
4.0.1 Introduction to Microsoft Word Student Manual	73
4.0.2 Cover Letter	83
4.0.3 Screen Components Quiz	87
4.0.4 Microsoft Word Online Resources	119
5.0.1 Introduction to Microsoft Excel Student Manual	121
5.0.2 Microsoft Excel Screen Components Quiz	131
5.0.3 Budget Activity	163
5.0.4 Microsoft Excel Online Resources	165
6.0.1 Job Search Student Manual	167
6.0.2 Career Self-Assessment Activity	185
6.0.3 Career Profile Activity	189
6.0.4 Career Objective Activity	191
6.0.5 Online Job Application Practice	193
6.0.6 Job Search Journal	195
6.0.7 Job Search Online Resources	197

7.0.1 Resume Writing Student Manual	199
7.0.2 Chronological Resume Example.....	221
7.0.3 Functional Resume Example	223
7.0.4 Resume Editing Activity	225
7.0.5 Resume Information Activity	229
7.0.6 Chronological Resume Template	233
7.0.7 Functional Resume Template.....	235
7.0.8 Resume Writing Online Resources	237



I.0.1 Computer Basics Student Manual

The Computer Basics training session is a two (2) to four hour course. You will learn basic information about computers. You will learn vocabulary about computer hardware, and computer software. You will learn how you can put information in computers and get information out of computers. You will also learn about file management and why it is important.

Learning Goals

- Describe why computers are important
- Explain how computers work
- Explain the difference between computer hardware and computer software
- Describe what an operating system is
- Identify the operating system you have on your own computer and phone.
- Explain office productivity and communications software.
- Start up and shut down computers properly
- Use the mouse and keyboard to complete tasks on the computer
- Identify the different groups of keys on the computer
- Create, open, save, and manage files and folders

Why is it important to know how to use a computer?

Computers are everywhere and everyone is using them! Computers are in our cars, our kitchens, our stores and in our workplaces. They are used to communicate, to play, and to make everyday tasks easier. Using a computer and the Internet will help you to keep in touch with friends and family.

You will also be able to complete common tasks more quickly. Computers can help you pay bills or find information on health or other topics. Computers can also help you reach goals like finding a job and improving your career.

What is a computer?

A computer is a piece of equipment that needs electricity or battery power. The computer does the following for you.

- accepts information (input)
- changes the information (process)
- produces new information for you (output), and
- stores the new information (storage)

The computer completes 4 basic functions that make up the information processing cycle.

- Input - data that you put into the computer
- Process - how your data changes
- Output – data that you can take off of your computer
- Storage – where data is stored

The way that the computer processes information is kind of like the way your own brain works.

- Input = what you take in through your eyes, ears, mouth & nose
- Processing = your brain
- Output = your verbal and written reactions
- Storage = what you save and where and what you throw away

Why should you use a computer?

- What types of things can you do on the computer?
- What kind of things do you want to do on a computer?

Can you do these things without a computer? You probably can! But computers can help you! They give you:

- Speed: Computers can complete tasks much faster than we can.
- Accuracy: Computers do not mistakes unless you make them first by giving bad information
- Reliability: Computers will not change their minds by how they feel about you
- Memory: Computers can work with huge amounts of information much faster than we can.

5 Basic Parts of the Computer

1. Input: Things we use to get information into the computer.

List as many as you can think of.

2. Output: Things we use to see the results of what we do with information we work with.

List as many as you can think of.

List as many devices as you can think of that are both input and output.

.....

3. Central Processing Unit (CPU):

- The CPU processes your instructions. It is the “traffic cop” that tells the computer what to do. It also works with numbers.

4. Memory: RAM (Random Access Memory) and ROM (Read Only Memory)

- RAM: This is the short term memory. The computer holds information it needs while it is working. When the computer turns off, the information in RAM disappears.
- ROM: These are Instructions that are a permanent part of the computer. These instructions are built on pieces of the computer called chips. These are used to start up the computer, keep time, and do other things that never change.

5. Storage: This is where the computer keeps your information. There are many types of storage:

- Hard Drive: The hard drive is inside the actual computer.
- CD/DVD: You can read information from CD's and DVD's. On some computers you can also write information on CD's and DVD's.
- USB drive: This is a small object that many people use to store data. USB drives are easy to take with you from one place to another. People call USB drives other names:
 - Thumb drive
 - Jump drive
 - Flash drive
- The Cloud: The cloud is another word for the Internet. There are many free ways to store information in the cloud. Some examples are Google Drive, Dropbox, and OneDrive.

What are advantages and disadvantages of different types of computer storage?

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.....

Computer Programs

A computer program is a set of step-by-step instructions. These instructions tell the computer how to do its job.

1. Operating System Software

This software works with the operating system. It controls how you, the software, and the hardware work together. Windows, Apple, Android, and Chrome are common operating systems. Computers and laptops usually use Windows or Apple. Cell phones and tablets usually use Apple, Android, or Chrome software.

2. Application Software

This software is what the computer uses to carry out a job as specified by the user. There are different kinds of application software.

- **Office Productivity Software.** Word Processing is software that lets you work mostly with text. You can enter, edit, format and print documents. Microsoft Word is a popular example of word processing software.
- **Spreadsheet is software.** Spreadsheet software helps you work with numbers and text too. You can enter, edit, format, print, sort and do math with spreadsheet software. Microsoft Excel is a popular example of spreadsheet software.
- **Communications Software.** Communications software helps you read, write, talk to, and listen to other people. Examples are the Internet and Email. Internet Explore and Chrome are examples of Internet browsers. Browsers help you use the Internet.

- Educational Software. These are computer applications that help people learn.
- Entertainment. Entertainment applications are popular. Many people use applications to listen to music or books. They also use these entertainment applications to play games and watch movies.

Input Devices

Mouse: The mouse lets you work with text and objects on the computer screen. You use the mouse to:

- Double Click
- Right Click
- Click and Drag
- Drag and Drop

1.0.2 Mouse Practice is completed on the computer using the Mouse Practice file.

Keyboard: The keyboard lets you put text and numbers into the computer. The keyboard you see in the United States is called a QWERTY keyboard. Find the letters Q W E R T Y on your keyboard. That is where the name comes from.

There are special groups of keys on the keyboard. Your teacher will show you where these are on your keyboard.

1. Character Keys. Most of the keys that you use to type are character keys. These are letters, numbers, and punctuation keys.
2. Backspace and Delete Keys. These 2 keys erase your text.
3. Navigational Keys. These keys help you move in your document. They include Space, Enter, Tab, Directional Arrows, Home, End, Page Up/Page Down.
4. Modifier Keys. These keys - Ctrl, Shift, Caps - help you make capital letters and keyboard shortcuts.

5. Function Keys. These keys do special things depending on your keyboard. You will not use the Function Keys for typing text.

1.0.3 Keyboard Practice is completed on the computer using the Keyboard Practice file.

File Management

Take notes as your teacher shows you File Management.

My Computer

My Documents

Folders

Subfolders

Files

File Naming Conventions

File Types

1.0.4 File Management Practice is completed on your computer using the instructions below:

Follow the steps below along with your teacher to practice how to **Save and Save As** on your computer.

1. Follow your teacher's instructions to open Microsoft Word.
2. Type in your first and last name and stop.
3. Click "File" at the upper left hand corner of the screen and then click on "Save."
4. The box that pops up says "Save As" at the top. This is because it is the first time you are saving the file.
5. Look at the folder names next to "Save As." You may see two or three names of folders. This is the path to the folder where you are saving your file. Write down the folder path below:

6. Type the file name "Practice 1" and click Save.
7. Press the Enter key to go to the next line. Type in your street address and then go to File/**Save**. Notice that now you do not get a box that asks you to choose a folder and to type in a name. That is because you already saved the file.
8. Press the Enter Key again to go to the next line. Type in your city, state, and zip code. Now use File/**Save As** to give the file a new name – "Practice 2." Press the Enter Key again to go to the next line. Type your phone number. Use File/**Save As** and choose a different folder such as Documents or Downloads. Type in a different file name - "Practice 3."
9. You now have 3 different files in 2 different folders. Locate these folders and files on your computer.

Basic Computer Terminology

Computer: An electronic device that accepts input, processes data, provides storage and retrieval and provides output for the user.

5 basic components

- 1) Input Devices
- 2) Central Processing Unit
- 3) Output Devices
- 4) Memory
- 5) Storage

Information Processing Cycle: The sequence of events which includes (1) input, (2) processing, (3) storage and (4) output.

Input Device: A device which allows the user to enter data into the computer.

Examples: Mouse, Keyboard, Disks, Touch Screen Monitor, Microphone, Scanner

Output Device: A device which allows the computer to communicate the results of processing with the user.

Examples: Monitor, Disks, Speakers, Printer

Operating System: Software that communicates with the hardware and allows other programs to run.

Examples: Windows (any version), MAC OS (any version)

System Software: The files and programs that make up the operating system.

Device Drivers: Software that helps the computer communicate with a particular hardware device.

Application Software: A computer program designed to help the user accomplish a certain task such as: word processing, spreadsheet, web browser, presentation, and email.

Note: More information can be obtained about any of the above by typing the bold words above, along with the word define, into any search engine

File Management Terminology

My Computer: The computer is the primary storage device, and it is designated “Drive C:” in most operating systems. You can think of this as the storage room for all saved files.

My Documents: My Documents is a folder on the hard drive of your computer or on a server. This is generally the default folder for saving files unless you instruct the computer to save the file somewhere else. You can think of this as the filing cabinet in the file storage room (Drive C:).

Folder: You can create as many new folders as you need to organize your files. Folders can be placed directly on Drive C:, inside the My Document folder, or on the desktop. You can think of this as a filing drawer, in the filing cabinet, in the file storage room.

Subfolder/Directory: Subfolders are folders inside of other folders. Again, you can create as many subfolders as you need to organize your files. You can think of these as the hanging files in the filing cabinet drawer.

File: Files are created when you save a document, a spreadsheet, a presentation, a webpage, a picture, a video, a song and so on... You can think of files as the papers you would put in the hanging folders, in the drawers, in the filing cabinet in the file storage room.

File Type: Files come in all types and sizes. Type is determined by what kind of file it is and what program created it. Example: “practice.docx” is a Word file

that was created using Word 2007 or Word 2010. We know that because the file extension (everything following the “.”, “period” or “dot”) is “docx.” File extensions associate the file with the program that created it, and “docx” is associated with Word 2007 and Word 2010. If you change the file extension, the program might not be able to open it because it won’t recognize it as its file type.

Saving Files

FILE / SAVE: If you don’t make any changes, FILE / SAVE saves the file to either the default location (usually My Documents) with a default filename (usually document 1 or the first few words of text in the document).

If the file has already been saved, FILE / SAVE saves the file in the same location with the same name.

FILE / SAVE AS: Allows the user to change the location of the file and/or the file name.

Keyboard Tips

QWERTY Keyboard: The section of your keyboard containing the standard alphabetic characters including the row of numbers, the ENTER and the SHIFT keys.

Numeric Keypad: Laid out using the same layout of the standard calculator. Includes symbols for addition (+), subtraction (-) multiplication (*) and division (/).

Modifier Keys: SHIFT, ALT, CTRL & FN are used to modify the actions of other keys when they are pressed at the same time.

Function Keys: The function keys use may change from one program to another, but the F1 key generally opens the help menu for a program and the F5 key generally refreshes the active window.

Hot Keys or Shortcut Keys: A combination of keystrokes which, when pressed, carry out a command without using the mouse. These combinations may vary from one program to another.

Examples: CTRL C copies highlighted text/image

CTRL V pastes copied text/image

CTRL X cuts highlighted text/image

CTRL A highlights everything in the document

Directional Keys:

HOME: moves the cursor to the beginning of the line it is on.

END: moves the cursor to the end of the line it is on.

PAGE UP / PAGE DOWN: moves the cursor up and down a designated amount of lines on the screen (the number of lines may vary depending on the program).

Arrow Keys: move the cursor one space or one line in the direction indicated by the key.

Other Keys:

DELETE: erases the character to the immediate right of the cursor or all highlighted characters.

BACKSPACE: moves the cursor one space to the left. It will delete one character to the left of the cursor and all highlighted text.

INSERT: Enters text in place of existing text. The insert key is a toggle key which means you press it one time to turn it on and one time to turn it off.

Mouse Tips

Click: Press the left mouse button one time to position the cursor on the screen or to activate a hyperlink.

Right Mouse Click: Press the right mouse button one time to open a pop out or contextual menu for the item clicked.

Double Click: Click the left mouse button two times quickly to select a word, open a file or a program.

Click and Drag: Position the cursor at the beginning of the text you want to work with, hold the mouse button down and move the mouse over the text. Release the mouse button when you have all of the text highlighted.

Drag and Drop: Select text or a picture and click, hold down the mouse button and move the text/picture/file to the new location and release the mouse button.

Scroll Wheel: roll it forward to move up on the screen and roll it back to move down on the screen.

Cursor: the image on the screen which indicates the location of the mouse pointer. The cursor may assume a number of different shapes depending on the user input.

Common Windows Cursors

	Normal Select		Link Select		Move
---	------------------	---	----------------	---	------

	Help Select		Text Select		Horizontal Resize
	Working in Background		Not Allowed/ Available		Diagonal Resize
	Busy		Busy		Vertical Resize

Change Settings to Left-Handed Mouse

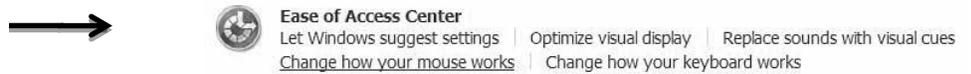


1. Click the Start button at the bottom left of your screen then click “Settings” then click “Control Panel.”

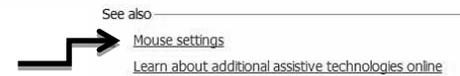
2. A new window will pop up. Look for the Ease of Access section and click on the bold “Ease of Access” link.



- Click the “Change how your mouse works” link.



3. At the bottom of this window (you might need to scroll down) you will see a “See Also” section. Click on the “Mouse Settings” link.

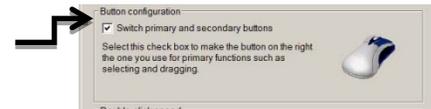


4. A dialog box like the one to the right will appear. Click the white box next to the



“Switch primary and secondary buttons” text to check it.

5. Click the “Apply” button at the bottom of this dialog box. It will only be active if you make a change in this dialog box. Then click the OK button.

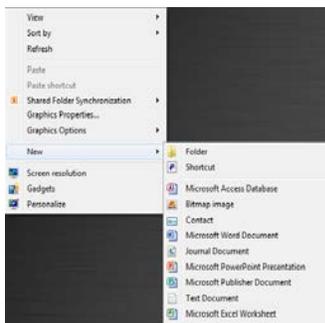


6. You may now close the remaining open windows by clicking on the x in the upper right hand corner of the window you want to close. But remember (!), the mouse buttons have been switched!

Create Shortcuts on Your Desktop

You can customize your desktop in many ways. The most practical additions to your desktop would be shortcuts. You can create shortcuts to programs you use on a regular basis and/or folders and files you use on a regular basis.

Create a Folder on Desktop



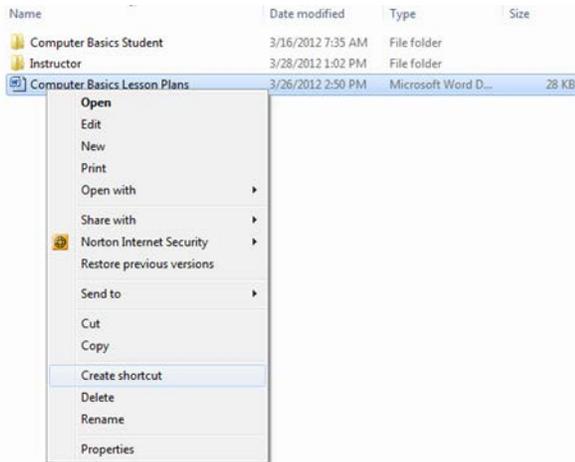
Right mouse click on any empty space on your desktop and then click New > Folder.

A new folder will appear on the desktop with the name “New folder” highlighted. Type the name you want to name this folder and it is ready to use for more convenient storage.



Create a Shortcut to a Computer Program:

Click Start > All Programs > (Navigate to the program you want a shortcut for) **Right Mouse** Click on the Program > Click Send To > Desktop (create shortcut)



Create a Shortcut to a File:

Go to the folder you have saved the file in and **right** mouse click on the file. Click Send To and then click Desktop (create shortcut)



Basic Computer Maintenance

Daily, Weekly & Monthly: Like cleaning out the garage or weatherproofing the porch, you need to remove unused programs and scan your Windows Registry only occasionally. But computing also has equivalents to washing the dishes and vacuuming the living room floor--jobs you have to do all the time. Luckily, you can automate most of these tasks.

Back Up Every Day: Backing up your data is like brushing your teeth: You have to do it, and do it right. And you should do it every day or at least often enough to avoid losing important files! (*Note from your trainer: If you follow the file management strategies taught in class, it will be much easier to back up your files because they will all be in one folder!*) And where should you copy those files to? CD-RWs and DVD-RWs work great, but a

second hard drive is the best possible choice, especially if it's an external model that you can detach from the PC.

Weekly Scans and Updates: Antivirus software is useless if you don't keep it up to date. It's likely that your antivirus software can update itself automatically whenever you're connected to the Internet. But if it doesn't, do it yourself once a week.

Scan your hard drive for new viruses once a week, too. Every antivirus program is different, but you should be able to find a control that lets you do a manual scan. Most programs will also let you schedule weekly scans so you don't have to remember to do them yourself.

Of course, not all online evildoers use viruses; some exploit security holes that Microsoft left in Windows. You need to plug those holes. Luckily, Microsoft supplies the cement in the form of regular, downloadable patches. To see if there's one you need--and to download it if there is--just connect to the Internet and click the Windows Update icon that's near the top of the Start menu.

Scan your hard drive for errors: In Windows XP and 2000, open My Computer, right-click your hard drive, and select *Properties*. Click the Tools tab, then the Check Now button. In Windows 98 or Me, select *Start, Programs, Accessories, System Tools, ScanDisk*.

The Monthly Defrag: About once a month, you should defragment your hard drive.

Over the course of regular PC use, your files get fragmented--spread out all over your hard drive. That photo you just loaded may appear to be all in My Photos, but physically, bits and pieces may be spread out and mixed up like carrot slices in a well-tossed salad.

When everything is working well, this fragmentation doesn't do any harm. But should disaster befall your drive, your chances of recovering a fragmented file are a lot worse than your chances of recovering a contiguous one.

Keep it Physically Clean:

Step 1: Inside the Case: If you see dust or other debris accumulating around the vents of your desktop or laptop, you can bet there's more inside. To remove it, you'll need to open the case. That may sound more intimidating than it really is. Before you begin, make sure the computer is turned off and disconnected from the power source.

One more consideration: Manufacturers' policies vary, but, in some cases, opening your computer case may void your warranty. You may even encounter a warning sticker on the case. Review your warranty terms before continuing.

Touch as little as possible inside the computer—keep your fingers away from cards and cords. Look for any dust bunnies or other bits of fluff in the nooks and crannies. Pick these out carefully with tweezers or a cotton swab. Blow compressed air around all of the components and along the bottom of the case, keeping the nozzle at least four inches away from the machine. Blow air into the power supply box and into the fan.

Try to aim the stream of pressurized air in such a way that it blows debris out of and away from crevices and recesses, rather than driving it deeper in. Take particular care when blowing the delicate fans. Overspinning them with excessive pressure can crack a blade or damage the bearings. Position the compressed air can well away, and use short bursts of air rather than a steady blast. As a precaution, you might also carefully immobilize the fan blades with your fingertip or a cotton swab while using the air can.

Lastly, blow air into the floppy disk, CD or DVD drives, and I/O ports—but again, not too aggressively. Wipe the inside of the cover with a lightly moistened cloth, and dry it before replacing it.

Step 2: Outside the case: Run a cotton swab dipped in rubbing alcohol around all of the openings on the outside of your case. Give them one swipe with the damp end of the swab and one swipe with the dry end.

Step 3: Keyboard: Turn the keyboard upside down and gently shake it. Most of the crumbs and dust will fall out. Take a can of compressed air and blow into and around the keys. Next, take a cotton swab and dip it in rubbing alcohol. It should be damp, but not dripping wet. Run the cotton swab around the outside of each key. Rub the tops of the keys. Don't be stingy with the swabs. Discard them when they start to get dirty, and switch to a fresh one. If you have a laptop, follow the same procedure but take extra care with your machine—treat it as gently as you would a carton of fresh eggs. If your laptop has a touchpad, use the damp swap to wipe it clean, as well. Do this keyboard cleanup monthly.

It's tempting to use a vacuum cleaner to suck the debris out of the keyboard and other parts of the computer, but technicians warn that it can create a static electrical charge that can actually damage the computer's sensitive electronics.

Worried about spills? If a spill happens, immediately turn off your computer, disconnect the keyboard, and flip it over. While the keyboard is upside down, blot the keys with a paper towel, blow compressed air between the keys, and leave it to air dry overnight. Check to ensure that all traces of moisture have evaporated before using the keyboard again. Laptop spills need more attention because liquid can easily penetrate the keyboard and damage internal parts. For laptop spills, immediately turn off the computer and remove any external power source and other items plugged into it. Turn the laptop over, remove the battery, and then bring it

to your nearest repair center to check for internal damage. Simply blowing compressed air into the keyboard and letting your computer air dry upside down overnight aren't enough, because liquids can sit inside a laptop for days.

For all spills, be aware that anything other than plain water may cause severe damage, and never attempt to dry a keyboard or laptop in a microwave or conventional oven.

Step 4: Mouse: Disconnect the mouse from your computer. Rub the top and bottom of your mouse with a paper towel dipped in rubbing alcohol. Scrape hard-to-remove grime with your fingernail. If you have an optical mouse, ensure that no lint or other debris obscures the light-emitting lens on the underside of the mouse.

If you use a mechanical mouse, open the underside of the mouse and remove the ball. (In most cases, you simply need to rotate the plastic ring encircling the ball one-quarter turn counterclockwise.) Wash the ball with water, and let it air dry. To clean inside a mechanical mouse, dip a cotton swab in rubbing alcohol and rub all of the interior components, paying particular attention to the little rollers, where gunk tends to collect. Finally, blow compressed air into the opening and ensure that the interior is dry. Replace the ball and the cover.

Step 5: Monitor: For liquid-crystal display (LCD) laptop and flat-panel monitor screens, slightly moisten a soft, lint-free cloth with plain water. Microfiber cloths are excellent for this purpose. Avoid using paper towels, which can scratch monitor surfaces. Do NOT spray liquid directly onto the screen—spray the cloth instead. Wipe the screen gently to remove dust and fingerprints. You can also buy monitor cleaning products at computer-supply stores.

For glass CRT (television-style) monitors, use an ordinary household glass cleaning solution. Unless your manufacturer recommends differently, don't use alcohol or ammonia-based cleaners on your monitor, as these can damage anti-glare coatings. And never try to open the housing of a CRT monitor. Capacitors within can hold a dangerous electrical charge—even after the monitor has been unplugged.

Clean the monitor weekly. Finally, make sure that everything is dry before you plug your computer back in.

1.0.3 Keyboard Practice

Using the Shift Key and Space Bar

1. Click with your mouse in the blank box below. Hold down your Shift Key to type the first letter of your name. Then let go of the Shift key and type the rest of your last name.
2. Click on your space bar to put in a space after your first name. Hold down your Shift Key and type the first letter of your last name. Then let go of the Shift key and type the rest of your last name.

Using the Backspace and Delete keys

1. Click with your mouse in the blank space below. Type the word **“there”**.

2. Use your backspace key to erase the last 2 letters from there and change the spelling to their.
3. Click with your mouse on the word their before the letter i.
4. Use your delete key to delete the “i” and “r”.
5. Change the word to they’re by typing “y’re.”
6. You may notice that the word automatically gets capitalized. Word does this automatically after periods.
7. Use your backspace or your delete key to change the capital “T” back to a lower case “t.”

Copy and Paste using Keyboard Shortcut Keys (and Triple Click with Mouse)

1. Triple Click quickly on this line. The line will be highlighted in blue.
2. Without clicking on anything else, click on the Control Key and hold it down while you tap on the C key (Ctrl-C). *The line above should still be blue before you go to the next step.*
3. Click in the blank box below. Click on the Control Key and hold it down while you tap on the V key (Ctrl-V).



1.0.5 Computer Basics Online Resources

Now that you've got the basics down, keep practicing by checking out these links:

[Every Community Online](#) - Register here for free online self-paced training and access to affordable computers and broadband service

[Goodwill Community Foundation](#) - Hundreds of free online tutorials covering a variety of topics such as basic computers and career development

[Mousercise](#) and [Mouse Games](#) - Get to know your right clicks from you left by honing your mouse skills at these fun sites

[Typeracer](#) - Improve your typing skills by racing against other typists from around the world



2.0.1 Internet Basics & Cyber Safety Student Manual

Internet Basics & Cyber-Safety is a two hour course designed to familiarize students with web browser basics, search engines, and search strategies. Ethical and safety concerns will also be considered.

Learning Goals:

- Describe the difference between Internet and World Wide Web
- Describe web browsers and their uses
- Identify screen components of Internet Explorer
- Identify the basic parts of the World Wide Web
- Identify the components of a URL
- Conduct effective Internet searches
- Understand search results
- Evaluate web sites
- Discuss Cyber Safety (safety on the Internet)

Definitions

Networks -

.....

Internet -
.....

World Wide Web

.....

Web Browser
.....

Review screen components of Internet Explorer from the top down.

Title Bar:.....
.....

Minimize:
.....

Restore:.....
.....

Close:
.....

Address Bar:.....
.....

Back & Forward Buttons:

.....

Tabs:

.....

Status Bar:.....

.....

More Definitions

Hyperlink

.....

URL

.....

Search Engine

.....

Internet Search Tips

- **Every word matters.** Generally, all the words you put in the query will be used.
- **Search does not care about capital letters or punctuation.** A search for [new york times] is the same as a search for [New York Times].
- **Remember that a** search engine is not a human. Instead of typing [Do I have the flu?], type in [flu symptoms].
- **Choose descriptive words.** The more unique the word is the more likely you are to get relevant results. Words that are not very descriptive, like

'document,' 'website,' 'company,' or 'info,' are usually not needed.

2.0.2 Internet Scavenger Hunt is completed using the questions below and your computer.

1. When did William Barret Travis write his famous letter from the Alamo?
2. What are the words of the Pledge of allegiance to the Texas State Flag?
3. Who was the “Bandit Queen of Dallas?”
4. Who declared the “hook ‘em horns” the official UT hand symbol in 1955?
5. Where was Lyle Lovett born:
6. What was the name of the school in Rusk Country where a natural gas leak led to an explosion, killing 319 students and teachers?
7. What is the estimated number of songs with Texas or Texas places in the titles?
8. What is the Texas State Shell?
9. The King Ranch is bigger than what state?
10. What children’s book was set in Camp Green Lake Texas?

How to Evaluate a Web Page

- Purpose: Why** was the page created? To:
 - Inform
 - Entertain
 - Advertise or Sell a product or service
 - Influence views, beliefs, elections
 - Provide up-to-the-moment news
 - Personal enjoyment
- Sponsor/Owner:** On what type of Internet provider or organization does the page reside?
 - Government agency
 - Educational
 - Business/Company
 - Association: Professional, Trade, Entertainment
 - News bureau: television, newspaper, radio
 - Personal (Individual)
- Organization and Content:** Is the page organized and focused? Is it well designed? Is the text well written? Are the links relevant and appropriate? Are the links evaluated?
- Bias--political or issue stance** (of the author or sponsor): Most web pages have an inherent bias that will impact the way information is conveyed on them. Is the author or sponsor:
 - left/liberal?
 - right/conservative?
 - center?
 - a political action group or association?
 - a business?
- Date of Production/Revision:** When was the web page produced? When was it last revised? How up-to-date are the links? Are the links still viable?

6. **Usefulness:** Is the web page relevant to your search?
7. **Authority/Author** Who is responsible for the page? Is the author an expert in this field? What else has he/she written or produced? Does the author provide an e-mail address? How accurate is the provided information? Is a bias evident?
8. **Audience:** To what type of reader is the web page directed? Is the level appropriate for your needs? Is the page for:
 - general readers?
 - students (elementary, high school, college, graduate)?
 - specialists or professionals?
 - researchers or scholars?
9. **Coverage:** Does the page cover the topic comprehensively, partially or is it an overview?
10. **Illustrations:** Are the graphics clear in intent, relevant and professional looking? Do the graphics add to or enhance the content?
11. **Security** Are security and/or encryption systems employed when necessary?

2.0.3 Website Evaluation Rubric is completed using the questions below and your computer.

[HTTP://WWW.LOC.GOV/EXHIBITS/LEWISANDCLARK/LEWISANDCLARK.HTML](http://www.loc.gov/exhibits/lewisandclark/lewisandclark.html)

WEBSITE # 1	1	2	3	4	5
Purpose					
Sponsor/Owner					
Organization and Content					
Bias--political or issue stance					
Date of Production/Revision					
Usefulness					
Authority/Author					
Audience					
Coverage					
Illustrations					
Security					

NOTES:

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2.0.3 Website Evaluation Rubric (Continued)

[HTTP://WWW.UNMUSEUM.ORG/UNMAIN.HTM](http://www.unmuseum.org/unmain.htm)

WEBSITE # 2	1	2	3	4	5
Purpose					
Sponsor/Owner					
Organization and Content					
Bias--political or issue stance					
Date of Production/Revision					
Usefulness					
Authority/Author					
Audience					
Coverage					
Illustrations					
Security					

NOTES:

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Internet Basics Terminology

Adware: A malicious code that displays unsolicited advertising on your computer.

Blog: A personal or professional journal kept on a Web site which is updated frequently. Blogs generally have a theme and can be private or public.

Chat room: An online site used for social interaction, usually based on a topic or theme, where people with shared interests can “chat” with others.

Content filtering: Allows you to block internet access to certain types of content.

Cookie (*tracking cookie, browser cookie, HTTP cookie*): Cookies are small pieces of text stored that a web browser places on a user’s computer.

Cyberbully, cyber bullies, cyberbullying: Bullying that occurs online.

Cyber crime: Criminal activity that targets computers or uses online information to target real world victims.

Download: Transfer material from a server or remote computer to your computer.

Email Signatures: this is a block of text added at the end of emails. It often contains your full name, possibly your Job description, location, phone number, an inspirational thought etc.

File sharing: Refers to the ability to store files either in a central place that can be shared with as few as one other person, or publicly.

Freeware: This is software that is owned and copyrighted, but that the owner is giving away for free.

Identity theft: Stealing someone’s identity in order to impersonate them.

Malware: stands for **Malicious softWare** and is an umbrella term that includes any type of harmful code – “trojans”, “worms”, “spyware”, “adware”, etc that infiltrate a computer without consent of the computer user and are designed to damage the computer, collect information, or allow your computer to be subverted and used remotely to send spam etc.

Phishing: the attempt by people to impersonate a business in order to trick you into giving out your personal information.

Posting: Means to upload information to the web

Scam: to con, cheat, trick, swindle, others.

Shareware: Shareware is method of product advertising that lets you 'try before you buy'. This type of software can be downloaded from the Internet or may be distributed as a CD and can be used free of charge.

Social networking: Refers to a category of Internet applications to help connect friends, business partners, or other individuals together using a variety of tools

Spam: Unsolicited e-mail attempting to sell you something. Also known as junk mail.

Spyware: is stealthy software that leverages your Internet connection to collect information about you without your knowledge or consent and sends it back to whomever wrote the spyware program. Like adware it is often installed when you download 'freeware' or 'shareware' programs. Spyware may be looking for your banking information, personal information, etc. It is illegal and pervasive.

URL: (Uniform Resource Locator) refers to a unique internet address of a file or destination. To find a particular site or document you type the URL into the browser window and the browser will bring up that particular address.

Virus: a computer program which can duplicate itself and spread from one computer to another.

Web Page: a document on the web. Each web page has a unique URL.

Web Site: a group of related web pages.

Web Server: computers connected to the Internet that host web sites.

11 Tips for Safe Online Shopping

These tips have been abbreviated for the sake of space. Read the full text at <http://www.pcmag.com/article2/0,2817,2373131,00.asp>

1. **Use Familiar Websites:** Start at a trusted site rather than shopping with a search engine.
2. **Look for the Lock:** Never ever, ever buy anything online using your credit card from a site that doesn't have SSL (secure sockets layer) encryption installed—at the very least. You'll know if the site has SSL because the URL for the site will start with HTTPS:// (instead of just HTTP://). An icon of a locked padlock will appear, typically in the status bar at the bottom of your web browser, or right next to the URL in the address bar.
3. **Don't Tell All:** No online shopping store needs your social security number or your birthday to do business. When possible, give the least amount of information possible.
4. **Check Statements:** Go online regularly and look at electronic statements for your credit card, debit card, and checking accounts. If you see something wrong, pick up the phone to address the matter quickly.
5. **Inoculate Your PC:** You need to protect against malware with regular updates to your anti-virus program.
6. **Use Strong Passwords:** We like to beat this dead horse about making sure to utilize strong passwords, but it's never more important than when banking and shopping online.
7. **Think Mobile:** There's no real need to be any more nervous about shopping on a mobile device than online. The trick is to use apps provided directly by the retailers, like Amazon, Target, etc.
8. **Avoid Public Terminals:** Hopefully we don't have to tell you it's a bad idea to use a public computer to make purchases, *but we still will. If you do, just remember to log out every time you use a public terminal, even if you were just checking email.*

9. **Privatize Your Wi-Fi:** If you do decide to go out with the laptop to shop, you'll need a Wi-Fi connection. Only use the wireless if you access the Web over a virtual private network (VPN) connection.
10. **Count the Cards:** Gift cards are the most requested holiday gift every year, and this year will be no exception. Stick to the source when you buy one; scammers like to auction off gift cards on sites like eBay with little or no funds on them.
11. **Know What's Too Good to Be True:** Skepticism, in most cases, can go a long way toward saving you from a stolen card number.

Social Networking Safety (from AARP)

Social networking websites such as MySpace, Facebook, Twitter and Windows Live Spaces are services people can use to connect with others and to share information such as photos, videos and personal messages. As the popularity of these social sites grows, so do the risks of using them.

1. **Use caution when you click links** that you receive in messages from your friends on your social website. Treat links in messages on these sites as you would links in email messages.
2. **Know what you've posted about yourself.** A common way that hackers break into financial or other accounts is by clicking the "Forgot your password?" link on the account login page. To break into your account, they search for the answers to your security questions, such as your birthday, home town, high school class or mother's middle name.
3. **Don't trust that a message is really from who it says it's from.** Hackers can break into accounts and send messages that look like they're from your friends, but aren't. If you suspect that a message is fraudulent, use an alternate method to contact your friend to find out.

4. **To avoid giving away email addresses of your friends, do not allow social networking services to scan your email address book.** When you join a new social network, you might receive an offer to enter your email address and password to find out if your contacts are on the network. The site might use this information to send email messages to everyone in your contact list or even everyone you've ever sent an email message to with that email address. Social networking sites should explain that they're going to do this, but some do not.
5. **Type the address of your social networking site directly into your browser or use your personal bookmarks.** If you click a link to your site through email or another website, you might be entering your account name and password into a fake site where your personal information could be stolen.
6. **Be selective about who you accept as a friend on a social network.** Identity thieves might create fake profiles in order to get information from you.
7. **Choose your social network carefully.** Evaluate the site that you plan to use and make sure you understand the privacy policy. Find out if the site monitors content that people post. You will be providing personal information to this website, so use the same criteria that you would to select a site where you enter your credit card.
8. **Assume that everything you put on a social networking site is permanent.** Even if you can delete your account, anyone on the Internet can easily print photos or text or save images and videos to a computer.
9. **Be careful about installing extras on your site.** Many social networking sites allow you to download third-party applications that let you do more with your personal page. To download and use third-party applications safely, take the same safety precautions that you take with any other program or file you download from the Web.

10. Think twice before you use social networking sites at work.

11. Talk to your kids about social networking.



2.0.2 Internet Scavenger Hunt (Student)

1. When did William Barret Travis write his famous letter from the Alamo?
Answer:
2. What are the words of the Pledge of allegiance to the Texas State Flag?
Answer:
3. Who was the “Bandit Queen of Dallas?”
Answer:
4. Who declared the “hook ‘em horns” the official UT hand symbol in 1955?
Answer:
5. Where was Lyle Lovett born?
Answer:
6. What was the name of the school in Rusk Country where a natural gas leak led to an explosion, killing 319 students and teachers?
Answer:
7. What is the estimated number of songs with Texas or Texas places in the titles?
Answer:
8. What is the Texas State Shell?
Answer:
9. The King Ranch is bigger than what state?
Answer:
10. What children’s book was set in Camp Green Lake Texas?
Answer:



2.0.3 Website Evaluation Rubrics

<http://www.loc.gov/exhibits/lewisandclark/lewisandclark.html>

WEBSITE # 1	1	2	3	4	5
Purpose					
Sponsor/Owner					
Organization and Content					
Bias--political or issue stance					
Date of Production/Revision					
Usefulness					
Authority/Author					
Audience					
Coverage					
Illustrations					
Security					

NOTES:

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<http://www.unmuseum.org/unmain.htm>

WEBSITE # 2	1	2	3	4	5
Purpose					
Sponsor/Owner					
Organization and Content					
Bias--political or issue stance					
Date of Production/Revision					
Usefulness					
Authority/Author					
Audience					
Coverage					
Illustrations					
Security					

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2.0.4 Internet Basics and Cyber Safety Resources

Help Using the Internet

- [Internet Basics](#)

Surfing Safety

- [Internet Safety](#)
- [Password Meter](#)
- [Managing your online profile](#)
- [FBI's Cybercrime Site](#)
- [Facebook Safety](#)
- [Banking Online](#)
- [Tips for Safe and Healthy Online Dating](#)



3.0.1 Introduction to Email Student Manual

Email Basics is a two to four hour course designed to introduce you to email and other forms of electronic communication. You will learn how to register for an email account, navigate an email interface, compose, send and receive messages, manage a contact list, and upload and download attachments. The course will also provide a brief overview of safety concerns and social networking.

Goals:

- Create an online email account
- Create a secure password
- Write, open, reply, send, and forward email messages
- Add contacts to a contact list
- Send and open attachments

What is Email?

Email is a way to exchange digital messages via the internet. Because email is so easy and convenient to use, it has revolutionized the way people communicate. In 2011, there were over 3 billion email accounts! Here are some advantages that email has over conventional mail or “snail mail”:

By creating an email account you will be able to send and receive messages instantly, helping you stay connected with friends, family and the rest of the planet.

Email	Snail Mail
Send messages instantly	Mail arrives after 2-3 days
Access anywhere	Fixed physical address
Free with internet connection	Cost of a stamp

Other Advantages

- Other tools (calendar, contact list chat)

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- Private (password protected)

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- Access other parts of the web

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- Send emails to large numbers of people at once

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- More than just text: share pictures and other files

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- Easy to organize (if you know the tricks)

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Parts of an Email Address:



What happens if you don't type in an email address correctly?

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Desktop email vs. "**Webmail.**" List popular web email providers below:

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Email Etiquette and Safety. Take notes as your instructor discusses email etiquette and safety.

1. Sending Email

- Difference between Reply and Reply All

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- Check addresses before sending

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- Check email for typos before sending

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- Don't forward chain mail!

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2. Personal Email To Friends And Family

- More informal

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- Subject lines—relevant

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Fonts and styles (don't write in all caps or use lots of different fonts, hard to read colors)

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- Greetings, closing lines (Hi _____, thanks, etc.)

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- Feelings can be difficult to convey in an email. Use **emoticons** can help set the tone of email. See more on emoticons at the end of this student manual.

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3. Business Email

- Appropriate email addresses to leave a good first impression

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- Use a formal tone when applying for jobs; can use more relaxed but still professional tone in established business relationships

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- Company may be able to read your emails.

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4. Protecting Yourself

- Make your password difficult to guess and never tell anyone your password

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- Spam—Junk mail that could harm your computer. Don't open or reply to it!
Show how to move to spam to spam folder

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- Phishing—Scam that pretends to be an official communication from a trusted source, like a bank, trying to get valuable information from you. Do not give out your information if you are not sure.

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- Only open attachments from people you trust

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Beyond Email

- Calendar

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- To-do list

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- Email is the first step to using the internet to communicate. Now there are lots of other ways to connect with people over the internet:

- Social Networks—Facebook, LinkedIn, Twitter, Google Plus

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- Internet Phone—make calls to anyone in the world through services like Skype.

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There are **3** main email windows: **inbox, email message window, compose window**

1. **Inbox:** What are the main parts of the inbox?

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2. **Email Message Window:** What are the main parts of the message window?

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3. **Compose Message Window:** What are the main parts of the compose message window?

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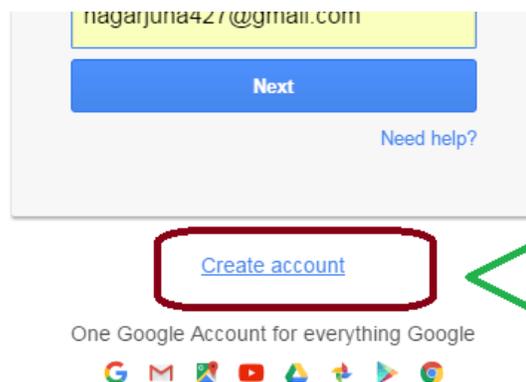
Key Email Functions. You will practice the following key email functions hands-on with your instructor using instructions in the Student Manual.

- 3.0.2 Create an Email Account*
- 3.0.3 Writing and Sending an Email*
- 3.0.4 Reading and Replying to an Email*
- 3.0.5 Forwarding an Email*
- 3.0.6 Sending an Attachment*
- 3.0.7 Opening an attachment*
- 3.0.8 Adding Contacts*
- 3.0.9 Signing In and Out of Your Email*

3.0.2 Create an Email Account

There are several different options for email providers. Some of the more popular providers are Gmail and Yahoo. Here is how you sign up for a Google account:

1. In your web browser, go to [Gmail.com](https://www.gmail.com)
2. Click the “Create account” button at the bottom.
3. Fill out the required information including your name, username, password, and a few other things.
4. Use the Google Email Cheat Sheet below to help you.
5. Write your email address and your password here:



My Email Address: _____@ google.com

My Email Password: _____

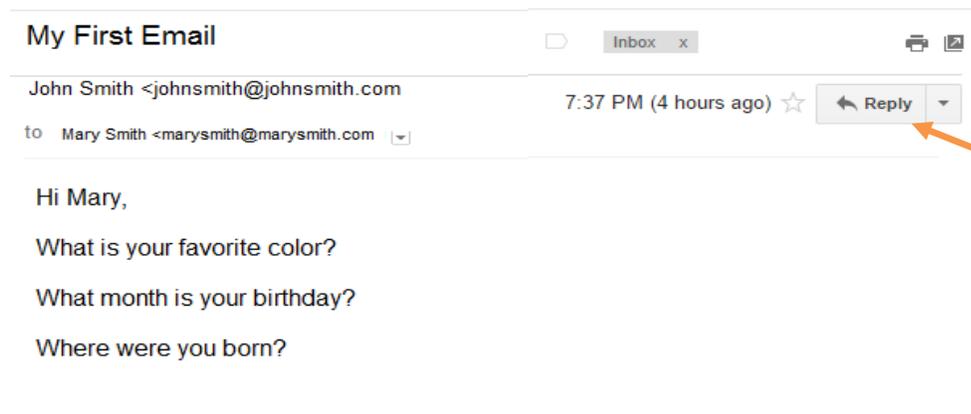
Gmail Cheat Sheet

by Google

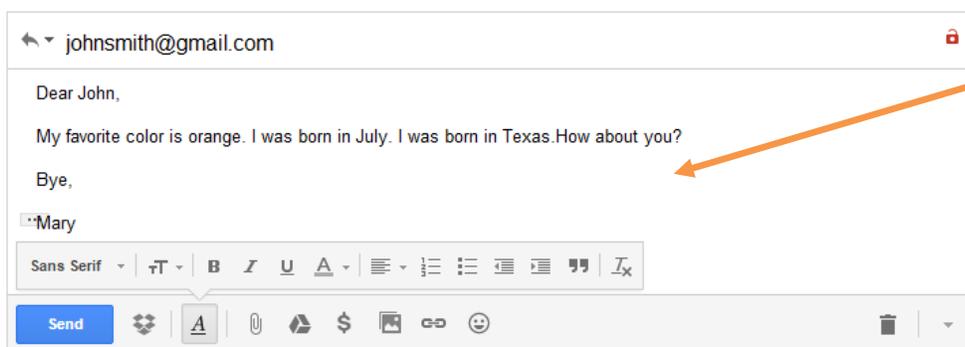
Name <input type="text" value="First"/> <input type="text" value="Last"/>	1. Enter your real name. Make sure you capitalize the first letter of your first and last names.
Choose your username <input type="text" value="_____"/> @gmail.com	2. Try to choose a username close to your real name. You can use letters, numbers, and periods.
Create a password <input type="password"/>	3. Keep safe with a strong password. Use letters, numbers and symbols. You must enter your password twice. If they don't match, erase both fields and try again.
Confirm your password <input type="password"/>	4. Google asks for your birthday and gender to display appropriate content for you.
Birthday Month: <input type="text" value="Month"/> Day: <input type="text" value="Day"/> Year: <input type="text" value="Year"/>	5. By entering your mobile phone and a current email address, it will be a lot easier to recover your password if you ever forget it. Both of these fields are optional.
Gender <input type="text" value="I am..."/>	
Mobile phone <input type="text" value="_____-"/>	
Your current email address <input type="text"/>	

3.0.4 Reading and Replying to an Email

From your inbox, click the new email you received from your partner. This opens up the **Read Message window**.



1. Click the **Reply** button. This opens up a new email.



2. Answer your partner's questions. Remember to include a greeting and closing.

3. Click **Send**

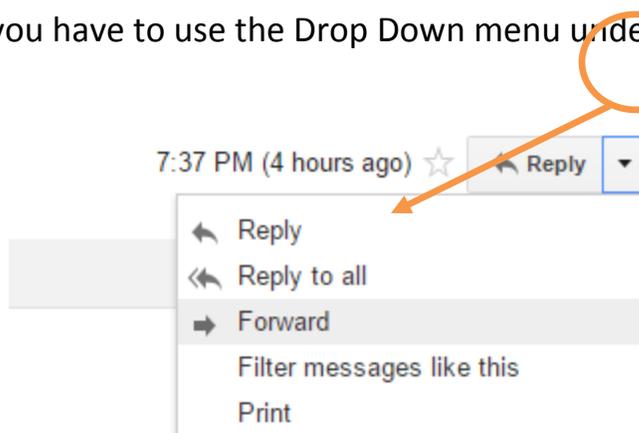
3.0.5 Forwarding an Email

If you ever receive an email that you would like to share, you can easily send it to someone else using the forward link.

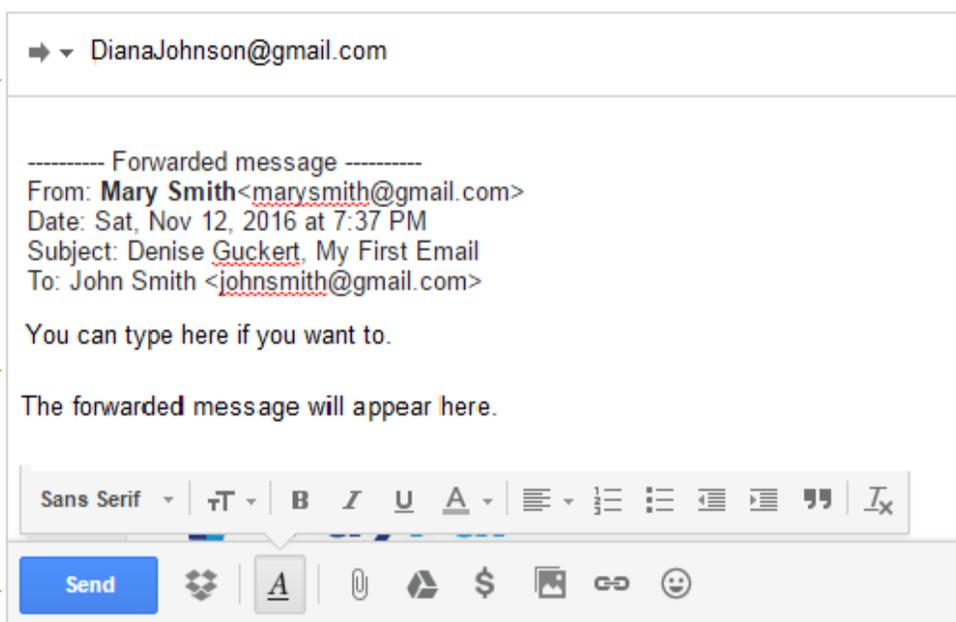
1. Find a new partner and get their email address. Write it here:

Partner 2's Email Address: _____

2. Now re-open the email you received from your original partner. This time click the **Forward** button. In Gmail, you have to use the Drop Down menu under the Reply button.



3. Carefully enter Partner 2's email address.

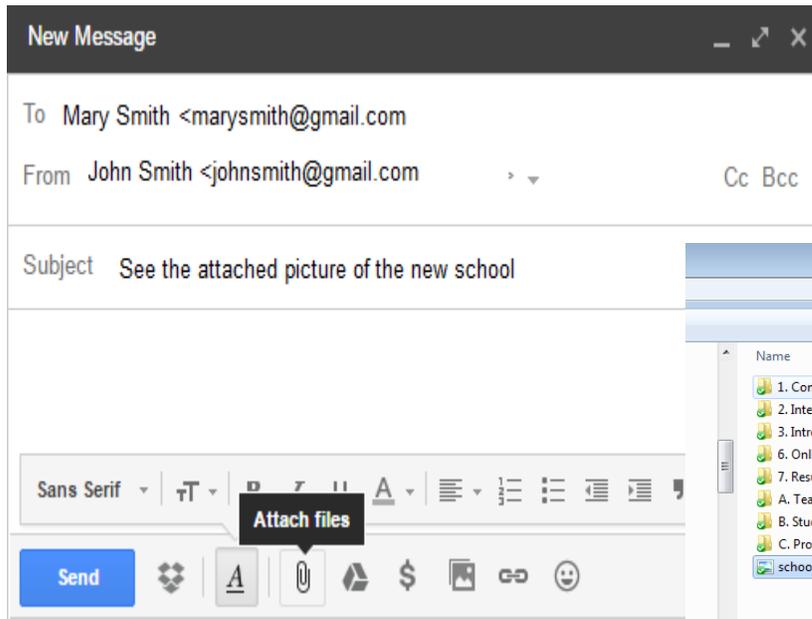


4. If you'd like, you can write something in the body.

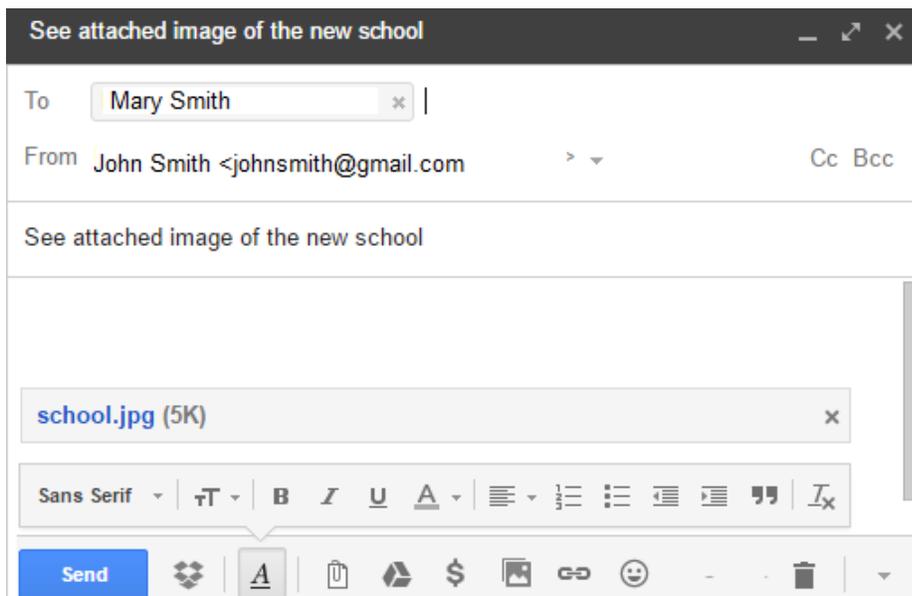
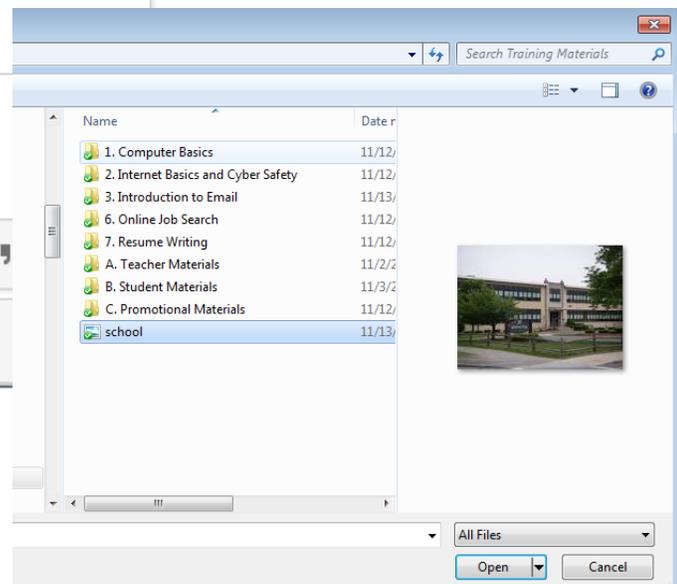
5. Click **Send**. You're done!

3.0.6 Sending an Attachment

1. Create an email to a classmate and click on the paperclip symbol.



2. Navigate to the file you want to attach and click on it. Choose any file.

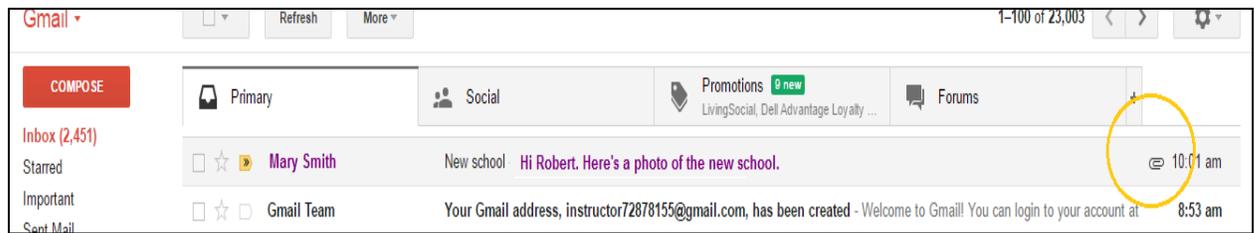


3. The attachment appears at the bottom of the email.

4. Click Send.

3.0.7 Opening an attachment

1. Open the message that has an attachment that your classmate sent you.
Notice the paperclip attachment symbol.



2. Open the email message. You can preview the attachment in the window.



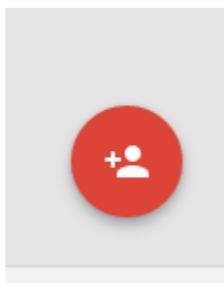
3. If you are certain that you know the person sending the email and that the attachment is SAFE, then click on it to download or open it on your computer.

3.0.8 Adding Contacts

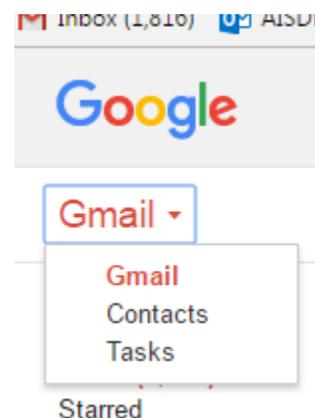
A contact list is an address book where you can keep the names and email addresses of people you communicate with. By creating a contact list, you won't have to remember the exact spelling of other people's email addresses. Here are two ways to add contacts to your list in Gmail:

Method 1

1. In Gmail, go the left top of the page to the Gmail dropdown. Click on Contacts.



2. The Add New Contact button is way to the right bottom of the screen.

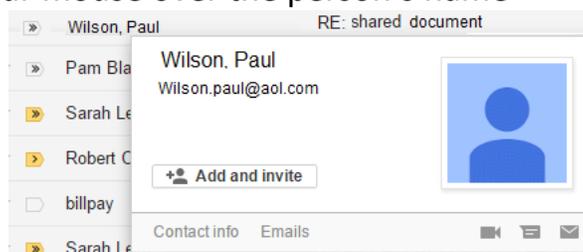


3. Type in the name of the person.

4. Now type in information about the person. You only need to add the email address but you can add phone numbers, photos, and much more.
5. Click the **Save** button. Now when you write an email to someone on your contact list, you only need to type in the first few letters of their name in the **To** line and their name will pop up automatically.

Method 2

1. In Gmail, if you receive an email from someone you want to add to your contact list, you only need to hover your mouse over the person's name for a contact box to pop up. You can click on the plus sign to add the



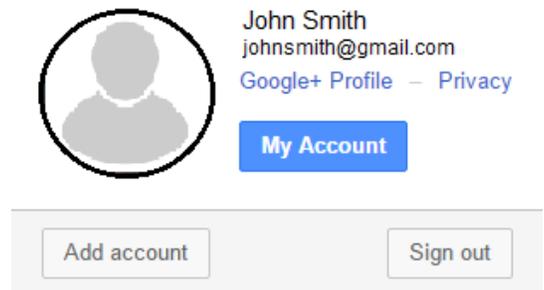
person and their email to your contact list.

3.0.9 Signing In and Out of Your Email

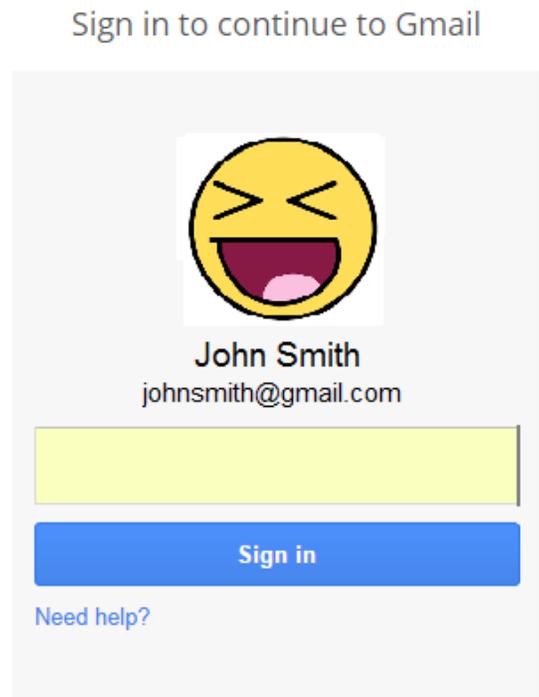
It's important that you always sign out after you finish your email session. Otherwise, the next person to use the computer may have access to your personal information. Think of it like locking the door after you leave your house.



1. At the very top of the page look for the profile icon. It could be blank or if you added a photo, it will look like the photo:
2. A box will pop up with the option to Sign Out.



3. To sign back into your email account, go to gmail.com or google.com.
4. If you do not see YOUR name and email, then choose the "Sign in with a different account" link at the bottom.



[Sign in with a different account](#)

Advanced Email Information

1. **Sending an email to multiple recipients:** Put one address in the **To** line and another in the **CC** (carbon copy) line. If you want to hide the identities of your recipients from each other, use **BCC** (blind carbon copy).
2. **Formatting your email:** Test the different tools on the format bar such as **font, size, style, color, alignment.**
3. **Emoticons:** An emotion is a way to show your feelings in an email. Click the **Emoticon** button to choose from a face that represents the tone of your email. You can also type emotions on the keyboard. Some common emoticons:

Happy	:)
Sad	:(
Wink	;))
Big Smile	:D
Tongue	:P
Angry	X(

4. **Attachments:** Send music, pictures, documents, or any other type file as an attachment. Click the **Attachment** button. Go to the student folder and choose a picture to send as an attachment.
5. **Organize email with folders:** You may want to organize your email to make it easier to find something important later. Select a message by checking the box on the left side of the inbox panel. Then click the **Folder** icon. From the menu, select **New Folder**. Create a name for the new folder like “Email 101.” Your new folder will appear on the left panel. See what’s inside by clicking it. Additionally, you can use click the **star** icon to mark an email as important.

6. **Trash and Spam:** If you want to get rid of an email, select it and click the folder icon again. To delete the email, choose the **Trash** option. After some time, you will likely receive junk email called **spam**. Most email providers have spam filters built in, but if you receive a spam email, you should move it to the **spam folder** instead of the trash. This teaches the spam filter to recognize junk mail in the future.
7. **Search old email:** If you want to find a particular email, you can type a few keywords in the **search bar** and press “enter” to see all emails containing your search terms.
8. **Customize Your Account:** Click the **Options** menu and choose **Mail Options**. Here you can set up your account preferences, create a signature, program email filters, and a lot more.

Email Terminology

Attachment: an uploaded file (picture, song, document, etc.) sent over email.

BCC: short for “blind carbon copy.” Adding email addresses to the BCC line of an email is a way to email multiple recipients without revealing their email addresses to other recipients. This is good idea if you want to protect the privacy of your contacts.

CC: short for “carbon copy.” \ Adding email addresses to the CC line of an email is a way to send a copy of an email to someone who is not the main recipient. Use CC to keep people informed of topics they may have an interest in.

Contact List: a list of people you communicate with over email. Contact lists can include names, email addresses, phone numbers, physical addresses, usernames, and more.

Draft: an unfinished and unsent email. A draft is saved in the draft folder.

Email: a way to exchange electronic messages over the internet.

Email Address: identifies where email is sent. Every email address has three parts: username, @ symbol, and a domain name (i.e. gmail.com).

Emoticon: a small icon, usually a face, representing an email writer's emotion. Emoticons are often used to casually set the tone of a message.

Filter: a way to automatically organize email according to rules set by the email user.

Folder/Label: used to organize emails by user-specified category.

Forward: send a copy of an existing message to a new recipient. Abbreviated as "FW."

Inbox: place where messages are received. Unread messages are usually displayed in bold.

Instant Message: also called "chatting," this is an informal way to send short messages and receive immediate responses, allowing users to have real-time conversations.

Phishing: an email-based scam that attempts to gain users' personal information by sending counterfeit messages that appear to be from a trusted entity like a bank. Email users should always be wary when they receive messages asking for personal information like passwords, bank account numbers, social security numbers, and so on. See spam below.

Reply: respond to a received message. Abbreviated as "RE."

Reply All: respond to all recipients of a message. Be careful when replying to multiple recipients!

Sign in/Sign out: securely enter and leave email account. Sometimes called "log on/log off."

Spam: junk mail sent over email. Some spam contains viruses that could harm your computer, so never open email from an unknown sender. Many email programs use spam filters that try to keep spam out of the inbox.

Subject: descriptive text that explains the purpose of a message.

Webmail: a web-based email service accessed via a web browser, like Internet Explorer. Webmail can be accessed anywhere with an internet connection. Examples of webmail are Gmail and Yahoo mail.

Emoticons

: -)	☺	Smile
^_^		Delighted
: -D		Big Toothy Smile
: -X		Lips are sealed
; -)		Wink
: -(☹	Frown
: -/		Sarcasm
: -*		Kiss
: -O		Scream or Surprise
-_-		Disappointed, Upset, Ashamed

There are many more emoticons in use than the ones listed above. If you search for the term emoticon, you will literally receive millions of results ☺

Text, Chat and Email Acronyms / Abbreviations

tmw	-	Tomorrow
2nite	-	Tonight
BRB	-	Be Right Back
BTW	-	By The Way
B4N	-	Bye For Now
BFF	-	Best Friends Forever
CYA	-	See Ya
FWIW	-	For What It's Worth

GR8	-	Great
IMHO	-	In My Humble Opinion
J/K	-	Just Kidding
L8R	-	Later
LYLAS	-	Love You Like A Sister
NIMBY	-	Not In My Back Yard
NOOB	-	New person to a site or game
OMG	-	Oh My God
POV	-	Point Of View
ROTFL	-	Rolling On The Floor Laughing
THX or TX	-	Thanks
TMI	-	Too Much Information
TTYL	-	Talk To You Later -or- Type To You Later
XOXO	-	Hugs and Kisses
LOL	-	Laughing Out Loud -or- Lots Of Love

There are many more acronyms / abbreviations in use than the ones listed above, and new ones are being incorporated into popular use all of the time. If you want to stay current, you can search for “text abbreviations” or “text acronyms.”



3.0.2 Email Online Resources

Gmail Tutorials:

<https://www.shorttutorials.com/gmail/index.html>

<http://www.gcflearnfree.org/gmail/>

Yahoo Tutorial:

<http://www.freemailtutorials.com/yahooMailTutorials/>



4.0.1 Introduction to Microsoft Word Student Manual

Introduction to Microsoft Word is a two (2) to four (4) hour course designed to familiarize you with the terminology, screen components and the most commonly used functions offered by Microsoft Word. Emphasis will be placed on proper document formatting techniques and file naming and file management conventions.

Learning Goals:

- Identify the various benefits of using word processing software.
- Identify the main parts of the Microsoft Word window.
- Identify the purpose of the commands on the menu bar.
- Copy, cut and paste text.
- Work with the buttons on the toolbar.
- Type, edit and format text.
- Work with pictures.
- Work with language tools (spell check).
- Open, save, save as, and print Microsoft Word files.

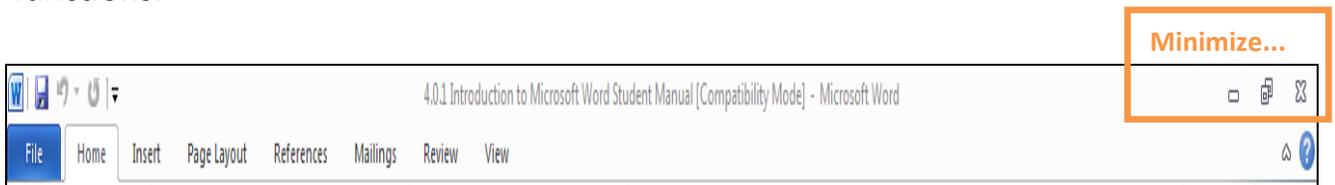
What is Microsoft Word?

Microsoft Word is the word processing component of the Microsoft Office Suite. It is used primarily to enter, edit, format, save, retrieve and print documents.

Pay Special Attention to Terminology

While different versions have different appearances, they all have most of the same features. If you know what to call it, you should be able to find it in other versions.

Open the **4.0.2 Cover Letter** document located in your student folder. Take notes and follow along as your instructor demonstrates common word processing functions.

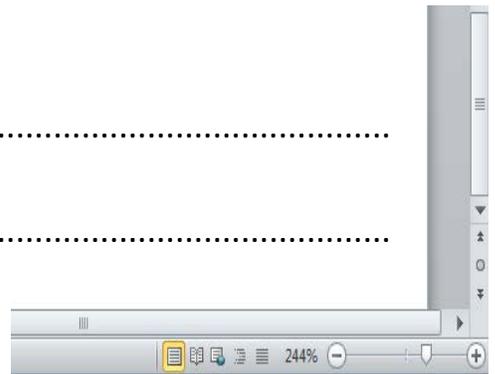


Minimize, restore, maximize, and close buttons

.....
.....

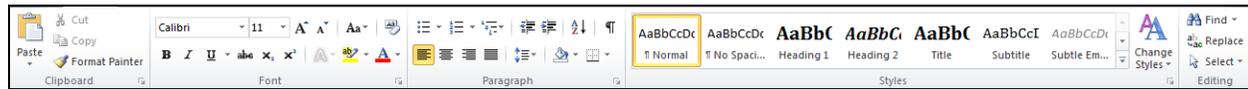
Horizontal and vertical scroll bars

.....
.....



Title Bar

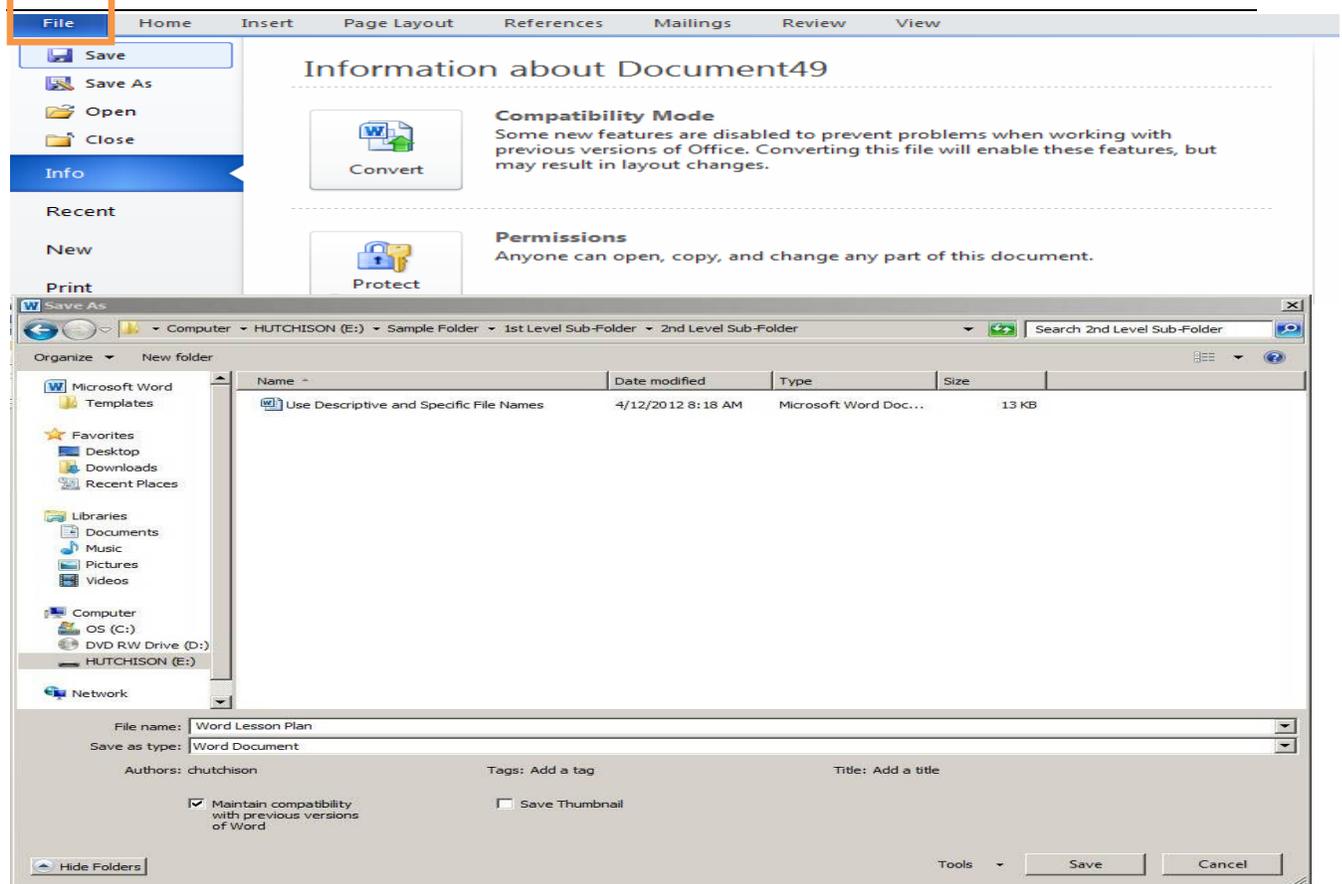
.....



Tabs Bar

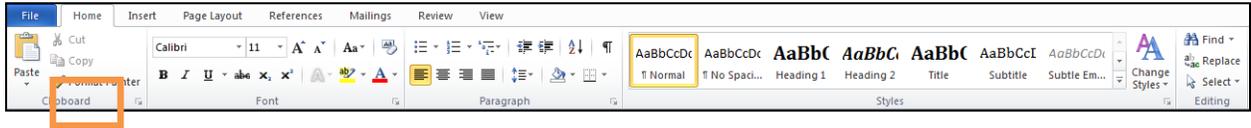
.....

Ribbon Components (Tab Groups)



1. File Tab

- Save
- Save As

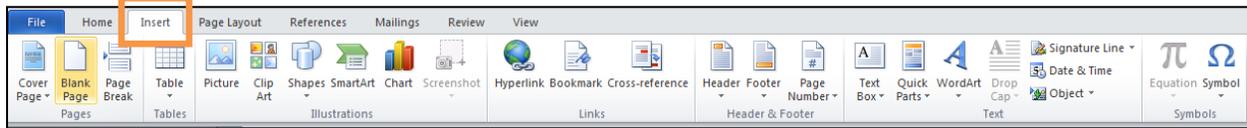


- Print

2. Home Tab

- Clipboard
- ✓ Copy
- ✓ Cut
- ✓ Paste
- Font
- ✓ Face
- ✓ Size
- ✓ Type
- ✓ Style (B,I,U)
- Paragraph
- ✓ Alignment
- ✓ Bullets
- ✓ Indent

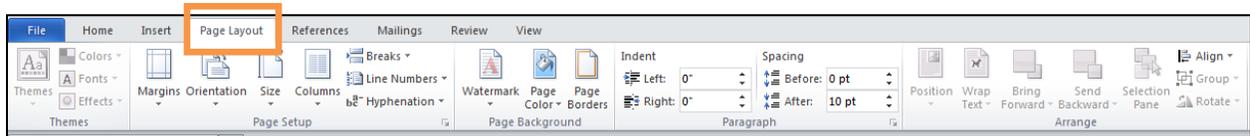
- Editing.....



✓ Find

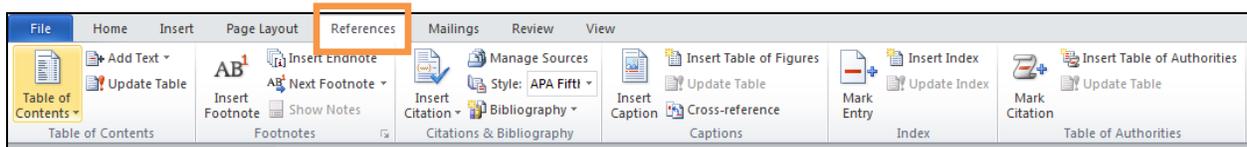
Insert Tab.....

- Pictures.....
- Shapes.....



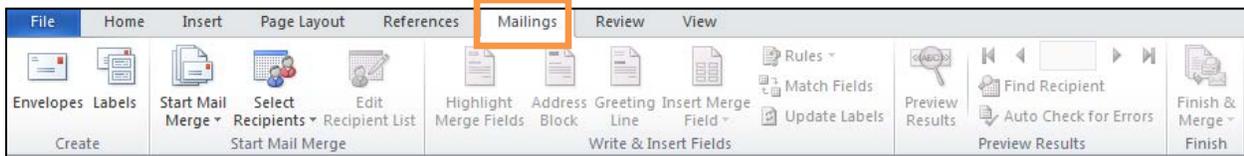
3. Page Layout Tab.....

- Margins.....
- Orientation.....

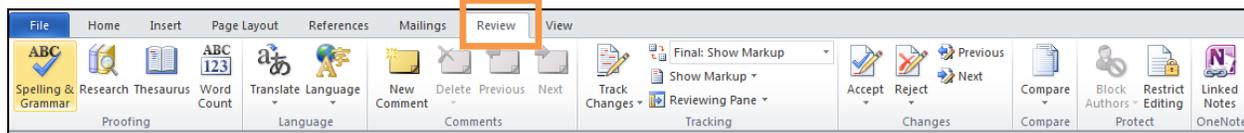


4. References Tab.....

.....

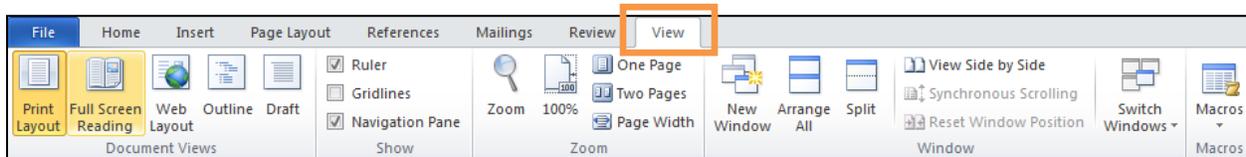


5. Mailings Tab



7. Review Tab

- Spelling & Grammar.....
- Word Count



8. View Tab

- Print Layout.....
- ✓ Ruler
- ✓ Zoom.....

4.0.2 Screen Components Quiz:

1. Open the **4.0.3 Screen Components Quiz** in your student folder.
2. Work alone or with a partner to complete the **4.0.2 Screen Components Quiz**.

Microsoft Word Terminology

Alignment: refers to the position of lines in a paragraph in relation to the documents left and right margins

This text is left aligned.

This text is centered.

This text is right aligned.

This text is fully justified. It is spread evenly from the left to the right margin. All text in this paragraph will be justified between margins until you hit the enter key to force a new paragraph.

Backspace: deletes data to the left of the insertion point.

Bold: characters in bold appear on the screen in a higher intensity. **This text is bold.** Bold should be used for emphasis, but like all formatting characteristics, should be used sparingly.

Bullets: special characters or symbols that are used to set off a paragraph.

- This is item one in a bulleted list.
- This is item two in a bulleted list.

Centering: the placement of a line of text in the center of the screen or page where the left-most and right-most characters in the line are the same distance from the left and right margins. (see alignment)

Clip Art: pre-designed images that can be placed within a document.

Close: closes the document and offers to save the changes you made to the document without exiting the program.

Copy: creates a duplicate of highlighted/selected text and saves to the clipboard to be pasted elsewhere.

Cut: removes highlighted/selected text and saves to the clipboard to be pasted elsewhere.

Default: A default setting is the software manufacturer's preset option for a particular command or function. Default settings can be changed.

Document: another name for a file created using Microsoft Word.

Font: a style of typeface, such as: Times New Roman, Arial Black, Arial, and Freestyle Script. A font is a set of all the characters available in one typeface and size, including uppercase and lowercase letters, punctuation, and numerals.

Font Formatting: changes the appearance of the text. Font formatting includes enhancements such as font style (**bold**, centering, and underline), point size (12 pt), and font typeface (Times New Roman, Arial, and Courier New).

Format Painter: enables you to copy the formatting of one word or paragraph and apply it to another word or paragraph.

Hard Return: You can force Word to end a paragraph and move to the next line by pressing the enter key. The resulting “hidden” command is called a Hard Return.

I-beam Mouse Pointer: The mouse pointer turns into an I-beam mouse pointer when it is within the document area. Use the I-beam mouse pointer to place the insertion point in a document.

Indentation: the amount of space measured from the page margin that is applied to a paragraph or an area of a document.

Insertion Point: the point at which the cursor is blinking on the document screen.

Italics: Italicized characters appear on the screen slightly tilted to the right. *This text is italicized.*

Line Spacing: refers to the number of lines used by each line of text. In single-line spacing, each line of text is followed by another line of text, and there are no blank lines in between. In double-line spacing, each line of text is followed by a blank line.

Margin: The amount of blank space, usually measured in inches or characters, above and below and to the right and left of the main body of a document.

Paragraph: A paragraph is any amount of text separated by a hard return. Microsoft Word sees anything from a single word to an entire page of text as a paragraph.

Paste: Adds previously copied or cut text at the insertion point.

Print Preview: Print Preview lets you see how your document will look on the page before it is printed.

Wrapping: Text automatically wraps to the next line when typing in Microsoft Word. The only time you need to hit the enter key is when you want to start a new paragraph.



1938 Sullivan Place

Metropolis, U.S.A.

555-228-1938

Superman@JusticeLeague.com

L. & L. Security

63225 Lois Lane

Smallville, KA 66047

Dear Hiring Manager:

This letter is to express my interest in discussing the Emergency Response Technician position posted on the L. & L. Security web site. The opportunity presented in this listing is very appealing, and I believe that my experience and education will make me a competitive candidate for this position.

The key strengths that I possess for success in this position include but are not limited to the following:

- Super Strength – varies depending on my energy level, but I am among the strongest superheroes on Earth.
- Flight - able to defy gravity.
- Invulnerability - years of exposure to yellow solar energy have caused my Kryptonian body to become almost indestructible
- Super-speed - capable of superhuman speed.
- Super-hearing - capable of blocking out and discerning a single known voice within a city.
- Super Vision - can detect electromagnetic energy in more than the normal visible spectrum:
- Heat Vision – able to release solar energy in the form of Heat Vision as a weapon or alternative source of energy.

You will find me to be super well-spoken, super super energetic, confident, and personable, the type of person on whom your customers will rely. I also have a wide breadth of experience of the type that gives you the versatility to place me in a number of contexts with confidence that the level of excellence you expect will be met. Please see my resume for additional information on my experience.

I hope that you'll find my experience and interests intriguing enough to warrant a face-to-face meeting, as I am confident that I could provide value to you and your customers as a member of your team.

I can be reached anytime via my cell phone, 555-228-1938. Thank you for your time and consideration. I look forward to speaking with you about this employment opportunity. consideration. I look forward to speaking with you about this employment opportunity.

Sincerely,

Clark Joseph Kent [Earth Name]

Kal-El [Kryptonian Name]



4.0.3 Microsoft Word Screen Components Quiz

Click on the correct response.

If you are wrong you will be given the opportunity to:

- Try again
- Continue
- Quit

Click [here](#) to continue...



Question #1



This is the _____ and it allows the user to move quickly through the document.

Horizontal
Ruler

Horizontal
Tool Bar

Horizontal
Scroll Bar

Question #2



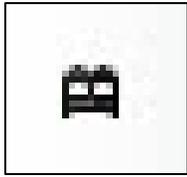
This is the _____ and it returns the window to its previous shape and size after minimizing it.

Minimize
Button

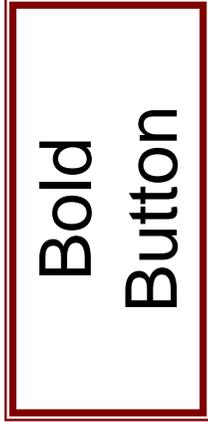
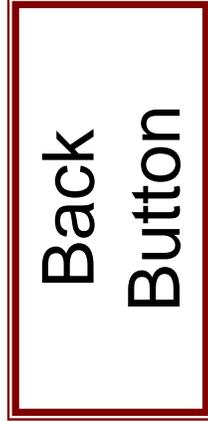
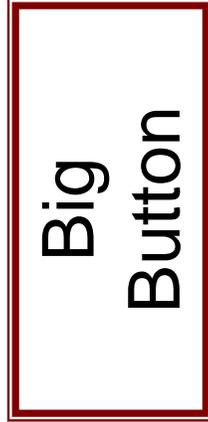
Restore
Button

Maximize
Button

Question #3



This is the _____ and it is used for emphasis to make certain words and phrases stand out.



Question #4

Student Manual [Compatibility Mode] - Microsoft Word

This is the _____ and it lets the user know the name of the current document and the name of the open program.

Title Bar

Menu Bar

Scroll Bar



Question #5



This is the _____ and it provides options for proofreads your document and suggests solutions to errors.

Dictionary
Button

Sort
Button

Spell Check
Button

Question #6



This is the _____ and it provides the names of the categories for the variety of available commands.

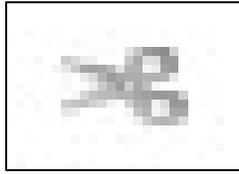
Selection
Toolbar

Tabs
Bar

Horizontal
Scroll Bar



Question #7



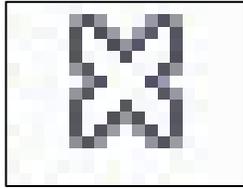
This is the _____ and it removes the selected text or object from the screen and places it on the clipboard.

Cut
Button

Paste
Button

Undo
Button

Question #8



This is the _____ and it will ask the user if he/she wants to save changes to the document and exit the entire program.

Minimize
Button

Maximize
Button

Close
Button

Question #9



This is the _____ and it assists the user with the task of alignment.

Horizontal
Ruler

Horizontal
Tool Bar

Horizontal
Scroll Bar

Question #10

What symbol indicates where text will appear when the user begins typing?



Correct!



Try Again

Next Question

Exit

Correct!



Try Again

Next Question

Exit

Correct!

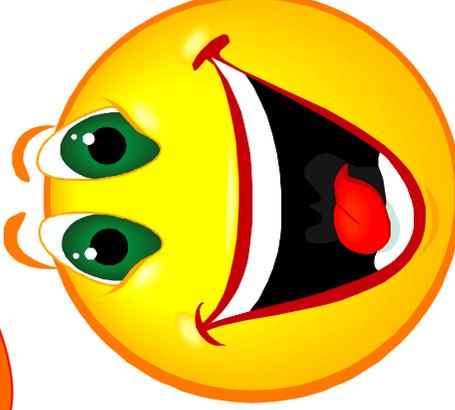


Try Again

Next Question

Exit

Correct!



Try Again

Next Question

Exit



Correct!



Try Again

Next Question

Exit

Correct!



Try Again

Next Question

Exit

Correct!

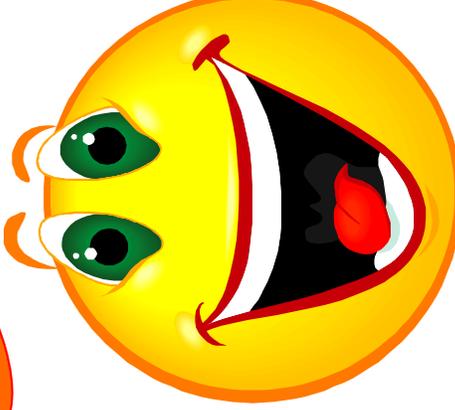


Try Again

Next Question

Exit

Correct!



Try Again

Next Question

Exit



Correct!



Try Again

Next Question

Exit

COORRECT!



Exit

Game Over

Try Again



Incorrect



Try Again

Next Question

Exit

Incorrect



Try Again

Next Question

Exit

Incorrect



Try Again

Next Question

Exit

Incorrect



Try Again

Next Question

Exit

Incorrect



Try Again

Next Question

Exit

Incorrect



Try Again

Next Question

Exit

Incorrect



Try Again

Next Question

Exit

Incorrect



Try Again

Next Question

Exit

Incorrect



Try Again

Next Question

Exit

Incorrect



Try Again

Game Over

Exit



4.0.4 Microsoft Word Online Resources

Goodwill Community Foundation Microsoft Word Tutorials

Available for several versions! 2003, 2007, 2010, 2013, and 2016

<http://www.gcflearnfree.org/topics/office/>

Microsoft Office Suite (all Office programs) Training

Click on the Microsoft Office icon to find tutorials for Office 2016, 2013 and 2010

<http://office.microsoft.com/en-us/training-FX101782702.aspx>

5.0.1 Introduction to Microsoft Excel Student Manual

Introduction to Microsoft Excel is a two (2) to four hour course designed to familiarize students with terminology, screen components and the most commonly used functions offered by Microsoft Excel. Emphasis will be placed on file naming and file management conventions. Students will create and save a working budget which they may use for their own personal benefit.

Learning Goals:

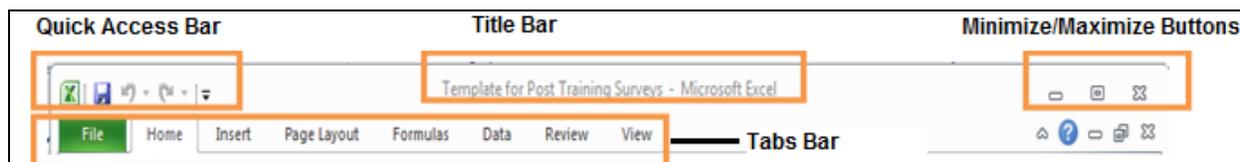
- Identify the main parts of the Excel window.
- Identify the purpose of the commands on the menu bar.
- Work with the buttons on the toolbar.
- Explain the purpose of options available for printing a spreadsheet.
- Enter and format text and numbers into cells.
- Successfully move from one cell to another containing formulas and text.
- Copy, Cut and Paste text and formulas.
- Understand cell references.
- Perform basic mathematical operations in a spreadsheet.
- Copy, Cut and Paste text and formulas.

DEFINITION:

Microsoft Excel is the spreadsheet component of the Microsoft Office Suite. It is used primarily to enter, edit, format, sort, perform mathematical computations, save, retrieve and print numeric data.

PAY SPECIAL ATTENTION TO TERMINOLOGY:

While different versions have different appearances, they all have most of the same features. If you know what to call it, you should be able to find it in other versions.

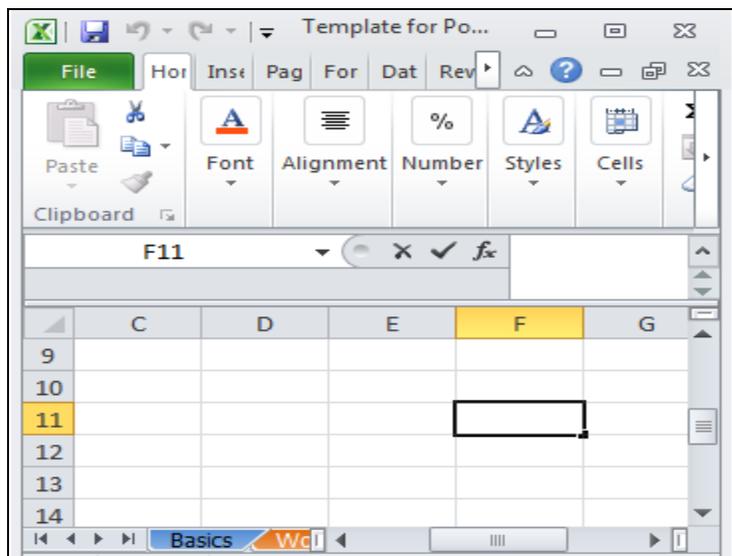


1. Top of Excel Window

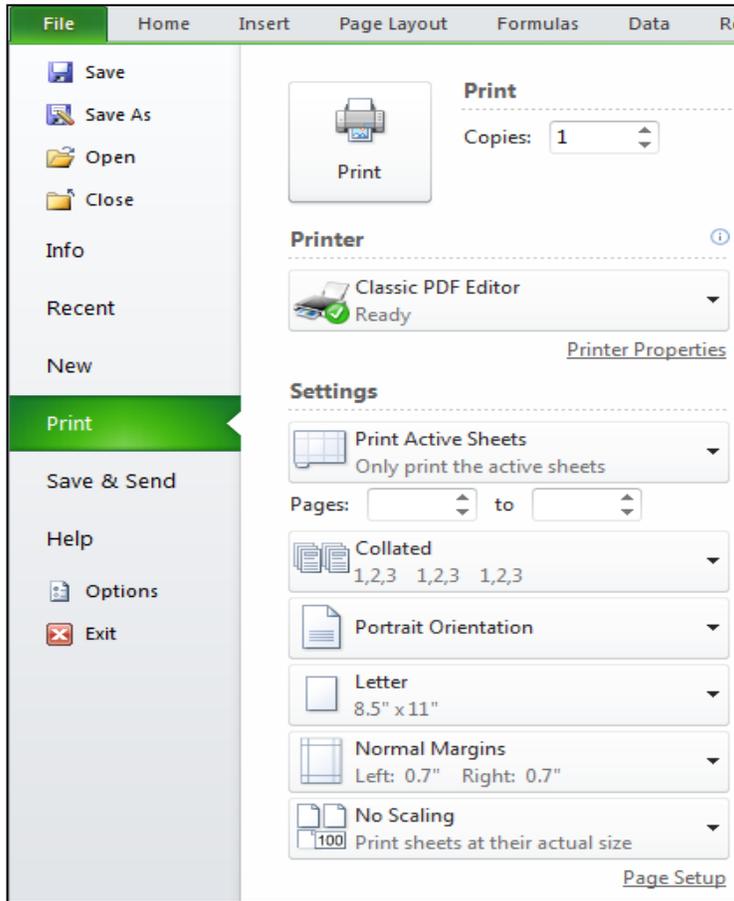
- ✓ Quick Access Bar
- ✓ Title Bar
- ✓ Minimize/Maximize Bar
- ✓ Tabs Bar

2. Navigation Options

- ✓ I-Beam
- ✓ Horizontal Scroll Bar
- ✓ Vertical Scroll Bar



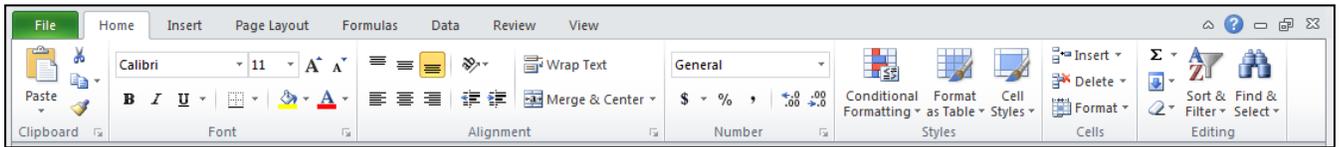
3. File Tab Options



- ✓ Save.....
- ✓ Save As.....
- ✓ Print

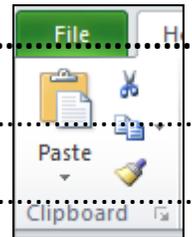
 - Orientation
 - Scaling.....

Ribbon Components



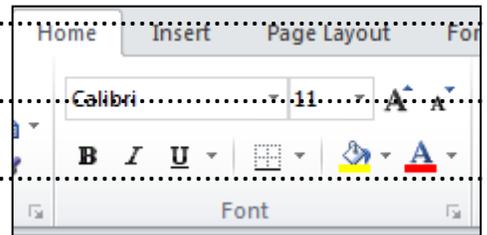
1. Home Tab Groups:

- ✓ Clipboard
- Cut/Copy/Paste



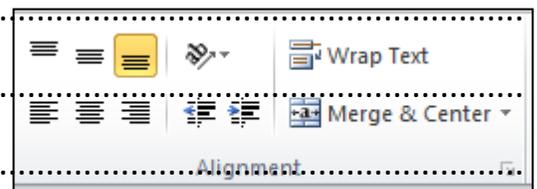
✓ Font

- Face
- Color
- Size
- Style (B, I, U)
- Border
- Shading

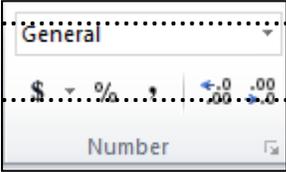


✓ Alignment

- Horizontal
- Vertical
- Wrap Text
- Merge Cells



- ✓ Number

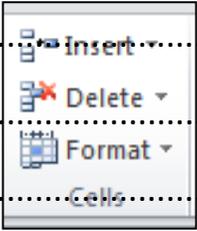


- ✓ Styles (Format as Table).....



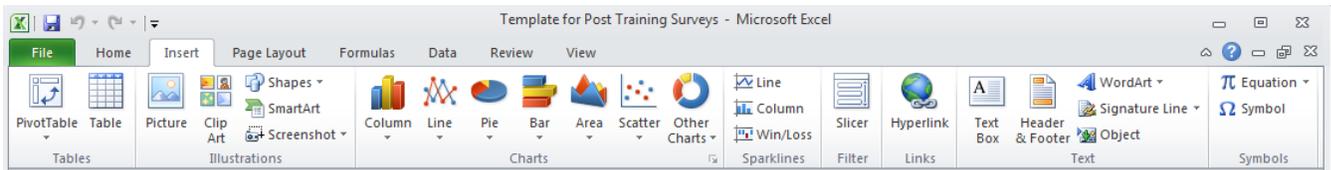
- ✓ Cells.....

 - Format



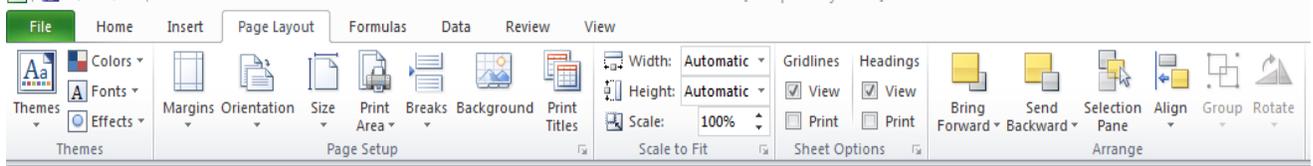
Editing.....

- Autosum
- Sort/Filter
- Find/Select.....

2. Insert Tab Groups:.....

- ✓ Tables.....
- ✓ Illustrations (Pictures/Shapes).....
- ✓ Charts.....



3. Page Layout Tab Groups:

- ✓ Page Setup –Margins/Orientations.....

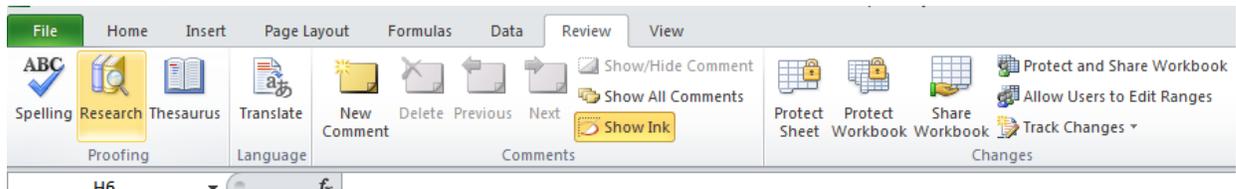
.....

4. Formula Tab Groups (more advanced options):

.....

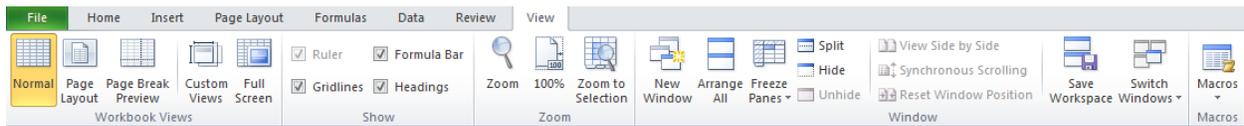
5. Data Tab Groups: (more advanced options)

.....



6. Review Tab Groups:

- ✓ Spelling:



7. View Tab Groups:

- ✓ Freeze Panes:

5.0.3 Creating a Monthly Budget appears below. You will follow these instructions along with your instructor. Use the completed budget after the instructions to help you.

Step 1: Enter and format text

Cell	Text to type in	Formatting
A1	Monthly Income	Bold
A2 through A19	Your income categories	N/A
C1	Monthly Expenses	Bold
C2 through C19	Your expense categories	N/A
E1	Balance	Bold

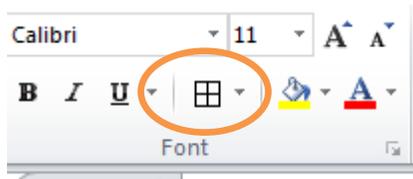
Step 2: Enter and format numbers

Cell	Text to type in	Formatting
B2 through B19	Your income amounts	Currency
D2 through D19	Your expense amounts	Currency

Step 3: Enter and format formulas

Cell	Formula	Formatting
B20	AutoSum	Currency
D20	AutoSum	Currency
E20	=B20-D20	Currency and Bold Red if negative and Green if positive

Step 4: Format borders



With your mouse, click on cell A1 and drag until your mouse pointer is on cell E20. Release your mouse. You should have the table highlighted in blue. Under the Home/Font group, find the borders icon. Use the

drop down menu to choose All Borders.

Example Completed Budget

Clipboard		Font		Alignment	
I14		fx			
	A	B	C	D	E
1	Monthly Income	Amounts	Monthly Expenses	Amounts	Balance
2	Salaried Work	\$ 3,886.00	Car Payment	\$ 350.00	
3	IRA Distribution	\$ 200.00	House Payment	\$1,050.00	
4	Contract Work	\$ 600.00	Phone	\$ 160.00	
5			Utilities	\$ 350.00	
6			Grocery Store	\$ 400.00	
7			Gasoline	\$ 300.00	
8			Car Insurance	\$ 100.00	
9			Toll Road	\$ 220.00	
10			Personal Maintenance	\$ 100.00	
11			Restaurants	\$ 300.00	
12			Entertainment	\$ 100.00	
13			Babysitters	\$ 350.00	
14			Home Maintenance	\$ 40.00	
15			Car Maintenance	\$ 120.00	
16			Medical	\$ 300.00	
17			Pet Medicine	\$ 125.00	
18			Gifts	\$ 100.00	
19			Loan Payment	\$ 250.00	
20		\$4,686.00		\$4,715.00	\$ (29.00)
21					

Microsoft Excel Terminology

Absolute Cell Reference: An absolute address in a formula refers to a specific cell location. Absolute references do not change when you copy and paste or fill them down or over. Absolute references are created by adding a \$ sign in front of each character in the cell address. For example, \$B\$4 will always refer to cell B4.

Active Cell: The active cell contains the insertion point and is identified by a dark border around the cell. Its address (location) is shown in the formula bar. Any action you perform is performed on the active cell.

Alignment: **Horizontal** alignment refers to the position of the contents of a cell in relation to its side borders.

Left Align	Centered	Right Align
------------	----------	-------------

Vertical alignment refers to the position of the contents of a cell in relation to its top and bottom borders.

Top Align	Centered	Bottom Aligned
-----------	----------	----------------

Arithmetic Operators: The characters used to calculate numbers within a formula.
Addition (+), Subtraction (-), Multiplication (*), Division (/)

AutoFill: AutoFill is the Excel feature that allows you to automatically copy cells and fill them down or across a series of cells.

Borders: Lines you may format around your cells or range of cells to enhance the readability and/or appearance of your spreadsheet.

Cell: A cell is the intersection of a row and a column. A cell can contain a label, a numeric value, or a formula.

Cell Address/Reference: The column letter and row number where the cell intersects. Example B4 is the intersection of column B and row 4.

Close: Use the Close command when you want to complete your work on a file and put it away without leaving Excel.

Columns: Columns are the vertical divisions of a worksheet identified by letters.

Default: A predetermined (by the manufacturer) setting for a particular command. Default settings can be changed.

Formula: A formula is a mathematical statement usually containing cell references and/or numbers and mathematical operators. A formula always starts with an equals sign (=).

Formula Bar: The formula bar is located under the toolbars at the top of the working screen. It contains the edit line for working with formulas and provides information regarding cell addresses.

Functions: A function is a preset formula. Functions consist of the function name and its arguments. The function name tells Excel what calculation you want it to perform.

Range: A range is a block of cells that can be selected, manipulated, named, and formatted as a group.

Relative Addresses: A relative address is a standard cell reference. Example: B4, U2. A relative cell references changes when copied and pasted to a new cell or is filled down a series of rows or across columns.

Rows: Rows are the horizontal divisions of a worksheet that are identified by numbers.

Sorting: Sort is a command which automatically arranges selected data alphabetically or numerically. You can sort in either ascending or descending order. It is important to highlight all of the data you want included in the sort.

Spreadsheet: The generic term for the type of program that allows for entering, analyzing, and calculating data. Common spreadsheet uses include analysis, charting, and budgeting.

Workbook: A workbook is a collection of worksheets saved as one file. The worksheets generally contain related material. The default number of worksheets in a workbook is three. These can be deleted or more worksheets can be added.

Worksheet: A worksheet is an electronic spreadsheet that lets you enter, analyze, and calculate data.

Wrap Text: Wrap Text is a cell formatting option that forces text to break into lines within a cell.



Screen Components Quiz

Click on the correct response.

If you are wrong you will be given the opportunity to:

- Try again
- Continue
- Quit

Click [here](#) to continue...



Question #1



This is the _____ and it allows the user to move quickly through the worksheet.

Horizontal
Ruler

Horizontal
Tool Bar

Horizontal
Scroll Bar

Question #2



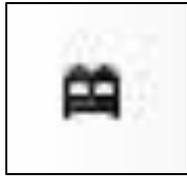
This is the _____ and it returns the window to its previous shape and size after minimizing it.

Minimize
Button

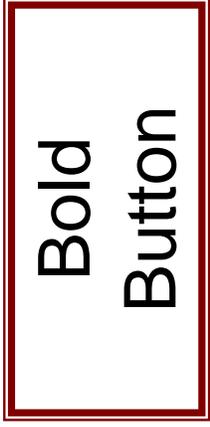
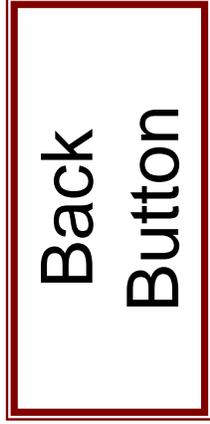
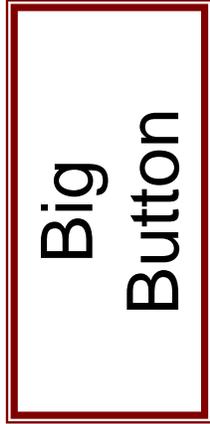
Restore
Button

Maximize
Button

Question #3



This is the _____ and it is used for emphasis to make certain words and phrases stand out.



Question #4

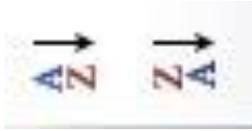
Which alignment option makes your text fit into a column?

Merge cells

Center

Wrap text

Question #5



This is the _____ and it organizes selected date in ascending or descending order..

Alphabet
Button

Spell Check
Button

Sort
Button

Question #6



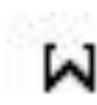
This is the _____ and it provides the names of the categories for the variety of available commands.

Selection
Toolbar

Tabs
Bar

Horizontal
Scroll Bar

Question #7

 This is the _____ and it adds the selected range of cells.

Autosum
Button

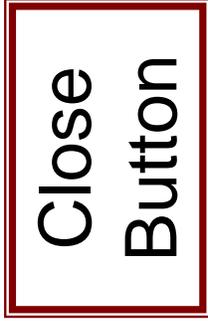
Plus
Button

Addition
Button

Question #8



This is the _____ and it will ask the user if he/she wants to save changes to the workbook and exit the entire program.



Question #9



This is the _____.

Horizontal
Tool Bar

Column Headings
Bar

Horizontal
Scroll Bar



Question #10



These are the _____ buttons and they line up text a particular distance from the edge(s) of a cell.

Line Buttons

Indent Buttons

Alignment Buttons

GOrrerct



Try Again

Next Question

Exit



Correct



Try Again

Next Question

Exit

GOrrerct



Try Again

Next Question

Exit



Correct



Try Again

Next Question

Exit

GOrrerent



Try Again

Next Question

Exit



Correct



Try Again

Next Question

Exit

GOrrerct



Try Again

Next Question

Exit



Correct



Try Again

Next Question

Exit

GOrrerent



Try Again

Next Question

Exit



GOrrerct



Exit

Game Over

Try Again



Incorrect



Try Again

Next Question

Exit

Incorrect



Try Again

Next Question

Exit

Incorrect



Try Again

Next Question

Exit

Incorrect



Try Again

Next Question

Exit

Incorrect



Try Again

Next Question

Exit

Incorrect



Try Again

Next Question

Exit

Incorrect



Try Again

Next Question

Exit

Incorrect



Try Again

Next Question

Exit

Incorrect



Try Again

Next Question

Exit

Incorrect



Exit

Game Over

Try Again

5.0.3 Creating a Monthly Budget

For help, see the completed example on the following page.

Step 1: Enter and format text

Cell	Text to type in	Formatting
A1	Monthly Income	Bold
A2 through A19	Your income categories	N/A
C1	Monthly Expenses	Bold
C2 through C19	Your expense categories	N/A
E1	Balance	Bold

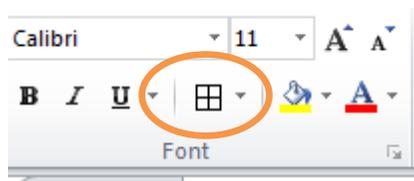
Step 2: Enter and format numbers

Cell	Text to type in	Formatting
B2 through B19	Your income amounts	Currency
D2 through D19	Your expense amounts	Currency

Step 3: Enter and format formulas

Cell	Formula	Formatting
B20	AutoSum	Currency
D20	AutoSum	Currency
E20	=B20-D20	Currency and Bold Red if negative and Green if positive

Step 4: Format borders



With your mouse, click on cell A1 and drag until your mouse pointer is on cell E20. Release your mouse. You should have the table highlighted in blue. Under the Home/Font group, find the borders icon. Use the drop down menu to choose All Borders.

With your mouse, click on cell A1 and drag until your mouse pointer is on cell E20. Release your mouse. You should have the table highlighted in blue. Under the Home/Font group, find the borders icon. Use the drop down menu to choose All Borders.

Clipboard		Font		Alignment	
I14		fx			
	A	B	C	D	E
1	Monthly Income	Amounts	Monthly Expenses	Amounts	Balance
2	Salaried Work	\$3,886.00	Car Payment	\$ 350.00	
3	IRA Distribution	\$ 200.00	House Payment	\$1,050.00	
4	Contract Work	\$ 600.00	Phone	\$ 160.00	
5			Utilities	\$ 350.00	
6			Grocery Store	\$ 400.00	
7			Gasoline	\$ 300.00	
8			Car Insurance	\$ 100.00	
9			Toll Road	\$ 220.00	
10			Personal Maintenance	\$ 100.00	
11			Restaurants	\$ 300.00	
12			Entertainment	\$ 100.00	
13			Babysitters	\$ 350.00	
14			Home Maintenance	\$ 40.00	
15			Car Maintenance	\$ 120.00	
16			Medical	\$ 300.00	
17			Pet Medicine	\$ 125.00	
18			Gifts	\$ 100.00	
19			Loan Payment	\$ 250.00	
20		\$4,686.00		\$4,715.00	\$ (29.00)
21					



5.0.4 Microsoft Excel Online Resources

Microsoft Office Suite (all Office programs) Training

For training in Word, Excel, PowerPoint, Outlook and other Office tools, click on the Microsoft Office icon to find tutorials for Office 2016, 2013 and 2010

<http://office.microsoft.com/en-us/training-FX101782702.aspx>



6.0.1 Online Job Search Student Manual

Online Job Search is a two to four hour course that will provide you with strategies to conduct an effective online job search. You will learn how to access job sites on the web, use job search engines, and fill out online applications. The course also includes a self-evaluation of skills and tips on how to guard your privacy during the job search.

- Identify the steps for an effective job search
- Evaluate career interests and abilities
- Research job market
- Discuss the impact of technology on the job search
- Evaluate job search engine strategies
- Complete sample online application

Introduction

Finding a new job can be a challenge for just about everyone. There's a lot more to it than looking in the classified section of the newspaper, hoping to find your dream job. Today, the internet plays a major role in the job search, from developing a network of professional contacts to submitting job applications via email. What's more, the majority of entry-level positions in the United States are now **only** posted online!

Knowing how to use the internet effectively is now a required skill for all jobseekers. Our hope is that this guide will teach you the skills to become a successful job hunter in the 21st century.

Follow your instructor's presentation to complete the questions below:

What are the reasons for a job search?

.....

How did you (or someone you know) get a job in the past?

.....

How has the internet changed the job hunt process?

.....

What does a modern job hunter need?

- 1. Internet access:** Having reliable access to a computer and the internet is crucial since so much of the job search is now conducted online. You will need access to the internet to do research about companies, keep in touch with your network by email, find openings on job boards, and submit online job applications. If you don't have a computer or internet at home, your local library may be able to help.

- 2. Professional E-mail address:** Email is a fast and effective way to build your online network and communicate with potential employers. Before you start making online connections, make sure that you have a "professional" email address. Don't use a goofy nickname as your email address! That could give a potential employer a negative impression of you. Imagine that you are an employer and you receive two job applications from the following email addresses:

Steve.Gobs@gmail.com

fUnkyyyb0Y68@hotmail.com

Circle the email address that appears more professional to you!

If you are looking for a new job while presently employed, do not use the email address from your current job. You could get into trouble for using

company resources to look for a new job. The best way is to create a free personal email account with an email provider such as **Gmail** or **Yahoo**.

Finally, make sure you always employ proper **email etiquette** when searching for a job. Always include an explanatory subject line, choose a plain styled font like Times New Roman, and keep your messages brief and direct. There is a computer class available called **Introduction to Email** that will help you with email etiquette.

- 3. Resume:** A resume is like an advertisement for your job skills. Spend a considerable amount of time working on creating a strong resume that highlights your skills and qualifications. Also, think of your resume as a living document: every time you submit your resume, you should tweak it to match the position you want. For a detailed guide on how to make an effective resume, there is a **Resume Writing** class available.
- 4. Organizational System:** It is very important to stay organized during the job search. To do that, you will need a **calendar**, a **job search journal**, and a **contact list**. Every time you complete a job-search task such as submitting an application or contacting a potential employer, record the details in your job search journal. Many of these organizational tools are incorporated into email programs, making them very convenient to use during the online job search.
- 5. Time:** A job hunt takes a lot of time: researching companies, preparing cover letters and resumes, and developing your professional network. Try to make the best use of your time and set a daily routine of job hunting tasks. Treat the job search like it was your job—even though you aren't getting paid for it.
- 6. Positive attitude:** Remember that finding a job is not something that happens overnight. It may take several months before the right opportunity comes along, and for many, this process can be difficult and draining. However, it is

very important to maintain a positive attitude throughout the entire job search process. Here are just a few ways to help you stay uplifted during the job search:

- Set realistic small goals, such as taking a class to gain a new skill. Remember to record meeting these small goals in your job search journal. Seeing the progress you are making will validate the time effort you put into the job search.
- Try to turn any setbacks into learning opportunities that will make you a stronger job-seeker. Remind yourself that there are always jobs available.
- Having the support of family and friends during the job search can help you from getting discouraged and losing focus of your goals.

7. Networking

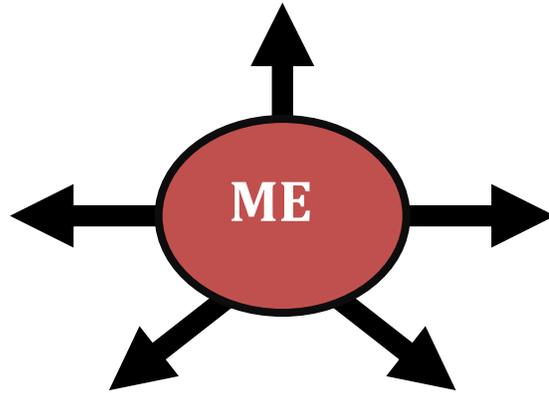
Your network (who you know and who they know) is the key to finding a new job. According to US Bureau of Labor Statistics, **around 70% of all jobs are found through networking**. This means that most jobs are not advertised in the newspaper or on online job boards. Rather, there is a “hidden job market” where openings are filled through word of mouth and professional recommendations.

So what exactly is **networking**?

Networking means **making connections with other people**. It's not unreasonable to say that everyone already has a network—even if they don't realize it yet. Your network includes:

- Family
- Friends
- Recreational groups
- Former teachers and classmates
- Current and former co-workers
- Church and social organizations

Take a moment and write down at least five people in your personal network:



How can your network help you with your career goals?

.....
.....

Think about how to approach people in your network for help. Be prepared and have a goal in mind, but don't directly ask for a job. Be creative and reconnect with someone you haven't talked to in a long time. Consider HOW you contact someone in your network:

.....
.....

How can you increase the size of your network?

.....
.....

PUTTING THE “NET” IN NETWORKING

Today the internet can help you expand your network all over the world. You can use the internet to make new contacts and maintain existing ones, communicate rapidly via email, and market your skills and qualifications. Here are just a few ways that the internet can be used for networking:

- **Social media:** Sites like **Facebook** and **LinkedIn** are the perfect places to start building your online network. You can connect with countless people who have similar career interests with just a few clicks. **But be careful what you put online!** Employers now check sites like Facebook when they are investigating job applicants—so don't ever post anything embarrassing on your profile (even if you aren't using it to find a new job).
- **Personal blog/website:** A career-minded personal website can be used as a virtual resume and business card. It's a great way to showcase your talents, especially if you want to work in a creative field like design or writing.
- **Email:** Email is a useful networking tool that makes keeping in touch with people from all around the world easy. Periodically keep in touch with people in your contact list to maintain and develop your relationship. Again, remember to use proper netiquette!

Finally know that whenever you tap into your network, your friends and acquaintances are kindly offering their time and energy to help you. Always show your gratitude, and remember to return the favor when they seek you out for advice!

Job Search Steps

We will be going through the 5 steps for an effective Job Search! Each step has an activity for you to complete.

STEP #1: SELF ASSESSMENT

Before you find the job of your dreams, you have to know exactly what you want from that job. The first step to an effective job search is completing a complete assessment of your interests, beliefs, abilities, experience, and needs.

6.0.2 Career Self-Assessment appears below. Your instructor will review this with you and then you will complete the information.

Part 1: Intrinsic Assessment - Rate importance of each trait from 1 (not important) to 5 (very important).

Values	Rate Importance
High salary	
Helping people/society	
Prestigious job title	
Competing with others	
Leadership/management role	
Creative expression	
Prefer challenging work	
Control of schedule?	
Winning/Success	
Recognition from others	

Interests	Rate Importance
Spending time outdoors	
Using your hands and tools to build things	
Taking care of plants or animals	
Participating in athletic activities	
Working with numbers	
Playing musical instruments	
Learning new things	
Creative hobbies like painting or writing	
Teaching people new skills?	
Solving problems?	

Personality	Rate Importance
Working independently	
Working in groups	
Interacting with the public	
Performing repetitive tasks	
Work under pressure	
Well-organized	
Managing other people	
Coping with negative outcomes	
Flexibility	
Following established procedures	

Part Two: Extrinsic Assessment – Rate your technical and interpersonal skills.
Then list your experience and financial needs.

Technical Skills	Skill Level	Examples
Computer/Software		
Other Languages		
Drawing/Painting		
Writing		
Public Speaking		
Personal care		
Repair and Maintenance		
Installation		
Troubleshooting		
Other		

Interpersonal Skills	Strong	Medium	Weak
Detail Oriented			
Coordination/Make decisions			
Logic/Critical Thinking			
Teaching/Instruction/Advising			
Negotiation/Persuasion			
Time management			
Work without supervision			
Improve procedures			
Find opportunities to help			
Solve problems/Resolve conflict			
Customer service skills			
Work as a team			
Communicate information clearly			

Identify problems			
Empathize/Sensitive to feelings			
Respect others			
Listen to others			

Experience

Education	Work Experience	Volunteer/Other

Financial Needs

(Double click the table to enter amounts)

Of course, once again nothing beats interacting with a real live person! Visiting a company, interviewing a current employee, or volunteering can give you a great sense of a job's responsibilities, expectations and environment.

6.0.3 Career Profile Activity appears below. Your instructor will go over this activity with you first and then you will complete the information using a career of your choice.

The Occupational Outlook Handbook is a valuable tool that allows you to easily find information about thousands of careers.

DIRECTIONS: Choose a job to search for on the Occupational Outlook Handbook web site (<http://www.bls.gov/ooh/>). After you read about the job, fill out **Career Profile** form below.

Career Profile

Career Name:

Average Salary:

Job Duties:

**Educational
Requirements:**

Work Environment:

Projected Growth:

Similar Occupations:

STEP #3: CAREER OBJECTIVE

After the research phase you hopefully have a good understanding of where in the job market you might do well. Now you can start developing a **career objective**. Examples of career objectives:

- *“I want a career as a health care technician in a small hospital”*
- *“Since I am artistic and like working with computers, I want to design web sites for a local media company”*
- *“Because I want to work with children, I want to change careers and become an elementary school teacher”*
- *“I love cooking and working in fast paced environments, so I want to own my own restaurant”*

After you create your career objective, you can begin to develop a plan to reach it. Use these questions as a guideline to develop small, realistic goals that will be like stepping stones to your career objective:

- Skills: What skills does the job require? What skills do I have? What do I have to do to get those skills?
- Sacrifices: Do I need to invest money in education? Will I have to take night or weekend classes? Am I willing to relocate?
- Network: Who do I need to talk to/meet Do I know someone who can help me?
- Physical stuff: targeted resumes, portfolio, calendar, business card, cover letter, references

6.0.4 Career Objective Activity appears below. Your instructor will go over this activity with you first. Then you will complete the information using the career you have researched.

Career Objective:.....
.....

Potential Connections and Networking Opportunities: *Do I know anyone in this field? Where can I go to volunteer or meet people in this field?*

.....
.....

Create goals that are S.M.A.R.T. (Specific, Measurable, Attainable, Realistic and Timely) and outline below.

Goal 1:

Step 1:

Step 2:

Step 3:

Goal 2:

Step 1:

Step 2:

Step 3:

What strategies will I use to stay motivated and on-task?

.....
.....
.....

Above activity adapted from: <http://www.gcflearnfree.org/careerplanning/3.3>

STEP #4: FIND JOB OPENINGS AND APPLY

Finding job openings requires creative thinking. If you only rely on one approach, you will likely find yourself with limited opportunities. However, using too many approaches will stretch you too thin, keeping you from developing quality targeted applications. Take a look at the following methods and pick three to four that best suit your career objective and strengths.

Network

Remember the percentage of jobs created through networking? 70%! Employers want to be sure that the employees they hire are outstanding and can add value to their companies. And personal recommendations from trusted sources are still the best way to find those great employees. That means networking is an essential activity for all job seekers. Take every opportunity you can to cultivate your network—even after you start your new job.

Online Job Boards

Online job boards seem to advertise unlimited jobs, and thousands of new openings are added every day. Most feature powerful searching tools, letting you narrow down your job search to very specific criteria, such as location, job title, and salary. You can also post your resume directly to the job board for employers to peruse.

However, relying on these big online job boards can limit your opportunities. While it would be nice to simply type in your dream career and immediately get a job offer with a few clicks, the reality is that these big boards are typically swamped by thousands of applicants all competing for the same jobs.

Additionally, it is much more difficult to make personal contact with a company this way. Despite this, online job boards are still valuable resources for career information and can give you the sense of what kind of jobs are currently in demand. Here a few of the major online job boards:

- monster.com
- indeed.com
- careerbuilder.com

Specialized Online Job Boards

An alternative approach is using job boards dedicated to a certain industry or geographic location. There are job boards that specialize in government jobs, jobs for recent college graduates, non-profit jobs, and much more.

idealist.org - specializes in non-profit jobs and volunteer opportunities

workintexas.com - advertises job opportunities in Texas

craigslist.org - features jobs from local employers, but beware of scams

experienceworks.org – helps Texan seniors find jobs

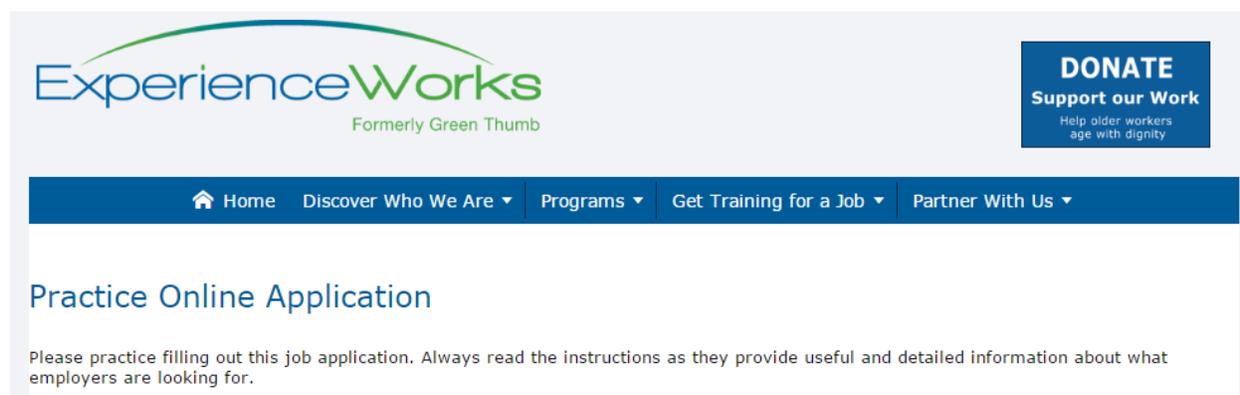
Sign up for e-mail job alerts

Many job boards allow you to sign up for job notices sent directly to your email. This is a good way to find out and apply to openings as soon as they become available.

Directly apply to a company

6.0.5 Online Job Application Practice. Locate 6.0.1 Job Search Student Manual in your Student Folder and scroll down to page 16. **Ctrl + Click** on the link below to practice creating and submitting an online job application.

http://www.experienceworks.org/site/PageServer?pagename=Practice_Online_application



The screenshot shows the ExperienceWorks website. The logo at the top left reads "ExperienceWorks" with a green arch above it and "Formerly Green Thumb" below. On the top right, there is a blue "DONATE" button with the text "Support our Work" and "Help older workers age with dignity". Below the logo is a dark blue navigation bar with white text and dropdown arrows: "Home", "Discover Who We Are", "Programs", "Get Training for a Job", and "Partner With Us". The main content area has the heading "Practice Online Application" in blue. Below the heading is a paragraph: "Please practice filling out this job application. Always read the instructions as they provide useful and detailed information about what employers are looking for."

STEP #5: FOLLOW-UP

After you submit an application, you aren't finished yet! You need to follow up by calling or emailing a representative of the company.

Finally, keep an organization log. Write down the name of the company and other contact info and date applied.

6.0.6 Job Search Journal is a document that you can use to track your job applications. An example of this journal appears below:

Date Applied	Company	Position	Contact	Phone	Email	Follow Up Date	Notes
<i>EXAMPLE</i> 11/04/2012	<i>Texas State Library</i>	<i>Library Assistant</i>	<i>Christy McCoy</i>	<i>(512) 555-0356</i>	<i>cmccoy@tsl.state.tx.us</i>	<i>11/19/2016</i>	<i>Submitted resume and cover letter</i>



6.0.2 Career Self- Assessment Activity

Part 1: Intrinsic Assessment - Rate importance of each trait from 1 (not important) to 5 (very important).

Values	Rate Importance
High salary	
Helping people/society	
Prestigious job title	
Competing with others	
Leadership/management role	
Creative expression	
Prefer challenging work	
Control of schedule?	
Winning/Success	
Recognition from others	

Interests	Rate Importance
Spending time outdoors	
Using your hands and tools to build things	
Taking care of plants or animals	
Participating in athletic activities	
Working with numbers	
Playing musical instruments	
Learning new things	
Creative hobbies like painting or writing	
Teaching people new skills?	
Solving problems?	

Personality	Rate Importance
Working independently	
Working in groups	
Interacting with the public	
Performing repetitive tasks	
Work under pressure	
Well-organized	
Managing other people	
Coping with negative outcomes	
Flexibility	
Following established procedures	

Part Two: Extrinsic Assessment – *Rate your technical and interpersonal skills. Then list your experience and financial needs.*

Technical Skills	Skill Level	Examples
Computer/Software		
Other Languages		
Drawing/Painting		
Writing		
Public Speaking		
Personal care		
Repair and Maintenance		
Installation		
Troubleshooting		
Other		

Interpersonal Skills	Strong	Medium	Weak
Detail Oriented			
Coordination/Make decisions			
Logic/Critical Thinking			
Teaching/Instruction/Advising			
Negotiation/Persuasion			
Time management			
Work without supervision			
Improve procedures			
Find opportunities to help			
Solve problems/Resolve conflict			
Customer service skills			
Work as a team			
Communicate information clearly			
Identify problems			
Empathize/Sensitive to feelings			
Respect others			
Listen to others			

Experience

Education	Work Experience	Volunteer/Other

Financial Needs

(Double click the table to enter amounts)

EXPENSE	AMOUNT
Housing	
Utilities/Bills	
Food	
Entertainment	
Transportation	
Clothing/Haircuts/Self Care	
Medical	
Savings	
Other	
TOTAL	\$0



6.0.3 Career Profile Activity

The Occupational Outlook Handbook (<http://www.bls.gov/ooh/>) is a valuable tool that allows you to easily find information about thousands of careers.

DIRECTIONS: Search for a career on the Occupational Outlook Handbook site. After you read about the job, fill out **Career Profile** form below.

<p>Career Profile</p> <p>Career Name:</p> <p>Average Salary:</p> <p>Job Duties:</p> <p>Educational Requirements:</p> <p>Work Environment:</p> <p>Projected Growth:</p>

Similar Occupations:



6.0.4 Career Objective Activity

Use this outline to help you determine the steps needed to achieve your career goals.

Career Objective:.....
.....

Potential Connections and Networking Opportunities: *Do I know anyone in this field? Where can I go to volunteer or meet people in this field?*

.....
.....

Create goals that are S.M.A.R.T. (Specific, Measurable, Attainable, Realistic and Timely) and outline below.

Goal 1:

Step 1:

Step 2:

Step 3:

Goal 2:

Step 1:

Step 2:

Step 3:

What strategies will I use to stay motivated and on-task?

.....
.....
.....

Above activity adapted from: <http://www.gcflearnfree.org/careerplanning/3.3>



6.0.5 Online Job Application Practice

Ctrl + Click Go on the link below to practice creating and submitting an online job application.

<http://www.experienceworks.org/site/PageServer?pagename=Practice Online application>

A screenshot of the ExperienceWorks website. The header includes the ExperienceWorks logo (Formerly Green Thumb) and a "DONATE Support our Work" button with the text "Help older workers age with dignity". The navigation menu contains: Home, Discover Who We Are, Programs, Get Training for a Job, and Partner With Us. The main content area is titled "Practice Online Application" and contains the text: "Please practice filling out this job application. Always read the instructions as they provide useful and detailed information about what employers are looking for."



6.0.6 Job Search Journal

Date Applied	Company	Position	Contact	Phone	Email	Follow Up Date	Notes
EXAMPLE 11/04/2012	Texas State Library	Library Assistant	Christopher McCoy	(512) 555-0356	chrismccoy@tsl.state.tx.us	11/11/2012	Submitted resume and cover letter



6.0.7 Additional Online Job Search Resources

Texas Job Resources

<http://www.twc.state.tx.us/>

The Texas Workforce Commission can help job seekers find employment at a Texas state agency and explore training opportunities.

<http://workintexas.jobs/>

Job board advertising employment opportunities in Texas, including state agency jobs. Operated by the Texas Workforce Commission.

<http://www.experienceworks.org>

Texas-based employment support site dedicated to helping seniors find employment.

Online Job Boards

<http://www.indeed.com/>

One of the biggest job board websites. Check out their helpful tutorial on getting precise search results.

<http://www.monster.com/>

Another major online job board. They also have excellent resources on topics such as preparing a resume

<http://www.careerbuilder.com/>

This site has been posting jobs online for over 17 years. More than 24 million job seekers a month visit CareerBuilder.com

Career Research

<http://www.bls.gov/ooh/>

The Occupational Outlook Handbook, published by the Bureau of Labor statistics, is one of the most complete career profile resources on the Internet. You can search for information about job responsibilities, salary, industry growth rates and much more for thousands of different careers.

<http://www.myskillsmyfuture.org/>

Sponsored by the US Department of Labor, this site let's you type in your previous jobs, and then suggests other possible careers that use the same skills. This is a great way to plan a long term career path.

<http://occupations.careers.org/>

Provides extensive occupational profiles on a number fields, making this site a valuable resource for researching a new career.

Networking

<http://www.linkedin.com>

Social networking site for business networking. With over 150 million registered users from around the world, it's a great way to meet other people who work in your field.



7.0.1 Resume Writing Student Manual

Resume Writing is a two to four hour course designed to help you craft a resume for a 21st century job search. You will learn how to use computer resources to write, format, and distribute a resume that accurately reflects their skills, experience, and educational background.

Learning Goals:

- Use computer resources to create, format, and distribute a complete resume that accurately represents your skills, experience, and educational background

What is a resume?

.....

Who needs a resume?

.....

Why is a resume important?.....

.....

How have resumes changed with technology?

.....

What makes a "good" resume?

.....

How long does an employer typically look at a resume?.....

.....

Anatomy of a Resume

A resume usually has 5 Sections:

SECTION 1: Contact Information

[FIRST NAME] [LAST-NAME]

[Permanent Address]

[Phone number]

[E-mail]

Don't use an email account with a silly name. You want potential employers to take you seriously, and an unprofessional email address will give them a negative first impression. Which email addresses are more professional?

hawtlegggs59@hotmail.com

chunkymonkey240@yahoo.com

iHatework@aol.com

agnes.alderman@gmail.com

cbloomis@gmail.com

Miguel.A.Guzman@gmail.com

SECTION 2: Professional Summary and Career Objective

There are two common approaches to writing a professional summary. The first way is a short paragraph. Here is a professional summary for a retail manager:

Professional Summary:

Experienced, resourceful and effective retail manager with proven proficiency in all aspects of boutique management. Cutting-edge merchandiser with expert ability in combining innovative display techniques with visual standards and sales strategies in order to achieve optimal retail success. Top-selling sales associate who

regularly exceeds client expectations by building on-going quality relationships.

A paragraph format professional summary has these features:

.....
.....

An alternate approach is to use a bulleted list to present your professional summary:

Career Profile

- Caring, compassionate Registered Nurse with seven years experience in private practice, hospital, and hospice environments
- Experienced Charge Nurse for cardiac and oncology floors for major teaching hospital
- Strong analytical skills, capable of assessing conditions and implementing appropriate intervention
- Effective trainer and educator for both peers and patients

A bulleted list professional summary has these features:

.....
.....
.....

Finally, some people may still prefer to use an old-fashioned career objective:

Objective:

To contribute acquired bookkeeping and office management skills to an organization offering opportunities for advancement.

Why do you think employers prefer professional summaries?

.....
.....

Which format will you use? Why?

.....
.....

SECTION 3: Work History

The work history section is where you describe your previous employment experience in detail. This section should include:

- | |
|---|
| <p>WORK HISTORY:</p> <ul style="list-style-type: none">Previous/Current Employer NamesDates worked (optional)LocationsJob TitlesResponsibilities, skills gained, achievements |
|---|

There are two different work history formats: Chronological and Functional.

Chronological Format

May 2010 to present	Texas State Library	Austin, TX
Library Assistant		
Assist patrons with research questions and locate resources. Catalog materials in database. Plan community literacy outreach programs.		

June 2008 to March 2010 **Java-va-voom Coffee** Austin, TX

Barista

Prepared food and beverage orders and served customers. Developed customer relationships. Performed accurate cash handling functions.

Functional Format

Communications: Executed international public relations campaigns. Represented department in meetings. Prepared annual reports.

Customer Service: Handled customer concerns and complaints. Resolved high volume of weekly customer inquiries. Expertly sliced pastrami according to customer preference.

Present: Maddox Consulting Nome, AL
Vice President

Past: O' Flannery and Sons Imports Mobile, AL
Communications Director

Joe's Deli Hackensack, NJ
Cured Meat Engineer

Who should use the chronological format and why?

.....

.....

.....

Who should use the functional format and why?

.....

.....

.....

SECTION 4: Educational Background

Most jobs have an education requirement, ranging from a high school diploma to very specific industry certifications. In the Educational Background section you list where you went to school, degrees you have earned, notable academic accomplishments, and industry-related certifications. Typically, the educational background includes the following:

- | |
|---|
| <p>EDUCATION:</p> <p>School Name, Location</p> <p>Degree Earned, Major, Graduation Date</p> <p>GPA (if higher than 3.0)</p> <p>Honors, Accomplishments, Relevant Coursework (optional)</p> |
|---|

What should you consider when listing your educational background?

.....

.....

.....

SECTION 5: Other Skills, Non-Work Experience

If you have other relevant skills not mentioned in other parts of your resume, you can list them in this section.

Other Skills Examples:

.....
.....
.....

Some employers look for employees who have a well-rounded life *outside* of the workplace. By describing volunteer and other non-work experience, a potential employer can see that you are serious about developing skills and are motivated by something besides a paycheck. Furthermore, people without an extensive work history can use this section to show that they still have useful skills not reflected in their employment history.

Non-Work Experience Examples:

.....
.....
.....

7.0.3 Functional Resume Example

MARVIN GARCIA

20 Oak Springs Road, Great Falls, TX 78223 marvin.humberto.garcia@gmail.com

QUALIFICATIONS

- Has 5 years of welding in the creation, installation, and repair of commercial equipment
- Managed and trained a group of 8 junior welders
- Recognized for expertise in managing welding projects that meet specifications for quality, deadline, and and budget
- Knowledgeable of SMAW, FCAW, and GMAW processes
- Follows safety guidelines resulting in excellent safety record

MANAGEMENT SKILLS

ADMINISTRATION

- Trained more than 15 junior welders in assorted welding forms
- Troubleshooting of issues and potential issues saved approximately \$20K
- Communicated with customers regarding orders, clarifications, and work guidelines

TECHNICAL

- Consistently welded 23% faster than average welders while meeting specifications
- Knowledgeable of SMAW, FCAW, and GMAW processes

ORGANIZATION

- Efficiently organizing welding work to maximize safety and quality while streamlining processes, which resulted in finishing orders with high standards under budget and before deadlines

WORK HISTORY

- Gamma Precision, Great Falls, MT Senior Welder
- ADF International, Great Falls, MT Welder
- Loenbro, INC, Great Falls, MT Junior Welder

TRAINING

- Awesome Falls College, Great Falls, AS
- Welding Certification, February 2011

RESUME STRATEGIES

CONTENT or “How to Write a Resume”

- Be concise
- Keywords
- Research
- Detail oriented
- Accuracy.....
- Audience
- Word choice/voice.....

DESIGN or “Make It Look Pretty”

- Bullet points.....
- White Space.....
- Alignment
- Font size and style
- Spelling
- Headers.....

AVOID or “Don’t Do This!”

- Lies.....
- Multiple fonts
- Pictures
- Overly personal information.....
- Salary
- Misspellings and other typos

JORDAO MORENO

1414 Elm Drive ♦ Philadelphia, CA 02710 ♦ (714) 888-0188 ♦ someone@example.com

HUMAN RESOURCES GENERALIST

- **Certified Professional in Human Resources (PHR)** with additional state certification in California (PHR-CA) offering a 18-year HR career distinguished by commended performance and proven results.
- **Extensive background in HR generalist affairs**, including experience in employee recruitment and retention, staff development, mediation, conflict resolution, benefits and compensation, HR records management, HR policies development and legal compliance.
- **Demonstrated success in negotiating win-win compromises**, developing teambuilding programs and writing personnel manuals, corporate policies, job descriptions and management reports.

PROFESSIONAL EXPERIENCE

TREY RESEARCH — Los Angeles, CA
Provides voice and data communications systems for small and mid-sized companies.

HR Generalist, 2005 to Present

- Played a key role in ensuring the successful launch of Los Angeles office. Structured and implemented programs and policies in the areas of training, compensation structures, benefits packages, incentives and new-employee orientation.
- Fostered a teamwork/open-door environment conducive to positive dialogue across the organization. Personal efforts were cited as the driving force behind branch's employee-retention rate of 89% within an industry where high turnover is the norm.
- Negotiated approximately 80 salary offers and dozens of sign-on bonuses/relocation packages annually at both the exempt and non-exempt level.

CONTOSO, LTD. — Lake Forest, CA
Leading home healthcare company employing 4,600 professionals.

HR Representative, 2000 to 2005 **HR Assistant, 1995 to 1997**

- Trained 25-member management team on interviewing techniques and best practices, conducting workshops and one-on-one coaching sessions that contributed to sound hiring decisions.
- Devised creative and cost-effective incentive and morale-boosting programs (including special events and a tiered awards structure) that increased employee satisfaction and productivity.

EDUCATION & CERTIFICATIONS

WALNUT TREE UNIVERSITY — Brookville, CA
 Bachelor of Arts (BA) in Psychology (with honors), 1997

HR Designations:

- PHR-CA (Professional in Human Resources with CA state-specific certification), 2004
- PHR (Professional in Human Resources), 2002

OF NOTE

Professional Development:

- Complete ongoing training in the areas of compensation and benefits, employee and labor relations, leaves of absence, workers' compensation and workplace safety/security.

Affiliations:

- Society for Human Resource Management (SHRM)
- Staffing Management Association (SMA) of Southern CA

Bullet points make your resume easy to scan

Bold fonts highlight important details

Sections are divided clearly with lines

Choose a clear professional font

White space can guide reader's focus

7.0.4 Resume Editing Activity

Directions: The resume on the next page needs some serious editing. Locate the file - **7.0.4 Resume Editing Activity** - in your student folder and open it. Follow the instructions below to correctly format the resume. When you are finished, the resume should fit on one page.

1. In the top section select the text “**Maria Garcia.**” Change it to **font size 22** and make it **bold** by clicking on the **bold icon**.
2. Select the **Career Objective** heading and change the text to **font size 14**.
3. Select the **Professional Experience** heading and change the font to Arial.
4. Select the **underlined text** in the Work Experience section and click on the **underline icon** to change it back to normal text.
5. Select the text in italics in the **Education** section and click on the **italic icon** to change it back to regular text.
6. **Delete** the picture.
7. Click on the **Review** tab and then the **Spell Check** button. Spell-check and **correct spelling errors**.
8. Use **File/Save As** to save the corrected document as Maria Garcia Corrected Resume in your student folder.

Hint: Use the 7.0.3 Chronological Resume Example in your Student Manual as a guideline for what your corrected resume should look like once you finish.

MARIA GARCIA

228 Excalibur Lane, Round Rock, TX • 512-555-2222 • mariagarcia2788@gmail.com

Career Objective

To provide effective and engaging computer training for adults.

Professional Summary

Compassionate and caring instructor with a goal of providing effective and engaging computer training for adults. Detailed and organized with materials and processes while innovate and creative in the instructional process.

Work Experience

2009-Present Waterloo Industries Round Rock, TX

Technology Trainer

- Trained over 80 staff on Microsoft Office applications
- Modified and created training curricula to target company needs
- Served as Help Desk support for Microsoft Office applications

2007-2009 Round Rock, ISD Round Rock, TX

Technology Teacher Aide

- Assisted teacher with computer skills classes in secondary settings (6-12th grade)
- Worked one on one with students as necessary

Education

2011-2015 Austin Community College Austin, TX

AAS in Office Administration

Other Skills/Experience

- Certified Microsoft Office Instructor
- Bilingual English and Spanish



7.0.5 Resume Information Activity

Directions: Fill out each section with the appropriate information. You can then use this worksheet as a reference when writing your resume.

Personal Information

Full Name:	
Address:	
Telephone:	
Email	

Professional Summary

List 3-4 of what you think your strongest skills are:

1. _____
2. _____
3. _____
4. _____

Employment Experience. List most recent employer first:

Employer Name:		Dates Employed From: To:
Location:		Position Title
Responsibilities:		

Accomplishments:			
Employer Name:		Dates Employed From: To:	
Location:		Position Title	
Responsibilities:			
Accomplishments:			

Employer Name:		Dates Employed From: To:	
Location:		Position Title	
Responsibilities:			
Accomplishments:			

Educational Background

School Name:		Dates Attended From: To:	
Location:		Degree Or Certificate Earned:	
Field Of Study		Gpa	

Honors, Relevant Coursework:			
School Name:		Dates Attended From: To:	
Location:		Degree Or Certificate Earned:	
Field Of Study		Gpa	
Honors, Relevant Coursework:			

Other Skills

Languages:	
Computer Skills:	
Other Skills:	

Non-Work Experience

Volunteer Experience:	
Awards: achievements:	
Other:	

7.0.7 Functional Resume Template

[Your Name]

[Street Address], [City, ST ZIP Code] [phone] [e-mail]

Career Objective/Professional Summary

"[Describe your career goal/Summarize top qualifications]."

Skills Summary

"[Skill One]" "[Describe Skill/Experience]"

"[Skill Two]" "[Describe Skill/Experience]"

"[Skill Three]" "[Describe Skill/Experience]"

Professional Experience

DisplayText cannot span multiple lines [City, ST]

[Job Title]

DisplayText cannot span multiple lines [City, ST]

[Job Title]

DisplayText cannot span multiple lines [City, ST]

[Job Title]

Education

DisplayText cannot span multiple lines [School Name] [City, ST]

"[Degree Obtained]"

Other Skills/Experience

21st CENTURY RESUMES - Key functions in Microsoft Word

Formatting text (fonts, style, alignment, spacing)

.....

Working with bullets

.....

Spell check and thesaurus.....

.....

Create a resume from a template.....

.....

Many employers today prefer to receive resumes through email. What are different ways to send a resume via email?

.....

.....

.....

As always, **you must protect yourself when you using the internet.** If you post a resume to a job site while you are currently employed, your boss might not be happy to discover that you are looking for another job. Also, not every job posting online comes from a reputable employer. What are ways you stay safe online?

.....

.....

Resume Keywords

It is crucial that your resume is targeted to the specific job you are seeking. By including the right **keywords** to describe your qualifications, you can show a potential employer that you already speak the “language” of the company. Today, many companies even use software to filter resumes based on a set of predetermined keywords. This means that if you know how to choose the correct keywords, your resume has a better chance of appearing at the top of the pile!

Below you can find a list of keywords divided by categories to help you get started. Remember, this is not a complete list, and every company has their own set of keywords. The best way to figure out what keywords you should use is to do your own research of the company.

MANAGEMENT AND LEADERSHIP		ADMINISTRATION	
Administer	Assign	Administer	Allocate
Authorize	Decide	Distribute	Facilitate
Delegate	Develop	Furnish	Insure
Direct	Interview	Process	Provide
Manage	Meet	Procure	Purchase
Organize	Train	Schedule	Secure
Supervise	Strategize	Ship	Supply

COMMUNICATION		PLANNING AND RESEARCH	
Advocate	Contact	Analyze	Compile
Create	Declare	Develop	Evaluate
Design	Display	Gather	Identify
Negotiate	Inform	Implement	Investigate
Interpret	Promote	Measure	Prepare
Publicize	Sponsor	Plan	Progress
Represent	Recruit	Solve	Structure
Write		Submit	

Resume Terminology

Career Objective: a one sentence statement of a job seeker’s employment goals.

The career objective is typically located after the contact information section on a resume. Most hiring managers now prefer professional summaries instead of career objectives.

Chronological Format: work history organized in sequential order with employment dates listed, starting with the most recent position. The chronological format is ideal for job seekers with a continuous work history.

Educational Background: resume section where educational qualifications and professional certifications are listed.

Functional Format: work history that highlights skills first and positions titles second with employment dates omitted. This format is suited for older job seekers, people with long gaps in their work history, and inexperienced workers.

Keywords: targeted words or phrases that effectively describe a job applicant's skills and experience. Hiring managers scan resumes for certain keywords to find qualified applicants.

Plain Text Format: a resume that does not have any special text formatting such as bold fonts or bullet points. Plain text formatted resumes are often needed for online job applications.

Professional Summary: resume section that succinctly illustrates an applicant's most notable accomplishments, skills, and experience. The professional summary can be written as a paragraph or a bulleted list. It is sometimes called a *career profile*.

Resume: a short one to two page document that summarizes one's experience, skills, and accomplishments.

Work History: resume section that lists one's employment experience. Each section of work history should have: job titles, company names, locations, and experience gained. Two common work history formats are the *functional format* and the *chronological format*.



7.0.2 Chronological Resume Example

MARIA GARCIA

228 Excalibur Lane. Round Rock. TX • 512-555-2222 • mariagarcia2788@gmail.com

Career Objective

To provide effective and engaging computer training for adults.

Professional Summary

Compassionate and caring instructor with a goal of providing effective and engaging computer training for adults. Detailed and organized with materials and processes while innovate and creative in the instructional process.

Work Experience

2009-Present Waterloo Industries Round Rock, TX

Technology Trainer

- Trained over 80 staff on Microsoft Office applications
- Modified and created training curricula to target company needs
- Served as Help Desk support for Microsoft Office applications

2007-2009 Entley ISD Entley, TX

Technology Teacher Aide

- Assisted teacher with computer skills classes in secondary settings (6-12th grade)
- Worked one on one with students as necessary

Education

2011-2015 Austin Community College Austin, TX
AAS in Office Administration

Other Skills/Experience

- Certified Microsoft Office Instructor
- Bilingual English and Spanish



7.0.3 Functional Resume Example

MARVIN GARCIA

20 Oak Springs Road, Great Falls, TX 78223 marvin.humberto.garcia@gmail.com

QUALIFICATIONS

- Has 5 years of welding in the creation, installation, and repair of commercial equipment
- Managed and trained a group of 8 junior welders
- Recognized for expertise in managing welding projects that meet specifications for quality, deadline, and budget
- Knowledgeable of SMAW, FCAW, and GMAW processes
- Follows safety guidelines resulting in excellent safety record

MANAGEMENT SKILLS

ADMINISTRATION

- Trained more than 15 junior welders in assorted welding forms
- Troubleshooting of issues and potential issues saved approximately \$20K
- Communicated with customers regarding orders, clarifications, and work guidelines

TECHNICAL

- Consistently welded 23% faster than average welders while meeting specifications
- Knowledgeable of SMAW, FCAW, and GMAW processes

ORGANIZATION

- Efficiently organizing welding work to maximize safety and quality while streamlining processes, which resulted in finishing orders with high standards under budget and before deadlines

WORK HISTORY

- Gamma Precision, Great Falls, MT Senior Welder
- ADF International, Great Falls, MT Welder
- Loenbro, INC, Great Falls, MT Junior Welder

TRAINING

- Awesome Falls College, Great Falls, AS
- Welding Certification, February 2011



7.0.4 Resume Editing Activity

Directions: The resume on the next page needs some serious editing. Follow the instructions below to correctly format this resume. When you are finished, the resume should fit on one page.

1. In the top section select the text “**Maria Garcia.**” Change it to **font size 22** and make it **bold** by clicking on the **bold icon**.
2. Select the **Career Objective** heading and change the text to **font size 14**.
3. Select the **Professional Experience** heading and change the font to Arial.
4. Select the **underlined text** in the Work Experience section and click on the **underline icon** to change it back to normal text.
5. Select the text in italics in the **Education** section and click on the **italic icon** to change it back to regular text.
6. **Delete** the picture.
7. Click on the **Review** tab and then the **Spell Check** button. Spell-check and **correct spelling errors**.
8. Use **File/Save As** to save the corrected document as Maria Garcia Corrected Resume.

Hint: Use the corrected copy in the student manual as a guideline!

Maria Garcia
228 Excalibur Lane ♦ Wesley, TX 72338 ♦ (210) 555-5555 ♦ mgarciamaribela@hotmail.com

Career Objective

To provide effective and engaging computer training for adults.

Professional Summary

Compassionate and caring instructor with a goal of providing effective and engaging computer training for adults. Detailed and organized with materials and processes while innovate and creative in the instructional process.

Work Experience

2009-Present	Waterloo Industries	Round Rock, TX
--------------	---------------------	----------------

Technology Trainer

- Trained over 80 staff on Microsoft Office applications
- Modified and created training curricula to target company needs
- Served as Help Desk support for Microsoft Office applications

2007-2009	Round Rock ISD	Round Rock, TX
-----------	----------------	----------------

Technology Teacher Aide

- Assisted teacher with computer skills classes in secondary settings (6-12th grade)
- Worked one on one with students as necessary

Education

2011-2015	Austin Community College	Austin, TX
-----------	--------------------------	------------

AAS in Office Administration

Other Skills/Experience

- Certified Microsoft Office Instructor
- Bilingual English and Spanish



CORRECTED VERSION:

MARIA GARCIA

228 Excalibur Lane, Round Rock, TX•512-555-2222•mariagarcia2788@gmail.com

Career Objective

To provide effective and engaging computer training for adults.

Professional Summary

Compassionate and caring instructor with a goal of providing effective and engaging computer training for adults. Detailed and organized with materials and processes while innovate and creative in the instructional process.

Work Experience

2009-Present Waterloo Industries Round Rock, TX

Technology Trainer

- Trained over 80 staff on Microsoft Office applications
- Modified and created training curricula to target company needs
- Served as Help Desk support for Microsoft Office applications

2007-2009 Entley ISD Entley, TX

Technology Teacher Aide

- Assisted teacher with computer skills classes in secondary settings (6-12th grade)
- Worked one on one with students as necessary

Education

2011-2015 Austin Community College Austin, TX

AAS in Office Administration

Other Skills/Experience

- Certified Microsoft Office Instructor
- Bilingual English and Spanish



7.0.5 Resume Information Activity

Directions: Fill out each section with the appropriate information. You can then use this worksheet as a reference when writing your resume.

PERSONAL INFORMATION

Full Name:	
Address:	
Telephone:	
Email	

PROFESSIONAL SUMMARY

List 3-4 of what you think your strongest skills are:

1.
2.
3.
4.

EMPLOYMENT EXPERIENCE

List most recent employer first:

EMPLOYER NAME:		DATES EMPLOYED	FROM:
LOCATION:		POSITION TITLE	TO:
RESPONSIBILITIES:			

ACCOMPLISHMENTS:	
------------------	--

EMPLOYER NAME:		DATES EMPLOYED	FROM:
			TO:
LOCATION:		POSITION TITLE	
RESPONSIBILITIES:			
ACCOMPLISHMENTS:			

EMPLOYER NAME:		DATES EMPLOYED	FROM:
			TO:
LOCATION:		POSITION TITLE	
RESPONSIBILITIES:			
ACCOMPLISHMENTS:			

EDUCATIONAL BACKGROUND

SCHOOL NAME:		DATES ATTENDED	FROM:
			TO:
LOCATION:		DEGREE/CERT. EARNED	
FIELD OF STUDY			GPA
HONORS, RELEVANT COURSEWORK:			

SCHOOL NAME:		DATES ATTENDED	FROM:
			TO:
LOCATION:		DEGREE/CERT. EARNED	

FIELD OF STUDY		GPA	
HONORS, RELEVANT COURSEWORK:			

OTHER SKILLS

Languages:	
Computer Skills:	
Other Skills:	

NON-WORK EXPERIENCE

Volunteer Experience:	
Awards of achievements:	
Other:	



7.0.6 Chronological Resume Template

[Your Name]

[Street Address], [City, ST ZIP Code]•[phone]•[e-mail]

Career Objective/Professional Summary

"[Describe your career goal/Summarize top qualifications]."

Work Experience

[Dates of employment] [Company Name] [City, ST]

[Job Title]

- [Job responsibility/achievement]
- [Job responsibility/achievement]
- [Job responsibility/achievement]

[Dates of employment] [Company Name] [City, ST]

[Job Title]

- [Job responsibility/achievement]
- [Job responsibility/achievement]
- [Job responsibility/achievement]

[Dates of employment] [Company Name] [City, ST]

[Job Title]

- [Job responsibility/achievement]
- [Job responsibility/achievement]
- [Job responsibility/achievement]

Education

[Dates of attendance] [School Name] [City, ST]

"[Degree Obtained]"

Other Skills/Experience

- "[Describe Skill/Experience]"
- "[Describe Skill/Experience]"

7.0.7 Functional Resume Template



[Your Name]

[Street Address], [City, ST ZIP Code] [phone] [e-mail]

Career Objective/Professional Summary

"[Describe your career goal/Summarize top qualifications]."

Skills Summary

"[Skill One]" "[Describe Skill/Experience]"

"[Skill Two]" "[Describe Skill/Experience]"

"[Skill Three]" "[Describe Skill/Experience]"

Professional Experience

[Company Name] [City, ST]
[Job Title]

[Company Name] [City, ST]
[Job Title]

[Company Name] [City, ST]
[Job Title]

Education

[Dates of attendance] [School Name] [City, ST]
"[Degree Obtained]"

Other Skills/Experience

"[Describe Skill/Experience]"

"[Describe Skill/Experience]"



7.0.8 Resume Writing Online Resources

<http://www.gcflearnfree.org/resumewriting> -

Excellent and detailed self-paced course that explains how to craft a solid resume.

<http://workbloom.com/articles/resume/professional-resume-summary.aspx> -

Goes over how to write an effective professional summary.

[http://www.quintcareers.com/Quintessential Careers Press/Words Hired By/](http://www.quintcareers.com/Quintessential_Careers_Press/Words_Hired_By/)

Explores keyword strategies.