



DIGITAL LITERACY TRAINING

These live instructor-led classes can be taught at our location or yours. We offer expert instructions, flexible scheduling, and follow-up resources. Any of these classes can be customized to suit the needs of your staff and your business goals.

CLASS OUTLINES:

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COMPUTING FUNDAMENTALS

Description:

This course introduces students to the fundamentals of computing, explains the components of a computer, explores operating system basics, and covers how to use a mouse and keyboard. Students will also learn about the file system on the computer and explore common tools and programs in Microsoft Windows.

Available for Windows 7 & Windows 10.

Length of training:

12 hours, taught in two 6-hour sessions or three 4-hour sessions

Rate:

\$495 per student, quantity discounts available

Outline of topics:

What is a computer?

- Purpose, uses
- Hardware, software, file sizes, etc.
- Explore ports on computer

Computing Basics

- Turn on/off computer
- Mouse skills – mouse pointers, click, right-click, double-click, click & drag
- Use start menu to find & open programs
- Explore the desktop & taskbar
- Open/close programs
- Manipulate open windows

Work with Keyboard

- Keyboard skills – finger placement, Shift, Ctrl, etc.

Work with text

- Open word processor
- Enter & edit text
- Select text
- Cut, copy, paste text
- Format text
- Save vs Save As

Managing folders & files

- Explore computer drives, files
- Move, copy, and delete files & folders
- Use Recycle Bin

Network & drives

- What is a network?
- LAN, WAN, Server, Client

- Access network drives
- Use USB memory stick, CD/DVD

Peripherals

- Explore attaching and settings for input and output devices, including printers, scanners, microphone, mouse, speakers, etc.

Internet

- Internet vs World Wide Web
- Web address structure
- Browse the Internet – enter address, back, forward, click hyperlinks
- Use search & browse results
- Search tips
- Fill out online form
- Play a video
- Download a file

Bonus topics

- Work with Calculator
- Capture screens with Snipping Tool
- Snap, shake, jump
- Change desktop background
- Pin to start menu, taskbar
- Create desktop shortcut

Optional Section: Working with Digital Devices

Customized upon client request.

May include the following devices:

- Smartphones
- Tablets
- Laptops
- Digital cameras / photography
- Digital audio devices



NETWORKS, CLOUD & INTERNET

Description:

This course covers different types of computer networks and their uses. Students will learn about the Internet and use a browser to explore the web. The cloud and commonly used platforms, email, plus internet security and safety are also covered.

Length of training:

1 day, 6 hours

Rate:

\$295 per student, quantity discounts available

Outline of topics:

Information Networks

- What is a network?
- LAN, WAN, Client, Server
- Digital networks, FIOS, etc.
- Bluetooth, Wi-Fi, MiFi
- Intranet vs. Internet

Internet

- Internet vs. World Wide Web
- HTML – language of the Internet
- Web design platforms
- Search engines, SEO
- E-commerce
- Connecting to the Internet
- Bandwidth & speeds

Browsing & searching

- What is a browser?
- Structure of a web address
- .com, .net, .gov, .edu, etc.
- Using address bar
- Clicking hyperlinks
- Back, forward
- Mark as favorite
- Popular search engines
- Search terms & tips
- Navigating search results
- Filling out online forms
- Download a file
- Play a video
- View browsing history

The Cloud

- What is the cloud?
- Discuss commonly used cloud platforms (Office 365, Google G-Suite, Dropbox, AWS Cloud, iCloud, etc.)

Email

- What is email? How does it work?
- Email address structure
- Commonly used email platforms
- Send/receive basic message with attachment
- Email etiquette

Internet security

- Encryption, digital certificate, firewalls
- Viruses, worms and trojans
- Spyware, phishing, and adware
- Anti-malware protection
- What are cookies?
- Safety tips
- Backups



MASTERING COMPUTER TYPING

Description:

This course is for students who want to learn how to touch-type to increase their speed and efficiency on the keyboard. Students will gain proficiency through step-by-step practice and practical application.

Length of training:

12 hours, taught in two 6-hour sessions or three 4-hour sessions

Rate:

\$495 per student, quantity discounts available

Outline of topics:

Introduction

- Know your keyboard
- QWERTY or QUIRKY?
- Fonts
- Symbols and special characters
- Justification
- Borders and rules
- Typing tidbits
- Avoiding aches, pain, and fatigue

Learning to type

- Home row keys
- Top row keys
- Bottom row keys
- Punctuation marks
- Numbers and symbols
- Numeric keypad
- Words, words words!
- Prefixes and suffixes

Practical Applications

- Charts, tables, and columns
- Letters, envelopes, and memos
- Reports and manuscripts
- Proofreading and editing
- Email
- Instant messaging and texting
- Blogs
- Resumes and cover letters

Appendix

- How to take a timed typing and figure your speed
- Glossary
- Punctuation potpourri



MICROSOFT OFFICE ESSENTIALS

Description:

This course covers the fundamental and most commonly used features of some of the Microsoft Office programs, including Microsoft Word, PowerPoint, Excel, and Outlook.

Available for Microsoft Office 2010, 2013, 2016.

Length of training:

12 hours, taught in two 6-hour sessions

Rate:

\$495 per student, quantity discounts available

Outline of topics:

What is Microsoft Office?

- Discuss suite of programs in Microsoft Office

Common features & commands

- Backstage/File view
- Ribbon
- Galleries, groups
- Quick access toolbar
- Right-click, keyboard shortcuts
- Mini toolbar
- Zoom, scroll
- Print, print preview
- Help
- Options, settings

Introduction to Microsoft Word

- What is word processing?
- Create a document
- Enter & edit text
- Text selection
- Format text
- Cut, copy, paste
- Insert image
- Apply styles
- Check spelling

Excel

- What are spreadsheets? Their uses
- Create a new workbook
- Enter & format data
- Insert and delete columns & rows
- Perform basic calculations
- AutoFill
- Insert a blank worksheet

PowerPoint

- What are electronic presentations? Uses
- Create a presentation
- Insert slides
- Enter text and images
- Arrange slides
- Apply themes
- Add speaker notes
- Run slide show
- Print handouts

Outlook

- Discuss contact management
- Explore mail, calendar, contacts, tasks
- Change inbox views
- Open email
- Reply/forward
- Send/receive
- Create email message
- Delete message
- Attach file
- Add a contact
- Explore calendar views
- Add appointment to calendar
- Create a task



OFFICE 365 INTERFACE & APPS

Description:

Office 365 for Business is a Microsoft subscription based service that includes cloud storage, apps, and communication tools. It takes the “work out of working together.” In this one-day class learn about the interface and apps with Office 365.

Length of training:

6 hours, 1 day

Rate:

\$295 per student, quantity discounts available

Outline of topics:

What is Office 365?

- What is the cloud?
- Logging-in to portal
- Explore interface
- Change views
- Use search

Manage files with OneDrive

- Create folders, move/copy files, share files
- Transfer files via File Explorer

Communicate with Skype

- What is Skype?
- Instant and video messaging
- Skype to Skype calls and group calls
- One-to-one and group video calls
- Send files
- Screen sharing
- Discuss Skype for Outlook plugin, translate feature and more

Office web apps

- Work with mail, calendar, people, tasks
- Open and edit files in Word, Excel, PowerPoint, and OneNote apps
- Co-edit documents in real time

Learn about other Office 365 apps

- View content from across Office 365 that’s relevant to you in Delve
- Explore how you can create and share interactive documents in Sway
- Collaborate and communicate with workers across your company in Yammer
- Create a chat-based workspace in Teams
- Discuss Flow, Newsfeed, and other Office 365 apps

Optional:

- Mobile device management



GOOGLE G-SUITE

Google G-Suite (formerly Google Apps) is cloud-based computing, productivity, and collaboration tools. Explore the many features of G-Suite including working with Gmail and calendars; work with documents in Docs, Sheets, and Slides; manage and share files in Drive; collaborate in Hangouts and Jamboard.

Length of training:

6 hours, 1 day

Rate:

\$295 per student, quantity discounts available

Outline of topics:

Introduction

- What is Google G-Suite?
- How to connect

Gmail

- Discuss features of Gmail
- Compose & send messages
- Reply/forward/delete messages
- Send/save attachments
- Organize inbox
- Create signature
- Modify inbox settings

Calendar

- Discuss features of Google Calendar
- Modify calendar views
- Create meeting, check coworkers' availability
- Reschedule meeting

Hangouts

- What's a hangout?
- Create video meetings & share link via email or calendar

Create documents, spreadsheets presentations and forms

- Create and edit a basic document in Docs
- Create and edit a basic spreadsheet in Sheets
- Create and edit a basic presentation in Slides
- Create a basic data collection form in Forms

Stay organized & collaborate

- Upload, organize and share files in Drive
- Explore Keep and Jamboard



SOCIAL MEDIA OVERVIEW

Description:

Explore the world of online social media sites, focusing on the most widely used platforms. Students will discuss their uses, methods of sharing, posting, advertising, and more.

Length of training:

1 day, 6 hours

Rate:

\$295 per student, quantity discounts available

Outline of topics:

Social media platforms

- What is social media?
- Types of social media – social networks, photo/video sharing, blogs, content sharing, and more

Explore top social media sites

- Facebook
- YouTube
- Twitter
- LinkedIn
- Instagram
- Reddit
- VK
- Tumblr
- Pinterest
- Google+
- Flickr
- Meetup
- Ask.fm
- Livejournal

Privacy basics

- Public vs. private accounts
- Who can see my information?
- Reviewing tags and shares
- Blocking other users

Advertising on social media

- Targeting and engaging customers
- How to read insights
- Social media marketing services such as Hootsuite, Deluxe, etc.

