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IC3 Global Standard (GS3)
Student Manual

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<td>Quiz</td>
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<td>Slides &amp; Notes</td>
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Introduction
Using this Workbook

In the Introduction section, you will find an outline for each session of training and sample lesson plans. These are included to give you an overview of the training content and to help you structure your lessons. The content, delivered by industry professionals, is the most up-to-date, comprehensive content available.

The exercises included in this workbook are meant to serve as supplementary material for the OnlineExpert courses. The following types of exercises are included for each session of training:

**Fill-in-the-Blanks:** The student completes a comprehensive fill-in-the-blank exercise while watching each session of the training. Each exercise follows the instructor’s lecture and can be used as a review for the Quiz, the Pre-Tests, and the Post-Tests.

**Glossary Crossword and Word Search Puzzles:** These puzzles, taken directly from the courses’ glossary, are intended to help your students become more familiar with the terms found in each session.

**Short Answer:** The short answer questions facilitate recall of the basic training concepts to further aid in retention of the course topics and information in preparation for the training’s Pre-Assessments and Post-Tests.

**Matching:** The matching exercise provides additional learning reinforcement of terms and concepts found throughout the training in the courses’ glossary.

**Research Topic:** The research topic gives your students the opportunity to research an applicable real-world situation whose answer will require using their understanding of the training as well as outside resources to generate a response.

**Projects:** The individual and group projects require your students to apply the knowledge gained during the training to complete the assigned task. By using both individual and group projects students receive the added benefit of applying the knowledge they have gained in a situation that mimics life in the workforce.

**Quiz:** The quizzes will help you gauge your students’ progress. They also provide your students additional preparation for the training Pre-Tests and Post-Tests.
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These workbook exercises, used in conjunction with the LearnKey training, give your students the best learning experience possible.

**Objective Mapping:** The objective mapping provides a quick reference as to where in the training a specific certification exam objective is covered.

**Running & Training Time Table:** The running and training time tables will help you to better plan your lessons based on the time you have available. The running time is the actual time required to simply watch the training. The training time is an estimated average time that it will take to watch and discuss the concepts presented as well as do any applicable exercises.

**Skills Assessment:** The skills assessment will help you and your students to gauge their understanding of course topics prior to beginning any coursework. Understanding where your students as a group feel less confident will aid you in planning and getting the most from the training.
IC3 Global Standard (GS3) Course Map

Session 1

Computer Basics
- Get Certified
- Types of Computers
- The Computing Process
- Understanding Hardware
- Speed vs. Size
- Storage Options
- Input / Output

Performance and Maintenance
- Purchasing Considerations
- Maintaining Considerations
- Hard Drive Maintenance
- Other Maintenance Options
- troubleshooting Considerations
- Troubleshooting Process

OS / Software Introduction
- Beyond the Hardware
- Getting the Software
- Installing and Maintaining Software
- Understanding Operating Systems
- User Accounts
- Beyond the Hardware

Microsoft Operating System
- Windows Vista Tour
  - Working with Views
  - Using Applications
  - Organizing Files and Folders
  - Using the Recycle Bin

Customizing Windows
- Customizing Views
  - File and Folder Properties
  - Using the Task Bar
  - Personalization Options
  - Windows Sidebar
  - Help and Support

Managing Your Operating System
- Control Panel
  - System and Maintenance
  - Shut Down Options

Module 1: Computing Fundamentals
1.0 Computer Hardware, Peripherals and Troubleshooting
  1.1 Identify types of computers, how they process information, and the purpose and function of different hardware components.

Module 1: Computing Fundamentals
1.2 Identify how to maintain computer equipment and solve common problems relating to computer hardware.

Module 1: Computing Fundamentals
3.0 Using an Operating System
  3.1 Identify what an operating system is and how it works, and solve common problems relating to operating systems.

Module 1: Computing Fundamentals
3.2 Use an operating system to manipulate a computer's desktop, files and disks.

Module 1: Computer Fundamentals
2.0 Computer Software
  2.1 Identify how software and hardware work together to perform computing tasks and how software is developed and upgraded.

Module 1: Computer Fundamentals
3.0 Using an Operating System
  3.3 Identify how to change system settings, install and remove software.

Module 1: Computer Fundamentals
2.2 Identify different types of application software and general concept relating to application software categories.

Module 2: Key Applications
1.0 Common Program Functions
  1.1 Be able to start and exit an application, identify and modify interface elements and utilize sources of online help.
# Apple Operating System

<table>
<thead>
<tr>
<th>Module 1: Computer Fundamentals</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.0 Computer Software</td>
</tr>
<tr>
<td>2.2 Identify different types of application software and general concept relating to application software categories.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Operating System Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1 Identify what an operating system is and how it works, and solve common problems related to operating systems.</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>Applications</th>
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<tbody>
<tr>
<td>Application Categories</td>
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<td>Microsoft Office Overview</td>
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<tr>
<td>Understanding Databases</td>
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<td>Other Application Types</td>
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<tr>
<td>Application Considerations</td>
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</tbody>
</table>

# Applications

<table>
<thead>
<tr>
<th>Module 1: Computer Fundamentals</th>
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</thead>
<tbody>
<tr>
<td>2.0 Computer Software</td>
</tr>
<tr>
<td>2.2 Identify different types of application software and general concept relating to application software categories.</td>
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</table>

<table>
<thead>
<tr>
<th>Operating System Maintenance</th>
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<tbody>
<tr>
<td>3.1 Identify what an operating system is and how it works, and solve common problems related to operating systems.</td>
</tr>
</tbody>
</table>

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Session 2

Application Features and Functions

- Application Window Elements
- Navigating Your Documents
- Changing Your View
- Manage Application Options
- Application Help

Common File Management Options

- Blank vs. Template
- Saving Options
- Save As Options
- File Associations
- Working with Multiple Documents

Word Basics

- Understanding Word Processing
- Document Design Guidelines
- Selecting Text
- Formatting Text
- Inserting Paragraphs
- Inserting Other Objects
- Working with Lists

Finalizing Your Document

- Applying Styles
- Format Painter
- Headers and Footers
- Header and Footer Options
- Check Spelling and Grammar
- Proofing Options
- Find and Replace
- Working with Hyperlinks
- Collaborative Editing and Review
- Margins and Page Layout
- Printing the Document
- Other Output Options

Creating and Formatting Spreadsheets

- Spreadsheets Defined
- Organization Tips
- Using Excel
- Inserting Formulas
- Creating a Formula
- Formatting Cells
- Inserting Rows and Columns
- Cell Alignment
- Applying Number Formatting
- Linking Data
- Auto-Formatting Data
- Printing Workbooks

Module 1: Computing Fundamentals
- 2.0 Computer Software
- 2.2 Identify different types of application software and general concept relating to application software categories

Module 2: Key Applications
- 1.0 Common Program Functions
- 1.1 Be able to start and exit an application, identify and modify interface elements and utilize sources of online help.
- 1.2 Perform common file management functions.

Module 2: Key Applications
- 1.3 Perform common editing and formatting functions.
- 2.0 Word Processing Functions
- 2.1 Be able to format text and documents including the ability to use automatic formatting tools.

Module 2: Key Applications
- 2.2 Be able to use standard formatting tools to automate processes such as document review, security and collaboration.

Module 1: Computing Fundamentals
- 2.0 Computer Software
- 2.2 Identify different types of application software and general concept relating to application software categories.

Module 2: Key Applications
- 3.0 Spreadsheet Features
- 3.1 Be able to modify worksheet data and structure and format data in a worksheet.
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Manipulating Data
- Sorting Data
- Filtering Data
- Using Functions
- Creating Charts
- Chart Considerations

Module 1: Computer Fundamentals
2.0 Computer Software
2.2 Identify different types of application software and general concept relating to application software categories.

Module 2: Key Applications
3.0 Spreadsheet Features
3.2 Be able to sort data, manipulate data using formulas and functions and create simple charts.

Presentations
- Understanding Presentations
- Using PowerPoint
- Creating Slides
- Adding Slide Content
- Duplicating Slides
- Inserting Charts
- Formatting Slide Text
- Themes and Backgrounds
- Organizing Your Slides
- Slide Show Options
- Using Hyperlinks
- Slide Output Options

Module 1: Computer Fundamentals
2.0 Computer Software
2.2 Identify different types of application software and general concept relating to application software categories.

Module 2: Key Applications
4.0 Communicating With Presentation Software
4.1 Be able to create and format simple presentations
Session 3
Networks and the Internet

Communicate and Collaborate

Working with Email

Using the Web

Understanding Web Sites

Risks and Benefits
Session Objectives

Course Objectives: Session 1
- Gain an understanding of computer hardware, peripherals, and troubleshooting
- Identify different types of software applications and how they work together with your computer hardware to perform specific tasks
- Learn common key applications specific to each operating system and demonstrate an ability to use each application

Course Objectives: Session 2
- Manage application features and functions
- Learn Microsoft Office applications and their respective functions and features
- Perform common file-management functions

Course Objectives: Session 3
- Gain an understanding of the fundamentals and benefits of network computing
- Learn to use email and other computer-based communication methods
- Learn to use the Internet and the World Wide Web
IC3 Global Standards (GS3) Outlines

Session 1

Computer Basics
- Get Certified
- Types of Computers
- Three-Stage Process of Computing
- The CPU
- On Startup
- Accessing Programs
- Understanding the Terms
- Speed
- Size
- Storage Options
- Removable Media
- Optical Media
- Remote Storage
- Input/Output Devices

Performance and Maintenance
- Purchasing Considerations
- Maintenance Considerations
- Hard Drive Maintenance
- Other Maintenance Options
- Troubleshooting
- Troubleshooting Process

OS/Software Introduction
- Beyond the Hardware
- Getting the Software
- Installing and Maintaining Software
- Understanding Operating Systems
- User Accounts

Microsoft Operating System
- Windows Vista Tour
- Working with Views
- Accessing Applications
- Organizing Files and Folders
- Using the Recycle Bin

Customizing Windows
- Customizing Views
- File and Folder Properties
- Using the Taskbar
- Personalization Options
- Windows Sidebar
- Help and Support

Managing Your Operating System
- Control Panel
- System and Maintenance
- Power/Sleep Settings
- Installing Applications
- Uninstalling Applications
- Software as a Service

Apple Operating System
- Mac OS X Tour
- Using the Finder
- Dashboard
- Application Indicators
- System Preferences
- Operating System Maintenance
- Operating System Troubleshooting

Applications
- Application Categories
- Microsoft Office Overview
- Databases
- Application Software Types

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Session 2

Application Features and Functions
Application Window Elements
Navigating Documents
Manage Application Options
Application Help
Getting Application Help
Application Similarities

Common File Management Options
Blank vs. Template
Saving Options
File Association
Working with Multiple Documents

Word Basics
Understanding Word Processing
Document Design Guidelines
Open Existing Documents
Selecting Text
Formatting Text
Inserting Pictures
Inserting Other Materials
Working with Lists

Columns, Tables, and Breaks
Formatting Columns
Inserting Page Breaks
Table Formatting

Finalizing Documents
Applying Styles
Format Painter
Headers and Footers
Header and Footer Options
Check Spelling and Grammar
Proofing Options
Find and Replace
Working with Hyperlinks

Collaborative Editing and Review
Margins and Page Layout
Printing the Document
Other Output Options

Creating and Formatting Spreadsheets
Spreadsheets Defined
Using Excel
Inserting Formulas
Formatting Cells
Inserting Rows and Columns
Cell Alignment
Linking Data
Auto Formatting Data
Printing Worksheets

Manipulating Data
Sorting Data
Filtering Data
Creating Charts
Chart Considerations

Presentations
Understanding Presentations
Using PowerPoint
Creating Slides
Inserting Charts
Themes and Backgrounds
Organizing Slides
Slide Show Options
Using Hyperlinks
PowerPoint Export Options
Session 3

Networks and the Internet
- Networks Defined
- Network Types
- Internet vs. Intranet
- Extranet
- Communication Types
- Networking Advantages
- Networking Disadvantages
- Networking Security

Communicate and Collaborate
- Communication Basics
- Communication Components
- Effective Communication Choices
- Safety and Security Considerations
- Smart Communication Guidelines
- Other Issues
- Online Identity
- Communication Tools

Working with E-mail
- Outlook Overview
- Anatomy of an E-mail
- Responding to an E-mail
- Send/Receive Options
- Create an E-mail Message
- Attachment and E-mail Options
- Outbox Tips
- Managing Messages
- More Attachment Options
- Create New E-mail Message
- Managing Contacts
- E-mail Preferences
- Out of Office Assistant

Using the Web
- Internet Explorer Tour
- Basic Navigation Tips
- Setting Home Page
- Adding Bookmarks and Favorites
- Managing Internet Options
- Blogs and RSS
- Find and Go To
- Copy and Paste
- Printing
- Downloading
- Web Terminology
- Browsing Security
- Web Services
- Domain Names
- Troubleshooting Web Problems
- Web Ethics

Understanding Web Sites
- Weblogs
- Wiki
- Social Networking
- News Sites
- Media Sharing Sites
- Search Engines
- Sponsored Links
- Additional Engines
- Evaluating Web Sites

Risks and Benefits
- Computers Are Everywhere
- Transforming the World
- Overcoming Challenges
- Safety First
- Software Threats
- Policies and Responsibilities
- Buying Online
- Be Responsible
- Netiquette
Skills Assessment

**Instructions:** Rate your skills with the following tasks on a level from 1-5.

<table>
<thead>
<tr>
<th>Skills</th>
<th>Poor</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Account Options</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saving Documents</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Restoring Items</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Adding Icons</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adding Gadgets</td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Uninstall</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adding Widgets</td>
<td></td>
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<td></td>
<td></td>
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</table>
Session 1
### Session 1 Time Tables

<table>
<thead>
<tr>
<th>Session 1</th>
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<tbody>
<tr>
<td>Computer Basics</td>
<td>00:23:13</td>
</tr>
<tr>
<td>Performance and Maintenance</td>
<td>00:16:46</td>
</tr>
<tr>
<td>OS/Software Introduction</td>
<td>00:11:57</td>
</tr>
<tr>
<td>Microsoft Operating System</td>
<td>00:08:50</td>
</tr>
<tr>
<td>Customizing Windows</td>
<td>00:14:13</td>
</tr>
<tr>
<td>Managing Your Operating System</td>
<td>00:12:58</td>
</tr>
<tr>
<td>Apple Operating System</td>
<td>00:11:09</td>
</tr>
<tr>
<td>Applications</td>
<td>00:13:19</td>
</tr>
<tr>
<td><strong>Actual Time</strong></td>
<td>01:52:25</td>
</tr>
</tbody>
</table>

<table>
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<tbody>
<tr>
<td>Computer Basics</td>
<td>00:14:49</td>
</tr>
<tr>
<td>Performance and Maintenance</td>
<td>00:25:09</td>
</tr>
<tr>
<td>OS/Software Introduction</td>
<td>00:17:55</td>
</tr>
<tr>
<td>Microsoft Operating System</td>
<td>00:13:15</td>
</tr>
<tr>
<td>Customizing Windows</td>
<td>00:21:19</td>
</tr>
<tr>
<td>Managing Your Operating System</td>
<td>00:19:27</td>
</tr>
<tr>
<td>Apple Operating System</td>
<td>00:16:43</td>
</tr>
<tr>
<td>Applications</td>
<td>00:19:58</td>
</tr>
<tr>
<td><strong>Training Time</strong></td>
<td>02:48:37</td>
</tr>
</tbody>
</table>
Fill-in-the-Blanks

**Instructions:** While watching Session 1, fill in the missing words according to the information presented by the instructor.

**Computer Basics**

1. Input is the _______ step in the three-stage process.
2. The ________ moves data, performs mathematic operations, makes decisions based on instructions, and directs the actions of hardware and software.
3. The ____________ is a computer chip which holds basic instructions and services in order to run basic hardware tests.
4. The part of a computer that holds all programs and data while they are in use is called the ________.
5. RAM stands for ___________________.
6. 8 bits make up ________ byte.
7. A type of media used to store data which is read by a laser is called _____________.
8. A ____________ is a type of optical media that can only be written to once.
9. SAN, Google Docs, and Network drive are all examples of ____________ storage.
10. ______________, ______________, touch screen, and game controller are all examples of input devices.
11. Manual and plug-and-play are the two main basic installation methods for an ________ device.

**Performance and Maintenance**

1. When deciding which type of computer to purchase, a buyer should first consider ________________.
2. A user may utilize the __________ option to return to a previous state on the computer.
3. The Free up Disk Space option is located in the __________ category of the Control Panel.
4. ______________ maintenance includes changing the ink cartridge, clearing paper jams, and aligning printer heads.
OS/Software Introduction

1. Software called an _______________ tells the hardware how to interact with the user and the software.
2. The _______________ software performs tasks, such as games, to office productivity and beyond.
3. The _______________ is usually included with standalone software and informs a user how the software can be used legally.
4. _______________ is software that is free to use.
5. _______________ software encourages developers to improve upon and add to it.
6. _______________ operating system responds to events currently occurring.

Microsoft Operating System

1. The Start button is more recently referred to as the Start __________ by Microsoft.
2. The _______________ gives access to programs or files on the computer.
3. The minimize button in a window or application sends that window or application to the _______________.
4. The bright red X at the top of a window or application is the ________ button.
5. When a _______________ is deleted, the original application, folder, or file is not deleted.

Customizing Windows

1. Show hidden files and folders, Hide extensions for known file types, and Hide protected operating system files are all options available in the _______________ dialog box.
2. The _______________ shows all the programs, files, and applications open or in use.
3. Windows Help and Support option is located in the ________ menu.

Managing Your Operating System

1. The majority of the technical and maintenance settings are located in the _______________ on a Windows computer.
2. Lock, Sleep, _______________, Restart, _______________, and Shut Down are all options dealing with powering down a Windows computer.
3. Applications can be installed directly from the _______________.
Apple Operating System

1. List, Columns, and Thumbnails are all _______________ viewing options for Macintosh.
2. A bright spot under the application icon appears in the dock to indicate that an application is currently running on a _______________ computer.
3. The majority of the technical and maintenance settings are located in _______________ on a Macintosh computer.
4. A file type must be associated with the correct application in order to _______________.

Applications

1. A group of different applications that work together is called a _______________.
2. Word processing, spreadsheets, and presentation software are all types of _______________.
3. _______________ is the presentation software in the Microsoft Office suite.
4. A Database is a type of software that stores information in structured tables that can _______________ and _______________ with each other.
5. The Browser allows a user to view content on the _______________.
Glossary Crossword

Instructions: Use the terms and clues below to complete the crossword puzzle.

<table>
<thead>
<tr>
<th>Across</th>
<th>Down</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. The third stage of the computing process, in which the computer produces a result based on the user's request.</td>
<td>1. The first stage of the computing process, in which a user initiating an action by giving the computer information or a request.</td>
</tr>
<tr>
<td>4. An operating system that reacts to current events and actions occurring around it.</td>
<td>2. The main component of a computer which performs mathematical operations, moves data, and makes decisions based on specific instructions.</td>
</tr>
<tr>
<td>6. A version of a software application available for free use with limited features or for a trial period.</td>
<td>3. A type of media used to store data which is read by a laser, such as a CD or DVD.</td>
</tr>
<tr>
<td>10. Software that is free to use.</td>
<td>5. The primary form of software running on a computer that organizes tiles and folders as well as telling the hardware how to interact with the user and other software.</td>
</tr>
<tr>
<td>11. A document associated with a standalone software program which explains the legal regulations for using the software.</td>
<td>12. A type of software that is downloaded or installed and runs independently on a computer.</td>
</tr>
<tr>
<td>12. A type of software that is downloaded or installed and runs independently on a computer.</td>
<td>13. An application that is not installed locally but used over the Internet or another network.</td>
</tr>
<tr>
<td>14. The second stage of the computing process, in which the computer analyzes information input by the user.</td>
<td>15. A memory chip in a computer which holds all programs and data when they are in use.</td>
</tr>
<tr>
<td>15. A memory chip in a computer which holds all programs and data when they are in use.</td>
<td></td>
</tr>
</tbody>
</table>
7. An operating system that combines processors and software in a device.
8. A computer chip which holds basic instructions and services in order to run basic hardware tests.
9. The primary storage component of a computer which holds all software
Glossary Word Search

**Instructions:** Use the clues below to complete the word

- **CPU**
- **Free**
- **Embedded System**
- **EULA**
- **Hard Drive**
- **Input**
- **Open**
- **Source Software**
- **Optical Media**
- **OS**
- **Output**
- **Processing**
- **RAM**
Short Answer

Instructions: Use the information learned while watching Session 1 to answer the questions.

1. Explain the function of the CPU.

___________________________________________________________________

___________________________________________________________________

___________________________________________________________________

2. Describe the steps in the three-stage computing process.

___________________________________________________________________

___________________________________________________________________

___________________________________________________________________

3. Give examples of input devices.

___________________________________________________________________

___________________________________________________________________

___________________________________________________________________

4. Give examples of remote storage.

___________________________________________________________________

___________________________________________________________________

___________________________________________________________________

5. Describe the purpose of the End-User License Agreement.

___________________________________________________________________

___________________________________________________________________

___________________________________________________________________
6. Explain Software as a Service.

___________________________________________________________________
___________________________________________________________________
___________________________________________________________________

7. Describe the process of accessing the User Accounts and Family Safety options.

___________________________________________________________________
___________________________________________________________________
___________________________________________________________________

8. Explain the process of the following instructions: using the File menu, save a current document in the Documents folder with the name, pretest.

___________________________________________________________________
___________________________________________________________________
___________________________________________________________________

9. Describe the options available in the Folder Options dialog box.

___________________________________________________________________
___________________________________________________________________
___________________________________________________________________

10. How would a user access the Uninstall or change a program window?

___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
11. Describe how a user would access the Dashboard and add the Dictionary widget to the Dashboard.

___________________________________________________________________
___________________________________________________________________
___________________________________________________________________

12. Explain the function of a RAM.

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___________________________________________________________________
___________________________________________________________________

13. Discuss the options a user may choose from when dealing with powering down a Windows computer.

___________________________________________________________________
___________________________________________________________________
___________________________________________________________________

14. List all the different types of computers.

___________________________________________________________________
___________________________________________________________________
___________________________________________________________________

15. Describe the process for cleaning the hardware on a Windows computer.

___________________________________________________________________
___________________________________________________________________
**Glossary Matching**

**Instructions:** Match the glossary term described in Session 1 to its definition.

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. EULA</td>
<td>The main component of a computer which performs mathematical operations, moves data, and makes decisions based on specific instructions.</td>
</tr>
<tr>
<td>b. hard drive</td>
<td>A computer chip which holds basic instructions and services in order to run basic hardware tests.</td>
</tr>
<tr>
<td>c. open source software</td>
<td>A memory chip in a computer which holds all programs and data when they are in use.</td>
</tr>
<tr>
<td>d. OS</td>
<td>The primary storage component of a computer which holds all software and data.</td>
</tr>
<tr>
<td>e. ROM BIOS</td>
<td>The second stage of the computing process, in which the computer analyzes information input by the user.</td>
</tr>
<tr>
<td>f. stand-alone software</td>
<td>The third stage of the computing process, in which the computer produces a result based on the user's request.</td>
</tr>
<tr>
<td>g. optical media</td>
<td>A document associated with a stand-alone software program which explains the legal regulations for using the software.</td>
</tr>
<tr>
<td>h. CPU</td>
<td>A type of software that is downloaded or installed and runs independently on a computer.</td>
</tr>
<tr>
<td>i. real-time operating system</td>
<td>A version of a software application available for free use with limited features or for a trial period.</td>
</tr>
<tr>
<td>j. processing</td>
<td>Software that is free to use.</td>
</tr>
<tr>
<td>k. input</td>
<td>A type of media used to store data which is read by a laser, such as a CD or DVD.</td>
</tr>
<tr>
<td>l. shareware</td>
<td>The primary form of software running on a computer that organizes tiles and folders as well as telling the hardware how to interact with the user and other software.</td>
</tr>
<tr>
<td>m. output</td>
<td>The first stage of the computing process, in which a user initiating an action by giving the computer information or a request.</td>
</tr>
<tr>
<td>n. embedded system</td>
<td>An application that is not installed locally but used over the Internet or another network.</td>
</tr>
<tr>
<td>o. freeware</td>
<td>An operating system that reacts to current events and actions occurring around it.</td>
</tr>
<tr>
<td>p. RAM</td>
<td>An operating system that combines processors and software in a device.</td>
</tr>
</tbody>
</table>
Research Topic

Instructions: Research the topic below using the Internet and then write a few paragraphs reporting your findings. Be sure to research thoroughly and cite your resources. This page may be used to take notes.

Research the topic of computer theft. Explain the dangers and costs of having a computer stolen. What can you do to prevent computer theft or mitigate the costs/damages if it is stolen?
Individual Project

Instructions: Assign each student the following project. Each student should prepare a short 5-10 minute class presentation of the information researched.

Each individual should research categories of applications (either from the list below or other categories). Reports should list examples of applications within the category (where they can be obtained, prices, etc.) and explain the primary business and/or personal uses for the type of application. In addition, reports may give a tour of one example of an application from the category.

a. Spreadsheets
b. Presentation software
c. Word Processing
d. Web browsers
e. Databases
f. Anti-virus/Disk cleanup
g. Multimedia and creativity
h. Entertainment software
i. Education
j. E-mail
k. Financial software
l. Groupware
m. Social media software
n. Instant messaging
o. Web Page authoring
p. Project management software
Group Projects

Instructions: Divide into groups and assign each group one of the following subjects to research. Each group should prepare a short 5-10 minute class presentation of the information researched.

1. Each group should select an element of either the Windows or Mac operating system to investigate and report on. Presentations should include what the item is used for, how to manipulate it or change its properties, and what might go wrong with the item and how to fix it. Some options for elements to choose are listed below.

   a. Start menu (Windows)
   b. Desktop (Windows, Mac)
   c. Dock (Mac)
   d. Sidebar (Windows)
   e. Folders (Windows, Mac)
   f. Task Bar (Windows)
   g. Right-mouse menus (Windows)
   h. Finder (Mac)
   i. Dashboard (Mac)

2. Groups will select an item from the Control Panel (Windows) or System Preferences (Mac) to research. Groups should create a presentation that reports on what items within Control Panel or System Preferences do, what they control, and what options exist within each item.
Session 1 Quiz

Instructions: Circle the letter of the option that BEST answers the question.

1. Which unit is used to measure computer processing speed?
   A. Gigabyte  
   B. Terabyte  
   C. Millicycle  
   D. Megahertz

2. In terms of computer storage, how large is a character of text?
   A. 1 bit  
   B. 1 byte  
   C. 1 kilobyte  
   D. 1 megabyte  
   E. 1 gigabyte

3. Which are services used to examine potentially damaged media? Choose all that apply.
   A. Chkdsk  
   B. Disk Utility  
   C. Disk Cleanup  
   D. Defragment disk

4. Which type of software tells the hardware how to interact with the user and other software?
   A. Standalone  
   B. Application  
   C. Open source  
   D. Operating system  
   E. Software as a Service

5. Which type of operating system combines processors and software on a device?
   A. PC  
   B. Server  
   C. Real-time  
   D. Embedded
6. Which are folder view options in Windows? Choose all that apply.
   A. List
   B. Details
   C. Small Icons
   D. Medium Icons
   E. Large Icons
   F. Large Icons

7. What allows a user to view folders, applications, devices, and documents on a Macintosh computer?
   A. Finder
   B. Explorer
   C. My Computer
   D. My Documents

8. What is the spreadsheet software in the Microsoft Office suite called?
   A. Excel
   B. Access
   C. Outlook
   D. OneNote
   E. PowerPoint

9. Which part of a computer holds all programs and data while they are in use?
   A. CPU
   B. ROM
   C. RAM
   D. BIOS

10. Which are examples of remote storage? Choose all that apply.
    A. SAN
    B. Google Docs
    C. Network drive

11. Which process allows a user to return to a previous state on the computer if something goes wrong?
    A. Backup
    B. Security
    C. Insurance
    D. Hard drive

12. Under which Control Panel category is the Free up disk space option located in Windows Vista?
    A. Ease of Access
    B. Additional Options
    C. Hardware and Sound
    D. System and Maintenance
13. What is usually included with standalone software and informs a user how the software can be used legally?
   A. Install CD  
   B. Help feature  
   C. Shareware version  
   D. End-User License Agreement

14. Which type of software encourages developers to improve upon and add to it?
   A. Standalone  
   B. Application  
   C. Open source  
   D. Operating system

15. What is Software as a Service?
   A. Software installed from a CD  
   B. Software accessed over the Internet  
   C. Software installed from a network drive  
   D. Software that encourages developers to improve upon and add to it

16. Which type of operating system responds to events currently occurring?
   A. UNIX  
   B. Mobile  
   C. Real-time  
   D. Embedded

17. When a shortcut is deleted, the original application, folder, or file is also deleted.
   A. True  
   B. False

18. Where are the majority of the technical and maintenance settings located on a Windows computer?
   A. Start menu  
   B. Control Panel  
   C. Windows Sidebar

19. Applications can be installed directly from the Web.
   A. True  
   B. False

20. Which are Finder viewing options for Macintosh? Choose all that apply.
   A. List  
   B. Details  
   C. Columns
21. What is used in the Dock to indicate that an application is currently running on a Macintosh computer?
   A. Star around the application icon  
   B. Apple under the application icon  
   C. Circle around the application icon  
   D. Bright spot under the application icon

22. Where are the majority of the technical and maintenance settings located on a Macintosh computer?
   A. Dock  
   B. Finder  
   C. Dashboard  
   D. System Preferences

23. A file type must be associated with the correct application in order to open.
   A. True  
   B. False

24. Which type of software stores information in structured tables that can connect and interact with each other?
   A. Database  
   B. Spreadsheet  
   C. Presentation  
   D. Word processing

25. Which type of application allows a user to view content on the Web?
   A. Utilities  
   B. Browser  
   C. Entertainment  
   D. Media and creativity
**Slides & Notes**

### Size
- Each letter, number, space or symbol equals 1 B
- A half a page of text equals 1 KB
- One thick book (about 500 pages) equals 1 MB
- One thousand thick books (about 500,000 pages) equals 1 GB
- CD (compact disc) hold 600-750 MB
- DVDs hold 4.7 GB

### Input/Output Devices
- Installing devices
  - Connect cable to correct port
  - Connect via infrared, wireless, or Bluetooth
- Basic installation
  - Plug and play
  - Manual

### Databases
- Relational databases
  - Each company would have a record
  - Database application likely has multiple tables that interact and connect
  - Connect the customer address table to the orders table, so only the items the customer ordered are entered

**Notes:**