

IC3
Global Standard
(GS3)

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IC3

Global Standard (GS3)

First Edition

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IC3 Global Standard (GS3)
Student Manual

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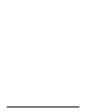
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Introduction



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

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.

Performance and Maintenance

Purchasing Considerations
Maintenance Considerations
Hard Drive Maintenance
Other Maintenance Options
Troubleshooting Considerations
Troubleshooting Process

Module 1: Computing Fundamentals
1.0 Computer Hardware, Peripherals and Troubleshooting
1.2 Identify how to maintain computer equipment and solve common problems relating to computer hardware.
3.0 Using an Operating System
3.1 Identify what an operating system is and how it works, and solve common problems related to operating systems.
3.2 Use an operating system to manipulate a computer's desktop, files and disks.

OS / Software Introduction

Beyond the Hardware
Getting the Software
Installing and Maintaining Software
Understanding Operating Systems
User Accounts
Beyond the Hardware

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.
3.0 Using an Operating System
3.1 Identify what an operating system is and how it works, and solve common problems related to operating systems.
3.2 Using an operating system to manipulate a computer's desktop, files and disks.

Microsoft Operating System

Windows Vista Tour
Working with Views
Using Applications
Organizing Files and Folders
Using the Recycle Bin

Module 1: Computer Fundamentals
2.0 Computer Software
2.2 Identify different types of application software and general concept relating to application software categories
3.0 Using an Operating System
3.2 Using an operating system to manipulate a computer's desktop, files and disks.
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.

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: Computer Fundamentals
2.0 Computer Software
2.2 Identify different types of application software and general concept relating to application software categories
3.0 Using an Operating System
3.3 Identify how to change system settings, install and remove software.

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Apple Operating System

Mac OS X tour
Dashboard
Using the Finder
Application Indicators
System Preferences
Operating System Maintenance
Operating System Troubleshooting

Module 1: Computer Fundamentals
2.0 Computer Software
2.2 Identify different types of application software and general concept relating to application software categories.
3.0 Using an Operating System
3.1 Identify what an operating system is and how it works, and solve common problems related to operating systems.

Applications

Application Categories
Microsoft Office Overview
Understanding Databases
Other Application Types
Application 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.

Sample

Session 2

Application Features and Functions

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

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.

Common File Management Options

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

Module 2: Key Applications
1.0 Common Program Functions
1.2 Perform common file-management functions.

Word Basics

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

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
1.0 Common Program Functions
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.

Columns, Tables, and Breaks

Formatting Columns
Inserting Page Breaks
Show/Hide Formatting
Creating Tables
Formatting Tables

Module 2: Key Applications
1.0 Common Program Functions
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.

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

Module 2: Key Applications
1.0 Common Program Functions
1.3 Perform common editing and formatting functions.
1.4 Perform common printing/outputting functions.
2.0 Word Processing Functions
2.1 Be able to format text and documents including the ability to use automatic formatting tools.
2.2 Be able to use word-processing tools to automate processes such as document review, security and collaboration.

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 Worksheets

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
3.1 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**

Networks Defined
 Network Types
 Internet
 Extranet
 Communication Types

Module 3: Living Online
 1.0 Communication Networks and the Internet

Communicate and Collaborate

Communication Basics
 Communications Components
 Benefits of Online Communication
 Effective Communication Choices
 Safety and Security Considerations
 Smart Communication Guidelines
 Communication Problems
 Online Identity

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 3: Living Online
 2.0 Electronic Communication and Collaboration
 2.1 Identify the different types of electronic communication/collaboration and how they work.

Working with Email

Outlook Overview
 Anatomy of an Email Message
 Responding to Email Messages
 Send/Receive Options
 Create Email Message
 Attachments and Email Options
 Outbox Tips
 Managing Your Messages
 Adding Contacts
 More Attachment Options
 Create Email Message
 Managing Your Contacts

Module 3: Living Online
 2.0 Electronic Communication and Collaboration
 2.1 Identify the different types of electronic communication/collaboration and how they work.
 2.2 Identify how to use an electronic mail application.

Using the Web

Internet Explorer Tour
 Basic Navigation Tips
 Setting Your Home Page
 Adding Bookmarks and Favorites
 Managing Internet Options
 Blogs and RSS
 Using Find and Go To
 Copying and Pasting
 Printing from the Web
 Downloading
 Web Terminology

Module 3: Living Online
 3.0 Using the Internet and the World Wide Web

Understanding Web Sites

Web Site Types
 Social Networking Sites
 News Sites
 Media Sharing Sites
 Search Engines

Module 3: Living Online
 3.0 Using the Internet and the World Wide Web
 3.1 Identify information about the Internet, the World Wide Web and Web sites and be able to use a Web browsing application.
 3.2 Understand how content is created, located and evaluated on the World Wide Web.
 4.0 The impact of computing and the Internet on society

Risks and Benefits

Computers are Everywhere
 Transforming the World
 Overcoming Challenges
 Safety First
 Software Threats
 Laws and Policies
 Buying Online
 Be Responsible

Module 1: Computer Fundamentals
 3.0 Using an Operating System
 Module 3: Living Online
 2.0 Electronic Communication and Collaboration
 3.0 Using the Internet and the World Wide Web
 4.0 The impact of computing and Internet on society
 4.1 Identify how computers are used in different areas of work, school and home.

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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

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Skills Assessment



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

Skills	Poor			Excellent	
	1	2	3	4	5
User Account Options					
Saving Documents					
Restoring Items					
Adding Icons					
Adding Gadgets					
Uninstall					
Adding Widgets					

Session 1





Session 1 Time Tables

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

Session 1	
Computer Basics	00:34:49
Performance and Maintenance	00:25:09
OS/Software Introduction	00:17:55
Microsoft Operating System	00:13:15
Customizing Windows	00:21:19
Managing Your Operating System	00:19:27
Apple Operating System	00:16:43
Applications	00:19:58
Training Time	02:48:37

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 _____.

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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.

CPU	Open Source Software	Real-Time Operating System
Freeware	Optical Media	ROM-BIOS
Embedded System	OS	Shareware
EULA	Output	Standalone Software
Hard Drive	Processing	
Input	RAM	

Across

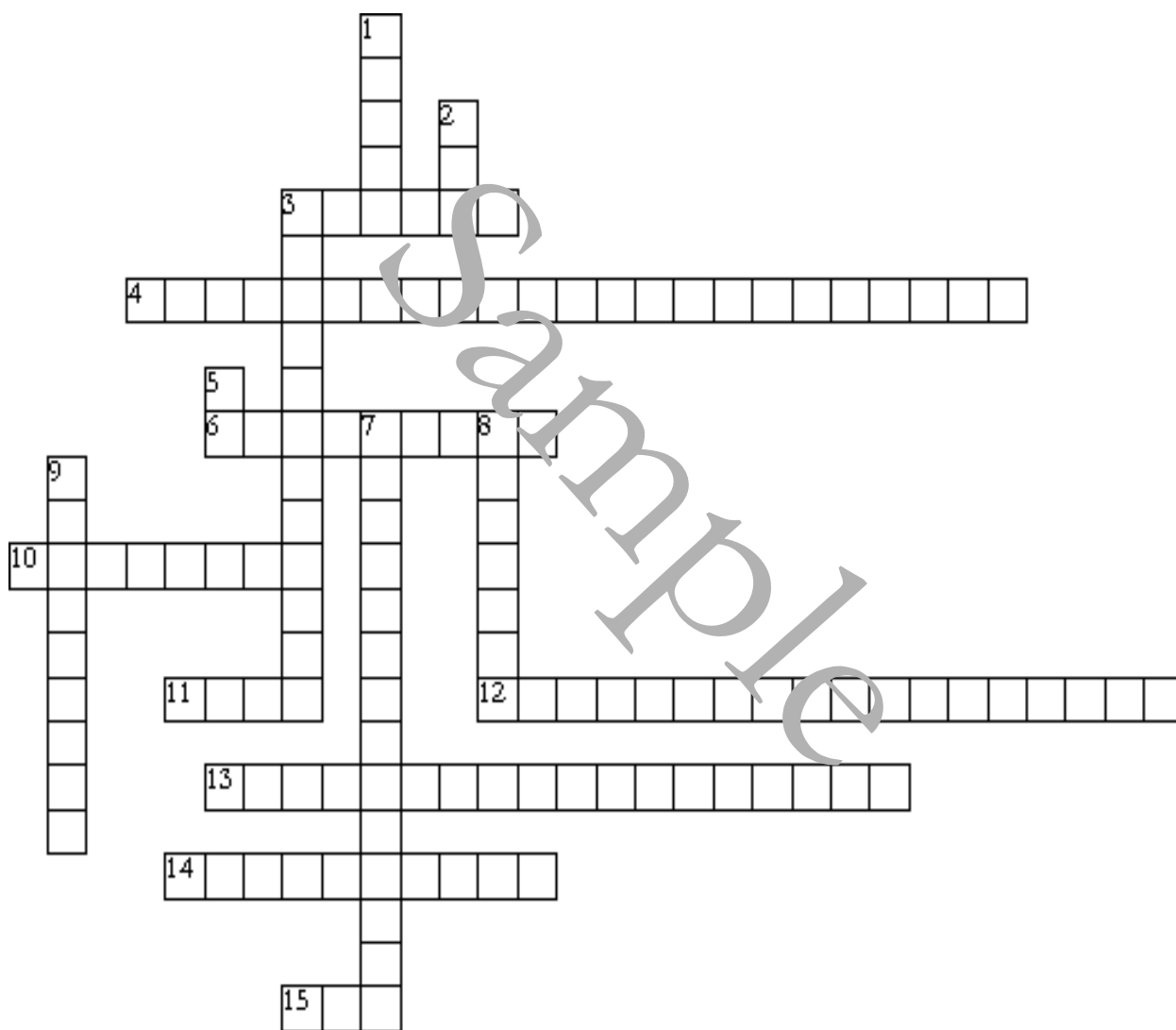
- The third stage of the computing process, in which the computer produces a result based on the user's request.
- An operating system that reacts to current events and actions occurring around it.
- A version of a software application available for free use with limited features or for a trial period.
- Software that is free to use.
- A document associated with a standalone software program which explains the legal regulations for using the software.
- A type of software that is downloaded or installed and runs independently on a computer.
- An application that is not installed locally but used over the Internet or another network.
- The second stage of the computing process, in which the computer analyzes information input by the user.
- A memory chip in a computer which holds all programs and data when they are in use.

Down

- The first stage of the computing process, in which a user initiating an action by giving the computer information or a request.
- The main component of a computer which performs mathematical operations, moves data, and makes decisions based on specific instructions.
- A type of media used to store data which is read by a laser, such as a CD or DVD.
- The primary form of software running on a computer that organizes files and folders as well as telling the hardware how to interact with the user and other software.

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- 7. An operating system that combines processors and software in a device.
- 8. A com-puter chip which holds basic instructions and services in order to run basic hard-ware 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-
- ware
- Embedded System
- EULA
- Hard Drive
- Input
- Open
- Source Software
- Optical Media
- OS
- Output
- Processing
- RAM

M X O I L M M O D A D O X K C M C Q E L O T O F E
 E O P E N S O U R C E S O F T W A R E E X A P G P
 T S G R G P G R Q W C G Y K P S A S D W I W T R N
 S U K Q H Y U A Y D G M J P X W T D W V J R I J D
 Y B T Q A T W T C O O P P W T E G U T U W G C R G
 S R I F P F E L Y L T V X F J R X T E N N S A C Q
 G V B J D W W M S P Q Z O Z E A Q Y G D P W L I N
 N X U H W N D O B U Z S O I K W Y S Z F J Y M A P
 I Y J Q H E I V B E E V K W A E L C R G Q H E O B
 T Y E N T B G O Q N D D G E D E S N O T X E D J E
 A F S R M A Z O O E C D Z P G R I Z L J G U I V E
 R J Y O A D E L X C K B E D U F J S E C O A A T Z
 E E R H P W A R U S U D L D A O D R B I F A V P W
 P X A U J D E I E N Z F J A S P A P E X S V V B Z
 O B C I N B F R S P G Z U N R Y O U T P U T J K N
 E Q O A O Z R J A S N I W O M F S O I I J M W F L
 M X T L S J M S K H O B C K G E G T Y V E H T Q F
 I S A J R Q K O E Z S E V D K Z G W E K O Y W M H
 T D C K B J Z H Y M S R K H M B O D D M L J Z H I
 L A L Z H G C O D S I Q E L L U M E G J B X D U V
 A T L P P P J A I S Q Z A L Q T U E R H E H P W O
 E M J S U W F N N H G E R C B B S U I E U G D R D
 R I H J A F G O F U D E G Z A N M D K C L V Z K N
 M O I B J R C V X M I E C S K A S Q T Z A V N S H
 N M A R O F E D E V I R D D R A H P B H E J E U E

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?

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

12. Explain the function of a RAM.

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.

- | | | |
|-------------------------|-------------------------------|--------------------|
| a. EULA | g. optical media | m. output |
| b. hard drive | h. CPU | n. embedded system |
| c. open source software | i. real-time operating system | o. freeware |
| d. OS | j. processing | p. RAM |
| e. ROM BIOS | k. input | |
| f. stand-alone software | l. shareware | |

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

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 site 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?

Sample

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

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

LearnKey

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

LearnKey

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**

Notes: _____

Input/Output Devices

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

Notes: _____

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: _____

