

Generations on Line

Coach Guide for Internet Job Hunting Tutorial Using a Computer

Welcome to Generations on Line

your introduction to Internet job hunting

All you need to learn is how to use the control device, called a mouse. The mouse is like the 'steering wheel' of a computer. It just takes a little practice.

Think of what you see on the screen as a book; the pages are 'turned' by correctly using the mouse.

Want to try? it's like unlocking a world of job opportunities!

- 1 Slide your mouse around and watch the arrow on the screen move with it.
- 2 When the arrow changes into a hand, you have found a link to another page.
- 3 When you find a link, lightly tap the left button of the mouse with your index finger.

HINT: Try the floating key.



As a coach, you have the privilege of giving new learners a guided path to narrow the digital divide. This guide will help you support them as they learn to seek and apply for employment online using a PC or laptop.



First, try the tutorial yourself, go to GoLHelp.org and select WFD Computer

Keys to Coaching:

1. Play with the tutorial yourself so you are familiar with it.
2. Be warm and friendly! As a coach your strengths are not in how much you know about computers and the Internet but rather how well you are able to listen, reassure and motivate your peer learners.
3. This Generations on Line tutorial is designed to help older adults learn on their own and at their own pace. Unless literacy is an issue, encourage the learner to read the instructions on every screen. The BEST WAY for older adults to learn is to do it themselves.
4. Try not to “take-over” the device. If a coach starts to touch the tablet it is akin to the instructor taking over the steering wheel from a student learning to drive.
5. Although there will be some older adults who are able to learn how to use the software completely independently of coaching, most will need some level of assistance.

Materials – Skills Checklist Form and Certificate of Accomplishment

The software is designed to help the learner accomplish specific skills. Learners feel a sense of accomplishment when they can physically check off new learning's at the end of the session.

- Upon completion of the tutorial the learner will check off the items they learned.
- Upon completion of all the items listed you can present them with a Workforce Development Certificate of Accomplishment.

Workforce Development Skills Checklist - PC/Laptop

Task	Completed
Basics	
I can click the Mouse on underlined words	
I can get rid of "pop-up boxes" by clicking outside the box	
I can use the Mouse to scroll the page up and down, side to side	
I can type my name in a "text box"	
Using Forms	
I can use the Mouse to respond in "radio buttons" or "check boxes"	
I can click the Mouse into a box	
I can click the Mouse to respond to a "list-box"	
Email I	
I learned how to create a Gmail account	
I learned how to sign in to a Gmail account	
I learned how to sign OUT of a Gmail account	
I have my own Gmail account email address	
Email II	
I learned how to read an email	
I learned how to send an email	
I sent an email	
I learned how to reply to an email	
I learned how to add an attachment to an email	
I learned how to use my Gmail address book	
Job Searching	
I can search for job openings with Google search	
I can tell the difference between search results and advertisements that look like search results	
I can click the Mouse at the bottom of search results to see the next page of results	
Job Applications	
I can fill out a practice job application	
I plan to fill out a real job application	
I have filled out a real job application	

Name _____



Generations on Line WFD Tutorial

Certificate of Accomplishment

Awarded to:

For successfully completing the
GoL Workforce Development learner skill checklist

Program Director

Coach



Step 1

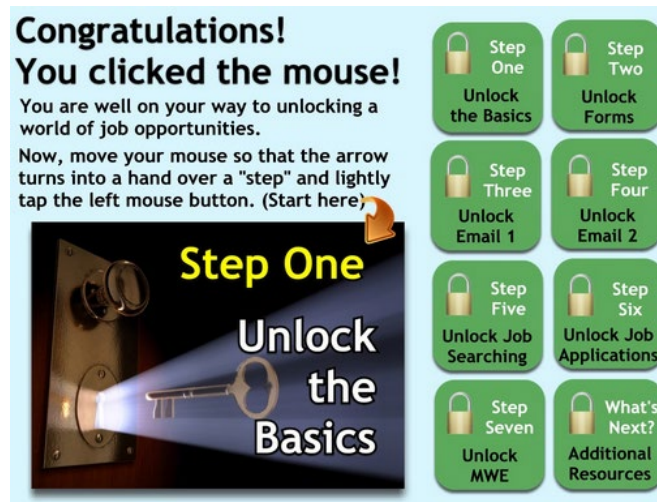
The Basics



Learners can move at their own pace, allowing for better grasp of the material. Learners might move quicker through the first few steps, perhaps covering more than one in a session. In a session, your learners do not have to be in the same section of the software.

To start your first session—The Basics (mouse and keyboard)

- Introduce yourself and explain your role as a Coach.
- Ask learners to write their name at bottom of Skills Checklist and explain that the goal is to have all skills checked off, by the end of the series of sessions.
- Ask learners to read what is written on each screen and follow the directions.
- After the learner's first mouse click (on the floating key) they will see the "Congratulations!" page. For a person who has never used a mouse, this is a big moment.
- To move from this page the learner will once again click on the floating key for Step One



Using the Mouse This is the time for you to be patient and not touch the user's mouse.

- **If the mouse frustrates the user here are a few suggestions:**
Lightly put your hand over the user's hand and guide it around the mouse pad until the user gets the feel of it. Then, tap their finger as if you were "clicking" (or double-clicking) so the user can feel how the click should be executed.
- **Teach the "two handed" mouse technique (If needed).** The mouse may be easier to use at first by using one hand to guide the mouse and the other hand to click the mouse. Stress the idea of keeping the mouse still while clicking and doing short clicks. The user may find this much easier as they begin to master the mouse.

Note In order to practice scrolling, there are some long documents for the learner to scroll through. The first of which is a long poem by Kipling. The learner DOES NOT HAVE TO READ THE POEM OR THE FOLLOWING LONG DOCUMENTS; they are simply there to allow scrolling practice.

Immediately following the **mouse practice** there is **keyboard practice**. Unless the learner is familiar with the keyboard, please make sure the learner does this tutorial practice too.

At the end of each session the learner will be asked a few online questions they can answer using new computer skills.


When session is completed, please have the learner check off mastered skills on GoL checklist.

Step 2

Getting to know Forms

Getting to know "forms"

You have probably filled out hundreds of forms before. The only difference between paper forms and electronic forms is that you will use your mouse and keyboard to fill out the electronic form.



Use your mouse to move the pointer to "Begin form practice."
When the arrow, turns into a hand, lightly tap the left button.

[Begin form practice!](#) or [Back to home page](#)

This section uses the skills already learned and starts to build upon them. At the end of the section a learner will fill out a form using all types of methods.

The one issue, with which you might have to help a new learner is a reminder on how to get into the box to type. The learner must move the mouse, so the arrow is in the white box and then tap the mouse button.

At end of session learner checks off mastered skills on GoL checklist.

Learner's Assignment for next session: If possible bring in an email address of someone to email. This could be a friend or relative but reassure the learner that

if they don't have an email address for someone you can search at next session for a politician or author etc. to whom they would like to send an email.

Step 3

Getting a Gmail Account

Getting a Gmail Account

Now that you know how to fill out a form, it is time to get an email address. Being on the Internet without an email address is like being homeless. And potential employers will often contact you via your email address

This practice will guide you through a simulated experience with getting an email account. While there are many email services, this tutorial will introduce "Google Mail" ("Gmail" for short) and will show you how to get and use a Gmail account.



Use your mouse to move the pointer to "Get a Gmail Account." When the arrow, turns into a hand, lightly tap the left button.

[Get a Gmail Account](#) or [Back to home page](#)

If the learner already has an email account and is comfortable with accessing and using it, they can skip this section and move to session 5 "Getting to know the World Wide Web."

New learners or those who want a Gmail account will be given a step-by-step demonstration of what a learner needs to do to acquire a Gmail account.

Passwords (Have learner write it down and put it somewhere safe) You might suggest they use the street name where they grew up. This way you can always give them a quick reminder should they forget their password.

- Have learner practice sending and reading emails.
- Have the learner send an email to the address they brought from last week's assignment.

At end of session have learner check off mastered skills on GoL checklist.

Step 4

Getting to know email

Getting to know "email"

Now that you know how to fill out a form, it is time to get an email address. Being on the Internet without an email address is like being homeless. And potential employers will often contact you via your email address

This practice will guide you through a simulated experience with email. While there are many email services, this tutorial will introduce "Google Mail" ("Gmail" for short) and will show you how to get and use a gmail account.



Use your mouse to move the pointer to "Learn about Gmail."
When the arrow, turns into a hand, lightly tap the left button.

[Learn about Gmail](#)

or

[Back to home page](#)

In this section the learner will learn how to use the Gmail account they created. This section first provides an overview of:

- How to sign into Gmail
- How to read, send, and reply to an email
- Attaching a file to an email
- The address book

Email Practice

[Back to home page](#)

You are about to leave the Generation on Line Tutorial.

When you click on the Gmail picture below, a new "tab" will open. If you have any problems using your email account, you can "switch tabs" to refer back to the Generations on Line Tutorial for help. If you would like to learn how to use "tabs", [click here](#) - otherwise, click the Gmail picture below to get started.



After the overview, the learner will have the chance to choose to again practice using Gmail or to go to their own Gmail account. If the latter is chosen, the user will see the note above.

The learner can use tabs to go back and forth between the GoL instructions and the live Gmail account. This will enable a learner to see and use the instructions if they need assistance.

At end of session have learner check off mastered skills on GoL checklist.

Step 5

Getting to know the World Wide Web

Getting to know the World Wide Web

Now that you know how to fill out a form and have an email address, it is time to start searching the World Wide Web.



Use your mouse to move the pointer to "Learn about Searching."
When the arrow, turns into a hand, lightly tap the left button.

[Learn about Searching](#) or [Back to home page](#)

A “search” performs the work of a great librarian. By typing in a specific question, or a few major words as specifically as possible, the computer can bring up answers and references to the subject.

This section stresses to the learner the importance of being as specific as possible in searching. You can reinforce this fact, enabling the learner to arrive at job opportunities which better fit their skills.

At end of session have the learner check off mastered skills on GoL checklist

Step 6

Online Job Applications

Online Job Applications

While online job applications may vary a little bit, most will have the same basic elements. The following tutorial will walk you through online applications at 3 businesses. The skills you learn here will guide you through most online job applications.

Apply from home?

Yes! And you can apply from anywhere there is a computer for you to use! AND you can use the resume you created to help you "fill in the blanks".

Click, "Let's begin" to continue.



Use your mouse to move the pointer to "Let's begin."
When the arrow turns into a hand, lightly tap the left button.

or

In this safe "practice" environment, the learner is guided with step-by-step instructions to practice applying online for employment. The learner will get to choose one online application from a list of four stores, upon which they can practice their new skills. The initial run isn't live; it is just practice.

NOTE: The online applications are quite long therefore users are only expected to complete ONE of the options during the session.

This section also teaches how to make sure that a site is secure prior to entering one's social security number.

At end of session have the learner check off mastered skills on GoL checklist

What's Next Additional Resources

This section is designed to allow learners who have applied to sites online and are comfortable with the information in all other sections to have additional information to explore if desired.

Getting to know Google Drive and Cloud Storage

Getting to know Google Drive

Google Drive is a free file storage service provided by Google which enables you to store your files (resume, cover letter, etc) in a way lets you use them from any computer - this is called "cloud storage" Now that you have an Google email (Gmail) account, you also have a Google Drive account.

Free? Really?
Yes! And you can use Google drive to store your resume, your cover letter and more!

Click, "Learn Google Drive"



Use your mouse to move the pointer to "Learn Google Drive."
When the arrow turns into a hand, lightly tap the left button.

[Learn Google Drive](#) or [Back to home page](#)

Who doesn't love FREE?

Google Drive is free file storage to save documents like resumes and cover letters.

Many people get confused by the term "cloud storage" but it is simply storage that allows access to the information from any computer. The opposite of cloud storage would be storage on premises (meaning at only one location, for example on your home computer and you could not access the information from your work computer.)

Throughout the rest of the sessions, remind the learners that whenever they use Google Drive that they **must sign out** if it is on a shared computer.


Getting to know Resumes and Google Docs

Getting to know Google docs

Google Docs is a free, web-based office suite offered by Google. Now that you have an Google email (Gmail) account, you also have a Google Docs account.

Free? Really?
Yes! And you can use Google docs to write your resume and your cover letter.

Click, "Learn Google docs"



Use your mouse to move the pointer to "Learn Google docs."
When the arrow turns into a hand, lightly tap the left button.

[Learn Google docs](#) or [Back to home page](#)

Important items for this section:

- Google Docs “lives” in Google Drive so all documents created in Google Docs will be accessible on Google Drive from any computer where the learner chooses to log into their Google account.
- Saving documents occurs automatically.
- Learners must sign out of Google Docs or others can see and access their information.

Getting to know Google Calendar

Using Google Calendar

Google Calendar is a free time-management web application offered by Google.
Now that you have an Google email (Gmail) account, you also have a Google Drive account.

Free? Really?
Yes! And you can use Google Calendar to keep track of appointments, birthdays, and more!

Click, "Learn Google Calendar"

Use your mouse to move the pointer to "Learn Google Calendar."
When the arrow turns into a hand, lightly tap the left button.

[Learn Google Calendar](#) or [Back to home page](#)



A calendar, in many ways, can be useful while searching for a job. It can be used to check your availability for an interview; set up a reminder to oneself to follow up with a company where an application has been submitted and much more.

- Remind learner that it is important to make sure that the box marked "keep me signed on" (Found below where one enters email and password information to access Google) is NOT checked when using Google account on public computers.

Job Searching from Home

Job Searching From Home

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The Generations on Line Job Hunting Tutorial is designed to be used at this facility with the assistance of a coach but you can access all the tools discussed in this tutorial from any computer at any location - even your home!

Jot down the web addresses of the components below and type them into the address bar in your Internet browser:

To use your **Gmail** account, type in [gmail.com](mailto:)

To search for jobs using **Google**, type in [google.com](http://)

To create and store your resume using **Google Docs**, type in [docs.google.com](https://)

This section shares the link information with the learner so they can access the same information from a home or public computer in another location.

Helpful Information

How to change mouse to left-handed

As frustrating as a mouse can be to a new user, imagine how hard it is for a left-handed new user to try to use a mouse designed for right-handed users! You can remedy this situation when needed by following these steps:

①	Click on the “Start” button on your desktop
②	Click on “Control Panel”
③	Click on “Mouse” (Selections are in alphabetical order)
④	When the window pops open, click on “left-handed” and click “OK”

Don’t forget to change the mouse back to right-handed when you are done if you are using a public computer.

How to change screen resolution (size)

While most computers come with a default high resolution, you can make the images and text larger by reducing the resolution. We recommend a screen resolution of 1240 x 768.

①	Click on the “Start” button on your desktop
②	Click on “Control Panel”
③	Click on “Display” (Selections are in alphabetical order)
④	When the window pops open, click on “Adjust resolution”
⑤	Use the drop-down menu next to “Resolution” to select desired resolution (screen size)
⑥	Click “OK”

Don’t forget to change the resolution back to the default resolution when you are done if you are using a public computer.

How to adjust mouse size and speed

You can make the mouse a little easier to handle by making a couple of adjustments to the size and speed of the mouse. We recommend you make the mouse LARGE and SLOW.

To Adjust Size:

①	Click on the “Start” button on your desktop
②	Click on “Control Panel”
③	Click on “Mouse” (Selections are in alphabetical order)
④	When the window pops open, click on the “Pointers” tab
⑤	Use the drop-down menu next to “Scheme” to select “extra large”
⑥	Click “OK”

To Adjust Speed:

①	Click on the “Start” button on your desktop
②	Click on “Control Panel”
③	Click on “Mouse” (Selections are in alphabetical order)
④	When the window pops open, click on the “Pointer Options” tab
⑤	Under “Select a pointer speed,” drag marker to “Slow”
⑥	Click “OK”



If you are using a public computer, don't forget to change the mouse back to default settings when you are finished.