

End-User

Training Package

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End User Training Package

Description

The amount of information we need to deal with is increasing daily. And most information is in electronic format. It is essential to our business that employees have good understanding on contemporary information technology (IT). This training will cover basics of computer hardware, electronic file systems, and Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, and Access). The course intends to establish confidence of trainees, and help them to develop positive attitude toward ever changing IT. It will focus on why-tos with the assistance of some how-tos.

Prerequisites

A student should have some experience with computers and have used a word processing program before.

Course Outline

Part I. General Topics

Section #1: Introduction.

- Overview of IT, equipment and software.
- Major topics and objectives.

Section #2: Computer Hardware.

- Computer: CPU, Memory, Non-volatile storage.
- Peripherals.

Section #3: Basic, but Important Operations.

- Install software.
- Customize your working environment.
- Multi-tasks.
- Copy-paste.

Section #4: Manage e-Files.

- Why do you need to manage your files?
- How to manage your files.

Section #5: MS Word.

- Opening multiple documents.
- Setting margins, indenting, headers/footers
- Copying & pasting reviewed.
- Customizing toolbars.
- Form, frame, drawing.
- Importing Excel spreadsheets.
- Printing - the difference between "File -> Print" and printer icon

Section #6: MS Excel.

- Set up a basic spreadsheet, multi-selection, sort, auto sum, freeze pane.
- Create flow sheet.

Section #7: MS PowerPoint.

Create PowerPoint shows.

Section #8: MS Outlook.

[Setup your account.](#)

Part II. Relational Database and MS Access

Section #1: Relational Database

- Table: record, field. Number of fields is fixed; number of records has no limits.
- Normalize: Apply design rules to the tables in a database.
 1. Fields should be atomic; that is, each piece of data should be broken down as much as possible.
 2. Each record should contain a unique identifier so that you have a way of safely identifying the record. Primary key.
 3. The primary key should be short, stable, and simple.
 4. Every other field in the record should supply additional information about the record that is uniquely identified by the primary key.
 5. Information in the table should not appear in more than one place.
- Data type: String (char), Integer, Float, Date/Time, Boolean, OLE (Object Linking and Embedding)
- Primary Key, foreign key.
- Relational database: A database that has two or more tables that are linked together.

Section #2: Create MS Access Database

- Create MS Access database
- Create table.

Section #3: Query, Form, and Report.

- Create Your Own Query
- Create your Own Form
- Create Your Own Report

Section #4: Import/Export Data

- Linkage to the data outside of your database.

Target Audience

This course is aimed to help computer end-users to be comfortable with e-business environment. The first part of the training is targeting general users. Since the IT supporting resource has changed a lot, end-users are expected to be more independent on their daily using of computers. The second part is for those who are more demanding in data collecting and processing. This will prepare them to get the data in the form they want.

Objectives:

Students will be able to use their computer more efficiently. Students will be able to create and use simple MS Access database.

End-User Training Lesson Plan

Part I: General Topics				
Section #1: Introduction				
Objective	Instructor	Learner	Time	Equipment/Material
Have a rough impression of IT, equipment and software.	1) Overview of IT – How it shapes today’s business world. 2) Equipment and software. 3) Ask students’ expectation.	Questions regarding course objectives, and express personal goals	10 min	Whiteboard.
To know what to be covered in this training.	1) Overview the topics of training. 2) Hands out training material.	Questions.	5 min	Training manual; Computer; Projector.
Section #2: Computer Hardware				
To know the major parts of a computer.	1) Show students parts of a computer. 2) Show students how to get the info of their computer.	Find the information of their computer.	15	Training manual; Computers; Projector.
To understand the boundary of a computer, and means to communicate with outside world.	Ports: parallel, serial, USB (universal serial bus), LAN, video, etc. Peripherals: printer, camera, flash memory card, USB wireless card, etc.	Questions.	5 min	White board; Training manual; Computers; Projector.

Section #3: Basic Operations				
Objective	Instructor	Learner	Time	Equipment/Material
To install software	Demonstrate how to install packed software.	Install uninstall an app at home. firefox.com openoffice.org	5 min	Computers; Projector.
To customize working environment	Demonstrate how to customize: Desktop, browser, task bar, application.	Customize your own working environment.	10 min	Computers; Projector.
To utilize multi-tasks	Brief history of OS. Multi-tasks.	Run multiple Apps.	5 min	
To copy and paste	Copy and paste: files, file contents.	Copy and Paste.	5 min	Hot Keys.
Summary: - Looking for Properties, Options Configure. - Continuous selection key: Shift - Multi-selection key: Ctrl				
Section #4: Manage your e-File				
Why		Reasons	5 min	
How	1) e-File system, drives and location. 2) ARCS/ORCS structure. 3) Naming your files.		15 min	Training manual; Computers; Projector
<ul style="list-style-type: none"> If your file name is too long, your system will say out of memory. Do not use space, punctuations, or any special characters in a file name. 				
Coffee Break.			15 min	
Do you need some time to practice?				

Section #5: MS Word				
Objective	Instructor	Learner	Time	Equipment/Material
Setting & formatting	1) Opening multiple documents. 2) Setting margins, indenting, headers/footers. 3) Copying & pasting reviewed. 4) Customizing toolbars. 5) Form, frame, drawing. 6) Importing Excel spreadsheets. 7) Printing.	Reasons	20 min	Training manual; Computers; Projector
Section #6: MS Excel				
To know popular operations.	Set-up, formatting, multi-selection, sort, auto sum, freeze pane.		15 min	Computers; Projector
To create flow chart.	Use Drawing in Excel.		10 min	Computers; Projector
Section #7: MS PowerPoint				
To create PowerPoint Shows.	Create, insert, display.		15 min	Computers; Projector
Section #8: MS Outlook				
To set up your account.	Set up a user account: Blaze.gov.bc.ca		5 min	Training manual ; Computers; Projector

Part II. Relational Database and MS Access				
Section #1: Relational Database				
Objective	Instructor	Learner	Time	Equipment/Material
Understand the data modeling	Brief view of data modeling.	Group activity: Break down and group relative message - Seris.	30 min	Sample data; a few large paper for people to write result
Section #2: Create MS Access Database				
Create user database.	Demonstrate the process.	Create database.	10 min	
Section #3: Query, Form, and Report				
Create user query, report, and form.	Connect to the database; examples of new query.	Individual activities	20 min	White board, Projector, and Workstation.
Section #4: Import/Export Data				
Link to the data outside of your database.	1) Linked tables. 2) Import data. 3) Export data.	Import/Export data.	30 min	White board, Projector, and Workstation.
Summary, Questions, Suggestions.				

Training Evaluation

Trainer:

Trainee:

	Strongly	Agree	Somewhat	Disagree	N/A
	Agree		Disagree		
1. The course is worth well.	☐	☐	☐	☐	☐
2. The instructor explains clearly.	☐	☐	☐	☐	☐
3. The training material is helpful.	☐	☐	☐	☐	☐
4. The group activities help me to understand better.	☐	☐	☐	☐	☐
5. The trainer shows respects to everyone.	☐	☐	☐	☐	☐
6. I recommend this course to my coworkers.	☐	☐	☐	☐	☐
7. Overall the course is successful.	☐	☐	☐	☐	☐

What do you like the best?

What do we need to improve?