

# ABBC

## Beginner's manual for PC and internet



2014

LLP Grundtvig Partnership

HEARTS Project



*For all wise people which are never stop learning!*

*HEARTS Team*



**HEARTS project** is supported by a network of 4 countries: **Romania, Turkey, Italy and Greece.** The following organizations represent the four countries: **AIM Network, Computer House, Bucovina Guides and Bolu Halkın Eğitimi Geliştirme ve Destekleme Derneği.**

AIM Network is an Intercultural Italian organization, based in Ferrara. However, it is a local, small size organization, it has an international view, thanks its participation in various European projects and the different cultural background and origin of its members. The board members come from different expertise and this peculiarity gives to the association a wide range of action. They mainly deal with Intercultural mediation and integration of the immigrant pupils in the schools as well as social issues. The site is <http://www.aimnetwork.eu/>

Computer House - Our center is an educational center with two functions. First is a computer learning center with adult classes and second, a center offering free courses for unemployed people at risk but older people who want to enrich their knowledge in computer learning. In offering learning of basic skills. It works as a volunteer in personal coaching, guidance to re-education, job openings, placements and job seeking to a variety of marginalized groups. In the center are Working towards the vocational rehabilitation of learners and promote the europass.





**Bucovina Guides** - The association was established in 2010. Even from the beginning, the aim of the organization was to offer professional services in outdoor activities and share this passion with as many people as possible. BGA organizes different types of activities from short trips to local historical monuments and monasteries for the elderly, to more extreme activities for adventure seekers. Moreover, another purpose that our organization has is to help children from orphanages to develop in healthy and constructive ways. We want to encourage them to be responsible, to protect and love the natural environment and we try to help them find a passion that can help them escape from their everyday life.

The NGO's site is [www.bucovinaguides.ro](http://www.bucovinaguides.ro).



**Halk Eğitimi Geliştirme ve Güçlendirme Derneği**  
The foundation was established mainly for supporting public education and the learners. We provide financial and organizational assistance to İzzet Baysal Public Education Center. We also organize seminars and fairs to introduce the benefits of public education to the society. We provide guidance to the learners for selecting appropriate courses for their specific needs. Our foundation also work in rural areas by organizing small scale fairs and exhibitions to integrate villagers to the city society. We support teaching traditional handcrafts to save them being forgotten. By working on traditional handcrafts and arts we have good communication with seniors and youth. In some ways our foundation provides an informal medium for intergenerational learning and interaction.

The NGO's site is <http://www.boluhegd.org>.





## Why this Digital Literacy course? The philosophical background

The four partners under the HEARTS partnership undertake to work for a better intergenerational dialogue and support methods against elderly solitude.

They conducted research for measure the quality of the life for young and elderly people in their countries in order to define the issues and needs of these people. All together they built a dedicated questionnaire, aimed to observe their socio-cultural background highlighting well being, values, competences, needs and hopes. 400 questionnaires were collected: 200 dedicated to the elderly people ( $\geq 60$  years) and 200 to young people ( $\leq 30$  years). The results with a little difference among groups and countries showed these societies were full of ideals, centered on social well-being, open to "the others". About one half of elderly people demonstrated a concrete interest in computing and technological skills, as well as a relevant percentage of ICT-competent; the young people were more interested (average 78%) in learning or improving their ICT skills. They based building a digital literacy course from this research, dedicated to their elderly people and to whom it may be useful.

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## About us

The HEARTS project is a Grundtvig Partnership Project under the Lifelong Learning Programme financed by European Commission.

The main subject is to promote the cultural diversity revaluing the heritage from partner, focused at affectivity and solidarity traditions, to empower persons and communities identity and enhance their social inclusion and development.

Main problems are seniors isolation, demotivation and low recognition as society enriching citizens, lack of learning opportunities supporting more active and creative live, namely to overcome the digital impairment and improve European belonging relationship; the same time younger citizens will have a real chance to deep their own cultural identity and reinforce as well the European diversity belonging, improving traditions sapience skills, strengthening also their social inclusion pathways.

### Our Project aim:

- ü Tackling the exclusion and loneliness problem among older people;
- ü Encouraging them to participate actively in their communities and engage them in active citizenship by giving back their sapience potential;
- ü Creating full opportunities for them to transmit the identity values and human sapience to new generations;
- ü Reinforcing individuals, groups and creating common European identity values.



## Did you know?

- Ø Konrad Zuse is the inventor of the first computer in the world. He did it in 1936 and named the computer as Z1. In 1939, he created Z2 as the first electro mechanical computer in the world;
- Ø Doug Engelbart, invented the first computer mouse in the year 1964 and it was made up of wood;
- Ø Nobody can create a FOLDER anywhere on the computer which can be named as "CON" (without Quotes). Actually CON is one of system reserved words, that's why it can't create CON Folder;
- Ø Bill Gates, the founder of Microsoft was a college dropout;
- Ø About 1.8 billion people connect to the Internet, only 450 million of them speak English;
- Ø Sweden has the highest percentage of internet users, they are 75%;
- Ø One out of every 8 married couples in the USA (2011), met online;
- Ø The first domain name ever registered was Symbolics.com;
- Ø HP, Google, Microsoft, and Apple have more in common than just being Technology companies... did you know they all began in garages?
- Ø 2% of children ages 2-17 play video and computer games;



## Glossary

**Attachments** => This is the name given to a file that is sent along with an email. An email attachment can be any type of file, including images (photos), videos, mp3s, documents, zipped files/folders, and more.

**Browser** => This is the program you use to surf the internet. There are several internet browsers available; some of the most popular are Internet Explorer, Firefox, Netscape Navigator and Opera. Different browsers render web pages slightly differently, for example some sites may require a certain browser to function correctly and some sites may not function at all with some browsers.

**Cursor - Flashing Cursor** => This refers to the small blinking vertical or horizontal line which shows the position on the screen where text will appear the next time you type a character on the keyboard. The cursor can be moved around the screen using the cursor (arrow) keys or alternatively using a mouse.

**Desktop - Mac Desktop** => Desktop refers to the main screen area of the Mac operating system (see below).

**Email** => This is a system used by computers to send and receive messages over the internet, when you send an email and likewise when someone sends you an email, the message will remain on the server (your email providers computer) until it is read and deleted, in other words you don't have to be connected to the internet to read an email unlike chat. For more information click here to see our beginner's guide.

**Folder** => Folder and directory are exactly the same thing, windows refers to them as folders but you will often come across them being called directories. Directories/folders allow information to be stored in your computer in a more convenient way making it easier to organize your files. Directories/folders can be created, renamed and deleted much like files, it is good practice to create these directories/folders and keep your files in them as this helps keep your hard drive organized.

**Hard Disk - Hard Drive** => A Hard Disk (Hard Disk Drive) is your computer's main storage device. It is where you would normally keep your operating system, programs and files.

**Internet - TCP/IP** Refers to a worldwide network of computer systems all using the TCP/IP network protocols. Commonly refers to the World Wide Web.

**Mouse - Pointing Device** => A mouse is a pointing device used to interact with a PC, there are a few different types of mouse available:

- Serial Mouse - This is a mouse with a serial connector, it requires a free serial port on your PC.
- USB Mouse - This type of mouse has a USB connector and requires a free USB port.
- Cordless Mouse - A cordless mouse (as the name suggests) has no cable, this type of mouse utilizes batteries for its power supply.

- **Optical Mouse** - An optical mouse utilizes optical electronics to track the mouse's position and movement, they are preferred over standard mechanical mice as they tend to be more reliable and require less maintenance.

**Network - Networking** => A system to allow 2 or more computers to connect to each other and share files or peripherals. Typical types of networks are LAN, WAN and on a wider scale the Internet.

**Online - Offline** => Online - A term given to a person/computer that is connected to a network. Offline - A term given to a person/computer that is not connected to a network.

**WWW - World Wide Web** => Describes the internet as a whole, millions of computers all over the world



# I. Using a computer

## A. Turn on/shouting down your PC

### ü TURN ON the PC



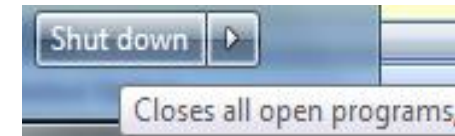
To start using your computer, you should turn it on. Locate the Power Button on your PC and press it. The location of the power button depends on what kind of a PC you are using: desktop pc, laptop pc, tablet pc.

### ü TURN OFF the PC

à Step 1: Close all the open programs

à Step 2: Click on the START button

à Step 3: Click on the Shut Down button



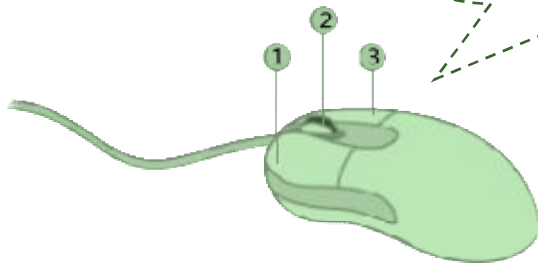
Unlike most electrical appliances, a computer shouldn't be turned off by pressing the same button that you pressed to turn it 'on'. If you do that, you can actually lose data or damage the machine.



## B. Using a mouse

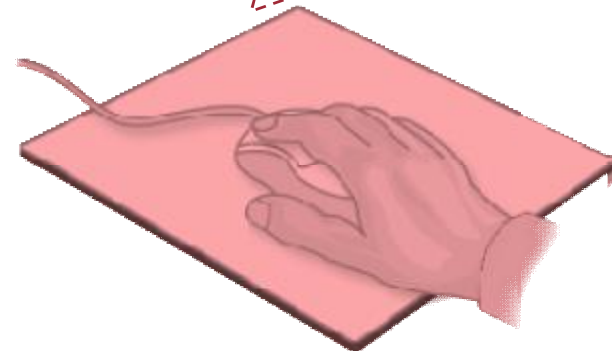
Your mouse is a pointing device. You use it to point to things on the computer screen. Using the mouse you can interact with items on your computer just like you use your hands to interact with objects. As you move the mouse, you can see the mouse pointer moving along.

A mouse has **three buttons**. The primary button (1), left button, is the one you will use most often.



1 Primary button    2 Scroll wheel    3 Secondary button

Place your mouse beside your keyboard. Hold the mouse gently with your index finger resting on the primary button and your thumb resting on the side.



The mouse pointer is often shaped like an arrow or a small hand with the index finger. The hand shape usually means that the pointer is over a link, like on a web page.

The mouse pointer moves as the user moves his or her mouse and is used as a reference point to where the mouse is located on the display screen. The shape of the pointer changes depending on where it is and what is happening. In the picture to the right, is an example of what the mouse cursor may look like.

*TIP: To practice on your mouse skills, visit the websites:*

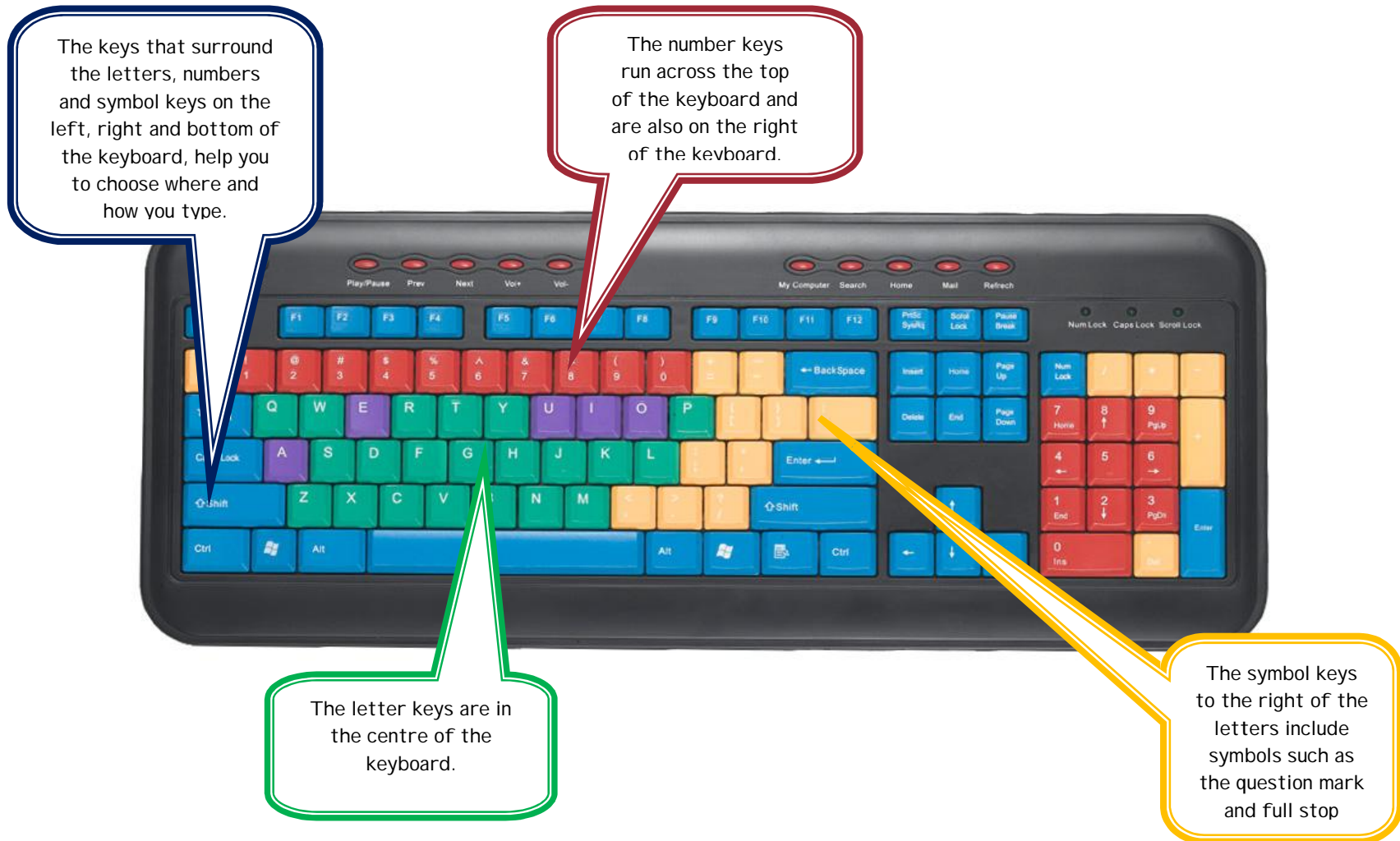
- ü <http://www.investintech.com/content/reemouseexercises>
- ü [http://www.seniornet.org/howto/mouse\\_exercises/mousepractice.html](http://www.seniornet.org/howto/mouse_exercises/mousepractice.html)

## Pointer Shapes


Normal Select		Vertical Resize	
Help Select		Horizontal Resize	
Working In Background		Diagonal Resize 1	
Busy		Diagonal Resize 2	
Precision Select		Move	
Text Select		Alternate Select	
Handwriting		Drag - make copy	
Unavailable		Drag - make shortcut	

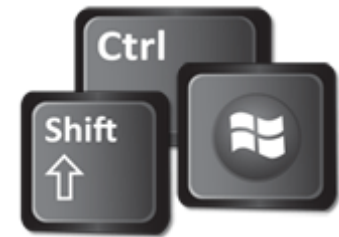
## C. Using the keyboard

è The keyboard is like a typewriter. To enter information into your PC you can use the keyboard. On a keyboard you can find letters, numbers, symbols, function keys.



## The most important function key:

- è Caps Lock - To type the word "HEARTS" in capital letters, press this key and hit the letters you want;
- è Backspace/Delete - If you make a mistake in your typing, place the cursor after the letter you want to delete and press the Backspace key OR place your cursor in front of the word and press the Delete key;
- è Shift -the Shift key's primary function is to modify other keys when you hold it down: it changes letters to capitals, numbers on the top row to the symbols you see on the key. For example, if you want to type the dollar sign (\$) you should hold down the Shift key and press simultaneously the key with number4. It also can be represented by the sign ;
- è Alt - is used to change (alternate) the function of other pressed keys. Thus, the Alt key is a modifier key, used in a similar fashion to the Shift key. For example, simply pressing "A" will type the letter a, but if you hold down either Alt key while pressing A, the computer will perform an Alt+A function, which varies from program to program;
- è Control (CTRL) - Control key is a modifier key which, when pressed in conjunction with another key, performs a special operation (for example, Ctrl+C); similar to the Shift key, the Control key rarely performs any function when pressed by itself. The Control key is located on or near the bottom left side of most keyboards;

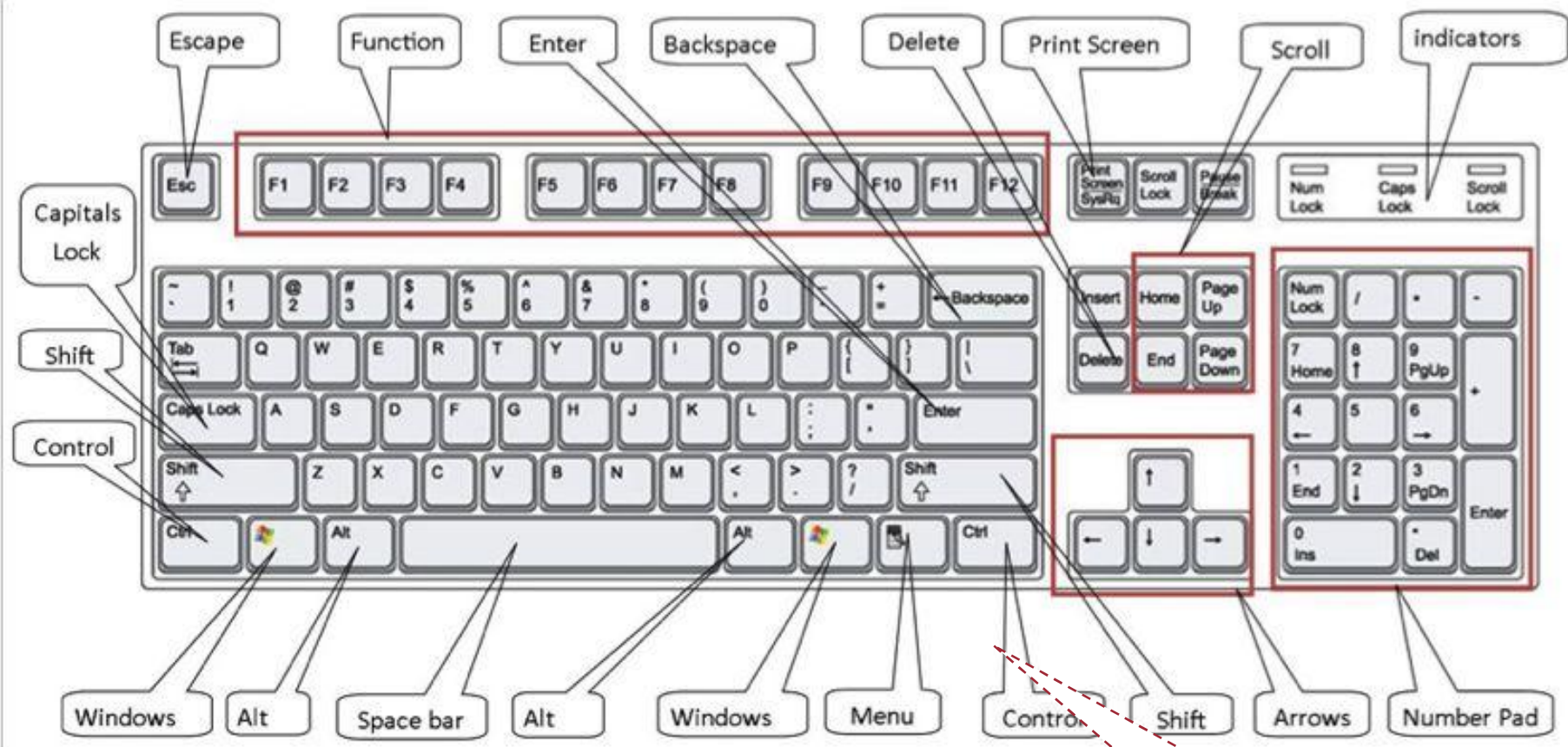


è Enter - the enter key in most cases causes a command line, window form, or dialog box to operate its default function. This is typically to finish an "entry" and begin the desired process, and is usually an alternative to pressing an OK button;

è Print Screen (often abbreviated Print Scrn, PrntScrn, PrtScn, PrtScr, or PrtSc) - is a key present on most PC keyboards. It is typically situated in the same section as the break key and scroll lock key. The print screen may share the same key as system request;

è Tab - on a keyboard is used to advance the cursor to the next tab stop. In word processing and text editing the Tab key will often move the insertion point to the next tab stop in a table or many space characters.

**TIP:** The blinking cursor is a small flashing vertical line which appears when you are typing in a dialogue box or when you are creating a document. The cursor tells you where exactly you are typing and it always follows you while you are typing.



In the above diagram you can see the most important keyboard keys

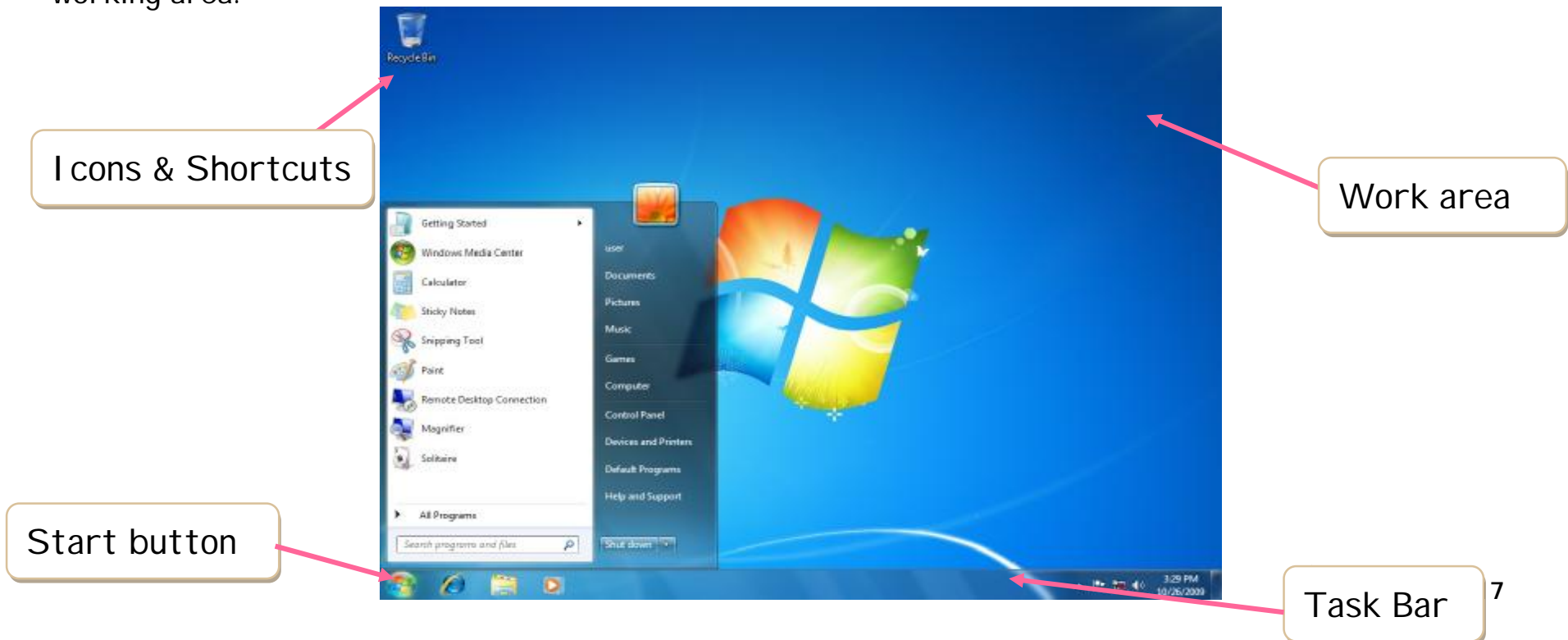


## 1.1. Learning your desktop

### A. Work area and icons

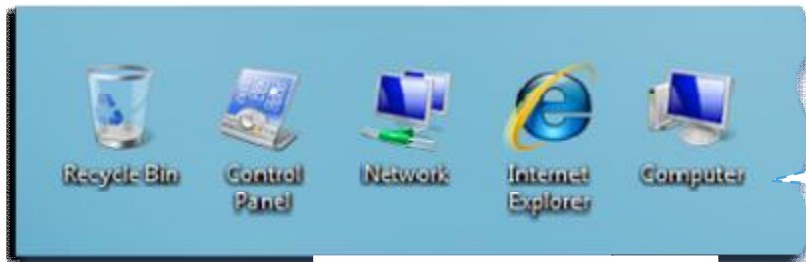
#### è Work area

Once you've turned on your computer, what appears on your screen is called the Desktop. This is like an entrance - you go through it to find anything that you want to do on the computer. Your desktop is the main working area in Windows. When you open a program or a file it appears on your working area.

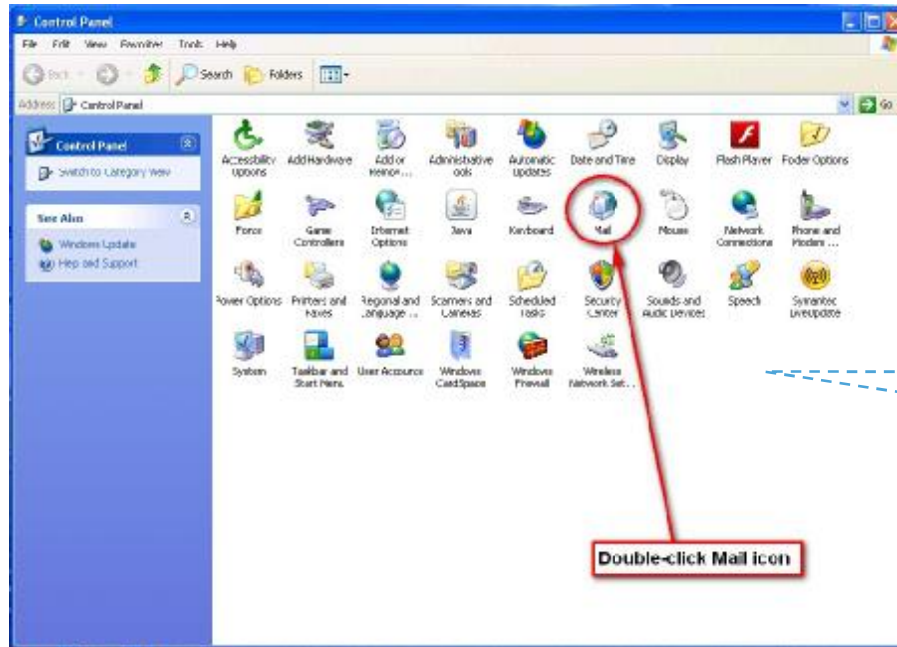


## è Icons

A computer icon is a pictogram displayed on a computer screen in order to help user navigate a computer system or mobile device in a similar way traffic signs are used to help a driver navigate traffic; one of the most notable icon designers, Susan Kare was quoted saying "good icons should be more like road signs than illustrations, easily comprehensible, and not cluttered with extraneous detail."



A desktop icon or a shortcut is a small picture for many of your most frequently used programs. The most common icons and shortcuts are: My Computer, My Documents, Recycle Bin and Internet

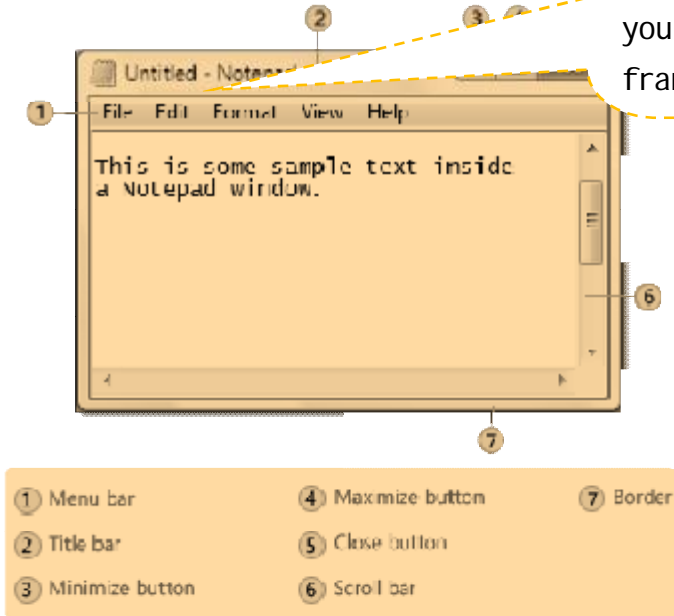


To activate an icon or a shortcut, double click on it. (the left button)



## B. Parts of windows

Whenever you open a program, file, or folder, it appears on your screen in a box or frame called a window.

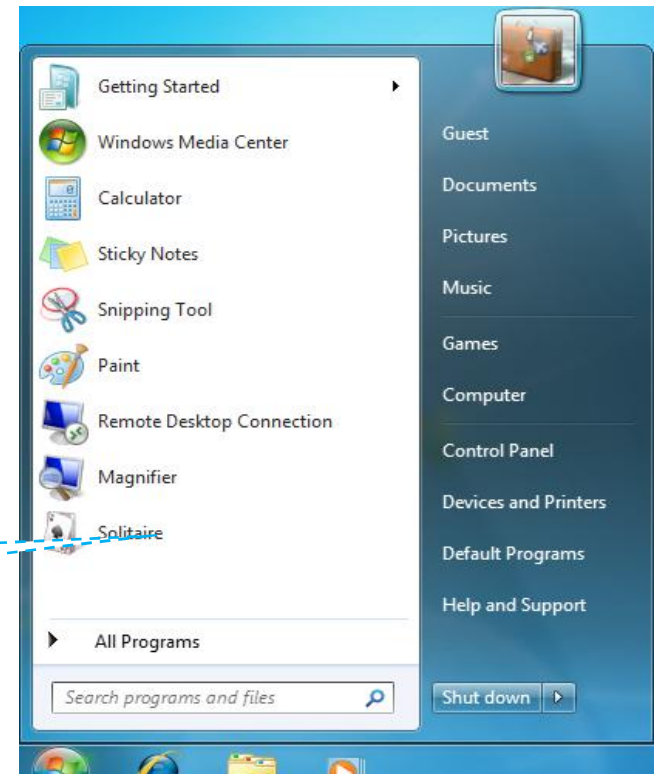


- è Title bar. Displays the name of the document and program (2)
- è Minimize, Maximize, and Close buttons. These buttons hide the window, enlarge it to fill the whole screen, and close it (3, 4, 5).
- è Menu bar. Contains items that you can click to make choices in a program (1).
- è Scroll bar. Lets you scroll the contents of the window to see information that is currently out of view (6).
- è Borders and corners. You can drag these with your mouse pointer to change the size of the window (7).

- ü To minimize a window, click its Minimize button
- ü To close a window, click its Close button
- ü To make a window fill the entire screen, click its Maximize button

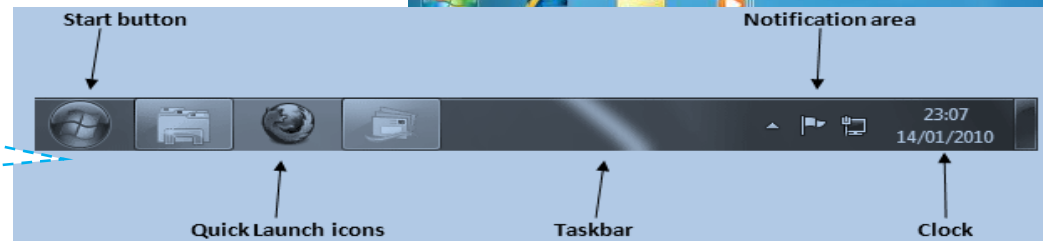
## C. Start Menu

- è **Start Button:** Brings up menus that give you a variety of options, such as starting a program, opening a document, searching for items on your computer, finding help, or shutting down the computer.
- è **Task Bar:** The taskbar is the thin strip that runs across the bottom of your screen. Here's where you'll find small icons of various important programs (Quick Launch icons) and on the right (Notification Area) where you can the clock, the speaker icon the internet connection icon etc.

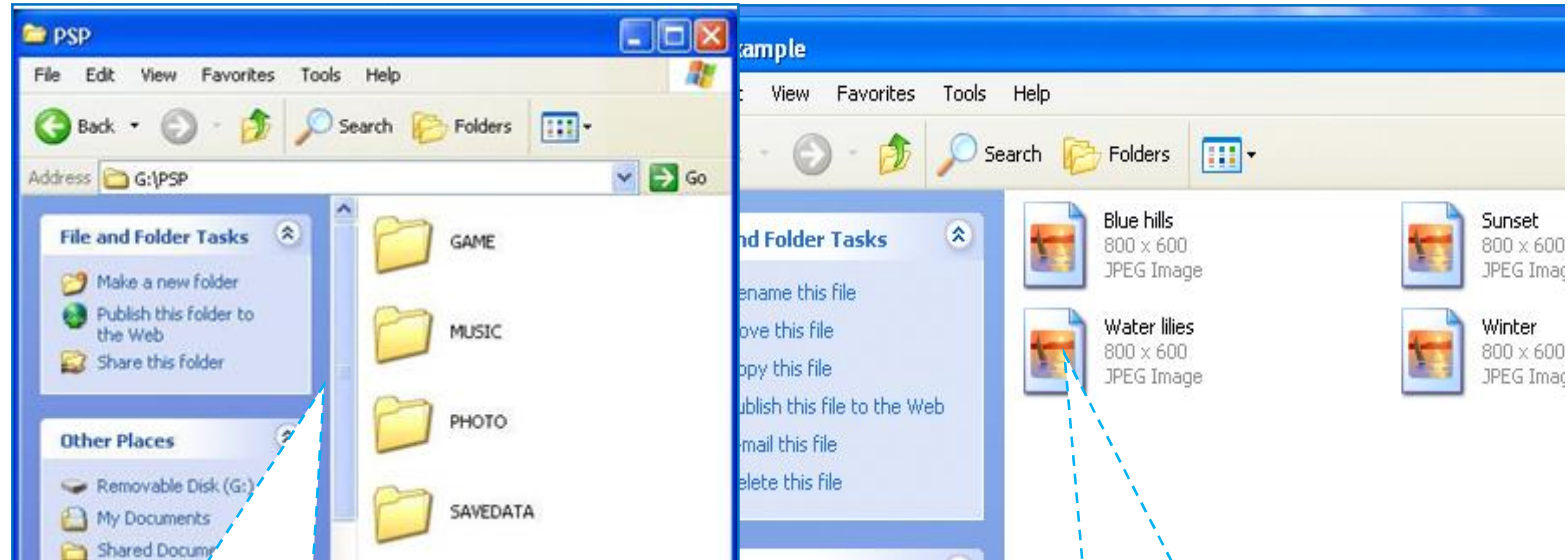


Start Menu provides a central launching point for application and tasks.

To open a program from the Quick Launch or the Start Menu click once on the icon.



## D. Folder and files



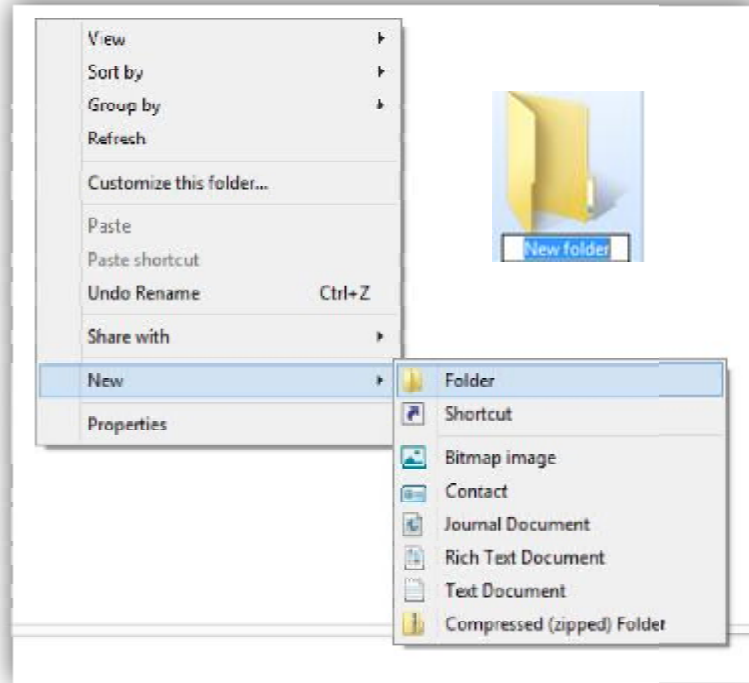
### a. Folders

A Folder is a file system cataloging structure which contains references to other computer files, and possibly other directories. Just like real world folders, Folders on your hard drive store files. Folders allow people to organize their files.

### b. Files

A File is a collection of data stored in one unit, identified by a filename. It can be a document, picture, audio or video, application, or other collection of data.

## è How to create a folder?



1. Go to the location (either a folder or the desktop) where you want to create a new folder.
2. **Right-click** a blank area on the desktop or in the folder window, from the shortcut menu point to **New**, and then click **Folder**.
3. Type a name for the new folder, and then press **ENTER**.
  - ù *The new folder will appear in the location you specified.*

**Tips:** *If you create a new folder in a library (such as Documents), the folder will be created inside that library's default save location (for example, My Documents).*

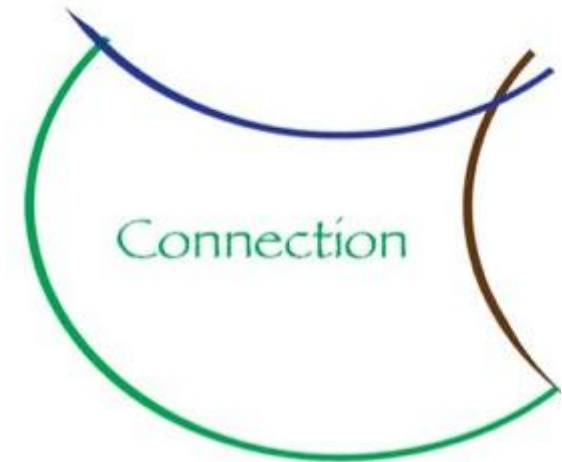
*Libraries let you store your folders on different hard disks (such as external hard drives), and then access them all from one window. For more information about organizing folders using libraries, see [Include folders in a library](#).*

### III. Connect to the internet

#### A. *What is the internet?*

è A means of connecting a computer to any other computer anywhere in the world via dedicated routers and servers. When two computers are connected over the Internet, they can send and receive all kinds of information such as text, graphics, voice, video, and computer programs.

è No one owns Internet, although several organizations the world over collaborate in its functioning and development. The high-speed, fiber-optic cables (called backbones) through which the bulk of the Internet data travels are owned by telephone companies in their respective countries.



- Do you want to keep in touch with your friends and family?
- Do you want to watch the local news , weather and sports?
- Do you want to watch films or TV shows that you have missed?
- Do you want to go shopping all around the world?
- Do you want to book your or airplane tickets or your hotel?
- Do you want to discover new recipes?

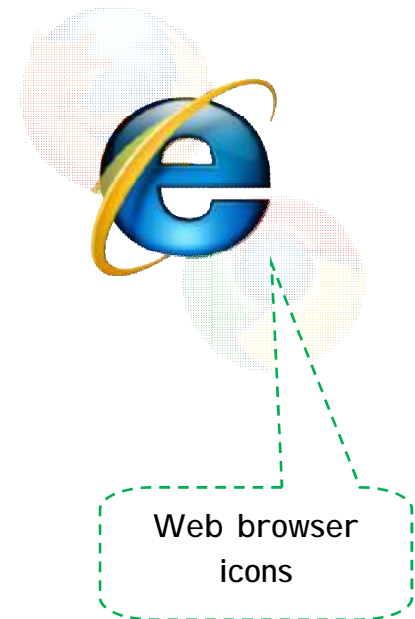
Well...INTERNET is your tool!!!

## B. Getting started

In order to log on to the Internet, first of all you should have an internet connection. Once you have established the internet connection you can log on to the Internet by using a Web Browser. You can use different Web Browsers such as: Internet Explorer, Google Chrome, Mozilla Firefox etc.

### Steps:

1. Double click your web browser icon which appears on your desktop;
2. Type in the address box, which is on the top of your window, the address of the site you wish to visit. For example: [www.cnn.com](http://www.cnn.com);
3. The official site of CNN News will appear on your screen.

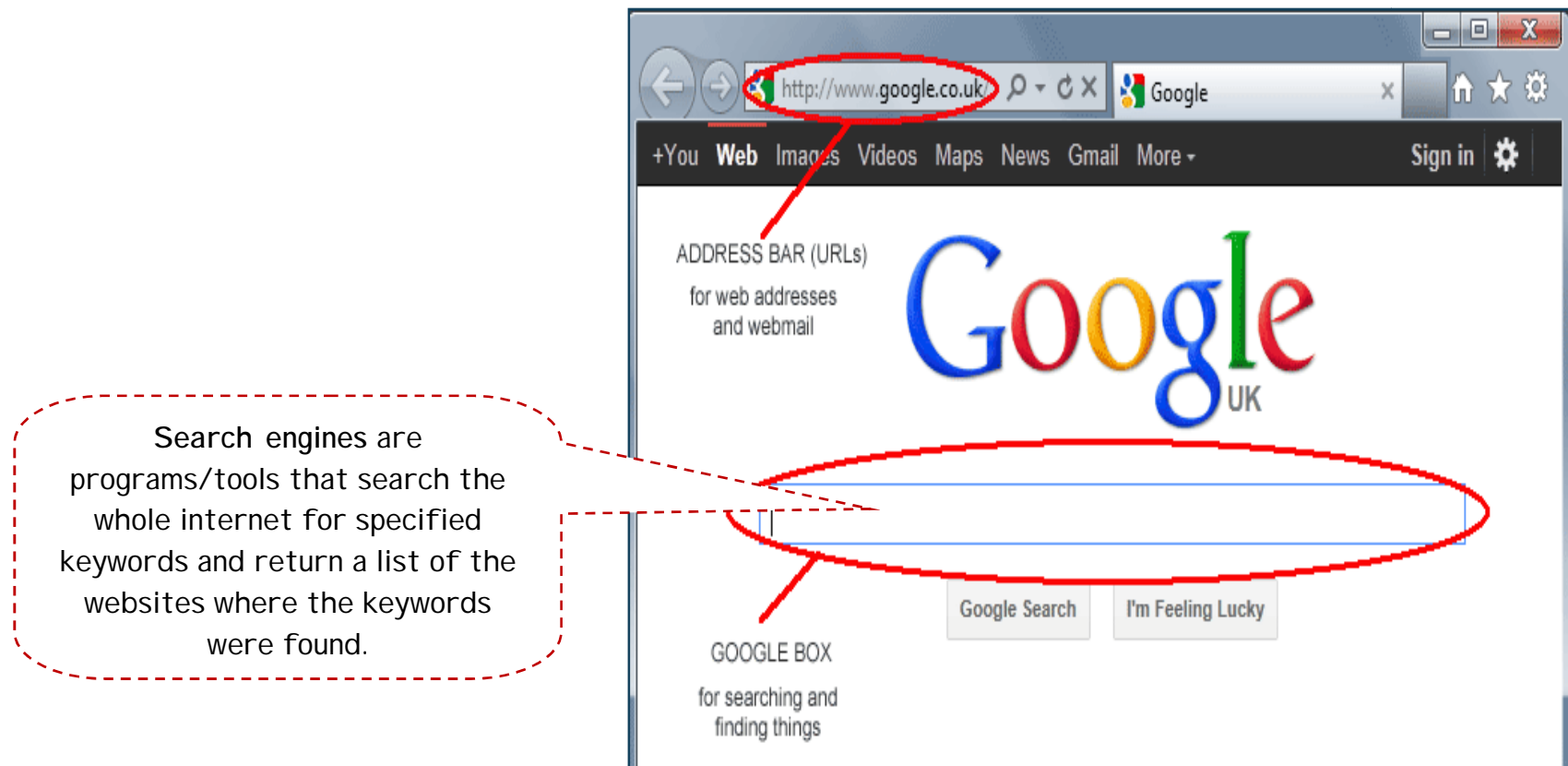




## C. Let's search on internet

There are two ways to search the Internet:

1. If you know the address of the website you are interested in, you can type it directly in the address box of your Web Browser.
2. If you don't know the website address, you can choose a search engine and you can type directly into the search box keywords of the topic you are interested on finding information.



Search engines are programs/tools that search the whole internet for specified keywords and return a list of the websites where the keywords were found.

ADDRESS BAR (URLs)  
for web addresses and webmail

GOOGLE BOX  
for searching and finding things

## è How to use a search engine

- A. Log on to the internet.
- B. Type the address of your search engine: for example if you want the Google search engine type [www.google.com](http://www.google.com)
- C. Type in the search box the keyword of what you are interested in finding: for example Eiffel Tower (figure 1).
- D. A list of your search results will appear on your screen (figure 2).

Click on the results title you are interested in.

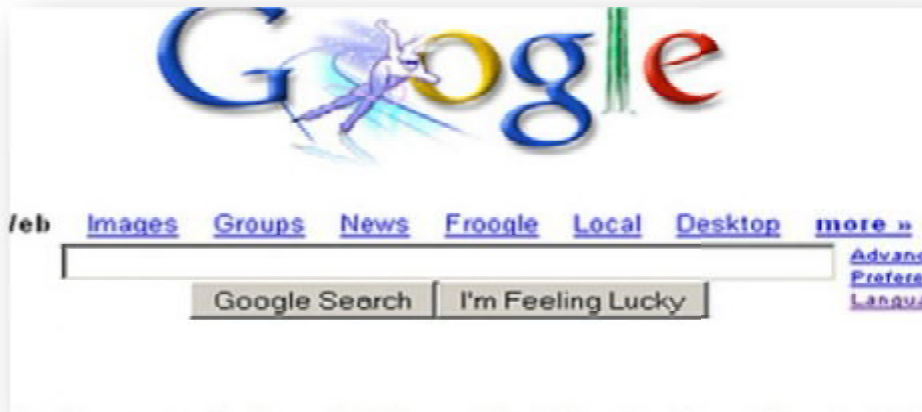


Figure 1

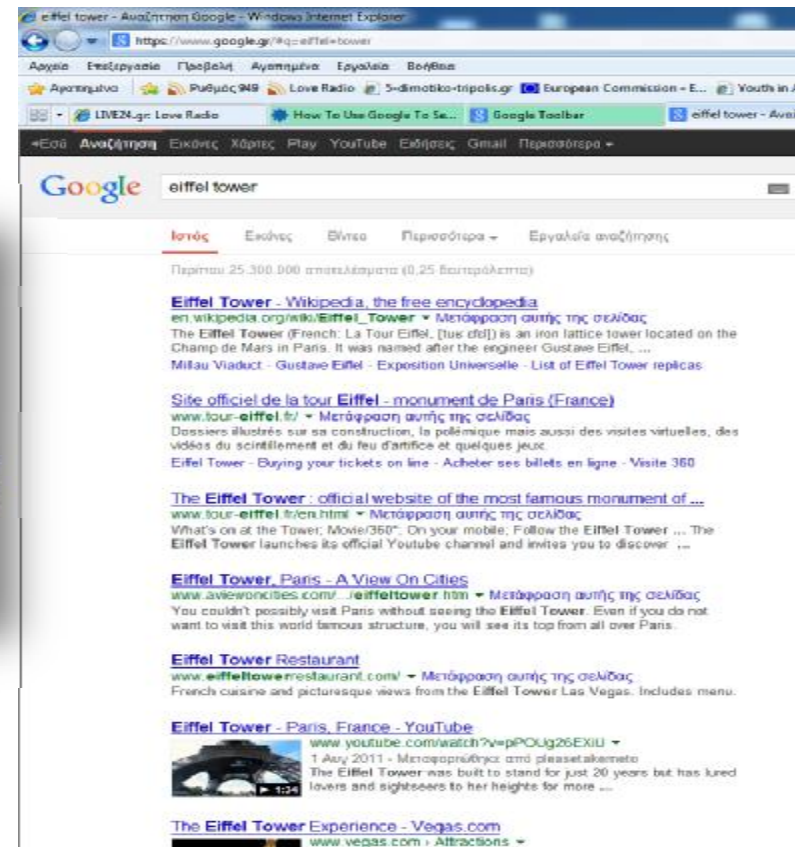
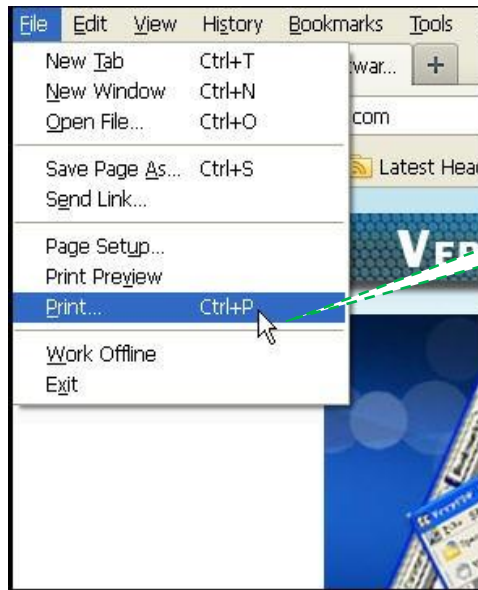


Figure 2

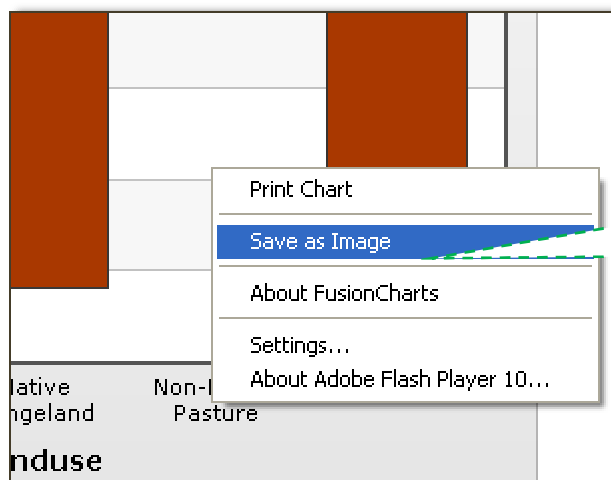


## è Print a webpage



To print a Webpage, simply go to the File menu and choose the command Print.

## è Save a picture



If you like a photo which you found in the Internet, you can save it by right clicking on the photo and choose the command "Save as image"- choose the place where you want to save it - press OK.

## D. Popular websites

ü [www.google.com](http://www.google.com) - Google Search is the most-used search engine on the World Wide Web, handling more than three billion searches each day;



ü [www.youtube.com](http://www.youtube.com) - Youtube is a video-sharing website on which users can upload, view and share videos;



ü [www.facebook.com](http://www.facebook.com) - is an online social networking service;



ü [www.ebay.com](http://www.ebay.com) - is an American multinational internet consumer-to-consumer corporation;



ü [www.medicinenet.com](http://www.medicinenet.com) - is a medical website that provides detailed information about diseases, conditions, medications and general health;



ü [www.yahoo.com](http://www.yahoo.com) - it is globally known for its Web portal, search engine Yahoo Search, and related services, including Yahoo Directory, Yahoo Mail, Yahoo News, Yahoo Finance, Yahoo Groups, Yahoo Answers, advertising, online mapping, video sharing, fantasy sports and its social media website. It is one of the most popular sites in the United States;



ü [www.grandparents.com](http://www.grandparents.com) - The place for modern grandparents. Find activities to do with your grandkids, plus advice, gifts, deals, and more.



## IV. Emails

### A. *What's an email?*

Email is an electronic message sent from one computer to another. You can send or receive messages with attachments, such as photos, music, video and other documents from anywhere in the world as long as you have access to the Internet.

- Do you want to send an instant message to your friend or relative?
- Do you want to send your vacation's pictures to your grandchildren?
- Do you want to receive your airplane tickets or your hotel's reservation form?

Well...E-MAIL is your tool!!!

In order to receive/send an e-mail, you need to create a email account.



## *B. Creating a free email account*

To create a free e-mail account, follow the steps below:

- Choose your e-mail provider;
- Log on to the Internet and go to your provider's webpage. For example if you want to create a Yahoo account or a Gmail account type: <https://login.yahoo.com/> or <http://mail.google.com/>;
- Click on the "Sign Up" link that appears on the page;
- Enter your name and other requested information in the fields provided;
- Create a username that you will be comfortable using for a long time and will identify you to your email recipients;
- Choose a password when you have successfully entered a unique username. Passwords must be at least 6 characters long and keep in mind that passwords are case-sensitive;
- Enter a security question from the drop down menu;
- Give an answer to your security question;
- Select your Country location, your birth date, zip code and any other requested information in the fields provided;
- Type in the characters that you see for the word verification;
- Read the Terms of Service;
- If you accept the terms, click on the "I accept" or "I agree" button. Now, you have successfully set up your email account.

## è *Emails providers*

The more important email providers are:

- *Hotmail;*
- *Gmail;*
- *MSN;*
- *Yahoo.*



Setting up a free email account is pretty quick and easy. There are a variety of free email service providers and you can choose whichever one you want.

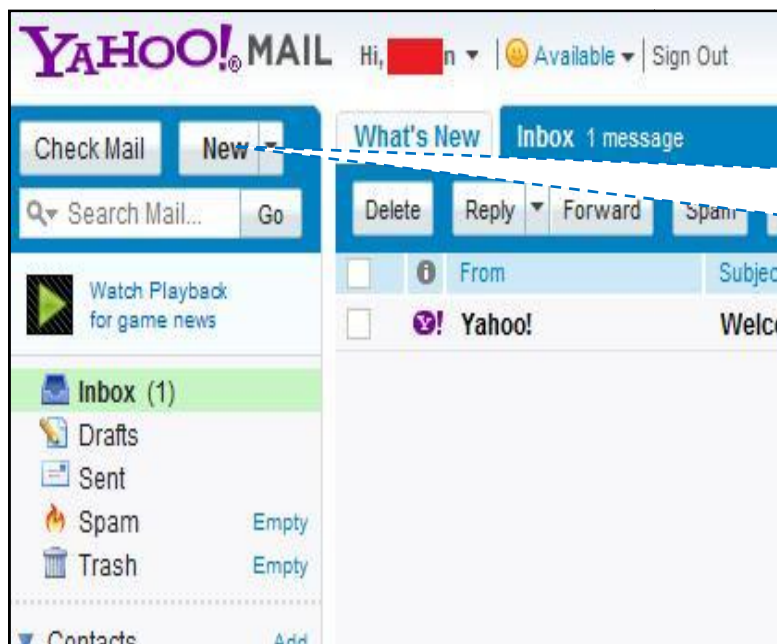
### C. Send/receive messages

è Logging to your account;

- ü Go to your e-mail provider's page
- ü Write your username in the box provided;
- ü Write your password in the box provided;

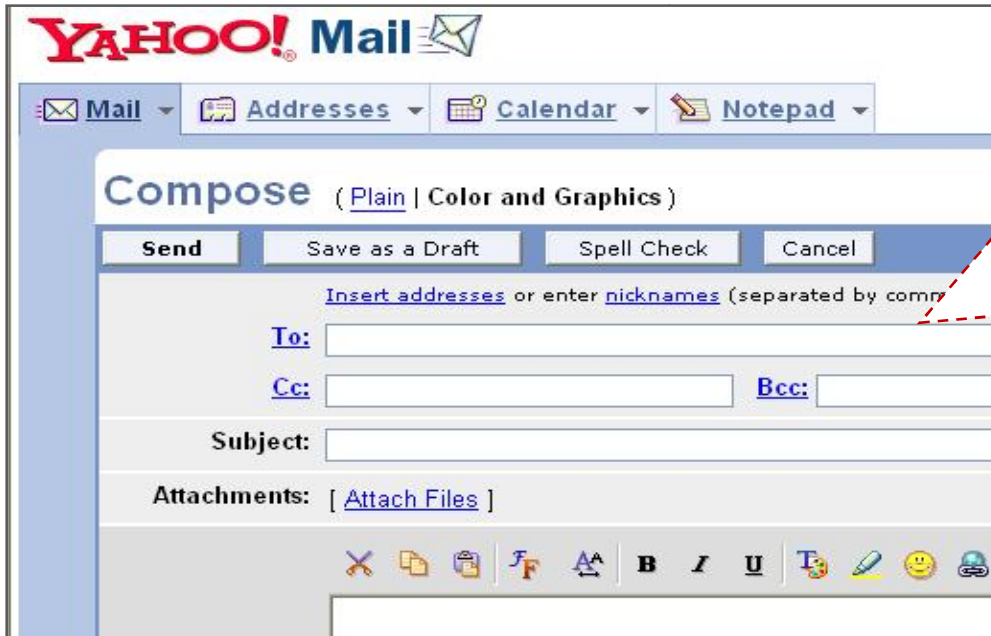
Yahoo! ID  
(e.g. free2rhyme@yahoo.com)  
Password  
 Keep me signed in  
(Uncheck if on a shared computer)  
**Sign In**

è Composing a message



Choose the New button or the Compose Button in order to create a **1** new message





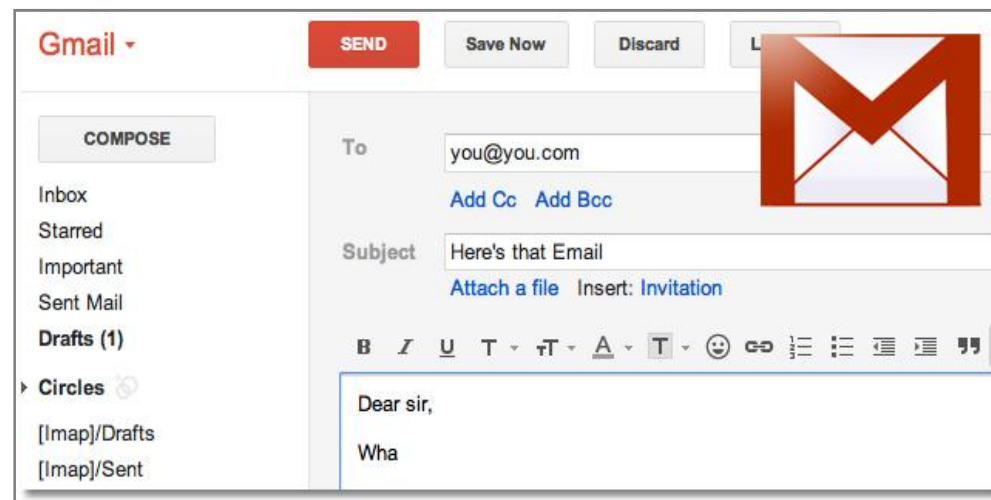
Type into the To: field the e-mail address of the recipient.

Type into the Subject: field a title for you message (why you are sending the message. For example: party invitation.

In the window, below the subject field you can type your message.

Choose the **Attach a file/Attach files** button in order to send a photo, a document etc with your message.

Lastly, choose the **Send** button and your message has been sent.



**View messages:** Choose the Inbox button to view your messages. The number besides the Inbox title indicates the number of messages you have received and you haven't read then yet.



**Read a message:** In order to read a message, simply click on the subject title of your message. A new window opens and you can read your message.

**Reply:** If you wish to answer back, choose the Reply button, write your message and choose the Send button.

**Delete a message:** If you want to delete a message, click on the little box which is on the left side of the message, place a tick in the box and click on the Delete button.

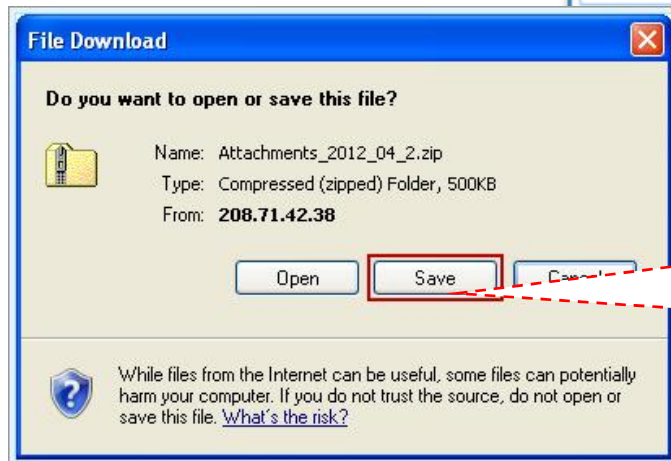
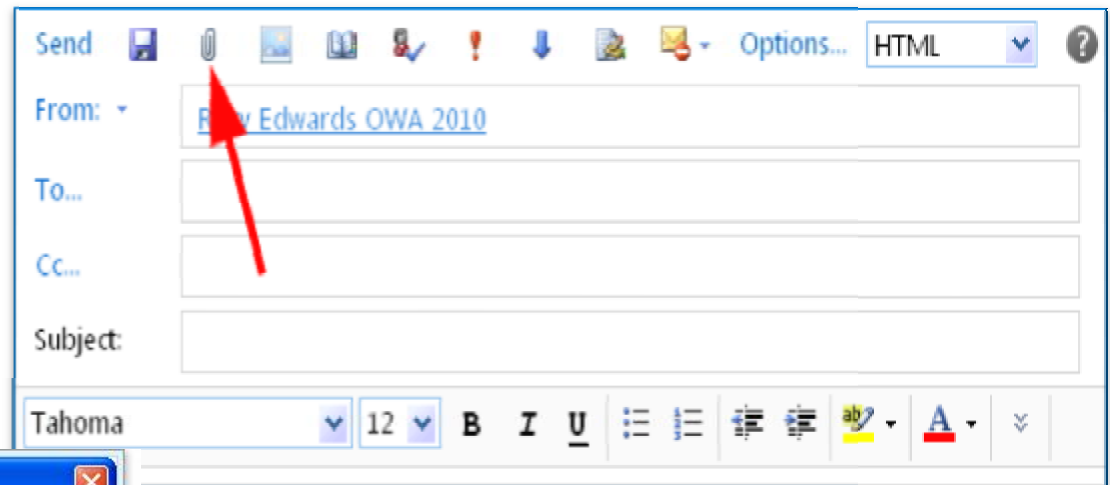




## è Attachments

An email attachment is a computer file sent along with an email message. One or more files can be attached to any email message, and be sent along with it to the recipient. This is typically used as a simple method to share documents and images. A paper clip image is the standard image for an attachment in an email client.

- ü In order to send an e-mail with an attachment, choose the **Attach Image Icon**.
- ü Once the Explorer's window opens, click on the file you want to send. Your file is now attached on your message.



In order to view an e-mail attachment, click on the attachment file and choose the **Open** button or if you want to save the file on your PC choose the **Save** Button

## >>> Good practices in Digital Literacy

### Example of good practices in digital literacy - Romania

#### 1. The organizer: Telecentre Europe AISBL

#### The name of project: Telecentre Multimedia Academy



Telecentre Europe AISBL with 7 of member organizations have partnered to implement the program Multimedia Telecentre Academy, a project that lasts for 24 months and aimed at the design, development and piloting of a learning program on media literacy to the adults.

TMA offers for the adults an opportunity to learn in the environment, a flexible learning path, simple to implement, and learning means modular, easy to transfer and apply for a wide range of diverse contexts and types of organizations. This project will meet the needs of an audience varied target accessing adult education programs, a substantial range of skills, provisions and experiences.

From the digital literacy skills to media competences.



In the last years, a big effort has been made to improve the most important digital skills acquired by the adults and also a particular attention was given to information technology, especially for certifications in ICT.

The importance of media literacy is enhanced by the recognition that the world will be dominated by digital technologies, as well as human ability to use these technologies for social, cultural



and economic advantages.

The recommendation of European Commission on media literacy in the digital environment is: *"The media education is about inclusion and active citizenship in information society from today. This an important skill not only for young people, but also for adults and older people, etc."*

### The aim and the objectives of Multimedia Telecentre Academy

TMA offers for adults an opportunity to learn in media area, a flexible learning way, simple to implement and applicable in different situations or organization. This project will be for a varied target audience which is accessing the programs for adult educations, an important range of skills, provisions and experiences.

### Project objectives

- to create a complete ICT program for adults, a program modular, flexible and easily transferable, based on active learning;
- Awareness of the importance of digital literacy for full participation in society;
- development of learning materials that promote the use of teaching methods based on case studies, activities based games, activities based on problem solving;
- develop and update a website as a reference point for ICT education for adults in Europe;
- establishment of a ICT Academies in telecentres from 6 countries, providing software and constantly being a reference point for ICT education of adults.

2. The organizer: ECDL Romania Foundation  
The name of project: Digital literacy for seniors



Through "Digital literacy for seniors" for the senior people, the ECDL Romania Foundation together with its partners are working hard to achieve the objectives and the goals implemented by the European Digital Agenda marking also the context of the European Year for Active Ageing and of Solidarity between Generations.

ECDL EqualSkills it is a program dedicated especially to those which are afraid or which are feeling themselves overwhelmed from the new technologies developing from a day to day basis and it was made to serve as a smoother way, 'a bridge', towards the complex world of computers and the huge networks made and used by them.



"Digital literacy for seniors" is a program initiated by the ECDL Foundation Romania with its partners, district mayors of Bucharest Municipality by the General Directorates for Social Assistance and Child Protection, Euroaptitudini and ECDL ROMANIA, who proposed to facilitate access to the information society for aged people.

The first phase of the program took place from April to June 2012 and pursued EqualSkills ECDL training and certification of 10 people, members in senior club in District 1 and District 2 Bucharest. In the period January-April 2013 program runs for a group of seniors in District 6 and another group of seniors in Sector 5, Bucharest. ECDL EqualSkills unfolds over 20 hours. At the end of the program, participants can obtain ECDL EqualSkills.

*"The fear for computer was disappeared. I feel like I can try and master it. Yes, can be mastered, I feel stronger and I'm glad I learned how to communicate quickly and easily. "- Gaps Stefania, Seniors Club Sector 5, Bucharest, participating in the " Digital Literacy for Seniors ".*

### Advantages of digital literacy for seniors

- integration in the information society;
- obtaining an internationally recognized certification;
- certification of digital skills acquired;
- increase self-confidence;
- socialization and new ways of communication;
- stimulating private initiative, regardless of age and social class;
- computer use for various needs, including e-commerce and e-government;
- increasing the life quality of the person participating;
- discovering new ways of leisure and free time activities.

## Example of good practices in digital literacy - Italy

Beginner's manual for PC and internet

PC beginners guide (Bread and Internet) in Ferrara



Pane&Internet (Bread and Internet): courses to learn how to use and live with the Internet

The P&I project was born out of Regional Law 11/2004 for the development of the regional information society in Emilia-Romagna. It belongs to a range of actions aiming at promoting citizens' access to digital technologies and fighting the "knowledge divide", i.e. the knowledge gap between those who know how to use computers and Internet and those who don't. After a pilot phase that ran in 2009-10, P&I is now being deployed on a larger scale over 3 years, with a budget of 1.6 M€ and aiming to train 10-11,000 people. It is currently the main e-inclusion project of the Telematics Plan of Emilia-Romagna.



## Goals

P&I stems from the need to fight the knowledge divide and to enhance the awareness and use of e-government solutions by the citizens in Emilia-Romagna. Greater digital literacy and better information about online services are the two key pillars of the e-inclusion model in the region.

The goals of the project are therefore:

1. to spread the use of information and communication technologies (ICT) among digitally excluded citizens (estimated to be about 1 million) through awareness and training activities focused on basic digital competence;
2. to first test a “promotion-information-training” approach for enhanced ICT use and later to replicate and extend this approach throughout the region;
3. to promote the use of online services delivered by the Public Administration, by making those services more familiar to the citizens and supporting their access and usage especially by disadvantaged people.

Since the pilot phase, the project envisaged a close collaboration with local administrations both in the organization of training courses and in the promotion of their e-government services. In the current large-scale deployment, collaboration in the promotion and possibly also in the delivery of P&I activities has been extended to third sector organizations, especially unions of retired/elderly people.

## Target groups of the project

Thanks to the Emilia-Romagna information society benchmarking system, the following segments of the regional population have been found at risk of digital exclusion and are therefore targeted by the P&I project (figures below refer to 2008 data):



1. Women. Internet use still suffers from a gender bias: while 54% of men used the Internet in Emilia-Romagna, the share of women was down to 43%. Among housewives and people who left the labor market, the share of Internet users fell to about 12%;
2. Elderly people. Internet usage is strongly related to age: 73% of those aged between 25 and 44 years old used the Internet, compared to 43% among those in the 45-64 age range and down to 6% among those above 64 years old;
3. Immigrants. Although no hard statistics are available about Internet use among foreign citizens, this part of the population is more likely to be affected by socio-economic disadvantage conditions which in turn tend to negatively affect Internet adoption.

## Training approach

The digital literacy course delivered by P&I aims at the following didactics goals:

- to address and remove the feelings of fear and mistrust towards the computer that one typically finds among absolute beginners and the ensuing perception of uselessness attributed to this technology;
- to highlight the potential of digital technologies not just to perform contingent functions, but also as useful tools to meet personal goals linked to one's daily life and interests; to develop critical thinking and better informed opinions; to support the organization of citizens' activities, cultural groups and so on;
- to highlight how computers and Internet can support social relationships and enhance social inclusion;
- to make potential users more familiar with the use of the Internet and e-government services;

The training course originally inspired by the e-Citizen model is 20 hours long, with ten lessons of two hours each. The capabilities expected to be developed through the course are:

- acquiring a basic technical language that allows the user to communicate with more expert users in order to ask them for help and to understand the answers and explanations received from them;
- understanding and being able to use basic PC functions;
- performing basic operations for accessing the Internet, searching for information and relating the results to one's needs;
- being able to safely use the Internet and to adopt the necessary means to avoid its associated risks;
- being able to navigate the web and to use the online services which can meet one's needs;
- being able to use the online services provided by the local public administration.

In the standard P&I course, training is delivered by qualified school teachers and other professionals contracted by the project, making use of teaching materials produced ad hoc for the course. In collaboration with Mondo Digitale ([www.mondodigitale.org](http://www.mondodigitale.org)) P&I has also promoted "grandparents/grandchildren" courses where school students (under their teachers' guidance) become instructors of elderly people and other customers of P&I courses. This approach has positive social and learning outcomes for all those involved. As illustrated [here](#), P&I is currently supporting and interacting with a range of digital literacy initiatives started by local administrations in Emilia-Romagna, which are converging towards a common, coordinated model.

### Pane&Internet activities

During 2009-2010, about 3000 citizens were trained through courses organized in the schools, civic centers and public libraries of 47 municipalities throughout Emilia-Romagna.

Over 2011-2013, the regional government aims to deliver at least 630 "standard" courses in 120 municipalities (out of a total of 348) reaching over 10,000 citizens. Small and medium municipalities, but also the provincial capital cities will be involved. In the new large-scale phase, experimental P&I courses with adaptations in content or delivery approach, have been addressed to people with a migration background and to unemployed people who were found



lacking any digital skill. These courses are first piloted in specific locations, with the aim of extending them on a largerscale.

In "Spring 2012" a pilot training course has also been launched for "digital facilitators", who should be people motivated and capable to assist "weak users" with digital tools and services. Started with the staff and volunteers of public libraries in the Province of Bologna, the training experience and the launch of associated assistance services are planned will be proposed in all provinces in 2013.

In order to stimulate and gain the collaboration of other entities involved in promoting a wider development of digital competences in the population, a Memorandum of Understanding was signed in 2011 by the Regional administration with the regional-level trade unions of retired workers, the Third Sector forum (umbrella organization of third sector entities in Emilia-Romagna) and the regional associations of municipal, provincial and mountain communities administrations. The MoU concerns the promotion of the P&I project and the involvement of these organizations in its implementation. The shared goals and implementation criteria of digital literacy activities within the broader e-Inclusion strategy of the Emilia-Romagna region have been defined in the "P&I project's development lines" approved with the Regional Cabinet's Resolution n. 1487 of October 11, 2010. All information about the planning and progress of P&I courses and other activities is available in Italian in the project's website: [www.paneeinternet.it](http://www.paneeinternet.it)

## 2. Pane and Internet, in September new classes in Ferrara



Two editions will be held at the Library Bassani, Ferrara from September 25 to October 25. The training is directed towards those most at risk of digital exclusion and part of the activities of the ICT Plan of Emilia-Romagna.

In the territory of Ferrara Bread and Internet courses are promoted by the Emilia-Romagna region, with the collaboration of local authorities, the Forum of the Third Sector associations and pensioners' unions CGIL, CISL and UIL. In general, in 2012-2013 programming in the province of Ferrara provides for the conduct of 48 courses in 12 municipalities, with a total of about 720 participants involved, which will add to the already trained 224 people in 2009-2010 with the first initiatives organized in this area.

The courses are divided into 10 lessons lasting 2 hours, for a total of 20 hours of training, are free and aimed at about 15 people per year. Among the participants will encourage the inclusion of those most at risk of digital exclusion, including the elderly, housewives and immigrants. Relying on the support of specialized teachers in adult education, facilitators and tutors, the purpose is to spread the knowledge base for the use of the computer, surfing the net, the use of word processing programs and e-mail, and access to online services, especially those provided to citizens and businesses by public administrations. The project Bread and Internet is promoted by the Emilia-Romagna, in collaboration with the provinces and local authorities, as well as trade unions and trade associations, and part of the activities of the ICT Plan of Emilia-Romagna aimed at affirming the right of access to information and knowledge. By 2014, with the organization of courses Bread and Internet in all provinces of the Emilia-Romagna has to train about 10 thousand citizens.

## Example of good practices in digital literacy – Greece

### 1. “The Photography Day”



Our elderly students wanted to learn more computer applications. So, we decided to teach them how to save their photos in their PC. We organized a festivity, called “The Photography Day”.

Each of our elderly student bought along his/her digital camera. We taught them how to take out the memory card from their digital camera and place it into the memory reader slot.

Afterwards they copied their photos into their personal PC. With our guidance they displayed their photos with the right software (Microsoft Office Picture Manager) and they created photo albums. All elderly students changed seats so they can share their personal and family photos with their classmates. Some of the elderly students copied their photos into a USB stick and others decided to log on to the Internet and search through the web market to find a digital frame in a good price. All our students were thrilled.

Our festivity, “The Photography Day”, was a combination of learning and having fun at the same time. Our elderly students love it and they were looking forward for similar festivities.



## 2. "Organization meeting and a contest among young & elderly trainees solitaire and chess"

### SOLITAIRE

A good practice to teach the elderly to use the mouse is Solitaire. During the course we spent a part of the teaching time in this game. Trainees are trying to move and drag the cards practiced perfectly without causing them stress. They can practice their mouse skills by themselves and have a good time.

#### Solitaire Rules

Solitaire is based on the most popular games of Windows, like the Klondike. To win, you must build four stacks of cards, one for each suit, in ascending order (ace to king). To make these stacks, you get seven cards you are setting up columns in descending order, alternating black and red cards.

- Number of players: 1
- Difficulty Level: A level
- Typical playing time: 5 to 15 minutes



### 1. CHESS

A very good example for training is chess. We propose this to elderly trainees as a good practice to cooperate with young people! Chess is a game that they can play with their children and grandchildren. This game can be played in a pc and it is a good way of cooperation and practice. Younger through this game can indicate and help elderly to practice better.



When they improve their skills on PC and internet they could play online so young and old people can share the joy of cooperation.

## Competition

The purpose of this meeting was the better practice of elderly and young through the game- which is acceptable as a good tool of training- and also entertained through the game.

To provide better motive to elderly trainees, this meeting had the form of competition: in the solitaire game elderly trainees were playing on their own pc and they had specific time (20min) to play, and the teachers write down the victories. They chess game was played in couples: an elderly player and a young one. The winner of each game played with the next winner player who was sitting on the next right PC. At the end, there was only one couple left to compete. There was intense interest and everyone enjoy it! The best player got a small souvenir and all participants got a certification at attendance!



## Example of good practices in digital literacy - Turkey

The Organizer: BoluHalkınEğitiminiGeliştirmeveDesteklemeDerneği

*[inenglish - The Association of Developing and Supporting Public Education - Bolu]*

The Name of Project: Computer Literacy

The present global age is the consequence of the computer age because the speed of performance of a computer is incomparable. The computer and Internet have affected our way of learning, working, storing information, communicating, playing, and also writing.



Computer has also made a very vital impact on society. They are used in every part of life, that's why it has changed the way of our lives. Today we are using computers to perform different tasks quickly and easily. That means it saves time, effort besides reducing the overall cost to complete a particular task.

Nowadays, computers are widely used for education and training purposes. Many companies use them to train their staff or it has been made compulsory in most of the educational institutions to spread knowledge and awareness about computers. As a matter of fact, computers have become a learning tool not only for children but also for adults.

There are many universities that provide online degrees, which are very advantageous for those people staying in remote areas and for the disabled ones. One can take the benefit of such online degree programs staying at home without the need of relocation. Namely, computers provide online education that is one of the most flexible and convenient forms of learning.

A computer literate has tremendous advantage above those who are not. This is why most high schools and even degree colleges insist today on their students to complete the computer courses offered whether they feel they need it or not. You cannot really survive in today's technological jungle without knowing how to handle a computer.

For all these reasons our centre aims at teaching adults how to use computers with the help of the "Computer Literacy " program. We believe that this Project has improved the adults' skills for getting into contact with the youth and thus provided to overlap the generation gap. Moreover it prevents adults from the feeling of alienation by giving an opportunity for them to share their experiences with the younger ones. We believe that after the modules of this programme our trainees can take the below advantages of being able to use computers:

1. Paying their bills, managing their home budgets or simply having some break and watching a movie, listening to songs or playing computer games.
2. Using online services like Skype or social media websites and sharing knowledge, ideas, and experiences in any field.
3. Communicating between friends, colleagues, business partners, and so on.



4. Accomplishing any task right from banking to investment by sitting within the comfort zone of his/her home. With this, he/she will no longer need to stand in the line for money withdrawing, depositing, or conducting other transactions.
5. Reading current news, checking weather conditions, planning vacations, making hotel and travel reservations or finding some recipes.
6. Investigating about diseases and treatment methods, learning about specific countries and their cultures,
7. Seeking jobs or being able to work at home.

## 2. The Organizer: Bolu Belediyesi Kültür ve Sosyal İşler Müdürlüğü

*[inenglish - Bolu Municipality Directorate of Cultural and Social Affairs]*

The Name of Project: Computer Literacy For Old and Disabled People

Old people and people with disabilities meet barriers of all types in daily life. However, technology is helping to lower many of these barriers. By using computing technology for tasks such as reading and writing documents, communicating with others, and searching for information on the Internet, students and employees with disabilities or old people are capable of handling a wider range of activities independently.



For all these reasons, Bolu Municipality opened a course on computer literacy with the aim of teaching the old and disabled people how to use computer.

The "Computer Literacy" course was given a start in September 2013. There were 13 people applying for the course and they all completed the modules with success.

Their objectives were:

- Encouraging the old and disabled people to participate actively in their communities;
- Providing them to overcome the feelings of alienation and loneliness;
- Engaging them in active citizenship by giving back their sapience potential;
- Creating full opportunities for them to transmit the identity values and human sapience to new generations.



As a result of this course they achieved the self-confidence and courage to catch up with the times. It was a considerable attempt in terms of putting up with the problems of isolation and cultural gap between the old, young and disabled people.



This publication is the final outcome of

*HEARTS (Heritage Empowering Affectivity and Revaluing Traditions and Solidarity)* a project by LLP Grundtvig Partnership.

The project has been funded with support from the  
European Commission, through Grundtvig Programme

This publication reflects the views only of the author, and the Commission cannot be  
held responsible for any use which may be made of the  
information contained there in.

This publication has been supported by the  
European Commission, LLP Grundtvig Partnership.

The Council of Europe is not responsible for the contents of  
this publication.