iCONNECT

Skills for Working with Internet Beginners

From Workplace to Worldspace -
Sharing Basic Internet Knowledge and Skills
to Connect People, Places, Programs, and Possibilities

Basic computer skills have become an assumed part of daily life. More and more vital services, information, and communications are moving online - and while this transition has many benefits for people who are comfortable navigating the Internet, it can simply widen the digital divide for those who are not.

As businesses and organizations expand their use of online tools, an ability to help beginners through tasks like filling out a form or navigating a website becomes an essential part of customer service. This ability is also part of how we all can help family members, friends and neighbors acquire the fundamental skills they need to cross the digital divide.

The Community College of Vermont (CCV) has developed a short training course in skills for working with Internet beginners. The content of this training can help anyone improve their ability to both answer particular computer questions and provide basic concepts for starting to learn more about the Internet.

iConnect helps participants:
- Understand basic digital literacy
- Walk beginners through specific online tasks
- Highlight core Internet skills
- Give beginners the resources they need for further learning

Whether it's in the workplace, home, or community, this training will help you communicate effectively and efficiently, and connect individuals with the knowledge they need to become digitally independent.

e-Vermont
Community Broadband Project

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