

Instructor Guide: Internet Basics

Instructor Outline: Internet Basics

This document is designed to be used by the instructor alongside the PowerPoint presentation and/or projected live demonstration. It includes a course overview, talking points, and instructions for the activities. Please note the slide number notations to help keep you on track.

Workshop Description

This in-person or virtual workshop is for those who are new to the internet or want to build more confidence finding information online and navigating websites. Attendees will learn about web browsers and search engines, build skills to navigate the internet, and discover tips and tricks for basic and advanced searching online.

Curriculum Track

Basics

Audience

Adults from newly connected households and/or who are looking to build basic skills and confidence using technology

Workshop Length

60-90 minutes

Training Method

Volunteer, instructor-led, hands-on

Purpose

In this workshop you will introduce newly connected users to basic terminology, functionality, and navigation of internet browsers, search engines, and websites.

Equipment Requirements

In person: Projector and projection screen; internet-connected computers for instructor and participants; laser pointer (recommended)

Classroom-only settings (with no participant computers): Instructor will project a live demonstration and engage participants by talking through the activities and performing interactive tasks in a group discussion format.

Virtual: A web conferencing platform; computers for instructor and participants with internet connections

Software Requirements

Computer capable of running a PowerPoint presentation with a web browser, preferably Google Chrome

Material Requirements

- Notepaper, pens, or pencils
- Instructor PowerPoint—before the workshop, review the slides and update the following information:
 - Verify which web browser you will be using during the workshop and how to launch the browser from desktop.
 - Slide 1: Update instructor name, instructor affiliation (for example, library staff member, community volunteer, etc.), and location name. Be prepared to give a brief introduction about yourself.
 - Slide 4: Update the web browser name that you will be using in the course.
 - Slide 46: Insert the name and date of the next workshop if one is being offered.
- Instructor Guide (this document): Review the Instructor Guide and familiarize yourself with the workshop materials.
- Learner Handout
 - For in-person workshop: Print handouts for each attendee and provide them before the workshop begins.
 - For virtual workshop: Provide link to the Learner Handout, either before the workshop as part of their registration confirmation or include in the online platform's chat feature.
- Learner Activity Worksheet
 - For in-person workshop: Print handouts for each attendee and provide to the attendee before the workshop begins.
 - For virtual workshop: Ask the questions listed in the Activity Sheet during the workshop. You can ask attendees to share their answer via chat or use the internal polling tool if available within the web conferencing tool.
- Certificate of Completion: For the in-person workshop, print a certificate to hand out to each attendee once the workshop is completed. For virtual attendees, send them an electronic copy by email.
- Attendee Name Tags: If you want to easily identify attendees, make sure to bring name tag stickers or table tents.

Learning Objectives

At the end of the session, learners will be able to:

- Understand the basics of web browsers and search engines
- Build skills to navigate the internet, including:

- Using a web browser
- Using a search engine
- Navigating a website
- Learn tips and tricks for basic and advanced search

Before the Workshop Begins

- In person:
 - Make sure all computers are turned on and ready for attendees to use. (See the previous note about classroom settings, in the “Equipment Requirements” section.)
 - Place attendee materials at each computer. Attendee materials include the Learner Activity Sheet and Learner Handout. They may also include paper (for attendees to take notes) and pens or pencils.
 - If using name tags, make sure they are easily accessible to attendees and that you provide a marker or pen for attendees to write their name.
 - Keep a registration list so you can identify who attended.
 - Review the computer before the course and see which web browser is installed and how to launch it from the computer.
 - Identify a “parking lot,” which is a place to track questions to be answered later in the workshop. Some suggested places for a parking lot are a whiteboard, flip chart, or notepad. Encourage learners to note the slide number and section as they “park” questions.
- Virtual:
 - Send instructions to participants about how to connect to the workshop. If possible, you may want to create a short video or document with step-by-step instructions (with images) to provide a basic overview of how to use the web conferencing tool to share with your participants.
 - Send a link before the workshop to the learner materials. These include the Learner Activity Sheet and Learner Handout. During the workshop, resend the link through the web conferencing chat tool.
 - Keep a registration list so you can identify who attended.
 - Identify a virtual “parking lot,” which is a place for participants to ask questions and a way for you to easily track the questions to be answered later in the workshop. For your virtual parking lot, you may want to use the chat feature or the question feature of the web conferencing tool. Encourage learners to note the slide number and section as they “park” questions.

Assessment Technique(s)

Successful completion of activities

Instructor Presentation

Slide 1: Internet Basics Workshop.

Please update this slide with the appropriate information:

- *Instructor name*
- *Instructor affiliation (for example, library staff, community volunteer, and so on)*
- *Location name*

Before the workshop, please review the Instructor Outline. It provides guidance on what to do to prepare for the workshop, how to conduct the workshop, and what you should do once the workshop ends.

Today's workshop is provided by AT&T and the Public Library Association.

INSTRUCTOR NOTE: Include a thank-you to the community collaborator if applicable.

My name is **<your name here>** and I am **<brief description of yourself>**. Before we get started, here are a few housekeeping items: *[Mention the items that are relevant to your workshop.]*

- Where are the restrooms?
- Where are the emergency exits?
- When/how to ask questions. Point to the page number located on each slide for participants to write down along with the question.
- If you have a cell phone with you, please make sure to either turn it off or set to silent.
- Will there be a break?

Introduction

Slide 2: Workshop Content Outline—Agenda (3 mins.)

In this workshop you will:

- Learn about web browsers and search engines
- Build skills to navigate the internet, including:
 - Using a web browser
 - Using a search engine
 - Navigating a website
- Learn tips and tricks for basic and advanced search
- Practice your new skills

Let's get started!

Talking Points, Topics, and Activities (85 mins.)

Slide 3: There is a lot of information on the Internet. And today we are going to learn internet basics, so that you can search and find information and resources.

What kind of information do you want to find on the internet? (Directions, maps, news, etc.)

The internet is a global network that allows people to share digital information with one another. There are two main tools you will need to navigate the internet so you can find the information you're looking for.

- First, you'll need a web browser.
 - A web browser is a program that allows you to view websites and navigate between them using hyperlinks.
It is used to access web-based applications (like email) and to store and access documents (like photos, forms, and music).
 - Some commonly used web browsers are:
 - Microsoft Edge
 - Mozilla Firefox
 - Google Chrome
 - Apple Safari
- Second, you'll need a search engine.
 - A search engine is a website that allows you to look up information and view content on the Internet.
 - In today's workshop we are going to use the Google search engine. Some examples of other commonly used search engines are:
 - Bing
 - Duck Duck Go
 - Yahoo!
 - Let's talk about how to use a search engine to find information on the internet.

Slide 4: *INSTRUCTOR NOTE: Demonstrate steps to open a web browser. If possible, use the icon on the desktop menu. Point out that the location of the icon may be in a different location on another computer, but it's still possible to access a browser from somewhere on the desktop.*

Today we are going to use **<insert web browser name here>**. You can access this through your menu bar or desktop. Let me demonstrate.

Slide 5: *INSTRUCTOR NOTE: Demonstrate the main features of a web browser.*

The **Address Bar:** Use this to type in the address of a website or web page.

Slide 6: The **Search Box:** Used to enter keywords when the exact address is unknown. Note: Some browsers only have a single "omnibox" that is used to enter both web addresses and keywords (like Google).

Slide 7: The Browser Window: This is how you view and navigate web pages. Within a browser window, you can have multiple tabs. You can also have multiple browser windows open at the same time.

Slide 8: The Tabs: Use these to open a web page without closing the current one so you can navigate back and forth between them. To open a new tab, click the plus sign.

Slide 9: The Back and Forward commands:

- **Back:** Use this to return to the previous screen in the web browser.
- **Forward:** Use this to return to the screen that appeared before you hit the back button in the web browser.

Slide 10: The Stop command: Use this to stop a web page from loading when it's taking too long or you realize you selected the wrong web page.

Slide 11: The Reload or Refresh command: Use this to reload the web page to ensure the page content is up to date.

Slide 12: The Home command: Use this to return to the homepage of the web browser. You can select which web page you want to set as your homepage in the web browser's settings.

Slide 13: The Bookmarks or Favorites command: Use this to save favorite or frequently visited web pages so they are easier to find later.

INSTRUCTOR NOTE: Before moving to Activity 1, review "parking lot" questions on the Using a Web Browser section. If there are no questions in the parking lot, ask the attendees if they have any questions before you move to Activity 1.

Slide 14: Activity 1:

INSTRUCTOR NOTE: Have participants complete Activity #1 on the Activity Sheet.

1. Invite learners to practice what they've learned.
2. **If learner has access to a workshop computer:** "Please complete Activity 1 on the Activity Sheet. Please let me know if you have any questions."

INSTRUCTOR NOTE: Once attendees are done, review the exercise and answers. To review the exercise, complete the activity in a web browser. Ask attendees to guide you through the process.

3. **If learner does not have access to a workshop computer:** "Let's complete Activity 1 together. Feel free to write the answers on the Activity Guide as we complete the tasks together."

INSTRUCTOR NOTE (if there are no participant computers): Participants can follow along as you go through each question. Encourage them to call out answers, and then confirm the correct answer to have them update their Activity Sheet.

4. **After Activity 1 is completed:** "Great job, everyone! In the next section, you'll learn how to use a search engine."

Slide 15: Activity 1: Using a Web Browser

INSTRUCTOR NOTE: For Activity 1, use PowerPoint or a live demonstration.

"Let's practice what you've learned. Feel free to write the answers on the Activity Guide as we complete the tasks together."

1. Use the address bar to go to www.google.com and search for *puppies*.
2. Click the back button. What web page displays?
3. Click the forward button. What web page displays?
4. Click on the homepage. What web page displays?
5. What icon on the browser would you click to bookmark this page?

After learners complete Activity #1: "Great job, everyone! In the next section you'll learn how to use a search engine."

Slide 16: *INSTRUCTOR NOTE: Demonstrate steps to launch a search engine (for example, use your web browser to type in an address or URL).*

"Today we are going to use Google."

REMINDER: A **search engine** is a website that allows you to look up information and view content on the internet.

Let's explore how learners can use a search engine to find information on the internet.

Slide 17: *INSTRUCTOR NOTE: Demonstrate the main features of a search engine.*

Searching the web: "You can use a search engine to find information like a recipe or the address and menu of a restaurant. You can use the internet to plan a trip or learn something new. Let's try a search."

INSTRUCTOR NOTE: If you feel comfortable and devices are available, ask attendees for topics they would like to search on the web. Or you can use the example in this presentation, which is planning a trip to the city of Chicago. Based on the size of the workshop, you may want to encourage attendees to open a browser and follow along.

Slide 18: Search Recommendations: In today's example let's plan a trip to Chicago. Type your search "Chicago landmarks" into the search box. By default, Google will search for things that include both of those words. Let's look for landmarks you might want to see when you visit Chicago.

When you begin to type your search, the search engine will display some suggestions of keywords or phrases that are related to your search. You can select one of the recommended searches by clicking on it, or you can complete your own search by typing your term and clicking the Enter or Return key on your computer.

Slide 19: Search Term: The search term you entered will display at the top of the page. You can enter new search terms in this search box if you want to revise your search or search for something else.

Slide 20: Search Results: The Search Results page will include a list of web pages that are relevant to your search. As you see, there are links to famous landmarks in Chicago, including the Art Institute of Chicago, Field Museum, and Navy Pier.

INSTRUCTOR NOTE: Please point out the locations on the screen as you mention them. If learners are following along on their devices, ask if their search displayed different locations.

Slide 21: Hyperlinks: The search results page includes a list of hyperlinks. A **hyperlink** (also known as a **link**) is an element on the web page that when clicked takes you to another document on the internet. In the example you see here, items highlighted in an orange box are examples of hyperlinks. When you click each link it will bring you to a different page.

Slide 22: As you scroll down the page, you will see more links.

INSTRUCTOR NOTE: Ask the learners to point out a few hyperlinks before you move on.

Slide 23: Related Searches or Also Try: Near the bottom of the search results page, you will see Related Searches or Also Try. The search engine recommends similar searches you may want to try. To execute the search, just click on the search term.

Slide 24: Additional Results: To see Additional Results, use these links to see other web pages that are relevant to your search. Clicking Next or the right arrow takes you to the next page. You can also go to a specific page of results by clicking on the page number.

Slide 25: Ads in Search: In today's lesson, we are using Google as a search engine to show how ads display in search results. They often appear at the top of the search results.

There is nothing wrong with using the links from the ads, but it is good to be aware of the difference between the links on the page that are part of your search results and those that pay to be on the page.

Slide 26: Search by Format Type: Many search engines allow you to search by format. Examples include images, videos, shopping opportunities, and news articles.

This is how you limit your search results to specific formats using the Google search engine.

Slide 27: Search by Format Type Example: When you click on one of the format types, it will display items related to your search. In this example, when you click on the word Images, images of Chicago landmarks display.

Slide 28: Search by Format Type, continued: To get back to the full list of search results, click on All.

INSTRUCTOR NOTE: Before moving to Activity 2, review “parking lot” questions on the Using a Search Engine section. If there are no questions in the parking lot, ask the attendees if they have any questions before you move to Activity 2.

Slide 29: Activity 2: Let’s practice what you’ve learned.

INSTRUCTOR NOTE: Review concepts from Using a Search Engine. You can either:

- *Launch the Practice section online by clicking on the link that says “Open Internet Basics Practice Module” on the slide.
OR Ask learners if they would prefer a demo to walk through the directions below, which are also listed on the Activity Sheet:*
- *In the address bar of the web browser, enter <https://www.digitallearn.org> > Click on “Basic Search” > Click on “Practice lesson”*
OR
- *Use the next four slides to review what students have learned in the Using a Search Engine section*

Participants should follow along as you go through each question. Encourage them to call out answers, and then confirm the correct answer.

Slide 30: Can you identify where you enter your search terms when searching Google?

INSTRUCTOR NOTE: Solicit answers from the learners.

Answer: It is the search box.

INSTRUCTOR NOTE: Point out the search box.

Slide 31: Can you identify where the ad appears?

INSTRUCTOR NOTE: Solicit answers from the learners.

Answer: It is the first link in the search results. It has the word “Ad” in boldface type at the beginning.

INSTRUCTOR NOTE: Point out the link with the Ad marker next to it.

Slide 32: In this example, there are two ways to get to a map. What are they?

INSTRUCTOR NOTE: Solicit answers from the learners.

Answer: The first is the Maps link under the search box. The second location is the map on the right-hand side of the screen.

INSTRUCTOR NOTE: Point out the two areas.

Slide 33: Which link will take you to the image results?

INSTRUCTOR NOTE: Solicit answers from the learners.

Answer: The Images link is right below the search box.

INSTRUCTOR NOTE: Point out the Images link.

After Activity 2 is completed: Great job everyone! In the next section, you'll learn some search tips and tricks.

Slide 34: *INSTRUCTOR NOTE: Demonstrate Search Tips & Tricks.*

Search tips: Use these tricks to search like a pro.

- Use **quotation marks** to search for an exact phrase. Example: "Illinois State Fair"
- **AND** narrows your search results. It finds web pages that contain all the search terms.
Example: Chicago AND events
- **OR** expands your search. It finds web pages that contain either word.
Example: college OR university
- Exclude terms from the search results by using the (-) minus symbol. Example: cardinal – baseball (otherwise results will include sports teams with that name instead of birds)

INSTRUCTOR NOTE: If time permits, open a browser window and conduct a search in a search engine. Use the different search types (quotation marks, the word OR, the word AND, and the minus symbol). Highlight how the search result number changes based on the search conducted.

Slide 35: Continue to demonstrate Search Tips & Tricks.

INSTRUCTOR NOTE for live demo: It may be useful to use the two Search Tips & Tricks slides with this information first or print a Learner Handout to help learners follow along. Then follow up with a quick live demo by asking for search suggestions and demonstrating a few of these tips.

When reviewing your search results:

- Review the search results list before clicking on a link.
- Check multiple pages before using a new keyword search.
- Use "Also try" or "Searches related to." If you can't find a web page, try using the recommended searches feature, which is available on most search result pages.

INSTRUCTOR NOTE: Before moving to Activity 3, review "parking lot" questions on the Search Tips and Tricks section. If there are no questions in the parking lot, ask the attendees if they have any questions before you move to Activity 3.

Slide 36: Activity 3: Let's practice what you've learned.

INSTRUCTOR NOTE: Remember this will be a group activity and not include on the Learner Activity Sheet.

1. Let's practice what you have learned.
2. If you want to search for "brave new world" as a phrase, what should you do?
INSTRUCTOR NOTE: Enter "brave new world" into the search box.
3. Let's say you want to search for "brave new world" and you do not want the book to show up in the search results. What should you enter in the search box?
INSTRUCTOR NOTE: Enter "brave new world" –book into the Search Box.
4. If you want to search for a recipe that includes chicken, what should you enter in the search box?
INSTRUCTOR NOTE: Enter chicken AND recipe into the search box.
5. If you want to search for a recipe that includes chicken or fish, what should you enter in the search box?
INSTRUCTOR NOTE: Enter chicken OR fish AND recipe into the search box.
6. If you want recommendations on other searches you can try, what should you click?
INSTRUCTOR NOTE: Scroll to the bottom of the results page and click Related Searches.

INSTRUCTOR NOTE: Participants can follow along as you go through each question. Encourage them to call out answers, and then confirm the correct answer before moving to the next question.

Slide 37: *INSTRUCTOR NOTE: Demonstrate the main features of a website, following the Instructor Guide for definition of terms.*

INSTRUCTOR NOTE for live demo: Feel free to use this suggested site or a different one, like your library website. Make sure to verify before the class begins that the website you select includes each of the features highlighted in this section. Areas to highlight:

- *Navigational menu*
- *Search box*
- *Main content*
- *Footer*
- *Side navigation—you will most likely need to click on a content link to see this menu*

If you do click a link, demonstrate how to get back to the previous page.

When you search for information using a search engine, the search results will return web pages that match your search. Let's learn how to navigate different parts of a website to find the information you are looking for.

REMINDER: A **website** is a collection of web pages that provide information about a particular business, group, organization, or person (such as the Salt Lake City Public Library). Let's look at the most common sections of a website.

Most websites have a menu of navigation choices at the top of the page. Many menu choices outline the main sections of the website. You can click on these sections to browse around the

site. You can often find your way around on a website using the navigation menu, since the sections serve as directions to where you're going.

Slide 38: Most websites include a **navigation menu**. This menu is a collection of links or hyperlinks to the main sections of the website. Navigation menus usually appear near the top of the page.

INSTRUCTOR NOTE: Click on these links to demonstrate other sections of the website, or refer to the previous slide as an example. If devices are available, have learners take a moment to explore.

Slide 39: A **main section link** or **hyperlink** will send you to a new page of the website. The link will either take you directly to the page or produce a drop-down menu to choose a section.

INSTRUCTOR NOTE: The slide example is the Explore section of the website. Choosing Virtual Events results in this new page of the website.

Slide 40: Search Box: Just like you can use a search engine to search the internet, most websites include a search box that allows you to search for specific information on the website you are visiting.

INSTRUCTOR NOTE: Ask learners for something to search and demonstrate. If devices are available, ask learners to search to follow along.

Slide 41: Main Content: This is the big area in the middle of the web page that contains most of the information. Examples: a story you want to read, a video you want to watch, a recipe you want to bake, etc.

Slide 42: Footer: If you scroll all the way to the bottom of the page, you will see the footer. This is a collection of links that appears on the bottom of each page. It often includes basic information about the website or the company or other organization that produced it. This can include contact information, terms of use, social media links, and more. In today's example, we are showing links to the site's FAQ (frequently asked questions section) as well as icons that link to the social websites Facebook, Twitter, and YouTube. There is also a link to contact information for the site.

INSTRUCTORS NOTE: Please point to the links on the slide or in the live demo: In today's example, we are showing links to FAQ (Frequently Answered Questions), quick links to social websites as illustrated for Facebook, Twitter, YouTube, etc. and Contact information for the site.

Slide 43: Sidebar Navigation: In addition to the main navigation, some sites also include sidebar navigation. The sidebar navigation is a collection of links that allows you to navigate to information in a particular section of the website. The sidebar is a little bit like the table of contents in a book.

Slide 44: Safety Tips: Here are some tips to ensure that you use the internet safely.

- **Secure websites:** These usually begin with *https://* or show a lock icon or message to alert you that the website owner employs their own security team to ensure encryption of your information.
INSTRUCTOR NOTE: Point out the lock icon in the graphic on the slide.
- **Fake URLs:** Sometimes fraudsters create a fake URL as part of an online scam. Check the website address or URL to make sure you are on the website you intended to visit. A missing letter, a typo, or grammatical errors can be signs that the website may be part of a scam.
- **Security settings:** Check the security settings in your web browser to view and set your security preferences.

INSTRUCTOR NOTE: Before moving to Activity 4, review “parking lot” questions on the Navigating a Website section. If there are no questions in the parking lot, ask the attendees if they have any questions before you move to Activity 4.

Slide 45: Activity 4: *INSTRUCTOR NOTE: Let’s practice what you’ve learned.*

*INSTRUCTOR NOTE: Have participants complete **Activity #4** on the Activity Sheet. You may need to help the attendees find and open a web browser, which is needed to answer the questions.*

INSTRUCTOR NOTE: (No participant computers): Participants can follow along as you go through each question, engage them to call out answers, and then confirm the correct answer to have them update their Activity Sheet.

Slide 46: Activity 4: Practice

INSTRUCTOR NOTE: For Activity 4, use PowerPoint or a live demonstration.

Practice what you’ve learned. Use a web browser to visit <https://www.digitallearn.org> and answer the following questions or follow along with the instructor to complete the following tasks.

1. How many courses are available?
2. How many activities are in the *Navigating a Website* course?
3. What information is available in the footer?
4. What links are in the navigation menu?
5. List one resource that is hyperlinked on the web page
6. Are there ads on the website? If yes, how many?
7. Does the website have a search function?

After learners complete Activity #4: “Great job, everyone!”

Slide 47: Wrap-Up (3 mins.): Congratulations! Today you have learned:

- What web browsers and search engines do
- Which skills you need to navigate the internet, including:
 - Using a web browser
 - Using a search engine
 - Navigating a website
- Tips & Tricks for basic and advanced search

INSTRUCTOR NOTE: Provide each learner with a Certificate of Completion.

Slide 48: Additional Training Online.

INSTRUCTOR NOTE: Point the learners to additional courses that are available. Draw learners' attention to the website address in the slide.

Slide 49: Thank You!

INSTRUCTOR NOTE: Close out the session by following these steps:

- *(If applicable): Mention future AT&T and PLA digital learning workshops planned for the location and/or community.*
- *Ask if there are any other final questions and answer any outstanding ones that may have been missed in the parking lot sections.*
- *"Thanks again to AT&T and the PLA for this workshop. We appreciate all our participants for coming and we encourage you to keep learning!"*