



Example Internet and Email Training Needs Analysis

Name	
Using your Web browser (e.g. Internet Explorer) and the Internet Please rate your level of competence from 0 to 3 (0= No competence at all, 3= Very competent.)	
I can connect to the internet	
I can open my web browser software	
I see the internet as integral to my work	
I can use the browser to find the information that I require	
I know where to put a url - e.g. www.rightsnet.org.uk in the browser to find the page I'm looking for	
I can add pages to my favourites or bookmarks	
I know how download a document and where to save it	
I know how to view & download Adobe Acrobat (pdf) documents	
I know how to download software	
I can unzip programmes that I download	
I know how to use 'save as' to save pictures and pages to my hard-drive	
I know how to open the history view in the browser window	
I know how to set my default Home page	
I can send the page I am viewing to another person by email	
I know how to navigate a website i.e. Backwards and forwards	
I can change the security settings of my browser	
I know how to use a search engine	
I can use an online discussion forum	

I can subscribe and unsubscribe to an email mailing lists	
Using your Email client (e.g. Outlook Express) Please rate your level of competence from 0 to 3 (0= No competence at all, 3= Very competent.)	
I can create and send an email to other staff in my agency	
I can create and send an email to colleagues outside of the organisation	
I can reply to, delete or forward an email	
I can add a contact to my Contacts list / Address Book	
I can attach a file or document to an email	
I know how to sort my emails in alternative folders	
I can create a new folder in my Inbox	
I can direct mail into my new folder	
I can manage my mail when it arrives in my Inbox	
I know how to clear my 'deleted mail' box	
I know how to save my mail in My Documents	
I know how to find specific items in my email folders	