Staff Skill Self-Assessment

This tool will help identify current skills and training needs. It will also help map out a plan for one-on-one staff-to-staff training that you can engage in prior to obtaining outside help. This assessment tool is a general survey. It covers technology learning styles, basic computer skills, Internet skills, and Office Productivity skills. If you want more specific software skills tests, Technology Profiles offers detailed testing for specific software packages. (http://www.techprofiles.com/test_list.asp)

Please judge your level of achievement for each of the following skill areas. This tool is to help you do a self-analysis, determining what areas you need to additional training and practice -- and which areas you could serve as a resource to other staff members.

Technology Learning Styles

Which of the following **three** methods best match your technology learning style?

( ) I use the tutorials that accompany the software program, help functions, and manuals. I take notes that I can reference later.

( ) I like to have a simple project or task to complete that doesn't have deadline pressure and I can "play" with the software to discover how to use it.

( ) I like to be able to ask other users questions or call a help line

( ) I like to have another user show me how it works

( ) I like to take a formal hands-on training workshop with an outside trainer

( ) I like to take a hands-on workshop lead by someone on staff

( ) I like use an exercise book in a computer lab with someone there I can ask questions when I need it.

( ) I like to watch a video

( ) I like web-based classes that happen over the internet

( ) Other: (describe)

REFLECTIONS: TECHNOLOGY LEARNING STYLE

Based on your responses to the questions in this section, how would you learn technology best? What would be the ideal professional development format to meet your needs?

Basic Computer Operations

Circle those skills that you feel you have mastered

Mouse Skills

- I know that the mouse is used for interacting with objects on the screen.
- I can point, click, drag, and double-click with the mouse.
- I know the different functions of a single- and double-click and when to use each.
- I know keyboard shortcuts to several mouse actions and I regularly use them.
- I can adjust mouse settings in the control panel.
- I know the functions of the right mouse button and when I can use it (PC users only).

Graphical User Interface Skills

- I know how to pull down a menu and how to click a radio button or check box.
- I can resize windows or drag them from one screen location to another.
- I can open or close a window or folder.
- I can minimize/maximize windows and launch programs using the desktop shortcuts
- I can launch programs using the Start button (Windows) or Apple drop-down (Mac).
- I can scroll both horizontally and vertically, and I can use different scrolling methods.
- I can arrange and re-name icons and identify different types of icons.
- I know how to use keyboard shortcuts to accomplish tasks.
- I can adjust the appearance of the desktop and create shortcuts.
- I can change the views in the windows.
- I can customize palettes such as the Launcher.

File Management/Operating System

- I know how to insert/eject a floppy disk or CD.
- I can format a floppy or zip disk and I know how to write protect a disk.
- I can save a file to a new location from inside the application.

- I can copy a file to a new place using the file manager.
- I can copy a file to a new place from almost anywhere using a shortcut & dragging.
- I know the best place to save a file (i. e. floppy, hard drive, network drive).
- I know the difference between closing/minimizing/hiding a window and quitting a program. I know how to go back to open files when I can't see them on the desktop.
- I know how to quickly 'find' a file.
- I can copy and paste between documents from different applications.
- I can work comfortably in at least one operating system: I can locate and use control panels. I understand the directory tree of multiple disks. I know how to organize the directory tree for efficiency. I know how to monitor the space remaining on a drive.
- I can work comfortably in more than one operating system (List: _____)
- I delete unnecessary files from the computer when appropriate.
- I know how to backup data and have a systematic plan in place to backup files regularly. I also know how to restore files from a backup.
- I understand file extensions and differences between file types.

Setup and Basic Troubleshooting

- I can power-up and shutdown a computer appropriately.
- I know how to check computer, monitor, and wall outlet for power connections.
- I can set up a stand-alone computer such as a Windows or Macintosh computer.
- I can install stand-alone application software.
- I can perform a soft reboot of the operating system with keystrokes.
- I regularly use utilities such as defragmenter, scan disk, or rebuilding the desktop.
- I recognize typical symptoms of software problems and I can often diagnose.
- I know how to tell if the network is available to a computer. I know to check the cable.

- I know how to find out how much RAM and hard drive storage space a computer has.
- I can troubleshoot basic things before contacting the technology specialist.
- I can configure and troubleshoot the network software.
- I regularly update and use a virus checker.
- I know when it is time to call a technology specialist.
- I can connect a projection device such as a TV or LCD projector to a computer.
- I can install new hardware such as modem, network card, or speakers.

Printing Skills

- I can determine if a machine has a printer and cable attached.
- I can load paper.
- I can use software to select a printer.
- I can change toner/ribbon, and can clear paper jams.
- I understand how to change the default printer.
- I can change print parameters (i.e. paper orientation, margins, proportions, etc).
- I can troubleshoot local printer problems.
- I can troubleshoot a network printer job. I understand what a print spool does and how to manage it. I can install a print driver. I can add a new printer to a local computer.
- I can set up and manage a network print queue.

Ethical Use Understanding

- I know that some copyright restrictions apply to some software and web documents.
- I clearly understand the difference between freeware, shareware, and commercial software and the fees involved in the use of each. I know the programs for which my organization holds a site license. I understand how I can use information gathered from the Internet without violating copyright laws.
- I am aware of other ethical issues involving technology use such as privacy and can explain the issues to colleagues.

REFLECTIONS: BASIC COMPUTER OPERATIONS

Based on your responses to the questions in this section, what are your technology professional development goals? How would improving your skills and knowledge in this area help you do your job

more efficiently? Do you feel that you could serve as a mentor or coach to other staff members in this area?

Internet Use

Browser Operation

- I can start up the browser, but because I don't regularly use it, I'm not sure where to click or how to get different Web sites.
- I can start up my browser and use the basic commands to surf the Web, but I'm not very efficient.
- I am able to bookmark Web sites that I have visited and would like to revisit.
- I can organize by bookmark into folders and make educated guesses at many URLs.
- I can over-ride default page colors to facilitate printing.
- Can navigate web site quickly without getting lost or accidentally leaving the site. I can use the web browser's 'Find' tool to search contents of a given page.
- I know the name and version of the browser software.
- I can save local copies of Web pages and graphics on my hard drive. I know how to collect portions of text or images from Web pages for inclusion in presentations or other documents.
- I know how to clear my browser cache and customize the settings.
- I know how to use keyboard shortcuts to make navigating more efficient.
- I know when I have to download a plug-in application.
- I understand almost all the error messages from the browser and can continue browsing without problem.

Internet Research

- I know how to do a basic search on at least one search engine, but I don't know how to narrow and refine my search. I often get lost, distracted, or overwhelmed.
- I know how to do Boolean searches and use more than one search engine. I can find almost anything I need that is available on the Internet quickly and efficiently and I can evaluate the quality of the information.
- I have read the help files and knows the entire command set of several different search engines. I can use meta-search engines. I can teach others how to conduct power searches. I know the strengths and weaknesses of various search engines.
- I regularly scan the Internet for new resources related to my job and let others on staff know about them.

Email Use

- I sometimes feel intimidated by using email to communicate.
- I know the basic mechanics of using my email program to send and receive messages from colleagues, constituents, or friends.
- I know how to send documents as attachments.
- I know how to use the address book and send entries as email attachments
- I know how to use folders to organize my email.
- I know how to sort email messages by sender, date, or subject.
- I know how to filter or use rules to direct messages to specific folders
- I feel confident using text to communicate with many different people on a variety of topics. I know how to write for the medium.
- I know how integrate email with other technologies such as voice mail, phone, and fax. I feel lost when I can't check my email at least once or twice a day.

Discussion-Style Listservs

- I am not aware of any good work-related resources.
- I have subscribed to a couple of lists or participated in a couple of conferences, but I don't know how to make using them efficient. I often get overwhelmed with too many messages and end up deleting them.
- I know how to use filters to put listserv messages in sub-folders before they hit my inbox.
- I know how customize my settings to get digest versions of list messages.
- I have found that lists can be an efficient and economical way to collaborate with colleagues.
- I have seen listservs that work and listservs that don't, and I feel that I have some understanding of what distinguishes a list that efficiently fulfills its goal from one that doesn't.

Web Publishing Skills

- I can create documents using a word processor and use the word processor's save as command to create HTML documents.
- I know basic HTML codes and how to use them in a simple HTML editor or textpad program.
- I can view source code from others' pages and modify codes for my use.
- I can convert graphic formats and do some basic graphic editing.
- I know how to optimize graphics for web display.
- I know how to create standard navigation features for a web site. I can design the flowchart of how the information will be linked for the end user.
- I can write HTML from scratch.
- I can create a form to put on a website and set up an action for the submit button.
- I know how to use an FTP program to move files from my desktop to the Web.
- I am proficient with using at least one web design program (such as GoLive, Dreamweaver, or Frontpage)
- I am fluent in HTML code and I have some understanding of other web-programming methods such as Javascript, Perl, CGI, or Java.

REFLECTIONS: INTERNET USE

Based on your responses to the questions in this section, what are your technology professional development goals? How would improving your skills and knowledge in this area help you do your job more efficiently? Do you feel that you could serve as a mentor or coach to other staff members in this area?

Office Productivity Software

Word Processing

- I can apply fonts, change font sizes, use features like bold or underline, and use the spell checker.
- I can customize the indentation of paragraphs, set margins and page properties, and use the formatting ruler.
- I can set and customize tabs and adjust the viewing percentage on the screen.
- I can insert page breaks and create columns.
- I can create headers and footers, and add automatic page numbers.
- I can create text boxes and insert files, objects and tables.
- I can customize how tables and columns appear, including text wrapping, background colors, etc.
- I can export to different file formats and I understand how to save a file so that I can email it to somebody who doesn't have the same program I have.
- I can do a mail merge to create customized letters that include information from a spreadsheet or database
- I can create templates
- I can create and print an envelope
- I can use a word processor to format a flier or eye-catching document in complex ways and make it look really great.
- I know when it's okay to format a document in Word and when I should consider using a page layout program instead.

Presentation Software

- I know how to storyboard a multimedia presentation.
- I know how to create a simple presentation using my own text and images.
- I can format the slides to look the way I want and I can import slides from other presentations
- I know how to add multimedia effects such as animations, videos, and sounds.
- I know how to apply good design using restraint with movement and amount of text, choosing light text on dark backgrounds, etc.
- I can produce speaker's notes, print outs, and screen versions of a presentation.

- I know how to create and use a presentation effectively without relying on each slide to provide all the information I'm talking about.

Spreadsheets

- I understand the use of a spreadsheet and can navigate within one.
- I can create a simple spreadsheet which adds a column of numbers.
- I can use a spreadsheet to make a simple graph or chart.
- I use a spreadsheet and I know how to add labels, formulas and cell references.
- I can change the format of the spreadsheets to anything I need or want.
- I know how to export spreadsheet data into other file formats or insert or insert into word processing documents.
- I know how to program multiple spreadsheets with macros to do advanced financial analysis.

Database Use

- I can locate information in a database that somebody else made.
- I can add or delete data in a database.
- I use databases to collect and analyze data.
- I can create a simple database from scratch defining fields and creating layouts to support queries.
- I can sort and print the information in layouts, which are useful to me.
- I use databases to track information about my program or area.
- I can automatically generate appropriate letters or forms.
- I understand how to use and structure a relational database.
- I know how to import/export data into other file formats.

Graphics Use

- I can open, create and place simple pictures into documents using painting, drawing or image editing programs.
- I can open, create, modify and place graphics into documents.
- I can manipulate and interpret graphics using professional design software (such as Photoshop).

- I can create and draw graphics using software such as Photoshop or Illustrator and I know when to use which type of program.
- I understand when to save a file in a particular format (e.g. tif, jpg, gif, bmp)
- I understand the difference between vector and rastor images.

REFLECTIONS: OFFICE PRODUCTIVITY TOOLS

Based on your responses to the questions in this section, what are your technology professional development goals? How would improving your skills and knowledge in this area help you do your job more efficiently? Do you feel that you could serve as a mentor or coach to other staff members in this area?

This tool is adapted from the following Technology Skills Self-Assessment Tools:

* Mankato (MN) Schools Scale for staff technology skills assessment and technology competencies identified by the National Council for Accreditation of Teacher Education and the Association for Educational Communications and Technology.

* Utah Technology Awareness Project: Technology Skills Rubrics

*This tool is based on Mankato (MN) Schools Scale for staff technology skills assessment and technology competencies identified by the National Council for Accreditation of Teacher Education and the Association for Educational Communications and Technology.