Computer (PC/Laptop/Tablet/Mobile Phone) Support [Print Form]

# Questionnaire to work out what your needs are

As part of the Whitehill & Bordon Healthy New Towns programme, Whitehill Village Hall is looking at how we can support local people to use their digital technology such as PCs, tablets, laptops and mobile phones. East Hampshire District Council (EHDC), Citizens Online, Woolmer Forest Timebank and other local organisations are working with us on this project.

We would like to support anyone who needs help with their computer equipment (PC, Tablets, Smart Phones, etc) to get online and to benefit from the opportunities that this offers. We could also support people with word processing, spreadsheets and presentations.

Support will be offered by approved volunteers who can work with you at your own pace to gain the skills you need.

Support could be offered at Drop-in Surgeries in local venues where 1-2-1 support can be provided or through class room sessions which are already available in town. In the long run we hope to be able to offer 1-2-1 assistance which could be provided at home. Support will be tailored to your needs.

In order to formulate how support can be provided locally in the Whitehill & Bordon area, please can you complete this short questionnaire. This information will be collated and then used to help construct a useful plan to provide the support you need.

Thank you for your help.

**Phil Atkinson, Digital Champion**

**Please complete this form (on reverse) and return it to Collection Box at the Whitehill Village Hall (or local rep) by Saturday, 28th March 2020.**

Choose the type of training or assistance you would find useful and for consistency, please use the following entries in the table overleaf:

* + **Level:** Choose **Basic, Intermediate, Advanced**
  + **Type:** **Classroom** (2-8 people), **Drop-In Surgery** 1-2-1, **Personal** 1-2-1
  + **Where:** e.g. Whitehill Village Hall, Library, Forest Community Centre, Phoenix Theatre

\* See choices at bottom of first sheet.

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| --- | --- | --- | --- | --- | --- |
| **Type of Training/Assistance** | **Of Interest to you**  Low 1 – 5 High | **Level\*** | **Type\*** | **Where\*** | **Comment** |
| **Understanding Information Technology (IT):  What does it mean, and what are its benefits to you**  Provide some background and insight into what the technology has to offer and how it can help with our day-to-day activities  (hobbies, shopping, applications, email, social media, etc) |  |  |  |  |  |
| **Basic Skills for using your devices**  Using a keyboard and mouse and/or touch-screen computer  (e.g. iPad/tablet). |  |  |  |  |  |
| **Computer Management (PC/Laptops/Tablets/Mobile Phones)**  Good practice for setting up your computer: software installation and updates, printers, scanners, File Management, email & Applications. Computer security: virus scanners and password control, etc. |  |  |  |  |  |
| **Choice and Management of Computer Equipment**  Choice of computer/tablet/smartphone/printer/scanner/internet etc. Performing hardware upgrades, configuration, faults (simple fix or not) |  |  |  |  |  |
| **Access and use of the Internet**  Overview of Internet content and its use for Shopping, Banking, email, Social Media, Messaging, Video Calls, Hobby Research, News, YouTube |  |  |  |  |  |
| **Word Processing - Documents**  Typing letters, creating posters & flyers. Instruction on word processing tools with formatting for a professional look. |  |  |  |  |  |
| **Microsoft Office – Productivity Tools**  Overview of Word, Excel, PowerPoint, Publisher, OneNote |  |  |  |  |  |
| **General 1-2-1 Assistance -** Please feel free to add any other type of training or specific assistance that you think you would like. |  |  |  |  |  |