ACME
Digital Literacy
Assessments

CONTENTS

1. Executive Summary

With the transition from AX2009 to Dynamics 365 (D365) ACME want to support their people with the digital skills needed to get the most out of D365 as well as improving how their people currently use computer software in their day to day work.

ACME engaged with Kambium (via Kinetics) to conduct Digital Literacy Assessments using the Northstar online tool.

The results of the assessments show the current skill level of ACME's people, enabling us to assess where the gaps are and then target specific training required to ensure everyone has the skills they need to succeed.

All ACME and Floorspace employees who use a computer were required to complete the assessments, which covered these topics:

- Internet Basics
- Windows 10
- Using Email
- Word
- Excel

The assessments were proctored by Leonie Williams in Auckland and Wellington with 15 minutes allowed for each assessment. Total assessment time was 1 hour 20 mins which allowed 5 minutes to watch the Northstar instructional video.

2. Assessment Results

Below is a table summarising the results, we have determined the skill level as per the key below. Levels 1 and 2 are the ones we are the most concerned with.

Note: Only Auckland and Wellington branches were assessed as this leveraged off existing travel arrangements. The decision was made by ACME not to make additional travel arrangements for Christchurch as their results are likely to reflect similar skill levels to Auckland and Wellington.

Level	% Groups	Internet Basics	Email	Windows 10	Word	Excel
0	0-20%	0	0	0	0	0
1	21-59%	0	1	4	6	5
2	60-79%	17	9	17	7	11
3	80-84%	3	8	6	17	0
4	85-100%	33	35	25	19	32
	Total:	53	53	52	49	48

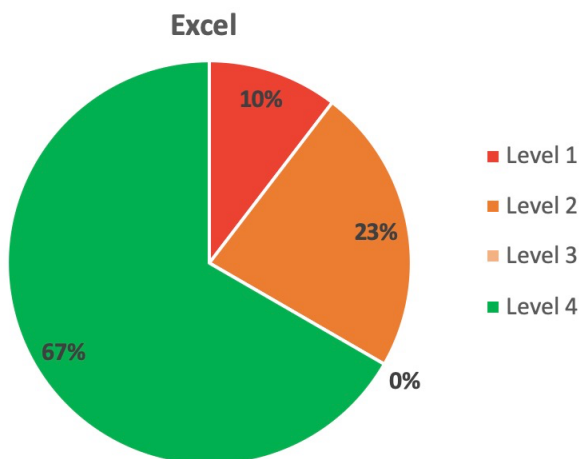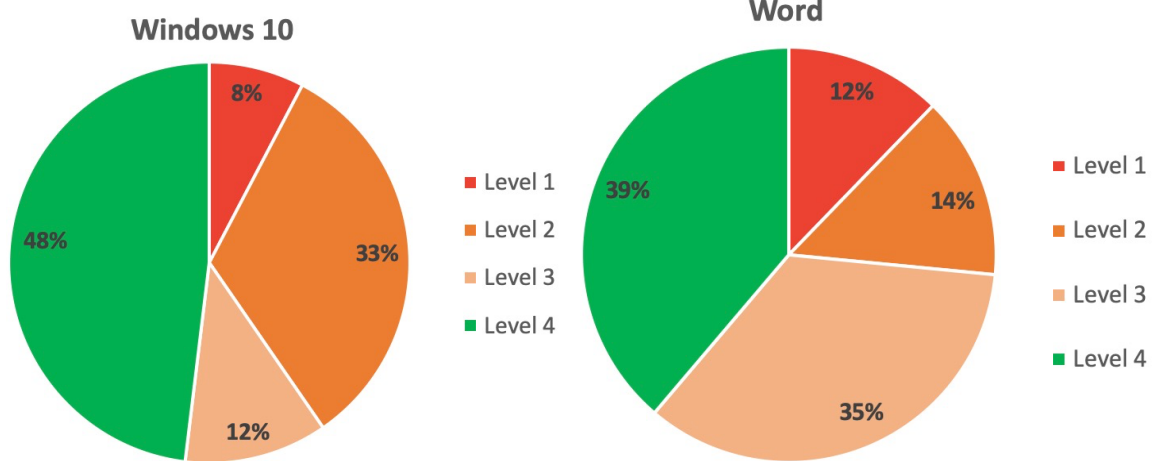| Key	
Level 0	0% - 20%
Level 1	21% - 59%
Level 2	60% - 79%
Level 3	80% - 84%
Level 4	85% - 100%

A total of 53 staff participated with the following unable to complete all assessments, these being:

John Smith	Windows 10
Bette Davis	Word, Excel
Richard Green	Word, Excel
Nicholas Williams	Word, Excel
Robin Gray	Excel

As most people were able to complete the assessments in the time allowed, it would be a reasonable assumption that the skill level for these people would be low and training would be required.

3. Overview of Assessments

Internet Basics

32%	■ Level 2
6%	■ Level 3
62%	■ Level 4

Email

2%	■ Level 1
17%	■ Level 2
15%	■ Level 3
66%	■ Level 4

Windows 10

8%	■ Level 1
33%	■ Level 2
12%	■ Level 3
48%	■ Level 4

Word

12%	■ Level 1
14%	■ Level 2
35%	■ Level 3
39%	■ Level 4

Excel

10%	■ Level 1
23%	■ Level 2
0%	■ Level 3
67%	■ Level 4
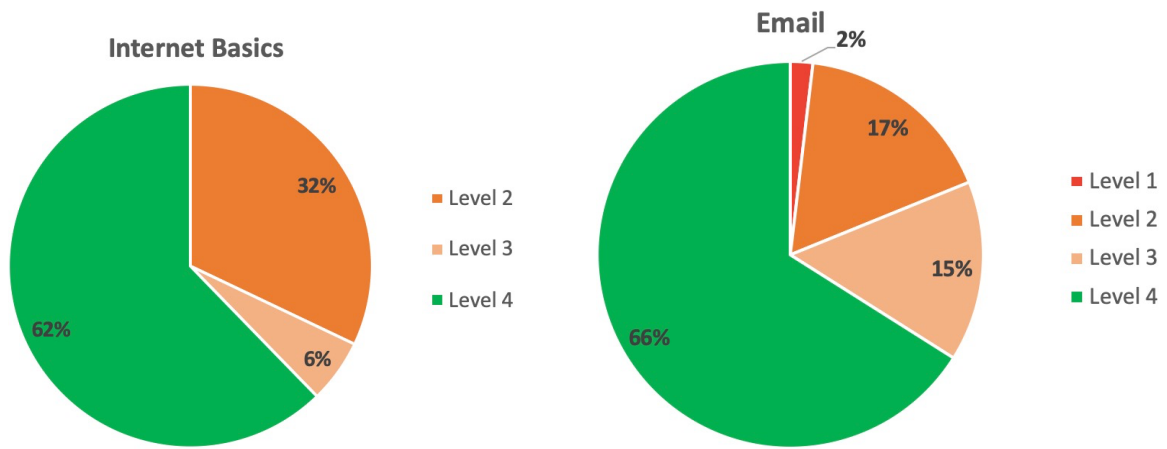
4. Assessment Results by Business Area – Level 1 and 2

This table shows the total number of people at Levels 1 and 2 by Business Area for each topic.

Business Area	Business Group	Location	Internet Basics	Email	Windows 10	Word	Excel
Admin	ACH	Auckland	1	1	2	2	2
Ops	ACH	Auckland	2	0	2	1	3
Sales	ACH	Auckland	10	8	11	7	6
Sales	ACH	Wellington	1	0	2	1	2
Sales	WTH	Christchurch	1	0	1	1	1
Sales	WTH	Auckland	2	1	3	1	2
		TOTAL	**17**	**10**	**21**	**13**	**16**

5. Training Themes Identified

Themes identified based on commonly failed questions for all assessments.

Internet Basics

Themes	Examples
Internet Browser Icons	Not recognising common browser icons on a mobile phone
Where to type search terms	Can use the address bar of the search field on www.google.com, or click "Google Search"
Go to homepage	Clicking on the logo at the top of the page
Make text bigger	Shortcut of "CTRL" and "+"
Open link in a new tab	Right click or hold CTRL key when clicking on a link

Email

Themes	Examples
Strong password	Identifying what could make a password stronger: Add Numbers Add Symbols Add Capital Letters
Phone number for account security	Not recognising that entering your phone number will help you log in if you forget your password
Flag spam	
Identify bad etiquette	Poor greeting Subject line is not complete Poor closing Forwards suspicious information to too many people

Windows 10

Themes	Examples
Open "Get Help"	Go to Start menu
Use Cortana	Open Cortana
Click on taskbar	At bottom of screen
Use setting to uninstall programme	Use Start menu and type in "Uninstall"
Sign Out of Windows	Go to Start menu

Word

Themes	Examples
Ribbon	Knowing what the ribbon is and where to find it
Quick Access Toolbar	Knowing what the Quick Access Toolbar is and where to find it
Single spacing	Know how to change paragraph settings or use "CTRL" and "1"
Insert link	"CTRL" and "K" or go to Insert menu and insert a hyperlink
Set margins	Know how to change page layout

Excel

Themes	Examples
Click Ribbon	Knowing what the ribbon is and where to find it
Click Formula Bar	Knowing what the formula bar is and where to find it
Merge and centre	Use "Merge" command on Home group in the Ribbon to combine 2 or more cells together
Freeze row	Go to View group
Copy formula	Know how to use Autofill or "CTRL" and "D"

6. Training Plan

Based on the skill gaps identified by the training themes, we recommend the following training for those at Levels 1 and 2.

Digital Skills – Foundation Level

- 3 hour workshop
- Up to 10 people per workshop

This workshop covers internet basics, Outlook and Windows 10.

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

- Navigate a web browser, optimise web searches and customise browser settings
- Use Outlook effectively
- Navigate Windows 10

Word – Foundation level

- 3 hour workshop
- Up to 10 people per workshop

This workshop will familiarise you with the Word interface and teach the key tools that will help you create, manage and process documents.

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

- Navigate Word documents, create your own and edit others'
- Apply formats to text
- Enhance documents with pictures and diagrams, and organise information in tables
- Set up documents to print, and distribute them via email.

Excel – Foundation Level

- 3 hour workshop
- Up to 10 people per workshop

This workshop will familiarise you with the Excel interface and teach all the key tools to help you record and manage data. You'll learn how to navigate easily around the program, create workbooks, work with formulas, output charts and more.

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

- Navigate Excel workbooks, create your own and edit others'
- Apply formats to key data and enter formulas
- Set up Excel to print, distribute workbooks by email and add charts

6.1   Proposed Training Schedule

Based on those identified at Level 1 and 2, the following workshops are recommended.

Location	Digital Skills	Word	Excel
Auckland	2	2	2
Wellington	1	1	1
Christchurch	1	1	1

Summary

Auckland: 6 x ½ day workshops = 3 days

Wellington: 3 x ½ day workshops = 1 ½ days

Christchurch: 3 x ½ day workshops = 1 ½ days

Total: 6 days