

## Digital Literacy Training program

*Offered at Cherry Street Mission*

The Call Center/Customer Service Training program is designed to provide students foundational computer skills. The program will help students develop a fundamental understanding of computers, learn essential skills, consider careers where they can put their skills to work, and prepare for certification trainings. Students successfully completing the program will receive a certificate of completion from Northwest State Community College. Learning outcomes include:

- Computer Basics
- Windows Basics
- Keyboarding
- Internet Basics
- Internet Explorer
- Google Chrome
- Microsoft Outlook
- Web-based Email
- Social Media
- Microsoft Word
- Microsoft PowerPoint
- Microsoft Excel



Knowledge will be tested after each module. There is also a course pre and post assessment. This six-week program meets 5 days per week. A portion of the class is online so students may continue practicing outside the classroom.

Call 419-214-6776 to enroll