



Information Technology is an integral part of most organisations today. The questionnaire is designed to assess the need for training in IT and organisational policies about the use of IT.

Information Technology Training Needs Analysis

Q1. Please answer the following questions about basic computer skills. Do you understand how to:

	Not at all	Somewhat	Completely
Switch on/off your computer	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Start a program	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Empty the Recycle Bin	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Manipulate a window	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Find help on your computer	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Contact the help desk	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Use the Intranet	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Use your email	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Report a problem with your computer hardware or software	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Search for information on the internet or your intranet	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Check your computer for viruses	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Create shortcuts to data and programs	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Access computers and/or servers on your network	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>

Q2. The next questions focus on your knowledge of computer software. Do you understand how to:

	Not at all	Somewhat	Completely
Use Microsoft Word	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Use the advanced facilities in Microsoft Word	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Use Microsoft Excel	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Use the advanced facilities in Microsoft Excel	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Use Microsoft PowerPoint	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Use advanced facilities in Microsoft PowerPoint	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Use Adobe Acrobat	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Use advanced facilities in Adobe Acrobat	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>

Additional skills

Q3. Questions about basic computing skills continued. Do you understand how to:

	Not at all	Somewhat	Completely
Save files and backup data	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Copy files	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Delete files	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Move files	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Drag and drop	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Hyperlink documents	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Use keyboard shortcuts	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Use the function of the right-hand mouse button	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>

Policies

Q4. To what extent are you aware of your organisation's policies on:

	Not at all	Somewhat	Completely
Internet usage	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Email usage	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Screensavers	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Computer games	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Unlicensed software	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Customising the settings on your computer	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Data protection	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Privacy	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Passwords	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Copying software	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>

IT Jargon

Q5. To what extent do you understand the following IT jargon?

	Not at all	Somewhat	Completely
Client/server	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Internet	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Email	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Applications e.g. database, spreadsheet, word processor	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Files, folders and directories	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Zip file	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Hard drive	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Floppy disk	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
World Wide Web	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Network	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>