

Digital Coaches Huddle

April 18, 2023

COAT Digital Coaches

Cortland County

Mark Allan Holley

Gina Millis

Amanda Wilson-Yates

Chuck Uttech

Michael Wells

Nick Tucker

Lewis County

Amy Wolfe

Carrie Widrick

Chris Mooney

David Schulz

Doug Carlson

Jennifer Wood

Joe Hall

Paul Platz

Thomas Kalamas



G-mail

If you haven't already, please create an email to use for the program.

COATcoach(yourname)@google.com

Today's Huddle

- Breakout Groups – Check in as a small group / Report back to large group
- Lesson Review
- Feedback / Discussion

Check in / Report back

What do you like best about the lessons so far?

What challenges are you having or perceive you may have?

Do you have any resources that you plan to use (like website, video, etc)

https://docs.google.com/document/d/1cr50nXlt9Vxh_JV7YFeNwpt-a6xtcehpS59zKneyM1g/edit?usp=sharing



COAT Digital Coaches -- April 18

Each Lesson we will cover together:

- Objectives
- Topics
- Vocabulary
- Activities
- Challenges
- Key Take Aways
- Resources



QUICKSUPPORT

We are not using QuickSupport with this group of learners. That was for the last program who did the complete program over the internet.



Lesson 2 Objectives

Learn to use Google to search for information

Add shortcut to favorite website on home screen

Watch YouTube to find & watch videos



Lesson 1 Review

ASK the following to check understanding:

- From the Home Screen, how can you see all apps?
(Swipe up)
- What are the three buttons on the bottom of the screen?
- How do you close all open apps?

CHECK IN

- Did the learner do the homework?
- Did they try anything else with the tablet?
- Any questions/problems?
- Any specific goals for the day?



Vocabulary Words / Terms

- Cursor
- Link
- Search Engine
- Web Browser
- Websites vs Webpages
- Widget





Beginner Priorities

Practice Google searching. Ask questions; they should use keywords to search:


- What's the capital of Italy?
- Do an image search of your favorite animal.
- Find a video showing how to make a food you like.
- What hours is (store) open?

Practice searching YouTube for:

- A song by your favorite musician
- A trailer for a movie
- An interview with a celebrity
- A how-to video

Advanced Options



- Advanced Google search
 - Bookmark
 - Check or Clear browsing history
 - Searching on Google Maps
 - YouTube: Explain YouTube channels, how to subscribe and where to find subscriptions, liking and disliking videos, saving videos, playlists, "autoplay" button, etc.
- 

Medlineplus.gov

<https://medlineplus.gov/olderadults.html>

<https://www.nia.nih.gov/>

Other sites

(may use for advanced users or later on)

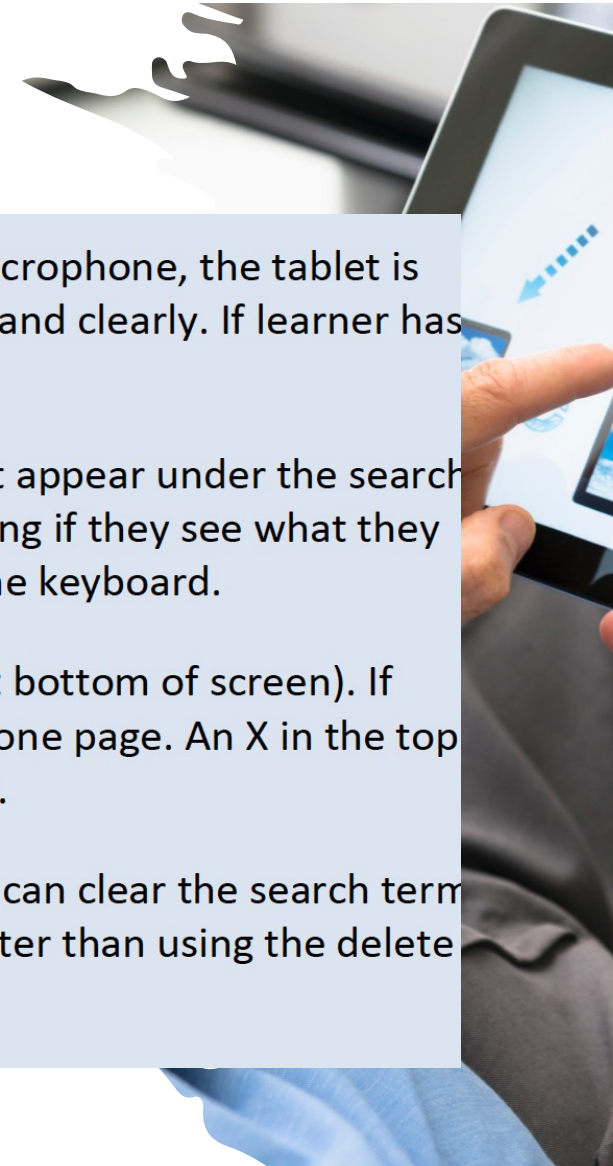
<https://www.getsetup.io/partner/NYSTATE>

<https://seniorplanet.org/>



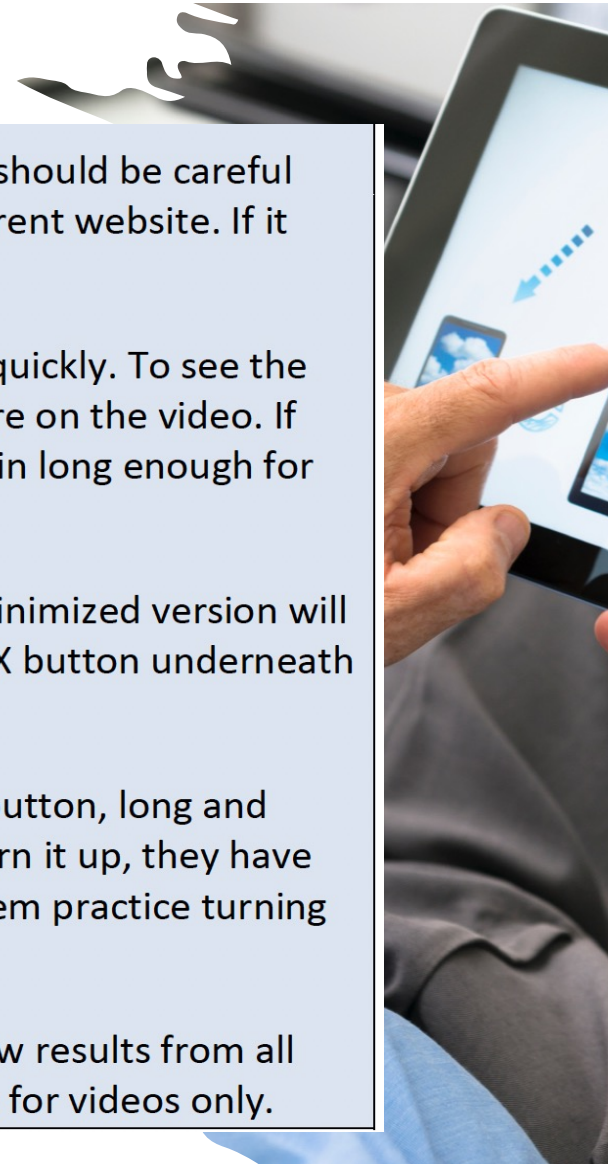
Lesson 2 -Challenges

- **Voice search on Google:** Tell learner that as soon as they tap the microphone, the tablet is listening and they should say just the search term and speak slowly and clearly. If learner has an accent, the microphone may not understand correctly.
- **Difficulty typing:** Remind the learner of the suggested searches that appear under the search bar. They can save time by keeping an eye on suggestions and tapping if they see what they want. They can also look at the suggested words at the top bar of the keyboard.
- **Navigating websites:** Remind learner of the back button (triangle at bottom of screen). If there's a left arrow in the top left, they can also use this to go back one page. An X in the top left will close a webpage and take learner back to the search results.
- **Deleting/Clearing search:** If learner wants to do a new search, they can clear the search term by tapping the X on the right side of the search bar. This is much faster than using the delete button.



Lesson 2 –Challenges Continued

- **Accidentally clicking on ads:** When learner is on a website with ads, they should be careful when scrolling not to accidentally tap an ad - this will take them to a different website. If it happens, they can simple go back.
- **YouTube buttons disappear:** When a video is playing, buttons disappear quickly. To see the available buttons (full screen, play/pause, skip), learner must tap anywhere on the video. If they're struggling, click on the video via TeamViewer so the buttons remain long enough for learner to see everything.
- **Minimized YouTube window:** If learner navigates away from a video, a minimized version will show up in the lower right of the screen. To get rid of it, they can tap the X button underneath (or tap the video to see the X if it's not there).
- **Can't find volume button:** Make sure learner understands it's a physical button, long and thin, above the power button (depending on how they're holding it. To turn it up, they have to press the side furthest from the power button, and vice versa. Have them practice turning volume up and down.
- **Confusing Google/ YouTube search:** Explain that a Google search will show results from all over the web, while a YouTube search will just search that platform and is for videos only.



Lesson 2 -Key Take Aways

Show me how you would:

- Do a Google to search for information from the home screen
- Add shortcut to favorite website on home screen
- What kinds of things you can find on the internet

Ask:

How is the location we selected working for you?

- Hearing
- Lighting
- Surroundings (distractions)

Review Homework with them



Lesson 3 Objectives

To help students learn how to use email:

- Send/receive emails
 - Reply to/forward an email
 - Delete and manage emails using folders
-
- **To help students learn how to identify spam and phishing emails**
-
- **ZOOM**





Beginner Priorities

Make sure learner can:

- Open emails
- Delete emails
- Compose emails
- Reply to emails
- Join a Zoom meeting and join audio

Easy phishing quiz in the booklet

Advanced Options

- Online phishing quiz
- Google Calendar
- Contacts
- Personalize account (add photo)
- CC/BCC
- Add another email address and show how to switch between them
- Zoom chat and advanced features



Vocabulary Words / Terms

- Archive
- Email
 - Address
 - Domain
 - Thread
- Inbox
- Gmail
- Phishing
- Snooze
- Spam

**Primary, Promotional and Social



Suggested Approach

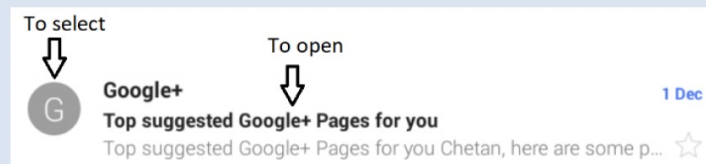
- DEFINE email
- EXPLAIN how email works
- COMPARE email to regular mail
- INTRODUCE the format of an email address
- IDENTIFY similarities and differences between an email address and a web address.
- INTRODUCE Zoom: what is it and how do you join a meeting?



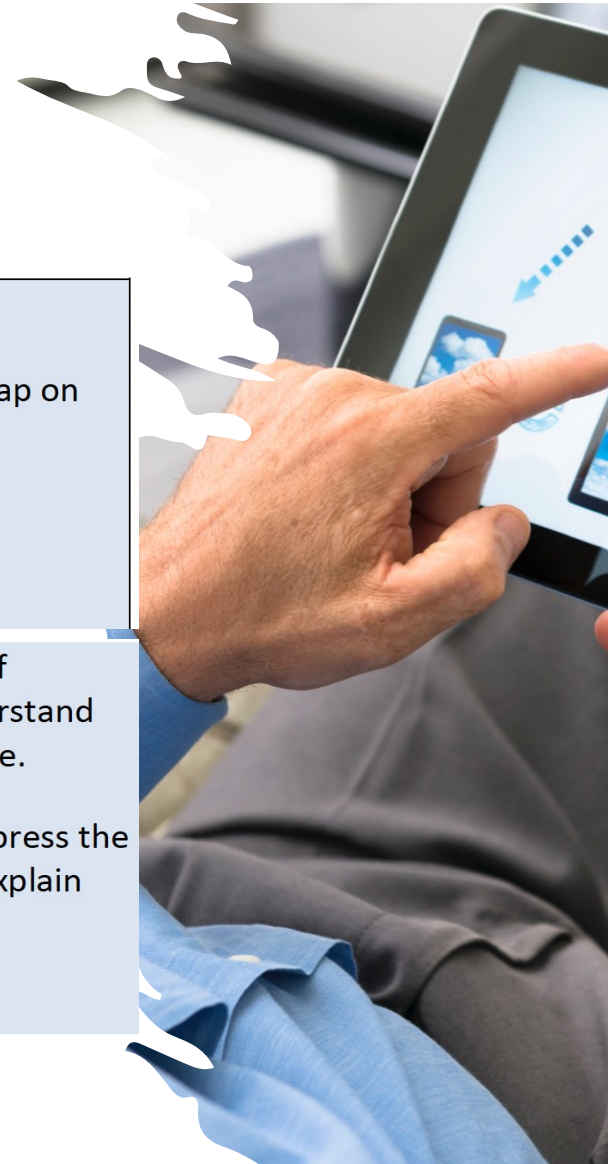
Lesson 3 -Challenges

Common Difficulties


- **Opening vs. selecting emails:** To open an email, tap on the words. To select an email, tap on the circle.



- **Typing email addresses:** Watch carefully to make sure they type the correct address. If necessary, review the delete button, punctuation, numbers, etc. Make sure they understand that email addresses are written all together without spaces, and are not case-sensitive.
- **From, To, Subject, Compose fields:** They can either tap the spot they want to type or press the enter button in the keyboard (generally a blue arrow). If the learner is new to email, explain the subject/compose fields
- **Layout:** Gmail is best to use the tablet in horizontal orientation



Lesson 3 -Challenges

- **Menu in the way:** push menu button  (left side of search bar) to expand/minimize the menu
- **Accidental gestures:** If they swipe left or right on an email in the inbox, they may accidentally archive or delete it. If you notice this, click Undo and point out what happened.
- **Zoom:** buttons “disappear”. Remind them that the buttons (mute, video, leave meeting, etc.) disappear during the meeting, and they can tap anywhere on the screen to bring them up.

Lesson 3 -Key Take Aways

Share with me

What you thought was the most important things that you learned

Show me

how do you get to your email?

- How do you compose a new email?
- What are some risks associated with email?
- How can you join a Zoom meeting?

Point out

Homework assignment

ENCOURAGE the learner to practice sending an email before your next lesson. (They can use your Coat Coach Gmail to practice with – suggest getting family or friend email address)



DISCUSS

Follow-up

- Email resources to kbrown19@lthaca.edu
- Email suggestions to kbrown19@lthaca.edu

Karen will forward to the group

RESOURCES

- www.ithaca.edu/gerontology-institute/programs-events/coat-program/coat-materials
- <https://edu.gcfglobal.org/en/email101/introduction-to-email/1/>
- <https://edu.gcfglobal.org/en/email101/>
- <https://www.youtube.com/watch?v=2eH0JbEE-6k>
- <https://www.timedoctor.com/blog/how-to-use-zoom/>

Review Lesson 2 & 3 for April 18

- To help students learn to use Google to search for information effectively
- To show students how to add a shortcut to a favorite website on the Home Screen
- To help students learn to use YouTube to find and watch videos
- To help students learn how to email
 - Send / receive email
 - Reply / Forward
 - Delete and manage email
- To identify spam and phishing emails