

Employability Skills Inventory

INFORMATION AND TECHNOLOGY LITERACY

- Ability to effectively use technology to access, evaluate, create, and communicate information.
- Ability to locate and incorporate relevant media sources.
- Knowledge of specific tech skills like Microsoft Office, Google Suite, Dropbox, and Zoom, and project management tools like Slack.

Potential Performance Tasks

The following is a list of potential performance tasks that demonstrate how *Information and Technology Literacy* pertains to a service year experience. These are just examples and do not necessarily reflect a comprehensive list of tasks every service year corps member will do during their service year – there may be other tasks that demonstrate proficiency in *Information and Technology Literacy*.

- Basic computer literacy including ability to troubleshoot basic issues.
- Locating and using appropriate research sources.
- Ability to distill information from multiple sources to use in a report or presentation.
- Completing tutorials for common tech tools like Microsoft Office, Excel, or PowerPoint.
- Being able to mute appropriately on Zoom and other types of calls.
- Using proper Zoom, Webex, or other webinar platform software etiquette including letting meeting participants know when you need to keep your camera off or being work/service ready when on camera.

Detailed Rubric

The following rubric is meant to provide service year program staff and service year corps members a guide to assess *Information and Technology Literacy* as a skill. This rubric should be utilized as a tool during check-in meetings to determine coaching and professional development discussions and recommendations.

SKILL	Emerging	Developing	Proficient	Advanced
Ability to effectively use technology to access, evaluate, create, and communicate information.	<ul style="list-style-type: none"> Has difficulty knowing which technology program or tool to use to present and communicate relevant information. Cannot navigate the internet to successfully locate quality information relevant to a specific task. Has trouble evaluating what online sources are valid, so cannot find relevant information. 	<ul style="list-style-type: none"> Can sometimes choose the right technology tool to present and communicate relevant information, but often asks for assistance. Demonstrates a basic ability to navigate the internet to successfully locate quality information relevant to a specific task. Can often evaluate what online sources are valid, but has trouble finding relevant information. 	<ul style="list-style-type: none"> Effectively and consistently chooses the right technology tool to present and communicate relevant information. Demonstrates a consistent ability to navigate the internet to successfully locate quality information relevant to a specific task. Effectively and consistently evaluates valid online sources, and can navigate them successfully to find relevant information. 	<ul style="list-style-type: none"> Meets proficiency benchmark and helps peers by modeling effective technology use to access, evaluate, create, and communicate information. Coaches and trains others in effective technology usage.
Ability to locate and incorporate relevant media sources.	<ul style="list-style-type: none"> Completes simple online research, but is often not retrieving accurate or complete information needed for the task. Sometimes finds relevant information but is unable to integrate it into the task at hand. Does not cite their sources appropriately. 	<ul style="list-style-type: none"> Completes online research, but sometimes struggles to retrieve accurate or complete information needed for the task. Finds relevant information but is sometimes unable to integrate it into the task at hand. Often cites their sources appropriately, but still needs help. 	<ul style="list-style-type: none"> Effectively completes online research and consistently retrieves accurate, relevant, and complete information needed for the task. Finds relevant information and seamlessly integrates research into the task at hand. Consistently cites their sources appropriately 	<ul style="list-style-type: none"> Meets proficiency benchmark and helps peers by modeling effective incorporation of media sources. Coaches and trains others in effective incorporation of media sources.

SKILL	Emerging	Developing	Proficient	Advanced
Knowledge of specific tech skills like Microsoft Office, Google Suite, Dropbox, and Zoom, and project management tools like Slack.	<ul style="list-style-type: none"> Has no experience with tech tools like MS Office or Google Suite. Struggles to organize and save files using applications like Dropbox. Struggles with correct Zoom etiquette like staying on mute or turning the camera off or on depending on the situation. Has no experience with basic project management tools. Is unable to troubleshoot even the most basic of issues. 	<ul style="list-style-type: none"> Has some experience with tech tools like MS Office or Google Suite. Uses applications like Dropbox effectively and productively some of the time. Often uses correct Zoom etiquette, and sometimes takes cues from others in the meeting. Has some experience with basic project management tools, but needs practice. Sometimes needs help to troubleshoot basic issues. 	<ul style="list-style-type: none"> Has ample experience with MS Office or Google Suite, and is able to independently figure out how to do what is needed during their service. Uses applications like Dropbox effectively and productively. Always uses correct Zoom etiquette, and takes cues from others in the meeting. Has experience with basic project management tools, and is able to independently figure out how to do what is needed during their service. Can troubleshoot basic technical issues with ease. 	<ul style="list-style-type: none"> Meets proficiency benchmark and is seen as proficient in technology tools across the board. Coaches and trains others in how to effectively use technology tools needed for service.