



Connected Society

Mobile Internet Skills Training Toolkit

A guide for training people in basic mobile internet skills



Module 4 - Google



Bitesize Training

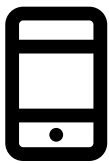
What is it?



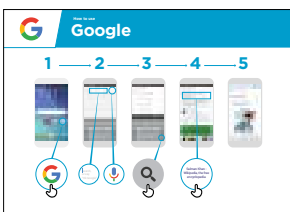
Show Google Search on the phone

“Google Search helps you to find information that you want. You tell Google what information you want to find e.g. ‘what is the population of the world’ and it will search through all the information that people have put on the internet, to find what you want”

Materials you will need



Smartphone Handsets



Google Poster

What can you use it for?

“You can get information on jobs, cooking recipes, movies, songs, news or information for school and college, exams.”

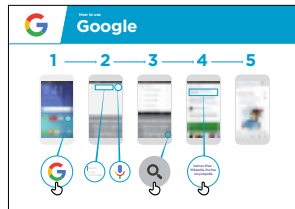
“You don’t have to go anywhere to find the information, it is all available on the internet on your phone”

Trainer to include their own personal examples of the benefits of Google and what they use it for

Make it relevant to the trainee: discuss how Google Search can be beneficial in the trainee’s own life

How does it work?

Put the phone in the trainee's hands and help them follow the steps



Show the poster and go through the steps for a simple search e.g. search for a famous local landmark or a celebrity

Explain: “The microphone can be used to do voice searches. You do not have to type in any text”

Demonstrate the microphone: where it is and how to use it

Practice!

“Now that you know about Google, what are you interested in using it for?”

Give the trainee keywords to search for, according to their interest (Try to keep the search simple, use only 1-2 words)

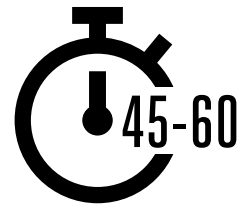
Tip: “There is a lot of great information on the internet, but also some that is not so great, and some that is not truthful. It is always best to look at a minimum of 2-3 results to get the best answer to what you are looking for.”

Explain: that there are other similar services to Google, which allow people to search. Some examples of this are Yahoo and Bing

In Depth Training

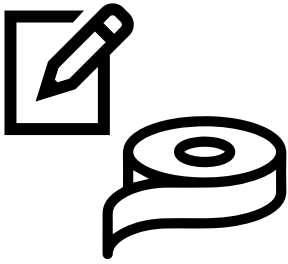
Learning Objectives

- The trainees know how to use Google to access content on the internet
- The trainees understand the range of content available and feel excited and motivated about accessing relevant content on the internet

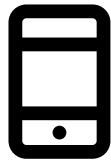


Time Duration:
45-60mins

Materials you will need:



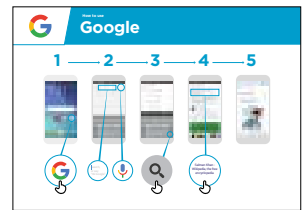
Pens, Paper and Masking Tape



Smartphone Handsets



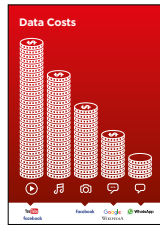
Small Rewards



Google Poster x 1



Glossary Handouts



Cost Poster



Safety Tips



Icon Cutouts

Introduce Google



Show the trainees the Google icon and ask them to find this on the phone

Ask: “Does anyone know what this is?” “What is it for?”

Give a short explanation of Google Search

- “Google Search helps you to find information that you want. You tell Google what information you want to find e.g. ‘what is the population of the world?’ and it will search through all the information that people have put on the internet, to find what you want”
- “You can get information on places, jobs, cooking recipes, movies, songs, news, information for school, college, exams etc”

Remember: Link discussions and activities in the training back to how the internet can be helpful in your trainees lives. This will help to keep the training relevant and interesting for them.

Bring the benefits to life!

- **Tell your own story** of how Google Search is beneficial to you (the trainer), your friends and family. Some examples could include:
 - Finding information on places, jobs, people, celebrities, cooking recipes, movies, songs, news, information for school, college or exams”
- Give specific examples or stories of how Google Search can be used

Make YouTube relevant for your trainees

- Discuss with your trainees how Google Search can help them in their lives
- **Ask:** “What could you learn to use Search for in your own life?” Give them some suggestions based on their interests
- **Ask:** “What are you most interested in and excited to learn about?”

MODULE 4 - GOOGLE

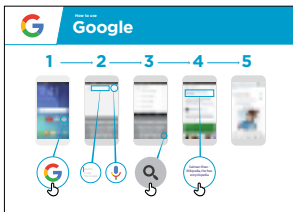
INTRO / BASIC USE / MULTIPLE WORD SEARCH / PERSONAL SEARCHES / SAFETY / COST / RECAP

Activity: Basic use of Google



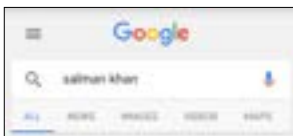
Get practical!

Explain: “You are now going to try using Google Search on the phone!”



Show the ‘How to use Google’ poster

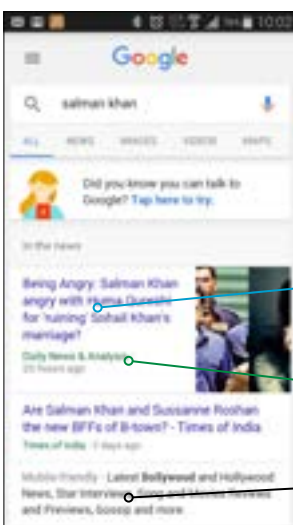
- **Explain:** “This poster shows the steps for using Google to search for information”
- Take your trainees through the steps on their shared phones, for a simple search”



Show the Google tabs

(‘all’, ‘images’, ‘videos’ and ‘maps’)

- **Explain:** “When you click on different tabs, Google Search will show you different kinds of results or answers. For example, if you click on the ‘images’ tab, you will only see images when you search”
- **Ask** your trainees to click on the different tabs on the phone and tell you what different kinds of results they get when they have searched”



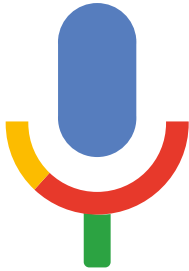
Show the results page for the ‘all’ tab

(‘all’, ‘images’, ‘videos’ and ‘maps’)

- **Explain** what your trainees are looking at:
“Google has given a list of lots of different websites that relate to the word you searched
- **Blue** text is the link to each website, if you click on that it will take you to the website
- **Green** text is the ‘address’ of each website – where it lives on the internet
- **Black** text is a description or excerpt from that website”

Ask “Have you got any questions about what you are looking at here?”

Activity: Basic use of Google



Hold up the microphone icon for Google

- **Explain** “The microphone can be used so that you do not have to type any text. When you can’t spell or write the words you want to search, you can just tell Google the words you want to search for”
- **Demonstrate where to find it:** The microphone icon appears on the right of the search box”
- **Demonstrate how to use it:** “Press the microphone icon and speak loudly, clearly and slowly”
- **Ask** your trainees to search for the name of a popular celebrity using the microphone

Ask your trainees to practise searching for information with the following word searches:

1. Type the name of a celebrity into the search box and search for them
2. Type the name of a local famous location into the search box and search for it
3. Give your trainees 1 word to type into the search box that is relevant to them (e.g. ‘bicycle’, ‘shop’, ‘recipes’, ‘jobs’, ‘farming’), and help them explore the results



WIKIPEDIA
The Free Encyclopedia

Wikipedia is a website that is often near the top when you do a Google search. It provides information on a huge range of subjects. Wikipedia is written by the people who use it, and thousands of changes are being made every hour. The information it provides can be useful but you must also evaluate the information for yourself, as you do not know who the author was.

Activity: Multiple word search

Explain: “We are now going to try a more detailed search by using more search words – this can be helpful to find the information you want”

Ask your trainees to practise searching for information by putting different combinations of 2-3 words into the Google search box. They can do this using the microphone or by typing in text. Give your trainees different words to combine, based on what they searched for earlier.

Tip: Give your trainees plenty of time to explore different results and different word combinations

Activity: Personal searches

Discuss with your trainees how Google Search can help them in their lives.

- **Ask:** “Now you know how to use Google Search, what do you want to use it for in your own life?” Give them some ideas based on their interests
- **Discuss** with your trainees what words they can use to search, according to their interest (try to keep the search words simple, and use only one to two words)
- **Ask** each trainee to take turns using the phone to search for information they are interested in, and ask the other trainees to support them with this
- **Ask:** “What information do you want to search for next?”

Tip: “There is a lot of great information on the internet, but also some which is not so great, and some that is not completely truthful. It is always best to look at two to three results to get the best answer to what you are looking for.”

Safety

Ask: “What does safety mean to you?”

Ask your trainees to imagine they are in a typical public place, like the market. Ask them to discuss what they would do to keep safe in this place. Prompt them with the following questions and answers:

Prompts	Potential Answers
What do you do if someone you don't know bothers you?	You avoid or ignore them Be careful - they are not always who they say they are
What do you do if someone you don't know or trust asks you for your personal information?	You don't give out personal information to someone you don't know or trust because they may misuse it
What do you do if you feel unsure or uncomfortable about something you see or experience?	Tell someone you know and trust about what happened
How do you treat people you interact with?	You are polite and respectful to people

Explain “It is important to remember the internet is also public place, and it is important to treat it like a public place and stay safe.”

Safety



Give your trainees the 'Safety tips' handout

- **Discuss** with your trainees what these tips mean for using the internet
- **Bring the tips to life** by using examples that are relevant for your trainees. For example, women may be more concerned about how to prevent harassment

Google Safety

- **Ask:** "Is there anything that you are concerned about when using Google?"
- **Ask:** "If you are looking at information on Google and you see or open something you think is bad or offensive, what can you do next?"
- **Explain** and demonstrate for your trainees "You can press the back button, delete the words in your search box and refine your search by using different words"
- **Explain:** "When you use Google Search, you build up a 'search history', which is remembered by Google on your phone. You can see some of your search history when you click in the search box. This search history can be deleted"

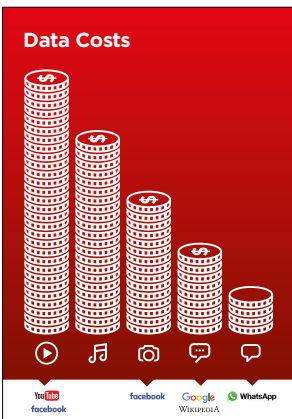
Tip: "You are in control of what you search for - you can search for good things or you can search for bad things. It is your responsibility to search for good things."



\$ Cost

If you have already covered cost in the previous WhatsApp and YouTube modules, only use this as a recap.

Explain: “Now you know how to use Google, and what it can be used for, let us talk about how much it costs to use! To use the internet on you mobile, you have to buy data from your mobile network provider, just like you do with phone credit”.



Show the ‘Cost’ poster

- **Explain:** “Different activities use different amounts of data. Looking at text uses the least data, looking at images uses more, playing and downloading music uses a bit more and playing videos uses the most.”
- **Explain:** “Some internet services are linked to activities that use more data”
- **Ask** “Where is Google on the poster? What does that mean for how much it tends to cost?”
- **Ask:** “What makes it cost more? **Answer:** “Videos”
- **Ask:** “What makes it cost less? **Answer:** “Text”

\$ Cost

Checking Data

- **Ask:** “Why is it useful to check how much data you have used?”
- **Answer:** “To understand how much of your data you have used up and how much different activities cost to do”
- **Explain:** “You can check how much data you have, just like you check how many minutes or texts you have by typing in a code on your phone from your mobile network”
- **Explain:** “You can buy data in different amounts depending on what you are going to use the internet for. Ask advice from your local mobile agent on which amount is best suited to you.
- **Explain:** “if you access the internet in a Wi-Fi zone, you will not use your data package. Your local mobile agent may be able to help you find your local Wi-Fi zones. However, the nearest zone may be too far to travel to.
- **Demonstrate** to your trainees how to check their data

Tip: The data checking process varies depending on which country you are in and which network the phone is on. Ask a mobile agent if you need support with how to check data.

🔄 Recap



Play the Google icon game

- **Hold up** each Google icon, one at a time
- **Ask:** “Where is this on the phone and what is it?”
- **Explain** to your trainees what each icon is, if they need support
- **Ask** trainees to search for how old their favorite celebrity is
- **Give small rewards** (e.g. sweets) for correct answers and stick the icons on the wall afterwards to help remind your trainees what they are

Recap

Explain: that there are other similar services to Google, which allow people to search. Some examples of this are Yahoo and Bing.

Tip: “Many applications and services on the internet use similar icons and words. When you are using the internet look out for these icons, so next time you see them, you can remember what they mean.”

Recap on Google Search

Discuss with your trainees what they have learned about using Google Search

- “What have you learned about using Google Search?”
- “Do you still have any concerns about using Google Search?”
- “What personal uses could you have for it?” “What professional uses could you have for it?”
- What do you want to use Google Search for in your own life? What are you most interested in and excited about using it for?”

Tip: Run the recap as a quiz and give rewards (e.g. sweets) to trainees for playing.

Tip: If trainees would like to access the internet and Google on their own phones, give them some time here to practise what they’ve learned and offer support and encouragement.

Recap

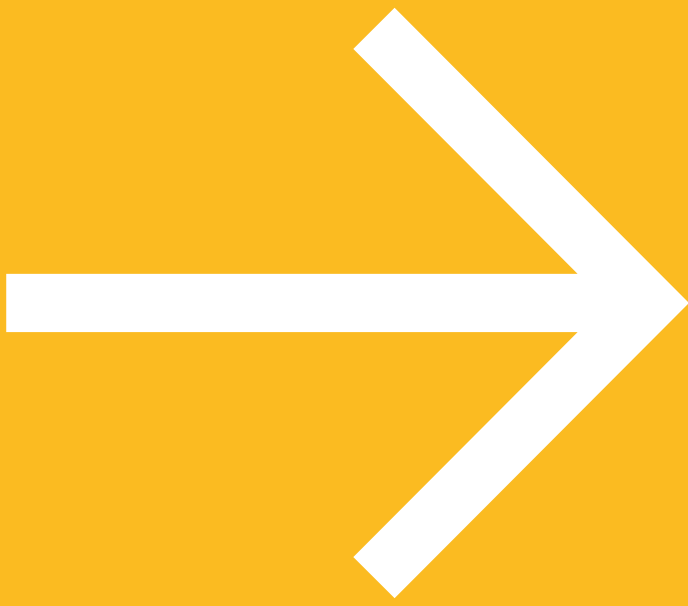
Going to the next level

If you reach the end of the session and have extra time:

- **Ask:** “Do you have any further questions about anything we have covered in the session?”
- **Ask:** “What else would they like to know about the mobile internet?”

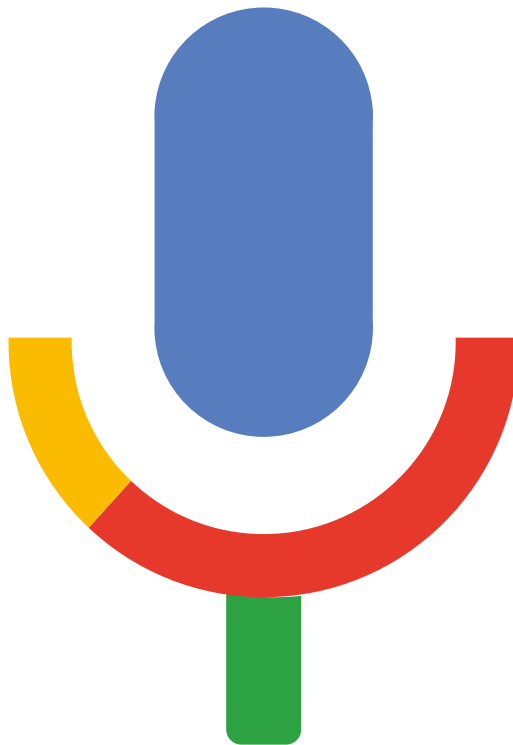
Some more advanced features you can discuss with your trainees include:

- **Evaluating results:** “How do you decide which link to select on the search results page?” “How do you know if one option is better than another?”
- **Identifying advertising:** “How can you identify which Google results are paid adverts?”, “How does Google use your search history to tailor advertising to you?”
- **Google Maps:** “How do you use directions?” “Where is Buckingham Palace?”
- **Downloading apps** from the app store (you will need to cover email also, as having email is necessary to download apps)



Posters Cut-outs And Info-sheets







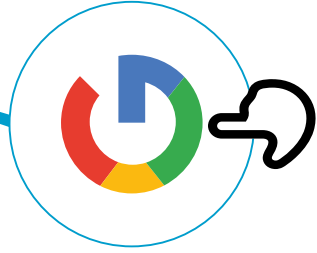
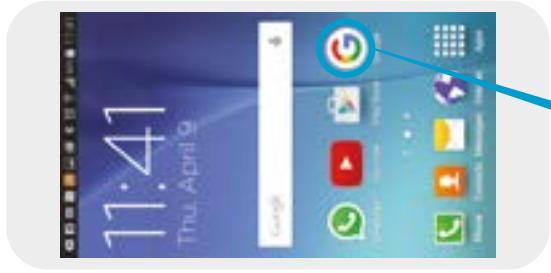




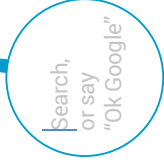
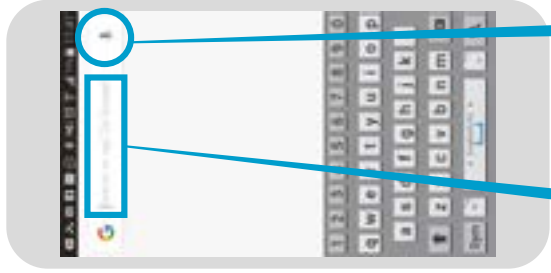
How to use

Google

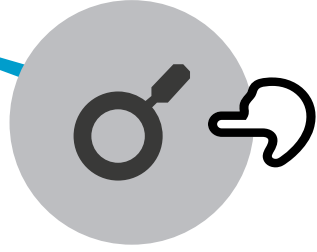
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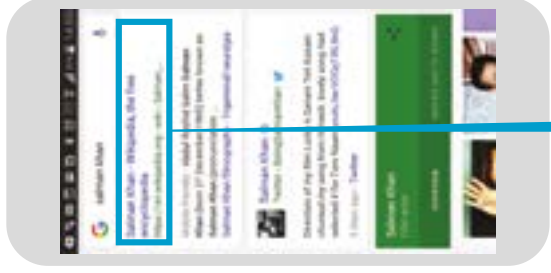
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4



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