

People's Resource Center Computer Training Program.



Frequently Asked Questions



Who is allowed to attend the classes?

Classes are available to registered PRC Clients. Last minute registrations are accepted depending on the current class enrollment.

How do I register for a class?

If you are not a registered PRC client, you need to come into our Wheaton or Westmont facility during food pantry hours to register. If you are a registered PRC client, you can call 630-682-5402 x223.

How often do the classes meet?

Classes meet for seven weeks with time off for holidays. The Instructor may need to reschedule a class but the class day and time will remain the same.

What should I bring to class?

Students should bring a pencil and a folder to hold the class handouts and Logon information.

Who are the instructors?

PRC Computer Training Instructors and Co-instructors are volunteers with technical experience who are familiar with the material and can offer personal insight into how to use the skills in a business environment.

Is parking available?

Parking in the PRC lot is limited by clients visiting the food pantry and clothes closet. Street parking is available at both the Wheaton and Westmont sites. You may be able to park in the PRC lot if your class meets other than food pantry or clothes closet times. Check with the receptionists when you arrive for class.

What if I can't attend a class?

Please contact your Instructor directly or the PRC Service Representatives at 630 682-5402 x 223.

What if I have to drop out?

Please contact your Instructor directly or the PRC Service Representatives at 630 682-5402 x 223.

Is babysitting available?

There are no babysitting services available at this time.

Where can I get extra help?

Instructors are available during Open Training in the Wheaton and Westmont computer rooms. No registration required.

Wheaton: Monday, Wednesday, Friday 11:30am-1:00pm

Westmont: Tuesday 1-3pm, Wednesday 8:30-10:30am, Thursday 5:30-7:30pm

Can I get a free computer?

All registered PRC clients are eligible to receive one refurbished Personal Computer per household.

Can I get a Laptop computer?

Laptop computers are available in special circumstances where a client is incapacitated physically impaired or otherwise cannot use a desktop computer.

Will the free computer connect to the internet?

All refurbished Personal Computers have the capacity to access the Internet. The client must provide the Internet connection equipment in their home. The personal computer can connect to the home Internet device using a cable or a wireless connector. The client is responsible for providing the personal computer wireless connection adaptor.

What is the Training Server?

All PRC Computer Training classes use a cloud-based Training Server accessed by a student logon and password. The student uses the Training Server during each class. Access to the Training Server is also available from home.

How long is my Training Server Logon ID active?

Your Training Server logon and password are assigned when you register for the first PRC Computer class. The logon and password information remain with you while taking the class. Any of your saved files are removed after each class.

What if I forget my Training Server logon and password?

Your Instructor will provide a temporary logon and password so you can attend the class.

Is there homework?

Each class curriculum has exercises that can be completed in class or at home. It is highly recommended that you complete the exercises. If you need extra help, attend Open Training as described above.

Where can I get a copy of the lessons?

The complete curriculum is available on the Curriculum page of the People’s Resource Center web site. The lessons are also available on the Training Server and in the Wheaton and Westmont computer rooms.

How do I register for the next class?

At the fifth week of the class, your Instructor will indicate whether you are prepared to advance to the next class. You can then contact the Computer Service representatives at 630 682-5402 x 223 and register.

Do I have to take classes in a sequence?

We have the following prerequisites:

CLASS	PREREQUISITES
<i>Introduction to Computers</i>	<i>English competency and reading comprehension</i>
<i>Windows Fundamentals</i>	<i>Introduction to Computers or experience with email and internet</i>
<i>Word 1</i>	<i>Windows Fundamentals with “Advance” recommendation or passing a Windows test</i>
<i>Word 2</i>	<i>Word 1</i>
<i>Excel 1</i>	<i>Windows Fundamentals with “Advance” recommendation or passing a Windows test</i>
<i>Excel 2</i>	<i>Excel 1</i>
<i>PowerPoint</i>	<i>Word 1 AND Excel 1 with “Advance” recommendations</i>

What is MOS Certification?

The PRC offers classes that help you earn a Microsoft Office Specialist certification in Word and Excel. The classes require a significant amount of class time and effort to complete. At the end of the course, a 50 minute certification test is administered by a third party testing service. For more information, call 630-682-5402 x336.

Can I repeat a class?

You may repeat a class as often as you wish.

Can I take two classes at the same time?

See the prerequisites above. It is possible to take Word and Excel at the same time, as long as the prerequisites for those classes are met.

Do I get a completion certificate?

Yes, you will receive a completion certificate on the last day of the class.

Where can I get more information about the program?

The People's Resource Center website Computer page contains additional information not covered by these topics.

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