

California State University  
**Northridge**

MICHAEL D. EISNER COLLEGE OF EDUCATION  
**Department of Educational Psychology and Counseling**

**Basic Skills**  
**Information Competence**

Applicants are expected to acquire the following Basic Skill Competencies before entering department master's degree programs.

**GOAL: Use a keyboard/mouse**

Students will be able:

- To use a keyboard to enter information into a computer, including special features such as caps lock, insert, delete, directional arrows, backspace, alt tab, print, etc.
- Use the right and left click functions of a mouse, including single and double clicking
- Combine mouse and keyboard activities for various applications.

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**GOAL: Use word processing**

Students will be able:

- To set margins and tabs.
- Use tools, such as spell and grammar check, thesaurus, track changes, merge
- Use edit
- Determine font and size

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### **GOAL: Use Windows at a basic level**

Students will be able:

- Open and use multiple windows sessions
- Cut, copy and paste between windows sessions
- Minimize, maximize, and resize windows
- Use Start and Desktop to find desired applications
- Save files to desktop and other computer drives
- Use toolbars and menu bars with pop down windows

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### **GOAL: Use e-mail proficiently on a regular basis**

Students will be able:

- To establish an e-mail account at CSUN and/or through local Internet service providers
- Access e-mail account regularly
- Perform basic e-mail functions, such as reply, reply all, forward
- Create an address book and save addresses
- Subscribe and unsubscribe to listservs
- Search archives of listservs
- Send, open, and attach files
- Practice basic e-mail etiquette
- Save and download files
- Establish a group list

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### **GOAL: Use a Web Browser**

Students will be able:

- Skim and scan for information on a web page by scrolling, using pop up windows, frames, icons, and clickable images and text (in at least one web browser)

- Navigate efficiently using toolbar and commands
- Set options and preferences to customize desktop download an use plug-ins such as Adobe Acrobat Reader and RealPlayer for Digital Library Collections
- Clear cache
- Select sites to bookmark
- Use mail function to send documents to email account
- Select and save images and files
- Download information to a floppy disk and/or hard or zip drive
- Print selected text

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### **GOAL: Display basic information knowledge**

Students will be able:

- To describe the differences between, as well as ways, information is reported (primary secondary, tertiary)
- Identify information/data that is available in various formats including print, audiovisual, and electronic.

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### **GOAL: Understand and Utilize the CSUN Library and Online Catalog**

Students will be able:

- To use a computer that is connected to the Internet to access the CSUN Online Computer Catalog to search for information resources.
- Use basic Netscape features to access the CSUN Online Computer Catalog.
- Know how to use Telnet and WebPAC to connect to the CSUN's on-line catalog.
- Search for information by using the author's last name, the exact title of a work, keywords, or Library of Congress Subject Headings.
- Identify parts of a bibliographic record as well as the location and call number of the item.
- Identify various locations throughout the library where different resources are located.

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### **GOAL: Use the Periodical Index and Abstract Databases**

Students will be able:

- To determine the difference between general and subject indexes and abstracts
- Identify indexes/abstracts that cover broad areas of knowledge (e.g., social sciences, humanities, general science) as well as individual subject areas (e.g., psychology, education)
- Recognize that index/abstract databases may be accessed individually through a networked CD or the CSUN Libraries Homepage; or may be accessed via a service provider or aggregator.
- Identify a specific online index/abstract database that may include information on a particular research topic.

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### **GOAL: Search Databases**

Students will be able:

- To use the CSUN Libraries Homepage to access databases
- Utilize the databases search engines to locate information on a specified topic.
- Compile a list of resources (most of which will be periodical articles) you have located using databases.

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### **GOAL: Access and use CSUN Periodical Titles**

Students will be able:

- To use the CSUN Online Catalog to identify periodicals owned by the CSUN Library.
- Access the holdings record to identify specific dates owned as well as the various formats and locations of periodicals within the CSUN Library.

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## **GOAL: Understand and use Interlibrary Loan service**

Students will be able:

- To determine the availability of resources that are not owned by the CSUN Library
- Locate an interlibrary loan while online or in print form.

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## **GOAL: Have an understanding of information resources.**

Students will understand:

- That librarians are there to assist and a student may seek assistance from librarians when needed
- That among the innumerable information resources throughout the world some will provide general information or may cover many areas of knowledge and that most information covers a specific area or discipline.
- That a resource's credibility needs to be evaluated.
- That access to information may require using a variety of resources including print and electronic computer databases.
- That a library's catalog only identifies items it owns.
- That many types of information resources and services are available in the CSUN library and through the CSUN Library Online.
- That when information resources are used, other than the library catalog, to identify what is available throughout the information universe, the library catalog must be used to identify the item's availability within the CSUN library.
- That CSUN does not own all the periodicals covered by all the databases available to them.
- That resources not owned by the library are usually available through interlibrary loan.
- That it will usually take 2 to 3 weeks to receive an Inter-library loan request.