**Assessment Tip Sheet**
**Information Technology Assessment Alternative**
**Certiport Certification**

**Career Cluster:**          Information Technology

**Programs:**          11.0901 Computer Systems, Networking, and Telecommunications

**Assessment Name:**   IC3 Digital Literacy Certification

**Assessment Description:**  The Certiport IC3 Digital Literacy Certification exams comprise Computing Fundamentals, Key Applications, and Living Online for Global Standard 4 and Global Standard 5.  No prior experience is recommended or required to attempt this certification.

## Content Areas Covered by the Assessment:

IC3 Global Standard 4 (GS4) exam objectives are aligned with today's most current technologies and relevant digital literacy requirements, including social media, collaboration, and cloud computing concepts.  The GS4 certification is comprised of three individual exams and is designed to validate competency in three key areas: Computing Fundamentals, Living Online, and Key Applications.  IC3 Global Standard 5 (GS5) is the newest addition to the IC3 Digital Literacy program.  Like its predecessors, the GS5 certification is comprised of three exams: Computing Fundamentals, Living Online, and Key Applications.

## IC3 GS4 Exam Objectives

**Computing Fundamentals**: What is an OS and what does it do?  Manage computer files and folders; PC configuration, Control Panel, OS drivers; Common computer terminology; Types of Computers & Mobile devices; Computer performance; Installing/Uninstalling Software; Understanding SW licenses; Types of software applications & tools; Troubleshooting basic software problems; Troubleshooting basic hardware problems; Devices and Peripherals; Backup and Restore.

**Key Applications**: Common Application Features; Basic Text Formatting; Navigating Files and Folders; Working with multimedia files; Word processing activities and methods; Tables & Lists; Page Layout; Spreadsheet components; Worksheet Layout; Working with Data; Presentation activities; Inserting content; Slide Management; Slide Design; Basic Database Interactions; Record Managements; Collaboration; Sharing files.

**Living Online**: Internet, Browsers, and WWW; Navigation on the internet using a browser; Internet Connection; Network types and features, capabilities; Network connection troubleshooting; E-mail communication; Real-Time communication; Digital citizenship/ "Netiquette"; Communication standards; Legal and responsible use of computers; Secure online communication or activity; Ergonomics; Research fluency; Using Search Engines; Evaluate search results; Using advanced features of search engines.

**IC3 GS5 Exam Objectives**

**Computing Fundamentals**: Mobile Devices (Using cell phones, voicemail, SMS, notifications); Hardware (Device types, storage, networking, Wi-Fi, platforms, compatibility, internet, configurations); Computer Software Architecture (OS and updates, preferences, users, file management, navigation, software installation, troubleshooting); Backup and Restore; File Sharing; Cloud Computing (Concepts, Utilization, web apps); Security (Credentials, Browsing, anti-virus, firewalls, e-Commerce safety).

**Key Applications**: Common Feature (Shortcuts, reviewing, selecting, cut/copy/paste, views); Word Processing (Formatting, layout, fonts, saving, printing, tables, productivity); Spreadsheets (Common terms, insert/delete, modify cells, functions/formulas, charts, formatting and manipulating data, tables); Databases (Basic concepts, metadata); Presentations (File types, views, slide management, effects, animations, software, design); App Culture (Obtaining apps, genres, uses); Graphic Modification.

**Living Online**: Internet Navigation (Usage, searching, browser functionality, common terms, licensing); Common Functionality (Websites, navigation, click types); Email Clients (Applications, etiquette, email management, attachments, contacts); Calendaring (Events, sharing, usage); Social Media (Digital identity, site types, cyber bullying); Communications (Tools, SMS, chat, distance); Online Conferencing; Streaming; Digital Principles/Ethics/Skills/Citizenship (Changes in tech, personal vs professional).

**Test Vendor Website**

Visit the Certiport site at www.certiport.com/IC3 to find certification test information. Contact Eric Gilbert at 801-772-3257 or eric.gilbert@pearson.com for pricing and ordering information.

**How many Questions are on the assessment? Is the assessment timed?**

IC3 GS5 Exam
Time Limit: 50 Minutes
Living Online: 50 Questions
Computing Fundamentals: 50 Questions
Key Applications: 45 Questions

IC3 GS4 Exam
Time Limit: 50 Minutes
Living Online: 45 Questions
Computing Fundamentals: 45 Questions
Key Applications: 43 Questions

The IC3 exams make use of the latest testing technologies, including the integration of both performance-based and knowledge-based testing.

**Who must take the assessment?**
Students enrolled in the state-approved CTE programs listed above whom either:
1) Completed the program in the current school year (have completed all 12 segments) and earned at least a 2.0 in each course section.

-OR-

2) Are program concentrators (completed more than half the program – 7 or more segments) and who will leave school at the end of the current school year.

Any student who wishes to achieve an industry recognized certification upon completion of the program.

**What is the procedure to order assessments?**
Contact Eric Gilbert, Certiport Regional Manager, at 801-772-3257 or eric.gilbert@pearson.com for an official quote to purchase.

All purchase orders can be scanned to eric.gilbert@pearson.com or sent by fax to 801-492-4118.  Upon receipt of purchase order, Certiport will place and fulfill the order within 48 hours.

**How much does the assessment cost?**
For best pricing please, contact Certiport Regional Manager Eric Gilbert at 801-772-3257 or by email at: eric.gilbert@pearson.com.

**How is the assessment administered?**
Each exam is administered online using the Certiport Console 8 test engine.  IC3 encompasses three separate 50-minute exams. To get started please go to: www.certiport.com/go.

**What is the testing window?**
The assessment dates are district-determined.  Orders for online assessments are processed in two business days.  **All testing must be completed by May 18, 2018.** If an extension is needed, please contact Valerie Felder at 517-335-1066 FelderV@michigan.gov

**Is Training Available for Site Coordinators, Proctors?**

Certiport offers weekly training webinars.  For webinar details, please contact Eric Gilbert at 801-772-3257 or eric.gilbert@pearson.com.   Furthermore, Certiport offers a dedicated training staff, simply call 1-888-888-9830, option 2, or contact Kelsey Heier at 801-847-3124; email: Kelsey.heier@pearson.com.

**How do I access technical support?**
Visit the Technical Support Center at **h**ttp://www.certiport.com/Portal/desktopdefault.aspx?page=common/pagelibrary/Support.htm for Support FAQs, Common Support Issues, Quick Reference Guides, Technical

Requirements, Server Maintenance Dates, Console 8 Software Updates, Important Notices, and New Product Releases.

CERTIPORT CUSTOMER SERVICE & TECHNICAL SUPPORT CONTACTS:
Hours: Monday-Friday, 6:00 AM – 5:00 PM (Mountain Time)
888-999-9830 (Test Centers)
800-497-8923 (Test Candidates)
customerservices@certiport.com (Responses within 1 business day)
technicalsupport@certiport.com (Responses within 1 business day)

Urgent email extended hours:
Sat, Sun, & U.S. holidays: 8 am - 6 pm Mountain Time (support@certiport.com)
Receive an email response within 2 hours during this time.

**Information about Exam Accommodations:**
Certiport offers exam accommodations for persons with disabilities, which includes extended exam time, separate testing room or larger testing area, test assistant (reader or surrogate), use of assistive technology or accessibility features. To apply for accommodations, please see Exam Policies at http://www.certiport.com/PORTAL/desktopdefault.aspx?page=common/pagelibrary/Disabilities.htm

**Non-English Languages Available:**
IC3 GS4: Arabic, Chinese Simplified, Chinese Traditional, Dutch, English, French, German, Indonesian Bahasa, Italian, Japanese, Polish, Portuguese/Brazilian, Spanish (Latin America), and Vietnamese.

IC3 GS5: Arabic, Chinese (Traditional), English, Spanish (Latin America), Thai, and Vietnamese.

**How are reports accessed**?
All Certiport reports can be located on the Certiport Administration Panel.  Please contact Eric Gilbert at 801-772-3257 or email: eric.gilbert@pearson.com for access and training. You may also contact Kelsey Heier at 801-847-3124 or email: Kelsey.heier@pearson.com for report training.

**What is a passing score on the assessment?**
Passing scores will range in value depending on the exam.  The rule of thumb is 70% as the average passing score for certification.

**Who should teachers contact with questions about instruction**?
The state program consultant for Information Technology is Tom Knight.  He can be reached at 517-373-8545 or KnightT@michigan.gov.

**Who should assessment coordinators contact with State of Michigan Technical Skills Assessment policy questions?**
Valerie Felder at 517-335-1066 FelderV@michigan.gov