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When You Want to Learn How Learning about Computers

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One thing I have found out the hard way is that sometimes knowledge just has to be demanded. On a number of occasions, I have paid good money for educational classes, showed up and patiently waited to be filled up with the useful knowledge I was seeking, and when the class was over, I had more questions than when I started.

Or, don't you just love how this happens? Software companies provide pages and pages of printed safety and warranty information and then for instructions one gets something like, "When the Install screen appears, follow the prompts." What do the prompts mean? How does one decide which of the offered alternatives to select? Blank out. Or has anyone ever said to you as a new computer user, "Oh, just download such and such a program for that"? I have heard this myself and managed to download what was suggested and then found myself flummoxed. Why isn't anything happening? Oh, you're saying the downloaded program has to be installed first. Now, how do I find what I downloaded, which downloaded file is for installing, what drive and folder should the program be installed to, how is the installation carried out, how should it be set up, how does the program work, etc.? The questions can just cascade.

These are probably the most extreme examples that can be cited but the point is that one must be aware that this can happen and when it does, one must be prepared, however tedious and frustrating it may become, to obtain step-by-step detailed instructions. The answers may be in manuals or computer books or in the "Help" file or from telephone tech support, and sometimes from another computer user or club member.

And if the answers are things you already know and/or are not helping, make sure you identify exactly what you are trying to find out and keep looking and asking questions. In the search for knowledge, be demanding both of your sources and of yourself.

And if you are the one helping someone else with a computer situation, try to find out how much he already knows and then give step-by-step instructions as detailed as seems necessary. As I've written in these pages before, there is much technical background knowledge that is just not worth pursuing for the average computer user.

But if you pick your battles and can narrow down what you really need to know, usually in the way of detailed instructions, you can concentrate your efforts and go all out to get what you need to know.