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| **Instructor name** |  |
| **Student name** |  |
| **Completing the ‘Last Lesson Summary’ online form summarises the student’s term of lessons, prepares for their return in the future and teaches useful skills. This process can take the whole 35 minutes because it includes the task of sending the feedback email - to be forwarded by the student. When completing the online form it is important for the Instructor to use the keyboard to ‘Tammy tab’ through the text boxes as this demonstrates keyboard navigation.** |
| **Check List** | **Tick** |
| 1. *Certificate:* Have your students high-quality printed and signed certificate ready in a plastic wallet, and open the soft-copy on your computer so that you can copy and paste the ‘tasks achieved’ into the ‘Last Lesson Summary’ online form (found in the Instructor area of the Courses website).
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| 1. *Start the lesson:* When your student arrives congratulate them on what they have achieved over the last three months and give them their certificate, explain that the focus of this lesson is to fill in an online form together that summarises their term of lessons.

Ask if it is O.K. for you to send them an email in the lesson, which will enable them to rate the experience they have had of their term of lessons. This is the ‘feedback email’. (The ability to edit all the content in a forwarded email is not widely known and should be emphasised – it is useful when forwarding humorous or entertaining emails) |  |
| *Assuming they are happy to forward the feedback email:* 1. Open your web based email (e.g. hotmail, gmail, aol).
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| 1. Go to the Instructor area of the Courses website and download the Word template for the feedback email.
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| 1. Personalise the template with your names, then copy and paste the text from Word, into a new email (addressed to your student, with the subject **‘Feedback on my term of lessons at the Computer Sharing Centre’**).
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| 1. Read the feedback email aloud. (If the student wishes to forward the email with you to guide them - they can, but it is better if they do it later so that it is ‘independent’).
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| 1. Explain how to forward the email and how easy it is make changes to a forwarded email (as opposed to a normal email which is ‘locked’) then send the email.

*Now to complete the online ‘Last Lesson Summary’ form:* |  |
| 1. Complete the ‘Last Lesson Summary’ online form – pasting the tasks achieved from the certificate into the form as explained above (to save typing it all again!).
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| 1. Explain to your student, that if they would like to be considered for another term of lessons they need to say either ‘yes please’ or ‘I am not sure’ in order to be put on the Waiting List for lessons. This list will include new courses that they are interested in, so it is important to think this through. Encourage them to practise their new skills!
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