

KeyWords SmartApplet

User's Guide

version 3.3



AlphaSmart Sales and Technical Support

For AlphaSmart sales and technical support contact information, see page 67 or visit the AlphaSmart web site at

www.alphasmart.com (United States)

www.alphasmart.co.uk (United Kingdom)

www.alphasmart.com/international (all other countries)

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51-0009B-061016

Contents

Chapter 1	
Introduction	1
Why use KeyWords?	1
How to begin	3
Chapter 2	
Using KeyWords	5
Getting started	5
Starting KeyWords	5
Adding a student	6
Beginning lessons	8
Learning new keys	11
Building accuracy and speed	12
Testing how well you learned	15
Checking progress.....	16
Chapter 3	
Options for Teachers	21
Accessing teacher options	21
Deleting students	22
Home row confirmation.....	25
Correct shift key enforcement.....	26
Teacher-managed words per minute and error goals	27
Specify one space or two between sentences.....	29
Enhanced reporting capabilities	30
Creating a student progress report	31
Creating a last lesson report	32
Creating a group progress report	35
Using report information	36

Using AlphaSmart Manager 2 with KeyWords	39
KeyWords options in AlphaSmart Manager 2	40
Chapter 4	
Teacher Preparation and Resources	45
Materials for handouts and transparencies	45
Keyboarding ergonomics	48
Sample lesson plan for getting started	49
Preparation	49
Teaching the lesson	49
Appendix A	
Lessons Information	53
Appendix B	
Frequently Asked Questions	63
Appendix C	
Contact Information	67
Index	69

Introduction

Welcome to the *KeyWords User's Guide*. KeyWords develops basic keyboarding skills using fun and interesting lessons. KeyWords works with Neo and AlphaSmart 3000 devices. (It does not work with the Dana family of products by AlphaSmart.)

Complete instructions for installing KeyWords can be found in the *SmartApplet Installation Guide* and the *KeyWords Download Installation Instructions*, both of which are available on the AlphaSmart web site.

Why use KeyWords?

Keyboarding is becoming an essential skill for success in the 21st century marketplace. If you can touch-type, you extend your skill set beyond word processing to include electronic communication, computer science, and more; and you accomplish writing tasks much more quickly than if you had to spend time hunting for each key.

KeyWords SmartApplet is a keyboard program that

- Keeps learners interested as it teaches typing, employing a language-based system that entertains as it trains
- Provides cumulative lessons that teach accuracy and speed a few keys at a time
- Offers encouragement with positive feedback and helpful hints
- Checks progress at each level with typing tests

Why use KeyWords?

KeyWords doesn't require a computer, except for initial setup; it runs on a portable AlphaSmart device, making it ideal for classroom settings.

KeyWords was designed based on research about how people learn to type:

- Speed and typing fluency increase more readily if simple words are used and repeated. The KeyWords method follows this model of repetition, presenting diverse vocabulary, rhymes, and humor to keep lessons interesting.
- Typists learn patterns of keystrokes more quickly when uninterrupted by immediate corrections. The KeyWords error-checking method emphasizes the importance of words and phrases.
- Speed skills and accuracy skills are best developed independently. KeyWords provides separate lessons in these skills. Learners can set their own proficiency goals, test themselves, and create progress reports.
- Speed increases with practice typing words and phrases rather than random letters. By practicing with words and phrases, new typists learn common letter patterns that are the building blocks of simple and complex words. This promotes the ability to quickly recognize and type letter combinations that occur frequently.

KeyWords never loses sight of its final goal: the training of capable touch-typists. The result is a program that recognizes that touch-typing goes hand in hand with having fun with language.

How to begin

This manual is aimed at two types of users: students using KeyWords to learn to type, and teachers using KeyWords to teach typing.

If you're a student and want to begin using KeyWords, see "Using KeyWords" on page 5 to dive into lessons.

If you're a teacher, start with "Using KeyWords" on page 5, then proceed to "Options for Teachers" on page 21. Once you're familiar with how KeyWords works, you might want to review "Teacher Preparation and Resources" on page 45 before instructing your students.

Using KeyWords

This chapter explains how to get right into KeyWords on an AlphaSmart device. Specifically, it describes

- Starting KeyWords
- Adding a user
- Stepping through lessons
- Checking progress

Getting started

This section walks you through the basic tasks in KeyWords. It assumes that you, the user, are a student who plans to complete the lessons in KeyWords.

It explains how to start KeyWords, add a student, and begin using the lessons. It's a good idea to have on hand the visual materials described in "Materials for handouts and transparencies" on page 45 in case you need to refer to them while working through the tasks.

Tip! While working on the tasks in this section, if you need to go back to the previous screen on the AlphaSmart device, just press **esc**. Pressing **esc** within KeyWords takes you back to the previous screen.

Starting KeyWords

Before you begin, make sure KeyWords is installed on your device. To check, press **on/off** to turn the device on, then press **applets**. If you see KeyWords in the SmartApplets menu, KeyWords is already

installed. If KeyWords doesn't appear in the menu, install it as described in the *SmartApplet Installation Guide* or the *KeyWords Download Installation Instructions*.

To start KeyWords:

1. On the AlphaSmart device, press **on/off**.
2. Press **applets**. The SmartApplets menu appears.

```
Select a SmartApplet and press enter:  
- AlphaWord 3.0  
- Calculator 3.0  
↓ Keywords 3.0
```

3. Use the arrow keys to scroll the list, then select KeyWords and press **enter**. The KeyWords startup screen appears.

```
Select your name or choose to add name:  
- Teacher options  
- Add a student
```

Adding a student

When you add a student, the name appears under the Add a student option. Use the down arrow to scroll the names. Press **enter** to select a name and enter the password to begin.

Note: An AlphaSmart device can store up to eight students.

To add a student:

1. On the AlphaSmart device, start KeyWords as described on page 5.
2. Select Add a student and press **enter**.
3. In the screen that appears, type your first name and press **enter**. (First names can be one to fifteen characters.)
4. Type your last name and press **enter**. (Last names can be one to twenty characters.)

```
Enter your first and last name:  
First Name: Halison  
Last Name: Weydin  
Press enter after typing the names.
```

Tip! If you make a mistake while entering your name or password, press **backspace** to erase and correct the error. If the error is on a different line, press **↑** or **↓** to move to the line with the error, then make your correction.

5. Type a password (two to six characters), press **enter**, then retype the password. (As a security measure, the password appears onscreen as a series of asterisks.)

```
Halison, please enter a password.  
You need to remember this password.  
Password: *****  
Type password again: *****
```

You're returned to the KeyWords startup screen, which now includes the new name.

6. Do one of the following:
 - If you're the student and want to begin lessons, scroll the list until you see your name, select it, and press **enter**.
 - If you're the teacher and want to add more students, scroll up the list until you see the Add a student option, select it, and press **enter**. Follow steps 1 through 5 to add up to eight students.
 - Press **esc** to return to the SmartApplets menu if you're done with KeyWords.

Once you've added a student, the KeyWords startup screen looks a little different. The list of students appears beneath the Teacher options and Add a student choices. Use the arrow keys to scroll between the student names and other choices.

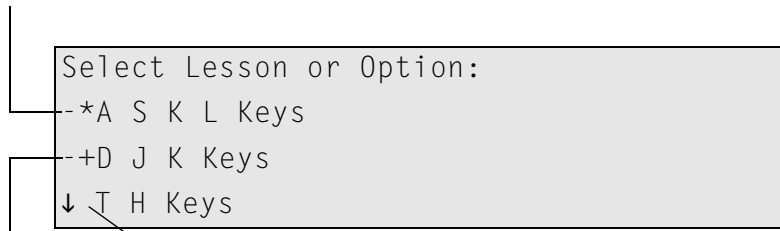
```
Select your name or choose to add name:
- Teacher options
- Add a student
↓ Halison Weydin
```

Beginning lessons

After you add yourself as a student, you can begin stepping through the lessons. The first lesson is an introductory overview of how to sit properly and where to place your hands on the keyboard. The lessons that follow help you learn new keys, build speed and accuracy, and test your proficiency.

KeyWords keeps track of your work and marks each lesson (or passage within a lesson) as *not started* (no mark), *partially completed* (+), or *completed* (*), as shown in the illustration below.

* indicates that a passage or lesson has been completed



No mark indicates that a passage or lesson has not been started

+ indicates that a passage or lesson has been partially completed

To begin stepping through lessons:

1. Start KeyWords as described on page 5.
2. In the startup screen, scroll the list to find your name, select it, and press **enter**. The Password screen appears.

A screenshot of a terminal window with a grey background. The text inside the window is as follows:
Halison,
Please enter your password.
Password:
Press [esc] to exit.

3. Type your password and press **enter**. The Select Lesson screen appears.

```
Select Lesson or Option:
```

```
↑ Start Here!
```

```
- A S K L Keys
```

```
↓ D J F Keys
```

Tip! Arrow keys in the screen indicate that there are other choices above and below what you see in the screen itself.

4. Select Start Here! and press **enter**.
5. Follow the onscreen instructions to learn about proper posture, finger placement, and the importance of the home row keys. (Refer to the visual materials on the AlphaSmart Manager 2 CD or in the AlphaSmart Manager 2 download files for additional information.)

When you complete the Start Here! lesson, you're returned to the Lesson screen.

To go to another lesson:

1. From the Lesson screen, select a lesson (for example, A S K L keys) and press **enter**.

```
Select A S K L Keys Lesson Option:
```

```
- Learn new keys
```

```
- Use accuracy and speed builders
```

```
- Take accuracy and speed test
```

2. Select one of the following:
 - **Learn new keys** steps you through a lesson describing new keys.
 - **Use accuracy and speed builders** helps you increase your accuracy and speed in typing a particular set of keys.
 - **Take accuracy and speed test** lets you test your proficiency using a particular set of keys.
3. When you're through, select another choice within this lesson, go on to the next lesson, or press **esc** until you return to the list of student names.

Learning new keys

When you select the option Learning new keys from one of the lessons, KeyWords prompts you to press key sequences.

If you press the wrong keys, KeyWords displays a hint after about three seconds. If you still do not press the correct key, KeyWords displays a keyboard image onscreen to help you locate the key. You must press the correct key to proceed.

The KeyWords Extras folder on the AlphaSmart Manager 2 CD and in the AlphaSmart Manager 2 download files contains visual materials you may want to consult as you learn new keys. See “Materials for handouts and transparencies” on page 45.

Building accuracy and speed

The second option in each lesson—Use accuracy and speed builders—trains you to press keys correctly and to build up speed in doing so. Each builder section has six practice passages. The following example shows the practice passages for the ASKL keys. (This illustration displays more lines than what you can actually see on an AlphaSmart device's screen.)

Select a passage:

- ALL ASK
- AS ALL ASK
- A LASS ASKS
- AS A LASS ASKS
- ASKS A LASS
- ALAS ALL ASK

Accuracy

The accuracy builder helps you practice your newly learned keystrokes with whole words and phrases. It emphasizes precision, not momentum. KeyWords presents passages of small words or letter patterns to type.

Type carefully:

tree frog free frog
tree fr_

Note: You can't skip forward or backward during a lesson.

When you complete all the lines in the passage, KeyWords displays the number of errors you made. The number of errors is equal to the number of incorrectly typed words. If you make multiple incorrect key strokes within a single word, it counts as only one error on your score. Typing extra spaces between words also counts as one error.

After you complete a passage, KeyWords checks your accuracy against the passing criteria for that lesson (see page 53 for more information). If you don't meet the passing criteria, you're instructed to type more carefully. Repeat the accuracy builder for that passage until you meet the passing criteria.

```
You had 20 errors. You will need 10
or fewer to continue. Please type more
carefully so you make fewer mistakes.
Press [SPACE BAR] to continue.
```

Once you meet the passing criteria, KeyWords takes you to the speed builder for that passage.

```
Nice job! You only made 3 errors.
You are now ready for Speed Builder.

Press [SPACE BAR] to continue.
```

Speed

Once you meet the passing criteria in an accuracy builder, you proceed directly into a speed builder for that passage. You can never go directly to a speed builder without first working through the corresponding accuracy builder, even if you've already worked through that particular accuracy builder.

First, the speed builder shows you a goal of words per minute.

```
Speed builder helps you type faster.  
Your goal is 8 words per minute.
```

```
Press [SPACE BAR] to continue.
```

KeyWords challenges you to set your own goal. When the following screen appears, use ↑ or ↓ to change the words per minute. (The minimum is four words per minute, and the maximum is ninety-nine.)

```
Challenge yourself to type faster by  
using the arrow keys to change the  
speed: 8 words per minute
```

```
Press [SPACE BAR] to continue
```

Next, KeyWords instructs you to type, focusing on speed this time.

```
Type quickly:  
  
tree frog free frog  
tree fr_
```

When you're finished, KeyWords assesses how you did. If you didn't meet the goal, you see a message like this:

```
Your typing rate was xx words per
minute. You need to type xx words per
minute or more.
    Press [SPACE BAR] to continue.
```

If you did meet the goal, you see a message like this instead:

```
Way to go! Your typing rate was 27
words per minute. Your goal rate was
8 per minute. You passed!
    Press [SPACE BAR] to continue.
```

Testing how well you learned

The third option in each lesson, Take accuracy and speed test, lets you test your progress. Each lesson has four different tests that you can cycle through each time you take a test in the lesson. You can retake a test anytime. Your record shows only your best results.

When you choose this option, you're shown the numbers necessary to pass the test.

```
Your goal for the Speed and Accuracy
Test is 8 words per minute with
10 errors or fewer.
    Press [SPACE BAR] to continue.
```

Checking progress

The number of errors is equal to the number of incorrectly typed words. If you make multiple incorrect key strokes within one word, it counts as only one error. Typing extra spaces between words also counts as one error.

When you complete a test, you're shown the results.

Your Score	Your Goal	Passed
40 WPM	8 WPM	Yes
7 Errors	10 Errors	Yes
Press [SPACE BAR] to continue.		

If you pass the test, you're returned to the Lessons screen, where you can choose another lesson to work on. If you don't pass the test, the Lessons screen appears with a plus sign (+) in front of the Take accuracy and speed test option. When you pass the test, the + is removed.

Checking progress

You can check your progress anytime to see how well you're working through the KeyWords lessons. When you check your progress, KeyWords creates a report and places it in an AlphaWord™ file, which you can then view, print, or send to a computer.

Note: You cannot view, print, or send reports directly from KeyWords. To do any of these things, you transfer a KeyWords progress report to AlphaWord on the AlphaSmart device, then view, print, or send AlphaWord.

To create a progress report:

1. From KeyWords, select your name from the student list and press **enter**.
2. Type your password and press **enter**.
3. From the Lessons screen, scroll up and select the Display student progress option, then press **enter**.

```
Save student progress to which
file? (1,2,3,4,5,6,7,8)

Press [esc] to exit.
```

4. Enter the number for the AlphaWord file to which you want to transfer the progress report.

Warning! Any existing text in the AlphaWord file you choose will be deleted.

5. If the file you chose already contains data, you're prompted to confirm your choice.

Note: If passwords are enabled for AlphaWord on the device, you must enter the file password before the progress report can be saved. (If you are the teacher, you can type the master password to create the report.)

AlphaWord opens and displays the progress report.

Halison Weydin's
KeyWords Progress Report

Lessons listed in the order they were
completed.

A S K L Keys:

New Keys completed.

Accuracy and Speed Builder Passages:

1, 4, 6

Accuracy and Speed Builder Test:

Your score	Your goal	Passed
40 WPM	8 WPM	Yes
7 Errors	10 Errors	Yes

D J K Keys:

Accuracy and Speed Builder Passages:

1

Accuracy and Speed Builder Test:

Your score	Your goal	Passed
Not completed		

6. Do one of the following:
 - Do nothing and leave the file in AlphaWord.
 - Print the report from AlphaWord (using a cable or IR beaming to connect directly to a printer) or send it to a computer (using a cable or IR beaming). Both tasks are described in the *User's Guide* for the AlphaSmart device.
 - Press **clear file** to erase the report from AlphaWord.
 - Press **applets** to open the SmartApplets menu, from which you can return to KeyWords.

Options for Teachers

This chapter addresses teachers. KeyWords provides administrative features you can use to oversee your students' work. With these features, you can

- Delete a student
- Delete all students
- Control options such as home row confirmation, correct shift key reinforcement, and spacing between sentences
- Set custom word per minute and error goals
- View student progress using various reports

Note: You can set most teacher options either on individual devices or on a group of devices using AlphaSmart Manager 2 and an AlphaHub. Using AlphaSmart Manager 2 is described in “Using AlphaSmart Manager 2 with KeyWords” on page 39.

Accessing teacher options

To access teacher options on a device, you need a master password. You can set your own master password using the AlphaSmart Manager 2 application (see the *AlphaSmart Manager 2 User's Guide*, which is included as a .pdf file on the AlphaSmart Manager 2 CD or in the AlphaSmart Manager 2 download files).

To access teacher options and view students:

1. Turn on the device by pressing **on/off**.
2. Press **applets** and select KeyWords from the SmartApplets menu. The KeyWords startup screen appears.

```
Select your name or choose to add name:  
↑ Add a student  
- Halison Weydin  
↓ Melissa Charbar
```

3. Scroll up to select Teacher options and press **enter**.
4. Enter the master password. The list of teacher options appears.

```
Select a Teacher Option:  
- Delete a student  
- Delete all students
```

From here, you can delete students.

Deleting students

There will be times when you want to delete a student from the list—typically, when a student leaves your class.

Warning! Use caution when deleting students. There is no way to recover student work after deleting student records.

To remove a student name:

1. Start KeyWords and select Teacher options, then type the master password.
2. Select Delete a student and press **enter**. The Student List screen appears.

```
Student List:  
- Halison Weydin  
- Melissa Charbar  
↓ Richard Holly
```

3. Scroll to the student name that you want to delete and press **enter**. A warning message appears.

```
WARNING! All data on this student will  
be erased. Are you sure you want to  
delete Halison Weydin? (y/n)
```

4. Press **Y** to delete the student; press **N** to cancel.

If you choose to delete the student, when you return to the KeyWords startup screen, the student name will be gone.

Note: This is the only way to remove an individual student from a device. AlphaSmart Manager 2 can only remove *all* students from connected devices.

To delete all students:

1. Start KeyWords and select Teacher options, then type the master password.
2. Select Delete all students and press **enter**. The following message appears.

```
WARNING! All data for each student  
will be erased. Are you sure you want  
to delete all the students? (y/n)
```

3. Press **Y** to delete all students; press **N** to cancel.

If you choose to delete all students, when you return to the KeyWords startup screen, all student names will be gone.

Tip! You can remove all students simultaneously from all devices connected to an AlphaHub by using AlphaSmart Manager 2. See “Using AlphaSmart Manager 2 with KeyWords” on page 39.

Home row confirmation

Because returning your fingers to the home row is such an important concept in touch typing, KeyWords contains an option you can set that requests students press the home row keys (**a s d f j k l ;**) in sequence during lessons. When this option is turned on, the following screen appears at the beginning of each accuracy and speed builder and test:

```
Place your fingers on the Home Row now.  
Type each Home Row key one at a time  
from left to right.
```

Students must type the correct keys in order—**a s d f j k l ;**—before they can exit the screen and go on to the lesson. If they type the keys incorrectly, KeyWords backspaces to where they made the error and won't let them continue until they press the correct letter in the correct order.

This option is off by default. When turned on, KeyWords requests home row confirmation at the start of every accuracy and speed builder and accuracy and speed test.

To turn home row confirmation on:

1. Start KeyWords and select Teacher options, then type the master password.
2. Use the arrow keys to scroll down the list of options and select Turn Home Row Confirmation ON, then press **enter**.
3. Confirm that you want to turn this option on.
4. Press **esc** to return to the KeyWords startup screen.

This setting is a toggle; repeat these steps to turn the option off. You can also set this option for an entire group of AlphaSmart devices simultaneously using AlphaSmart Manager 2. See “Using AlphaSmart Manager 2 with KeyWords” on page 39 for instructions.

Correct shift key enforcement

To type a capital letter, you press and hold a **shift** key before pressing a letter. For speedier and more accurate touch typing, typically you press and hold the **shift** key using the opposite hand from the letter you intend to type. KeyWords contains an option you can set that requires students to press the correct **shift** key (right or left) when typing a capital letter.

When you turn this option on, to type a capital letter **Z**, students need to press and hold the right **shift** key with their right little fingers before pressing **Z** with your left little fingers. During a Learn New Keys session, if a student presses the left **shift** key instead, the following message appears:

```
To type a capital Z, press the right
shift key.
(Hold down the right [shift] key and
press Z now.)
```

The student must press and hold the right **shift** key, then press **Z** to continue. If they’re in the middle of an accuracy and speed builder or test and press the wrong **shift** key, KeyWords automatically backspaces the cursor and won’t let them proceed until they press the correct **shift** key.

This option is on by default.

To turn correct shift key enforcement off:

1. Start KeyWords and select Teacher options, then type the master password.
2. Use the arrow keys to scroll down the list of options and select Turn require correct shift key OFF, then press **enter**.
3. Confirm that you want to turn this option off.
4. Press **esc** to return to the KeyWords startup screen.

This setting is a toggle; repeat these steps to turn the option on. You can also set this option simultaneously for an entire group of AlphaSmart devices using AlphaSmart Manager 2. See “Using AlphaSmart Manager 2 with KeyWords” on page 39 for instructions.

Note: In KeyWords, the **shift** key isn’t introduced until the Z? lesson (Lesson 10). If this option is on, students won’t be required to press the correct **shift** key until they reach that lesson.

Teacher-managed words per minute and error goals

KeyWords contains a feature that lets teachers set their own targets for words per minute (WPM) and for allowable errors. As your students’ typing improves, you may want to set a higher goal for words per minute, and a lower goal for errors.

When you set your own targets, you set them for all lessons and all students who use the device. The targets apply to all accuracy and speed builders and tests. This is somewhat different from the way KeyWords manages WPM and error goals. KeyWords gradually increases the WPM goals and decreases the error goals as students progress through lessons. Teacher-managed goals stay constant throughout all lessons until you change them again.

To set your own goals for words per minute and errors:

1. Start KeyWords and select Teacher options, then type the master password.
2. Use the arrow keys to scroll down the list of options and select Set custom WPM and error goals, then press **enter**. The following screen appears.

```
Use the arrow keys to change the
words per minute:10

Press [SPACE BAR] to continue.
```

3. Press the right or up arrow to increase the words per minute; press the left or down arrow to decrease the words per minute.
4. Press the **space bar** when you're satisfied with the words per minute number. The following screen appears.

```
Use the arrow keys to change the
allowable errors:8

Press [SPACE BAR] to continue.
```

5. Use the arrow keys in the same fashion to set the number of allowable errors.

6. Press the **space bar** when you're satisfied with the number of allowable errors. KeyWords returns you to the Teacher options screen.
7. Press **esc** to return to the KeyWords startup screen.

Important: Earlier versions of KeyWords let students challenge themselves by setting their own word per minute goals in speed builders. This feature has been removed. You can set customized words per minute goals in Teacher options only.

Specify one space or two between sentences

Traditional keyboarding classes taught with typewriters specified that typists should put two spaces after a period before beginning a new sentence. Typeset material, most word processing software, and text viewed on the Internet use only one space between sentences. KeyWords contains a setting that allows you to choose which convention to use for your students.

- If you choose the one-space convention, two spaces typed after a period are counted as an error.
- If you choose the two-space convention, one space typed after a period is counted as an error.

To set the option to type one or two spaces between sentences:

1. Start KeyWords and select Teacher options.
2. Type the master password.
3. Use the arrow keys to scroll down the list of options and select Set one/two spaces between sentences, then press **enter**.

4. Press any of the arrow keys to change the number to 1 for one space or 2 for two spaces.
5. Press the space bar to return to the list of KeyWords settings.
6. Press **esc** to return to the KeyWords startup screen.

You can also set this option simultaneously for an entire group of AlphaSmart devices using AlphaSmart Manager. See “Using AlphaSmart Manager 2 with KeyWords” on page 39 for instructions.

Enhanced reporting capabilities

KeyWords gives you a variety of reports. You can choose between three types:

- **Student progress report.** From within a student record, you can create a progress report that lists details about each lesson the student has worked on.

Harrison weydin's Keywords Progress Report						
Lessons listed in the order they were completed.						
Lesson	Goal WPM	Actual WPM	Goal Errors	Actual Errors	Passed	Accuracy&Speed Builders Done
-----	-----	-----	-----	-----	-----	-----
ASKL	12	14	8	5	Yes	1,2,3,4,5,6
DJF	12	22	8	3	Yes	1,2,3

- **Student last lesson report.** From within a student record, you can create a last lesson report that lists details only about the student's latest lesson.

Student Name	Latest Lesson	Goal WPM	Actual WPM	Goal Errors	Actual Errors	Passed
-----	-----	-----	-----	-----	-----	-----
Harrison weydin	DJF	12	22	8	3	Yes

- **Teacher's group progress report.** From within Teacher options, you can create a group progress report that lists last lesson details for each student using KeyWords on the device.

Keywords Group Progress Report						
Student Name	Latest Lesson	Goal WPM	Actual WPM	Goal Errors	Actual Errors	Passed
Bena Caden	GO	14	14	10	8	Yes
Dana Gale	DJF	12	18	8	9	Yes
Morgan Hunter	PR	16	20	10	7	Yes

Note: When viewing or printing reports from your computer, reports appear best when formatted in a fixed-width or monospace font such as Courier.

Creating a student progress report

A student progress report shows you a single line for each lesson a student has started. The fields included for each lesson are

Lesson name	Accuracy and speed builders completed
Student's WPM goal	Whether the student passed the accuracy and speed test for the lesson or not
Student's actual WPM	
Student's error goal	
Student's actual errors	

To create a student progress report:

1. On your AlphaSmart device, start KeyWords, select a student from the list, and press **enter**.
2. Type the student password or master password.
3. Use the arrow keys to scroll up and select the Student Reports option, then press **enter**.
4. Select Create Student Progress report and press **enter**.

5. Choose whether to print the report, send it to an application on your computer, or transfer the report to AlphaWord. Refer to “Using report information” on page 36 for more information about these choices.

Creating a last lesson report

A last lesson report displays the following fields on a single line:

Student’s name	Student’s error goal
Latest lesson started	Student’s actual errors
Student’s WPM goal	Whether the student passed the accuracy and speed test for the lesson or not
Student’s actual WPM	

To create a last lesson report:

1. On your AlphaSmart device, start KeyWords, select a student from the list, and press **enter**.
2. Type the student password or master password.
3. Use the arrow keys to scroll up and select the Student Reports option, then press **enter**.
4. Select Create Last Lesson report and press **enter**.
5. Choose whether to print the report, send it to an application on your computer, or transfer the report to AlphaWord. Refer to “Using report information” on page 36 for more information about these choices.

Creating a master class report

A master class report is a report containing all the last lesson reports of your students. When you send (as opposed to print or transfer to AlphaWord) a last lesson report to an application on your computer, column headers for the fields *aren't* included. This lets you create a master class report more easily because it frees you from having to format the master class report excessively.

You simply have each student send their last lesson report to an open application on your computer; you don't need to delete duplicate column header text. (Column header text *is* included if you print or transfer the report to AlphaWord.)

Tip! The KeyWords Extras folder contains an Excel spreadsheet file (LastLessonreport.xls) and an AppleWorks spreadsheet file (LastLessonreport.cwk) you can use as templates for creating a master class report.

Note: If you're sending reports to an AppleWorks spreadsheet, you must move the cursor manually to the appropriate cell before each student sends their report. You can avoid these extra steps by sending the reports to a word processing application first, then copying and pasting the report into an AppleWorks spreadsheet.

To create a last lesson master class report:

1. In your classroom, have your students create a last lesson report on their devices.
2. On your computer, start an application (such as Excel or Word or AppleWorks) and open a file to receive the text.

Enhanced reporting capabilities

3. Make sure your cursor or active cell is in the location where you want the first report to start.

	A	B	C	D	E	F	G	H	
1	KeyWords Last Lesson Class Report								
2									
3	Teacher:					Date:	4-Aug-05		
4									
5	Student Name	Latest Lesson	Goal WPM	Actual WPM	Goal Errors	Actual Errors	Passed		
6									
7									
8									
9									
10									

In this Excel file, the active cell is placed where the text for the report should begin.

4. Have your first student connect the device to your computer with the USB cable, then press **send**. Once the device is through sending the report, have your student disconnect the USB cable from the device.
5. Continue having the rest of your students send their reports to your computer.
6. Add any other information to the master class report that you want (such as your name, classroom, and so on), then save or print the file for your records.

	A	B	C	D	E	F	G		
1	KeyWords Last Lesson Class Report								
2									
3	Teacher:	Campbell				Date:	16-Nov-04		
4									
5	Student Name	Latest Lesson	Goal WPM	Actual WPM	Goal Errors	Actual Errors	Passed		
6									
7	Bena Caden	GO	14	14	10	8	Yes		
8	Dana Gale	DJF	12	18	8	9	Yes		
9	Morgan Hunter	PR	16	20	10	7	Yes		
10	Halison Weydin	DJF	12	22	8	3	Yes		
11									

A last lesson master class report created in Excel

Creating a group progress report

A group progress report displays the same information as a last lesson report, but contains entries for each student using the device.

With a last lesson master class report, you can collect information from an entire classroom, and students participate in creating the collective report. A group progress report, however, collects information from a single device only, and must be done by a teacher.

To create a group progress report:

1. Start KeyWords and select Teacher options, then type the master password.
2. Use the arrow keys to scroll up and select the Student Reports option, then press **enter**.
3. Scroll down the screen to select Create group progress report and press **enter**.
4. Select whether to print the report, send it to an application on your computer, or transfer the report to AlphaWord. Refer to “Using report information” on page 36 for more information about these choices.

Using report information

When you create any of the KeyWords reports, you can do three things with the information:

- Print the report from the device directly to a USB or IR-capable printer using a USB cable or IR beaming.
- Send the report from the device to your computer using a USB cable. On your computer, you send the text to an application that can accept text, such as a word processing or spreadsheet application.
- Transfer the progress report to one of the AlphaWord workspaces (**file 1–file 8**) on the device.

There are advantages to each method.

Printing reports

You can print your KeyWords reports directly to your USB printer or IR-capable printer without leaving KeyWords. Refer to the *User's Guide* that came with your device for specific details about printing.

To print a report:

1. From within KeyWords, create a report.
2. Choose Print.
3. Connect your device to your printer with a USB cable, or put your device within range of your IR printer, then press **print**. KeyWords informs you the device is connected to your printer, sends the report to the printer, and returns you to the report options screen.
4. Press **esc** repeatedly until you return to the KeyWords main screen.

Sending reports

You can send KeyWords reports from an AlphaSmart device to your computer using a USB cable. You can send text to any application that accepts text.

From there, you can save the report or print it from your computer. You can save reports periodically to collect cumulative information on how lessons are progressing.

To send a report:

1. On your computer, open the application to which you want to send the report.
2. From within KeyWords on your device, create a report.
3. Choose Send directly to computer.
4. Connect your device to your computer with the cable, then press **send**. KeyWords sends the text to the active application on your computer.

Tip! Format the text in a fixed-width or monospace font such as Courier to make the columns and header information line up correctly.

5. Press **esc** repeatedly until you return to the KeyWords main screen.

Note: If you notice missing characters or jumbled text when you send a report to your computer, you might need to slow down the transfer speed on your device. You can change the transfer speed with a keyboard command on each device (**option-#-S**) or for a group of devices using AlphaSmart Manager 2. See the device's *User's Guide* for detailed information.

Transferring reports to AlphaWord

When you transfer a KeyWords report to AlphaWord, you save it to one of the AlphaWord workspaces (**file 1–file 8**), overwriting any existing text in the workspace you selected.

Saving reports to AlphaWord is a quick way to see the reports on the device itself, which can be useful if you don't have a computer or printer handy. Because a device's screen is narrower than a monitor or printer page, the reports wrap across several lines, making them difficult to read onscreen. However, if you transfer the AlphaWord files to a computer or printer, the reports return to their proper formatting.

Saving reports to AlphaWord is also useful if you're using AlphaSmart Manager 2 and an AlphaHub because you can retrieve multiple AlphaWord files from multiple AlphaSmart devices simultaneously. Once you retrieve them in AlphaSmart Manager 2, you can view, save, or print them from your computer.

To transfer a report to AlphaWord:

1. From within KeyWords, create a report.
2. Choose Transfer to AlphaWord file.
3. Type a number for the workspace to which you want to send the file. One of two things happens:
 - If the workspace is empty, KeyWords saves the report in that workspace, then opens the file in AlphaWord.
 - If the workspace isn't empty, KeyWords warns you that the text in that workspace will be deleted. Press **Y** for yes to continue, or **N** for no to cancel. If you choose yes, KeyWords saves the report in the workspace, then opens the file in AlphaWord. If you choose no to cancel, KeyWords prompts you to choose a workspace file again.

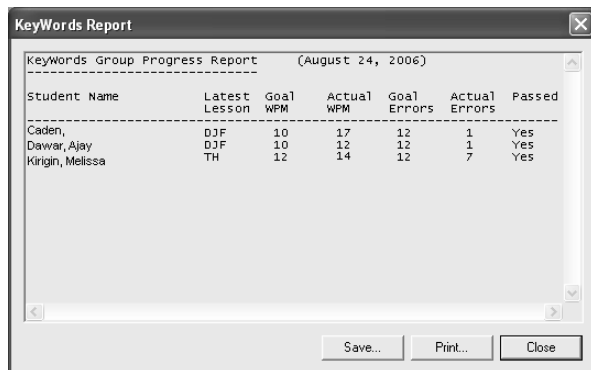
Once you transfer the report to AlphaWord, you can view it on the device, send it to your computer, print it, or use AlphaSmart Manager 2 to retrieve it.

Using AlphaSmart Manager 2 with KeyWords

AlphaSmart Manager 2 is a convenient tool for setting all KeyWords options from your computer because it lets you control multiple options at once for up to thirty AlphaSmart devices.

With AlphaSmart Manager 2 (and an AlphaHub), you can set all options from one screen on your computer, which frees you from setting each option individually on each device.

Beginning with version 2.6, AlphaSmart Manager 2 can retrieve KeyWords data from devices (Neos only), and create KeyWords reports you can print and save.



Student Name	Latest Lesson	Goal WPM	Actual WPM	Goal Errors	Actual Errors	Passed
Cadem	DJF	10	17	12	1	Yes
Dawar, Ajay	DJF	10	12	12	1	Yes
Kirigin, Melissa	TH	12	14	12	7	Yes

A KeyWords report created in AlphaSmart Manager 2

You can also use KeyWords and AlphaSmart Manager 2 (version 2.6) together to synchronize KeyWords data with Renaissance Place, a

web-based information system that brings together a wealth of student data, giving teachers, principals, and administrators the information they need in one application. Renaissance Place is a subscription-based system, and is available from Renaissance Learning (www.renlearn.com).

Complete information about AlphaSmart Manager 2 is described in the *AlphaSmart Manager 2 User's Guide*, available in .pdf format on the AlphaSmart Manager 2 CD or in the AlphaSmart Manager 2 download files.

KeyWords options in AlphaSmart Manager 2

The following table lists the KeyWords options you can set with AlphaSmart Manager 2.

Option	Explanation
Disable this SmartApplet	Lets you turn off access to KeyWords. It doesn't remove KeyWords from the device, but merely prevents its use, which can be useful in a classroom situation when you want students to focus on another SmartApplet, such as AlphaWord.
Delete all students	Quickly deletes all KeyWords students and student records from the device.
Set custom WPM goals	Lets you set your own target for words per minute. The default for this setting is 12.
Set custom error goals	Lets you set your own goal for allowable errors. The default for this setting is 8.
Reset WPM and error goals to default (yes/no)	Quickly restores custom words per minute and error settings to their defaults.

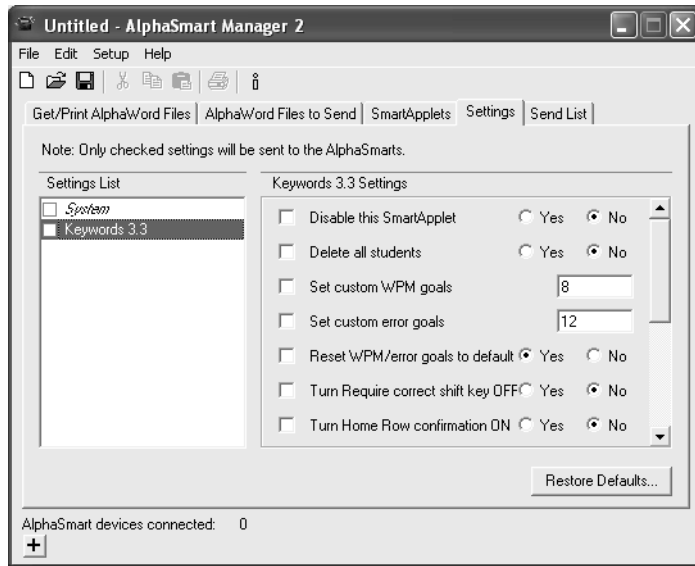
Option (Continued)	Explanation (Continued)
Turn require correct shift key off (yes/no)	Lets you specify whether or not you must type capital letters using the correct shift key.
Turn Home row confirmation on (yes/no)	Lets you specify whether or not you must type the home row keys in sequence at the beginning of accuracy and speed builders and tests.
Set spaces between sentences (1 / 2)	Lets you specify whether students should type one space or two between sentences.

In AlphaSmart Manager 2, you can return all KeyWords options to their defaults by pressing the Restore Defaults button.

To set KeyWords options using AlphaSmart Manager 2:

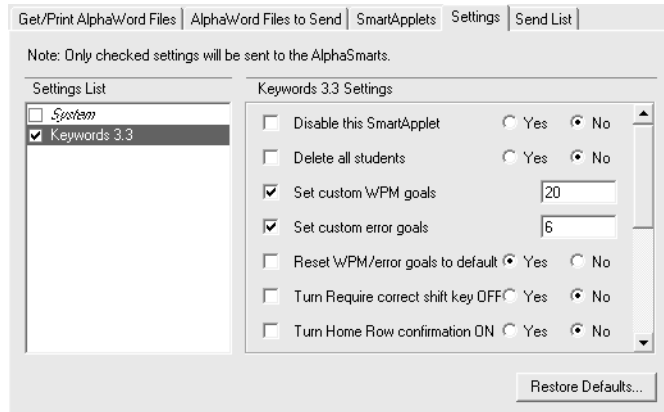
1. On your computer, start AlphaSmart Manager 2.
2. If you plan to connect a single AlphaSmart device using a USB cable, first press the **applets** key on the device so that it can communicate with AlphaSmart Manager 2. Skip this step if you plan to connect multiple devices to an AlphaHub.
3. Connect your AlphaSmart device(s) to your computer using one of the following methods:
 - For a single device, connect the device to your computer using a USB cable.
 - For multiple devices, connect the devices to your AlphaHub, then connect the AlphaHub to your computer. Make sure the AlphaHub is turned on.

4. Click the Settings tab and select KeyWords in the Settings List.



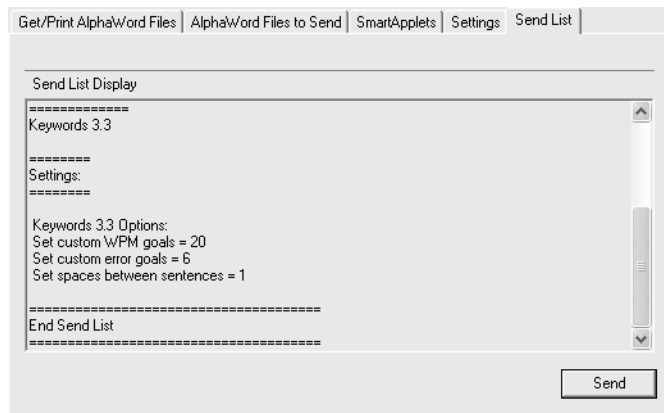
Note: If KeyWords doesn't appear in the Settings List, it means that one or more of the connected devices doesn't have KeyWords installed on it yet. If this is the case, click the SmartApplets tab, select KeyWords in the SmartApplets list, then click Add. Once you've done so, when you click the Settings tab, KeyWords will appear in the list.

5. Check the settings you want to change, specifying additional information as appropriate.



Tip! If you want to return the options to their defaults and start over, click the Restore Defaults button.

6. Click the Send List tab and verify that the settings you changed appear in the Send List Display.



7. Click Send.

AlphaSmart Manager 2 sends the settings to the connected device(s).

Teacher Preparation and Resources

This chapter provides information to teachers about successfully using KeyWords to teach your students touch-typing. It explains

- Reference materials provided with KeyWords that you can use to make handouts and transparencies
- A review of ergonomic typing posture and body placement
- A sample lesson plan for using KeyWords in a classroom with AlphaSmart devices

Materials for handouts and transparencies

The KeyWords Extras folder on the AlphaSmart Manager 2 CD and in the AlphaSmart Manager 2 download files contains a .pdf file with formatted information you can use to create helpful handouts and transparencies. The file name is *KeyWords SmartApplet Master.pdf*. You need Adobe Reader to view and print this file. Visit www.adobe.com to download Adobe Reader for free.

Materials for handouts and transparencies

The handouts and transparency masters contained in the .pdf file are described in the following table.

Name of handout	Description of master
<i>Prepare these masters before using KeyWords on an AlphaSmart device:</i>	
Posture and Wrist Placement	This master shows a drawing of a student seated properly with good wrist and hand position. Use it to create an overhead transparency or a reference handout for students.
Key Strike	This master shows close-up sketches of correct finger strike positions. Use it to create an overhead transparency or a student handout.
Finger Zones	This master illustrates the keyboard divided into zones. A graphic shows the fingers that correspond to the zones on the keyboard on each hand.
Home Row Keys	This master shows Home Row positions for the left and right hands. Use this master as a handout or a poster.
<i>Use these masters while working with KeyWords on an AlphaSmart device:</i>	

Materials for handouts and transparencies

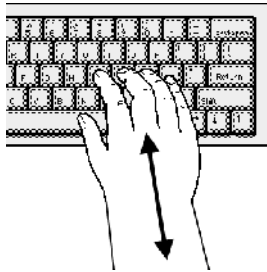
Name of handout	Description of master
Finger Placement for Lesson 1: Start Here!	This master illustrates the right and left hands with fingers labeled, and shows those fingers in their home row positions. It also illustrates the finger reach to the enter key and the use of the thumb to strike the space bar . Use it to create handouts or posters.
Finger Placement for Lessons 2 through 16	This master illustrates finger placement and reaches useful for student reference as they learn each level. Use it to create a handout for each lesson.
Progress Report	Use this master to create hardcopy reports for students to fill in so they can track their progress or hand in progress reports. This is the same information kept by the AlphaSmart device in the students' records.
<i>Use these masters as supplemental materials to KeyWords lessons on an AlphaSmart device:</i>	
Sustained Practice for All Keys	This master contains additional practice exercises for each lesson. Students can do the exercises by typing in AlphaWord. Use these lesson-appropriate practice sheets as students pass each lesson.
Congratulations Certificate	Use this master to create certificates to reward students as they pass each lesson of the KeyWords course.

Keyboarding ergonomics

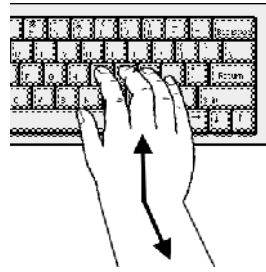
Teaching students about proper posture and physical setup can help them prevent health problems caused by typing.

Keep the following tips for wrists and hands in mind:

- Keep wrists aligned, straight, and level. (See the illustrations below.)
- Position chairs so students do not stretch to reach keys.
- Wrists should not rest on anything.
- Take periodic rest breaks.



Correct hand and wrist position



Incorrect hand and wrist position

Follow these guidelines to properly adjust equipment and posture:

- The keyboard should be just below elbow height so the elbows are bent at a ninety degree angle.
- The chair should adjust so it can fit the various sizes and shapes of your students.
- Forearms and thighs should be parallel to the floor when the student is seated at the computer.
- Feet should be flat or placed on a tilted footrest.

- Position devices so that light does not reflect off the screen. Light reflecting off the screen can cause eyestrain and frustration.

Sample lesson plan for getting started

This sample lesson plan teaches basic keyboarding information. You should present this lesson to students at the beginning of keyboarding instruction.

Students learn

- Correct typing posture
- Correct wrist placement
- Home row keys
- How to strike keys
- How to strike **space bar**
- How to strike **enter**

Preparation

Prepare the following overhead transparencies from the masters in the *KeyWords SmartApplet Master.pdf* file:

- Posture and Wrist Placement
- Key Strike
- Finger Zones
- Home Row Keys

Teaching the lesson

Explain to students that there are several basic practices that promote successful keyboarding. These practices include sitting with the proper posture, holding the wrists properly, striking the keys

Sample lesson plan for getting started

correctly, and returning the fingers to the home row keys. The following steps guide you through the lesson.

1. Use the Posture and Wrist Placement overhead transparency to show the correct typing posture and wrist placement. Have students sit at their desks with their AlphaSmart devices and demonstrate the correct posture and wrist placement. Monitor students, helping them make needed adjustments.
2. Use the Key Strike overhead transparency to explain how to strike the keys. Have students demonstrate and practice striking the keys. (Students can use AlphaWord to practice striking keys.) Monitor students, helping them make needed adjustments.
3. Use the Home Row Keys overhead transparency to show the home row keys. Have students place their fingers on the home row keys and practice typing *a s d f* and then *j k l ;*. Repeat several times until students can strike the home row keys correctly.
4. Use the Finger Zones overhead transparency to show students the keyboard zones for each finger. Have students practice striking another key with one finger and then returning that finger to the home row key. Practice with several fingers. Monitor students, helping them make needed adjustments.
5. Show students how to strike **enter** and **space bar**. The right little finger strikes **enter** and then returns to the home row key. Either thumb is used to strike **space bar**. Have students practice striking **enter** and **space bar** and returning to the correct home row key. Monitor students, helping them make needed adjustments.
6. Explain to students that **enter** moves the cursor to the beginning of the next line and that **space bar** inserts a space between words.

7. Review the basics of sitting properly, using correct wrist placement, striking the keys, and always returning to the home row keys.

Sample lesson plan for getting started

Lessons Information

This appendix lists the lessons provided in KeyWords. It shows the keys introduced, the words and word patterns learned, and the passing criteria for testing.

Lesson 1: Start Here!

Keys introduced	none		
Words learned	none		
Patterns	none		
Passing criteria	0 WPM	0 errors	

Lesson 2: ASKL

Keys introduced	A S K L			
Words learned	all alas	as	ask	lass
Patterns	sl ll	alk	as	ask
Passing criteria	8 WPM	12 errors		

Lesson 3: DJF				
Keys introduced	D J F			
Words learned	add lad jad	dad salad jasks	fall flask	sad jalls
Patterns	fl	ad	s (plural)	
Passing criteria	10 WPM	12 errors		

Lesson 4: TH				
Keys introduced	T H			
Words learned	sat that ash hash hall salt	flat has flash sash tall half	hat fast slash talk shall	slat last dash stalk stall
Patterns	th st	alt at	ast ash	sh
Passing criteria	12 WPM	12 errors		

Lesson 5: GO

Keys introduced	G O			
Words learned	dog jog shook lag lot sold of soot oat load stood	hog look hag got old fold off tooth goat ghost flood	fog took sag shot told soft stool toast float good	log hook shag hot gold aloft fool toad soak hood
Patterns	ood og ost gh	old ot oad	ook ool ag	oa oat oast
Passing criteria	14 WPM	10 errors		

Lesson 6: E I

Keys introduced	E I			
Words learned	eat	seal	flea	eagle
	tea	eel	feel	feed
	geese	goose	loose	lose
	the	these	did	lid
	solid	tie	lake	fake
	gate	skate	jade	like
	kite	ashes	flashes	glide
	slide	silk	jog	sigh
	high	tight	light	flight
	seaside	steak	fish	elfish
	shoes	headlight		
Patterns	ee	ea	es	se
	ed	ake	ade	id
	ie	ish	ike	ite
	ide	ilk	igh	ight
	oe			
Passing criteria	16 WPM	10 errors		

Lesson 7: PR				
Keys introduced	P R			
Words learned	hop	stop	shop	flop
	slop	ear	hear	dear
	fear	pear	eager	read
	deer	free	tree	see
	red	fled	tire	fire
	tried	tar	jar	hard
	are	large	ark	park
	dark	lark	spark	star
	ill	shrill	starfish	earth
	thrill	dope	rope	hope
	girl	radishes	soap	horse
	reddish	apples	roses	spider
	pillar	fairies	parrot	strolled
	prettiest	sorriest	alligator	
	refrigerator			
Patterns	op	ear	er	es
	re	ee	ar	ard
	ark	ope	iest	or
	oll	ir	thr	shr
	str			
Passing criteria	16 WPM	10 errors		

Lesson 8: QU

Keys introduced	Q U			
Words learned	rug	hug	jug	our
	hour	four	pour	flour
	out	shout	loud	house
	soup	gush	hush	just
	flush	trust	judge	fudge
	pure	suds	three	quit
	quiet	quake	quilt	quote
	quail	quarter	quart	equip
	quip	squirt	spirit	dollar
	said	heartful	stutter	sputter
Patterns	ug	ou	out	ouse
	ush	ust	udge	qu
Passing criteria	16 WPM	8 errors		

Lesson 9: WY				
Keys introduced	W Y			
Words learned	day	try	way	away
	play	playful	stay	joyful
	why	whole	where	flow
	flowers	pillow	yellow	plow
	washed	yaks	owls	hoot
	write	laws	you	furry
	hurry	story	followed	slowly
Patterns	ay	ow	wh	ly
	ory	urry	aw	wh
	wr			
Passing criteria	18 WPM	8 errors		

Lesson 10: Z?				
Keys introduced	Z ?			
Words learned	zip	zipper	pizazz	zeal
	zigzag	sizzle	puzzles	Zeus
	gazes	drizzle	zero	lazy
	jazz	zesty		
Patterns	azz	uz	ze	izz
	zz	zi		
Passing criteria	16 WPM	8 errors		

Lesson 11: X.

Keys introduced	X .			
Words learned	expert express apex tax paradox	explode relax explore ox exasperate	extra reflex prefix fox	exit exhale wax duplex
Patterns	ex pre	ox	ax	re
Passing criteria	18 WPM	8 errors		

Lesson 12: C,

Keys introduced	C ,			
Words learned	ace circles chick cupcake quack could deck chocolate	face sticky peck cheetahs call carrot crawls	race quick chew duck cows exactly cards	circus pick juice Chuck careless clothes choose
Patterns	ace uck	circ uice	eck ch	ick cr
Passing criteria	20 WPM	8 errors		

Lesson 13: MV

Keys introduced	M	V		
Words learned	love grove give very caramel scratch pilgrim might	dove am arrive avoid muddy pimples shrimp church	glove my thrive swerve comics rimful limp	move five alive wave slime whim mild
Patterns	ove im	ive ime	av	ve
Passing criteria	22 WPM	8 errors		

Lesson 14: NB

Keys introduced	N B			
Words learned	big job wobbles beach balloons subway extinction	bit cob singing brown blossom caution	nibble hobby dancing building bouquet explosion	rabbit blue bang brave barley motion
Patterns	ob ld in	ub bb ion	br bbl sion	bl by
Passing criteria	22 WPM	8 errors		

Lesson 15: " ' !

Keys introduced	" ' !	
Passing criteria	14 WPM	8 errors

Lesson 16: Numbers

Keys introduced	1 2 3 4 5 6 7 8 9 0	
Passing criteria	14 WPM	6 errors

Frequently Asked Questions

This appendix lists common questions about KeyWords.

Why can't I use the backspace key when using KeyWords?

Backspace is disabled because keyboarding research shows that students need to learn the patterns of keystrokes uninterrupted by immediate corrections. Disabling **backspace** benefits students because they can concentrate on speed, not on correcting errors.

Why is there so much repetition of words in the practice passages?

Research has shown that speed and confidence increase more readily if simple words are used and are repeated often. KeyWords offsets the repetition by providing text with humor, poetry, and rhythmic chants.

Why are the passages so easy?

Easy practice material develops speed and typing fluency more effectively, giving the student a feeling of confidence and a sense of success. Though the passages are easy, they provide practice in all the needed key patterns.

Why is the sequence of key introduction so different from what I am used to in other typing programs?

Many other typing programs are based on 1950s typing instruction. KeyWords designers sensed the need for a more language-based program, one that reinforces the development of a reading and writing vocabulary as it teaches typing.

The content of the passages is based on word list analysis. High frequency words that help develop reading and writing vocabulary and spelling skills were chosen for the practice material. KeyWords maximizes kinesthetic and linguistic patterns, which is why it is the most efficient and enjoyable way to learn to touch-type.

Why do the students learn the ASKL keys first?

Two design principles distinguish KeyWords from all other keyboarding programs: the application of kinesthetic (tactile, sensory) patterning and the application of linguistic (language) patterns in all skill-building activities.

When students are learning the home row keys in the first lesson, they type *as*. Students are typing enough on the left side of the home row keys to ensure that their fingers are where they belong. Students are also using two fingers that are next to each other to press two keys that are next to each other in a left-to-right motion; this is a kinesthetic pattern. The action results in a word, *as*, which is also part of many other words, like *fast*; so *as* is also a linguistic pattern. Learning the kinesthetic pattern generates a linguistic pattern.

On the right side of the home row keys, there are no little words to teach. However, if a student types *as* on the left side and then adds a *k*, the student has typed *ask*: All flowing left to right—a kinesthetic pattern—and all forming a word—a linguistic pattern. Similarly, by typing *all*, the student is introduced to the second right side home row letter in a fully patterned manner.

Students learn the ASKL keys first because these letters are part of the home row *and* they can be combined to form words. When new letters are added, they are incorporated within kinesthetic and linguistic patterns. Such patterning makes learning to touch-type very efficient and enjoyable.

What is the rationale for how the practice passages are sequenced?

Practice passages adhere to two important principles:

- Patterned words are repeated enough times to build up a rhythm and fluency that then transfers to typing the word within a phrase or sentence where it is not repeated.
- Passages progress from simpler to more complex phrase and sentence patterns.

When the phrase and sentence patterning combines with the linguistic patterning, student typing develops in an almost effortless manner.

Why aren't my test scores updated when I retake an accuracy and speed builder test in KeyWords?

After you take an accuracy and speed builder test for the first time, the results of the test are logged automatically. The only way to replace a logged score is to get a higher word-per-minute score. Fewer errors do not constitute an improvement that causes the score to update; an improved word-per-minute score is required.

Contact Information

The AlphaSmart web site is a good source of information about products, sales, support, community forums, and latest news. Visit the AlphaSmart web site at

www.alphasmart.com (United States)

www.alphasmart.co.uk (United Kingdom)

www.alphasmart.com/international (all other countries)

If you can't find the information you're looking for on the web site, use the contact information listed in this appendix.

United States

Technical questions or problems:

Phone: 888-274-2720

Email: support@alphasmart.com

Web: www.alphasmart.com/support

Purchase AlphaSmart products:

Online store: www.alphasmart.com

Phone: 888-274-0680

General information or sales questions:

Phone: 888-274-0680

Email: info@alphasmart.com

United Kingdom

Technical questions or problems:	Phone: 0870 120 0718 Email: UK-help@alphasmart.com
Latest support information:	www.alphasmart.co.uk/support
Purchase AlphaSmart products:	www.alphasmart.co.uk/ordering (This url also provides a list of resellers and AlphaSmart contacts.)

Europe, Middle East, and Africa

Technical questions or problems:	Phone: + 44 870 120 0718 Email: UK-help@alphasmart.com
Latest support information:	www.alphasmart.eu/support Select your country or region.
Purchase AlphaSmart products:	www.alphasmart.com/international (This URL also provides a list of resellers and AlphaSmart contacts.)

Asia/Pacific, Canada, Latin America

Technical questions or problems:	Contact your local reseller. If you do not have a local reseller, email Technical Support at support@alphasmart.com .
Latest support information:	www.alphasmart.com/supportinfo Select your country or region.
Purchase AlphaSmart products:	www.alphasmart.com/international (This URL also provides a list of resellers and AlphaSmart contacts.)

Index

Symbols

- * completed lessons 9
- + partially completed lessons 9

A

- accessing teacher options 21
- accuracy builders 12
- adding students 6
- AlphaSmart Manager 39
 - creating reports 39
- AlphaWord
 - file passwords 17
 - transferring reports to 16
- assessing errors 16

B

- backspace key, disabled 63
- beginning lessons 8
- builders
 - accuracy 12
 - speed 12, 13
- building accuracy and speed 12

C

- checking progress 16
- common questions 63
- confirmation, home row 25, 41
- correct shift key reinforcement 26, 41

D

- Delete all students option 40
- deleting students 22
- disable SmartApplet option 40
- disabled backspace key 63

E

- enforcing correct shift key 26, 41
- ergonomics, keyboarding 48
- error goals 27, 40
 - resetting 40
- errors, number of 16, 53–62

F

- file passwords in AlphaWord 17
- frequently asked questions 63

G

- getting started 5
 - sample lesson plan 49
- goals for WPM and errors 27
- group progress report 35

H

- handouts 45
- Home row confirmation 25, 41

K

keyboarding
 accuracy and speed builders 12
 ergonomics 48
 learning new keys 11
KeyWords, starting 5
kinesthetic patterns 64

L

last lesson report 32
learning new keys 11
lessons
 beginning 8
 completed (*) 9
 descriptions 53
 partially completed (+) 9
 passing criteria 53
 sample lesson plan 49
linguistic patterns 64

M

master class report 33
master password 17, 21
materials for teachers 45

N

number of errors 16

O

one-space option 29, 41
options
 Delete all students 40
 Disable this SmartApplet 40
 Home row confirmation 25, 41
 Resetting WPM and error goals 40
 Set custom error goals 40
 Set custom WPM goals 40
 setting with AlphaSmart Manager 39
 shift key reinforcement 26, 41
 spacing between sentences 29, 41
 teacher 21

P

passing criteria 15, 53
passwords
 character limits 7
 file passwords in AlphaWord 17
 master password 17, 21
patterns, linguistic and kinesthetic 64
printing
 reports 19, 36
progress report
 checking 16
 printing from AlphaWord 19
 sample report 17
 sending to a computer 19

Q

questions, common 63

R

reinforcing correct shift key 26, 41
Renaissance Place 39
reports
 creating in AlphaSmart Manager 2 39
 group progress report 35
 information 36
 last lesson report 32
 master class report 33
 printing 36
 sending 37
 student last lesson report 30
 student progress report 30, 31
 teacher's group progress report 30
 transferring to AlphaWord 38
resetting WPM and error goals 40
restoring defaults 41

S

sample lesson plan 49
sending
 reports 37
 reports to a computer 19
sentences, spacing 29, 41
setting
 error goals with AlphaSmart
 Manager 40
 KeyWords options with AlphaSmart
 Manager 39
 WPM goals with AlphaSmart
 Manager 40
shift key reinforcement 26, 41
spacing between sentences 29, 41
speed builder 13

starting Keywords 5
student progress report 31
students
 adding 6
 deleting 22
 viewing 22

T

teacher materials 45
teacher options
 accessing 21
 deleting students 22
 home row confirmation 25
 resetting WPM and error goals 27
 shift key enforcement 26
 spacing between sentences 29, 41
 viewing students 22
teacher-managed goals 27
testing speed and accuracy 15
transfer speed 37
transferring reports to AlphaWord 16,
 38
transparencies 45
two-space option 29, 41

V

viewing students 22

W

words per minute goals 27
 resetting to default 40
 setting 40
