Career Paths: Information Technology is a new educational resource for information technology professionals who want to improve their English communication skills in a work environment. Incorporating career-specific vocabulary and contexts, each unit offers step-by-step instruction that immerses students in the four key language components: reading, listening, speaking, and writing. Career Paths: Information Technology addresses topics including computer components, accessories, software, Internet security, web design, and the future of the industry.

The series is organized into three levels of difficulty and offers over 400 vocabulary terms and phrases. Every unit includes a test of reading comprehension, vocabulary, and listening skills, and leads students through written and oral production.

Included Features:
- A variety of realistic reading passages
- Career-specific dialogues
- 45 reading and listening comprehension checks
- Over 400 vocabulary terms and phrases
- Guided speaking and writing exercises
- Complete glossary of terms and phrases

The Teacher's Guide contains detailed lesson plans, a full answer key and audio scripts. The audio CDs contain all recorded material.
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Computer Memory

ClearPic Troubleshooting Guide

Certain memory requirements are necessary to install and run ClearPic. Check that the computer has at least 500 MB of RAM available. For optimal performance, make sure the computer’s CPU has a bit size of at least 32 bits. It should run at a bus speed of 800 MHz.

There are several options to fix problems with limited memory. One, is to limit the number of programs running at the same time.

Another, is to increase the amount of RAM. First, determine whether your computer uses SIMMs or DIMMs. Make sure that the memory’s bus speed matches that of the computer. Purchase the appropriate amount of RAM and attach it to the motherboard.

You can also increase your computer’s virtual memory. This temporarily stores data on a paging file on the computer’s hard drive. To add virtual memory, click on the “My Computer” icon. Under “Properties,” increase the maximum memory amount.

Vocabulary

3 Match the words (1-7) with the definitions (A-G).

1. ___ MHz
2. ___ SIMM
3. ___ motherboard
4. ___ DIMM
5. ___ virtual memory
6. ___ paging file
7. ___ bit

A. where data that doesn’t fit in the RAM is stored
B. the main circuit board in a computer
C. a unit of measurement that measures the speed of a CPU
D. a data storage method that stores data on the hard drive
E. the smallest unit of computer data
F. an memory module that sends up to 32 bits of data to a CPU
G. a memory module that sends up to 64 bits of data to a CPU

Get ready!

Before you read the passage, talk about these questions.

1. How has increased computer memory changed business?
2. When do people need to add more computer memory?

Reading

2 Read the troubleshooting guide. Then, choose the correct answers.

1. What is the passage mainly about?
   A. the main function of the CPU
   B. where to install the ClearPic file
   C. how to add or modify computer memory
   D. speeds of RAM attached to the motherboard

2. What should people do first when increasing available RAM?
   A. check to see if they need SIMMs or DIMMs
   B. increase the amount of virtual memory
   C. temporarily store their data on a paging file
   D. make sure the CPU runs at a speed of 800 MHz

3. What is NOT a way to fix a limited memory problem?
   A. increase the amount of virtual memory
   B. buy a new motherboard for the computer
   C. reduce the number of programs running
   D. increase the amount of available RAM
4 Fill in the blanks with the correct words and phrases from the word bank.

**Word Bank**

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<th>hard drive</th>
<th>RAM</th>
<th>bit size</th>
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<th>bus speed</th>
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1. The computer has a ________________________ of 64 bits.
2. The computer’s CPU has a ________________________ of 800 MHz.
3. Increase the virtual memory to store data on the ________________.
4. This computer comes with 900 ________________________ of RAM.
5. Install additional ________________________ into the motherboard.

5 Listen and read the troubleshooting guide again. What happens when a computer’s virtual memory is made bigger?

Listening

6 Listen to a conversation between a customer and an employee of ClearPic. Mark the statements as true (T) or false (F).

1. ___ The customer’s CPU is too slow to run the program.
2. ___ The employee advises the customer to buy more RAM.
3. ___ Increasing the virtual memory will increase the paging file size.

7 Listen again and complete the conversation.

**Employee:** Well, 1 ________________ ________________. To run ClearPic you really want to have at least 500 MB of memory.

**Customer:** So how can I fix that?

**Employee:** One easy way is to increase your computer’s 2 ________________ ________________.

**Customer:** What will that do?

**Employee:** It increases the paging file size. That way, your computer’s 3 ________________ ________________ can store more data.

**Customer:** I see. So 4 ________________ ________________ do I increase the memory?

**Employee:** 5 ________________ on the ‘My Computer’ icon. Under ‘Properties’, increase the maximum memory amount 6 ________________ ________________ half.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

**USE LANGUAGE SUCH AS:**

- How can I help you?
- The program keeps freezing.
- How can I fix that?

**Student A:** Your computer program keeps freezing. Talk to Student B about:
- the problem
- solutions
- increasing virtual memory

**Student B:** You are a support center employee. Answer Student A’s questions.

Writing

9 Use the conversation from Task 8 to complete the receipt.

**ClearPic**

**Support Center Receipt**

**Customer**

**Issue:** ________________ ________________

**Does computer have enough memory? Y / N**

**Advice given:** Increase ________________ ________________

**How to do this:**

1. ________________ ________________
2. ________________ ________________

---

**Employee:** Yes, it **_________** ________________ ________________. To run ClearPic you really want to have at least 500 MB of memory.

**Customer:** So how can I fix that?

**Employee:** One easy way is to increase your computer’s **_________** ________________ ________________.

**Customer:** What will that do?

**Employee:** It increases the paging file size. That way, your computer’s **_________** ________________ can store more data.

**Customer:** I see. So **_________** ________________ do I increase the memory?

**Employee:** Click **_________** on the ‘My Computer’ icon. Under ‘Properties’, increase the maximum memory amount **_________** ________________ half.
Website Review Solutions now offers two spring classes. These classes focus on creating websites.

**Web Development**: Learn how to make a simple website. Create coding to build sites. Explore ways to expand functionality. Discuss improving navigation and usability. Learn ways to increase a website’s visibility.

**Web Design**: Learn how to change a website’s appearance. Use CSS to change a website’s style. Compare the effect of different fonts and colors. Create attractive content to catch a user’s attention.

E-mail Mary Shelton at mshelton@wrsolutions.com to register for classes.

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**Get ready!**

1. Before you read the passage, talk about these questions.
   1. What makes a good business website?
   2. What kind of websites do you like to use?

2. Read the article from a business newsletter. Then, choose the correct answers.
   1. What does the Web Development class NOT teach?
      A. making a website easy to use
      B. improving a website’s visibility
      C. using code to program a website
      D. how to market a new website
   2. What can you infer about the Web Design class?
      A. Attending the class is mandatory.
      B. The first class addresses functionality.
      C. It focuses on improving a site’s visual element.
      D. Its registration fee is less than the Web Development class.
   3. What is the function of CSS?
      A. It helps improve navigation.
      B. It decreases a website’s visibility.
      C. It changes the style of a web page.
      D. It expands the functionality of a website.

3. Match the words (1-6) with the definitions (A-F).
   1. ___ web design
   2. ___ coding
   3. ___ navigation
   4. ___ visibility
   5. ___ usability
   6. ___ content

   A. choosing a website’s visuals
   B. how easily you can find a website on a search engine
   C. a website’s programming
   D. how easily a user can use a website
   E. moving around a website
   F. everything contained in a website
4 Fill in the blanks with the correct words and phrases from the word bank.

**Word Bank**

CSS web development appearance functionality

1 The website doesn’t work well. I want to improve its ____________.
2 My website looks boring. I’ll give it a more interesting ____________.
3 If you are interested in making a website, take a ____________ class.
4 I’m learning ____________ so that I can change my website.

5 Listen and read the article from a business newsletter again. Which class would someone attend to learn about developing a website’s performance?

Listening

6 Listen to a conversation between an instructor for a web development class and an employee. Choose the correct answers.

1 What do the speakers mostly talk about?
   A how to change content
   B why sheets are separate
   C choosing the correct CSS style sheet
   D the difference between content and style

2 What happens when the style sheet and the content are separated?
   A It alters the content.
   B The content does not change.
   C Content needs creating.
   D The words are changed in the content.

7 Listen again and complete the conversation.

Instructor: So, that’s how we change the website’s style. Does anyone have any questions?
Employee: Yes. I have one. It’s about 1 ____________.
Instructor: Oh, the 2 ____________ ____________ ____________ ____________ ____________. What do you want to know?
Employee: Why do we separate the style sheet and the 3 ____________?
Instructor: It makes changing the 4 ____________ ____________ easier. The 5 ____________ changes, but the content doesn’t.
Employee: So, I change the style sheet. What happens to the content?
Instructor: Nothing, because the two are 6 ____________.
Employee: Okay. I understand now. The words stay the same, but their appearance changes.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I have a question about CSS.
Why do we separate the style sheet and the content?
What happens to the content?

Student A: You are in a web design class. Ask Student B questions to find out about:
• style sheet and content
• changing the style sheet
• effects on content

Student B: You are the instructor of a web design class. Answer Student A’s questions about web design.

Writing

9 Use the conversation from Task 8 to answer the sample test questions on web design.

EXAMPLE TEST QUESTIONS ON WEB DESIGN – Spring Professional Development Courses:

1 What do the letters CSS stand for? ____________
2 What is the importance of separating the style sheets and the content? ____________
3 If the style sheet is changed, what happens to the content? ____________
above the fold [ADJ-U4] If something on a website is above the fold, it is visible without scrolling down after the page has loaded.

ad product [N-COUNT-U4] An ad product is an advertising opportunity such as a banner that is located on a website.

ADM [N-COUNT-U12] An ADM (Automated Dispensing Machine) is a hospital machine that measures out specific amounts of medication into containers.

anchor [N-COUNT-U3] An anchor is a word, phrase, or image that includes a hyperlink and can be used for navigation.

animated GIF [N-COUNT-U4] An animated GIF is the combination of multiple GIF files in one advertisement to create animation.

anti-antivirus virus [N-COUNT-U7] An anti-antivirus virus is a computer virus that attacks and often disables anti-virus software.

anti-virus software [N-UNCOUNT-U10] Anti-virus software searches a computer system for computer viruses.

Apple® [N-UNCOUNT-U1] Apple® is the company that produces Macs® and other computing products.

applet [N-COUNT-U3] An applet is a small application that is embedded in a webpage.

attack [N-COUNT-U9] An attack is an attempt to get through computer security.

audit log [N-COUNT-U9] An audit log is a record of who has accessed a computer system and what actions they took.

authenticate [V-TRANS-U9] To authenticate something is to make sure that it is legitimate.

Automation [NOUN-UNCOUNT-U5] Automation is the use of programmed machines to perform tasks without human assistance.

back end [ADJ-U15] If something is back end, it occurs at the end of a project or job.

backdoor [N-COUNT-U9] A backdoor is a hidden way to get by security in computers and programs, sometimes intentionally created.

backup [V-T-U10] To backup is to create a duplicate copy of data that is stored on a separate hard drive or computer system to prevent the loss of the data.

bar coding [N-UNCOUNT-U12] Bar coding is a system in which doctors scan medicines and match them to patients.

Basecamp® [N-UNCOUNT-U6] Basecamp® is a program offered by the company 37 signals that organizes projects and can be accessed by multiple users simultaneously.

block [V-T-U10] To block something is to prevent access to it.

blog [N-U13] A blog is a personal website that is maintained by an individual.

bug [N-COUNT-U9] A bug is a flaw in a computer program.

CAD [N-UNCOUNT-U3] CAD (Computer-Aided Design) is the use of a computer to design things such as machines or buildings.

campaign [N-COUNT-U4] A campaign is an agreement between an advertising company and a client that outlines which types of advertisements are to be used, where they are to be placed, and how long they will appear.

card scanning [N-UNCOUNT-U8] Card scanning is the practice of capturing the personal information stored on credit cards, debit cards, or passports.

CBT [N-UNCOUNT-U3] CBT (Computer-Based Training) is the use of a computer to train employees.

CDN [N-COUNT-U11] A CDN (content delivery network) is a system of computers on a network containing copies of data that nearby users can access.

CDSS [N-UNCOUNT-U12] CDSS (Clinical Decision Support System) is a system that helps doctors diagnose problems. It also suggests treatment options.

centralize [V-T-U6] To centralize things is to bring from multiple places and make them available in one location.

click tracking [N-UNCOUNT-U4] Click tracking is the process of counting and keeping track of the number of clicks an advertisement receives.

click-through rate [N-COUNT-U4] The click-through rate is the ratio of clicked advertisements to the number of advertisements that are viewed.

cloud computing [N-UNCOUNT-U11] Cloud computing is use of the Internet for software and other resources.
Career Paths: Information Technology is a new educational resource for information technology professionals who want to improve their English communication skills in a work environment. Incorporating career-specific vocabulary and contexts, each unit offers step-by-step instruction that immerses students in the four key language components: reading, listening, speaking, and writing. Career Paths: Information Technology addresses topics including computer components, accessories, software, Internet security, web design, and the future of the industry.

The series is organized into three levels of difficulty and offers over 400 vocabulary terms and phrases. Every unit includes a test of reading comprehension, vocabulary, and listening skills, and leads students through written and oral production.

Included Features:
- A variety of realistic reading passages
- Career-specific dialogues
- 45 reading and listening comprehension checks
- Over 400 vocabulary terms and phrases
- Guided speaking and writing exercises
- Complete glossary of terms and phrases

The Teacher’s Guide contains detailed lesson plans, a full answer key and audio scripts.

The audio CDs contain all recorded material.