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**Csernoch, Mária**

**Teaching word processing – the practice.**

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Summary: I compared two surveys, which were aimed to check the word processing ability of students in high schools and universities. The surveys were carried out ten years apart from one another, in 1997 and 2006. The results clearly show that most of the students are not able to use word processors properly. In the survey of 1997 I found explanation for this underperformance in the lack of computers and teachers. However, the results of the second survey did not prove any better than the results of the first, and in 2006 neither the number of computers nor the number of teachers can be blamed. What else then? I suggest that the reason for this general ignorance, for this ‘modern illiteracy’ is the ignorance of the teachers. Until the teachers are not prepared and the senior students of the universities leave the education system without a proper knowledge of the required subjects, there is little chance that they would be able to teach word processing at a satisfactory level.

*Classification:* R75

*Keywords:* word processing; properly formatted text; typical mistakes; senior university students