

**ADMINISTRATIVE OFFICE SYSTEMS /
COMPUTING
ARTICULATION MANUAL**

**COMMUNITY COLLEGES
OF SPOKANE**

**Spokane Community College
Spokane Falls Community College
Institute for Extended Learning**



FOR MORE INFORMATION CONTACT:
Community Colleges of Spokane
School and College Relations/Recruitment
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CCS CONTACTS

Microsoft Office Specialist Certification Testing

See enclosed articulation agreements for credits
Use web addresses below for testing information and registration

Spokane Community College

www.scc.spokane.edu

Search for Microsoft Office Specialist at this web site

Spokane Falls Community College

www.spokanefalls.edu

For other articulation assistance, contact the college Department Chair

Spokane Community College

Administrative Office Systems

MaryO Fury, M.Ed.

Department Chair

509-533-7376

Spokane Falls Community College

Administrative Office Systems/Computer Applications

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Department Chair

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COMMUNITY COLLEGES OF SPOKANE ARTICULATION AGREEMENT

Articulated Programs

**Administrative Office Systems/Computing
Spokane Community College and Spokane Falls Community College
And
Business Courses
Area High Schools**

WHO IS ELIGIBLE?

Any student who has attended an articulated high school program where there is a signed agreement with Community Colleges of Spokane may receive college credit for instruction received at the high school.

PROCEDURES

CCS and High School Faculty

CCS faculty and high school faculty will partner to identify competencies and/or critical objectives a student will need to successfully transition into the professional/technical program(s) being articulated.

Instructional faculty within the two educational systems will determine whether similarities in educational experiences provided to students in the two systems result in duplication of required competencies as described above. Where duplication of competencies is evident, an attempt will be made to enter into an articulation agreement.

High School Instructor's Documentation of Competencies

Participating faculty at the high school will certify in writing the areas and levels of competency achievement by the student. This will become part of the student's permanent record and will be forwarded to the college upon request by the student and/or the college.

Student Documentation of Competencies

Students must secure the written certification of their teachers that they have accomplished competencies and/or critical objectives that comprise the agreed-upon articulation minimum course content for every CCS course for which they desire college credit. College credit will be granted only for those CCS courses listed in the appropriate Articulation Agreement.

Student Application for College Credit

The procedures described in the CCS manual, **College Credit by Non-Traditional Means, Revised 1998**, shall be used by the student desiring college credit for high school courses.

Please Note: The intent of Articulation is to give recognition to professional/technical work completed in a high school program. Students are expected to enroll in the same professional/ technical program at the college. Most credits received are **not transferable** to a 4-year institution.

Steps for Receiving Credit by Articulation at Community Colleges of Spokane following Enrollment at SCC or SFCC:

Step 1. **Notify your high school instructor** that you wish to receive college credit for your work in a professional/vocational program that has an ARTICULATION AGREEMENT with Community Colleges of Spokane.

- Step 2.* Work with your high school instructor **to meet the requirements** of the Articulation Agreement for your school. Your instructor will have a list of requirements or view the CCS website: <http://ccs.spokane.cc.wa.us/Students/Articulation/MASTER.htm>.
- Step 3.* **Obtain a community college application** for admission from your high school counselor, college Admissions Office or web page at: <http://www.scc.spokane.wa.us> or <http://www.sfcc.spokane.cc.wa.us>
- Step 4.* **Complete the application** and remit with a \$10 non-refundable fee to Spokane Community College (SCC) or Spokane Falls Community College (SFCC) within 12 months of high school graduation. Applications are taken on a first come, first serve basis. Apply on or before December 1 of your senior year for the best chance to be accepted into the program of your choice.
- Step 5.* You will receive a letter from the Admissions Office regarding admission status. **Follow instructions in the letter in regards to testing, advising and registration.**
- Step 6.* **Complete 10 credits** with a grade of 2.0 in each class. Sometime during this quarter, notify the college program director of the vocational program that you will be using the Articulation Agreement.
- Step 7.* Make an appointment with a college instructor in the program you have chosen. This teacher will assist you with the **Application for Nontraditional Credit form #4020**.
- Step 8.* Take the completed Application for Nontraditional Credit form to the **Transcript Office**. Credit will then be posted to your official college transcript. There is a charge of \$5 per credit, plus a \$10 processing fee. (Example: 5 credits, cost \$35.)

Steps For Receiving Credit By Direct Transcription While Still In High School

- Step 1.* **Enroll** in the articulated high school class(es) offering college credit at your high school.*
- Step 2.* **Register online** at www.pc3connect.org/wa/newtec for the class(es) in which you enrolled.
- Step 3.* **Inform your teacher** of your intent to earn college credits for the class.
- Step 4.* **Complete the competencies** outlined by your teacher – earning a B (3.0) grade or better.
- Step 5.* **Print the online registration form.** Maintain one copy for your own records.
- Step 6.* **Submit registration form and payment** (\$5.00 per credit plus \$10.00 processing fee) made out to the college indicated: Spokane Community College or Spokane Falls Community College, then mail to:

Spokane Community College
Cashier, MS 2155
1810 N Greene Street
Spokane WA 99217-5399

Spokane Falls Community College
Cashier, MS 3174
3410 W Fort George Wright Drive
Spokane WA 99224-5288

- Step 7.* **A transcript** will be generated upon receipt of payment and verification of grade by teacher

For more information, contact Northeast Washington Technical Education Consortium (NEWTEC), 509-434-5162, or vsutherlin@ccs.spokane.edu

*Review specific Articulation Agreement: <http://ccs.spokane.edu/Students/Articulation/MASTER.htm>

CCS and High School Counselors/Advisors

CCS and high school counselors will cooperate toward developing, disseminating, and presenting professional/technical career information to students within the public school system. Such information will include, as a minimum, an orientation on career programs at the high school and community college levels and the articulation agreements that have been established among the systems of education.

Publicity

The colleges and high schools will develop methods of publicizing the agreements to encourage students to take advantage of seamless transitions and advanced placement opportunities.

Community Colleges of Spokane Articulation Agreement

*Administrative Office Systems/Computing
Spokane Community College
And
Area High Schools*

We the undersigned faculty representatives and administrators, agree to the following:

1. We agree with the principles, practices and procedures for entering into and changing articulation agreements as set forth in the document "*Articulation Agreement*".
2. We have evaluated respective individual and course competencies and have determined that high school graduates who successfully complete the competencies identified in the course(s) listed below, as stipulated in the document titled "*Articulation Agreement*" are eligible for advanced placement. In addition the student must :
 - **Have appropriate ASSET/COMPASS scores for admission to the program.***
 - **Complete the high school course(s) for which credit is requested with a grade of 3.0 (B) or above.**
 - **Submit verification of mastery of competencies signed by the high school instructor to the SCC program director.**
 - **Apply for admission to the SCC program within 12 months after graduation from high school.**

SCC Course

AOS	101 Keyboarding	5 credits
AOS	102 Document Processing	5 credits
AOS	165 Word Processing	5 credits
AOS	201 Information Processing	5 credits
AOS	202 Advanced Information Processing	5 credits
AOS	231 Office Procedures	5 credits
GBUS	103 Basic Business Math and Electronic Calculators	5 credits
ACCT	51 Basic Accounting Procedures	5 credits

*Students with lower scores will be admitted to the college and asked to take courses that will support college success. This may delay admission to the selected vocational program. The ASSET/COMPASS test is given at Spokane Community College and Spokane Falls Community College. There is a \$10 charge for the test.

A charge of \$5 per credit is assessed to award credit per this agreement, plus a one-time processing fee of \$10. (For example to receive 5 credits, the cost would be \$35.)

Community Colleges of Spokane Articulation Agreement

Computer User and Computer Applications Spokane Community College and Area High Schools

We, the undersigned faculty representatives and administrators, agree to the following:

1. We agree with the principles, practices, and procedures for entering into and changing articulation agreements as set forth in the document "*Articulation Agreement*."
2. We have evaluated respective individual and course competencies and have determined that the high school graduates who successfully complete the competencies identified in the course(s) listed below, as stipulated in the document titled "*Articulation Agreement*" are eligible for advanced placement. In addition, the student must:
 - Have appropriate ASSET/COMPASS scores for admission to the program.*
 - Pass a verification exam and receive industry recognized certification. Current certification required for each course for which credit is sought is listed on the following page. Exams are given at the Spokane Community College Media/Testing Center. There is a fee for each exam and a processing fee to post credits to the college transcript. The list of Certification Requirements for each academic year is updated each October.
 - | | | |
|------|---|-----------|
| CIS | 110 Introduction to Computer Applications | 5 credits |
| CATT | 120 Microsoft Word I and | |
| CATT | 121 Microsoft Word II | 5 credits |
| CATT | 122 Microsoft Access I and | |
| CATT | 123 Microsoft Access II | 5 credits |
| CATT | 138 Microsoft Excel I and | |
| CATT | 139 Microsoft Excel II | 5 credits |
| CATT | 190 Introduction to PowerPoint and | |
| CATT | 191 Advanced PowerPoint | 5 credits |

*Students with lower scores will be admitted to the college and asked to take courses that will support college success. This may delay admission to the selected vocational program. The ASSET/COMPASS test is given at SCC and SFCC. There is a \$10 charge for the test.

A charge of \$5 per credit is assessed to award credit per this agreement, plus a one-time processing fee of \$10. (For example: to receive 5 credits, the cost would be \$35.)

**Spokane Community College
Computer User and Computer Applications**

**Certification Requirements for Computer Science Credit
Academic Year 2002-2003**

CIS 110 Introduction to Computer Applications

Skills Assessment Manager
Testing System (SAM)

CATT 120 Microsoft Word I **and**
CATT 121 Microsoft Word II

Microsoft Word 2000 Core **or**
Microsoft Word 2002 Core

CATT 122 Microsoft Access I **and**
CATT 123 Microsoft Access II

Microsoft Access 2000 Core **or**
Microsoft Access 2002 Core

CATT 138 Microsoft Excel I **and**
CATT 139 Microsoft Excel II

Microsoft Excel 2000 Core **or**
Microsoft Excel 2002 Core

CATT 190 Introduction to PowerPoint **and**
CATT 191 Advanced PowerPoint

Microsoft PowerPoint 2000 Core **or**
Microsoft PowerPoint 2002 Core

To schedule Microsoft testing, please visit our website at: www.scc.spokane.edu, choose Microsoft Office Specialist or call Spokane Community College Testing Center 509-533-8085.

To schedule Microsoft Office Specialist Certification testing, please contact: Spokane Community College Testing Center 509-533-8085

Community Colleges of Spokane Articulation Agreement

Administrative Office Systems/Computer Applications Spokane Falls Community College And Area High Schools

We, the undersigned faculty representatives and administrators, agree to the following:

1. We agree with the principles, practices, and procedures for entering into and changing articulation agreements as set forth in the document "*Articulation Agreement.*"
2. We have evaluated respective individual and course competencies and have determined that the high school graduates who successfully complete the competencies identified in the course(s) listed below, as stipulated in the document titled "*Articulation Agreement*" are eligible for advanced placement. In addition, the student must:
 - **Have appropriate ASSET/COMPASS scores for admission to the program.***
 - **Complete the high school course(s) for which credit is requested with a grade of 3.0 (B) or above.**
 - **Submit verification of mastery of competencies signed by the high school instructor to the SFCC program director.**
 - **Apply for admission to the SFCC program within 12 months after graduation from high school.**

SFCC Course

AOS 101 Keyboarding

5 credits

*Students with lower scores will be admitted to the college and asked to take courses that will support college success. This may delay admission to the selected vocational program. The ASSET/COMPASS test is given at Spokane Community College and Spokane Falls Community College. There is a \$10 charge for the test.

A charge of \$5 per credit is assessed to award credit per this agreement, plus a one-time processing fee of \$10. (For example to receive 5 credits, the cost would be \$35.)

Community Colleges of Spokane Articulation Agreement

Computer Software Applications Spokane Falls Community College And Area High Schools

We, the undersigned faculty representatives and administrators, agree to the following:

1. We agree with the principles, practices, and procedures for entering into and changing articulation agreements as set forth in the document "*Articulation Agreement*."
2. We have evaluated respective individual and course competencies and have determined that the high school graduates who successfully complete the competencies identified in the course(s) listed below, as stipulated in the document titled "*Articulation Agreement*" are eligible for advanced placement. In addition, the student must:
 - Have appropriate ASSET/COMPASS scores for admission to the program.*
 - Pass a verification exam and receive industry recognized certification. Current certification required for each course for which credit is sought is listed on the following page. Exams are given at the Spokane Falls Community College. There is a fee for each exam and a processing fee to post credits to the college transcript. The list of Certification Requirements for each academic year is updated each October.

SFCC Course

CAPPS 110 Word	3-5 credits
CAPPS 112 Excel	3-5 credits
CAPPS 114 Access	5 credits
CAPPS 116 Power Point	3 credits

*Students with lower scores will be admitted to the college and asked to take courses that will support college success. This may delay admission to the selected vocational program. The ASSET/COMPASS test is given at SCC and SFCC. There is a \$10 charge for the test.

A charge of \$5 per credit is assessed to award credit per this agreement, plus a one-time processing fee of \$10. (For example: to receive 5 credits, the cost would be \$35.)

**Spokane Falls Community College
Computer Software Applications**

**Certification Requirements for Computer Science Credit
Academic Year 2002-2003**

<u>SFCC Course</u>	<u>Microsoft Office Specialist Certification</u>	<u>Credits</u>
CAPPS 110 Word	Microsoft Word Core Microsoft Word Expert	3 5
CAPPS 112 Excel	Microsoft Excel Core Microsoft Excel Expert	3 5
CAPPS 114 Access	Microsoft Access Core	3
CAPPS 116 Power Point	Microsoft PowerPoint Core	3
CAPPS 120 Outlook	Microsoft Outlook	1

To schedule testing contact Linda Roth at Spokane Falls Community College; 509-533-3693 or LindaR@SpokaneFalls.edu

Learning Objectives for Basic Accounting Procedures 51

5 credits

Module 1:

Accounting 51 covers the Accounting Cycle for a Service-Type Business/Enterprise

Upon Completion of Accounting 51 the student should be able to:

1. Define Accounting
2. Define and identify Asset, Liability, and Owner's Equity types of accounts, including Revenues and Expenses
3. Present the fundamental Accounting Equation using T accounts with the plus and minus signs and debit and credit sides labeled
4. Record a group of business transactions for a service-type business directly into T accounts involving the changes in Assets, Liabilities, Owner's Equity, Revenue and Expense accounts
5. Determine the balances of T accounts having entries recorded on both sides of that account
6. Prepare a Trial Balance
7. Prepare an Income Statement (with a net income or a net loss)
8. Prepare a Statement of Owner's Equity (with a net income or a net loss and with or without an additional investment)
9. Prepare a Balance Sheet (report form)
10. Record a group of transactions pertaining to a service-type enterprise in a two-column General Journal
11. Post entries from a two-column General Journal into General Ledger accounts.
12. Correct journal entries using the ruling method
13. Correct journal entries that have been posted using the correcting entry method.
14. Complete a Worksheet for a service-type enterprise, involving adjustments for supplies used, expired insurance, depreciation, and accrued wages
15. Prepare an Income Statement, a Statement of Owner's Equity, and a Balance Sheet directly from the Worksheet
16. Journalize and post the Adjusting entries
17. Journalize and post the Closing entries
18. Demonstrate the difference between Cash Basis, Modified Cash Basis, and Accrual Basis Accounting
19. Establish a Petty Cash Fund, use the Petty Cash Fund by using vouchers recorded in a Petty Cash Register, and replenishing the Petty Cash Fund
20. Establish a Checking Account, make deposits, write checks, balance the checkbook, and reconcile the Bank Statement
21. Handle the Payroll for Employees, which would include figuring gross pay for employees and determining their deductions and net pay
22. Determine the Employer's Payroll Tax Expenses based on employees' pay and become familiar with the forms necessary for the payment of these taxes

Competencies For Basic Business Math And Electronic Calculators 103

5 credits

General Competencies:

Upon completion of General Business 103, the student shall be able to:

1. Operate an electronic calculator with speed and accuracy with a minimum of 80 keystrokes per minute (exception would be finger, hand, wrist injuries)
2. Identify the home row position on the key pad and perform the basic arithmetic functions (multiplication, division, addition and subtraction) using the touch system
3. Hold a pencil properly for rapid transcription of answers
4. Maintain good posture and even key stroking
5. Transfer concepts learned on one calculator to any other calculator available in an office environment
6. Transfer fingering, posture and stroking techniques to 10-key pads on personal computer/terminal equipment
7. Change paper tapes and printing ribbons on machines used
8. Demonstrate competence with basic math functions:
 - a. Use prime numbers in calculating least common multiples
 - b. Convert decimals to fractions and percentages
 - c. Perform basic math functions with fractions
 - d. Compute averages
 - e. Read and write numbers to their whole number and fractional values
 - f. Read and write numbers in both digital and word forms
 - g. Practice general rules for rounding
 - h. Estimate answers for logical placement of decimal value
9. Operate the following function keys or levers on the electronic calculator and select them for the appropriate math concepts being calculated:
 - a. Floating decimal selector
 - b. Fixed decimal selector
 - c. Rounding selector
 - d. Constant selector
 - e. Constant multiplication and division with accumulation
 - f. Memory register keys
 - g. Non-add item count/date key
 - h. Subtotal key
 - i. Total key
 - j. Percent key
 - k. Clear entry/clear all key
 - l. Equal plus/equal minus key
 - m. Paper feed key

Module 1: Basic math competencies to be performed without the aid of an electronic calculator

1. Add and subtract fractions, decimals, and whole numbers
2. Read and write whole numbers and decimal fractions
3. Determine place value of whole and fractional numbers
4. Demonstrate proper applications of general rules for rounding
5. Multiply and divide fractions, decimals and whole numbers
6. Calculate averages
7. Estimate answers for accurate location of decimals
8. Write ratios and proportions in terms of the relationships these ratios have to other values
9. Calculate the least common multiple of fractions using factoring with prime numbers
10. Differentiate between prime and composite numbers
11. Convert fractions to decimals and decimals to fractions
12. Convert decimals to percents and percents to decimals
13. Convert mixed numbers to improper fractions and improper fractions to mixed numbers
14. Complete a sample employment application test incorporating typical math concepts encountered on such tests

Module 2: Basic math competencies to be performed with the use of an electronic calculator

1. Addition and subtraction of whole numbers, fractions, decimals and mixed numbers
2. Calculate credit balances (properly enter positive and negative values)
3. Multiply and divide whole numbers, fractions, decimals and mixed numbers

4. Perform multifactor multiplication
5. Calculate ratios and proportions using the percentage formula
6. Identify the procedures for using the memory functions (memory plus, memory minus, memory subtotal and memory total) of each calculator available and apply them to the computation of typical business problems
7. Raise a number to a given power

Module 3: Calculation of basic math and machines functions in problems involving commonly encountered business applications

1. Apply the percentage formula in calculations of sales commissions, sales taxes, earnings per share and rate of change for increases or decreases
2. Extend invoices, accumulate in memory and calculate trade discounts, freight costs and cash discounts when applicable
3. Perform merchandising calculations for markup
4. Calculate regular overtime pay, applicable FICA and income taxes (using a tax table) and other deductions on a payroll using the memory functions of the machine
5. Calculate simple interest using memory functions
6. Calculate cost of credit and related consumer finance problems
7. Properly balance checkbook accounts and reconcile bank statements
8. Calculate compound interest problems using the constant functions of the machine
9. Calculate proration of overhead, sales or advertising expenses using constant and memory function of the machine
10. Apply repetitive subtraction, constants, percentage key and memory functions of machine to calculate depreciation – straight line, source-of-the year's digit, double declining balance, 200% declining balance. Calculate maturity value, bank discount, and proceeds when discounting a note.

Competencies For Keyboarding 101

5 credits

Enabling Competencies:

1. Demonstrate work habits:
 - a. Be punctual
 - b. Maintain an organized work area
 - c. Follow written and oral directions
 - d. Concentrate amid distractions
 - e. Set and work toward goals
 - f. Utilize time effectively
 - g. Bring all required supplies to class
2. Demonstrate proper use and care of equipment

Module 1: Keyboarding

1. Demonstrate correct keyboarding techniques:
 - a. Maintain home row position
 - b. Strike keys quickly and evenly
 - c. Make low, direct reaches to keys
 - d. Return quickly to home row position
 - e. Maintain eye contact with copy while typing
 - f. Keep fingers curved over home row keys
 - g. Hold wrists low without touching keyboard frame
 - h. Keep hand and arm movements to a minimum
 - i. Continue keying after operating enter key
 - j. Operate space bar efficiently
 - k. Operate shift keys efficiently
 - l. Do not hesitate before and after striking tab key
 - m. Maintain comfortable body position at keyboard
2. Demonstrate correct use of keyboard:
 - a. Alpha keys
 - b. Function keys
3. Recognize proofreaders' marks
4. Key from both longhand and typewritten copy

Module 2: Spacing and Proofreading

1. Use correct spacing rules for punctuation, numbers, and symbols
2. Demonstrate use of line spacing
3. Locate and correct errors in documents—typos, format, spacing, capitalization

Module 3: Personal Business Letters

1. Key personal letters in full block style using standard and open punctuation:
 - a. Proper placement of dateline, inside address, salutation, closing, return addresses, and enclosure notation
 - b. Proper placement of letter on plain paper
2. Key letters with no more than one uncorrected error (2.0)
3. Demonstrate ability to key letters in a timed situation

Module 4: Business Letters

1. Key business letters in full block using open and standard punctuation:
 - a. Proper placement of dateline, inside address, salutation, closing, reference initials, filename, copy notations, and enclosure notations
 - b. Proper placement of letter on paper
2. Key letters with no more than one uncorrected error (2.0)
3. Demonstrate ability to key letters in a timed situation

Module 5: Reports and Tables and Straight Copy

1. Key business and academic reports using appropriate margins and line spacing including headings and page numbering
2. Key title pages
3. Create tables using tables feature including merging cells and centering vertically and horizontally
4. Key reports, title pages, and tables with no more than one uncorrected error (2.0)
5. Demonstrate ability to key reports and tables in a timed situation
6. Key straight copy at 30 wpm for three minutes with six or fewer errors (2.0)

Module 6 (SCC): Windows Functions

1. Use Windows terminology
2. Use the mouse, scroll bars, dialog boxes, and toolbars
3. Start and exit programs; minimize and maximize windows
4. Use Help to problem solve
5. Work with multiple programs
6. Apply file management concepts
7. Use My Computer and Windows Explorer
 - a. Move and copy files
 - b. View files
 - c. Create and rename folders
 - d. Delete and restore files
 - e. Format and copy a disk

Module 6 (SFCC): Memorandums

1. Key memorandums using proper format
2. Key memorandums with no more than one error
3. Demonstrate ability to key memorandums in a timed situation

Competencies For Document Processing 102

5 credits

Enabling Competencies:

1. Demonstrate correct keyboarding techniques:
 - a. Maintain home row position
 - b. Strike keys quickly and evenly
 - c. Make low, direct reaches to keys
 - d. Return quickly to home row position
 - e. Maintain eye contact with copy while typing
 - f. Keep fingers curved over home row keys
 - g. Hold wrists low without touching keyboard frame
 - h. Keep hand and arm movements to a minimum
 - i. Continue keying after operating return key
 - j. Operate space bar efficiently
 - k. Operate shift keys efficiently
 - l. Do not hesitate before and after striking tab key
 - m. Maintain comfortable body position at keyboard
 - n. Maintain keyboarding rhythm
2. Demonstrate correct use of keyboard:
 - a. Alpha keys
 - b. Numeric keys
 - c. Symbols
 - d. Function keys
3. Determine and set margins and tab stops
4. Center material horizontally and vertically using software features
5. Set or apply appropriate line spacing—single, double, triple, quadruple
6. Use and interpret proofreader's marks to indicate or make needed corrections in documents—typos, format, spacing, word division, capitalization, expression of numeric data, word choice, etc.
7. Make corrections using a variety of techniques
8. Demonstrate work habits—
 - a. Be punctual
 - b. Maintain an organized work area
 - c. Follow written and oral directions
 - d. Concentrate amid distractions
 - e. Set and work toward goals
 - f. Utilize time effectively
 - g. Bring all required supplies to class
9. Key from longhand and typewritten copy
10. Demonstrate proper use and care of equipment
11. Key straight copy at 30 wpm for three minutes with six or fewer errors

Module 1: Skill Development and Review

1. Review software functions and file management
 - a. Copy disks
 - b. Save and/or retrieve files
 - c. Print documents
 - d. Use Spelling and Grammar function
 - e. Center page vertically
 - f. Format paragraphs adjusting tabs, line spacing, margins, etc.
 - g. Create folders
2. Compose at keyboard

Module 2: Memorandums

1. Key memorandums from prerecorded copy, hard copy, or original composition
 - a. Proper placement of heading information
 - b. Proper placement of enumerated or bulleted items
 - c. Proper placement of reference initials and enclosure and copy notations

2. Demonstrate ability to key memorandums in a timed situation

Module 3: Personal Business Letters

1. Key personal business letters in modified block and block styles using mixed and open punctuation using Microsoft Word 2000 or 2002
 - a. Proper placement of return address, dateline, inside address, salutation, complimentary close, enclosure notation and copy notations
 - b. Proper placement of letter on paper
 - c. Proper placement of enumerated or bulleted items
2. Key delivery address and return address on No. 6 envelopes
3. Fold and insert letters in No. 6 envelopes
4. Key from longhand and typewritten copy
5. Key letters with no uncorrected errors
6. Demonstrate ability to key personal letters in a timed situation

Module 4: Business Letters

1. Key business letters in block style using Microsoft Word 2000 or 2002
 - a. Proper placement of dateline, inside address, salutation, complimentary close, reference initials, enclosure notation, and copy notations
 - b. Proper placement of letter on letterhead
 - c. Proper placement of enumerated or bulleted items
2. Use software functions to move, drag and drop, cut, copy, paste, and find and replace copy
3. Key address on No. 10 envelopes
4. Fold and insert letters in No. 10 envelopes
5. Key from longhand, typewritten, and original composition
6. Key letters with no uncorrected errors
7. Demonstrate ability to key business letters in a timed situation

Module 5: Electronic Typewriter Features

1. Apply typewriter functions through reading manual directions
2. Complete preprinted form
3. Key small and large envelopes

Module 6: Reports

1. Key reports using appropriate margins and line spacing for bound and unbound using Microsoft Word
 - a. Proper formatting of main headings, side headings, and paragraph headings
 - b. Proper placement of page numbers
 - c. Insert hyperlinks
2. Key title page in correct format
3. Organize and key works cited in correct format
4. Key all reports with no uncorrected errors
5. Demonstrate ability to key reports in a timed situation

Module 7: Tables

1. Create tables with table feature of Microsoft Word 2000 or 2002
2. Format table parts including merging title cells, shading cells, inserting borders, adjusting column widths, and using Table AutoFormat feature
3. Align numeric data
4. Center tables vertically and horizontally on page
5. Demonstrate the ability to key tables in a timed situation

Module 8: Straight Copy Typing and Proofreading

1. Key straight copy at 40 wpm for three minutes with six or few errors (2.0)
2. Use proofreading marks and comparison skills in testing situations
3. Apply spelling, number usage, punctuation and grammar skills in testing situations

Competencies for Formatting 103 (SFCC only) 5 credits

Enabling Competencies:

1. Demonstrate correct keyboarding techniques:
 - a. Maintain home row position
 - b. Maintain eye contact with copy while keying
 - c. Keep fingers curved over home row keys
 - d. Hold wrists low without touching keyboard frame
 - e. Keep hand and arm movements to a minimum
 - f. Operate space bar and shift keys efficiently
 - g. Maintain key stroking rhythm while before and after striking tab key
 - h. Maintain comfortable body position at keyboard
 - i. Maintain keyboarding rhythm
2. Demonstrate correct use of keyboard: alpha and numeric keys and symbols
3. Use correct spacing rules for punctuation, numbers, and symbols
4. Determine and set margins and tabs
5. Center documents vertically and horizontally
6. Demonstrate use of line spacing: ss, ds, ts, qs
7. Locate and correct errors in documents: typos, format, spacing, word division, capitalization, expression of numerical data, word choice (example: accept vs. except), punctuation, abbreviations, and inconsistent information.
8. Apply word division principles utilizing reference materials
9. Demonstrate work habits:
 - a. Be punctual
 - b. Maintain an organized work area
 - c. Follow written and oral directions
 - d. Concentrate amid distractions
 - e. Set and work toward goals
 - f. Utilize time effectively
 - g. Bring all required supplies to class
10. Recognize proofreader's marks: insert, ds, ss, ts, delete, transpose, omit space, move left and right
11. Demonstrate proper use and care of equipment
12. Key straight copy at 40 words a minute for three minutes with six or fewer errors.
13. Apply and use the following Microsoft Word functions:
 - a. Working with text
 - i) Use the Undo, Redo, and Repeat command
 - ii) Apply font formats (bold, italic, underline)
 - iii) Insert page breaks
 - iv) Copy formats using the Format Painter
 - v) Select and change font and font size
 - vi) Apply character effects (superscript, subscript, strikethrough, small caps, outline)
 - vii) Insert symbols
 - b. Working with paragraphs
 - i) Align text in paragraphs (center, left, right, justified)
 - ii) Add bullets and numbering
 - iii) Set character, line, and paragraph spacing options
 - iv) Use indentation options (left, right, first line, hanging indent)
 - v) Create an outline style numbered list
 - c. Working with documents
 - i) Print a document
 - ii) Use print preview
 - iii) Navigate through a document
 - iv) Set page orientation and margins
 - v) Align text vertically
 - vi) Prepare and print envelopes and labels
 - vii) Create sections with formatting that differs from other sections
 - viii) Use click and type
 - d. Managing files
 - i) Use Save

- ii) Locate and open an existing document
- iii) Use Save As (different name, location, or format)
- iv) Create a folder
- v) Use the Office Assistant
- vi) Send a Word document via e-mail
- e. Working with paragraphs
 - i) Use text flow options (Windows/Orphans Options and keeping lines together)
- f. Collaborating with workgroups
 - i) Protect documents

Please note: Passing both the Proficient and Expert level MOUS certification exams will substitute for the teacher's verification of Modules 1 through 4.

Module 1:

1. Working with text
 - a. Use Spelling, Thesaurus, and Grammar features
 - b. Insert, move, and highlight text in document
 - c. Cut, copy, paste, and paste special using the Office Clipboard
 - d. Find and replace text
 - e. Insert date and time
 - f. Create and apply frequently used text with AutoCorrect
2. Working with paragraphs
 - a. Use tabs command (center, decimal, left, and right)
 - b. Create an outline style numbered list
 - c. Set tabs and leaders
3. Working with documents
 - a. Insert page numbers
 - b. Use Go To to locate specific elements in a document
 - c. Create and modify page numbers, headers, and footers
 - d. Create and use newspaper columns
 - e. Revise column structure
 - f. Apply styles
 - g. Create sections with formatting that differs from other sections
 - h. Format first page differently than subsequent pages
 - i. Balance column length (using column breaks appropriately)
 - j. Create or revise footnotes and endnotes
4. Managing files
 - a. Locate and open an existing document
 - b. Create a new document using a wizard
 - c. Use templates to create a new document

Module 2:

1. Apply borders and shading to paragraphs
2. Use Web Page Preview
3. Manage files
 - a. Create a new document using a wizard
 - b. Save as Web page
 - c. Create hyperlinks
4. Use tables
 - a. Create and format tables
 - b. Add borders and shading to tables
 - c. Revise tables (insert and delete rows and columns, change cell formats)
 - d. Modify table structure (merge cells, change height and width)
 - e. Rotate text in a table
5. Work with pictures and charts
 - a. Use drawing toolbar
 - b. Insert graphics into a document (Word Art, clip art, images)
6. Apply paragraph and section shading
7. Work with documents
 - a. Create and modify page borders

- b. Format first page differently than subsequent pages
- c. Create watermarks
- 8. Perform calculations in a table
- 9. Delete and position graphics
- 10. Use mail merge
 - a. Create main document and data source
 - b. Merge main document and data source
 - c. Generate labels
 - d. Merge a document using alternate data sources
- 11. Use advanced text alignment features with graphics

Module 3:

- 1. Work with documents
 - a. Use bookmarks
 - b. Create and edit styles
 - c. Use find and replace with formats, special characters, and nonprinting elements
 - d. Create cross-reference
- 2. Using labels
 - a. Embed worksheets in a table
 - b. Link Excel data as a table
 - c. Modify worksheets in a table
- 3. Working with pictures and charts
 - a. Add bitmapped graphics
 - b. Create and modify charts
 - c. Import data into charts
- 4. Using advanced features
 - a. Insert a field
 - b. Create, apply, and delete macros
 - c. Customize toolbars

Module 4:

- 1. Working lists, paragraphs, and tables
- 2. Working with documents
 - a. Work with master documents and subdocuments
 - b. Create and modify a table of contents
 - c. Create and modify and index
- 3. Sorting records to be merged
- 4. Using advanced features
 - a. Insert a field
 - b. Create and modify form
 - c. Create and modify a form control (e.g., add an item to a drop-down list)
- 5. Collaborating with workgroups
 - a. Insert comments
 - b. Create multiple versions of a document
 - c. Track changes to a document
 - d. Set default file location for workgroup templates
 - e. Round Trip documents from HTML

Module 5:

Key straight copy at 50 wpm for five minutes with ten or fewer errors (2.0)

Competencies for Word Processing 165

5 credits

Enabling Competencies:

1. Demonstrate correct keyboarding techniques:
 - a. Maintain home row position
 - b. Maintain eye contact with copy while keying
 - c. Keep fingers curved over home row keys
 - d. Hold wrists low without touching keyboard frame
 - e. Keep hand and arm movements to a minimum
 - f. Operate space bar and shift keys efficiently
 - g. Maintain key stroking rhythm while before and after striking tab key
 - h. Maintain comfortable body position at keyboard
 - i. Maintain keyboarding rhythm
2. Demonstrate correct use of keyboard: alpha and numeric keys and symbols
3. Use correct spacing rules for punctuation, numbers, and symbols
4. Determine and set margins and tabs
5. Center documents vertically and horizontally
6. Demonstrate use of line spacing: ss, ds, ts, qs
7. Locate and correct errors in documents: typos, format, spacing, word division, capitalization, expression of numerical data, word choice (example: accept vs. except), punctuation, abbreviations, and inconsistent information
8. Apply word division principles utilizing reference materials
9. Demonstrate work habits:
 - a. Be punctual
 - b. Maintain an organized work area
 - c. Follow written and oral directions
 - d. Concentrate amid distractions
 - e. Set and work toward goals
 - f. Utilize time effectively
 - g. Bring all required supplies to class
10. Recognize proofreader's marks: insert, ds, ss, ts, delete, transpose, omit space, move left and right
11. Demonstrate proper use and care of equipment
12. Key straight copy at 40 words a minute for three minutes with six or fewer errors.
13. Apply and use the following Microsoft Word functions:
 - a. Working with text
 - i. Use the Undo, Redo, and Repeat command
 - ii. Apply font formats (bold, italic, underline)
 - iii. Insert page breaks
 - iv. Copy formats using the Format Painter
 - v. Select and change font and font size
 - vi. Apply character effects (superscript, subscript, strikethrough, small caps, outline)
 - vii. Insert symbols
 - b. Working with paragraphs
 - i. Align text in paragraphs (center, left, right, justified)
 - ii. Add bullets and numbering
 - iii. Set character, line, and paragraph spacing options
 - iv. Use indentation options (left, right, first line, hanging indent)
 - v. Create an outline style numbered list
 - c. Working with documents
 - i. Print a document
 - ii. Use print preview
 - iii. Navigate through a document
 - iv. Set page orientation and margins
 - v. Align text vertically
 - vi. Prepare and print envelopes and labels
 - vii. Create sections with formatting that differs from other sections
 - viii. Use click and type
 - d. Managing files
 - i. Use Save

- ii. Locate and open an existing document
- iii. Use Save As (different name, location, or format)
- iv. Create a folder
- v. Use the Office Assistant
- vi. Send a Word document via e-mail
- e. Working with paragraphs
 - i. Use text flow options (Windows/Orphans Options and keeping lines together)
- f. Collaborating with workgroups
 - i. Protect documents

Please note: Passing both the Core and Expert level Microsoft Office Specialist certification exams will substitute for the teacher's verification of Modules 1 through 4.

Module 1:

1. Working with text
 - a. Use Spelling, Thesaurus, and Grammar features
 - b. Insert, move, and highlight text in document
 - c. Cut, copy, paste, and paste special using the Office Clipboard
 - d. Find and replace text
 - e. Insert date and time
 - f. Create and apply frequently used text with AutoCorrect
2. Working with paragraphs
 - a. Use tabs command (center, decimal, left, and right)
 - b. Create an outline style numbered list
 - c. Set tabs and leaders
3. Working with documents
 - a. Insert page numbers
 - b. Use Go To to locate specific elements in a document
 - c. Create and modify page numbers, headers, and footers
 - d. Create and use newspaper columns
 - e. Revise column structure
 - f. Apply styles
 - g. Create sections with formatting that differs from other sections
 - h. Format first page differently than subsequent pages
 - i. Balance column length (using column breaks appropriately)
 - j. Create or revise footnotes and endnotes
4. Managing files
 - a. Locate and open an existing document
 - b. Create a new document using a wizard
 - c. Use templates to create a new document

Module 2:

1. Apply borders and shading to paragraphs
2. Use Web Page Preview
3. Manage files
 - a. Create a new document using a wizard
 - b. Save as Web page
 - c. Create hyperlinks
4. Use tables
 - a. Create and format tables
 - b. Add borders and shading to tables
 - c. Revise tables (insert and delete rows and columns, change cell formats)
 - d. Modify table structure (merge cells, change height and width)
 - e. Rotate text in a table
5. Work with pictures and charts
 - a. Use drawing toolbar
 - b. Insert graphics into a document (Word Art, clip art, images)
6. Apply paragraph and section shading
7. Work with documents
 - a. Create and modify page borders

- b. Format first page differently than subsequent pages
- c. Create watermarks
- 8. Perform calculations in a table
- 9. Delete and position graphics
- 10. Use mail merge
 - a. Create main document and data source
 - b. Merge main document and data source
 - c. Generate labels
 - d. Merge a document using alternate data sources
- 11. Use advanced text alignment features with graphics

Module 3:

- 1. Work with documents
 - a. Use bookmarks
 - b. Create and edit styles
 - c. Use find and replace with formats, special characters, and nonprinting elements
 - d. Create cross-reference
- 2. Using labels
 - a. Embed worksheets in a table
 - b. Link Excel data as a table
 - c. Modify worksheets in a table
- 3. Working with pictures and charts
 - a. Add bitmapped graphics
 - b. Create and modify charts
 - c. Import data into charts
- 4. Using advanced features
 - a. Insert a field
 - b. Create, apply, and delete macros
 - c. Customize toolbars

Module 4:

- 1. Working lists, paragraphs, and tables
- 2. Working with documents
 - a. Work with master documents and subdocuments
 - b. Create and modify a table of contents
 - c. Create and modify and index
- 3. Sorting records to be merged
- 4. Using advanced features
 - a. Insert a field
 - b. Create and modify form
 - c. Create and modify a form control (e.g., add an item to a drop-down list)
- 5. Collaborating with workgroups
 - a. Insert comments
 - b. Create multiple versions of a document
 - c. Track changes to a document
 - d. Set default file location for workgroup templates
 - e. Round Trip documents from HTML

Module 5:

Key straight copy at 50 wpm for five minutes with ten or fewer errors (2.0)

Competencies for Information Processing 201

5 credits

Enabling Competencies:

1. Demonstrate work habits:
 - a. Be punctual
 - b. Maintain an organized work area
 - c. Follow written and oral directions
 - d. Concentrate amid distractions
 - e. Set and work toward goals
 - f. Utilize time effectively
2. Demonstrate proper use and care of equipment
3. Key straight copy at 50 words a minute for five minutes with ten or fewer errors.

Please note: Passing the core level of Excel 2000 or 2002 Microsoft Office Specialist certification exam will substitute for teacher's verification of Modules 1 through 5.

Module 1:

1. Working with cells
 - a. Use Undo and Redo
 - b. Clear cell content
 - c. Enter text, dates, and numbers
 - d. Edit cell content
 - e. Go to a specific cell
 - f. Insert and delete selected cells
 - g. Cut, copy, paste, paste special and move selected cells, use the Office Clipboard
 - h. Use Find and Replace
 - i. Clear cell formats
 - j. Work with series (AutoFill)
 - k. Create hyperlinks
2. Working with files
 - a. Use Save
 - b. Use Save As (different name, location, format)
 - c. Locate and open an existing workbook
 - d. Create a folder
 - e. Use templates to create a new workbook
 - f. Save a worksheet/workbook as a Web Page
 - g. Send a workbook via email
 - h. Use the Office Assistant

Module 2:

1. Formatting worksheets
 - a. Apply font styles (typeface, size, style, and color)
 - b. Apply number formats (currency, percent, dates, comma)
 - c. Modify size of rows and columns
 - d. Modify alignment of cell content
 - e. Adjust the decimal place
 - f. Use the Format Painter
 - g. Apply autoformat
 - h. Apply cell borders and shading
 - i. Merging cells
 - j. Rotate text and change indents
 - k. Define, apply, and remove a style
2. Using page setup and printing
 - a. Preview and print worksheets & workbooks
 - b. Use Web Page Preview
 - c. Print a selection
 - d. Change page orientation and scaling

- e. Set page margins and centering
- f. Insert and remove a page break
- g. Set print, and clear a print area
- h. Set up headers and footers
- i. Set print titles and options (gridline, print quality, row and column headings)

Module 3:

Working with worksheets & workbooks

- a. Insert and delete rows and columns
- b. Hide and unhide rows and columns
- c. Freeze and unfreeze rows and columns
- d. Change the zoom setting
- e. Move between worksheets in a workbook
- f. Check spelling
- g. Rename a worksheet
- h. Insert and Delete worksheets
- i. Move and copy worksheets
- j. Link worksheets & consolidate data using 3D References\

Module 4:

Working with formulas and functions

- a. Enter a range within a formula by dragging
- b. Enter formulas in a cell and using the formula bar
- c. Revise formulas
- d. Use references (absolute and relative)
- e. Use AutoSum
- f. Use Paste Function to insert a function
- g. Use basic functions (AVERAGE, SUM, COUNT, MIN, MAX)
- h. Enter functions using the formula palette
- i. Use date functions (NOW and DATE)
- j. Use financial functions (FV and PMT)
- k. Use logical functions (IF)

Module 5:

Using charts and objects

- a. Preview and print charts
- b. Use chart wizard to create a chart
- c. Modify charts
- d. Insert, move, and delete an object (picture)
- e. Create and modify lines and objects

Module 6:

1. Creating a presentation using PowerPoint 2000
 - a. Plan, create, and print a PowerPoint presentation
 - b. Save, open, close, view, run, and preview a presentation
 - c. Use the pen during a presentation
 - d. Add transitions and sound effects
 - e. Set and rehears timings for a presentation
 - f. Prepare a presentation in Outline view
2. Editing and formatting a presentation
 - a. Insert, delete, copy, and rearrange slides within a presentation
 - b. Complete a spelling check
 - c. Format slides
 - d. Format a master slide
 - e. Draw objects and autoshapes with buttons on the Drawing toolbar
 - f. Select, move, copy, delete, and size objects
 - g. Draw text boxes and wrap text within autoshape
 - h. Group, ungroup, flip, rotate, distribute, and align objects

- i. Change slide color schemes, backgrounds, and design templates
- j. Create a presentation with the Blank template
- k. Format slides with Format Painter and bullets and numbers
- l. Insert the date and time, a header and footer, and page numbering in slides
- m. Create, format, and print speaker notes

Module 7:

Key straight copy at 50 wpm for five minutes with ten or fewer errors (2.0)

Note: Successful completion of the Excel 2000 MOUS certification test at the core level provides evidence of proficiency for Modules 1-5.

Competencies for Advanced Information Processing 202

5 credits

Enabling Competencies:

1. Demonstrate work habits:
 - a. Be punctual
 - b. Maintain and organized work area
 - c. Follow written and oral directions
 - d. Concentrate amid distractions
 - e. Set and work toward goals
 - f. Utilize time effectively
2. Demonstrate proper use and care of equipment
3. Key straight copy at 50 words a minute for five minutes with ten or fewer errors

Please note: Passing the core level Microsoft Office Specialist certification exam for PowerPoint will substitute for Module 5 and Access for Modules 1-4.

Module 1:

1. Planning and designing databases
 - a. Determine appropriate data inputs and outputs for your database
 - b. Create table structure
 - c. Establish table relationships
2. Working with Access
 - a. Use the Office Assistant
 - b. Select an object using the Objects Bar
 - c. Print database objects (tables, forms, reports, queries)
 - d. Navigate through records in a table, query, or form
 - e. Create a database (using a Wizard or in Design View)
3. Building and modifying tables
 - a. Create tables by using the Table Wizard
 - b. Set primary keys
 - c. Modify field properties
 - d. Use multiple data types
 - e. Modify tables using Design View
 - f. Use the Lookup Wizard
 - g. Use the input mask wizard

Module 2:

1. Building and modifying forms
 - a. Create a form with the Form Wizard
 - b. Use the Control Toolbox to add controls
 - c. Modify Format Properties (font, style, font size, color, caption, etc.) of controls
 - d. Use form sections
 - e. Use a Calculated Control on a form
2. Viewing and organizing information
 - a. **Use the Office Clipboard**
 - b. Switch between object Views
 - c. Enter records using a datasheet
 - d. Enter records using a form
 - e. Delete records from a table
 - f. Find a record
 - g. Sort records
 - h. Apply and remove filters (filter by form and filter by selection)
 - i. Specify criteria in a query
 - j. Display related records in a subdatasheet
 - k. Create a calculated field
 - l. Create and modify a multi-table select query

Module 3:

1. Defining relationships
 - a. Establishing relationships
 - b. Enforce referential integrity
2. Producing reports
 - a. Create s report with a report Wizard
 - b. Preview and print a report
 - c. Move and resize a control
 - d. Modify format properties (font, style, font size, color, caption, etc.)
 - e. Use the Control Toolbox to add controls
 - f. Use report sections (headers, footers, detail)
 - g. Use a Calculated Control in a report

Module 4:

1. Integrating with other applications
 - a. Import new data to a table
 - b. Save a table, query, form as a Web page
 - c. Add Hyperlinks
2. Using Access Tools
 - a. **Print Database Relationships**
 - b. Backup and Restore a database
 - c. Compact and Repair a database

Module 5:

1. Using PowerPoint, add animation to presentations
 - a. Add animation effects and build to slides
 - b. Insert, size, and scale clip art images
 - c. Create a watermark
 - d. Create a table in a slide
 - e. Link slides to a Web site, with Word documents, or within the same presentation
 - f. Import text from Word
 - g. Change a slide autolayout
 - h. Collect and paste multiple items
 - i. Publish a presentation to the Web
 - j. Preview a presentation on the Web
 - k. Send a presentation via e-mail
2. Using WordArt and creating organizational charts
 - a. Enhance the visual appeal with text created in WordArt
 - b. Edit, size, move, shape, and customize WordArt
 - c. Draw and format objects in Word and Excel
 - d. Create an organizational chart in Word and PowerPoint
 - e. Edit and customize and organizational chart

Module 6:

Key straight copy at 55 wpm for five minutes with ten or fewer errors (2.0)

Note: Successful completion of the Access 2000 or Access 2002 Microsoft Office Specialist certification test at the core level and the PowerPoint 2000 or PowerPoint 2002 test (core level) provide evidence of proficiency for Modules 1-5.

Competencies For Office Procedures 231

5 credits

Enabling Competencies:

1. Demonstrate work habits:
 - a. Be punctual
 - b. Maintain an organized work area
 - c. Follow written and oral directions
 - d. Concentrate amid distractions
 - e. Set and work toward goals
 - f. Utilize time effectively
 - g. Bring all required supplies to class
2. Demonstrate proper use of references
3. Demonstrate ability to key by touch and perform routine computer functions
4. Demonstrate proper use of spelling, punctuation, and grammar rules

Module 1: Office Professional Careers and the Workplace

1. The electronic office:
 - a. Describe the forces changing the office environment of today
 - b. Identify the role and responsibilities of the administrative assistant
 - c. Cite office trends and career opportunities
 - d. Identify qualities, knowledge, and skills necessary for the administrative assistant
 - e. Develop an understanding of the importance of professional growth
 - f. Identify and use effective decision-making techniques
2. Effective relationships:
 - a. Develop an awareness and understanding of a culturally diverse work force
 - b. Describe and engage in productive communication
 - i) Explain the communication process
 - ii) Identify communication barriers
 - iii) Identify the types of nonverbal communication
 - c. Demonstrate how to work effectively with internal and external teams
 - d. Demonstrate how to be effective with office visitors including making introductions in a professional manner
 - e. Explain the importance of ethical behavior in the workplace, identify characteristics of an ethical organization and an office professional

Module 2: Time and Stress Management, Ergonomics, Safety and Security

1. Time and stress management
 - a. Define the causes of stress
 - b. Identify stress reducers
 - c. Implement stress controls
 - d. Analyze how your time is spent
 - e. Establish time and stress management action plans
 - f. Schedule appointments and maintain a calendar—paper and electronic methods
2. Office Environment
 - a. Describe the role of ergonomics, safety, and health in the office
 - b. Identify ergonomic factors that contribute to good working conditions
 - c. Identify factors to support job safety and personal security
 - d. Identify techniques to ensure information security

Module 3: Communication

1. Email, memorandums, letters, abstracts, reports, telephone messages
2. Apply effective writing principles when composing
3. Write collaboratively
4. Research using the Internet
5. Prepare and deliver oral presentations including visual aids
6. Apply problem-solving skills

Module 4: Reprographics and Telecommunications

1. Reprographics:
 - a. Differentiate between centralized and decentralized copy centers
 - b. Identify the type of copiers and fax machines available
 - c. Use copiers to reproduce documents
 - d. Identify the features available on copiers
 - e. Explain copier maintenance and selection procedures
 - f. Determine what and when to copy considering ethical and legal considerations
 - g. Prepare fax cover sheets
 - h. Send faxes
2. Communication systems, services and procedures:
 - a. Develop and use proper telephone techniques
 - b. Discuss the impact of telecommunications in the office
 - c. Identify telecommunications equipment and services

Module 5: Records Management

1. Apply filing rules
2. Identify and use the four basic storage methods
3. Determine the types of paper storage equipment available
4. Describe and use an electronic management system
5. Identify supplies and equipment used in record management
6. Discuss records transfer and retention systems

Module 6: Office Mail

1. Process incoming mail
2. Process outgoing mail
3. Identify and determine appropriate mail classifications and mail services for outgoing items
4. Send and receive electronic mail
5. Locate ZIP codes and verify geographic spellings

SPOKANE COMMUNITY COLLEGE BUSINESS DIVISION COMPETENCY RECORD SHEET

Name _____

Complete Home Address _____

High School _____

High School Address _____

INSTRUCTOR(S): Please complete this competency record by inserting a recommended grade for each competency satisfactorily completed and place your initials by that grade. Satisfactory is defined as a B or better.

AOS 101 Keyboarding

Grade	Initials	
___	___	Module 1 Keyboarding
___	___	Module 2 Spacing and Proofreading
___	___	Module 3 Personal Business Letters
___	___	Module 4 Business Letters
___	___	Module 5 Reports and Tables and Straight Copy
___	___	Module 6 Windows Functions

AOS 102 Document Processing

Grade	Initials	
___	___	Module 1 Skill Development and Review
___	___	Module 2 Memorandums
___	___	Module 3 Personal Business Letters
___	___	Module 4 Business Letters
___	___	Module 5 Electronic Typewriter Features
___	___	Module 6 Reports
___	___	Module 7 Tables
___	___	Module 8 Straight Copy Typing and Proofreading

AOS 165 Word Processing

Grade	Initials	
___	___	Module 1 Working with Text
___	___	Module 2 Files, Tables, Charts, Calculations, Mail Merge
___	___	Module 3 Labels, Pictures, Advanced Features,
___	___	Module 4 Advanced Features, Collaborating with Work Groups
___	___	Module 5 Key straight copy at 50 wpm for 5 minutes with fewer than 10 errors

Instructor's signature _____

Date _____

Instructor's signature _____

Date _____

Instructor's signature _____

Date _____

Instructor's signature _____

Date _____

SCC COMPETENCY RECORD SHEET (continued)

AOS 201 Information Processing			AOS 202 Advanced Information Processing			AOS 231 Office Procedures		
Grade	Initials		Grade	Initials		Grade	Initials	
___	___	Module 1 Working with Cells and Files	___	___	Module 1 Databases, ACCESS, Tables	___	___	Module 1 Professional Careers and the Workplace
___	___	Module 2 Formatting, Page Setup and Printing	___	___	Module 2 Building Forms, Organizing Information	___	___	Module 2 Time and Stress Management
___	___	Module 3 Worksheets and Workbooks	___	___	Module 3 Relationships, Producing Reports	___	___	Module 3 Communication
___	___	Module 4 Formulas and Functions	___	___	Module 4 Integrating Applications, Using ACCESS Tools	___	___	Module 4 Reprographics and Telecommunications
___	___	Module 5 Charts and Objects	___	___	Module 5 Power Point and Office Clipboard	___	___	Module 5 Records Management
___	___	Module 6 Power Point Presentation	___	___	Module 6 Key straight copy at 55 wpm for 5 minutes with fewer than 10 errors	___	___	Module 6 Office Mail
___	___	Module 7 Key straight copy at 50 wpm for 5 minutes with fewer than 10 errors	___	___	MOUS certification for ACCESS 2000 at the core level meets the requirements for Modules 1-5			
___	___	MOUS certification for EXCEL 2000 at the core level meets requirements for Modules 1-5						

Instructor's signature _____ Date _____ Instructor's signature _____ Date _____

Instructor's signature _____ Date _____ Instructor's signature _____ Date _____

GBUS 103 Basic Business Math and Electronic Calculators

Grade	Initials	
___	___	Module 1 Basic Math Without Calculators
___	___	Module 2 Basic Math With Calculators
___	___	Module 3 Business Applications

ACCT 51 Basic Accounting Procedures

Grade	Initials	
___	___	Module 1 Accounting Objectives

Instructor's signature _____ Date _____ Instructor's signature _____ Date _____

SPOKANE FALLS COMMUNITY COLLEGE BUSINESS DIVISION COMPETENCY RECORD SHEET

Name _____

Complete Home Address _____

High School _____

High School Address _____

INSTRUCTOR(S): Please complete this competency record by inserting a recommended grade for each competency satisfactorily completed and place your initials by that grade. Satisfactory is defined as a B or better.

AOS 101 Keyboarding

Grade Initials

____ ____ Module 1
Keyboarding

____ ____ Module 2
Spacing and Proofreading

____ ____ Module 3
Personal Business Letters

____ ____ Module 4
Business Letters

____ ____ Module 5
Reports and Tables and Straight Copy

____ ____ Module 6
Memorandums

Instructor's signature _____ Date _____ Instructor's signature _____ Date _____

Instructor's signature _____ Date _____ Instructor's signature _____ Date _____

OFFTC 103 /AOS 165 Word Processing

Module 1 Working with Text

Module 2 Files, Tables, Charts, Calculations, Mail merge

Module 3 Labels, Pictures, Advanced features

Module 4 Advanced features, Collaborating with work groups

Module 5 Key straight copy at 50 wpm for 5 minutes with fewer than 10 errors

OFFTC/AOS 231 Office Procedures

Module 1 Professional Careers and the Workplace

Module 2 Time and Stress Management

Module 3 Communication

Module 4 Reprographics and Telecommunication

Module 5 Records Management

Module 6 Office Mail

OFFTC/AOS 201 Information Processing

Module 1 Working with Cells and Files

Module 2 Formatting, Page setup and Printing

Module 3 Worksheets and Workbooks

Module 4 Formulas and functions

Module 5 Charts and Objects

Module 6 Power point Presentations

Module 7 Key straight copy at 50 wpm for 5 minutes with fewer than 10 errors

MOUS certification for EXCEL 2000 at the core level meets the requirements for Modules 1-5

OFFTC/AOS 202 Advanced Information Processing

Module 1 Databases, ACCESS, Tables

Module 2 Building Forms, Organizing Information

Module 3 Relationships, Producing Reports

Module 4 Integrating Applications, Using ACCES Tools

Module 5 Power Point and Office Clipboard

Module 6 Key straight copy at 55 wpm for 5 minutes with fewer that 10 errors

MOUS certification for ACCESS 2000 at the core lever meets the requirements for Modules 1-5