

# **CIST2127 Comprehensive Word Processing Techniques**

## **COURSE SYLLABUS**

# Online – Term A Fall Semester 2017 (FY201812)

Aug 14, 2017 – October 5, 2017

#### **COURSE INFORMATION**

Credit Hours/Minutes: **3/3750**Class Location: **GVTC/Blackboard** 

Class Meets: Via Internet for 7 1/2 weeks

CRN: 20160

Preferred Method of Contact: STC Email

#### INSTRUCTOR CONTACT INFORMATION

Instructor Name: Ms. Stephanie Moye Office Location: 813 Gillis Building

Office Hours: **2:00 – 4:30 Monday – Thursday** Email Address: <a href="mailto:smoye@southeasterntech.edu">smoye@southeasterntech.edu</a>

Phone: **912-538-3161** 

Fax Number: 912-538-3106

Tutoring Hours (if applicable): Made by appointment with instructor

#### **REQUIRED TEXT**

Shelly Cashman Series® Microsoft® Office 365 & Word 2016: Comprehensive, 1st Edition

Misty E. Vermaat, **ISBN-10: 1-305-87101-4,** Bound ISBN-13: 978-1-305-87101-4, Looseleaf ISBN: **978-1-337-25119-8** 

Also Need: (If taken a SAM 2016 course previously, contact instructor for your keycode. No need to purchase).

SAM 365/2016 Assessment, Training, & Projects 1st Edition Printed Access Card, Cengage Learning, ISBN-13: 978-1-337-11392-2

You can purchase from the STC bookstore <u>stcbookstore@southeasterntech.edu</u> or 912-538-3129. SAM ACCESS KEYS HAS TO BE BRAND NEW, USED KEYS WILL NOT WORK





### **REQUIRED SUPPLIES & SOFTWARE**

One USB Flash Drive, Microsoft Word 2016, Internet connection, Browser requirement is Internet Explorer 9 or higher, Mozilla Firefox (recommended) or Google Chrome. Students can download Word 2016 from the Office 365 given by STC for free (NO NEED TO PURCHASE). Students will be saving assignments to the SAM application. Students can also use the Remote Lab for Word 2016 and save to their shared drive or save to the Office 365 One Drive.

**Note:** Although students can use their smart phones and tablets to access their online course(s), exams, discussions, assignments, and other graded activities should be performed on a personal computer. Neither Blackboard nor GVTC provide technical support for issues relating to the use of a smart phone or tablet so students are advised to not rely on these devices to take an online course.

#### **COURSE DESCRIPTION**

This course provides students with knowledge in word processing software. Word processing topics include creating, customizing, and organizing documents by using formatting and visual content that is appropriate for the information presented.

## **MAJOR COURSE COMPETENCIES/OUTLINE:**

- 1. Customize Documents
- 2. Organize Content
- 3. Review Documents
- 4. Troubleshoot and Support Application Software

## PREREQUISITE(S):

None

## **GENERAL EDUCATION CORE COMPETENCIES:**

STC has identified the following general education core competencies that graduates will attain:

- 1. The ability to utilize standard written English.
- 2. The ability to solve practical mathematical problems.
- 3. The ability to read, analyze, and interpret information.

# **STUDENT REQUIREMENTS (ONLINE)**

Students are expected to complete all work shown on the attached assignment sheet. Students are also expected to complete all Module work, project assignments, discussion boards and tests on the dates specified on the attached calendar. Assignments will be saved via the One Drive, Remote Lab, Blackboard, and SAM.

#### **DISCUSSION BOARD TOPICS**

Discussions must be appropriate to the class. Spelling and Grammar are considered part of the grade. Posted content should fully answer the question. Short 1 to 2 sentence posts will not be sufficient. See Discussion Board rubric below. **Complete your initial post by Wednesday and all replies by the Monday due date.** 

## **EMAILS**

Preferred method of communication should be through student MAIL. Make sure that you always type your name and class in the subject line of every email you send me so I know which class you are in. For example: CIST2127 Moye

#### **CHECKING GRADES**

A grade book is made available in the BLACKBOARD course on the main page by clicking the MY GRADES link when students log in. This grade book is for students to review and is continuously updated throughout the semester. Students can view their grades at any time to see the individual grades for each assignment. The overall percentage averages should display in the grade book to help track course progress.

## NO HARM NO FOUL POLICY

It is the student's responsibility to drop courses during the first three days by completing a withdrawal form with a Counselor in Student Affairs. If a student comes to class during the first three days or any day during this time, the student will be dropped with no penalty only if they have completed the Withdrawal Form with Student Affairs by the close of business on the third business day of the quarter. (For Fall semester, that day will be August 16, 2017.) The student must formally withdraw from classes in order to receive the no harm-no foul benefit.

### **ONLINE ATTENDANCE**

It is the student's responsibility to be academically engaged each week doing course related activities. The completion dates of these activities will be used to determine a student's last date of attendance in the event a student withdraws, stops attending, or receives an F in a course.

Students will not be withdrawn by an instructor for attendance; however, all instructors will keep records of graded assignments and student participation in course activities. Students will be expected to complete all work required by the instructor as described in the individual course syllabus.

Students will have at least one week to complete tests and assignments. All tests and assignments are due at midnight on Monday of each week. Exceptions to the due dates of assignments due to jury duty, military duty, court duty, or required job training will be made at the discretion of the instructor. Late assignments will not be accepted. Students who miss any assignment, test, project, or discussion board will receive a grade of 0.

#### **SPECIAL NEEDS**

Students with disabilities who believe that they may need accommodations in this class based on the impact of a disability are encouraged to contact Helen Thomas, 912-538-3126, <a href="https://http

#### **SPECIFIC ABSENCES**

Provisions for Instructional Time missed because of documented absences due to jury duty, military duty, court duty, or required job training will be made at the discretion of the instructor.

## **PREGNANCY**

Southeastern Technical College does not discriminate on the basis of pregnancy. However, we can offer accommodations to students who are pregnant that need special consideration to successfully complete the course. If you think you will need accommodations due to pregnancy, please advise me and make appropriate arrangements with Helen Thomas, 912-538-3126, <a href="https://https:

### WITHDRAWAL PROCEDURE

Students wishing to officially withdraw from a course(s) or all courses after the drop/add period and prior to the 65% portion of the semester (date will be posted on the school calendar) must speak with a Career Counselor in Student Affairs and complete a Student Withdrawal Form. A grade of "W" is assigned when the student completes the withdrawal form from the course.

Students who are dropped from courses due to attendance (see your course syllabus for attendance policy) after drop/add until the 65% point of the semester will receive a "W" for the course. Abandoning a course(s) instead of following official withdrawal procedures may result in a grade of 'F' being assigned.

After the 65% portion of the semester, the student will receive a grade for the course. (Please note: A zero will be given for all missed assignments.)

There is no refund for partial reduction of hours. Withdrawals may affect students' eligibility for financial aid for the current semester and in the future, so a student must also speak with a representative of the Financial Aid Office to determine any financial penalties that may be accessed due to the withdrawal. All grades, including grades of 'W', will count in attempted hour calculations for the purpose of Financial Aid.

**Remember** - Informing your instructor that you will not return to his/her course does not satisfy the approved withdrawal procedure outlined above.

## PROCTORED EVENT REQUIREMENT

In order to validate student identity for all online courses, students enrolled in online courses are **required** to complete one proctored event per online course. The proctored event will be administered on two separate days during the semester—once on the Vidalia campus and once on the Swainsboro campus and will be monitored by the instructor or another STC employee. The proctored event may be a major exam, assignment, or presentation, etc. that will count a minimum of 20% of the course grade. Students must attend one of the scheduled proctored sessions and will need to make arrangements with work, childcare, etc. The specific dates of the proctored event are scheduled on the Lesson Plan/Calendar for the online course. Students living further than 75 miles from either campus who cannot come to Southeastern Tech for the event must secure an approved proctoring site. The site and the proctor must meet Southeastern Technical College's requirements (instructor will provide more information and necessary forms if this is the case). Note: Students taking proctored events off campus will utilize the Proctor Scheduling and Approval Form found in Blackboard within the Getting Started/Start Here and Proctoring Event area. The completed form should be submitted to the course instructor a minimum of two weeks prior to the proctored event. If approved, the instructor will notify the proctor.

Students arranging off-campus proctoring must take the event on one of the-originally scheduled days. Students who do not complete the proctored event as scheduled must submit a valid documented excuse within three business days after the scheduled event. If the excuse is approved, students must make arrangements with the instructor to makeup/reschedule the missed event. The penalty and makeup instructions will be at the instructor's discretion. Proctored events will be given after the 65% point of the semester. Students who do not complete the proctored event will receive an F in the course.

As published on STC's website, any expenses incurred to obtain a proctor will be the responsibility of the student; however, students are not charged a proctoring fee when taking the proctored exam on the campus of Southeastern Tech. Most of Georgia's technical colleges do not charge to proctor exams for students enrolled in other TCSG colleges. Students who are enrolled at Southeastern Technical College and live out of the state of Georgia or out of the country could incur a proctoring charge. However, in that instance, the instructor would assist the student in locating the least expensive proctor.

The required proctored event for this class is scheduled on the following dates and times: Vidalia Campus, September 19, 2017, 3:00 PM, Med Tech Bldg Room 818, and Swainsboro Campus, September 20, 2017, 3:00 PM, Bldg 2 Room 2106.

MAKEUP GUIDELINES (Tests, quizzes, homework, projects, etc...)

Students are required to take all tests scheduled during the semester. Failure to take Blackboard/SAM Tests/Exam(s), and assignments will result in a grade of zero. There will be no makeup of assignments or EXAMS. If Internet or browser failure occurs, contact instructor immediately. A decision will be made at that time if the exam will be reset. Instructor reserves the right to deduct points from the exam scores for exceeding the scheduled time limit on the exam and/or requiring student to come to campus to take the final exam. Note: If student notifies instructor about exam problems because of technical issues after the due date or on the last day of the semester, the student will NOT be allowed to make-up the exam. No exceptions! Assignments must be turned in on the assigned date and will not be accepted late, a grade of zero will be given. All Assignments are due according to the lesson plan. The due dates are posted on the lesson plan. Weeks start on Tuesday and end on Monday with assignments due on Monday at 11:55 PM. See Lesson Plan.

#### **ACADEMIC DISHONESTY POLICY**

The STC Academic Dishonesty Policy states All forms of academic dishonesty, including but not limited to cheating on tests, plagiarism, collusion, and falsification of information, will call for discipline. The policy can also be found in the STC Catalog and Student Handbook.

## PROCEDURE FOR ACADEMIC MISCONDUCT

The procedure for dealing with academic misconduct and dishonesty is as follows:

### 1. First Offense

Student will be assigned a grade of "0" for the test or assignment. Instructor keeps a record in course/program files and notes as first offense. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus. The Registrar will input the incident into Banner for tracking purposes.

### 2. Second Offense

Student is given a grade of "WF" for the course in which offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of second offense. The Registrar will input the incident into Banner for tracking purposes.

## 3. Third Offense

Student is given a grade of "WF" for the course in which the offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of third offense. The Vice President for Student Affairs, or designee, will notify the student of suspension from college for a specified period of time. The Registrar will input the incident into Banner for tracking purposes.

### STATEMENT OF NON-DISCRIMINATION

The Technical College System of Georgia and its constituent Technical Colleges do not discriminate on the basis of race, color, creed, national or ethnic origin, sex, religion, disability, age, political affiliation or belief, genetic information, disabled veteran, veteran of the Vietnam Era, spouse of military member or citizenship status (except in those special circumstances permitted or mandated by law). This school is in compliance with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin; with the provisions of Title IX of the Educational Amendments of 1972, which prohibits discrimination on the basis of gender; with the provisions of Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of handicap; and with the American with Disabilities Act (ADA).

The following individuals have been designated to handle inquiries regarding the nondiscrimination policies:

ADA/Section 504 - Equity- Title IX (Students)	Title VI - Title IX (Employees) - EEOC Officer
- OCR Compliance Officer	
Helen Thomas, Special Needs Specialist	Blythe Wilcox, Director of Human Resources
Vidalia Campus	Vidalia Campus
3001 East 1 <sup>st</sup> Street, Vidalia	3001 East 1 <sup>st</sup> Street, Vidalia
Office 108 Phone: 912-538-3126	Office 138B Phone: 912-538-3147
hthomas@southeasterntech.edu	bwilcox@southeasterntech.edu

#### **GRIEVANCE PROCEDURES**

Grievance procedures can be found in the Catalog and Handbook located on STC's website.

#### **ACCESS TO TECHNOLOGY**

Students can now access Blackboard, Remote Lab Access, Student Email, Library Databases (Galileo), and BannerWeb via the mySTC portal or by clicking the Current Students link on the <a href="STC website">STC website</a>.

## TCSG GUARANTEE/WARRANTY STATEMENT

The Technical College System of Georgia guarantees employers that graduates of State Technical Colleges shall possess skills and knowledge as prescribed by State Curriculum Standards. Should any graduate employee within two years of graduation be deemed lacking in said skills, that student shall be retrained in any State Technical College at no charge for instructional costs to either the student or the employer.

#### **GRADING POLICY**

Assessment/Assignment	Percentage
SAM Projects	20%
SAM Project Exams	25%
SAM Training Exams	25%
Proctored Exam	20%
Blackboard Discussion Board	10%

## **GRADING SCALE**

Letter Grade	Range
Α	90-100
В	80-89
С	70-79
D	60-69
F	0-59

Grade of D or below results in student repeating the class

This is a fast paced course and you cannot delay on assignments or you will get behind. Please keep up with your work or stay ahead.

### **DISCLAIMER STATEMENTS**

Instructor reserves the right to change the syllabus and/or lesson plan as necessary.

The official copy of the syllabus is located inside the student's online course shell or will be given to them during face to face class time the first day of the semester. The syllabus displayed in advance of the semester in a location other than the course you are enrolled in is for planning purposes only.

# **Discussion Board Grading Rubrics:**

Criteria Weight	Exceptional 100	Proficient 90	Satisfactory 70	Poor 50	Unacceptable 0
Grammar/ Spelling 25.00 %	No grammatical or spelling errors (25 points)	Grammatical and spelling errors are few and cause no comprehension problems.  (22.5 points)	Grammatical and spelling errors cause the reader to reread many parts of the post.  (17.5 points)	Grammatical and spelling errors are frequent making posts confusing to read and comprehend.  (12.5 points)	Grammatical and spelling errors are so numerous that the post is hard or impossible to comprehend.     (0 points)
Posts & Word Count 25.00%	<ul> <li>Posts early to allow time to read and reply</li> <li>Publishes at least one original post and at least one reply</li> <li>125 - 150 words in main thread</li> <li>(25 points)</li> </ul>	<ul> <li>Posts early to allow others time to read and reply</li> <li>Publishes one post and one reply</li> <li>80 – 124 words in main thread</li> <li>(22.5 points)</li> </ul>	<ul> <li>Posts at the last minute without allowing enough time for others to read and reply.</li> <li>Publishes one post and no replies</li> <li>26 – 79 words in main thread (17.5 points)</li> </ul>	Posts at the last minute without allowing enough time for others to read and reply. Publishes no posts and one reply  O-25 words in main thread (12.5 points)	Publishes no posts or replies (0 points)
Critical Thinking NO COPYING AND PASTING FROM WEBSITES. If any information comes from a website it must be cited as a resource. 25.00%	<ul> <li>Content provides a thorough frame of reference for comprehending the solution;</li> <li>an original solution is provided.</li> <li>Numerous Resources listed (25 points)</li> </ul>	Content provides appropriate factual data but is not original or complete to solve problem or topic. Resources listed  (22.5 points)	Content attempts to solve problem or topic but is too vague or disorganized to completely comprehend solution.     Few resources listed (17.5 points)	Content is not a realistic solution to the problem or topic. One resource listed (12.5 points)	Content fails to offer a conscientious solution to selected problem or topic.     No resource listed (0 points)
Explanation 25.00%	<ul> <li>All Steps are covered.</li> <li>Questions are answered correctly.</li> <li>(25 points)</li> </ul>	Most Steps are covered and answered correctly.  (22.5 points)	Most steps are covered but not answered correctly.  (17.5 points)	Less than half of the steps are covered and answered correctly.  (12.5 points)	Less than half of the steps are covered and not answered correctly.  (0 points)

# **CIST 2127 Comprehensive Word Processing Techniques**

# Fall Semester 2017 Term A Lesson Plan FY 201812

Date	Module	Content	Assignments & Tests Due	Competency
Mon	Intro	Class Introduction – Syllabus,	Orientation Assignments:	1,4
Aug 14		Outline, Rules, and Regulations Coverage BLACKBOARD, IDS, EMAIL, BANNER Tutoring Session held. See Announcements on Blackboard. YOU DO NOT HAVE TO PRINT or EMAIL any items to the instructor. Ignore this in the reading of the book. Please do not create your SAM user account, your instructor will do this and notify you. You should also have a SAM keycode to enter once you are able to enter your SAM login. Due to login username changes for SAM 2016, all students will need a new SAM keycode for the first SAM course using a keycode. You will not have to purchase another later.	Logon to STUDENT MAIL: Send email to Instructor. Reply to any Instructor email.  Getting Started – Start Here Items:  Read all items  Complete STC Pledge Acknowledgement & Student Introduction Due midnight 08/14/17  Create a CIST2127 folder on your P: DRIVE on IDS or on OneDrive. See Page OFF26-36.  To SAVE all your Chapter/Module book work, you will submit them to SAM. You can also save to your One Drive from the Office365 portal.	a, c

Date	Module	Content	Assignments & Tests Due	Competency
Week 1	1	Creating, Formatting, and	Start working thru Word Module	1,4
Aug 14-		Editing a Word Document	book work. For the purpose of this	a, c
21		with Pictures	course – Chapters are called MODULES. You will read and step	
		CEE DISCUSSION DOADD	through all red steps of the book to	
		SEE DISCUSSION BOARD RUBRICS FOR GRADING.	learn materials. You can use the SAM	
		ROBRIES FOR GRADING.	Project Textbook for Chapters 1-3.	
			You will then complete a Training	
			and Training Exams, and create Project & Project Exams in SAM.	
			Module 1 Work from book (Surf	
			Flyer) using WD Mod 1 Project	
			Textbook in SAM	
			All SAM items should be saved to	
			your Office 365 OneDrive CIST2127	
			Folder. Once complete, submit each file back to the SAM for	
			grading. You do not have to print or	
			email results.	
			WD Mod 1 Training on SAM	
			WD Mod 1 Training EXAM on SAM	
			Complete Discussion Board Topic #1	
			WD Mod 1 Project on SAM	
			WD Mod 1 Project EXAM on SAM	
			Week 1 assignments due by 11:55 PM, Aug 21	
Week 2	2	Creating a Research Paper	Module 2 Work from book	1,2,3
	2	with References and Sources	(Headphones and Earbuds Paper)	a, c
Aug 22- 28			using WD Mod 2 Project Textbook in	a, c
20			SAM	
			Complete Discussion Board Topic #2	
			WD Mod 2 Training on SAM	
			WD Mod 2 Training EXAM on SAM	
			WD Mod 2 Project on SAM	
			WD Mod 2 Project EXAM on SAM	
			Week 2 assignments due by 11:55 PM, Aug 28	

Date	Module	Content	Assignments & Tests Due	Competency
Week 3 Aug 29- Sept 4 (Holida y)	3 4	Creating a Business Letter with a Letterhead and Table Save the envelopes by Adding it to the Document. See Page 173. Creating a Document with a Title Page, Lists, Tables, and a Watermark	Module 3 Work from book (Apple Park Letterhead, Lee Vendor Letter) using WD Mod 3 Project Textbook in SAM Complete Discussion Board Topic #3 WD Mod 3 Word Training on SAM WD Mod 3 Word Training EXAM on SAM WD Mod 3 Word Project on SAM WD Mod 3 Word Project EXAM on SAM WD Mod 3 Word Project EXAM on SAM Module 4 Work from book (Animal Clinic Title Page, Animal Clinic Sales Proposal) WD Mod 4 Word Training on SAM WD Mod 4 Word Training EXAM on SAM WD Mod 4 Word Project on SAM WD Mod 4 Word Project EXAM on SAM WD Mod 4 Word Project EXAM on SAM WD Mod 4 Word Project EXAM on SAM	1,2,3 a, c
Week 4 Sept 5- 11	5	Using a Template to Create a Resume and Sharing a Finished Document Read the SEND THE SHARE Document and EMAIL. You do not have to send. SET YOUR DEFAULT SAVE LOCATION TO YOUR ONE DRIVE. Generating Form Letters, Mailing Labels, and a Directory. Will need Data Files downloaded Notify your instructor of the date you plan to attend the Proctored Exam by Sept 13, 2017. (9/19 in Vidalia, 9/20 in Swainsboro)	PM, Sept 4  Module 5 Work from book (Yazzie Resume.docx, Yazzie Resume.pdf, Yazzie Resume.doc, Yazzie Resume.mht)  WD Mod 5 Word Training on SAM  WD Mod 5 Word Training EXAM on SAM  WD Mod 5 Word Project on SAM  WD Mod 5 Word Project EXAM on SAM  WD Mod 5 Word Project EXAM on SAM  Module 6 Work from book (Yazzie Cover Letter, Job Hunting Folder, Yazzie Prospective Employers.mdb, Yazzie Merged Letters, Yazzie Mailing Labels, Yazzie Potential Employer Directory)  WD Mod 6 Word Training on SAM  WD Mod 6 Word Training EXAM on SAM  WD Mod 6 Word Project on SAM  WD Mod 6 Word Project EXAM on SAM	1,2,3 a, c

Date	Module	Content	Assignments & Tests Due	Competency
			Week 4 assignments due by 11:55 PM, Sept 11	
Week 5 Sept 12-18	7 8	Creating a Newsletter with a Pull-Quote and Graphics. Will need Data Files downloaded SEMESTER MIDTERM SEPT 18 Using Document Collaboration, Integration, and Charting Tools. Will need Data Files downloaded Will need to open Excel 2016 and Word 2016 together at a point in this Module YOU DO NOT HAVE TO PUBLISH A BLOG ACCOUNT but you can do the steps.	Module 7 Work from book (Security Trends Newsletter, Biometrics Diagram Modified) Complete Discussion Board Topic #4 WD Mod 7 Word Training on SAM WD Mod 7 Word Project on SAM WD Mod 7 Word Project EXAM on SAM WD Mod 7 Word Project EXAM on SAM MO Mod 8 Work from book (Fitness Center Revenue Comparison Memo with Comments and Tracked Changes. Fitness Center Revenue Comparison Memo With Table and Clustered Chart, Fitness Center Revenue Comparison Memo with Table and SD Clustered Chart, Fitness Center Revenue Comparison Memo With Table and 3-D Clustered Chart, Fitness Center Revenue Comparison Memo With Table and 3-D Clustered Chart, Fitness Center Blog) WD Mod 8 Word Training on SAM WD Mod 8 Word Project on SAM WD Mod 8 Word Project EXAM on SAM Prepare for Proctored Exams Week 5 assignments due by 11:55	1,2,3,4 a, c

Date	Module	Content	Assignments & Tests Due	Competency
			PM, Sept 18	
Week 6 Sept 19-25	9	Creating a Reference Document with a Table of Contents and an Index Will need Data Files downloaded	PROCTORED Project Exam on SAM. Test is password protected to only take at STC. See Syllabus information on Proctored Exam. Available on Sept. 19 at 3:00 pm Vidalia or 20 at 3:00 pm Swainsboro Covers Modules 1- 7  Module 9 Work from book (Inserting Graphics Final, Using Microsoft Word 2016 – Inserting Graphics Guide)  WD Mod 9 Word Training on SAM WD Mod 9 Word Training EXAM on SAM WD Mod 9 Word Project on SAM WD Mod 9 Word Project EXAM on SAM WD Mod 9 Word Project EXAM on SAM Week 6 assignments due by 11:55 PM, Sept 25	1,2,3,4 a, b, c

Date	Module	Content	Assignments & Tests Due	Competency
Week 7	10	Creating a Template for an	Module 10 Work from book	1,3,4
Sept 25	11	Online Form. Will need Data	(Coffeehouse Customer Survey,	a, b, c
- Oct 2		Files downloaded	Berkshire Survey)	
		Enhancing an Online Form	Complete Discussion Board Topic #5	
		and Using Macros. Will need	WD Mod 10 Word Training on SAM	
		Data Files downloaded	WD Mod 10 Word Training EXAM on SAM	
			WD Mod 10 Word Project on SAM	
			WD Mod 10 Word Project EXAM on SAM	
			Module 11 Work from book (Coffeehouse Customer Survey Modified.dotm)	
			WD Mod 11 Word Training on SAM	
			Week 7 assignments due by 11:55 PM, Oct 2	
Last			WD Mod 11 Word Training EXAM on	1-4.
Week			SAM	a, b, c
Oct 3 -			WD Mod 11 Word Project on SAM	
5			WD Mod 11 Word Project EXAM on SAM	
			Assignments due by NOON Oct 5	
			NO FINAL EXAM FOR THIS COURSE	

## **Competency Areas:**

- 1. Customize Documents
- 2. Organize Content
- 3. Review Documents
- 4. Troubleshoot and Support Application Software

# **General Core Educational Competencies**

- a) The ability to utilize standard written English.
- b) The ability to solve practical mathematical problems.
- c) The ability to read, analyze, and interpret information.

Students are responsible for all information contained in this lesson plan. This lesson plan is subject to change at instructor's discretion.