

Technology Plan FY 2017 ~ FY 2019

The strategic plan of future technology at
Southeastern Technical College

**William L. Calhoun, President**

***Technology Task Force***

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# Overview

## Vision

The purpose of this Technology Plan is to project the technology goals and needs of Southeastern Technical College, and serve as a tool for evaluating the technology infrastructure, equipment, and systems the college currently possesses. The document is comprised of the following areas:

* Technology goals and objectives for the next one to three years
* A snapshot of the current technology at STC
* A technology replacement plan
* The role and responsibilities of the Department of Information Technology

On an annual basis, this plan will be updated in the following ways:

* Update stated goals – define applicable activity or completion
* Add new, revise existing, and delete goals no longer planned
* Update changes to the technology infrastructure, equipment, and systems

The intent of this document is to centralize the technology information of the college into one document to assist in institutional planning, budgeting, and evaluating the college’s technology.

## Technology Assumptions

The Technology Plan is a two-year perspective and identifies ongoing technology trends and needs for the college. The following assumptions are of particular significance:

* Adequate funding levels need to be identified to successfully implement the plan.
* Baselines for technology, support, and training need to be established.
* The plan is a “living document” and will be reviewed and adjusted on an annual basis.
* The plan is modular in nature and most of the initiatives can be implemented independent of the whole.

The items described in this document cover a broad range of complex technologies. The following list is a simple summary of the common themes that appear throughout the full report.

* Connecting students with appropriate technology is priority one.
* Existing technologies need appropriate support and should be replaced on a scheduled cycle.
* Our students and staff want and need current technology.
* Our students and staff expect technology to shrink in size, become faster, more secure, and easier to use.
* Wireless technology will grow in importance.
* The infrastructure that delivers technology must be constantly improved.

## Technology Categories & Planning Factors

The planning process identified three categories of technology usage: Instructional Technology, Management Information Systems, and Support Systems. The identified categories of technology usage are:

### Instructional Technology

* Personal Computers – Classrooms/Laboratories
* Personal Computers – Administrative/Faculty/Support Services
* Distance Learning
* Multimedia
* Technologies for Library Resources
* Technologies for Career Programs
* Citrix (IDS)

### Management Information Systems

* Student Information System (Banner)
* Financial Aid Information Systems (Banner, EDConnect, VA Cert)
* Fiscal Information System (Banner, PeopleSoft)
* Human Resource Information System (PeopleSoft)
* Business and Industry Information System (Banner)
* Bookstore Information System
* Institutional Effectiveness System (IES)

### Support Systems

* Network Infrastructure
	+ Performance
	+ Reliability
	+ Availability
* Security
* Technical Support
* Telephone System

The Technology Task Force identified existing issues, problems, and needs as well as appropriate solutions. The task force developed recommendations by addressing each suggested solution with the following planning factors:

* Instructional technology
	+ Student learning
	+ Value added instruction
* Software needs
* Equipment requirements
* Facility requirements (consider maximum flexibility)
* Infrastructure (wiring, bandwidth, etc.)
* Training/staff development
* Technical support
* Policies/procedures for technology usage
* Benchmarks
* Timeline for implementation

Additionally, each suggested solution will have associated costs defined in the areas of:

* Equipment
* Software
* Training
* Support
* Infrastructure

# Technology Goals & Objectives

## Technology Plan Goals

Southeastern Technical College’s Technology Task Force, through its agency and institutional mission statement and strategic long range plans and a comprehensive technology review, indicate that upgrades, improvements, and new technologies need to be instituted in order to support the college’s programs, services, goals, and objectives. Defined further through Technology Plan goals, the expressed intent is to:

1. Achieve a two year vision of putting in place at Southeastern Technical College a fully interactive network of technology support services and applications. Review Remote campus network connectivity and upgrade where needed to implement a P2P VPN connection
2. Provide for alternative delivery of instruction through multimedia applications that enhance student learning. Faculty will understand how to use the various multimedia instructional modes of delivery.
3. Maintain a strategy for assuring instructional programs have the level of IT equipment and technology necessary to deliver instruction at the level that is considered the standard. For technical programs, the “standard” is defined by industry and by program advisory committees.
4. Improve Southeastern Technical College’s distance learning strategy by including a balance of library resources, Internet, interactive audio/video, streaming media, multimedia, discussion boards, and chats. The mode of delivery and type of courses offered will be market driven by customer need and will adhere to SACSCOC, ~~COE~~, GVTC, and TCSG criteria.
5. Maintain a college-wide strategy for the use of ‘computer labs’ that will effectively balance the need for specialized instructional activity and general student use.
6. Maintain college-wide ‘standards’ for technology purchases.
7. Maintain a ‘core’ of technology applications for every department.
8. Maintain and keep current a ‘minimum skills set’ for every department for the ‘core’ technology applications.
9. Ensure faculty, staff, administration, and students 24/7 access to a secure, reliable, high-performing information technology network.
10. Maintain a financial plan/budget that will ensure Southeastern Technical College will have the resources to implement defined technology improvements, upgrades, and updates at all college locations. The plan/budget will support technology decisions that will:
* Enhance student learning
* Add value to instruction, administrative, library, and student services
* Access new customer markets
* Respond to community and customer needs and industry quality standards
* Enhance decision-making / efficiency throughout the entire organization
1. Maintain policies, procedures, and a code of ethics on the use of technology at Southeastern Technical College. (Issues include Internet usage, Distance Learning, Multimedia, Computer Labs, and Computer Usage)
2. Conduct an annual review of the technology plan in May of every year. Any changes to the technology plan are to be submitted to the executive council in June of each year.
3. Conduct an annual evaluation of technology related services in April of every year. These results will be used by the Technology Task Force when reviewing, changing, and creating the technology plan.

***Technology Strategy***

## Overview

While acknowledging that the institution is restricted by a finite amount of funding, there are certain technology-related activities that must be initiated in order to realize the institutional goals and objectives. The Technology Task Force has identified the following areas of focus for FY2017 ~ FY2019:

* Minimum Skills Set for ‘core’ applications
* Security
* Network Infrastructure
* Library Resources
* Auditorium Services
* Equipment/Technology/Software
* Distance Learning
* Support Services
* Equipment Replacement
* Telecommunications
* Research Future Strategies/Technologies

Southeastern Technical College is continuing to grow. Currently, there are two building projects underway: Renovations at the Swainsboro. The Technology Task Force designed a plan that will allow all current, underway, and future locations to work together as one cohesive system.

## Minimum Skills Set

The Technology Task Force identified a set of core technology applications for each department and the minimum skills every employee should posses in those core technology applications. The core technology application list is not an all inclusive list of the technology applications used at Southeastern Technical College, but rather a compilation of the ‘core’ technology applications. The following is a list of Southeastern Technical College’s core technology applications:

| **Application** | **Application** |
| --- | --- |
| * Microsoft Word
 | * Web Course Design
 |
| * Microsoft Excel
 | * Blackboard
 |
| * Microsoft Outlook
 | * File Management/Backup
 |
| * Microsoft PowerPoint
 | * Adobe Acrobat
 |
| * Microsoft Access
 | * Microsoft Producer
 |
| * Microsoft Publisher
 | * Multimedia Aids
 |
| * Banner
 | * IES
 |
| * Basic Troubleshooting
 | * ProofPoint Archive
 |
| * Operating Systems
 |  |

The Technology Task Force identified the following core technology applications for each department:

| **Instructional****Services** | **Student****Services** | **Administrative****Services** | **Economic****Development** | **Adult****Literacy** | **Other****Employees** |
| --- | --- | --- | --- | --- | --- |
| Basic Troubleshooting | Basic Troubleshooting | Basic Troubleshooting | Basic Troubleshooting | Basic Troubleshooting | Basic Troubleshooting |
| Operating Systems | Operating Systems | Operating Systems | Operating Systems | Operating Systems | Operating Systems |
| File Management & Backup | File Management & Backup | File Management & Backup | File Management & Backup | File Management & Backup | File Management & Backup |
| Microsoft Outlook | Microsoft Outlook | Microsoft Outlook | Microsoft Outlook | Microsoft Outlook | Microsoft Outlook |
| Microsoft Word | Microsoft Word | Microsoft Word | Microsoft Word | Microsoft Word | Microsoft Word |
| Microsoft Excel | Microsoft Excel | Microsoft Excel | Microsoft Excel | Microsoft Excel | IES |
| Banner | Banner | Banner | Banner | Banner | ~~ProofPoint Archive~~ |
| MS PowerPoint | MS PowerPoint | PeopleSoft | MS PowerPoint | MS PowerPoint | Office 365 |
| Microsoft Publisher | Microsoft Publisher | IES | Microsoft Publisher | Microsoft Publisher |  |
| Microsoft Access | Microsoft Access | eXtender | IES | Microsoft Access |  |
| IES | IES | ~~ProofPoint Archive~~ | ~~ProofPoint Archive~~ | IES |  |
| ~~ProofPoint Archive~~ | eXtender | Office 365 | Office 365 | ~~ProofPoint Archive~~ |  |
| Office 365 | Office 365 |  |  | Office 365 |  |

| **Online Faculty** |
| --- |
| Web Course Design |
| Blackboard |
| Adobe Acrobat |
| Microsoft Producer |
| Multimedia Aids |
| ~~ProofPoint Archive~~ |
| Office 365 |

The individual identified skills for each core technology application are listed in Appendix A. By having every employee proficient in the core technology applications identified by the Technology Task Force, Southeastern Technical College employees will work more efficiently and effectively by utilizing the technology tools available to them. The minimum skills set will enable every employee to enhance student learning through excellence in teaching, students support services, and innovative instructional delivery. Staff Development credit will be given to employees who receive training on the core technology applications. Training will be available in a variety of ways:

* Online Courses created by Southeastern Technical College
* TCSG Sponsored Training Classes
* GVTC Sponsored Training Classes

All employees will be advised to obtain the minimum skills for the core technology applications in their area within the time limit set by their administrative supervisor. All new employees will go through the following training, as part of their orientation, before assuming their regular duties:

* Basic Troubleshooting and how to receive IT help
* How to access email and files while off campus
* Appropriate computer use
* How to login and access primary applications

## Security

The Technology Task Force identified several security issues that must be solved in order to ensure Southeastern Technical College maintains a safe, secure, and reliable network for access by faculty, staff, and students. The following items were identified as security risks to the current network infrastructure:

* Computer Viruses.
* Windows operating system security holes.
* Students downloading and installing unauthorized software.
* End users downloading/watching non-work/school related streaming media and Internet TV/radio.
* Adware, spyware, Phishing, and pop-ups.
* User password policy.
* Faculty/Staff end-user data.
* Banner Update Policy

The Technology Task Force identified the following security solutions to help ensure a safe, secure, and reliable network for all users:

* Keep and maintain Microsoft Defender.
* Continue to use Microsoft Systems Management Server (SMS) to push updates.
* Continue to use Cisco Firepower to block malicious websites.
* Continue to implement the TCSG recommended security policies as stated below.
	1. Campus Information Security Administrators are responsible for implementing TCSG mandated security policies and guidelines.
	2. TCSG approved and trained Information Security Administrator for College is ultimately responsible implementation and enforcement of password guidelines. TCSG and the College ISA have authority to permit or deny any user access to network and network attached resources.
	3. These guidelines are MINIMUM requirements. Users are encouraged to use the most lengthy and complex passwords possible and to change their passwords frequently. Use of pass phrases or the first characters of words in phrases are encouraged. Substitution of special characters for letters in the body of the password is encouraged. When possible, use of non-ascii standard characters is encouraged. Please see Appendix B for our Password Policy
	4. Periodic security audits will be performed by College ISA and TCSG personnel using appropriate tool sets to assure compliance with stated information security policies. User accounts found not to be in compliance may be disabled until proper passwords are implemented or assigned.
	5. These guidelines will be revised based on changing information security requirements.
* All end user data should be store on the appropriate share drives so that it can be backed up weekly to prevent possible data loss
* In order to maintain and keep our Banner system secure and up to date an update policy will be followed. Please see Appendix C for this policy.

## Network Infrastructure

The Technology Task Force identified for network infrastructure changes and upgrades that can be classified into one of three categories:

* Network Performance
* Network Reliability & Disaster Plan
* Network Availability

### Network Performance

The Technology Task Force identified two solutions that will improve network performance for users at all locations.

Network Infrastructure Design: Purchase new faster broadband connections at our remote sites and increase bandwidth to the internet for the Vidalia/Swainsboro connection. Purchase new Cisco switches to replace outdated out of service switches.

Network Traffic Management: In order to improve network traffic performance, the Technology Task Force identified the need for a web filtering/shaping solution. Cisco Firepower will be used for web filtering/shaping.

### Network Reliability & Disaster Plan

The Technology Task Force identified the need for redundancy of important network data and access. The Technology Task Force also identified the need for a disaster recovery plan. Annual Maintenance plans will be purchased on all core Cisco equipment. The data reliability/redundancy issues can be divided into two categories; college data and banner data.

College Data: Purchase a new backup software solution that will keep a daily electronic copy of data backups plus a weekly tape backup. ~~secondary file server and email server with a self-contained tape backup system~~. Backups are made each night of all data on the file shares.

Banner Data: A virtual environment ~~second RISC/6000 server~~ is available at the TCSG disaster recovery site. Banner images and data backups will be created and tested at the TCSG disaster recovery site. A backup tape approved fireproof safe will be purchased to store backup tapes.

### Network Availability

The Technology Task Force identified the need for 24/7 access for faculty (including adjunct faculty) and staff to the campus network while on or off campus and also access to lab applications for students (online and traditional). A Virtual Private Network (VPN) is established for faculty and staff so they can access network resources when away from their personal workstations. Wireless Access Points will be installed in strategic locations throughout all campus locations. Citrix access will be increased to provide network access for faculty, adjunct faculty, staff, and students.

## Library Resources

The Technology Task Force identified the need for assistive learning devices for students and a clipart collection for students and faculty. The assistive learning devices (such as Texhelp read & write software, Jaws for Windows, Kurzweil 3000, and Dragon Naturally Speaking software) will aid STC’s special needs students in reaching their academic goals. A clipart collection will give students and faculty the resources necessary to create dynamic and appropriate reports, presentations, and other graphic material. The clipart collection will be placed on a server in a read only share and made available to all faculty, staff, and students. Funding for the clipart collection will come from the IS annual budget. Assistive learning devices will be funded from the Student Services budget. Specific assistive learning devices will be selected by the Director of IT, the Director of Library Services, and the Special Needs Specialist. A space in the Library on the Vidalia and Swainsborocampus locations will be designated as the Assistive Technology Center.

## Auditorium Services

The auditorium services are broken down into two categories:

* + 1. Computer related technology
		2. Audio/Visual.

The auditorium manager will be responsible for including the audio/visual equipment in the auditorium technology plan. The Technology Task Force is responsible for including the computer related technology in the college technology plan.

The Technology Task Force identified the need for placing the auditorium computer systems that tie in to the audio/visual equipment in each auditorium on a three year replacement plan. There is a need for video projector connections at the front of each stage. Currently there are only video projector connections in the control room of each auditorium.

By upgrading the computers in the control room of each auditorium, STC will be able to accommodate presenter’s computer media needs in a variety of the most popular formats. The video projector connections at the stage level will allow presenters to connect their laptops directly to the projector and control the presentation from the lectern. This will allow the presenter the greatest flexibility of presentation options.

## Maintenance Services

The Technology Task Force identified the need for a new maintenance helpdesk system. The current system is housed on a server that is soon to be decommissioned. The IT department recommends the maintenance department purchase a new server and install Script Logic’s help desk package.

## Equipment/Technology/Software

The Technology Task Force identified the need to implement/upgrade new equipment, technology, and software in order to keep STC a leader in technology and provide the best services to our faculty, staff, and students. The following items are recommended by the Technology Task Force:

* ***Office365***: a STC provided email system for students. Office365 will offer all students an STC email account.
* ***Nebraska Books***: this system integrates with Banner to provide the Bookstore financial aid information. It also will provide the Bookstore with an online store and point of sale system.
* ***Online Maintenance Request System***: this system if implemented will be similar to the IT Dept Help Desk. Employees can go online and submit maintenance requests. It will be hosted locally and maintained by IT Department.
* ***Paperless System for Business Office Reports***: paperless system and procedures for the business office daily reports from the data center.
* ***Proofpoint Email Archive***: this system will archive our Exchange emails both sent and received. This is a mandate by TCSG and will be required that STC implement this solution.
* ***~~BAT Exchange~~***~~: this system would be installed and back end managed by the IT department. It would provide BAT instructors the needed server to teach Microsoft Outlook~~
* ***Program Specific Software***: each program utilizes program specific software. The IT department recommends these programs use the latest versions of the software

## Distance Learning

The Technology Task Force identified the need to expand the technology available to faculty and students. Specifically, the task force recommends STC expand the Citrix system, purchase web cams for all online instructors, add a streaming media server, and provide laptops for all online instructors.

Expansion of the Citrix system will make remote lab access available to more students. Both traditional and online students will benefit from having access to network resources and lab application when off campus. Web cams will provide online instructors a way to have ‘virtual’ face-to-face conversations with online students. This will make online courses more personal. Streaming media will increase the quality of online courses by making the addition of streaming media (lectures, videos, demonstrations, etc.) available to students. Laptops for online instructors will increase the quality of online courses by giving the instructor more access to the students, campus network resources, and Angel whether the instructor is on or off campus.

Expansion of the Citrix system will be funded by year-end money, the IS budget, grants, and Perkins funds as available. Web cams will be funded by program specific budgets for instructors who are teaching online courses. A streaming media server will be provided by the IT Dept budget. Additional laptops will be made available for online instructors. These laptops will be permanently assigned to the online instructor or checked out of the library when needed. Laptop funding will come from year-end money, the IS budget, grants, and Perkins funds as available.

## Support Services

The Technology Task Force identified the need for two additional part-time network support specialist in order to properly maintain, support, and upgrade the information technology at Southeastern Technical College. The current personnel in the Information Technology Department consists of one full-time Director of Information Technology, one full-time Assistant Director of Information Technology, one full-time systems support specialist, one full-time network specialist, and one full-time PC Specialist. Support staff has not grown in 8 years but the number of computers and applications requiring support has grown significantly. With the ratio of staff to serviceable IT equipment shrinking the lag time to service requests is growing.

The Technology Task Force recommends the IT Department be staffed by the following personnel positions:

* Director of Information Technology, Full-time position (Filled)
* Assistant Director of Information Technology, Full-time position(Filled)
* Network Specialists, Full-time position (Filled)
* System Support Specialist (Banner, Web, and Database specialist), Full-time position (Filled)
* PC Specialist, Full-time position (Filled)

Needed Positions

* 1 PC Technician Swainsboro, Part-time (Needed)
* 1 PC Technician Vidalia, part-time (Needed)

The Technology Task Force also recommends the implementation of technology in order to help keep the required number of support personnel to a minimum. Microsoft SMS and Acronis will aid in maintenance, support, and upgrading of the information technology system at STC with the recommended number of support personnel.

By having the above recommended personnel, the IT Department will be able to effectively and efficiently support the faculty, staff, and students that use the STC network. SMS, and Acronis, will enable the IT Dept to effectively maintain, support, and upgrade STC’s information systems.

## Equipment Replacement

The Technology Task Force identified the need to devise a plan to keep the technology equipment current. The Technology Task Force recommends that the life of a computer system be set at five years. All computers should be set on a rotating schedule so a certain number of computers are replaced every year. Computers that get replaced can be rotated to classrooms that do not currently have computers. It is the goal of the Technology Task Force that every classroom be equipped with computers.

This plan will bring the total number of workstations on the network to approximately 2,500 computers. Using this number, approximately 500 computers will need to be replaced every year starting with FY2017. At an average cost of $600 per workstation, this could lead to an annual cost of approximately $300,000 per year. This amount does not include monitor, additional workstations, network infrastructure upgrades/improvements, or server upgrades/improvements necessary to handle the demand of faculty, staff, and student network load.

Creating an equipment replacement plan will insure that Southeastern Technical College will constantly have up to date equipment for faculty and staff to use to complete their work and for students to use for training. This plan will spread the cost of replacing equipment over a four year period.

The equipment replacement plan will be implemented upon appropriation of necessary funds. Other funding methods and equipment replacement options will be researched in order to help ease the financial burden of keeping technology equipment current.

## Telecommunications

The Technology Task Force identified the need to utilizing our current Cisco VoIP solution.

By utilizing VOIP telephones at all STC locations STC will realize a truly cohesive system for these campus locations. Cisco VoIP is the supported TCSG solution

## Research Future Strategies/Technologies

The Technology Task Force identified the following technologies as possible future solutions/upgrades for Southeastern Technical College:

* Online Library help system (chat with video option)
* Grant opportunities
* Wireless high-speed Internet connections for faculty teaching online classes
* Full implementation of Office 365

The online library help system will allow online and traditional students to receive instant personal library help when they are using the library online services away from the library. Vendor partnerships may help Southeastern Technical College to keep up to date with technology and design/support technology solutions. Grant opportunities may help STC stay up to date with technology and even help implement new technology. Wireless high-speed Internet connections for faculty teaching online classes will allow instructors greater access to their online students and classes. Office 365 will provide email redundancy, and free Microsoft download subscription for use at home for both faculty/staff, and students.

## Summary

The Technology Task Force identified existing issues, problems, and needs as well as appropriate solutions. After careful consideration and research, the task force developed the technology plan in order to support the college’s programs, services, goals, and objectives.

**Appendix A**

**Core Technology**

**Applications**

**Minimum Skills Set**

# Core Technology Applications ~ Minimum Skills Set

## Microsoft Office

### WORD

#### INTRODUCTION

***An overview of Word***

* Navigate in the Word window
* Use the menus
* Use the toolbars
* Add and remove toolbar buttons
* Display shortcut menus

***Changing the view***

* Use Normal view
* Use Print Layout view
* Show and hide formatting marks
* Use the Zoom feature

#### CREATING AND MANAGING DOCUMENTS

***Creating and saving a document***

* Create a new document
* Save a document
* Use the File, Save As command

***Setting up the document***

* Set the margins in a document
* Select a paper size
* Choose a page orientation

***Working with multiple documents***

* Open multiple documents at the same time
* Arrange document windows on the screen
* Maximize and minimize document windows

#### WORKING WITH DOCUMENT TEXT

***Selecting text***

* Select a line of text
* Select a sentence
* Select a paragraph
* Select an entire document

***Search and Navigation Techniques***

* Use the Find And Replace feature
* Use the Go To feature
* Use the Document Map

***Cutting, copying, and pasting text***

* Cut and paste text
* Copy and paste text
* Use the mouse to cut and copy text

***Using Undo and Redo***

* Use the Undo feature
* Use the Redo feature

#### FORMATTING A DOCUMENT

***Formatting characters***

* Change the font of text
* Change the font size of text
* Change the font style of text
* Change the font color of text

***Formatting paragraphs***

* Align paragraphs
* Indent paragraphs
* Change the line spacing in a paragraph
* Change the paragraph spacing in a document

***Working with tabs***

* Set tab stops in a document
* Move tab stops
* Remove tab stops
* Insert leader tabs into a document

#### PRINTING A DOCUMENT

***Introduction to printing***

* Use Print Preview
* Select printing options
* Print a document

***Using page breaks and section breaks***

* How automatic page breaks are used in a document
* Insert manual page breaks
* Remove manual page breaks
* Insert section breaks

***Inserting headers and footers***

* Insert a header into a document
* Insert a footer into a document

#### ENHANCING YOUR WRITING AND PRESENTATION

***Using Special Features to Improve Your Writing***

* Use AutoCorrect for errors
* Use AutoCorrect for "shorthand" text
* Use the Spelling and Grammar checkers
* Access the Synonym and Thesaurus features

***Adding Hyperlinks to Your Documents***

* Create hyperlinks to the Web
* Create hyperlinks across documents
* Add hyperlink cross-references
* De-activate hyperlinks

***Using Special Formatting Features***

* Apply bullets and numbering
* Create multiple columns
* Add borders
* Insert symbols
* Highlight text

***Creating and Using Styles and Templates***

* Apply a paragraph style
* Use the Format Painter
* Modify a paragraph style
* Open the Style dialog box
* Access complete list of paragraph styles

#### CREATING MORE SOPHISTICATED DOCUMENTS

***Numbering Pages***

* Add page numbers
* Combine headers and footers with numbers
* Use special formatting for numbers
* Delete page numbers
* Change the size and font
* Change number formatting for sections

***Embellishing a Document***

* Add a watermark
* Create drop caps

***Creating a Table of Contents***

* How Word determines which text to use
* Identify a Heading style
* Insert a table of contents
* Add levels

***Creating an Index***

* Mark words and phrases for inclusion
* Format an index
* Run an index
* Delete and edit index items
* Update an index

#### ADDING TABLES AND GRAPHICS TO YOUR DOCUMENTS

***Creating Tables***

* Insert a table
* Draw a table
* Convert text to a table
* Add borders to a table
* Add shading to a table

***Editing Tables***

* Select rows and columns
* Insert and delete rows and columns
* Merge adjoining cells
* Change cell height and width
* Align text in a cell

***Inserting Lines and Shapes***

* Use the Drawing toolbar
* Draw lines and arrows
* Draw 2D and 3D shapes
* Use the AutoShapes feature
* Select, move and resize objects
* Add color to lines and shapes

***Adding Graphics to a Document***

* Add WordArt and ClipArt
* Move and edit WordArt and ClipArt
* Add graphics from files

#### USING THE HELP SYSTEM

***Using the Office Assistant***

* Open and hide the assistant
* Get answers
* Change options
* Choose an assistant

***Using the Help Window***

* Open and close the window
* Open books and view topics
* Find topics
* Use "What's This?" Help

#### USING ADVANCED FEATURES

***Creating and Using Macros***

* Record a macro
* Run a macro
* Edit a macro
* Assign a macro to a toolbar button

***Creating and Using Online Forms***

* Display and use the Forms toolbar
* Create and use an online data-entry form

***Using Footnotes and Endnotes***

* Add footnotes and endnotes to a document
* Create customized footnotes and endnotes
* Delete and edit footnotes and endnotes
* Work with footnotes and endnotes in both Normal and Print Layout view

#### WORKING WITH CHARTS

***Creating a Simple Chart***

* Create a simple chart in a Word 2002 document

***Transferring Data into a Chart***

* Convert a Word 2002 table to a chart
* Copy data from a table or worksheet into a chart
* Import worksheet data into a chart
* Resize a chart

***Modifying a Chart***

* Apply formatting options to charts and chart elements
* Save a customized chart as a new chart type
* Change the default chart type

#### USING THE MAIL MERGE HELPER

***Using Mail Merge to Create a Form Letter***

* Use the Word 2002 Mail Merge Helper to create a simple form letter

***Creating Mailing Labels***

* Use the Mail Merge Helper to create mailing labels

####  WORKING IN OUTLINE VIEW

***Using Outline View***

* Display a document in Outline view
* Identify features on the Outlining toolbar
* Use Outlining toolbar buttons to expand and collapse a document
* Use Outlining toolbar buttons to promote, demote, and rearrange document headings

***Creating a Master Document and Subdocuments***

* Use the Outlining toolbar to create a master document and subdocuments
* Use the Create Subdocument command to create new subdocuments
* Use the Insert Subdocument command to create subdocuments from existing files
* Expand and collapse subdocuments in the master document
* Lock and unlock subdocuments

#### SHARING DOCUMENTS WITH WORK GROUPS

***Tracking Revisions to a Document***

* Use revision marks to track changes made to a document
* Compare multiple versions of a document
* Protect your documents by making sure revisions are tracked

***Managing the Revision Process***

* Change the marks used for revisions
* Review, accept, and reject revisions
* Save multiple versions of a document in a single file

***Adding Comments to a Document***

* Insert comments in a document
* View and delete comments in a document
* Print comments in a document

### EXCEL

#### INTRODUCTION

***An overview of Excel***

* Identify the differences between workbooks and worksheets
* Identify the elements of a worksheet
* Navigate in the Excel window
* Navigate in a worksheet

***Menus, toolbars, and shortcut menus***

* Use the menus
* Use the toolbars
* Add and remove toolbar buttons
* Identify the Formula bar and understand its purpose
* Display shortcut menus
* Use task panes

***Viewing multiple workbooks***

* Identify when multiple workbooks are open
* Use the icons on the taskbar to activate open workbooks
* Use the minimize, maximize, and restore buttons to either resize or active a workbook window
* Use the Window menu to switch from one open workbook to another
* Use the Window, Arrange command to control the size and position of open workbooks

#### OPENING A WORKBOOK AND SELECTING CELLS

***Opening and saving a workbook***

* Open a workbook
* Rename sheet tabs
* Save a workbook

***Selecting cells***

* Select individual cells
* Select rows, columns, and entire worksheets
* Select ranges of cells
* Select non-adjacent cells
* Use cell and range names
* Use the Go To command

#### ENTERING DATA INTO A WORKSHEET

***Entering data into individual cells***

* Enter numbers into a cell
* Enter text into a cell
* Use the Formula bar to enter data
* Edit the contents of a cell
* Adjust the width of a column

***Additional ways to enter data***

* Enter data into cell ranges without selecting individual cells
* Use the AutoFill feature to copy data from a cell to a range of cells
* Use the AutoFill feature to extend a series of numbers or dates into a range of cells

#### CREATING FORMULAS

***Formula basics***

* Describe the purpose of a formula
* Enter a formula that adds and subtracts cell contents
* Use the AutoSum feature to enter a formula
* Enter a formula that multiplies or divides cell contents
* Describe how formulas are automatically updated

***Function basics***

* Describe the purpose of a function
* Create a function by using the keyboard
* Create a function by using the Insert Function feature

#### MODIFYING A WORKBOOK

***Freezing rows and columns on the screen***

* Use the Window, Freeze Pane command to lock rows and columns on the screen
* Use the Window, Unfreeze Pane command to unlock rows and columns

***Moving and copying cell data***

* Move data from one location to another in the active workbook
* Copy data from one location to another in the active workbook
* Understand the purpose of the Windows Clipboard

***Using templates***

* Understand templates
* Create a workbook from a template
* Save a workbook as a template

***Using Undo and Redo***

* Use the Undo feature
* Use the Redo feature

***Assigning names to cells and ranges***

* Assign a name to a single cell
* Assign a name to ranges of cells
* Use range names in formulas

#### APPLYING FORMATTING AND MODIFYING THE STRUCTURE OF A WORKSHEET

***Formatting cells***

* Change character attributes
* Align the contents of a cell
* Add a border to cells
* Change the color of a cell
* Change the color of a font

***Additional formatting techniques***

* Use the Formatting toolbar to format numbers
* Use the Formatting toolbar to center text across columns
* Create and apply styles
* Use the Format Painter to apply formatting

***Inserting and deleting rows and columns***

* Insert rows and columns into a worksheet
* Delete rows and columns from a worksheet
* Understand how formulas are affected when rows and columns are inserted and deleted

***Changing the column width and row height***

* Change the width of a column
* Change the height of a row

***Formatting numbers***

* Format cells to contain numbers
* Use decimal places in numbers
* Understand how formatting affects the display of numbers in cells

#### PRINTING A WORKSHEET

***Introduction to printing***

* Use Print Preview
* Use automatic page breaks
* Scale a worksheet
* Specify a defined print area
* Select a print range

***Adding headers and footers***

* Add a predefined or custom header to a worksheet
* Add a predefined or custom footer to a worksheet

***Repeating titles on each page***

* Repeat rows on the top of every printed page
* Repeat columns on the left side of every printed page

***Using Page Break Preview***

* Use Page Break Preview
* Adjust page breaks
* Remove manual page breaks

#### WORKING WITH WORKSHEET DATA

***Spell check, Zoom, and Find and Replace***

* Check spelling in a worksheet
* Zoom in and out of a worksheet
* Use Find and Replace

***Working with rows and columns***

* Insert rows and columns
* Delete rows and columns
* Hide rows and columns
* Unhide rows and columns

***Merging cells and rotating text***

* Merge multiple cells into a single cell
* Rotate text in a cell

#### ADDITIONAL FORMATTING TECHNIQUES

***Using advanced formatting***

* Use custom formatting
* Use conditional formatting
* Use AutoFormat

#### WORKING WITH FORMULAS AND FUNCTIONS

***Working with formulas***

* Create formulas that reference cells in other worksheets
* Revise formulas
* Set a formula's cell reference to absolute or relative

***Using functions***

* Apply functions from the Formula bar
* Use advanced functions

#### USING TOOLBARS

***Working with toolbars***

* Customize an existing Excel toolbar
* Hide and display a toolbar
* Create your own custom toolbars
* Delete a custom toolbar

#### USING MACROS

***Using macros***

* Record a macro
* Run a macro
* Edit a macro
* Assign a macro to a toolbar button

#### WORKING WITH CHARTS

***Creating charts***

* Create a chart in one step
* Use the Chart Wizard

***Using the Chart toolbar***

* Create a chart by using the Chart toolbar
* Format chart objects by using the Chart toolbar
* Add and remove a data table on a chart

***Moving and resizing charts***

* Move and resize a chart
* Move and resize chart objects
* Relocate an embedded chart to a separate worksheet

***Previewing and printing charts***

* Use Print Preview with charts
* Print charts

####  WORKING WITH LISTS

***Using and sorting lists***

* Understand the definition of a list
* Sort a list by one column
* Sort a list by multiple columns

***Using AutoFilter***

* Use the AutoFilter to filter a list
* Use the AutoFilter with multiple criteria
* Create a custom filter

#### USING DATA FORMS

***Using data forms***

* Create a data form
* Create a new record in a data form
* Delete a record in a data form
* Search records in a data form

#### IMPORTING AND EXPORTING

***Importing from text, HTML, and XML files***

* Import data from text files
* Import data from HTML files
* Import data from XML files

***Importing and exporting data***

* Import data into Excel from other applications
* Export data from Excel to other applications

#### COLLABORATION

***Using comments and worksheet protection***

* Add comments to a worksheet
* Remove comments from a worksheet
* Protect a worksheet
* Unprotect a worksheet

#### USING HELP

***Using the Office Assistant***

* Open and hide the Office Assistant
* Get answers from the Office Assistant
* Change Office Assistant options
* Choose a different Office Assistant
* Understand the Ask a Question box

***Using the Help Window***

* Open and close the Help window
* Open books and view Help topics
* Find Help topics using the table of contents, Answer Wizard, and index
* Get answers by using "What's this?" Help

#### ADVANCED USE OF WORKBOOKS

***Using Multiple Workbooks***

* Save a workspace
* Open a previously saved workspace
* Link data between workbooks

***Using Templates***

* Create a template
* Apply a template to a new workbook
* Edit existing templates

***Workbook Properties and Passwords***

* View and add workbook properties
* Apply a workbook password
* Remove a workbook password

#### WORKING WITH DATA

***Lookup Functions and Data Validation***

* Use lookup functions Vlookup and Hlookup
* Validate data in a worksheet

#### EDITING WORKSHEETS

***Auditing a Worksheet***

* Display the Auditing Toolbar
* Trace precedents
* Trace dependents
* Find and correct errors in a worksheet

***Tracking Changes in a Workbook***

* Highlight changes in a workbook
* Accept and reject changes that have been made to a workbook

#### SHARING DATA

***Sharing Workbooks***

* Create a shared workbook
* Merge changes from several copies of a shared workbook
* Stop sharing a workbook

#### ADVANCED PRINTING

***Printing Workbooks***

* Print multiple worksheets at the same time
* Preview multiple worksheets at the same time
* Use the Report Manager

#### USING EXCEL WITH THE INTERNET

***Worksheets and the Internet***

* Preview a worksheet as a Web Page
* Save a worksheet as a Web Page
* Insert a hyperlink into a worksheet
* Send a workbook via e-mail

### OUTLOOK

#### INTRODUCTION

***An overview of Outlook***

* Navigate the Outlook window
* Use the menus
* Use the toolbars
* Use the Outlook Today feature

***Working with folders***

* Use the Outlook Bar
* Use the Folder List
* Create a folder
* Delete a folder

#### WORKING WITH MESSAGES

***Sending and receiving messages***

* Create and send messages to other people
* Receive messages from other people
* Reply to messages received from other people

***Using the Address Book***

* Create an entry in the Address Book
* Edit an Address Book entry
* Use the Address Book to create a message

***Changing the message view***

* Work with the Preview pane
* Change the current view
* Use the AutoPreview feature

#### WORKING WITH APPOINTMENTS

***Scheduling appointments***

* Schedule appointments
* Schedule recurring appointments

#### WORKING WITH MEETINGS

***Scheduling meetings***

* Schedule a meeting
* Schedule a recurring meeting

***Planning a meeting***

* Plan meetings
* Create meetings from appointments

***Managing meetings***

* Respond to meeting requests
* Reschedule meetings
* Cancel meetings

#### WORKING WITH CONTACTS

***Working with contacts***

* Create contacts
* View contact information
* Edit contact information

#### WORKING WITH TASKS

***Creating tasks***

* Create a task
* Create a recurring task
* Assigning a task to another person

***Managing tasks***

* Organize tasks
* Complete tasks
* Create a status report
* View tasks

#### USING THE JOURNAL

***Using the Journal***

* Create an automatic Journal entry
* Create a manual Journal entry
* Change the way items are displayed in the Journal

#### USING NOTES

***Using Notes***

* Create a note
* View the contents of a note
* Open a note
* Change the color of a note

#### WORKING WITH E-MAIL MESSAGES

***Working with your mail***

* Open an e-mail attachment
* Forward an e-mail message to another person
* Check sent messages
* Delete messages from the Sent Items folder

***Sending messages with attachments***

* Attach a file to an e-mail message
* Assign an importance level to an e-mail message
* Assign a sensitivity level to an e-mail message
* Recall an e-mail that you've already sent out

***Changing the appearance of your e-mail***

* Change the default message format used for outgoing
e-mail
* Change the message format for an individual message
* Send messages using Outlook's HTML stationary

***Adding a signature to e-mail messages***

* Create signatures for your e-mail messages
* Edit and delete e-mail signatures
* Select a default e-mail signature

#### MANAGING YOUR INBOX

***Flagging and printing e-mail messages***

* Flag an outgoing e-mail or sent message
* Mark a flagged message as complete
* Print hard copy backups of e-mail messages

***Sorting and organizing your e-mail***

* Sort messages by clicking on column headings
* Use the Find feature to locate messages containing specific text
* Use the Inbox "Organize" feature
* Assign color to incoming messages
* Sort messages by changing your Inbox "view"

***Filtering mail***

* Apply a filter to the messages in your Inbox
* Remove a filter from your Inbox
* Have Outlook automatically highlight objectionable e-mail messages
* Have Outlook automatically move or delete objectionable e-mail messages
* Help Outlook to identify unwanted e-mail messages

***Archiving your e-mail***

* Enable AutoArchive for your Inbox
* Select AutoArchive options
* Perform a manual archive operation
* Retrieve archived items

#### MANAGING YOUR CONTACTS

***Using categories for contacts***

* Assign Contact items to categories
* Add categories to the Master Category List
* Delete categories, and restore the default Master Category List

***Viewing and sorting your contacts***

* Display contacts using different "views"
* Apply a filter to your Contacts folder
* Sort contacts by one or more fields

#### WORKING WITH YOUR CALENDAR, TASKS, AND NOTES

***Doing more with notes***

* Use different views for notes
* Link a note to a contact
* Create a task from a note

***Dealing with task request***

* Accept and decline task requests
* Forward a task request to another Outlook user

***Updating your Outlook calendar***

* Convert an e-mail message to a Calendar item
* Schedule a recurring multi-day event
* Change the Calendar view

#### USING THE HELP SYSTEM

***Using the Office Assistant***

* Open and hide the Office Assistant
* Get answers from the Office Assistant
* Change Office Assistant options
* Choose a different Office Assistant

***Using the Help window***

* Open and close the Help window
* Open books and view Help topics
* Find Help topics using the table of contents, Answer Wizard, index, and context-sensitive Help
* Get answers by using "What's This?" Help

### POWERPOINT

#### INTRODUCTION TO POWERPOINT 2002

***An overview of PowerPoint***

* Navigate in the PowerPoint window
* Use the menus
* Use the toolbars
* Add and remove toolbar buttons
* Display shortcut menus

***Using the View buttons***

* Identify the various views
* Understand the purpose of each view
* Switch from one view to another view

**CREATING A PRESENTATION**

***Using the AutoContent Wizard***

* Use the AutoContent Wizard to create a presentation
* Save a new presentation

***Using a design template***

* Use a design template to create a new presentation
* Use the AutoLayout feature to select a slide layout
* Save a presentation
* Use the File, Save As command

***Working with slides***

* Insert a new slide into a presentation
* Duplicate an existing slide
* Rearrange slides
* Delete a slide

#### ENTERING AND FORMATTING TEXT

***Entering and editing text***

* Enter text in a slide
* Edit text in a slide
* Use the Undo feature
* Use the Redo feature
* Use the Find And Replace feature

***Formatting text***

* Change the font of text
* Change the font size of text
* Change the font style of text
* Change the alignment of text

***Advanced text editing techniques***

* Check the spelling of text in a presentation
* How the AutoCorrect feature corrects common typing errors

#### WORKING WITH GRAPHICS

***Using clip art***

* Insert a clip art image into a presentation
* Change the shape and size of a clip art image
* Move a clip art image to another location in a slide

***Using the Drawing toolbar***

* Insert an object into a slide
* Change the fill color and line color of an object
* Align objects in a slide

#### ENHANCING A PRESENTATION

***Modifying a presentation***

* Change the layout of a slide
* Change the background color in a slide
* Change the color scheme in a presentation
* Change the design template in a presentation

***Adding automatic text to a presentation***

* Insert a footer into one or more slides of a presentation
* Insert slide numbers into one or more slides of a presentation
* Add the date and time to one or more slides of a presentation

#### CREATING AND MODIFYING A SLIDE SHOW

***Working with transitions and timing***

* Select a transition for a slide
* Set the amount of time that a slide remains on the screen

***Viewing a slide show***

* Set up a slide show
* Display a slide show

#### ADDITIONAL POWERPOINT VIEWS

***Working with views***

* Display a presentation in black and white
* Display a color miniature of a slide
* Use the Zoom feature

**EDITING EXISTING PRESENTATIONS**

***Modifying a presentation***

* Open an existing presentation
* Restructure information in a slide using the Promote and Demote buttons
* Modify slide sequence in the Outline view
* Modify slide sequence in the Slide Sorter view

***Editing the Slide Master***

* Understand the use of the Slide Master and Title Master
* Edit the Slide Master
* Edit the Title Master
* Insert a company logo using the Slide Master

***Changing the background***

* Change the background color
* Change the background design

***Editing graphics***

* Edit graphics
* Add a drop shadow
* Adjust the brightness and contrast of an image
* Rotate and flip graphics
* Add and group AutoShapes and WordArt

#### ADDING ANIMATION, TABLES, AND CHARTS

***Adding animation***

* Animate text
* Animate graphics
* Customize animated effects in presentations

***Adding a table***

* Create a table
* Insert rows and columns
* Format cells in a table

***Creating and editing charts***

* Create a chart
* Edit a chart using the datasheet
* Change chart types
* Format a chart

***Adding an organization chart***

* Create an organization chart
* Format an organization chart

#### IMPORTING AND EXPORTING INFORMATION

***Importing files***

* Import data from Excel
* Import text from Word
* Import an outline from Word

***Exporting files***

* Export a presentation to Word
* Export a presentation as a Web page

**GETTING READY FOR A PRESENTATION**

***Enhancing a presentation***

* Add sound and movie
* Add hyperlinks and Action Buttons to a presentation

***Preparing for the presentation***

* Add speaker notes
* Rehearse timings
* Hide slides

***Printing the presentation***

* Preview and print in grayscale and black and white
* Print overhead transparencies
* Print audience handouts
* Print speaker notes
* Producing 35mm slides

***Checking Styles for Consistency***

* Check styles for consistency
* Change Style Checker settings

#### GIVING A PRESENTATION

***Delivering the presentation***

* Start a slide show on any slide
* Use on screen navigation tools to navigate a slide show
* Use the pen pointer to annotate slides
* Generate meeting notes using the Meeting Minder
* Deliver a presentation to a remote audience by using an online meeting

#### CUSTOMIZING TOOLBARS

***Working with Toolbars***

* Customize an existing Excel toolbar
* Hide and display a toolbar
* Create your own custom toolbars
* Delete a custom toolbar

#### GETTING HELP

***Using the Help system***

* Open and close the Help window
* Open books and view Help topics
* Find Help topics using the table of contents, Answer Wizard, index, and context-sensitive Help
* Get answers by using "What's This?" Help

***Using the Office Assistant***

* Open and hide the Office Assistant
* Get answers from the Office Assistant
* Change Office Assistant options
* Choose a different Office Assistant

### ACCESS

#### INTRODUCTION

***Introduction to Access databases***

* The purpose of a database
* The components that make up a database
* Objects that are used to manage and manipulate database information

***Planning a database***

* The importance of planning a database
* The concept of relationships between one or more tables
* The importance of using a standard naming convention

***Orientation to Microsoft Access 2002***

* The Office Assistant
* Open a database
* Navigate in the Access environment
* Navigate in the Database window

#### CREATING AND MODIFYING TABLES

***Using the Table Wizard***

* Use the Table Wizard to create a new table
* Display a table in Design View
* Access a table's field properties in Design View

***Working in Design View***

* Create a new table in Design View
* Create fields in Design View
* Define primary keys

***Modifying table design***

* Add and remove fields
* Rearrange fields in a table
* Rename the fields in a table

#### WORKING WITH RECORDS

***Locating records***

* Use the keyboard to navigate in a table
* Use the Find feature

***Using filters to locate specific data***

* Create a filter to view specific records
* Use one field to sort a table
* Use multiple fields to sort a table

***Working with records***

* Add records to a table
* Edit the records in a table
* Remove records from a table

**WORKING WITH QUERIES**

***Creating queries***

* Create a query
* Sort and filter the results of a query
* Use criteria to make queries more specific
* Save a query

***Creating complex queries***

* Use an OR condition
* Use an AND condition
* Use comparison operators
* Use wildcard operators

***Querying multiple tables***

* Create a query that uses data from one or more joined tables
* Manually join two tables
* When Access will automatically join tables

***Creating calculations in queries***

* Use calculations in a query
* Create queries that perform calculations on data stored in multiple fields
* Create queries that summarize the data in a single field
* Group the results of a query

#### WORKING WITH FORMS

***Creating forms***

* Use the Form Wizard to create a form
* Use a form to view records in a table
* Use a form to add new records to a table

***Using forms to work with data***

* Use a form to find records in a table or query
* Sort records in a form
* Create a form filter

***Modifying forms***

* Work in form Design View
* Move and size controls in a form
* Change the property settings for a control
* Change the property settings for multiple controls simultaneously

#### WORKING WITH REPORTS

***Creating a customized report***

* Use the Report Wizard to create a report
* Preview a report
* Print a report

***Modifying a report***

* Move and size controls in a report
* Change report properties
* Use the AutoFormat feature
* Rename a report in the Database window

#### GETTING HELP

***Using the Office Assistant***

* Open, hide, and close the Office Assistant
* Get answers from the Office Assistant
* Change Office Assistant options
* Choose a different Office Assistant

***Using the Help window***

* Open and close the Help window
* Resize the Help window
* Adjust the width of the Navigation and Topic panes
* Open "books" to view Help topics
* Follow links within topics
* Retrace your steps while browsing Help topics
* Find specific Help topics using the table of contents, Answer Wizard, and index
* Print a Help topic

***Using context-sensitive Help***

* Get context-sensitive Help using the F1 key
* Use the What's This? Feature to get context-sensitive Help

#### WORKING WITH TABLE RELATIONSHIPS

***Displaying table relationships***

* Open and close the Relationships window
* Add tables to the Relationships window
* Scroll, reposition, and resize table boxes in the Relationships window
* Save the table layout in the Relationships window
* Save the table layout as a report
* Preview and print the table layout

***Defining table relationships***

* Define a one-to-many table relationship
* Set the enforcement of referential integrity
* Set the join type for a table relationship
* Edit the definition of an existing table relationship
* Delete a table relationship

#### ENHANCING TABLES

***Defining field properties***

* Understand the use of field properties in database design
* Define a required field
* Set a default field value
* Set a validation test using the Expression Builder
* Create an input mask using the Input Mask Wizard
* Get summary and detailed help for every property

***Customizing a datasheet***

* Customize a datasheet by using either the Formatting toolbar or the Format menu
* Resize columns and rows
* Reposition columns
* Hide and show columns
* Freeze and unfreeze columns
* Saving datasheet layout changes

***Using subdatasheets***

* Display subdatasheets
* Expand all subdatasheets
* Work with subdatasheets
* Add a subdatasheet to a table
* Remove a subdatasheet

***Using lookup fields***

* Understand the types and purpose of lookup fields
* Create a lookup field in Design view
* Create a lookup field in Datasheet view
* Change the properties of a lookup field

#### ENHANCING FORMS AND REPORTS

***Working with form design tools***

* Understand design tools
* Understand controls
* Add a bound control to a form
* Add a picture to a form

***Changing the properties in a form***

* Change the properties of a form
* Change the properties of a section of a form
* Change advanced properties of controls

***Summarizing data in a report***

* Use AutoReport to create a report
* Customize report headers and footers
* Add a calculated control to a report
* Group and sort data in a report

#### USING FILTERS AND QUERIES

***Filtering data***

* Filter out records that contain a specific value
* Use Filter by Form
* Save a filter as a query

***Using queries***

* Create a calculated field in a query
* Create a crosstab query
* Create a parameter query

### PUBLISHER

#### CREATING & EDITING A PUBLICATION

***Publisher’s Publication Options***

* Using Publication Options

***The Publisher Window***

* The Workspace
* Menu Bar
* Toolbars
* Status Bar

***Editing Text***

* Editing Text
* Zooming to Facilitate Editing
* Editing a Bulleted List

***Design Gallery Tear-Offs***

* Editing Telephone Tear-Offs

***WordArt***

* Inserting a WordArt object

***Manipulating Text Boxes***

* Deleting text boxes
* Inserting text boxes and using the AutoCorrect Smart Tag
* Rotating objects
* Aligning objects

***Using Photographs and Images***

* Inserting a photograph from a file
* Deleting a graphic

***Creating a Logo from Scratch***

* Creating a shape for a logo
* Creating an AutoFit, Transparent text box
* Grouping and positioning the logo objects
* Resizing an object

***Saving a Publication***

* Saving a New Publication
* Saving an Existing Publication

***Using Graphics***

* Editing a Graphic
* Resizing a Graphic

***Printing a Publication***

* Printing a single page
* Printing a two-sided page
* Outside Printing

***Modifying a Publication***

* Types of changes made to publications
* Adding an attention getter to a publication
* Moving an object
* Editing the attention getter
* Deleting an object from a publication

#### GETTING HELP

***The Office Assistant***

* Showing and Hiding the Office Assistant
* Turning the Office Assistant on and off
* Using the Office Assistant

***The Publisher Help Window***

* Using the contents sheet
* Using the answer wizard sheet
* Using the index sheet

***What’s This? Command and Question Mark Button***

* What’s This? Command
* Question mark button

### Banner

#### INSTRUCTIONAL SERVICES

***Faculty Personnel***

* SHATERM, SHATRNS, SOATEST, SHACRSE, SFAREGS, SFASLST, SPAIDEN, SRARAPT, SRARINF, SOAIDEN, SFAREGQ

***Administrative Personnel***

* SFAREGS, SPAIDEN, SFAREGQ, GOAEMAL

#### STUDENT SERVICES

***Admissions Personnel***

* SPAIDEN, SFAREGS, GOAEMAL, SRAQUIK, SFAREGQ, SOAHOLD, SDATEST, SGASTDN

***Financial Aid Personnel***

* SOAHOLD, TSAAREV, SHACRSE, SFAREGS, SPAIDEN, SRAQUIK, SHATERM, SGASTDN, SFAREGQ, SOAIDEN, SHATRNS, SOATEST

#### ADMINISTRATIVE SERVICES

***Business Office Personnel***

* SFAREGS, SOAHOLD, TSAAREV,SPATELE, SOADDRQ, SPAIDEN, SRAQUIK

#### ADULT LITERACY

***Adult Literacy Personnel***

* SCACRSE, SSASECT, SFAREGS, SAAQUIK

#### ECONOMIC DEVELOPMENT

***Economic Development Personnel***

* SAAQUIK, TSAAREV, TSAMASS

### Operating System Skills

#### WINDOWS BASICS

***Core Windows Tasks***

* Logging on and off Windows
* Customizing the Desktop
* Customizing the Start Menu
* Creating Shortcuts
* Turning off the computer

***Searching for Information***

* Search for a file or folder
* Search for Information on the Internet
* Search for a computer on the network
* Search for a printer on the network

***Protecting Your Computer***

* Protect your files using a screen saver password
* Lock your computer
* Change your password
* Scanning a file for a virus
* Scanning your computer for viruses
* Updating your virus protection program

***Keeping Windows Up-to-Date***

* Update Windows using Windows Update
* Turn on Automatic Updates
* Install downloaded updates

***Using Windows Help***

* Finding a help topic
* Printing a help topic

### File Management/Data Backup

#### FILE MANAGEMENT

***Managing Files and Folders***

* Where to save files and folders
* Creating folders
* Saving files

***Backing Up Your Data***

* Automatic Backups
* Manual Backups

### Basic Troubleshooting Skills

#### TROUBLESHOOTING

***Computer Problems***

* What to do before contacting the IT Dept.
* What information to give the IT Dept.

***Network Problems***

* What to do before contacting the IT Dept.
* What information to give the IT Dept.

***Printing Problems***

* What to do before contacting the IT Dept.
* What information to give the IT Dept.

### Online Course Design

#### COURSE CREATION

***Course Design***

* Getting started
* GVTC Requirements
* Placement of items
* Using the STC Angel Template

***Delivery Options***

* Enhancing your course
* File Formats
* Multimedia Options

### Blackboard

#### COURSE CREATION

***Course Options***

* Course Settings
* Course Images
* Resources

***Content Areas***

* Announcements
* Course Information
* Staff Information
* Course Documents
* Assignments
* Books
* External Links

***Course Tools***

* Discussion Board

***Assessment***

* Assessment Manager
* Pool Manager

***User Management***

* Add Users
* Manage Groups

### Adobe Acrobat

#### CREATING ADOBE PDF FILES

***Using Acrobat Distiller***

* Converting Microsoft Office application files
* Converting other application files
* Converting image, HTML, and text files
* Converting scanned documents

***Using Acrobat***

* Using the work area
* Using the grid
* Using the Info palette
* Opening PDF documents
* Adjusting the view
* Reading documents
* Navigating in PDF documents
* Finding words in PDF documents
* Getting information on PDF documents
* Printing PDF documents
* Setting Acrobat preferences
* Protecting PDF documents

### Microsoft Producer

#### MS PRODUCER FOR POWERPOINT 2003

***Getting Started***

* Key concepts
* Supported file types

***Understanding the MS Producer Interface***

* Menu and toolbar
* Tabs
* Timeline

***Using Microsoft Producer***

* Using the new presentation wizard
* Using the capture wizard
* Crating a new project
* Previewing projects and files
* Importing existing digital media files
* Adding files to the timeline
* Editing existing projects
* Editing the table of contents
* Editing the introduction page
* Working with video transitions and effects
* Working with MS PowerPoint presentations
* Working with audio
* Saving a project
* Using Pack and Go
* Using the publish wizard
* Configuring options
* Customizing MS Producer templates

### Multimedia Aids

#### MULTIMEDIA AIDS

***Digital Camera***

* Taking pictures
* Transferring pictures to computer
* Formatting pictures for web delivery

***Digital Camcorder***

* Recording videos
* Transferring videos to computer
* Editing videos
* Rendering videos for web delivery

***Scanner***

* Scanning documents and images
* Formatting documents and images for web delivery

***CD-Burner***

* Copying a CD
* Creating a video CD
* Creating a data CD
* Creating an auto-start multimedia CD

### SPIRIT

**SPIRIT**

***Getting Started***

* Graphical User Interface Basics
* Mapping the network drive
* Installing SPIRIT

***Entering Data***

* Selecting individual record set
* Format and context of plan
* Strategic Object Definitions
* Enter, change, and save plan data (current and new plan)
* Enter, change, and save budget data (current and new budget)

***Printing Data***

* Print Plan
* Print Budget

### ProofPoint

**ProofPoint**

***Getting Started***

* Graphical User Interface Basics

***Searching For Data***

* Searching by Sender
* Searching by Recipient
* Searching by Subject
* Searching by Date

**Appendix B**

**Password Policy**

* 1. Any device which allows a user to connect to the Campus network is defined as a point of network access. All points of network access must be protected by a userID and password to prevent unauthorized network access.
	2. The creation standard for non-student userIDs is as follows: First initial full last name, if duplicate userIDs result then add middle initial following first initial. No non-alphanumeric characters allowed in usernames.

Example :Mike Peterson = mpeterson

Mary Lyn Peterson = mlpeterson (if mpeterson already in use)

* 1. Use of generic (multiple users using same userID/password) logins (userID/password combinations) is greatly discouraged, as accountability and audit ability are severely compromised. Generic logins may only be used for specific, limited time applications, and distribution of the login credentials will be limited to persons authorized for specific applications.
	2. Passwords/user IDs are confidential and must be protected. Sharing of login credentials or logging on using another user’s login credentials is prohibited and may result in disciplinary action.
	3. UserIDs will be disabled after 5 invalid password attempts. Administrator intervention and review is required for re-enablement of password. (No automatic resets)
	4. Maximum password life for Colleges is 90 days. Users are encouraged to change passwords at 42 day intervals or less where possible. TCSG Central Office/Quickstart Office passwords will have a maximum life of 42 days.
	5. No previously used password will be re-used.
	6. Passwords may be assigned to users by the College ISA.
	7. No password may be less than 8 characters in length
	8. All passwords are required to adhere to the following rules, subject to operating system/application limitations (ie aix/oracle/mac-os)

Complexity requirements for passwords are based on four levels of user access. Level 1 is the most stringent, level 4 the least. If you are unsure as to what level password requirements you must meet please check with the College ISA for clarification. TCSG Central Office/Quickstart office users will follow Level 2 requirements.

Level 1

System Level User\*

14 Character Minimum and must include:

Upper case:A-Z

Lower case:a-z

Numbers: 0-9

Special chars: ~!@#$%^&\*()\_+=-{}[]`|?><,.;

\*Note: All network devices and local machine administrator accts require Level 1 passwords.

Level 2

Secure Application User

8 Character Minimum and must include:

Upper case:A-Z

Lower case:a-z

Numbers 0-9

Special chars: ~!@#$%^&\*()\_+=-{}[]`|?><,.;

Level 3

User

8 Character Minimum and must include

Upper case:A-Z

Lower case:a-z

Numbers 0-9

Level 4

Temporary User

8 character minimum

No password (regardless of level) may contain:

Examples

Single dictionary words: dolphins

Proper names: Mary1234

The userID associated with that account: msmith12

Repeating characters xxxx0000

**Appendix C**

**Banner Update Policy**

Banner Upgrades will adhere to the following guidelines:

1. Any patches/updates/upgrades not requiring banner to be taken offline will be implemented at the discretion of IT and according to TCSG implementation deadlines.
2. Any patches/updates/upgrades that have a firm deadline set forth by TCSG will be implemented within the set deadline regardless of system usage levels during this outage and any other monthly patches/updates/upgrades will also be applied.
3. Any patches/updates/upgrades that requires banner to be taken offline will be implemented on the last Friday of every month which are outlined below. IT will apply all patches for that month during one banner outage. In the event any of the dates outline below conflict with other departments IT will require a 2 week notices to reschedule and the rescheduled date must be the previous or following Friday of the originally scheduled outage. This will ensure all patches/updates/upgrades are applied in a timely fashion. A new schedule will be presented to the Executive Counsel each fiscal year and posted to the STC Calendar.
4. After all patches/updates/upgrades are completed, an email from Shane will be sent to a designated group of Power Banner Users who are required to test system functionality. This group of Power Banner Users will be required to “check off their tests” via a NEW online Institutional Effective System Form (IES Form) where once all parties complete their tests and have confirmed that there are no issues Banner will be turned back on. This will provide documentation of STC compliance with audit requirements plus Shane will know when to turn Banner back on.