



2017-2018

Microsoft Office

OUTLINE

DESCRIPTION:

Students will learn how to prepare a variety of business documents using the Microsoft Office software package, which includes a limited overview of Word (word processing), Excel (spreadsheets), Access (database management), Outlook (email and calendar), Publisher (desktop publishing), and PowerPoint (multimedia presentations). Activities in this course include work-based learning that connects students to industry and the local community.

INFORMATION:

- A. Pre-requisite: None
- B. Length: One year
- C. Sector: Information and Communications Technology
- D. Pathway: Information Support and Services

O*Net SOC Codes	
Code #	Title
43.1011.00	First-Line Supervisors of Office and Administrative Support Workers
43.4171.00	Receptionists and Information Clerks
43.6014.00	Secretaries and Administrative Assistants
43.9061.00	Office Clerks, General

Orientation
<ul style="list-style-type: none">A. Introduce the course and facilities.B. Discuss the syllabus and major objectives.C. Explain applicable classroom management procedures, the ROP Student Rules of Conduct, and any operational guidelines.D. Review instructor/student expectations.E. Explain enrollment and attendance requirements and procedures.F. Review grading and student evaluation procedures.G. Discuss the community classroom aspect of the program if applicable.H. Discuss the “next steps” related to additional education, training, and employment.I. Review classroom safety, emergency and disaster procedures.
1. Communication Skills
<ul style="list-style-type: none">A. Demonstrate positive verbal communication skills using appropriate vocabulary, demeanor, and vocal tone in the classroom and/or worksite.B. Read and interpret written information and directions.C. Practice various forms of written communication appropriate to the occupation.D. Practice positive body language skills.E. Practice professional verbal skills for resolving a conflict.F. Demonstrate active listening skills including techniques for checking for understanding, and for obtaining clarification of directions.
2. Interpersonal Skills
<ul style="list-style-type: none">A. Demonstrate positive teamwork skills by contributing to a group effort.B. Practice the importance of diversity awareness and sensitivity in the workplace.C. Define sexual harassment in the workplace and identify the employee’s role and responsibility.D. Practice participation skills.E. Identify different personality types and strategies for working effectively with each type.F. Practice business and social etiquette skills appropriate to the occupation.G. Discuss the role of business and personal ethics in the decision-making process.H. Evaluate various job-related scenarios and justify decisions based on ethics.I. Demonstrate flexibility and adaptability in working with others.J. Demonstrate the use of time management skills.

3. Employability Skills

- A. Demonstrate appropriate attendance and punctuality practices for the classroom and worksite if applicable.
- B. Prepare a resume, cover letter, and job application forms.
- C. Demonstrate interviewing techniques using appropriate tone and body language.
- D. Demonstrate appropriate dress and grooming standards in seeking employment and for the workplace.
- E. Identify strategies for employment retention.
- F. Analyze the impact of social networking on employability.
- G. Identify the need for continuing education, professional development, and professional growth in chosen field.
- H. Identify appropriate procedures for leaving a job.
- I. Identify sources of job information, including electronic sources.
- J. Review company policies and current trends in employee compatibility screening, drug screening, and background checks.

4. Leadership

- A. Define leadership and identify the responsibilities, competencies, and behaviors of successful leaders.
- B. Work with peers to promote divergent and creative perspectives.
- C. Demonstrate how to organize and structure work, individually and in teams, for effective performance and the attainment of goals.
- D. Explain multiple approaches to conflict resolution and their appropriateness for a variety of situations in the workplace.
- E. Employ ethical behaviors and actions that positively influence others.
- F. Use a variety of means to positively impact the direction and actions of a team or organization.
- G. Analyze the short-term and long-term effects a leader's actions and attitudes can have on productivity, morale, and organizational culture.

5. Personal and Occupational Safety

- A. Demonstrate procedures to be followed in the case of emergencies.
- B. Discuss ways to report a potential safety hazard to a supervisor.
- C. Identify and discuss cyber ethics, cyber safety, and cyber security.
- D. Apply personal safety practices to and from the job.
- E. Describe the procedure for reporting a work-related hazard or injury.
- F. Recognize the effects of substance abuse in the workplace.
- G. Recognize good housekeeping as a safety issue.
- H. Identify safety hazards commonly found in office environments.
- I. Explain the importance of CAL-OSHA.
- J. Define and discuss ergonomics in relationship to the working environment.
- K. Discuss the electrical hazards of working with electronic equipment.

6. Computer Ethics and Security
<ul style="list-style-type: none">A. Identify and define standard business rules for computer, internet, data, and software use (i.e., ethical and unethical uses at the worksite).B. Explain security issues related to electronic information and privacy.C. Demonstrate business etiquette related to computer use.
7. Windows Operating System Functions
<ul style="list-style-type: none">A. Demonstrate the use of menus, toolbars, icons, and dialog boxes.B. Create a new folder and demonstrate saving, deleting and, editing files.C. Demonstrate how to start, restart, and shut down a personal computer.D. Identify and explain the major components of the computer, how they are connected, and work together.
8. MS Word
<ul style="list-style-type: none">A. Independently create assigned business letters and correspondence.B. Independently create basic forms letters and mailing labels.C. Proofread and edit documents.D. Select, insert, and move text and graphics.E. Use page and/or section breaks to control text flow.F. Use insert, delete, merge and, split on columns, rows and, cells in a table.G. Demonstrate the use of headers and footers.H. Identify reasons for saving documents in a variety of formats.
9. MS Excel
<ul style="list-style-type: none">A. Independently create assigned spreadsheets, including the management of multiple workbooks and worksheets.B. Create simple formulas using basic spreadsheet functions (SUM, AVERAGE, MIN, MAX, IF).C. Change cell formats (colors, shading, borders, and numbers) using toolbars and menu bar.D. Use the Chart Wizard to create and format appropriate chart types (bar vs. pie styles) from worksheet data.E. Format spreadsheet for printing (e.g., set print area).

10. MS Access
<ul style="list-style-type: none">A. Independently create assigned database projects.B. Proofread and edit fields and records in a table.C. Design forms and reports using the Wizard.D. Format forms and reports.E. Create simple queries.
11. MS Publisher
<ul style="list-style-type: none">A. Independently create assigned business fliers, brochures, and newsletters.B. Enhance documents by adding graphics, importing files, and utilizing editing and formatting techniques.C. Proofread and edit documents.D. Save documents in different formats.
12. MS PowerPoint
<ul style="list-style-type: none">A. Independently create assigned slide presentations.B. Demonstrate effective public speaking/presentation skills utilizing a PowerPoint presentation.C. Enhance a presentation by adding graphics, chart object, and backgrounds.D. Enhance a presentation by tables, video, and sound.E. Design and run a slide show presentation manually and automatically using timings.F. Design a presentation using transitions and animations.G. Identify common mistakes made when designing slide shows and presentations.
13. Email, Calendar and Contact Management
<ul style="list-style-type: none">A. Create, delete, and edit appointments/meetings/events.B. Create/format, send, reply, forward, delete, and view and insert file attachments in e-mail messages.C. Practice appropriate email etiquette and security procedures.D. Create, edit, print, and remove a contact.E. Create a personal folder and create a contact list.F. Organize email (archiving, tasking, labeling, etc.).

Key Assignments

Assignment	Competencies	Career Ready Practices	Anchor Standards	Pathway Standards	CCSS
1. Students will participate in mock interviews that represent current industry practices (e.g., skills demonstrations, resumes, applications, portfolios, personal websites, etc.).	1A, B, D 3B, C, D, I, J	2 3 10	2 3		LS 11-12.6 SLS 11-12.2
2. In groups, using word processing software, students will create a newsletter about a group, club, or event at their high school for distribution to parents attending a back-to-school night.	1A-D, F 2A, B, D, I, J 3A, B 7A, B 8A - F	1 2 4 9 10	2 4 5 8 9 10 11	A1.0 A2.0 A3.0 A4.0 A7.0 A8.0	LS 11-12.1 LS 11-12.2 LS 11-12.3 LS 11-12.6 RSIT 11-12.7 SLS 11-12.2 WS 11-12.4 WS 11-12.6
3. Using presentation software, students will develop a presentation describing their business to be presented to a new board of directors.	1A-D, F 2A, B, D, I, J 3A, B 7A, B 12A – 12E	1 2 4 5 10	2 4 8 9 10 11	A1.0 A2.0 A3.0 A4.0 A7.0 A8.0	LS 11-12.1 LS 11-12.2 LS 11-12.3 LS 11-12.4 LS 11-12.6 RSIT 11-12.7 WS 11-12.4 WS 11-12.5 WS 11-12.6
4. Using database software, students will plan, design, test and implement a business database which tracks customers; and make the design specifications available to a local business.	1A-D, F 2A, B, D, I, J 3A, B 7A, B 10A – 10E	1 2 4 5 10	2 4 5 8 9 11	A1.0 A2.0 A3.0 A4.0 A7.0 A8.0	LS 11-12.6 RSIT 11-12.1 RSIT 11-12.3 WS 11-12.6

Assignment	Competencies	Career Ready Practices	Anchor Standards	Pathway Standards	CCSS
5. Using spreadsheet software, create a checkbook registry for managing personal and/or business finances.	1A-D, F 2A, B, D, I, J 3A, B 7A, B 9A – D	1 2 4 5 6 10	2 4 8 10 11	A1.0 A4.0 A7.0 A8.0	RSIT 11-12.1 NQ-1 WS 11-12.6
6. Using e-mail software, students will create an e-mail account and create a calendar of events for their own personal use.	1A-D, F 2A, B, D, I, J 3A, B 7A, B 13A – 13E	1 2 4 5 9 10	2 8 10 11	A1.0 A2.0 A3.0 A4.0 A7.0 A8.0	LS 11-12.1 LS 11-12.2 LS 11-12.3 LS 11-12.6 WS 11-12.4 WS 11-12.5 WS 11-12.6
7. Using publisher software, create a three-fold brochure for a club or other school-based organization to be used to recruit new members.	1A-D, F 2A, B, D, I, J 3A, B 7A, B 11A, B	1 2 4 5 10	2 4 8 9 10 11	A1.0 A2.0 A3.0 A4.0 A7.0 A8.0	LS 11-12.1 LS 11-12.2 LS 11-12.3 LS 11-12.6 WS 11-12.3 WS 11-12.4 WS 11-12.6

Standards Assessed in this Program

Career Ready Practices

1. Apply appropriate technical skills and academic knowledge.
2. Communicate clearly, effectively, and with reason.
3. Develop an education and career plan aligned to personal goals.
4. Apply technology to enhance productivity.
5. Utilize critical thinking to make sense of problems and persevere in solving them.
6. Practice personal health and understand financial well-being.
7. Act as a responsible citizen in the workplace and the community.
8. Model integrity, ethical leadership, and effective management.
9. Work productively in teams while integrating cultural/global competence.
10. Demonstrate creativity and innovation.
11. Employ valid and reliable research strategies.
12. Understand the environmental, social, and economic impacts of decisions.

Anchor Standards

2.0 Communications

- Acquire and use accurately sector terminology and protocols at the career and college readiness level for communicating effectively in oral, written, and multimedia formats.

3.0 Career Planning and Management

- Integrate multiple sources of career information from diverse formats to make informed career decisions, solve problems, and manage personal career plans.

4.0 Technology

- Use existing and emerging technology, to investigate, research, and produce products and services, including new information, as required in the sector workplace environment.

5.0 Problem Solving and Critical Thinking

- Conduct short, as well as more sustained, research to create alternative solutions to answer a question or solve a problem unique to the sector using critical and creative thinking, logical reasoning, analysis, inquiry, and problem-solving techniques.

6.0 Health and Safety

- Demonstrate health and safety procedures, regulations, and personal health practices and determine the meaning of symbols, key terms, and domain-specific words and phrases as related to the sector workplace environment.

7.0 Responsibility and Flexibility

- Initiate, and participate in, a range of collaborations demonstrating behaviors that reflect personal and professional responsibility, flexibility, and respect in the sector workplace environment and community settings.

8.0 Ethics and Legal Responsibilities

- Practice professional, ethical, and legal behavior, responding thoughtfully to diverse perspectives and resolving contradictions when possible, consistent with applicable laws, regulations, and organizational norms.

9.0 Leadership and Teamwork

- Work with peers to promote divergent and creative perspectives, effective leadership, group dynamics, team and individual decision making, benefits of workforce diversity, and conflict resolution.

10.0 Technical Knowledge and Skills

- Apply essential technical knowledge and skills common to all pathways in the sector following procedures when carrying out experiments or performing technical tasks.

Pathway Standards

Information and Communications Technology - Information Support and Services Pathway

- A1.0** Describe the role of information and communication technologies in organizations.
- A2.0** Acquire, install, and implement software and systems.
- A3.0** Access and transmit information in a networked environment.
- A4.0** Administer and maintain software and systems.
- A5.0** Identify requirements for maintaining secure network systems.
- A6.0** Diagnose and solve software, hardware, networking, and security problems.
- A7.0** Support and train users on various software, hardware, and network systems.
- A8.0** Manage and implement information, technology, and communication projects.

Common Core State Standards

ENGLISH LANGUAGE ARTS

Language Standards

- LS 11-12.1:** Demonstrate command of the conventions of standard English grammar and usage when writing or speaking.
- LS 11-12.2:** Demonstrate command of the conventions of standard English capitalization, punctuation, and spelling when writing.
- LS 11-12.3:** Apply knowledge of language to understand how language functions in different contexts, to make effective choices for meaning or style, and to comprehend more fully when reading or listening.
- LS 11-12.4:** Determine or clarify the meaning of unknown and multiple-meaning words and phrases based on *grades 11-12 reading and content*, choosing flexibly from a range of strategies.
- LS 11-12.6:** Acquire and use accurately general academic and domain-specific words and phrases, sufficient for reading, writing, speaking, and listening at the (career and college) readiness level, demonstrate independence in gathering vocabulary knowledge when considering a word or phrase important to comprehension or expression.

Reading Standards for Information Text

RSIT 11-12.1: Cite strong and thorough textual evidence to support analysis of what the text says explicitly as well as inferences drawn from the text, including determining where the text leaves matters uncertain.

RSIT 11-12.3: Analyze a complex set of ideas or sequence of events and explain how specific individuals, ideas, or events interact and develop over the course of the text.

RSIT 11-12.7: Integrate and evaluate multiple sources of information presented in different media or formats (e.g., visually, quantitatively) as well as in words in order to address a question or solve a problem.

Speaking and Listening Standards

SLS 11-12.2: Integrate multiple sources of information presented in diverse formats and media (e.g., visually, quantitatively, orally) in order to make informed decisions, and solve problems, evaluating the credibility and accuracy of each source and noting any discrepancies among the data.

SLS 11-12.1: Initiate and participate effectively in a range of collaborative discussions (one-on-one, in groups, and teacher-led) with diverse partners, building on others' ideas and expressing their own clearly and persuasively.

SLS 11-12.1d: Respond thoughtfully to diverse perspectives, synthesize comments, claims and evidence made on all sides of an issue, resolve contradictions when possible, and determine what additional information or research is required to deepen the investigation or complete the work.

Writing Standards

WS 11-12.3: Write narratives to develop real or imagined experiences or events using effective technique, well-chosen details, and well-structured event sequences.

WS 11-12.4: Produce clear and coherent writing in which the development, organization, and style are appropriate to task, purpose, and audience.

WS 11-12.5: Develop and strengthen writing as needed by planning, revising, editing, rewriting, or trying a new approach, focusing on addressing what is most significant for a specific purpose and audience.

WS 11-12.6: Use technology, including the Internet, to produce, publish, and update individual or shared writing products in response to ongoing feedback including new arguments and information.

WS 11-12.7: Conduct short as well as more sustained research projects to answer a question (including a self-generated question) or solve a problem, narrow or broaden the inquiry when appropriate, synthesize multiple sources on the subject, demonstrating understanding of the subject under investigation.

MATHEMATICS

Numbers and Quantities – N-Q Quantities

NQ-1: Use units as a way to understand problems and to guide the solution of multi-step problems; choose and interpret units consistently in formulas; choose and interpret the scale and the origin in graphs and data displays.