EXCELSIOR COLLEGE®

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CENTER FOR PROFESSIONAL DEVELOPMENT

ADMINISTRATIVE PROFESSIONAL WITH MICROSOFT OFFICE SPECIALIST 2003 TRAINING

380 Hours/12 Months/Instructor-Facilitated
Course Code: **CPD026** || Course Cost: **$1995**

OVERVIEW

Learn the skills to become successful as an administrative professional using the Microsoft Office 2003 suite of programs. Learn to use Word, Excel, Access, Power Point, and Outlook effectively.

OBJECTIVES

Upon successful completion of the **Administrative Professional** section this program, you will be able to:

- Determine major business challenges and provide possible solutions
- Set clear business goals and make informed decisions
- Demonstrate effective verbal, nonverbal, and written communication skills
- Create and deliver business presentations using visuals
- Develop and train staff on effective customer service skills
- Describe types of computers, input and storage devices, and networks commonly found in businesses
- Understand the importance of records management
- Demonstrate efficient meeting management
- Develop a clear career plan and advancement strategies

Upon successful completion of the **Microsoft Office Specialist** section of this program, you should be able to use the Microsoft Office 2003 suite of software effectively and knowledgeably. Each program and the skills you'll learn are listed below.

Microsoft Excel

- Create a spreadsheet
- Create formulas with the Function Wizard or manually
- Audit equations and troubleshoot errors
- Analyze data by using Sort, Filter, Subtotal, and PivotTables
- Format spreadsheets, graphs, and lists for printing

Microsoft Word

- Create a document
- Format fonts, paragraphs, bullets, and tables
- Use tables for online forms and Web page designs
- Automate mail merges and share documents with a workgroup

Microsoft PowerPoint

- Create a slideshow
- Format fonts, paragraphs, bullets, and text boxes
- Use custom animation, slide transitions, and effects
- Use graphics, sound, and on-screen navigation.
- Prepare a slideshow for live presentations and kiosk demonstrations

Microsoft Outlook

- Use e-mail and contacts, and work with attachments safely.
- Organize the Inbox and filter junk mail
- Schedule meetings, recurring appointments, and tasks
- Analyze Outlook data in Microsoft Excel or Access

Microsoft Access

- Create tables, forms, and reports
- Use queries to find, filter, update, and calculate
- Create forms that handle data automatically
- Optimize the database for easy navigation and data input

MATERIALS INCLUDED

- *Procedures & Theory for Administrative Professionals, 6th Edition*
- *Beginning Guide to Microsoft Word*
- *Intermediate Guide to Microsoft Word*
- *Advanced Guide to Microsoft Word*
- *Beginning Guide to Microsoft Excel*
- *Intermediate Guide to Microsoft Excel*
- *Advanced Guide to Microsoft Excel*
- *Beginning Guide to Microsoft Access*
- *Intermediate Guide to Microsoft Access*
- *Advanced Guide to Microsoft Access*
- *Complete Guide to Microsoft PowerPoint*
- *Complete Guide to Microsoft Outlook*

OUTLINE

1. **Administrative Professional**
    a. The Dynamic Workplace
        i. The Workplace—Constantly Changing
        ii. Workplace Team and Environment
        iii. The Virtual Workplace
    b. Workforce Behaviors
        i. Your Professional Image
        ii. Anger, Stress, and Time Management

iii. Ethical Theories and Behaviors

c. Communication Essentials
   i. Written Communications
   ii. Verbal Communication and Presentations
   iii. Customer Service

d. Technology Basics
   i. Technology Update
   ii. Workplace Mail and Copying
   iii. Telecommunications—Technology and Etiquette

e. Records and Financial Management
   i. Managing Records
   ii. Personal Finance

f. Meetings and Travel
   i. Event Planning
   ii. Travel Arrangements

g. Career Advancement
   i. Job Search and Advancement
   ii. Leadership

2. Microsoft Certified Application Specialist Units:

a. Beginning Windows
   i. Format Text and Use Commands
   ii. Beginning Hardware Troubleshooting
   iii. File Management and Administration Features and Procedures

b. Word
   i. Beginning
      1. Editing Functions
      2. Insert and Resize Pictures
      3. Time-stamp Documents
   ii. Intermediate
      1. Create and Format Tables
      2. Use Mail Merge
      3. Save as Web Page
   iii. Advanced
      1. Create and Modify Forms
      2. Protect the Document

c. Excel
   i. Beginning
      1. Insert and Delete Rows and Columns
      2. Apply Number Format (Currency and Percent)
      3. Use Functions: Average and IF
   ii. Intermediate
      1. Worksheets
      2. Absolute and Relative References
      3. Auditing Tool Bar
   iii. Advanced
      1. Pivot tables
      2. Online Form With Drop-down Lists
      3. VLookup Function

d. PowerPoint

i. Beginning
    1. Create a Presentation From a Template or Wizard
    2. Work With Graphics and Text Boxes
    3. Animation Effects
ii. Advanced
    1. Sound Effects
    2. Import Slides From Other Programs

e. Access
    i. Beginning
        1. Create Queries
        2. Use and Design Tables
        3. Write and Test Update Queries
    ii. Intermediate
        1. Create Forms With Subforms
        2. Use Criteria and Parameters
        3. Sorting and Grouping
    iii. Advanced
        1. Automate Data Entry
        2. Create Mail Merge
        3. Optimize a Database for Multiple Users

f. Outlook
    i. Use Mail Features
    ii. Create a Distribution List
    iii. Work With Attachments
    iv. Archive Messages
    v. Handle Junk Mail

COMPUTER REQUIREMENTS

- This program must be taken on a PC running Windows XP/Vista/7 and using IE 7 or later browsers.
- Adobe Acrobat Reader and Adobe Flash Player are required.
- Internet access (a high-speed connection is recommended)
- You must have the Microsoft Office 2003 Suite installed on your computer: Word, Excel, PowerPoint, Outlook, and Access.

INSTRUCTOR BIO

Clair Dickinson earned her B.S. in secondary English at Eastern Michigan University in Ypsilanti, Michigan, and is certified to teach English and history at the high school level. She also met all of the standards for teaching with technology as outlined by COATT (Consortium for Outstanding Achievement in Teaching with Technology.) Clair is considered highly qualified to teach computer courses, including Microsoft Office 2003 and 2007, Windows XP, and Windows Vista.

Clair is currently working on a Master's degree in educational media and technology through Eastern Michigan University's online distance learning program. The program explores ways to infuse technology into the learning experience so that learning is interactive.

Elizabeth Ann Nofs is co-founder and the creative director for Comma Project, LLC. Her research on how men and women approach computer learning provided the foundation for the Comma Method of training, as well as The Computer Mama Show, a pilot produced with WFUM/TV28 (PBS), Flint, Michigan.

Elizabeth is the designer and developer of the Complete Computer Guide series. The teaching methodology incorporated into the guide series is a breakthrough in producing gender-balanced training with outstanding student completion, retention, and mastery rates.

Elizabeth has been a network administrator for many businesses as well as a Microsoft course instructor. Elizabeth has taught several thousand men and women from government, manufacturing, small business, and education. She has developed Microsoft Office solutions and databases since 1993.

She's the author of several books, including: *The Computer Mama Guide to Computers (2001), The Comma Method of Computer Training (2003), The Comma Teachers Edition (2003),* and *The Complete Computer Guide (2005).*

Elizabeth received her B.A. degree in Biology from the University of Michigan, Ann Arbor.