

Lesson 1 – Understanding Word Basics

This lesson does not include end-of-lesson files.

Lesson 2 – Creating and Editing Business Letters

Hands-On Exercises

Hands-On Lesson 2

February 10, 2004

Ms. Sandra Evans
Vice President of Operations
Integrated Office Solutions, Inc.
2756 Industrial Lane, Suite 104
Los Angeles, CA 90024

Dear Ms. Evans:

It was a pleasure meeting with you and the rest of your staff yesterday. Both Richard Jones and I were quite impressed with your facilities and the quality of your team. You certainly have a group of hard-working and creative people.

Our presentation was designed to give you an overview of our high-performance copiers, laser printers, fax machines, and digital scanners. We would like to follow up our presentation with a live demonstration. You must see our products in action to truly appreciate their benefits.

I will contact you early next week to arrange a demonstration. In the meantime, please feel free to contact me if I can be of further assistance.

Regards,

Susan Adams
Sales Representative

xx: SalesLetter

Skill Builder Exercises

Skill Builder 2.1 Create a Block Style Letter

June 26, 2001

Ms. Melissa Thompson
Customer Service Representative
Urbana Software Services
810 Ivanhoe Way
Urbana, IL 61801

Dear Ms. Thompson:

I would like to take this opportunity to thank you for your excellent customer service. You were patient, courteous, and very helpful. The installation assistance you provided was invaluable. I also appreciate the overnight delivery.

I have already put your program to good use. As you know, application programs can boost personal productivity. Your program has allowed me to manage my business much more effectively. The program is also a lot of fun.

I have enclosed the \$45 fee you requested. Please send me a receipt and a catalog.

Sincerely,

Denise Smith
Administrative Assistant

xx

Skill Builder 2.2 Use the Office Clipboard and Drag and Drop

Professional Contacts

Attorneys
David Roberts, Attorney
Lisa Wilson, Attorney
William Burns, Attorney
Wilma Johnson, Attorney

Designers
Wanda Evans, Designer
Betty Carlisle, Designer
Bill Richardson, Designer
Bill Jackson, Designer

Bookkeepers
Mark Berkman, Bookkeeper
Leslie Adams, Bookkeeper
Al Lawson, Bookkeeper
Allan Samuels, Bookkeeper

Skill Builder 2.3 Use AutoCorrect and AutoText

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Skill Builder 2.4 Edit a Document

MAINE—THE PINE TREE STATE

Maine is recognized as one of most healthful states in the nation with summer temperatures averaging 70°F and winter temperatures averaging 20°F. It has 3,500 miles of coastline, is about 320 miles long and 210 miles wide, with a total area of 33,215 square miles or about as big as all of the other five New England States combined. It comprises 16 counties with 22 cities, 424 towns, 51 plantations, and 416 unorganized townships. Aroostook county is so large (6,453 square miles) that it covers an area greater than the combined size of Connecticut and Rhode Island.

Maine abounds in natural assets—542,629 acres of state and national parks, including the 92-mile Allagash Wilderness Waterway, Acadia National Park (second most visited national park in the United States), and Baxter State Park (location of Mt. Katahdin and the northern end of the Appalachian Trail). Maine has one mountain that is approximately one mile high—Mt. Katahdin (5,268 ft. above sea level) and also claims America's first chartered city: York, 1641.

Maine's blueberry crop is the largest in the nation—98% of the low-bush blueberries in the United States. Potatoes rank third in acreage and third in production nationally. Maine is nationally famed for its shellfish; over 46 million pounds of lobster were harvested in 1997. The total of all shellfish and fin fish harvested was approximately 237 million pounds with a total value of \$273 million in 1997.

Skill Builder 2.5 Create a Personal Style Business Letter

Today's Date

Mr. Jake Wilson
Rebate Manager
Sierra Snowboards
4200 University Avenue
Berkeley, CA 94702

Dear Mr. Wilson:

Thank you for your excellent advice on the snowboarding equipment I recently purchased. Sierra Snowboards certainly has the best equipment in the business.

I would like to know when I can expect the rebate on the board I purchased. I mailed in my rebate coupon last month and I have yet to hear from the company. Do rebates normally take this long? Please contact me as soon as possible at (510) 223-3344. Thank you for your assistance.

Sincerely,

Melissa Jackson
1223 Appian Way
El Sobrante, CA 94803

Assessment Exercises

Assessment

2.1 Create a Modified Block Style Letter

Today's Date

Mrs. Suzanne Lee
8445 South Princeton Street
Chicago, IL 60628

Dear Mrs. Lee:

Thank you for your interest in the Back Bay Users Group. We will be holding an orientation for new members on the first Thursday in April at our headquarters.

Please let us know if you can attend by calling the phone number on this letterhead. Or, if you prefer, you may respond in writing or via e-mail.

Sincerely,

Jack Bell
Membership Chair

Assessment

2.2 Edit a Document

Today's Date

Mr. Roosevelt Jackson
8 Spring Street
Martinsville, NJ 08836

Dear Mr. Jackson:

Thank you for your recent letter concerning back injuries in your office. Yes, back injuries are a common problem for office workers today. It was estimated by the U. S. Bureau of Labor Statistics that in one year over 580,000 employees took time from work due to back injuries.

Encourage your office employees to make certain their work surface is at a comfortable height. They should also be encouraged to take frequent breaks from their desks.

Please contact my office if you would like more information.

Sincerely,

Elaine Boudreau
Ergonomics Specialist

Assessment 2.3 Use the Office Clipboard and Drag and Drop

Animal, Vegetable, or Mineral?

Animals
Lion
Elephant
Giraffe
Tiger
Hippopotamus

Vegetables
Turnip
Potato
Carrot
Corn
Squash

Minerals
Silver
Emerald
Quartz
Dolomite

Critical Thinking Exercises

Critical Thinking 2.1 On Your Own

Note: Student files may resemble the example shown below. Variations are also possible.

February 10, 2004

Name
Company
Address
City, State Zip

Dear Customer:

We are pleased to announce our new volume discount program for current and new customers. We appreciate your business and want to encourage you to expand your business with Big Time Video Distributors.

Our new program will begin March 1, 2004. You will receive a volume discount for the current quarter based upon your volume in the previous quarter. The discount schedule is as follows.

Volume in Previous Quarter	Discount Percentage
\$50,000	10%
\$100,000	15%
\$200,000	25%

In order to qualify for this offer, you must respond within 30 days of receipt of this letter. Please fill out, sign, and return the enclosed card to begin receiving your discount.

Sincerely,

Donald Livingston
Director of Marketing

cj
Enclosure

Critical Thinking 2.2 On Your Own

Note: Student files may resemble the example shown below. Variations are also possible.

Today's Date

Donna Wilson
Citizen's Bank
12300 West Washington Avenue
Los Angeles, CA 90024

Dear Ms. Wilson:

I would like to take this opportunity to thank you for working so hard and securing the best interest rate possible for me on my new automobile loan. I'm quite thrilled to be driving such a fine car.

I look forward to developing an ongoing and productive relationship with your bank.

Sincerely,

Your name
Your address
Your City, State Zip

Critical Thinking 2.3 On Your Own

Note: Student files may resemble the example shown below. Variations are also possible.

Today's Date

Donna Wilson
Citizen's Bank
12300 West Washington Avenue
Los Angeles, CA 90024

Dear Ms. Wilson:

I would like to take this opportunity to thank you for working so hard and securing the best interest rate possible for me on my new automobile loan. I'm quite thrilled to be driving such a fine car.

Recently, I started a new gardening business and I'm interested in securing equipment financing and possibly a line of credit. I understand that Citizen's Bank has an SBA loan program and credit lines available to small businesses.

Please send me a literature package on your small business financing programs. I look forward to receiving the package and continuing our mutually beneficial relationship.

Sincerely,

Your name
Your address
Your City, State Zip

Critical Thinking 2.4 Web Research

Note: Student files may resemble the example shown below. Variations are also possible.

Today's Date

Name
Company
Address
City, State Zip

Dear Customer:

Your 2003 tax package is ready. Please notify us if you want it mailed to you. Otherwise, we look forward to seeing you when you stop by our office to pick it up.

Did you know that you can save money and earn bonus miles by booking your airline reservations directly through the airline's Web site? We are providing the following URLs for your convenience:

American Airlines - www.aa.com
Southwest Airlines - www.iflyswa.com
United Airlines - www.ual.com

Sincerely,

George Wilson
Certified Financial Planner

Critical Thinking 2.5 On Your Own

Note: Student files may resemble the example shown below. Variations are also possible.

Today's Date

Donna Wilson
Citizen's Bank
12300 West Washington Avenue
Los Angeles, CA 90024

Dear Ms. Wilson:

Recently Sandy Simpson and I started Health-e-Meals.com. Health-e-Meals delivers health conscious meals to homes, businesses, and school lunch programs. Customers can order online through our Web site or through our 800 number. Our business has grown rapidly and we are gearing up for major expansion this coming year.

In our most recent month, our revenues reached \$20,000 with a gross profit of \$7,000. Our revenues have been growing at an annualized rate of 150% for each of the past six months. We anticipate this growth rate to accelerate this coming year to an annualized rate of 200%.

We are interested in establishing a \$100,000 credit line with your bank to help finance the expansion of our business. Please send me information on your small business financing programs. Once I receive the information, I will contact you to schedule an appointment.

Sincerely,

Your name
Your title

Lesson 3 – Creating a Memorandum and a Press Release

Hands-On Exercises

Hands-On Lesson 3

MEMO TO: Bill Watson

FROM: Lashanda Robertson

DATE: February 10, 2004

SUBJECT: Flexico® Press Release

I have attached a press release to announce the launch of our new MaxFlex™ line of fabrics. Please review the press release and let me know if you have comments or suggestions. I will submit this press release to the media organizations next week.

xx
Attachment

Flexico Announces MaxFlex Fabric

Press Release

Flexico, Inc.

Announcement

San Francisco, CA—February 16, 2004—Flexico, Inc. today announced the MaxFlex fabric for active wear. This revolutionary fabric is designed by Flexico and allows for maximum range of motion while providing support, comfort, and moisture protection. MaxFlex fabric is ideally suited for active wear such as biking, hiking, and aerobics attire.

Delivery and Availability

MaxFlex products are expected to reach retailers shelves by the third quarter of this year. Look for the distinctive Flexico logo and the MaxFlex trademark. MaxFlex products will be available at most quality sporting goods stores.

MaxFlex Styles

Initially, MaxFlex fabric will be available in two weights and a variety of colors. Contact Flexico or your distributor for information and samples.

About Flexico

Founded in 1988, Flexico is a leading manufacturer of fabrics for active wear and outdoor activities. Flexico fabrics are used in fine active wear products worldwide.

Skill Builder Exercises

Skill Builder 3.1 Practice Formatting

**The Wilson Family
Is Having A
Big Yard Sale**

Stop by our home at 22 Maple Street in Walnut Grove on **July 21** for the yard sale of the summer! We'll have furniture, toys, electronics, children's clothing, and much more. We start at **8:00**, so arrive early, and be prepared to find bargains, one-of-a-kind items, and rare antiques!

Skill Builder 3.2 Create a Memorandum

MEMO TO: Jason Alexander
FROM: Tamika Jackson
DATE: Today's Date
SUBJECT: Monthly Sales Meeting

Our monthly sales meeting will be held in the conference room at **10:00 a.m.** on **Thursday, July 24**. Please bring your sales forecast for August and be prepared to discuss any important accounts that you wish to. I will give you a presentation on our new products that are scheduled for release in September. I look forward to seeing you then.

xx

Skill Builder 3.3 Use Spell Check and Find and Replace

Today's Date

Mr. Juan Lopez
Editor-in-Chief
Western Wildlife Publications
1450 Parker Lane
Ventura, CA 93003

Dear Mr. Lopez:

A short time ago, I subscribed to *Bird Watcher* magazine and I am enjoying it immensely. Your monthly tips have been especially useful. I have spotted more than twenty new species in my local area since I first subscribed to *Bird Watcher*. **Keep up the good work!**

One thing that I would like to see more of in *Bird Watcher* is recommendations on bird watching sites in the Western United States. I am especially interested in bald eagles and golden eagles. I would appreciate any suggestions you may have.

Sincerely,

Jason Torval
450 Lighthouse Lane
Manhattan Beach, CA 90266

Skill Builder 3.4 Edit a Business Letter

Today's date

Ms. Susan Ota
1258 Lamar Blvd.
Dallas, TX 95240

Dear Ms. Ota:

We are pleased to inform you that your account has been approved for a credit line increase. Your outstanding credit rating and responsible use of your account has encouraged us to take this action.

To activate the increase, you will need to send us a check for \$25. Please write your ZIP Communications account number on your check and send it to the address listed below. You may also add the \$25 fee directly to your account balance. You can do this by calling 1-800-755-2222 and speaking to an account representative.

Sincerely,

Pat Marshall
Financial Services Consultant

ZIP Communications
PO Box 258963
Kingston, KY 40285

Assessment Exercises

Assessment 3.1 Use Spell Check and Find and Replace

Note: Student files may resemble the example shown below. Variations are also possible.

Clavicle Fractures

Your shoulder is a complex group of four bones, five joints, and numerous ligaments and tendons. The clavicle—or collarbone—is the long, narrow bone positioned toward the front of your shoulder. The remaining bones that make up the shoulder are known as the humerus, the scapula, and the sternum. Because these bones are connected to one another through the surrounding joints, ligaments, and tendons, injury to any one bone can affect flexibility and range-of-motion in the entire area of your shoulder. The clavicle connects your scapula (shoulder blade) to your sternum (breastbone). It is one of the most commonly broken bones in the body. Most clavicle fractures occur after blunt trauma or after falling from a significant height and landing on the point of the shoulder. In the later case, the force of the fall is transmitted to the clavicle.

When treating clavicle fractures, surgery is only recommended if the fracture is severe or multiple (broken in more than one place). In most cases, treatment for clavicle fractures is non-invasive and includes immobilization (wearing a shoulder sling). How long your shoulder is immobilized depends on the extent of the fracture, but is typically for a period of two to eight weeks. Immobilization limits range-of-motion of your arm and shoulder and allows the fracture to heal properly. After treatment, whether surgical or non-invasive, you will have a series of follow-up appointments with your doctor to assess your progress and monitor for complications. Fortunately, long-term complications of

clavicle fractures are rare and most patients regain full range-of-motion and use of the joint and surrounding area.

Word	Replace With	Number of Replacements
breaks	fractures	5
collarbone	clavicle	8
movement	range-of-motion	3

Assessment

3.2 Work with Date & Time, Spell Check, and Find and Replace

March 3, 2004

Mr. Dan Heywood
573 Sahuaro Drive
Scottsdale, AZ 85259

Dear Mr. Heywood:

People who are responsible with their credit deserve something special. People who pay their bills on time deserve something special. People who spend their money wisely deserve something special. And you, Mr. Heywood, are one of those special people.

You deserve to pay less for a credit card than other people do. You deserve a card that that will save you money on new purchases. You deserve a card that can earn you free travel. Yes, as a card member you will automatically be enrolled in our Flight Rewards plan.

Most important of all, our company will provide you with the excellent customer service you deserve. Our operators are available 24 hours a day—seven days a week. Our billing department will provide you with a billing summary at the end of the year or even quarterly if you request it.

Mr. Heywood, please complete the attached form and mail it today. Your request will be processed, and you will be able to use your new card within 30 days.

Sincerely,

John Barrett, President

Word or Phrase	Replace With	Number of Replacements
Dan	Mr. Heywood	3
families	people	3
special consideration	something special	3

Critical Thinking Exercises

Critical Thinking 3.1 On Your Own

Note: Student files may resemble the example shown below. Variations are also possible.

Today's Date

Ms. Amanda Jackson
Amanda's Bookstore
3420 Colonial Lane
Atlanta, GA 30308

Dear Ms. Jackson:

I can't tell you how much I enjoy your weekly poetry readings. Because of your readings I've had an opportunity to meet many of the areas most promising poets.

I would like to suggest that you also hold monthly book signings by local and national authors. Book signings would help you attract an audience that may not attend your poetry readings. I hope you will consider my suggestions.

Sincerely,

Your name
Your address

Critical Thinking 3.2 On Your Own

Note: Student files may resemble the example shown below. Variations are also possible.

Today's Date

Name
Company name
Address
City, State Zip

Dear Salutation:

As the Executive Director of the Southside Coalition for the Homeless, I would like your support for the construction of a new shelter for single mothers and their children. As you know, the coalition provides services for homeless people throughout the area.

As a contributor, corporations receive several important benefits. First, all contributions are tax deductible. Second, the coalition publicizes the names of all benefactors thus projecting a positive image in the community. Third, the coalition's extensive job training program prepares individuals with the skills necessary to compete in the marketplace. We encourage all of our trainees to take positions with our benefactors.

Our new shelter will cost \$250,000 to construct and \$185,000 per year to maintain. We are asking for donations of \$10,000, \$15,000, and \$25,000 for construction. We are asking for donations of \$2,500, \$5,000, and \$10,000 towards annual maintenance and services.

Thank you in advance for your support. We look forward to receiving your donation and working with you on this project.

Sincerely,

Bill Patterson
Executive Director

Critical Thinking 3.3 Web Research

Note: Student files may resemble the example shown below. Variations are also possible.

3rd Party Dictionaries Available for Use With Word 2003

Wintertree Software, www.wintertree-software.com, various spelling, grammar, and thesaurus dictionaries for Windows, Office, Java, and other operating systems

Inductel Scientific and Technical Dictionaries, www.inductel.com, scientific and technical dictionaries

Spellex Development, www.spellex.com, spelling dictionaries for medical, pharmaceutical, legal, biotech, and dental professions.

Critical Thinking 3.4 On Your Own

Note: Student files may resemble the example shown below. Variations are also possible.

MEMO TO: All Big Time Video Employees

FROM: Tanisha Johnson

DATE: Today's Date

SUBJECT: Big Time Discount Card

I am pleased to announce a Big Time Discount program in association with other local companies. Effective the first of next month, all employees will receive a Big Time Discount card that will provide a 10% off all purchases made at participating businesses.

We are offering this program to help our employees save money and to show our appreciation for the hard work you do. A list of participating organizations will be issued within a few days.

Lesson 4 – Creating a Simple Report

Hands-On Exercises

Hands-On Lesson 4

COMPUTER TECHNOLOGY IN THE TWENTY-FIRST CENTURY

Our society has changed from a manufacturing-oriented society to an information society. Those with access to capital had power in the early 1900s. In the twenty-first century, however, power will come from access to information. The amount of worldwide information is growing at a rapid pace. Computer technology is responsible for much of this growth, but it can also help us manage the information.

Information management is an important use of computer technology. Daryl Richardson of Harmond Technology describes four other reasons why the average person may want to acquire thorough knowledge of computers.

Computer skills are becoming more important in the business world. Many companies need employees with excellent computer skills.

The Internet and other information resources provide access to a global database of information.

Computer skills can often simplify one's personal life. Computers can be used to entertain, to manage finances, and to provide stimulating learning exercises for children.

Using computers can provide a sense of accomplishment. Many people suffer from "computerphobia." Learning to use computers often creates a feeling of connection with the information age.

THE INTERNET

An Evolution and a Revolution

The Internet is largely responsible for the information explosion we see today. Many people and organizations contributed to its development over many years. The following table shows some high points in the evolution of the Internet.

Year	Event	Responsible Person/Agency
1969	ARPAnet	Advanced Research Projects Agency
1970s	Backbone is built	National Science Foundation
1989	WWW proposal	Tim Berners-Lee at CERN
1993	First graphical browser	Marc Andreessen leads NCSA team
1994	Netscape is born	Marc Andreessen and Jim Clark

Search Engines

Knowing how to access information on the Internet typically means that you need to be familiar with search engines. Some of the best known search engines include:

- o Google
This search engine is tops on many people's list.
- o AllTheWeb
This search engine provides a highly-relevant hit list.
- o Yahoo
Yahoo is the oldest directory-type search engine and a favorite of many.
- o MSN Search
MSN relies heavily on human editors to make sure the hits you get are meaningful.
- o AOL Search
This built-in search engine is a nice convenience for AOL members.
- o Ask Jeeves
This was one of the first natural language search engines, allowing you to pose your search as a question.

(Bullet point titles taken from <http://www.w3.org/Consortium/Points>)

World Wide Web Consortium Goals

The World Wide Web Consortium (W3C) is an organization that sets standards for developing common protocols that promote the evolution of the Internet and ensure cross-platform communications. Below is a listing of their goals and principles.

1. Universal Access
2. Semantic Web
3. Trust
4. Interoperability
5. Evolvability

6. Decentralization
7. Cooler Multimedia!

Skill Builder Exercises

Skill Builder 4.1 Create a Policies and Procedures Page

OUTDOOR ADVENTURES

Policies and Procedures

- 1) Medical and Injury
 - a) All guests must have medical insurance
 - b) All guests must sign an injury waiver
 - c) All guests agree to pay out-of-pocket medical expenses including:
 - i) Injuries resulting from on-trip accidents
 - ii) Aero medical evacuation
 - iii) Rehabilitation costs
- 2) Cancellations and Refunds
 - a) A full refund will be given for cancellations with 60 days notice
 - b) A 50% refund will be given for cancellations with 30 days notice
 - c) No refund for cancellations with less than 30 days notice
- 3) Alternate Trip Destinations and Cancellations
 - a) Your trip may be cancelled for any of the following reasons:
 - i) Inclement weather
 - ii) Poor water flow
 - iii) Insufficient number of guests
 - iv) Unavailability of a guide
 - b) Your trip destination may be changed for any of the following reasons:
 - i) Inclement weather
 - ii) Poor water flow
 - iii) Insufficient guest turnout requiring reorganization of trips

Skill Builder 4.2 Use Indents and Line Spacing

FAMOUS AMERICAN QUOTATIONS

Quotations have the power to inspire and define moments in our history. They are windows into the minds and lives of great people. Famous Americans certainly have contributed their share of memorable quotations.

There was never yet an uninteresting life. Such a thing is an impossibility. Inside of the dullest exterior, there is a drama, a comedy, and a tragedy.—Mark Twain

We hold these truths to be sacred and undeniable; that all men are created equal and independent, that from that equal creation they derive rights inherent and inalienable, among which are the preservation of life, and liberty, and the pursuit of happiness.—Thomas Jefferson

I think, at a child's birth, if a mother could ask a fairy godmother to endow it with the most useful gift, that gift would be curiosity.—Eleanor Roosevelt

Skill Builder 4.3 Create a Report with Indents and Bullets

ELECTRIC CARS

Many people are not aware that electric cars have been used in the United States for nearly ninety years. In fact, before the introduction of the gasoline automobile, approximately 50,000 electric cars soared down American streets. Presently, electric cars are gaining attention as an effective means of improving our air quality, reducing pollution, and reducing the need to import oil into the United States.

Often referred to as “zero-emission vehicles,” electric cars have the distinct advantage of releasing little or no pollution, reducing the amount of carbon monoxide in our air. Electric cars are also quieter than gasoline-fueled cars, and the batteries that power these cars have the potential to be recharged through renewable sources such as wind and solar power.

Steven Lough of Eco-Motion Electric Cars in Seattle, WA highlights a few of the many benefits of electric cars. A summary of his points follows:

- Electric cars are affordable. A used car in good condition sells for about \$2,900 and new models start at \$8,900.
- Electric cars are three times more efficient per dollar than gasoline-fueled cars. They improve air quality, limit pollution, and lessen U.S. dependence on imported coal and oil.
- Electric cars will improve over time. Already new batteries—including metal-nickel-hydrate batteries and lithium batteries—are being researched. In the coming years these batteries will be available, doubling and tripling the per charge rate of these automobiles.

Lough adds a powerful statement, that:

There are alternatives [to gasoline automobiles and the pollution and expense associated with them]... There are carpooling, public transportation, bicycles, telecommunications, and yes, electric cars.

Assessment Exercises

Assessment

4.1 Create a Handbook Using Indents

CLASSIFICATIONS OF EMPLOYMENT

CFEB Associates—Company Handbook

It is important that you understand how CFEB Associates classifies its employees.

We have established the following classifications for purposes of salary administration and eligibility for overtime payment and benefits.

Full-Time Regular Employees. These are staff members hired to work CFEB's normal, full-time workweek on a regular basis.

Part-Time Regular Employees. These are staff members hired to work at CFEB fewer than thirty-five hours per week on a regular basis.

Exempt Employees. These are staff members of CFEB Associates who are not required to be paid overtime, in accordance with applicable federal wage and hour laws, for work performed beyond forty hours in a workweek.

Nonexempt Employees. These are staff members of CFEB Associates who are required to be paid overtime at the rate of time and one-half their regular rate of pay for all hours worked beyond forty hours in a workweek.

Assessment 4.2 Use Line Spacing, Numbering, and Indenting

SUCCESS

The quest for success is a driving force in the lives of many Americans. This force drives the business world and often results in huge personal fortunes. However, success can come in many forms, some of which are listed below.

1. Many people in America view success monetarily.
2. Our society also views public figures such as movie stars, athletes, and other celebrities as being successful.
3. Educational achievement such as earning an advanced degree is often perceived as successful.

It is easy to see that success means many things to many people. The poet Ralph Waldo Emerson provides this elegant definition of success:

To laugh often and much; to win the respect of intelligent people and the affection of children; to earn the appreciation of honest critics and endure the betrayal of false friends; to appreciate beauty, to find the best in others; to leave the world a bit better, whether by a healthy child, a garden patch or a redeemed social condition; to know even one life has breathed easier because you have lived. This is to have succeeded.

Critical Thinking Exercises

Critical Thinking 4.1 On Your Own

Note: Student files may resemble the example shown below. Variations are also possible.

MY FAVORITE FILMS

The purpose of this paper is to describe my favorite films and the reasons why each film is my favorite. Perhaps this is my first step to becoming the great film critic that I've always dreamed of becoming.

- **Comedy**—My favorite comedy is *Little Shop of Horrors*. I liked Steve Martin's character and found the other characters to be quite interesting and humorous.
- **Drama**—*Braveheart* is undoubtedly my favorite drama. I loved the story and the main character's desire to achieve freedom.
- **Action**—I'm not a big action fan, however, if I'm forced to choose an action film it would be *Terminator II*. The special effects and futuristic theme combine to create a film of gripping suspense.
- **Romance**—*The Horse Whisperer* is my favorite love story. I enjoyed the story and the main characters' overwhelming desire for one another.

Critical Thinking 4.2 On Your Own

Note: Student files may resemble the example shown below. Variations are also possible.

GRANDMA'S GLAZED GARLIC PRAWNS

Ingredients

- 1 pound of peeled prawns
- 1 tablespoon olive oil
- 1/4 cup coarse sea salt
- 3/4 cup chicken broth
- 2 tablespoons finely minced garlic
- 3 tablespoons fresh lemon juice
- 1/4 cup finely chopped parsley

Directions

1. Rinse the prawns, pat dry, and brush with olive oil.
2. Spread the salt on a large plate and roll the prawns in the salt. Preheat the broiler.
3. Place the prawns directly on a rack and broil 4 inches from the heat for 2 minutes per side.
4. Meanwhile, heat the chicken broth in a small saucepan over medium heat. Add the garlic, and cook for 2 minutes, stirring constantly. Add the lemon juice and parsley, and cook for 1 minute. Transfer the sauce to a serving bowl. Serve the prawns and dipping sauce immediately.

Lesson 5 – Creating a Flyer

Hands-On Exercises

Hands-On Lesson 5



Brown Bag Discussion

The Ergonomically Challenged Office

- How the setup of your office equipment can affect your productivity and health.
- Questions and answers about your computer workstation.

Where: THE BAKERY CAFÉ

When: Tuesday, September 26th at Noon

A catered lunch will be provided.

Hands-On 5.7 - 5.10 (Eco Flyer (keyboard))



Brown Bag Discussion

The Ergonomically Challenged Office

- How the setup of your office equipment can affect your productivity and health.
- Questions and answers about your computer workstation.

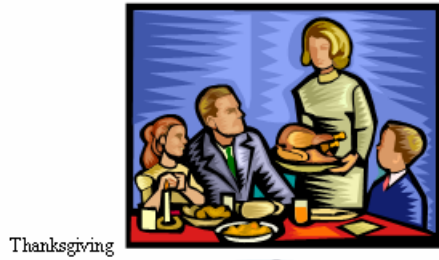
Where: THE BAKERY CAFÉ

When: Tuesday, September 26th at Noon

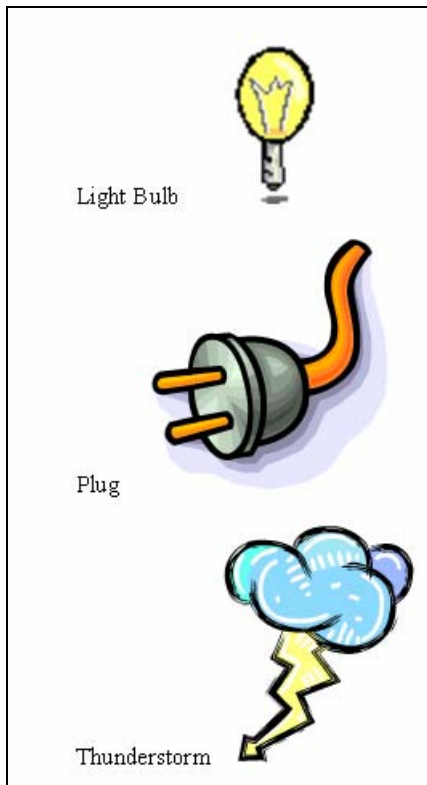
A catered lunch will be provided.

Skill Builder Exercises

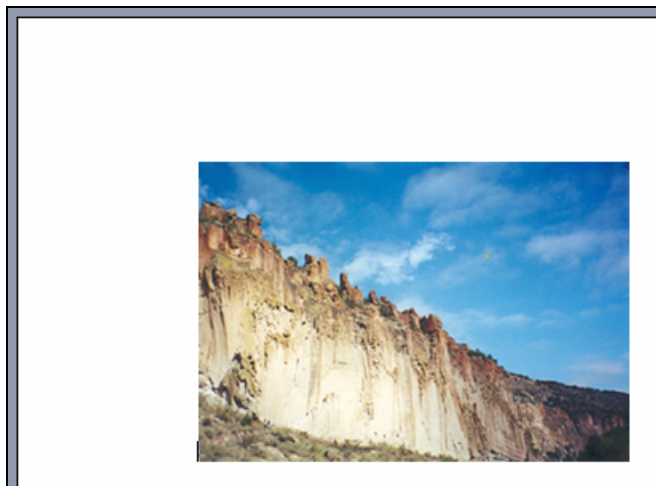
Skill Builder 5.1 Insert Clip Art from the Task Pane



Skill Builder 5.2 Use the Clip Organizer



Skill Builder 5.3 Edit a Picture



Skill Builder 5.4 Create a Custom Watermark

There is no visual difference saved to the file.

Skill Builder **5.5** **Create a Flyer**



Special Showing: **Metropolis**

Friday, May 25

The Screen, on campus

A film by Fritz Lang

Live musical accompaniment to this classic silent film.

Assessment Exercises

Assessment 5.1 Find Clip Art



Emergency First Aid



Win an Ocean Voyage



An Election



A Telephone



A House

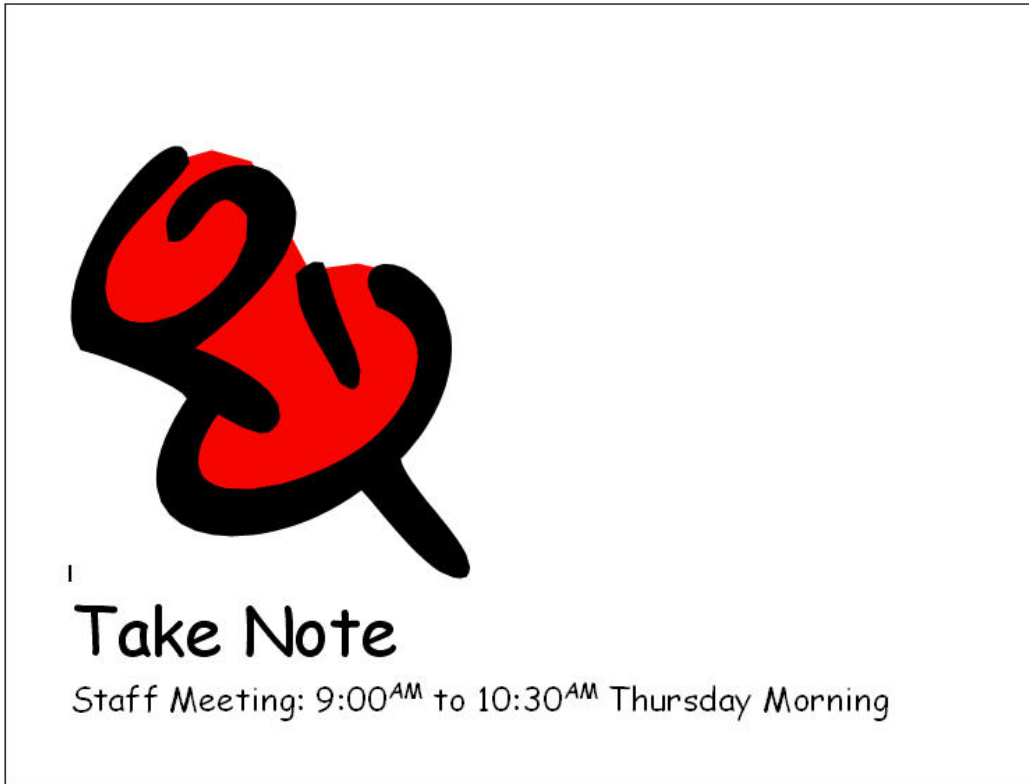
Assessment 5.2 Edit a Picture



Assessment 5.3 Create a Watermark



Assessment 5.4 Create a Flyer



Lesson 6 – Working with Tables

Hands-On Exercises

Hands-On Lesson 6

Gladys Kline 846 Maple Street El Cerrito, CA 94603 (510) 215-6902	
OBJECTIVE:	To obtain an Administrative Assistant position where I can apply my computer skills and extensive work experience.
EXPERIENCE:	
March 2001–Present	ADMINISTRATIVE ASSISTANT FOR DIRECTOR OF MARKETING, Rengquist Communications, Fulton, CA <ul style="list-style-type: none"> • Compose letters, memorandums, and other business correspondence. • Maintain the Director of Marketing's schedule. • Manage multiple projects assigned by the Director of Marketing
January 1998–February 2001	WORD PROCESSING SPECIALIST, Smart Paging Systems, Berkeley, CA <ul style="list-style-type: none"> • Composed documents as required by supervisor, using Microsoft Word. • Used Microsoft Excel to create worksheets.
January 1997–December 1998	STUDENT ASSISTANT, Contra Costa College, Pinole, CA <ul style="list-style-type: none"> • Assisted students with questions regarding financial aid. • Answered incoming telephone calls, filled out forms, and mailed literature.
EDUCATION:	Certificate of Completion, 2001, Bay Area R.O.P., Hayward, CA <ul style="list-style-type: none"> • Received extensive training in Microsoft office applications, office procedures, and keyboarding. A.S. Business Administration, Contra Costa College, 1998, Pinole, CA <ul style="list-style-type: none"> • Worked as a student intern for the Vice President of Sales at Chevron Corporation. • Extra-curricular activities included participation in student body government, athletics, and tutoring of disadvantaged youths.
COMPUTER SKILLS:	Word 2003, Excel 2003, PowerPoint 2003, Outlook 2003, Windows XP, and Adobe Acrobat.

Resume Tracking

Resume Sent	Jan	Feb	Mar
AlliedComm	x		
DeckerComm		x	
CommRight			x

Skill Builder Exercises

Skill Builder 6.1 Create and Format a Table

Item	Quantity	Cost	Description
Oil Pump	20	\$78.20	Lubricates the engine by pumping motor oil.
Oil Filter	20	4.95	Cleans the oil as it circulates through the engine.
Battery	10	45.00	Provides electric current to start the engine.
Starter	10	150.00	Receives energy from the battery, and turns the crankshaft to start the engine.
Muffler	30	79.00	Muffles the sound produced by the engine.
Radiator	5	230.00	Holds and cools the antifreeze.

Skill Builder 6.2 Restructure a Table

Sales Rep	Q1	Q2	Q3	Q4
Allan	3,000	5,000	6,000	9,000
Bolson	7,000	1,000	6,000	2,000
Colden	4,000	4,000	8,000	2,000
Davis	6,000	2,000	4,000	7,000
Johnson	5,000	3,000	2,000	5,000
Oliver	1,000	7,000	2,000	3,000
Smith	2,000	6,000	4,000	6,000
Weinstein	1,000	8,000	2,220	2,200
Ziegfried	2,000	5,000	1,000	9,000

Skill Builder 6.3 Create a Sign-In Sheet

[illegible]

Skill Builder 6.4 Create Your Own Functional Resume

Note: Student files may resemble the example shown below. Variations are also possible.

Your Name
Your Street Address
Your City, State Zip

Your Email Address
Your Telephone Number

OBJECTIVE: State your objective here

SKILLS:

Computer Skills
Windows XP, Word, Excel, Access, PowerPoint

Office Skills
Bookkeeping, telephone reception, filing

Personal Qualities
Flexible, team player, creative, excellent communication skills

EDUCATION: Degree, graduation date, school, location
List any honors, accomplishments, or extra curricular activities that are relevant.

EXPERIENCE: List job responsibilities, skills acquired, company, and date of employment.

OTHER: You may include a community service section or some other section that details information relevant to the job for which you are applying.

Assessment Exercises

Assessment 6.1 Create and Format a Table

Item	Status	Quantity	Value	Customer Name
A423	S	9	\$100.90	Harold Johnson
A321	S	23	\$45.87	Alexander Robertson
S345	I	7	\$43.23	Bruce Pique
E567	H	6	\$78.90	Al Chess
S230	I	5	\$23.45	Roberta Brown

Assessment 6.2 Use a Table in a Business Letter

Today's Date

Ms. Wanda Sample
HiTech Temps
1744 Lexington Avenue, Suite B
El Cerrito, CA 94530

Dear Ms. Sample:

Thank you for taking the time to speak with me yesterday. Per your request, I am providing you with the Word version and contact at each company where I have used Word.

Company	Word Version	Contact
BPI	Word 2000	Dan Johnson
Exxon	Word 2003	Maria Velasquez
City of Oakland	Word 2003	Mary Smith
Centron	Word 2000	Ralph Watson
Constructo	Word 2002	Ben Johnson

Ms. Sample, please contact me as soon as you have had the opportunity to review my application and check my references. I am eager to begin working with HiTech Temps and applying my excellent computer skills.

Sincerely yours,

Donna Benson

Critical Thinking Exercises

Critical Thinking 6.1 On Your Own

Note: Student files may resemble the example shown. Variations are also possible.

Vectron Employee Evaluation Form

Employee:

Date:

Evaluation type:

	Poor	Fair	Good	Excellent
Tardiness				
Job knowledge				
Communication skills				
Problem solving				
Team-oriented				

Critical Thinking 6.2 On Your Own

Note: Student files may resemble the example shown. Variations are also possible.

Vectron Employee Evaluation Form

Employee:

Date:

Evaluation type:

	Poor	Fair	Good	Very Good	Excellent
Communication skills					
Computer skills					
Job knowledge					
Problem solving					
Self starter					
Tardiness					
Team-oriented					

Critical Thinking 6.3 Web Research

Note: Student files may resemble the example shown. Variations are also possible.

Online Hardware Vendors

Vendor Name	URL	Telephone #
Gateway	www.gateway.com	1-800-846-4208
Dell	www.dell.com	1-800-www.dell
Compaq	www.compaq.com	1-800-at-compaq

Critical Thinking 6.4 On Your Own

Note: Student files may resemble the example shown. Variations are also possible.

Health-e-Meals.com Customer Survey Form

Customer name _____
Address _____
City, State Zip _____
Phone _____

Are you satisfied with the quality of our food?	Yes	No
Was your food delivered on time?		
Was your driver courteous?		
Did you find our Web site easy to navigate?		
Did you have any problems ordering with your credit card?		
Do you plan on ordering from us again?		
Was our desert selection adequate?		
Would you be interested in ordering beverages with your meals?		

Lesson 7 – Working with Desktop Publishing

Hands-On Exercises

Hands-On Lesson 7


Hands-On Lesson 6

Lesson 6: Desktop Publishing

The Best Bakery in Ocean City!

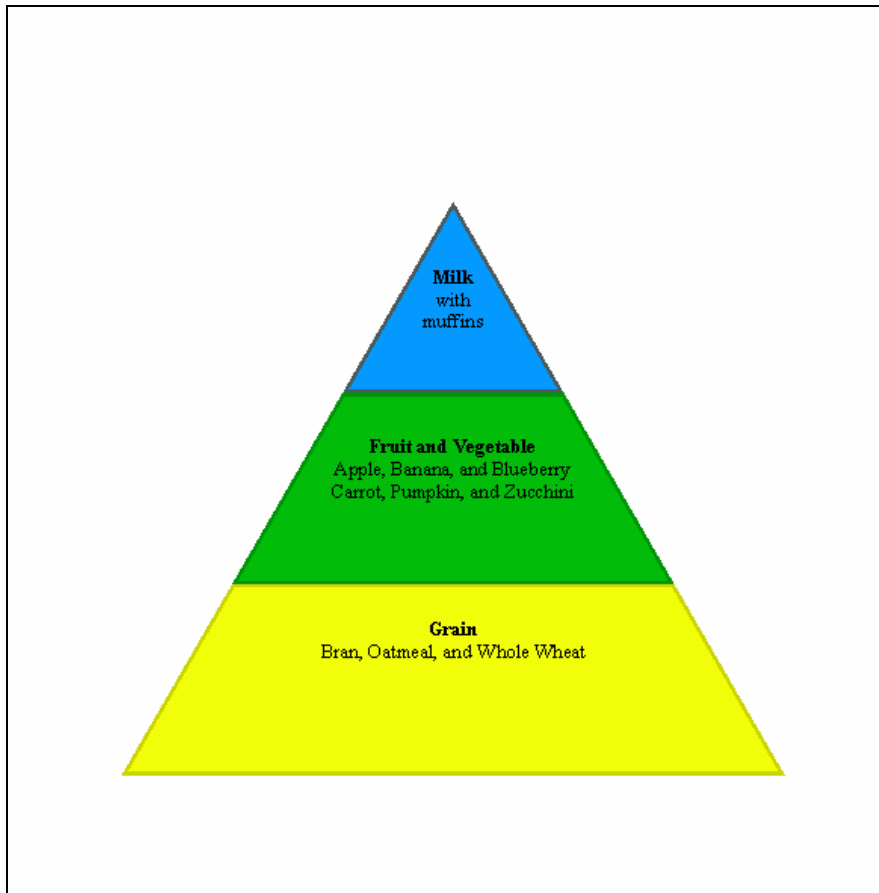
Stop by the West Side Bakery before June 30, and get a free loaf of sourdough bread when you buy a dozen muffins. Our award-winning muffins will please your palette and satisfy your hunger. All of our breads and muffins are made with the finest ingredients. We are located at 1450 Market Street in Ocean City.

Huge Muffins



Word 2002

Page 1



Skill Builder Exercises

Skill Builder 7.1 Create a Flyer

Everything Is On Sale!

Stop what you are doing! Zen Electronics is having a sale. We are growing rapidly and cannot keep up with customer demand. Our sales keep climbing upward, and we must move to a larger store where we can stock more merchandise. We are selling everything in our store at rock-bottom prices to reduce our moving costs. This incredible sale will last for two weeks beginning this Saturday. We must sell everything! Zip over to Zen if you are in the market for electronics.



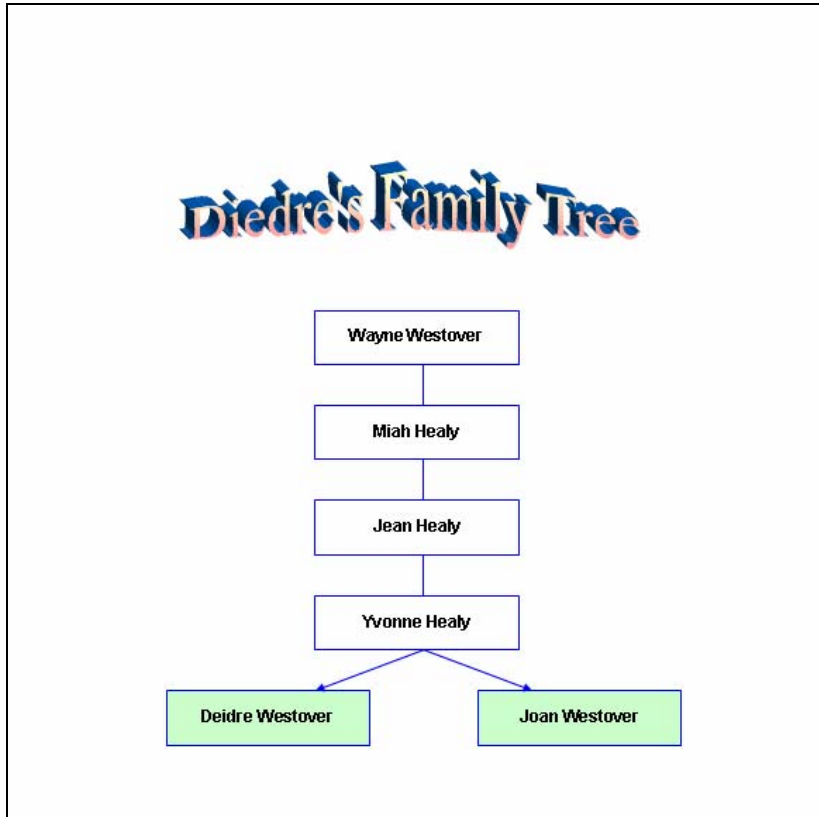
Computers have always been our hottest products, and right now the prices are so hot that we're afraid the cabinets might melt. Computers can be difficult to transport because of the delicate components inside, so we are practically giving them away. All name-brand PCs, printers, modems, software and other accessories are priced below our cost. This is no joke. We are actually selling PCs below our cost! So Zip into Zen as soon as possible and speak with one of our excellent customer service representatives. At Zen, we are known for our blue ribbon support.



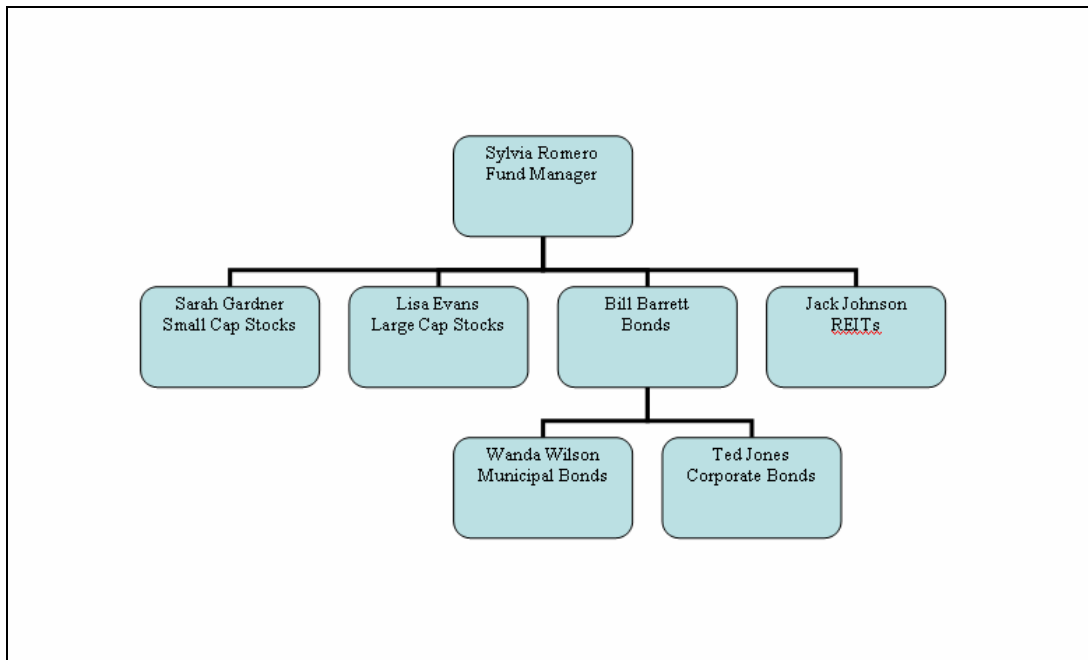
Skill Builder 7.2 Create a Flyer on Your Own



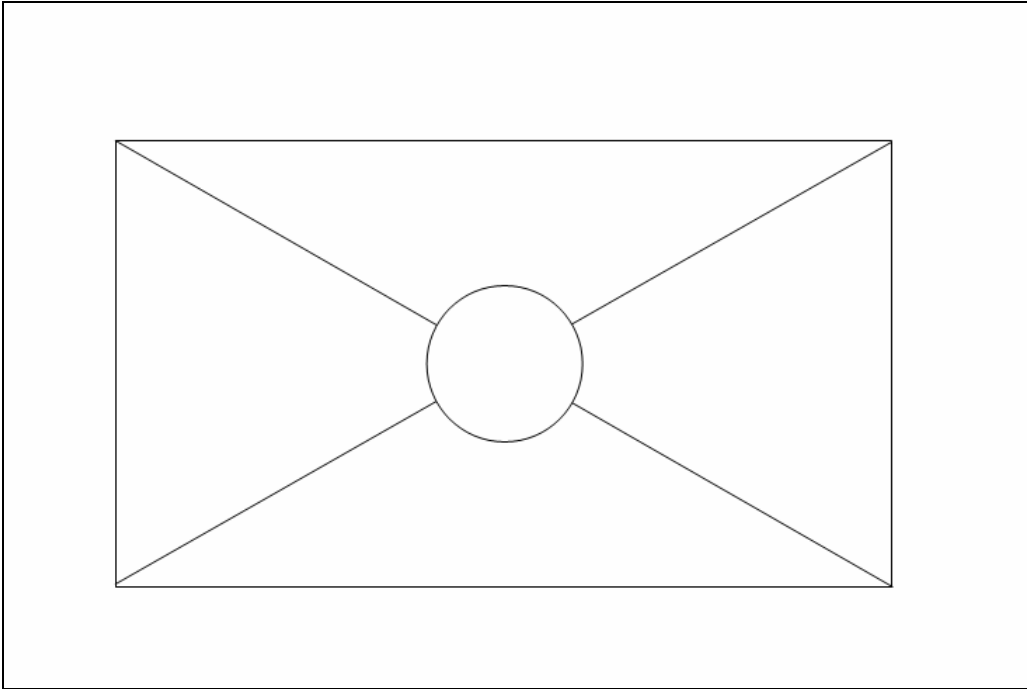
Skill Builder 7.3 Practice with Drawing Objects



Skill Builder 7.4 Create an Organization Chart with the Diagram Gallery



Skill Builder 7.5 Use the Drawing Canvas



Assessment Exercises

Assessment

7.1 Format a Document

Everything Must Go Sale!

Bay Area Bicycles is closing its original store at 1600 Fairview Drive in San Francisco. This is a result of overwhelming demand for our fine bicycles and other products. We will be moving to our new location at 11240 Wesley Avenue in San Francisco. Everything must go in order to reduce our moving costs. Bicycles are expensive to transport because time and money are required to protect them from damage. For this reason, we must sell everything!

There has never been a better time to buy a bicycle, skateboard, or surfboard from Bay Area Bicycles. Many of our prices are actually below the manufacturers' retail price. You simply will not believe the quality products that you can buy at incredibly low prices. So reward yourself today with a new bicycle from Bay Area Bicycles.



Assessment 7.2 Create a Flyer


Assessment 7.2

Lesson 15: Desktop Publishing

Congratulations Vickie

Vickie Johnson is retiring after 25 years at Velcor, and it's about time she had a party. The theme of this celebration is New Destinations.

We need volunteers and fresh ideas to help make this the celebration of a lifetime for Vickie. Please call June Roberts at 234-9900 if you are interested in volunteering your time.



Word 2003


Page 1

Critical Thinking Exercises

Critical Thinking 7.1 On Your Own

Note: Student files may resemble the example shown. Variations are also possible.

Word 2003
Desktop Publishing

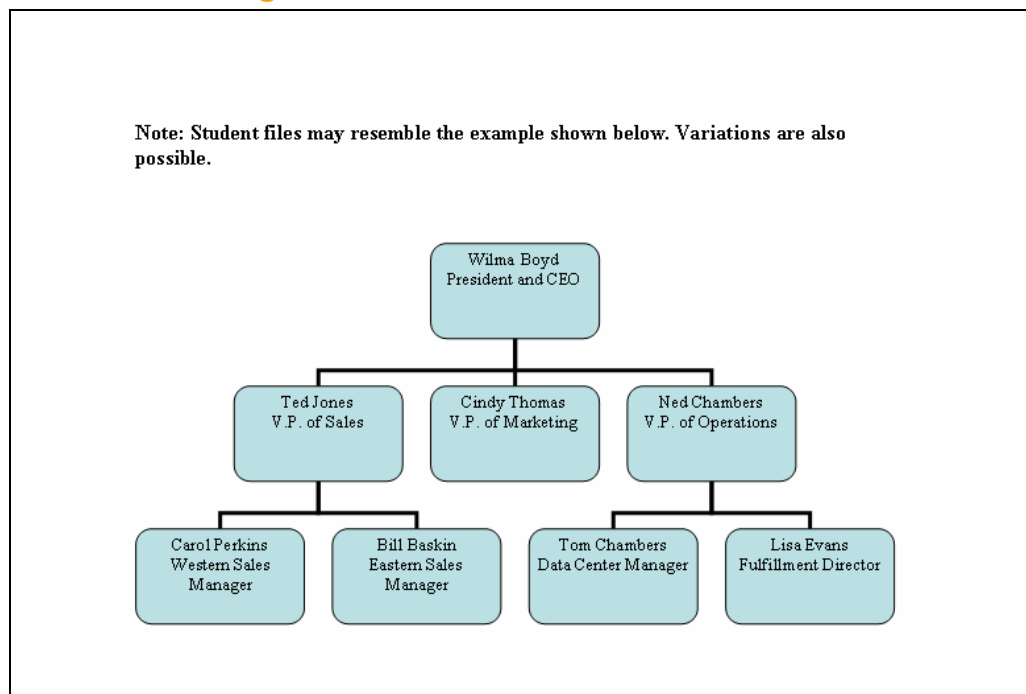


Includes

- Stylizing text with WordArt
- Taking charge of pictures
- Page composition techniques
- and more...

When: Saturday, April 15 from 9:00 to 4:00
Where: West wing training room
Who: Jason Alexander

Critical Thinking 7.2 On Your Own



Critical Thinking 7.3 Web Research

Note: Student files may resemble the example shown. Variations are also possible.




Lesson 8 – Creating a Newsletter

Hands-On Exercises

Hands-On Lesson 8

The Farber Investment Group
Balanced Portfolio Report
 Today's Date



The Economic Outlook

The U.S. economy continues to charge forward, growing at an annual rate of 4.3 percent. We anticipate this growth to continue throughout this year, although the rate may slow slightly depending upon the Federal Reserve's position on interest rates. In a recent speech before the Economic Council of New York, the Fed Chairman noted that inflation was once again their primary concern. The Chairman noted that the Fed will preempt any inflationary pressure with interest rate hikes. The Fed has had an interest rate increase bias for the past three quarters.

As a rule of thumb, stock prices tend to fluctuate with interest rates. Investors are generally willing to pay higher multiples for stocks when interest rates are low. Thus, an increase in interest rates will tend to have a dampening effect on the stock market. It is our opinion that an interest rate increase of 50 basis points in the first six months of this year will cause an overall decrease in stock prices of around 10 percent. Even with rising interest rates, our Balanced Portfolio has recorded an impressive gain.

Stock Holdings

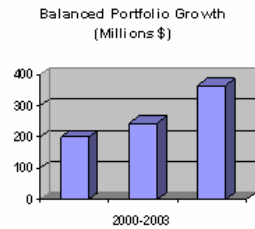
It is our opinion that technology will continue to be the driving force in the U.S. economy. Even though technology stocks tend to react negatively to interest rate increases, we believe that any negative effects that interest rates may have will be more than offset by the steep growth curves of many technology companies. We particularly like companies that are building the new Internet infrastructure and semiconductor companies. Our top stock holdings appear in the following table. As you can see, technology companies dominate the list.

Company	Shares	Value
IBM	840,000	\$79,280,000
Oracle	900,000	\$19,500,000
Cisco Systems	350,000	\$7,900,000
Citigroup	450,000	\$27,000,000
Amazon.com	200,000	\$3,400,000
Boeing Aircraft	350,000	\$16,800,000

Balanced Portfolio Breakdown

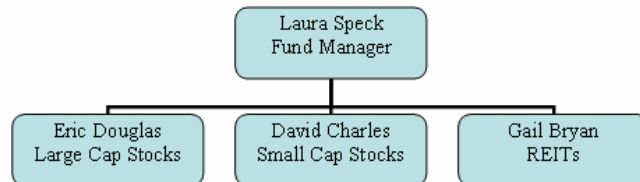
Our Balanced Portfolio experienced a large influx of capital this year as more and more investors opted for the professional management and diversification this product offers. When compared to last year, the Balance Portfolio has a larger percentage of assets allocated to stocks. In particular, we have increased our position in technology stocks. Diversification and

aggressive growth are the primary objectives of the Balanced Portfolio. Although the portfolio has adequate diversification, it is heavily weighted with stocks in aggressive growth companies.



Management Team and Strategy

Moving forward, our strategy will continue to be aggressive growth with large positions in technology companies. We also believe that the coming year will be an excellent time to invest in small cap stocks. Although large caps have outperformed small caps over the past three years, we believe small caps are poised for a rebound. For this reason, we will continue to move funds into the small cap arena. In addition, we will maintain an appropriate level of diversification in bonds, cash, cash equivalents, and REIT's (Real Estate Investment Trusts).



Skill Builder Exercises

Skill Builder 8.1 Set up a Newsletter

The Hope Report

January 2004

Our Fifth Year

This New Year is especially significant for us as we are beginning our fifth wonderful year in the city of Davis. We have many exciting events planned for the coming months to commemorate this milestone. All of these events are designed to thank you for your support, encouragement, and commitment. So keep a watchful eye on the monthly Hope Report for dates and information on upcoming events. We have put a lot of time and care into planning events that your entire family will enjoy. Once again, thank you for your support and commitment.

Winter Holiday Toy Drive

Our annual winter holiday toy drive was a huge success. We collected and distributed

Wedding Bells Are Ringing! Latoya, Renee and Kevin Johnson will be wed on February 14 at 4:00 pm. The ceremony will be held in the multi purpose room. More details following the ceremony.

over 500 toys to children of all ages! It was such a joy to see so many smiling young faces. All of the children appeared to have a truly unforgettable experience as our volunteers eagerly handed them their long-awaited presents. I think all of the participants will remember this event for a long time to come.

What a Magic Show!

Our very own Rebecca Wilson put on a spectacular magic show to the delight of both the children and adults. Rebecca is a talented magician who has had the pleasure and good fortune of working with David Copperfield. Just how did you get that rabbit in the hat, Rebecca?

Thank You Volunteers!

The toy drive and magic show would have been impossible without the determination and commitment of all who

participated. We would like to extend a special thank you to Winnie Wilson for organizing and planning the event. Donna Thomas also deserves a commendation for orchestrating the successful toy gathering campaign. Donna was

able to secure large toy donations from several major

retailers. Best of all, the retailers have agreed to donate again next year! I guess

they were just as overcome by the reaction of the children as were the rest of us.

Jim Barksdale also deserves a heartfelt thank you for catering the dinner and making the party a huge success. The kids were certainly the center of attention. That always seems to make them feel great. We look forward to seeing everyone at next year's events.



Skill Builder 8.2 Insert a Next Page Section Break

The Hope Report January 2004



Our Fifth Year

This New Year is especially significant for us as we are beginning our fifth wonderful year in the city of Davis. We have many exciting events planned for the coming months to commemorate this milestone. All of these events are designed to thank you for your support, encouragement, and commitment. So keep a watchful eye on the monthly Hope Report for dates and information on upcoming events. We have put a lot of time and care into planning events that your entire family will enjoy. Once again, thank you for your support and commitment.

Winter Holiday Toy Drive

Our annual winter holiday toy drive was a huge success. We

collected and distributed over 300 toys to children of all ages! It was such a joy to see so many

smiling young faces. All of the children appeared to have a truly unforgettable experience as our volunteers eagerly handed them their long-awaited presents. I think all of the participants will remember this event for a long time to come.

What a Magic Show!

Our very own Rebecca Wilson put on a spectacular magic show to the delight of both the children and adults. Rebecca is a talented magician who has had the pleasure and good fortune of working with David Copperfield. Just how did you get that rabbit in the hat, Rebecca?

Thank You Volunteers!

The toy drive and magic show would have been impossible without the determination and commitment of all who participated. We would like to extend a special thank you to Winnie Wilson for organizing and planning the event. Donna Thomas also

deserves a commendation for orchestrating the successful toy gathering campaign. Donna was able to secure large toy donations from several major retailers. Best of all, the retailers have agreed to donate again next year! I guess they were just as overcome by the reaction of the children as were the rest of us. Jim Bushdale also deserves a heartfelt thank you for catering the dinner and making the party a huge success. The kids were certainly the center of attention. That always seems to make them feel great. We look forward to seeing everyone at next year's events.



Skill Builder 8.3 Create a Real Estate Newsletter

Real Estate News

March 2004

How the Market Looks

As expected the real estate market continued to level out this quarter. Prices held steady in most areas, but rose slightly in the North Bay. As is always the case in Spring, you can expect to see more homes coming on the market, but probably less inventory than last year at this time.

Interest Rates

Interest rates continue to be low, making the market attractive to first-home buyers. Of the 27 homes sold in the northern part of the county, 19 sold at or above the asking price. The high end of the market, over \$2 million, continues to be slow.

Schools

Many things boost property values including good schools. They help create desirable neighborhoods by attracting responsible, community-minded people who have a vested interest in providing

the right kind of environment where their children can grow and prosper.



Increase the Value of Your Home

Owner remodeling and landscaping also adds to the market value of a house. Many buyers are looking for a home in move-in condition, and they are naturally drawn to homes that have curb appeal and generate a comfortable feeling when you walk through the door. Hiring professionals to landscape and stage your home can be a profitable investment and save a lot of wear and tear on you during a time when you are probably busier than usual getting ready for a move.

Assessment Exercises

Assessment 8.1 Format a Newsletter

Wetlands Conversation Society
Monthly Newsletter-March 2002
Topic-Wetlands



Where Are Wetlands?

Wetlands are in every county of every state. If you live close to an ocean or gulf, there's probably a coastal wetland nearby. Here, seawater joins with fresh water to form ecosystems where plants and wildlife have adapted to salty water and soils. If you don't live near an ocean or gulf, you probably live near an inland wetland. You'll find inland wetlands near rivers and streams, in depressions surrounded by dry land, and along marshes and ponds.

Types of Wetlands

Some wetlands, like tidal and freshwater marshes, have ponds that become deeper and shallower with the seasons. Others, like coastal marine wetlands, may be flooded all year. Prairie pothole wetlands may be dry for most of the year. Fifty percent of North America's waterfowl use them for breeding grounds.

If you live in the Southeast, there's probably a swamp or floodplain forest near you. These are known for trees, shrubs, and other woody plants that

have adapted to floods, ponds, and water-saturated soils. They offer habitat for wildlife and store floodwater and trap sediment.

If your home is in the Northeast or the Appalachian Mountains, you've probably heard about bogs. Glaciers formed bogs thousands of years ago. Today, they are homes for evergreen trees, shrubs, and sphagnum moss.



In California's Central Valley, the Gulf Coast, East Coast, and along Midwestern streams not all wetlands are natural. Some, like the green tree reservoirs, are artificial. These are often intentionally flooded to give waterfowl a winter home. Water levels are lowered when the waterfowl are gone.

Wetlands are Busy Places

Many of the things that wetlands do benefit you. Wetlands filter out pollutants to help make your water safer. Wetlands help prevent floods, control erosion, and protect shorelines from being damaged by waves. Part from wetlands is an energy source. Livestock use wetlands for grazing. Wetlands give you places for educational and scientific research. Wetlands can be fun lands, too. They offer you places to fish, hike, and boat.

Wetlands and Animal Life

If you love plants and wildlife, you'll love wetlands. America's wetlands are alive with nearly 5,000 species of plant life. One third of all species of birds, 190 species of amphibians, and all of America's wild ducks and geese need wetlands to live. Even endangered species like the whooping crane, bald eagle, red wolf, fatmucket mussel, and the swamp rose have habitats in wetlands.

Critical Thinking Exercises

Critical Thinking 8.1 On Your Own

Note: Student files may resemble the example shown. Variations are also possible.

The Chewy Chocolate Company
Marketing and Sales Strategy Document

Prepared by
Cathy Richardson
Today's Date



Availability Date

The confections will be available for wholesale delivery on March 31. Tell your customers to order early as we already have many preorders.

Sales Strategies

Make lots of sales calls. Concentrate on your top accounts.

Competitors

There are three primary competitors in this market: Joe's Chocolates, Creative Confections, and Big Time Chocolates. We should be able to destroy all of the competition with these new confections.

Discount policy

No discounting will be allowed.

Sampling policy

Sample like crazy because everyone will love these confections.

Critical Thinking 8.2 Web Research

[illegible]

Critical Thinking 8.3 More Web Research

Note: Student files may resemble the example shown. Variations are also possible.

What Works	What Doesn't Work
Relevant graphics	Pages that appear to be out of balance
Inspire curiosity	Dense text
Lead the reader's eye	Lack of variety
Text boxes facilitate scanning	Too many columns
Bullet points enhance readability	Too many boxes

Lesson 9 – Creating an Employee Policy Manual

Hands-On Exercises

Hands-On Lesson 9

TrainRight, Inc.



Employee Policy Manual

Welcome to TrainRight!

We are pleased to welcome you to TrainRight. Congratulations on joining our company. We want your employment to be rewarding and mutually beneficial. You have joined an organization with a reputation for quality computer training and outstanding customer service. We understand that our success depends on our employees. For this reason, we believe in nurturing our employees through proper training, above average compensation and challenging job responsibilities. It is our sincere hope that you will enjoy your employment and thrive in this dynamic company.

You're Part of Our Team

As a member of the TrainRight team, you will have the opportunity to grow with our company. You will be given responsibility and challenging job assignments. It is up to you to take advantage of this opportunity by contributing your time, creativity, and skills. The success of our company depends on each member of our team. Together, we can achieve our goals and have fun in the process.

TrainRight Is Committed to Two Goals

1. To provide our customers with the best quality products and services at the most competitive price.
2. To provide our employees with above average compensation and a working environment that allows them to grow professionally.

An Equal Opportunity Employer

TrainRight is an equal opportunity/affirmative action employer. We welcome and encourage diversity in the workplace. At TrainRight, we recognize that people have different needs and different lifestyles. That's why we work hard to accommodate the individual needs of our employees.

Your TrainRight Benefits

You may not have thought about it, but the value of your benefits amounts to a considerable sum each year in addition to the salary you earn. These are just some of the benefits TrainRight provides to eligible employees each year:

- Annual party or outing
- Credit union membership
- Dental insurance
- Disability leave of absence
- Education assistance
- Employee assistance program
- Group term life insurance
- Health insurance
- Paid holidays
- Paid vacations

Notice

TrainRight reserves the right to modify, amend, and update the policies outlined in this manual at any time. TrainRight may change, delete, suspend, or discontinue any policy in this manual at any time without prior notice. Any such action shall apply to all employees regardless of hire date and time of service with the company. No oral or written statement by a supervisor, manager, or department head may be interpreted as a change in policy, nor will it constitute an agreement with an employee. This manual represents the sole agreement with respect to benefits between the employee and TrainRight, Inc.

Purpose of This Manual

The purpose of this manual is to inform you about TrainRight's business practices, employment policies, and benefits provided to you as a valued TrainRight employee. No employee manual can answer every question, so you should feel free to ask questions of your supervisor. Also, feel free to contact the Human Resources department if you have any questions or concerns. It is our desire to keep an open line of communication between you and the company.

TrainRight's policies and benefits as outlined in this manual may change from time to time as business conditions, employment laws, and our internal policies dictate. If this manual is updated, you will be given replacement pages for those that have become outdated. A copy will also be placed on our intranet site.

Employment Policies

Business Hours

Our regular operating hours are 8 a.m. to 5 p.m. Monday through Friday. Your work hours and the scheduling of your lunch period will be determined by your supervisor or department head. Most employees are assigned to work a forty (40) hour week. You are required to take a one (1) hour unpaid lunch period daily. Please understand that you may not "work through lunch" in order to arrive late, leave early, or work extra hours.

Confidential Information

Periodically our customers and suppliers entrust TrainRight with important information relating to their businesses. The nature of these relationships require confidentiality. To safeguard the information received, TrainRight requires each employee to sign a non-disclosure statement.

Your employment with TrainRight requires you to maintain confidentiality, even after you leave our employ. Any violation of confidentiality will seriously injure TrainRight's reputation and ability to compete. Therefore, please do not discuss TrainRight business with anyone who does not work for us, and never discuss business transactions with anyone who does not have direct involvement in the transaction.

Customer Relations

Our employees are our interface to our customers. The way you dress, speak, and interact with customers is essential to the success of our company. You must always maintain the highest standards of professionalism when interacting with customers.

Harassment Policy

TrainRight intends to provide a work environment that is pleasant, healthful, comfortable, and free from intimidation, hostility or other offenses, which might interfere with work performance. Harassment of any sort—verbal, physical, and visual—will not be tolerated.

Employment Classifications

Full-Time Employees

At the time you are hired you are classified as full-time, part-time, or temporary and are also told whether you qualify for overtime pay. Unless otherwise specified, the benefits described in this manual apply only to full-time employees. All other policies described in this manual apply to all employees, with the exception of certain wage and salary limitations, which only apply to "non-exempt" employees. If you are unsure which employment classification you fall under, please ask your manager. An employee who successfully completes the introductory period of employment and who works at least forty (40) hours per week is considered a full-time employee.

Part-Time Employees

An employee who works less than 32 hours in a week is considered a part-time employee. If you are a part-time employee, please understand that you are not eligible for benefits described in this manual except for mandatory benefits required by state and federal laws.

Temporary Employees

From time to time, TrainRight may hire employees for specific periods of time or for the completion of a specific project. An employee hired under these conditions will be considered a temporary employee. The job assignment, work schedule, and duration of the position will be determined on an individual basis.

Normally a temporary position will not exceed six (6) months in duration, unless specifically extended by a written agreement. Summer employees are considered temporary employees.

If you are a temporary employee, please understand that you are not eligible for benefits described in this manual except for mandatory benefits required by state and federal laws. Those temporary employees classified as "non-exempt" who work more than eight (8) hours in one day or more than forty (40) hours during any work week will receive overtime pay.

Wage and Salary Policies

Our policy is to establish competitive wages that are higher than the standards established by our industry. In addition, we reserve the right to reward superior performance and adjust compensation on an individual basis.

Basis for Determining Pay

Your pay is influenced by your job responsibilities, time of service, and individual performance. Your compensation will be reviewed on an annual basis, and any adjustments will be at the sole discretion of the company.

Bonuses

The company periodically offers bonuses to employees. Bonuses are often given for exceptional individual performance and for the performance of the company as a whole. Bonuses are given at the sole discretion of the company, and there is no guarantee that bonuses will be given for a particular year.

Skill Builder Exercises

Skill Builder 9.1 Work with Styles

TrainRight Instructor Profiles

Tanya Walton

Tanya is our Windows applications specialist. She is particularly well versed in Microsoft Office applications, including Word, Excel, PowerPoint, and Access. Tanya is a certified Microsoft trainer. She is also Novell-certified and has a state teaching credential.

Burt Jones

Burt has ten years experience in the computer industry and specializes in the Macintosh line of computer systems. He is an Apple-certified computer instructor and also teaches several classes on the IBM platforms.

Rebecca Austin

Rebecca is a consultant to TrainRight. She specializes in off-site training and often travels to various parts of the country. Rebecca's specialty is the Windows environment with an emphasis on the Microsoft product lines.

Albert Sullivan

Albert is responsible for developing the courseware for TrainRight. He has developed several of our training manuals, including those for Excel and Windows.

Bill Johnson

Bill is our most senior instructor. He has extensive experience in all Microsoft applications and is a Windows XP expert. He also teaches WordPerfect for Windows and is a certified Adobe Illustrator and Quark Express instructor.

Patty Johnson

Patty specializes in desktop publishing applications. She is a certified instructor in Adobe Illustrator and Photoshop. She is also a certified Quark Express instructor, and she is well versed in 10 other desktop applications including Page Maker.

Skill Builder 9.2 Create and Apply a Character Style

Flexico is proud of its newest product lines. Flexico constantly strives to improve its products. With the new **Tempest** line, Flexico has once again proven that it is the industry leader. Flexico has a tradition of affordable quality. This tradition and the **Tempest** products will help Flexico remain the industry leader.

Skill Builder 9.3 Apply Styles and Add a Title Page

TrainRight, Inc.



Proposed Courses

Proposed Courses

Word 2003

Overview

Learn the fundamental concepts and skills of the most popular word processing software for Windows. This class stresses mastery of the fundamentals through challenging and fun hands-on exercises. After taking this class, you will be able to create, edit, save, and print documents.

Topics Included

- Execute Word commands
- Enter and edit text
- Save, open, and print documents
- Delete, move, and copy blocks of text
- Spell check a document
- Set left and right margins
- Set top and bottom margins
- and much more...

Prerequisites

Introduction to Windows

Excel 2003

Overview

Learn the fundamental concepts and skills of the most popular spreadsheet software for Windows. This class will teach you how to create, edit and print spreadsheets. You will develop a personal budget that will reinforce the concepts you learn and provide a template for use at home or the office.

Topics Included

- Spreadsheet concepts and terminology
- Select commands
- Enter and edit data
- Create formulas and use AutoSum
- Enhance the appearance of a spreadsheet
- Use powerful editing techniques such as moving and copying data
- Print a spreadsheet
- and much more...

Prerequisites

Introduction to Windows

WordPerfect for Windows

Overview

Learn the fundamental concepts and skills of this popular word processing program. This class stresses mastery of the fundamentals through challenging and fun hands-on exercises. After taking this class you will be able to create, edit, save, and print documents.

Topics Included

- Execute WordPerfect commands
- Enter and edit text
- Save, retrieve, and print documents
- Delete, move, and copy blocks of text
- Spell check a document
- Set left and right margins
- Set top and bottom margins
- and much more ...

Prerequisites

A desire to learn, although typing skills won't hurt.

Lotus for Windows

Overview

Learn the fundamental concepts and skills of this popular spreadsheet software. This class will teach you how to create, edit, and print spreadsheets. You will develop a personal budget that will reinforce the concepts you learn and provide a template for use at home or the office.

Topics Included

- Spreadsheet concepts and terminology
- Select commands from the 1-2-3 menus
- Enter and edit data
- Create formulas including the @SUM formula
- Enhance the appearance of a spreadsheet
- Use powerful editing techniques such as moving and copying data
- Print a spreadsheet
- and much more ...

Prerequisites

A desire to learn, although typing skills won't hurt.

PC Fundamentals

Overview

Learn fundamental concepts and skills for the personal computer. This class is a must for anyone working with personal computer systems. The skills taught in this class are universal and are applicable even if you work with Windows.

Topics Included

- Understand important terminology and concepts
- Handle and back up floppy disks
- Understand the relationship between hardware and software
- Organize information on disks using directories and subdirectories
- Use pathnames and wildcard characters to increase productivity
- Create and remove folders
- Copy, delete, and rename files
- and much more...

Prerequisites

There are no prerequisites for this class.

Windows

Overview

Learn the fundamental concepts and skills for working with Windows. This class is a must for anyone working in the Windows environment. You will work with Windows like a pro after completing this class.

Topics Included

- Using a mouse
- Windows applications
- The Control Panel
- Moving windows
- Sizing windows
- Maximizing and minimizing windows
- and much more...

Prerequisites

There are no prerequisites for this class.

Skill Builder 9.4 Text Flow Options

Portfolio Risk Analysis

A typical financial portfolio is exposed to many types of risk including:

Market Risk—The risk of losses caused by movements in market prices and rates.

Credit Risk—The risk of losses due to the failure of a counterparty to pay its obligations.

Credit Rating Migration—The risk that credit ratings change over time.

Liquidity Risk—The risk of losses caused by the inability to meet payment obligations in a timely manner.

Model Risk—The risk that the models used to measure risk do not accurately measure the true risks in the portfolio.

Operational Risk—The risk that a firm's internal practices, policies, and systems are not rigorous or sophisticated enough to cope with adverse market conditions or human errors.

Legal Risk—The risk that a counterparty to a transaction will not be liable to meet its obligations under law.

Measuring Risk

Notional

In the past, banks have managed credit risk for their corporate trading counterparties by using approximations such as limits based on notional. Credit lines were set using this method. As a result these practices frequently led institutions to overestimate the actual value of credit risk since often the notional value is never actually exchanged.

Overestimating this exposure greatly impacts required capital and has a negative effect on the institution's profitability.

Integrated Market and Credit Risk

Measures counterparty and country credit-exposures and credit-loss-distributions. This is accomplished by integrating daily time intervals for market risk and longer time intervals, such as monthly and quarterly, for credit risk.

Value at Risk

Value at Risk (VAR) is a statistical estimate of how many dollars an organization risks losing over a specified period of time due to market price risk, given a level of probability. For example, the VAR of a given portfolio may be \$20 million overnight with a 5% probability, meaning that the probability of 5%, or once every 20 days on average, the portfolio value will fall by more than \$20 million overnight.

Assessment Exercises

Assessment

9.1 Apply Styles and Modify Styles

Our Qualifications

Overview

TrainRight, Inc. has been providing superior personal computer training for over 10 years. We have trained over 35,000 students on all levels of computer applications. We consistently receive outstanding recommendations from our clients and have a loyal customer base.

Our Training Philosophy

Over the past 10 years we have developed a comprehensive and effective approach to training. Our training philosophy is based upon the unique needs of each individual. The following issues are addressed in all of our classes:

1. Each student has unique needs, which can only be met if class sizes are small.
2. Students learn best in a comfortable environment.
3. Training materials must be of superior quality.

Our Classrooms

TrainRight, Inc. has three fully equipped classrooms at our corporate headquarters. These classrooms feature the latest computer technology, including Pentium computers with color monitors, laser printers, scanners, and a variety of other hardware. Our classrooms are equipped with white boards, LCD projection systems, large tables, comfortable chairs, and we even offer coffee service.

On-Site Training

Perhaps the most important benefit of selecting TrainRight is that we can bring the same quality training to your work location. All of the equipment mentioned above can be transported to your office for a minimal cost.

Client List

The following is a partial list of TrainRight, Inc. clients:

- Frito Lay
- Meyers
- General Dynamics
- Freeman Forest Products

Client Evaluations

TrainRight often receives positive evaluations from clients. The following comments were taken from evaluations in last year's classes. The individuals listed can be used as references:

Bobby Smith

"I attempted to learn Word on my own but it was only after taking a TrainRight class that I truly felt comfortable."

Jaunita Lopez

"The thing I liked best was that every question was answered in a clear and concise manner."

Burt Jones

"The training materials were excellent."

Critical Thinking Exercises

Critical Thinking 9.1 Web Research on Your Own

Note: Student files may resemble the example shown. Variations are also possible.

The Chewy Chocolate Company



Annual Report

FY 2003 Revenue Results

We had another great year with our overall sales growing by 15%. This is due to the hard work and commitment of our employees.

Chocolate Sales

Chocolate sales increased by 27% as more and more consumers recognized the superior quality of our products. Our dark chocolate line did especially well.

Merchandise Sales

Merchandise sales grew by 5%. This is encouraging considering that many people who ordered merchandise in the past have been reordering.

FY 2004 Revenue Forecast

FY 2004 will be another great year! We expect overall revenue growth of 30% as our new product lines hit the shelves.

New Product Plans

This year will be our biggest new product launch in over five years. We will be introducing our long-awaited confection line and our chocolate lover's ice cream line.

Confections

We will introduce over 25 new confections to be sold in specialty stores throughout the country.

Ice Cream Line

Everyone loves ice cream especially chocolate ice cream. We certainly have a treat in store for ice cream lovers.

Internet Strategy

Our new Web site will be operational by June 20. We expect large numbers of current and new customers to begin ordering directly from the site. To promote the site, we will offer 20% discounts on all Web site orders for the first 90 days of operation.

Employee Benefits

We realize that our employees are responsible for our success. For this reason, we are introducing two exciting new benefits for current and new employees.

401K Plan

You can contribute up to 15% of your pay or \$10,500 annually to the 401K plan. This money is taken in pretax dollars and can be invested tax-free until you retire.

Profit Sharing Plan

We will contribute 5% of our pretax profits to an employee profit sharing plan. The money will be distributed to employees based upon time of service and base salary.

Critical Thinking 9.2 Web Research on Your Own

Tips and Techniques for Word

Changing the Default Font

1. Choose Format→Font from the menu bar.
2. Choose the font and point size.
3. Click the Default button at the bottom of the dialog box.
4. When prompted to change the default, click Yes.

Document Scraps

You can use document scraps as a quick way to copy text to and from Word.

1. Size the Word window so that the text you want to copy is visible and the desktop is also visible.
2. Select the block of text you wish to copy.
3. Press and hold the right mouse button and drag the text to the desktop.
When you release the mouse a pop-up menu appears.
4. Choose Copy Scrap Here from the menu.

Keystrokes to Remove Formatting

Keystroke	Result
Ctrl + Shift + N	Applies the Normal style.
Ctrl + Space	Removes character formatting.
Ctrl + Q	Removes paragraph formatting.

Change Case

1. Select the text.
2. Choose Format→Change Case from the menu bar.
3. Choose the desired case and click OK.

Hint: Shift + F3 will change case by rotating the text to sentence case, upper case, then lower case.

Nonbreaking Spaces

Nonbreaking spaces prevent two words from splitting apart at the end of a line. For example, you may want to ensure that New and York do not split over two lines. To create a nonbreaking space, type Ctrl + Shift + Space.

Tips and Techniques for Excel

Use the Name Box to Create Named Ranges

The Name box is the text box at the left edge of the Formula bar where you typically see the address of the active cell. You can use it to quickly assign names to ranges.

1. Click in the name box.
2. Type the name of your choice.
3. Tap the Enter key to create the name.

Print a Selection of Cells

1. Select the range of cells.
2. Choose File→Print from the menu bar.
3. Under Print Range, choose Selection.
4. Click OK.

Enter Data in Multiple Worksheets at the Same Time

As an example, let's say you want to put the same title text into different worksheets.

1. Press and hold the CTRL key, then click several worksheets to group them together.
2. Type the desired text on the first worksheet.
This text will appear in each sheet.

Automatically Generate a List of Months

1. Enter January in a cell.
2. Select the January cell.
3. Place the mouse on the Auto Fill handle in the bottom-right corner of the cell.
4. Drag down eleven rows to Auto Fill the remaining eleven months.

Rename and Recolor Worksheet Tabs

1. Right-click on a worksheet tab.
2. Choose Rename from the pop-up menu.
3. Type the new name and tap Enter.
4. Right-click the worksheet tab again.
5. Choose Tab Color from the pop-up menu.
6. Choose the desired color from the Format Tab Color dialog box.
7. Click OK.

Tips and Techniques for Windows


To Copy a File Name from Windows Explorer

1. Select the file name to be copied.
2. Right-click on the file name and select Rename from the pop-up menu.
3. When the file name is in Rename mode right-click on it again and select Copy from the pop-up menu.
4. Switch to the target document and paste.

Add Desktop Icons to the Start Menu

The reason we create desktop shortcuts is to make it easier to access a document, folder, or application; however, if you have to minimize all your windows just to get to the shortcut, it defeats the purpose. You can add the desktop icon to your Start Menu, then it's always available. To do this, drag your desktop shortcut to the Start button. The shortcut stays on your desktop and is added to the Start Menu.

Quickly Minimize All Open Windows

1. Click the Show Desktop  icon on the Quick Launch toolbar at the left edge of the taskbar.
2. Click the icon again and the windows open again.

Change the Background on Your Desktop

1. Right-click on the desktop.
2. Choose Properties from the pop-up menu.
3. Click the Desktop tab.
4. Choose the background you desire from the Background list, then click OK.

Move to the Internet Quickly

1. Open the Web toolbar in any Microsoft Office application.
2. Type the desired Web address in the Address area of the toolbar.
3. Tap Enter.

Note: Student files may resemble the example shown. Variations are also possible.

Tips and Techniques for PowerPoint

Hiding Slides in PowerPoint.

You may have a PowerPoint presentation that you would like to use with several different audiences. You can hide slides that may be appropriate for one audience but not another.

1. Choose View→Slide Sorter from the menu bar.
2. Click that slide you wish to hide.
3. Choose Slide Show→Hide Slide from the menu bar.

When you view the slide show, PowerPoint will skip over the hidden slide.

Changing the Background Color in PowerPoint.

1. Issue the Format→Background command.
2. Click the drop-down arrow at the bottom of the dialog box and choose another color or fill effect.
3. Click the Apply or Apply To All button.

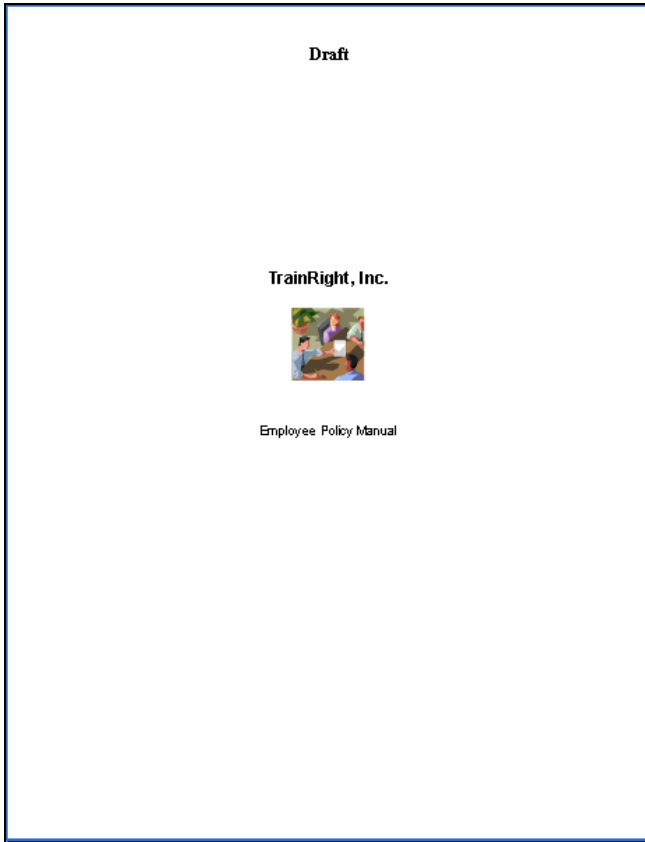
Enhance Your Presentation with Transitions

1. Choose the View→Slide Sorter command.
2. Right-click on a slide and choose Slide Transition from the pop-up menu.
3. Choose a transition style from the Slide Transition task pane.

Lesson 10 – Organizing Long Documents

Hands-On Exercises

Hands-On Lesson 10



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Welcome to TrainRight!

We are pleased to welcome you to TrainRight. Congratulations on joining our company. We want your employment to be rewarding and mutually beneficial. You have joined an organization with a reputation for quality computer training and outstanding customer service. We understand that our success depends on our employees. For this reason, we believe in giving our employees proper training, above average compensation (see Wage and Salary Policies below), and challenging job responsibilities. It is our sincere hope that you will enjoy your employment and thrive in this dynamic company.

You're Part of Our Team

As a member of the TrainRight team, you will have the opportunity to grow with our company. You will be given responsibility and challenging job assignments. It is up to you to take advantage of this opportunity by contributing your time, creativity, and skills. The success of our company depends on each member of our team. Together, we can achieve our goals and have fun in the process.

TrainRight Is Committed to Two Goals

1. To provide our customers with the best quality products and services at the most competitive prices.
2. To provide our employees with above average compensation and benefits (see Company Benefits) and a working environment that allows them to grow professionally.

An Equal Opportunity Employer

TrainRight is an equal opportunity/affirmative action employer. We welcome and encourage diversity in the workplace. At TrainRight, we recognize that people have different needs and different lifestyles. That's why we work hard to accommodate the individual needs of our employees.

Draft

Company Benefits

You may not have thought about it, but the value of your benefits amounts to a considerable sum each year in addition to the salary you earn. These are just some of the benefits TrainRight provides to eligible employees each year:

- Annual party or outing
- Credit union membership
- Dental insurance
- Disability leave of absence
- Education assistance
- Employee assistance program
- Group term life insurance
- Health insurance
- Paid holidays
- Paid vacations

Notice

TrainRight reserves the right to modify, amend, and update the policies outlined in this manual at any time. TrainRight may change, delete, suspend, or discontinue any policy in this manual at any time without prior notice. Any such action shall apply to all employees regardless of hire date and time of service with the company. No oral or written statement by a supervisor, manager, or department head may be interpreted as a change in policy, nor will it constitute an agreement with an employee. This manual represents the sole agreement with respect to benefits between the employee and TrainRight, Inc.

Purpose of This Manual

The purpose of this manual is to inform you about TrainRight's business practices, employment policies, and benefits provided to you as a valued TrainRight employee. No employee manual can answer every question, so you should feel free to ask questions of your supervisor. Also, feel free to contact the Human Resources department if you have any questions or concerns. It is our desire to keep an open line of communication between you and the company.

TrainRight's policies and benefits as outlined in this manual may change from time to time as business conditions, employment laws, and our internal policies dictate. If this manual is updated, you will be given replacement pages for those that have become outdated. A copy will also be placed on our intranet site.

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Employment Policies

Business Hours

Our regular operating hours are 8 a.m. to 5 p.m. Monday through Friday. Your work hours and the scheduling of your lunch period will be determined by your supervisor or department head. Most employees are assigned to work a forty (40) hour week. You are required to take a one (1) hour unpaid lunch period daily. Please understand that you may not "work through lunch" in order to arrive late, leave early, or work extra hours.

Confidential Information

Periodically our customers and suppliers entrust TrainRight with important information relating to their businesses. The nature of these relationships requires confidentiality. To safeguard the information received, TrainRight requires each employee to sign a non-disclosure statement.

Your employment with TrainRight requires you to maintain confidentiality, even after you leave our employ. Any violation of confidentiality will seriously injure TrainRight's reputation and ability to compete. Therefore, please do not discuss TrainRight business with anyone who does not work for us, and never discuss business transactions with anyone who does not have direct involvement in the transaction.

Customer Relations

Our employees are our interface to our customers. The way you dress, speak, and interact with customers is essential to the success of our company. You must always maintain the highest standards of professionalism when interacting with customers.

Harassment Policy

TrainRight intends to provide a work environment that is pleasant, healthful, comfortable, and free from intimidation, hostility or other offenses, which might interfere with work performance. Harassment of any sort—verbal, physical, and visual—will not be tolerated.

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Employment Classifications

Full-Time Employees

At the time you are hired you are classified as full-time, part-time, or temporary and are also told whether you qualify for overtime pay. Unless otherwise specified, the benefits described in this manual apply only to full-time employees. All other policies described in this manual apply to all employees, with the exception of certain wage and salary limitations, which only apply to "non-exempt" employees. If you are unsure which employment classification you fall under, please ask your manager. An employee who successfully completes the introductory period of employment and who works at least forty (40) hours per week is considered a full-time employee.

Part-Time Employees

An employee who works less than 32 hours in a week is considered a part-time employee. If you are a part-time employee, please understand that you are not eligible for benefits described in this manual except for mandatory benefits required by state and federal laws.

Temporary Employees

From time to time, TrainRight may hire employees for specific periods of time or for the completion of a specific project. An employee hired under these conditions will be considered a temporary employee. The job assignment, work schedule, and duration of the position will be determined on an individual basis.

Normally a temporary position will not exceed six (6) months in duration, unless specifically extended by a written agreement. Summer employees are considered temporary employees.

If you are a temporary employee, please understand that you are not eligible for benefits described in this manual except for mandatory benefits required by state and federal laws. Those temporary employees classified as "non-exempt" who work more than eight (8) hours in one day or more than forty (40) hours during any work week will receive overtime pay.

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Wage and Salary Policies

Our policy is to establish competitive wages that are higher than the standards established by our industry. In addition, we reserve the right to reward superior performance and adjust compensation on an individual basis.

Basis for Determining Pay

Your pay is influenced by your job responsibilities, time of service, and individual performance. Your compensation will be reviewed on an annual basis, and any adjustments will be at the sole discretion of the company.

Bonuses

The company periodically offers bonuses to employees. Bonuses are often given for exceptional individual performance and for the performance of the company as a whole. Bonuses are given at the sole discretion of the company, and there is no guarantee that bonuses will be given for a particular year.

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Employee Policy Manual

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Skill Builder Exercises

Skill Builder 10.1 Use Multiple Headers and Footers

<div><p>TWO GREAT PAPERS</p><p>Prepared by Gerry Jefferson</p><p>Submitted to Hamilton Publishing Company</p><p>Today's Date</p></div>	<div><p>HEART</p><p>Submitted by Gerry Jefferson</p><p>Prepared for Professor Chin</p><p>Oriental Languages 133B</p><p>Today's Date</p></div>
<div><p>Oriental Languages 133B</p><p>Heart</p><p>I am writing my paper on <i>Heart</i> by George Bernard, a novel whose title is perfect in describing the meanings and messages that it contains. In Japanese the word heart describes the many feelings and emotions that can occupy a person's heart. I feel that this novel explores the dark side of feelings and emotions and the consequences of acting on them. The results of these actions are often negative and they can cause loneliness, shame, guilt, depression, and self-blame. They can also damage relationships and even cause one to commit suicide. I will discuss three of the novel's characters: Robert, Kay, and Senei, and show how my thesis applies to them.</p><p>Senei is the main character, and I view Robert as the least important of the three characters. Bernard uses Robert mainly to introduce Senei into the novel. Robert is a bored young man and he is attracted to Senei because he intrigues him. He views Senei as being different and intellectual.</p><p>An important aspect of Robert's character that attracts him to Senei is his dislike of his own father. Robert feels that the gap between his father and himself is too great. He views his father as being a backward country person who knows nothing of life in the city. He begins to dislike his father's snobish provincialism. His scorn toward his father is evident when he receives his diploma from the university. His father seems to value such things far more than they were worth, while Senei has a secret contempt for these types of things. Robert turns away from his father and seeks Senei as a spiritual and intellectual father. He says that Senei gives him great satisfaction, and he values Senei's opinion more than those of his professors.</p><p>Gerry Jefferson</p><p>Page 2</p></div>	<div><p>Oriental Languages 133B</p><p>Heart</p><p>Robert's boredom makes him long for Senei's companionship. He spends his summers at his parents' house in utter monotony and loneliness. He says, "Every summer, when I was home for the holidays, I would often sit and listen to the piercing song of the cicadas and find myself falling into a strangely sorrowful mood. It was as if sorrow crept into my heart with the cry of these insects and I would stay absolutely still, thinking of my own loneliness."</p><p>From these examples we can see that Robert has feelings of contempt, boredom, and embarrassment toward his parents. When speaking about his inheritance, he wants to know what sum will be sufficient to enable him to live as Senei does, so that when he speaks to his father about his inheritance, he will have some idea of what to ask for. He also leaves his father's deathbed to be with Senei. Although we are not told of the consequences of this action, it is safe to assume that his relationship with his family would be permanently jeopardized.</p><p>Senei's uncle is a greedy man who fails to control his greed, and he steals a large part of Senei's inheritance. His actions cause Senei to fear and distrust people, and these feelings make him withdrawn and live in constant fear.</p><p>Senei's uncle encourages him to marry his daughter Virginia. Although Senei has strong feelings of love in his heart for Virginia, he cannot bring himself to ask for her hand in marriage due to his insecurities. His love for Virginia torments him, yet he never has the</p><p>Gerry Jefferson</p><p>Page 3</p></div>

<p>Oriental Languages 133B</p> <p>Heut</p> <p>strength to do anything about it. He represents his feelings, and we learn later in the story how damaging this is.</p> <p>The character of Kay has several important purposes in the novel, one of which is to develop Senei's character, and it is through Kay that Bamaud tells his story. He provides a vehicle that lets us learn of Senei's insecurities, emotions, feelings, and actions. Kay also represents Senei's opposite in many ways. Senei is emotional, overly sensitive, and reacts to situations, while Kay on the other hand, always seems to be in control. This control comes from his strong Hindu doctrines.</p> <p>I think Bamaud uses Kay to demonstrate the power of beliefs and the power of the mind. Kay feels that everything is secondary to finding "the true way." Indeed, he seems at times to think that mistreatment of the body is necessary for the glorification of the soul. Kay has no fear of death. In one instance, when Senei and Kay were on a cliff near the sea, Senei grabbed Kay's neck from behind. "What would you do if I pushed you into the sea?" Kay did not move and without looking back, he said, "That would be pleasant. Please do." From this example, we can see the strength of Kay's beliefs and his detachment from the material world.</p> <p>Senei interprets Kay's stoic temperament as arrogance and self-confidence, and he has trouble handling Kay's silence. In fact, he says, "That indeed came to regard myself as inferior to Kay in every way. I envied Kay, who was so much calmer than I. I hated him. What annoyed me was that he took no notice of me no matter what I did."</p> <p>Gerry Jefferson</p> <p>Page 4</p>	<p>Oriental Languages 133B</p> <p>Heut</p> <p>Senei's inferiority complex causes him to be jealous of Kay, and the seeds of hatred and jealousy continue to grow in Senei's mind. His feelings toward Kay intensify when Kay expresses his love for Virginia. Senei says, "I was waiting for a chance to hunt him. I lurked in the shadows, so that I might take him by surprise." I find Senei's behavior unscrupulous because he attacks Kay at a time when Kay is struggling with his feelings.</p> <p>In the end, the one emotion that Kay is not able to suppress is love. I feel that Bamaud makes it very clear how powerful love is. He makes Kay seem like a cold-headed and unemotional person who is not even shaken by the possibility of his own death. Even love without bodily desire is to be avoided. Yet Kay surrenders to the power of love and the temptation of the beautiful Virginia. Kay goes against all of his beliefs when he expresses his love for Virginia. Bamaud thus demonstrates that the power of love can change a person.</p> <p>I believe that Kay commits suicide because he feels his love for Virginia goes against his principles. He feels that he has not lived up to his ideal and that to continue living would invite further temptation. He wants to end his life before straying further from the path. This is evidenced in his suicide letter to Senei. He says that he has decided to die because there seems to be no hope of his ever becoming the firm, resolute person that he has always wanted to be. "Why did I wait so long to die?"</p> <p>Senei is a self-centered person, and this self-centeredness is caused by his insecurities. Immediately after he discovers Kay's death, his first thoughts are to protect himself. After discovering Kay's suicide letter he says, "When I had quickly read it through,</p> <p>Gerry Jefferson</p> <p>Page 5</p>
<p>Oriental Languages 133B</p> <p>Heut</p> <p>my first thought was that I am safe. I was thinking only of my reputation at the time. What other thought of me seemed of great importance."</p> <p>The important point that Bamaud shows us is that although Senei has evil thoughts, his conscience knows that he is wrong. He says, "If Virginia had not been involved, I would surely have spoken to him kindly and have tried to ease his suffering. He needed kind words, as dry land needs rain. I believe I was born with a compassionate heart. But I was not my usual self then." Bamaud shows us the importance of following your heart and that going against it can have severe negative outcomes. He again demonstrates how the power of love can change a person.</p> <p>Senei's biggest problem is that he never learns from his mistakes. Throughout his life he fails to express the feelings that are in his heart. However, I feel that Senei redeems himself in the end. He confesses his part to Robert. As usual though, Senei has self-interest in mind. He confesses to Robert so that he can have a clear conscience when he dies. However, this confession is also meant to help Robert. I think Senei realizes that Robert idolizes him. Robert views Senei as being intellectual, and he glamorizes Senei's life of idleness. Senei wants to free Robert from these views and help him learn from his (Senei's) mistakes. This seems to be one of Senei's few positive contributions to the society.</p> <p>Gerry Jefferson</p> <p>Page 6</p>	<p>FOREST</p> <p>Submitted by</p> <p>Gerry Jefferson</p> <p>Prepared for</p> <p>Professor Donaldson</p> <p>Anthropology 150</p> <p>Today's Date</p>

<p>Anthropology 150 Forest</p> <p>In the northeast section of the Belgian Congo, almost exactly in the middle of the map of Africa, lies the Ituri Forest, a vast expanse of dense, damp and inhospitable-looking darkness. This is the heart of Stanley's Dark Continent, the country he loved and hated, the scene of his, aborted, ill-fated expedition to relieve Emin Pasha, an expedition costing thousands of lives and imposing almost unbearable hardships on the survivors who tramped across the great forest not once, but three times, losing more lives each time through fighting, sickness and desertion.</p> <p>Anyone who has stood in the silent nearly desolate emptiness of a tropical rain forest must know how Stanley and his followers felt, coming as they all did from an open country of rolling plains, of sunlight and warmth. A number of people who have visited the Ituri since, and many who have lived there, feel just the same, overpowered by the heaviness of everything—the damp air, the gigantic water-laden trees that are constantly dripping, never quite drying out between the storms that come with regularity, the very earth itself heavy and cloying after the slightest shower. And above all, such people feel overpowered by the seeming silence and the age-old remoteness and loneliness of it all. This is the world of the rain forest in the Belgian Congo.</p> <p>But there are feelings of outsiders, of those who do not belong to the forest. If you are of the forest, it is a very different place especially if you've lived there all of your life. What seems to other people to be eternal and depressing gloom becomes a cool, restful, shady world with light filtering lamely through the tree tops that meet high overhead and shut out the direct sunlight—the sunlight that dries up the non-forest world of the outsiders and makes it hot and dusty and dirty.</p> <p>Garry Jefferson Page 2</p>	<p>Anthropology 150 Forest</p> <p>Even the silence is a myth. If you have ears for them, the forest is full of sounds—exciting, loud, mysterious, mournful, joyful. The shrill trumpeting of an elephant or the sickening cough of a leopard (or the hundred and one sounds that can be mistaken for it), always makes your heart beat a little uneasily, telling you that you are just the bit scared, or even more. At night, you hear a weird, long-drawn-out, soulful cry high up in the trees. It seems to go on and on, and you wonder what kind of creature can cry for so long without taking breath or a break in the action. The people of the forest say it is the chameleon telling them that there is honey nearby. Scientists will tell you that chameleons are unable to make any such sound. But the forest people of Ceylon also know the song of the chameleon. Then the pathetic cry of the pigeon, a plaintive cooing that slides from one note down to the next until it dies away in a soft, sad, little moan.</p> <p>There are a multitude of different sounds, but most of them are as joyful as the birds that chase one another through the trees, singing as they go, or the chatter of the handsome black-and-white Colobus monkeys as they leap from branch to branch, watching with curiosity everything that goes on below. And the most joyful sound of all to me is the sound of the forest people as they sing a hazy chorus of praise to this wonderful world of theirs. This cascade of sound echoes among the trees until it seems to come at you from all sides in sheer beauty and truth and goodness, full of the joy of living. But if you are an outsider from the non-forest world, I suppose this glorious song would just be another noise to grate on your nerves. This orchestra of delightful sounds is what I liked best about the forest in the Belgian Congo.</p> <p>The world of the forest is a closed, possessive world, hostile to all those who do not understand it. At first sight you might think it hostile to all humans, because in every</p> <p>Garry Jefferson Page 3</p>
<p>Anthropology 150 Forest</p> <p>village you find the same suspicion and fear of the forest—that blank, impenetrable wall. The villagers are friendly to strangers, offering them the best of whatever food and drink they have, and always clearing out a house where the traveler can rest in comfort and safety and security. But these villages are set among plantations cut from the heart of the forest around them. It is from the plantations that the good food comes, not from the forest, and for the villagers life is a constant battle to prevent their plantations from being overgrown.</p> <p>They speak of the entire world beyond the plantations as being a fearful place, full of malevolent spirits and not fit to be lived in except by animals and Balmbani, which is what the village people call the Pygmies who are the heroes of our story. The villagers, some Bantu and some Sudanic, keep to their plantations and seldom go into the forest unless it is necessary. For them it is a place of evil. They are outsiders to the forest world.</p> <p>But the Balmbani are the real people of the forest. Whereas the other tribes are relatively recent arrivals, the Pygmies have been in the forest for many millions of years. It is their world, and in return for their affection and trust it supplies them with all their needs. They don't have to cut the forest down to build plantations, for they know how to hunt the game and gather the fruits that grow in abundance there. They know how to distinguish the sweet-looking itaba wine from the many others it resembles so closely, and they know how to follow it until it leads them to a cache of nutritious, sweet-tasting roots. They know the tiny sounds that tell where the bees have hidden their honey; they recognize the kind of weather that brings a multitude of different kinds of mushrooms springing to the surface; and they know what kinds of wood and leaves often disguise this food. The exact moment when termites swarm, at which time they must be caught to</p> <p>Garry Jefferson Page 4</p>	<p>Anthropology 150 Forest</p> <p>provide an important delicacy, is a mystery to any but the people of the forest. They know the secret language that is denied all outsiders and without which life in the forest is an impossibility. This is what lets them survive in the forest.</p> <p>From <i>The Forest People</i> by Colin M. Turnbull</p> <p>Garry Jefferson Page 5</p>

Skill Builder 10.2 Create a Table of Contents

<p>Good Old Family Recipes</p>	<p>Table of Contents</p> <p><i>Hors D'Oeuvres</i> 1</p> <p>Hot Artichoke Dip 2</p> <p>Chen Dip 3</p> <p><i>Brunch</i> 4</p> <p>Egg and Sausage Casserole 5</p> <p>Quiche Lorraine 6</p> <p><i>Entrees</i> 7</p> <p>Chicken Dijon 8</p> <p>Cornd Beef and Cabbage 9</p> <p><i>Desserts</i> 10</p> <p>Banana Nut Bread 11</p> <p>Mixed-Berry Supper 12</p>
<p>Hors D'Oeuvres</p>	<p><i>Hot Artichoke Dip</i></p> <p>Ingredients</p> <p>1 10-ounce can of water-packed artichoke hearts, well drained and finely minced</p> <p>1 cup mayonnaise</p> <p>1 cup freshly grated Parmesan cheese</p> <p>1/4 garlic clove, minced and finely minced</p> <p>1 table-spoon onion, finely minced</p> <p>Procedure</p> <p>1. In a small bowl mix the artichokes with the mayonnaise and cheese.</p> <p>2. Stir in the garlic and onion.</p> <p>3. Pour into a small casserole and bake until hot and bubbling, about 15 or 20 minutes.</p> <p>4. Serve with crackers or French bread.</p>

Clam Dip

Ingredients:

18-ounce package cream cheese, softened
1 cup mayonnaise
2 tablespoons onion, finely minced
3 cloves garlic, freshly minced
Salt and pepper, to taste
Few drops Tabasco sauce
1 can minced clams, drained, juice reserved

Procedure:

1. Mix softened cream cheese and mayonnaise together until very smooth. (It is important to let the cream cheese soften or it will be difficult to mix with the mayonnaise.)
2. Add the onion, garlic, salt, pepper, and Tabasco sauce.
3. Add enough of the clam juice to reach a consistency you like.
4. Stir in the clams.
5. Chill at least two hours, but is better made one day ahead.

Makes 2½ cups

3

Brunch

4

Egg and Sausage Casserole

Ingredients

16 oz. pkg. pork (or turkey) sausage
8 oz. French bread cubed
2 1/2 cups nondairy milk
8 oz. eggs (approx. 4-5)
1 cup Mozzarella cheese, shredded
1 cup Cheddar cheese, shredded

Procedure

1. Separate sausage and drop into skillet.
2. Cook over medium heat until browned.
3. Drain.
4. Place bread cubes in greased 9x13 baking dish.
5. Top with sausage.
6. Combine milk, egg and pour over meat.
7. Combine cheese and sprinkle over top.
8. Cover with foil. Chill several hours or overnight.
9. Remove foil and bake at 350° for 35 to 40 minutes or until golden brown and liquid is absorbed.

5

Quiche Lorraine

Ingredients

9-inch pie shell
Filling suggestions: bacon, onion, mushroom, spinach
1 cup Swiss or Gruyere cheese, cubed
½ cup Parmesan cheese
4 eggs, lightly beaten
2 cups (1 ½ usually enough) heavy cream
½ teaspoon nutmeg
½ teaspoon salt
½ teaspoon white pepper

Procedure

1. Preheat oven to 425°.
2. Bake pastry 5 minutes.
3. Pre-filling in pie shell.
4. Add cheese.
5. Blend eggs, cream, nutmeg, salt, and pepper.
6. Pour in pie shell.
7. Bake at 300°-350° for 45 minutes or until firm.

6

Entrees

7

Chicken Dijon

Ingredients
2 whole chicken breasts split, skinned and boned
1 tablespoon oil
2 tablespoons all-purpose flour
1 cup chicken broth
½ cup light cream (half and half)
2 tablespoons butter
2 cups sliced mushrooms (1½ pound)
Dash cayenne pepper (or two or three)
2 tablespoons Dijon-style mustard
Chopped fresh parsley

Procedure
1. In skillet, sauté chicken in the oil and butter over medium heat until brown and tender, about 20 minutes.
2. Remove chicken to warm platter.
3. Add mushrooms to skillet, drippings and sauté until light brown.
4. Remove to platter.
5. Add flour to skillet, cook while stirring until bubbly.
6. Add broth and cream.
7. Cook, stirring until smooth and thickened.
8. Blend in cayenne and mustard.
9. Put browned chicken and mushrooms back into sauce.
10. Simmer, covered, until chicken is piping hot, about 5 minutes.
11. Dish up on hot platter with sauce.
12. Sprinkle with parsley.
13. Serve with steamed rice and vegetable.

Makes 4 servings.

8

Corned Beef and Cabbage

Ingredients
4-5 lbs. corned beef
1 head cabbage
3 potatoes sliced in half

Procedure
1. Simmer corned beef for 2 hours.
2. Pour off all water.
3. Cover with fresh water.
4. Simmer for 4 more hours.
5. Add cabbage 1 hour prior to serving.
6. Add potatoes ½ hour prior to serving.
7. Trim off fat, slice across the grain, and serve.

9

Desserts

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<p><i>Banana Nut Bread</i></p> <p>Ingredients</p> <p>½ cup coarsely chopped walnuts (3 ounces) 1 ½ cups unbleached all-purpose flour 1 teaspoon baking soda ½ teaspoon cinnamon ½ teaspoon salt 1 cup sugar 2 large eggs ½ cup canola oil 3 medium overripe bananas, mashed (1 ½ cups) 1 teaspoon pure vanilla extract</p> <p>Procedure</p> <ol style="list-style-type: none"> 1. Preheat the oven to 350°. 2. Coat a 9x5-inch loaf pan with oil or vegetable oil cooking spray. 3. Spread the walnuts in a pie pan and toast in the oven for 5 to 8 minutes, or until fragrant. Let cool. 4. In a medium bowl, whisk the flour with the baking soda, cinnamon and salt. 5. In another bowl, combine the sugar, eggs and oil and beat at high speed until light-colored and creamy. 6. Add bananas and vanilla; beat until smooth. 7. Stir in the dry ingredients until thoroughly blended. 8. Fold in the walnuts. 9. Pour the batter into the prepared pan and bake in the middle of the oven for 50 – 60 minutes, or until the top is springy and a cake tester inserted in the center comes out clean. 10. Let the loaf cool in the pan for 10 minutes before turning it out onto a rack to cool completely. <p>The bread can be wrapped tightly in plastic and refrigerated for up to 5 days or frozen for up to 2 months.</p>	<p><i>Mixed-Berry Napoleon</i></p> <p>Ingredients</p> <p>3 cups assorted fresh berries (such as raspberries, blackberries, blueberries and sliced strawberries) 5 tablespoons sugar 1 cup chilled whipping cream 1 8-ounce container mascarpone cheese 1 teaspoon vanilla extract</p> <p>Procedure</p> <ol style="list-style-type: none"> 1. Toss berries in medium bowl with 3 tablespoons sugar. Let stand 30 minutes. 2. Using electric mixer beat whipping cream, mascarpone, vanilla, and remaining 2 tablespoons sugar until the mixture it stands soft peaks. 3. Place berries in dessert cups. 4. Top each with a spoonful of mascarpone cream.
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Skill Builder 10.3 Create Cross-References

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Coachella Valley Dining

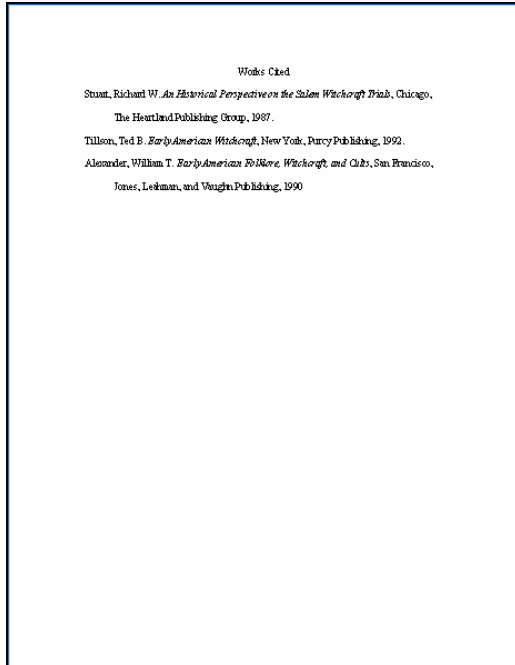
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- Fisherman's Market & Grill (Seafood)
- Francophile's (Mexican)
- La Provence (European)
- Riccio's (Italian)
- The Bombay Grill (Indian)


Assessment Exercises

Assessment 10.1 Create Multiple Headers and Footers

<p style="text-align: right;">Thomas 1</p> <p>Cynthia Thomas Professor Jackson American History 100 Today's Date</p> <p style="text-align: center;">The Salem Witchcraft Trials</p> <p>The village of Salem, Massachusetts, experienced one of the strangest events in history between the months of February and September 1692. During these eight months, the village experienced widespread accusations of witchcraft and sorcery. Initially, the problems afflicted a few individuals, but they soon grew to affect the entire community. These accusations resulted in over 100 arrests and 19 executions. Witchcraft and witch trials had been around for centuries in Europe, but they had never occurred in such large numbers in the colonies. The widespread accusations resulted in the establishment of a special court just to deal with the accused witches. This court accepted strange evidence and tried people from all aspects of society.</p> <p>The Massachusetts Bay Company was founded the village of Salem in 1626. The village grew as more settlers came to the New World from Europe. The community experienced a setback in 1684 when the English authorities abolished the original form of government. A new government was established but was overthrown in 1689 in a bloodless coup that left the entire colony of Massachusetts without a legitimate government. This became a serious problem in 1692 when the accused witches were arrested. Without a legitimate government, the authorities in Massachusetts had no legal right to bring the accused witches to trial. The trials did not begin until the newly</p>	<p style="text-align: right;">Thomas 2</p> <p>appointed governor, Sir William Phips, arrived with a new charter for the colony. The first arrests were made in February, but the new governor did not arrive until early June.</p> <p>Witchcraft in the Americas dates back to the fifteenth century. In 1494, the belief in witchcraft received the attention of the Roman Catholic Church. The church believed that witches worked for the Devil. They reasoned that since the Devil was a spiritual being, he must work through human beings. They believed that a witch would call his or her soul to the devil in return for certain powers. They believed that these powers would be used to injure other people.</p> <p>The belief in witchcraft spread throughout Europe in the sixteenth and seventeenth centuries. Thousands of people were hanged and burned for practicing witchcraft. The belief in witches came to the New World with the colonists. Actual convictions and executions for witchcraft were far less common in the colonies than in Europe until 1692 when the Salem witch trials occurred. The sentence of the convicted depended upon the degree of witchcraft that was practiced.</p> <p>Witchcraft came in three different degrees. First-degree witchcraft was the practice of white magic. This involved the use of charms and spells such as carrying a rabbit's foot or hanging a horseshoe upside down over a door. The intentions in first-degree witchcraft were usually innocent; therefore, the punishment was merely a verbal lashing from the local clergy. Second-degree witchcraft was referred to as black magic. This was much more serious than white magic because it was intended to be used maliciously. Black magic was considered an appeal to the Devil in order to accomplish evil. Third-degree witchcraft was very serious. This involved actually selling one's soul</p>
<p style="text-align: right;">Thomas 3</p> <p>to the Devil and becoming his servant. This was the type of witchcraft used in Salem in 1692, and the punishment was almost always death.</p> <p>There were relatively few cases of witchcraft in New England prior to 1692. The cases that did occur were most often minor, and the victims exhibited similar symptoms. The most common symptom was the occurrence of convulsive fits. These were violent fits that convinced most of the authorities that the afflicted person could not possibly be acting. In 1671 a woman named Ethel Kelly developed pains in her legs and arms, and she then began choking as if something were lodged in her throat. She then began having violent fits which lasted for several months.</p> <p>The church had a great deal of influence over the people living in Salem. The church at this time was very powerful and used its power to control the behavior of its members. The church was, after all, the center of the Puritan community. All freemen after 1631 were forced to join the church and all persons had to attend church whether or not they were members. The church had great influence and some control over the government, since all people were church members. Because witches were believed to be the Devil's workers, the church strongly believed in witchcraft and endorsed the execution of witches. Their logic was that the Devil would ultimately be weakened if he lost his workers.</p> <p>On May 14, 1692, newly appointed governor William Phips arrived in Boston. One of his first tasks was the establishment of a court to deal with the accused witches. The court of Oyer and Terminer was established, with lieutenant governor William Stoughton as its Chief Justice. The Court of Oyer and Terminer opened its proceedings on June 2, 1692, and the first trial resulted in a death sentence. The first person to be</p>	<p style="text-align: right;">Thomas 4</p> <p>hanged was a woman named Bridget Bishop. The place of execution would soon come to be known as "Witches Hill." The second sitting of the court heard five cases, each resulting in a death sentence. On August 5, five more people were sentenced to die, including the Reverend George Burroughs. In early September more people received death sentences, and on September 17 at the final sitting of the court, two more death sentences were handed down. The Court of Oyer and Terminer sentenced a total of nineteen people to death, mostly by hanging.</p> <p>The Salem witch trials were indeed one of the darkest events in colonial history. Although witch trials and witch hangings did not begin at Salem, it was in Salem that they reached their peak. The trials included people from all levels of society. Nineteen people were executed, and hundreds more were persecuted.</p>




Assessment 10.2 Create an Index

<p>Bed and Breakfast Inns of California</p> 	<p>Northern California</p> <p>Emily's Inn A magnificently restored turn-of-the-century Queen Anne Victorian home. Ten elegant guestrooms, each with private bath and whirlpool. Located in the heart of Sonoma County wine country, just four blocks from the town center where you will find elegant restaurants, shops, and wineries. A scrumptious breakfast awaits you every morning prepared by our Chef, Albert, who trained in France. Town: Sonoma Hosts: Doug and Gail</p> <p>The Speck House Experience beautiful Northern California mountains outside our cozy Bed & Breakfast. We offer antique filled rooms with king-size beds, private bath, and small refrigerator. A full breakfast is served in the elegant dining room overlooking a beautiful rose-trimmed herb garden. Town: Dunbar Hosts: Jack and Barbara</p> <p>Inn on the Square Built in 1872, this Old English mansion will remind you of the days of Shakespeare. Four elegant suites with original carved redwood moldings, stained columns, and fireplace. A truly delicious full breakfast, evening happy hour with international cheese and homemade spreads, and of course, afternoon tea. Town: Santa Rosa Hosts: Noah and Dore</p>
--	--

<p>Central Coast and Valley</p> <p>Wesley House Spectacular ocean-view rooms or oceanfronts with patios or balconies. All beautifully decorated rooms have wood-burning fireplaces and private baths. Champagne and fruit and cheese tray is served on arrival and an expanded continental breakfast awaits you each morning. Enjoy the outdoor heated pool or lose yourself in the charming tower of Camel Hall or antique shops, art galleries, and gift shops. Town: Camel Hosts: John and Jerry</p> <p>Carmichael Inn Flowers abound with flowers, rooms overlooking the bay, and the sound of seals bark you to sleep at night. All rooms have king-size beds and wood-burning fireplaces. You will find a fruit and cheese snack in your room when you arrive and a hearty home-made breakfast will be delivered to you in the morning together with the morning paper. Enjoy the Monterey Bay Aquarium, biking along 17-Mile Drive, and picnicking on the beach. Town: Monterey Hosts: Jack and Marilyn</p> <p>Murphy's Inn Built in 1886, Murphy's Inn is a National Historic Landmark with 15 rooms, including 5 cottages and a lovely garden suite with Jacuzzi. Each room has a private bath and is tastefully decorated to reflect the building's Victorian charm. Serve a full breakfast served on old Sheffield silver and Victorian-style china, crystal, and lace. Some rooms have spectacular views of waves crashing against the rocks. Town: Pacific Grove Hosts: Glenn and Gloria</p>	<p>Index</p> <p>C Camel Coastal Valley 2 Carmichael Inn 2 Murphy's Inn 2 Wesley House 2</p> <p>J Northern California 2 Buck's Inn 2 Inn on the Square 2 The Beach House 2</p> <p>T Towns 2 Camel 2 Pacifica 2 Monterey 2 Pacific Grove 2 Santa Barbara 2 Sonoma 2</p>
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Critical Thinking Exercises

Critical Thinking 10.1 On Your Own—Table of Contents and Index

<p>Health-e-Meals.com</p> <p>Annual Report</p> <p>Prepared by Geoffrey Judson Today's Date</p> 	<p>Table of Contents</p> <p><i>FY 2003 Revenue Results</i> 2 Online Sales 2 B&B Number Sales 2 <i>FY 2004 Revenue Forecast</i> 2 <i>New Product Plans</i> 2 Dessert Items 2 Healthy Beverages 2 <i>Internet Strategy</i> 2 <i>Employee Benefits</i> 2 401K Plan 2 Profit Sharing Plan 2</p>
--	--

FY 2003 Revenue Results

We had another great year with our overall sales growing by 15%. This is due to the hard work and commitment of our employees.

Online Sales

Online sales increased by 27% as more and more consumers recognized the superior quality of our products. Our dessert line did especially well.

800 Number Sales

800 number sales grew by 5%. This is encouraging considering that many people who ordered through the 800 number in the past have been reordering.

1

FY 2004 Revenue Forecast

FY 2004 will be another great year! We expect overall revenue growth of 30% as our new product lines hit the shelves.

2

New Product Plans

This year will be our biggest new product launch in over five years. We will be introducing our long-awaited dessert items and our new healthy beverage line.

Dessert Items

We will introduce over 25 healthy desserts to be sold in specialty stores throughout the country.

Healthy Beverages

Everyone loves the new fruit beverages. We certainly have a treat in store for mango and papaya lovers.

3

New Product Plans

This year will be our biggest new product launch in over five years. We will be introducing our long-awaited dessert items and our new healthy beverage line.

Dessert Items

We will introduce over 25 healthy desserts to be sold in specialty stores throughout the country.

Healthy Beverages

Everyone loves the new fruit beverages. We certainly have a treat in store for mango and papaya lovers.

3

Internet Strategy

Our new Web site will be operational by June 20. We expect large numbers of current and new customers to begin ordering directly from the site. To promote the site, we will offer 20% discounts on all Web site orders for the first 90 days of operation.

4

Employee Benefits

Employee Benefits

We realize that our employees are responsible for our success. For this reason, we are introducing two exciting new benefits for current and new employees.

401K Plan

401K Plan
You can contribute up to 15% of your pay or \$10,500 annually to the 401K plan. This money is taken in pretax dollars and can be invested tax-free until you retire.

Profit Sharing Plan

Profit Sharing Plan
We will contribute 5% of our pretax profits to an employee profit sharing plan. The money will be distributed to employees based upon time of service and base salary.

3

Index

5		FY2006 Economic Forecast.....2
		f
Employee Benefits.....3		
401K Plan.....3		Interest Strategy.....4
Profit Sharing.....3		M
5		New Product.....3
FY2006 Economic.....1		Discounts.....3
800 Number Sub.....1		Healthy Exchange.....3
Online Sub.....1		

6

Critical Thinking 10.2 On Your Own Master Document

Murphy Genealogy and Family History

Compiled by Arthur Murphy

Table of Contents

Frederick Murphy and Ruby Pledger 3

Robert Murphy 5

Elizabeth Murphy 6

[A:\Frederick.doc](#)

[A:\Robert.doc](#)

[A:\Elizabeth.doc](#)

Lesson 11 – Creating a Research Paper

Hands-On Exercises

Hands-On Lesson 11

Richardson 1

Note: Student files may resemble the example shown. Variations are also possible.

George Richardson
Professor Wilkins
Office Technology 122
May 22, 2003

Richardson 2

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Figure B DOD and ARPA/ET	5
Figure C National Science Foundation	5
Figure D ISI/NET and TCP/IP	6
Figure E First Graphical Browser	6
Figure F Netscape	6
Figure G War of the Browsers	6
Figure H Email Exceeds SmallMail	7

Richardson 3

Internet Commerce

The Internet had its origins in the 1960s when the Department of Defense developed a communications network to connect the computers of various military installations. The Department of Defense removed its computers from this network in the 1980s and turned over the controls to the National Science Foundation (NSF). In 1992 the U.S. government withdrew funding from the NSF and encouraged private companies to administer and control the "Internet." It was at this point that Internet commerce was born. Companies both large and small suddenly realized the enormous marketing potential of this global computers network. In fact, the Internet could become the largest global marketplace by 2007.¹

The commercial potential of the Internet stems from the fact that it is a global network with inexpensive access.² The Internet is also available 7x24. The World Wide Web adds multimedia capabilities to the Internet, which is important for marketing and advertising. Quick product delivery, automated order-taking, and low overhead are several more factors that are driving Internet commerce.³

Internet commerce will be a driving force in the global economy of the twenty-first century. There are still obstacles to overcome, but technology and market forces will propel this new commercial medium forward at a rapid pace.

* This is the opinion of many business leaders and economists.

² This is true in the United States, but many designations still have high rates due to limited competition among Internet service providers.

¹ These factors depend upon the capabilities of individual companies.

Richardson 4

The Internet accounted for over \$60 billion in retail sales in 2001.¹ This number could reach \$200 billion by the year 2005. However, the largest portion of the Internet commerce pie went to commerce between businesses. Business to business Internet commerce could be as large as \$17 trillion by 2005.² No matter how you slice the pie, the Internet will provide huge dividends for retailers, brokerages, banks, and other types of businesses.

Perhaps the biggest obstacle to online commerce has been the potential lack of security. Many consumers are hesitant to enter credit card numbers in an electronic form on some computer system in cyberspace. Even though recent studies have shown that electronic commerce is more secure than offline commerce, consumers are still cautious.⁵ Privacy is also a concern for many consumers. Most consumers are already overwhelmed with junk mail, illicit telephone calls, and deceptive advertising.

⁴ Richard J. Smith, *Internet Commerce*, New York: Technogy Press, New York, NY, 2001, p. 233.

¹ Steven Corby, *Investing in Art: A Wealth Management*, Silicon Valley Press, San Jose, CA 2001, p. 180.

Richardson 5

Evolution of the Internet

The Internet revolutionized communications exponentially. The following PowerPoint presentation highlights several key events in the timeline of the evolution of the Internet. Two high points particularly significant to Internet commerce were the development of graphical browsers and electronic mail. Alluring graphics tempt shoppers, and email confirmations arrive in your inbox within seconds of placing an order.



Figure A: Introduction



Figure B: DOD and ARPANET

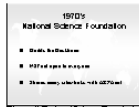


Figure C: National Science Foundation

Richardson 6



Figure D: MIMIEP and TCP/IP



Figure E: First Graphics Browser



Figure F: Mosaic



Figure G: War of the Browsers

Richardson 7



Figure H: Enron v. Exposed: EnronMail

As the future of the Internet continues to evolve, the troublesome problems of security and privacy continue to need attention. But many remain convinced that technology will be able to address these concerns and society in general will be persuaded that the Internet is a safe place to conduct commerce.

Richardson 8

Search Engines

A new Google Labs experiment called the [Google Desktop](#) is a search application that lets PC users perform Google searches at any time from any application. Like the [HotBot Desktop](#), the Google Desktop is a free software download that appears as a search box in the Windows taskbar at the bottom right of most Windows-based PCs.

Table of Authorities

CASES	
<i>Universal City Studios, Inc. v. Corley</i> , 273 F.3d 429 (2d Cir.182001).....	2
<i>Universal City Studios, Inc. v. Reimerdes</i> , 111 F.Supp. 2d 294, 306 (E.D.N.Y.2000).....	3
STATUTES	
California's Uniform Trade Secrets Act ("UTSA"), Cal. Civ. Code § 3426.....	2
Digital Millennium Copyright Act ("DMCA"), 17 U.S.C. §§ 1201-1205 (2000).....	3

Second, in holding California's Uniform Trade Secrets Act ("UTSA"), Cal. Civ. Code § 3426, unconstitutional as applied to the facts of this case, the court of appeal engaged in an incomplete, and therefore flawed, First Amendment analysis, which led to the wrong result. In automatically treating the source code to the DVD descrambling "DeCSS" software as "pure speech" subject to prior restraint analysis, the court of appeal failed to consider the substantially functional (i.e., nonexpressive) nature of computer code. The court therefore failed to apply the appropriate analysis for determining whether Government action affecting speech (here, through a private lawsuit aimed at preventing the unlawful dissemination of trade secrets) should be considered under strict or intermediate scrutiny. As a result, the court of appeal's decision reviewing the superior court's preliminary injunction departed from First Amendment precedent and accorded too little protection against harmful computer code. Indeed, the court of appeal stands alone as the only court to hold that computer source code is pure speech. (here, through a private lawsuit aimed at preventing the unlawful dissemination of trade secrets) should be considered under strict or intermediate scrutiny. As a result, the court of appeal's decision reviewing the superior court's preliminary injunction departed from First Amendment precedent and accorded too little protection against harmful computer code. Indeed, the court of appeal stands alone as the only court to hold that computer source code is pure speech.

The United States Court of Appeals for the Second Circuit considered a similar issue involving the very same DeCSS source code in *Universal City Studios, Inc. v. Corley*, 273 F.3d 429 (2d Cir.18 2001) ("Corley"), a case brought by member motion picture studios of *amici*: MPAA. Expressly declining to follow the *Buenos* court of appeal's First Amendment analysis, the Second Circuit determined that intermediate scrutiny—not strict scrutiny—was the appropriate test for judging Government action against DeCSS's dissemination of the secret keys that prevent unauthorized viewing and copying of DVDs. Applying intermediate scrutiny, the Second Circuit

upheld a permanent injunction under the federal Digital Millennium Copyright Act ("DMCA"), 17 U.S.C. §§ 1201-1205 (2000),² against distribution of the DeCSS code.


Third, the court of appeal's decision failed to give sufficient deference to the status of trade secrets as property, which led to an erroneous balancing of First Amendment and intellectual property rights here. The court of appeal thereby undermined the independent value and commercial morality underpinnings of trade secret protection, leaving this valuable intellectual property susceptible to destruction.

Source code is a set of instructions that is compiled into an object code, which a software program then mechanically implements to perform certain functions. See *Universal City Studios, Inc. v. Reimerdes*, 111 F.Supp. 2d 294, 306 (S.D.N.Y. 2000) ("Reimerdes"), *aff'd sub nom. Corley*, 273 F.3d 429. Typically, those functions are benign, such as sending E-mail, reading Web pages, or preparing spreadsheets. Sometimes, however, those functions are harmful, as, for example, computer worms or viruses that replicate and spread to destroy files on a maximum number of victims' hard drives; programs that find and steal passwords and financial information; or programs that facilitate the widespread theft of copyrighted materials.

² The DMCA prohibits, *inter alia*, from knowingly circumventing technological measures that copyright owners use to protect their intellectual property from unauthorized access. See 17 U.S.C. §§ 1201-1202. Excerpted from a brief filed by Motion Pictures Association of America, Inc. et. al. Available at: <http://www.copyrights.com/briefing/Brief7-11-02Amicus.pdf>. Accessed November 12, 2003

Skill Builder Exercises

Skill Builder 11.1 Insert and Delete Footnotes, and Add a Section Break and Page Numbering

<p style="text-align: center;">The English Gardener</p> <p style="text-align: center;">For All of Your Gardening Needs</p> 	<p>The English Gardener</p> <p>Since 1985 The English Gardener has searched for environmentally safe garden products that work. All of our products have been meticulously tested and we represent the best of breed in gardening products.</p> <p>Weed Control</p> <p>We offer a full line of organic products to give you the upper hand when it comes to weeds. Weeds: Watch Out! Control weeds before they grow! Our organic herbicide and fertilizer contains no synthetic chemicals so everyone can enjoy the lawn, ever flower. Our state-of-the-art spreaders make the job quick and easy.</p> <p>Organic Lawn Fertilizers</p> <p>Our all natural lawn fertilizers have been developed and thoroughly tested! Formulas include beneficial soil microorganisms that break down the fertilizer's organic materials to re-establish the natural growing environment—the way Mother Nature intended it. Six major nutrients provide the most nutrients for your lawn's diet.</p> <p>Compost Products</p> <p>We provide complete compost support so you can produce your own rich soil. Our compost bins, aerators, and activators guarantee finished compost ready to enrich the soil for green, lush lawns and plants.</p> <p>Garden Tools</p> <p>From pruning tools to mowing machines, we offer the best products on the market. This season we're introducing Tough Tilly, the unbreakable lightweight tiller that makes gardening easier so you get the job done faster. Optional attachments make this tiller a complete lawn and garden tool.</p> <p style="text-align: right;">*Products used by Oakdale Laboratories, Inc., Oakdale, CA.</p> <p style="text-align: center;">1</p>
<p>The English Gardener Benefit to You</p> <p>There are many reasons for stocking your store with products from The English Gardener. Our sterling reputation for many years of top-notch customer service and the best products on the market make The English Gardener the right choice for you, whether you're in charge of the back yard or the family estate. The English Gardener is here to serve you.</p> <ul style="list-style-type: none"> • wide-ranging selection • aggressive pricing • unparalleled product warranties* • superior products • seasonal promotions • quantity discounts • a staff that's eager to serve <p style="text-align: right;">*Manufacturer's warranty is 60 days.</p> <p style="text-align: center;">2</p>	<p>When You Do Business with The English Gardener...</p> <p>Shipping</p> <p>A variety of shipping options provide speed and economy designed to meet your specific needs. Choices include UPS Ground Service, U.S. Postal Service, truck delivery, and express delivery.</p> <p>Order Processing</p> <p>Fax, mail, or email your order any time or call our 800 number. Store hours are Monday through Friday, 8 a.m. to 9 p.m., Saturday 8 a.m. to 6 p.m.</p> <p>Return Policy</p> <p>All items are guaranteed. Any item may be returned within 60 days for a full refund, credit, or exchange. Please call for an authorization number before making a return. Include packing slip and reason for the return. We require that products be returned in the same condition that you received them.</p> <p style="text-align: center;">3</p>

<p>The English Gardener Products</p> <p>WEED CONTROL</p> <p>Weeds Watch Out! – Easy to apply, kills weeds organically and feeds your lawn naturally with just one application. Eliminates germinating weeds and helps make your lawn the envy of the neighborhood. 5-lb. bag \$8.99, 25-lb. bag \$23.98, 50-lb. bag \$45.95.</p> <p>Hand-Held Spreader – Wide comfortable shoulder strap. Oscillating shutoff plate prevents clumping. High rpm gearbox provides a smooth broadcast. \$29.99.</p> <p>Estate Spreader – Super-duty gearbox, rust-proof polyhopper, 10-inch pneumatic wheels, fully assembled. \$129.98.</p> <p>Retary Drop Spreader – Directly distributes materials directly beneath the hopper, providing accuracy in placing fertilizer and pest control products just where you need them. Heavy duty and rust-proof. \$239.79.</p> <p>ORGANIC LAWN FERTILIZERS</p> <p>Perfect Blend for Trees and Shrubs – Formulated for shade trees, flowering trees, shrubs, evergreens and roses. 20-lb. bag \$19.75.</p> <p>Perfect Blend for Vegetables – Designed to improve the quantity and quality of the vegetables in your garden. This organic fertilizer makes gives you peace of mind about what you are feeding your family. 20-lb. bag \$22.54.</p> <p>Perfect Blend for Flowers – Give your annuals and perennials the right combination of nutrients to produce vigorous growth, strong resilient stalks, and large blossoms. 20-lb. bag \$18.99.</p>	<p>COMPOST PRODUCTS</p> <p>Bee Hive Bin – Yard and kitchen waste produce a steady supply of rich black compost. Bin design speeds composting. Made of 40 lbs. of thick, heavy-duty molded plastic. Its lid keeps compost from drying out and keeps away pets and wildlife. \$99.95.</p> <p>Compost Aerator – The easy way to aerate your compost heap. Four wings with serrated cutting edges cut through roots and tough waste to open up air passages. Mixes and aerates your compost pile faster for more complete results. \$24.98.</p> <p>Quick Compost Activator – Stimulates the composting process, converting organic matter to rich dark humus. The same bacteria and enzymes that occur in nature provide finished compost in the shortest time possible. 2-lb. bag \$7.95, 8-lb. bag \$20.95.</p> <p>GARDEN TOOLS</p> <p>Little Red Wheelbarrow – Designed for ease of use, lightweight with overall stability and balance. Easy loading, no stooping or lifting, all season rust proof. Heavy duty double wheel. \$169.99.</p> <p>Perfect Trimmers – Easy grip, non-stick coating, corrosion proof, stainless steel blades. Perfect for pruning, flanking, and deadheading. \$19.95.</p> <p>Tough Tilly – Weighs only 26 pounds and comes fully assembled and ready to work. Powerful, 12 amp motor, easy to operate, fingertip throttle for easy operation. \$239.95.</p> <p>Mighty Mulcher™ – Efficient mulching, unique multi-speed disc control for varying conditions. Course to fine adjustment settings, extra large diameter funnel, high-density poly for long life and easy maintenance.</p>
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Skill Builder 11.2 Document Properties

See the file from Skill Builder 11.1 for this exercise.

Skill Builder 11.3 Table of Authorities

<p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>5</p> <p>6</p> <p>7</p> <p>8</p> <p>9</p> <p>10</p> <p>11</p> <p>12</p> <p>13</p> <p>14</p> <p>15</p> <p>16</p> <p>17</p> <p>18</p> <p>19</p> <p>20</p> <p>21</p> <p>22</p> <p>23</p> <p>24</p> <p>25</p>	<p>TABLE OF AUTHORITIES</p> <p>Cases</p> <p><i>Plasart v. Layman</i>, <i>Acme Ins. Co.</i> (1989) 227 Cal.App.3d 1413, 1433</p> <p><i>Robertson v. Elkhorn</i> (1987) 72 Cal.App.3d 823, 854</p> <p><i>Wesley Ins. Co. v. Castle Ins. Co.</i> (1989) 44 Cal.App.4th 1297, 1304</p> <p><i>Whitford v. Alexander Ins. Co.</i> (1988) 10 Cal.App.4th 854, 875</p> <p>B. THE DISTINCTION BETWEEN OCCURRENCE POLICIES, CLAIMS MADE POLICIES AND CLAIMS MADE AND REPORTED POLICIES MUST BE RECOGNIZED.</p> <p>There are three types of professional liability insurance policies: (1) an "occurrence" based policy; (2) a "claims-made" policy; and (3) a "claims-made and reported" policy.</p> <p>Originally, all professional liability policies were "occurrence" policies. Under an "occurrence" policy, the act or omission on which the claim is based must have occurred during the policy period, even if the claim is made after the policy expired. See <i>Robertson v. Elkhorn</i> (1987) 72 Cal.App.3d 823, 854. Insurers realized that "occurrence" policies were unrealistic in the context of professional malpractice because the injury often did not occur until years after the negligent act or omission. To reduce exposure on this unpredictable "tail" of liability, most professional liability insurers have now shifted to "claims-made" policies. See <i>Plasart v. Layman</i>, <i>Acme Ins. Co.</i> (1989) 227 Cal.App.3d 1413, 1433.</p> <p>Under an "occurrence" based policy, the act or omission on which the claim is based must have occurred during the policy period, even if the claim is made after the policy has expired. By contrast, a "claims-made" policy limits coverage to claims made against the insured during the policy period. See <i>Wesley Ins. Co. v. Castle Ins. Co.</i> (1989) 44 Cal.App.4th 1297, 1304. Under a "claims-made" policy, it makes no difference when the negligent act or omission occurred. "[T]he insurer generally is responsible for loss resulting from claims made during the policy period no matter when the liability-generating event took place." (<i>Whitford v. Alexander Ins. Co.</i> (1988) 10 Cal.App.4th 854, 875). Thus, coverage under a "claims-made" policy can only be triggered by transmission of notice of a claim.</p>
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Assessment Exercises

Assessment 11.1 Create a Table of Figures and Captions

Hamilton and Richards Realtors

Residential Property Listings




Table of Figures

Figure 1 Pleasant Valley charming cottage

Figure 2 Burgundy Valley attractive updated home

Figure 3 Pleasant Valley cottage with delightful garden

Figure 4 Kensington executive 3-baygarage home

Figure 5 Lakeville countryhome with dock

2

Hamilton and Richards Realtors

We list the best properties in the area!

Residential Listing #8976

Right in the heart of Old Town!




Figure 1 Pleasant Valley charming cottage

Charming 4 bedroom, 3 bath vintage cottage in desirable Village Park district. Large fruit trees on a level lot. This sunny little home is a walking distance of Old Town, parks, school, and transportation. Living room has beautiful hardwood floors and tiled fireplace with wood mantle. Custom woodwork throughout.

128 Sycamore Avenue
Pleasant Valley

2000 square feet
4 bedrooms
3 baths
240 x 240 lot

Residential Listing #4597

Working winery in Burgundy Valley!




Figure 2 Burgundy Valley attractive updated home

245 Chardonnay Lane
Burgundy Valley

This premier property boasts mature, producing vineyards. You will be delighted the moment you enter this updated home with tasteful appointments and a warm, inviting atmosphere. Enjoy the beautifully remodeled kitchen, and recognize that this home was designed for a comfortable lifestyle.

3200 square feet
5 bedrooms
3 baths
5 acres

Word 2003

Page 108 of 173

Residential Listing # 5579 Daring cottage in Pleasant Valley!	Wonderfully remodeled kitchen with granite counter and new cabinets, updated appliances. Living room with wood floors, fireplace, crown molding, and built-in china cabinet. Office with garden window, tile floors and door to back yard. Full attic storage, newer plumbing, fresh interior paint, newer windows. Beautiful garden with roses, lemon trees, and so very private.
	1500 square feet 2 bedrooms office 2 baths 5000 sq ft lot

Figure 3 Pleasant Valley cottage with delightful garden

5


Residential Listing # 7125 Kareington farm country.	Charming built circa 1945. Original pine wood moldings in the living room and formal dining room. Lowly brick fireplace in the living room. Sit on the front porch and enjoy the remains of the day watching the sunset. The house and yard have been lovingly maintained - ready to move right in. Hot tub.
	2300 square feet 3 bedrooms 2 baths 2 acres

Figure 4 Kareington two-story vintage charmer

6

Residential Listing # 7123 On the water!	This home features beautiful oak floors and the living room has a large picture window and French doors that open to the lake. Get your exercise rowing before breakfast and float into the sunset in the evening. Fireplace in living room, open dining area with skylight, red oak hardwood floors throughout, new kitchen appliances.
	1500 square feet 2 bedrooms 2 bath 1000 sq ft lot

Figure 5 Lakeville waterfront cottage with dock

7

Assessment

11.2 Complete a Research Assignment with Footnotes

Student Name 1

Note: Student files may resemble the example shown. Variations are also possible.

Student Name _____

Professor Higgins

Humanities 101

Today's Date _____

Style Guide Research

Modern Language Association

Founded in 1888, the Modern Language Association of America provides opportunities for its members to share their scholarly findings and teaching experiences with colleagues and to discuss trends in the academy. MLA members host an annual convention and other meetings, work with related organizations, and sustain one of the finest publishing programs in the humanities. For over a hundred years, members have worked to strengthen the study and teaching of language and literature.¹

Council of Science Editors

CSE's mission is to promote excellence in the communication of scientific information. CSE's purpose is to serve members in the scientific, scientific publishing, and information science communities by fostering networking, education, discussion, and exchange and to be an authoritative resource on current and emerging issues in the communication of scientific information.³

* ModernLanguage Association. LearnMore about the ModernLanguage Association.

Available at: www.mh.org. Accessed Today's Date.

Available at www.bis.org/poc/news/Today'sData.

.....

Student Name 2

Linguistic Society of America

The Linguistic Society of America (LSA) was founded in 1924 to advance the scientific study of language. Linguistics has developed dramatically in the intervening years, greatly expanding the understanding of human language. LSA is the largest linguistic society in the world and welcomes linguists of all kinds. It is the only umbrella professional linguistics organization in the US, with over 7,000 personal and institutional members. **LANGUAGE** official journal of the LSA, continues to publish across the subfield, and LSA's annual meetings (**2014 Boston**), bilingualism institutes, and other activities promote linguistic studies from many different perspectives.¹

¹ Linguistic Society of America. Linguistic Society of America.

Available at: www.bads.org/page.do Today's Date: _____

Critical Thinking Exercises

Critical Thinking 11.1 Web Research

Jackson 1

Samantha Jackson

Professor Davidson

Marketing 101

Today's Date _____

The Growth of Ecommerce

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* This is footnote number 1

² This is foot-note number 2

¹ This is footnote number 3.

Jackson 2

[illegible]

Critical Thinking 11.2 Web Research

Health-e-Meals.com

A Great Big Growth Opportunity



3/3/04

1

[illegible][illegible][illegible][illegible]

3/3/04

2

Lesson 12 – Web Integration: Posting an Online Resume

Hands-On Exercises

Hands-On Lesson 12

<p>Job Search Web Sites Monster.com JobFinder.com</p>	<div data-bbox="865 447 1211 483"><div>1614 Ponderosa Street Costa Mesa, CA 92626</div><div>Phone 714-540-0936 E-mail triley@yahoo.com</div></div> <h2 data-bbox="500 493 768 546">Terry Riley</h2> <hr/> <div data-bbox="508 625 1211 724"><p>Objective I am seeking a job in which I can apply my information technology skills in a position of responsibility. I am particularly interested in the field of information technology.</p></div> <div data-bbox="508 745 1255 871"><p>Work experience June 2001-present Levi Strauss & Co.San Francisco, CA Telecomm Analyst (attiredotit)</p><ul style="list-style-type: none">★ Managed PBX system★ Created company-wide phone book</div> <div data-bbox="698 898 1255 955"><p>May 1999 – May 2001 Peace Corps Cha-Am, Thailand</p></div> <div data-bbox="698 961 1227 1077"><p>Volunteer</p><ul style="list-style-type: none">★ Helped local residents set up telephone service in remote villages★ Trained native telecomm workers</div> <div data-bbox="698 1104 1255 1161"><p>July 1997 – April 1999 U.S. Forest Service Portland, OR</p></div> <div data-bbox="698 1167 1146 1260"><p>Student Analyst</p><ul style="list-style-type: none">★ Assisted with the preparation of reports★ Participated in data collection and design</div> <div data-bbox="508 1287 1157 1344"><p>Software Skills Microsoft Office 2003 Suite; Visio 2002; Adobe InDesign</p></div> <div data-bbox="508 1381 1255 1438"><p>Education Sept 1995 – May 1999 Portland State University Portland, OR</p></div> <div data-bbox="698 1444 1060 1537"><p>Business Management</p><ul style="list-style-type: none">★ Deans list 6 of 8 semesters★ President, Business Club 1998-99</div>
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Skill Builder Exercises

Skill Builder 12.1 Use a Document Wizard

memorandum

Date: 6/10/2004
To: Laura Behenna
Cc: Dennis Litton
From: Terry Riley
RE: Web Folders

Starting next week, each employee in our work group should have a Web folder installed on his or her computer. This will allow us to publish Web pages on our own and keep them up to date without the need of additional assistance from a Webmaster or network administrator.

TR

Skill Builder 12.2 Save a Web Page

memorandum

Date: 6/10/2004
To: Laura Behenna
cc: Dennis Litton
From: Terry Riley
RE: Web Folders

Starting next week, each employee in our work group should have a Web folder installed on his or her computer. This will allow us to publish Web pages on our own and keep them up to date without the need of additional assistance from a Webmaster or network administrator.

TR

Skill Builder 12.4 Export a Document

memorandum

Date: 6/10/2004
To: Laura Behenna
Cc: Dennis Litton
From: Terry Riley
RE: Web Folders

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TR

Skill Builder 12.5 Create Hyperlinks

memorandum

Date: 6/10/2004
To: Laura Behenna
Cc: Dennis Litton
From: Terry Riley
RE: Web Folders

Starting next week, each employee in our work group should have a Web folder installed on his or her computer. This will allow us to publish Web pages on our own and keep them up to date without the need of additional assistance from a Webmaster or network administrator.

TR

[Link to FTP Publishing Procedure](#)



Assessment Exercises

Assessment

12.1 Use a Document Wizard

1504 San Francisco Street
Santa Fe, NM 87501
Phone: 505-982-3424
Fax: 505-982-3425

Acme Trading Company

Fax

To: Jacqueline Chan	From: Terry Riley
Fax: 505-453-2179	Date: June 10, 2004
Phone: [Click here and type phone number]	Pages: [Click here and type number of pages]
Re: [Click here and type subject of fax]	CC: [Click here and type name]

☐ **Urgent**
☐ **For Review**
☐ **Please Comment**
☐ **Please Reply**
☐ **Please Recycle**

Comments: [Click here and type any comments]

Assessment

12.2 Save a Web Page

June 30, 2004

Types of Images for the Web

Computer image files can be very large. For example, a three-inch square image suitable for printing in a book can be up to three megabytes in size. Fortunately, there are ways to compress image files. This is important because most people access Web pages over a modem line, and modems are relatively slow when downloading large image files. For example, a three-megabyte file would take about 14 minutes to download over a 28.8K modem connection. If the same file were compressed, it might take just one or two seconds to download.

Two Popular Compressed File Formats

There are two file formats that are most popular for displaying images on the Web:

- **GIF** (Graphic Exchange Format)—The GIF format compresses a file by examining the image for consistent patterns and then rewriting the digital image to a shorthand based on those repeated patterns, reducing the number of colors used to display the picture. The GIF format can compress images by about 4:1.
- **JPEG** (Joint Photographic Experts Group)—JPEG format compresses a file by tossing out subtle color differences in the image that human eyes are less likely to recognize. Depending on the level of image quality you require, JPEG can accomplish compression ratios between 10:1 and 100:1.

Assessment 12.4 Export a Document

June 30, 2004

Types of Images for the Web

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Fortunately, there are ways to compress image files. This is important because most people access Web pages over a modem line, and modems are relatively slow when downloading large image files. For example, a three-megabyte file would take about 14 minutes to download over a 28.8K modem connection. If the same file were compressed, it might take just one or two seconds to download.

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Assessment 12.2

Lesson 12: Web Integration—Posting an Online Resume

Assessment 12.5 Create a Hyperlink

June 30, 2004

Hyperlink Test

Types of Images for the Web

Computer image files can be very large. For example, a three-inch square image suitable for printing in a book can be up to three megabytes in size. Fortunately, there are ways to compress image files. This is important because most people access Web pages over a modem line, and modems are relatively slow when downloading large image files. For example, a three-megabyte file would take about 14 minutes to download over a 28.8K modem connection. If the same file were compressed, it might take just one or two seconds to download.

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There are two file formats that are most popular for displaying images on the Web:

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Critical Thinking Exercises

Critical Thinking 12.1 Use the Calendar Wizard

January 2005	<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
							1
	2	3	4	5	6	7	8
	9	10	11	12	13	14	15
	16	17	18	19	20	21	22
	23	24	25	26	27	28	29
	30	31					

This calendar should contain enough months to cover the entire semester.

Critical Thinking 12.2 Exchange Documents

January 2005	<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
							1
	2	3	4	5	6	7	8
	9	10	11	12	13	14	15
	16	17	18	19	20	21	22
	23	24	25	26	27	28	29
	30	31					

Rich text version

January	<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
							1
	2	3	4	5	6	7	8
	9	10	11	12	13	14	15
	16	17	18	19	20	21	22
	23	24	25	26	27	28	29
	30	31					
2005							
February	<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
			1	2	3	4	5
	6	7	8	9	10	11	12
	13	14	15	16	17	18	19
	20	21	22	23	24	25	26
	27	28					
2005							

Web page version (all months appear on the same page)

Plain text version will be blank because the calendar doesn't export in this format

Lesson 13 – Using Mail Merge

Hands-On Exercises

Hands-On Lesson 13

The screenshot shows the "Mail Merge Recipients" dialog box. At the top, there's a title bar with the text "Mail Merge Recipients" and a close button. Below the title bar, a paragraph explains how to sort and filter the recipient list. A section titled "List of recipients:" contains a table with columns for selection, last name, first name, title, company name, and address line. The table lists six recipients, all of whom are selected with checkmarks. At the bottom of the dialog, there are buttons for "Select All", "Clear All", "Refresh", "Find...", "Edit...", "Validate", and an "OK" button.

Mail Merge Recipients

To sort the list, click the appropriate column heading. To narrow down the recipients displayed by a specific criteria, such as by city, click the arrow next to the column heading. Use the check boxes or buttons to add or remove recipients from the mail merge.

List of recipients:

<input type="checkbox"/>	Last Name	First Name	Title	Company Name	Address Line
<input checked="" type="checkbox"/>	Springer	Terry	Mr.	Calktron, Inc.	8900 West Fairm...
<input checked="" type="checkbox"/>	Borton	James	Mr.	American Chemical ...	854 Whitmere Dri...
<input checked="" type="checkbox"/>	Wilson	Fred	Mr.	RBJ, Inc.	132 Lake Street
<input checked="" type="checkbox"/>	Armstrong	Bob	Mr.	Miners Products Co...	900 C Street
<input checked="" type="checkbox"/>	Brown	Richard	Mr.	Acme Products, Inc.	1240 Potrero Ave
<input checked="" type="checkbox"/>	Carlton	Bruce	Mr.	Bedrock Building Su...	3300 Maple Drive
<input checked="" type="checkbox"/>	Wineburgh	Albert	Mr.		3344 Culver Drive
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					

Select All Clear All Refresh Find... Edit... Validate OK

Robinson Financial Services
899 Ramiro Street, Manhattan Beach, CA 90245

Today's Date

Mr. Terry Springer
Caltron, Inc.
8900 West Fairmont Avenue
Plattsburgh, NY 12950

Dear Mr. Springer:

Thank you for your recent purchase of our Infinity Financial Services Package. In order for us to provide you with superior service, we must verify your phone number.

We currently have your phone number listed as (518) 276-9091. Please contact us if this number is not accurate.

Thank you again for your business.

Sincerely,

Linda Adams
Chief Executive Officer

Robinson Financial Services
899 Ramiro Boulevard
Manhattan Beach, CA 90245

«AddressBlock»
lullullullullullull

«AddressBlock»	«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»
«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»
«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»
«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»
«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»
«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»
«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»
«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»
«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»
«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»

«AddressBlock»

«GreetingLine»

Children's Library Activities for November

Grandparents Day

Children, ages 3 through 6, are invited to participate in Grandparents Day on the second Tuesday in November in the Reading Room at the Community Library. Activities start at 5:30 p.m. when children will be invited to tell a story about their grandparents. There will also be craft time and refreshments.

Story Time for Tots

Story Time for Tots will be at 10:30 a.m. the first Friday of the month. Children through 4 years old are invited to enjoy rhymes and finger play as a part of our language enrichment program.

Tapestry of Tales

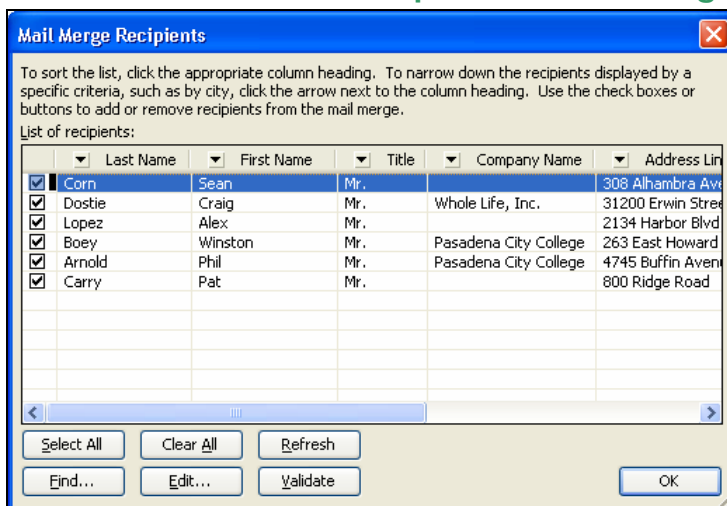
Storytelling is an enduring and beloved art form that can build bridges between communities and generations. Join us on the last Wednesday of the month for festival of stories by local storytellers around the area.

Talk Turkey

Martha Jennings provides an afternoon of Thanksgiving entertainment for children 8 through 10 with stories about the Pilgrims and the first Thanksgiving dinner. Attendees will learn how the Pilgrims lived and what they ate and they will take turns reading passages from selected books. Join us the Saturday before Thanksgiving at 1:00 p.m.

Skill Builder Exercises

Skill Builder 13.1 Set up a New Mail Merge



West Coast Youth Services

2500 Ocean Avenue
Monterey Park, CA 91753
(310) 235-6459

Today's Date

«AddressBlock»

«GreetingLine»

We have decided to hold the annual fundraiser on July 15 in Los Angeles. As you know, last year's fundraiser was a huge success. We hope to make this year's fundraiser equally successful. This will require early planning and effective advertising.

Please RSVP as soon as possible. I must know if you can participate in the event. I would truly appreciate your support and commitment.

Also, I have your updated address, but I may need an updated telephone number. I currently have your telephone number listed as «Work_Phone». Please contact me and let me know if your number has changed.

Sincerely,

Cynthia Thompson
Fundraising Director

Skill Builder 13.2 Edit a form Letter and Data Source

See the files from Skill Builder 13.1 for this exercise.

Skill Builder 13.3 Generate Mailing Labels

<AddressBlock>	<Next_Record><AddressBlock>	<Next_Record><AddressBlock>
<Next_Record><AddressBlock>	<Next_Record><AddressBlock>	<Next_Record><AddressBlock>
<Next_Record><AddressBlock>	<Next_Record><AddressBlock>	<Next_Record><AddressBlock>
<Next_Record><AddressBlock>	<Next_Record><AddressBlock>	<Next_Record><AddressBlock>
<Next_Record><AddressBlock>	<Next_Record><AddressBlock>	<Next_Record><AddressBlock>
<Next_Record><AddressBlock>	<Next_Record><AddressBlock>	<Next_Record><AddressBlock>
<Next_Record><AddressBlock>	<Next_Record><AddressBlock>	<Next_Record><AddressBlock>
<Next_Record><AddressBlock>	<Next_Record><AddressBlock>	<Next_Record><AddressBlock>
<Next_Record><AddressBlock>	<Next_Record><AddressBlock>	<Next_Record><AddressBlock>
<Next_Record><AddressBlock>	<Next_Record><AddressBlock>	<Next_Record><AddressBlock>

Assessment Exercises

Assessment

13.1 Merge a Form Letter with a Data Source

Today's Date

««AddressBlock»»

««GreetingLine»»

The purpose of this letter is to inform you that your health club membership is about to expire. You have been an excellent member for some time, so we would like to offer you a low renewal rate of just \$300 per year.

Please contact me as soon as possible. This offer will expire on March 31. Also, we currently have your phone number listed as «Work_Phone». Please return the enclosed change of address card and let me know if this number is still valid.

Sincerely,

Dave Nelson
Renewals Manager

Enclosure

[illegible]

Assessment 13.2 Generate Envelopes

<p>Global Fitness 14460 San Pablo Avenue Richmond, CA 94804</p> <p>«AddressBlock»</p>

Assessment 13.3 Generate Labels

«AddressBlock»	«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»
«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»
«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»
«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»
«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»
«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»
«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»
«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»
«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»
«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»	«Next_Record»«AddressBlock»

Critical Thinking Exercises

Critical Thinking 13.1 On Your Own

Today's Date

«AddressBlock»

«GreetingLine»

The purpose of this letter is to inform you of our new distribution program for small and medium sized distributors. You have been identified as an eligible candidate for this program due to the sale volume and geographic location of your firm. Our program can provide you with the following benefits.

- The same access to new releases enjoyed by large companies like Blockbuster
- Volume discounts of up to 25%
- Access to the largest collection of DVDs

Please contact me if you would like more information on our program.

Sincerely,

Donald Livingston
Director of Marketing

Mail Merge Recipients

To sort the list, click the appropriate column heading. To narrow down the recipients displayed by a specific criteria, such as by city, click the arrow next to the column heading. Use the check boxes or buttons to add or remove recipients from the mail merge.

List of recipients:

	Last Name	First Name	Title	Company Name	Address Line
<input checked="" type="checkbox"/>	Simpson	Tony	Mr.	Bigger Time Video Di...	312 York Lane
<input checked="" type="checkbox"/>	Jones	Jason	Mr.	Move It Distribution	2233 Crystal Stre
<input checked="" type="checkbox"/>	Thomas	Debbie	Ms.	Hollywood Distribution	450 Crestwood La
<input checked="" type="checkbox"/>	Boyd	Wilma	Ms.	Boyd Distribution	855 State Street
<input checked="" type="checkbox"/>	Wilkins	Ted	Mr.	Big Screen Distributors	900 C Street
<input checked="" type="checkbox"/>	Simpson	Alice	Ms.	Popcorn Distribution	2450 Ridge Road

Critical Thinking 13.2 On Your Own

Big Time Video Distributors
Mailing Address
City, State Zip

«AddressBlock»

Lesson 14 – Working with Advanced Tables and Excel Integration

Hands-On Exercises

Hands-On Lesson 14

Account Information Ted Johnson (1/15/2004)

Account Summary (2002 vs. 2003)			
Account	TT 103	2002	2003
		Blocks	\$12,500 \$160,000
		Bonds	\$20,000 \$10,000

Stock Holdings

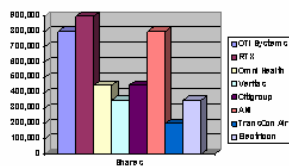
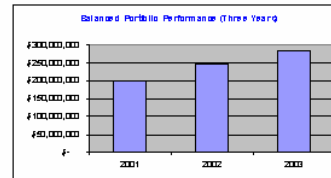
Company	Symbol	Purchase Price	Current Price	Gain/Loss
Apple	APPL	\$4,000	\$5,000	\$1,000.00
BioSis	BIS	\$21,000	\$20,000	-\$9,000.00
CalGen	CLG	\$19,000	\$20,500	\$1,500.00
Galileo	GLC	\$10,000	\$4,500	-\$5,500.00
GemCo	GEC	\$8,000	\$25,000	\$27,000.00
IBM	IBM	\$37,000	\$30,000	-\$7,000.00
SysTech	SYT	\$12,500	\$10,000	-\$2,500.00
Total		\$131,500.00	\$100,000.00	\$28,500.00
Vectron	VCT	\$20,000	\$25,000	\$5,000.00

Net Losses

- Galileo
- GemCo
- IBM
- SysTech

Diamond Financial Services Balanced Portfolio Data

Portfolio Holdings 01/01/03		
Company	Shares	Value
ATI Systems	500,000	\$53,000,000
ATC	500,000	\$68,000,000
Omni Health	450,000	\$44,000,000
Veritas	360,000	\$39,900,000
Chigroup	450,000	\$27,000,000
ARM	800,000	\$23,200,000
Transcom Air	200,000	\$17,000,000
BECHTEL	250,000	\$16,200,000



Skill Builder Exercises

Skill Builder 14.1 Set up an Order Tracking Table

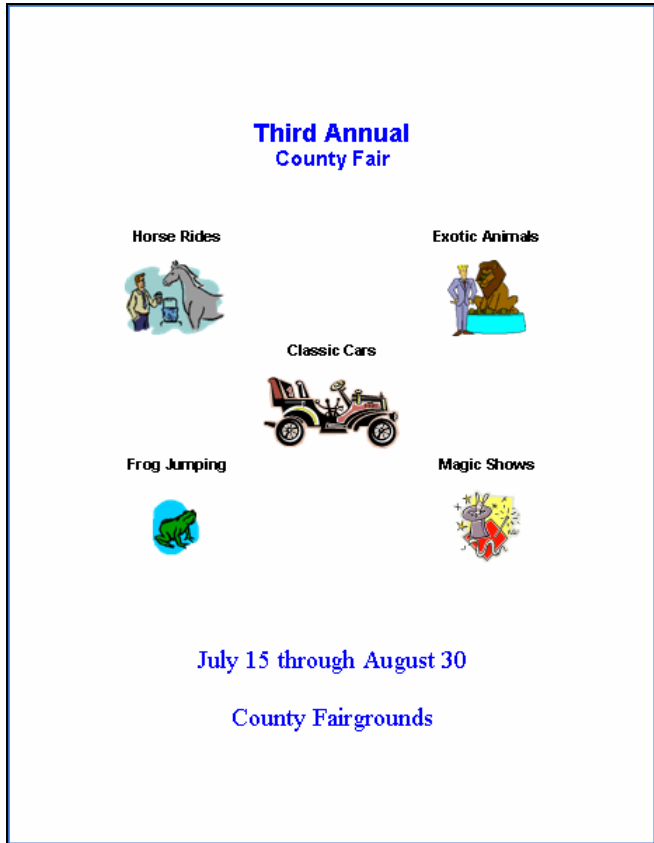
Order Tracking Sheet				
Customer ID	Order Status	Item #	In Stock?	Order Total
233	I	S230	Y	\$23.45
234	S	A321	Y	\$45.87
341	S	A423	Y	\$100.91
567	I	S345	N	\$43.23
879	H	D567	N	\$78.92
Total Orders				\$292.38

Skill Builder 14.2 Embed an Excel Worksheet

2004 Home Budget

Item	January	February	March
Car Insurance	180	-	-
Car Payment	325	325	325
Mortgage	1,325	1,325	1,325
Food	285	285	285
Utilities	125	125	125
Totals	\$ 2,240	\$ 2,060	\$2,060

Skill Builder 14.3 Insert Pictures in Tables



Skill Builder 14.4 Work with Table Styles

Note: Student files may resemble the example shown. Variations are also possible.

Annual Herb Sales

Herb	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Chickweed	200	700	500	600
Golden Rod	400	600	400	500
Red Clover	300	500	400	300
Valerian	500	500	300	500
Totals	1400	2300	1600	1900

Assessment Exercises





Assessment 14.1 Work with Tables, Pictures, and Custom Tabs

Outstanding Players of the Year



Alameda Sports and Recreation Staff

Coordinator.....Roland Hindsman.....411-3176
 Coach.....Robert Rubio.....432-9098
 Coach.....Bill Chamblee.....345-6789
 Secretary.....Lucy Chamblee.....426-7689

Player	Age	Sport Played
Gregory Ashford	12	
Roger Chamblee	12	
Frank Pelland	10	
Brandon Williams	11	

Assessment 14.2 Use Table AutoFormat and Merge Cells

Memo To: Linda Lewis

From: Bernie Willis

Date: Today's Date

Subject: FastTrack Contractors

Per your request, I am providing you with a list of independent contractors who are qualified to work on the FastTrack project. I have included their names, hourly rates, availability, and telephone numbers.

<i>Independent Contractors for FastTrack</i>			
<i>Name</i>	<i>Rate</i>	<i>Availability</i>	<i>Phone</i>
<i>Barbara Denny</i>	\$35/hour	April 15	223-4565
<i>Jason Simms</i>	\$40/hour	Immediate	234-8980
<i>Ted Brown</i>	\$30/hour	April 21	450-9090
<i>Isaac Stone</i>	\$55/hour	Immediate	235-9988
<i>Pat Thomas</i>	\$40/hour	May 1	236-0090

Assessment 14.3 Embed an Excel Worksheet

Memo To: Barry Livingston

From: Vivian Chu

Date: Today's Date

Subject: Employee Time Log

Per your request, I am providing you with an employee time log for the past five days. As you can see, the number of employee hours is decreasing due to the automation technology we recently implemented. On an annualized basis, I expect the total employee hours to decrease by at least 20%.

Computer Depot Employee Time Log					
Employee	Wednesday	Thursday	Friday	Saturday	Sunday
Mary Johnson	6.5	0.0	5.0	6.5	4.0
Cliff Packard	4.0	6.0	6.5	6.5	4.0
Helen Martinez	4.0	6.0	6.5	6.5	0.0
Sarah Stonestown	0.0	4.0	4.0	4.0	0.0
Totals	14.5	16.0	22.0	23.5	8.0

Critical Thinking Exercises

Critical Thinking 14.1 On Your Own

Fred's Quality Lawn Care						
Job #	Customer	Day	Type of Work	Hours Required	Amount Billed	Hourly Rate
100	Smith Family	Monday	Mowing	2	40	\$ 20.00
101	Jones Family	Monday	General Maintenance	4	75	\$ 18.75
102	Dr. Patrick	Tuesday	Irrigation System	4	210	\$ 52.50
102	Anita Benning	Tuesday	Tree Trimming	3	140	\$ 46.67
104	William Curtis	Wednesday	Irrigation System	6	320	\$ 53.33
105	Dorothy Bryan	Thursday	Irrigation System	8	424	\$ 53.00
106	Ella Kashner	Friday	General Maintenance	4	80	\$ 20.00
107	Douglas Charles	Friday	General Maintenance	6	140	\$ 23.33
108	Glenn LeVan	Saturday	Irrigation System	8	400	\$ 50.00
108	Glenn LeVan	Sunday	Irrigation System	8	400	\$ 50.00

Critical Thinking 14.2 On Your Own

Speedy Package Delivery Service - Monthly Driver Expenses						
Driver	Miles Driven	Gasoline Used (gallons)	Miles per Gallon	Gasoline Expense	Tolls	Total Expenses
Harold Robinson	4,850	202	24.01	\$267	\$152	\$ 419.00
Jane Allen	5,232	194	26.97	\$258	\$165	\$421.00
Bill Peterson	4,100	158	25.95	\$208	\$90	\$298.00
Janine Rockwell	5,050	240	21.04	\$317	\$158	\$475.00

Critical Thinking 14.3 Web Research On Your Own

	A	B	C	D	E	F
1	Symbol	Company Name	Current Price	Number of Shares	Current Value	
2	CORL	Corel	\$ 6	500	\$ 3,000	
3	GLC	Galileo International	\$ 45	60	\$ 2,700	
4	HAL	Haliburton	\$ 25	250	\$ 6,250	
5	LU	Lucent Technologies	\$ 54	200	\$ 10,800	
6	MSFT	Microsoft	\$ 70	300	\$ 21,000	
7	ORCL	Oracle	\$ 25	100	\$ 2,500	
8	Total Portfolio Value				\$ 46,250	
9						

Lesson 15 – Internet Integration: Collaborating Online with Word

Hands-On Exercises

Hands-On 15.4 Print Comments (Proposal Draft (Grace Comments))

Draft Points for the Proposal

Reliability
Acme Tax Services has established a reputation for reliability that goes back over 20 years. We get the work done on time and within the estimates we provide.

Guaranteed Results
Acme Tax Services guarantees that your company will never be charged a late fee to any taxing jurisdiction. Our analysis is so accurate we can also guarantee that your company will never pay a fine for underpayment of property taxes.

Fee Structure
Acme Tax Services fee structure is one of the most cost-effective in the industry. Acme Tax Services charges on a site-by-site basis. The only surcharge ever applied is 10% of any property tax savings that our analysts discover and successfully file returns to claim. Many of our clients have saved hundreds of thousands of dollars through this "surcharge".

Research
Acme Tax Services maintains a full-time research staff devoted exclusively to property tax regulations. Year-round research on the latest legislation and litigation ensures that your company can take advantage of the latest trends and information.

Expertise
Your account is serviced by experienced analysts with an average of five years experience in the industry. The lead analyst serving your account would have not less than ten years of experience.

Satisfied Clients
Acme Tax Services has a nationwide system of offices and clients. Many clients have been with us for ten years and more. A list of clients and contact numbers is available if you wish to speak with them about our services.

Computer Automation
Acme analysts use a state-of-the-art information system to track property tax data.

Comments:

- Comment [ts1]:** -> Grace: please confirm that this statement is true. Grace Replies: I recommend that we promise to pay any penalties rather than promise that there will never be any penalties.
- Comment [RS2]:** -> I think we should use a different word here in place of "surcharge".
- Comment [ts3]:** -> I need to confirm how large this staff is. I think it is four people.
- Comment [RS4]:** -> I found one client in the New York area that's been with us for 15 years.
- Comment [TR5]:** You should include information on the computer system I use to serve clients.

Hands-On 15.5 Send a Document (no file created)

To... terry@labpub.com; Robert Smith (rsmith@labpub.com)

Cc...

Subject: Grace's Feedback

Introduction: Below are my comments on the proposal draft. I have also edited one of the existing comments.

Draft Points for the Proposal

Reliability
Acme Tax Services has established a reputation for reliability that goes back over 20 years. We get the work done on time and within the estimates we provide.

Hands-On 15.6 Compare and Merge Two Documents (Proposal (Merged))

Draft Points for the Proposal

Reliability

Acme Tax Services has established a reputation for reliability that goes back over 20 years. We get the work done on time and within the estimates we provide.

Guaranteed Results

Acme Tax Services guarantees that your company will never be charged a late fee to any taxing jurisdiction. Our analysis is so accurate we can also guarantee that your company will never pay a fine for underpayment of property taxes.

Fee Structure

Acme Tax Services fee structure is one of the most cost-effective in the industry. Acme Tax Services charges on a site-by-site basis. The only surcharge ever applied is 10% of any property tax savings that our analysts discover and successfully file returns to claim. Many of our clients have saved hundreds of thousands of dollars through this "surcharge".

Research

Acme Tax Services maintains a full-time research staff devoted exclusively to property tax regulations. Year-round research on the latest legislation and litigation ensures that your company can take advantage of the latest trends and information.

Expertise

Your account is serviced by experienced analysts with an average of five years experience in the industry. The lead analyst serving your account would have not less than ten years of experience.

Satisfied Clients

Acme Tax Services has a nationwide system of offices and clients. Many clients have been with us for ten years and more. A list of clients and contact numbers is available if you wish to speak with them about our services.

Computer Automation

Acme analysts use a state-of-the-art information system to track property tax data.

Formatted: Tabs: 4.13", Left

Comment [ts1]: -> Grace: please confirm that this statement is true.
Grace Replies: I recommend that we promise to pay any penalties rather than promise that there will never be any penalties.

Deleted: be fined

Comment [RS2]: -> I think we should use a different word here in place of "surcharge".

Comment [ts3]: -> I need to confirm how large this staff is. I think it is four people.

Comment [RS4]: -> I found one client in the New York area that's been with us for 15 years.

Comment [TR5]: You should include information on the computer system I use to serve clients.

Hands-On 15.7 Summarize a Document (Proposal (Grace Comments))

Draft Points for the Proposal

Reliability

Acme Tax Services has established a reputation for reliability that goes back over 20 years. We get the work done on time and within the estimates we provide.

Guaranteed Results

Acme Tax Services guarantees that your company will never be charged a late fee to any taxing jurisdiction. Our analysis is so accurate we can also guarantee that your company will never pay a fine for underpayment of property taxes.

Fee Structure

Acme Tax Services fee structure is one of the most cost-effective in the industry. Acme Tax Services charges on a site-by-site basis. The only surcharge ever applied is 10% of any property tax savings that our analysts discover and successfully file returns to claim. Many of our clients have saved hundreds of thousands of dollars through this “surcharge”.

Research

Acme Tax Services maintains a full-time research staff devoted exclusively to property tax regulations. Year-round research on the latest legislation and litigation ensures that your company can take advantage of the latest trends and information.

Expertise

Your account is serviced by experienced analysts with an average of five years experience in the industry. The lead analyst serving your account would have not less than ten years of experience.

Satisfied Clients

Acme Tax Services has a nationwide system of offices and clients. Many clients have been with us for ten years and more. A list of clients and contact numbers is available if you wish to speak with them about our services.

Computer Automation

Acme analysts use a state-of-the-art information system to track property tax data.

Hands-On 15.8 Create a Cross-Reference and Highlights (Proposal (Draft 2))

Why You Should Consider Acme Tax Services

Reliability

Acme Tax Services has established a reputation for reliability that goes back over 20 years. We get the work done on time and within the estimates we provide. One reason we are able to provide such a high level of reliability is Acme's proprietary ATTACK system. See Automation on the following page.

Research

Acme Tax Services maintains a full-time research staff devoted exclusively to property tax regulations. Year-round research on the latest legislation and litigation ensures that your company can take advantage of the latest trends and information.

Guaranteed Results

Acme Tax Services guarantees that your company will never have to pay a late fee on overdue taxes. If a late fee is ever assessed on property tax filings we prepare for you, Acme Tax Services will pay the fee.

Comment [ts1]: → Grace, check the additional line highlighted in Green. If it is acceptable, you can remove the highlight.

Fee Structure

Acme Tax Services fee structure is one of the most cost-effective in the industry. Acme Tax Services charges on a site-by-site basis. The only surcharge ever applied is 10% of any property tax savings that our analysts discover and successfully file returns to claim. Many of our clients have saved hundreds of thousands of dollars through this "surcharge".

National Reputation

Acme Tax Services has built a national reputation through its service of clients large and small. We serve clients in all 48 states of the Continental United States. We maintain branch offices in 20 of those states, with local representatives in the other 28. Whether your business is located in a single state, or in every state in the Union, we can offer the sort of local knowledge few tax services can provide.

Proposal (Draft 2)

Why You Should Consider Acme

Expertise

Your account is serviced by experienced analysts with an average of five years experience in the industry. The lead analyst serving your account would have not less than ten years of experience.

Satisfied Clients

We have clients nationwide. Many clients have been with us for ten years and more. A list of clients and contact numbers is available if you wish to speak with them about our services.

Automation

Acme Tax Services processes your tax information through our exclusive Acme Tax and Tariff ACcounting Kruncher (ATTACK). Our ATTACK system tracks all data related to property taxes paid to all appropriate jurisdictions. Acme analysts can instantly look up property taxes paid recently and a complete history of assessments on each property you own or lease. **This allows us to serve our clients with unexcelled reliability.**

Comment [ts2]: → Here is the new section on automation.

Proposal (Draft 2)

Why You Should Consider Acme

Terry: let's also include this information about our data system.

Data Online 24 Hours a Day

Acme's ATTACK system lets our analysts and clients access detailed property data over a secure communication line. This data is always available and up-to-date.

Data Online 24 Hours a Day

Acme's ATTACK system lets our analysts and clients access detailed property data over a secure communication line. This data is always available and up-to-date.

DATA TYPE	DATA DETAILS
Summary Data	<ul style="list-style-type: none"> • Parcel information • Property details • Types of Property
Historical Data	<ul style="list-style-type: none"> • Past valuations • Appeals activity • Payment activity • Tax savings accrued
Property Values	<ul style="list-style-type: none"> • Comparable properties in the taxing jurisdiction • Appraisal Values • Costs compared to value • Owner's stated value

Skill Builder Exercises

Skill Builder

15.1 Create Project Folders



Files from Bill



Files from Joy



Files from Terry



Final Version



Old Versions



Web Pages



Year-end Report
Microsoft Word Document
44 KB

Skill Builder

15.2 Insert and Edit Comments (Year-end Report (edited)) – Page 2

End of Year Report	Columbia State College
--------------------	------------------------

PROGRESS TOWARD OBJECTIVES

IT curriculum development

One primary activity for the Connections project is extensive curriculum development. Some of our computer technology programs are outdated, and there was pressure from local industry to update our programs and offer degrees that met their job requirements. The Connections grant funding enabled CSC to hire faculty to develop new programs and courses. The result has been program development beyond the original scope of network administration.

Two new IT-related programs that have been approved: Network Administration and Technical Support. Both of these programs are scheduled to officially come on-line for Spring. In addition to these two programs, CSC has also designed two more programs: Web Technologies and Digital Media Arts. Two people have been hired to hash out the details of these programs, and an advisory committee has met several times to discuss the direction of these new degrees. These new programs should be introduced next year.

Outreach to Business and Industry

We have made excellent progress in forging relationships with local businesses and government agencies. Some of our computer technology programs are outdated, and there was pressure from local industry to update our programs and offer degrees that met their job requirements. The Connections grant funding enabled CSC to hire faculty to develop new programs and courses. The result has been program development beyond the original scope of network.

These ties have been very valuable. Some of our computer technology programs are outdated, and there was pressure from local industry to update our programs and offer degrees that met their job requirements.

Workforce Development

In the area of workforce development, CSC has created programs that definitely meet the needs of local business and the major employers in our region. There was pressure from local industry to update our programs and offer degrees that met their job requirements. The Connections grant funding enabled CSC to hire faculty to develop new programs and courses. The result has been program development to meet the needs of local business and the major employers in our region.

Comment [TR1]: I think that we need to add more details under this topic. This is a vital aspect of the project.

(Year-end Report (edited)) – Page 3

End of Year Report

Columbia State College

BEST PRACTICES**Payment for Services**

Based upon experience, the following best practices have become evident:

- Pay faculty for taking certification courses and tests. The opportunity to receive payment for a certification exam will often be enough to entice the teacher to take it.
- Pay teachers extra when they teach a course for the first time. In return, the teacher should provide an updated syllabus at the end of the semester, along with a list of things that worked and didn't work, and an evaluation of the textbook.
- Pay teachers to design the classroom in which a technical course will be taught. This should include a list of required hardware, furnishings, and a floor plan.

Comment [TR2]: This item seems to deserve priority over the others.

Course Development Practices

Several best practices have emerged in the area of developing new curriculum.

- Meet with faculty from various disciplines to get their input on general education courses. Non-technical courses are an important part of any information technology program.
- Include general education requirements that can transfer easily to other four-year colleges. This makes it easier for students to transfer if they must relocate for a new job.
- Get frequent input from local employers about the training needs of their employees that relate to proposed information technology programs.
- Include the college advisor staff at several points in the course development process (especially at the end). They should always be included in the discussion of the newest programs on which they will be advising students.

The excellent cooperation of the Acme Trading Company

The Acme Trading Company was one of the industry partners of our Connections grant proposal. Acme has continued to provide excellent support to CSC on a variety of fronts. For example, Acme has expanded its Network Administration scholarship/internship program to accommodate students from the newly established degree programs at CSC. Acme had already introduced an internship and scholarship program for students from several other degree programs on our campus and elsewhere. Acme has also continued to fund summer internships for students and faculty, and anticipates the continuation of this program into the foreseeable future. This program offers paid internships to one faculty member and two students from the college.

**Skill Builder 15.3 Compare Documents (Year-end Report
(Merged) – Page 2**

End of Year Report

Columbia State College

PROGRESS TOWARD OBJECTIVES**IT curriculum development**

One primary activity for the Connections project is extensive curriculum development. Some of our computer technology programs are outdated, and there was pressure from local industry to update our programs and offer degrees that met their job requirements. The Connections grant funding enabled CSC to hire faculty to develop new programs and courses. The result has been program development beyond the original scope of network administration.

Two new IT-related programs that have been approved: Network Administration and Technical Support. Both of these programs are scheduled to officially come on-line for Spring. In addition to these two programs, CSC has also designed two more programs: Web Technologies and Digital Media Arts. Two people have been hired to hash out the details of these programs, and an advisory committee has met several times to discuss the direction of these new degrees. These new programs should be introduced next year.

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We have made excellent progress in forging relationships with local businesses and government agencies. Some of our computer technology programs are outdated, and there was pressure from local industry to update our programs and offer degrees that met their job requirements. The Connections grant funding enabled CSC to hire faculty to develop new programs and courses. The result has been program development beyond the original scope of network

These ties have been very valuable. Some of our computer technology programs are outdated, and there was pressure from local industry to update our programs and offer degrees that met their job requirements.

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In the area of workforce development, CSC has created programs that definitely meet the needs of local business and the major employers in our region. There was pressure from local industry to update our programs and offer degrees that met their job requirements. The Connections grant funding enabled CSC to hire faculty to develop new programs and courses. The result has been program development to meet the needs of local business and the major employers in our region.

(Year-end Report (Merged) – Page 3

End of Year Report

Columbia State College

BEST PRACTICES**Payment for Services**

Based upon experience, the following best practices have become evident:

- Pay faculty for taking certification courses and tests. The opportunity to receive payment for a certification exam will often be enough to entice the teacher to take it.
- Pay teachers extra when they teach a course for the first time. In return, the teacher should provide an updated syllabus at the end of the semester, along with a list of things that worked and didn't work, and an evaluation of the textbook.
- Pay teachers to design the classroom in which a technical course will be taught. This should include a list of required hardware, furnishings, and a floor plan.

Course Development Practices

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- Include general education requirements that can transfer easily to other four-year colleges. This makes it easier for students to transfer if they must relocate for a new job.
- Get frequent input from local employers about the training needs of their employees that relate to proposed information technology programs.
- Include the college advisor staff at several points in the course development process (especially at the end). They should always be included in the discussion of the newest programs on which they will be advising students.

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Skill Builder 15.4 Work with AutoSummarize (Year-end Report Summary)

Approval of a new Technical Support degree/certificate program

The head of the Information Technology (IT) department submitted his resignation last month. This program is closely modeled upon the successful program at Bellevue Community College. The details of the program are adapted to local conditions.

The degree/certificate programs will be introduced during the fall semester. Many of the courses for this new program were developed for the network administration program.

Departure of the Information Technology Department Head at CSC

IT curriculum development

Some of our computer technology programs are outdated, and there was pressure from local industry to update our programs and offer degrees that met their job requirements. The Connections grant funding enabled CSC to hire faculty to develop new programs and courses. Some of our computer technology programs are outdated, and there was pressure from local industry to update our programs and offer degrees that met their job requirements. The Connections grant funding enabled CSC to hire faculty to develop new programs and courses. Some of our computer technology programs are outdated, and there was pressure from local industry to update our programs and offer degrees that met their job requirements.

Workforce Development

The Connections grant funding enabled CSC to hire faculty to develop new programs and courses.

Faculty/staff development

The Connections grant funding enabled CSC to hire faculty to develop new programs and courses.

Course Development Practices

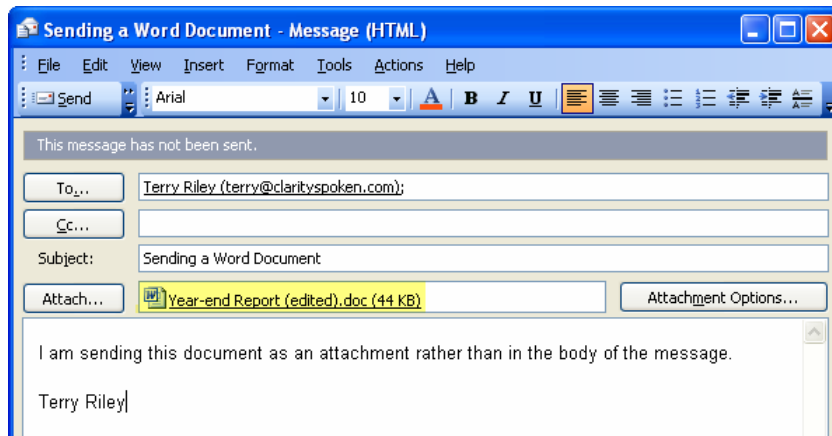
Non-technical courses are an important part of any information technology program.

For example, Acme has expanded its Network Administration scholarship/internship program to accommodate students from the newly established degree programs at CSC. This program offers paid internships to one faculty member and two students from the college.

Skill Builder 15.5 Use the Paste Special Command (no document saved)

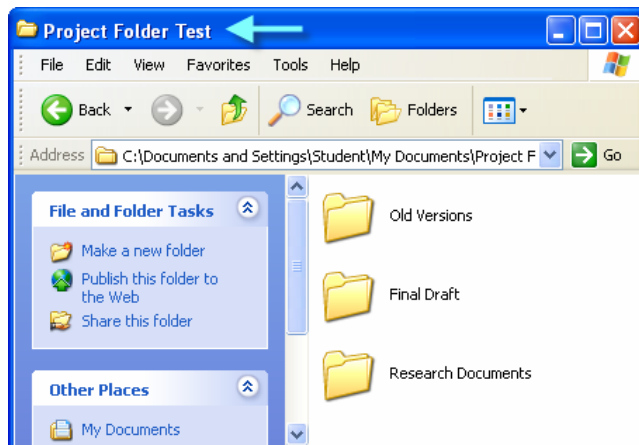
Help for the Homeless					
2005 Budget Summary					
	Q1	Q2	Q3	Q4	Totals
Rent	11,337	11,337	11,337	11,337	45,348
Utilities	2,021	1,464	1,504	1,809	6,798
Food	5,480	4,512	3,452	5,437	18,881
Staff Salaries	17,685	17,685	17,685	17,685	70,740
Maintenance and Repairs	2,188	3,113	3,928	3,392	12,621
Outreach & Fundraising	820	2,006	576	712	4,114
Grand Totals	39,531	40,117	38,482	40,372	158,502

Skill Builder 15.6 Send a Document via Email (Optional)



Assessment Exercises

Assessment 15.1 Create Project Folders (no file created)



Assessment

15.2 Insert Comments (Acme Memorandum (Commented))

Acme Trading Company

Memo

To: Bruce Aronson
From: Toni Dine
CC: Winita Trueblood
Date: June 10, 2004
Re: Promoting our new line of imported goods.

Introduction
Acme Trading Company will introduce a new line of goods imported from Mexico in the final quarter of the year. (We will need the assistance of the marketing department to help promote this new initiative.)

What We Need
We will need the following advertising deliverables:

- ✓ Camera-ready Catalog pages
- ✓ A folding brochure describing the new line
- ✓ A generic 4x4 inch ad that clients can customize
- ✓ A generic Web page describing the new line that clients can customize

Deadlines
We require delivery of the items listed above no later than October 15th.

Comment [TR1]: Make sure that a copy editor reviews everything submitted by the marketing department. Last time there were significant errors in the copy we received.

Comment [GA2]: We might also wish to request a 4x2 inch ad, which better fits with the column widths of many popular magazines. Terry Riley Replies: I will add the suggested size to the request.

Assessment

15.3 Perform a Document Comparison (Acme Memorandum (Merged))

Acme Trading Company

Memo

To: Bruce Aronson
From: Toni Dine
CC: Winita Trueblood
Date: June 10, 2004
Re: Promoting our new line of imported goods.

Introduction
 Acme Trading Company will introduce a new line of goods imported from Mexico in the final quarter of the year. We will need the assistance of the marketing department to help promote this new initiative.

What We Need
 We will need the following advertising deliverables:

- ✓ Camera-ready Catalog pages
- ✓ A folding brochure describing the new line
- ✓ A generic 4x4 inch ad that clients can customize
- ✓ A generic Web page describing the new line that clients can customize

Deadlines
 We require delivery of the items listed above no later than October 19th.

Deleted: Date: [Enter Today's Date]

Comment [TR1]: Make sure that a copy editor reviews everything submitted by the marketing department. Last time there were significant errors in the copy we received.

Comment [GA3]: We might also wish to request a 4x2 inch ad, which better fits with the column widths of many popular magazines.

Comment [GA2]: We might also wish to request a 4x2 inch ad, which better fits with the column widths of many popular magazines. Terry Riley Replies: I will add the suggested size to the request.

Comment [GA4]: We might be able to accept this work as late as October 25, but let's not tell them that.

Formatted: Highlight

Formatted: Highlight

Assessment 15.4 Use the Paste Special Command (Paste Special Test) – Page 1

HTML Format

	July	August	September	Totals
Mortgage & Insurance	3,779	3,779	3,779	11,337
Utilities	422	535	547	1,504
Food	1,130	1,044	1,278	3,452
Staff Salaries	5895	5895	5895	17,685
Maintenance & Repairs	1,800	741	1,387	3,928
Outreach & Fundraising	192	192	192	576
Grand Total	13,218	12,186	13,078	38,482

RTF Format

	July	August	September	Totals
Mortgage & Insurance	3,779	3,779	3,779	11,337
Utilities	422	535	547	1,504
Food	1,130	1,044	1,278	3,452
Staff Salaries	5895	5895	5895	17,685
Maintenance & Repairs	1,800	741	1,387	3,928
Outreach & Fundraising	192	192	192	576
Grand Total	13,218	12,186	13,078	38,482

(Paste Special Test) – Page 2

Unformatted Text Format

July August September Totals
 Mortgage & Insurance 3,779 3,779 3,779 11,337
 Utilities 422 535 547 1,504
 Food 1,130 1,044 1,278 3,452
 Staff Salaries 5895 5895 5895 17,685
 Maintenance & Repairs 1,800 741 1,387 3,928
 Outreach & Fundraising 192 192 192 576
 Grand Total 13,218 12,186 13,078 38,482

Assessment 15.5 Use the AutoSummarize Command (no file created)

End of Year Report	Columbia State College												
<h1 style="margin: 0;">Year-End Narrative Report</h1> <p style="margin: 0;">Covering period ending December 31, 20xx</p>													
<table style="width: 100%; border: none;"> <tr> <td style="width: 20%;">College:</td> <td>Columbia State College</td> </tr> <tr> <td>Grant Number:</td> <td>WWCC-Connections-2002</td> </tr> <tr> <td>Grant Director:</td> <td>Ariana Brod</td> </tr> <tr> <td>Address:</td> <td>1200 Broadway, Newtown, IL 62448</td> </tr> <tr> <td>Phone:</td> <td>(555) 981-2146</td> </tr> <tr> <td>Email:</td> <td>abrod@csc-il.edu</td> </tr> </table>		College:	Columbia State College	Grant Number:	WWCC-Connections-2002	Grant Director:	Ariana Brod	Address:	1200 Broadway, Newtown, IL 62448	Phone:	(555) 981-2146	Email:	abrod@csc-il.edu
College:	Columbia State College												
Grant Number:	WWCC-Connections-2002												
Grant Director:	Ariana Brod												
Address:	1200 Broadway, Newtown, IL 62448												
Phone:	(555) 981-2146												
Email:	abrod@csc-il.edu												
<h3>RECENT EVENTS</h3>													
<p>Approval of a new Technical Support degree/certificate program</p> <p>The curriculum committee approved the institutionalization of a new Technical Support degree/certificate program. This program is closely modeled upon the successful program at Bellevue Community College. The details of the program are adapted to local conditions.</p> <p>The degree/certificate programs will be introduced during the fall semester. Curriculum development is under way for the new courses required for this program. Some new courses will be pilot tested during the summer term. Many of the courses for this new program were developed for the network administration program.</p>													
<p>Departure of the Information Technology Department Head at CSC</p> <p>The head of the Information Technology (IT) department submitted his resignation last month. This will place a premium on the cooperation and coordination department faculty as a replacement is sought. A national search will be undertaken, since there will be too few candidates available locally to compose a viable applicant pool. We expect to recruit a new department head within the coming six months.</p>													
<p>Planning for the Information Technology (IT) careers workshops</p> <p>CSC intends to offer another round of IT Careers workshops designed especially for high school sophomores and juniors. As was the case last year, the workshops will be offered via video teleconference and local activities. The workshops will feature a variety of guest speakers talking about careers in IT accompanied by learning activities to promote student confidence in their ability to learn IT skills. One potential problem is the possible removal of the video teleconference equipment housed at the community center. This equipment is owned and maintained by a local vendor. CSC plans to replace the video teleconferencing equipment with its own in the near future.</p>													
Connections Grant	Page 1												

Critical Thinking Exercises

Critical Thinking 15.1 Set up Folders for a Project (Project Definition)

Title: Web Site Makeover Project

This document defines data for a project to update the design of our corporate Web site.

People:

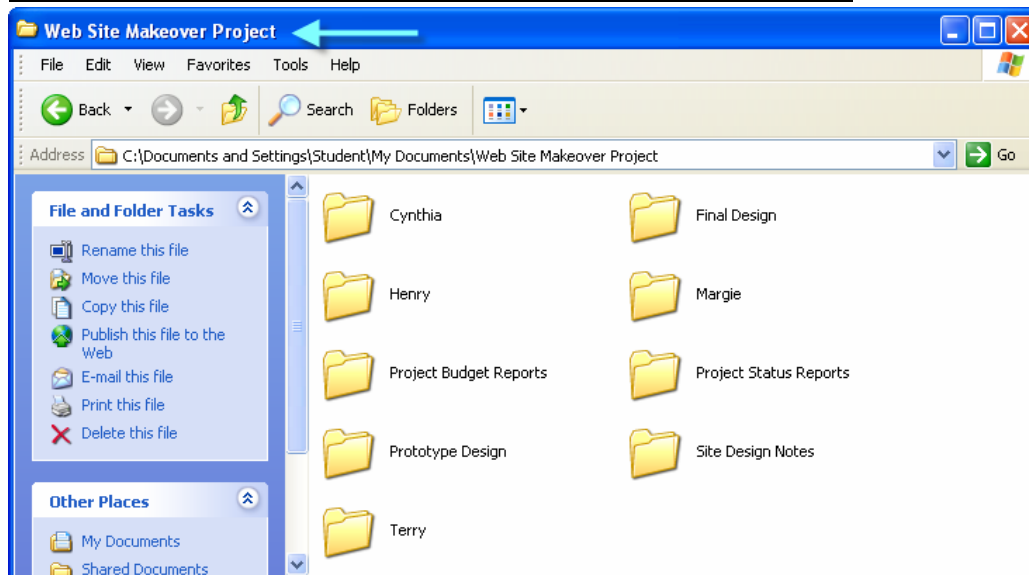
- Cynthia
- Henry
- Margie
- Terry

Project Reports

- Project Status
- Project Budget

Other Data

- Site Design Notes
- Prototype Design
- Final Site Design



Critical Thinking 15.2 Collaborative Research (Media Coverage A)



Former Defense Secretary Caspar Weinberger, right, and former National Security Advisor Samuel Berger, center, appear before the Senate Foreign Relations Committee Thursday. At left is Joseph Biden, D-Del.

The Iraq non-hearings

Defense retreads Cap Weinberger and Sandy Berger fail to bring any substance to Washington's aimless war debate.

By Anthony York

Aug. 2, 2002 | When the Senate opened hearings this week about whether or not the United States should invade Iraq, it was billed as a way to begin focusing the American public on perhaps the nation's most pressing foreign policy question. But by the end of the second and final day of testimony Thursday, the hearings felt more like a cable news talk show than a meaningful national debate.)

Comment [H1]: Based on what's stated in the rest of this article, this description seems right on the mark.

These files will differ depending on the media students select to research

Lesson 16 – Integration: Collaborating in Workgroups with Word

Hands-On Exercises

Hands-On 16.1-16.2 (Annual Report) – Page 4

Note: Pages 1-3 were not altered in these exercises

Annual Report

Columbia State College

BEST PRACTICES

Payment for Services

Based upon experience, the following best practices have become evident:

- Pay faculty generously for the time it takes to develop, test and refine any new technology program and the new courses required for the program.
- Pay teachers extra when they teach a course for the first time. In return, the teacher should provide an updated syllabus at the end of the semester, along with a list of things that worked and didn't work, and an evaluation of the textbook.
- Pay teachers to design the classroom in which a technical course will be taught. This should include a list of required hardware, furnishings, and a floor plan.
- Pay faculty for taking certification courses and tests. The opportunity to receive payment for a certification exam will often be enough to entice the teacher to take it.

Course Development Practices

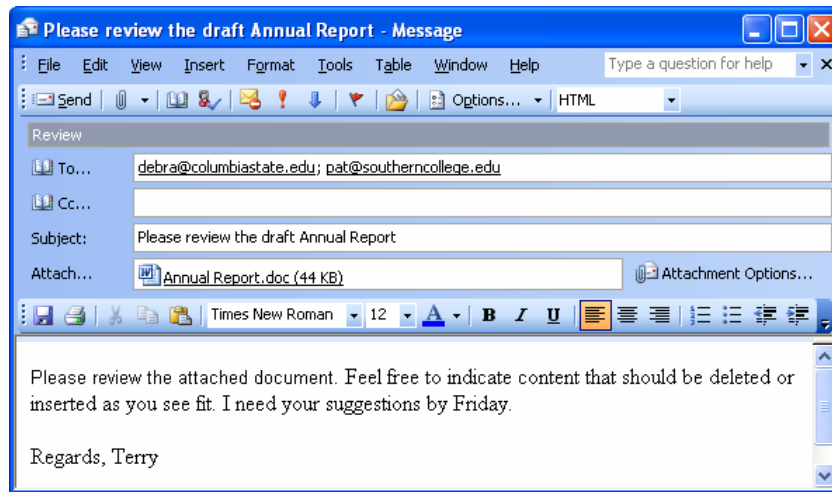
Several best practices have emerged in the area of developing new curriculum.

- Review the skill standards survey often during the development process. It is easy to lose sight of the goal without frequent review.
- Meet with faculty from various disciplines to get their input on general education courses. Non-technical courses are an important part of any information technology program.
- Get frequent input from local employers about the training needs of their employees that relate to proposed information technology programs.
- Include the college advisor staff at several points in the course development process (especially at the end). They should always be included in the discussion of the newest programs on which they will be advising students.

The excellent cooperation of the Acme Trading Company

The Acme Trading Company was one of the industry partners of our Connections grant proposal. Acme continues to provide excellent support to CSC on a variety of fronts. For example, Acme has expanded its Network Administration scholarship/internship program to accommodate students from the newly established degree programs at CSC. Acme had already introduced an internship and scholarship program for students from several other degree programs on our campus and elsewhere. Acme continues to fund summer internships for students and faculty, and anticipates the continuation of this program into the foreseeable future. This program offers paid internships to one faculty member and two students from the college.

Hands-On 16.3 Send a Document for Review (no file created)



Hands-On 16.4 -16.10 Annual Report (Reviewer Comments)—Page 1

Annual Report	Columbia State College
<h1 style="margin: 0;">Annual Report</h1> <p style="margin: 0;">Covering period ending December 31, 20xx</p> <p style="margin: 5px 0 0 20px;">College: Columbia State College</p> <p style="margin: 0 0 0 20px;">Grant Number: WWCC-Connections-2002</p> <p style="margin: 0 0 0 20px;">Grant Director: Ariana Brod</p> <p style="margin: 0 0 0 20px;">Address: 1200 Broadway, Newtown, IL 62448</p> <p style="margin: 0 0 0 20px;">Phone: (555) 981-2146</p> <p style="margin: 0 0 0 20px;">Email: abrod@csc-il.edu</p>	
<h3 style="margin: 0;">RECENT PROJECT EVENTS</h3> <hr style="border: 0.5px solid black; margin: 5px 0;"/> <p style="margin: 0;">Approval of a new Technical Support degree/certificate program</p> <p style="margin: 0;">The curriculum committee approved the institutionalization of a new Technical Support degree/certificate program. This program is closely modeled upon the successful program at Bellevue Community College. The details of the program are adapted to local conditions. The degree/certificate programs will be introduced during the fall semester. Curriculum development is under way for the new courses required for this program. Some new courses will be pilot tested during the summer term. Many of the courses for this new program were developed for the network administration program.</p> <div style="border: 1px solid black; border-radius: 10px; padding: 5px; width: fit-content; margin-top: 10px; position: relative;"> Comment [9a1]: I don't believe we need to highlight this negative event. </div> <p style="margin: 0;">Planning for the Information Technology (IT) careers workshops</p> <p style="margin: 0;">CSC intends to offer another round of IT Careers workshops designed especially for high school sophomores and juniors. As was the case last year, the workshops will be offered via video teleconference and local activities. The workshops will feature a variety of guest speakers talking about careers in IT accompanied by learning activities to promote student confidence in their ability to learn IT skills.</p> <p style="margin: 0;">One potential problem is the possible removal of the video teleconference equipment housed at the community center. This equipment is owned and maintained by a local vendor. CSC plans to replace the video teleconferencing equipment with its own in the near future.</p>	

Hands-On Annual Report (Reviewer Comments)—Page 2

Annual Report

Columbia State College

PROGRESS TOWARD OBJECTIVES**IT curriculum development**

One primary activity for the Connections project is extensive curriculum development. Some of our computer technology programs are outdated, and there was pressure from local industry to update our programs and offer degrees that met their job requirements. The Connections grant funding enabled CSC to hire faculty to develop new programs and courses. The result has been program development beyond the original scope of network administration.

Two new IT-related programs that have been approved: Network Administration and Technical Support. Both of these programs are scheduled to officially come on-line for Spring In addition to these two programs, CSC has also designed two more programs: Web Technologies and Digital Media Arts. Two people have been hired to hash out the details of these programs, and an advisory committee has met several times to discuss the direction of these new degrees. These new programs should be introduced next year.

Outreach to Business and Industry

We have made excellent progress in forging relationships with local businesses and government agencies. Some of our computer technology programs are outdated, and there was pressure from local industry to update our programs and offer degrees that met their job requirements. The Connections grant funding enabled CSC to hire faculty to develop new programs and courses. The result has been program development beyond the original scope of network

Workforce Development

In the area of workforce development, CSC has created programs that definitely meet the needs of local business and the major employers in our region. There was pressure from local industry to update our programs and offer degrees that met their job requirements. The Connections grant funding enabled CSC to hire faculty to develop new programs and courses. The result has been program development to meet the needs of local business and the major employers in our region.

Faculty/staff development

CSC has made good strides in training our faculty to teach information technology skills more effectively. . Some of our computer technology programs are outdated, and there was pressure from local industry to update our programs and offer degrees that met their job requirements. The Connections grant funding enabled CSC to hire faculty to develop new programs and courses.

Hands-On Annual Report (Reviewer Comments)—Page 3

Annual Report

Columbia State College

SPECIAL CHALLENGES

Hiring and retention of key IT faculty remains the biggest challenge of all.

One good example of this dilemma is the search for qualified teachers from Acme Trading Company, our area's largest employer. From among the subset of qualified individuals who are willing and able to teach at the community colleges, there is a high proportion who are already working 60-hour weeks at Acme. Why are they working 60-hour weeks? Because there is a shortage of qualified people in our region to do the technology work!

Getting more industry participation when their resources are stretched to the limit.

Setting up job shadowing, internships, and the like is an important part of making an information technology program successful. However, businesses in rural areas that depend on IT staff may not be in a good position to lend their support. Their IT staff is already probably overworked. They may perceive that there is little to spare to support the college programs. Hopefully, if some of the larger business organizations in the region participate, they can set a good example and precedent for smaller businesses to join in after the effectiveness of internship programs has been demonstrated.

Acme Trading Company, our area's largest employer is a case in point. From among the subset of qualified individuals who are willing and able to teach at the community colleges, there is a high proportion that is already working 60-hour weeks at Acme. Why are they working 60-hour weeks? Because there is a shortage of qualified people in our region to perform the technology work!

Hands-On Annual Report (Reviewer Comments)—Page 4

Annual Report

Columbia State College

BEST PRACTICES

Payment for Services

Based upon experience, the following best practices have become evident:

- Pay faculty generously for the time it takes to develop, test, and refine any new technology program and the new courses required for the program.
- Pay teachers extra when they teach a course for the first time. In return, the teacher should provide an updated syllabus at the end of the semester, along with a list of things that worked and didn't work, and an evaluation of the textbook.
- Pay teachers to design the classroom in which a technical course will be taught. This should include a list of required hardware, furnishings, and a floor plan.
- Pay faculty for taking certification courses and tests. The opportunity to receive payment for a certification exam will often be enough to entice the teacher to take it.

Course Development Practices

Several best practices have emerged in the area of developing new curriculum.

- Review the skill standards survey often during the development process. It is easy to lose sight of the goal without frequent review.
- Meet with faculty from various disciplines to get their input on general education courses. Non-technical courses are an important part of any information technology program.
- Get frequent input from local employers about the training needs of their employees that relate to proposed information technology programs.
- Include the college advisor staff at several points in the course development process (especially at the end). They should always be included in the discussion of the newest programs on which they will be advising students.

The excellent cooperation of the Acme Trading Company

The Acme Trading Company was one of the industry partners of our Connections grant proposal. Acme continues to provide excellent support to CSC on a variety of fronts. For example, Acme has expanded its Network Administration scholarship/internship program to accommodate students from the newly established degree programs at CSC. Acme had already introduced an internship and scholarship program for students from several other degree programs on our campus and elsewhere. Acme continues to fund summer internships for students and faculty, and anticipates the continuation of this program into the foreseeable future. This program offers paid internships to one faculty member and two students from the college.

Skill Builder Exercises

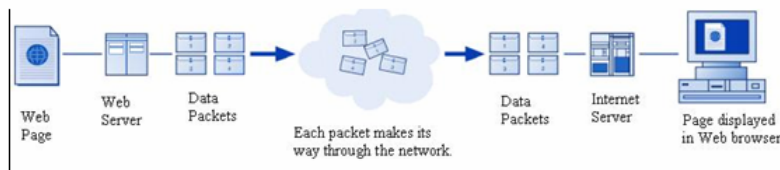
Skill Builder 16.1 Work with Track Changes (How the Internet Works—Page 1)

How the Internet Works

The Internet functions according to rules of operation called *protocols*. Just as protocols guide interactions between nations, all of the computers on the Internet function according to protocols. The two most critical protocols on the Internet are the *Transmission Control Protocol (TCP)* and *Internet Protocol (IP)*. These are usually abbreviated as TCP/IP.

Packet-Switched Networking

Data that is sent out over the Internet is broken down into small chunks called *packets*. In democratic fashion, every single packet on the Internet receives the same treatment--whether it is part of a very small message, or a very large message. The *Internet Protocol (IP)* controls how packets are addressed to arrive at their intended destination. Once the packets arrive, they must be sorted into the proper order to re-create the original form of the data. *Transmission Control Protocol (TCP)* takes care of this task. The figure below illustrates how a Web page might travel through the Internet from a Web server computer to display in a user's Web browser window.



All of the information transmitted over the Internet is sent in small packets.

An Analogy

Let's say that rather than sending a Web page, you need to ship a dinosaur skeleton to another museum across the country. (This is a rather large-scale example, but it will do.)

First, you wouldn't send the entire skeleton in one box! You would need to break it down. So you would set your museum staff taking the skeleton apart and packaging each piece for shipment. Each package would have a label giving the address.

Next, you take all of the packages to Airborne Express (AE) for shipment. AE knows where the shipment will go because each package is properly addressed. AE is not going to devote an entire plane to the shipment instead, it will fit what it can among the rest of the package traffic going in the same general direction as your dinosaur skeleton's destination. Some of the packages will ship right away, and others will ship later, as space is available.

AE delivers the packages as they arrive in the destination city. At the hosting museum, the packages are sorted into the proper order, according to the catalog that lists every package in the shipment. Then the skeleton is reassembled for the exhibit.

In miniature fashion, TCP/IP performs the analogous tasks in transmitting data over the Internet that AE and the museum staff performed to ship the dinosaur skeleton. The

How the Internet Works – Page 2

museum staffs at both ends of the shipment perform a task similar to that of TCP, disassembling and assembling all of the packets that compose the data being sent over the Internet. AE performs a role analogous to IP, deciding how to route the packets and ensuring that they reach their destination.

Skill Builder 16.2 Merge Track Changes (Internet History)

A Brief History of the Internet

The history of the Internet now spans over thirty years. Few innovations have had as great an impact on human communications; and none have ever spread so rapidly across the world. Over a span of just three decades, the Internet has transformed the way many people communicate with each other.

Origins in the 1970s

The origins of the Internet date back to 1969. In an effort to create a network that could survive a nuclear war, the United States military created a decentralized network. The ARPANET (which was the system's original name) had a unique design that made it possible for many or even most of the systems attached to the network to be destroyed, yet the network could continue to function. This early network was devoted to military communications research. Eventually, some education-related networks began connecting to ARPANET to facilitate their own communications.

Expansion in the 1980s

In the 1980s the National Science Foundation (NSF) set up its own network, based upon the operating principles of the ARPANET. This step was important because the NSF also allowed any college or university to connect to its new network. This expanded the user population from a few specialized military and government contractor units to a major segment of the academic community. Soon, institutions of education in other countries also connected to the emerging Internet. At this point, the services available on the Internet were difficult to use, and most required a high level of computer expertise to master. Thus, before the 1990's government and educational organizations were the primary users of the Internet.

Commercialization in the 1990s

The next jump in the development of the Internet came when commercial organizations were also able to connect to the Internet. Soon, some of these commercial organizations began to specialize in connecting individuals to the Internet. Commercial online services such as America Online and CompuServe added Internet capability to their systems as well. By the mid-1990s, the population of Internet users had grown to encompass any business and individual that wished to subscribe to an Internet Service Provider (ISP) or online service for access. At this point, use of the Internet burgeoned at a rate few would have foreseen just a few years previously. The ease of use of the World Wide Web played a key role in the Internet's soaring popularity. The Web made navigation of the Internet's vast information much easier than it had ever been previously.

At the beginning of the decade, the Internet had been the domain of a relative handful of computer experts and educators. By the end of the decade, anyone who could afford an inexpensive computer could be an Internet user after just a few hours of training. By 2002, an estimated 150 million people all over the world are making routine use of the Internet.

Skill Builder 16.3 Protect a Document (How the Internet Works)

How the Internet Works

The Internet functions according to rules of operation called *protocols*. Just as protocols guide interactions between nations, all of the computers on the Internet function according to protocols. The two most critical protocols on the Internet are the *Transmission Control Protocol* (TCP) and *Internet Protocol* (IP). These are usually abbreviated as TCP/IP.

Comment [TR1]: This sentence works better in the active voice.

Protocols in Action

Data that is sent out over the Internet is broken down into small chunks called *packets*. In democratic fashion, every single packet on the Internet receives the same treatment--whether it is part of a very small message, or a very large message. The *Internet Protocol* (IP) controls how packets are addressed to arrive at their intended destination. Once the packets arrive, they must be sorted into the proper order to re-create the original form of the data. *Transmission Control Protocol* (TCP) takes care of this task. The figure below illustrates how a Web page might travel through the Internet from a Web server computer to display in a user's Web browser window.

Comment [TR2]: This heading seems closer to the meaning of the paragraph.

Deleted: Packet-Switched Networking

Skill Builder 16.4 Work with Versions (How the Internet Works)

Note: The content of the document does not change in the course of the exercise.

Skill Builder 16.5 Verify a Digital Signature and Attach a New One (Annual Report (Skill Builder))

Note: The content of the document does not change in the course of the exercise.

Skill Builder 16.6 Set the Workgroup Template Location (Report from Template)

End of Year Report	Columbia State College
Year-End Narrative Report Covering period ending December 31, 20xx	
College:	Columbia State College
Grant Number:	WWCC-Connections-2000
Grant Director:	[fill in the director's name here]
Address:	1200 Broadway, Anytown, IL 20034
Phone:	(555) 981-2146
Email:	[fill-in the director's email address here]
Recent Events	
ASSESSMENT OF PROGRESS TOWARD OBJECTIVES	
IT curriculum development	
Outreach to Business and Industry	
Workforce Development	
Faculty/staff development	
SPECIAL CHALLENGES	
BEST PRACTICES	
UNANTICIPATED SUCCESSES	
ADDITIONAL COMMENTS	

Skill Builder 16.7 Send a Document for Review by Email (How the Internet Works [student name])

How the Internet Works

The Internet functions according to rules of operation called *protocols*. Just as protocols guide interactions between nations, all of the computers on the Internet function according to protocols. The two most critical protocols on the Internet are the *Transmission Control Protocol* (TCP) and *Internet Protocol* (IP). These are usually abbreviated as TCP/IP.

Protocols in Action

Data that is sent out over the Internet is broken down into small chunks called *packets*. In democratic fashion, every single packet on the Internet receives the same treatment--whether it is part of a very small message, or a very large message. Once the packets arrive, they must be sorted into the proper order to re-create the original form of the data. *Transmission Control Protocol* (TCP) takes care of this task. The figure below illustrates how a Web page might travel through the Internet from a Web server computer to display in a user's Web browser window.

Comment [TR1]: This sentence works better in the active voice.

Comment [TR2]: This heading seems closer to the meaning of the paragraph.

A sentence was removed (then approved) here.

Assessment Exercises

Assessment 16.1 Create Tracked Changes (Images for the Web)

[June 10, 2004](#)

Deleted: June 30, 2002

Types of Images for the Web

Computer image files can be very large. For example, a three-inch square image suitable for printing in a book can be up to three megabytes in size. Fortunately, there are ways to compress image files. This is important because most people access Web pages over a modem line, and modems are relatively slow when downloading large image files. For example, a three-megabyte file would take about 7 minutes to download over a 56K modem connection. If the same file were compressed, it might take just one or two seconds to download. There are two file formats that are most popular for displaying images on the Web:

- **GIF** (Graphic Exchange Format)—The GIF format compresses a file by examining the image for consistent patterns and then rewriting the digital image to a shorthand based on those repeated patterns, reducing the number of colors used to display the picture. The GIF format can compress images by about 4:1.
- **JPEG** (Joint Photographic Experts Group)—JPEG format compresses a file by tossing out subtle color differences in the image that human eyes are less likely to recognize. Depending on the level of image quality you require, JPEG can accomplish compression ratios between 10:1 and 100:1

[Terry Riley](#)

Deleted: 14
Deleted: 28
Deleted: 8

Assessment 16.2 Review Tracked Changes (Web Page Components)

Components of Web Pages

In order to create and publish (place online) Web pages, you need three components:

- **A Web page composition program**--This program helps you design the Web pages that go on your Web site. In these Web page creation lessons, you will use *FrontPage* as your composition program. If you know how to program in HTML code (described below), you can use a simple text editor as a composition program.
- **Web Hosting**--The Web host is the computer that serves your pages to browsers such as Internet Explorer. Many Internet Service Providers (ISPs) offer Web hosting services.
- **A Domain Name**--People who want to browse your Web site need to have a URL so they can navigate to the page. The Web hosting service can provide a URL for your Web site, or you can order a custom domain name such as *www.mymame.com*.

Deleted: URL or IP address

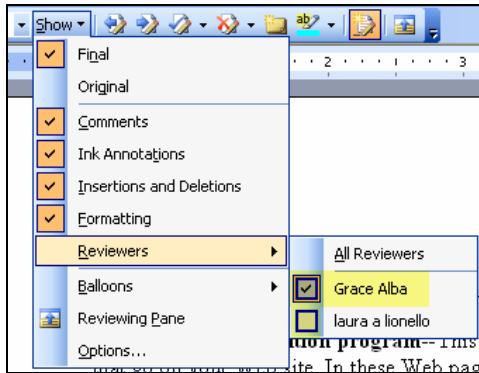
The Process

In order to create and [publish](#) a Web page or several Web pages, you need to follow a process similar to the one described below.

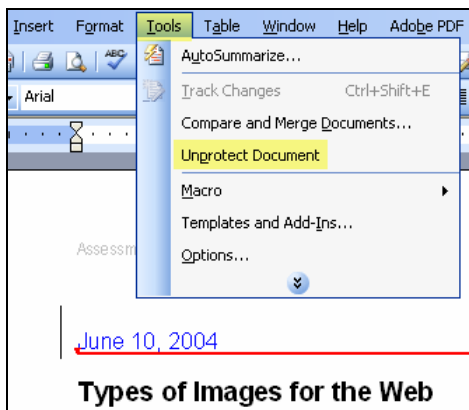
1. You use a Web page composition tool to create the Web page(s) that will go on your Web site.
2. You get an account with a Web hosting service or use the free Web space that most ISPs provide to their customers.
3. You upload your Web page(s) to the Web site.
4. You provide friends or business associates with the domain name for your Web site.

Deleted: post

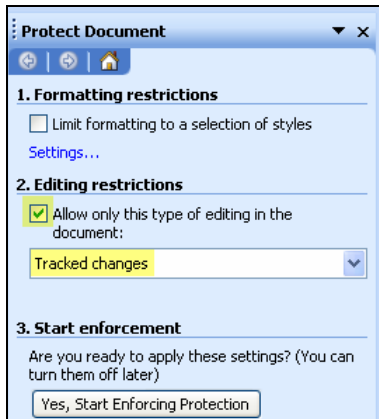
Note: The Show→Reviewers command should display the following settings:



Assessment 16.3 Protect a Document (Images for the Web)



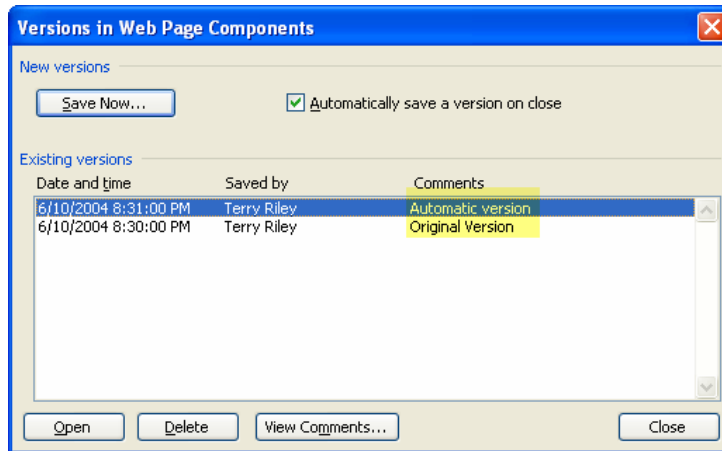
Note: You should be able to select Tools→Unprotect Document from the menu bar when this document is open. This will allow you to see the settings.



Note: After giving the Tools→Unprotect Document command, you should see the settings shown above.

Assessment

16.4 Create Document Versions (Web Page Components)



Note: Use the File→Versions command to view the two versions.

Components of Web Pages

In order to create and publish (place online) Web pages, you need three components:

- **A Web page composition program**--This program helps you design the Web pages that go on your Web site. In these Web page creation lessons, you will use *FrontPage* as your composition program. If you know how to program in HTML code (described below), you can use a simple text editor as a composition program.
- **Web Hosting**--The Web host is the computer that serves your pages to browsers such as Internet Explorer. Many Internet Service Providers (ISPs) offer Web hosting services.
- **A Domain Name**--People who want to browse your Web site need to have a URL so they can navigate to the page. The Web hosting service can provide a URL for your Web site, or you can order a custom domain name such as *www.myname.com*.

The Process

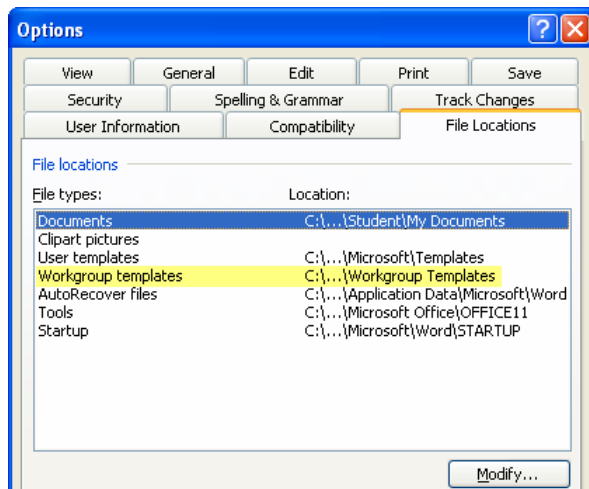
In order to create and publish a Web page or several Web pages, you need to follow a process similar to the one described below.

1. You use a Web page composition tool to create the Web page(s) that will go on your Web site.
2. You get an account with a Web hosting service or use the free Web space that most ISPs provide to their customers.
3. You upload your Web page(s) to the Web site.
4. You provide friends or business associates with the domain name for your Web site.

Types of Images for the Web

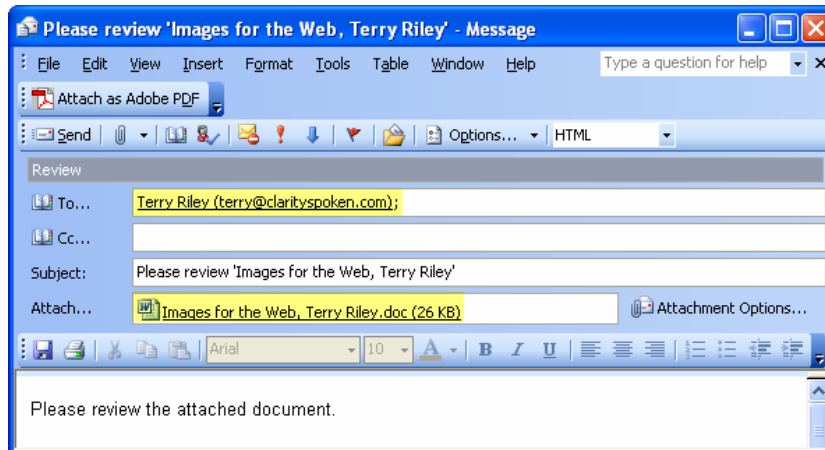
Computer image files can be very large. For example, a three-inch square image suitable for printing in a book can be up to three megabytes in size. Fortunately, there are ways to compress image files. This is important because most people access Web pages over a modem line, and modems are relatively slow when downloading large image files. For example, a three-megabyte file would take about 7 minutes to download over a 56K modem connection. If the same file were compressed, it might take just one or two seconds to download. There are two file formats that are most popular for displaying images on the Web:

Assessment 16.5 Set a Workgroup Template Location



Note: Use Tools→Options to verify the Workgroup Templates setting. Student should remove the setting after verification.

Assessment 16.6 Send a Document for Review by Email (Images for the Web [student name])

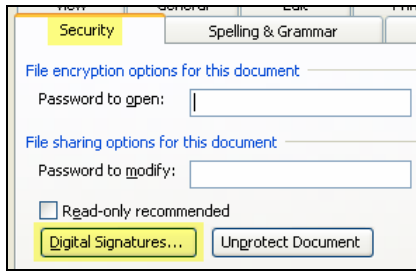


Note: When the attachment is opened, the Track Changes feature should be on.

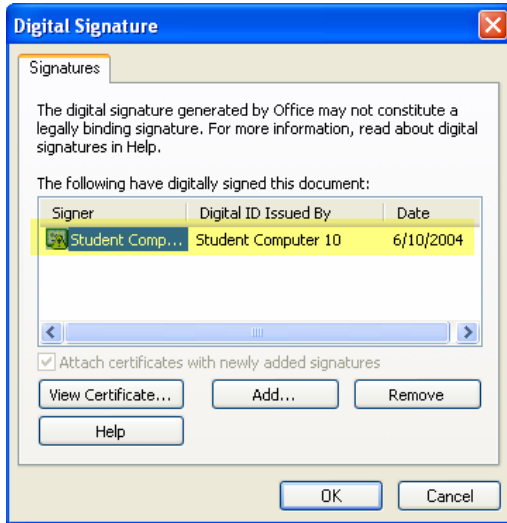
Assessment 16.7 Attach a Digital Signature to a Document (Images for the Web)



Note: The document should indicate that it has been signed.



Note: Choose Tools→Options command, display the Security tab, and then click the Digital Signatures button.



Note: The Signer name varies with certificates available on the student's computer.

Critical Thinking Exercises

Critical Thinking 16.1 Collaborative Review

FCC orders switch to digital TV by 2007
By CONNIE CASS

Aug. 8, 2002 | WASHINGTON (AP)--Dissatisfied with the speed at which the industry is going digital, the Federal Communications Commission voted Thursday to require television manufacturers to have digital tuners on all sets by July 2007.

Commissioners voted 3-1 to require manufacturers to add the tuners to all TV sets with screens of 36 inches and larger by July 2004, while the requirement for smaller sets would be phased in over the following three years.

Congress has mandated that the nation switch to digital TV, which offers clearer pictures and better sound. But the transition to this new technology has been delayed by reluctance within the industry to make the switch before most households can receive digital signals.

"This action will take these electronic appliances from being HDTV (High Definition Television) ready to HDTV reality," said Michael Powell, the commission's chairman.

Powell rejected industry complaints that the action would force consumers to pay more for television sets, saying the price of digital tuners would drop quickly as they are mass produced.

The dissenting vote came from Commissioner Kevin Martin, who noted that most TV viewers no longer receive their signals over the air and therefore do not need digital tuners.

"I believe the cost of this particular proposal outweighs the benefits," Martin said.

Comment [BB1]: Good, I can't wait for HDTV to become a mainstay in our society.

Comment [BB2]: It's about time!!!

Comment [PE3]: Probably, but they won't ever be as cheap as normal and the manufactures will eat this cost.

Comment [PE4]: I completely agree with this. I have HDTV and it looks the same anyway.

Note: There should be comments entered by various reviewers.

Critical Thinking 16.2 Email-Based Review (Mission Statement – Working Draft)

Santa Fe Public Library's Mission Statement

- ✦ To promote literacy in and around the city of Santa Fe through a system of lending libraries catering to all age groups.
- ✦ To promote literacy among all members of our service area.
- ✦ To promote computer and Internet literacy as well as reading of printed material.
- ✦ Have a helpful and friendly staff.

(Mission Statement – Final Draft)

Santa Fe Public Library's Mission Statement

- ✦ To promote literacy in and around the city of Santa Fe through a system of lending libraries catering to all age groups.
- ✦ Provide extensive access to other book collections via inter-library loans.
- ✦ To promote literacy among all members of our service area.
- ✦ To promote computer literacy as well as reading of printed material.
- ✦ Have a helpful and friendly staff.
- ✦ Provide library services and programs to all age groups.

Note: There should be some revisions in the final draft document.

Lesson 17 – Using Macros, Forms, and Templates

Hands-On Exercises

Hands-On Lesson 17

Geneva Health Care

Employee Survey Response Form

Address Information		Date 1/30/04
Name	Douglas Wilson	
Address	5250 Ramiro Avenue	
City	Richmond	State CA Zip 94803
Personal Information		
Married	<input checked="" type="checkbox"/>	Spouse Name Maria
Dependents	<input checked="" type="checkbox"/>	How Many? 3
Which benefits are of interest to you?		
401K Plan	<input checked="" type="checkbox"/>	Contribution Amount \$500.00
Dental Plan	<input checked="" type="checkbox"/>	
Cafeteria Plan	<input type="checkbox"/>	

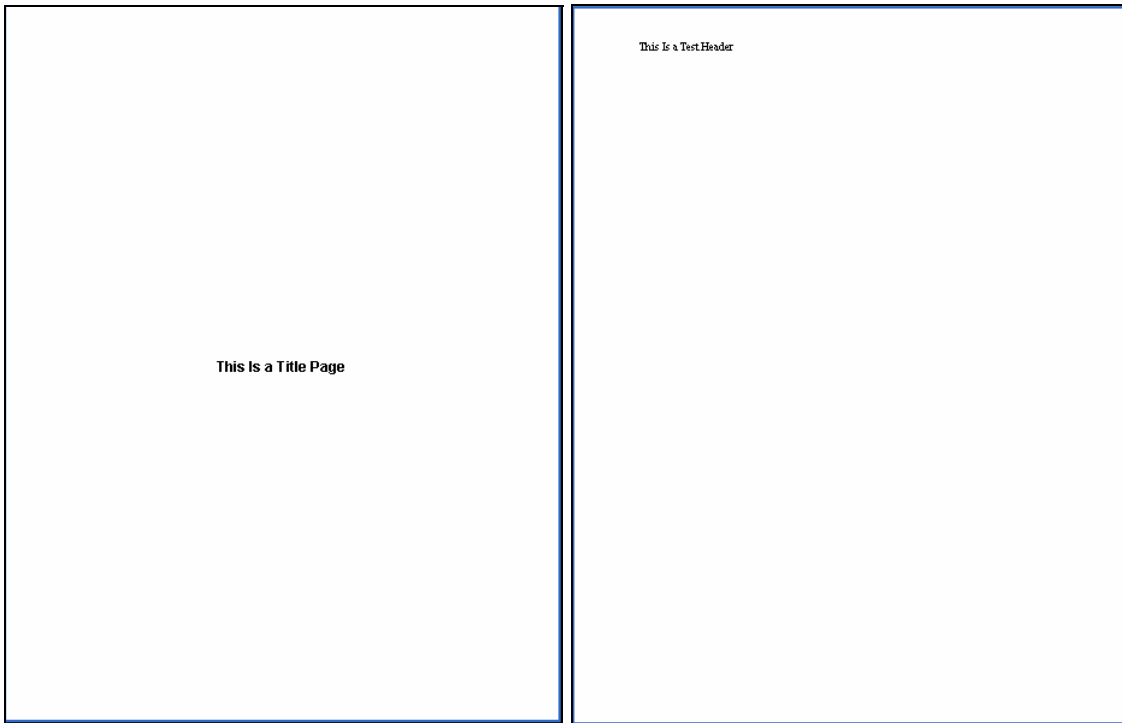
Geneva Health Care

Employee Survey Response Form

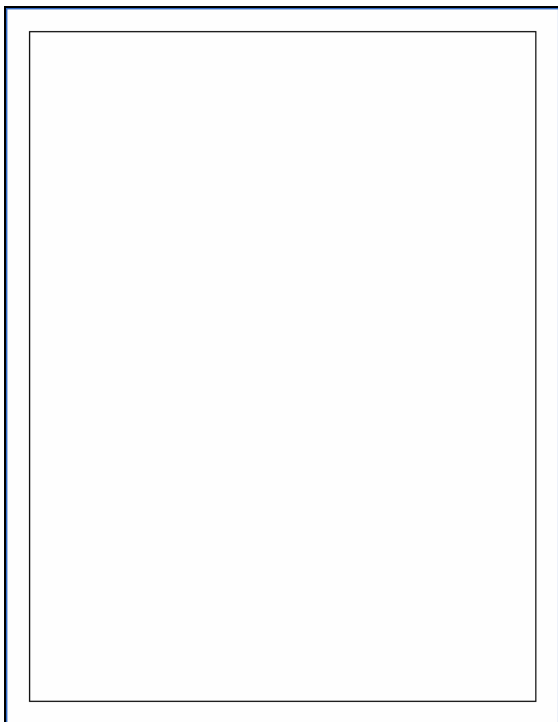
Address Information		Date 3/3/04
Name		
Address		
City		State Zip
Personal Information		
Married	<input type="checkbox"/>	Spouse Name
Dependents	<input type="checkbox"/>	How Many? 0
Which benefits are of interest to you?		
401K Plan	<input type="checkbox"/>	Contribution Amount
Dental Plan	<input type="checkbox"/>	
Cafeteria Plan	<input type="checkbox"/>	

Skill Builder Exercises

Skill Builder 17.1 Record a Section Break Macro



Skill Builder 17.2 Record a Page Border Macro



Skill Builder 17.3 Create a Table Macro

<i>My Table</i>		

My Table

Skill Builder 17.5 Create an Electronic Form

TrainRight Discount Voucher

<p>Please check one:</p> <p><input checked="" type="checkbox"/> Three classes (10%)</p> <p><input type="checkbox"/> Five classes (20%)</p> <p><input type="checkbox"/> Ten classes (30%)</p>	<p>Name <input type="text" value="Suzanne Frost"/></p> <p>Address <input type="text" value="123 Main Street"/></p> <p>City <input type="text" value="Anywhere"/> State <input type="text" value="CA"/> Zip <input type="text" value="99999"/></p> <p>Email <input type="text" value="email@email.com"/></p>
<p>Credit card type <input type="text" value="Visa"/></p>	<p>Number <input type="text" value="123-456-789"/></p>

Return card by December 15 to receive discount credit!

Assessment Exercises

Assessment 17.2 Fill Out an Electronic Form

Wilson Financial Planning		Account Application	
Account Holder Information			
Name		Social Security Number	
Address		Driver's License Number	
City	State	Zip	
Financial Information			
Annual Income		Investment Objective	
Net Worth		<input type="checkbox"/> Capital Preservation	
Investment Experience	Little	<input type="checkbox"/> Capital Appreciation	
Risk Tolerance	Conservative	<input type="checkbox"/> Income	
Signature		Date	

Critical Thinking Exercises

Critical Thinking 17.1 On Your Own

Marina's Persian Carpets		Credit Application	
Personal Information			
Name		Social Security Number	
Address		Driver's License Number	
City	State	Zip	
Credit and Income Information			
Credit Reference 1	Visa	Annual Income	
Account #		<input type="checkbox"/> Less than \$50,000	
Credit Reference 2	Visa	<input type="checkbox"/> \$50,000 - \$100,000	
Account #		<input type="checkbox"/> Above \$100,000	
Signature		Date	

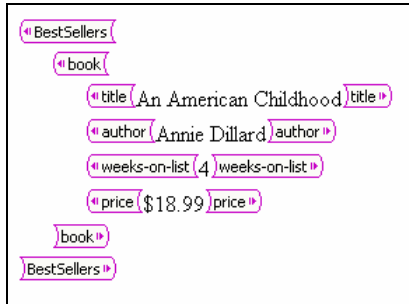
Critical Thinking 17.2 On Your Own

Work Schedule								
Week of February 16		Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	Jason	Off	Shift 1	Shift 1	Shift 2	Off	Shift 2	Off
	Ted	Vacation	Vacation	Vacation	Vacation	Vacation	Vacation	Vacation
	Lisa	Shift 1	Shift 2	Shift 2	Shift 2	Shift 2	Shift 2	Off
	Pat	Off	Training	Training	Training	Training	Training	Off
	Barry	Off	Shift 3	Shift 3	Shift 3	Shift 3	Shift 3	Off
	Ned	Off	Off	Off	Shift 1	Shift 1	Shift 1	Shift 1

Lesson 18 – Working with Word and XML

Hands-On Exercises

Hands-On 18.5 Adjust XML Validation Options (book.xml)



Hands-On 18.6 Save XML Data with a Transform (bestsellers_data (transformed).xml)



Note: This is how the data appears in the XML Editor application.

(bestsellers_prices.htm)

Best Selling Fiction		
Title	Author	Price
The Da Vinci Code	Dan Brown	\$37.95
The Five People You Meet in Heaven	Mitch Albom	\$11.97
The Big Bad Wolf	James Patterson	\$16.77
Bleachers	John Grisham	\$11.97
Wolves of the Calla	Stephen King	\$21.00
Trojan Odyssey	Clive Cussler	\$16.77
Odd Thomas	Dean Koontz	\$16.77
Blow Fly	Patricia Cornwell	\$16.71
Safe Harbour	Danielle Steel	\$16.17
Skippping Christmas	John Grisham	\$8.97
The Hornet's Nest	Jimmy Carter	\$16.20
The Murder Room	P.D. James	\$15.57
Shepherds Abiding	Jan Karon	\$15.95
Pompeii	Robert Harris	\$17.47
The Teeth of the Tiger	Tom Clancy	\$15.25
The Amateur Marriage	Anne Riley	\$16.50

Skill Builder Exercises

Skill Builder 18.1 View an XML File (Memo.xml)

```

<memo>
  <contact>
    <firstName>Dixie</firstName>
    <lastName>Miller</lastName>
    <email>dixie@erols.net</email>
    <subject>Diversity Workshop</subject>
    <content>The evaluations for the last Diversity Workshop are in the mail. As usual, you exceeded our
    expectations!</content>
  </contact>
</memo>

```

Skill Builder 18.2 Create a New XML Data File (Acme Memo.xml)

```

<memo>
  <contact>
    <firstName>Terry</firstName>
    <lastName>Riley</lastName>
    <email>terry@acmetrading.com</email>
    <subject>Pottery Promotion</subject>
    <content>Please submit advertising budgets and recommended content for our
    Summer Seasonal Pottery Promotion by the end of the month</content>
  </contact>
</memo>

```

Assessment Exercises

Assessment 18.1 Open and Display and XML File (PhoneList_data.xml)

The screenshot shows a web application with a table titled "Phone List" and a sidebar titled "XML data views".

First Name	Last Name	Phone	Email
Terry	Riley	505-553-1236	terry@acmetrading.com
Anna	Oeste	405-224-6679	aoeste@webmail.com
Allan	Robertson	714-924-2408	arobrtson@wetrade.com

The "XML data views" sidebar contains the following text:

XML data views

This XML document has multiple data views. Before making changes to the document, choose the data view (XSLT) to apply.

Data only
 PhoneList_Web.xsl
 Browse...

Note: Students must have browsed for and used the PhoneList_Web.xsl style sheet.

Assessment 18.2 Add a Schema to the Schema Library (PhoneList_data.xml)

The screenshot shows the "XML Structure" dialog box with the following content:

XML Structure

Elements in the document:

No XML elements have been applied to this document.

Make a selection in the document and then choose which element you want to apply from the list of elements.

☒ Show XML tags in the document

Choose an element to apply to your current selection:

PhoneList {Phone List}

☒ List only child elements of current element

XML Options...

Assessment 18.3 Transform an XML File (Phone List (transformed).xml)

The screenshot shows a web application with a table titled "Phone List".

First Name	Last Name	Phone
Terry	Riley	505-553-1236
Anna	Oeste	405-224-6679
Allan	Robertson	714-924-2408

Note: See item below for a potential problem.

Phone List		
First Name	Last Name	Phone

Note: If the student did not close the PhoneList_data.xml file and then re-open it in Word, the transform may appear like this example.

Critical Thinking Exercises

This lesson does not include Critical Thinking. Working creatively with Word and XML requires collaboration with an expert XML programmer.