



**Beginning Word Processing**  
**ITSW 1301**  
**COURSE SYLLABUS**

REVISED: 09-10

## Beginning Word Processing

ITSW 1301

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### **Course Description:**

Presents an overview of the production of documents, tables, and graphics. Identifies word processing terminology and concepts; creates technical documents; formats and edits documents; uses simple tools and utilities, and prints documents. Presents pagination, merge and storage of documents. Prerequisite: POFT 1227 with a grade of C or better or a keyboarding skill of 30 words a minute using touch method. Semester Hours 3 (2 lec/2lab)

### **SCANS**

Each objective in this syllabus is identified with a reference to SCANS to indicate that the objective teaches one or more of the SCANS competencies. SCANS is the acronym for the Secretary's Commission on Achieving Necessary Skills (SCANS) and are described in the commission's report as being designed to prepare "America's students and workers for today's high skills workplace. At the end of each objective, the SCANS competencies that are taught are noted by Workplace or Foundation and the category and corresponding letter of the competency. Appendix A at the end of the syllabus gives the SCANS competencies in their complete format. A matrix of the SCANS covered in the course is also found in Appendix A.

### **Required Text & Material:**

Signature Microsoft® WORD 2007 by Nita Rutkosky & Audrey Rutkosky roggenkamp, EMC Paradigm Publishing, 2008

On line and hybrid courses will also be required to have the SNAP program.  
CD-RW or USB drive.

### **Course Objectives or Competencies:**

#### ***Competency***--Develop Good Work Habits

- A. ***Objective***--Given classroom procedures and guidelines for daily preparation, the student will exercise good work habits and attitude toward assignments by submitting all assigned tasks. (Workplace Competencies: Information--A, B, C, D, Resources--C)
- B. ***Objective***--Using assignment instructions and an assignment schedule, the student will demonstrate dependability, orderliness, accuracy, and initiative in completing work. (Workplace Competencies: Information--A, B, C, D, Resources--C)

- C. **Objective**--Using word processing software, the student will keyboard assigned Performance Assessments with at least 70% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--B)

**Competency**--Define and Apply Computer Terms.

- A. **Objective**--Given information on the categories of computers, functions of a computer, hardware, software, memory, and computer speed, the student will demonstrate knowledge of this information by completing a 20-30 question Computer Terms Test with at least 70% accuracy. (Workplace Competencies: Information--A, C)
- B. **Objective**--Given information on basic computer terminology, the student will demonstrate knowledge of this information by completing a 20-30 question Computer Terms Test with at least 70% accuracy. (Workplace Competencies: Information--A, C, Technology--B)
- C. **Objective**--Using WINDOWS Explorer, the student will format a disk with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)
- D. **Objective**--Using WINDOWS Explorer, the student will copy files from one drive and place them on another drive with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)
- E. **Objective**--Using WINDOWS Explorer, the student will delete files from the disk with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)

**Competency**—Create, Edit, Save and Print Documents.

- A. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will open Microsoft Word and create a Word document with at least 70% accuracy. (Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B)
- B. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will edit and save a Word document with at least 70% accuracy. (Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B)
- C. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will select text, and use the Undo and Redo buttons with at least 70% accuracy. (Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B)
- D. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will open a word document, using the Office Button, and display the correct tab with at least 70% accuracy. (Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B)
- E. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will save a document with Save As, exit Word and Windows with at least

70% accuracy. (Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B)

- F. **Objective**--Using word processing software, textbook, and lecture, the student will define terms used in using the Thesaurus with at least 70% accuracy. (Workplace Competencies: Information--A, B)
- G. **Objective**--Using word processing software, the student will select synonyms from the Thesaurus program for appropriate words on selected documents with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B, Thinking Skills--B)

**Competency**--Follow Instructions To Create, Edit, Save, Open, Revise, And Rename Documents Using A Microcomputer With Word Processing Software.

- A. **Objective**--Using word processing software, textbook, and lecture, the student will define terms used in creating, saving, opening, revising, and renaming documents using a microcomputer with word processing software with at least 70% accuracy. (Workplace Competencies: Information--A, B)
- B. **Objective**--Using Word processing software, the student will keyboard a document and then select the correct tab and group option to save the document with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)
- C. **Objective**--Using Word processing software, the student will select the correct tab and group option to open a document into a new document with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)
- D. **Objective**--Using Word processing software, the student will select the correct tab and group option to open a document into a new document, revise the document, and then rename the document with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)

**Competency**--Spell Check A Document.

- A. **Objective**--Using word processing software, the student will select the correct tab and group option to spell check a document with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)

**Competency**—Maintaining and Printing Documents.

- A. **Objective**--Using word processing software, textbook, and lecture, the student will define terms used in printing an entire document, printing one page of a document, and printing multiple pages of a document with at least 70% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)
- B. **Objective**--Using Word processing software, the student will select the correct tab and group option to print a simple document with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)

- C. **Objective**--Using word processing software, the student will select the correct tab and group option to print one page of a document with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)
- D. **Objective**--Using word processing software, the student will select the correct tab and group option to print multiple pages of a document with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)
- E. **Objective**--Using word processing software, the student will select the correct commands to create and print envelopes with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)
- F. **Objective**--Using word processing software, the student will select the correct commands to create and print labels with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)

**Competency**--Make Character Format Selections.

- A. **Objective**--Using word processing software, textbook, and lecture, the student will define terms used in making character format selections with at least 70% accuracy. (Workplace Competencies: Information--A, B, C)
- B. **Objective**--Using word processing software, the student will block selected text and then choose the correct tab and group option to select bold with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)
- C. **Objective**--Using word processing software, the student will block selected text and then choose the correct tab and group option to select underline with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)
- D. **Objective**--Using word processing software, the student will place the cursor at the appropriate place in the document and select the correct tab and group option to make a font selection with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)
- E. **Objective**--Using word processing software, the student will block selected text and then choose the correct tab and group option to make font appearance choices with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)
- F. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will insert symbols and special characters into a work document with at least 70% accuracy. (Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B)

**Competency**-- Format Paragraphs.

- A. **Objective**--Using word processing software, textbook, and lecture, the student will define terms used in making line format selections with at least 70% accuracy. (Workplace Competencies: Information--A, B, C)
- B. **Objective**--Using word processing software, the student will place the cursor and then select the correct tab and group option to choose margins with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)
- C. **Objective**--Using word processing software, the student will place the cursor and then select the correct tab and group option to choose line spacing with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)
- D. **Objective**--Using word processing software, the student will place the cursor and then select the correct tab and group option to choose line numbering with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)
- E. **Objective**--Using word processing software, the student will place the cursor and then select the correct tab and group option to choose justification with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)
- F. **Objective**--Using word processing software, the student will place the cursor and then select the correct tab and group option to choose hyphenation with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)
- G. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will create numbered and bulleted paragraphs with at least 70% accuracy. (Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B)
- H. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will format text and paragraphs with Format Painter and Repeat Command with at least 70% accuracy. (Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B)

**Competency**—Format Documents and Sections.

- A. **Objective**--Using word processing software, textbook, and lecture, the student will define terms used in making page format selections with at least 70% accuracy. (Workplace Competencies: Information--A, B, C)
- B. **Objective**--Using word processing software, the student will place the cursor and then select the correct tab and group option to choose top and bottom margins with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)

- C. **Objective**--Using word processing software, the student will place the cursor and then select the correct tab and group option to choose page numbering with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)
- D. **Objective**--Using word processing software, the student will place the cursor and then select the correct tab and group option to choose headers and footers with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)
- E. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will insert section breaks and hard page breaks into word documents with at least 70% accuracy. (Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B)

**Competency**—Manipulating Tabs.

- A. **Objective**--Using word processing software, textbook, and lecture, the student will define terms used in selecting tab settings with at least 70% accuracy. (Workplace Competencies: Information--A, B, C)
- B. **Objective**--Using Word processing software, the student will place the cursor and then select the correct tab and group option to create left, right, center, or decimal tabs with or without leaders with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)
- C. **Objective**--Using Word processing software, the student will manipulate tabs on the Ruler and at the Tabs Dialog Box with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)

**Competency**--Manipulate Blocks and Columns of Text.

- A. **Objective**--Using word processing software, textbook, and lecture, the student will define terms used in manipulating blocks and columns of text with at least 70% accuracy. (Workplace Competencies: Information--A, B, C)
- B. **Objective**--Using word processing software, the student will block selected text and then choose the correct tab and group option to manipulate blocks and columns of text within a document and between two documents with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)

**Competency**—Format with Special Features.

- A. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will create newspaper columns in a word document with at least 70% accuracy. (Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B)
- B. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will insert section breaks and hard page breaks into word documents with at

- least 70% accuracy. (Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B)
- C. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will use Microsoft Word 2007 templates and wizards to create documents with at least 70% accuracy. (Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B)
- D. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will create and use AutoText in a word documents with at least 70% accuracy. (Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B)
- E. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will research and request information using the research feature of Word 2007 with at least 70% accuracy. (Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B)

**Competency**--Use Find and Replace Feature.

- A. **Objective**--Using word processing software, textbook, and lecture, the student will define terms used in the find and replace feature with at least 70% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)
- B. **Objective**--Using word processing software, textbook, and lecture, the student will select the correct tab and group option to use Word 2007 find feature to locate specified text and/or codes in business documents with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)
- C. **Objective**--Using word processing software, textbook, and lecture, the student will select the correct tab and group option to use Word 2007 find feature to locate specified text and/or codes in business documents and replace them with different text or codes with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)

**Competency**—Format with Styles and Outlines.

- A. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will apply Styles, Style Sets, Themes, and Font Sets to format a word document with at least 70% accuracy. (Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B)
- B. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will create and number an outline in Word 2007 with at least 70% accuracy. (Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B)

**Competency**—Create and Format Tables.

- A. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will create a table in a Word document with at least 70% accuracy.

(Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B

- B. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will format a table in a word document with at least 70% accuracy.

(Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B

- C. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will create a table using the correct tab and option with at least 70% accuracy.

(Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B

- D. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will convert text to a table and convert a table to text in Word 2007 with at least 70% accuracy. (Workplace Competencies: Information—A, B, C, D;

Resources—C; Technology—A, B

**Competency**—Create Charts and Diagrams in Word.

- A. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will create a chart from a word table with at least 70% accuracy. (Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B

- B. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will create diagrams and organizational charts in Word 2007 with at least 70% accuracy. (Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B

**Competency**—Add Visual Appeal To Documents.

- A. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will insert borders and shading into a Word 2007 document with at least 70% accuracy. (Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B

- B. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will insert page borders into a word document with at least 70% accuracy.

(Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B

- C. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will insert images in a document and format them with at least 70% accuracy.

(Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B

- D. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will draw shapes, lines, and text boxes in a document with at least 70%

accuracy. (Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B

**Competency**—Share Documents.

- A. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will insert comments into a word document with at least 70% accuracy. (Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B)
- B. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will track changes to a document with at least 70% accuracy. (Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B)
- C. **Objective**—Using word processing software, textbook, and lecture demonstration, the student will prepare and merge documents with at least 70% accuracy. (Workplace Competencies: Information—A, B, C, D; Resources—C; Technology—A, B)

**Competency**--Create A Merged Document.

- A. **Objective**--Using word processing software, textbook, and lecture, the student will define terms used in creating a merged document with at least 70% accuracy. (Workplace Competencies: Information--A, B, C)
- B. **Objective**--Using word processing software, textbook, and lecture, the student will select the correct tab and group option for merge codes and will place them correctly in a main document with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)
- C. **Objective**--Using word processing software, textbook, and lecture, the student will key the information needed and select the correct code key necessary for the data source with at least 70% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)
- D. **Objective**--Using word processing software, textbook, and lecture, the student will select the correct tab and group option to merge the main documents and data source documents to create a series of repetitive business documents with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)

**Competency**-- Use the H: drive and USB drive Properly In Order To Save and Open Documents.

- A. **Objective**-- Given their H: Drive and USB drive, the student will handle and store data properly during class and at the end of each class with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)
- B. **Objective**--Using word processing software, the student will save and open a document with 100% accuracy. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)
- C. **Objective**--Using Windows and/or Word 2007 commands, the student will backup his/her data 100% of the time in order to always have a current backup of documents.
- D. **Objective**--Using WINDOWS Explorer or Word 2007 software commands, the student will delete all documents that have been given a final grade in order to learn

disk management 100% of the time. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B)

**Competency--Improve Basic Skills.**

- A. **Objective:** Giving handouts and textbook, the student will read the content to understand and to interpret written information. \*(Foundation: Basic Skills--A, B, D)
- B. **Objective:** Given study questions and tests, the student will write answers to questions to communication information learned in the course. \*(Foundation: Basic Skills--A, B, D)
- C. **Objective:** Using information given by the instructor, the student will listen to the lectures, demonstrations, and one-on-one interactions to receive information that can be interpreted for use in classroom work and outside assignments. \*(Foundation: Basic Skills--A, B, D)

**Competency--Develop an Independent, Professional Work Ethic.**

- A. **Objective--**Using assignment instructions, lecture, instructor assistance, and word processing software, the student will complete 100% of the assignments independently. (Workplace Competencies: Information--A, B, C, D, Resources--C, Technology--A, B, Personal Qualities--E)
- B. **Objective--**Given information concerning the illegality of copying computer software, the student will refrain 100% of the time from illegally copying software. (Workplace Competencies: Personal Qualities--E)
- C. **Objective--**Given information concerning the confidentiality of student disks, the student will refrain 100% of the time from seeking or giving information from student disks. (Workplace Competencies: Personal Qualities--E)

**Course Outline:**

- Introduction to Office 2007
- Chapter 1: Create, Print & Edit Documents
- Chapter 2: Formatting Characters
- Chapter 3: Aligning & Indenting Paragraphs
- Chapter 4: Customizing Paragraphs
- Chapter 5: Proofing Documents
- Unit 1 Performance Assessment
- Chapter 6: Formatting Pages
- Chapter 7: Customizing Page Formatting
- Chapter 8: Inserting Elements & Navigating a Document
- Chapter 9: Maintaining Documents
- Chapter 10: Managing and Printing Documents
- Performance Assessment Unit 2

Chapter 11: Inserting Images  
Chapter 12: Inserting shapes and Word Art  
Chapter 13: Creating Tables  
Chapter 14: Enhancing Tables  
Chapter 15: Creating Charts  
Performance Assessment Unit 3  
Chapter 16: Merging Documents  
Performance Assessment Unit 4

### **MCC Attendance Policy:**

Regular and punctual attendance is expected of all students, and each instructor will maintain a complete record of attendance for the entire length of each course, including online and hybrid courses. Students will be counted absent from class meetings missed, beginning with the first official day of classes. Students, whether present or absent, are responsible for all material presented or assigned for a course and will be held accountable for such materials in the determination of course grades. In the case of online and hybrid courses, attendance will be determined in terms of participation, as described in the course syllabus.

Absence from 25 percent of scheduled lecture and/or laboratory meetings will be taken as evidence that a student does not intend to complete the course, and the student will be withdrawn from the course with a grade of W. The instructor may reinstate the student if satisfied that the student will resume regular attendance and will complete the course. If the student's 25 percent absences are reached after the official drop date, the instructor may assign a W, if the student is passing and requests to be withdrawn. However, if a student who is not passing reaches the 25 percent point after the official drop date, the student will receive an F. In extenuating circumstances, the instructor may assign a W to a student who is not passing.

Each absence will count toward attendance requirements in each course.

Students will be permitted to make up class work and assignments missed due to absences caused by (1) authorized participation in official College functions, (2) personal illness, (3) an illness or a death in the immediate family, or (4) the observance of a religious holy day. Also, the instructor has the prerogative of determining whether a student may make up work missed due to absences for other reasons. It is the student's responsibility to inform the instructor of the reason for an absence and to do so in a timely fashion.

**Note: Students interested in seeing the class attendance policy in its entirety should check the Highlander Guide or the MCC policy manual.**

### Student Absences on Religious Holy Days

McLennan Community College shall excuse a student from attending classes or other required activities including examinations for the observance of a religious holy day, including travel for that purpose. Students are required to file a written request with each instructor for an excused absence. A student whose absence is excused for this observance may not be penalized for that absence and shall be allowed to take an examination or complete an assignment from which the student is excused within a reasonable time after the absence. Religious holy day means a holy day observed by a religion whose places of worship are exempt from property taxation under the Texas Tax Code. McLennan Community College may not excuse absences for religious holy days which may interfere with patient care.

### **ADA Statement:**

In accordance with the requirements of the Americans with Disabilities Act (ADA) and the regulations published by the U.S. Department of Justice 28 C.F.R. 35.107(a), MCC's designated ADA coordinators, Mr. Gene Gooch, Vice President, Finance and Administration and Dr. Santos Martinez, Vice President, Student Services, shall be responsible for coordinating the college's efforts to comply with and carry out its responsibilities under ADA. Students with disabilities requiring physical, classroom or testing accommodations should contact Marc Sweatt, Disability Specialist, at 299-8122 or [msweatt@mclennan.edu](mailto:msweatt@mclennan.edu).

# APPENDIX A

## WORKPLACE COMPETENCIES: Effective workers can productively use:

**Resources:** Identifies, organizes, plans, and allocates resources

- A. *Time*—Selects goal-relevant activities, ranks them, allocates time, and prepares and follows schedules
- B. *Money*—Uses or prepares budgets, makes forecasts, keeps records, and makes adjustments to meet objectives
- C. *Material and Facilities*—Acquires, stores, allocates, and uses materials or space efficiently
- D. *Human Resources*—Assesses skills and distributes work accordingly, evaluates performance and provides feedback

**Interpersonal:** Works with others

- A. *Participates as Member of a Team*—Contributes to group effort
- B. *Teaches Others New Skills*
- C. *Serves Clients/Customers*—Works to satisfy customers' expectations
- D. *Exercises Leadership*—Communicates ideas to justify position, persuades and convinces others, responsibly challenges existing procedures and policies
- E. *Negotiates*—Works toward agreements involving exchange of resources, resolves divergent interests
- F. *Works with Diversity*—Works well with men and women from diverse backgrounds

**Information:** Acquires and uses information

- A. *Acquires and Evaluates Information*
- B. *Organizes and Maintains Information*
- C. *Interprets and Communicates Information*
- D. *Uses Computers to Process Information*

**Systems:** Understands complex inter-relationships

- A. *Understands Systems*—Knows how social, organizational, and technological systems work and operates effectively with them
- B. *Monitors and Corrects Performance*—distinguishes trends, predicts impacts on system operations, diagnoses deviations in systems' performance and corrects malfunctions
- C. *Improves or Designs Systems*—suggests modifications to existing system and develops new or alternative systems to improve performance

**Technology:** Works with a variety of technologies

- A. *Selects Technology*—Chooses procedures, tools or equipment including computers and related technologies
- B. *Applies Technology to Task*—Understands overall intent and proper procedures for setup and operation of equipment
- C. *Maintains and Troubleshoots Equipment*—Prevents, identifies, or solves problems with equipment, including computers and other technologies

**FOUNDATION SKILLS (BASIC SKILLS COMPETENCIES):** Competent workers in the high-performance workplace need:

**Basic Skills:** Reads, writes, performs arithmetic and mathematical operations, listens and speaks

- A. *Reading*—locates, understands, and interprets written information in prose and in documents such as manuals, graphs, and schedules

- B. *Writing*—communicates thoughts, ideas, information, and messages in writing; and creates documents such as letters, directions, manuals, reports, graphs, and flow charts
- C. *Arithmetic/Mathematics*—performs basic computations and approaches practical problems by choosing appropriately from a variety of mathematical techniques
- D. *Listening*—receives, attends to, interprets, and responds to verbal messages and other cues
- E. *Speaking*—organizes ideas and communicates orally

**Thinking Skills:** Thinks creatively, makes decisions, solves problems, visualizes, knows how to learn, and reasons

- A. *Creative Thinking*—generates new ideas
- B. *Decision Making*—specifies goals and constraints, generates alternatives, considers risks, and evaluates and chooses best alternative
- C. *Problem Solving*—recognizes problems and devises and implements plan of action
- D. *Seeing Things in the Mind's Eye*—organizes, and processes symbols, pictures, graphs, objects, and other information
- E. *Knowing How to Learn*—uses efficient learning techniques to acquire and apply new knowledge and skills
- F. *Reasoning*—discovers a rule or principle underlying the relationship between two or more objects and applies it when solving a problem

**Personal Qualities:** Displays responsibility, self-esteem, sociability, self-management, and integrity and honesty

- A. *Responsibility*—exerts a high level of effort and perseveres toward goal attainment
- B. *Self-Esteem*—believes in own self-worth and maintains a positive view of self
- C. *Sociability*—demonstrates understanding, friendliness, adaptability, empathy, and politeness in group settings
- D. *Self-Management*—assesses self accurately, sets personal goals, monitors progress, and exhibits self-control
- E. *Integrity/Honesty*—chooses ethical courses of action

## SCANS MATRIX

SCANS	Covered in the
<b>Workplace Competencies: Resources</b>	
A. Time	X
B. Money	
C. Material and Facilities	X
D. Human Resources	X
<b>Workplace Competencies: Interpersonal</b>	
A. Participates as Member of a Team	
B. Teaches others new skills	
C. Serves Clients/Customers	
D. Exercises Leadership	
E. Negotiates	
F. Works with Diversity	
<b>Workplace Competencies: Information</b>	
A. Acquires and Evaluates Information	X
B. Organizes and Maintains Information	X
C. Interprets and Communicates Information	X
D. Uses Computers to Process Information	X
<b>Workplace Competencies: Systems</b>	
A. Understands Systems	X
B. Monitors and Corrects Performance	X
C. Improves or Designs Systems	
<b>Workplace Competencies: Technology</b>	
A. Selects Technology	
B. Applies Technology to Task	X
C. Maintains and Troubleshoots Equipment	
<b>Foundation Skills: Basic Skills</b>	
A. Reading	X
B. Writing	X
C. Arithmetic/Mathematics	X
D. Listening	X
E. Speaking	X
<b>Foundation Skills: Thinking Skills</b>	
A. Creative Thinking	X
B. Decision Making	X
C. Problem Solving	X
D. Seeing Things in the Mind's Eye	X
E. Knowing How to Learn	X
F. Reasoning	X
<b>Foundation Skills: Personal Qualities</b>	
A. Responsibility	X
B. Self-Esteem	
C. Sociability	
D. Self-Management	X
E. Integrity/Honesty	X

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Course Competencies	Workplace Competencies															Foundation Skills																					
	Resources				Interpersonal						Information				Systems			Technology			Basic Skills					Thinking Skills					Personal Skills						
	A	B	C	D	A	B	C	D	E	F	A	B	C	D	A	B	C	A	B	C	A	B	C	D	E	A	B	C	D	E	F	A	B	C	D	E	
Develop good work habits			X								X	X	X	X					X																		
Define and apply computer terms			X								X	X	X	X				X	X																		
Create, edit, save, and print			X								X	X	X	X				X	X									X									
Follow instructions to create, edit save,			X								X	X	X	X				X	X																		
Spell check a document			X								X	X	X	X				X	X																		
Maintaining and printing a			X								X	X	X	X				X	X																		
Make character format selections			X								X	X	X	X				X	X																		
Format paragraphs			X								X	X	X	X				X	X																		
Format documents and sections			X								X	X	X	X				X	X																		
Manipulating tabs			X								X	X	X	X				X	X																		
Manipulate blocks and columns of text			X								X	X	X	X				X	X																		
Format with special features			X								X	X	X	X				X	X																		

