

Computer Training Course Catalog



PROFESSIONAL DEVELOPMENT PROGRAM
ROCKEFELLER COLLEGE UNIVERSITY AT ALBANY State University of New York

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Microsoft Courses by Skill Level

Access	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Page</i>
Access 2016: Basics—Core Concepts for Creating and Using Databases	✓			7
Access 2016: Basics—Core Concepts for Creating and Using Databases (iLinc)	✓			7
Access 2016: Level One	✓			7
Access 2016: Level Two		✓		8
Access 2016: Queries, Forms, and Reports (iLinc)		✓		8

Excel	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Page</i>
Excel 2013: Basics—Core Concepts for Spreadsheet Success	✓			9
Excel 2013: Formulas and Functions			✓	9
Excel 2013: Moving to Excel 2013 (HSLC web)	✓			9
Excel 2016: Basics—Core Concepts for Spreadsheet Success	✓			10
Excel 2016: Basics—Core Concepts for Spreadsheet Success (iLinc)	✓			10
Excel 2016: Charts and Graphics			✓	10
Excel 2016: Charts and Graphics (iLinc)			✓	10
Excel 2016: Formatting Worksheets (iLinc)	✓			11
Excel 2016: Formulas and Functions			✓	11
Excel 2016: Formulas and Functions (iLinc)			✓	11
Excel 2016: Level One	✓			11
Excel 2016: Level Two			✓	12
Excel 2016: Level Three			✓	12
Excel 2016: Using Tables and PivotTables to Analyze Data			✓	12
Excel 2016: Using Tables and PivotTables to Analyze Data (iLinc)			✓	12

Office	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Page</i>
Digital Literacy Fundamentals: Skills for Using Your Computer Effectively			✓	13
Office 2016: Making the Leap from Office 2010 to 2016: Excel and PowerPoint			✓	13
Office 2016: Making the Leap from Office 2010 to 2016: Excel and PowerPoint (iLinc)			✓	14
Office 2016: Making the Leap from Office 2010 to 2016: Outlook and Word			✓	14
Office 2016: Making the Leap from Office 2010 to 2016: Outlook and Word (iLinc)			✓	15

OneNote	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Page</i>
OneNote 2013: Organizing Your Work with OneNote	✓			15
OneNote 2016: Organizing Your Work with OneNote	✓			16

Outlook	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Page</i>
Outlook 2013: Moving to Outlook 2013 (HSLC web)	✓			16
Outlook 2013: Managing Calendars	✓			16
Outlook 2013: Outlook for Power Users		✓		17
Outlook 2016: Email Basics (iLinc)	✓			17
Outlook 2016: Managing Calendars	✓			17
Outlook 2016: Managing Calendars (iLinc)	✓			17
Outlook 2016: Outlook for Power Users		✓		17
Outlook 2016: Outlook for Power Users (iLinc)		✓		18

PowerPoint	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Page</i>
PowerPoint 2016: Creating a Basic Presentation	✓			18
PowerPoint 2016: Creating a Basic Presentation (iLinc)	✓			18
Publisher	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Page</i>
Publisher 2016: Basics (iLinc)	✓			19
SharePoint	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Page</i>
SharePoint: Collaborating and Communicating with SharePoint Online	✓			19
Windows	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Page</i>
Windows 7: Using the Operating System	✓			20
Windows 7: Using the Operating System (iLinc)	✓			20
Word	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Page</i>
Word 2013: Creating Templates and Forms		✓		20
Word 2013: Moving to Word 2013 (HSLC web)	✓			20
Word 2016: Basics	✓			21
Word 2016: Basics (iLinc)	✓			21
Word 2016: Creating Templates and Forms		✓		21
Word 2016: Creating Templates and Forms (iLinc)		✓		22
Word 2016: Intermediate—Building Documents and Reports (iLinc)		✓		22
Word 2016: Track Changes		✓		22

Courses are offered as instructor-led classroom training unless otherwise noted.

Course Icons



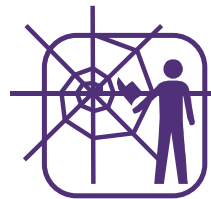
INSTRUCTOR-LED CLASSROOM TRAINING

Classroom training on Microsoft and New York State proprietary applications is delivered in computer labs, conference rooms, local district offices, and other sites across the state using existing computer labs or portable lab equipment. This is dependent on site restrictions and lab availability. Trainees practice the skills taught in training and are provided with training support materials to use as a reference at their office.



VIRTUAL CLASSROOM TRAINING

iLinc courses that focus on a single topic are available for some Microsoft applications, NYS proprietary applications, and topics of interest to network administrators. Enrollees in these classes will "attend" class via the Internet using a personal computer. Trainees are provided with access to training support materials after class for reference at their office. Prior to attending the first class, hardware and software must be set up on the computer. Contact your LAN Administrator or technology support staff for assistance.



WEB-BASED TRAINING

Web-based courses are available on HSLC and are indicated by (HSLC web) in the filename. This type of training allows you to learn at your own pace, review when you need to, and complete your training over a series of sessions. Training includes instruction, demonstrations, and interactive activities.



WEBINAR

Webinar training is also available for trainees in remote locations. Current training is aimed at NYS proprietary applications. Enrollees will "attend" class via an Internet link provided to them by PDP.

Training Information

How Do I Obtain Information to Register for Training or Cancel Enrollment?

Registration for these courses is available via the Human Services Learning Center (HSLC). Local district staff should consult their Staff Development Coordinator (SDC) for registration.

OCFS staff should contact their Training Coordinator or supervisor. Training Coordinators should process nominations through HSLC. Training Coordinators without HSLC access should contact Catherine Klose of the Professional Development Program (PDP) at cklose@albany.edu or 518-442-6604 for registration assistance. Supervisory approval is required.

OTDA staff should contact their Training Coordinator. Supervisory approval is required.

Upon registration, staff are tentatively enrolled in the class. If the class is over enrolled, staff and/or their supervisor will be contacted if they need to register for another offering on a different date. Depending on the type of training, a confirmation message for all confirmed trainees will be generated from HSLC or by PDP staff prior to the class and sent to trainees via email.

Training Coordinators and Staff Development Coordinators are requested to cancel enrollment via HSLC. For additional assistance, Catherine Klose (PDP) can be reached at cklose@albany.edu or 518-442-6604.

PDP Monthly Newsletters

To subscribe to PDP's monthly training newsletter, PDP Training News, please contact Catherine Klose (PDP) at cklose@albany.edu or 518-442-6604.

Searching for PDP Computer Training in HSLC:

Search under Provider: "SUNY Albany—PDP" and Content: "Systems Microcomputer".

What If a Course Is Not Listed in the Catalog or in HSLC?

If you do not see a course that meets your needs or if you require training on an application that is in a different version (Excel 2013 versus Excel 2016, for example), please forward your need/suggestion, by email, to Janet Gorsky of the OCFS Bureau of Training and Development (BTD) at janet.gorsky@ocfs.ny.gov, or to Monica Sharp or Desiree Dukes of the Office of Temporary and Disability Assistance (OTDA) Training and Staff Development (TSD) at monica.sharp@otda.ny.gov or desiree.dukes@otda.ny.gov. Contact Desiree Dukes for OTDA-specific application training.

Other Scheduling...

PDP is currently developing additional Office 2016 training. For additional information regarding such courses as they are released, consult the PDP Training News monthly newsletter.

How Do I Get Help After a Class?

After attending a class, you may email follow-up questions to PDP's Department of Computer Training Services at: PDP-computerhelp@albany.edu. One of our trainers will respond to your inquiry in a timely manner.

Prerequisites

Windows 7: Using the Operating System or equivalent knowledge is the prerequisite for all courses, and is the only prerequisite for Basics or Level 1 courses; for specialized half-day or upper level courses, Basics level or prior level or equivalent knowledge is required.

Additionally, for iLinc classes, all interested users must attend the *LL: Introduction to iLinc (DLT01)* course prior to registering for a content course. This course runs approximately 60 minutes, and will help trainees become familiar with the iLinc interface and the operation of different tools. There are *LL: Introduction to iLinc (DLT01)* classes offered multiple times every week. You can register for this course in HSLC.

Microsoft Courses

Access

Access 2016: Basics—Core Concepts for Creating and Using Databases

1/2 DAY



Is your Excel workbook filled with countless worksheet tabs, rows running into the triple digits, and column headers that look more like secret code than cell labels? It might be time to make the switch to Microsoft Access 2016! Access is a powerful database application that can help you enter, store, and neatly organize data into related tables. Additionally, using Access forms, queries, and reports allows you to quickly enter new information into your database, answer questions about the data, and produce professional reports for managers and others to review. This introductory one-half day course focuses on key concepts that will take your data organization skills to the next level. Topics include:

- Navigate the Access 2016 User Interface
- Create a new database
- Create database tables and establish table relationships
- Enter and modify table data
- Search, sort, and delete records
- Generate a report to present data
- Use the Tell Me and Access 2016 Help features

Access 2016: Basics—Core Concepts for Creating and Using Databases (iLinc)

2 HOURS



Is your Excel workbook filled with countless worksheet tabs, rows running into the triple digits, and column headers that look more like secret code than cell labels? It might be time to make the switch to Microsoft Access 2016! Access is a powerful database application that can help you enter, store, and neatly organize data into related tables. Additionally, using Access forms, queries, and reports allows you to quickly enter new information into your database, answer questions about the data, and produce professional reports for managers and others to review. This interactive virtual course focuses on key concepts that will take your data organization skills to the next level. Learn how to:

- Navigate the Access 2016 User Interface
- Create a new database
- Create database tables and establish table relationships
- Enter and modify table data
- Search, sort, and delete records
- Generate a report to present data
- Use the Tell Me and Access 2016 Help features

Access 2016: Level One

1 DAY



For many, Excel is the go-to application for collecting and presenting data. However, when your Excel workbook is bursting at the seams with information, it makes data input, organization, and analysis challenging. It might be time to make the switch to Microsoft Access 2016! Access is a powerful database application that can help you enter, store, and neatly organize data into related tables and work with complex data and reporting requirements that change over time. Additionally, Access forms, queries, and reports allows you to quickly enter new information into your database, answer questions about the data, and instantly turn data into professional reports for managers and others to review. Access also provides you with the ability to enforce data and referential integrity without being an expert at coding. This one-day course focuses on key concepts that allow you to:

- Navigate the Access 2016 User Interface
- Create a new, blank database
- Create database tables and establish table relationships
- Enter and modify table data
- Search, sort, and delete records
- Analyze data using queries
- Create and format database reports
- Use the Tell Me and Access 2016 Help features

Note: Microsoft Office courses are listed in HSLC with the prefix MS.

Access

Access 2016: Level Two

1 DAY



Access is a powerful database application that allows you to work with complex data, run advanced data queries, and master on-time reporting. In a world where information changes constantly, database management can be challenging. This one-day course will help you manage those complex Access databases by streamlining your workflow, incorporating data validation and database protection, and creating professional reports. This course is designed for users who are comfortable with creating and navigating database objects in Access. Topics include:

- Define database design considerations and structure
 - Import data into Access
 - Use query joins to extract data
 - Create advanced queries to update and modify data
 - Incorporate data validation into an Access database
 - Use advanced report formatting features
 - Protect a database
-

Access 2016: Queries, Forms, and Reports (iLinc)

2 HOURS



If you are developing or maintaining a database, your users must be able to quickly and efficiently find or update information without violating critical concepts such as data integrity or relationships. That's where queries, forms, and reports come into play. A good Access query makes it easy to locate information within or across tables in response to your business needs and can serve as the foundation for forms and reports. By using forms, staff who are unfamiliar with the design of the database can safely add or find records, while the reporting feature will allow staff to quickly generate professional looking reports suitable for management needs. Designed for users who are familiar with basic Access navigation and database features, this interactive virtual course will teach you how to use queries to answer questions about your data; create forms to allow others to easily navigate, enter, search, and modify data; and create and modify reports to present data. Topics include:

- Create and use a query to analyze data
- Create forms to enter and edit data within an Access database
- Create database reports
- Modify and format the layout of an Access report
- Use the Tell Me feature and Access 2016 Help features

Note: Microsoft Office courses are listed in HSLC with the prefix MS.

Take an Access course!

You can use Access to easily create a database and report project data in advanced ways, even if you don't have programming experience. In addition to designing and managing databases, our Access courses teach you how to create tables and establish table relationships, query databases and generate reports, and import data from Excel to Access.

Excel

Excel

Excel 2013: Basics—Core Concepts for Spreadsheet Success

1/2 DAY



Are you brand new to Microsoft Excel? Has it been some time since you have worked with Microsoft Excel and you need a refresher? Have you dabbled in Excel, but aren't sure if you know the basics? If you answered "Yes!" to any of these questions, this course is designed for you. Microsoft Excel 2013 is a powerful program that can help you efficiently organize and store data, quickly calculate and analyze data, and produce professional worksheets with illustrative graphs and charts. A solid foundational knowledge of core concepts is critical to taking advantage of the more advanced features of Excel. This introductory one-half day course focuses on key concepts that will take your data organization skills to the next level. Learn how to:

- Efficiently navigate the Excel User Interface
- Understand and use the Excel commands within the ribbon
- Create and save an Excel workbook
- Insert formulas into your Excel workbook
- Effectively use AutoFill
- Use AutoSum to perform calculations
- Insert, copy, and reuse Excel functions
- Preview and print your Excel workbook

Note: Microsoft Office courses are listed in HSLC with the prefix MS.

Excel 2013: Formulas and Functions

1/2 DAY



Microsoft Excel allows you to perform simple or complex calculations through the use of formulas and functions. Such processes can be applied to numbers, text, and dates. This one-half day course focuses on key concepts to enter and reuse formulas and functions in your Excel worksheet to calculate data. Learn how to:

- Enter formulas
- Perform calculations
- Copy formulas and use absolute references
- Use the Function Library and insert functions
- Access and use the Excel Help feature

Excel 2013: Moving to Excel 2013 (HSLC web)

40 MINUTES



This self-directed, computer-based training course on the Human Services Learning Center (HSLC) explores Microsoft Excel 2013 and allows trainees to become familiar with the new environment and updated features in Excel 2013. Trainees can proceed through the training at their own pace and have an opportunity for hands-on practice. Topics include:

- Using the Start screen to create a new file, open an existing file, or search for a template.
- Utilizing the Flash Fill feature to automatically enter column data.
- Using the Chart Recommendations feature to quickly select an effective chart type.
- Using the Formatting task panes to access context-specific chart tools.
- Implementing Data Labels as callout boxes.
- Quickly formatting a chart using the Chart Elements, Chart Styles, and Chart Filters buttons.
- Easily accessing familiar tools using the Quick Analysis button.

Take an Excel course!

Large amounts of data can be difficult to manage. Our Excel courses teach you to use tools such as formulas and functions, charts and graphs, and advanced formatting to make the most of your data and organize it in a way that makes sense to you and your co-workers.

Excel 2016: Basics—Core Concepts for Spreadsheet Success

1/2 DAY



Are you brand new to Microsoft Excel? Has it been some time since you've worked with Microsoft Excel and you need a refresher? Have you dabbled in Excel, but aren't sure if you know the basics? If you answered "Yes!" to any of these questions, this course is designed for you. Microsoft Excel is a powerful program that can help you efficiently organize and store data, quickly calculate and analyze data, and produce professional worksheets with illustrative graphs and charts. But a solid foundational knowledge of core concepts is critical to taking advantage of the more advanced features of Excel. This introductory one-half day course focuses on key concepts that will take your data organization skills to the next level. Learn how to:

- Efficiently navigate the Excel User Interface
- Understand and use the Excel commands within the ribbon
- Create, save, and print a basic Excel workbook
- Insert formulas into your Excel workbook
- Effectively use AutoFill
- Use AutoSum to perform calculations
- Insert, copy, and reuse Excel functions

Excel 2016: Basics—Core Concepts for Spreadsheet Success (iLinc)

2 HOURS



Are you brand new to Microsoft Excel? Has it been some time since you've worked with Microsoft Excel and you need a refresher? Have you dabbled in Excel, but aren't sure if you know the basics? If you answered "Yes!" to any of these questions, this virtual course is designed for you. Microsoft Excel is a powerful program that can help you efficiently organize and store data, quickly calculate and analyze data, and produce professional worksheets with illustrative graphs and charts. But a solid foundational knowledge of core concepts is critical to taking advantage of the more advanced features of Excel. This introductory virtual course focuses on key concepts that will take your data organization skills to the next level. Learn how to:

- Efficiently navigate the Excel User Interface
- Understand and use the Excel commands within the ribbon
- Create, save, and print a basic Excel workbook
- Insert formulas into your Excel workbook
- Effectively use AutoFill
- Use AutoSum to perform calculations
- Insert, copy, and reuse Excel functions

Excel 2016: Charts and Graphics

1/2 DAY



It's easy to understand, analyze, and interpret data within an Excel worksheet when you are its creator. However, what happens when you give that worksheet to someone who is unfamiliar with the data? Excel offers several graphic features that can take worksheet data and turn it into an appealing and easy-to-understand visual representation; allowing others to quickly interpret and decipher all those rows and columns of information. This one-half day course will focus on inserting, modifying, and formatting charts, sparklines, and other graphics. Designed for users who are familiar with basic Excel navigation and features, this course will help you spruce up your Excel worksheets by presenting your data in a visual and meaningful way. Topics include:

- Visualize Excel data using charts
- Modify and format charts
- Show data trends using sparklines
- Insert graphical objects
- Modify graphical objects
- Use the Excel 2016 Tell Me feature and access Excel 2016 Help

Excel 2016: Charts and Graphics (iLinc)

2 HOURS



Microsoft Excel 2016 allows you to easily generate visual representations of your data. In addition to using charts to interpret information, you can create line, column, and win/loss Sparklines to display trends in your data. You can

Continued on next page

Excel

also use Excel tools to insert, modify, or edit graphical objects. Through this virtual classroom course, you will learn how to:

- Create charts
- Modify and format charts
- Create Sparklines
- Work with graphical objects
- Use the Tell Me help feature

Excel 2016: Formatting Worksheets (iLinc)

2 HOURS



You know how to set up a basic worksheet in Excel and enter information in different cells, but is your data set up so that it is instantly meaningful to you and others, whether viewed online or from a printed page? This Excel iLinc course focuses on producing Excel worksheets that are professional both in terms of functionality as well as presentation, turning meaningless rows and columns into instantly understandable data and calculations. Through this virtual classroom course you will learn how to:

- Use the options in the Font, Alignment, and Styles groups to format an Excel 2016 worksheet
- Use the Edit group to modify worksheet content
- Apply the options from the Page Setup group and dialog box
- Use the Quick Analysis tools for access to data visualization and calculation needs
- Use the Tell Me help feature

Excel 2016: Formulas and Functions

1/2 DAY



Microsoft Excel allows you to perform simple or complex calculations through the use of formulas and functions. Such processes can be applied to numbers, text, and dates. This course focuses on key concepts to enter and reuse formulas and functions in your Excel worksheet to calculate data. Learn how to:

- Enter formulas
- Perform calculations
- Copy formulas and use absolute references

- Use the Function Library and insert functions
- Use the Excel 2016 Tell Me feature

Excel 2016: Formulas and Functions (iLinc)

2 HOURS



Microsoft Excel allows you to perform simple or complex calculations through the use of formulas and functions. Such processes can be applied to numbers, text, and dates. This virtual course focuses on key concepts to enter and reuse formulas and functions in your Excel worksheet to calculate data. Learn how to:

- Enter formulas
- Perform calculations
- Copy formulas and use absolute references
- Use the Function Library and insert functions
- Use the Excel 2016 Tell Me feature

Excel 2016: Level One

1 DAY



The one-day Excel course will provide you with the instruction to organize and store data in Excel workbooks; perform calculations using formulas and functions; apply appropriate formatting for text, dates, and numbers; print workbooks; and manage multiple worksheets. Several Excel 2016 features are covered in this introductory course to provide you with a solid foundation for creating meaningful Excel workbooks efficiently. Learn how to:

- Efficiently navigate the Excel User Interface
- Create and save a workbook
- Use formulas and functions to perform calculations
- Insert, delete, and adjust cells, columns, and rows
- Search for and replace data
- Format worksheet data
- Preview and print a workbook
- Manage multiple worksheets within a workbook

Excel 2016: Level Two

1 DAY



Ready to move beyond basic math calculations in Excel? Do you want to display data trends, or allow others to “drill down” into your data using interactive tools? The one-day Excel course will help you unlock the incredible mathematical and analytical capabilities of Excel 2016 and use charts, PivotTables, and other graphics to organize and present your information in a powerful, user-friendly manner. Excel 2016 offers many advanced formulas and functions to calculate, manipulate, and analyze data within an Excel workbook. Additionally, you can use Excel features to visualize data and create appealing and easy-to-understand visual representations, allowing others to quickly find meaning in the data. Learn how to:

- Organize worksheet data using tables
- Calculate data using advanced formulas and functions
- Manipulate and analyze data using text and logical functions
- Create, format, and modify charts
- Show data trends using sparklines
- Analyze data using PivotTables, Slicers, and PivotCharts
- Insert and modify graphic objects

Excel 2016: Level Three

1 DAY



When working with large amounts of Excel data, human error can often throw an entire Excel workbook out of whack. One can spend hours trying to locate and correct user input mistakes, invalid data, or fix formula errors. Fortunately, the theme of this Excel course is “Data Validation and Automation”. This one-day advanced Excel course will show you how to tackle those complex and data-heavy Excel workbooks by streamlining your workflow using macros, linking data across multiple workbooks, auditing worksheets for errors, protecting Excel data, and effectively collaborating with others in Excel. This course is designed for advanced Excel users. Topics include:

- Create and edit macros
- Create forms to simplify data entry
- Audit worksheets and troubleshoot invalid data and formula errors
- Use advanced functions to analyze and forecast data

- Work with multiple workbooks
- Protect and track an Excel workbook
- Collaborate with others in Excel
- Share data across applications
- Access and use the Tell Me and Excel 2016 Help features

Excel 2016: Using Tables and PivotTables to Analyze Data

1/2 DAY



Excel offers several advanced, dynamic features that allow you to “drill down” into your data to analyze large amounts of information. While tables can help you to easily organize, filter, and manipulate data within Excel, PivotTables can be used to quickly summarize data without the need to reorganize data or understand complex formulas and functions. This one-half day course will introduce you to the analytical capabilities of Excel 2016 and guide you through the process of creating, sorting, and filtering table data; creating PivotTables and slicers; and conceptualizing data via PivotCharts. This course is intended for users who are familiar with basic Excel navigation and calculating capabilities. Topics include:

- Create, modify, and format Excel tables
- Organize table data using the sorting and filtering features
- Create a PivotTable report
- Filter Excel data using slicers
- Analyze data using PivotCharts
- Access and use the Tell Me and Excel 2016 Help features

Excel 2016: Using Tables and PivotTables to Analyze Data (iLinc)

2 HOURS



This advanced virtual course teaches students how to dynamically analyze large amounts of data in an Excel 2016 spreadsheet. Topics include:

Continued on next page

Excel/Office

- Creating, modifying, and formatting tables
- Sorting and filtering data
- Using functions to calculate data
- Creating a PivotTable report
- Filtering data using slicers
- Analyzing data using PivotCharts

Office

Digital Literacy Fundamentals: Skills for Using Your Computer Effectively

1/2 DAY



In order to make efficient use of a PC, there are several essential skills that need to be mastered. An understanding of how to navigate within the Windows 7 environment can reduce frustration due to wasted time and loss of data. This course is aimed at users with minimal prior experience or comfort with personal computers, and teaches students the foundational concepts and skillsets necessary to begin effectively utilizing their computer. Topics include:

- An overview of the Windows 7 operating system, including its objects and features
- Best practices for file management
- Navigating the Internet and Intranet using a web browser
- Introducing the function and utility of the various Microsoft Office 2013 and 2016 applications
- Searching and browsing Microsoft Windows Help

Note: There are two versions of this course—one for Office 2013 and Windows 7 users and one for Office 2016 and Windows 7 users.

Note: Microsoft Office courses are listed in HSLC with the prefix MS.

Office 2016: Making the Leap from Office 2010 to 2016: Excel and PowerPoint

1/2 DAY



This one-half day classroom training course will help you navigate and customize the new look and feel of Office 2016, unlock the power of Flash Fill and the Quick Analysis feature within Excel 2016, give you the upper hand when formatting and incorporating objects and text in PowerPoint 2016, assist you in presenting your content and data in a professional way, and discover how to share and collaborate with other users. This course has been designed for users who are familiar with basic Excel and PowerPoint navigation, features, and formatting options, but need to quickly learn the new user-friendly tools and features related to these skills within the new version.

Topics include:

- Exploring the new look and feel of Office 2016 and customizing the Office 2016 environment
- Examining the new Office 2016 Start screen and its options for creating and opening files
- Sharing and collaborating with other users in Office 2016
- Using the new research features of Smart Lookup and Tell Me
- Working with “intelligent” features in Excel 2016 that make preparing, visualizing, charting, and analyzing your data easier through tools like Flash Fill, Recommended Charts, and Quick Analysis
- Utilizing new formatting tools in PowerPoint 2016 that make it easier to apply common themes, color choices, and layout options across slides
- Leveraging PowerPoint's PresenterView to support the use of multiple display devices during a presentation

To see what's new in Outlook and Word 2016, you may also be interested in taking a related course, *MS Office 2016: Making the Leap from Office 2010 to 2016: Outlook and Word*.

Office 2010 to 2016: Excel and PowerPoint (iLinc)

2 HOURS



This virtual course will help you navigate and customize the new look and feel of Office 2016, unlock the power of Flash Fill and the Quick Analysis feature within Excel 2016, give you the upper hand when formatting and incorporating objects and text in PowerPoint 2016, assist you in presenting your content and data in a professional way, and discover how to share and collaborate with other users. This iLinc course has been designed for users who are familiar with basic Excel and PowerPoint navigation, features, and formatting options, but need to quickly learn the new user-friendly tools and features related to these skills within the new version. Topics include:

- Exploring the new look and feel of Office 2016 and customizing the Office 2016 environment
- Examining the new Office 2016 Start screen and its options for creating and opening files
- Sharing and collaborating with other users in Office 2016
- Using the new research features of Smart Lookup and Tell Me
- Working with “intelligent” features in Excel 2016 that make preparing, visualizing, charting, and analyzing your data easier through tools like Flash Fill, Recommended Charts, and Quick Analysis
- Utilizing new formatting tools in PowerPoint 2016 that make it easier to apply common themes, color choices, and layout options across slides
- Leveraging PowerPoint’s Presenter View to support the use of multiple display devices during a presentation

To see what’s new in Outlook and Word 2016, you may also be interested in taking a related course, *MS Office 2016: Making the Leap from Office 2010 to 2016: Outlook and Word*.

Office 2016: Making the Leap from Office 2010 to 2016: Outlook and Word

1/2 DAY



Office 2016 has made connecting and collaborating with others simple, integrated, and efficient. This one-half day classroom training course will help you navigate and customize the new look and feel of Office 2016, while also communicating, organizing, and integrating your calendar and email experience in Outlook 2016. Additionally, you will learn how to quickly format tables, edit a PDF, make use of the enhanced document editing features, and share and collaborate with other users in Word 2016. This course is designed for staff who are familiar with basic Outlook and Word features for managing email, calendars, and formatting or editing documents, but need to quickly learn the new user-friendly tools and features related to these skills within Outlook and Word 2016. Topics include:

- Navigating the newly designed Outlook 2016 environment and its new timesaving features including Peek, as well as easy ways to quickly identify unread messages and access contacts
- Exploring the new look and feel of Office 2016 and customizing the Office 2016 environment
- Examining the new Office 2016 Start screen and its options for creating and opening files
- Sharing and collaborating with other users in Office 2016
- Using the new research features of Smart Lookup and Tell Me
- Editing PDF files through Word 2016 and using other enhanced editing and formatting features
- Accessing the new Read Mode, aimed at tablet and smartphone users

To see what’s new in Excel and PowerPoint 2016, trainees may also be interested in taking a related course, *MS Office 2016: Making the Leap from Office 2010 to 2016: Excel and PowerPoint*.

Office/One Note

Office 2016: Making the Leap from Office 2010 to 2016: Outlook and Word (iLinc)

2 HOURS



Office 2016 has made connecting and collaborating with others simple, integrated, and efficient. This virtual course will help you navigate and customize the new look and feel of Office 2016, while also communicating, organizing, and integrating your calendar and email experience in Outlook 2016. Additionally, you will learn how to quickly format tables, edit a PDF, make use of the enhanced document editing features, and share and collaborate with other users in Word 2016. This iLinc course is designed for staff who are familiar with basic Outlook and Word features for managing email, calendars, and formatting or editing documents, but need to quickly learn the new user-friendly tools and features related to these skills within Outlook and Word 2016. Topics include:

- Exploring the new look and feel of Office 2016 and customizing the Office 2016 environment
- Examining the new Office 2016 Start screen and its options for creating and opening files
- Sharing and collaborating with other users in Office 2016
- Using the new research features of Smart Lookup and Tell Me
- Navigating the newly designed Outlook 2016 environment and its new timesaving features including Peek, as well as easy ways to quickly identify unread messages and access contacts
- Editing PDF files through Word 2016 and using other enhanced editing and formatting features
- Accessing the new Read Mode, aimed at tablet and smartphone users

To see what's new in Excel and PowerPoint 2016, you may also be interested in taking a related course, *MS Office 2016: Making the Leap from Office 2010 to 2016: Excel and PowerPoint*.

OneNote

OneNote 2013: Organizing Your Work with OneNote

1/2 DAY



Are you ready to take your organizational skills to the next level? OneNote 2013 allows users to take notes, brainstorm for an upcoming project, upload pictures, highlight ideas, link to web content, and quickly share this content with others. Whether using a tablet or PC, OneNote 2013 ultimately gives you the ability to organize all of your mixed media content into one simple location. This one-half day classroom training course will guide you through the steps of creating, formatting, sharing, printing, and enhancing notes in OneNote 2013. This course is designed for users who are new to the OneNote 2013 environment. Topics include:

- Navigating the OneNote 2013 environment
- Using predesigned templates
- Modifying formatting
- Adding Quick Notes, links, and tags
- Using the OneNote recycle bin
- Integrating with Outlook
- Printing OneNote content
- Searching notebooks

Note: Microsoft Office courses are listed in HSLC with the prefix MS.

OneNote/Outlook

OneNote 2016: Organizing Your Work with OneNote

1/2 DAY



Are you ready to take your organizational skills to the next level? OneNote 2016 allows you to take notes, brainstorm for an upcoming project, upload pictures, highlight ideas, link to web content, and quickly share this content with others. Whether using a tablet or PC, OneNote 2016 ultimately gives you the ability to organize all of your mixed media content into one simple location. This one-half day classroom training will guide you through the steps of creating, formatting, sharing, printing, and enhancing notes in OneNote 2016. The *OneNote 2016: Organizing Your Work with OneNote* course is designed for users who are new to the OneNote 2016 environment. Topics include:

- Navigating the OneNote 2016 environment
- Using predesigned templates
- Modifying formatting
- Adding Quick Notes, links, and tags
- Integrating with Outlook
- Printing OneNote content
- Searching notebooks
- Using the OneNote Recycle Bin

Note: Microsoft Office courses are listed in HSLC with the prefix MS.

Outlook

Outlook 2013: Moving to Outlook 2013 (HSLC web)

35 MINUTES



This self-directed, computer-based training course on the Human Services Learning Center (HSLC) explores Microsoft Outlook 2013 and allows trainees to become familiar with the new environment and updated features in Outlook 2013. Trainees can proceed through the training at their own pace and have an opportunity for hands-on practice. Topics include:

- Utilizing the Peek feature to quickly view mail, calendars, contacts, and tasks.
- Understanding the new Mail view.
- Implementing the Weather bar in Calendar view.
- Accessing contact information from People view.
- Creating Favorites in order to quickly send email.

Outlook 2013: Managing Calendars

1/2 DAY



This one-half day course will help you use the calendar features of Outlook 2013 to maintain your own calendar, assist with planning, and schedule meetings with others. Topics include:

- Accessing calendar views
- Creating appointments
- Scheduling individual and recurring meetings
- Sharing and adding calendars

Take an Outlook course!

Whether you're new to Outlook, or you already use Outlook to communicate with co-workers, our Outlook courses teach you how to use the application more efficiently and take advantage of its many features, including formatting messages, using the calendar, and organizing messages with folders.

Outlook

Outlook 2013: Outlook for Power Users

1/2 DAY



This one-half day course will help existing Outlook users by providing timesaving and organizational techniques for use with email, calendar, and tasks. Several topics will be covered focusing on managing your email and calendar efficiently, searching and updating your calendar entries, effectively tracking your workflow, and more. Topics include:

- Tips to manage email in Outlook
- Using Automatic Replies
- Filing messages using Quick Steps
- Creating a contact group
- Searching for messages and calendar entries
- Tracking workflow with Tasks
- Setting up and modifying recurring meetings

Outlook 2016: Email Basics (iLinc)

2 HOURS



Outlook is an essential tool to communicate electronically. This virtual course teaches students the basics of navigating and using Outlook 2016 to efficiently and effectively communicate via email. Topics include:

- Navigating Outlook 2016
- Composing and managing email messages
- Formatting messages
- Working with file attachments
- Organizing messages with folders
- Using the Tell Me feature

Outlook 2016: Managing Calendars

1/2 DAY



This one-half day course will help you use the calendar features of Outlook 2016 to maintain your own calendar, assist with planning, and schedule meetings with others. Topics include:

- Accessing calendar views

- Creating appointments
- Using the Weather Bar
- Scheduling individual and recurring meetings
- Sharing and adding calendars
- Using the Tell Me feature

Outlook 2016: Managing Calendars (iLinc)

2 HOURS



This virtual course will help you use the calendar features of Outlook 2016 to maintain your own calendar, assist with planning, and schedule meetings with others. Topics include:

- Accessing calendar views
- Creating appointments
- Using the Weather Bar
- Scheduling individual and recurring meetings
- Sharing and adding calendars
- Using the Tell Me feature

Outlook 2016: Outlook for Power Users

1/2 DAY



This one-half day course will help existing Outlook users by providing timesaving and organizational techniques for use with email, calendar, and tasks. Several topics will be covered focusing on managing your email and calendar efficiently, searching and updating your calendar entries, effectively tracking your workflow, and more. Topics include:

- Tips to manage email in Outlook
- Filing messages using Quick Steps
- Creating and using email message templates
- Searching for messages and calendar entries
- Tracking workflow with Tasks
- Using Automatic Replies
- Setting up and modifying recurring meetings

Outlook/PowerPoint

Outlook 2016: Outlook for Power Users (iLinc)

2 HOURS



This interactive virtual course will help existing Outlook users by providing timesaving and organizational techniques for use with email, calendar, and tasks. Several topics will be covered focusing on managing your email and calendar efficiently, searching and updating your calendar entries, effectively tracking your workflow, and more. Topics include:

- Tips to manage email in Outlook
- Using Automatic Replies
- Filing messages using Quick Steps
- Creating a contact group
- Searching for messages and calendar entries
- Tracking workflow with Tasks
- Setting up and modifying recurring meetings

Note: Microsoft Office courses are listed in HSLC with the prefix MS.

PowerPoint

PowerPoint 2016: Creating a Basic Presentation

1/2 DAY



The one-half day course will guide you through the steps to create a professional presentation using Microsoft PowerPoint 2016. You will learn how to prepare a presentation using templates and themes, add slides, format slide content, and deliver your presentation using the Presenter View feature. Topics include:

- Identifying and navigating elements of the PowerPoint 2016 environment
- Creating a presentation from a theme or template
- Formatting text on slides
- Delivering a presentation
- Using the Tell Me help feature

PowerPoint 2016: Creating a Basic Presentation (iLinc)

2 HOURS



This virtual course will guide you through the steps to create a professional presentation using Microsoft PowerPoint 2016. You will learn how to prepare a presentation using templates and themes, add slides, format slide content, and deliver your presentation using the Presenter View feature. Topics include:

- Identifying and navigating elements of the PowerPoint 2016 environment
- Creating a presentation from a theme or template
- Formatting text on slides
- Delivering a presentation
- Using the Tell Me help feature

Take a PowerPoint course!

Our PowerPoint courses teach you to use the tools and techniques in PowerPoint to give your presentations visual impact, engage your audience, and communicate your message. Learn to customize slides using themes, charts, and graphical objects, as well as best practices for delivering an effective presentation.

Publisher/SharePoint

Publisher

Publisher 2016: Basics (iLinc)

2 HOURS



The MS Publisher 2016: Basics interactive virtual course will guide you through the steps to create professional single-page and multiple-page layouts for desktop publishing projects, such as newsletters, pamphlets, and flyers. You will learn how to design layouts using templates and schemes, apply master pages, and add text and graphic content. Additionally, you will learn how to perform a mail merge and print your project. Topics include:

- Identifying and navigating elements of the Publisher 2016 environment
- Creating a single-page layout from a template
- Creating a multiple-page layout from a template
- Choosing schemes
- Applying master pages
- Adding text and graphics
- Printing documents
- Using Publisher 2016 Help

Note: Microsoft Office courses are listed in HSLC with the prefix MS.

SharePoint

SharePoint: Collaborating and Communicating with SharePoint Online

1/2 DAY



Microsoft SharePoint Online allows you and your colleagues to collaborate through file sharing and information exchange online. Through SharePoint Online, a team site can be very useful for discussion, updating files shared with others, maintaining a group calendar, and more. This course utilizes the Staff Development Coordinator SharePoint site, SDC Corner, as its model but the skills and methods learned can be applied to all SharePoint Online sites. Topics include:

- Understanding the purpose and benefits of SharePoint
- Accessing and navigating SharePoint Online
- Using the Discussion Board
- Accessing and updating the calendar
- Sharing files
- Setting alerts
- Searching for content

Continued on next page

Windows/Word

Windows

Windows 7: Using the Operating System

1/2 DAY



This course provides basic Windows 7 operating system instruction. The purpose of this course is to teach you how to navigate through the enhanced operating system through customization and file management. This course is intended for both users currently using Windows 7 and those anticipating new computer equipment or the Windows 7 upgrade. Topics include:

- Working with Windows 7
- Getting help
- Customizing Windows 7
- Managing and searching folders and files

Windows 7: Using the Operating System (iLinc)

2 HOURS



This virtual course provides basic Windows 7 operating system instruction. The purpose of this course is to teach you how to navigate through the enhanced operating system through customization and file management. This course is intended for both users currently using Windows 7 and those anticipating new computer equipment or the Windows 7 upgrade. Topics include:

- Customizing Windows 7
- Managing folders and files
- Getting help

Word

Word 2013: Creating Templates and Forms

1/2 DAY



Microsoft Office 2013 offers many templates, both on and offline, for those who would rather not reinvent the wheel. Word 2013 templates give the user timesaving, preformatted, and professional documents that can be selected and modified to fit individual needs. Templates can also be created and saved for future use to help make document creation tasks easier and more efficient. Additionally, forms can be created in Word 2013 that contain content controls, including checkboxes, text boxes, drop-down lists, and date pickers, making them easy for other people to complete. This one-half day classroom training course will guide you through the steps of creating, editing, and saving templates and forms in Word 2013. This course is designed for users who are already familiar with basic Microsoft Word navigation and formatting features. Topics include:

- Using and saving a Word template
- Creating, modifying, and saving a document as a template
- Creating a form
- Inserting and modifying form fields within a form
- Protecting, saving, and printing a form
- Using 2013 Word Help

Word 2013: Moving to Word 2013 (HSLC web)

35 MINUTES



This self-directed, computer-based training course on the Human Services Learning Center (HSLC) explores Microsoft Word 2013 and allows you to become familiar with the new environment and updated features in Word 2013. You can proceed through the training at your own pace and have an opportunity for hands-on practice.

Continued on next page

Take a Word course!

Our Word courses teach you to use the application for much more than just word processing. Learn how Word's user-friendly tools, such as templates and forms, tables and charts, and advanced formatting, can help you create polished and informative documents.

Word

Topics include:

- Using the Start screen to create a new file, open an existing file, or search for a template.
- Opening and editing PDF files.
- Saving a Word file as a PDF file.
- Using the new table features.
- Editing documents with the Live Layout and new Comments features.
- Reading a document using the Read Mode feature.
- Using the new Welcome back! feature to quickly pick up where you left off.

Word 2016: Basics

1/2 DAY



When you are surrounded by email and text messages, it's easy to let your word processing skills fall by the wayside. Speed, convenience, and ease of communication are quickly superseding formatting, professionalism, and spellcheck! Although this may work for text messages, a more measured approach is needed in the workplace. This course is a great first step into the Microsoft Office 2016 suite. Creating, formatting, and proofing professional documents has never been easier. This one-half day course will provide you with instructions on the basic navigational, formatting, and word processing capabilities of Word 2016. Learn how to:

- Efficiently navigate the Word user interface
- Understand and use the Word commands within the ribbon
- Create, save, and print a basic Word document
- Insert, edit, and modify text within a document
- Use Proofing tools to check for spelling and grammar errors
- Use the Word 2016 Tell Me feature and access Word 2016 Help

Word 2016: Basics (iLinc)

2 HOURS



When you are surrounded by email and text messages, it's easy to let your word processing skills fall by the wayside. Speed, convenience, and ease of communication are quickly superseding formatting, professionalism, and spellcheck! Although this may work for text messages, a more measured approach is needed in the workplace. This iLinc course is a great first step into the Microsoft Office 2016 suite. Creating, formatting, and proofing professional documents has never been easier. This introductory virtual course will provide you with instructions on the basic navigational, formatting, and word processing capabilities of Word 2016. Topics include:

- Efficiently navigate the Word user interface
- Understand and use the Word commands within the ribbon
- Create, save, and print a basic Word document
- Insert, edit, and modify text within a document
- Use Proofing tools to check for spelling and grammar errors
- Use the Word 2016 Tell Me feature and access Word 2016 Help

Word 2016: Creating Templates and Forms

1/2 DAY



Word 2016 offers thousands of templates, both on and offline, giving you access to countless timesaving, pre-formatted, and professional documents that can easily be revised to fit your needs. To make your document creation tasks easier and more efficient, new templates can be created and saved for future use with a few simple steps. Additionally, forms can be designed using form fields and content controls such as check boxes, text boxes, drop-down lists, and date pickers to make the forms easy for others to complete. This one-half day course will guide you through the process of creating, editing, and saving templates and forms for ongoing use. This course has been designed for users who are familiar with basic Microsoft Word navigation and formatting features. Learn how to:

- Create a document from a template
- Create a template

Continued on next page

Word

- Create a form
- Insert form fields into a document
- Save and protect a form
- Use the Word 2016 Tell Me feature and access Word 2016 Help

Word 2016: Creating Templates and Forms (iLinc)

2 HOURS



MS Word 2016 offers thousands of templates, both on and offline, giving you access to countless timesaving, pre-formatted, and professional documents that can easily be revised to fit your needs. To make your document creation tasks easier and more efficient, new templates can be created and saved for future use with a few simple steps. Additionally, forms can be designed using form fields and content controls such as check boxes, text boxes, drop-down lists, and date pickers to make the forms easy for others to complete. This interactive virtual classroom course will guide you through the process of creating, editing, and saving templates and forms for ongoing use. This course has been designed for users who are familiar with basic Microsoft Word navigation and formatting features. Learn how to:

- Create a document from a template
- Create a template
- Create a form
- Insert form fields into a document
- Save and protect a form
- Use the Word 2016 Tell Me feature and access Word 2016 Help

Word 2016: Intermediate—Building Documents and Reports (iLinc)

2 HOURS



Word 2016 isn't just for writing letters or short documents. It is a powerful word processing application that allows you to create professional reports. These documents may include data tables, graphics, links, headers and footers, and even a table of contents. This interactive virtual course will help staff move beyond the basics of

simple documents and use more advanced formatting capabilities in Word 2016. Several topics will be covered, focusing on key elements in professional reports and larger documents. Topics include:

- Modify document formatting using styles and themes
- Create sections and work with page breaks
- Insert and manage headers, footers, and hyperlinks
- Create a Table of Contents
- Insert tables and modify table layout
- Embed Excel data into professional reports
- Insert and modify graphics

Word 2016: Track Changes

1/2 DAY



Collaborating with others is a critical part of the review process for many documents—one person may draft a document, while others review and suggest changes. Word 2016 helps you handle this process through the Track Changes feature. This one-half day course will teach users how to track and respond to document changes, view and understand the document markup display, compare multiple document versions, and finalize a document. This course is intended for users who are familiar with basic Word skills for creating and editing documents. Learn how to:

- Activate the Track Changes feature and understand the document markup display
- Use tools such as the Review Pane to work with longer documents
- Add, edit, or delete text within a document, including suggesting or responding to comments
- Finalize changes by accepting or rejecting changes
- Working with multiple versions of a single document
- Inspect a document for hidden data and personal information

Acrobat Reader

Acrobat Reader DC: Beyond Reading a File (iLinc)

2 HOURS



Adobe Acrobat Reader DC allows you to access PDF files and then take the next step to edit text, move graphics, share comments or status stamps to facilitate content review, and more. This interactive virtual course demonstrates the features and benefits of using Adobe Reader DC. Topics include:

- Exploring the Adobe Reader DC window
- Viewing a file
- Finding and searching text
- Marking up PDF files
- Adding and aligning objects
- Inserting comments and stamps
- Additional Adobe Reader DC features

Training Support and Assistance

Customized training support and assistance sessions focus on particular functions of a given software application, with a group of participants involved in a common project or with similar responsibilities specifying the topics they would like discussed in each session. For example, a Word assistance request might ask for training on designing mail merge documents for a mass mailing or creating Word templates that can be saved on the network and used by everyone in a unit. An Access request might call for working from a customized database that staff are already using, explaining how to enter, update, or review information.

Requests for training support and assistance can include a list of topics to be covered in training. Alternately, our assessment group can provide assistance in determining the topics. After the list of topics is approved, PDP's training team determines the best order of presentation and structures the class to meet the trainees' stated needs, using a variety of materials and resources depending on the topics requested. The time spent on each topic depends on its complexity as well as the number of questions, if any, a topic elicits during the session. The training team can also work in conjunction with a local site contact to determine additional training topics.

Training support and assistance sessions can follow a traditional classroom training model, where the instructor demonstrates how to perform a task and then the trainees practice the new skill, or can be highly dependent on trainee involvement with the classroom objectives. In the latter model, trainees might request help with a specific document or file used in their work. For example, in an Excel session, a trainee might bring an electronic copy of a challenging report/spreadsheet so the instructor can review it and troubleshoot the problem during class, showing trainees how the difficulty was resolved. The instructor presents personal best practices or tips regarding the software and may ask participants to do the same. Training topics can combine the use of different applications, such as generating a report from a proprietary database or system, and then converting the data to Excel for analysis or even presentation in a chart or graph format.

Comprised of topics requested by trainees and/or their supervisors and determined in consultation with PDP, these sessions provide targeted, customized instruction to meet the specific software application needs of staff.

Assessment and Evaluation

PDP's services include needs assessment and evaluation to support the emerging technology training needs of our government partners. Such activities are provided based on approval of our sponsors, BTD and TSD. PDP can conduct a customized assessment of an organization's training needs, using methods such as focus groups, surveys, personal interviews, and computerized simulations measuring knowledge and performance. These techniques are used to develop targeted training programs and curricula, assess long-term training objectives, and analyze gaps between current performance and desired performance levels.

Our assessment goals emphasize task analysis and performance assessment. We analyze current tasks performed by staff with an eye towards automating these tasks using PCs. We also examine staff's current abilities to use PC applications that perform these automated tasks. For staff using proprietary applications, task analysis plays a substantive role in developing learning objectives and system curriculum. Assessment work surrounding Microsoft Office competencies may indicate the need for skills that are traditionally taught through a variety of training materials or application training, such as *MS Excel 2016: Formulas and Functions* and *MS Word 2016: Creating Templates and Forms*. Through assessment and

evaluation efforts, PDP also realized the need to tie how-to instruction with conceptual learning, or provide additional guidance on "best practices" when using various applications. One-half day courses such as *Digital Literacy Fundamentals: Skills for Using Your Computer Effectively (Office 2016 and Windows 7)*, *MS Outlook 2016: Outlook for Power Users*, and *MS Word 2016: Creating Templates and Forms* were designed, in part, to meet this need. Some of the courses are now offered using iLinc, webinar, or via online, computer-based training (CBT), enabling staff to attend training from their office. Distance learning sessions also include simulated hands-on practice activities. CBT courses have the added benefit of 24 x 7 availability, so that staff can learn the latest Office and OCFS proprietary system skills around the clock in an interactive, hands-on environment.

We actively evaluate existing courses using Kirkpatrick's evaluation model to examine participant reaction, knowledge gain, and job impact or behavior change gained from training in order to improve training delivery and curriculum. The emphasis on close coordination among our evaluation and assessment, curriculum, and training teams will continue the high training standards for which PDP is noted.

New York State Proprietary Systems

In addition to Microsoft Office training, PDP provides a variety of training services for New York State proprietary systems. Instructor-led classroom and iLinc training can be tailored to focus on specific user needs and roles. If you or your agency have the need for additional training to support the New York State proprietary applications noted here, please contact Janet Gorsky of the OCFS BTD staff at janet.gorsky@ocfs.ny.gov or Monica Sharp or Desiree Dukes of the OTDA TSD staff at monica.sharp@otda.ny.gov or desiree.dukes@otda.ny.gov.

PDP provides one-on-one training, support, and assistance to state and local district staff to fulfill needs best met in a customized or individualized environment. This can include assistance on proprietary as well as Microsoft Office applications geared towards the specific interests of an individual, or sessions regarding the use of assistive technology for staff with visual impairments or other accessibility needs. In addition, PDP can provide customized sessions for senior/executive level staff or others with mission-critical requirements. Training is provided through classroom interaction, group sessions, one-on-one “elbow-training,” or iLinc. Please contact Janet Gorsky, Monica Sharp, or Desiree Dukes to request this specialized type of training support.

Adult Services Automation Project (ASAP).NET

1 DAY



The Adult Services Automation Project (ASAP) is an information system used to automate the intake and case management functions performed by Adult Protective Services (APS) caseworkers in local districts. This one-day course is intended for new APS caseworkers and supervisors, or staff seeking refresher training. Topics include:

- Accessing and navigating ASAP
- Performing intake tasks
- Managing Caseloads
- Recording assessment results
- Maintaining case information

- Entering guardianship information
- Running reports
- Using the ASAP Help System

CCFS: Acting Director (classroom, iLinc, and webinar)

1/2 DAY



2 HOURS



This course provides instruction on the Acting Director functionality in the Child Care Facility System (CCFS). CCFS accommodates regulation 418-1.15(b)(23) for day care centers (DCC) and regulation 414.15(b)(23) for school-age child care (SACC) programs regarding the safety of children in care in the absence of an approved director. Changes include end-dating the director and assigning an acting director and an approved director within the number of days outlined in the regulations. Trainees will also be taught how to work with the escalation processes that have been implemented in CCFS to address instances where the requirements outlined in the regulations have not been met. Topics include:

- Understanding the Acting Director functionality, including assigning the Business Contact Role
- Scenario #1: Acting Director Assigned within One Business Day/Approved Director Assigned within 90 Days
- Scenario #2: No Acting Director Assigned within One Business Day/No Approved Director Assigned within 90 Calendar Days

CCFS: Comprehensive Overview for Regulators

1 DAY



This one-day course provides instruction for regulators on completing tasks in the Child Care Facility System (CCFS). This course is intended for new CCFS users and those who could benefit from a refresher on the topics in a typical facility life-cycle in CCFS, such as searching for records, processing an application, recording inspections, and processing renewals. Topics include:

Continued on next page

New York State Proprietary Systems

- Getting started in CCFS
- Using the CCFS Help system
- Retrieving records
- Processing an initial application
- Recording an initial inspection and completing an application registration review
- Renewing a license/registration

CCFS: Interface with CONNECTIONS (iLinc and webinar)

2 HOURS



This virtual course (available in iLinc and webinar) provides instruction on changes to the Child Care Facility System (CCFS) and CCFS2, which accommodates an interface with the CONNECTIONS system. Changes include automating the creation of a complaint in CCFS from a Statewide Central Register (SCR) day care-related report, as well as the ability to view SCR case status updates. Topics include:

- Understanding the CCFS Interface with CONNECTIONS
- Associating a Complaint Which is Created by a Report from the SCR
- Processing a Complaint Which is Created by a Report from the SCR

CCFS: Legally-Exempt for Local District Staff (HSLC web)

45 MINUTES



This self-directed, computer-based training course explores the legally-exempt tasks of the Child Care Facility System (CCFS) for local district staff. Students can proceed through the training at their own pace. There are numerous demonstrations and an opportunity for hands-on practice. This course is hosted on HSLC. Topics include:

- An introduction to CCFS Legally-Exempt
- Exploring the CCFS environment
- Notifications to local districts
- Running and working with reports

- Searching legally-exempt providers

CCFS: Overview for Enrollment Agencies (HSLC web)

30-40 MINUTES



This self-directed, computer-based training course explores the Child Care Facility System (CCFS) legally-exempt related tasks to be completed by enrollment agency (EA) and local district staff. The training is intended for new CCFS users.

Students can proceed through the training at their own pace. There are several interactive learning activities, a demonstration, and an opportunity for hands-on practice. Topics include:

- Overview of CCFS Legally-Exempt
- Getting Started with CCFS
- Searching for Providers
- Running Reports

CCFS: Processing Legally-Exempt Enrollment Information

2 DAYS



This two-day course provides instruction on the CCFS Legally-Exempt Enrollment module to process and track enrollment information for legally-exempt providers in New York State. This course is required by the Office of Children and Family Services for all enrollment agency staff who perform or may perform enrollment-related tasks using CCFS. Topics include:

- Documenting a new enrollment
- Making family/provider decisions
- Changing the enrollment status
- Documenting Extenuating Circumstances (EC) reviews
- Progressing to full enrollment
- Monitoring compliance
- Processing a renewal packet
- Using legally-exempt reports

New York State Proprietary Systems

CCFS: Searching and Retrieving Provider Records (HSLC web)

45 MINUTES



This self-directed, computer-based training course explores the provider search features of the Child Care Facility System (CCFS). Students can proceed through the training at their own pace. There are demonstrations and an opportunity for hands-on practice. This course is hosted on HSLC. Topics include:

- Search basics and techniques
- Licensed/Registered Provider search
- Legally-Exempt Provider search

CCFS: Using Excel to Analyze CCFS and CCFS2 Data

1/2 DAY



This one-half day classroom training course teaches CCFS and CCFS2 users how to independently gather the information they need from CCFS/CCFS2 using Excel as well as the available reports in CCFS, and then use the functionality in Excel 2016 to format and refine that information for easier evaluation. Such information will then be used to support casework and may assist providers with compliance issues.

This course begins with saving CCFS data as an Excel worksheet and copying CCFS2 data into Excel, and then using the formatting tools in Excel to make the data more presentable and easy to read. The course then focuses on more advanced skills, such as sorting and filtering, to help the trainees refine the data for easier review. Trainees will also be taught how to create a basic formula in Excel to gather additional information about their caseload, such as calculating dates and deadlines. Finally, the training will cover how to print an Excel worksheet and get help with Excel 2016. Detailed practice activities provide hands-on experience to help the trainees master the skills taught in class. Topics include:

- Saving CCFS table data, CCFS2 table data, and CCFS reports as an Excel worksheet
- Applying basic formatting to a worksheet, including resizing columns and using the Freeze Panes feature
- Managing data in Excel, including sorting and filtering

- Using basic formulas in Excel to calculate values
- Printing an Excel worksheet
- Getting help with Excel 2016

Note: Through its experience with training CCFS users, PDP has identified Microsoft topics that would augment use of this system. For example, using Excel to filter and sort CCFS reports is much more effective than searching for particular data/report information via scrolling through a report list. Customized training support and assistance sessions for users to enhance their Microsoft or CCFS skills can be developed for you. See the Microsoft Applications and Training Support and Assistance sections of this catalog for further information. You can also contact DCCS staff or Janet Gorsky of the BTD staff at janet.gorsky@ocfs.ny.gov if you have a CCFS training need or suggestion for a new training course.

CCFS: Using Help Topics (iLinc)

2 HOURS



This virtual course explores the Child Care Facility System (CCFS) Help system and provides instruction on how to quickly and effectively find the information you need to complete your work in CCFS using CCFS Help topics.

Topics include:

- Accessing the Help topics
- Topic structure
- Types of links
- Navigating with the Contents feature
- Navigating with the Search feature
- Using the Glossary
- Printing topics

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CCFS: Using the HP ElitePad for Site Visits

1/2 DAY



This one-half day course provides instruction on the use of the HP ElitePad tablet by various OCFS regional office staff as well as registrars involved in program visits and inspections. These tablets will be used while in the field to support easy access to information maintained in the Child Care Facility System (CCFS), tablet tools for note-taking and documentation, and Outlook. This hands-on course allows you to explore various hardware and software features of your new ElitePad tablet. Topics include:

- Tablet basics
- Using Windows 8.1
- Using your HP ElitePad in the field
- Accessing CCFS and CCFS2
- Accessing Outlook 2013
- Completing forms with OneNote 2013
- Printing

CCFS2: Dashboard and Complaints

1/2 DAY



The existing Child Care Facility System (CCFS) is being rewritten as a web application called CCFS2. This one-half day course, entitled CCFS2: Dashboard and Complaints, is intended for CCFS users to explore the new CCFS2 in its browser-based interface and learn the steps required to use the Dashboard and the Complaints module. The Dashboard acts as the CCFS2 “home” page and provides at-a-glance information about your workload. The Complaints module is used to create and associate complaints. Topics include:

- Logging in to CCFS2
- Working in a web application
- Navigating and using the Dashboard
- Creating and associating complaints using the Complaints module
- Getting help with CCFS
- Upcoming changes, including Acting Director
- Renewal Training window
- Getting help with CCFS

CCFS2: Recording Pre-Service Training Requirement Information

1/2 DAY



Per regulation, legally-exempt child care programs must complete pre-service health and safety training. This means that enrollment agency staff will need to access and utilize the web-based CCFS2 application. The purpose of this one-half day course is to learn how to use the CCFS2 web-based application, including the steps to record information to support the new pre-service health and safety training requirement for legally-exempt child care providers. Topics include:

- Logging in to CCFS2 and working in a web-based application
- Navigating and using the Dashboard
- Searching for facility records
- Viewing staff information and recording pre-service training requirement information
- Documenting non-compliance with the pre-service training requirement in the existing CCFS
- Updating the roles of facility staff on the Roles & Approvals page

Child Care Time and Attendance (CCTA): Administrator Training

1/2 DAY



This one-half day course focuses on the Administrator functions in CCTA. It is intended for local district CCTA administrators. Topics include:

- Accessing and navigating CCTA
- Managing CCTA operators
- Searching and reviewing program information
- Completing administration functions

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Child Care Time and Attendance (CCTA): Examiner Training

1 DAY



This one-day course focuses on the Examiner-related functions in CCTA. It is intended for local district staff. Topics include:

- Accessing and navigating CCTA
- Managing family records
- Determining family eligibility
- Configuring custom fields and verifying payments
- Managing provider records
- Managing provider rates and profile information
- Transferring children between providers
- Running CCTA reports

Child Care Time and Attendance (CCTA): Payment Processing for Fiscal Staff

1/2 DAY



This one-half day course focuses on the fiscal-related functions in CCTA. It is intended for local district staff responsible for payment processing. Topics include:

- Accessing and navigating CCTA
- Processing payments in CCTA
- Generating and managing payment reports in CCTA
- Additional payment processing in CCTA

CFRP: Introduction to the Child Fatality Review and Prevention System

1/2 DAY



This one-half day course provides instruction on the use of the web-based Child Fatality Review and Prevention (CFRP) system to maintain and manage information on child fatalities in New York State. Topics include:

- Accessing CFRP
- Navigating CFRP and viewing cases
- Performing data entry and editing data
- Entering narratives and multiple entries
- Adding historical information for a case
- Validating data
- Generating a Child Fatality Report

Cognos Report Studio

1 DAY



Cognos Report Studio is a web-based tool that report authors use to build sophisticated reports against multiple databases or reporting environments. The Cognos Report Studio courses are designed to provide Report Studio training to state and local district report writers and authors who are responsible for fulfilling requests for basic and ad-hoc reports using Central SOS, Data Warehouse, or Welfare Reporting and Tracking System (WRTS) data.

Report writers will learn various report development concepts. This course provides hands-on instruction utilizing relevant Central SOS, Data Warehouse, or WRTS examples to practice authoring various list and crosstab reports. Training courses include:

- *Cognos Report Studio for Central SOS Users*
- *Cognos Report Studio for Data Warehouse Users*
- *Cognos Report Studio for WRTS Users*

Topics include:

- Accessing the Cognos environment and Cognos Report Studio
- Customizing your Cognos environment
- Accessing data through Report Studio
- Searching for and running existing reports developed by others as well as yourself
- Creating, saving, and running new list and crosstab reports
- Modifying reports, incorporating features such as sorting, grouping, filtering, calculations, and prompt pages
- Formatting, exporting and printing reports

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Requirement:

You must have or obtain a Report Studio license and access to Central SOS, Data Warehouse, or WRTS data within Cognos prior to attending either of these trainings. Contact your local area network administrator to request a license and access.

Note: PDP can also provide additional training or technical assistance on the use of the Cognos environment as well as its use against other Cognos repositories. Please contact Janet Gorsky of the BTD staff at janet.gorsky@ocfs.ny.gov or Monica Sharp of the OTDA TSD staff at monica.sharp@otda.ny.gov to request these types of training support.

CONNECTIONS

Numerous trainings are available to support CONNECTIONS users in Local Departments of Social Services, provider agencies, and OCFS. Offerings range from 30-minute online micro-learning opportunities presented via HSLC and iLinc to multi-day, lab-based sessions provided in classrooms throughout New York State. Training topics are regularly updated along with the CONNECTIONS application and include Child Protective functions, Family Services Intake documentation, Family Assessment and Service Planning, Foster Care documentation, Permanency Hearing Reports, foster home licensing, Activities entry, and CONNECTIONS security. Registration for all trainings must be completed in advance using HSLC. CONNECTIONS trainings may be found in HSLC by searching under Provider: "SUNY Albany-PDP" and Content: "Systems Connections." Questions about CONNECTIONS training may be sent to CONNECTIONS@albany.edu.

Contract Management System (CMS)

UPON REQUEST



PDP provides training for staff who need to manage or research contracts within OCFS' automated Contract Management System (CMS). Training addresses the roles of different users within CMS, and focuses on various aspects of the contract life cycle, including contract development, contract management (including budget modifications, program report processing, and expenditure processing), amendments, and renewals. Training includes customized classroom training, training support, and assistance on CMS for specific workgroups within OCFS, as well as classes for approved OCFS contractors.

Note: OCFS staff should contact Kevin Sweet of the Bureau of Contract Management staff at kevin.sweet@ocfs.ny.gov. Contractors in need of additional training or technical support should contact their OCFS program manager.

Detention Risk Assessment Instrument System (DRAIS) (webinar)

2 HOURS



This two-hour online webinar provides instruction on the Detention Risk Assessment Instrument System (DRAIS). The system is used to guide detention decisions in juvenile delinquent detention cases. Topics include:

- Accessing DRAIS
- Searching for youth
- Entering a new DRAI for youth without a preexisting DRAI
- Entering a new DRAI for youth with a preexisting DRAI

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Facility Application and Management System (FAMS)

COMING SOON



The Facility Application and Management System (FAMS) is a secure, web-based system used by persons or entities applying to become Office of Children and Family Services (OCFS) licensed or registered child day care programs in NYS. FAMS allows applicants to complete and submit an initial application electronically, rather than complete a paper application.

Regulators from the OCFS Division of Child Care Services (DCCS) will also use FAMS to review applications and documents submitted by applicants, and communicate with applicants about incorrect or questionable information.

This two and one-half day course will provide instruction for regulators on how to use FAMS to enter, review, and approve an initial Day Care Center (DCC) or School-Age Child Care (SACC) application. Three training scenarios will be covered throughout the course:

- Processing an initial application submitted via paper
- Processing an initial application submitted electronically via FAMS
- Proceeding with an initial application when the applicant chooses to stop using FAMS and start using a paper application

- Entering supplemental youth information and case release data
- Running JDAS reports

Juvenile Justice Information System (JJIS) for Support Team Staff

COMING SOON



JJIS is an information system used to automate the intake and case management functions performed by Division of Juvenile Justice and Opportunities for Youth (DJJOY) facility and Community Multi-Services Offices (CMSO) Support Team staff. Training development is in progress. Topics may include:

- Introduction to JJIS Case Management
- Initial Case Management Tasks for Facility Staff
- Ongoing Case Management Tasks for Facility and CMSO Staff
- Pre-Release Tasks for Facility and CMSO Staff
- Case Management Reports

Juvenile Detention Automated System (JDAS): User Training

1 DAY



The Juvenile Detention Automated System (JDAS) is an automated system used by the Office of Children and Family Services (OCFS) Division of Juvenile Justice and Opportunities for Youth (DJJOY) to benefit detention facilities, voluntary agencies, local district staff, and DJJOY home office staff. This one-day course provides instruction on how to use JDAS and perform youth data management functions in the system. Topics include:

- Understanding JDAS
- Accessing youth case records
- Entering new admissions

Note: To obtain a copy of any of these training materials, please contact Janet Gorsky of the OCFS BTJ staff at janet.gorsky@ocfs.ny.gov or Monica Sharp or Desiree Dukes of the OTDA TSD staff at monica.sharp@otda.ny.gov or desiree.dukes@otda.ny.gov, as appropriate.

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Procurement Card (P-Card)

VARIOUS



New York State (NYS) and Citibank have an agreement for Citibank to provide NYS with VISA Corporate Purchasing Card Services. The NYS Procurement Card (P-Card) will enable you to make authorized purchases directly from a vendor without processing purchase requests or purchase orders. There are several courses available for P-Card cardholders and approvers. P-Card training is intended for OCFS staff. Training topics include a review of cardholder and approver guidelines and responsibilities, reconciliation steps in the Statewide Financial System (SFS), steps to access your cardholder statement on the Citibank website, and instructions for approving P-Card transactions in SFS.

Training courses include:

- P-Card Approver Responsibilities Training
- P-Card Approver Responsibilities Training (webinar)
- P-Card Cardholder Training
- P-Card Cardholder Training (webinar)
- P-Card Training Approver SFS Reconciliation (webinar)
- P-Card Training Cardholder Statement Access and SFS Reconciliation (webinar)

Shelter Management System (SMS)

VARIOUS



The Shelter Management System (SMS) is an online application developed for New York State to manage shelters statewide. There are three distinct groups of users (Division of Shelter Oversight and Compliance (DSOC), local district, and provider/shelter staff) with each having their own responsibilities within the system. Classroom and webinar training courses include:

- SMS: Shelter Management System for Districts and Providers/Shelters (webinar)
- SMS: Shelter Management System for DSOC Staff (Phase 2)
- SMS: Shelter Management System—Processing Annual Inspections

State Supplement Program

VARIOUS



The New York State Supplement Program (SSP) provides state-funded financial assistance to aged, blind, and disabled individuals and is part of the monthly benefit paid to most Supplemental Security Income (SSI) recipients. The SSP system is used primarily by OTDA staff. Training courses include several SSP training topics for the following user roles:

- Customer Support Center (CSC) clerks
- Work Unit (WU) clerks
- Team Leaders and Supervisors

If you are an SSP user, contact your supervisor for additional information on SSP training.

STSJP: Recording STSJP Data in Excel (webinar)

2 HOURS



This online webinar provides instruction on recording Supervision and Treatment Services for Juveniles Program (STSJP) programmatic data in Microsoft Excel and reviews the process of sharing this information among STSJP providers, the municipalities, and the Office of Children and Family Services (OCFS).

Trainees will learn what the STSJP database is and how municipalities and providers will use it to collect and record STSJP data. They will also learn how to record data in a Program Roster, transfer that data to a County Summary Sheet, and get help with recording data from their assigned Regional Technical Advisor (TA). Topics include:

- Understanding the Process to Record STSJP Data
- Completing a Program Roster
- Completing a County Summary Sheet
- Getting Help with Recording STSJP Data

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Welfare-To-Work Caseload Management System (WTWCMS)

WTWCMS Administrator Training

1 DAY



This one-day training focuses on the Administrator functions in WTWCMS. It is intended for WTWCMS Administrators, as well as WTWCMS Users who are responsible for knowing how WTWCMS records are used in their organization, in order to support their WTWCMS Administrator. The training is beneficial for new staff as well as those needing a refresher. The efforts to update and maintain an efficient WTWCMS database are critical. This course assists trainees in making the steps to add and revise necessary data and records. Topics include:

- Creating and maintaining district and provider user information
- Managing local administration of programs, activities, and supportive services
- Creating and maintaining provider directories
- Completing referrals and enrollments using the Provider Directory
- Searching for data in WTWCMS

WTWCMS User Training

2 DAYS



This two-day training provides instruction on how to perform functions on the Welfare-To-Work Caseload Management System (WTWCMS) based on assigned system roles. Depending on the function of the participant, training topics may include:

- An overview of the WTWCMS functional components and user roles
- Working with WTWCMS folders
- Creating and maintaining district and user information
- Processing referrals
- Managing local administration of programs, activities, and supportive services

Note: Customized training and technical assistance are also available for WTWCMS users. Please contact Desiree Dukes of the OTDA TSD staff at desiree.dukes@otda.ny.gov to request these types of training support.

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Disclaimer

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