



Department: Computer Science
Course Title: Business Computer Applications
Section Name: BCIS 1305
Semester: Fall, 2013
Time: Online Course
Classroom: CT, 119

Instructor: Katrieva Jones Munroe
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Office Hours: MW 9:30AM – 11:30AM
TTH 8:00AM – 9:00AM

Course Description:

Computer terminology, hardware, software, operating systems, and information systems relating to the business environment. The main focus of this course is on business applications of software, including word processing, spreadsheets, databases, presentation graphics, and business-oriented utilizations of the Internet. Keyboarding proficiency is highly recommended. Lab fee required.

Required Materials:



- **Textbook:** **New Perspectives on Microsoft Office 2010 First Course**
Shaffer, Carey, Finnegan, Pinard, Ageloff, Ruffolo, Romer, Pedicini, Parsons, Oja, Adamski, S. Zimmerman, Cram, B. Zimmerman – 2011
- **Access Code:** SAM Access Code (comes with packaged book in the bookstore). If you choose to borrow a book, you can purchase the code separately from <http://www.cengagebrain.com> and type in the following ISBN in the Search box: ISBN: 1-111-66936-8. It will bring up **SAM 2010 Assessment, Training, and Projects v2.0 Instant Access Code, 1st Edition** for \$93.00.
- **Odessa College Institution Code-** T2033323, You will need this code to register your SAM 2010 software.

- **Microsoft Office 2010 Professional Edition** – includes MS Word, MS Excel, MS Access, and MS PowerPoint (if you plan to work from home, the book package in bookstore comes with a trial version of this software)
- **Flashdrive:** At least 4GB in memory. If you are enrolled in a web class, you can save your files to your computer. If you will be using someone else's computer, you will need to purchase one of these.
- **Computer with Internet Access:** Throughout the semester, you will need to have access to a personal computer and the internet to complete work in this class. You should use a PC, not Mac, as the SAM software does not work well on Mac computers and you may not be able to view your SAM assignments, trainings and exams using a Mac.

OPTIONAL

Ear buds – purchase these if you would like to be able to listen to the training lectures in class

Description of Institutional Core Objectives (ICO's)

Given the rapid evolution of necessary knowledge and skills and the need to take into account global, national, state, and local cultures, the core curriculum must ensure that students will develop the essential knowledge and skills they need to be successful in college, in a career, in their communities, and in life. Therefore, with the assistance of the Undergraduate Education Advisory Committee, the Coordinating Board has approved guidelines for a core curriculum for all undergraduate students in Texas.

Through the application and assessment of objectives within the institution's core curriculum, students will gain a foundation of knowledge of human cultures and the physical and natural world; develop principles of personal and social responsibility for living in a diverse world; and advance intellectual and practical skills that are essential for all learning. Appropriate Odessa College faculty periodically evaluates all of the courses listed in the descriptions on the following pages of this catalog and keys them to Odessa College's Institutional Core Objectives (ICOs), as defined by the Texas Higher Education Coordinating Board (THECB). (Source: *Odessa College Catalog of Courses 2012-2013*, page 73)

Odessa College's Institutional Core Objectives (ICOs):

- 1) *Critical Thinking Skills* - to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information
- 2) *Communication Skills* - to include effective development, interpretation and expression of ideas through written, oral and visual communication
- 3) *Empirical and Quantitative Skills* - to include the manipulation and analysis of numerical data or observable facts resulting in informed conclusions

- 4) *Teamwork* - to include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal
- 5) *Personal Responsibility* - to include the ability to connect choices, actions and consequences to ethical decision-making
- 6) *Social Responsibility* - to include intercultural competence, knowledge of civic responsibility, and the ability to engage effectively in regional, national, and global communities

Learning Outcomes for _____ (Source: *Odessa College Catalog of Courses*)

Outcome	ICO
Students will create documents, spreadsheets, databases, and presentations using Microsoft Office 2010. Students will research purchasing a computer and create a brief summary of the purchase outlining the computer specifications and which purchase would be the best option.	<i>Critical Thinking Skills</i> - to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information
Students will participate in a Class Lecture Activity once a week with the instructor and peers in their group tables. Students will create a reflective journal each week outlining their new skills and how they might use them in the workforce.	<i>Communication Skills</i> - to include effective development, interpretation and expression of ideas through written, oral and visual communication
Students will learn how to create a family budget in Excel to make informed decisions regarding finances. As a part of a research project, students will make an informed decision based their needs for the purchase of a computer system.	<i>Empirical and Quantitative Skills</i> - to include the manipulation and analysis of numerical data or observable facts resulting in informed conclusions
	<i>Teamwork</i> - to include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal
	<i>Personal Responsibility</i> - to include the ability to connect choices, actions and consequences to ethical decision-making

	<i>Social Responsibility</i> - to include intercultural competence, knowledge of civic responsibility, and the ability to engage effectively in regional, national, and global communities
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Odessa College Policies

Academic Policies

Note that the OC Student Handbook states (page 32) that “[i]n cases of academic dishonesty, the instructor has the authority to impose appropriate scholastic penalties. Complaints or appeals of disciplinary sanctions may be filed in accordance with the college due process procedure. Copies of the college due process procedure are available in the office of The Director of Student Life (CC104).”

For more information on your rights and responsibilities as a student at Odessa College, please refer to the following: *The 411 of OC: Student Handbook 2012-2013; Student Rights & Responsibilities* <http://www.odessa.edu/dept/studenthandbook/handbook.pdf>

As part of the Design for Completion initiative, your Odessa College Student Success Coach and faculty mentor will help you stay focused and on track to complete your educational goals. If an instructor sees that you might need additional help or success coaching, he or she may submit a Retention Alert. Your Student Success Coach or faculty mentor will contact you to work toward a solution.

Scholastic Dishonesty

Scholastic dishonesty shall constitute a violation of these rules and regulations and is punishable as prescribed by board policies. Scholastic dishonesty shall include, but not be limited to, cheating on a test, plagiarism and collusion.

"Cheating on a test" shall include:

- Copying from another student's test paper
- Using test materials not authorized by the person administering the test.
- Collaborating with or seeking aid from another student during a test without permission from the test administrator.
- Knowingly using, buying, selling, stealing or soliciting, in whole or in part, the contents of an unadministered test.
- The unauthorized transporting or removal, in whole or in part, of the contents of the unadministered test.
- Substituting for another student, or permitting another student to substitute for one's self, to take a test.
- Bribing another person to obtain an unadministered test or information about an unadministered test.
- "Plagiarism" shall be defined as the appropriating, buying, receiving as a gift, or obtaining by any means another's work and the unacknowledged submission or incorporation of it in one's own written work.
- "Collusion" shall be defined as the unauthorized collaboration with another person in preparing written work for fulfillment of course requirements. (Source: *Odessa College Student Handbook 2012-2013, page 29-30*)

You are expected to create, edit format and print out your own assignments, take tests without notes or other outside assistance. ALL WORK IS EXPECTED TO BE YOUR OWN.

If unethical behavior is detected:

WITH YOUR FIRST OFFENSE, YOU WILL RECEIVE ZEROS FOR THE ENTIRE CHAPTER and CHAPTER LAB TEST.

WITH YOUR SECOND OFFENSE, YOU WILL BE KICKED OUT OF THE CLASS WITH A FINAL GRADE OF "F", NO QUESTIONS ASKED.

Special Populations/Disability Services/Learning Assistance

Odessa College complies with Section 504 of the Vocational Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. If you have any special needs or issues pertaining to your access to and participation in this or any other class at Odessa College, please feel free to contact me to discuss your concerns. You may also call the Office of Disability services at 432-335-6861 to request assistance and accommodations.

Odessa College affirms that it will provide access to programs, services and activities to qualified individuals with known disabilities as required by **Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990 (ADA)**, unless doing so poses an undue hardship or fundamentally alters the nature of the program or activity. Disabilities may include hearing, mobility or visual impairments as well as hidden disabilities such as chronic medical conditions (arthritis, cancer, diabetes, heart disease, kidney disorders, lupus, seizure disorders, etc.), learning disabilities or psychiatric or emotional disabilities. A student who comes to Odessa College with diagnosed disabilities which may interfere with learning may receive accommodations when the student requests them and submits proper documentation of the diagnosis. A Request for Accommodations form and guidelines for beginning the request process are available in the OC Help Center or on the Odessa College web site at www.odessa.edu/dept/counseling/disabilities.htm. The college strives to provide a complete and appropriate range of services for students with disabilities such as assistance with testing, registration, information on adaptive and assistive equipment, tutoring, assistance with access and accommodations for the classroom where appropriate. For information regarding services, students with disabilities should contact the Office of Disability Services in the OC Help Center located in Room 204 of the Student Union Building or call 432-335-6433. (Source: *Odessa College Catalog of Courses 2012-2013*, page 52)

Dropping a Course or Withdrawing from College

Students wishing to drop a non-developmental course may do so online using WebAdvisor, at the Wrangler Express, or Registrar's Office. A student wishing to drop a developmental course or withdraw from college should obtain a drop or withdrawal form from the Wrangler Express or the Registrar's Office. Students are encouraged to consult with instructors prior to dropping a class. Students may not completely withdraw from the college by use of the Web. Students must drop a class or withdraw from college before the official withdrawal date stated in the class schedule. Students who are part of the Armed Forces Reserves may withdraw with a full refund if the withdrawal is due to their being ordered into active duty. A copy of the student's orders must be presented to the Registrar's Office at the time of the withdrawal. For details, please contact the Office of the Registrar. **No longer attending class does not automatically constitute withdrawal from that class, nor does a student's notification to an instructor that the student wishes to be dropped. Failure of a student to complete the drop/withdrawal process will result in a grade of "F."** (Source: *Odessa College Catalog of Courses 2012-2013*, page 36)

Learning Resource Center (LRC; Library)

The Library, known as the Learning Resources Center, provides research assistance via the LRC's catalog (print books, videos, e-books) and databases (journal and magazine articles). Research guides covering specific subject areas, tutorials, and the "Ask a Librarian " service provide additional help.

Student Success Center (SCC)

Located in the LRC, the Student Success Center (SSC) provides assistance to students in meeting their academic and career goals. We strive to provide new and updated resources and services at no charge to OC students. Academic support services include tutoring, study skills training, workshops, and the mentoring program. Tutoring is available for a variety of subjects including college mathematics, English, government, history, speech, chemistry, biology, and all developmental coursework. Appointments are preferred, but walk-ins will be served as soon as possible. Smarthinking online tutoring is also available. All computers in the center have Internet access, Microsoft Office, and software resources to assist OC students in improving their reading, writing and mathematical skills. The center also offers special assistance to students preparing for the THEA/COMPASS test. Computer lab assistants are available to assist students with student email, Blackboard, OC portal, Course Compass and more. For more information or to make an appointment, please call 432-335-6673 or visit www.odessa.edu/dept/ssc/ (Source: *Odessa College Catalog of Courses 2012-2013, page 54*)

Student E-mail

Please access your Odessa College Student E-mail, by following the link to either set up or update your account: <http://www.odessa.edu/gmail/>. **Correspondence will be submitted using your Odessa College email as an alternative method to contact you with information regarding this course.**

Technical Support

For Blackboard username and password help and for help accessing your online course availability and student email account contact the Student Success Center at 432-335-6878 or online at https://www.odessa.edu/dept/ssc/helpdesk_form.htm.

Expectations for Engagement – Face to Face Learning

To help make the learning experience fulfilling and rewarding, the following Expectations for Engagement provide the parameters for reasonable engagement between students and instructors for the learning environment. Students and instructors are welcome to exceed these requirements.

Reasonable Expectations of Engagement for Instructors

1. As an instructor, I understand the importance of clear, timely communication with my students. In order to maintain sufficient communication, I will
 - provided my contact information at the beginning of the syllabus;
 - respond to all messages in a timely manner through telephone, email, or next classroom contact; and,

- notify students of any extended times that I will be unavailable and provide them with alternative contact information (for me or for my supervisor) in case of emergencies during the time I'm unavailable.
2. As an instructor, I understand that my students will work to the best of their abilities to fulfill the course requirements. In order to help them in this area, I will
 - provide clear information about grading policies and assignment requirements in the course syllabus, and
 - communicate any changes to assignments and/or to the course calendar to students as quickly as possible.
 3. As an instructor, I understand that I need to provide regular, timely feedback to students about their performance in the course. To keep students informed about their progress, I will
 - return classroom activities and homework within one week of the due date and
 - provide grades for major assignments within 2 weeks of the due date or at least 3 days before the next major assignment is due, whichever comes first.

Reasonable Expectations of Engagement for Students

1. As a student, I understand that I am responsible for keeping up with the course. To help with this, I will
 - attend the course regularly and line up alternative transportation in case my primary means of transportation is unavailable;
 - recognize that the college provides free wi-fi, computer labs, and library resources during regular campus hours to help me with completing my assignments; and,
 - understand that my instructor does not have to accept my technical issues as a legitimate reason for late or missing work if my personal computer equipment or internet service is unreliable.
2. As a student, I understand that it is my responsibility to communicate quickly with the instructor any issue or emergency that will impact my involvement with or performance in the class. This includes, but is not limited to,
 - missing class when a major test is planned or a major assignment is due;
 - having trouble submitting assignments;
 - dealing with a traumatic personal event; and,
 - having my work or childcare schedule changed so that my classroom attendance is affected.
3. As a student, I understand that it is my responsibility to understand course material and requirements and to keep up with the course calendar. While my instructor is available for help and clarification, I will
 - seek out help from my instructor and/or from tutors;
 - ask questions if I don't understand; and,
 - attend class regularly to keep up with assignments and announcements.

Student Evaluation of Instruction (SEI):

The SEI will be available in Blackboard in your course schedule: *Nov 18-22*

Course Policies

Disclaimer

This syllabus is tentative and subject to change in any part at the discretion of the instructor. Any changes will be in accordance with Odessa College policies. Students will be notified of changes, if any, in timely manner.

Original Effort

The work submitted for this course must be original work prepared by the student enrolled in this course. Efforts will be recognized and graded in terms of individual participation and in terms of ability to collaborate with other students in this course.

Description of students

Students enrolled in this course are fulfilling the institutional option for the core curriculum in a degree program.

Course prerequisites

None (Source: *Odessa College Catalog of Courses 2012-2013, page 178*)

Course Alignment with Industry Standards

None

Digital Protocol

Cell phones must be placed on either *vibrate* or *silent* mode and are to be accessed in emergency cases only. The use of laptops or any other digital device is permitted in order to facilitate note-taking relative to instruction. Any written assignments will be submitted electronically on either Blackboard or SAM website.

The electronic recording of the time on Blackboard and SAM will be considered the time of assignment submission. Take necessary steps to ensure that your assignments are submitted on “Blackboard” or “SAM” time. Back-up and/or additional copies of all assignments submitted is encouraged. **Computers/printers are available to OC students in the LRC (301-303); therefore, not having access to a computer due to technical issues (crash; corrupted files) will not be considered as an acceptable reason for not completing assignments.** If there is a loss of server connection with Odessa College due to maintenance, then an email will be sent to students with pertinent information and status reports.

Attendance Policy

Students are expected to attend class regularly. Attendance will be recorded by the instructor. Excessive absences will be grounds for disciplinary action, and will be determined on a case-by-case basis. If you are more than 15 minutes late to class or leave class early without notifying the instructor, this will count as an absence. Students are permitted excused absences with a valid excuse.

This course will emphasize the development of discussion skills, the ability to work responsibly in a group, and enhance critical thinking skills. As a result, participation in class discussions and activities is crucial, and students are expected to participate fully. **Because this class uses Blackboard, participation and class activities will be tracked through the Blackboard Learning Management System.**

In an online class, participation includes (but is not limited to) logging in, posting in discussions, communicating with class members, communicating with instructor, completing items in the online environment.

Response Time: The instructor will respond to all emails within 24-hours Monday – Thursday. Messages sent after noon on Friday's, over the weekend or during holidays will be responded to the next business day.

AVID

This course has been identified as a course by Career, Technical, and Workforce Education as one in which teaching and learning strategies adopted by AVID will be implemented. As a student in this course, you will be expected to develop an understanding of the strategies, to model the strategies, to maintain fidelity of implementation, and to examine how these strategies may impact your effectiveness as a professional in your chosen area of occupation, either through coursework or practicum experience as outlined by the course instructor. The Class Lecture Activity and Weekly Journal are strategies that will be used each week to engage students in their learning experience.

Grading Policy

Please understand that this is a required course as an Institutional option for various programs of study on campus in order to prepare you for using Microsoft Office 2010 efficiently in the workforce. Quality work and active participation is expected and not to be negotiated. As a general policy, grades will be taken in class. Any written assignments or tests will be graded outside of class. You can expect feedback on assignments within a week's time.

Grade Inquiry Policy

It is the responsibility of the individual taking this course to maintain accurate track of assignment submissions and grades. There will be opportunities during the semester to meet with the instructor to discuss your academic progress. Contact the instructor to schedule an appointment. Class time will not be used for grade inquiries. All grades are final.

Communication Plan

The best way to communicate with the course instructor is via phone or email. Also, check in Blackboard regularly for announcements, including any changes in the course schedule due to instructor illness or conference attendance. Appointments with the instructor may also be scheduled.

General Course Requirements

1. Attend class and participate.
2. Contribute and cooperate with civility.

3. **Submit assignments on time. Late work will not be accepted. Medical and/or family circumstances that warrant an extension on assignments need to be presented to the instructor. Extensions will be allowed at the instructor's discretion.**

Grading Scale:

"A" = 90-100

"B" = 80-89

"C" = 70-79

"D" = 60-69

"F" = 0-59

Incomplete Policy

An 'Incomplete' grade may be given only if:

1. The student has passed all completed work
2. If he/she has completed a minimum of 75% of the required coursework. A grade of an "I" will only be assigned when the conditions for completions have been discussed and agreed upon by the instructor and the student.

Overview of assignments

<u>Type of Assignment</u>	<u>Percentage</u>
1. Assignments	25%
2. Class Lecture Activities & Weekly Journals	10%
3. Research Assignment	10%
4. Lab Tests	30%
5. Attendance	10%
6. Final Exam	15%

Course Work: Course work is administered and submitted through the Blackboard online classroom. All Course work will have a cutoff date for submission. Work will not be accepted after the cutoff date. You only have 1 submission for each assignment, so make you are satisfied with your work before you submit it.

Tests (major exams/Quizzes): All tests (major exams) are **closed book** unless specifically stated otherwise by the instructor. All tests (major exams) are to be **individually** completed unless specifically stated otherwise by the instructor. You only have 1 submission for each test, so make you are satisfied with your work before you submit it.

Discussion Questions/Participation: You will only have **1 discussion question** titled, "Introduce Yourself". All other points towards participation/discussion questions will come from class participation and/or discussion questions posted in Blackboard.

Extenuating circumstances: If you have an extenuating circumstance during the semester please discuss this with your instructor as they may make an exception in their no late work policy. **This is not a guarantee of an instructor accepting something late.** Extenuating circumstances are unexpected and unavoidable situations. This would be things such as hospitalization or car wreck. Forgetting about the test, a busy work/school schedule, being out of town, your own personal Internet connection, etc. does not qualify as an extenuating circumstance. Students should be prepared to provide documentation for any extension request.

“Class Lecture Activity”: This is an exercise completed in class with the instructor that focuses on the skills that will be need to complete the week’s homework assignments.

“Weekly Journal”: This is a homework assignment completed in Blackboard. It is designed as reflection piece for the week. Students will answer the question posted in a reflective statement of at least 4-5 sentences.

SAM 2010 Course Work- (Log onto SAM to complete these items)

“Training/Tutorials”: This is work that is completed as training on the SAM website **that is not graded**. It is designed to train the student in various skills using Microsoft Office. You should complete trainings for Word, Power Point, Excel and Access first, and then work on your SAM graded work such as, Lab Tests and Case Problems.

“Lab Test”: This is a homework assignment that follows the Training assignment on the SAM website. It is designed to test the student over the skills covered in the Training assignment.

“Case Problem”: This is an assignment that is completed as homework from your book. It is designed to check the students’ skills learned in the Training assignment.

Schedule (Tentative and Subject to Change) **Due Dates are on Blackboard & SAM website by 11:00pm** on the due date listed.

Word, Access, PowerPoint & Excel SAM 2010 Trainings are (Not a Grade)

Application	Module (Find items in this folder)	Instructional Approach (* denotes a strategy adopted by AVID)	Topic	Assignment	Assignment Due Date
Word	Getting Started		Go over syllabus, expectations, etc. Navigate Blackboard and create SAM account. Creation of SAM 2010 accounts	---	August 29, 2013
	Getting Started	Class Activity*	Student Questionnaire	Student Questionnaire	August 29, 2013
	Holiday (Labor Day – Offices closed except for Wrangler Express – No Classes). Sept 2, 2013				
	SAM 2010	Class Lecture Activity*	Word Tutorial 1: Creating a business letter; formatting text, formatting page setup	Word 1-4 SAM Training (Not a Grade) Word 1-4 SAM Lab Test Word 1-4 SAM Case	Sept 15, 2013

			<p>Word Tutorial 2: Editing an academic document according to MLA style</p> <p>Word Tutorial 3: Creating a multiple-page report.</p> <p>Word Tutorial 4: Desktop Publishing and Mail Merge</p>	Problem	
	Word	Class Lecture Activity*	Discussion Question	Introduce Yourself	August 30, 2013
	Word	Class Lecture Activity*	Journal in Bb*	Journal in Bb#1	Sept 15, 2013
	Word	Class Lecture Activity*	Quiz	Word Quiz	Sept 15, 2013
Excel	SAM 2010	Class Lecture Activity*	<p>Excel Tutorial 1: Getting Started with Excel</p> <p>Excel Tutorial 2: Formatting a Workbook</p> <p>Excel Tutorial 3: Working with Formulas and Functions</p> <p>Excel Tutorial 4: Enhancing a Workbook with Charts and Graphs</p>	<p>Excel 1 – 4 SAM Training (Not a Grade)</p> <p>Excel 1 – 4 SAM Lab Test</p> <p>Excel 1 – 4 SAM Case Problem</p>	Oct 6, 2013
	Class Activities	Class Activity*	Journal in Bb*	Journal in Bb#2	Oct 6, 2013
	Quiz	Class Lecture Activity*	Quiz	Excel Quiz	Oct 6, 2013
	Discussion Questions	Class Lecture Activity*	Discussion Question 2	Discussion Question 2	Sept 22, 2013
	Research Assignment	Class Lecture Activity*	Computer Concepts Chapter & Research Assignment Discussion	Discuss the Research Assignment	Dec 8, 2013
Access	SAM 2010	Class Lecture Activity*	<p>Access Tutorial 1: Creating a Database</p> <p>Access Tutorial 2: Building a Database and defining Table Relationships</p> <p>Access Tutorial 3: Maintaining and Querying a Database</p> <p>Access Tutorial 4: Creating Forms and Reports</p> <p>Research Assignment (Continued)</p>	<p>Access 1-4 SAM Training (Not a Grade)</p> <p>Access 1-4 SAM Lab Test</p> <p>Access 1-4 SAM Case Problem</p>	October 31, 2013

	Access	Class Activity*	Journal in Bb* Research Assignment (Continued)	Journal in Bb#3	October 31, 2013
	Access	Class Lecture Activity*	Discussion Question 3 Research Assignment (Continued)	Discussion Question 3	October 16, 2013
	Access	Class Lecture Activity*	Quiz Research Assignment (Continued)	Access Quiz	October 31, 2013
PowerPoint	SAM 2010	Class Lecture Activity*	PowerPoint Tutorial1: Creating a Presentation PowerPoint Tutorial 2: Adding and Modifying Texas and Graphing Objects Research Assignment (Continued)	PowerPoint 1-2 SAM Training (Not a Grade) PowerPoint 1-2 SAM Lab Test PowerPoint 1-2 SAM Case Problem	Nov 17, 2013
	PowerPoint	Class Activity*	Journal in Bb* Research Assignment (Continued)	Journal in Bb#4	Nov 17, 2013
	PowerPoint	Class Lecture Activity*	Quiz Research Assignment (Continued)	PowerPoint Quiz	Nov 17, 2013
	PowerPoint	Class Lecture Activity*	Discussion Question 3 Research Assignment (Continued)	Discussion Question 3	Nov 8, 2013
Thanksgiving Holiday –No Classes, November 27 – November 30					
	Research Assignment	Research Assignment	Research Assignment	Research Assignment	Dec 8, 2013
	SAM 2010	-----	Comprehensive final exam covering Word, Excel, & PowerPoint	SAM 2010 Final Exam Lab Test	Dec 9, 2013