

A. S. in Business Office Systems, Occupational

College Learning Outcomes Matrix: Rate each course from 1 to 5 with 5 being the most important.

Business Office Systems CORE CLASSES	Year of SLO Review	1. Written, Oral and Visual Communication:	2. Scientific and Quantitative Reasoning:	3. Critical Thinking &. Problem Solving:	4. Information Literacy:	GE	DEGREE
BOS 114 Beginning Word Processing	Fall/12	3	1	5	2		X
BOS 115 Intermediate Word Processing	Fall/12	3	1	5	2		X
BOS 120 Computer Keyboarding	S/13	2	1	4	2		X
BOS 163 A Professional Office Procedures	S/13	2	1	5	2		X
BOS 163 B Records Management							X
BOS 163 C Travel and Conference Arrangements							X
CIS 101 Introduction to Personal Computers and Operating Systems							X
CIS 117 Introduction to Database Design and Programming							X
CIS 118 Introduction to Spreadsheet Design							X
BUS 101 Introduction to Business							X
BUS 131 Supervision & Management							X
BUS 137 Managing Groups & Teams							X
BUS 144 Business Communications							X

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GENERAL EDUCATION SLOs WHAT ASSIGNMENTS DO YOU GIVE IN THESE CLASSES THAT ASSESS THE FOLLOWING GE SLOs? ONLY ADDRESS THOSE THAT YOU MARKED ABOVE WITH 4 OR 5.

Business Office Systems CORE CLASSES	1. Written, Oral and Visual Communication:	2. Scientific and Quantitative Reasoning:	3. Critical Thinking & Problem Solving:	4. Information Literacy:	GE	DEGREE
BOS 114 Beginning Word Processing	Letter merge with variable inserts		Find & replace codes in a document	Copy and paste graphics with copyright permission		X
BOS 115 Intermediate Word Processing	Research Paper with Footnotes		Sort on variables in a database.	Research websites with restricted terms.		X
BOS 120 Computer Keyboarding	Produce a document with correct formatting		Compute and analyze scores and set new goals			X
BOS 163 A Professional Office Procedures	Compose letter of inquiry about convention details		Compare purchase & maintenance costs of office equipment	Survey employment websites for salary and job availability.		X
BOS 163 B Records Management						X
BOS 163 C Travel and Conference Arrangements						X
CIS 101 Introduction to Personal Computers and Operating Systems						X
CIS 117 Introduction to Database Design and Programming						X
CIS 118 Introduction to Spreadsheet Design						X
BUS 101 Introduction to Business						X
BUS 131 Supervision & Management						X
BUS 137 Managing Groups & Teams						X
BUS 144 Business Communications						X

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IN WHICH COURSES ARE THESE DEGREE SLOS ASSESSED? Use “I” for Intro, “P” for Practice and “M” for Mastery.

BUSINESS OFFICE SYSTEMS	Perform the duties typically performed by an entry-level administrative assistant or manager in a variety of professional settings.	Demonstrates conceptual and technical knowledge in managing an office force performing general office skills.	Demonstrates expertise in the efficient and productive use of computers, software, and associated technologies,	Use information systems to oversee the gathering, storing, distributing, and archiving or destruction of information.	Interact effectively in oral and written communication.	Function effectively as a motivating leader and a trainer, with high professional and ethical standards.
BOS 114 Beginning Word Processing	P	P	P	P	I	
BOS 115 Intermediate Word Processing	P	P	M	P	I	
BOS 120 Computer Keyboarding	P	P	P	P	I	
BOS 163 A Professional Office Procedures	P	P	P	P	I	I
BOS 163 B Records Management						
BOS 163 C Travel and Conference Arrangements						
CIS 101 Introduction to Personal Computers and Operating Systems						
CIS 117 Introduction to Database Design and Programming						
CIS 118 Introduction to Spreadsheet Design						
BUS 101 Introduction to Business						
BUS 131 Supervision & Management						
BUS 137 Managing Groups & Teams						
BUS 144 Business Communications						

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DEGREE SLOs

WHAT ASSIGNMENTS DO YOU GIVE IN THESE CLASSES THAT ASSESS THE FOLLOWING DEGREE SLOs?

BUSINESS OFFICE SYSTEMS	Perform the duties typically performed by an entry-level administrative assistant or manager in a variety of professional settings.	Demonstrates conceptual and technical knowledge in managing an office force performing general office skills.	Demonstrates expertise in the efficient and productive use of computers, software, and associated technologies,	Use information systems to oversee the gathering, storing, distributing, and archiving or destruction of information.	Interact effectively in oral and written communication.	Function effectively as a motivating leader and a trainer, with high professional and ethical standards.
BOS 114 Beginning Word Processing	Apply character formatting to text	Create, modify and format an original table.	Perform a basic mail merge.	Use word processing document tools.	Compare completed solutions with classmates.	Explore M/S Word Core Certification.
BOS 115 Intermediate Word Processing	Use Word Wizard to produce a flyer.	Produce a MLA document.	Create hypertext links within a document.	Integrate files from other programs.	Explore Word's collaboration features with classmates.	Explore M/S Word Expert Certification.
BOS 120 Computer Keyboarding	Keyboard a minimum of 30 words a minute at a 2-min.timing.	Set speed and accuracy goals in customized drills.	Achieve sprint speeds of at least 35 words a minute on 12" timings.	Learn to create folders and store files.		
BOS 163 A Professional Office Procedures	Correctly format an online and hard copy e-mail and FAX.	Produce a report on arranging travel and a conference for a small group.	Complete an in-basket exercise of 32 tasks with tables and graphics.	Survey a job network to determine the types of administrative skills currently requested.	Prepare a resume for an evaluative exchange with a classmate	Develop and deliver an individual presentation with visuals and handouts.
BOS 163 B Records Management						

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BOS 163 C Travel and Conference Arrangements						
CIS 101 Introduction to Personal Computers and Operating Systems						
CIS 117 Introduction to Database Design and Programming						
CIS 118 Introduction to Spreadsheet Design						
BUS 101 Introduction to Business						
BUS 131 Supervision & Management						
BUS 137 Managing Groups & Teams						
BUS 144 Business Communications						
BOS 230 A Medical Terminology						
BOS 230 B Medical Terminology						
BOS 231 A Medical Transcription						
BOS 231 B Medical Transcription						
BOS 231 C Medical Transcription						

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CORE PROGRAM

The following courses are required of all Business Office Systems degree students:

REQUIREMENTS			UNITS
BOS	114	Beginning Word Processing	1.5
BOS	115	Intermediate Word Processing	1.5
BOS	120	Computer Keyboarding	1.0
BOS	163 A	Professional Office Procedures	1.0
BOS	163 B	Records Management	1.0
BOS	163 C	Travel and Conference Arrangements	1.0
CIS	101	Introduction to Personal Computers and Operating Systems	1.5
CIS	117	Introduction to Database Design and Programming	1.5
CIS	118	Introduction to Spreadsheet Design	1.5
BUS	101	Introduction to Business	3.0
BUS	131	Supervision and Management	1.5
BUS	137	Managing Groups and Teams	1.5
BUS	144	Business Communication	<u>3.0</u>
Total Core Units:			20.5

Choose 3-4 elective units from the following for a total of core plus electives from **23.5-24.5** units.

BUS	104	Introductions to Marketing	3.0
BUS	112	Financial Accounting	4.0
BUS	114	Beginning Computer Accounting	1.5
BUS	134	Human Relations	1.5
CIS	110	Introduction to Computer Information Systems	3.0
CIS	113	Presentations and Publications	1.5
BOS	230 A-B	Medical Terminology	1.0-2.0
BOS	231 A-C	Medical Transcription	1.0-3.0

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BUSINESS OFFICE SYSTEMS DEGREE SLOs

Upon completion of this degree, a student will be able to:

- ~perform the duties typically performed by an entry-level administrative assistant or manager in a variety of professional settings.
- ~demonstrate conceptual and technical knowledge to manage an office force performing general office skills.
- ~demonstrate expertise in the efficient and productive use of computers, software, and associated technologies.
- ~use information systems to oversee the gathering, processing, storing, distributing, and archiving or destruction of information.
- ~interact effectively in oral and written communications.
- ~function effectively as a motivating leader and a trainer, with high professional and ethical standards.
- ~participate in ongoing professional development.

Students completing the medical terminology and medical transcription courses will be able to:

- ~perform the duties typically performed by an entry-level administrative assistant/transcriber in a variety of professional settings.
- ~demonstrate expertise in the efficient and productive use of computers, software, and associated technologies, including the ability to set up a home-based medical transcription home office.
- ~use medical references (print and non-print, including Web resources) efficiently and effectively.
- ~accurately transcribe a variety of medical records at an average rate of 125 (65-character) lines per hour.
- ~interact effectively in oral and written communications.
- ~model ethical and professional behaviors.
- ~participate in ongoing professional development.

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THESE DEGREE OUTCOMES EQUAL WHICH COURSE OUTCOMES FOR THESE COURSES? It might be helpful to highlight the parallel course level ones in the following pages. (The idea is only do one assessment that will count for multiple levels of SLOs.)

BUSINESS OFFICE SYSTEMS	Perform the duties typically performed by an entry-level administrative assistant or manager in a variety of professional settings.	Demonstrates conceptual and technical knowledge in managing an office force performing general office skills.	Demonstrates expertise in the efficient and productive use of computers, software, and associated technologies,	Use information systems to oversee the gathering, storing, distributing, and archiving or destruction of information.	Interact effectively in oral and written communication.	Function effectively as a motivating leader and a trainer, with high professional and ethical standards.
BOS 114 Beginning Word Processing	Course SLO # 4	Course SLO # 6	Course SLO # 7	Course SLO # 3	Course SLO #8	Course SLO # 9
BOS 115 Intermediate Word Processing	Course SLO # 3.	Course SLO # 1	Course SLO # 6	Course SLO # 7	Course SLO # 10.	Course SLO # 11
BOS 120 Computer Keyboarding	Course SLO # 1.	Course SLO # 2	Course SLO # 3	Course SLO # 4		
BOS 163 A Professional Office Procedures	Course SLO # 8	Course SLO # 18	Course SLOs # 3, # 8	Course SLO # 15	Course SLO # 9	Course SLO # 11

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BOS_114	Beginning Word Processing	Revise Course
Expected Outcomes for Student:		
Upon completion of this course, students will be able to:		
<ol style="list-style-type: none">1. create and edit a word processing document.2. perform the steps to find and replace text and move and copy text.3. use the word processing tools: Spelling, Grammar, Thesaurus, Autocorrect.4. apply character formatting to text.5. perform paragraph and document formatting tasks.6. create, modify, and format a table.7. perform a basic mail merge.8. use software security features when working with classified or confidential files.9. demonstrate to a classmate an assigned software feature of the program.		
BOS_115	Intermediate Word Processing	Revise Course
Expected Outcomes for Student:		
Upon completion of this course, students will be able to:		
<ol style="list-style-type: none">1. produce a comprehensive document that includes headers, footers, end-notes/footnotes, an outline, an index, and a table of contents.2. create tables capable of performing mathematical calculations.3. utilize Word's templates, wizards, and style gallery to produce a variety of standard business documents.4. use mail merge to generate form letters, envelopes, and mailing labels.5. enhance imported graphics and text with frames, borders, shading, dropped capital letters, and pull quotes.6. create hypertext links within a document to connect to a site on the Internet.7. integrate whole or partial files from other software programs into a Word document.8. build a document in outline view and create master documents.9. construct a form template and modify form controls.10. explore collaboration options and track changes before digitally signing a document.11. apply word processing concepts learned to simulated or actual business applications.		

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BOS_120	Computer Keyboarding	Revise Course
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Expected Outcomes for Student:

Upon completion of the course, students will be able to:

1. keyboard a minimum of 20 words per minute or more on paragraphs of average syllabic intensity on a 2-minute timing, allowing an error limit of three or fewer errors per minute.
2. set speed and accuracy goals in customized drills.
3. achieve sprint speeds of at least 35 words a minute on 12" timings.
4. Learn to create folders and store files.

BOS_163 A	Professional Office Procedures	Revise Course
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Expected Outcomes for Student:

Upon completion of this course, students will be able to:

1. describe the types of business organizations and workplace structures and how they are evolving.
2. identify the role and responsibilities of the administrative professional.
3. describe the importance of ethics as relate to the entire organization and to the employee.
4. distinguish between ethical and unethical workplace behaviors.
5. explain how computer hardware, software, local area networks and the Internet are utilized in the workplace.
6. demonstrate skills needed in a culturally diverse workforce.
7. develop and use effective verbal and nonverbal communication skills.
8. produce effective e-mail, memorandum, letters, reports, and other business documents.
9. develop and deliver individual and group presentations using visuals.
10. identify the characteristics of a customer service, organization.
11. develop and evaluate the administrative professional customer service skills.
12. identify the types of workforce teams and characteristics of successful teams.
13. develop effective verbal and nonverbal communication processes.
14. analyze his/her skills, abilities and interests.
15. identify sources of information about jobs in various organizations.
16. prepare a letter of applications and a resume.
17. develop job interview skills.
18. develop technical, human relations, and conceptual skills needed to arrange travel and conference for individuals and groups.
19. identify the "tips of the trade" that make the employee more efficient and the job less stressful.

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BOS_163 B	Records Management	Revise Course
Expected Outcomes for Student:		
Upon completion of this course, students will be able to:		
<ol style="list-style-type: none">1. recognize the functions of records, information management, and the steps in the life cycle of records.2. identify jobs in both the private and public sectors that require records and information management expertise.3. define unit, indexing, and alphabetizing of records.4. apply the filing rules to organize records in the proper order.5. plan and set-up alphabetic, subject, geographic and numeric filing systems.6. select equipment and supplies essential for the storage and maintenance of print and non-print records.7. describe the procedures for retrieving, retaining, and recycling records.8. demonstrate the benefits of entering electronic records versus paper records.9. plan and setup an electronic records system.10. identify major considerations in selecting automated records management systems.11. identify resources found on the American Records Management Association's home page.		

BOS_163 C	Travel and Conference Arrangements	Revise Course
Expected Outcomes for Student:		
Upon completion of this course, students will be able to:		
<ol style="list-style-type: none">1. name reasons why people travel and how travel products and services are purchased.2. differentiate among the many segments of the travel and tourism industry.3. identify the major airline computer reservation systems and understand the advantages to a travel counselor.4. discuss travel agency automation choices.5. use reference sources to plan air travel itineraries.6. calculate fare basis codes and booking classes for air and cruise travel.7. distinguish among the three types of ticketing.8. identify types of lodging accommodations and how they relate to customer needs.9. identify popular world cruise areas, ports of call, point of embarkation, and cruise lines operating in each area.10. recognize opportunities for professional certification and continuing education.11. set up a business conference.		

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BOS_230 A	Medical Terminology	Revise Course
Expected Outcomes for Student:		
Upon completion of this course, students will be able to:		
1. correctly spell, pronounce, and define medical terms covering the human body systems, as well as roots, prefixes, suffixes, and combining forms.		
2. identify the information found in the various types of medical reports: history and physicals, consultations and progress notes, radiology reports, operative notes, pathology reports, discharge summaries, and autopsies.		
3. identify acceptable abbreviations and initials as used by the American Medical Record Association.		
4. use medical references, including the Physicians' Desk Reference, medical dictionary, and Internet.		
5. examine and briefly explain common laboratory tests, basic radiological procedures, and common operative procedures.		
6. analyze and briefly explain the basic usage and expected effects of commonly used drugs.		

BOS_230 B	Medical Terminology	Revise Course
Expected Outcomes for Student:		
Upon completion of this course, students will be able to:		
1. correctly spell, pronounce and define medical terms covering the human body systems, as well as roots, prefixes, suffixes, and combining forms.		
2. identify the information found in the various types of medical reports: history and physicals, consultations and progress notes, radiology reports, operative notes, pathology reports, discharge summaries, and autopsies.		
3. identify acceptable abbreviations and initials as used by the American Medical Record Association.		
4. use medical references, including the Physicians' Desk Reference, medical dictionary, and Internet.		
5. examine and briefly explain common laboratory tests, basic radiological procedures, and common operative procedures.		
6. analyze and briefly explain the basic usage and expected effects of commonly used drugs.		

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BOS_231 A	Medical Transcription A	Revise Course
Expected Outcomes for Student:		
Upon completion of this course, students will be able to: 1. demonstrate knowledge of operation and care of various dictating/transcribing machines. 2. produce keyboarded transcribed material showing mastery of formatting including: a. correct spacing and margins b. horizontal and vertical centering c. tabulation proofreading and editing 3. demonstrate language arts ability by correctly applying rules of grammar, spelling, punctuation, word division, use of numbers, and capitalization. 4. transcribe medical dictation with 95 percent accuracy at a minimum rate of 65 lines per hour. 5. demonstrate knowledge of medical terms and acceptable initials and abbreviations for medical terminology. 6. transcribe various types of medical reports, records, and correspondence for medical offices, clinics, and hospitals, using accepted format. 7. demonstrate ability to use medical dictionaries, spelling guides, and other standard office references. 8. demonstrate an understanding of principles of ethical conduct of persons handling confidential data.		

BOS_231 B	Medical Transcription B	Revise Course
Expected Outcomes for Student:		
Upon completion of the course, students will be able to: 1. demonstrate knowledge of operation and care of transcription hardware and software. 2. produce keyboarded-transcribed material showing mastery of formatting including: a. correct spacing and margins b. horizontal and vertical centering c. tabulation proofreading and editing 3. demonstrate language arts ability by correctly applying rules of grammar, spelling, punctuation, word division, use of numbers, and capitalization. 4. transcribe medical dictation with 95 percent accuracy at a minimum rate of 65 lines per hour. 5. demonstrate knowledge of medical terms and acceptable initials and abbreviations for medical terminology. 6. transcribe various types of medical reports, records, and correspondence for medical offices, clinics, and hospitals, using accepted format. 7. demonstrate ability to use medical dictionaries, spelling guides, and other standard office reference works. 8. demonstrate an understanding of principles of ethical conduct of persons handling confidential data.		

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BOS_231 C	Medical Transcription C	Revise Course
Expected Outcomes for Student:		
<p>Upon completion of this course, students will be able to:</p> <ol style="list-style-type: none">1. demonstrate knowledge of operation and care of transcription hardware and software.2. produce keyboarded transcribed material showing mastery of formatting including: a. correct spacing and margins b. horizontal and vertical centering c. tabulation proofreading and editing3. demonstrate language arts ability by correctly applying rules of grammar, spelling, punctuation, word division, use of numbers, and capitalization.4. transcribe medical dictation with 95 percent accuracy at a minimum rate of 65 lines per hour.5. demonstrate knowledge of medical terms and acceptable initials and abbreviations for medical terminology.6. transcribe various types of medical reports, records, and correspondence for medical offices, clinics, and hospitals, using accepted format.7. demonstrate ability to use medical dictionaries, spelling guides, and other standard office reference works.8. demonstrate an understanding of principles of ethical conduct of persons handling confidential data.		

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BUS_101	Introduction to Business	Revise Course
Expected Outcomes for Student:		
Upon completion of this course, students will be able to: 1. use the concepts, principles, and operation of the private enterprise system or capitalism, as an economic system and then compare and contrast it to other economic systems. 2. compare and analyze the legal forms of business ownership and evaluate their implications in terms of risk and capital formation. 3. analyze and evaluate concepts and processes involved in business operations, including production, marketing, human resources, finance, and accounting. 4. evaluate or judge the importance of human, capital, and physical resources in a business and the manager's role in selection, placement, development, and utilization of these resources.		

BUS_104	Introduction to Marketing	Revise Course
Expected Outcomes for Student:		
Upon completion of this course, students will be able to: 1. research available marketing careers 2. demonstrate technical and conceptual knowledge of the macro-marketing system. 3. outline the characteristics and buying habits of target customers. 4. develop an assigned marketing strategy for a product or service. 5. present the marketing strategy to the class in a portfolio or PowerPoint format with handouts.		

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BUS_112	Financial Accounting	Revise Course
Expected Outcomes for Student:		
<p>The student will have an understanding of the conceptual framework of accounting, the assumptions, principles and constraints of Generally Accepted Accounting Principles, and the role of the Financial Accounting Standards Board in today's accounting atmosphere. The student will be able to carry out the tasks of a full charge bookkeeper and make the appropriate year end adjusting entries. Furthermore, the student will be able to prepare and communicate to the external reader the four basic financial statements; balance sheet, statement of earnings, statement of stockholders' equity, and cash flow statement.</p>		

BUS_114	Beginning Computerized Accounting	Revise Course
Expected Outcomes for Student:		
<p>Upon completion of this course, students will be able to develop an understanding of the operation of a commercial bookkeeping software package.</p>		

BUS_131	Supervision and Management	Revise Course
Expected Outcomes for Student:		
<p>Upon completion of the course, students will be able to:</p> <ol style="list-style-type: none">1. identify and discuss supervisory problems.2. identify and discuss managerial problems.3. discuss and apply supervisory solutions to problems in the work place.4. discuss and apply managerial solutions to problems in the work place.		

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BUS_134	Human Relations	Revise Course
Expected Outcomes for Student:		
Upon completion of the course, students will know the core competencies of human relations and be able to apply them to their own experiences at work and in their personal life. Transfer Credit: CSU		

BUS_137	Managing Groups and Teams	Revise Course
Expected Outcomes for Student:		
Upon completion of the course, students will be able to: 1) Lead and facilitate groups and teams. 2) Apply techniques to get people to work together. 3) Employ techniques to facilitate one-on-one meetings. 4) Employ techniques to facilitate group meetings. 5) Discuss and illustrate how to reach consensus and closure.		

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BUS_144	Business Communication	Revise Course
Expected Outcomes for Student:		
<p>Upon completion of this course, students will be able to:</p> <ol style="list-style-type: none"> 1. organize, write, and produce information for readers in the formats and styles expected in business, government, and industry today. 2. reinforce language skills in grammar, punctuation, capitalization, number use, and sentence structure, including developing a critical proofreading ability to locate and correct errors in all assignments. 3. in preparation for a writing assignment, effectively identify a reading audience and demonstrate such writing techniques as audience benefits, the "you" view, bias-free language, a conversational but professional tone, positive expression, courtesy, and choice of simple language and precise words. 4. develop skillful use of words, parallelism, emphasis, unity, tone, and style while preparing a variety of business documents adapted to specific problems and situations. 5. identify and describe advances in communication technologies (Voice Over Internet Protocol, Wireless Networks and Wi-Fi Company Intranets, Electronic Presentations and Voice Recognition), as well as collaboration technologies (voice and web conferencing, video phones, video conferencing, and instant messaging). 6. analyze, collect, organize, interpret, and present information in a formal report, using both electronic and manual sources. 7. evaluate the validity of information and data presented in textual material and through online sources. 8. analyze a business writing case problem, compare the appropriateness of either an inductive or deductive writing strategy, and then generate a written solution to the problem. 9. complete all chapter quizzes with at least 70 percent accuracy. 		

CIS_101	Introduction to Personal Computers and Operating Systems	Revise Course
Expected Outcomes for Student:		
<ol style="list-style-type: none"> 1. Identify and correctly select classes of software appropriate for specific problem solving tasks 2. Demonstrate the capability to properly configure a personal computer system given specific performance tasks required by the system 3. Demonstrate file creation and management skills using folders to organize content 4. Discuss strategies to maintain a malware free computer through the use of software and user behaviors 		

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CIS_110	Introduction to Computer Informatino Systems	Revise Course
Expected Outcomes for Student:		
Upon completion of the course: ~ Students will be able make informed decisions concerning the use of hardware, software and procedures to meet the information technology needs of organizations ~ Students will be able to use current application software to solve simple business problems in communications, what-if analysis and, data organization and reporting ~ Students will be able to solve simple business problems by coding elementary programs in a high level procedural programming language.		

CIS_113	Presentations and Publications	Revise Course
Expected Outcomes for Student:		
<ol style="list-style-type: none">1. Create Presentations that reflect basic design principles, appropriate typesetting and use of color and graphics.2. Operate (on a basic level) at least one of three software programs (presentation, business graphics or page layout) to produce a digital document viewed by a large audience.3. Select the composition, layout, type, color and tone needed to present information to achieve a desired effect on an audience.4. Increase facility in the operation of a personal computer and application software, thereby preparing for advanced courses or independent work in a professional environment.		

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CIS_117	Introduction to Database Design and Programming	Revise Course
Expected Outcomes for Student:		
Upon completion of this course, students will be able to demonstrate a basic skill level knowledge of database design and to create database objects appropriate for simple business problems. Specifically,		
<ol style="list-style-type: none">1. Create, modify and update a database2. Identify the applications suitable for databases3. Create a variety of table structures4. Create a variety of query objects5. Create a variety of simple form objects using wizards6. Create a variety of simple report objects using wizards		

CIS_118	Introduction to Spreadsheet Design	Revise Course
Expected Outcomes for Student:		
Upon completion of this course, students will be able to demonstrate a basic skill level knowledge of spreadsheet design to create spreadsheets appropriate for solving simple business problems. Specifically,		
<ol style="list-style-type: none">1. design and create a suitable worksheet to solve a problem2. identify and create suitable charts to support a worksheet3. identify and utilize suitable formulas to support a worksheet4. identify and utilize suitable functions to support a worksheet.		