FAQ – Frequently Asked Questions:

Do I need Microsoft Office 2016 Program and a book for this class?

Yes, you will need the Microsoft Office 2016 Program (however, MS Office 2013 software will suffice) on your computer to have success in this class because all of your Assignments and Exams will be based of that program.

Microsoft Office has four core programs (Word, Excel, Access, and PowerPoint) in the Microsoft Office Suite. You will be studying all four in this class.

And yes, you will also **definitely** need the Microsoft Office 2016 book:

Required Text Book:

Benchmark Series Microsoft Office 2016 by Rutkosky/Roggenkamp/Rutkosky,
 © Paradigm Publishing, Inc. (textbook and workout or ebook) **ISBN**
 978-0-76387-271-7 (this ISBN will include the need **workbooks**) *
SNAP 2016 Training and Assessment account *(This semester it is provided at no charge to students)*
USB flash drive
Earphones/Headsets

* When ordering the 2016 Textbook be very sure that it include the four End of chapters WORKBOOKS

Why is it important to read through your textbook and do the work in the COLORED SECTIONS (MULTIPART PROJECTS)?

When reading through your textbook it is very important that when you get to the COLORED SECTIONS of the chapters that you actually take the time to do these hands-on assignments by opening and/or creating the file and doing step by step instructions using your Microsoft Office 2016 program on your computer and following the book directions as closely as possible **as this is the best way for you to learn the most valuable details** of the Microsoft Office program and have success in this class.

However, these projects **are not** to be submitted. They are just for your skill development.

Where are the Student Data files that I will need to complete the Textbook assignments?

After familiarizing yourself with the Canvas Icons, you will need locate the student data files that will be needed to complete the **textbook** assignments (some assignments for skill development and some assignments to be submitted for grading). These files should have been included on a CD with your textbook but if they were not I have them in **File section** in Canvas.

Most time the book will request you to open a particular file at the beginning of each project/assignment or sometimes it may ask you to create new document and save it in a folder for use later as you go on with your textbook work.

What is SNAP and how do I get my logon code?

You will also be using the **SNAP** in this class. **SNAP** is a web-based training and assessment program and learning management system designed to optimize skill-based learning.

In SNAP, you will be completing the **Chapter Lessons** and the **recheck quizzes**.

To see those assignments and the **Due Dates**, you must logon to SNAP by using the link below:

SNAP 2016 (Right Click and Select Open Link in New Window)

The SNAP Logon Password *will be provided by the Instructor hopefully on the first day of class*

SNAP Time Zone Issues:

For some reason, SNAP has sets some students to Eastern time when they register. Students need to go into their profile and change to Pacific time. Make sure you not only change the time zone to Pacific but scroll down to click the blue Update Changes button. Otherwise, the change doesn't take effect.

To check and/or change your Time Zone in SNAP:
1. Click on Settings
2. Find Time Zone:
3. Click drop down arrow at the right
4. And make sure that the Time Zone displays as Pacific Time (US & Canada)
5. Scroll down to bottom of the Page and click Update Course Details

Please note that all Locked Times in SNAP are set at 11:59 PM Pacific Time. So therefore, if you see at a Locked Time of 2:59 am that locked time is showing in Eastern Time and that is INCORRECT.

So, PLEASE, know that if your Locked Time displays for example as Feb 5 at 2:59 am that Locked Time is actually Feb 4 at 11:59 pm.

Office 2016 Book and the Office 2013 Book?

Because the Office 2016 Book is fairly new (with the end of chapters' assignments pulled out to a WORKBOOK) and some students will be using the Office 2013 (which has the end of chapters' assignments right there), it is VERY important that when you are working on and saving the Skills Checks Assessments, Visual Benchmarks and the Unit Your Performance Assessments that you do so with the file names **given in your textbook**.

Just follow **your** textbook instructions, and upload the files and it will be easy to understand as you go through the textbook.

What to do when the Canvas Project instructions ask me to print?

When the Canvas projects and/or your textbook request that you print stuff in this class, you can just ignore that part of the assignment because all projects (the completed documents) will be submitted (uploaded) into Canvas for grading.

Why is it important for students to complete <u>both</u> the Textbook Assignments (assigned in Canvas) and the SNAP Assignments in this class?

It is important to complete both the SNAP Assignments and the Textbook Assignments because this is an online class and this will be the primary way of evaluating the students' progress for this course.

The Textbook work shows that you understand the concepts of Microsoft Office while the SNAP work will be used as a learning tool much like electronic lectures.

The grading system is based on the completion of both the Textbook Assignments (End of chapters Assignments and Unit 1 Performance Assessments worth 55% of your Grade) and SNAP Assignments (Lessons/lectures and recheck quizzes worth 35%o of your Grade) and the other 10% are Production Exams