

**2008
EDITION**

Computer Training Course Catalog



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Training Information



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.

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

Local District Staff:

Local district staff should consult their staff development coordinator (SDC) for training information and registration. Registration for these courses is now available via the Statewide Training Automated Registration System (STARS).

For proprietary system training, local district staff should consult the supervisor for their program area or SDC for course information and approval.

State Staff:

For Microsoft application classes, state staff should contact Vivian Armstrong of the OCFS Bureau of Training (BT), at vivian.armstrong@ocfs.state.ny.us or 518-474-7854.

For proprietary system training, state staff should consult the supervisor for their program area for course information and approval. Supervisory staff will work with PDP to register trainees.

Upon registration, staff are tentatively enrolled in the class. If the class is over enrolled, staff may need to register for another offering at a later date. Depending on the type of training, a confirmation message for all confirmed trainees will be generated from STARS or by PDP staff prior to the class.

Course registration must be completed at least one week prior to the class date!



Virtual Classroom Training

LearnLinc 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. 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. Also, all staff must attend the *Introduction to LearnLinc* course prior to attending any of the targeted LearnLinc classes. See page 25 for additional information.

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

If you do not see a course that meets your need, please forward your need/suggestion, by email, to Vivian Armstrong of the BT staff at Vivian.Armstrong@ocfs.state.ny.us. If you need training on an OTDA proprietary system, contact Dawn Abbey of the OTDA Bureau of Training and Management Analysis (TAMA) staff at Dawn.Abbey@otda.state.ny.us.

Other Scheduling...

If you cannot attend a class at the scheduled location and/or time, would like training scheduled for a topic not being offered in your area, or need to inquire about registering a trainee for an upcoming class that is closed, please contact Vivian Armstrong at vivian.armstrong@ocfs.state.ny.us or 518-474-7854.

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: computerhelp@pdp.albany.edu. One of our trainers will respond to your request in a timely manner.

Microsoft Courses by Skill Level

Courses are offered as instructor-led classes unless otherwise noted.

Personal Computing/Windows Basics

	<i>JumpStart</i>	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Refresher</i>	<i>Page</i>
Introduction to PCs Using Windows XP	✓	✓				7
Introduction to Windows XP and File Management	✓	✓				7

Microsoft Office

	<i>JumpStart</i>	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Refresher</i>	<i>Page</i>
LearnLinc: Introduction to Microsoft Office Suite*		✓				8

Outlook 2003

	<i>JumpStart</i>	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Refresher</i>	<i>Page</i>
Outlook 2003: Introduction to Email, Calendars, and Contacts		✓				9
Outlook 2003: Advanced Functions			✓	✓		9
LearnLinc: Moving to Outlook 2003		✓				9
LearnLinc: Outlook 2003 E-mail — Advanced Functions*			✓		✓	10
LearnLinc: Outlook 2003 Calendar — Getting Started*		✓				11

Word

	<i>JumpStart</i>	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Refresher</i>	<i>Page</i>
Word 2003 Level 1: Creating and Formatting Basic Documents		✓				12
Word 2003 Level 2: Working Efficiently in More Complex Documents			✓			12
Word 2003 Level 3: Advanced Document Editing Techniques				✓		12
LearnLinc: Creating and Using Word Templates*		✓				13
LearnLinc: Creating and Using Word Forms*		✓				13

Excel

	<i>JumpStart</i>	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Refresher</i>	<i>Page</i>
Excel 2003 Level 1: Worksheets		✓				14
Excel 2003 Level 2: Charting & Organizing Data			✓			14
Excel 2003 Level 3: Advanced Functions				✓		14
LearnLinc: Excel 2003: Design Considerations and Navigation Techniques			✓			15
LearnLinc: Using Excel 2003 Formulas and Functions			✓			15

Access

	<i>JumpStart</i>	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Refresher</i>	<i>Page</i>
Access 2003 Level 1: Creating and Using Database Elements		✓				16
Access 2003 Level 2: Managing Relational Databases			✓			16
Access 2003 Level 3: Building Efficient Databases				✓		16
Access 2003: Introduction to Application Development				✓		17

*(Virtual class)

Microsoft Courses by Skill Level

PowerPoint

	<i>JumpStart</i>	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Refresher</i>	<i>Page</i>
PowerPoint 2003 Level 1: Introduction		✓				18
PowerPoint 2003 Level 2: Advanced				✓	✓	18

Project

	<i>JumpStart</i>	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Refresher</i>	<i>Page</i>
Project 2003 Level 1		✓				19
Project 2003 Level 2			✓			19

Visio

	<i>JumpStart</i>	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Refresher</i>	<i>Page</i>
Visio 2003 Level 1		✓				19

Internet Explorer

	<i>JumpStart</i>	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Refresher</i>	<i>Page</i>
Making the Internet Work for You		✓				19

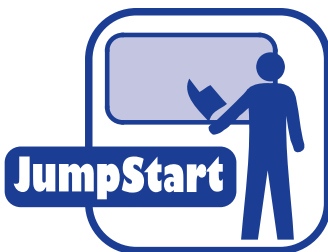
Course Icons



.....
**Instructor-Led
Classroom Training**



.....
Virtual Classroom Training



.....
JumpStart Courses

Microsoft Applications

Personal Computing/Windows Basics

Introduction to PCs Using Windows XP

1/2 DAY



This introductory course is geared toward users new to the world of personal computers.

Topics include:

- Personal Computer basics — types, uses, and computer components
- Getting started — turning on the computer and reviewing the Windows desktop and Windows terminology
- Using the keyboard and mouse
- Floppy disks, hard disks, and CDs
- Application software, including an overview of Microsoft Office applications

Prerequisites: None

Training Format: Instructor-led class

Introduction to Windows XP and File Management

1/2 DAY



This course introduces students to the Windows operating system, guiding them through program navigation and file management. Topics include:

- Exploring the Windows desktop, including the desktop objects, Shortcuts, the Taskbar, and the Start Menu
- Using Windows Explorer to browse the computer and create, manage, and delete folders and files
- An orientation to Windows programs, including working with multiple programs and cycling through application windows
- Customizing the Windows desktops using Shortcuts, Toolbars, and Control Panel settings

Prerequisites: None

Training Format: Instructor-led class

Microsoft Applications

Microsoft Office

LearnLinc: Introduction to Microsoft Office Suite

2 HOURS



This LearnLinc course offers an introductory overview of the applications contained in Microsoft Office: Outlook, Word, PowerPoint, and Access. The course includes a discussion of each of the applications, examples of application use, and demonstrations of basic features within the applications. The class is intended for those staff who possess basic PC skills, but may not be familiar with the different Office applications or their purpose.

Prerequisites: *Introduction to LearnLinc*

Training Format: *Virtual class*

Outlook

Outlook 2003: Introduction to Email, Calendars, and Contacts

I DAY



This introductory course provides the skills to start using Outlook. Topics include:

- Overview of Outlook environment and functions
- Composing messages
- Managing and organizing your email
- Using email settings and options
- Scheduling appointments through the Calendar
- Setting Calendar options
- Managing Contacts

Prerequisites: *Windows: Introduction or equivalent knowledge*

Training Format: Instructor-led class

Outlook 2003: Advanced Functions

I DAY



In this Outlook course, students will focus on advanced functions within Outlook.

Students will learn to:

- Personalize mail by using stationery and signatures
- Save messages in alternate formats and archive mail
- Sort, file, and organize mailbox and calendar items
- Use contacts to share and communicate information
- Schedule and manage meeting requests and responses
- Share folder information
- Create and edit tasks

Prerequisites: *Outlook: Introduction to Email, Calendars, and Contacts or equivalent knowledge*

Training Format: Instructor-led class

Microsoft Applications

LearnLinc: Moving to Outlook 2003

2 HOURS



This LearnLinc course identifies and demonstrates some of the new features and enhancements in Outlook 2003 from previous versions such as 2000 or 2002. It is designed for those individuals who are experienced users of Outlook, focusing on the changes to the Mail, Calendar, and Contacts components.

The main objectives are to identify the visual changes, as well as:

- Working with the Folder Contents list and Message Alert
- Organizing your mail folders
- Sharing your calendar with another user
- Viewing a calendar shared with you
- Creating an additional personal calendar and
- Creating and sending email messages

Prerequisites: *Introduction to LearnLinc* and experience with previous versions of Outlook (2002, 2000, 97).

Training Format: Virtual class

LearnLinc: Outlook 2003 Email — Getting Started

2 HOURS



This LearnLinc course provides an introduction to basic Outlook mail functions including: responding to incoming messages; using the Address book; creating and sending email messages; and deleting messages. This course is designed for new Outlook users.

Prerequisites: *Introduction to LearnLinc*

Training Format: Virtual class

LearnLinc: Outlook 2003 Email — Advanced Functions

2 HOURS



This course expands on some of the components covered in the LearnLinc: Outlook Email (Getting Started) class. The topics covered are:

- Review of the major components used for Outlook Email (reading and responding to email, deleting mail)
- Creating subfolders and moving messages to folders
- Working with email attachments
- Viewing and managing the personal address book

Prerequisites: *LearnLinc: Outlook Email (Getting Started)* or equivalent knowledge; *Introduction to LearnLinc*

Training Format: Virtual class

Microsoft Applications

LearnLinc: Outlook 2003 Calendar — Getting Started

2 HOURS



This course offers students the ability to enhance their knowledge of Calendar functions, and reviews important enhancements to this new version. Topics include:

- Opening the various Calendar views
- Scheduling and replying to single and recurring appointments and meetings
- Working with contacts
- Adding additional calendars
- Viewing shared and sharing your calendar(s)

Prerequisites: *Moving to Outlook 2003* or *Outlook Email (Getting Started)*, or equivalent experience; *Introduction to LearnLinc*

Training Format: Virtual class

Microsoft Applications

Word

Word 2003 Level 1: Creating & Formatting Basic Documents

I DAY



This introductory course provides fundamental knowledge of Microsoft Word. Topics include:

- Creating and saving a document
- Opening an existing document and navigating using the mouse and keyboard
- Editing a document using sophisticated techniques, including moving and copying text within and between documents
- Formatting techniques: applying and removing character and paragraph formatting, and using tabs
- Creating and modifying a table structure
- Using pagination functions: adjusting margins, adding and deleting page breaks, creating headers and footers

Prerequisites: *Windows: Introduction* or equivalent knowledge

Training Format: Instructor-led class

Word 2003 Level 2: Working Efficiently in More Complex Documents

I DAY



In this intermediate course, students learn time-saving techniques for automating some of the layout of Word documents. Topics include:

- Using section breaks to format a document and text
- Using columns
- Creating, modifying, and using tables as page layout elements
- Embedding, linking and sorting table data
- Merging documents and data sources using merge fields to make variations in a document
- Creating and managing styles and templates to affect a document's appearance
- Running and editing macros; adding them to a toolbar

Prerequisites: *Word Level 1* or equivalent knowledge

Training Format: Instructor-led class

Word 2003 Level 3: Advanced Document Editing Techniques

I DAY



This course covers advanced techniques for editing and managing Word documents.

Topics include:

- Using advanced techniques for working with styles
- Enhancing documents by drawing in a document and using clip art and WordArt
- Managing a long document by adding a table of contents, bookmarks, cross-references, and an index
- Managing document changes by creating different versions, adding comments, and accepting or rejecting document changes

Prerequisites: *Word Levels 1 and 2*, or equivalent knowledge

Training Format: Instructor-led class

Note: *The Word 2003 course also includes additional information on integrating Word documents with other Microsoft Office products.*

Microsoft Applications

LearnLinc: Creating and Using Word 2003 Templates

2 HOURS



This virtual classroom course focuses on understanding Word templates. Topics include:

- Viewing templates
- Creating documents from templates
- Creating templates from documents

Prerequisites: *Word Level I or equivalent knowledge; Introduction to LearnLinc*

Training Format: *Virtual class*

LearnLinc: Creating and Using Word 2003 Forms

2 HOURS



In this course, students address the creation and use of Word forms. Using a combination of instruction and practice tasks, this virtual classroom course focuses on:

- Designing and creating forms, including template forms
- Using the Forms toolbar and inserting form fields
- Protecting forms

Prerequisites: *Word Level I or equivalent knowledge; Introduction to LearnLinc*

Training Format: *Virtual class*

Microsoft Applications

Excel

Excel 2003 Level 1: Worksheets

I DAY



This course gets students started using Excel to manage and present data in a worksheet. Topics include:

- Creating a basic worksheet that includes text, values, and formulas
- Creating formulas using Excel's built-in functions
- Moving and copying data using shortcut menus, drag-and-drop editing, and toolbar buttons
- Changing the appearance of worksheet data using a variety of formatting techniques
- Using the Excel workbook environment to create formulas that refer to cells on multiple worksheets

Prerequisites: *Windows: Introduction or equivalent knowledge*

Training Format: Instructor-led class

Excel 2003 Level 2: Charting & Organizing Data

I DAY



Students learn the skills necessary to create charts, use graphics, and organize data. Topics include:

- Creating and modifying charts that graphically represent worksheet data
- Customizing charts by applying formatting
- Enhancing worksheets and charts using the drawing tools to add graphic objects
- Sorting information in a list using the Data, Sort command
- Locating list information quickly by specifying conditions and applying filters

Prerequisites: *Excel Level 1: Worksheets or equivalent knowledge*

Training Format: Instructor-led class

Excel 2003 Level 3: Advanced Functions

I DAY



This course covers advanced functions, data handling techniques, and time-savers. Topics include:

- Customizing toolbars and creating styles and templates
- Creating nested and decision-making functions
- Analyzing worksheet data by creating pivot tables
- Outlining and consolidating worksheets and analyzing data using the Scenario Manager
- Recording and modifying macros using the Visual Basic Editor

Prerequisites: *Excel Level 1: Worksheets or equivalent knowledge*

Training Format: Instructor-led class

Microsoft Applications

LearnLinc: Excel 2003: Design Considerations and Navigation Techniques

2 HOURS



This virtual class addresses basic practices for Excel design considerations and increasing navigation efficiency for the novice Excel user. Topics include:

- Design considerations for creating a new Excel worksheet
- Navigation techniques using the mouse and keyboard
- Working with cell ranges
- Using freeze and split panes to enhance the view of your worksheet's data
- Employing various techniques for moving data
- Inserting and deleting rows/columns
- Working with multiple worksheets

Prerequisites: *Excel Level I: Worksheets or equivalent knowledge; Introduction to LearnLinc*
Training Format: *Virtual class*

LearnLinc: Using Excel 2003 Formulas and Functions

2 HOURS



This interactive course allows students to refresh their use of Excel formulas and built-in functions without leaving the office, yet still communicate with an instructor and other students. Topics include:

- Syntax and order of operations
- Using cell and absolute references
- Creating formulas and using the built-in function equivalents of these formulas
- Troubleshooting formulas

Prerequisites: *Excel Level I: Worksheets or equivalent knowledge; Introduction to LearnLinc*
Training Format: *Virtual class*

Microsoft Applications

Access

Access 2003 Level 1: Creating and Using Database Elements



I DAY

Students learn the basic skills to begin creating and working with Access databases. Topics include:

- Understanding database concepts
- Designing and creating database tables
- Entering and manipulating data in tables
- Using queries to select and analyze information in a table
- Creating data forms for viewing and entering data
- Creating reports that summarize and group data
- Performing database maintenance procedures

Prerequisites: *Windows: Introduction or equivalent knowledge*

Training Format: Instructor-led class

Access 2003 Level 2: Managing Relational Databases



I DAY

This intermediate course teaches techniques for creating and managing relational databases using Access. Topics include:

- Establishing relationships between tables and enforcing referential integrity
- Techniques for maintaining data integrity in tables
- Using queries to calculate expressions and extract data from multiple tables
- Methods for improving form design
- Creating and modifying reports with the Report Wizard and Design view

Prerequisites: *Access Level 1 or equivalent knowledge*

Training Format: Instructor-led class

Access 2003 Level 3: Building Efficient Databases



I DAY

This course teaches advanced skills for working with databases, performing complex queries, and automating some of the database functions. Topics include:

- Making select queries more versatile by using parameters; using action queries to update data values, and adding/deleting records
- Generating different query types by creating various types of joins and using crosstab queries to summarize data
- Automating simple tasks by creating macros to open forms and control form properties
- Making reports more concise and easier to understand by using properties and functions to create controls
- Creating mailing labels

Prerequisites: *Access Levels 1 and 2, or equivalent knowledge*

Training Format: Instructor-led class

Microsoft Applications

Access 2003: Introduction to Application Development

1 DAY



A customized advanced database development course is available upon request. The course is intended for high-level Access users and covers both concepts and hands-on Access development tasks.

Prerequisites: Access Levels 1, 2, and 3, or high-level Access expertise

Training Format: Instructor-led class

PowerPoint

PowerPoint 2003 Level 1: Introduction

1 DAY



This course introduces students to PowerPoint's text and graphics capabilities for preparing presentation visuals. Students will create and edit presentation slides and graphs. Topics include:

- Identifying on-screen features and navigating through a presentation
- Creating and editing bullet slides
- Incorporating clip art and WordArt objects into a slide
- Creating and enhancing organization charts
- Creating and editing charts
- Changing the overall appearance of a presentation by using design templates and the Slide Master
- Running a slide show and adding notes to a slide

Prerequisites: Windows: Introduction or equivalent knowledge

Training Format: Instructor-led class

PowerPoint 2003 Level 2: Advanced

1 DAY



This course builds on basic PowerPoint skills, teaching students how to enhance presentations and work with objects from other Microsoft applications. Topics include:

- Exploring and creating presentation and design templates
- Working with graphics and multimedia objects
- Importing and embedding Office objects
- Building interactive presentations
- Packaging a presentation onto a CD

Prerequisites: PowerPoint Level 1: Introduction or equivalent knowledge

Training Format: Instructor-led class

Microsoft Applications

Project

Project Level 1

I DAY



This introductory course gives students the skills to begin using Project to plan project tasks, schedules, and resources. Topics include:

- Fundamentals of project management
- Starting a project in Project
- Outlining tasks and developing critical paths
- Adding and assigning resources
- Analyzing the project and resolving time restrictions
- Displaying project data
- Sorting and filtering data

Prerequisites: *Windows: Introduction or equivalent knowledge*

Training Format: Instructor-led class

Project Level 2

I DAY



This course teaches students how to track more complex projects using Project, working with resources and data from other projects and applications. Topics include:

- Creating a baseline plan and tracking an active project
- Managing tasks that will occur in the future
- Handling resource needs
- Customizing the Project environment to meet your needs
- Working with data in other applications
- Managing with resource pools, subprojects, and multiple projects

Prerequisites: *Project Level 1 or equivalent knowledge*

Training Format: Instructor-led class

Microsoft Applications

Visio

Visio 2003 Level I

I DAY



This course provides fundamental skills for creating several types of diagrams using Visio. Students will also learn shortcuts that will enable them to enhance their productivity and use unique tools designed for each type of drawing. Topics include:

- An overview of Visio
- Creating a directional map
- Developing diagram skills
- Creating flowcharts
- Generating organization charts
- Creating floor plans

Prerequisites: *Windows: Introduction or equivalent knowledge*

Training Format: *Instructor-led class*

Internet Explorer

Making the Internet Work for You

I/2 DAY



This introductory course provides students with the skills needed to effectively use Internet Explorer 7.0 and the Internet to gather information. The focus is on using the Internet to conduct research. Topics include:

- Introducing the Internet
- Understanding the types of information available on the Internet
- Searching the Internet
- Using Internet Explorer 7.0 functionality (Tips & Tricks)

Prerequisites: *Windows: Introduction or equivalent knowledge*

Training Format: *Instructor-led class*

Focused Microsoft Office Training —You Asked For It!

As indicated on page 3 of this catalog, if a course is not available to meet your specific training need, PDP can customize a class to focus on the particular topic(s). We can work with you on a solution for your agency, district, or office.

In response to assessment activity results, training requests, trainee feedback, and the need for focused Office training, the following one-half day courses have been developed and available for training delivery.

Detailed course descriptions may be found in STARS. To register:

Local District Staff:

Local district staff should consult their SDC for training information and registration.

State Staff:

State staff should contact Vivian Armstrong of the OCFS BT staff at vivian.armstrong@ocfs.state.ny.us or 518-474-7854.

Current Offerings:

- Access 2003 Queries, Forms, and Reports
- Excel 2003 Basics
- Excel 2003 Data Sorting, Charts, Graphs & Graphics
- Excel 2003 Working With Formulas and Functions
- Formatting Excel 2003 Spreadsheets
- Outlook 2003 Basics
- Outlook 2003 Calendars, Contacts, and Tasks
- Outlook 2003 Calendars and Tasks
- Outlook 2003 Contacts and Distribution Lists
- Outlook 2003 Folders and Email Management
- Outlook 2003 Using the Calendar
- Outlook 2003 Tasks
- PowerPoint 2003 Basics
- Using Styles in Word 2003
- Using Word 2003 for Document Review and Collaboration
- Using Word 2003 Tables
- Word 2003 Basics
- Word 2003 Creating and Formatting Documents
- Word 2003 Creating Templates and Forms
- Word 2003 Formatting for Reports and Manuals
- Word 2003 Templates, Forms, and Mail Merge
- Word 2003 Using Templates and Forms

Additional customized offerings will continue to be developed and delivered based on your input. If you do not see a course that meets your need, please forward your training need/suggestion, by email, to Ms. Armstrong of the BT staff at Vivian.Armstrong@ocfs.state.ny.us.

Application Support Workshops

Application Support Workshops (ASW) focus on particular functions of a given software application, with participants specifying the topics they would like discussed in each session. For example, an Outlook ASW request for three people might call for the instructor to demonstrate how to share electronic calendars in Outlook because people are having trouble scheduling meetings and appointments or seeing each other's calendars. A Word ASW 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.

After the training team receives the list of topics, they determine the best order of presentation and structure 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.

An ASW is somewhat more dependent on trainee involvement than standard classroom training, with the instructor encouraging students to ask questions about the topics covered or request help with a specific document or file. For example, in an Excel ASW, a trainee might bring an electronic copy of a spreadsheet with which he/she is having trouble 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 ASW participants to do the same.

Comprised of topics requested by trainees and/or their supervisors, Application Support Workshops provide targeted, customized instruction to meet the specific software application needs of staff.

Evaluation and Assessment

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, OCFS Bureau of Training (BT) and OTDA Bureau of Training and Management Analysis (TAMA). 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 in a variety of training materials or application training, such as *Microsoft Word Level 1* and *Microsoft Word Level 2*. A series of new ½ day courses such as *Using Word 2003 for Document Review and Collaboration* and *Formatting Excel Spreadsheets* were developed as the result of our assessment efforts, allowing trainees to pursue the precise course they need without requiring participation in multiple courses within or across applications.

We actively evaluate existing courses, examining participant reaction in order to improve training delivery and curriculum. Our evaluation team is developing programs to measure knowledge gain before and after classes as part of our implementation of the Kirkpatrick Level II evaluation standard. 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.

Human Services Enterprise Network (HSEN) Training

Human Services Enterprise Network (HSEN) Training

HSEN and Erate LAN Administration

1 DAY



This one-day course is designed for HSEN and Erate network administrators at various levels, including local district and state facility staff. Topics include:

- Introduction to Windows Active Directory
- Software installation and Internet Explorer settings
- Setting up email
- Managing users and computers with Webstar (HSEN) or Active Directory (Erate)
- Printer set-up
- Mapping drives and network folders
- Server backup and restoring files (HSEN Only)
- Erate issues, policies and procedures

Prerequisites: *Windows: Introduction or equivalent knowledge*

Training Format: *Instructor-led class*

LearnLinc: Using Webstar

2 HOURS



This LearnLinc course discusses and demonstrates the use of Webstar, designed for those who are members of the Local Security Administrators group, and for those who want to know how user, group, and computer accounts are managed in HSEN. Topics include:

- Understanding the connection with Active Directory
- Adding and managing a user accounts (including ADM)
- Adding a new computer to the domain
- Using a new computer to the domain
- Using security groups

Prerequisites: *Introduction to LearnLinc*

Training Format: *Virtual class*

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 courses can be tailored to focus on specific user needs and roles.

Adult Services Automation Project (ASAP)

I DAY

The Adult Services Automation Project (ASAP) is an information system used to automate the intake and case management functions performed by Protective Services for Adults (PSA) caseworkers in the districts. This one-day session is intended for district staff and supervisors requiring training on ASAP. The training audience may include either users that are new to the system or those in need of a complete review.

Topics include:

- Performing Intake
- Managing Caseloads
- Entering Progress Notes
- Recording Assessment Results
- Maintaining Case Information
- Entering Guardianship Information
- Searching for Case Information
- Running Reports

Note: Focused ASAP training delivered via LearnLinc is coming soon!

Case Management Automation Project (CMAP)

I DAY

The Case Management Automation Project (CMAP) is an automated, web-based application used by staff of the OCFS Division of Juvenile Justice and Opportunities for Youth (DJJOY) to manage juvenile youth cases. The training audience may include either users that are new to the system or those in need of a complete review. Topics include:

- Searching and Updating Youth Information
- Recording Intake Information
- Recording Residential Information
- Recording Community Multi Service Office (CMSO) Information

Cognos 8 Report Studio for Central SOS Users

I DAY

Cognos 8 Report Studio is a web-based tool that report authors use to build sophisticated reports against multiple databases or reporting environments. This course allows students to become familiar with the Report Studio environment and have several hands-on opportunities to practice authoring various list and crosstab reports, including a summary report and a drill-through report. The audience for this training consists of Office of Temporary and Disability Assistance (OTDA) and local district report writers and authors who are responsible for fulfilling requests for basic reports and ad-hoc reports, including list reports, drill-through reports, and crosstab reports.

Note: Cognos 8 Report Studio for WRTS Users is coming soon!

New York State Proprietary Systems

Contract Management System (CMS)

1/2 DAY

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 and expenditure processing), amendments, and renewals. The primary course is Contract Management System for Contractors, but customized training and technical assistance on CMS is available to specific workgroups within OCFS.

Welfare-To-Work Caseload Management System (WTWCMS)

2 DAYS

This 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
-

LearnLinc: Child Care Facility System (CCFS) - Special Topics

1.5 HOURS

This LearnLinc course identifies and discusses special topics determined by OCFS and training staff based on feedback from past participants. It allows for an additional opportunity for Child Care Facility System (CCFS) users to further explore various themes as needed beyond the instructor-led training provided in the past. Training objectives for this course change as needed. See STARS for the current list of training dates and objectives for each offering.

Note: Full-day and multi-day CCFS classroom training is offered regionally based on system releases.

PDP provides a variety of training services for New York State proprietary systems. Instructor-led courses can be tailored to focus on specific user needs and roles.

LearnLinc

PDP provides a variety of training through LearnLinc*, including classes targeted at staff that will be conducting training through LearnLinc, or developing curriculum for LearnLinc delivery. Registration is available for LearnLinc classes through STARS.

PDP's *Introduction to LearnLinc* class will provide participants with the basic skills necessary to take courses in the virtual classroom environment. This class is a prerequisite for all other LearnLinc offerings delivered to OCFS, OTDA, local district, and voluntary agency staff. It is offered twice weekly. Topics include:

- Understanding the student palette
- Communicating during a LearnLinc session
- Using the PowerBoard and whiteboard
- Responding to questions and leaving feedback
- Understanding synchronized web browsing and application sharing
- Participating in breakout groups

Microsoft and other application training is available through LearnLinc. PDP's current list of LearnLinc courses include:

- *Introduction to LearnLinc (see above)*
- *CCFS: Special Topics (see page 24)*
- *Creating and Using Word 2003 Templates (see page 13)*
- *Creating and Using Word Forms (see page 13)*
- *Excel 2003: Design Considerations and Navigation Techniques (see page 15)*
- *Using Excel 2003 Formulas and Functions (see page 15)*
- *Introduction to Microsoft Office Suite (see page 8)*
- *Moving to Outlook 2003 (see page 10)*
- *Outlook 2003 Calendar – Getting Started (see page 11)*
- *Outlook 2003 Email – Advanced Functions (see page 10)*
- *Outlook 2003 Email – Getting Started (see page 10)*
- *Using Webstar (see page 22)*

Detailed course descriptions are found earlier in this catalog. See page number references above. To register for LearnLinc training:

Local District Staff:

Local district staff should consult their SDC for training information and registration.

State Staff:

State staff should contact Vivian Armstrong of the OCFS BT staff at vivian.armstrong@ocfs.state.ny.us or 518-474-7854.

Reminder! The Introduction to LearnLinc course is a prerequisite for all other LearnLinc offerings. Be sure to register for and complete the Introduction to LearnLinc class before attending any other LearnLinc training session.

*LearnLinc is a registered trademark of iLinc Communications, Inc.

Classes in the *Training with LearnLinc* series are held in a physical classroom and offer instruction on using the LearnLinc environment yet offer all the advantages of a traditional classroom setting. The courses may be combined to create a full day training package.

Training with LearnLinc

LearnLinc for Instructors

1/2 DAY



This course teaches trainers and other staff development experts how to use LearnLinc as an instructional tool. This ½ day course combines classroom instruction with hands-on access to LearnLinc, allowing participants to run their own LearnLinc classroom and practice using the LearnLinc tools and techniques. In addition to the LearnLinc environment, the class discusses distance teaching and education, differences between the student and instructor views of LearnLinc, tips for teaching “virtually”, troubleshooting techniques, and a review of instructor responsibilities. This course may be taken in conjunction with *LearnLinc for Curriculum Developers*.

Prerequisites: *Introduction to LearnLinc*

Training Format: Instructor-led class

LearnLinc for Curriculum Developers

1/2 DAY



This ½ day interactive course is geared toward staff who will be developing LearnLinc courses. Classroom instruction is combined with hands-on LearnLinc access to address the unique challenges and opportunities facing instructional designers. Topics include promoting course interactivity and participation, selecting appropriate content types and tools, turning source content into LearnLinc materials, using native LearnLinc course development tools, tips and techniques for improving class materials, and lessons learned from turning a traditional “physical classroom” course into a LearnLinc class. This class may be taken in conjunction with *LearnLinc for Instructors*.

Prerequisites: *Introduction to LearnLinc*

Training Format: Instructor-led class

Materials and training are provided under a contractual agreement between the

**NYS Office of Children and Family Services,
Bureau of Training and
NYS Office of Temporary and Disability Assistance,
Bureau of Training and Management Analysis**

and

**Professional Development Program
Rockefeller College of Public Affairs & Policy
University at Albany, State University of New York**

through

The Research Foundation of State University of New York