

**2009
EDITION**

Computer Training Course Catalog



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Training Information

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

Registration for courses is available via the Statewide Training Automated Registration System (STARS). Local district staff should consult their Staff Development Coordinator (SDC) for registration. State staff who do not have access to STARS can view course schedule and registration information at the Office of Children and Family Services (OCFS) Bureau of Training (BT) Announcement website, at <http://emerald/TmAnnounce/ta.cfm>. State staff can also contact Vivian Armstrong of OCFS BT, at vivian.armstrong@ocfs.state.ny.us or 518-474-7854, for additional assistance.

For proprietary system training, local district staff should consult the supervisor for their program area or SDC for course information and approval. State staff should consult the supervisor for their program area for course information and approval. Supervisory staff will work with the Professional Development Program (PDP) to register trainees.

Upon registration, staff are tentatively enrolled in the class. If the class is over enrolled, staff and/or their supervisor will be contacted if they 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 PDP staff prior to the class.

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

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, or to Dawn Abbey of the Office of Temporary and Disability Assistance (OTDA) Bureau of Training and Management Analysis (TAMA) staff at dawn.abbey@otda.state.ny.us. Contact Ms. Abbey for OTDA-specific application training.

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 for which the registration period has 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.

Prerequisites

Introduction to Windows XP and File Management or equivalent knowledge is the prerequisite for all courses, and is the only prerequisite for Basics or Level I courses; for specialized half-day or upper level courses, Basics level or prior level or equivalent knowledge is required.

Additionally, for LearnLinc classes all interested users must attend the Introduction to LearnLinc course prior to registering for a content course. This course runs approximately 60 minutes, and will help trainees become familiar with the LearnLinc interface and the operation of different tools. Introduction to LearnLinc classes are offered multiple times every week.

Microsoft Courses by Skill Level

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

All courses are offered in both the 2003 and 2007 versions of the application.

Windows	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	Page
Windows: Introduction to Windows XP and File Management	✓			7

Office	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	Page
Moving to Microsoft Office 2007	✓			7
LearnLinc: Moving to Microsoft Office 2007*	✓			7

Outlook	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	Page
Outlook Level 1: Introduction to Email, Calendars, and Contacts	✓			8
Outlook Level 2: Advanced Functions			✓	8
Outlook: Basics	✓			8
Outlook: Calendars, Contacts, and Tasks		✓		8
Outlook: Contacts and Distribution Lists		✓		8
Outlook: Folders and Email Management		✓		8
Outlook: Tasks		✓		9
Outlook: Using the Calendar		✓		9
LearnLinc: Outlook: Email—Getting Started*	✓			9
LearnLinc: Outlook: Calendar—Getting Started*	✓			9
LearnLinc: Outlook: Contacts and Distribution Lists*		✓		9
LearnLinc: Outlook: Folders and Email Management*		✓		9
LearnLinc: Outlook: Email—Advanced Functions*			✓	10
LearnLinc: Using NYSeMail Outlook Web Access (OWA) and Email Etiquette*		✓		10

Word	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	Page
Word Level 1: Creating and Formatting Basic Documents	✓			10
Word Level 2: Working Efficiently in More Complex Documents		✓		10
Word Level 3: Advanced Document Editing Techniques			✓	10
Word: Basics	✓			11
Word: Creating and Formatting Documents		✓		11
Creating Word Templates and Forms		✓		11
Document Review and Collaboration in Word		✓		11
Using Styles in Word		✓		11
Using Word Tables		✓		11
Using Word Templates and Forms		✓		12
Word: Creating and Formatting Word Templates		✓		12
Word Formatting for Reports and Manuals		✓		12
Word Templates, Forms and Mail Merge		✓		12
LearnLinc: Word Basics*	✓			12
LearnLinc: Creating and Using Word Forms*		✓		12
LearnLinc: Creating and Using Word Templates*		✓		13
LearnLinc: Using Word Tables*		✓		13
LearnLinc: Word Formatting for Reports and Manuals*		✓		13
LearnLinc: Word Performing Mail Merges*		✓		13
LearnLinc: Word Templates, Forms, and Mail Merge*		✓		13

Microsoft Courses by Skill Level

Excel	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	Page
Excel Level 1: Worksheets	✓			14
Excel Level 2: Charting & Organizing Data		✓		14
Excel Level 3: Advanced Functions			✓	14
Excel Basics	✓			14
Excel Data Sorting, Charts, Graphs, and Graphics		✓		14
Excel: Working with Formulas and Functions		✓		15
Formatting Excel Spreadsheets		✓		15
LearnLinc: Excel Design Considerations and Navigation Techniques		✓		15
LearnLinc: Excel Basics*	✓			15
LearnLinc: Excel Charts and Graphics*		✓		15
LearnLinc: Formatting Excel Spreadsheets*		✓		15
LearnLinc: Using Excel Formulas and Functions*		✓		16

Access	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	Page
Access Level 1: Creating and Using Database Elements	✓			16
Access Level 2: Managing Relational Databases		✓		16
Access Level 3: Building Efficient Databases			✓	17
Access Level 4: Introduction to Application Development			✓	17
Access Basics	✓			17
Access Queries, Forms, and Reports		✓		17

PowerPoint	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	Page
PowerPoint Level 1: Introduction	✓			18
PowerPoint Level 2: Advanced			✓	18
Creating a Basic PowerPoint Presentation	✓			18
PowerPoint Basics	✓			18

Project	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	Page
Project Level I	✓			19

Visio	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	Page
Visio Level I	✓			19

Internet Explorer	<i>Introductory</i>	<i>Intermediate</i>	<i>Advanced</i>	Page
Making the Internet Work for You	✓			19
LearnLinc: Making the Internet Work for You*	✓			19

*(Virtual class)

Course Icons

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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.



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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.



Microsoft Applications

WINDOWS

Windows: Introduction to Windows XP and File Management

1/2 DAY



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

- Exploring the Windows desktop, including 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

OFFICE

Moving to Microsoft Office 2007

1/2 DAY



This course identifies and demonstrates some of the changes, enhancements, and new features in Microsoft Office 2007. Students should have a basic understanding of Microsoft Office products through the use of earlier releases of these applications such as Microsoft Office 2003. This course reviews the differences between the 2007 and 2003 version file types, and how to work with both in a mixed application environment.

LearnLinc: Moving to Microsoft Office 2007

2 HOURS



This virtual class identifies and demonstrates some of the changes, enhancements, and new features in Microsoft Office 2007. Students should have a basic understanding of Microsoft Office products through the use of earlier releases of these applications such as Microsoft Office 2003. This course reviews the differences between the 2007 and 2003 version file types, and how to work with both in a mixed application environment.

Microsoft Applications

OUTLOOK

Outlook Level 1: Introduction to Email, Calendars, and Contacts

1 DAY



This course teaches students the skills needed to start using Outlook. Topics include:

- Overview of the 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

Outlook Level 2: Advanced Functions

1 DAY



This course teaches Outlook advanced functions. Topics include:

- 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

Outlook: Basics

1/2 DAY



This course teaches students the basics of using the Outlook mail feature. Topics include:

- Composing messages
- Managing mail
- Inserting a hyperlink
- Locating Outlook items

Outlook: Calendars, Contacts, and Tasks

1/2 DAY



This course reviews the daily planner features of Outlook. Topics include:

- Scheduling appointments and events
- Working with meeting requests
- Managing contacts
- Creating, managing, and tracking tasks

Outlook: Contacts and Distribution Lists

1/2 DAY



This course teaches students how to send email to individuals outside of the Global Address Book and use distribution lists. Topics include:

- Adding contacts
- Managing contacts
- Creating and modifying a distribution list

Outlook: Folders and Email Management

1/2 DAY



This course teaches students how to organize email. Topics include:

- Managing email messages and attachments
- Using folders
- Locating Outlook items
- Using the mailbox clean-up tool
- Using personal folders

Microsoft Applications

Outlook: Tasks

1/2 HOUR

This course teaches students the basics of Outlook tasks. Topics include:

- Creating a task
- Editing a task
- Updating a task



Outlook: Using the Calendar

1/2 DAY

This course teaches students the basics of using the Outlook calendar. Topics include:

- Reviewing the Outlook calendar
- Setting work days and times
- Scheduling appointments and meetings



LearnLinc: Outlook: Email—Getting Started

2 HOURS

This virtual class provides an introduction to basic Outlook functions for new Outlook users. Topics include:

- Responding to incoming messages
- Using the address book
- Creating and sending email messages
- Deleting messages



LearnLinc: Outlook: Calendars—Getting Started

2 HOURS

This virtual class enhances students' knowledge of Outlook calendar functions. Topics include:

- Opening the various calendar views
- Scheduling single and recurring appointments and meetings
- Tracking meeting request responses
- Working with contacts
- Adding additional calendars
- Viewing a shared calendar
- Sharing your calendar(s)



LearnLinc: Outlook: Contacts and Distribution Lists

2 HOURS

This virtual class teaches students how to send email to individuals outside of the Global Address Book and use distribution lists. Topics include:

- Adding contacts
- Managing contacts
- Creating and modifying a distribution list



LearnLinc: Outlook: Folders and Email Management

2 HOURS

This virtual class teaches students how to organize email. Topics include:

- Managing email messages and attachments
- Using folders
- Locating Outlook items
- Using the mailbox clean-up tool
- Using personal folders



Microsoft Applications

LearnLinc: Outlook: Email—Advanced Functions

2 HOURS



In this virtual class, students move beyond receiving and sending email. Topics include:

- Creating and using folders to manage email
- Sending and receiving email attachments
- Utilizing the address book

LearnLinc: Using NYSeMail Outlook Web Access (OWA) and Email Etiquette

2 HOURS



This virtual class reviews the use of NYSeMail Outlook Web Access (OWA) or “webmail.” General email etiquette best practices are also covered.

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WORD

Word Level 1: Creating and Formatting Basic Documents

1 DAY



This introductory course provides fundamental knowledge of 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, and creating headers and footers

Word Level 2: Working Efficiently in More Complex Documents

1 DAY



This intermediate course teaches students 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 and adding them to a toolbar

Word Level 3: Advanced Document Editing Techniques

1 DAY



This course teaches 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

Microsoft Applications

Word: Basics

1/2 DAY



This course provides a refresher on basic Word skills for users with little or no Word experience. Topics include:

- Creating a basic document
- Editing a document
- Formatting text
- Proofing a document
- Page breaks

Word: Creating and Formatting Documents

1/2 DAY



This course teaches students how to prepare and format documents. Topics include:

- Creating, saving, and printing a document
- Editing, moving, and copying text
- Formatting text by changing fonts and colors
- Finding and replacing text or text formatting

Creating Word Templates and Forms

1/2 DAY



This course teaches students how to create basic templates and forms using Word. Topics include:

- Viewing various template formats
- Examining the Normal template
- Creating and modifying templates
- Using features such as Fill-in fields and AutoText
- Adding tables
- Creating a basic form and adding text and data form fields

Document Review and Collaboration in Word

1/2 DAY



This course teaches students the basics of document collaboration using Word. Topics include:

- Modifying user information
- Creating a new version of a document and deleting the old versions
- Sending a document for review
- Using Word comments
- Comparing and merging document changes
- Reviewing a document

Using Styles in Word

1/2 DAY



This course teaches students how to format paragraphs and work with custom styles in order to create documents with consistently formatted elements. Topics include:

- Applying styles
- Creating character, paragraph, list, and table styles
- Modifying styles

Using Word Tables

1/2 DAY



This course teaches students how to organize information in Word using tables. Topics include:

- Creating a table
- Entering, sorting, and aligning data in a table
- Using AutoFormat
- Merging cells
- Applying borders and shading to a table
- Creating calculations

Microsoft Applications

Using Word Templates and Forms

1/2 DAY



This course teaches students the basics of using existing Word templates and forms. Topics include:

- Understanding templates, forms, and their uses
- Creating a new document based on a template
- Working with automation features provided by the template, such as Fill-in fields and AutoText
- Identifying types of form fields, navigating through a form, and completing a form
- Integrating forms with your workplace environment

Word: Creating and Formatting Word Templates

1/2 DAY



This course teaches students how to create and format basic templates using Word. Topics include:

- Viewing various template formats
- Examining the Normal template
- Creating a template from a document
- Creating a basic template using features such as Fill-in fields and AutoText
- Creating a basic form and adding text and data form fields
- Formatting a template: editing, moving, and copying text; formatting text by changing fonts and colors; and finding and replacing text or text formatting

Word Formatting for Reports and Manuals

1/2 DAY



This course teaches students how to format reports and manuals in Word. Topics include:

- Formatting paragraphs
- Controlling page appearance using borders, shading, styles, lists, margins, headers, footers, and page breaks
- Inserting hyperlinks into a document

Word Templates, Forms and Mail Merge

1/2 DAY



This course teaches students how to design and use templates and forms in Word. Performing mail merges is also reviewed. Topics include:

- Working with custom styles
- Creating and modifying styles
- Automating document creation
- Creating forms
- Creating a document based on a template
- Creating and modifying a template
- Adding form fields to a document
- Automating a form
- Performing mail merges

LearnLinc: Word Basics

2 HOURS



This virtual class provides a refresher on basic Word skills for users with little or no Word experience. Topics include:

- Creating a basic document
- Editing a document
- Formatting text
- Proofing a document
- Page breaks

LearnLinc: Creating and Using Word Forms

2 HOURS



This virtual class teaches students how to create and use Word forms. Topics include:

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

Microsoft Applications

LearnLinc: Creating and Using Word Templates

2 HOURS



This virtual class teaches students how to understand Word templates, pre-formatted files used as a baseline for generating new documents. Topics include:

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

LearnLinc: Using Word Tables

2 HOURS



This virtual class teaches students how to organize information in Word using tables. Topics include:

- Creating a table
- Entering, sorting, and aligning data in a table
- Using AutoFormat
- Merging cells
- Applying borders and shading to a table
- Creating calculations

LearnLinc: Word Formatting for Reports and Manuals

2 HOURS



This virtual class teaches students how to format reports and manuals in Word. Topics include:

- Formatting paragraphs
- Controlling page appearance using borders, shading, styles, lists, margins, headers, footers, and page breaks
- Inserting hyperlinks into a document

LearnLinc: Word Performing Mail Merges

2 HOURS



This virtual class teaches students how to automate document creation using the mail merge feature in Word. The course focuses on creating and modifying mail merge documents such as mass mailings, directories, envelopes, and labels. Topics include:

- Performing merges on new and existing documents
- Creating data sources
- Generating labels and envelopes
- Enhancing functionality with the Mail Merge toolbar

LearnLinc: Word Templates, Forms, and Mail Merge

2 HOURS



This virtual class teaches students how to design and use templates and forms in Word. Performing mail merges is also reviewed. Topics include:

- Working with custom styles
- Creating and modifying styles
- Automating document creation
- Creating forms
- Creating a document based on a template
- Creating and modifying a template
- Adding form fields to a document
- Automating a form
- Performing mail merges

Microsoft Applications

EXCEL

Excel Level 1: Worksheets

1 DAY



This introductory course teaches students how to use 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

Excel Level 2: Charting and Organizing Data

1 DAY



This intermediate course teaches students 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 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

Excel Level 3: Advanced Functions

1 DAY



This course teaches students Excel 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

Excel Basics

1/2 DAY



This course provides a refresher on basic Excel skills for users with little or no experience with basic calculations. Topics include:

- Modifying a worksheet
- Performing calculations, such as formulas, functions, and absolute references
- Printing workbook contents, such as headers, footers, page margins, and page breaks

Excel Data Sorting, Charts, Graphs, and Graphics

1/2 DAY



This course teaches students how to use Excel charting and graphics features with spreadsheet data to present data visually. Topics include:

- Creating and modifying charts
- Working with graphic objects
- Sorting data and filtering data

Microsoft Applications

Excel: Working with Formulas and Functions

1/2 DAY



This course teaches students how to create calculations in Excel using formulas and built-in Excel functions. Topics include:

- Creating formulas using cell and absolute references and built-in functions
- Creating nested functions
- Examining and correcting formulas, including resolving circular references

Formatting Excel Spreadsheets

1/2 DAY



This course teaches students how to add visual elements to a spreadsheet to make the data easier to understand. Topics include:

- Formatting a worksheet using borders, color, alignment, and styles
- Printing workbook contents, such as headers, footers, page margins, and page breaks

LearnLinc: Excel Design Considerations and Navigation Techniques

2 HOURS



This virtual class teaches students the basic practices for Excel design considerations and increases 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

LearnLinc: Excel Basics

2 HOURS



This virtual class provides a refresher on basic Excel skills for users with little or no experience with basic calculations. Topics include:

- Modifying a worksheet
- Performing calculations, such as formulas, functions, and absolute references
- Printing workbook contents, such as headers, footers, page margins, and page breaks

LearnLinc: Excel Charts and Graphics

2 HOURS



This virtual class teaches students how to use charting and graphics features with spreadsheet data to present their data visually. Topics include:

- Creating and modifying charts
- Working with graphic objects

LearnLinc: Formatting Excel Spreadsheets

2 HOURS



This virtual class teaches students how to add visual elements to a spreadsheet to make the data easier to understand. Topics include:

- Formatting a worksheet using borders, color, alignment, and styles
- Printing workbook contents, such as headers, footers, page margins, and page breaks

Microsoft Applications

LearnLinc: Using Excel Formulas and Functions

2 HOURS



This virtual class allows students to refresh their use of Excel formulas and built-in functions, two of the most essential features of Excel. 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

ACCESS

Access Level 1: Creating and Using Database Elements

1 DAY



This introductory course teaches students 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

Access Level 2: Managing Relational Databases

1 DAY



This intermediate course teaches students 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

Microsoft Applications

Access Level 3: Building Efficient Databases

1 DAY



This course teaches students 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

Access Level 4: Introduction to Application Development

1 DAY



This is the most advanced database development course in the Access course series. Students will learn to develop a database application from start to finish. Topics include:

- Planning and designing an application
- Navigating from one form to another in data-entry using a command button
- Automating a form using a macro group
- Creating and modifying a switchboard and splash screen
- Identifying elements of Visual Basic for application syntax and deciding where to place code
- Securing an application by creating a workgroup information file and setting a password

Access Basics

1/2 DAY



This course provides an overview of Access, data management, table relationships, and queries for users that are tasked with creating or updating databases. Topics include:

- Creating tables
- Using forms
- Adding/deleting records
- Sorting records
- Updating data
- Establishing table relationships
- Creating and modifying a query

Access Queries, Forms, and Reports

1/2 DAY



Students taking this course should have an existing knowledge of tables, data structure, and queries. Topics include:

- Controlling data entry in a database
- Creating advanced queries
- Customizing reports

Microsoft Applications

POWERPOINT

PowerPoint Level 1: Introduction

1 DAY



This introductory course teaches students 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 using Microsoft Graph
- 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

PowerPoint Level 2: Advanced

1 DAY



This intermediate 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
- Using the Pack and Go Wizard

Creating a Basic PowerPoint Presentation

1/2 DAY



This course teaches students how to create a basic PowerPoint presentation. Topics include:

- Creating and editing a presentation
- Formatting text slides
- Modifying objects placed in a presentation
- Adding images to a presentation
- Printing a presentation

PowerPoint Basics

1/2 DAY



This course provides a refresher on basic PowerPoint skills for users with little or no experience in creating or delivering presentations. Topics include:

- Creating presentations
- Running presentations
- Adding visual elements to presentations

Microsoft Applications

PROJECT

Project Level I

1 DAY



This introductory course teaches 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

VISIO

Visio Level I

1 DAY



This introductory course teaches students the skills to use Visio to create several types of diagrams and informational charts. Students will also learn shortcuts and use unique tools designed for each type of drawing. Topics include:

- An overview of Visio
- Directional maps, including stencils, shapes, and stacking
- Diagram skills and styles
- Flowcharts, organizational charts, and floor plans

INTERNET EXPLORER

Making the Internet Work for You

1/2 DAY



This course explores the ways in which the Internet can support your research efforts. Topics include:

- Understanding the Internet
- Using Internet Explorer 7.0 features (including viewing a history of websites you have visited and creating a favorites list)
- Searching for information on the Internet

LearnLinc:

Making the Internet Work for You

2 HOURS



This virtual class explores the ways in which the Internet can support your research efforts. Topics include:

- Understanding the Internet
- Using Internet Explorer 7.0 features (including viewing a history of websites you have visited and creating a favorites list)
- Searching for information on the Internet

Technical Assistance

Customized technical assistance (TA) sessions focus on particular functions of a given software application, with a group of participants involved in a common project or with similar responsibilities specifying the topics they would like discussed in each session. For example, an Outlook TA session 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 TA 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.

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

Technical assistance sessions can follow a traditional classroom training model, where the instructor demonstrates how to perform a task and then the trainees practice the new skill, or can be highly dependent on trainee involvement with the classroom objectives. In the latter model, trainees might request help with a specific document or file used in their work. For example, in an Excel session, a trainee might bring an electronic copy of a report/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 participants to do the same. Training topics can combine the use of different applications, such as generating a report from a proprietary database or system, and then converting the data to Excel for analysis.

Comprised of topics requested by trainees and/or their supervisors and determined in consultation with PDP, TA sessions 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 ½ day courses such as Using Word 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. Some of the courses are now offered using LearnLinc, enabling staff to attend training from their office.

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

Network Administration Training

Working with Workstations and Servers for Network Administrators

1 DAY



This course is intended for 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 or Active Directory
- Printer set-up
- Mapping drives and network folders
- Server backup and restoring files
- Network issues, policies, and procedures

LearnLinc: Using nyseWebstar

2 HOURS



This virtual class discusses and demonstrates the use of nyseWebstar, designed for staff 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 user accounts (including ADM)
- Adding a new computer to the domain
- Using security groups

New York State Proprietary Systems

In addition to Microsoft Office training, PDP provides a variety of training services for New York State proprietary systems. PDP regularly updates its catalog as new courses are created. Instructor-led classroom and LearnLinc training can be tailored to focus on specific user needs and roles. If you or your agency have the need for additional training to support the New York State proprietary applications noted here, please contact Ms. Armstrong of the OCFS BT staff at vivian.armstrong@ocfs.state.ny.us or Ms. Abbey of the OTDA TAMA staff at dawn.abbey@otda.state.ny.us.

PDP provides one-on-one training and technical assistance to state and local district staff to fulfill needs best met in a customized or individualized environment. This can include assistance on proprietary as well as Microsoft Office applications geared towards the specific interests of an individual, or assistance regarding the use of assistive technology for staff with visual impairments or other accessibility needs. In addition, PDP can provide customized sessions for senior/executive level staff or others with mission-critical requirements. Training is provided through classroom interaction, group sessions, 1:1 “elbow-training,” or LearnLinc. Please contact Ms. Armstrong or Ms. Abbey to request this specialized type of training support.

Adult Services Automation Project (ASAP)



1 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 who 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: Additional LearnLinc training targeting ASAP topics is coming soon! Please contact the OCFS Bureau of Adult Services with your suggestions for new training topics.

Using ASAP to Manage Cases



2 HOURS

This two-hour LearnLinc course is intended for supervisors who would like to learn how to use ASAP to gather, organize, and analyze information in order to better manage their staff's adult services cases and stay in compliance with the standards for PSA casework. Topics include:

- Sorting, filtering, and printing information in the Caseload window
- Using ASAP standard reports

Note: Additional LearnLinc training targeting ASAP topics is coming soon! Please contact the OCFS Bureau of Adult Services with your suggestions for new training topics.

New York State Proprietary Systems

Juvenile Justice Information System (JJIS)

1 DAY



The Juvenile Justice Information System (JJIS) 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 who 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

Note: PDP also offers customized technical assistance via classroom delivery and LearnLinc sessions. See the Technical Assistance Sessions section of this catalog for further information. Contact DJJOY staff or Ms. Armstrong of the BT staff at vivian.armstrong@ocfs.state.ny.us if you have a JJIS training need or suggestion for a new training course.

Child Care Facility System (CCFS)

2 HOURS



The two-hour CCFS: Special Topics LearnLinc course identifies and discusses special topics determined by the OCFS Division of Child Care Services (DCCS) and PDP 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.



CCFS classroom training is offered regionally based on system releases. Also, a new two-day offering, CCFS: Comprehensive Overview for Licensors and Registrars, launched in September 2009. See STARS or your SDC for further information.

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

New York State Proprietary Systems

Cognos 8 Report Studio

1 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 OCFS, 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.

Training courses include:

- Cognos 8 Report Studio for CCFS Users: An Overview (1/2 day)
- Cognos 8 Report Studio for CCFS Users: Ad Hoc Reporting (1/2 day)
- Cognos 8 Report Studio for Central SOS Users (1 day)
- Cognos 8 Report Studio for WRTS Users (1 day)

Note: PDP can also provide additional training or technical assistance on the use of the Cognos 8 environment as well as its use against other Cognos repositories. Please contact Ms. Armstrong of the OCFS BT staff at vivian.armstrong@ocfs.state.ny.us or Ms. Abbey of the OTDA TAMA staff at dawn.abbey@otda.state.ny.us to request these types of training support.

Consumer Information System (CIS)

VARIOUS DURATIONS



PDP provides training for staff using the Consumer Information System (CIS), which was developed to support the New York State Commission for the Blind and Visually Handicapped (CBVH) mission of “enhancing employability, to maximize independence, and to assist in the development of the capacities and strengths of people who are legally blind.” CIS is used to manage all CBVH programs and is the system of record and primary tool for fiscal oversight of these programs.

The following is a list of customized courses available:

- Using the Consumer Information System-Children’s Services Caseloads (1/2 day)
- Using the Consumer Information System-Independent Living Program (1/2 day)
- Using the Consumer Information System-OCFS Super Users (2.5 days)
- Using the Consumer Information System-Private Agency Staff (1 day)
- Using the Consumer Information System-Private Agency Super Users (1 day)
- Using the Consumer Information System-System Administrators (1/2 day)
- Using the Consumer Information System-Vocational Rehabilitation Program (1.5 days)

Note: PDP offers refresher training for users that need to review specific concepts or CIS functions. Please contact CBVH staff or Ms. Armstrong of the BT staff at vivian.armstrong@ocfs.state.ny.us if you have a CIS training need.

New York State Proprietary Systems

Contract Management System (CMS)

3 HOURS



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.

Note: Customized training and technical assistance are also available for CMS users. OCFS staff should contact Ian Carlson of the Bureau of Contract Management staff at ian.carlson@ocfs.state.ny.us. Contractors in need of additional training or technical support should contact their OCFS program manager.

Domestic Violence Information System (DVIS)

1/2 DAY



This course is intended for domestic violence services providers with using the DVIS Domestic Violence Information System (DVIS). This course can be customized for non-residential and/or residential services providers.

Topics include:

- Viewing Agency/Program Information
- Entering and Submitting Non-Residential Admission Forms
- Entering and Submitting Emergency Shelter Denials Forms
- Entering Agency/Program Notes
- Running and Printing DVIS Reports

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

Note: Customized training and technical assistance are also available for WTWCMS users. Please contact Ms. Abbey of the OTDA TAMA staff at dawn.abbey@otda.state.ny.us to request these types of training support.

Training and Reference Materials

Accessing Proprietary Applications Quick Reference Guide

Many New York State applications are proprietary and restrict access to a select group of users. Although you may already be logged on to a computer on the State network, you will still be prompted to enter a login and password when accessing a restricted application. The Accessing Proprietary Applications quick reference guide explains how to access browser-based applications that require you to enter account information using a New York State Directory Services (NYS DS) account. This guide supports both OCFS and OTDA systems.

Information Security Awareness Reference Guide

OTDA is mandated by federal and state requirements to provide its agency workforce with information security training. As part of the ongoing efforts to meet this requirement and address staff requests for such training, the OTDA Information Security Awareness Training (ISAT) online training course is available on OTDA's web-based training center, Training Space—www.TrainingSpace.org. This Information Security Awareness User Reference Guide is a companion to the online training course. It emphasizes the importance of information security and provides a fundamental overview of your responsibilities when using OTDA information assets and handling confidential and sensitive information. It covers policies, procedures, and best practices that help assure privacy and confidentiality, secure systems, and protect OTDA information assets from unauthorized access, inappropriate use, loss, damage, and accidental and/or malicious information security breaches.

Jobs Reporting System (JRS) Reference Guide

The Jobs Reporting System (JRS) is a statewide online reporting system used by Jobs Program staff working for OTDA. JRS maintains information detailing the services and activities provided to participants of the Jobs Program, intake/assessment information including work histories, and participant case comments and employments. The JRS reference guide instructs JRS users how to search, create, enter, and update participant records and information.


Leave and Accrual Tracking System (LATS) Computer-Based Training

The Office of Human Resources (OHR) maintains a web-based system entitled the Leave and Accrual Tracking System (LATS). LATS is an electronic timesheet that tracks employee leave, attendance, and labor distribution for OCFS staff. Its functionality allows staff to easily record time and leave taken, record changes in work schedules, and submit time records to their supervisors for approval. The LATS computer-based training (CBT) is an online training tool that instructs LATS users how to start using the system; record time, overtime hours and meals, timesheet notes, leave taken, and holidays worked; submit a timesheet, view a timesheet and accrual summaries; print a timesheet; and perform supervisor functions (if appropriate). The CBT is located on the NYS Intranet at: <http://ocfs.state.nyenet/admin/ohr/lats/>

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Note: To obtain a copy of any of these training materials, please contact Ms. Armstrong of the OCFS BT staff at vivian.armstrong@ocfs.state.ny.us or Ms. Abbey of the OTDA TAMA staff at dawn.abbey@otda.state.ny.us as appropriate.





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