

Windows 7 & Office 2010 Online Training

Course Design Plan

Rationale:

JHHC will begin transitioning staff to Windows 7 operating system and Office 2010 in the month of February 2011. Staff will require training on using the new application interfaces and learning how to complete Office 2010 tasks that have changed in the new and updated Office software.

Course Description:

Introduction to Windows 7 and Office 2010 – The course includes interactive simulations of Windows 7 and Office 2010 to assist users' transition from prior the Windows applications. Simulations provide both instruction and opportunities for staff to “test-drive” and practice using the upgraded software in a safe simulated environment. Printable job aids of tasks affected by the upgrade are also available in the course. The course concludes with a 10-question quiz.

Target Audience:

Participants will be JHHC staff. Staff may opt out JGoldman.

Participant Prerequisites:

No prerequisites are required.

Terminal Objectives:

Given the Introduction to Windows 7 and Office 2010 course, participants will be able to:

- Identify Windows 7 interface changes, complete common tasks that have changed and will demonstrate learning by scoring 80% or better on a 10 question post-test.
- Complete common Outlook 2010 tasks that have changed from the 2007 version and will demonstrate learning by scoring 80% or better on a 10 question post-test.
- Identify Office 2010 interface changes that affect common tasks across MS Office products and will demonstrate learning by scoring 80% or better on a 10 question post-test.

Enabling Objectives:

Given the "Getting to Know Windows 7" instruction and interactive simulations, the Windows 7 & Office 2010 course participants will be able to:

- Utilize the Start button function and navigate through start menu folders and programs.
- Access network drives via the "Computer Folder," formerly known as "My Computer" and navigate its folders the "File/Address Bar" navigation.
- Search for files and folders on the network drives.
- Lock the PC and Log-off the PC.
- Change their JHHC network password when prompted.
- Create desktop shortcuts for programs and folders.
- Use Windows 7 Help and Support.

Given the "Having a Bright Shiny Outlook... 2010" instruction and interactive simulations, the Windows 7 & Office 2010 course participants will be able to:

- Identify changes to the Outlook ribbon.
- Change their view settings (e.g., reading pane, conversations, arrangement, etc.).
- Create an e-mail signature.
- Create and set an out of office message.
- Recall a message.
- Print an e-mail.
- Create and send a meeting request.
- Share calendars.
- Delegate permissions.
- Using Outlook Help.

Given the "So Good to be Back in the Office... 2010" instruction and interactive simulations, the Windows 7 & Office 2010 course participants will be able to:

- Identify common interface changes to the Office products.
- Use and navigate the File tab (replaces Office Button in Office 2007).
- Navigating libraries/folders in the Open and Save As windows.
- Printing and print preview.

Evaluation Plan:

Formative evaluation will include review by the Corporate Training and Organization Development team and Information Systems staff. They will look at the content and design's appropriateness for achieving the course objectives. To measure learning, evaluation will include a post-test consisting of 10 questions. The target score will be set at 80%.

Course evaluation may include level three evaluation (behavior), but is not scheduled at this time. Level three evaluation will include evaluation

forms/surveys sent to a sample of course participants approximately three months after course completion with the purpose of measuring participant success in applying the knowledge and skills learned during training. Evaluation will also include monitoring of Help Desk logs to measure behavior and identify potential remedial training needs.

Windows 7 & Office 2010 Online Course Map

