



**Business Technology  
Business Center of Excellence**

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**POFI 1341- COMPUTER APPLICATIONS II**

**Spring 2019 - CRN: 13701**

**Mon/Wed: 8:00-10:55 a.m. & Fridays 7:20-8:25**

3 credit hours (2 lecture, 3 lab)-80 hours

16 Weeks: In Class Instruction

**SCANS Competencies Included**

**INSTRUCTOR: N. Babineaux-Henry**

**INSTRUCTOR CONTACT INFORMATION:**

*Phone:* 281-498-8110 ext. 25906

*E-mail:* [n.babineauxhenry@hccs.edu](mailto:n.babineauxhenry@hccs.edu)

**OFFICE LOCATION AND HOURS**

Please feel free to contact me concerning any problems that students are experiencing in this course. Students do not need to wait until they have received a poor grade before asking for my assistance. Student performance in my class is very important to your success. I am available to hear student concerns and just to discuss course topics. Office hours are available upon request.

**FINAL EXAM:** Wednesday May 8, 2019

**LAST DAY FOR ADMINISTRATIVE & STUDENT WITHDRAWALS:** Monday April 1<sup>st</sup> 2019 by 4:30 p.m.

**COURSE DESCRIPTION**

Overview of computer applications including current terminology and technology. Introduction to computer hardware, software applications, and procedures. The student will identify the components of a computer system and demonstrate basic proficiency in commonly used applications. Hands-on overview of computer applications which run under windows environment on PC compatible platform, including current terminology and technology. Introduction to computer software applications and procedures.

**COURSE PREREQUISITE(S):** NONE

**PROGRAM LEARNING OUTCOMES**

- The student will be able to read, listen, speak, and write proficiently.
- The student will be able to apply keyboarding and document processing skills to specific office applications.
- The student will be able to use appropriate tools and processes such as records management, accounting fundamentals, and software applications in word processing, spreadsheet, database, and presentations to manage information.
- The student will be able to apply organizational skills to the management of projects, daily, schedules, multiple tasks, and unexpected interruptions.

**STUDENT LEARNING OUTCOMES**

The student will be able to:

1. Identify the components of a computer system.
2. Complete documents under timed production conditions.
3. Select correct document formats and layouts, and assess documents for correct grammar, spelling, and punctuation.
4. Demonstrate basic proficiency in commonly used applications.

## LEARNING OUTCOMES

The student will:

- Demonstrate basic proficiency in commonly used applications.
- Demonstrate proficiency by selecting and using the appropriate application software to solve business problems.
- Demonstrate technical computer based skills needed to prepare documents, presentations, and spreadsheets using Microsoft's Office Suite Software (including, Access, Word, Excel, PowerPoint, and Outlook).
- Demonstrate Internet skills including e-mail management, web research, and document exchange.

## SCANS

The Secretary's Commission on Achieving Necessary Skills (SCANS) from the U.S. Department of Labor was asked to examine the demands of the workplace and whether our young people are capable of meeting those demands. Specifically, the Commission was directed to advise the Secretary on the level of skills required to enter employment. In carrying out this charge, the Commission was asked to do the following:

- Define the skills needed for employment,
- Propose acceptable levels of proficiency,
- Suggest effective ways to assess proficiency, and
- Develop a dissemination strategy for the nation's schools, businesses, and homes.

**SCANS research verifies** that what we call *workplace know-how* defines effective job performance today. This know-how has two elements: *competencies* and a *foundation*. This report identifies five competencies and a three-part foundation of skills and personal qualities that lie at the heart of job performance. These eight requirements are essential preparation for all students, whether they go directly to work or plan further education. Thus, the competencies and the foundation should be taught and understood in an integrated fashion that reflects the workplace *contexts* in which they are applied.

The five SCANS workplace competencies identified by the Commission are the following:

1. **Resources**—an ability to identify, organize, and allocate time, money, materials, space, and people. Much of what you do in the classroom can help students develop competency with resources. Emphasize planning skills in relation to preparing, working, and completing assignments.
2. **Interpersonal**—Skills to participate as a member of a team, teach others, serve customers, exercise leadership, negotiate, and work with others possessing diverse backgrounds. Cooperative/collaborative learning activities are an effective way to teach interpersonal skills. In discussions after group activities, emphasize interpersonal lessons and challenges of the activities.
3. **Information**—An ability to acquire, organize, evaluate, interpret, and communicate information along with using computers to process information. Competency with information is basic to any classroom. Emphasize those efforts to master information skills prepare students for future employment.
4. **Systems**—an understanding of social, organizational, and technological systems; an ability to monitor and correct performance; a competence in the design and improvement of systems. Look for opportunities for students to use critical thinking skills to identify and analyze systems in their school, community, nation, and world.
5. **Technology**—the knowledge and skill to select equipment and tools, apply technology to specific tasks, and maintain and troubleshoot software and hardware. Although there are many forms of technology that can be used in your class, computers create real interest and opportunities for your students. Encourage your students to make computers an important part of their education, whether the computers are used in self-paced learning or in group projects.

The following skills will be developed in the course:

- Using Resources: Identify—Plan—Manage
- Developing Interpersonal Skills: Collaborate—Negotiate—Lead
- Applying Technology: Select—Apply—Enhance
- Understanding Systems: Connect—Support—Improve
- Acquiring Information: Evaluate—Communicate—Apply



The **three SCANS foundation skills** identified by the Commission are the following:



**Basic Skills**—Reading, writing, mathematics, listening, and speaking. Classroom activities can develop and reinforce all these basic skills. Teaching these skills in the classroom can provide cross-curricular opportunities.

**Thinking Skills**—Creative thinking, decision-making, and problem solving, seeing things in the mind’s eye, knowing how to learn, and reasoning. During their careers, students will need this foundation to adapt to a rapidly changing society. Helping students to think critically becomes very important so that they may adjust to change. Seek opportunities for students to stretch their minds, find new answers, ask hard questions, and lay foundations for lifelong learning.

**Personal Qualities**—Responsibility, self-esteem, sociability, self-management, and integrity. Throughout their lives, your students will need to get along with others: with classmates, friends and family, customers, and coworkers. Look for chances to reinforce good personal qualities. And remember the power of teaching by example.

**16 WEEK COURSE CALENDAR**  
**POFI 1341**  
**Weekly Schedule**

WEEK	TEXTBOOK CHAPTERS Microsoft Office 2016 Professional Suite Advanced (Word, Excel, Access, PowerPoint, etc.)	
<b>1</b>  Jan. 14 <sup>th</sup> -18 <sup>th</sup>	Introduction  Chapter 4	<p style="text-align: center;"><b>Microsoft Office Advanced Microsoft Word 2016</b></p> <b>Syllabus &amp; Class Expectations, Paperwork, and Review of Word POFI 1301</b>  <b>Chapter 4 – Working with Templates, Styles and Charts</b> Project 4A: Class Assignments: Objectives 1-3 Project 4B: Class Assignments: Objectives 4-6 Chapter Project My IT Lab Assignments and Projects
<b>2</b>  Jan. 21 <sup>st</sup> -25 <sup>th</sup>  <b>MLK Holiday</b> <b>Jan. 21<sup>st</sup></b>	Chapter 5	<b>Chapter 5 – Creating Form Letters in Groups</b> Project 5A: Class Assignments: Objectives 1-2 Project 5B: Class Assignments: Objectives 3-6 Mail Merge Project My IT Lab Assignments and Projects Chapter Projects <b>Chapter Exam</b>
<b>3</b>  Jan.28 <sup>th</sup> Feb. 1 <sup>st</sup>	Chapters 4-5	GMetrix Practice Test/My IT Lab Lessons  Microsoft Office Specialist Certification <b>Practice Exams</b> Word Expert 2016 
<b>4</b>  Feb. 4 <sup>th</sup> -8 <sup>th</sup>	Chapters 4-5	<b>Microsoft Office Specialist Certification Exam Word Expert 2016</b> 

<p><b>5</b></p> <p>Feb. 11<sup>th</sup>-15<sup>th</sup></p>	<p>Chapter 4</p>	<p style="text-align: center;"><b>Microsoft Office Advanced Excel 2016 Unit</b></p> <p><b>Chapter 4 – Using Templates, Range Names, and Lookup Functions</b>  Project 4A: Class Assignments: Objectives 1-4  Project 4B: Class Assignments Objectives 5-8  Chapter Projects  <b>Exam (Production)</b>  My IT Lab Assignments and Projects  Chapter Exam</p>
<p><b>6</b></p> <p>Feb. 18<sup>th</sup>-22<sup>nd</sup></p> <p><i>Presidents Day- Feb. 18<sup>th</sup></i></p>	<p>Chapter 5</p>	<p><b>Chapter 5 – Importing Data and Using Excel as a Database</b>  Project 5A: Class Assignments: Objectives 1-2  Project 5B: Class Assignments: Objectives 3-4  Chapter Projects  <b>Exam (Production)</b>  My IT Lab Assignments and Projects  Chapter Exam</p>
<p><b>7</b></p> <p>Feb.25<sup>th</sup>- March 1<sup>st</sup></p>	<p>Chapter 6</p>	<p><b>Chapter 6 – Summarizing Data and Making Business Decisions</b>  Project 6A: Class Assignments: Objectives 1-2  Project 6B: Class Assignments: Objectives 3-5  Chapter Projects  My IT Lab Assignments and Projects  <b>Exam (Production: Creating Pivot Tables/Charts and Reports)</b></p>
<p><b>8</b></p> <p>March 4<sup>th</sup>-8<sup>th</sup></p>	<p>Advanced Excel</p>	<p>GMetrix Lessons and Practice Testing/My IT Lab Lessons  Microsoft Office Specialist Certification <b>Practice Exam</b> Excel Expert 2016</p> 
<p><b>9</b></p> <p>March 18<sup>th</sup>-22<sup>nd</sup></p>	<p>Advanced Excel</p>	<p><b>Microsoft Office Specialist Certification Exam Excel Expert 2016</b></p> 
<b>Access 2016</b>		
<p><b>10</b></p> <p>March 25<sup>th</sup>-29<sup>th</sup></p>	<p>Chapter 4</p>	<p style="text-align: center;"><b>Microsoft Office Advanced Access 2016 Unit</b></p> <p><b>Chapter 4 – Designing and Building a Relational Database</b>  Project 4A: Class Assignments: Objectives 1-3  Project 4B: Class Assignments: Objectives 4-6  Chapter Projects  My IT Lab Assignments and Projects  Chapter Exam</p>
<p><b>11</b></p> <p>April 1<sup>st</sup>-5<sup>th</sup></p>	<p>Chapter 5</p>	<p><b>Chapter 5 – Automating Data Entry with Forms</b>  Project 5A: Class Assignments: Objectives 1-2  Project 5B: Class Assignments: Objectives 3-5  Chapter Projects  My IT Lab Assignments and Projects  Chapter Exam</p>

<b>12</b> April 8 <sup>th</sup> -12 <sup>th</sup>	Chapter 6	<b>Chapter 6 – Customizing Data Output with Reports</b> Project 6A: Class Assignments: Objectives 1-2 Project 6B: Class Assignments: Objectives 3-5 Chapter Projects My IT Lab Assignments and Projects/Unit Exam Production
<b>PowerPoint 2016</b>		
<b>13</b> April 15 <sup>th</sup> -19 <sup>th</sup>	Access	GMetrix Lessons and Practice Testing  <b>Microsoft Office Specialist Certification Exam Access 2016</b>
<b>14</b> April 22 <sup>nd</sup> -26 <sup>th</sup>	Chapter 4	<b>Microsoft Office Advanced PowerPoint 2016 Unit</b>  <b>Chapter 4 – Enhance a Presentation w Advanced Table, Chart, &amp; Animation Techniques</b> Project 4A: Class Assignments: Objectives 1-2 Project 4B: Class Assignments: Objectives 3-4 Chapter Projects My IT Lab Assignments and Projects/Chapter Exam
	Chapter 5	<b>Chapter 5– Delivering Custom Presentations</b> Project 5A: Class Assignments: Objectives 1-2 Project 5B: Class Assignments: Objectives 3-4 Chapter Projects/My IT Lab Assignments and Projects/Chapters Exam
<b>15</b> April 29 <sup>th</sup> May 6 <sup>th</sup>	Chapter 6	<b>Chapter 6-Create Templates, Photo Albums, and Web Pages</b> Project 6A: Class Assignments: Objectives 1-2 Project 6B: Class Assignments: Objectives 3-4 Chapter Projects My IT Lab Assignments and Projects/ <b>Unit Exam</b>
<b>15</b> April 29 <sup>th</sup> May 6 <sup>th</sup>	<b>Integrating Word, Excel, Access, and PowerPoint</b>	<b>Integrating Word, Excel, Access, and PowerPoint</b>  My IT Lab Assignments and Projects Final Project
<b>16</b> May 8 <sup>th</sup>	<b>Final Exam</b>	<b>FINAL EXAM</b>

### **INSTRUCTIONAL METHODS**

POFI 1301 is a required course for certain Business Technology certificates and AAS degrees.

As an instructor, I want my students to be successful. I feel that it is my responsibility to provide students with knowledge concerning office technology, modeling good teaching strategies, and organizing and monitoring the field experience that allows students to connect the information that students learn in this course to the real world of education.

As a student wanting to learn about office technology, it is student's responsibility to read the textbook, submit assignments on the due dates, study for the exams, participate in activities, and attend class.

### **STUDENT ASSIGNMENTS**

Assignments have been developed that will enhance student learning. To better understand a topic, students will be given assignments on key information that you will need to remember for mastery skills related to this course.

## LATE ASSIGNMENTS

Students are expected to adhere to the weekly schedule of assignments printed in the course syllabus. **Work submitted later than the due date will have -20 points deducted for each calendar day and will not be accepted after Day 3.** If the student has exceeded three absences, no work will be accepted late and the excessive absences will result in the student failing and withdrawal from the class.

## **Instructions for submitting assignments**

See instructor for special instructions.

## MAKE-UP TEST POLICY

All tests are to be taken on assigned day. However, I do understand that sometimes extenuating circumstances may occur. Please see teacher for makeup test procedures.

## INSTRUCTOR REQUIREMENTS

As an Instructor, it is my responsibility to:

- Provide the grading scale and detailed grading formula explaining how student grades are to be derived
- Facilitate an effective learning environment through class activities, discussions, and lectures
- Provide descriptive instructions and rubrics for any special projects or assignments
- Inform students of policies such as attendance, withdrawal, tardiness and make up
- Provide the course outline and class calendar which will include a description of any special projects or assignments
- Arrange to meet with individual students before and after class as required

To be successful in this class, it is the student's responsibility to:

- Attend class and participate in class activities
- Read and comprehend the textbook
- Complete the required assignments and exams on time:
- Ask for help when there is a question or problem
- Complete the field study with a 70% passing score

## PROGRAM/DISCIPLINE REQUIREMENTS

Business Technology is determined to prepare students with the knowledge and skills needed to succeed in today's dynamic work environment. Students in Computer Applications I must be able to budget their time and perform class-related activities as assigned on a weekly basis. Opportunities are provided for students to recognize the important role personal qualities play in the office environment and activities have been enhanced to help students develop the attitudes and interpersonal skills that are in demand by employers.

## DEGREE PLAN

Students are encouraged to file a degree plan with a Counselor or the Business Technology Department for the certificate and/or degree plan. Please ask your instructor for Degree Plan information or contact the Business Technology Department for information about filing a degree plan.

## GRADING

**HCCS Grading System-** the Houston Community College grading system will be used to evaluate students' performance in this course.

<b>Grade</b>	<b>Points</b>
A = 100- 90	4 points per semester hour
B = 89 - 80:	3 points per semester hour
C = 79 - 70:	2 points per semester hour
D = 69 - 60:	1 point per semester hour
59 and below = F	0 points per semester hour
<b>FX (Failure due to non-attendance)</b>	0 points per semester hour
W (Withdrawn)	0 points per semester hour
I (Incomplete)	0 points per semester hour

## **STUDENT EVALUATION**

The following grading system will be used to evaluate students' performances in this course:

Assessments	45%
Projects and Critical Thinking Exercises	25%
Textbook Exercises, SAM training, and Quizzes	10%
Final Exam	20%
TOTAL	100%

### **NOTICE:**

- Assignments/Exams/Final Exams must be turned in to the instructor only, on the specified due dates.
- Assignments/Exams/Final Exams will not be accepted if turned in to other HCC faculty/staff members or if left in instructor's mailbox. Please see instructor if emergency arrangements must be made.
- This syllabus is subject to change at the discretion of the instructor to accommodate instructional and/or student needs.

## **EGLS3 – EVALUATION FOR GREATER LEARNING STUDENT SURVEY SYSTEM**

At Houston Community College, professors believe that thoughtful student feedback is necessary to improve teaching and learning. During a designated time, you will be asked to answer a short online survey of research-based questions related to instruction. The anonymous results of the survey will be made available to your professors and division chairs for continual improvement of instruction. Look for the survey as part of the Houston Community College Student System online near the end of the term.

## **INSTRUCTIONAL MATERIALS**

GO! With Microsoft Office 2016 - Volume 1 by Gaskin/Ferrett/Vargas/McLellan // WITH MYITLAB 2016 CODE ACCESS; Prentice Hall/ Pearson Publishing; ISBN-9780134526591

## **STUDENT INFORMATION**

A student handbook is available on the College website: <http://www.hccs.edu>. Look under the student subheading to get detailed information concerning students attending Houston Community College System (HCCS). Data such as withdrawal policies, refund policies, incomplete, late assignments, make-ups, extra credit, grading system, attendance requirements, and other details are included in the student handbook.

**ACCESS HCC ONLINE POLICIES AT THEIR WEB SITE** <http://www.hccs.edu/online/student-services/>

The HCC Online Student Handbook contains policies and procedures unique to the HCC Online student. Students should have reviewed the handbook as part of the mandatory orientation. It is the student's responsibility to be familiar with the handbook's contents.

**HCC COURSE WITHDRAWAL AND ATTENDANCE POLICY** HCC Course Withdrawal Policy (updated 7/26/2010) Beginning fall 2007, the State of Texas imposes penalties on students who drop courses excessively.

**Students are limited to no more than SIX total course withdrawals throughout their educational career at a Texas public college or university.**

To help you avoid having to drop/withdraw from any class, contact your DE professor regarding your academic performance. You may also want to contact your DE counselor to learn about helpful HCC resources (e.g. online tutoring, child care, financial aid, job placement, etc.). HCC has instituted an Early Alert process by which your professor may "alert" you and DE counselors that you might fail a class because of excessive absences and/or poor academic performance.

Students should check HCC's Academic Calendar by Term for drop/withdrawal dates and deadlines.

If a student decides to drop or withdraw from a class upon careful review of other options, the student can drop online prior to the deadline through their HCC Student Service Center:

<https://hccsaweb.hccs.edu:8080/psp/csprd/?cmd=login&languageCd=ENG>

Classes of other duration (mini-term, flex-entry, 8-weeks, etc.) may have different final withdrawal deadlines. Please contact the HCC Registrar's Office at 713.718.8500 to determine mini-term class withdrawal deadlines.

## **CLASS ATTENDANCE**

As stated in the HCC Catalog, all students are expected to attend classes each day.

Students in DE courses must log in to their Canvas class or they will be counted as absent. Just like an on-campus class, your regular participation is required. Although it is the responsibility of the student to drop a course for non-attendance, the instructor also has the authority to block a student from accessing Canvas, and/or to drop a student for excessive absences or failure to participate regularly. DE students who do not log in to their Canvas class before the Official Day of Record will be AUTOMATICALLY dropped for non-attendance. Completing the DE online orientation does not count as attendance.

## **EARLY ALERT**

HCC has instituted an Early Alert process by which your professor may alert you and campus Advisor that you might fail a class because of excessive absences and/or poor academic performance.

To help you avoid having to drop/withdraw from any class, contact your professor regarding your academic performance. You may also want to contact your campus Advisor to learn about helpful HCC resources (e.g. online tutoring, child care, financial aid, job placement, etc.).

Students should check HCC's Academic Calendar by Term for drop/withdrawal dates and deadlines.

If a student decides to drop or withdraw from a class upon careful review of other options, the student can drop online prior to the deadline through their HCC Student Service Center:

<https://hccsaweb.hccs.edu:8080/psp/csprd/?cmd=login&languageCd=ENG>

Classes of other duration (mini-term, flex-entry, 8-weeks, etc.) may have different final withdrawal deadlines. Please contact the HCC Registrar's Office at 713.718.8500 to determine mini-term class withdrawal deadlines.

## **INTERNATIONAL STUDENTS**

Contact the International Student Office at 713-718-8520 if you have questions about your visa status.

## **STUDENTS WITH DISABILITIES**

Any student with a documented disability (e.g. physical, learning, psychiatric, vision, hearing, etc) who needs to arrange reasonable accommodations must contact the appropriate HCC Disability Support Service (DSS) Counselor at the beginning of each semester. **Instructors are authorized to provide only the HCC DSSO approved accommodations but must do so in a timely manner.**

Students who are requesting special testing accommodations must first contact the appropriate (most convenient) DSS office for assistance each semester:

### **DISABILITY SUPPORT SERVICES OFFICES:**

System: 713.718.5165

Central: 713.718.6164 – *also for Deaf and Hard of Hearing Services and Students Outside of the HCC District service areas.*

Northwest: 713.718.5422

Northeast: 713.718.8420

Southeast: 713.718.7218

Southwest: 713.718.7909

After student accommodation letters have been approved by the DSS office and submitted to DE Counseling for processing, students will receive an email confirmation informing them of the Instructional Support Specialist (ISS) assigned to their professor.

## **HCC TITLE IX PREGNANCY POLICY**

Houston Community College is committed to cultivating an environment free from inappropriate conduct of a sexual or gender-based nature including sex discrimination, sexual assault, sexual harassment, and sexual violence. Sex discrimination includes all forms of sexual and gender-based misconduct and violates an individual's fundamental rights and personal dignity. Title IX prohibits discrimination on the basis of sex-including pregnancy and parental status-in educational programs and activities. If you require an accommodation due to pregnancy please contact an Abilities Services Counselor. The Director of EEO/Compliance is designated as the Title IX Coordinator and Section 504 Coordinator. All inquiries concerning HCC policies, compliance with applicable laws, statutes, and regulations (such as Title VI, Title IX, and Section 504), and complaints may be directed to: David Cross, Director EEO/Compliance, Title IX Coordinator at 713.718.8271 or [institutional.equity@hccs.edu](mailto:institutional.equity@hccs.edu)



## **CAMPUS CARRY**

“At HCC the safety of our students, staff, and faculty is our first priority. As of August 1, 2017, Houston Community College is subject to the Campus Carry Law (SB11 2015). For more information, visit the HCC Campus Carry web page at <http://www.hccs.edu/district/departments/police/campus-carry/>.”

## **ONLINE TUTORING**

HCC provides free online tutoring in writing, math, science, and other subjects. Access Upswing Tutor <https://hccs.upswing.io> Use your student ID or HCC e-mail address to create an account. Instructions, including a 5-minute video, are provided to make you familiar with the capabilities of this service.

## **ACCESS TUTORING AT THEIR WEB SITE**

<http://www.hccs.edu/district/students/tutoring/>

## **ACADEMIC DISHONESTY**

You are expected to be familiar with the College's Policy on Academic Honesty, found in the catalog and student handbook. Students are responsible for conducting themselves with honor and integrity in fulfilling course requirements. Penalties and/or disciplinary proceedings may be initiated by College System officials against a student accused of scholastic dishonesty. “Scholastic dishonesty”: includes, but is not limited to, cheating on a test, plagiarism, and collusion.

**Cheating** on a test includes:

- Copying from another students’ test paper;
- Using materials not authorized by the person giving the test;
- Collaborating with another student during a test without authorization;
- Knowingly using, buying, selling, stealing, transporting, or soliciting in whole or part the contents of a test that has not been administered;
- Bribing another person to obtain a test that is to be administered

**Plagiarism** means the appropriation of another’s work and the unacknowledged incorporation of that work in one’s own written work offered for credit.

**Collusion** mean the unauthorized collaboration with another person in preparing written work offered for credit. Possible punishments for academic dishonesty may include a grade of 0 or F in the particular assignment, failure in the course, and/or recommendation for probation or dismissal from the College System. (See the Student Handbook).

Academic dishonesty can result in a grade of **F** or **0** for the particular test or assignment involved, dropped, and/or expelled from HCCS. Please refer to the HCCS Distance Education Student Handbook for further information regarding Academic Dishonesty

## **CLASSROOM BEHAVIOR**

As instructor and as a student in this class, it is our shared responsibility to develop and maintain a positive learning environment for everyone. Instructor takes this responsibility very seriously and will inform members of the class if their behavior makes it difficult for him/her to carry out this task. As a fellow learner, students are asked to respect the learning needs of student classmates and assist student instructor achieve this critical goal.

**NOTE TO STUDENT: If you have any questions or concerns about the course and/or course assignments, please come to me so that we can resolve any issues. If your concerns are not resolved, you are encouraged to meet with, Willie Caldwell is Chair for Business Technology,**

<http://southwest.hccs.edu/southwest/workforce/business-technology>