



Center of Excellence - Business  
Department Chair - Dr. Marina Grau, CPA

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**ACNT 1491- Technical Writing and  
Research for Accountants**

**CRN - 12770  
SUMMER 2017  
DISTANCE EDUCATION**

**Instructor & Contact Information: *William C. Nantz, CPA, CFF, CGMA, PTIN, MBA, JD***

Telephone: 713.542.5477

Email: [bill@nantzlaw.com](mailto:bill@nantzlaw.com)

**Office location and hours:**

Please feel free to contact me concerning any problems that you are experiencing in this course. You do not need to wait until you have received a poor grade before asking for my assistance. Your performance in my class is very important to me. I am available to hear your concerns and just to discuss course topics. Feel free to contact me by email, phone or set up an appointment to meet me at my office at the West Loop Campus located at 5601 West Loop South, Houston, Texas.

**Prerequisite:** ACCT 2302 (Principles of Accounting II) or its equivalent.

**Educational Credit for the CPA Exam:**

The Texas State Board of Public Accountancy (Board) requires that you have completed a baccalaureate or higher degree from a Board recognized institution of higher education to study at a Board recognized Texas community college to complete the educational requirements to qualify for the CPA Exam. Houston Community College is recognized as a qualifying Texas community college. This means that you have to have graduated from a recognized, four-year college **BEFORE** the first day of this class if you want this class to fulfill the Board's education requirements to sit for the CPA Exam.

**Textbook and Related Material (Required):**

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| <p><b>Accounting and Auditing Research: Tools and Strategies</b><br/><b>Thomas R. Weirich, 7th Edition</b><br/><b>ISBN-13: 9780470506974</b></p> |
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| <p><b>Technical Communication, 7th Ed.</b><br/><b>Paul V. Anderson</b><br/><b>ISBN-10: 1-4282-6393-2</b></p> |
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**Distance Education:**

This will answer many of your questions regarding distance education at HCC:

The Distance Education Student Handbook contains policies and procedures unique to the DE 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. The handbook contains valuable information, answers, and resources, such as DE contacts,

policies and procedures (how to drop, attendance requirements, etc.), student services (ADA, financial aid, degree planning, etc.), course information, testing procedures, technical support, and academic calendars.

[http://de.hccs.edu/media/houston-community-college/distance-education/student-services/2013-2014HCCDEStudentHandbook-\(Revised8-1-2013\).pdf](http://de.hccs.edu/media/houston-community-college/distance-education/student-services/2013-2014HCCDEStudentHandbook-(Revised8-1-2013).pdf)

### **Course Goals:**

This course focuses on accounting and business communications derived from the student's research and analysis of accounting and tax related matters. The primary purpose of this course is to provide students with skills related to specialized research and the related professional accounting and business communications. Students are expected to develop and demonstrate strategies for effective tax and accounting research. Once the research is performed, the student is expected to transfer the information and ideas from the research into a written form.

This course is intended to develop the necessary skills for effective accounting and tax research in the 21st Century and to communicate this material in a clear and professional manner. Professional accountants use online accounting, auditing and tax research tools. This class will use the “Research Institute of America” as its primary provider of tools to learn and execute professional research techniques that will then be communicated in a professional manner.

### **Course Description:**

This course is intended to develop the necessary skills for effective accounting and tax research in the 21<sup>st</sup> Century. Professional accountants use online accounting, auditing and tax research tools. This class will use the “Research Institute of America” as its primary provider of tools to learn and execute professional research techniques, it includes the following databases:

- WGL Electronic Tax Payroll and Accounting Tax Library
- RIA Academic Advantage Essentials Library
- PPC FASB Reference Material on Checkpoint
- AICPA on CheckPoint
- PPC GASB Reference Material on Checkpoint

The Research of America databases may be accessed from HCC’s library on the West Loop campus or on your personal computer when you have properly registered for service. Proper tax and accounting research requires critical thinking skills and the ability to produce professional results. Other databases and techniques will be discussed in the class as well as the Research of America database. Use of Google as your primary research tool will cause your grades to suffer. This class will address the technical skills necessary for professional research and will address CPA Exam related research issues.

### **RIA Training:**

[http://find.support.rg.thomsonreuters.com/training/Tax\\_and\\_Accounting\\_Courses.asp?startdate=&enddate=&keywords=&media000012=on&featuredlist=&limittodates=&zipcode=&zipradius=25&detaillevel=0](http://find.support.rg.thomsonreuters.com/training/Tax_and_Accounting_Courses.asp?startdate=&enddate=&keywords=&media000012=on&featuredlist=&limittodates=&zipcode=&zipradius=25&detaillevel=0)

**RIA Registration (Must be done at an HCC Campus, you just need to access the wifi on your laptop or go to a computer lab & you don’t need to register for RIA to do the training):**

<http://www.checkpoint-registration.riag.com/schools>

### **PCAOB Standards:**

<http://pcaobus.org/STANDARDS/Pages/default.aspx>

### **FASB Standards:**

<http://www.fasb.org/jsp/FASB/Page/LandingPage&cid=1175805317350>

**New AICPA Code of Conduct:**

<http://www.aicpa.org/research/standards/codeofconduct/Pages/default.aspx>

**AICPA: Other Ethics Standards:**

<http://www.aicpa.org/interestareas/tax/resources/standardsethics/otheraicpastandardsethicsrules/pages/default.aspx>

**HCC:**

HCC's on-line library provides an extensive source of research material and may be found at <http://librus.hccs.edu/>.

**Assignments:**

4 homework assignments requiring accounting or tax research, 25 points each.

- #1: Training on RIA system, scan and upload certificate
- #2: Training on RIA system: scan and upload certificate. Don't post the same certificate twice. I check and if you use the same certificate twice, you will receive no credit for the entire RIA homework – zero points out of 50.
- #3: Locate and answer a possible CPA exam written communication question. Do not copy the example answer, doing so will result in an "F" in this course; i.e., answer the question yourself. Possible essay questions can be located on the AICPA website and examples will be provided in class.
- #4: Locate and answer a possible CPA exam written communication question. Do not copy the example answer, doing so will result in an "F" in this course; i.e., answer the question yourself. Possible essay questions can be located on the AICPA website and examples will be provided in class.

**CPA Exam Research:** 1 memo (2 pages long plus referencing) related to CPA Exam research for a maximum of 50 points. This memorandum should indicate research and writing skills. Prepare a two (2) page memo using no less than one (1) primary reference and a minimum of four (4) references on either:

How to answer a CPA Exam Essay Question  
What are the major differences between U.S. GAAP and IFRS.

This means that you are to do one memo and you get to choose from either of the two topics above.

**Research Assignments:** Prepare two (2) one page memorandums demonstrating your research and writing skills. The memorandums should demonstrate your understanding of the specific topic you select, be written in the proper format, and include an introduction and conclusion. Each memo is to be one page of written information and another page for referencing. You will lose points if the written portion goes over one page. The possible topics are outlined below.

Prepare a research project with a topic from one of the following general topics. *Use of a general topic such as "Individual Taxation" or any of the general topics listed below is not acceptable for your memos or Major Research Project.* You are to select a more specific topic in one of the general areas outlined below:

Individual Taxation  
Gift & Estate Taxation  
Corporate Taxation  
Financial Accounting and Reporting  
Auditing

The topic of the memorandum is one found in the area of the general topic, but is not to be the general topic itself. Please provide at least one primary reference and a minimum of three references to support the contentions in your memorandum. You can write each memorandum on a similar topic as it relates to your Major Research Project. Each memorandum is worth 50 points.

**Memo format:** Memos are to be single spaced, typed and written in memorandum form. The references should be both embedded in the text MLA style with a separate Works Cited page, which is a list of references used in your memo.

**Final Exam** – 100 points, covering accounting and tax research techniques, research databases and related covered material. Expertise in this area will be demonstrated by writing a one-page memorandum in under one hour, with at least one primary reference and a total of three references. I will provide you with the topic of your memo and it will be tax related. You are expected to use RIA to research a tax topic and properly reference your research. Remember, irs.gov is not a primary source. If you use Google as your primary source for your research, you grade will suffer.

**Major research project** – 100 points. Use APA style for the paper. This means a cover page, abstract, double spaced with references. {Please note, memorandums are to use a memorandum style.} Select a specific topic from the one of the general topics outlined in the research assignments to perform your major research project. For example, the topic is not to be as broad as Individual Taxation, but is to be a specific topic found in the area of Individual Taxation. The body of this project is to be at least 6 pages and no long than 9 pages double spaced. The page length does not include Cover, Abstract or Works Cited. Use the APA style outline and paper format found at <http://owl.english.purdue.edu/owl/resource/560/01/>.

You cannot use the following as a topic for your major research project or your one-page memos:

- What are the major differences between U.S. GAAP and IFRS,
- Any forensic or fraud related topics,
- Any ethics related topic, or
- Any general discussion of taxation, auditing or financial reporting.

You can use the topic of you memos as the same topic as your major research project, it just can't be any of these topics.

**Class Discussion:**

You are to post in the on-line discussion boards every week, at least two posts for each topic. Yes, each topic as outline at the end of the syllabus. This means you may have to post frequently if you want credit.

**Evaluation and Requirements:**

Students are expected to read all assigned chapters, complete and submit all assignments on the due dates, and log in on a regular basis to Eagle-On-Line. Instructor will monitor this via Eagle-On-Line.

|  |                   |
|--|-------------------|
| Final Exam                                   | 100 points        |
| CPA Exam Research Homework -Memo             | 50 points         |
| Research Projects - Memos                    | 100 points        |
| Major Research Project - Paper               | 100 points        |
| Attendance, Class Discussion & Participation | 32 points         |
| Homework                                     | <u>100 points</u> |
| Total  | <u>482 points</u> |

An assignment schedule is attached to this syllabus. This schedule will be followed throughout this course. Any modifications to this schedule will be announced in class.

## Grading Scale:

|           |   |   |                     |
|-----------|---|---|---------------------|
| 90 - 100% | = | A | (433 to 482 points) |
| 80 - 89%  | = | B | (386 to 432 points) |
| 70 - 79%  | = | C | (337 to 385 points) |
| 60 - 69%  | = | D | (289 to 336 points) |
| BELOW 60% | = | F | ( 0 to 288 points)  |

## Online Tutoring:

Many students need assistance with basic English skills and you can find online assistance here: <http://hccs.askonline.net/>.

## Homework Assignments

A listing of chapters, exam dates, etc. will be posted in Eagle-On-Line. **You must upload all your assignments to EagleOnline no later than 11:55 pm each Saturday. The homework must be typed and no handwritten homework will be accepted.** Late homework will not be accepted and homework uploaded as PDF file will receive no credit.

All assignments will be typed. Any assignments turned in the wrong format, without the assignment name or the student's name as recorded in the HCC/Student Administration system will receive no credit. An assignment schedule is attached to this syllabus. This schedule will be followed throughout this course. Any modifications to this schedule will be announced in Eagle-Online.

Any assignment sent to the professor by email will receive no credit.

Points will not be given for assignments posted late. Points may be given at the discretion of your professor. Even if homework is accepted late, it may not be given full credit.

Plagiarism will not be tolerated. Each student is to do their own homework and papers. If one student plagiarizes another's work, it is grounds for an "F" or zero credit on the homework and an "F" in the class.

Use proper referencing such as MLA for the memos and APA for the final project. Please review the on-line discussions regarding the use of each.

**FINAL EXAM:** The Final Exam may be taken at the West Loop Campus on July 24 at 5:30 pm, or July 25th at 5:30 pm. You must confirm the time and place with your professor and we will meet outside of Room 255 at the West Loop Campus. The Final Exam will require you to write a one-page memorandum with at least one primary reference and at least three or more reliable references. If you do the homework and follow along in class, there should be no surprises.

Skipping the final exam-Any student that fails to take the Final Exam will receive a zero for the exam and an "F" for the course.

Scoring less than 50% on the final exam-If a student's final exam score is less than 50%, then he/she will receive an "F" overall grade for the course. This will be the case regardless of the percentage that the final exam may be worth in the course overall grade-evaluation.

The Final Exam can be taken, with the off-site proctor you confirm, from July 24th through July 26th. This is for students who **do not** take the exam with the professor. Remember, there is no makeup Final Exam and the ***ONLY TEST in this class is the Final Exam***. Please review the discussion of the

*proctored Final Exam below and in the syllabus.* If you have any questions or concerns, please contact me immediately!

The Final Exam can be taken, with the off-site proctor you confirm, from July 24 through July 26th. If you take the final at a location outside of HCC, SW Campus, you will need to confirm that you will have access to both a computer and the Internet and send the Proctor Approval Form to the Distance Education Dept.

<http://www.hccs.edu/media/houston-community-college/distance-education/student-services/pdf/Proctor-Approval-Form.pdf>

Remember, there is no makeup Final Exam and the **ONLY TEST in this class is the Final Exam.**

The Final Exam will require you to write a one page memorandum with references. The response to be final will need to be typed and you will need to be able to access the Internet and RIA to perform your research. If it appears as if you use just Google or irs.gov for your research, your grade will suffer. Remember, irs.gov is not a primary resource. If you do the homework and follow along in class, there should be no surprises.

The Texas State Board of Public Accountancy allows certain upper level accounting courses to be taken as distance learning courses. However, at least one exam must be administered as a face-to-face exam that is proctored by authorized personnel of HCCS or HCCS approved personnel. Therefore, the final exam must be taken in person.

Students living out of the HCC service area during the semester in which they are enrolled at HCC in online classes need to make special arrangements to accommodate their needs.

In the event the course requires onsite exams, it is the student's responsibility to obtain a proctor. This proctor must be someone in the testing center at a local community college or at a university or any other approved DE Location. The proctor will need to provide a secure testing environment and possibly (depending on the course) a computer with Internet access. A valid picture ID must be presented to the proctor when taking the exam.

All fees associated with proctoring are the responsibility of the student. Exams will be sent via internet, fax, email, or US mail directly to the proctor with instructions for administering the exams. This will be done at no cost to the student; however, the student WILL BE responsible for any fees associated with the prototor's returning of the exams (including costs of overnight express, etc. to meet deadlines).

The proctor approval form MUST be completed and approved at least 2 weeks prior to the first scheduled exam. In addition, the student must furnish a copy of the approved document to the instructor with 10 days of the exam. Any additional questions, you may contact us Distance Education at [de@hccs.edu](mailto:de@hccs.edu)

The above form is located at <http://de.hccs.edu/student-services/>

The contact person with HCC Distance Education Department is Ayesha Gates at the following email address: [ayesha.Gates@hccs.edu](mailto:ayesha.Gates@hccs.edu)

If you have any trouble regarding the proctored final exam, please contact me immediately!

### **Class Attendance**

Please log in daily if possible for announcements, discussions, and important announcements within your Eagle-On-Line homepage. Your Attendance & Class Participation evaluation will be based upon both your logging into the class and making comments on any pertinent class discussion in Eagle On-Line.

On-line class attendance will be graded. You are to introduce yourself the first week and this is worth 1 point. You are also to make one original post in the assigned discussion tab for the week and make at least one comment on someone else's original post to receive credit. There are 15 topics to be covered and you are required to post and make one comment in each topic to get 2 points of credit under each topic. You will also receive one point credit for the submission of the topic of your Major Research Project.

### **Incompletes:**

The grade of "I" (incomplete) is conditional. If you receive an "I," you must arrange with your instructor to complete the course work by the end of the following term (excluding summer). After the deadline, the "I" becomes an "F." See the Student Handbook for more information. My policy for issuing an incomplete is that you must have completed all semester coursework except the final, and have a minimum of a C average.

### **Assignment Schedule:**

Assignment schedule is in canvas.

### **\*IMPORTANT FOR RESEARCH TOPICS:**

**RIA Checkpoint Education License for RIA's Academic Advantage Program is available in all our open labs and in the libraries. This license includes RIA tax code, FASB Accounting Standards, AICPA Resource – Professional Literature.**

### **Drops and Withdrawals:**

*It is the responsibility of each student to officially drop or withdraw from a course.* Failure to officially withdraw may result in the student receiving a grade of F in the course. A student may officially withdraw in any of the following ways:

|   |
|---|
| 1. Complete an official withdrawal form at any HCCS campus.   |
| 2. Withdraw on-line.  |
| 3. Send a letter requesting withdrawal to:<br>Registrar<br>Houston Community College System<br>P. O. Box 667517<br>Houston, TX 77266-7517 |
| The withdrawal will be effective as of the date of the postmark.<br>Withdrawals will NOT be accepted by telephone.                        |

It is the responsibility of each student to officially drop or withdraw from a course. Failure to officially withdraw may result in the student receiving a grade of F in the course. Procedures for withdrawing from a class are found in the Student Handbook.

*International Students:* Receiving a **W** in a course may affect the status of your student visa. Once a **W** is given for the course, it will not be changed to an **F** because of visa considerations.

*New Policy:* Students who repeat a course three or more times will face significant tuition/fee increases at HCC and other Texas public colleges and universities. Please seek tutoring or other assistance prior to considering course withdrawal.

### **Academic Honesty:**

A student who is academically dishonest is, by definition, not showing that the coursework has been learned, and that student is claiming an advantage not available to other students. The instructor is responsible for measuring each student's individual achievements and also for ensuring that all students compete on a level playing field. Thus, in our system, the instructor has teaching, grading, and enforcement roles. You are expected to be familiar with the University's Policy on Academic Honesty, found in the catalog. What that means is: If you are charged with an offense, pleading ignorance of the rules will not help you. 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)

### **HCCS Website:**

Our website is: <http://www.hccs.edu>

### **The Learning Web:**

Your course syllabus and other information can be found on The Learning Web. From the HCCS homepage, click Southwest, click "The Learning Web," click Faculty, type in Instructor's name, choose the course.

**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 the instruction in this class. 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.

### **Repeat Course Fee**

The State of Texas encourages students to complete college without having to repeat failed classes. To increase student success, students who repeat the same course more than twice, are required to pay extra tuition. The purpose of this extra tuition fee is to encourage students to pass their courses and to graduate. Effective fall 2006, HCC will charge a higher tuition rate to students registering the third or subsequent time for a course. If you are considering course withdrawal because you are not earning passing grades, confer with your instructor/counselor as early as possible about your study habits, reading and writing homework, test taking skills, attendance, course participation, and opportunities for tutoring or other assistance that might be available.



### **Students Rights & Anti-Discrimination:**

Title IX of the Education Amendments of 1972 requires that institutions have policies and procedures that protect students' rights with regard to sex/gender discrimination. Information regarding these rights are on the HCC website under Students-Anti-Discrimination. Students who are pregnant and require accommodations should contact any of the ADA Counselors for assistance.

It is important that every student understands and conforms to respectful behavior while at HCC. Sexual misconduct is not condoned and will be addressed promptly. Know your rights and how to avoid these difficult situations.

Please review the following if you have any questions:

<http://www.hccs.edu/district/students/anti-discrimination/>

<http://www.hccs.edu/district/departments/institutionalequity/title-ix-know-your-rights/>

You may also log into [www.edurisksolutions.org](http://www.edurisksolutions.org) to read more about respectful behavior. Sign in using your HCC student email account, then go to the button at the top right that says **Login** and enter your student number.

### **AMERICANS WITH DISABILITIES ACT (ADA) COMPLIANCE**

Any student with a documented disability (e.g., physical, learning, psychiatric, vision, hearing, etc.) who needs to arrange reasonable accommodations must contact the Disability Support Services Office (DSSO) of their respective college at the beginning of each semester. Faculty is authorized to provide only the accommodation(s) requested by the DSSO. For information and services at HCC Southwest, contact Dr. Becky Hauri, ADA Counselor, at 713.718.7910.

### **Online Behavior**

As your instructor and as a student in this class, it is our shared responsibility to develop and maintain a positive learning environment for everyone. Your 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, you are asked to respect the learning needs of your classmates and assist your instructor achieve this critical goal.

### **SEXUAL HARASSMENT**

It is a violation of HCC policy for an employee, agent, or student of the College to engage in sexual harassment as defined in the Equal Employment Opportunity Commission (EEOC) guidelines. Any student who has a complaint concerning this policy has the opportunity to seek resolution of such a complaint in accordance with procedures set forth in the Student Handbook. Report any complaints immediately to College Administration or call the Institutional Equity & Compliance Office 713.718.8271.

### **Instructor Website:**

From the HCCS homepage, choose Southwest College, choose "The Learning Web," choose Faculty, type in your instructor's name. Your instructor will have a copy of the syllabus and other pertinent information for you at the website:

<http://learning.hccs.edu/faculty/william.nantz>

### **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 Disabilities Services Office at the respective college at the beginning of each semester. Faculty is authorized to provide only the accommodations requested by the Disability Support Services Office.

Houston Community College is dedicated to providing an inclusive learning environment by removing barriers and opening access for qualified students with documented disabilities in compliance with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act. Ability Services is the designated office responsible for approving and coordinating reasonable accommodations and services in order to assist students with disabilities in reaching their full academic potential. In order to receive reasonable accommodations or evacuation assistance in an emergency, the student must be registered with Ability Services.

If you have a documented disability (e.g. learning, hearing, vision, physical, mental health, or a chronic health condition), that may require accommodations, please contact the appropriate Ability Services Office below. Please note that classroom accommodations cannot be provided prior to your Instructor's receipt of an accommodation letter and accommodations are not retroactive. Accommodations can be requested at any time during the semester, however if an accommodation letter is provided to the Instructor after the first day of class, sufficient time (1 week) must be allotted for the Instructor to implement the accommodations.

### **Ability Service Contact Information**

#### **Central College**

713.718.6164

#### **Coleman College**

713-718-7376

#### **Northeast College**

713-718-8322

#### **Northwest College**

713-718-5422

713-718-5408

#### **Southeast College**

713-718-7144

#### **Southwest College**

713-718-5910

#### **Adaptive Equipment/Assistive Technology**

713-718-6629

713-718-5604

#### **Interpreting and CART services**

713-718-6333

### **SCANS – Secretary's Commission for Achieving Necessary Skills**

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 students 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.

| <b>Workplace Competencies</b>  | <b>Foundation Skills</b>  |
|--|---|
| <p><b>Resources:</b> allocating time, money, materials, space, staff</p> <p><b>Interpersonal Skills:</b> working on teams, teaching others, serving customers, leading, negotiating, and working well with people from culturally diverse backgrounds</p> <p><b>Information:</b> acquiring and evaluating data, organizing and maintaining files, interpreting and communicating, and using computers to process information</p> <p><b>Systems:</b> understanding social, organizational, and technological systems, monitoring and correcting performances, and designing or improving systems</p> <p><b>Technology:</b> selecting equipment and tools, applying technology to specific tasks, and maintaining and troubleshooting technologies</p> | <p><b>Basic Skills:</b> reading, writing, arithmetic and mathematics, speaking and listening</p> <p><b>Thinking Skills:</b> thinking creatively, making decisions, solving problems, seeing things in the minds eye, knowing how to learn, and reasoning</p> <p><b>Personal Qualities:</b> individual responsibility, self-esteem, sociability, self-management and integrity</p> |