

INSTRUCTIONAL INFORMATION SERVICE PROJECT OVERVIEW

INFINITE JESTERS

TEAM MEMBERS

Nanya Jackson, Joanna Russell Bliss, Melissa Jacobs

TITLE OF INSTRUCTIONAL INFORMATION SERVICE

Microsoft Refresher

INTENDED AUDIENCE

University faculty and staff that have been working for several years

BRIEF DESCRIPTION OF THE SETTING

Three short (30-minute) presentations given in a computer classroom within a university library, or a computer lab on campus if one is not available in the library

BRIEF DESCRIPTION

Once people start working in an office, they often don't know what new functions are available after software updates, and they may be less productive because there are easy shortcuts or functions they can use for their work. Our presentation will be a way for faculty and staff who have been at the university for a while to review the basic tasks and functions available in the most commonly used software offered by Microsoft: Word, Excel and PowerPoint.

MARKETING

- Attached flyers (page 10) will be posted throughout the library, advertising the 3-workshop series in December.
- Attached email (page 11) will be sent to all faculty and staff on campus as an invitation for the course. The email will also include a link to our needs assessment survey below, so they can determine which seminars would be most beneficial.

NEEDS ASSESSMENT

Microsoft products, including Word, PowerPoint, and Excel, are almost universally used throughout both office and academic settings. We found two articles that underscore the need for continuous training (or at least refresher training) to help users maximize the software's capabilities.

The post from PTG demonstrates how commonly the software is used; the statistics from the Bureau of Labor underscore our point that most office workers (including at universities) stay in their jobs for a long time, which points to the need for training on a regular basis rather than just when someone is hired. For example, in 2018, the median tenure for state government employees (not specifically university employees, but a similar demographic) was 5.9 years. Melissa points out that in her department, they aren't offered any sort of software training, and a lot can change in 6 years.

- Bureau of Labor Statistics. (2018). Employee tenure in 2018. Retrieved from <https://www.bls.gov/news.release/pdf/tenure.pdf>
- Palmetto Technology Group. (2019). Microsoft Office 365 is being adopted and used at an enormous rate. Retrieved from <https://blog.goptg.com/microsoft-office-365-statistics>

Survey: The following survey would be included in marketing materials to allow university faculty and staff to discern where their weaknesses are with common Microsoft software functions (also available here: <https://s.surveyplanet.com/bbNk-8Tr>).

Thank you for taking the time to participate in our survey!

These questions should help us to understand your level of comfort and expertise with three commonly used Office programs: Excel, Word, and PowerPoint.

1. Have you ever received Excel training before?
 - a. Yes
 - b. No
2. Have you received Excel training within the last five years?
 - a. Yes
 - b. No
3. How often do you use Excel for work?
 - a. Daily
 - b. Weekly
 - c. Monthly
 - d. Quarterly
 - e. Never
4. If you use Excel for work, please describe how.
5. Are there any pain points when using Excel for your work? If so, please describe them below.

6. Are there any additional tasks in your workload that Excel could potentially help with? If so, please describe them below.

7. When using Excel, how often do you employ keyboard shortcuts?*

*A keyboard shortcut refers to a key or combination of keys that provide quick access to a particular function within a computer program. For example, "ctrl + c" is a keyboard shortcut that allows a user to copy the selected data.

- a. Always
- b. Usually
- c. Sometimes
- d. Rarely
- e. Never

8. On a scale of 0-10, how comfortable are you with conditional formatting?*

*0 means that you have no idea what this function is. 10 means that you know what the function is, when to use it, and how to execute it quickly and effectively.



Value: [0-10]

9. On a scale of 0-10, how comfortable are you with creating charts and tables from data?*

*0 means that you have no idea what this function is. 10 means that you know what the function is, when to use it, and how to execute it quickly and effectively.



Value: [0-10]

10. On a scale of 0-10, how comfortable are you with filtering and sorting data?*

*0 means that you have no idea what this function is. 10 means that you know what the function is, when to use it, and how to execute it quickly and effectively.



Value: [0-10]

11. On a scale of 0-10, how comfortable are you with pivot tables?*

*0 means that you have no idea what this function is. 10 means that you know what the function is, when to use it, and how to execute it quickly and effectively.



Value: [0-10]

12. On a scale of 0-10, how comfortable are you with VLookups and/or HLookups?*

*0 means that you have no idea what this function is. 10 means that you know what the function is, when to use it, and how to execute it quickly and effectively.



Value: [0-10]

13. In addition to this survey, your employer has sent you an Excel file. Please open the file and use an online stopwatch tool to time yourself completing the following instructions. When you've finished, please enter the time it took you to complete the tasks below.*

*The Assessment tab contains fictional data about a set of imaginary sports teams. Please use the data to complete the following tasks:

Sort the teams in order of most wins to least wins.

Each team played a total of 16 games. Please calculate the amount that each team lost, and put those numbers in the "Losses" column.

Find the total amount of games won and the total amount of games lost.

Change all formatting to match the formatting of cell A1.

14. Have you received Excel training within the last five years?

- a. Yes
- b. No

15. Have you received PowerPoint training within the last five years?

- a. Yes
- b. No

16. How often do you use PowerPoint for your work?

- a. Daily
- b. Weekly
- c. Monthly
- d. Quarterly
- e. Never

17. If you use PowerPoint for your work, please describe how.

18. Are there any pain points when using PowerPoint for your work? If so, please describe them below.

19. Are there any additional tasks in your workload that PowerPoint could potentially help with? If so, please describe them below.

20. On a scale of 0-10, how comfortable are you with choosing or creating themes for your presentations?*

*0 means that you have no idea what this function is. 10 means that you know what the function is, when to use it, and how to execute it quickly and effectively.



Value: [0-10]

21. On a scale of 0-10, how comfortable are you with adding, rearranging, and deleting slides?*

*0 means that you have no idea what this function is. 10 means that you know what the function is, when to use it, and how to execute it quickly and effectively.



Value: [0-10]

22. On a scale of 0-10, how comfortable are you with adding and formatting text on your slides?*

*0 means that you have no idea what this function is. 10 means that you know what the function is, when to use it, and how to execute it quickly and effectively.



Value: [0-10]

23. On a scale of 0-10, how comfortable are you with adding images and shapes to your slides?*

*0 means that you have no idea what this function is. 10 means that you know what the function is, when to use it, and how to execute it quickly and effectively.



Value: [0-10]

24. On a scale of 0-10, how comfortable are you with adding animation, audio and video to your slides?*

*0 means that you have no idea what this function is. 10 means that you know what the function is, when to use it, and how to execute it quickly and effectively.



Value: [0-10]

25. Have you ever received Word training before?

- a. Yes
- b. No

26. Have you received Word training within the last five years?

- a. Yes
- b. No

27. How often do you use Word for work?

- a. Daily
- b. Weekly
- c. Monthly
- d. Quarterly
- e. Never

28. If you use Word for work, please describe how.

29. Are there any pain points when using Word for your work? If so, please describe them below.

30. Are there any additional tasks in your workload that Word could potentially help with? If so, please describe them below.

31. On a scale of 0-10, how comfortable are you with creating Word documents, both blank and from templates?*

*0 means that you have no idea what this function is. 10 means that you know what the function is, when to use it, and how to execute it quickly and effectively.



Value: [0-10]

32. On a scale of 0-10, how comfortable are you with applying themes and styles?*

*0 means that you have no idea what this function is. 10 means that you know what the function is, when to use it, and how to execute it quickly and effectively.



Value: [0-10]

33. On a scale of 0-10, how comfortable are you with adjusting page formatting (margins, columns, etc.)?*

*0 means that you have no idea what this function is. 10 means that you know what the function is, when to use it, and how to execute it quickly and effectively.



Value: [0-10]

34. On a scale of 0-10, how comfortable are you with inserting pictures or tables into your documents?*

*0 means that you have no idea what this function is. 10 means that you know what the function is, when to use it, and how to execute it quickly and effectively.



Value: [0-10]

35. On a scale of 0-10, how comfortable are you with converting Word documents to PDFs?*

*0 means that you have no idea what this function is. 10 means that you know what the function is, when to use it, and how to execute it quickly and effectively.



Value: [0-10]

PRESENTATIONS

See PowerPoint for all three presentations. The file includes the slides for presentations that would be given on three consecutive Thursdays at the beginning of the lunch hour; the header slides show the division of the presentations.

EVALUATION PLAN

To evaluate the effectiveness of our presentation, we would email a workshop evaluation to all participants within 3 days of the event. The survey would be sent through an email service, like Survey Monkey, that would allow us to collect answers and analyze the results.

Sample evaluation email sent to participants:

Thank you for participating in our Microsoft Refresher workshop! In order to continue to improve our workshops, please use this link to complete a post-workshop survey:

<https://s.surveyplanet.com/VisiBpv8>

Evaluation survey: Thank you for participating in our Microsoft Refresher workshop! In order to continue to improve our workshops, please answer the following questions about our workshop on Thursday.

1. Did you find the workshop helpful?
 - a. Yes, it was very helpful.
 - b. Yes, it was somewhat helpful.
 - c. No, I already knew the information presented.
 - d. No, I was not able to learn from the workshop.

 2. On a scale of 0-10, how did you feel about the way the workshop was presented?*
- *0 means that it was not effective at all. 10 means that the workshop was the most effective it could be.



Value: [0-10]

3. On a scale of 0-10, how did you feel about the content of the workshop?*
- *0 means that it was not effective at all. 10 means that the workshop was the most effective it could be.



Value: [0-10]

4. How can we improve this workshop?

5. Please share any other comments you have about the workshop, or any future topics we should consider.

To see how your Excel skills have improved since taking this workshop, we also suggest that you complete the tasks you previously timed before taking the workshop. We have attached the same Excel sheet if you no longer have the copy from before.*

*This directive and the related spreadsheet would only be included on the post-workshop evaluation sent after the Excel refresher workshop.

TEAM MEMBER CONTRIBUTIONS

Melissa Jacobs: Needs assessment, Excel slides

Nanya Jackson: Marketing, Power Point slides

Joanna Russell Bliss: Team leader, Post-course evaluation, General Microsoft and Word slides

Microsoft Refresher

Word
Excel
Powerpoint
Training

University Library Computer
Lab- Bring a sack lunch!
Session 1- Dec. 3- 11:00
Session 2- Dec. 10- 11:00
Session 3- Dec. 17- 11:00



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MICROSOFT REFRESHER COURSE

For University Employees

In this course:

- Learn shortcuts in Microsoft Office to make your job easier
- Review common functions for each product in the Office Suite

Need a refresher?

As new versions of Microsoft Office have become available, each product offers new shortcuts and functions designed to simplify and streamline the creation process. Are you getting the most out of the time that you spend creating documents? Or are you filled with frustration each time you turn on your computer?

You might need a training course!

Take our skills assessment survey and complete the attached exercise to see if you'd benefit from the course.

Q: Where?

A: The training is held in the University Library Computer Lab.

Q: How long will this take?

A: We have broken it down into 3 half-hour sessions.

Q: When?

A: December 3, 10, and 17 at 11:00 a.m. Bring a sack lunch!

"If you always do what you've always done, then you'll always be where you've always been."

-T.D. Jakes

Streamline your work process!

