

Microsoft® Office Specialist Certification Program

Review Date: October 2002, March 2003

Organization Description and History: The Microsoft Office Specialist certification program measures and certifies skills with Microsoft® Office business productivity applications via examination. Microsoft Office Specialist certification assists employers in identifying qualified knowledge workers, and assists students and job-seekers in developing modern classroom and business skills.

Founded in 1997 by Microsoft Corporation, the Microsoft Office Specialist program provides skill standards, approved study materials, skill assessments, instructor credentials and certification exams related to each successive version of Microsoft Office.

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Source of Official Student Records: The College Credit Recommendation Service, American Council on Education, One Dupont Circle NW, Suite 250, Washington, DC 20036-1193, e-mail: credit@ace.nche.edu.

How Examination Results Are Reported: Upon completion of an examination, a summary score report is generated which examinees can print with the assistance of the testing center staff. Successful examinees are provided a quality Microsoft Office Specialist certificate and may also access a password-protected web site to view a “digital transcript” of their Microsoft Office Specialist certification accomplishments. These transcripts can also be viewed via the Internet by any individual or organization which a successful examinee chooses to authorize.

Summary of ACE Review: Separate reviews were conducted for the Microsoft Office Specialist 2002 examinations and the Microsoft Office Specialist 2000 examinations.

In October 2002, an onsite review for the Microsoft Office Specialist 2002 examinations was conducted at the facili-

ties of Certiport, Inc., which administers the Microsoft Office Specialist program for Microsoft, in American Fork, Utah. Over a period of two days, Certiport staff, addressing both technical and examination content issues, made extensive presentations, with supporting documentation, to ACE content and technical team members and were available to respond to questions posed by review team members. Quality and security of the examinations was judged to be adequate and appropriate. The eight Microsoft Office Specialist examinations that were submitted for review were found worthy of credit recommendation.

In March 2003 a mail review was conducted for the Microsoft Office Specialist 2000 examinations. Two of the team members who participated in the on-site review team in October also served on the mail review team. Information about each of the eight examinations was sent to the members of the review team. The team members reviewed the materials individually. Then we had a phone conversation in which team members shared some of their impressions of the materials. The central part of the process was a conference call with the team members and a number of key staff people from Certiport. Following this there was follow-up communication with specific Certiport staff to clarify various points, and then discussion among the team members to evaluate all of the relevant information. The eight Microsoft Office Specialist examinations that were submitted for review were found worthy of credit recommendation.

Content Validity: The ACE Content Team reviewed the following examinations: Microsoft® Access 2000; Microsoft® Access 2002; Microsoft® Excel 2000; Microsoft® Excel 2002; Microsoft® Excel 2000 Expert; Microsoft® Excel 2002 Expert; Microsoft® Outlook 2000; Microsoft® Outlook 2002; Microsoft® PowerPoint® 2000 ; Microsoft® PowerPoint® 2002; Microsoft® Project 2000; Microsoft® Project 2002; Microsoft® Word 2000; Microsoft® Word 2002; Microsoft® Word 2000 Expert; and Microsoft® Word 2002 Expert. The examinations were reviewed for their content area, depth of coverage, percent weight for each item, clarity, consistency and readability, and instructions for test taking. The team considered the vocational and college programs in various disciplines for recommending credits to

the various examinations, finding all examinations to be credit worthy.

Technical Adequacy: All eight Microsoft Office Specialist 2002 examinations appear statistically/technically sound, meeting and often surpassing industry standards and ACE standards. The domains measured appear to be adequately and clearly defined. The procedure for setting specifications (domain, objectives, tasks) is very detailed and is based upon extensive input from highly qualified subject matter experts regarding analysis relevant to the contents being measured. This has resulted in specifications that appear to be closely tied to the level of competency; which the tests attempt to certify.

Test reliabilities, validities, and procedures used to determine such are more than adequate by accepted industry standards. Improvement is needed in the area of item bank expansion and subsequent use for individual item replacement. This is a very large program with important implications and the Certiport personnel seem to understand this and have taken seriously their responsibility to make an accurate, fair and reliable assessment. They have identified relevant issues and bring serious expertise to address them. As this technical program continues to evolve and improve, we recommend this process continue as informed by an active research agenda.

All eight Microsoft Office Specialist 2000 examinations appear statistically/technically sound, and appropriate for meeting requirements for ACE credit recommendations at this point. The domains measured appear to be adequately and clearly defined. The procedure for setting specifications (domain, objectives, tasks) is very detailed and is based upon extensive input from highly qualified subject matter experts regarding analysis relevant to the contents being measured. This has resulted in specifications that appear to be closely tied to the level of competency; which the tests attempt to certify.

As noted by the previous team, the consensus of this team was that test reliabilities, validities, and procedures used to determine such are adequate for making the credit recommendations. Improvement is needed in the area of item bank expansion and subsequent use for individual item replacement. This is a very large program with important implications and the Certiport personnel seem to understand this and have taken seriously

their responsibility to make an accurate, fair and reliable assessment. They have identified relevant issues and bring serious expertise to address them.

This review team, looking at a Certiport program for a second time and with the benefit of some additional months time of reflection, the team felt even stronger that as this technical program continues to evolve and improve, that the process of improvement continue as informed by an active research agenda. The team has provided Certiport, under separate cover, with some more detailed and specific guidelines, especially in regard to the research component.

Description of the Examinations: The mission of the Microsoft Office Specialist Certification program and examinations is to increase Microsoft desktop computing skill-levels in schools, colleges and businesses by providing skill standards, supporting preparation materials, instructor credentials, examinations and certifications. Major objectives are: Assist businesses in identifying qualified knowledge workers; Assist schools, colleges and universities in increasing teaching and learning productivity by developing the technical competence of their faculty and students; Assist individuals in securing additional education and employment opportunities; Enhance customer satisfaction with Microsoft Office.

Microsoft Office Specialist examinations are administered through a worldwide network of Microsoft Office Specialist Authorized Testing Centers, approximately 2000 of which are located in North America. Many testing centers are maintained onsite by businesses, schools, colleges and universities. Worldwide, approximately 2200 authorized testing centers are located within academic institutions. Each authorized testing center is contractually obligated to observe minimum testing equipment requirements, to provide proctoring services and to observe industry-standard proctoring policies and procedures.

In keeping with its goal of “hands-on” skill development, Microsoft Office Specialist (2000) examinations require examinees to complete tasks using Microsoft Office applications including Word, Excel, PowerPoint, Outlook, Access and Project. Microsoft Office Specialist (2000) certification exams are only delivered at authorized testing centers, which may be located online at http://www.microsoft.com/train-cert/mcp/officespecialist/officespecialist_

locator.asp, and last from 45 to 60 minutes. Additional information regarding Microsoft Office Specialist (2000) exams may be obtained by visiting <http://www.microsoft.com/officespecialist>.

Microsoft Office Specialist

Microsoft Access 2000 Examination

Effective Dates: March 2000–Present

Credit Recommendation: At the lower-division baccalaureate/associate degree category, one semester hour in Computer Applications or Information Technology (3/03).

Description: This certification examination was developed based on the results of a product-task analysis which identified the skills required to use Microsoft Access to create simple queries, databases and forms; and create and print reports at a “proficient” level of ability. This examination consists of 26 performance-based, multiple-task items. Examinees are given 45 minutes to complete the examination, which is delivered using the live Microsoft Access application.

Skills Measured:

Planning and Designing databases—Determine: inputs, outputs, table structure, and table relationships.

Working with Access—Select an object using the Object Bar; create a database; navigate through records in a table; query, or form; print database objects.

Building and Modifying Tables—Create tables by using the Table Wizard; modify field formats; modify tables using Design View, set primary keys, and use multiple data types (text, number, AutoNumber, currency, date/time, memo).

Building and Modifying Forms—Modify Format Properties (font, style, font size, color, caption, etc.); use a Calculated Control, form sections (headers, footers, detail), Control Toolbox (label, textbox, line, picture, command button); create a form with the Form Wizard; and apply a Filter by Form

Viewing and Organizing Information—Display related records in a subdatasheet, enter records using a datasheet or a form, switch between object Views, find a record, sort records, specify criteria, create a calculated field, create and modify a multi-table select query, delete records from a table, apply and remove Filter For and Filter By Selection

Defining Relationships—Establish one-to-many relationships; and enforce referential integrity.

Producing Reports—Create a report with the Report Wizard; modify format properties; use report sections; use the Control Toolbox; move and resize a control; use a calculated control; and preview and print a report.

Integrating with Other Applications—Import data to a new table; link to existing data; drag and drop tables and queries to Excel; present information as a chart.

Using Access Tools—Backup and restore a database; and print database relationships.

Microsoft Office Specialist

Microsoft Access 2002 Examination

Effective Dates: December 2001–Present

Credit Recommendation: At the lower-division baccalaureate/associate degree category, one semester hour in Computer Applications or Information Technology (10/02).

Description: This certification examination was developed based on the results of a product-task analysis which identified the skills required to use Microsoft Access to create simple queries, databases and forms; and create and print reports at a “proficient” level of ability. This examination consists of 20 performance-based, multiple-task items. Examinees are given 45 minutes to complete the examination, which is delivered using the live Microsoft Access application.

Skills Measured:

Creating and Using Databases—Create Access databases; Open database objects in multiple views; Move among records; Format datasheets

Creating and Modifying Tables—Create and modify tables; Add a pre-defined input mask to a field; Create Lookup fields; Modify field properties

Creating and Queries—Create and modify Select queries; Add calculated fields to Select queries

Creating and Modifying Forms—Create and display forms; Modify form properties

Viewing and Organizing Information—Enter, edit, and delete records; Create queries; Sort records; Filter records

Defining Relationships—Create one-to-many relationships; Enforce referential integrity

Producing Reports—Create and format reports; Add calculated controls to reports; Preview and print reports

Integrating with Other Applications—Import data to Access; Export data from Access; Create a simple data access page

Microsoft Office Specialist

Microsoft Excel 2000 Examination

Effective Dates: January 2000–Present

Credit Recommendation: At the lower-division baccalaureate/associate degree category, one semester hour in Computer Applications or Information Technology or Introduction to Spreadsheets (3/03).

Description: This certification examination was developed based on the results of a product-task analysis which identified the skills required to use Microsoft Excel to create, modify and print common business workbooks and worksheets; and to analyze and create graphical depictions of data at a “proficient” level of ability. This examination consists of 36 performance-based, multiple-task examination items. Examinees are given 45 minutes to complete the examination, which is delivered using the live Microsoft Excel application.

Skills Measured:

Managing Files—Use, save and save as; create a folder; locate and open an existing workbook; use templates to create a new workbook; open files of different formats; send a workbook via email.

Working with Cells—Work with series; go to specific cell; use find tool, and replace tool; undo and redo commands; cut, copy, paste, paste special and move selected cells; clear content and formatting of selected cells; insert and delete selected cells; enter text, dates and numbers; edit cell content; and clear cell content.

Formatting Worksheets—Define, apply and remove a style; modify size of rows and columns; apply font styles; apply number formats; modify alignment of cell content; adjust decimal place; merging cells; apply cell borders and shading; and copy and paste formats.

Page Setup and Printing—Set up headers and footers; print a selection, a print area, a worksheet, and an entire workbook; preview and print worksheets; change page orientation and scaling; set and clear a print area; and set page margins and centering; set print titles and options; and insert and remove a page break.

Modifying Worksheets—Hide and unhide rows and columns; freeze and unfreeze rows and columns; and insert and delete rows and columns.

Working with Views—Create and remove a custom view; and change the zoom setting.

Modifying Workbooks—Link worksheets; move, copy, insert and delete a work-

sheet; rename a worksheet; move between worksheets in a workbook; and check spelling.

Working with Formulas—Evaluate formulas using rules of precedence; revise formulas; use references; enter formulas in a cell and using the formula bar; enter a range within a formula by dragging.

Using Functions—Use paste function to insert a function; use basic functions; use date functions; use financial functions; use AutoSum; enter functions using the formula palette; use lookup and reference functions; and use logical functions

Using Charts and Objects.—Use chart wizard to create a chart; insert, move and delete an object; create, format and modify charts; and preview and print charts.

Using Draw—Create and modify lines and objects; and create and modify 3D shapes.

Microsoft Office Specialist

Microsoft Excel 2002 Examination

Effective Dates: September 2001–Present

Credit Recommendation: At the lower-division baccalaureate/associate degree category, one semester hour in Computer Applications or Information Technology or Introduction To Spreadsheets (10/02).

Description: This certification examination was developed based on the results of a product-task analysis which identified the skills required to use Microsoft Excel to create, modify and print common business workbooks and worksheets; and to analyze and create graphical depictions of data at a “proficient” level of ability. This examination consists of 18 performance-based, multiple-task examination items. Examinees are given 45 minutes to complete the examination, which is delivered using the live Microsoft Excel application.

Skills Measured:

Working with Cells and Cell Data—Insert, delete and move cells; Enter and edit cell data including text, numbers, and formulas; Check spelling; Find and replace cell data and formats; Work with a subset of data by filtering lists

Managing Workbooks—Manage workbook files and folders; Create workbooks using templates; Save workbooks using different names and file formats

Formatting and Printing Worksheets—Apply and modify cell formats; Modify row and column settings; Modify row and column formats; Apply styles; Use automated tools to format worksheets; Modify Page Setup options for worksheets; Preview and print worksheets and workbooks

Modifying Workbooks—Insert and delete worksheets; Modify worksheet names and positions; Use 3-D references

Creating and Revising Formulas—Create and revise formulas; Use statistical, date and time, financial, and logical functions in formulas

Creating and Modifying Graphics—Create, modify, position and print charts; Create, modify and position graphics

Workgroup Collaboration—Convert worksheets into Web pages; Create hyperlinks; View and edit comments

Microsoft Office Specialist

Microsoft Excel 2000 Expert Examination

Effective Dates: February 2000–Present

Credit Recommendation: At the lower-division baccalaureate/associate degree category, one semester hour in Computer Applications or Information Technology or Advanced Spreadsheets (3/03).

Description: This certification examination was developed based on the results of a product task analysis which identified the skills required to use Microsoft Excel to create, modify, share and revise workbooks using templates, automated procedures and the Web, and to retrieve, analyze and summarize data at an “expert” level of ability. This examination consists of 26 performance-based, multiple-task examination items. Examinees are given 45 minutes to complete the examination, which is delivered using the live Microsoft Excel application.

Skills Measured:

Importing and Exporting Data—Import a data table from an HTML file; export to other applications; import from other applications; import data from text files; and export data back to Excel.

Using Templates—Edit templates, create templates; work with existing templates.

Using Multiple Workbooks—Link workbooks; and use a workspace.

Collaborating with Workgroups—Change workbook properties; create a shared workbook; track changes; merge workbooks; create, edit and remove a comment; apply and remove worksheet and workbook protection; apply and remove file passwords.

Formatting Numbers—Create custom number formats; apply number formats; and use conditional formatting.

Printing Workbooks—Print and preview multiple worksheets; use report manager; display multiple worksheets in print preview.

Working with Named Ranges—Add and delete a named range; use a named range in a formula.

Working with Toolbars—Assign a macro to a command button; customize a toolbar; hide and display toolbars; quick customize toolbars.

Using Macros—Record macros; edit macros; run macros.

Auditing a Worksheet—Trace precedents; trace dependents; trace errors; work with the auditing toolbar.

Working with Data Tables—Apply data filters; use data forms; use subtotaling; display and hide items in a field; perform single and multi-level sorts; extract data; query databases; use data validation.

Using Analysis Tools—Use pivot table format; create pivot chart reports; create interactive pivot tables for the Web; add fields to Interactive Pivot Table in the browser; save a spreadsheet/chart as an interactive component; lock specific cells in an interactive spreadsheet component; use goal seek; work with scenarios; use solver; use data analysis and pivot tables; use data map.

Microsoft Office Specialist

Microsoft Excel 2002 Expert Examination

Effective Dates: September 2001–Present

Credit Recommendation: At the lower-division baccalaureate/associate degree category, one semester hour in Computer Applications or Information Technology or Advanced Spreadsheets (10/02).

Description: This certification examination was developed based on the results of a product task analysis which identified the skills required to use Microsoft Excel to create, modify, share and revise workbooks using templates, automated procedures and the Web, and to retrieve, analyze and summarize data at an “expert” level of ability. This examination consists of 16 performance-based, multiple-task examination items. Examinees are given 45 minutes to complete the examination, which is delivered using the live Microsoft Excel application.

Skills Measured:

Importing and Exporting Data—Import data to Excel; Export data from Excel; Publish worksheets and workbooks to the Web

Managing Workbooks—Create, edit, and apply templates; Create workspaces; Use Data Consolidation

Formatting Numbers—Create and apply custom number formats; Use conditional formats

Working with Ranges—Use named ranges in formulas; Use Lookup and Reference functions

Customizing Excel—Customize toolbars and menus; Create, edit, and run macros

Auditing Worksheets—Audit formulas; Locate and resolve errors; Identify dependencies in formulas

Summarizing Data—Use subtotals with lists and ranges; Define and apply filters; Add group and outline criteria to ranges; Use data validation; Retrieve external data; Create Extensible Markup Language (XML) Web queries

Analyzing Data—Create PivotTables, PivotCharts, and PivotTable/PivotChart Reports; Forecast values with what-if analysis; Create and display scenarios

Workgroup Collaboration—Modify passwords, protections, and properties; Create a shared workbook; Track, accept and reject changes to workbooks; Merge workbooks

Microsoft Office Specialist

Outlook 2000 Examination

Effective Dates: December 2000–Present

Credit Recommendation: At the vocational certificate degree category, one semester hour in Computer Applications or Information Technology (3/03).

Description: This certification examination was developed based on the results of a product-task analysis which identified the skills required to use Microsoft Outlook to create and manage messages, tasks, contacts and appointments, and use Outlook with other Office applications at a “proficient” level of ability. This examination consists of 31 performance-based, multiple-task examination items. Examinees are given 45 minutes to complete the examination, which is delivered using the live Microsoft Outlook application.

Skills Measured:

Use Outlook 2000 Mail to communicate with others inside and outside your company—

Read mail; compose mail; send mail; use mail features; find messages; use address book to address mail; address mail by entering text; work with attachments; print mail; configure basic mail print options; customize the look of mail; customize menu and task bars; integrate and use mail with other Outlook components; add a signature to mail; use mail templates to compose mail; flag mail messages; navigate within mail.

Use Outlook 2000 to Manage Messages—Create folders; sort mail; set viewing options; archive mail messages; filter a view.

Use the Outlook 2000 Calendar—Navigate within the calendar; schedule appointments and events; set reminders; customize the calendar view; customize menu and task bars; add and remove meeting attendees; print in calendar; configure calendar print options; save a personal or team calendar as a Web page; integrate calendar with other Outlook components; book office resources directly; schedule recurring appointments; plan meetings involving others; schedule multi-day events.

Navigate and Use Outlook 2000 Effectively—Navigate between Outlook components; use Outlook organizing and searching features; use Outlook help and office assistant; move items between folders.

Use Contacts—Create, edit and delete contacts; send contact information via email; organize and view contacts; track activities with contacts; manually journal an item.

Use Tasks—Create and update one-time tasks; create tasks from other Outlook components; organize and view tasks; assign tasks to others; accept and decline tasks.

Integrate Office Applications and Other Applications with Outlook 2000 Components—Create and use Office document inside Outlook 2000.

Use Notes—Create and edit notes; organize and view notes; customize notes.

Microsoft Office Specialist

Outlook 2002 Examination

Effective Dates: December 2001–Present

Credit Recommendation: At the vocational certificate degree category, one semester hour in Computer Applications or Information Technology (10/02).

Description: This certification examination was developed based on the results of a product-task analysis which identified the skills required to use Microsoft Outlook to create and manage messages, tasks, contacts and appointments, and use Outlook with other Office applications at a “proficient” level of ability. This examination consists of 24 performance-based, multiple-task examination items. Examinees are given 45 minutes to complete the examination, which is delivered using the live Microsoft Outlook application.

Skills Measured:

Creating and Viewing Messages—Display and print messages; Compose and send messages to corporate/workgroup and Internet addresses; Insert signatures and attachments; Customize views

Scheduling—Add appointments, meetings, and events to the Outlook calendar; Apply conditional formats to the Outlook calendar; Respond to meeting requests; Use categories to manage appointments; Print calendars

Managing Messages—Move messages between folders; Search for messages; Save messages in alternate file formats; Use categories to manage messages; Set message options

Creating and Managing Contacts—Create and edit contacts; Organize and sort contacts; Link contacts to activities and journal entries

Creating and Managing Tasks and Notes—Create and update tasks; Modify task organization and Task view; Accept, decline, or delegate tasks; Create and modify notes; Use categories to manage tasks and notes

Microsoft Office Specialist

PowerPoint 2000 Examination

Effective Dates: February 2000–Present

Credit Recommendation: At the lower-division baccalaureate/associate degree category, one semester hour in Computer Applications or Information Technology or Computer Presentations/Graphics (3/03).

Description: This certification examination was developed based on the results of a product-task analysis which identified the skills required to use Microsoft PowerPoint to create presentations using automated tools, modify slides, slide masters, presentations; and print and deliver presentations in various formats at a “proficient” level of ability. This examination consists of 32 performance-based, multiple-task examination items. Examinees are given 45 minutes to complete the examination, which is delivered using the live Microsoft PowerPoint application.

Skills Measured:

Creating a Presentation—Create a specified type of slide; create a new presentation from an existing presentation; create a presentation from a template; delete slides; insert headers and footers; navigate among different views; copy a slide from one presentation to another.

Modifying a Presentation—Apply different AutoLayout; change slide layout; change the order of slides; find and replace text; modify sequence in outline mode.

Working with Text—Change tab formatting; change text fonts; change text alignment; create a text box for entering text; enter bulleted information; enter text in

slide and outline views; promote and demote outline views; promote and demote bullet items in slide view; spell check; use the Autofit text feature.

Working with Visual Elements—Add a picture from the clipart gallery; add shapes; place text inside a shape; apply formatting; build a chart or graph; modify charts or graphs; rotate and fill an object; scale and size an object; adjust color and contrast; adjust position and visibility properties; create tables with PowerPoint; modify PowerPoint tables.

Using Data from Other Sources—Add a table (from Word); import text from Word; insert an Excel chart.

Customizing a Presentation—Add auto numbered bullets; add graphical bullets; add speaker notes.

Creating Output—Change output format; print slides in a variety of formats; preview presentation in black and white; print speaker notes in the format specified; print audience handouts.

Delivering A Presentation—Export to overhead; start a slide show on any slide; use on-screen navigation tools.

Managing Files—Save as a new presentation; save as HTML; save changes to a presentation.

Working with PowerPoint—Use office assistant; use presentation assistant; use navigation bar; use the Office clipboard; use AutoContent Wizard.

Microsoft Office Specialist

PowerPoint 2002 Comprehensive Examination

Effective Dates: December 2001–Present

Credit Recommendation: At the lower-division baccalaureate/associate degree category, one semester hour in Computer Applications or Information Technology or Computer Presentations/Graphics (10/02).

Description: This certification examination was developed based on the results of a product-task analysis which identified the skills required to use Microsoft PowerPoint to create presentations using automated tools, modify slides, slide masters, presentations; and print and deliver presentations in various formats at a “proficient” level of ability. This examination consists of 21 performance-based, multiple-task examination items. Examinees are given 45 minutes to complete the examination, which is delivered using the live Microsoft PowerPoint application.

Skills Measured:

Creating Presentations—Create presentations (manually and using automated

tools); Add slides to and delete slides from presentations; Modify headers and footers in the Slide Master

Inserting and Modifying Text—Import text from Word; Insert, format, and modify text

Inserting and Modifying Visual Elements—Add tables, charts, clip art, and bitmap images to slides; Customize slide backgrounds; Add OfficeArt elements to slides; Apply custom formats to tables

Modifying Presentation Formats—Apply formats to presentations; Apply animation schemes; Apply slide transitions; Customize slide formats; Customize slide templates; Manage a Slide Master; Rehearse timing; Rearrange slides; Modify slide layout; Add links to a presentation

Printing Presentations—Preview and print slides, outlines, handouts, and speaker notes

Working with Data from Other Sources—Import Excel charts to slides; Add sound and video to slides; Insert Word tables on slides; Export a presentation as an outline

Managing and Delivering Presentations—Set up slide shows; Deliver presentations; Manage files and folders for presentations; Work with embedded fonts; Publish presentations to the Web; Use Pack and Go

Workgroup Collaboration—Set up a review cycle; Review presentation comments; Schedule and deliver presentation broadcasts

Microsoft Office Specialist

Project 2000 Examination

Effective Dates: June 2001–Present

Credit Recommendation: At the lower-division baccalaureate/associate degree or upper division baccalaureate degree category, one semester hour in Project Management (3/03).

Description: This examination is intended for those with a basic understanding of project management principles and who hold or are seeking positions involving the regular use of Microsoft Project 2000 to develop project plans, and to track and report progress. This examination is intended for examinees who can perform these tasks at a “proficient” level of ability. This examination consists of 26 performance-based, multiple-task examination items. Examinees are given 60 minutes to complete the examination, which is delivered using the live Microsoft Project application.

Skills Measured:

Create a Project Plan—Bring in a task list from Excel to Project; set default folder options and AutoSave; create recurring tasks; interrupt work on a task; create an estimated duration task; apply calendars to a task; change calendar options; add material resources to a project; enter costs on resources, add a resource without increasing work on a task, add a resource and increase work on a task; create base calendars; differentiate between task types; create a summary of subtasks; appropriately use deadlines and/or constraints; create a milestone task; create a new project; assign resources to tasks; enter relationships; enter task information.

Track a Project—Delegate tasks using Project Central; apply progress lines to Gantt charts; utilize workgroup core functionality; enter task status in MS Project and Project Central; view/assess resource allocation; reschedule uncompleted work; change the duration and relationships; compare the current plan with the baseline; enter resource status; save a baseline to track a project.

Communicating Project Information—Use the drawing tool; add a hyperlink to a task; identify lost elements when saving a project to Project 98; copy picture and save as a web page; share formatting elements with other projects; modify a standard report; copy Gantt chart and paste to an Office application; copy and paste to Excel; publish project information using Project Central; set page setup options; run standard report.

General Project Management Concepts—Identify the critical path; differentiate work from duration; create a work breakdown structure.

Customizing a Project—Reset table defaults; apply combinations of outline levels and filters; create outline codes; create a custom grouping; format bar styles; sort a view; create and apply a custom filter; create a custom table; create a custom view; format a time scale; utilize grouping functions; apply a filter using AutoFilter; insert a column in a table.

Multi-Project Management—Set baselines for a master project; add a task to a master project; add cross-project links; insert multiple projects to a master project.

Microsoft Office Specialist

Project 2002 Examination

Effective Dates: September 2002–Present

Credit Recommendation: At the lower-division baccalaureate/associate degree or upper division baccalaureate degree cate-

gory, one semester hour in Project Management (10/02).

Description: This examination is intended for those with a basic understanding of project management principles and who hold or are seeking positions involving the regular use of Microsoft Project 2002 to develop project plans, and to track and report progress. This examination is intended for examinees who can perform these tasks at a “proficient” level of ability. This examination consists of 18 performance-based, multiple-task examination items. Examinees are given 60 minutes to complete the examination, which is delivered using the live Microsoft Project application.

Skills Measured:

Define the Project—Define scheduling properties; Set and modify Microsoft Project options

Define and Modify Tasks—Define general working times; List the tasks in the project; Organize tasks; Schedule tasks; Add and organize task information

Specify and Assign Resources—Specify resources for the project; Define working time and availability for resources; Assign resources to tasks

Track Progress—Prepare to compare with later versions; Incorporate progress into the project; Check progress; Control progress

Create and View Reports—Select and modify views; Select and modify reports; View critical tasks; View allocations of resources; View project costs; Share project information with other applications; Publish project information to the Web

Manage Multiple Projects—Work with master and subprojects; Work with a resource pool

Microsoft Office Specialist

Word 2000 Examination

Effective Dates: February 2000–Present

Credit Recommendation: At the vocational certificate degree category, one semester hour in Computer Applications (3/03).

Description: This certification examination was developed based on the results of a product-task analysis which identified the skills required to use Microsoft Word to create, modify and print common business documents and collaboratively revise documents at a “proficient” level of ability. This examination consists of 32 performance-based, multiple-task examination items. Examinees are given 45 minutes to complete the examination

that is delivered using the live Microsoft Word application.

Skills Measured:

Working with Text—Insert page breaks; cut, copy, insert and move text; use the undo and repeat command; find and replace text; select and change font and font size; apply font styles; highlight text in document; insert date and time; insert symbols; create and apply frequently used text with autocorrect; use the spelling feature; use the thesaurus feature; use the grammar feature; use hyphenation; use Click and Type; use the clipboard.

Working with Paragraphs—Align text; use indentation options; set line spacing options; add bullets and numbering; create an outline style numbered list; use TABS command; set tabs with leaders; apply paragraph and section shading.

Working with Documents—Create and modify page numbers, headers and footers; set margins; set page orientation; use print preview; print a document; prepare and print envelopes and labels; create sections with formatting that differs from other sections; key and edit text in columns; revise column structure; alternate headers and footers; apply styles; use the “go to” command; navigate through a document; organize a document in outline view; align text vertically; use Word Wizards to create documents; analyze and modify document properties; copy formats; use collect and paste to insert multiple pieces of text and pictures into a document; use Office email to send documents; round trip Word documents that have been saved as HTML.

Working with Files—Locate and open an existing document; create a folder; use “save” and “save as;” save as HTML; use templates to create a new document.

Using Tables—Create and format tables; revise tables; add borders and shading to tables; modify existing table structure; rotate text in a table.

Working with Pictures and Charts—Create and modify lines and objects; create and modify 3D shapes; insert clip art.

Microsoft Office Specialist

Word 2002 Examination

Effective Dates: September 2001–Present

Credit Recommendation: At the vocational certificate degree category, one semester hour in Computer Applications (10/02).

Description: This certification examination was developed based on the results of a product-task analysis which identified the skills required to use Microsoft Word to

create, modify and print common business documents and collaboratively revise documents at a “proficient” level of ability. This examination consists of 20 performance-based, multiple-task examination items. Examinees are given 45 minutes to complete the examination that is delivered using the live Microsoft Word application.

Skills Measured:

Inserting and Modifying Text—Insert, modify and move text and symbols; Apply and modify text formats; Correct spelling and grammar usage; Apply font and text effects; Enter and format Date and Time; Apply character styles

Creating and Modifying Paragraphs—Modify paragraph formats; Set and modify tabs; Apply bullet, outline, and numbering format to paragraphs; Apply paragraph styles

Formatting Documents—Create and modify a header and footer; Apply and modify column settings; Modify document layout and Page Setup options; Create and modify tables; Preview and Print documents, envelopes, and labels

Managing Documents—Manage files and folders for documents; Create documents using templates; Save documents using different names and file formats

Working with Graphics—Insert images and graphics; Create and modify diagrams and charts

Workgroup Collaboration—Compare and Merge documents; Insert, view and edit comments; Convert documents into Web pages

Microsoft Office Specialist

Word 2000 Expert Examination

Effective Dates: February 2000–Present

Credit Recommendation: At the lower-division baccalaureate/associate degree category, one semester hour in Computer Applications or Information Technology (3/03).

Description: This certification examination was developed based on the results of a product-task analysis which identified the skills required to use Microsoft Word to create, edit, format print and collaboratively revise multi-section, business documents containing visual elements; perform mail merges using different data sources, and create and apply document templates at a “proficient” level of ability. This examination consists of 23 performance-based, multiple-task examination items. Examinees are given 45 minutes to complete the examination, which is

delivered using the live Microsoft Word application.

Skills Measured:

Working with Text—Set auto correct exceptions; use non-breaking spaces.

Working with Paragraphs—Use text flow options; apply paragraph and section shading.

Working with Documents—Create master documents from multiple source documents; create a hyperlink; format first page differently than subsequent pages; create watermarks; create and modify page borders; balance column length; create and modify a table of contents; create and revise footnotes and endnotes; use bookmarks; create cross-references; sort lists, paragraphs, tables; create and modify an index; create and edit styles; use the document organizer.

Using Tables—Create worksheets in a table; perform calculations in a table; modify worksheets in a table; import worksheets in a table.

Working with Pictures and Charts—Import data into charts; create and modify charts; delete and position graphics; add graphics.

Using Mail Merge—Sort records to be merged; merge a document using alternate data sources; generate labels.

Workgroup Collaboration—Create multiple versions of a document; insert comments; track changes to a document; set default location for workgroup templates; protect documents.

Using Advanced Features—Insert a field; create and modify form; create and modify a form control; edit macros; copy, rename, and delete macros; use quick customize toolbars.

Microsoft Office Specialist

Word 2002 Expert Examination

Effective Dates: September 2001–Present

Credit Recommendation: At the lower-division baccalaureate/associate degree category, one semester hour in Computer Applications or Information Technology (10/02).

Description: This certification examination was developed based on the results of a product-task analysis which identified the skills required to use Microsoft Word to create, edit, format print and collaboratively revise multi-section, business documents containing visual elements; perform mail merges using different data sources, and create and apply document templates at an “expert” level of ability. This examination consists of 16 perfor-

mance-based, multiple-task examination items. Examinees are given 45 minutes to complete the examination, which is delivered using the live Microsoft Word application.

Skills Measured:

Customizing Paragraphs—Control Pagination; Sort paragraphs in lists and tables

Formatting Documents—Create and format document sections; Create and apply character and paragraph styles; Create and update document indexes and tables of contents, figures, and authorities; Create cross-references; Add and revise endnotes and footnotes; Create and manage master documents and subdocuments; Move within documents; Create and modify forms using various form controls; Create forms and prepare forms for distribution

Customizing Tables—Use Excel data in tables; Perform calculations in Word tables

Creating and Modifying Graphics—Create, modify, and position graphics; Create and modify charts using data from other applications; Align text and graphics

Customizing Word—Create, edit, and run, macros; Customize menus and toolbars

Workgroup Collaboration—Track, accept, and reject changes to documents; Merge input from several reviewers; Insert and modify hyperlinks to other documents and Web pages; Create and edit Web documents in Word; Create document versions; Protect documents; Modify default file locations for workgroup templates; Attach digital signatures to documents

Creating Using Mail Merge—Merge letters with a Word, Excel, or Access data source; Merge labels with a Word, Excel, or Access data source; Use Outlook data as mail merge data source