

Business/Accounting Applications

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ACT! Level 1

ACT! contact management software enables you to manage your business contact information schedule, and activities. In this introductory class, the first of a series, you learn how to enter, find, and manage client information, schedule and track activities, and create word processing documents.

Learning Objectives

- Overview of ACT!
- Create a contact database
- Locate contacts
- Organize contacts
- Work with calendars and activities
- Organize sales opportunities and contact activity
- Create, edit, and format word processor documents

Who Should Attend

- Individuals interested in learning the basic features of ACT!

Available Versions

- ACT! 2000
- ACT! 9

ACT! Level 2

ACT! contact management software enables you to manage your business contact information, schedules, and activities. In this advanced course, you learn how to modify templates and reports, perform complex lookups, customize a database, automate procedures, exchange data, perform database maintenance, and link to the Internet.

Learning Objectives

- Perform complex lookups
- Automate procedures with macros
- Exchange and move data between databases with import, export, and synchronization
- Customize an ACT! database
- Use templates in databases and reports
- Manage a database
- Connect to Web sites with Internet links

Who Should Attend

- Individuals interested in learning the advanced features of ACT!

Available Versions

- ACT! 2000
- ACT! 9



"I enrolled in a customized Computer/IT Program along with seven technicians on my team. The program was designed for High Technology by The Corporate Training Center @ HCC. Seven of my techs have realized significant improvement in their confidence levels and overall PC knowledge. On average, those technicians in school realized an 18% increase in productivity within the first month. My highest performer realized a 7% increase in November over his October numbers. One of my lowest team performers stated that he felt empowered by the class and he realized a 52% increase."

Local Manager
Communications Technology Company

QuickBooks Pro Level 1

This course is an introduction on how to use QuickBooks to best meet the needs of your business. The main objective is to introduce you to QuickBooks basic features and give you an opportunity for hands-on practice. You will learn about the types of information needed in your business and how to enter and track that information in QuickBooks. By the time you complete the course, you will have a good idea of how an accounting software package can save time and help organize business finances. When you are ready to use QuickBooks, you will be familiar with the most common tasks and will know where to find information about more advanced features.

Learning Objectives

- You will examine how to use QuickBooks to best meet the needs of your business, by being introduced to its basic features

Who Should Attend

- This course is designed for a person with no prior knowledge of how to use QuickBooks, or someone familiar with the software who wants to learn new features and functionality

QuickBooks Pro Level 2

This course is a more advanced look at how to use QuickBooks to best meet the needs of your business. The main objective is to introduce you to more of QuickBooks features and give you an opportunity for hands-on practice. You will learn about how to create reports and graphs and use forms and other QuickBooks accounts. You will examine how to track and pay sales tax using QuickBooks and also how to do payroll with QuickBooks. By the time you complete the course, you will have a good idea of how an accounting software package can save time and help organize business finances.

Learning Objectives

- You will examine some of the more advanced features of QuickBooks to help meet the needs of your business

Who Should Attend

- This course is designed for a person who is familiar with the software who wants to learn new features and functionality of this version

“The world is moving so fast these days that the man who says it can’t be done is generally interrupted by someone doing it.”

- Harry Emerson Fosdick



Microsoft® Project 2003 Level 1

Microsoft® Project is built with all the tools you need to successfully plan and manage the most complex projects. This fundamental program, the first in a series, provides you hands-on experience using Microsoft® Project to assist with project planning and keep track of your project details.

Learning Objectives

- Plan and create a project
- Adjust the timescale
- Start a project schedule
- Enter tasks into Gantt view
- Use the formatting toolbar
- Work with subtasks in an outline form
- Identify the critical path
- Assign resources and their work schedules to tasks
- Identify resource costs

Who Should Attend

- Those who are project managers, team members, and other individuals who will manage projects or are interested in using automated project management tools

Microsoft® Project 2003 Level 2

Microsoft® Project 2003 is a versatile and powerful project management tool that lets you manage the status of complex projects. This intermediate program, the second in the series, covers more advanced features of project management. The program gives you hands-on experience tracking and modifying the project that you created in the Microsoft® Project 2003 Level 1 program. You are also encouraged to bring a project to the workshop to be used to practice the tools and techniques covered.

Learning Objectives

- Manage multiple resources
- Control resource start time
- View PERT charts
- Use resource allocation and automatic resource leveling views
- Resolve schedule conflicts
- Establish the baseline
- Understand critical path management
- Modify a project plan
- Compare baseline to actual
- Develop custom filters and sorts
- Work with multiple projects
- Create master projects and subprojects
- View and modify resource graphs
- Adjust the timescale
- Assign resources and their work schedules to tasks
- Identify resource costs

Who Should Attend

- Project managers, team members, and other individuals who will manage projects or are interested in using automated project management tools

Microsoft® Visio Pro 2003 Level 1

In this course, you'll learn fundamental skills while creating several types of diagrams using Microsoft® Office Visio Professional. You will create a directional map, a block diagram, a basic and a cross-functional flowchart, an organization chart, and an office layout. You will learn techniques to drag and manipulate Visio master shapes, create connections between shapes, and apply styles to shapes, text, and pages. You will generate an organization chart from imported data and edit custom properties to store additional information in your diagrams.

Learning Objectives

- Identify the various types of drawings you can create using Visio and navigate in a Visio document
- Drag shapes from Visio stencils and resize, rotate, align, and transform them
- Increase your productivity with smart features, such as numbering shapes automatically, duplicating shapes quickly, and grouping and aligning
- Create a flowchart or a cross-functional flowchart
- Create an organization chart manually, or generate one from a text file

Who Should Attend

- Those who seek to learn how to create organizational charts, diagrams and flowcharts

Microsoft® Visio Pro 2003 Level 2

In this course, you will work with many advanced features, including using the drawing tools, creating and working with custom stencils and templates, and sharing your Visio drawings with other applications.

Learning Objectives

- Open and manipulate toolbars and stencil windows in the work area
- Use the drawing tools and Operation command features to create new custom shapes
- Integrate both simple and complex custom shapes in a drawing

Who Should Attend

- Those who seek to further their knowledge of Visio by using drawing tools and creating and using custom stencils and templates

MS Word Level 1

Word processing is the use of computers to create, revise, and save documents for printing and future retrieval. This course is the first in a series of three Microsoft® Office Word courses. It will provide you with the basic concepts required to produce basic business documents. Persons with a basic understanding of Microsoft® Windows who need to learn how to use Microsoft® Office Word to create, edit format, layout and print standard business documents complete with tables and graphics.

Learning Objectives

- Create, edit, and enhance standard business documents using Microsoft® Office Word

Who Should Attend

- Those who are interested in getting more productive with the MS Office Suite

Available Versions

- MS Word XP (2002)
- MS Word 2003

MS Word Level 2

This course goes beyond the basics of Microsoft® Word, helping you to increase the complexity of your Word documents. You will create customized efficiency tools, and add customized lists, tables, charts, and graphics to your documents. These skills will allow you to efficiently produce high-quality, effective, sophisticated documents.

Learning Objectives

- Add complexity to Word documents and create personalized efficiency tools in Word

Who Should Attend

- Those who are interested in getting more productive with the MS Office Suite

Available Versions

- MS Word XP (2002)
- MS Word 2003

MS Word Level 3

You know how to use Microsoft® Word to create and format typical business documents, but you need to work on more complex documents. In this course, you will learn how to use Word to create, manage, revise, and distribute long documents, forms, and Web pages. This course was designed for persons with a basic understanding of Microsoft® Windows who can create and modify standard business documents in Microsoft® Word, and who need to learn how to use the more advanced features of Word to create, manage, revise, and distribute long documents, forms, and Web pages.

Learning Objectives

- Create, manage, revise, and distribute long documents, forms, and Web pages

Who Should Attend

- Those who are interested in getting more productive with the MS Office Suite

Available Versions

- MS Word XP (2002)
- MS Word 2003



It is amazing how much you can accomplish when it doesn't matter who gets the credit.

MS Excel Level 1

You have basic computer skills, such as using a mouse, navigating through windows, and surfing the Internet. You have also used paper-based systems to store data that you run calculations on. You now want to migrate that data to an electronic format. In this course, you will use Excel to manage, edit, and print data.

Learning Objectives

- Create and edit basic Microsoft® Office Excel worksheets and workbooks

Who Should Attend

- Those who are interested in getting more productive with the MS Office Suite

Available Versions

- MS Excel XP (2002)
- MS Excel 2003

MS Access Level 1

This course is intended to introduce the features of Access to beginning Access users. You'll begin with an introduction to the Access software environment. You'll become familiar with the primary objects in an Access database, including tables, queries, forms, and reports. You'll create and modify each of these and learn why Access databases are a type of relational database.

Learning Objectives

- Understand the Microsoft® Office Access database environment
- Manage the data in a database
- Examine existing table relationships
- Query the database
- Design simple forms
- Create and modify Access reports

Who Should Attend

- Those who are interested in getting more productive with the MS Office Suite

Available Versions

- MS Access XP (2002)
- MS Access 2003

MS Excel Level 2

In this intermediate-level course, you will use Microsoft® Excel to streamline and enhance your spreadsheets with templates, charts, graphics, and formulas which allows the data to be analyzed in a variety of formats.

Learning Objectives

- Apply visual elements and advanced formulas to a worksheet to display data in various formats

Who Should Attend

- Those who are interested in getting more productive with the MS Office Suite

Available Versions

- MS Excel XP (2002)
- MS Excel 2003

MS Access Level 2

As you begin this course, you should have the basic skills you need to work with an Access database. Thus far, you have been focusing on essential database user skills only. In this course, you will consider how to design and create a new Access database, how to customize database components, and how to share Access data with other applications. The Level 2 course is for the individual whose job responsibilities include creating new databases, tables, and relationships, as well as working with and revising intermediate-level queries, forms, and reports.

Learning Objectives

- Design and create a new Access database; improve queries, forms, and reports; and integrate Access with other applications.

Who Should Attend

- Those who are interested in getting more productive with the MS Office Suite

Available Versions

- MS Access XP (2002)
- MS Access 2003

MS Excel Level 3

You have used Microsoft® Office Excel to perform tasks such as running calculations on data and sorting and filtering numeric data. In this course, you will gain the skills necessary to create macros, collaborate with others, audit and analyze worksheet data, create PivotTables and PivotCharts, incorporate multiple data sources, and import and export data.

Learning Objectives

- In this course, you will automate some common Microsoft® Office Excel tasks, apply advanced analysis techniques to more complex data sets, collaborate on worksheets with others, and share Microsoft® Office Excel data with other applications.

Who Should Attend

- Those who are interested in getting more productive with the MS Office Suite

Available Versions

- MS Excel XP (2002)
- MS Excel 2003

MS Access Level 3

Your training in and use of Access has provided you with a solid foundation in the basic and intermediate skills for working in Access. You're now ready to extend your knowledge into some of the more specialized and advanced capabilities. Microsoft® Access Level 3 is designed for the student who wishes to learn intermediate and advanced operations of the Microsoft® Access database program. The Level 3 course is for the individual whose job responsibilities include working with heavily related tables; creating advanced queries, forms, and reports; writing macros to automate common tasks; and performing general database maintenance.

Learning Objectives

- Create complex Access databases using forms, reports, and macros

Who Should Attend

- Those who are interested in getting more productive with the MS Office Suite

Available Versions

- MS Access XP (2002)
- MS Access 2003

MS Outlook Level 1

This course is the first in a series of three Microsoft® Outlook courses. It will provide you with the skills you need to start sending and responding to e-mail in Microsoft® Office Outlook®, as well as maintaining your Calendar, scheduling meetings, and working with tasks and notes. This course is designed for people with a basic understanding of Microsoft® Windows who need to learn how to use Microsoft® Outlook to compose and send e-mail, schedule appointments and meetings, manage contact information and tasks, and use notes.

Learning Objectives

- Compose and send e-mail, schedule appointments and meetings, manage contact information and tasks, and use notes

Who Should Attend

- Those who are interested in getting more productive with the MS Office Suite

Available Versions

- MS Outlook XP (2002)
- MS Outlook 2003

MS Outlook Level 2

This course is the second in a series of three Microsoft® Outlook courses. This course provides you with the necessary skills to customize your Outlook environment, your calendar, and your mail messages so that they meet your specific needs. You will also learn how to track, share, assign, and quickly locate various Outlook items. Experienced Outlook users who need to learn how to customize their environment, calendar, and mail messages to meet their specific needs.

Learning Objectives

- Customize your environment, calendar, and mail messages to meet your specific needs as well as track, share, assign, and quickly locate various Outlook items.

Who Should Attend

- Those who are interested in getting more productive with the MS Office Suite

Available Versions

- MS Outlook XP (2002)
- MS Outlook 2003

MS Powerpoint Level 1

In this course, you will create effective basic Microsoft® Office PowerPoint Presentations for delivery in front of an audience. This course is designed for new users of Microsoft® PowerPoint.

Learning Objectives

- Create an effective, basic PowerPoint presentation

Who Should Attend

- Those who are interested in getting more productive with the MS Office Suite

Available Versions

- MS Powerpoint XP (2002)
- MS Powerpoint 2003

MS Powerpoint Level 2

In this course, you'll explore the advanced features of Microsoft® PowerPoint, including customizing templates and the PowerPoint environment, as well as making a presentation interactive by using hyperlinks. You will enhance a presentation by using custom clip art, animation, and movies, and work with embedded and imported objects using Microsoft® applications.

Learning Objectives

- Add an artistic text block to a slide, use the Format Painter to copy text attributes, reset paragraph indentations, and set and clear tab stops on a slide

Who Should Attend

- Those who are interested in getting more productive with the MS Office Suite

Available Versions

- MS Powerpoint XP (2002)
- MS Powerpoint 2003

MS 2007

MS Office Suite 2007 is Here!

Call for more information
813.259.6010