

(ex·ploring)^{SERIES}

1. Investigating in a systematic way: examining. 2. Searching into or ranging over for the purpose of discovery.

Microsoft[®]

Office 365[®] Word[™] 2019 COMPREHENSIVE

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Hogan | Lau



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Dedications

For my husband, Ted, who unselfishly continues to take on more than his share to support me throughout the process; and for my children, Laura, Carolyn, and Teddy, whose encouragement and love have been inspiring.

Mary Anne Poatsy

For my father, Lawrence Conwill, a lifelong educator and administrator who has inspired so many both in and out of a classroom. His legacy in education and his love of family can never be truly matched, but is something I will always aspire to and admire in him. He is my hero.

Lynn Hogan

I dedicate this book to my only child, Catherine Shen, who taught me that there is another wonderful life outside of my work. My life has been more fulfilling and exciting with her in it. I also dedicate this book to the loving memory of my dog, Harry, who was by my side, through thick and thin, for 16 years. I miss him dearly every day.

Linda K. Lau

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Preface

The Exploring Series and You

Exploring is Pearson's Office Application series that requires students like you to think "beyond the point and click." In this edition, the *Exploring* experience has evolved to be even more in tune with the student of today. With an emphasis on Mac compatibility, critical thinking, and continual updates to stay in sync with the changing Microsoft Office 365, and by providing additional valuable assignments and resources, the *Exploring* series is able to offer you the most usable, current, and beneficial learning experience ever.

The goal of *Exploring* is, as it has always been, to go farther than teaching just the steps to accomplish a task—the series provides the theoretical foundation for you to understand when and why to apply a skill. As a result, you achieve a deeper understanding of each application and can apply this critical thinking beyond Office and the classroom.

New to This Edition

Continual eText Updates: This edition of *Exploring* is written to Microsoft® Office 365®, which is constantly updating. In order to stay current with the software, we are committed to twice annual updates of the eText and Content Updates document available as an instructor resource for text users.

Focus on Mac: Mac usage is growing, and even outstripping PC usage at some four-year institutions. In response, new features such as Mac Tips, On a Mac step boxes, Mac Troubleshooting, and Mac tips on Student Reference Cards help ensure Mac users have a flawless experience using *Exploring*.

Expanded Running Case: In this edition, the Running Case has been expanded to all applications, with one exercise per chapter focusing on the New Castle County Technical Services case, providing a continuous and real-world project for students to work on throughout the semester.

Pre-Built Learning Modules: Pre-built inside MyLab IT, these make course setup a snap. The modules are based on research and instructor best practices, and can be easily customized to meet your course requirements.

Critical Thinking Modules: Pre-built inside MyLab IT, these pair a Grader Project with a critical thinking quiz that requires students to first complete a hands-on project, then reflect on what they did and the data or information they interacted with, to answer a series of objective critical thinking questions. These are offered both at the chapter level for regular practice, as well as at the Application level where students can earn a Critical Thinking badge.

What's New for MyLab IT Graders

Graders with WHY: All Grader project instructions now incorporate the scenario and the WHY to help students critically think and understand why they're performing the steps in the project.

Hands-On Exercise Assessment Graders: A new Grader in each chapter that mirrors the Hands-On Exercise. Using an alternate scenario and data files, this new Grader is built to be more instructional and features Learning Aids such as Read (eText), Watch (video), and Practice (guided simulation) in the Grader report to help students learn, remediate, and resubmit.

Auto-Graded Critical Thinking Quizzes:

- Application Capstones that allow students to earn a Critical Thinking badge
- Chapter-level quizzes for each Mid-Level Exercise Grader project

Improved Mac Compatibility in Graders: All Graders are tested for Mac compatibility and any that can be made 100% Mac compatible are identified in the course. This excludes Access projects as well as any that use functionality not available in Mac Office.

Autograded Integrated Grader Projects: Based on the discipline-specific integrated projects, covering Word, Excel, PowerPoint, and Access in various combinations.

Final Solution Image: Included with Grader student downloads, final output images allow students to visualize what their solution should look like.

What's New for MyLab IT Simulations

Updated Office 365, 2019 Edition Simulations: Written by the *Exploring* author team, ensures one-to-one content to directly match the Hands-On Exercises (Simulation Training) and mirror them with an alternate scenario (Simulation Assessment).

Student Action Visualization: Provides a playback of student actions within the simulation for remediation by students and review by instructors when there is a question about why an action is marked as incorrect.

Series Hallmarks

The **How/Why Approach** helps students move beyond the point and click to a true understanding of how to apply Microsoft Office skills.

- **White Pages/Yellow Pages** clearly distinguish the theory (white pages) from the skills covered in the Hands-On Exercises (yellow pages) so students always know what they are supposed to be doing and why.
- **Case Study** presents a scenario for the chapter, creating a story that ties the Hands-On Exercises together and gives context to the skills being introduced.
- **Hands-On Exercise Videos** are tied to each Hands-On Exercise and walk students through the steps of the exercise while weaving in conceptual information related to the Case Study and the objectives as a whole.

An **Outcomes focus** allows students and instructors to know the higher-level learning goals and how those are achieved through discreet objectives and skills.

- **Outcomes** presented at the beginning of each chapter identify the learning goals for students and instructors.
- **Enhanced Objective Mapping** enables students to follow a directed path through each chapter, from the objectives list at the chapter opener through the exercises at the end of the chapter.
 - **Objectives List:** This provides a simple list of key objectives covered in the chapter. This includes page numbers so students can skip between objectives where they feel they need the most help.
 - **Step Icons:** These icons appear in the white pages and reference the step numbers in the Hands-On Exercises, providing a correlation between the two so students can easily find conceptual help when they are working hands-on and need a refresher.
 - **Quick Concepts Check:** A series of questions that appear briefly at the end of each white page section. These questions cover the most essential concepts in the white pages required for students to be successful in working the Hands-On Exercises. Page numbers are included for easy reference to help students locate the answers.
 - **Chapter Objectives Review:** Located near the end of the chapter and reviews all important concepts covered in the chapter. Designed in an easy-to-read bulleted format.
- **MOS Certification Guide** for instructors and students to direct anyone interested in prepping for the MOS exam to the specific locations to find all content required for the test.

End-of-Chapter Exercises offer instructors several options for assessment. Each chapter has approximately 11–12 exercises ranging from multiple choice questions to open-ended projects.

- **Multiple Choice, Key Terms Matching, Practice Exercises, Mid-Level Exercises, Running Case, Disaster Recovery, and Capstone Exercises** are at the end of all chapters.
 - **Enhanced Mid-Level Exercises** include a **Creative Case** (for PowerPoint and Word), which allows students some flexibility and creativity, not being bound by a definitive solution, and an **Analysis Case** (for Excel and Access), which requires students to interpret the data they are using to answer an analytic question.
- **Application Capstone** exercises are included in the book to allow instructors to test students on the contents of a single application.

The Exploring Series and MyLab IT

The *Exploring Series* has been a market leader for more than 20 years, with a hallmark focus on both the *how* and *why* behind what students do within the Microsoft Office software. In this edition, the pairing of the text with MyLab IT Simulations, Graders, Objective Quizzes, and Resources as a fully complementary program allows students and instructors to get the very most out of their use of the *Exploring Series*.

To maximize student results, we recommend pairing the text content with MyLab IT, which is the teaching and learning platform that empowers you to reach every student. By combining trusted author content with digital tools and a flexible platform, MyLab personalizes the learning experience and helps your students learn and retain key course concepts while developing skills that future employers are seeking in their candidates.

Solving Teaching and Learning Challenges

Pearson addresses these teaching and learning challenges with *Exploring* and MyLab IT 2019.

Reach Every Student

MyLab IT 2019 delivers trusted content and resources through easy-to-use, Prebuilt Learning Modules that promote student success. Through an authentic learning experience, students become sharp critical thinkers and proficient in Microsoft Office, developing essential skills employers seek.

Practice and Feedback: What do I do when I get stuck or need more practice?

MyLab IT features **Integrated Learning Aids** within the Simulations and now also within the Grader Reports, allowing students to choose to Read (via the eText), Watch (via an author-created hands-on video), or Practice (via a guided simulation) whenever they get stuck. These are conveniently accessible directly within the simulation training so that students do not have to leave the graded assignment to access these helpful resources. The **Student Action Visualization** captures all the work students do in the Simulation for both Training and Assessment and allows students and instructors to watch a detailed playback for the purpose of remediation or guidance when students get stuck. MyLab IT offers **Grader project reports** for coaching, remediation, and defensible grading. Score Card Detail allows you to easily see where students were scored correctly or incorrectly, pointing out how many points were deducted on each step. Live Comments Report allows you and the students to see the actual files the student submitted with mark-ups/comments on what they missed and now includes Learning Aids to provide immediate remediation for incorrect steps.

Application, Motivation, and Employability Skills: Why am I taking this course, and will this help me get a job?

Students want to know that what they are doing in this class is setting them up for their ultimate goal—to get a job. With an emphasis on **employability skills** like critical thinking and other soft skills, **digital badges** to prove student proficiency in Microsoft skills and critical thinking, and **MOS Certification practice materials** in MyLab IT, the *Exploring Series* is putting students on the path to differentiate themselves in the job market, so that they can find and land a job that values their schools once they leave school.

Application: How do I get students to apply what they’ve learned in a meaningful way?

The *Exploring Series* and MyLab IT offer instructors the ability to provide students with authentic formative and summative assessments. The realistic and hi-fidelity **simulations** help students feel like they are working in the real Microsoft applications and allow them to explore, use 96% of Microsoft methods, and do so without penalty. The **Grader projects** allow students to gain real-world context as they work live in the application, applying both an understanding of how and why to perform certain skills to complete a project. New **Critical Thinking quizzes** require students to demonstrate their understanding of why, by answering questions that force them to analyze and interpret the project they worked on to answer a series of objective questions. The new **Running Case** woven through all applications requires students to apply their knowledge in a realistic way to a long-running, semester-long project focused on the same company.

Ease of Use: I need a course solution that is easy to use for both me and my students

MyLab IT 2019 is the easiest and most accessible in its history. With new **Prebuilt Learning and Critical Thinking Modules** course set-up is simple! **LMS integration capabilities** allow users seamless access to MyLab IT with single sign-on, grade sync, and asset-level deep linking. Continuing a focus on accessibility, MyLab IT includes an **integrated Accessibility Toolbar** with translation feature for students with disabilities, as well as a **Virtual Keyboard** that allows students to complete keyboard actions entirely on screen. There is also an enhanced focus on Mac compatibility with even more Mac-compatible Grader projects,

Developing Employability Skills

High-Demand Office Skills are taught to help students gain these skills and prepare for the Microsoft Office Certification exams (MOS). The MOS objectives are covered throughout the content, and a MOS Objective Appendix provides clear mapping of where to find each objective. Practice exams in the form of Graders and Simulations are available in MyLab IT.

Badging Digital badges are available for students in Introductory and Advanced Microsoft Word, Excel, Access, and PowerPoint. This digital credential is issued to students upon successful completion (90%+ score) of an Application Capstone Badging Grader project. MyLab IT badges provide verified evidence that learners have demonstrated specific skills and competencies using Microsoft Office tools in a real project and help distinguish students within the job pool. Badges are issued through the Acclaim system and can be placed in a LinkedIn ePortfolio, posted on social media (Facebook, Twitter), and/or included in a résumé. Badges include tags with relevant information that allow students to be discoverable by potential employers, as well as search for jobs for which they are qualified.

“The badge is a way for employers to actually verify that a potential employee is actually somewhat fluent with Excel.”—Bunker Hill Community College Student

The new **Critical Thinking Badge** in MyLab IT for 2019 provides verified evidence that learners have demonstrated the ability to not only complete a real project, but also analyze and problem-solve using Microsoft Office applications. Students prove this by completing an objective quiz that requires them to critically think about the project, interpret data, and explain why they performed the actions they did in the project. Critical Thinking is a hot button issue at many institutions and is highly sought after in job candidates, allowing students with the Critical Thinking Badge to stand out and prove their skills.

Soft Skills Videos are included in MyLab IT for educators who want to emphasize key employability skills such as Accepting Criticism and Being Coachable, Customer Service, and Resume and Cover Letter Best Practices.

Resources

Instructor Teaching Resources	
Supplements Available to Instructors at www.pearsonhighered.com/exploring	Features of the Supplement
Instructor's Manual	<p>Available for each chapter and includes:</p> <ul style="list-style-type: none"> • List of all Chapter Resources, File Names, and Where to Find • Chapter Overview • Class Run-Down • Key Terms • Discussion Questions • Practice Projects & Applications • Teaching Notes • Additional Web Resources • Projects and Exercises with File Names • Solutions to Multiple Choice, Key Terms Matching, and Quick Concepts Checks
Solutions Files, Annotated Solution Files, Scorecards	<ul style="list-style-type: none"> • Available for all exercises with definitive solutions • Annotated Solution Files in PDF feature callouts to enable easy grading • Scorecards to allow for easy scoring for hand-grading all exercises with definitive solutions, and scoring by step adding to 100 points.
Rubrics	For Mid-Level Exercises without a definitive solution. Available in Microsoft Word format, enabling instructors to customize the assignments for their classes
Test Bank	<p>Approximately 75–100 total questions per chapter, made up of multiple-choice, true/false, and matching.</p> <p>Questions include these annotations:</p> <ul style="list-style-type: none"> • Correct Answer • Difficulty Level • Learning Objective <p>Alternative versions of the Test Bank are available for the following LMS: Blackboard CE/Vista, Blackboard, Desire2Learn, Moodle, Sakai, and Canvas</p>
Computerized TestGen	<p>TestGen allows instructors to:</p> <ul style="list-style-type: none"> • Customize, save, and generate classroom tests • Edit, add, or delete questions from the Test Item Files • Analyze test results • Organize a database of tests and student results
PowerPoint Presentations	<p>PowerPoints for each chapter cover key topics, feature key images from the text, and include detailed speaker notes in addition to the slide content.</p> <p>PowerPoints meet accessibility standards for students with disabilities. Features include, but are not limited to:</p> <ul style="list-style-type: none"> • Keyboard and Screen Reader access • Alternative text for images • High color contrast between background and foreground colors

Scripted Lectures	<ul style="list-style-type: none"> • A lecture guide that provides the actions and language to help demonstrate skills from the chapter • Follows the activity similar to the Hands-On Exercises but with an alternative scenario and data files
Prepared Exams	<ul style="list-style-type: none"> • An optional Hands-On Exercise that can be used to assess students' ability to perform the skills from each chapter, or across all chapters in an application. • Each Prepared Exam folder includes the needed data files, instruction file, solution, annotated solution, and scorecard.
Outcome and Objective Maps	<ul style="list-style-type: none"> • Available for each chapter to help you determine what to assign • Includes every exercise and identifies which outcomes, objectives, and skills are included from the chapter
MOS Mapping, MOS Online Appendix	<ul style="list-style-type: none"> • Based on the Office 2019 MOS Objectives • Includes a full mapping of where each objective is covered in the materials • For any content not covered in the textbook, additional material is available in the Online Appendix document
Transition Guide	A detailed spreadsheet that provides a clear mapping of content from Exploring Microsoft Office 2016 to Exploring Microsoft Office 365, 2019 Edition
Content Updates Guide	A living document that features any changes in content based on Microsoft Office 365 changes as well as any errata
Assignment Sheets	Document with a grid of suggested student deliverables per chapter that can be passed out to students with columns for Due Date, Possible Points, and Actual Points
Sample Syllabus	Syllabus templates set up for 8-week, 12-week, and 16-week courses
Answer Keys for Multiple Choice, Key Terms Matching, and Quick Concepts Check	Answer keys for each objective, matching, or short-answer question type from each chapter

Student Resources

Supplements Available to Students at www.pearsonhighered.com/exploring	Features of the Supplement
Student Data Files	<p>All data files needed for the following exercises, organized by chapter:</p> <ul style="list-style-type: none"> • Hands-On Exercises • Practice Exercises • Mid-Level Exercises • Running Case • Disaster Recovery Case • Capstone Exercise
MOS Certification Material	<ul style="list-style-type: none"> • Based on the Office 2019 MOS Objectives • Includes a full mapping of where each objective is covered in the materials • For any content not covered in the textbook, additional material is available in the Online Appendix document