TAB 13: Service Level Agreement (SLA)

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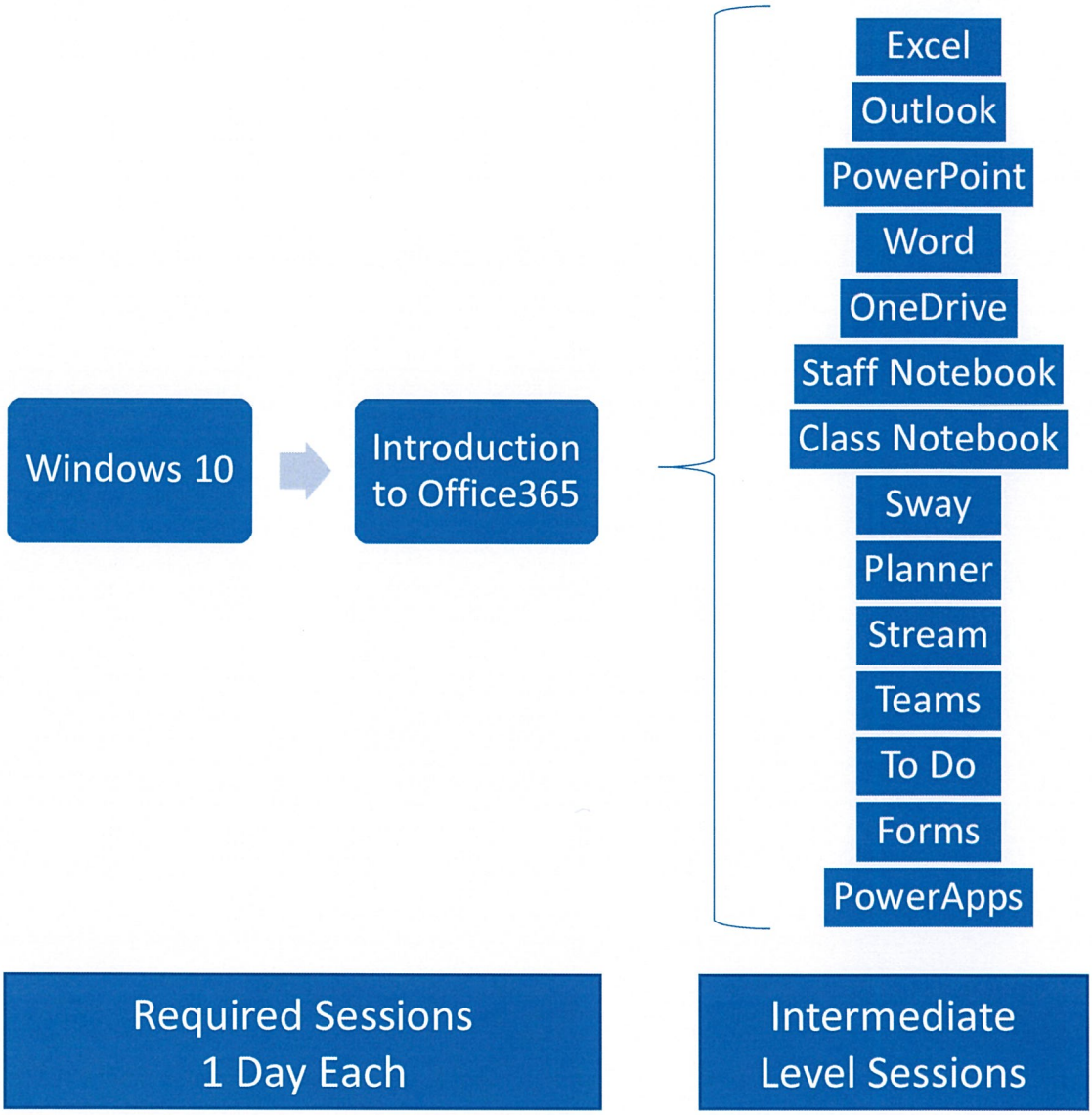
Learning Path



Required Sessions

Curriculum description

Windows 10

Windows 10 creates an experience that helps schools improve educational outcomes, bring learning to life for students, and build 21st century skills. Both students and educators can consume and upload data, connect and collaborate, and even create presentations – all while working from anywhere. With Windows 10, the world is your classroom.

We have a great learning solution that will show you how to use Windows 10 to bring learning to life and enable students to consume, collaborate, and create in entirely new ways.

We can tailor courses to suit your school requirements, or you can book our standard Windows 10 for Learning and Teaching course, outlined below.

Who is it for?

This course has been designed for K-12 teachers, particularly those new to using Windows 10 in a school setting.

Learning Outcomes

Participants will:
· Develop skills in using Windows 10;
· Be able to integrate a range of Windows 10 features into their learning activities.

Course Content

· Learn the basics of Windows 10 and see how the built-in apps can enhance student productivity.

· Discover an immersive learning experience with touch, type, and pen.

· See how using the Microsoft Edge browser lets you write or type notes directly on web pages and easily save or share with others.

· See how using up to four snapped apps can assist student research and assessment; explore working with multiple desktops to get more done easily.

· Use a range of stage and subject specific apps and learn how to find and evaluate your own.

· See real examples of how teachers and students are using Windows 10 and see how their approaches can work in your classroom.

Duration: 1 day suggested

Introduction to Office365

This course allows participants to take a deep dive into cloud-based tools for the classroom, with a special focus on topics such as file storage, collaboration and communication using Office 365. It will also give educators the opportunity to apply their learning towards the end of each part of the session – reflecting on the topics covered, as well as strategizing on how they can be put to the best use in the classroom or with other educators.

Who is it for?

This course has been designed for K-12 teachers, particularly those new to using Office365 in a school setting.

Learning Outcomes

Participants will:
· Develop skills in using Office365
· Be able to integrate a range of Office365 features into their learning activities.

Course Content

· Login to Office 365.

· Create and send email in the Mail app and add contacts, contact lists, and groups in the People Add events to the Calendar, invite others to events, and share calendars with others.

· Create, share and sync a document on OneDrive for Business, and use other OneDrive & Office Online Co-author a document in Word, PowerPoint, or OneNote Online.

· Introduce and experience Sway as an online presentation tool.

· Setup their Skype for Business accounts, send and receive instant messages, make and accept a call via Skype for Business and discuss Skypes use in the classroom Introduce and experience a OneNote Class or Staff Notebook.

Duration: 1 day suggested

Essentials – Practice Level Sessions

Application Name	Description	Learning Activities	Suggested Durations
Excel	Learn how to use Excel and create powerful spreadsheet documents. Excel is included with Microsoft Office 365	1. Create basic Excel documents 2. Navigate the Excel interface 3. Insert formulas 4. Create charts	1 – 2 Days
Outlook	Outlook's email and calendar tools help you communicate, stay on top of what matters, and get things done.	1. Organize emails by setting rules 2. Manage calendar and schedule meetings and appointments 3. Share files from the cloud so recipients always have the latest version 4. Create contact groups 5. Set and manage tasks 6. Learn how Outlook works seamlessly OneNote	1 – 2 Days
PowerPoint	Learn how to use PowerPoint and create impressive presentations. PowerPoint is included with Microsoft Office 365	1. See how to use PowerPoint 2016 2. Create presentations and manipulate slides. 3. Use Themes and Text Boxes. 4. Manipulate and format text and paragraphs. 5. Create tables and use Illustrations, SmartArt and charts. 6. Manage slides and slide masters.	1 – 2 Days
Word	Learn how to use Word and create effective word processing documents. Word is included with Microsoft Office 365	1. Create basic Word documents 2. Navigate the Word interface 3. Insert artwork into Word documents 4. Format text and images	1 – 2 Days
OneDrive	Get to your files from anywhere, on any device, with Microsoft OneDrive. Share and work together with anyone.	1. Add files from your computer to your OneDrive 2. Create a range of documents on your device 3. Share files with others 4. Collaborate on Office documents with colleagues 5. Keep OneDrive files synched with your devices for offline use	0.5 – 1 Day

Application Name	Description	Learning Activities	Suggested Durations
Staff Notebook	Learn the basics of OneNote Online in Office 365, including how to create a notebook and add content.	1. Work with OneNote 2. Create a New Notebook 3. Add and Format Content 4. Use Search	1 Day
Class Notebook	Organize lesson plans for students.	1. Create lesson content 2. Give student feedback	0.5 Day
Sway	Sway is a digital storytelling app that makes creating and sharing interactive reports, presentations, personal stories and quicker and easier. Add your content, and Sway will do the rest.	1. Add images and text to your sway 2. Add a variety of content to your Sway 3. Change the design and layout 4. Turn an existing document into an interactive presentation 5. Learn how to share and embed your Sway	1 Day
Planner	Learn how to work more efficiently with your teams with Office 365 Planner.	1. Get an Understanding of Planner 2. Add and Edit Tasks 3. Create a New Plan 4. Work with Members in Planner	0.5 Day
Stream	Easily upload, view, and share videos right inside the collaboration apps your organization uses most, like Microsoft Teams.	1. Learn to upload content 2. Learn to download content 3. Learn to organize content and groups	0.5 Day
Teams	Microsoft Teams is the chat-based workspace in Office 365 that integrates all the people, content, and tools your team needs to be more engaged and effective.	1. Create Teams and add members 2. Sending, receiving, editing and deleting messages 3. Using chats for private messages 4. Managing and deleting teams and team members 5. Scheduling a meeting 6. Sharing files	1 Day
To-Do	Manage, prioritize, and complete the most important things you need to achieve every day, powered by Office 365 integration.	1. Learn to create to-do list plans 2. Add reminders 3. Add due dates and notes	0.5 – 1 Day
Forms	Microsoft Forms allows teachers and students to quickly and easily create custom quizzes, surveys, questionnaires, registrations and more.	1. Create a form or quiz 2. Enhance your quizzes and forms adding pictures and videos.	1 Day

Application Name	Description	Learning Activities	Suggested Durations
		3. Learn how to share your quizzes and forms with others. 4. Use branching to easily differentiate learning 5. Personalize your form by setting themes 6. Embed your Form in Sway and OneNote	
PowerApps	You will learn how to build Apps without code using Microsoft PowerApps and Microsoft Flow. A powerful alternative!	1. Build a basic apps for your organization 2. Get familiar with the concepts of Microsoft PowerApps and Microsoft Flow 3. learn how to use these services to create an app and flows without needing any development skills.	2 Day

Content Sample – Excel lesson

SAMPLE LESSON

Excel – Level 1

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Lesson 1 - Excel Basics

Lesson Topics:

1.1 Creating an Excel Workbook

1.2 Examining the Excel Window

1.3 Opening an Existing Workbook

1.4 Navigating a Worksheet

1.5 Creating a New Workbook

1.6 Saving a Workbook

1.7 Moving Between Workbooks

1.8 Setting Excel Options

1.9 Switching between Views

1.10 Using Help

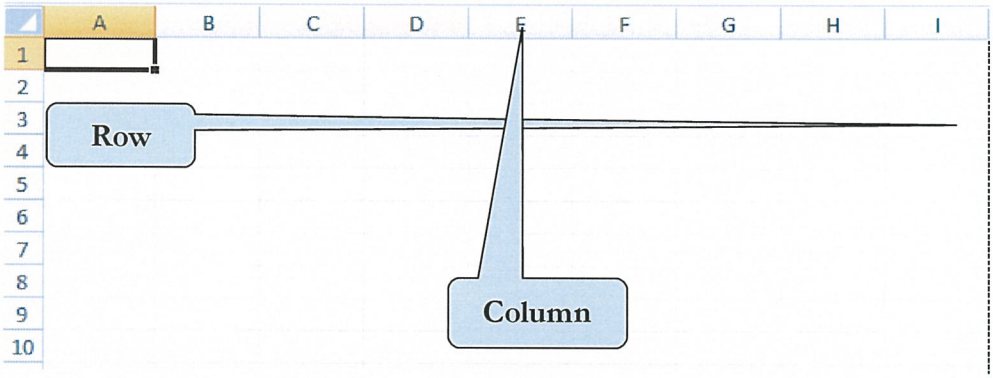
1.11 Closing a Workbook and Exiting Excel

1.1 Creating an Excel Workbook

This lesson will guide you through the process of creating a new Excel workbook.

Welcome to **Microsoft Excel**! Microsoft Excel is a powerful and user-friendly spreadsheet application that allows you to enter, calculate, organize and analyze data. You can use Excel for a variety of tasks, such as preparing a budget, creating invoices, tracking inventory, and preparing financial forms, just to name a few. Excel has powerful calculating and charting capabilities as well as formatting features that allow you to really jazz up your documents.

The ***cell*** is the most basic part of Excel – it is in the cell where data is entered. In Excel, data is organized in **rows** (the horizontal divisions) and **columns** (the vertical divisions) which make up an Excel ***Worksheet***. Worksheets are stored in an Excel file called a ***workbook***.



A workbook can consist of several worksheets. When Excel first launches, a blank worksheet appears and you can begin entering your data and formatting the look of your document.

Let's begin by creating a new workbook and examining the Excel environment.

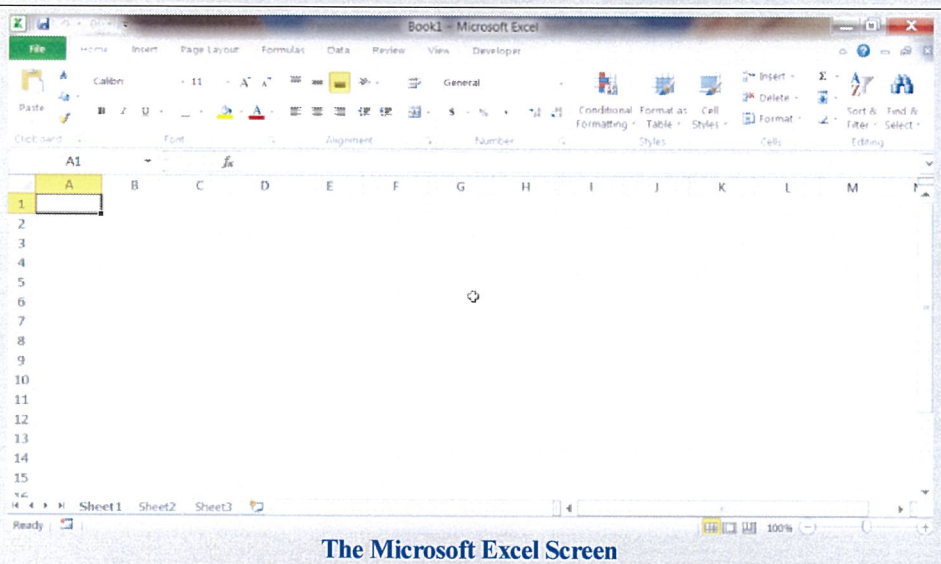
To Start Microsoft Excel

1. Click the **Start** button on the lower-left corner of your screen to display the Start menu.
2. Select **All Programs > Microsoft Office > Microsoft Excel** from the Start Menu to launch the application (this may vary, depending on your installation).

Let's Try It!

What	Why
1. Click the **Start** button on the lower left side of your screen.	Displays the Start Menu, allowing you to select which application to launch.

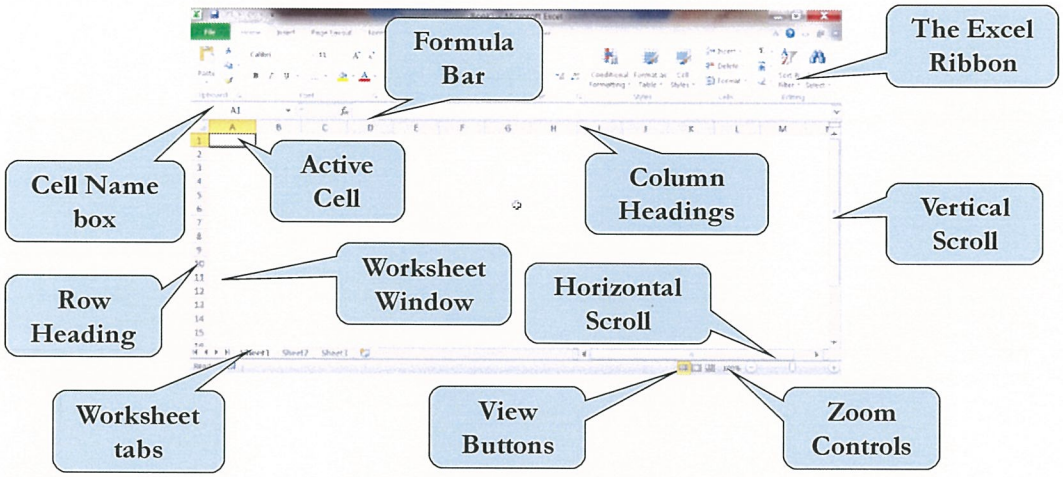
What	Why
2. Select **All Programs > Microsoft Office > Microsoft Office Excel 2007** from the Start Menu.	Launches the Microsoft Excel Program and displays a new blank worksheet.



The Microsoft Excel Screen

1.2 Examining the Excel Environment

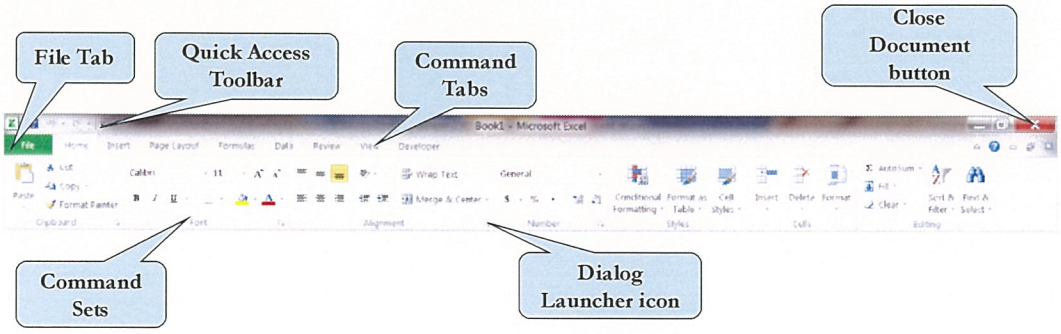
In this lesson, we will look at the parts of an Excel worksheet.



The Excel Working Environment

When you first start Microsoft Excel, the application opens to a blank worksheet along with the parts of the Microsoft Excel screen as shown in the screen shot above. If you have worked with versions of Excel prior to Excel 2007, you will immediately notice that the user interface has been completely redesigned.

In the previous version of Excel, the menu and toolbar system were replaced by the **Ribbon**. The Ribbon is designed to help you quickly find the commands you need in order to complete a task. On the Ribbon, the menu bar has been replaced by **Command Tabs** that relate to the tasks you wish to accomplish. The default Command Tabs in Word are: **File, Home, Insert, Page Layout, References, Mailings, Review** and **View**.

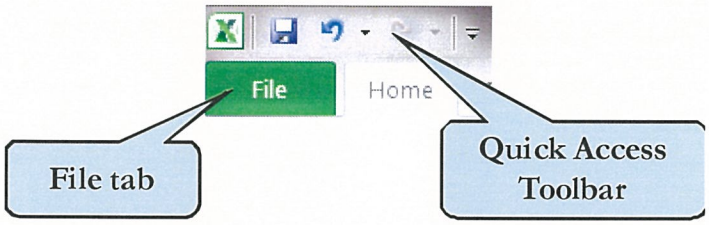


Different command icons, called **Command Sets** appear under each Command Tab. The commands that appear depend on the Command Tab that is selected. Each command set is grouped by its function. For example, the Insert tab contains commands to add tables, charts, illustrations, links and text objects into your spreadsheet. **Contextual Commands** only appear when a specific object is selected. This helps in keeping the screen uncluttered.

The **Office Button options** are now located under the **File** tab on the Ribbon, what Microsoft refers to as **Backstage** view. The new view allows for quick access to permissions, meta-data, and common document tasks such as opening, closing, printing and saving files.

On the bottom of many of the Command Sets is a **Dialog Launcher**, which when clicked, will launch a dialog box for that set of commands.

To the right of the **Excel button** (from where you access basic window options), is the **Quick Access Toolbar**. This toolbar contains by default the Save, Undo, and Redo commands. In addition, clicking the drop-down arrow to the right allows you to customize the Quick Access Toolbar to add other tools that you use regularly. You can choose from the list which tools to display on the Quick Access Toolbar or select **More Commands** to add commands that are not in the list.



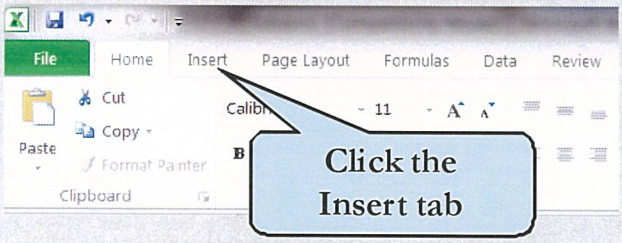
As you can see on the **worksheet window**, the columns are labeled with letters of the alphabet while the rows are numbered. These numbers and letters are very important when working with formulas as they provide a means of referring to a particular cell. This is called a ***cell reference***. For example, if you wanted to refer to the cell in the first row and the first column, the cell reference would be **A1**. You will work much more with cell references later.

The Excel Environment

Component	Description
Active Cell	The currently selected cell in which you enter or edit data. The active cell is highlighted by a black box.
Backstage View	Located under the File tab, Backstage View allows for quick access to file commands such as opening, closing, saving and printing files.
Cell Name Box	The cell address of the active cell (i.e. A5 = Column A, Row 5)
Column Headings	Sequential letters in gray boxes at the top of your worksheet. Clicking on the column heading selects the entire column.
Command Sets	Command icons, grouped by category, under each command tab.
Dialog Launcher	Launches dialog boxes or task panes for a particular set of commands.
Excel Button	Click to access basic window commands.
Formula Bar	Displays the contents (labels, values or formula) of the active cell.
Horizontal Scroll Bar	Allows you to move horizontally in your document. To navigate horizontally, click the scroll bar with your left mouse button and drag to the left or to the right until the desired portion of the document is in view.
Quick Access Toolbar	Contains frequently used commands. You can customize it to include tools and commands that you frequently use.
Ribbon	Commands and tools organized into command sets.
Row Headings	Sequential numbers in gray boxes on the left side of the worksheet. Clicking on the row heading selects the entire row.
Status Bar	Displays information about the active workshet.
Tabs	To access the various command sets and tools.
Title Bar	Displays the name of the application you are currently using and the name of the file (the Microsoft Excel workbook) on which you are working.

Vertical Scroll Bar	Allows you to move vertically in your document. To navigate vertically, click the scroll bar with your left mouse button and drag upward or downwards until the desired portion of the document is in view.
View Buttons	Allows you to display documents in several different document views (Normal, Page Layout, and Page Break Preview).
Worksheet Tabs	Displays the worksheets contained in the current workbook. Clicking on the worksheet tabs allows you to navigate from one worksheet to another.
Worksheet Window	The white working area where you type and edit your worksheet. Consists of columns and rows.
Zoom Slider	Allows you to increase or decrease the magnification of your document.

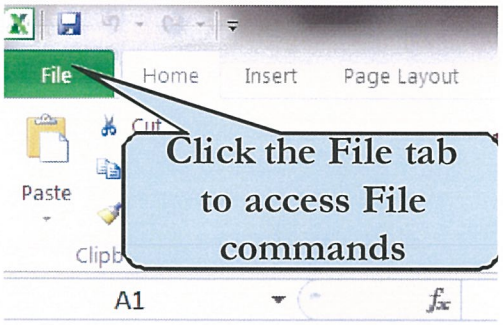
Let's Try It!

What	**Why**
1. Click the **Insert tab** on top of your screen.	Displays the commands sets for the Insert command tab.
	
2. Click the **View tab** on top of your screen.	Displays the commands sets for the View command tab.
3. Click the **Home tab** on top of your screen.	Returns us back to the Home tab.

1.3 Opening an Existing Workbook

In this lesson, you will open a previously created workbook.

In the previous version of Excel, the command to open files was located under the Microsoft Office button. In Excel, file commands are now located under the **File tab** on the Ribbon. This view is referred to as Backstage View. From Backstage View, you can perform many file commands such as opening, closing, saving and printing files. To open an existing document, click the **File** tab and then click **Open** to display the Open dialog box. From there, navigate to the folder that contains that Excel workbook you wish to open. If you have recently opened a document, it may be listed under the **Recent** command. Click Recent in the left pane and then click the document name in the Recent Documents list to quickly open it.



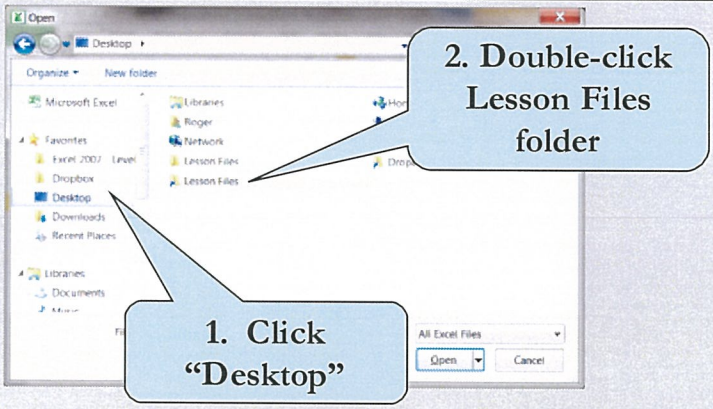
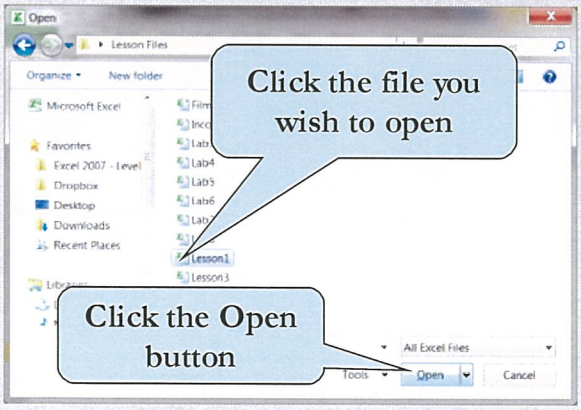
As you will quickly discover, there are several ways to accomplish the same task in Microsoft Excel. Many commands under the File Options menu have an equivalent keyboard command that will accomplish the same thing. For instance, to open an existing workbook in Microsoft Excel, you can also use the keystroke combination **Ctrl + O** which will bypass the File Options menu and directly display the Open dialog box. To display the File Options menu, you can press the **Alt + F** keystroke combination rather than clicking the Microsoft Office button.

To Open an Existing Document

1. Click the **File tab** on the top left of your screen (or press Ctrl + O to bypass the File Options menu).
2. Click the **Open** icon in the left pane.
3. Navigate to the folder that contains the document that you wish to open.
4. Select the desired file.
5. Click **Open**.

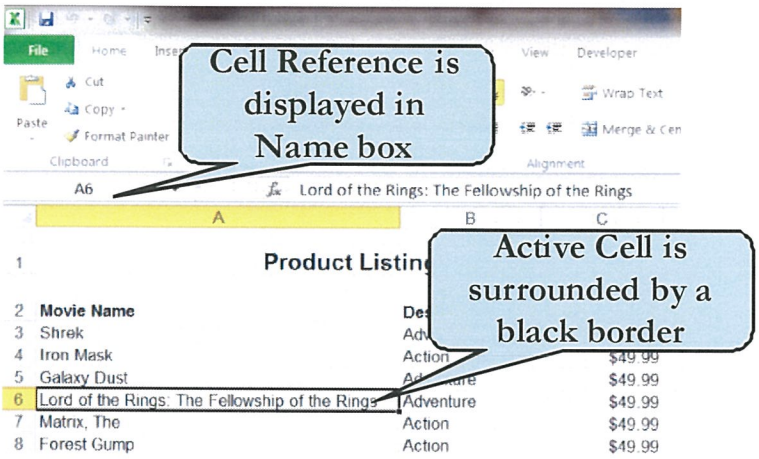
Let's Try It!

What	Why
1. Click **File** tab on the top left of your screen	Displays the **File Options** menu.

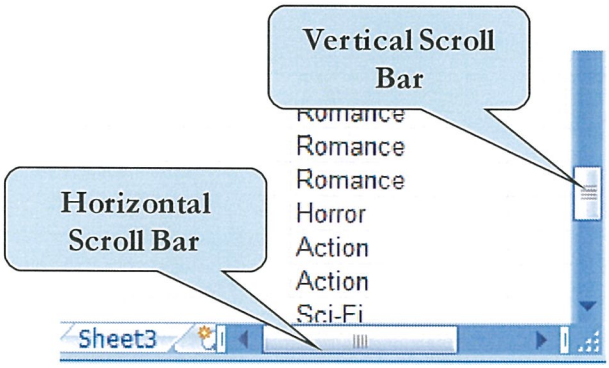
What	Why
2. Click **Open** in the left pane.	Displays the Open dialog box.
3. Click **Desktop** on the left side of your screen.	Opens the Desktop folder.
	
4. Double-click the **Lesson Files** folder.	Opens the Lesson Files folder and displays the files in that folder.
5. Click on the file named: **Lesson 1**.	Selects the Lesson1 file.
6. Click the **Open** button as shown below.	Opens the Lesson1 file in the Microsoft Excel document window.
	

1.4 Navigating a Worksheet

In this lesson, we will practice navigating an Excel Worksheet.



To move from one location to another in Excel, click in the cell that you want to activate. The cell then becomes the **active cell**. Moving around in a worksheet becomes more challenging as the worksheet becomes larger. Luckily, Excel contains **Scroll Bars** to help you move from one area of your worksheet to another. Excel contains both **horizontal and vertical scroll bars**. Clicking and dragging the Scroll Bar moves you to the position in the workbook where you are when you release the mouse button.

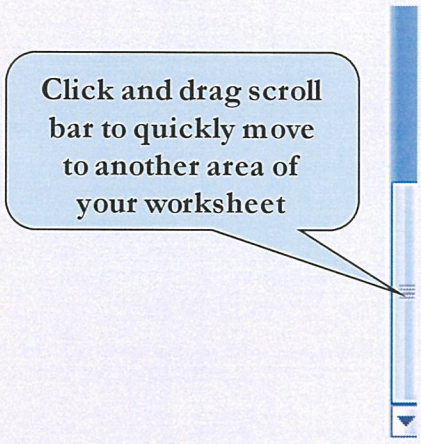


In addition to changing position in the worksheet by clicking with your mouse, there are several methods for navigating a worksheet using your keyboard. Some of these are:

Method	Action
Move Left	Left Arrow Key or Shift + Enter
Move Right	Right Arrow Key, Tab Key or Enter Key
Move Down	Down Arrow Key
Move Up	Up Arrow Key
Move to cell A1	Ctrl + Home keys
Move to last cell containing data in worksheet	Ctrl + End keys
Move to beginning of a row	Home
Move down one screen	Page Down
Move up one screen	Page Up
Move to the next sheet in workbook	Ctrl + Page Down
Move to the previous sheet in workbook	Ctrl + Page Up

Let's Try It

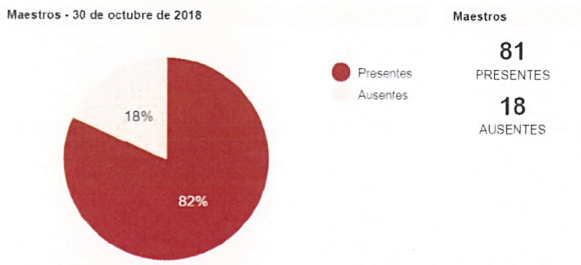
What	Why
1. Click in the first cell of the worksheet, **row 1**, **column 1**.	Makes the cell A1 active.
2. Observe the **Name** box.	The name box lets us know which is the active cell. The active cell is bordered by a black box.
3. Press the **down arrow** key.	Changes the active cell to A2.
4. Press the **right arrow** twice.	Changes the active cell to C2.
5. Press the **Tab** key twice.	Changes the active cell to E2.
6. Press the **Ctrl + Home** keystroke combination.	Returns to cell A1.
7. Press the **Ctrl + End** keystroke combination.	Moves to the last cell containing data in the worksheet.

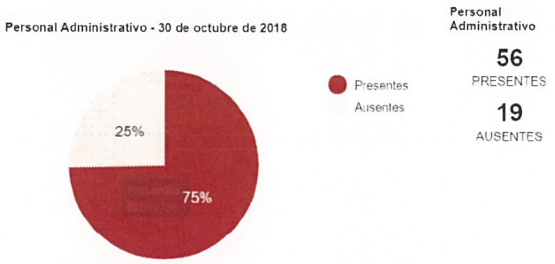
What	Why
8. Click on the scroll bar on the right and with mouse button held down, drag the scroll bar all the way to the top.	

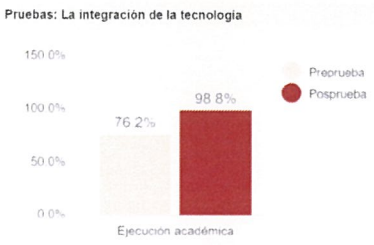
Reports

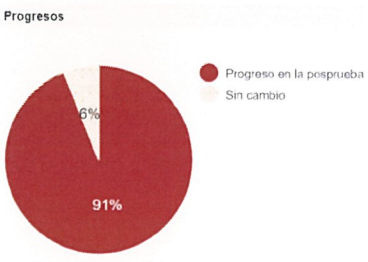
As part of our services, we will provide the following reports with specified frequency:

Report Name	Description	Frequency	Owner
Attendance Sheet	Attendance sheet for each complete training session. Physical copy will be sent to the DOE. Digital copies will be generated for both parties. Attendance will be registered for both Teachers and administrative support.	• After each completed training session. • Up to 48 work week hours after each completed training session.	SM Trainer
Attendance Report	Attendance report consists of consolidated attendance sheet data.	• Monthly • By end of first 5 work days.	SM Account Manager
Learner Progress Reports	Learners will complete a pre-test before commencement of each training session and a post-test afterwards. Learning progress will be measured by calculating results between both assessment tools.	• Monthly • By end of first 5 work days.	SM Account Manager









Meetings

Frequency of the meetings: **quarterly**
Participants: DOE personnel and Proposer decision-maker
Types of meetings:

- Stakeholders
- Disseminate the goals and objectives of the project.
- Follow up DOE and Proposer
- Outcomes

Responsibilities

1. DOE
    a. Establish services dates and location.
    b. Assign and authorize services participants.
    c. Offer services follow up.
    d. Attend require meetings.
    e. Facilitates stakeholder engagement and communication.
2. Proposer
    a. Accomplish service schedule.
    b. Offers quality services.
    c. Comply with require meetings and reports.
    d. Manages schedule scope changes.
    e. Escalate stakeholder engagement and communication issues.
    f. Document and communicates emerging risk.

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