



## **Computer Skills: Levels of Proficiency**

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Because of the continually increasing use of computers in our daily communications and work, the knowledge of computer systems and the ability to work with word processing, data management, and spreadsheet and data analysis programs have become essential requirements for many positions at Concordia. The degree of knowledge and proficiency required varies from one position to another based on the tasks and duties involved.

To assist managers in determining the level of proficiency necessary to perform adequately in positions within their respective departments, we have developed descriptions for the different degrees of familiarity with and of ability to use computer systems and programs. Three levels of proficiency have been defined: beginner, intermediate, and advanced. These levels reflect the standard steps in the acquisition and development of computer skills.

Levels of competency in using *Microsoft Word*:

LEVELS	SKILLS
<p><b>Basic</b></p> <p>This level of skills is sufficient to perform daily word processing tasks, such as, producing routine letters, memorandums, and informal reports.</p> <p>A person with this level of skills is able to use basic formatting, editing, printing functions, and understands the document page setup.</p>	<p>The person has the skills to</p> <ul style="list-style-type: none"> <li>▪ Create a new document, enter text, and save it.</li> <li>▪ Open and edit existing documents.</li> <li>▪ Navigate in a document and perform a search.</li> <li>▪ Select and move text.</li> <li>▪ Format characters and paragraphs; work with tabs, indents, margins, lists, breaks, spacing.</li> <li>▪ Use AutoCorrect and Help tools.</li> <li>▪ Create and edit tables.</li> <li>▪ Control page and document appearance.</li> <li>▪ Print documents, envelopes, and labels.</li> </ul>
<p><b>Intermediate</b></p> <p>This level of skills is necessary in order to use and create a variety of templates, complex tables, merges; manage table data, sort and filter merges, and also perform basic work with existing Macros.</p> <p>A person with this level of skills is able to customize toolbars, import and insert graphs, embed Excel data, and elaborate reports.</p>	<p>The person has the skills to</p> <ul style="list-style-type: none"> <li>▪ Work with sections, create templates, use styles, and customize them.</li> <li>▪ Create and format complex tables, and manage table data.</li> <li>▪ Create Mail Merges, sort and filter them.</li> <li>▪ Customize Toolbars.</li> <li>▪ Insert graphic elements.</li> <li>▪ Run and record Macros.</li> <li>▪ Create a Web Page based on a template and add hyperlinks.</li> </ul>
<p><b>Advanced</b></p> <p>This level of skills is required in order to produce very large, complex formal documents that require a table of contents, footnotes, endnotes, bookmarks, and other special elements.</p> <p>A person with this level of skills is able to use and create a wide range of graphic effects and has full mastery of Macro commands.</p>	<p>The person has the skills to</p> <ul style="list-style-type: none"> <li>▪ Work with advanced styles and AutoFormat features, linking styles.</li> <li>▪ Use graphic effects such as dropped capital letters and clip art, insert WordArt, and draw in a document.</li> <li>▪ Work with very large documents that require a table of contents, footnotes, endnotes, and cross-references.</li> <li>▪ Manage and track document changes, using highlights and comments.</li> <li>▪ Insert multimedia elements in a Web Page.</li> <li>▪ Manage Macro commands, create dialogue boxes, and understand the notions of Visual Basic Application programming.</li> </ul>

Levels of competency in using *Microsoft Excel*:

LEVELS	SKILLS
<p><b>Basic</b></p> <p>This level of skills is required to perform tasks and work with data in worksheets.</p> <p>A person with this level of skills is able to enter and correct data, modify a workbook, format a worksheet, and use printing functions.</p>	<p>The person has the skills to</p> <ul style="list-style-type: none"> <li>▪ Open files and use page setup.</li> <li>▪ Enter, correct, and save data.</li> <li>▪ Use the menu commands.</li> <li>▪ Format cells, rows, and columns.</li> <li>▪ Understand navigation and movement techniques.</li> <li>▪ Use simple arithmetic functions in the formulas.</li> <li>▪ Access Help.</li> <li>▪ Modify a database and insert data from another application.</li> <li>▪ Print worksheets and workbooks.</li> </ul>
<p><b>Intermediate</b></p> <p>This level of skills is required to work with multiple worksheets, filter data, use integrate functions, and manipulate databases.</p> <p>With this level of skills, a person understands the concepts of databases and is able to work with charts and to use the list management capabilities of Excel.</p>	<p>The person has the skills to</p> <ul style="list-style-type: none"> <li>▪ Create, modify, and format charts.</li> <li>▪ Use graphic objects to enhance worksheets and charts.</li> <li>▪ Filter data and manage a filtered list.</li> <li>▪ Perform multiple-level sorting, use sorting options, and design considerations.</li> <li>▪ Use mathematical, logical, statistical, and financial functions.</li> <li>▪ Group and dissociate data and perform interactive analysis.</li> <li>▪ Create and modify some Macro commands.</li> </ul>
<p><b>Advanced</b></p> <p>This level of skills is required to use advanced techniques for analyzing and manipulating data in Excel.</p> <p>A person with this level of skills is able to automate some operations, manage Macro commands, and create MS Excel applications.</p>	<p>The person has the skills to</p> <ul style="list-style-type: none"> <li>▪ Customize the work area.</li> <li>▪ Use advanced functions (Names, VLOOKUP, IF, IS).</li> <li>▪ Work with Pivot Tables.</li> <li>▪ Use spreadsheet Web components.</li> <li>▪ Manage Macro commands: concepts, planning, operations, execution, modification, interruption.</li> <li>▪ Use personalized toolbars.</li> <li>▪ Perform some programming in VBA.</li> </ul>

Levels of competency in using *Microsoft Access*:

LEVELS	SKILLS
<p><b>Basic</b></p> <p>This level of skills is required to design, create, and modify databases, tables, queries, forms, and reports.</p> <p>A person with this level of skills understands the different database concepts and structures and is familiar with data validation and indexing techniques.</p>	<p>The person has the skills to</p> <ul style="list-style-type: none"> <li>▪ Plan, conceive, create, save, manage, and maintain a database.</li> <li>▪ Modify a database structure.</li> <li>▪ Generate new records and modify them.</li> <li>▪ Create tables with Table Wizard and in Design View and work with them.</li> <li>▪ Find, edit, filter, and sort records.</li> <li>▪ Create and use Select Queries to view specific records and to perform calculations.</li> <li>▪ Create, use, and customize forms, and reports.</li> <li>▪ Work with Data Access Pages.</li> </ul>
<p><b>Intermediate</b></p> <p>This level of skills is required to use complex query techniques, create efficient forms and reports, and create Macros to automate these forms.</p>	<p>The person has the skills to</p> <ul style="list-style-type: none"> <li>▪ Create parameter and action queries.</li> <li>▪ Join tables, work with join properties, and create cross-tab queries.</li> <li>▪ Organize field placement and use functions to control data entry.</li> <li>▪ Use advanced form techniques.</li> <li>▪ Create basic Macros to automate forms and data entry.</li> <li>▪ Use Macros to provide user interaction and automate tasks.</li> <li>▪ Customize the appearance and functionality of reports.</li> <li>▪ Use hyperlinks and perform data integration.</li> </ul>
<p><b>Advanced</b></p> <p>This level of skills is required to develop an application and tie the objects together into a cohesive system by using Macros and Visual Basic for Applications code.</p>	<p>The person has the skills to</p> <ul style="list-style-type: none"> <li>▪ Plan and examine an application, and develop a distributed application design.</li> <li>▪ Use one form for two purposes: to add or to edit records.</li> <li>▪ Automate a dialog-box form with a Macro group.</li> <li>▪ Create a Switchboard or a Splash Screen form.</li> <li>▪ Use Visual Basic to create a public function or event procedures, or add general procedures in a form module.</li> <li>▪ Secure a database by using user-level security, document it and distribute the secured application.</li> </ul>

Levels of competency in using *Microsoft PowerPoint*:

LEVELS	SKILLS
<p><b>Basic</b></p> <p>This level of skills is required to create a simple presentation in PowerPoint, run it, and print it.</p>	<p>The person has the skills to</p> <ul style="list-style-type: none"> <li>▪ Create title and bullet slides.</li> <li>▪ Create Slides in Outline view.</li> <li>▪ Modify slide text and check spelling.</li> <li>▪ Select a template</li> <li>▪ Insert a table.</li> <li>▪ Work with text, drawn objects, and drawing tools.</li> <li>▪ Use ClipArt and WordArt.</li> <li>▪ Create an Organization Chart and use options.</li> <li>▪ Edit a Column Chart.</li> <li>▪ Change text and bullets in the Slide Master and remove objects.</li> <li>▪ Use Slide Show options; add transitions and animation.</li> <li>▪ Run a manual and an animated Slide Show.</li> <li>▪ Work with Notes.</li> <li>▪ Print a presentation.</li> </ul>
<p><b>Intermediate &amp; Advanced</b></p> <p>This level of skills is required to customize templates and the PowerPoint environment, and to make a presentation interactive by using hyperlinks and action buttons.</p>	<p>The person has the skills to</p> <ul style="list-style-type: none"> <li>▪ Create a template and work with a Design template.</li> <li>▪ Work with graphics, animation and multimedia, inserting movies and sound.</li> <li>▪ Work with the Office Suite to create slides from an outline and send slides to Microsoft Word.</li> <li>▪ Customize PowerPoint toolbars and automate the slide production.</li> <li>▪ Use AutoCorrect and the Style Checker.</li> <li>▪ Build interactive presentations, using hyperlinks, creating interactive objects, working with Slide Show options, and using the Meeting Minder.</li> <li>▪ Explore online meetings and broadcast presentations.</li> </ul>