

(ex·ploring)^{SERIES}

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

Microsoft[®]

Office 365[®] 2019 Edition

INTRODUCTORY

Series Editor **Mary Anne Poatsy**

Mulbery | Hogan | Davidson | Lau | Lawson |
Williams | Rutledge | Kosharek



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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

I dedicate this book to my nephew Peyton and nieces MaKynlee and Tenley. I further dedicate this book to the loving memory of Aunt Barbara.

Keith Mulbery

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 beautiful wife Sarah. Thank you for your love, support, and amazing home-cooked meals. Your love is still my greatest achievement.

Jason Davidson

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

This book is dedicated to my children and to my students to inspire them to never give up and to always keep reaching for their dreams.

Rebecca Lawson

I offer thanks to my family and colleagues who have supported me on this journey. I would like to dedicate the work I have performed toward this undertaking to my little grandson, Yonason Meir (known for now as Mei-Mei), who as his name suggests, is the illumination in my life.

Jerri Williams

To Zac: thank you so much for your hard work and dedication on this project. The long (late) hours you spent did not go unnoticed. I have very much enjoyed working with you and hope there's more to come. To my husband Dan, whose encouragement, patience, and love helped make this endeavor possible. Thank you for taking on the many additional tasks at home so that I could focus on writing. To Emma and Jane, I love you. You inspire me to reach for my goals and never settle for less.

Amy Rutledge

I dedicate this book to my husband John, for his understanding, patience and encouragement; my son Justin and daughter-in-law Jennifer, for their love and unending support; my son Alex, whose strength through so many challenges continues to inspire me; and my grandsons, who make each day a new adventure.

Diane Kosharek

About the Authors

Mary Anne Poatsy, Series Editor, Common Features Author

Mary Anne is a senior faculty member at Montgomery County Community College, teaching various computer application and concepts courses in face-to-face and online environments. She holds a B.A. in Psychology and Education from Mount Holyoke College and an M.B.A. in Finance from Northwestern University's Kellogg Graduate School of Management.

Mary Anne has more than 20 years of educational experience. She has taught at Gwynedd Mercy College, Bucks County Community College, and Muhlenberg College. She also engages in corporate training. Before teaching, she was Vice President at Shearson Lehman in the Municipal Bond Investment Banking Department.

Dr. Keith Mulbery, Excel Author

Dr. Keith Mulbery is the Department Chair and a Professor in the Information Systems and Technology Department at Utah Valley University (UVU), where he currently teaches systems analysis and design, and global and ethical issues in information systems and technology. He has also taught computer applications, C# programming, and management information systems. Keith served as Interim Associate Dean, School of Computing, in the College of Technology and Computing at UVU.

Keith received the Utah Valley State College Board of Trustees Award of Excellence in 2001, School of Technology and Computing Scholar Award in 2007, and School of Technology and Computing Teaching Award in 2008. He has authored more than 17 textbooks, served as Series Editor for the Exploring Office 2007 series, and served as developmental editor on two textbooks for the Essentials Office 2000 series.

Keith received his B.S. and M.Ed. in Business Education from Southwestern Oklahoma State University and earned his Ph.D. in Education with an emphasis in Business Information Systems at Utah State University. His dissertation topic was computer-assisted instruction using Prentice Hall's Train and Assess IT program (the predecessor to MyITLab) to supplement traditional instruction in basic computer proficiency courses.

Dr. Lynn Hogan, Word Author

Dr. Lynn Hogan currently teaches at the University of North Alabama, providing instruction in the area of computer applications. Prior to her current assignment, she taught for more than 25 years at the community college level, serving in academic administration and teaching applications, programming, and concepts courses in both online and classroom environments. She has served as an author for several Pearson publications over the past 14 years, including Exploring 2010, 2013, and 2016. She also contributed Word chapters for the first edition of Your Office, and developed and wrote Practical Computing. She received an M.B.A. from the University of North Alabama, and a Ph.D. from the University of Alabama.

Lynn has two daughters and resides with her husband, Paul, in Alabama. Her interests include creative writing, photography, traveling, and helping manage a family horse farm.

Jason Davidson, Excel Author

Jason Davidson is a faculty member in the Lacey School of Business at Butler University, where he teaches Advanced Web Design, Data Networks, Data Analysis and Business Modeling, and introductory information systems courses. He has served as a co-author on the Exploring series since 2013. Prior to joining the faculty at Butler, he worked in the technical publishing industry using his background in media development. Along with teaching, he currently serves as an IT consultant for regional businesses in the Indianapolis area. He holds a B.A. in Media Arts from Butler University and an M.B.A. from Morehead State University. He lives in Indianapolis, Indiana, with his wife Sarah, and in his free time enjoys road biking, photography, and spending time with his family.

Dr. Linda K. Lau, Word Author

Since 1994, Dr. Linda K. Lau is a Management Information Systems (MIS) faculty at the College of Business and Economics, Longwood University, located in Farmville, Virginia. She received the Outstanding Academic Advisor Award in 2006. Besides teaching and advising, Linda has authored and co-authored numerous journal and conference articles and textbooks, edited two books, and sat on several editorial boards. Her current research interest focuses on cyber security and forensics, and she is a member of the *Journal of Digital Forensics, Security and Law (JDFSL)* editorial board. Linda earned her Ph.D. from Rensselaer Polytechnic Institute in 1993, and her M.B.A. and B.S. from Illinois State University in 1987 and 1986, respectively. In her younger days, Linda worked as a flight attendant for Singapore International Airlines for six years before coming to America to pursue her academic dream. She also worked as a financial consultant with Salomon Smith Barney from 1999 to 2000 before returning to the academic world. Linda resides in Richmond with her family.

Rebecca Lawson, PowerPoint Author

Rebecca Lawson is a professor in the Computer Information Technologies program at Lansing Community College. She coordinates the curriculum, develops the instructional materials, and teaches for the E-Business curriculum. She also serves as the Online Faculty Coordinator at the Center for Teaching Excellence at LCC. In that role, she develops and facilitates online workshops for faculty learning to teach online. Her major areas of interest include online curriculum quality assurance, the review and development of printed and online instructional materials, the assessment of computer and Internet literacy skill levels to facilitate student retention, and the use of social networking tools to support learning in blended and online learning environments.

Jerri Williams, Access Author

Jerri Williams is a Senior Instructor at Montgomery County Community College in Pennsylvania, and currently works as a technical editor and content developer in addition to her teaching responsibilities. Jerri worked as a live and virtual corporate trainer and developer in major pharmaceutical and other companies for many years prior to joining the Exploring Access 2013, 2016, and 2019 teams. She is interested in travel, history, cooking, theater, movies, and tending to her colonial farmhouse (a work in progress). Jerri is married to Gareth and is the mother of two daughters, Holly (an accountant/office manager, and mother of an adorable son, Meir) and Gwyneth (a corporate defense/employment attorney). Jerri and Gareth live outside of Philadelphia, and enjoy their home and garden, spending time with family and friends, watching the Philadelphia Eagles, and visiting the Jersey Shore any time of the year.

Amy Rutledge, Access Author

Amy Rutledge is a Special Instructor of Management Information Systems at Oakland University in Rochester, Michigan. She coordinates academic programs in Microsoft Office applications and introductory management information systems courses for the School of Business Administration. Before joining Oakland University as an instructor, Amy spent several years working for a music distribution company and automotive manufacturer in various corporate roles including IT project management. She holds a B.S. in Business Administration specializing in Management Information Systems, and a B.A. in French Modern Language and Literature. She holds an M.B.A from Oakland University. She resides in Michigan with her husband, Dan and daughters Emma and Jane.

Diane Kosharek, PowerPoint Author

Diane Kosharek holds a Bachelor's Degree in Education from the University of Wisconsin-Madison and a Master's Degree in Educational Computing from Cardinal Stritch University. She has spent the past 18 years teaching business technology courses at Madison College. In addition to her teaching role, she works closely with business and industry specialists developing and delivering tailored training solutions for area employers in areas such as customer service, software applications, and business writing skills. Prior to joining Madison College, she worked as a Technology Training Consultant, providing consultation and production assistance to teaching faculty and staff to incorporate appropriate technology in their courses to enhance learning.

Dr. Robert T. Grauer, Creator of the Exploring Series

Bob Grauer is an Associate Professor in the Department of Computer Information Systems at the University of Miami, where he is a multiple winner of the Outstanding Teaching Award in the School of Business, most recently in 2009. He has written numerous COBOL texts and is the vision behind the Exploring Office series, with more than three million books in print. His work has been translated into three foreign languages and is used in all aspects of higher education at both national and international levels. Bob Grauer has consulted for several major corporations including IBM and American Express. He received his Ph.D. in Operations Research in 1972 from the Polytechnic Institute of Brooklyn.

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A. D. Knight
Northwestern State University
Natchitoches–Louisiana

Aaron Montanino
Davenport University

Adriana Lumpkin
Midland College

Alan S. Abrahams
Virginia Tech

Alexandre C. Probst
Colorado Christian University

Ali Berrached
University of Houston–Downtown

Allen Alexander
Delaware Technical & Community College

Amy Rutledge
Oakland University

Andrea Marchese
Maritime College
State University of New York

Andrew Blitz
Broward College; Edison State College

Angel Norman
University of Tennessee–Knoxville

Angela Clark
University of South Alabama

Ann Rovetto
Horry–Georgetown Technical College

Astrid Todd
Guilford Technical Community College

Audrey Gillant
Maritime College, State University of
New York

Barbara Stover
Marion Technical College

Barbara Tollinger
Sinclair Community College

Ben Brahim Taha
Auburn University

Beverly Amer
Northern Arizona University

Beverly Fite
Amarillo College

Biswadip Ghosh
Metropolitan State University of Denver

Bonita Volker
Tidewater Community College

Bonnie Homan
San Francisco State University

Brad West
Sinclair Community College

Brian Kovar
Kansas State University

Brian Powell
West Virginia University

Carmen Morrison
North Central State College

Carol Buser
Owens Community College

Carol Roberts
University of Maine

Carol Wiggins
Blinn College

Carole Pfeiffer
Southeast Missouri State University

Carolyn Barren
Macomb Community College

Carolyn Borne
Louisiana State University

Cathy Poyner
Truman State University

Charles Hodgson
Delgado Community College

Chen Zhang
Bryant University

Cheri Higgins
Illinois State University

Cheryl Brown
Delgado Community College

Cheryl Hinds
Norfolk State University

Cheryl Sypniewski
Macomb Community College

Chris Robinson
Northwest State Community College

Cindy Herbert
Metropolitan Community College–Longview

Craig J. Peterson
American InterContinental University

Craig Watson
Bristol Community College

Dana Hooper
University of Alabama

Dana Johnson
North Dakota State University

Daniela Marghitu
Auburn University

David Noel
University of Central Oklahoma

David Pulis
Maritime College, State University of
New York

David Thornton
Jacksonville State University

Dawn Medlin
Appalachian State University

Debby Keen
University of Kentucky

Debra Chapman
University of South Alabama

Debra Hoffman
Southeast Missouri State University

Derrick Huang
Florida Atlantic University

Diana Baran
Henry Ford Community College

Diane Cassidy
The University of North Carolina at
Charlotte

Diane L. Smith
Henry Ford Community College

Dick Hewer
Ferris State College

Don Danner
San Francisco State University

Don Hoggan
Solano College

Don Riggs
SUNY Schenectady County Community
College

Doncho Petkov
Eastern Connecticut State University

Donna Ehrhart
Genesee Community College

Elaine Crable
Xavier University

Elizabeth Duett
Delgado Community College

Erhan Uskup
Houston Community College–Northwest

Eric Martin
University of Tennessee

Erika Nadas
Wilbur Wright College

Evelyn Schenk
Saginaw Valley State University

Floyd Winters
Manatee Community College

Frank Lucente
Westmoreland County Community College

G. Jan Wilms
Union University

Gail Cope
Sinclair Community College

Gary DeLorenzo
California University of Pennsylvania

Gary Garrison
Belmont University

Gary McFall
Purdue University

George Cassidy
Sussex County Community College

Gerald Braun
Xavier University

Gerald Burgess
Western New Mexico University

Gladys Swindler
Fort Hays State University

Gurinder Mehta
Sam Houston State University

Hector Frausto
California State University Los Angeles

Heith Hennel
Valencia Community College

Henry Rudzinski
Central Connecticut State University

Irene Joos
La Roche College

Iwona Rusin
Baker College; Davenport University

J. Roberto Guzman
San Diego Mesa College

Jacqueline D. Lawson
Henry Ford Community College

Jackie Brown, Jr.
Stevenson University

James Brown
Central Washington University

James Powers
University of Southern Indiana

Jane Stam
Onondaga Community College

Janet Bringham
Utah State University

Janice Potochney
Gateway Community College

Jean Luoma
Davenport University

Jean Welsh
Lansing Community College

Jeanette Dix
Ivy Tech Community College

Jennifer Day
Sinclair Community College

Jill Canine
Ivy Tech Community College

Jill Young
Southeast Missouri State University

Jim Chaffee
The University of Iowa Tippie College of Business

Joanne Lazirko
University of Wisconsin–Milwaukee

Jodi Milliner
Kansas State University

John Hollenbeck
Blue Ridge Community College

John Meir
Midlands Technical College

John Nelson
Texas Christian University

John Seydel
Arkansas State University

Judith A. Scheeren
Westmoreland County Community College

Judith Brown
The University of Memphis

Juliana Cypert
Tarrant County College

Kamaljeet Sanghera
George Mason University

Karen Priestly
Northern Virginia Community College

Karen Ravan
Spartanburg Community College

Karen Tracey
Central Connecticut State University

Kathleen Brenan
Ashland University

Ken Busbee
Houston Community College

Kent Foster
Winthrop University

Kevin Anderson
Solano Community College

Kim Wright
The University of Alabama

Kirk Atkinson
Western Kentucky University

Kristen Hockman
University of Missouri–Columbia

Kristi Smith
Allegany College of Maryland

Laura Marcoulides
Fullerton College

Laura McManamon
University of Dayton

Laurence Boxer
Niagara University

Leanne Chun
Leeward Community College

Lee McClain
Western Washington University

Lewis Cappelli
Hudson Valley Community College

Linda D. Collins
Mesa Community College

Linda Johnsonius
Murray State University

Linda Lau
Longwood University

Linda Theus
Jackson State Community College

Linda Williams
Marion Technical College

Lisa Miller
University of Central Oklahoma

Lister Horn
Pensacola Junior College

Lixin Tao
Pace University

Lorraine Miller
Cayuga Community College

Lori Kielty
Central Florida Community College

Lorna Wells
Salt Lake Community College

Lorraine Sauchin
Duquesne University

Lucy Parakhovnik
California State University–Northridge

Lynn Baldwin
Madison College

Lynn Keane
University of South Carolina

Lynn Mancini
Delaware Technical Community
College

Lynne Seal
Amarillo College

Mackinzee Escamilla
South Plains College

Marcia Welch
Highline Community College

Margaret McManus
Northwest Florida State College

Margaret Warrick
Allan Hancock College

Marilyn Hibbert
Salt Lake Community College

Mark Choman
Luzerne County Community College

Mary Beth Tarver
Northwestern State University

Mary Duncan
University of Missouri–St. Louis

Maryann Clark
University of New Hampshire

Melissa Nemeth
Indiana University–Purdue University
Indianapolis

Melody Alexander
Ball State University

Michael Douglas
University of Arkansas at Little Rock

Michael Dunklebarger
Alamance Community College

Michael G. Skaff
College of the Sequoias

Michele Budnovitch
Pennsylvania College of Technology

Mike Jochen
East Stroudsburg University

Mike Michaelson
Palomar College

Mike Scroggins
Missouri State University

Mimi Spain
Southern Maine Community College

Muhammed Badamas
Morgan State University

NaLisa Brown
University of the Ozarks

Nancy Grant
Community College of Allegheny
County–South Campus

Nanette Lareau
University of Arkansas Community
College–Morrilton

Nikia Robinson
Indian River State University

Pam Brune
Chattanooga State Community College

Pam Uhlenkamp
Iowa Central Community College

Patrick Smith
Marshall Community and Technical College

Paul Addison
Ivy Tech Community College

Paul Hamilton
New Mexico State University

Paula Ruby
Arkansas State University

Peggy Burrus
Red Rocks Community College

Peter Ross
SUNY Albany

Philip H. Nielson
Salt Lake Community College

Philip Valvalides
Guilford Technical Community College

Ralph Hooper
University of Alabama

Ranette Halverson
Midwestern State University

Richard Blamer
John Carroll University

Richard Cacace
Pensacola Junior College

Richard Hewer
Ferris State University

Richard Sellers
Hill College

Rob Murray
Ivy Tech Community College

Robert Banta
Macomb Community College

Robert Dus~ek
Northern Virginia Community College

Robert G. Phipps, Jr.
West Virginia University

Robert Sindt
Johnson County Community College

Robert Warren
Delgado Community College

Robyn Barrett
St. Louis Community College–Meramec

Rocky Belcher
Sinclair Community College

Roger Pick
University of Missouri at Kansas City

Ronnie Creel
Troy University

Rosalie Westerberg
Clover Park Technical College

Ruth Neal
Navarro College

Sandra Thomas
Troy University

Sheila Gionfriddo
Luzerne County Community College

Sherrie Geitgey
Northwest State Community College

Sherry Lenhart
Terra Community College

Shohreh Hashemi
University of Houston–Downtown

Sophia Wilberscheid
Indian River State College

Sophie Lee
California State University–Long Beach

Stacy Johnson
Iowa Central Community College

Stephanie Kramer
Northwest State Community College

Stephen Z. Jourdan
Auburn University at Montgomery

Steven Schwarz
Raritan Valley Community College

Sue A. McCrory
Missouri State University

Sumathy Chandrashekar
Salisbury University

Susan Fuschetto
Cerritos College

Susan Medlin
UNC Charlotte

Susan N. Dozier
Tidewater Community College

Suzan Spitzberg
Oakton Community College

Suzanne M. Jeska
County College of Morris

Sven Aelterman
Troy University

Sy Hirsch
Sacred Heart University

Sylvia Brown
Midland College
Tanya Patrick
Clackamas Community College
Terri Holly
Indian River State College
Terry Ray Rigsby
Hill College
Thomas Rienzo
Western Michigan University
Tina Johnson
Midwestern State University

Tommy Lu
Delaware Technical Community College
Troy S. Cash
Northwest Arkansas Community College
Vicki Robertson
Southwest Tennessee Community
Vickie Pickett
Midland College
Vivianne Moore
Davenport University
Weifeng Chen
California University of Pennsylvania

Wes Anthony
Houston Community College
William Ayen
University of Colorado at Colorado Springs
Wilma Andrews
Virginia Commonwealth University
Yvonne Galusha
University of Iowa

Special thanks to our content development and technical team:

Barbara Stover	LeeAnn Bates
Lisa Bucki	MyLab IT content author
Lori Damanti	Becca Golden
Sallie Dodson	Media Producer
Morgan Hetzler	Jennifer Hurley
Ken Mayer	MyLab IT content author
Joyce Nielsen	Kevin Marino
Chris Parent	MyLab IT content author
Sean Portnoy	Ralph Moore
Steven Rubin	MyLab IT content author
	Jerri Williams
	MyLab IT content author

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	Available for each chapter and includes: <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	Approximately 75–100 total questions per chapter, made up of multiple-choice, true/false, and matching. <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	TestGen allows instructors to: <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	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>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

(ex·ploring)^{SERIES}

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

Microsoft[®]

Office 365[®] 2019 Edition INTRODUCTORY