

INSTRUCTIONAL SYSTEMS INC.

OFFICE SKILLS

CHAPTER 1 - Filing Procedures

- Lesson 1 - Manual Filing Materials
- Lesson 2 - Indexing Personal Names 1
- Lesson 3 - Indexing Personal Names 2
- Lesson 4 - Surnames with Prefixes
- Lesson 5 - Compound Personal Names
- Lesson 6 - Filing Names and Addresses
- Lesson 7 - Personal Names with Suffixes
- Lesson 8 - Business Names
- Lesson 9 - Firms with Personal Names
- Lesson 10 - Complex Business Names
- Lesson 11 - Abbreviations in Firm Names
- Lesson 12 - Single Letters in Firm Names
- Lesson 13 - Numbers in Firm Names
- Lesson 14 - Filing Government Names
- Lesson 15 - Cross Referencing
- Lesson 16 - Numeric Filing
- Lesson 17 - Card Files
- Lesson 18 - General Alphabetic Files
- Lesson 19 - Numeric Subject Files
- Lesson 20 - Terminal Digit Filing
- Lesson 21 - Numeric Coding
- Lesson 22 - Micrographics
- Lesson 23 - Geographic Filing
- Lesson 24 - Subject Filing
- Lesson 25 - Chronological Filing

CHAPTER 2 - Telephone Communications

- Lesson 1 - Telephone Communication
- Lesson 2 - Responding to Incoming Telephone Calls
- Lesson 3 - Banking Terms
- Lesson 4 - Telephone Protocol 1
- Lesson 5 - Telephone Protocol 2
- Lesson 6 - Screening Calls
- Lesson 7 - Telephone Messages
- Lesson 8 - Banking Procedures
- Lesson 9 - Outgoing Telephone Calls
- Lesson 10 - Personal Telephone Directory
- Lesson 11 - Long-Distance Telephone Calls

- Lesson 12 - Operator-Assisted Calls
- Lesson 13 - International Calls
- Lesson 14 - Rate Periods and Time Zones
- Lesson 15 - Special Telephone Equipment and Services
- Lesson 16 - Answering Systems

CHAPTER 3 - Information Systems

- Lesson 1 - Information Systems
- Lesson 2 - Information Processing Cycle
- Lesson 3 - Computers in Information Systems
- Lesson 4 - Mainframes and Minicomputers
- Lesson 5 - Microcomputers
- Lesson 6 - Other Computers
- Lesson 7 - The Keyboard
- Lesson 8 - Other Input Devices
- Lesson 9 - Specialized Input Devices
- Lesson 10 - Medical Data Entry Exercise
- Lesson 11 - Basic Computer Systems
- Lesson 12 - Computer Memory
- Lesson 13 - Output Devices
- Lesson 14 - Secondary Storage

CHAPTER 4 - Computer Software

- Lesson 1 - Computer Software
- Lesson 2 - Operating Systems
- Lesson 3 - Application Software
- Lesson 4 - Word Processing Software
- Lesson 5 - Database Software
- Lesson 6 - Spreadsheet Software
- Lesson 7 - Graphics Software
- Lesson 8 - Communications Software
- Lesson 9 - Data Entry Exercise
- Lesson 10 - Utility Software
- Lesson 11 - Specialized Software
- Lesson 12 - Other Software
- Lesson 13 - Disk Management

CHAPTER 5 - Information Transfer

- Lesson 1 - Proofreading Names
- Lesson 2 - Proofreading Numbers
- Lesson 3 - Manual Data Entry (Names)
- Lesson 4 - Manual Data Entry (Numbers)
- Lesson 5 - Manual Data Entry (Addresses)
- Lesson 6 - Retrieving Information
- Lesson 7 - Insurance Terms
- Lesson 8 - Insurance Coverage

Lesson 9 - Form Recognition
Lesson 10 - Insurance Records Data Entry

CHAPTER 6 - Mail Procedures

Lesson 1 - Domestic Mail Classifications
Lesson 2 - 2nd, 3rd, & 4th-Class Mail
Lesson 3 - Special Mail Services
Lesson 4 - Certified Mail
Lesson 5 - Express Mail
Lesson 6 - Special Delivery and Handling
Lesson 7 - Interoffice Memos
Lesson 8 - Preparation of Outgoing Mail
Lesson 9 - Addressing Envelopes
Lesson 10 - Preparing Letters for Mailing
Lesson 11 - Postage Meters

CHAPTER 7 - Record Duplication

Lesson 1 - Record Duplication
Lesson 2 - Reprographic Equipment
Lesson 3 - Photocopiers
Lesson 4 - Photocopier Terms
Lesson 5 - Reproduction Quality and Completeness
Lesson 6 - Correcting Faults