

Instructional Terminology

BUSINESS OPERATIONS 52.0408.00



A

Acceptable Use Guidelines - Clarifies the ethical boundaries of computer use by organizations

Account Number - The number of the bank account that the money will be taken from

Accountability - Responsible to somebody or for something

Ad hoc meeting - Temporary and meets for a specific purpose

Affidavit - A written declaration upon oath made before an authorized official

Agenda - Lists the topics to be discussed during a meeting

Alphabetic order - Presents ideas according to the alphabet

Alphabetical - Letters presented in a standardized order

Amenities - Favored structures or features

Amount Line - The amount of the check is written out in words

Animation - Graphics/ Visual Aids that present an idea or concept

Application - A software program designed to perform specific tasks or functions, such as word processing, spreadsheet, or presentation

Archive – To save or store documents

Ascending - Upward growth

Asset - An item of economic value

Assets - Items of high value within an organization

Attachment - a supplemental document, file, or piece of information included alongside a primary communication, such as an email, letter, report, or application

Autocratic style - Gives orders to employees

AutoFill - Information input automatically

B

Backup - A copy of electronic data stored in another location to ensure availability should the original be lost or compromised

Backspace - To delete (get rid of)

Backstage View - a user interface feature in software applications that provides users with a centralized and organized space for managing various aspects of a document, file, or project

This Instructional Terminology is aligned to both the Program Blueprint for Instruction & Assessment as well as the Instructional Framework. It corresponds with the technical standards adopted July 2020. Use of content-specific terminology is provided to help identify consistent definitions.



Balance Sheet – A statement that displays the assets and liabilities of a company at a given date

Bcc - Blind Carbon Copy, adding a hidden recipient to an email

Bibliography - Work Cited, sources used to present information

Boolean operator - A word or symbol that has a specific function within a search, such as "AND" or "NOT" or "OR"

Brightness - the level of illumination or light intensity of a display screen or monitor

Browsers - Online applications that aid in web surfing

Bullet - Large payment by borrower on a loan

Bureaucratic style - Manager seeks employee input before he or she makes the final decision

Business assistant – A person who performs a wide variety of day to day tasks

Business travel - The practice of people traveling for purposes related to their work

C

Cancelled check - Check which has cleared the bank

Captcha - Type of challenge-response test used in computing to ensure that the response is not generated by a computer

CC - Carbon copy; sending a copy of a message to another recipient in addition to the original intended receiver

CD-RW DRIVES - The RW is for read/writable. Must have for saving data to a compact disc (CD)

Cell ranges - a range of cells within a row or column

Cell reference - Identifying a specific cell in a spreadsheet

Central Processing Unit (CPU) - The hard drive/main part of a computer that interprets and processes data

Check Number - Number in upper right corner used for check identification

Checks - A document that allows a bank to pay a specific amount from an individual's bank account

Chronological - Arranging information in order of time

Chronological order - Presents ideas according to the time in which they occurred

Citation - Referencing to an idea from another person

Cloud storage - Data that can be saved and retrieved via the Internet

Cloud - Computing in which services and storage are provided over the Internet (or "cloud")

Column - A series of vertical cells in a spreadsheet

Compact Disc (CD) - An optical disc used to store digital data

Confidentiality - To keep secret or private

Conflict of Interest (COI) - A conflict of interest (COI) occurs when an individual or organization is involved in multiple interests, one of which could possibly corrupt the motivation for an act in the other

Contrast - the difference in visual properties between elements within an image, design, or composition

Consumable - Item that is intended to be used up and then replaced

Consumer Product Safety Commission (CPSC) – a federal agency charged with protecting consumer safety by regulating the sale and production of many different consumer goods

Contact - a person to stay in connection with

Contact Groups - Grouping two or more contacts together for the purpose of sending out information at one time

Contingency Planning - Backup plans in case primary plans fail (also crisis management)

Controlling - Making sure a business accomplishes what it set out to accomplish

Copy - Information that is similar or identical

Copyright holder - The person or entity that “owns” the copyright

Copyright infringement - The use of another person’s work without permission

Copyright – A legal right automatically given to an originator for literary, musical, or artistic work, whether printed, audio, video, etc.

Credit Cards - A plastic card issued by a bank or financial institution for the purpose of purchasing items via credit

Culture - Characteristics of particular groups that encompass beliefs and values

Currency - Money that is used in exchange for goods and services

Currency – The system of money used in a country

Cut - A command that allows you to temporarily copy a text or data to paste in another area of a document

D

Data - Information that is gathered

Database management system - a program such as Access includes both the database information and the tools to use it

Database - An organized collection of information about a subject

Debit Card - Bank card that automatically withdraws money from a checking account

Debits - An expense that is recorded on an expense account

Delete - To remove or eliminate

Democratic style - Manager shares the decision making with the employees

Deposit Slip – A piece of paper containing information such as date, account number, and amount of funds customers present to a bank when depositing money

Descending - Moving downward

Difficult callers - A caller who has become angry or upset

Directing - To lead or instruct people towards a common goal

Dishonored Check - A check that the bank refuses to pay

Domestic - To conduct business in its home country or state

Download - To copy a file or data from a computer or from the Internet

Drag and Drop - Selecting an object or text and moving it to another area in a document

Drawer or Marker - The individual/company authorized to write checks on the account

E

Email address - Composed of User Id, “at” symbol, name of the computer or Internet site that maintains the email box

Email attachment - A file to be included with the email

Email capabilities - The capability of the email to compose, send, forward, receive, reply, attach, CC and include a subject line

Email Scams - Often sent to spread viruses or gain information

Email – messages sent using an electronic means from an author to one or more recipients

Electronic Funds Transfer - Moving funds from one account to another over an online network

Electronic Transfers - Receiving or transferring funds over an online network

Employment application - Form or that an individual seeking employment must fill out as part of the process of informing an employer of the applicant's availability and skills

Encrypt - To put computer data into a coded form

End User License Agreement - A legal agreement between the owner of a product or item allowing another person to use

Endnotes - A printed citation located at the end of a page to give you more information about a citation

Endorsement - Signature of approval of something or someone

Environmental Protection Agency (EPA) - Develops and enforces environmental regulations; Studies environmental issues and creates public-private partnerships to improve the environment

Equal Employment Opportunity Commission (EEOC) - Enforces federal employment discrimination laws

Ergonomics - Designing and organizing a comfortable and efficient work environment for employees

Ethics - A system of moral principles governing the appropriate conduct for a person or group

Etiquette - Polite and proper conduct and behavior

Exchange rate - The value of a country's money

Exchange rates - How much a business must pay for another country's currency

Expense Report - A form that is used to track the spending of a business

Expenses - Items that are purchased by a company

F

Fair use - A provision of copyright law that outlines the extent to which copyrighted work can be used or reproduced without seeking the permission of the copyright holder

Federal Trade Commission (FTC) - Protects consumers against unfair, deceptive or fraudulent practices; enforces federal truth-in-advertising laws, helps ensure fair competition

Field contents - Specific field data within a record

Field name - How each column is headed

Field - Provide the categories for details describing each record

Fields - More than two categories in table

Figure - A series of numbers that have been calculated

File folder - A place to keep records

File - Applications create files. A file is a collection of information saved together

Filter - To remove or only show specific data to be displayed

Folders - Used to organize files

Footnotes - A note at the bottom of a page that provides detailed information

Formatting - The layout of a document or spreadsheet

Formula - An expression telling a computer to do a mathematical expression with a value of numbers

Functions - A premade formula that allows to compute a series of values

G

GANTT chart - A bar graph that clearly shows what parts of a project are being worked on and what's been completed

Graphic - A design or an image

H

Hard Drive - A Local Disk Followed by a letter (Local Disk H)

Hierarchy - A system or organization in which items are ranked one above the other according to importance

Home row - The middle row keys of a keyboard

Horizontal - Information or data that goes left to right

Hyperlink - a link that opens another location on the internet when clicked on

I

IMAP - (internet message access protocol) a protocol that allows you to access email or messages from a mail server

Income tax - Tax payable on income (wages, investments) to federal and state governments

Intellectual property - The ownership of the creation of an idea

Internal Revenue Service (IRS) - Responsible for tax collection and tax law enforcement

International - Referring to two or more nations

Inventory record - Shows how much of an item has been received,

issued, and how much remains

Inventory - The stock on hand

Invoice - A document that shows how much is owed for a goods or services that were provided

Itinerary - A day-to-day travel schedule of timetable that includes times of arrival, meetings, departures, and other information

J

Journalize - Enter (notes or information) in a journal or account book

K

L

Landscape - The horizontal layout or positioning of a document, image, or page, where the width is greater than the height

Laissez-faire style - Let it be or hands-off (the term is French for let it be or hands-off)

Layout - The appearance in which something is displayed

Leading - Influencing people to accomplish the goals of a business

Ledger - A book that contains information about accounts

Legalities - The circumstance of being legal

Liabilities - Debts that a company owes

M

Mail Merge - Taking information from a data source and placing it on a document

Maintenance Schedule - The timeline for continuous protective care

Maintenance - The continuous protective care (can be planned or emergency)

Management - The team of people who make decisions for the business

Management Functions - The essential tasks and responsibilities managers perform to effectively oversee and guide a business or organization

Meeting Preparation - Evaluate meeting needs before the meeting

Meeting responsibility - An assistant is responsible for planning, organizing and managing the details of the meeting

Meeting - The assembly of individuals for discussion or a common purpose

Merge Center - Merging two or more cells and centering the information of the first cell

Minutes - Summarize topics discussed and decisions made at a meeting

Motion - A formal proposal to be discussed

Multimedia - The use of film, video and music in addition to text and numbers

N

Namebox - Displays the name of the cell that is currently selected

Named Range - One or more cells in a spreadsheet application that have been given a name in order to simplify formulas

Net - the amount of money that remains after specific deductions have been made

Netiquette - Guideline for effective communication online

Network - Connects one computer to another and enables users to share data and resources

Non-Verbal Cues - The way individuals present and express themselves apart from the actual words spoken

Notarization - To certify a document

Notary public - A person authorized to perform certain legal actions

Numeric - Anything that relates to numbers

Numeric Amount - Amount of dollars and cents being paid written in figures

O

Occupational Safety and Health Administration (OSHA) - Enforces federal worker safety and health legislation

Operational Planning – The act of identifying specific actions necessary to actualize operations of a business and meet specific goals outlined in a strategic plan

Orientation - The specific way a document, image, or page is positioned—either vertically (portrait) or horizontally (landscape)

Organizing - Dividing the tasks to be done into divisions and departments in order to accomplish tasks in the most efficient way

Owners' Equity - The total value of a company that belongs to the owner

P

Paper Shredder - Mechanical device designed to cut paper to destroy documents

Parliamentary Procedure - Rules that a group of individuals follow to allow a meeting to run smoothly

Passport - A government document that identifies a person's identity and country of origin

Paste - A command that allows you to insert data onto a document

Payee - The individual/company being paid by the check

Pcard - A company credit or debit card that allows an employee to make transactions

Per Diem - An allowance that pays for an employee's food and lodging while traveling for the company

Perpetual inventory - System of keeping a running balance of stock on hand

PERT chart - Program Evaluation and Review Technique, graphic organizer used for analyzing tasks involved in a project

Petty Cash Slip - Paper that keeps record of a payment from the petty cash

Petty Cash - Cash that is kept by the business for making small purchases

Phishing - A way for hackers to steal information by posing as a representative of an organization

Pivot Tables - A tool in a spreadsheet that is used to collect data

Placeholder - Something that takes the place of another

Plagiarism - The process of copying another person's idea or written work and claiming it as original

Planning - Setting goals and developing methods to meet those goals

Platform - The interaction or communication between people and groups

Policy - A document detailing terms and conditions

POP (Point-of-Presence) - An application that provides access between two or more networks

Portrait - The vertical layout or positioning of a document, image, or page, where the height is greater than the width

PowerPoint - Software designed for creating presentations

Presentation - A formal talk given to a group of people

Priority – The status of someone or something being viewed or treated as more important

Professional email address - E-mail address suitable for a business or educational environment and usually will include your first name or initials with your last name

Professional Ethics - The moral principles that govern our on-the-job choices and actions

Professional telephone performance - A set of rules of behavior, used in a business, when making and receiving telephone calls

Professional – Demonstrating standards of skill, competence, or character expected of an individual qualified and experienced in an occupation

Project - One time multitask job that has clearly defined start/end dates, specific scope of work and budget with a specified level of performance.

Project Management - The process of leading and organizing the work of a team in a systematic way to achieve identified goals

Public domain - The condition of not being protected by patent or copyright and so freely available for use

Purchase Order - A document issued by a buyer to a seller, outlining details of purchase for products or services (also known as a PO).

Q

Query - Allows you to see or work with a portion of a table with the option for answering questions.

Quorum - a minimum amount of voting members who must be present to conduct a meeting and make decision for a group

R

Random-access memory (RAM) - Allow stored data to be accessed in any order

Read-only memory (ROM) - Data cannot be modified, or can be modified only slowly or with difficulty

Receipt - A document that shows proof of purchase

Reconcile - Two sets of records that must be compared and verified that they are correct and in agreement

Record - Writing or some other permanent form for later reference; a record is asset of details about a specific item

Regulatory Control - Implementing laws that are regulated by the government

Reimbursement - Repayment of money to an employee who has used their own money to make a purchase for the business

Relative - A person or thing that has a relation or connection

Reorder point - The minimum stock level at which an order is placed

Reply All - A command that allows you to respond to all individuals who initially received an email message

Report - Detailed information outlining and analyzing particular issues

Retention - To keep and continue to hold on to

Return address - the address of the person sending a package or mail

Revenue - The total amount of income a company makes based off the goods and services they sell

Row - A series of horizontal cells in a spreadsheet

S

Scheduling - A plan for performing work

Screen calls - A procedure used to learn who is calling and sometimes the reason for the call

Screening - The process of reviewing before performing

Search engines - Program that uses keywords to find information on the Internet and return a list of relevant documents

Securities and Exchange Commission (SEC) - Protects investors against fraud; maintains fair, orderly, and efficient financial markets; regulates U.S. securities markets

Server - A central computer that is used to send and receive data from computers on a networking system.

Settings - Commands that adjust how an application is viewed\

Sheet Tab - A tab that is located at the bottom of a worksheet to show which worksheet is active

Signature - A person's name written in handwriting used to authorize or agreement of a document

Spam - Unsolicited email, essentially electronic junk mail

Spreadsheet - A worksheet used to organize and arrange data

Staffing - All the activities to hire and keep workers

Standing meeting - Permanent and meets regularly

Strategic Planning – The process an organization goes through to define its strategy, identify goals, and make decisions regarding the utilization of resources to achieve the goals

Sub Folder - Any folder inside your personal folder

Sync - A command that is used to link devices

T

Table captions - Heading of information that is organized on a table

Table of contents - A list outlining information of a book displaying chapters and sections

Table - Where database information is stored

Tactical Planning – The process of outlining goals or objectives identified by a strategic plan into concrete, actionable measures

Tally - To calculate a set of numbers

Task - A definite piece of work assigned to, or expected of a person; duty

Task force meeting - Assigned a specific job to be completed within a certain time

Telephone etiquette - The act of using professional behavior when speaking to customers over the phone

Template - A form or document that has a layout to be used as a guide

Text - Words or data that are added to a document

Theme - The layout and design of a document

Time Zone – An identified area of earth that observes a uniform standard time

Timesheets - Paper for recording the number of hours worked

Toolbar - A row of icons and commands used to perform certain functions

Touch typing - Typing without looking at the keyboard

Transaction - The act of selling or buying something

Transitions - An effect that a slide makes when it appears

Travel arrangements - Plans for where and when you are travelling, how you are travelling, and where you are sleeping

Travel Claim - A request for reimbursement

Travel claims - An official request for reimbursement of money spent for travel

Travel Expenses Form - An official form used to request reimbursement for money spent for travel

Travel expenses - The cost associated with travel

U

United States Time Zones - United States Time Zones: Pacific, Mountain, Central, Eastern Standard Time

Universal Resource Locators (URLs) - Address of a web page also called URLs

Upload - To move a file or data onto a computer

USB Flash or Thumb Drive - Small, highly portable storage media that replaced floppy discs (removable disc)

USB Port: Universal Serial Bus – A port that allows you to plug in a flash drive or other external components

V

Verbal Cues - Communicated in a social exchange by pitch, tone and volume of voice

Vertical - Information or data that goes up and down

Virtual Assistant - A real person performing meaningful work under the employer's direction from an offsite location

Virtual - Something which is a representation rather than the real thing

Void - Marking a check unusable after making a mistake

W

Watermark - A faint design, logo, or text that is added to a document or image, often in the background, to show ownership, authenticity, or protect against unauthorized use

W-2 - Form provided by an employer between January 1 and January 31, showing total wages, social security and taxes withheld, for the previous calendar year

W-4 - IRS form used by employer to determine withholdings from an employee's paycheck

Wildcard - A special character that takes the place of another character

Window - A display screen on a computer

Wizard - A feature that helps install an application to a computer

Words per minute (WPM) - The measure of how fast a person can type

Workbook - A file containing two or more worksheets

Worksheet - A file that contains and organizes data in rows and columns

Wrap Text - The command to combine more than one cell

Written Amount - amount of dollars and cents being paid written in words

X

Y

Z