

**Computers in Business**  
**Spring 2023**  
**CGS 2100 020/021 (3 credit hours)**

Instructor	Office	Phone	Email	Office Hours
Dennis Walpole	BSN 2402	813-974-2545	<a href="mailto:walpole@usf.edu">walpole@usf.edu</a>	Tuesday, 12-3 pm via Teams

### Teaching Assistants

Name	Email	TA Section
Prasuna Challa	<challap@usf.edu>	
Saranya Chintalapati	<chintalapatis@usf.edu>	
Shreya Gottimukkula	<gs33@usf.edu>	
Ritika Johri	<rajohri@usf.edu>	
Swetha Maddyala	<maddyala@usf.edu>	
Saideep Kanchi	<saideepkanchi@usf.edu>	
Shuvrangshu Mukhopadhyay	<shuvrangshum@usf.edu>	
Sai Akhilesh Potharaju	<saiakhileshpotharaju@usf.edu>	
Akhila Siddabatula	<akhilasiddabatula@usf.edu>	
Prathyusha Thummalapalli	<prathyusha4@usf.edu>	
Sai Bharadwaja Vellanki	<saibharadwajav@usf.edu>	

**Sections 020 and 021 (Online) have no scheduled class meetings.**

**Required Text:** We are enrolled in the FollettACCESS agreement with Cengage Learning and the USF Bookstore (Follett). You will receive an email from the bookstore with information on how to opt-in to purchase at the Follett ACCESS price. This is the lowest price option available for our course material.

If you **don't opt-in** you will pay a significantly higher price point for the course material.



REQUIRED

**USF-Tampa CGS 2100 MindTap**  
**New Perspectives Collection,**  
**Microsoft 365 & Office 2021 IT**

**Edition:** 1st

**ISBN:** 9788214004007

**Author:** Cengage

**Publisher:** Cengage Learning Custom  
Publishing (EMAIL ORDERS)

**Formats:** Adobe Ebook Reader



Above item is part of a program where course  
materials are included in a course charge or tuition.  
Contact your campus store for more information.



REQUIRED

**BizCafe Digital Access**

**ISBN:** 9781885837707

**Author:** Interpretive Software

**Publisher:** Interpretive Software Inc

**Formats:** Adobe Ebook Reader



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materials are included in a course charge or tuition.  
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## Course Description

**Computers in Business (CGS 2100) is part of the University of South Florida's General Education Curriculum. It is certified for Information and Data Literacy. Students enrolled in this course will be asked to participate in the USF General Education assessment effort. This will involve submitting copies of writing assignments for review via Canvas.**

**The two General Education assignments that are part of the USF General Education assessment are the #GEA1-Biz Café Report and #GEA2-Biz Café Excel Capstone.**

In this course, you develop computer proficiency in the use of business productivity software using Microsoft Office 365 and running a small business. This course prepares you to use Microsoft Office for coursework assigned in most USF courses and you will attain valuable entry level workforce skills. Excel and Word are at the top of the list of desired skill sets for employment in a myriad of occupations. You are introduced to the basic skills required for entry level positions and then asked to use them in making business decisions for a small business.

There is a mix of assignments that ensure you demonstrate that you have learned the necessary skills using Microsoft Office, interpret data and identify the changes needed to run a profitable café. The course is broken into two sections: Microsoft Office essentials and the business simulation.

The Microsoft Office section uses MindTap/Skills Assessment Manager (SAM) to train and assess skills in the Word, Excel, PowerPoint, and Access applications.

There is an emphasis on Excel. As you work through your Word assignments you are introduced to Biz Café, a business simulation application, where you make business decisions, submit reports, and compare sales and survey data. During this process you will demonstrate a competency with Microsoft Office and how to use the applications to help you create reports and analyze information related to your café.

When managing your Café in the Biz Café business simulation program, you make weekly decisions in several areas. Your decisions at a specified time are evaluated by an algorithm that compares your input with the other student run cafés and calculates your results for the week. You receive reports on your sales, inventory and customer satisfaction to name a few and information on many aspects of the competing cafés. You must evaluate what went right or wrong, analyze your coffee shop against the competition and create an action plan for the next decision. The Biz Café competition has your café competing directly with the cafés in your industry (group of cafés).

The start-up decision is important, and you will have to make weekly special decisions which will include expanding your menu, adding entertainment, opening on weekends and make social and ethical choices. You will integrate your income statement, customer satisfaction and other areas to determine how you manage your decisions. Reviewing the Biz Café manual and simulation case is essential to running a successful café in this simulation.

The approach this course applies to the applications for Microsoft Office is that you learn by doing; the best way to get familiar with Microsoft Office is to use it. You are introduced to the Microsoft Office applications through MindTap modules. The training assignments are step-by-step tasks that take you through a project but gives you a fresh start for the next task should you fail to complete the task. The assigned module projects cover the same skills, but you are graded on the completed project. The simulation skills training for each module maps to the module learning objectives which are tied to your Student Learning Outcomes. You will be assessed on your completion percentage for each training module and module grader projects as assigned.

Once you are oriented and comfortable with MindTap you complete the training for each assigned module which prepare you for the Biz Café and MindTap Projects. In MindTap you earn points when you complete training and assigned projects. Feedback is immediate and within the training you have help in the form of a short intro explaining the task, you can observe the task completion by viewing a recording or you can walk through the task with the aid of the simulation in the practice mode.

After an orientation and Biz Café quizzes you make business decisions for a café. You have the opportunity to run a café in a practice mode where you operate in separate but identical environments using benchmark competition. This exercise provides you a great opportunity to gain experience making decisions and using the tools and resources available in the simulation. You then transition into the competitive phase of the course. The four primary areas of responsibility are management, operations, marketing, and special decisions. You determine pricing, hours, staffing, how much coffee to purchase and more as you compete against other cafés in the course.

## **Student Learning Outcomes**

### **Student Learning Outcomes for General Education Requirements**

- (1) Critically interpret quantitative evidence (such as graphs, tables, charts) to identify false claims, incorrect use of evidence, or contradictory statements.
- (2) Revise submitted coursework by integrating new sources of information and determining relevance of existing sources.

### **Student Learning Outcomes for CGS 2100**

- (3) Students will demonstrate the ability to use basic and intermediate Microsoft application skills by achieving a passing score on Training and Projects in Word, Excel, PowerPoint, and Access.
- (4) Students will demonstrate the ability to apply appropriate formulas and functions using Excel to solve problems in a small business.
- (5) Students will demonstrate the ability to recognize the relationships between operations, staffing, marketing, and accounting and how they affect customer

satisfaction and revenue.

- (6) Students will demonstrate the ability to value the importance of collaboration and the concept of compromise to reach a mutual decision.
- (7) Students will demonstrate the ability to create an information dashboard using a visualization tool and Excel.
- (8) Students will demonstrate that they can make effective technology decisions.

**List of the Practical Skills/General Business Knowledge that you will learn in the course.**

**Microsoft Word**

- Be able to create and modify a Word Document.
- Know how to use Styles and Outlines in a Word Document.
- Know how to format a document.
- Know how to create and modify tables within a Word Document.
- Know how to import files external files into a Word Document.
- Know how to track changes and use special features.

**PowerPoint**

- Be able to create and edit a PowerPoint Presentation.
- Be able to format a presentation including objects and graphics.
- Be able to apply slide transitions and animations.
- Know how to insert external files into a presentation.
- Know how to use media rich tools within a presentation.
- Be able to format a presentation using slide masters.

**Excel**

- Be able to build and use formulas and functions.
- Be able to format an Excel spreadsheet.
- Be able to format using the Conditional Formatting Tool.
- Be able to create and modify Charts.
- Know how to analyze data using Charts and What-If tools.
- Be able to use Financial and Lookup Functions.
- Be able to create a Pivot Table and produce Pivot Table Reports.
- Be able to use Solver for complex calculations.
- Be able to create and modify a Macro.
- Be able to modify Visual Basic Code used in a Macro.
- Be able to export Excel data and create a Visualization Dashboard.

**Access**

- Be able to create and use an Access database.
- Be able to import external files into an existing database.
- Be able to create and edit a database table.
- Be able to create and edit a variety of commonly used queries.
- Be able to add a calculation to database query.

- Be able to create and modify a database form.
- Be able to create and modify a database report which includes calculations.

## **Business Simulation (Biz Café)**

### **Planning /Analysis**

- Be able to write a simple business plan.
- Be able to monitor implementation of business plan.
- Be able to calculate a break-even point.

### **Staffing**

- Be able to project staffing requirements.
- Know how to decide on employee pay rates.
- Be able to calculate total cost of compensation
- Know how to manage employee turnover.

### **Marketing**

- Be able to identify the 4Ps of marketing.
- Know how to set pricing for multiple products.
- Be able to calculate gross profit.
- Be able to project impact of promotion
- Be able to create advertising copy.

### **Operations**

- Know how to project purchasing needs.
- Be able to manage inventory.
- Be able to determine shop hours
- Be able to maximize customer satisfaction.

### **Teamwork**

- Learn to allocate responsibilities fairly.
- Learn to complete assigned tasks on time.
- Learn to communicate problems and plans.
- Collaborate with other team members.

### **Soft Skills**

- Learn basic problem solving.
- Be able to write professional reports.

## **Assignments:**

**Note: You must complete the MindTap/SAM and Biz Café assignments using Office 365 or Office 2021.** The MindTap/SAM Project grader will only accept Microsoft Office files. The Biz Café assignments must also be completed using Office 2021 or 365. You can download Office 365 for the PC and Mac at no cost via myUSF. See instructions in the Week 0 Module.

1. If you are using an iPad or Chrome Book you will need to use USF's Virtual Lab.
2. For all students, Online Office is not fully featured and doesn't have the capability to fully complete the MindTap Projects.

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### **Biz Café Quizzes (Canvas)**

#### **Two assignments (3% of your grade)**

There are the Biz Café Case and Content quizzes to take before starting the practice phase of Biz Café. All quiz content is found in the Biz Café Manual and Simulation Case. It is a Canvas based quiz and can be completed two times. It is important that you have a good foundation of general business terms and principles prior to going live with Biz Café.

**SLO met for this assignment: SLO 5**

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### **MindTap/Computer Concepts Training – Practical Skills**

#### **Six Computer Concepts Training Modules (6% of your grade)**

You received credit for successfully completing the MindTap Concept training. They count toward your grade and are not optional. Simulation skills training tasks map directly to the learning objectives.

Concepts training modules are assigned to build your technology skills and knowledge. There are six modules that include one or more graded concepts videos and training for each module. They count toward your grade and are not optional.

**SLO met with these assignments: SLO 8**

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### **MindTap/SAM Skills Training – Practical Skills**

#### **Twenty Microsoft Application Training Modules in SAM (30% of your grade)**

You received credit for successfully completing the MindTap/SAM training. Completing the training is essential to doing well on Biz Café and MindTap assignments. They count toward your grade and are not optional. Simulation skills training tasks map directly to the learning objectives.

Microsoft application training modules walk you through a series of tasks you would use to create a variety of documents.

The application simulation training will accept most Mac keystrokes. On tasks where you need to use your Mac keyboard differently than learned in the course material a Mac Hint link is available to use for those tasks.

Your scores are determined by the percentage of tasks completed in the training modules. You can work on the training modules as needed but need to successfully complete the “apply”

activity to receive credit for the task.

**SLO met with these assignments: SLO 3**

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#### **MindTap/SAM Projects (Downloaded from and submitted to MindTap) –**

#### **Practical Skills for Word, Excel, and PowerPoint Module Projects (18% of your grade)**

SAM Projects are assigned so you can apply the skills learned through your training. The project uses skills learned in the assigned modules and integrates them into a project. This is a live project that uses Office 365, not the simulation. You are provided a view of the final document to compare your work against in the project instructions. After you submit the SAM Project for grading you receive immediate feedback. You should review the feedback. You will see a summary for each task and subtask on why you were marked off for the task. Once you have reviewed your graded project you make corrections and re-submit it to be graded again, if necessary. I use the highest score. **You can submit the project three times.** This means you can correct and submit your project two more times after the initial scoring.

**SLO's met with these assignments: SLO3**

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#### **Ad Flyer – Critical and Analytical Thinking and Written Communication (3% of your grade)**

Brand awareness is critical to a successful business. For this assignment your Biz Café team will create a logo and an ad flyer for your café. You will upload your logo and ad flyer to Biz Café which will be used as part of your marketing campaign.

**SLO's met with these assignments: SLO 6**

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#### **Biz Café Operations Excel Assignment – Critical and Analytical Thinking, Problem Solving and Practical Skills (6% of your grade)**

In this assignment you will use your café data to forecast revenue and profit over an extended period.

The Biz Café Operations Excel Assignment is used to ensure that you can apply Excel formulas to make business calculations. You must show that you can make Excel do the work for you. You will not get credit for just having the correct answers, they must be supported by an Excel formula or function.

**SLO's met with these assignments are: SLO 2 and 4**

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### **#GEA1-Biz Café Report – Critical and Analytical Thinking and Written Communication One assignment (7.5% of your grade)**

The #GEA1-Biz Café Report is one of two assignments required for General Education classes. This is a writing assignment about your experience running your café and is part of the General Education assessment effort.

After six simulated weeks of running your Café you will submit a written report using Microsoft Word comparing your decisions against the café's performance. You will discuss what you learned from the multiple weeks of running your café.

This assignment is reviewed by graders that check your report for clarity, grammar, continuity, and message delivery.

**SLO met with this assignment: SLO 1 and 2**

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### **Biz Café Participation –Critical and Analytical Thinking and Problem Solving**

#### **Competitive Decisions/ Graded Discussions (15% of your grade /score based on participation)**

The Decisions/Participation score is based on how active you are in running your café and working with your team. You must show activity and/or progress over the 13 decision periods.

**SLO's met with this activity: SLO 1, 2, 5 and 6**

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### **#GEA2-Biz Café Excel Capstone Assignment – Critical Thinking, Problem Solving and Practical Skills. One assignment (7.5% of your grade)**

The #GEA2-Biz Café Excel Capstone Assignment is the second of two assignments required for General Education classes. This is an Excel assignment using your café data to make business decisions based on customer sensitivity to price changes and is part of the General Education assessment effort.

In this assignment you use your own sales and customer data to calculate, using Excel, the impact price changes have on your revenue.

**SLO's met with this assignment: SLO 1, 2, 4 and 5**

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### **Visualization Assignment– Practical Skill and Oral Communications (4% of your grade)**

You will choose data results from your weekly café decisions and create a basic dashboard to visually display your sales data over time. The deliverable is a three to five-minute



recorded presentation using Tableau.

The Tableau visualization is part of the Muma Tableau Certificate Program. If you are not a business major or choose not to participate you will be required to submit an Alternative PowerPoint presentation using Excel in place of the Tableau software to build your charts.

**SLO met with this assignment: SLO 7**

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## **Estimate of Effort Needed to Complete Assignments**

MindTap (SAM) training and projects take time to complete. This means that you need to devote time each week on the assignments if you want to stay on track and not end up taking short cuts as due dates approach. Each student's knowledge and skill level of the Microsoft Office applications varies. My estimations are based on my observations over time.

Biz Café is a business simulation application where you run a coffee shop. Preparing for each decision will take some time to keep your Café competitive.

There is a wide range of skill sets in our class. Those that have never used Microsoft Office will need more time to complete tasks. I allow you unlimited attempts in the training and you can submit SAM projects three times. Even though you only must make corrections to your original SAM project for your second and third submissions there still is a time element needed for each submission.

I estimate that you need to commit a minimum of 6-9 hours a week to this class to stay on track.

I suggest you keep track of the effort you need to complete the first few assignments and make the necessary adjustments to your prep time and create a work schedule that fits in with your other obligations.

**Course Schedule: \* Note: The Schedule is subject to revision**

CGS 2100 020/021 Spring 2023 Online Schedule		
Week	Topics	Assignments Due on Thursday
9-Jan		12th
<b>Week 1</b>	First Day Attendance Survey Course Overview (Recording) Biz Café and MindTap Registration	First Day Attendance Survey (Note Due by noon on Thursday, January 12 <sup>th</sup> )
16-Jan		19th
<b>Week 2</b>	MindTap Prep and Biz Café Prep Team Assignments	None
23-Jan		26th
<b>Week 3</b>	Start on MindTap Modules Team Assignments and Planning	Discussion Topic (Team Introductions)
23-Jan		2nd
<b>Week 4</b>	Biz Café Practice Start on MindTap Modules Team Assignments and Planning	Discussion Topic (Business Plan) Biz Café Content and Case Quizzes
6-Feb		9th
<b>Week 5</b>	Biz Café Practice Team Planning Biz Café Competition Begins	Ad Flyer
13-Feb		17th
<b>Week 6</b>	Decision Period Planning Decision Period 1 Concept Modules	Computer Concept Module
20-Feb		23rd
<b>Week 7</b>	Decision Periods 2 and 3 Complete MindTap Modules Word Modules/Project	Word Modules and Project Discussion Topic (Marketing)
27-Feb		2nd
<b>Week 8</b>	Decision Periods 4 and 5 Complete MindTap Modules	Excel Modules 1-4 and Project
6-Mar		9th
<b>Week 9</b>	Decision Periods 6 and 7 Finalize Biz Café Report Intro to Visualization Project Complete MindTap Modules	Biz Café Report Discussion Topic (Forecasting)
13-Mar		16th
<b>Week 10</b>	Spring Break	Enjoy the Week. No Assignments Due
20-Mar		23rd
<b>Week 11</b>	Decision Periods 8 and 9 Excel Forecasting Review Complete MindTap Modules	Biz Café Excel Forecasting Discussion Topic (Pricing)
27-Mar		30th

<b>Week 12</b>	Decision Periods 10 and 11 Presentation and Database Review Complete MindTap Modules	PowerPoint Modules and Project
3-Apr		6th
<b>Week 13</b>	Decision Periods 12 and 13 Complete MindTap Modules	Advance Excel Modules
10-Apr		13th
<b>Week 14</b>	Biz Café Capstone Review Visualization Check-in Complete MindTap Modules	Access Modules
17-Apr		20th
<b>Week 15</b>	Tableau Visualization Finalize	Biz Café Excel Capstone
24-Apr		27th
<b>Week 16</b>	Test Free Week End of Semester Biz café Awards Make-up eligible assignments	Visualization Dashboard
April 29-May 4	Final Exam Week	No final exam

## **Class Policies and Procedures**

**2022 COVID-19 Protocols:** For the most recent communication regarding COVID-19 protocols, please visit: <https://www.usf.edu/coronavirus/>

**USF Core Syllabus Policies:** USF has a set of central policies related to student recording class sessions, academic integrity and grievances, student accessibility services, academic disruption, religious observances, academic continuity, food insecurity, and sexual harassment that apply to all courses at USF. Be sure to review these online at:

<https://www.usf.edu/provost/faculty/core-syllabus-policy-statements.aspx>

**Disruption to Academic Progress:** Disruptive students in the academic setting hinder the educational process. Disruption of the academic process (USF Regulation 3.025) is defined as the act, words, or general conduct of a student in a classroom or other academic environment which in the reasonable estimation of the instructor: (a) directs attention away from the academic matters at hand, such as noisy distractions, persistent, disrespectful or abusive interruption of lecture, exam, academic discussion, or general University operations, or (b) presents a danger to the health, safety, or well-being of self or other persons.

**Religious Observances:** All students have a right to expect that the University will reasonably accommodate their religious observances, practices, and beliefs (USF Policy 10-045). The University of South Florida, through its faculty, will make every attempt to schedule required classes and examinations in view of customarily observed religious holidays of those religious groups or communities comprising USF's constituency. Students are expected to attend classes and take examinations as determined by the university. No student shall be compelled to attend

class or sit for an examination at a day or time prohibited by his or her religious belief. However, students should review the course requirements and meeting days and times to avoid foreseeable conflicts, as excessive absences in each term may prevent a student from completing the academic requirements of a specific course. Students are expected to notify their instructors at the beginning of each academic term if they intend to be absent for a class or announced examination, in accordance with this Policy.

**Academic Continuity:** In the event of an emergency, it may be necessary for USF to suspend normal operations. During this time, USF may opt to continue delivery of instruction through methods that include, but are not limited to: Learning Management System, online conferencing, email messaging, and/or an alternate schedule. It is the responsibility of the student to monitor the Learning Management System for each class for course-specific communication, and the main USF, College, and Department websites, emails, and MoBull messages for important general information ([USF Policy 6-010](#)). For additional guidance on emergency protective actions and hazards that affect the University, please visit [www.usf.edu/em](http://www.usf.edu/em).

**Attendance:**

There are no scheduled class meetings in the online section. You do have to complete the First Day Attendance Survey to meet USF's first day attendance policy.

**Special Accommodations:** Students in need of academic accommodations for a disability may consult with the Office of Students with Disabilities Services to arrange appropriate accommodations. Students are required to give reasonable notice prior to requesting an accommodation. I will work with you to ensure you have access to all course materials and have adequate time to complete assignments.

**Student Academic Grievance Procedures:** The purpose of these procedures is to provide all undergraduate and graduate students taking courses within the University of South Florida System an opportunity for objective review of facts and events pertinent to the cause of the academic grievance. An "academic grievance" is a claim that a specific academic decision or action that affects that student's academic record or status has violated published policies and procedures or has been applied to the grievant in a manner different from that used for other students.

**Sexual Misconduct/Sexual Harassment Reporting:** USF is committed to providing an environment free from sex discrimination, including sexual harassment and sexual violence (USF System Policy 0-004). The USF Center for Victim Advocacy and Violence Prevention is a confidential resource where you can talk about incidents of sexual harassment and gender-based crimes including sexual assault, stalking, and domestic/relationship violence. This confidential resource can help you without having to report your situation to either the Office of Student Rights and Responsibilities (OSSR) or the Office of Diversity, Inclusion, and Equal Opportunity (DIEO), unless you request that they make a report. Please be aware that in compliance with Title IX and under the USF System Policy, educators must report incidents of sexual harassment and gender-based crimes including sexual assault, stalking, and

domestic/relationship violence. If you disclose any of these situations in class, in papers, or to me personally, I am required to report it to OSSR or DCEO for investigation. Contact the USF Center for Victim Advocacy and Violence Prevention: (813) 974-5757.

**Campus Free Expression:** It is fundamental to the University of South Florida's mission to support an environment where divergent ideas, theories, and philosophies can be openly exchanged and critically evaluated. Consistent with these principles, this course may involve discussion of ideas that you find uncomfortable, disagreeable, or even offensive.

In the instructional setting, ideas are intended to be presented in an objective manner and not as an endorsement of what you should personally believe. Objective means that the idea(s) presented can be tested by critical peer review and rigorous debate, and that the idea(s) is supported by credible research.

Not all ideas can be supported by objective methods or criteria. Regardless, you may decide that certain ideas are worthy of your personal belief. In this course, however, you may be asked to engage with complex ideas and to demonstrate an understanding of the ideas.

Understanding an idea does not mean that you are required to believe it or agree with it.

**Classroom Conduct:** Students should behave professionally when communicating with others, whether replying to a conversation or working with other students.

**Communicating with Instructor and TA's:** The TA's role is to support your assignments. My role is to support you in all aspects of the course. **If you have any non-assignment related questions or issues you should contact me and not the TA's.**

-Student to Instructor/TA Communications: We will review messages after 7PM during the week and periodically over the weekend. If you have not received a response within 24 hours you should resend your communication.

-Instructor/TA to Student Communications: We will use the Canvas announcement tool the Canvas Home page to pass on information and updates. We use Canvas Conversations to communicate to individual students.

-Personal Messaging: The TA supports the course assignments; any personal issue or non-assignment related request should be directed to me.

**Incomplete Grades:** A grade of "I" (incomplete) is in place for unforeseeable emergencies that occur near the end of the semester. A grade of "I" will be issued only in extreme circumstances and then only with complete written documentation.

## **Due Dates and Late Work**

Due dates for assignments are found in Canvas and MindTap. It is important that you complete all assignments. Your final grade is based on the points you earn from the assignments; a zero

does not help your score at all.

#### Grading

- I use the highest score for assignments that allow multiple submissions.

#### Late Work

- MindTap and Canvas assignments submitted after the due date will be accepted up to three weeks after the due date with a 20% penalty applied to the score.

## Evaluation and Grades

Assignments	Total #	Biz Café	Computer Concepts	Word	PPT or Tableau	Excel	Access	% of Final Grade
Biz Café Quizzes	2	2						3
Computer Concepts Modules	6		6					6
MindTap/SAM Training Modules	20			5	4	7	4	30
MindTap/SAM Projects	3			1	1	1		18
Ad Flyer for Biz Café	1			1				3
Biz Café Participation Points	15	15						15
Biz Café Operations Assignment	1					1		6
Biz Café Report	1			1				7.5
Tableau Visualization or PowerPoint Presentation	1				1			4
Biz Café Excel Capstone	1					1		7.5
Total Assignments	51	17	6	8	6	10	4	100

## Grade Distribution

A+	98%
A	93%
A-	90%
B+	87%
B	83%
B-	80%
C+	77%
C	73%
C-	70%
D+	67%
D	63%
D-	60%
F	<60%