

**SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY**

**SAULT STE. MARIE, ONTARIO**



Sault College

**COURSE OUTLINE**

**COURSE TITLE:** Computer Applications in Resort Operations Level-I  
**CODE NO. :** RES116 **SEMESTER:** 1  
**PROGRAM:** Resort Operations  
**AUTHOR:** Bazlur Rasheed  
**DATE:** May, 2004 **PREVIOUS OUTLINE DATED:** Aug, 2003

**APPROVED:**

	_____	_____
	<b>DEAN</b>	<b>DATE</b>
<b>TOTAL CREDITS:</b>	3	
<b>PREREQUISITE(S):</b>	None	
<b>HOURS/WEEK:</b>	3	

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**I. COURSE DESCRIPTION:**

This course will introduce students to various computer application software and multimedia concepts as they relate to resort operations. The students will be introduced to the Windows environment, e-mail, and the Internet. They will also work with Microsoft Word, PowerPoint, and the creation of simple Web pages that relate to resort operations.

**II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:**

Upon successful completion of this course the student will demonstrate the ability to:

**1. Demonstrate an understanding of the various components that make up a multimedia computer system.**

*Potential Elements of the Performance:*

- a. Differentiate the computer software and hardware components.
- b. Describe the components of a computer system as related to multimedia.
- c. Define the function of the basic components of the computer system.
- d. Analyze the flow of information within the computer system.
- e. Analyze the use of additional auxiliary devices such as scanners and zip drives and how they effect multimedia presentations.
- f. Know what to look for in purchasing a computer system.

**2. Apply knowledge of the Windows XP interface.**

*Potential Elements of the Performance:*

- a. Examine the Windows XP environment.
- b. Activate and switch between windows.
- c. Resize and move windows.
- d. Transfer information between windows.
- e. Describe the Windows XP desktop and configuration.
- f. Run a number of programs at the same time.
- g. Create and organize folders.
- h. View disk contents and files.
- i. Use Windows Explorer to manage, move copy, rename, and delete files.
- j. Understand how to use the Control Panel and Task bar to control the environment.
- k. Use the recycle bin.
- l. Use the right mouse button and create short cuts.
- m. Use the Windows XP Accessories.
- n. Use the Notepad and WordPad text editors.
- o. Print documents.

**3. Use the Internet to search and download course related information.**

*Potential Elements of the Performance:*

- a. Know what the Internet is and how it works.
- b. Demonstrate an understanding of the Internet architecture and protocols.
- c. Use the Internet to perform course related searches and downloads.
- d. Work with Listservs and News Groups.
- e. Use a graphics browser (Internet Explorer).
- f. Use a variety of Internet tools including FTP, Telnet and WinZip.
- g. Perform a variety of searches using popular search engines.
- h. Understand the WWW client/server relationship.
- i. Understand how to download and save files appropriately.

**4. Demonstrate the ability to use an e-mail package effectively.**

*Potential Elements of the Performance:*

- a. Know the basics of POP, SMTP and IMAP email protocols.
- b. Configure e-mail (identity, username, password, etc).
- c. Send and receive mail c/w attachments.
- d. Open, view and save attachments.
- e. Use proper e-mail etiquette.

**5. Produce a multi-page document containing special formats using Word 2000.**

*Potential Elements of the Performance:*

- a. Basic Word Processing
  - name and use all the keys on the keyboard
  - define word-wrap, overtype, insert
  - distinguish between the insert and overtype modes
  - create, save, retrieve, edit and print a simple document
  - spell check a document, use AutoCorrect, and use the thesaurus
  - utilize keyboard shortcuts
  - use grammar check
- b. Select-Then-Do Commands
  - use find, replace, and go to commands
  - use format font commands
  - use format paragraph, borders and shading, page setup
- c. Enhancing a Document: The Web and Other Resources
  - describe object linking and embedding
  - insert clipart and/or a photograph
  - use format picture commands
  - use Wordart
  - utilize the Web toolbar
  - insert a hyperlink and/or footnote or endnote
  - use wizards and templates to create a document

**6. Apply knowledge of Word 2000 to create hotel and restaurant documents.**

*Potential Elements of the Performance:*

- a. Using Word 2000 publishing feature, create pamphlets and menus.
- b. Edit and print pamphlets and menus.

**7. Develop a PowerPoint presentation to promote a hotel or restaurant.**

*Potential Elements of the Performance:*

- a. Use a design template and auto layout to create a PowerPoint presentation.
- b. Create a slide show using PowerPoint.
- c. Produce a personal Internet Web page using PowerPoint.

**8. Develop a simple Internet Web page incorporating various media (text, sound, graphics, animations).**

*Potential Elements of the Performance:*

- a. Understand and apply knowledge of the structure of web pages and various html tags in the creation of web pages.
- b. Create web pages using a variety of simple tools such as text editors (NotePad) and the FrontPage Web page editor.
- c. Use a variety of new tools to enhance the Web page effectiveness
- d. Produce a personal Internet Web Page using a variety of multimedia design techniques and features.
- e. Investigate the use of sound files such as wave and midi.

**III. TOPICS:**

	<u># of Week</u>
1. Computer Components	1
2. Windows XP	2
3. Outlook 2000 (E-mail client)	2
4. Internet Research	2
5. Word 2000	3
6. PowerPoint	3
7. Web Page Development	2

**IV. REQUIRED TEXTS/RESOURCES/ MATERIALS:**

- 1. Text Book:
  - Exploring Microsoft Office 2000 Professional Volume-I, Revised Printing, By- Robert T. Grauer and Maryann Barber, Prentice Hall, Package ISBN: 0-13-182755-3.
- 2. Other Resources:
  - Online Help,

- Internet,
- Instructor handouts.
- 5 - 3½ inch Floppy Diskettes (1.44 MB)

**V. EVALUATION PROCESS/GRADING SYSTEM:**

The grade for this course will be arrived at as follows:

*Tests and Quizzes*

- |                        |     |
|------------------------|-----|
| • Computer Components  | 5%  |
| • Windows 2000         | 5%  |
| • Outlook 2000         | 5%  |
| • Internet Research    | 5%  |
| • Word 2000            | 10% |
| • PowerPoint           | 10% |
| • Web Page development | 10% |

*Lab Assignments*

- |                               |      |
|-------------------------------|------|
| • Computer Components         | 5%   |
| • Windows 2000                | 5%   |
| • E-mail                      | 5%   |
| • Internet Research           | 5%   |
| • Word 2000                   | 10%  |
| • PowerPoint                  | 10%  |
| • <u>Web Page Development</u> | 10%  |
| <u>Total</u>                  | 100% |

Students must complete and pass both the test and assignment portion of the course in order to pass the entire course.

Some Minor modifications to the above percentages may be necessary. The professor reserves the right to adjust the mark up or down based on attendance, participation, leadership, and creativity and whether there is an improving trend.

**Attendance:**

- In order to remain up to date with the delivery of course material students will be required to do the following:
  - Be present for each class.
  - Report to class within 5 minutes of the scheduled start time.
  - Bring the required course text and resource materials.
  - Sign the class attendance sheet at the beginning of each class.
- Any student who is absent for 3 or more times without any valid reason or effort to resolve the problem will result in either of:
  - a) Marks being deducted
  - b) His/her removal from the course.

- A minimum of 80% attendance required in the labs and lectures.
- The professor reserves the right to adjust the number of tests, practical tests and quizzes based on unforeseen circumstances. The students will be given sufficient notice to any changes and the reasons thereof.
- A student who is absent for 3 or more times without any valid reason or effort to resolve the problem will result in action taken.  
NOTE: If action is to be taken, it will range from marks being deducted to a maximum of removal from the course.
- Absences due to medical or other unavoidable circumstances should be discussed with the instructor, so that remedial activities can be scheduled.
- Absenteeism for tests can only be allowed for medical reasons and should be authorized. Unauthorized absences could result in a zero grade being assigned.

**Labs:**

Lab activities represent a very important component of this course in which practical 'hands-on' skills will be developed. Because of this, attendance is mandatory and the satisfactory completion of all lab activities is required. Evaluation of lab work will be done in-class. It is the student's responsibility to discuss absences from regularly scheduled labs with the instructor so that alternate arrangements (where possible) can be made to complete the lab requirements.

**Assignments:**

- All Assignments must be completed satisfactorily to complete the course.
- Assignments will not be accepted past the designated due date unless there are documented, legitimate circumstances.
- Late hand in penalties will be 10% per day. Assignments will not be accepted past one week late unless there are extenuating and legitimate circumstances.

**Tests:**

- The professor reserves the right to adjust the number of tests, practical tests and quizzes. Students will be given prior notice to any changes.
- All course material (electronic lessons, classroom lectures, printed handouts etc) are subject to evaluation and may be used in the creation of tests and quizzes. If not in class at the time of their delivery it will be the student's responsibility to obtain the information.
- Written tests will be conducted as deemed necessary; generally at the end of each block of work, and will be announced in advance.
- Quizzes may be conducted without advance warning.
- Students who are absent on the day of a test or quiz will be marked absent and given a failing grade for the evaluation.
- If a student is unable to write a test because of illness or a legitimate emergency, that student must contact the professor prior to the class and

provide an explanation, which is acceptable to the professor. Should the student fail to contact the professor, the student shall receive a grade of zero on the test.

- Makeup Tests are at the discretion of the instructor and will be assigned a maximum grade of 50%.

**Grading Scheme:**

The following semester grades will be assigned to students:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 - 100%	4.00
A	80 - 89%	3.00
B	70 - 79%	2.00
C	60 - 69%	1.00
D	50 - 59%	0.00
F (Fail)	49% or below	
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical placement or non-graded subject area.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

**Eligibility for X Grades/Upgrading of Incompletes**

When a student's course work is incomplete or final grade is below 50%, there is the possibility of upgrading to a pass when a student meets all of the following criteria:

- The student's attendance has been satisfactory.
- An overall average of at least 50% has been achieved.
- The student has not had a failing grade in all of the theory tests taken.
- The student has made reasonable efforts to participate in class and complete assignments.

Note: **The opportunity for an X grade is usually reserved for those with extenuating circumstances.** The nature of the upgrading requirements will be determined by the instructor and may involve one or more of the following: completion of existing labs and assignments, completion of additional assignments, re-testing on individual parts of the course or a comprehensive test on the entire course.

## **VI. SPECIAL NOTES:**

### Special Needs:

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your instructor and/or the Special Needs office. Visit Room E1204 or call Extension 493 so that support services can be arranged for you.

### Retention of course outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other post-secondary institutions.

### Plagiarism:

Students should refer to the definition of “academic dishonesty” in Student Rights and Responsibilities. Students who engage in “academic dishonesty” will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

### Course outline amendments:

The Professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

## **VII. PRIOR LEARNING ASSESSMENT:**

Students who wish to apply for advanced credit in the course should consult the professor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.



**VIII. DIRECT CREDIT TRANSFERS:**

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary.

Students will be required to provide a transcript and course outline related to the course in question.