



**I. COURSE DESCRIPTION:**

Information technology is an integral part of today's workplace. This course will prepare students to utilize the Internet and its tools to enhance communication and business opportunities. Internet research will be conducted and the use of a popular desktop information management application, Outlook, will be studied. Students will also work with the Windows XP operating system to effectively and efficiently perform computer-related office tasks.

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

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

1. Retrieve specific information/software from the global community using a web browser (Microsoft Internet Explorer 6).

Potential Elements of the Performance:

- Define Internet and the World Wide Web
- Describe hypermedia and browsers
- Explain a link, Uniform Resource Locator, and Hypertext Markup Language
- Launch Internet Explorer 6
- Utilize Internet to search out pertinent web sites, software and data
- Click links to display Web pages; refresh web pages
- Browse the World Wide Web using the History list, Favorites list, or URLs; clear the History list
- Add and remove a Web page from the Favorites list; create/delete a folder in the Favorites list
- Save a picture or text from a Web page or an entire Web page on a floppy disk
- Copy and paste text or pictures from a Web page into a Word/WordPad document
- Print a Web page
- Customize the Standard Buttons Toolbars
- Use Internet Explorer Help
- Change the home page
- Delete cookies and temporary Internet files
- Specify a privacy setting when using the Internet
- Assign a web site to a security zone

- Control the Internet content to which a computer can gain access
2. Use Web research techniques and search engines.

Potential Elements of the Performance:

- List the criteria for evaluating a Web resource
- Describe the types of search tools
- Search the Web using either a directory or keywords
- Search the Web using the Search Assistant
- Customize and refine a search
- Describe the techniques used for successful keyword searches
- Search the Web for addresses, articles, maps and pictures

*This module will constitute 35% of the course grade*

3. Communicate globally through the use of available e-mail software (Microsoft Outlook).

Potential Elements of the Performance:

- Create and send an e-mail
- Read and reply to messages; print messages
- Forward a message on to others; delete messages
- Create entries in the Address Book
- Attach a document to a message
- Create a signature
- Flag a message for follow-up
- Change the view
- Filter, sort, and find messages
- Organizes messages into folders
- Use the Office Assistant
- Change message options
- Create and use a mail template
- Set AutoArchive options

4. Use electronic calendaring (Microsoft Outlook) to schedule appointments.

Potential Elements of the Performance:

- Schedule, edit, and move regular or recurring appointments
- Change the calendar view

- Plan and schedule events and meetings
- Change print style options; change calendar options
- Change the time zone; display dual time zones
- Customize the calendar view
- Save a calendar as a Web page
- Turn adaptive menus on and off
- Add or remove buttons from the toolbar

5. Manage Contacts using Microsoft Outlook

Potential Elements of the Performance:

- Add, edit, delete, print, find, sort, and filter contacts
- Create a new contact from an existing contact
- Change the view
- Add a new category to the Master Category list
- Group contacts by category
- Use the Office Clipboard
- Create a Contacts folder
- Move contacts to a folder
- Customize the current view

6. Utilize the Tasks, Notes, and Journals feature of Microsoft Outlook.

Potential Elements of the Performance:

- Add, update, accept, assign, and delete regular and recurring tasks
- Create, edit, and print notes
- Create a journal entry
- Print a task list, notes, and journal entries
- Group tasks and notes into categories; change the task/notes/journal entry view
- Automatically record journal entries

7. Integrate Outlook with Office applications

Potential Elements of the Performance:

- Create and send e-mail from Word or Excel
- Create a letter in Word for a selected contact
- Generate form letters using filtered contacts as the data source
- Export data in Contacts to create an Access table

- Create an Excel worksheet from Outlook

*This module will constitute 35% of the course grade*

8. Apply the knowledge of microcomputer operating system software concepts to the office environment (using Windows XP).

Potential Elements of the Performance:

- Describe the general features of Windows XP
  - Identify parts of the Windows XP opening screen
  - Open, move, resize, minimize, maximize, and restore windows
  - Use a mouse to move around the desktop
  - Start and shut down Windows XP
  - Work with menus, menu elements, and dialog boxes; and manipulate multiple windows
  - Use the Help system's Contents, Index, Search, Favorite tabs, and the "What's This?" feature; print a Help topic
9. Configure a computer for use in an office setting by employing the customizing features of Windows XP.

Potential Elements of the Performance:

- Explain how to use the Windows Control Panel
  - Set keyboard, display, and mouse accessibility options
  - Customize the desktop by applying predefined background patterns, creating and adding new background patterns, removing background patterns, hanging desktop wallpaper, and using a bitmap file as desktop wallpaper
  - Change display properties such as a screen saver and desktop colour schemes
  - Customize the keyboard response rate, regional settings, date and time settings, mouse operations; and assign a sound to an event
  - Work with printer settings in order to add and configure printers, connect a printer to a port, set the default printer, and remove a printer
  - Work with fonts, including viewing available fonts, printing font samples, arranging fonts by similarity, and adding and removing fonts
10. View, manage, and use files in a manner that allows for efficient and effective file storage and retrieval.

Potential Elements of the Performance:

- Start My Computer, explain its purpose and function, and run applications from My Computer
  - Customize the Standard toolbar
  - Format and magnetically label disks
  - Manage disks
  - Create folders and subfolders to assist with the file management process
  - Work with files
  - Recognize and distinguish between different file icons
  - Create, use, and delete Windows' shortcuts
  - Start Windows Explorer, and explain its purpose and function
  - Expand and collapse the folder list in the Tree pane
  - Create and name folders and subfolders in Windows Explorer; select and deselect folders and files; change the order of files; copy, move, and delete folders and files; rename folders and files; set and delete file attributes
  - Search a folder or a disk, and use wildcard characters
  - Run applications from Explorer
11. Demonstrate proficiency using Accessories – software applications, which are often used in the office/home computer environments.

Potential Elements of the Performance:

- Explain the purpose and value of using the Windows accessories that serve as Personal Information Managers (PIMs), including Notepad, WordPad, Calculator, and Paint
- Create appropriate office-style documents by editing, saving, and printing Notepad and WordPad documents
- Insert, delete, replace, copy, cut, move, and paste text in a Notepad/WordPad document and use the appropriate proofreading skills
- Use Calculator to perform basic arithmetic computations
- Use Calculator with other programs
- Explain the purpose of Windows Paint; name its primary tools; and describe how to use each Paint tool, including the toolbox, the color box, the drawing tools, and the paint tools
- Create, save, retrieve, and print Paint files which include office newsletters, posters, letterhead, advertisements, notices, fliers, or

other documents

*This module will constitute 30% of the course grade.*

### III. TOPICS:

Note: These topics sometimes overlap several areas of skill development and are not necessarily intended to be explored in isolated learning units or in this order.

1. Introduction to the Internet and the World Wide Web/Browser Basics
2. Searching the Web
3. E-mail Basics
4. Scheduling using Microsoft Outlook
5. Managing Contacts using Microsoft Outlook
6. Using the Tasks, Notes, and Journals Features of Microsoft Outlook
7. Integrating Microsoft Outlook with Office Applications
8. Windows XP Basics
9. Customizing Windows XP using the Control Panel
10. Using My Computer and Windows Explorer to Perform File Management Tasks
11. Using Accessory Applications

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

Internet Explorer by Gretchen Marx. Published by Prentice Hall, 2004.

Internet Research, Second Edition by Donald I. Barker and Carol D. Terry. Published by Thomson Course Technology 2005.

Microsoft Outlook 2003 – New Perspectives by Robin M. Romer. Published by Thomson Course Technology 2005,

Microsoft Windows XP New Perspectives by Parsons, Oja, Carey, Carey and Ruffolo. Published by Course Technology/Thomson Learning, 2002.

Three manila file folders (letter size)

Memory Stick (included with books)

Mouse pad

## V. EVALUATION PROCESS/GRADING SYSTEM:

**Tests:** Material covered will be based on projects assigned in class.

**Test 1** - Evaluation on the use and knowledge of Internet Explorer and research techniques through a hands-on/theory test. **35%**

**Test 2** – Evaluation on the use and knowledge of Outlook 2003 at an advanced level through a hands-on/theory test. **35%**

**Test 3** – Students will be evaluated on their use and knowledge of Windows XP through a hands-on/theory test. **30%**

The following semester grades will be assigned to students in post-secondary courses:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 - 100%	4.00
A	80 - 89%	4.00
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50-59%	1.00
F (Fail)	49% and below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field/clinical placement or non-graded subject areas.	
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.	



**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 postsecondary 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.

Students are expected to be present to write all tests during regularly scheduled classes.

In the event of a failed course grade, a supplementary test will be administered to replace the lowest failed test.

All work must be labeled with the student’s name and the project information on each page. All work must be submitted in a labeled folder.

Students are advised to maintain at LEAST one backup of all files.

During testing, the program's on-line help may be utilized. Tests will not be "open book." Students must ensure that they have the appropriate tools to do the test (i.e. diskettes, pencil, pen, etc.).

Test papers will be returned to the student after grading in order to permit verification of the results and to review the tests. However, the student will be required to return all test papers to the professor who will keep them on file for three weeks after the semester finish date. Any questions regarding the grading of individual tests must be brought to the professor's attention within two weeks of the test paper being returned.

Keyboarding proficiency is encouraged. Students who are unable to keyboard with a touch type technique are encouraged to use (or purchase) the *All the Right Type* typing tutor software located on the A-wing network.

Regular attendance is expected to ensure course information is communicated to all students. In-class observation of student work and guidance by the professor aids student success. Lectures will not be repeated in subsequent classes.

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

Students who wish to apply for advanced credit in the course should consult the professor.

#### **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.