SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO

Sault College

COURSE OUTLINE

COURSE TITLE: INFORMATION TECHNOLOGY II

CODE NO.:   COM220   SEMESTER: ONE
                                                  MODULE: TWO

PROGRAM: OFFICE ADMINISTRATION - EXECUTIVE
                  (ACCELERATED)

AUTHOR: LYNN DEE EASON

DATE: OCT   PREVIOUS OUTLINE DATED: JUNE 2007
                  2008
APPROVED:
                  _____   _____
                              CHAIR   DATE

TOTAL CREDITS: THREE

PREREQUISITE(S): NONE

HOURS/WEEK: FOUR HOURS/WEEK FOR SEVEN WEEKS

INFORMATION TECHNOLOGY II   COM220

I.   COURSE DESCRIPTION: Managing and maintaining the personal computer (PC) has become a skill that is demanded in today's workplace. COM220 will familiarize the student with the hardware/software commonly in use and the routine procedures to maintain them. Students will also research hardware/software purchases and troubleshoot problems that may arise during installation and operation of common hardware and software.

Advanced Microsoft Outlook and Windows XP features will also be explored to ensure students can customize their environment and manage settings successfully. Advanced use of the Internet will allow students to access and manage new resources.

II.   LEARNING OUTCOMES AND ELEMENTS OF PERFORMANCE:

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

1.   Manage the Outlook Inbox.

Potential Elements of Performance:
- Create rules to move, categorize, forward, and delete messages
- Manage rules

2.   Manage Contacts at an Advanced Level.

Potential Elements of Performance:
- Create and modify contact information
- Send contact information as an attachment
- Save contact information received
- Create contact from a message header
- Create and modify a distribution list
- Use electronic business cards
- Find contact information efficiently
- Create a secondary address book

3.   Manage the Calendar and Meetings

Potential Elements of Performance:
- Create a one-time appointment
- Scheduling a recurring appointment
- Creating an appointment from a message or a task
- Marking an appointment as private

INFORMATION TECHNOLOGY II   COM220

- Create a one-time meeting
- Invite mandatory and optional attendees
- Determine when attendees can meet
- Responding to a meeting request
- Tracking responses to a meeting request
- Changing a meeting time
- Proposing a new meeting time
- Accepting/rejecting a meeting time
- Adding and updating a new attendee
- Creating a recurring meeting
- Changing one occurrence of a recurring meeting
- Customize the calendar
- Sharing the calendar
- Sending calendar information via email
- Publishing calendar information

4. Use the Active Desktop component of Windows XP.

    Potential Elements of Performance:
    - Add an Active Desktop Gallery item to the desktop
    - Update, edit, and remove Active Desktop items

5. Search successfully for information using Windows XP tools.

    Potential Elements of Performance:
    - Search by name and location
    - Use search strings and wildcards
    - Find files by keyword
    - Index to speed searches
    - Refine a search
    - Save search settings

6. Work with graphics, sound, video, and animation.

    Potential Elements of Performance:
    - Use Paint to open, create, and edit graphics
    - Recognize graphic files and use the appropriate programs to open them
    - Scan documents as images or text (using OCR software)
    - Work with embedded or linked objects (OLE)
    - Link and play video clips
    - Use Media Player

7.   Use network resources and administrative tools efficiently.

Potential Elements of Performance:
- Understand basic network setups, protocols, and standards
- Work with network security and access rights
- Map drives, create a network place, and share resources
- Work offline and synchronizing when online

8.   Use Windows XP administrative tools.

Potential Elements of Performance:
- Set up a backup procedure to backup and restore on a regular basis
- Monitor system performance
- Understand users, user groups and accounts on a network computer
- Manage local security policies
- Manage Windows Firewall
- Set up Automatic updates to Windows XP
- Protect a computer from viruses

9.   Acquire, install and troubleshoot hardware/software.

Potential Elements of Performance:
- Understand hardware ports and expansion slots
- Install hardware
- Use the Device Manager
- Manage a print queue
- Locate and install software
- Install and use compression software
- Use Windows XP disk maintenance accessories
- Create a preventative maintenance/disaster recovery plan

10. Understand the operation and maintenance of the main inner components and common peripherals of a PC in order to buy, upgrade, or expand a PC.

Potential Elements of Performance:
- Prepare a checklist of needs for a potential computer purchase
- Describe alternative input devices
- Research available products for the modern office

11   Troubleshoot hardware/software problems using written/online documentation and the Internet.

Potential Elements of Performance:
- Identify errors and follow a logical solution path
- Set up and tend an error/maintenance log
- Access manufacturer's web sites to view product information and download patches
- Participate in user groups to find current information

III.   REQUIRED RESOURCES/TEXTS/MATERIALS:

GO! With the Internet by Gaskin and Lawson. Published by Pearson Prentice Hall 2008. ISBN: 978-0-13-230002-5.

Microsoft Official Academic Course – OUTLOOK 2007   Published by Wiley.   ISBN: 978-0-470-06952-3.

New Perspectives Microsoft Windows XP – 2005 Update. Parsons, Oja, Carey, Carey and Ruffolo. Published by Course Technology/Thomson Learning. ISBN: 0619268182

These books were also used in OAD107.

Three manila file folders (letter size)
USB Memory Stick
Mouse pad (optional but desirable)

V.   EVALUATION PROCESS/GRADING SYSTEM:

Tests:
            Test 1 ....35%
            Test 2 ....35%
            Content from lectures will be included in these tests.

Assignments:
            One research project.. 30%
            ....100%

The following semester grades will be assigned to students in postsecondary courses:

Grade	Definition	Grade Point Equivalent
A+	90 – 100%	4.00

INFORMATION TECHNOLOGY II   COM220

A	80 – 89%	
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 areas.
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.

IV.   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 E1101 or call Extension 2703 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.

Communication:
The College considers *WebCT/LMS* as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the *Learning Management System* communication tool.

Plagiarism:
Students should refer to the definition of "academic dishonesty" in *Student Code of Conduct.* 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.

Students are expected to demonstrate respect for others in the class. Classroom disturbances will be dealt with through an escalating procedure as follows:
- Verbal warning
- E-mail notification
- Meeting with the Dean

It is expected that 100 percent of classroom work be completed as preparation for the tests. All work must be labeled with the student's name and the project information on each page. Students are responsible for maintaining back-ups of all completed files.

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 at the end of the semester to those students who have attended 75 percent of classes and have completed the course work. The mark achieved on the supplemental will replace the lowest failed test for the final grade calculation.

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.

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.).

Proofreading is fundamental to this course. Marks will be deducted for inaccuracies.

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 E-wing network and in The Learning Centre.

Regular attendance and participation 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.

It is the student's responsibility to be familiar with the course outline and department manual. Students are expected to check college email twice daily as a minimum.

VI.   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.

VII.   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.